DEPARTMENT OF HUMAN SERVICES

Disability Services Division

Template | Community integration plan for integrated community supports settings

Provider name: Independent Living Services of Central Minnesota

License number: 1106251

Address of the integrated community supports setting: 302 8th Avenue South St. Cloud ,MN 56301

Instructions: The community integration plan is meant to describe and ensure community participation for people receiving services. Community integration plans must contain information and practices that are specific to the location, and not general plans for the HCBS provider. Site specific reviews and community integration plans are how Minnesota meets ongoing requirements for the federal Home and Community Based Settings rule for ICS settings.

The following resources may be useful for you when developing a community integration plan:

- HCBS provider toolkit
- HCBS settings standards
- CBSM - Integrated community supports
- HCBS settings requirements

A. What community resources exist within close proximity to the ICS setting? (Shopping, leisure, health care, employment opportunities, public transportation, etc.)

302 8th Avenue South is located in downtown St. Cloud, MN within walking distance to shops, boutiques, restaurants, gas stations, human services building and the courthouse. The setting is also within walking distance to St. Cloud State University and 5 miles from St. Cloud Technical College. The setting is within walking distance of many employment opportunities ie fast food, gas stations, warehouses, restaurants and office buildings. Recreation- The setting is located near parks (Munsinger Gardens, Wilson Park, Lake George Park, walking trails (Lake George, Beaver Island Trail), rivers(Mississippi River, Sauk River), lakes (Lake George).
Spirituality, Religion and Culture: This setting is located near many places of worship accommodating various religious and spiritual practices.
Bus Line- The setting is located on the bus line providing opportunity for easy access of the community, St. Cloud also has Dial-a-Ride through Metrobus to help accommodate those with disabilities. Located on the bus route include YMCA, Whitney Senior Center, Quarry Park, Marcus Parkwood Cinema, the Paragon Theatre, and community education programs.
Centra Care is the primary healthcare system in St. Cloud, hospital with pharmacy inside located just

over 0.5 from the address. There are multiple clinics within 5 miles from various providers, including specialty clinics. Not all locations have identical community resources. The sites that are identical are due to the fact that the locations are in similar proximity. Not all persons-served have the same needs therefore the community resources needed are not the same for each person. Designated Coordinators are trained upon hire of community resources and have access to our live community resource guide where ILSCM updates new resources as they are discovered or made aware of. Upon intake, during meetings and ongoing the designated coordinator is responsible for identifying community resources that an individual may need and providing information to the person and staff and formulating a plan to assist the individual gain access to supports they made need. There are separate community resource guides/CIP's for locations that are not in the same proximity or city as others. If there is an overlap or difference in the community resources they are respectively placed on the correct CRG/CIP. Individuals are provided with the most current copy of the CRG and CIP upon intake to the program. **Further resources and events are located in the 302 8th Avenue South Community Resource Guide.**

B. Describe how your staff at the ICS setting continually identify local community resources to support people to experience community integration and participation, and how people living at this location are informed about those resources.

- **All ILSCM staff (office and direct support) are members of the local community. Staff obtain information of local resources, opportunities, and events by conducting internet research, communicating with case managers, following local social media pages and groups, subscribing to the email list of community resources and businesses.**

  a. **ILSCM staff shares this information with other 302 8th Ave S staff in the live CRG as it becomes available. ILSCM shares this with 302 8th AVE tenants via their preferred method of communication mail or email as requested by person served/ guardian, or qualified members of their support team as listed in Support Plan Addendum. If staff recognize an event, job, resource that is added to the CRG, that would be useful to their person, they inform the person upon next meeting.**
  b. **The CRG is provided in a paper or digital format to all tenants upon intake into the program.**
  c. **During annual meetings, person served, the Designated Coordinator, and members of the support team as applicable can reference the 302 8th Ave CRG to review updated resources available for persons receiving services at 302 8th Ave.**

C. Describe the practices that are in place at this location which are used to identify and support people's individual interests and preferences.

Upon intake and as determined by the individual and their team, but no more than 6 months, the Person Centered Planning Tool (PCPT) is utilized to identify individual interests and preferences The

information from the Person-Centered Planning Tool is used to develop the Support Plan Addendum. During the meet and greet between program recipients and their staff person, the Person-Centered Planning Tool is reviewed with both parties to ensure that staff can best support the person served. During the review of the PCPT the Designated Coordinator helps to provide guidance and information regarding community resources and events that appear to be of interest or need to the person served. ILSCM staff will review with the person served and the case manager to determine if the PCPT needs to be reviewed more often, less often or remain the same. Depending on the outcome, ILSCM will update the Support Plan Addendum to reflect the individuals need and preference.

D. Describe how people are provided training or support to be involved in their local community. Include how people may participate in determining and planning opportunities to participate in activities that take place within their community.

Training is provided via open communication about how person served would like to participate in their community. Staff provide encouragement and companionship to research, plan and attend community events. Integrated Community Support staff plan for the week with the individual served and review the previous week's accomplishment and goals the following week. Staff provide resources to the individual served to navigate the community while staff are not on shift, walking directions, use of the bus, calling for medical and non-medical transportation and use of ride share apps. Staff are continuously working to make individuals independent with their community access skills.

Designated Coordinators check in with ICS staff and tenants as indicated in the Support Plan Addendum. Prior to the meeting the DC reviews staff notes to the previous meeting date. Notes are reviewed to determine if planning opportunities have been presented to the person served or if there has been active participation in the community. The meeting is a time to discuss challenges, successes and plans for the next meeting.

Persons served are reviewed by management and staff as required by statute, for goal completion. Reports to case management and other team members are given as stated and requested on their SPA. The minimum review guidelines are annually, however there is open and continued discussion amongst the individual, staff, and team members through meetings on a continuous basis. Daily notes are continuously reviewed by the Designated Coordinators and Designated Managers. Should staff or team members at any point notate or discuss that the goals stated on the individuals SPA are not able to be completed, are having a challenge in their goal areas, or are not wanting to continue with a goal, the team revises the SPA after discussion with team member and the individual served. The goal behind goal setting is to ensure the ability of the greatest success available in the goal completion area for the individual.

E. How is assistance provided when a person is unable to access community resources independently?

Assistance is provided per the individual served preference. Staff will work with the individual to determine what they are able to do independently, what accommodation is needed, and how the

person served would like the staff to assist with accessing community resources. Staff may help by assisting and accompanying individuals with using public transportation, providing private transportation, walking with the individual, and setting up and accompanying medical transportation. Staff may assist in researching programs and opportunities that promote independence in the community that align with the goals and needs of person served. Staff help the individuals they serve by a goals achievement step process, prompting and redirection as well as utilizing de-escalation tactics trained upon for the individual as needed. The goals achievement process

Example: A person may want to learn to utilize the bus line independently. The first part of the goal would be to learn what bus lines are in the area with the help of staff providing information and coaching the individual. Once the individual is able to independently recognize the bus lines and where they go to (routes) they will have the new goal of getting on the bus with staff for a desired outing. Once the individual is comfortable with riding the bus alone, they would transition into walking to the bus with the help of staff and having staff on phone standby in case they got off at the wrong stop or another form of set up confirmation of completion.

Accessing community resources is prompted for completion on a weekly basis as determined in the individual's goal with a minimum of weekly. Community resources can include the food shelf, workout centers, groups, community concerts, farmers market, local stores, grocery shopping, etc.

ILSCM assesses the independence of the individual upon intake from historical information provided as well as information provided from the individual. The Self-Management Assessment states areas in which the staff may need to aid and what the individual is able to complete independently. Risk areas from the individuals IAPP are additionally considered on the Self-Management Assessment. Any additional considerations would be noted in the SPA that were not considered or outlined as risk or management factors.

If a person exhibits unacceptable challenges with behavior in public, staff may need to revamp the areas and outings that they are able to accompany or prompt the individual to access. The individual may be a better fit for an outing around less people or in a different area. The staff will take into account what is the safest option for the individual and staff should unavoidable challenges happen that could endanger the individual or others.

F. What modes of transportation are available at or near the setting for people to utilize in order to access the broader community?

1. **☒ Public transportation – There is a bus stop located directly outside of the setting. The main metro bus hub for the city of St. Cloud is located 3 blocks away from the setting Fixed bus routes provide transportation within St. Cloud, Sauk Rapids, Sartell and Waite Park. There is also access to the North Link Bus which transports down to Elk River where they can catch light rail transfer to the metro area. Dial-A-Ride is used for persons with disability to allow for pick up and drop off at specific locations.**

☒ **Private transportation – St. Cloud area has access to taxis and lyft which can be accessed via phone call and phone apps.**
☒ **Natural supports – Individuals can utilize family, friends and support persons to assist with transportation in the community.**
☒ **Program delivered options – ILSCM staff are able to provide transportation within a limited radius while on shift if the individual is unable or is working to use other means of transportation..**
☒ **Other – Medical transportation is provided to MA and waivered service individuals. They are able to learn and utilize this service to foster independence while attending medical appointments.** All locations have similar transportation options. Differences would be noted in each CIP, such as nearest bus stop. Not all persons-served have the same transportation needs or same transportation available to them. Upon intake, during meetings and ongoing the designated coordinator is responsible for identifying transportation needs of the individual and providing information to the person and staff and implementing individual transportation wants and needs into the Support Plan Addendum. Each individual is provided with a 3 ring binder with their information, program information, lease information, CRG/CIP etc upon intake. In the information section is information regarding transportation, ie medical rides, bus passes, ride share available to the individual.

2. **How are people supported to access transportation?**

Support Plan Addendum describes transportation and the appropriate use of each modality and goals for utilization as it pertains to each person served. Staff utilize a training, demonstration and return demonstration model until independence has been reached at level appropriate for the individual.

G. **Describe the policies and practices in place to meet the HCBS settings requirements (support people having guests, roommates, privacy, etc.).** ***You may describe policies and practices here and/or attach supporting documentation.***

This setting contains 16 individual 1 bedroom apartment units. Each tenant has their own apartment and own keys. Each apartment has a kitchen, bathroom, living and sleeping space. No staff have access to the individuals apartments. No staff are able to enter the apartment of a tenant without being invited in and with the consent of the tenant. The entry doors are locked from the outside for safety, but there are not locked from the inside at any point in time. Tenants are able to enter and exit their apartment freely.

Just as any apartment in the community, tenants are able to have any guests of their choosing at anytime of the day or night. There are no “visiting hours.” There are no stipulations regarding guests other than bring respectful in noise volume and activity as to not be disturbing to other tenants of the building. Per the lease, “Tenant may have guests on the Premises for not over 7 consecutive days or 21 days in a calendar year, and no more than two guests per bedroom at any one time. Persons staying more than 7consecutive days or more than 14 days in any calendar year shall NOT be considered original tenants of the Premises. Tenant must obtain the prior written approval of Landlord if an invitee of Tenant will be present at the Premises for more than 7 consecutive

days or 21 days in a calendar year." While this does stop additional persons from living at the apartment is does not restrict the right of tenants to have others live with them, said persons just need to be on the lease.

All units are 1 bedroom. If a tenant has a significant other, they will be able to have 2 persons on their lease. ILSCM will not facilitate finding roommates or proposing roommates due to the size of the apartments.

ILSCM will not direct or facilitate who will or who will not live in an individual's apartment. Each individual is allowed to choose who lives in their apartment with them, as allowed by rental guidelines and the lease agreement.

ILSCM will maintain an acknowledgment form on file for all ICS persons served that each person, their case manager, their legal representative (if applicable) are aware of and have chosen the living arrangement.

Tenants who have their own phone have the right to make phone calls in private without staff present.

Tenants have their own mailbox to which ILSCM staff do not have access. Tenants can send, receive and open mail in private.

Individuals are encouraged to furnish and decorate their apartment as they see fit. There are no stipulations regarding allowable décor.

ILSCM does not and cannot facilitate roommates.

Based on the person-centered planning tool the individual chooses their staff preference and time frames of when they would like to receive services. All staff persons are matched with individuals that are believed to be a good fit. If either the individual or staff is not happy with the arrangement or uncomfortable with the relationship, additional staff will be provided. Each tenant has their own staff. All agency staff can work with any individual, there are no staff specifically assigned to each site. There is no office or staff room on site.

There are no group activities in the building, no shared spaces less the common entries.

ILSCM does not provide food. Each tenant is responsible for purchasing or obtaining their own food which is stored in their apartment. There are no shared kitchen spaces. There are no restrictions in place regarding food.

Individuals are assessed for mobility as it pertains to entering and moving within their apartment prior to moving in to ensure it is accessible for their needs. If modifications need to be made or it is overall not a good fit there is a conversation at that time to determine feasibility.

Program recipients receive a document "rights of person served" of which is reviewed and acknowledged at intake and annually.

The document and discussion regarding informed choice is completed upon intake and annually.

Any modification or variance from the above requirements would be discussed and documented in the person-centered service plan.

This ICS location is same/similar to other program ICS locations. There are no unique characteristics of this location that vary from other similar sites that would need additional documentation of ensure the HCBS setting requirements are met.

H. Describe the potential isolating factors specific to the integrated community setting. (i.e., structure of the building, location of the building, ICS capacity, etc.) Identify steps the provider will take to mitigate the isolating factors.

The setting is located in downtown St. Cloud, in this area are other residential housing and retail businesses. While the building will be licensed with 16 ICS units, each person has their own goals, staff and schedule which will reduce isolation and the feeling of institutionalization. There are also an abundance of job opportunities within walking distance which helps to eliminate a large barrier to employment. Employment helps reduce isolation.

Individuals could deny services during scheduled time frames which could cause isolation. Shifts and notes are monitored on a daily basis by Designated Coordinators, allowing for quick reaction time to intervene if isolation is occurring. This also allows DC's to provide training, suggestions, and interventions to direct support staff and the individual served in a timely manner.

Individuals are made aware and acknowledge at intake via the Informed Choice document, that they are allowed to have other services provided in their home i.e., homemaking, IHS, companion, ARMHS etc. Tenants are aware that they do not need to receive ICS services from ILSCM and can choose other providers of their wishes, but that they will not be able to receive ICS services from a different provider at their current location. By allowing other services to be provided to the person served, this can help reduce feelings of isolation.

ILSCM does not force or coerce individuals into the setting. Individuals are provided the opportunity to tour, ask questions and decide if this setting is appropriate for their needs. ILSCM signs month to month leases as to allow tenants to leave as they choose so they do not feel like they are stuck in a setting that is not compatible for them.

There are no signs or public postings that would make anyone in the community aware that ICS clients live in the building.

I. Describe how the integrated community supports provider identifies isolating factors on an individual level and works to mitigate these isolating factors?

Upon intake, previous history of isolation is discussed. The team (individual, staff, case managers) discuss previous isolation and how the individual has dealt with this in the past, a plan to reduce isolation and how the individual would like their staff to address isolation if they see it occurring. This information is documented in the Individual Abuse Prevention Plan and addressed in the Support Plan Addendum, provided to staff upon being assigned to person served and as updates occur.

Staff receive person-specific training on each individual they work with. Person specific interventions to reduce isolation are formulated on the SPA. Staff document notes after their shift is completed that include any activity that would constitute community inclusion or access. Visit notes are reviewed by Designated Coordinators on a daily basis. Designated Coordinators are trained in evaluating and recognizing isolation and implementing solutions with the individual and staff while utilizing the individuals' preferences.

Date Developed: 8-14-2024 **By:** Breanna Ruchti

Date Reviewed: 2-13-2025 **By**: Breanna Ruchti, DM