

ABOUT ME

SANDRA L NIENOW

Preferred Name: SANDY

Assessment Date: 12/17/2020

Plan Dates: 01/01/2021 to 12/31/2021

Developed by: Sarah Anderson (651) 453-5293

Address: 4095 White Bear Ave

White Bear Lake, MN 55110

County: Ramsey

Home: (651) 762-8331

Work:

Other:

General Plan Notes:

Rep Payee (SSA): Northeast Residence (NER)

Case Manager Information: Sarah Anderson, 651-453-5293, sarah.anderson@thomasalleninc.com

Providers and/or Contacts:

Pat Nienow (Sister/co-guardian). 3453 197th Ave NW. Oak Grove, MN 55303. Farmladies@comcast.net.

Bob and Teresa Nienow (Brother and sister-in-law/co-guardians). 2035 Cottage Ave E. St Paul, MN 55119. 651-771-9815.

Becky Bollinger (Program Manager- Northeast Residence). 2539 Cty Rd E East. White Bear Lake, MN 55110. 651-214-5512.

Bbollinger@nerinc.org.

Jeanne Ottman (Program Coordinator- Northeast Residence). 4095 White Bear Ave. White Bear Lake, MN 55110. 715-222-0456.

Jottman@nerinc.org.

Beth Blackorbay (Designated Coordinator- PAI Linden). 3595 Linden Ave. White Bear Lake, MN 55110. 651-777-5622 ext. 202.

Bblackorbay@paimn.org.

Financial Resources: MA, SSI, RSDI, earned income from work, and Medicare parts A, B, and D.

Diagnosis: F72: Severe Intellectual Disabilities.

Medical History: Sandy was born on 3/4/1945 in Milwaukee, WI. One month after conception, Mrs. Nienow came down with a very serious case of

strep throat. Since there was no life detectable within the womb, the doctor felt the fetus was not alive. Mrs. Nienow did feel movement, but only a flutter. The delivery was normal with the exception that she was termed a "dry birth." Sandy was born with an extra finger and extra toe. When she was born, she did not cry as she should have and the nurses told her mother that Sandy acted like a premature baby. Mrs. Nienow stated that as a baby, Sandy was unable to move just her arms or just her legs. When she moved her right arm, her right leg would move as well. Sandy was bottle fed until age 5, then began eating table foods. Sandy made sounds, but did not coo or chatter as babies do. She did not learn to talk with the exception of the sound "mama" and "dada." In February 1999, Sandy had most of her teeth removed due to a severe infection in her mouth. She has unable to get dentures due to a strong gag reflex. Sandy has a diagnosis of milk kyphosis and osteoporosis. In 2008, a slight abnormality was found during a routine pap smear. An ultrasound was performed and nothing concerning was found, but it was discovered that Sandy only has one kidney. Sandy was hospitalized several times in 2017-2018 for vomiting and pneumonia. Sandy needs to remain upright for 30 minutes after eating due to acid reflux and sleeps with her bed at a 45 degree angle. Sandy's food needs to be finely chopped and her liquids need to be thickened as she is on a level 2 dysphagia diet. Sandy has no known drug allergies. She is allergic to plastics and may develop a rash. Sandy is also sensitive to chocolate and caffeine. Sandy is currently taking the following medications: Aspirin 81mg, Docusate Sodium 100mg, Ferrous Sulfate 325mg, Tums 500mg, Lovastatin 10mg, Calcium Carb + D3 600/400, Omeprazole 20mg, Ranitidine 150mg, and Risperidone 1mg. Sandy needs her medications crushed and given in yogurt.

Health Care Directives/DNR/DNI: Sandy does not have a health care directive. Sandy is DNR/DNI, all providers have copies of this documentation.

Historical Information (e.g. history of work, living arrangements, etc.): Sandy moved from Milwaukee, WI to Anoka County, MN in December of 1960 at the age of 15. She had no formal training or education as she had never been enrolled in school. Sandy had duties in the home such as picking up things, making her bed, and doing dishes. In 1974, Sandy started at the DAC in Anoka. Sandy's parents withdrew her in 1977 due to behavior problems. She remained at the home and attended summer camp and community activities with Camillia Rose. Between 1979-2005, Sandy attended several different day programs (Chisago County DAC, Rise, and CIP). In 2005, Sandy moved from the work floor at PAI to the semi-retirement floor at PAI Commerce and was still working a few days per week. In 2018, Sandy transferred to PAI Linden to participate in their leisure program as she said she no longer wanted to work. In 1994, Sandy moved from the family home to Camillia Rose. In 2000, Sandy moved to her current home at Northeast Residence.

Individual's Strengths, skills and abilities: Sandy is caring, loving, social, outgoing, a great dancer, attentive to others, funny, independent, family-oriented, respectful, and a great self-advocate

Waiver Program: DD

Annual Visit Date: 12/17/2020

What's important to the person: Going out in the community is important to Sandy, especially out to eat, bowling, shopping, and playing Bingo. Elvis, music, reading, the Food Network, cooking, shopping, visiting with friends, talking on the phone with my family, summer camp, naps, communication book, and being able to complete tasks independently are all very important to Sandy as well.

Rituals and Routines: Sandy attends PAI 3 times a week. It is very important to Sandy that she is able to stay home the other 2 days a week and

relax. While Sandy is at home during the day, her favorite thing to do is lay in the recliner in her pajamas and watch the Food Network, especially Bobby Flay. Sandy knows what time Bobby Flay is on every day and does not like to miss this. She likes taking naps every day as well. Sandy goes out to eat once a week in the community, chinese food is her favorite. It is an important ritual that Sandy is able to go to summer camp each year (usually in July).

Informal Supports: Sandy is extremely social and has a large system of informal supports. She has friends in every room at PAI, a large family, and her housemates. Sandy will make friends with people wherever she is at.

Dreams/Aspirations: Sandy would like to attend summer camp next year. Sandy tries to attend summer camp each year and this is the highlight of her summer. Sandy would love to go to her sibling's homes to celebrate Christmas. Sandy would also like to continue to increase her independence by learning new tasks such as cooking and choosing her own outings.

Social/ leisure/ cultural/ religious considerations: Sandy enjoys bowling, shopping, playing Bingo, Elvis, music, reading, the Food Network, cooking, shopping, visiting with friends, talking on the phone with my family, summer camp, and naps.

Housing Discussion: Case manager (CM) discussed other housing options with Sandy and her guardian. Sandy is currently happy at her home and does not want to move. Guardians agree that Sandy's current placement is the best and least restrictive environment for her. Sandy and guardians are aware that there are other housing options available if Sandy decides she would like to move.

Summary of Waiver Services & Informed Choice: Sandy could attend any work or day leisure program, she is happy with attending PAI. Sandy has case management with Thomas Allen and is happy with this. Sandy does not want/need any additional services at this time.

Competitive Employment: Sandy is not interested in competitive employment at this time. She enjoys being partially retired and would only like to participate in PAI's recreational/leisure program.

Community Integration: Sandy enjoys going for walks, doing virtual classes, and going to PAI. She is very social and knows all of her neighbors.

Assistive Technology Needs & Adaptive Equipment: Sandy has an iPad that she uses to listen to music and watch videos on (Elvis, old cooking shows). Sandy is not interested in any adaptive technology at this time. She prefers to use her picture book to communicate.

PERSON INFORMATION

Date of Birth: 03/04/1945 **Age:** 75 yrs

Emergency Contacts

Name	Relationship	Phone
Robert & Teresa Nienow	Guardian/Legal Representative	(651) 771-9815
Patricia Nienow	Guardian/Legal Representative	(612) 817-7242

Notes/Comments**Decision Making Representatives**

Name	Type of Authority	Address	Phone
Patricia Nienow	Private Guardian	5651 Ambassador NW, St Francis MN 55070	(612) 817-7242
Robert & Teresa Nienow	Private Guardian	2035 Cottage Avenue E, St. Paul MN 55119	(651) 771-9815
Northeast Residence	Representative Payee	4095 White Bear Avenue, White Bear Lake MN 55110	(651) 762-8331

Notes/Comments**Health Insurance & Payers**

Is the person certified disabled by Social Security or through the State Medical Review Team (SMRT) process? Yes

Is the person on medical assistance? Yes

Type	Describe	Policy Number	Effective Date
Medical Assistance		00203061	
Medicare - Part A			
Medicare - Part B			
Medicare - Part D			

Notes/Comments

Managed Care - Health Partners

Providers

Health Care Providers	Phone	Comments
Psychiatrist	(651) 254-4786	Regions - Gaye Bartholic, RN
Dentist		Community Dental
Primary Physician	(651) 277-8149	Entira - Dr. Frane

Notes/Comments**WHAT'S IMPORTANT TO THE INDIVIDUAL****Short and Long-Term Goals**

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Sandy will participate in baking and cooking opportunities as she chooses.	12/31/2020		
Sandy wants to stay in contact and continue to spend time with her family.	12/31/2021		
Sandy wants to continue attending camp.	12/31/2021		
Sandy wants to participate in community activities, i.e. shopping, going out to eat, bowling, etc., when its safe.	12/31/2021		
Sandy and her family want her to continue living in her current home.	12/31/2021		
Sandy and her team want her to continue attending her day program.	09/30/2021		

Action Steps for Goals:

What will the person do?

Sandy will do her best to express interests in goals or services with their team that would be most beneficial. She will also participate in her goals and let caregivers know when she needs extra assistance to the best of her ability.

What will the case manager do?

Case manager will assure that Sandy is included in the choice of her goals and that they were explained in a way that she could understand. Case manager will continue to coordinate and monitor services and providers to help Sandy achieve her goals. Case manager will also monitor progress towards accomplishing goals. Case manager will be available to schedule meetings with Sandy and Sandy's team as needed to review progress and goals, make adjustments to the plan or services, or resolve any conflicts and disagreements. Sandy and team are aware that a full team meeting can occur at any point in time. If an agreement cannot be made at the meeting, a decision will be made based upon Sandy's best interest.

What will others do?

Pat, Bob, and Teresa Nienow (co-guardians) will encourage Sandy to participate and achieve her goals. They will also have open communication with Sandy's team to advocate on her behalf. In the event of conflict amongst team members regarding the most appropriate supports for Sandy, the benefits of each option will be considered. If the team is unable to resolve conflicts in this manner, the Sandy and her guardians will be the final decision maker.

What will the provider do?

Providers will implement the services and goals as outlined in the support plan. Provider will ensure that Sandy's health and safety needs are met.

SUMMARY OF PROGRAMS AND SERVICES

Program Type Developmental Disability Waiver	Start Date 01/01/2021	End Date 12/31/2021	Annual Amount \$98,055.52	Total Plan Cost \$112,127.57	Avg Monthly \$9,343.96
Case Manager/Care Coordinator Sarah Anderson		Case Manager/Care Coordinator Provider ID A677613900		Responsible Party Name	
Program Notes					

Service							
Case Management - 15 Minutes							
Start Date 01/01/2021	End Date 12/31/2021	Procedure Code T1016 UC	Frequency	Units 124	Rate \$23.19	Avg Monthly \$239.63	Total Service \$2,875.56
NPI/UMPI A026672900	Status Pending	Provider Name THOMAS ALLEN INC- WAIVER-CM		Funding Source DD Waiver		County of Service Chisago	
Areas of Need							
Quality of Life, Communications, Supportive Services							
Support Instructions							
Case Manager will provide Rule 185 case management with a minimum of two visits per year. Case manager will provide support planning, set up and coordinate services, and monitor services. She will make changes to the CSSP upon verbal or written request from team members. Team member should request changes to the CSSP via telephone or email. Frequency: case manager will provide approximately 3 hours of case management services per month. During the Covid 19 Health Crisis Orders implemented by Governor Walz (Executive Order 20-12), Case managers will conduct required face to face visits via phone or by electronic visits.							
Service Notes							

Service							
Community Residential Services - Adult							
Start Date 01/01/2021	End Date 12/31/2021	Procedure Code S5140 UC U9	Frequency	Units 365	Rate \$216.85	Avg Monthly \$6,595.85	Total Service \$79,150.25
NPI/UMPI A528316700	Status Pending	Provider Name NORTHEAST RESIDENCE INC		Funding Source Not Yet Determined		County of Service Chisago	
Areas of Need							
Support Instructions Staff will provide a 24 hour plan of care to assist Sandy with activities of daily living, assist with medical needs, community inclusion, cognitive and behavioral direction as needed, and financial support as needed. Provider will ensure Sandy's health and safety needs are met. For all incidents or accidents, provider will notify case manager within 24 hours of the incident and provide a written report within seven days.							
Service Notes							

Service							
Day Support Services - 15 Minutes							
Start Date 01/01/2021	End Date 12/31/2021	Procedure Code T2021 UC	Frequency	Units 3432	Rate \$5.68	Avg Monthly \$1,624.48	Total Service \$19,493.76
NPI/UMPI A887860900	Status Pending	Provider Name PHOENIX ALTERNATIVES INC		Funding Source Not Yet Determined		County of Service Chisago	
Areas of Need							
Support Instructions Provider will continue to support Sandy in developing and maintaining the skills necessary to be successful in her vocational choices. Provider will assist with cognitive supports and developing and maintaining coping skills as needed. Provider will ensure that Sandy's health and safety needs are met. For all incidents or accidents, provider will notify case manager within 24 hours of the incident and provide a written report within seven days.							
Service Notes							

Service							
Transportation - Per One Way Trip							
Start Date 01/01/2021	End Date 12/31/2021	Procedure Code T2003 UC	Frequency	Units 312	Rate \$34.00	Avg Monthly \$884.00	Total Service \$10,608.00
NPI/UMPI A887860900	Status Pending	Provider Name PHOENIX ALTERNATIVES INC		Funding Source DD Waiver		County of Service Chisago	
Areas of Need							
Employment/Training/Skill Building, Personal Security, Supportive Services							
Support Instructions							
Sandy receives DT&H services and transportation through PAI. PAI will provide safe transportation to/from work, along with any community activities she may engage in throughout the day. Frequency: units are used as needed.							
Service Notes							

RISKS

How will Health and Safety Issues be Addressed?

Sandy needs help with self-preservation and some safety skills. Sandra would not be able to recognize a dangerous person or situation and would not be able to access help in the event of an emergency occurring. Sandy is able to indicate if she is ill or injured. Sandy's caregivers ask her questions in different ways and observe her for changes in behavior and appearance for signs of illness or injury, so they understand what she is telling them. She would need help if she was lost from her support staff or family. She would communicate with others using her communication book. Sandy wears a mask when she goes to PAI and at her home when needed. She also knows to wash her hands when she comes home and when she touches things. Sandy is a hugger and very social so needs reminders about fist and elbow bumps. She had COVID but is recovering.

If someone were yelling or trying to hurt Sandy, she would tell staff or her family. She is able to advocate for herself. She is not able to protect herself from all forms of abuse. She needs help making reports to the police or make a vulnerable adult report.

NER, Sandy’s family and PAI provide a 24-hour plan care for Sandy. This is the appropriate level of supervision for Sandy. Sandy needs a guardian, rep payee, and support staff to help ensure her basic needs are met. Her siblings, Pat Nienow (sister) and Bob Nienow (brother), are her court appointed guardians and help her make legal decisions.

Northeast Residence (NER) acts as her rep payee for her SSDI benefits and work with her guardians to complete all paperwork for his government benefits.

Sandy’s guardians and NER work together to ensure Sandy’s basic needs, i.e. food, shelter, and clothing.

She has an IDD case manager that works with the team to ensure her services needs are being met by providers.

Her team works together to protect Sandy as a vulnerable adult.

The following table documents and acknowledges any risks that exist based on identified remaining needs above.

Identified risk and choice regarding services	Negative outcome that may result	Alternative measure that may be implemented
Sandy is at risk of abuse and exploitation due to her disability.	Sandy could be exploited and talked into doing something that may not be in her best interest. Sandy could be taken advantage of and/or harmed.	Guardians and providers will ensure that Sandy is protected from all forms of neglect, abuse, and exploitation.

Summary plan/agreement reached to address the identified risks:

See IAPP. No additional supports needed at this time. Services are being provided by the DD Waiver. Sandy receives a 24-hour plan of care through her DD Waiver. Sandy relies on the support of staff and family to identify dangerous situations, respond to emergency situations, and maintain her health and personal safety. Sandy has 3 private guardian who advocates on her behalf.

Emergency & Back Up Plans

Plan for unforeseen events (e.g, weather, storms, power outages)

In the event of an unforeseen event, NER and PAI will follow their protocol for that particular event and lead Sandy to safety.

Key Contact Name	Relationship	Phone Number
Josh Byrne	Designated Coordinator- PAI	(651) 777-5622
Becky Bollinger	Program Manager- NER	(651) 214-5512

Plan for emergency health events

In the event of an emergency health event, Sandy should be taken to St. John's Hospital. If hospitalization is not necessary, Sandy should see her primary physician, Dr. Frane at Entira Family Clinic. Sandy's guardians and case manager should be notified of all emergency health events.

Key Contact Name	Relationship	Phone Number
St. Johns Hospital	Preferred Hospital	(651) 232-7000
Dr. Frane	Primary Physician	(651) 777-8148
Patricia (Pat) Nienow	Sister/co-guardian	(763) 753-6365
Robert (Bob) & Teresa Nienow	Brother and sister in law/co-guardians	(651) 771-9815
Sarah Anderson	Case Manager	(651) 453-5293

Plan for unavailable staffing that puts the person at risk

Sandy lives in an SLS home with 24-hour staffing. If staff are unavailable for some reason, Becky Bollinger should be contacted to find staff for the home.

Key Contact Name	Relationship	Phone Number
Becky Bollinger	Program Manager- NER	(651) 214-5512