

COORDINATED SERVICE AND SUPPORT PLAN (CSSP) ADDENDUM – INTENSIVE SERVICES

Name of person served: Roland Missling

Date of development: April 2, 2021 For the annual period from: February 2021 to February 2022

Name and title of person completing the *CSSP Addendum*: Cortney Kelly, Program Supervisor/DC

Legal representative: Roland Missling, self-guardian

Case manager: Sarah Anderson, Thomas Allen Inc.

The license holder must provide services in response to the person’s identified needs, interests, preferences, and desired outcomes. Services will be provided according to MN Statutes, chapter 245D and the applicable waiver plan for the person served. The following will be assessed by the person and/or legal representative, case manager, support team or expanded support team members, and other people as identified by the person and/or legal representative.

Dates of development:

- Within 15 days of service initiation, the license holder must complete the preliminary *CSSP Addendum*.
- Before providing 45 days of service or within 60 calendar days of service initiation
- Annually, the support team reviews the *CSSP Addendum*.

Services and Supports

The **scope of the services** to be provided to support the person’s daily needs and activities include:

The scope of services for Roland is DT&H intensive supports in a community environment. PAI works with Roland to develop and implement achievable outcomes based on Roland’s goals and interests. PAI provides supervision, outcome implementation, transportation to community activities, data tracking and daily support related to his health, safety, and well-being as needed by Roland.

The person’s **desired outcomes** and the methods or actions that will be used to support the person and to accomplish the service outcomes (Service Outcomes and Supports):

Outcome #1: Roland has the tendency to dwell on the things that are causing him pain, bothering him, or that he finds annoying. Roland is redirectable to more positive subjects and also enjoys socializing with peers and staff about what is going well. Roland would like to get in the habit of remembers what is going well.

“Roland will have a 5-10 conversation daily with a peer or staff member that is positive in nature, 60% of trials until next review.”

Outcome #2: Roland works a mix of jobs at PAI with varying levels of pay. Going over his paycheck and work list print out will help Roland understand more about the rate he earns doing each job.

“Roland will review his work and wages paid with staff on paycheck Fridays, 75% of all trials until next review.”

PAI

A discussion of how **technology** may be used to meet the person's desired outcomes has occurred: Yes No

Provide a summary that describes decisions made regarding the use of technology and a description of any further research that needs to be completed before a decision regarding the use of technology can be made:

- Roland does not wish to pursue more technology use; including to not learn more about, to not use it to help complete an outcome, and to not learn a new skill.

Describe the **general and health-related supports** necessary to support this person based upon each area of the *Self-Management Assessment (SMA)* and the requirements of person-centered planning and service delivery:

- **Allergies:** Roland does not take any medication prescribed at PAI, however if the need did arise, Roland's allergies would be listed on his medication record and staff would only administer medication per a signed physician's order. If staff suspected a possible allergic reaction, staff would administer first aid/CPR as needed and call 911 is required.
- **Seizures:** Roland's seizure disorder is well controlled by medication taken at home. If Roland experienced a seizure when at PAI, staff would follow PAI's seizure protocol and call 911. PAI would notify Roland's residence.
- **Special Dietary Needs; Chronic Medical Conditions:** Roland takes medication for Diabetes at home and is under the care and observation of his physicians. Roland has continual sores on his legs, which are wrapped and evaluated by Roland's home frequently. Roland prepares and brings all food from home. When in the community, staff will encourage Roland to make healthy food choices, but Roland is his own guardian and often chooses to make food choices high in salt, fat and sugar even though it is recommended by his physician to avoid those foods. PAI does not have any vending machines or places onsite to purchase food.
- **Self-Administration of Medication or Treatment Orders:** Roland does not take any medication at PAI, however if the need did arise, a staff trained in medication administration would administer the medication to Roland per a signed physician order. Any medical concerns will be reported to Roland's residence, who will help Roland follow up with his physician as needed.
- **Preventative Screenings; Medical and Dental Appointments:** Roland's residence helps Roland schedule and attend all medical appointments. Any medical concerns will be reported to Roland's residence, who will help Roland follow up with his physician as needed.
- **Risk of Falling; Mobility Issues:** Roland wears support socks for edema and orthotic shoes to accommodate his mobility. PAI staff will ask Roland if he wants staff to report any concerns to his residence or case manager and do this if he wishes. Usually, Roland will report his concerns to the appropriate persons or doctor. Due to concerns about Roland slipping and falling early in the morning when he arrives at the Commerce site, Roland will wait for staff before the bus driver starts helping Roland off the bus and inside.
- **Community Survival Skills:** When in the community, staff will point out potential obstacles like curbs and uneven terrain to Roland as needed. Staff will encourage Roland to pick healthier options when purchasing food in the community. Staff will always be with Roland on site and in the community and will help Roland advocate on his behalf.
- **Verbal Aggression:** When Roland is raising his voice, calling others names, or teasing others staff will directly tell Roland that the behavior is inappropriate and ask him to stop. Staff will check if Roland needs help solving a problem. If Roland begins to argue with staff, staff walking away is sometimes the best way for the situation to not escalate further.
- **Person Centered Information:**
The **important to** Roland items were: Working and making money, and the things he spends his money on at home (would prefer not to share with PAI at time of interview).

PAI

The **important for** Roland items were: Maintain health, follow his diabetic diet enough to avoid further health concerns, and have opportunities to work.

A **good day** for Roland would be when he is scheduled for Dynamic Air. Roland would be in a good mood and chatting with his friends and staff.

A **bad day** for Roland would be when stays at PAI all day and is not scheduled for Dynamic Air. Roland does not like taking classes at PAI, but occasionally needs to attend a few due to running out of work on the work floor (everyone in the building would attend classes at that point). Roland can become irritated by peers when he is in a bad mood.

Roland **likes** working at Dynamic Air, going out for dinner, music, and when he used to work on the farm.

Roland **dislikes** taking classes, working on piece rate work, and not being busy/having something to do.

The person's **preferences** for how services and supports are provided including positive support strategies and how the provider will support the person to **have control of their schedule**:

- Roland has control over his schedule by choosing to focus on work at PAI. Roland does not typically attend any skills based or leisure classes at PAI because he does not want to, but they are always available if Roland changes his mind. Roland can choose where he would like to go on community outings and who he would like to spend his time with during down time.
- Roland prefers to focus on work.
- Roland prefers to surround himself with peers who are supportive, mind their own business, and can talk with him about his interests during break and lunch.
- Roland prefers to be social with others on his own schedule depending on how he is feeling.
- Roland can at times not feel very well because of his health- Roland prefers to talk to staff who are supportive and sympathetic to Roland's pain.
- Roland prefers to be as independent as possible. Roland prefers clear directions on how to do a job and the to be left alone to work on it.

Is the current service setting the **most integrated setting available and appropriate** for the person?

Yes No

If no, please describe what action will be taken to address this:

N/A

What are the opportunities to develop and maintain **essential and life-enriching skills, abilities, strengths, interests, and preferences**?

- PAI offers a large variety of leisure and skill building classes at PAI that Roland can choose to participate in. Roland will be given a list of the classes available quarterly and can pick classes that fit his interests, preferences, or the particular skills he would like to work on.
- Staff will ask for Roland's input often and accommodate his preferences whenever possible.

PAI

What are the opportunities **for community access, participation, and inclusion** in preferred community activities?

- PAI usually offers community outings on a daily basis to several community locations. Roland has the opportunity to choose which activities he would like to participate in by choosing about 1-2 locations a month that interest him. PAI also offers volunteer opportunities offsite. Other opportunities are offered onsite at PAI with community members, such as pet or music therapy.

What are the opportunities to **develop and strengthen personal relationships** with other persons of the person's choice in the community?

- Roland is encouraged to communicate and associate with those of his choosing onsite at PAI and when in the community. When appropriate, staff will introduce Roland to important members of the community (a tour guide at a museum, a volunteer coordinator at a volunteer site, etc.). Roland likes meeting new people.
- Roland can take classes, go on outings, work, and eat lunch with those of his choosing (at his table, or the same room) when available.

What are the opportunities to seek **competitive employment** and work at competitively paying jobs in the community?

- PAI offers employment services (exploration, support, and development) to those that enroll in the service. PAI has an employment specialist that works with these individuals and their team to find and maintain competitive employment in the community.

PAI

How will services be **coordinated across other 245D licensed providers and members of the expanded/support team** serving this person to ensure continuity of care and coordination of services?

- Roland's residence, Roland, PAI staff and case manager exchange information as it relates to Roland's services and cares. Meetings and reports are shared with Roland's team. Roland's team works together to ensure continuity of care. In-person conversations, phone calls, emails and faxes may be used to discuss current information.
- Roland is his own guardian and advocates on his own behalf and makes legal decisions for himself.
- Case manager, Sarah Anderson from Thomas Allen, develops Roland's CSSP and completes Roland's service agreements and communicates with Roland's support team to ensure continuity of care.
- PAI will provide Roland with employment opportunities onsite and help Roland work on vocational training and skill building. PAI will communicate any health and medical concerns to Roland's residence.
- Roland residence ensures Roland has personal assistance at home, medical care, and cognitive and behavioral supports. Roland's residence will keep the team updated about changes in health status and changes in supports needed.

If there is a **need for service coordination** between providers, include the name of service provider, contact person and telephone numbers, services being provided, and the names of staff responsible for coordination:

Tiffany Wright, Phoenix Residence
P: 651-653-3713
Email: caswell@phoenixresidence.org

Sarah Anderson, Case Manager, Thomas Allen Inc.
P: 651-453-5293
Email: sarah.anderson@thomasalleninc.com

Cortney Kelly, Program Supervisor/DC, PAI
P: 651-747-8740
Email: ckelly@paimn.org

The person currently receives services in (check as applicable): community setting controlled by a provider (residential) community setting controlled by a provider (day services) NA

Provide a summary of the discussion of options for transitioning the person out of a community setting controlled by a provider and into a setting not controlled by a provider or for transitioning from day services to an employment service: Roland is not enrolled in employment services a PAI. If Roland chooses to pursue community employment, PAI can offer support in this venture or for additional support Roland can work with his case manager to obtain funding and enroll in employment services.

Describe any further research or education that must be completed before a decision regarding this transition can be made: N/A- none at this time.

PAI

Does the person require the **presence of staff** at the service site while services are being provided?

Yes No

If no, please provide information on when staff do not need to be present with this person (include community, home, or work) and for the length of time. If additional information regarding safety plan is needed, also provide:
N/A

Does the person require a **restriction of their rights as listed in 245D.04, subdivision 3** as determined necessary to ensure the health, safety, and well-being of the person?

Yes No

If yes, please indicate what right(s) will be restricted: N/A

If rights are being restricted the Rights Restrictions form must be completed.

Does this person use **dangerous items or equipment**?

Yes No

If yes, address any concerns or limitations:

N/A

Has it been determined by the person's physician or mental health provider to be **medically or psychologically contraindicated to use an emergency use of manual restraint** when a person's conduct poses an imminent risk of physical harm to self or others and less restrictive strategies would not achieve safety? Yes No

If yes, the company will not allow the use of the behavioral intervention/manual restraint to be used for the person.

Health Needs

Indicate what **health service responsibilities** are assigned to this license holder and which are consistent with the person's health needs. If health service responsibilities are not assigned to this license holder, please state "NA."

- Monitoring for illness and injury. PAI will notify Mary Jo's residence if any are noted.
- Providing CPR and First Aid as applicable.
- Applying/supplying sunscreen and bug spray per bottle instructions as needed.

If health service responsibilities are assigned to this license holder, the case manager and legal representative will be promptly notified of any changes in the person's physical and mental health needs affecting the health service needs, unless otherwise specified here: N/A

The following information will be reported to the legal representative and case manager as they occur, unless otherwise indicated here.

- Any report made according to 245D.05, subdivision 2, paragraph (c), clause (4)
- The person's refusal or failure to take or receive medication or treatment as prescribed
- Concerns about the person's self-administration of medication or treatments

PAI

If the license holder is assigned responsibility for medication set up, assistance or medication administration, the license holder will provide that support according to procedures listed here as applicable:

Medication set up:

Medication assistance:

Medication administration:

Psychotropic Medication Monitoring and Use

Does the license holder administer the person's psychotropic medication? Yes No

If yes, document the following information:

1. Describe the target symptoms the psychotropic medication is to alleviate:

N/A

2. Does the prescriber require documentation to monitor and measure changes in the target symptoms that are to be alleviated by the psychotropic medications?

Yes No

3. If yes, please indicate the documentation methods to be used to collect and report on medication and symptom-related data according to the prescriber's instructions:

N/A

Permitted Actions

On a continuous basis, does the person require the **use of permitted actions and procedures** that includes physical contact or instructional techniques:

1. To calm or comfort a person by holding that person with no resistance from the person.
 Yes No If yes, explain how it will be used:
2. To protect a person known to be at risk of injury due to frequent falls as a result of a medical condition.
 Yes No If yes, explain how it will be used:
3. To facilitate a person's completion of a task or response when the person does not resist, or it is minimal:
 Yes No If yes, explain how it will be used:
4. To block or redirect a person's limbs or body without holding or limiting their movement to interrupt a behavior that may result in injury to self or others with less than 60 seconds of physical contact by staff.
 Yes No If yes, explain how it will be used:
5. To redirect a person's behavior when the behavior does not pose a serious threat to self or others and the behavior is effectively redirected with less than 60 seconds of physical contact by staff.
 Yes No If yes, explain how it will be used:
6. To allow a licensed health care professional to safely conduct a medical examination or to provide medical treatment.
 Yes No If yes, explain how it will be used:
7. Assist in the safe evacuation or redirection of a person in an emergency and they are at imminent risk of harm.
 Yes No If yes, explain how it will be used: Roland is likely to appropriately evacuate himself, however, if Roland does not do so independently or cannot do so fast enough in the event of an emergency where imminent risk of harm is present, staff will assist Roland in safely evacuating the building in the least restrictive manner possible.
8. Is a restraint needed as an intervention procedure to position this person due to physical disabilities?
 Yes No If yes, explain how it will be used:
9. Is positive verbal correction specifically focused on the behavior being addressed?
 Yes No If yes, explain how it will be used:
10. Is temporary withholding or removal of objects being used to hurt self or others being addressed?
 Yes No If yes, explain how it will be used:
11. Are adaptive aids or equipment, orthotic devices, or other medical equipment ordered by a licensed health professional to treat a diagnosed medical condition being used?
 Yes No If yes, explain how it will be used:

PAI

Staff Information

Are any **additional requirements** requested for staff to have or obtain in order to meet the needs of the person?

Yes No If yes, please specify: N/A

Does a staff person who is **trained in cardiopulmonary resuscitation (CPR)** need to be available when this person is present, and staff are required to be at the site to provide direct service? Yes No

For facility-based day services only – please indicate the staff ratio required for this person. Additional information on how this ratio was determined is maintained in the person’s service recipient record:

1:4 1:8 1:6 Other (please specify): NA

Frequency Assessments

1. Frequency of *Progress Reports and Recommendations*, minimum of annually:

Quarterly Semi-annually Annually

2. Frequency of service plan review meetings, minimum of annually:

Quarterly Semi-annually Annually

3. Request to receive the *Progress Report and Recommendation*:

At the support team meeting At least five working days in advance of the support team meeting

4. Frequency of receipt of *Psychotropic Medication Monitoring Data Reports*, this will be done quarterly unless otherwise requested:

Quarterly Other (specify): NA