



**DEPARTMENT OF
HUMAN SERVICES**

Coordinated Services and Supports Plan (CSSP)

ABOUT ME

LISA MCDERMOTT

Assessment Date: 09/11/2020

Plan Dates: 11/01/2020 to 10/31/2021

Developed by: Jill Book (651) 321-4518

Address: 2110 Castle Ave E

North St. Paul, MN 55109

County:

Home: (763) 443-2280

Work:

Other: (651) 430-8349

General Plan Notes:

Annual Meeting completed Virtually due to COVID-19 Pandemic.

DATE THIS DOCUMENT WAS MAILED:

PERSON'S MAILED TO:

SUMMARY/HISTORY: Lisa is a friendly, 52 year old woman who lives in a 4 person SLS home in North St Paul run by Lutheran Social Services. Prior to Covid, she attended day programming at PAIfocusing on leisure/rec activities and socialization. She plans to go back, but timing is unknown. Lisa is legally Blind and uses a walker at home and wheelchair in the community. She uses gestures and vocalizations to make her needs and wants known.

STRENGTHS: Lisa is good natured, she is able to say a few words, but is a great communicator for her wants/needs.

ROUTINES:

LIKES/DISLIKES: Lisa loves to go shopping, listening to music, going out in the community to eat, relaxing in her comfy chair, singing, and visiting with her former foster mom, Jen and family. When Lisa does not like something, she will make lots of noise and sometime grab out for people, or display self injury. It is important for Lisa to maintain her mobility and her health.

DREAMS: To go on vacation with her foster family again.

PERSON INFORMATION

Date of Birth: 03/29/1968 **Age:** 52 yrs

Emergency Contacts

Name	Relationship	Phone
Lisa Glasspoole	Guardian/Legal Representative	(651) 430-8349

Notes/Comments

Decision Making Representatives

Name	Type of Authority	Address	Phone
Lisa Glasspoole	Private Guardian	14949 62nd Street N, Stillwater, MN 55082	(651) 430-8349
Jen Seiler	Representative Payee	seiler.jenifer@gmail.com	(651) 353-5351

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		00564874	11/01/1995

Notes/Comments**Providers**

Health Care Providers	Phone	Comments
Specialty Clinic	(651) 439-1234	Dr. Laura Dean. 921 S Greeley, Stillwater, MN 55082
Dentist	(651) 925-8400	Community Dental. 1670 Beam Ave, Suite 240, Maplewood, MN 55109
Pharmacy	(651) 757-0242	Geritom Medical. 14949 62nd St N, Stillwater, MN 55082
Primary Physician	(651) 439-1234	Dr. Beth Adams. 1500 Curve Crest Blvd, Stillwater, MN 55082

Notes/Comments

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

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Lisa's team believes that she would like to maintain her waiver eligibility in order to fund her supports so that she can continue to be successful, supported, and happy.	10/31/2021	WASHINGTON COUNTY COMMUNITY SERVICE -- 1700969334	Annually
Lisa would like to continue to live in her home with LSS where she is supported and feels comfortable, safe, and happy with staff who know her well.	10/31/2021	LSS GATEWAY -- A765715300	Annually
Lisa would like to stay at home where she can be healthy and safe for now, but would like to return to attend rec/leisure/socialization programming at PAI when the pandemic risk declines.	10/31/2021	PHOENIX ALTERNATIVES INC -- M784481600	Semiannually
Lisa hopes to go on vacation again with her foster family someday.	10/31/2020		Annually
Lisa hopes to be able to go out and about in the community, including going out to restaurants again without risking her health.	10/31/2021		Annually

Action Steps for Goals:

What will the person do?

Lisa will continue to advocate for her own preferences, desires, wishes, dreams and identified outcomes. She will have opportunities for choice on a daily basis. Lisa will continue to access available formal and informal supports to achieve her goals and to do things she would like to do at home and in the community. Lisa will attend regular medical appointments.

What will the case manager do?

Case Manager will provide ongoing support, encouragement, advocacy, coordination of services and, access to additional supports and resources, as available and appropriate, to support her preferences, needs, desires, and identified outcomes, working with Lisa and her guardian and providers as needed. The case manager will complete visits and paperwork as required according to federal and state regulations for the continuation of services and to maintain eligibility. The case manager will complete a minimum of two visits with Lisa and her team per year, more as requested. Case Manager will monitor effectiveness of supports and services including SLS daily through Lutheran Social Services and 15min DTH through Phoenix Alternatives Inc.

What will others do?

Lisa's FAMILY and other team members will provide informal supports to encourage her independence by working with all support persons, formal or informal, to meet Lisa's assessed needs.

Lisa Glasspoole, Washington County, is her guardian, and will continue to exercise her powers and responsibilities, unless stated differently in the guardianship order, of: establishing place of abode (residential); care, comfort and maintenance needs; personal property; medical care; contracts; exercise supervisory authority; and assure eligibility for government benefits; She will complete their annual filing responsibilities as mandated by the court. She will work with Lisa to build and maintain all skills to meet of her goals.

Jennifer Seiler, Lisa's mother, is her REPRESENTATIVE PAYEE, will continue to assist with money management; assist with completion of all documents to maintain eligibility for state and federal benefit programs. This will be changing to LSS in the near future.

What will the provider do?

Staff at LSS and PAI will provide appropriate supports to Lisa. They will continue to work with Lisa to build and maintain all skills to meet her goals of having access to the community, having her voice heard, and that her health, safety and welfare be protected and to ensure all health and safety needs are met. They will provide services according to Coordinated Service and Support Plan Addendum and service agreement, as directed by guardian and monitored by Case Manager. They will provide ongoing support, encouragement, advocacy, coordination of services and access to additional supports and resources, as available and appropriate, to support Lisa's preferences, needs, desires and identified outcomes. LSS staff and PAI staff will contact Case Manager and guardian regarding any questions or concerns related to supports and services.

SUMMARY OF PROGRAMS AND SERVICES

Program Type	Start Date	End Date	Annual Amount	Total Plan Cost	Avg Monthly
Developmental Disability Waiver	11/01/2020	10/31/2021	\$0.00	\$131,682.93	\$10,973.58
Case Manager/Care Coordinator Jill Book	Case Manager/Care Coordinator Provider ID A395130200		Responsible Party Name		
Program Notes					

Service						
Case Management - 15 Minutes						
Start Date 11/01/2020	End Date 10/31/2021	Procedure Code T1016 UC	Frequency	Units 120	Rate \$23.19	Avg Monthly Service \$231.90
NPI/UMPI 1700969334	Status Approved	Provider Name WASHINGTON COUNTY COMMUNITY SERVICE		Funding Source DD Waiver	County of Service Washington	
Areas of Need						
Supportive Services, Health Related/Medical, Personal Security, Communications, Self-Direction, Quality of Life, Cognitive and Behavior Supports						
Support Instructions						
Lisa receives Case Management from Washington County who contracts through Country Services Inc. in accordance with Minnesota Rule 185. The case manager will be responsible for; Annual reviews of service plan, updating the CSSP annually and as needed, completion of annual consents, evaluation and monitoring of the services and supports identified in the plan, reviewing all materials received from providers, Informing of service options, available to make referrals for support services as deemed appropriate by the Team, Coordination of services Case manager will complete assessments as needed to determine program eligibility and case management needs. The case manager will also attend all meetings for Lisa. The case manager will see Lisa at least twice yearly to review services. Lisa's current Case Manager is Jill Book. Her address is 13000 Ravine Parkway South, Cottage Grove MN 55016. She can be reached at 651-321-4518 or emailed at Jill.Book@co.washington.mn.us						

Service Notes

Authorizing 120 units per year of Case Management services for coordinating and monitoring services and support with problem solving.

Service						
Case Management Aide (Paraprofessional) - 15 Minutes						
Start Date	End Date	Procedure Code	Frequency	Units	Rate	Total Service
11/01/2020	10/31/2021	T1016 TF UC		60	\$9.39	\$563.40
NPI/UMPI	Status	Provider Name		Funding Source	County of Service	
1700969334	Approved	WASHINGTON COUNTY COMMUNITY SERVICE		DD Waiver	Washington	
Areas of Need						
Support Instructions						
Lisa will receive case management aide services from Washington County. The case aide will be responsible for facilitating the process of cases and applications, which includes entering service agreements into MMIS.						
Service Notes						
Authorizing 60 units per year of 15 min Case Aide/Paraprofessional services for the facilitation of processes between Washington County and Contracted Case management						

Service						
DT&H (Does not include transportation time to/from) - 15 Minutes						
Start Date	End Date	Procedure Code	Frequency	Units	Rate	Total Service
11/01/2020	10/31/2021	T2021	5-Flexible Use	3024	\$4.17	\$1,050.84 \$12,610.08
NPI/UMPI	Status	Provider Name	Funding Source		County of Service	
M784481600	Approved	PHOENIX ALTERNATIVES INC	DD Waiver		Ramsey	
Areas of Need						
Personal Assistance, Cognitive and Behavior Supports, Supportive Services, Caregiver/Parent Support, Health Related/Medical, Employment/Training/Skill Building, Communications, Quality of Life						
Support Instructions						
Lisa is currently at home due to covid. Prior to Covid, Lisa attended DT&H Oakdale up to 5 days per week for up to 244 days per year. Lisa and her team will have ongoing conversations about when Lisa would like to go back, and when PAI would have room to take her back safely. 15 min DTH will be used when she is ready to attend, as PAI is not open for full days. PAI will use a combination of verbal and physical prompts to assist Lisa in personal cares, communication, and rec/leisure activities. PAI will design services to assist Lisa in acquiring, retaining and improving the self-help, socialization, and adaptive skills necessary to be successful in her activities and in the community. PAI is responsible for communicating any significant changes or concerns in care or programming to the interdisciplinary Team. PAI will participate in annual meetings with the team and submit written progress reports with goals and assessment information to the team on a semi annual basis. PAI will be responsible for developing a Self Management assessment, Individual Abuse Prevention Plan, CSSP-Addendum, and program abuse prevention plan for Lisa						
Service Notes						

Service						
DT&H Transportation						
Start Date 11/01/2020	End Date 10/31/2021	Procedure Code T2002	Frequency 5-Flexible Use	Units 252	Rate \$61.60	Avg Monthly \$1,293.60 Total Service \$15,523.20
NPI/UMPI M784481600	Status Approved	Provider Name PHOENIX ALTERNATIVES INC		Funding Source DD Waiver	County of Service Washington	
Areas of Need Personal Security, Quality of Life, Self-Direction, Supportive Services, Communications						
Support Instructions Lisa will continue to receive Transportation, provided by PAI both to and from DT&H on days that she attends. One-way transportation can be billed a maximum of twice per day. PAI will provide transportation in accordance to team agreement annually. When dropping off/ picking up, there will be a pass off between residential and DTH drivers. All drivers will have a current driver's license and insurance.						
Service Notes COVID RIDE RATE						

Service						
Supported Living Services, Adult, Corporate - Daily						
Start Date	End Date	Procedure Code	Frequency	Units	Rate	Total Service
11/01/2020	10/31/2021	T2016 U9	1-Daily	365	\$274.53	\$8,350.29 \$100,203.45
NPI/UMPI	Status	Provider Name	Funding Source	County of Service		
A765715300	Pending	LSS GATEWAY	DD Waiver	Ramsey		
Areas of Need						
Home Management, Health Related/Medical, Personal Security, Supportive Services, Personal Assistance, Quality of Life, Cognitive and Behavior Supports, Communications, Self-Direction						
Support Instructions						
<p>Lisa receives 24 hours supervision up to 365 days per year through Lutheran Social Services at Gateway. LSS will use a combination of verbal and physical prompts to assist Lisa in all areas of daily living. Due to Lisa's vision, LSS will maintain clear paths for her walking and movement. Lisa recently moved into her new home. LSS will continue to work with Lisa to ensure she is comfortable and familiar with her environment and housemates. Due to Lisa's vision, LSS will have clear, clutter free paths to Lisa's room, the bathroom and areas that she would like to explore in the house. LSS will design services to assist Lisa in acquiring, retaining and improving the self-help, socialization and adaptive skills she needs to be successful in her home and in the community. LSS is responsible for all medical care and follow up. LSS is responsible for providing transportation and staffing to appointments and activities. LSS will work with her current Rep Payee to manage finances. LSS is responsible for communicating any significant changes in programming, care or medical needs to the team.</p>						
Service Notes						
Authorizing 365 daily units per year for support and supervision						

RISKS

How will Health and Safety Issues be Addressed?

Lisa requires a 24 hour plan of care including 24/7 support and supervision to remain safe. Lisa is a ward of the state, and her Washington county guardian makes decisions on her behalf in her best interest to ensure her health and safety needs are met. Those needs are met both informally and through DD waiver services. Lisa's providers, LSS and PAI each develop plans that address any health and safety issues specific to her.

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
N/A		

Summary plan/agreement reached to address the identified risks:

All risks are mitigated by DD waiver services. If risks arise in the future, they will be addressed by LSS and/or PAI.

Emergency & Back Up Plans

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

Lisa will rely on caregivers in the home and in the community to ensure her safety in the event of a community emergency or inclement weather.

Lutheran Social Services and PAI will have emergency an back up plans in place for unforeseen events.

Key Contact Name	Relationship	Phone Number
Tammy Christenson Schulz	LSS Program Director	(763) 443-2280
Shawn Dolezal	LSS Area Director	(651) 895-2210

Plan for emergency health events

Lisa will rely on caregivers in the home and in the community to ensure access to appropriate healthcare in the event of an emergency situation. 911 should be called for medical emergencies. Lisa should be transported to Lakeview Hospital.

Key Contact Name	Relationship	Phone Number
Lisa Glasspoole	Guardian	(651) 430-8349
Dr. Beth Adams	Primary Doctor	(651) 439-1234

Plan for unavailable staffing that puts the person at risk

Due to her intellectual and physical vulnerability, Lisa requires 24 hour supervision and support from caregivers to ensure her safety. If an unforeseen event makes staffing unavailable,

LSS will have plans in place for unavailable staffing.

Key Contact Name	Relationship	Phone Number
Tammy Christianian Schultz	LSS Program Director	(763) 443-2280
Shawn Dolezal	LSS Area Director	(651) 895-2210