

Coordinated Services and Supports Plan (CSSP)

ABOUT ME

MICHELLE SCOTT

Assessment Date: 04/20/2020

Plan Dates: 05/01/2020 to 04/30/2022

Developed by: Mary Heintz-Green (651) 789-5130

Address: 5333 St Michael St

Mounds View, MN 55112

County:

Home: (763) 717-4967

Work:

Other:

General Plan Notes:

Michelle "Shelly" is a delightful 31 year old woman who currently lives in ICF (Intermediate Care Facility) in Mounds View, MN. Shelly enjoys participating in a variety of groups at PAI (Phoenix Alternatives) and going outside during nice weather. Shelly was present during her annual meeting. The staff reported that she was having a good day. Due to COVID-19 Shelly's meeting was held via video conference. Shelly's mom was with Shelly during the meeting. Michelle is able to express herself through her unique style of communication (smiling or rubbing hands together to express happiness). She creates great rapport with her staff and friends to create this style of understanding or communication. Shelly's CSP was written 4/20/2020 and will remain in effect since she did not have a MnCHOICE re-assessment for 2021 and CSP was not written.

Review on Services, Providers and Options:

Service options: Case Manager (CM) informed Shelly and her Mom/Guardian about the DD Waiver. Options discussed included: DTH and ICF-DD. After discussing options available, Shelly and her mom would like to continue using County funded services at this time. Shelly will continue to receive Rule 185 case management through Thomas Allen, Inc., ICF-DD through AXIS, and will continue to attend PAI.

Home: Team discussed options for a lesser restrictive setting by reducing support hours per week or moving into a more integrated setting. Team decided that Shelly will be most successful in her current setting. Shelly's mom is pleased with the care Shelly receives from AXIS and is not interested in moving Shelly to a different home.

Competitive Employment: Neither Shelly nor her mom are interested in competitive employment. Shelly enjoys the social activities she participates in at PAI and is not interested in work. Shelly was able to return to PAI on 4/26/2021 after a year of being unable to due to COVID-19.

Other Employment/Rec and Leisure: Shelly enjoys participating in a variety of groups at PAI and going outside during nice weather. Shelly likes her day structured but is okay with changes if needed. She claps her hands when she is happy. She likes attention and affection from staff and significant members. Shelly enjoys having one on one attention from staff. Shelly likes having her lap tray on her wheelchair and her fidget available to her.

Routines and Rituals: Shelly likes to have her day structured so she knows what to expect. During the COVID-19 pandemic her routine has been disrupted and she was not been able to attend PAI but has returned to PAI as of 4/26/2021 Mon through Fri from 8:30am to 2:30pm.

Strengths: Shelly is able to express herself through her unique style of communication (smiling or rubbing hands together to express happiness.) She creates great rapport with her staff and friends to create this style of understanding or communication.

A Good Day: For Shelly to have a good day, her day would focus on having the needed support throughout the day for daily living skills and being involved in social and community opportunities that involve music, food, and being around others.

A Bad Day: A bad day for Shelly is when she isn't feeling well and will cry or make other vocalizations.

Dreams and Aspirations: Shelly's dreams and aspirations focus on spending time with close friends and family.

Assistive Technology: CM informed Shelly and team of some assistive technology options that would allow for Shelly to be more independent and rely less on staffing. Shelly's mom is not interested in technology to reduce staffing but is interested in getting Shelly an Alexa with blue tooth speakers so she can listen to music that she enjoys. Shelly uses an i-Pad while at PAI.

Additional Services: No additional services are being requested at this time.

Psychological: The last psychological evaluation for Shelly was completed on 11/28/2017 by Stephen Antonello, Ph.D. and remains accurate.

Guardianship/ Rep Payee Status: Shelly's mother, Deb Fetter, is her guardian. This remains appropriate at this time.

Mailing Recipients: Shelly, her mother, AXIS, and PAI

PERSON INFORMATION**Date of Birth:** 07/19/1990 **Age:** 30 yrs**Emergency Contacts**

Name	Relationship	Phone
Vanessa Nguyen	Other Non-Relative	(763) 717-4967
Deb Fetter	Guardian/Legal Representative	(612) 741-7417

Notes/Comments**Decision Making Representatives**

Name	Type of Authority	Address	Phone
Deb Fetter	Private Guardian	623 Griffin St, Carveer, MN 55315	(612) 741-7168

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	Federally-Paid Medical Assistance	00105251	06/01/2016

Notes/Comments**Providers**

Health Care Providers	Phone	Comments
Primary Physician	(612) 993-9100	Dr. Marker, MD

Notes/Comments

WHAT'S IMPORTANT TO THE INDIVIDUAL

Short and Long-Term Goals

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Dreams/Aspirations: Shelly's dreams and aspirations focus on spending time with close friends and family.	04/30/2022	AXIS ON ST MICHAEL -- 1477617009	Semi-annually
Housing: Shelly has lived in her current home since 2004 and Shelly wants to continue living in her current home and is not interested in moving.	04/30/2022	AXIS ON ST MICHAEL -- 1477617009	Semi-annually
Employment: Shelly would like to continue attending Phoenix Alternatives where she enjoys her sensory and social opportunities.	04/30/2022	PHOENIX AT LUDDEN -- 1649376005	Semi-annually

Action Steps for Goals:

What will the person do?

With support and assistance from her mother and staff members, Shelly will actively discuss her services and goals to the best of her ability with her interdisciplinary team (IDT), and decide what she thinks would be most beneficial. Shelly will also participate in developing and revising her goals, and let caregivers know when she needs extra assistance to the best of her ability.

If there is a discrepancy in what Shelly and her mom want versus the provider, Shelly and her mom have the final say in how services and goals are determined.

What will the case manager do?

The case manager will ensure that Shelly is included in the choice of her goals and that these were explained in a way that she could understand. The case manager will continue to coordinate and monitor services and providers to help Shelly achieve her goals. They will also review progress towards Shelly's goals regarding health and safety, housing, vocational services every 6 months, or more frequently if needed. Case manager will be available to schedule meetings with Shelly and her team as needed to review progress and goals, and will make adjustments to the plan or services, or resolve any conflicts and disagreements that may arise. If disagreements arise, the case manager will facilitate a discussion with the team. The final say is determined by Shelly and her mom. Case manager will also make referrals or develop new plans as needs arise throughout the service year.

What will others do?

Shelly's family will provide informal supports/encouragement to assure Shelly's health and safety needs are met, as well as help her build and maintain all skills to meet her goals. They will work with the case manager and providers to ensure they are working with Shelly on her global goals and dreams.

Shelly's guardian 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. They will complete their annual filing responsibilities as mandated by the court. They will work with Shelly to build and maintain all skills to meet her goals and ensure all her health and safety needs are met. They will continue to provide ongoing encouragement and support to Shelly on working to achieve her global goals/dreams. They will work with the Case Manager and providers to ensure they are working with Shelly on her global goals and dreams.

Shelly's Representative Payee will continue to assist with money management; assist with completion of all documents to maintain eligibility for state and federal benefit programs. They will work with Shelly with ongoing support/encouragement, the guardians, Case Manager, and providers to ensure they are working with Shelly on her global goals and dreams.

What will the provider do?

Residential Provider, AXIS, and Day Services Program, PAI (Phoenix Alternatives Linden), will set up opportunities and provide supports for Shelly to achieve the goals that she has identified for herself, as clearly outlined below. Furthermore, providers will have open communication with Shelly's team to advocate on her behalf. They will also monitor and update Shelly's Interdisciplinary Team (IDT) of progress made at the specified interval.

If updates need to be made to the CSSP, Shelly, her mom/guardian, and providers may request updates by calling or emailing the case manager for any changes.

SUMMARY OF PROGRAMS AND SERVICES

Program Type	Start Date	End Date	Annual Amount	Total Plan Cost	Avg Monthly
DD Rule 185/Related Condition	05/01/2021	04/30/2022	\$0.00	\$1,200.00	\$100.00
Case Manager/Care Coordinator Mary Green		Case Manager/Care Coordinator Provider ID A594460400		Responsible Party Name Deb Fetter - Mother/Guardian	
Program Notes					

Service							
Case Management/Service Coordination							
Start Date 05/01/2021	End Date 04/30/2022	Procedure Code	Frequency 5-Flexible Use	Units 6	Rate \$200.00	Avg Monthly \$100.00	Total Service \$1,200.00
NPI/UMPI A026672900	Status Approved	Provider Name THOMAS ALLEN INC-WAIVER-CM		Funding Source County/Tribe		County of Service Hennepin	
Areas of Need							
Quality of Life, Supportive Services							

Support Instructions

Shelly's Case Manager at Thomas Allen Inc. is Mary Green. Case manager will inform and educate Shelly and her caregivers on available services and also offer multiple providers for each service so they can determine what is best for them. Case manager will continue to assist Shelly and her caregivers to access services on the DD waiver as well as needed medical, social, educational, and other services regardless of the funding source. Case manager will review current services and monitor that providers are providing services according to the CSP and CSSP. Case manager will request any additional services from Hennepin County and communicate to the team on their decisions. The appeal process will be explained to any denied requests and referrals will be made as appropriate. The Case manager will meet with Shelly face to face at least twice a year, and will also provide a follow up phone call or complete work on the case an additional 4 times throughout the year. During the Minnesota Peacetime State of Emergency declared by Governor Walz due to the Covid-19 pandemic, the case manager may replace the face to face visit with a phone call or an electronic visit. Case manager will address any concerns, disagreements or conflicts with services and providers that are brought to their attention. Shelly and team members can reach Mary Green at 651-789-5130, or by email at mary.green@thomasalleninc.com or by mail at: 20 E Thompson Ave, West St Paul MN 55118 to address any concerns or updates needed for the plan. Case manager will send out copies of the plan and request additional signatures as appropriate.

Service Notes

The Case Manager will meet with Shelly face to face at least twice a year, and will also provide a follow up phone call or complete work on the case an additional 4 times throughout the year.

Service							
DTH (county paid)							
Start Date	End Date	Procedure Code	Frequency	Units	Rate	Avg Monthly	Total Service
05/01/2021	04/30/2022		2-Weekly	244	\$0.00	\$0.00	\$0.00
NPI/UMPI	Status	Provider Name		Funding Source		County of Service	
1649376005	Approved	PHOENIX AT LUDDEN		County/Tribe		Ramsey	
Areas of Need							
Employment/Training/Skill Building							

Support Instructions

Shelly lives in an ICF and DTH is funded via ICF. ICF is responsible for performing monthly quality assurance checks of DTH. Preferences: Shelly's guardian would like to continue using Phoenix Alternatives as her provider. Shelly seems to like the routine and familiarity of attending their program. Phoenix Alternatives will be responsive to guardian and case manager regarding preferences in staffing. Phoenix Alternatives will be responsive to guardian and case manager regarding in time of day or days of week. Shelly will be supported at a ratio of 1:4. Phoenix Alternatives did not request any customizations. Full day: Transportation Phoenix Alternatives will provide transportation to and from her home along with any other transportation needs throughout the day to attend community activities (or work). To ensure a good day and positive opportunities, staff will provide sensory and social opportunities as well as community exploration. To prevent bad days, staff will offer sensory, social, and community opportunities as well as monitor Shelly's health needs. Staff will be familiar with Seizure Protocol, Allergies, Choking and special dietary needs, chronic medical conditions, risk of falling, and mobility issues and Medication Management. Additionally, Phoenix Alternatives will deliver cares to Shelly in a person-centered manner. Phoenix Alternatives will send out an updated Coordinated Support and Services Plan Addendum (CSSP-A), Individual Abuse Prevention Plan (IAPP) and Intensive Support Self-Management Assessment (ISSA) or Self-Management Assessment (SMA) along with attached signatures. For all incident/accidents the provider will phone the case manager within 24 hours of the incident/accident and will send a written report to the case manager within 7 days. Staff will notify case manager of any major or chronic health concerns or hospitalization. They will also notify the guardian or additional people requested. All Phoenix Alternatives staff who work directly with Shelly are mandated reporters. Consequently, staff will report suspected maltreatment by calling the Minnesota Adult Abuse Reporting Center (MAARC) at 844-880-1574. All requests for adult crisis support should be directed to the Hennepin County Crisis Response Unit at 952-891-7171. MENTAL HEALTH EMERGENCIES in Hennepin County If you are in a mental health crisis or know someone who is, Hennepin County COPE can help. The Cope mobile crisis teams can come to where you are. The teams respond to anyone in the county who needs an urgent response. If the situation is life-threatening or an immediate response is needed call 911. Adults 18 and over, Call 612-596-1223. Children 17 and under, Call 612-348-2233.

Service Notes

Shelly attends PAI Mon through Fri. Paid through ICF so case manager unaware of cost for service.

Service							
ICF-DD							
Start Date 05/01/2021	End Date 04/30/2022	Procedure Code	Frequency 1-Daily	Units 365	Rate \$0.00	Avg Monthly \$0.00	Total Service \$0.00
NPI/UMPI 1477617009	Status Approved	Provider Name AXIS ON ST MICHAEL		Funding Source County/Tribe		County of Service Ramsey	
Areas of Need							
Cognitive and Behavior Supports, Communications, Supportive Services, Personal Assistance, Quality of Life, Personal Security, Home Management, Health Related/Medical, Employment/Training/Skill Building, Self-Direction							
Support Instructions							
<p>***PHOENIX ALTERNATIVES DTH is funded via ICF. ICF is responsible for performing monthly quality assurance checks of DTH. *** Shelly appears to like working with her staff through Axis on St. Michael and her guardian confirmed they would like to continue to retain services with Axis on St. Michael. AXIS will be responsive to guardian and case manager regarding preferences in staffing. Axis on St. Michael will be responsive to guardian and case manager regarding in time of day or days of week. At this time, Shelly would like her support team to help her work towards her goals of independence, comfort, and self-fulfillment. Shelly tends to have a good day when her routine is followed. Shelly will receive support as indicated in the service agreement, including Awake Overnight staff. It is expected that Axis on St. Michael and support team will care for Shelly in a person-centered manner. Staff will be familiar with Seizure Protocol, Allergies, Choking and special dietary needs, chronic medical conditions, risk of falling, and mobility issues and Medication Management. Shelly has also identified the following areas of need that all staff working with her need to be familiar with: personal assistance, home management, quality of life, health related/medical, cognitive and behavioral supports, personal security, communications, supportive services, and self-direction. Axis on St. Michael will send out an updated Coordinated Support and Services Plan Addendum (CSSP-A), Individual Abuse Prevention Plan (IAPP) and Intensive Support Self-ManagementAssessment (ISSA)</p>							

or Self-Management Assessment (SMA) along with attached signatures. Additionally, Axis on St. Michael will alert case manager of all reportable incidents/accidents within 24 hours of occurrence. Axis on St. Michael will also send a written report to the case manager within 7 days. Axis on St. Michael and/or support team will also notify case manager of any major or chronic health concerns or hospitalizations, and similar notifications will also be directed to the guardian and other identified parties from Shelly's contact list. All Axis on St. Michael staff who work directly with Shelly are mandated reporters. Adults: To report suspected abuse or neglect, call Minnesota Adult Abuse Reporting Center 844-880-1574. All requests for adult crisis support should be directed to the Hennepin County Crisis Response Unit at 952-891-7171. Minors: To report suspected child abuse or neglect, call Hennepin County: 952-891-7459. Calls during the evening, weekend, or otherwise outside County office hours to report suspected child abuse or neglect should be made to the Hennepin County Crisis Response Unit at 952-891-7171. MENTAL HEALTH EMERGENCIES in Hennepin County If you are in a mental health crisis or know someone who is, Hennepin County COPE can help. The Cope mobile crisis teams can come to where you are. The teams respond to anyone in the county who needs an urgent response. If the situation is life-threatening or an immediate response is needed call 911. Adults 18 and over, Call 612-596-1223. Children 17 and under, Call 612-348-2233.

Service Notes

ICF services are funded by the county - case manager does not have access to the daily rate for services.

RISKS**How will Health and Safety Issues be Addressed?**

Shelly requires a 24 hour plan of care and supervision; family/guardian/caregivers are responsible to ensure she is healthy and safe. Shelly will do her best in letting others know if she is sick/ill or injured while family/guardian/caregivers will watch for possible signs. Shelly is always accompanied by family/guardian/caregivers while out in the community. Shelly has a guardian, Deb Fetter, who will advocate and make informed decisions on her behalf with respecting her wants/needs and goals/dreams. Shelly has a representative payee, Deb Fetter, who ensures her financial needs are met and that she is not being financial exploited. The Interdisciplinary Team will ensure that Shelly's needs and wants are being tended to. Shelly

has detailed paperwork from the county and provider(s) that document all the needs required to assist Shelly in supporting her in every area of her life. Current Case Manager will continue to coordinate supports with Shelly and her team to ensure all of her health and safety needs are met.

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	N/A	N/A

Summary plan/agreement reached to address the identified risks:

Unable to identify additional risks at this time.

Emergency & Back Up Plans

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

Shelly's caregivers will assist her should any of these events occur.

Key Contact Name	Relationship	Phone Number
Deb Fetter	Mother/legal guardian	(612) 741-7168
Vanessa Nguyen	Residential Supervisor	(763) 717-4967

Plan for emergency health events

Shelly's caregivers will monitor her emergency health care needs. They are responsible for ensuring appropriate actions are taken should an emergency health event occur. If emergency medical or psychiatric care is needed, the plan is to call 911 and admit to Regions: 640 Jackson St, St Paul, MN 55101. If emergency requires that a physician be contacted, notify Dr. Marker, MD: 2001 Blaisdell Ave S,

Minneapolis, MN 55404.

Key Contact Name	Relationship	Phone Number
Regions Hospital	Hospital of Choice	(651) 254-3456
Dr. Marker, MD	Primary Dr.	(612) 993-9100

Plan for unavailable staffing that puts the person at risk

AXIS is responsible for unavailable staffing. Shelly does not have alone time and is unable to contact authorities should an emergency arise when staffing is unavailable.

Key Contact Name	Relationship	Phone Number
Vanessa Nguyen	Residential Supervisor	(763) 717-4967