



Coordinated Services and Supports Plan (CSSP)

ABOUT ME

Amber N Roach

Assessment Date: 05/26/2021

Plan Dates: 07/01/2021 to 06/30/2022

Developed by: Sarah Vieau (651) 789-1227

Address: 1381 Pinewood Drive

Woodbury, MN 55125

County: Washington

Home: (651) 734-0911

Other:

General Plan Notes:

***Please note the daily rate for Bridges is not yet official. We are working through the funding process, but still sending out the CSSP to meet DHS guidelines. Case Manager will send out the completed CSSP when the rate is approved and agreed upon by the team.*

Date Mailed: 7/8/2021

Waiver Program: DD Waiver

Annual Visit Date: 6/24/2021

Name: Amber Roach

Address: 1381 Pinewood Drive, Woodbury, MN 55125

DOB: 6/27/1988

Case Number: 704284

PMI (MA): 00234392

Document ID: 965933

Print Date: 07/08/2021

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MnCHOICES Support Plan for: Amber N Roach

PMI: 00234392

Social Security Number: Can receive upon request if needed.

Rep Payee:

Entitlement Maintenance, Inc. (EMI) - Julie
Email: julie@emi6000.org
Phone: 612-619-7685

Financial Worker:

Washington County Community Services - Roxanne Peltier
Address: 19955 Forest Road North, Forest Lake, MN 55025
Phone: 651-275-7293

Guardian:

Sarah Farrell
Address: 200 4th Avenue West Gov. Center 300, Shakopee, MN 55379
Email: SFarrell@co.scott.mn.us
Phone: 952-496-8424
Fax: 952-496-8551

Case Manager:

Sarah Vieau, LSW
Address: 20 E Thompson Avenue, Suite 205, West St. Paul, MN 55118
Email: sarah.vieau@thomasalleninc.com
Phone: 651-789-1227
Fax: 651-789-7041

Providers:

Bridges, MN

Bisi Oduwaiye - Residential Supervisor
Address: 7591 9th Street North, Oakdale, MN 55128
Email: bisio@bridgesmn.com
Phone: 651-302-6032

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Ashley Willet - Community Living Director
Address: 7525 Village Drive, Suite 150 Lino Lakes, MN 55014
Email: ashleyw@bridgesmn.com
Phone: 651-370-3081

Phoenix Alternatives, Inc. (PAI)

Emily Eisenpeter - Designated Coordinator
Address: 6866 33rd Street North, Suite 150, Oakdale, MN 55128
Email: eelsenpeter@paimn.org
Phone: 612-446-3718
Fax: 651-748-5071

Health Care Providers:

Primary Physician:

Health East - Dr. Michael P Finch
Address: 1099 Helmo Avenue North, Suite 100, Oakdale, MN 55128
Phone: 651-326-4300

Dentist:

Hennepin Healthcare Clinic & Specialty Center
Address: 715 S 8th Street, 4th Floor, Minneapolis, MN 55404
Phone: 612-873-6963
Fax: 612-904-4234

Audiologist:

Minnesota Otolaryngology, P.A - Dr. Michael Hopfenspirger
Address: 6060 Clearwater Drive, Suite 110, Minnetonka, MN 55387
Phone: 952-925-5626

Vision:

Associated Eye Care - Dr. Gary S. Schwartz
Address: 1625 Radio Drive, 3rd Floor, Woodbury, MN 55125
Phone: 651-275-3000

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Gastroenterologist:

Minnesota Gastroenterology - Dr. Richard Stafford
Address: 2200 University Avenue West, Suite 120, St. Paul, MN 55114
Phone: 612-870-5438

Preferred Hospital:

Woodwinds Hospital
Address: 1925 Woodwinds Drive, Woodbury, MN 55125
Phone: 651-232-4000

Insurance: Medical Assistance

Financial Resources: Social Security Income

Diagnosis: Severe developmental disability (F72), Partial Deletion of the 18th Chromosome, Asthma, Eczema, ADD, signs of Fetal Alcohol Syndrome and chronic ear infections.

Medications: Cerovite Jr. Vitamin 1 tab, Loratadine 10mg, Melatonin 1mg, Fluticasone Nasal Spray and Desonide Cream.

Allergies: Amber does not have any allergies at this time.

Medical History/Medical Preferences: Amber's overall health is rated as excellent. She sees her primary doctor annually. No emergency care or hospitalizations in the past year. Amber would get chronic ear infections when she was younger and was prescribed ear drops daily for years for prevention. In fall 2020, the ear drops were discontinued for unknown reason and she has had several ear infections since. There is a medical appointment scheduled to address the issue and hopefully restart the drops. Amber has lost weight recently and was prescribed to take nutritional supplement, Ensure. There has been some issues with insurance not covering the item and so this has not started yet. The legal guardian was unaware of the ear drops and nutritional supplement insurance issues and indicated she would work with providers and case manager to get situations resolved. Amber's health needs to be closely monitored due to her inability to notify her caregivers of an illness or injury. Amber had a decrease in her abilities around puberty (14 years old). She has been stable for about 10 years in her abilities. Her provider sought various specialists to identify why she was regressing, but nothing was found. Amber is sedated at HCMC for a full work up for dental work and physicals. She seems to have a fear of falling in unfamiliar environments. She has difficulty chewing and swallowing food and must be monitored for choking. Amber is non-verbal. It is important staff monitor and pay attention to her mood and any changes in behavior to assure her health and happiness. Amber has lotion applied daily by caregivers to treat eczema. She also has her temperature checked daily to screen for possible illness as she is unable to tell caregivers if she does not feel well. Amber received Physical Therapy (PT) in the past. She is

currently not receiving any therapies; however, prior staff were implementing daily the suggestions and recommendations made by physical therapists from previous assessments. New residential provider would like to get an updated PT evaluation and get recommendations as they currently are not doing any daily PT exercises. She previously had braces on her feet but not any longer. She is dependent on others to trim toenails. If Amber seems in discomfort, she is given ibuprofen as needed. Amber now takes Melatonin to help her sleep. She will wake up around 3:00 a.m. at times and will lay in bed and giggle. She is usually awake for the day about 5:30 a.m. Occasionally, staff will check on her and she will be lying awake in bed due to incontinence.

Health Care Directives/DNR/DNI: Amber does not have a health care directive at this time.

Historical Information: Amber resides in a large home in Woodbury with three housemates. The home is operated through Bridges MN. Amber is familiar with the peers and staff at the home. Her routine is predictable and safe. Amber picked out the color for her room by attentive gaze on choice options. It is located in a nice neighborhood with low traffic and there is a park and walking areas close by. Amber has resided in the same home since 1/13/2001. Amber receives a staffing ratio of 3:4. She gets frequent 1:1 time with staff which she enjoys. Guardian feels Amber's needs continue to be met in this setting and wants her to remain living there.

Dreams/Aspirations: Amber dreams of being happy, having access to her chair and to be able to get out into the community. She likes to have access to friends and family - having familiar faces around. Amber likes being in a safe, comfortable environment.

Informal Supports: Amber does not have any informal supports. She has not had contact with her family in a very long time.

Individual's Strengths, skills and abilities: Amber's strengths are being able to communicate through her actions - letting people know her likes/dislikes, especially since she is non-verbal. Amber has a great, contagious laugh that makes others happy as well when around her. Amber's strength is being able to go on walks having her good balance and mobility.

What is important to the person: Amber loves music and it is important to her to have music in her life. She likes going out into the community going on walks. She loves getting 1:1 attention from staff and having that interaction. Routine and familiarity are important to Amber. She does enjoy having her alone time. Amber likes doing activities and loves to laugh with others.

It is important for Amber to have her medications and attend her regular doctor appointments. It is important that staff anticipate her needs as Amber cannot report that to staff. It is important for Amber to have touch: hugs, massages, a pat on the back or getting her hair/nails done.

It is important to Amber to have staff that she knows and that they know her. With Amber being non-verbal, it is important to have staff know her cues and being able to understand what she needs/wants and can tell her likes/dislikes.

Social / leisure / cultural / religious considerations: Amber likes to sit in her recliner. She likes going to Dairy Queen, going on Document ID: 965933 Print Date: 07/08/2021 Page 5 of 16

walks, listening to music, reading books with others and having her own books/magazines she can tear up. Amber likes riding in a car, having 1:1 time with staff, going on outings and people laughing with her. Amber likes to help make dinner and watch her Sesame Street shows. Amber also has her vegetable garden she tends to with staff. Amber likes to play Jenga and be on the swing in the garage.

Rituals and Routines: Amber wakes up between 4 - 6am. She will wake up independently on her own most days. After her morning cares, she takes walks with staff, plays games, hangs out with her housemates and will go out into the community. Amber will continue with activities she enjoys throughout her day. Staff will assist with her night routine and Amber typically goes to bed around 9pm.

Alternative Home and Community Based Services offered: At the annual meeting, case manager explained to Amber and Sarah their right to choose providers and discussed alternative options. Amber and Sarah stated they are happy with Bridges, MN, PAI and Case Management and wish to continue their current service plan with no changes at this time.

Least Restrictive Environment: The team agreed Amber is in the least restrictive environment at this time.

Competitive Employment: The team agreed Amber is happy at PAI and does not want to look into employment services at this time. Amber is still waiting to go back to PAI as they are low staffed at this time.

Community Integration: Amber goes to the mall, out to movies, out to eat to her favorite places and goes for walks. Amber goes out into the community about 3 times per week.

Assistive Technology Needs & Adaptive Equipment: The team agreed Amber does not need or would not utilize assistive technology to communicate at this time.

PERSON INFORMATION

Date of Birth: 06/27/1988 **Age:** 33 yrs

Emergency Contacts

Name	Relationship	Phone
Scott County after hours on-call phone	Guardian/Legal Representative	(952) 445-7751
Sarah Farrell, Scott County OBO Commissioner Of MN	Guardian/Legal Representative	(952) 496-8424

Notes/Comments

Decision Making Representatives

Name	Type of Authority	Address	Phone
Sarah Farrell, Scott County OBO Comm Of MN	Public Guardian	200 4th Ave W, Shakopee MN 55379	(952) 496-8424
Entitlement Maintenance Inc (EMI)- in process of being set up	Representative Payee	10650 County Rd 81, Maple Grove MN 55369	(763) 420-6000

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	DX	00234392	07/01/2009

Notes/Comments

Providers

Health Care Providers	Phone	Comments
Dentist	(612) 873-3000	Dr. Gunselman/ Dr. Strand/ HCMC/701 Park Ave., Minneapolis, MN 55415
Pharmacy	(952) 854-1190	Geritom Medical Pharmacy/10501 Florida Ave S, Minneapolis MN 55438

Health Care Providers	Phone	Comments
Primary Physician	(651) 326-5300	Dr. Finch, HealthEast Clinic, 1099 Helmo Avenue N Ste 100, D93, Oakdale, MN 55128
Other	(651) 241-8000	Allina Health-United Hospital/333 Smith Ave N., St. Paul, MN 55102
Hospital of Choice		
Specialty Clinic	(651) 275-3000	Dr. Schwartz, Associated Eye Care
Specialty Clinic	(612) 870-5438	Dr. Richard Stafford / Gastroenterology/Allina Health/2200 University Ave #120, St. Paul, MN 55101
Specialty Clinic	(952) 925-5626	Dr. Hepfenspinger, Minnesota Otolaryngology (for ears)

Notes/Comments

Sarah Vieau, Contracted Case Manager, Thomas Allen, Inc. 651-789-1227
 CRS Bisi Oduwaiye, Residential Supervisor, Bridges MN, 651-302-6032

Emily Eisenpeter-PAI-DSS Provider - 612-446-3718

WHAT'S IMPORTANT TO THE INDIVIDUAL

MnCHOICES Support Plan for: Amber N Roach

Short and Long-Term Goals

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Amber wants to return back to her day program at PAI.	06/30/2022		
Amber will go outside for a walk on a daily basis, when possible with staff support.	06/30/2022		
Amber will be offered picture choices on different activities on what she wants to do multiple times a day at home and at work.	06/30/2022		
Amber will go out into the community at least 3 times per week when at home.	06/30/2022		

Action Steps for Goals:

What will the person do?

Amber will do her best to express interests in goals or services with their team that would be most beneficial.

Amber will also participate in her goals and let caregivers know when they need extra assistance to the best of her ability.

What will the case manager do?

Case manager will assure that Amber 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 Amber achieve her goals. Case manager will also monitor progress towards accomplishing goals. Case manager will be available to schedule meetings with Amber's team as needed to review progress and goals, make adjustments to the plan or services, or resolve any conflicts and disagreements.

What will others do?

Sarah Farrell (guardian) will encourage Amber to participate and achieve her goals. They will also have open communication with Amber's team to advocate on her behalf.

In the event of conflict amongst team members regarding the most appropriate supports for Amber, the benefits of each option will be considered. If the team is unable to resolve conflicts in this manner, Amber and Sarah Farrell will be the final decision makers.

What will the provider do?

Bridges, MN and PAI will implement the services and goals as outlined in the support plan.

Bridges, MN and PAI will ensure that Amber's health and safety needs are met.

SUMMARY OF PROGRAMS AND SERVICES

Program Type	Start Date	End Date	Annual Amount	Total Plan Cost	Avg Monthly
Developmental Disability Waiver	07/01/2021	06/30/2022	\$0.00	\$5,790.96	\$482.58
Case Manager/Care Coordinator Sarah Vieau	Case Manager/Care Coordinator Provider ID A363662200		Responsible Party Name		
Program Notes					

Service						
Case Management - 15 Minutes						
Start Date	End Date	Procedure Code	Frequency	Units	Rate	Total Service
07/01/2021	06/30/2022	T1016 UC		240	\$23.19	\$5,565.60
NPI/UMPI	Status	Provider Name	Funding Source		County of Service	
A000070100	Approved	SCOTT COUNTY	DD Waiver		Scott	
Areas of Need						
Supportive Services						
Support Instructions						
Case Manager will provide Rule 185 case management with a minimum of two visits per year face to face. Case manager will provide support planning, set up and coordinate services, and monitor the support plan. Case manager 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. Case manager can spend 20 units/5 hours a month or as needed on Amber's case.						
Service Notes						

Service Case Management Aide (Paraprofessional) - 15 Minutes						
Start Date 07/01/2021	End Date 06/30/2022	Procedure Code T1016 TF UC	Frequency	Units 24	Rate \$9.39	Avg Monthly \$18.78
NPI/UMPI A000070100	Status Approved	Provider Name SCOTT COUNTY		Funding Source DD Waiver	County of Service Scott	Total Service \$225.36
Areas of Need Supportive Services						
Support Instructions Case aide will make updates and changes to the service agreement upon request. Case aide can use 2 units per month on a case or as needed.						
Service Notes						

Service						
Community Residential Services - Adult						
Start Date	End Date	Procedure Code	Frequency	Units	Rate	Total Service
07/01/2021	06/30/2022	S5140 UC U9		365	\$0.00	\$0.00
NPI/UMPI	Status	Provider Name	Funding Source	County of Service		
A902415000	Pending	BRIDGES MN	DD Waiver	Scott		
Areas of Need						
Home Management, Health Related/Medical, Supportive Services, Communications, Personal Assistance, Quality of Life						
Support Instructions						
<p>**Please note the daily rate for Bridges is not yet official. We are working through the funding process, but still sending out the CSSP to meet DHS guidelines. Case Manager will send out the completed CSSP when the rate is approved and agreed upon by the teamBridges, MN will provide a 24-hour plan of care to assist Amber with activities of daily living, assist with medical needs, community inclusion, cognitive and behavioral direction as needed, and financial support as needed. Amber receives awake overnight staffing. Bridges, MN will ensure Amber's health and safety needs are met. For all incidents or accidents, Bridges, MN will notify case manager within 24 hours of the incident and provide a written report within seven days. Bridges, MN provides services to Amber on a daily basis. Amber is still home full time due to Covid-19 and is unable to attend her day program due to limited staffing at this time.</p>						
Service Notes						

RISKS

MnCHOICES Support Plan for: Amber N Roach

How will Health and Safety Issues be Addressed?

Amber has a 24-hour plan of care and Bridges, MN will address all her health and safety needs.

Bridges, MN has developed an Individual Abuse Prevention Plan and Risk Management Plans based on Amber’s vulnerabilities and needs. These are reviewed and approved by Amber’s team annually or as needs change.

911 will be contacted in event of an emergency.

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
Amber is vulnerable to all forms of abuse or neglect including physical, sexual, verbal/emotional or financial exploitation. Amber requires 24-hour supervision to ensure her overall safety.	Without a 24-hour plan of care, Amber would be susceptible to harm, abuse, or neglect due to her areas of vulnerability.	A 24-hour plan of care is in place to support Amber in her areas of vulnerability.

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. Amber receives a 24-hour plan of care through her DD Waiver. Amber relies on the support of staff and family to identify dangerous situations, respond to emergency situations, and maintain her health and personal safety. Amber has a state 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, Bridges, MN will follow their protocol for that particular event and lead Amber to safety.

Key Contact Name	Relationship	Phone Number
Sarah Farrell	State Guardian	(952) 496-8424
Bisi Oduwaiye	Residential Supervisor - Bridges, MN	(651) 302-6032
Emily Elsenpeter	Designated Coordinator at PAI	(612) 446-3718

Plan for emergency health events

In the event of an emergency health event, Amber should be taken to the nearest hospital. If hospitalization is not necessary, Amber should see her primary physician. Amber's guardian should be notified of all emergency health events.

Key Contact Name	Relationship	Phone Number
Sarah Farrell	State Guardian	(952) 496-8424
Bisi Oduwaiye	Residential Supervisor - Bridges, MN	(651) 302-6032
Emily Elsenpeter	Designated Coordinator at PAI	(612) 446-3718

Plan for unavailable staffing that puts the person at risk

Amber lives in a CRS home with 24-hour staffing. If staff are unavailable for some reason, Bisi Oduwaiye should be contacted to find staff for the home.

Key Contact Name	Relationship	Phone Number
Sarah Farrell	State Guardian	(952) 496-8424
Bisi Oduwaiye	Residential Supervisor - Bridges, MN	(651) 302-6032
Emily Elsenpeter	Designated Coordinator at PAI	(612) 446-3718