

Coordinated Services and Supports Plan (CSSP)

ABOUT ME

LAURA PIZINGER

Assessment Date: 06/15/2021

Plan Dates: 08/01/2021 to 07/31/2022

Developed by: Jill Book (651) 321-4518

Address: 2181 Sunrise Drive

Maplewood, MN 55117

County: Ramsey

Home: (651) 495-9396

Work:

Other: (612) 791-2259

General Plan Notes:

Annual Meeting completed In person on 7.26.21 at Laura's home

DATE THIS DOCUMENT WAS MAILED: 8.2.20

PERSON'S MAILED TO: Laura Pizinger, Kathleen Pizinger, Becky Pizinger, Erin Phelps-Stark, Bridges (Laurie Keegel) and PAI (Briana Hinzman)

SUMMARY/HISTORY: Laura is a 44 year old woman who loves to look her best. She lives at a foster home in Roseville run by Bridges. She has lived in the house since 2001 and loves her staff and the warm environment. She is very well taken care of by Bridges. Her guardians are her mom, Kathleen; her Sister Becky; and family friend Erin Phelps-Stark. They are all very involved and supportive in Laura's life. Laura communicates through vocalizations and facial expressions.

STRENGTHS: Laura is very wise, she has a great smile, a good sense of humor, a contagious laugh, people love to be around her, she is persistent with people and trying to get them to understand what she is trying to say.

ROUTINES: Laura chooses her lip gloss flavor every day. She performs her ROM with staff assistance every day and loves when staff brush her hair.

LIKES/DISLIKES: Laura loves to spend time with her family and friends. Laura is able to pick up on other people's emotions so it is important for her staff to stay positive and encouraging. Laura loves to have choices. She loves being pampered. Laura likes when people include her. She wants to be spoken to, not spoken at.

DREAMS: Laura is non verbal, however, her guardians believe that Laura dreams of staying in her home, in a loving environment, to be happy, healthy, and safe.

PERSON INFORMATION

Date of Birth: 08/28/1977 **Age:** 43 yrs

Emergency Contacts

Name	Relationship	Phone
Becky Pizinger	Guardian/Legal Representative	(612) 718-4899

Name	Relationship	Phone
Erin Phelps-Stark	Guardian/Legal Representative	(651) 428-1173
Kathleen Pizinger	Guardian/Legal Representative	(612) 791-2259

Notes/Comments**Decision Making Representatives**

Name	Type of Authority	Address	Phone
Kathleen Pizinger	Private Guardian	2803 Interlachen Drive Stillwater, MN 55082	(612) 791-2259
Becky Pizinger	Private Guardian	2803 Interlachen Drive, Stillwater, MN 55082	(612) 718-4899
Erin Phelps-Stark	Private Guardian	2173 Sunrise Drive, Maplewood, MN 55117	(651) 428-1173
Deb LeTourneau	Representative Payee	12575 Irish Ave N, Hugo MN 55038	(651) 303-9522

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		01658051	
Medicare - Part A		5X37-EWT-EC53	01/01/2009
Medicare - Part B		5X37-EWT-EC53	01/01/2009
Medicare - Part D		5X37-EWT-EC53	01/01/2009

Notes/Comments

Providers

Health Care Providers	Phone	Comments
Other	(651) 232-7000	St John's Hospital, 1575 Beam Ave, Maplewood, MN 55109
Hospital		
Primary Physician	(651) 342-1039	Dr. Heather Pett Taylor, Bluestone Physician Services, 270 Main St N, Ste 300, Stillwater, MN 55082
Other	(651) 321-4518	Country Services Inc - Jill Book - 13000 Ravine Parkway South, Cottage Grove MN 55016 Jill.Book@co.washington.mn.us
Case Manager		
Home Care Agency	(952) 242-5324	Bridges - Laurie Keegel - 7525 Village Drive, Suite 130, Hugo MN 55038 lauriek@bridgesmn.com
Other	(651) 777-5622	PAI - Briana Hinzman - 3595 Linden Ave, White Bear Lake MN 55110 Bhinzman@paimn.org
DT&H		
Dentist	(612) 873-6963	Dr Gunnelson - HCMC - 701 Park Ave Mpls MN 55415
Specialty Clinic	(651) 917-9930	St Paul Radiology - 1575 Beam Ave, St Paul, MN 55109
Pharmacy	(952) 854-1190	Geritom Pharmacy - 10501 Florida Ave S, Minneapolis, MN 55438
Specialty Clinic	(651) 241-5290	Neurologist - Mn Epilepsy Group - 225 Smith Ave N #201, St Paul, MN 55102

Health Care Providers	Phone	Comments
Specialty Clinic	(651) 232-6367	St. Johns Nutrition - 1575 Beam Ave, Maplewood, MN 55109
Specialty Clinic	(612) 871-1145	MnGastro Team - Pat O'Reilly 1185 Town Centre Dr, Eagan, MN 55123

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

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Laura's global goal is to always have staffing and services to provide for her needs. This will allow her to enjoy life and be happy. She enjoys being included in activities and events and being active in the community.	07/31/2022		
Laura's team would like to see her maintain her waiver eligibility in order to access funding to the services that allow her to be successful, supported and happy.	07/31/2022	WASHINGTON COUNTY COMMUNITY SERVICE -- 1700969334	Annually
Laura Loves her home and her staff and would like to continue to live there in a supervised living setting that can offer her a supportive, caring and positive environment.	07/31/2022	BRIDGES MN -- A140097000	Annually

Short and Long-Term Goals

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
Laura would like to stay on the list to go back to PAI this year. She may retire, but is still thinking about it. She is not ready to go back during the pandemic.	07/31/2022	PHOENIX ALTERNATIVES INC -- A308360800	Annually

Action Steps for Goals:

What will the person do?

Laura will continue to advocate for her own preferences, desires, wishes, dreams and identified outcomes to the extent that she is able to. She will have opportunities for choice on a daily basis. Laura 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. Laura 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 Laura and her guardians 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 Laura and her team per year, more as requested. Case Manager will monitor effectiveness of supports and services including Community Residential Services daily through Bridges and Day Support Services 15 min through Phoenix Alternatives .

What will others do?

Lauras team will encourage to support her independence by working with all support persons, formal or informal, to meet her assessed needs. They will ensure all medical assistance paperwork is completed and services are utilized to maintain eligibility for the DD waiver.

Laura's guardians will continue to exercise their powers and responsibilities, within the guardianship order, 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 Laura to build and maintain all skills to meet her goals and ensure all her health and safety needs are met.

Representative Payee, will continue to assist with money management; assist with completion of all documents to maintain eligibility for state and federal benefit programs.

What will the provider do?

Providers will provide services according to Coordinated Service and Support Plan Addendum and service agreement, as directed by guardian and monitored by Case Manager. Providers will provide ongoing support, encouragement, advocacy, coordination of services and access to additional supports and resources, as available and appropriate, to support Laura's preferences, needs, desires and identified outcomes. Providers will contact Case Manager and guardian regarding any questions or concerns related to supports and services

Bridges will create a program for her to keep her active and do things in the community as she is not working anymore and is retired.

SUMMARY OF PROGRAMS AND SERVICES

Program Type Developmental Disability Waiver	Start Date 08/01/2021	End Date 07/31/2022	Annual Amount \$0.00	Total Plan Cost \$216,828.77	Avg Monthly \$18,069.06
Case Manager/Care Coordinator Jill Book		Case Manager/Care Coordinator Provider ID A395130200		Responsible Party Name Kathy Pizinger	
Program Notes					

Service							
Case Management - 15 Minutes							
Start Date 08/01/2021	End Date 07/31/2022	Procedure Code T1016 UC	Frequency 5-Flexible Use	Units 120	Rate \$23.19	Avg Monthly \$231.90	Total Service \$2,782.80
NPI/UMPI 1700969334	Status Approved	Provider Name WASHINGTON COUNTY COMMUNITY SERVICE		Funding Source DD Waiver		County of Service Washington	
Areas of Need Communications, Supportive Services, Self-Direction, Quality of Life, Personal Security							
Support Instructions Laura 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 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 Laura. The case manager will see Laura at least twice yearly to review services. Laura'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 08/01/2021	End Date 07/31/2022	Procedure Code T1016 TF UC	Frequency 5-Flexible Use	Units 60	Rate \$9.39	Avg Monthly \$46.95	Total Service \$563.40
NPI/UMPI 1700969334	Status Approved	Provider Name WASHINGTON COUNTY COMMUNITY SERVICE		Funding Source DD Waiver		County of Service Washington	
Areas of Need							
Support Instructions Laura 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							
Community Residential Services - Adult							
Start Date 08/01/2021	End Date 07/31/2022	Procedure Code S5140 UC U9	Frequency 1-Daily	Units 365	Rate \$498.61	Avg Monthly \$15,166.05	Total Service \$181,992.65
NPI/UMPI A140097000	Status Approved	Provider Name BRIDGES MN		Funding Source DD Waiver		County of Service Ramsey	
Areas of Need Quality of Life, Health Related/Medical, Cognitive and Behavior Supports, Personal Assistance, Home Management, Personal Security, Communications, Supportive Services, Self-Direction, Caregiver/Parent Support							

Support Instructions

Laura will receive 24 hour supervision and assistance through Bridges. Laura receives 8 hours of 1:1 on Tuesdays and Thursdays. Laura requires physical cues and assistance in all areas of daily living including personal hygiene, household chores and activities, medication administration, medical cares, community activities, mobility, communication and finances. Laura receives her medication and nutrition through her feeding tube. Talking to Laura and guiding her through all aspects of her cares is necessary when providing her with the physical assistance that she requires. Laura does not communicate with words, but she is very expressive with her facial features and interactions. Staff should monitor Laura's vocalization and mood to determine if there could be any concerns with her health or happiness. Bridges will design services to assist Laura in acquiring, retaining and improving the socialization and adaptive skills necessary to be successful in her home and in the community. Bridges is responsible for scheduling and coordination medical care and appointments, providing transportation to appointments and activities and finances in the home. Bridges is responsible for communicating any significant changes or concerns in programming, care or medical needs to the interdisciplinary team. Bridges will participate in annual meetings and complete semi-annual written reports. Socialization and interaction with family and friends is very important to Laura. Bridges will work with Laura's guardians to schedule visit and discuss with the team if there are any changes needed to her visit schedule.

Service Notes

Service							
Day Support Services - 15 Minutes							
Start Date 08/01/2021	End Date 07/31/2022	Procedure Code T2021 UC	Frequency 5-Flexible Use	Units 5544	Rate \$5.68	Avg Monthly \$2,624.16	Total Service \$31,489.92
NPI/UMPI A308360800	Status Approved	Provider Name PHOENIX ALTERNATIVES INC		Funding Source DD Waiver		County of Service Ramsey	
Areas of Need Cognitive and Behavior Supports, Communications, Personal Assistance, Quality of Life, Employment/Training/Skill Building, Supportive Services, Caregiver/Parent Support							
Support Instructions Laura will receive 5544 units of 15 min Day Support Services through PAI Services. Laura will attend PAI 5 days per week. PAI is responsible for coordination of transportation for Laura. PAI contracts with new tax for transportation. While at PAI Laura receives services that focus on recreational, leisure, communication and community inclusion. PAI will design services to assist her in acquiring, retaining and improving her skills in those areas. PAI will use a combination of verbal, gestural and physical assistance to assist Laura with her daily cares and activities. PAI will participate in annual meetings with the team and submit written progress reports/updates with goals and assessment information to the team on a semi-annual basis. All vocational services will be funded through the DD waiver.							
Service Notes Authorizing 5544 units, approximately 27 hours per week of Day support services							

RISKS

How will Health and Safety Issues be Addressed?

Laura requires a 24 hour plan of care including 24/7 support and supervision to remain safe. Her mom, sister and friend are her guardians and they make 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. Her providers each develop plans that address any health and safety issues specific to Laura.

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
Laura is at risk of being abused or neglected as she is not able to speak and reports incidents.	she could get abuse or neglected causing her harm.	Staff, case manager and family members will make sure she has good staff and an adult with her to provide for her health and safety needs at all times

Summary plan/agreement reached to address the identified risks:

Laura will use the DD waiver to provide staff and services to provide for all of her needs.

Emergency & Back Up Plans

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

Bridges and PAI will have emergency plans in place to deal with emergencies due to weather, power outages or other emergencies. Laura receives 24 hour staffing who would follow emergency plans to keep her safe.

Key Contact Name	Relationship	Phone Number
Laurie Keegel	Program Manager	(952) 242-5324
Ashley Willet	Program Director	(651) 370-3081
Briana Hinzman	PAI Designated Coordinator	(651) 777-5622

Plan for emergency health events

Bridges and PAI have emergency health care plans in place to see to Laura's health and safety. Laura's primary doctor is available to make home visits. She will be contacted in regard to non-threatening conditions. 9-1-1 will be called in emergency situation. St John's is the hospital of choice for Laura. She requires a 16 French j-tube at the hospital. Only St. John's has those readily available.

Key Contact Name	Relationship	Phone Number
Kathleen Pizinger	Mother/Guardian	(651) 439-4726
Becky Pizinger	Sister/Guardian	(612) 718-4899
Erin Phelps-Pizinger	Friend/Guardian	(651) 248-1173
Heather Pett-Taylor	Primary Physician	

Plan for unavailable staffing that puts the person at risk

Due to her intellectual and physical vulnerability, Laura requires 24 hour supervision and support from caregivers to ensure her safety. If an unforeseen event makes staffing unavailable, Bridges will attempt to secure immediate trained staff.

Key Contact Name	Relationship	Phone Number
Laurie Keegel	Program Manager	(952) 242-5324
Ashley Willet	Program Director	(651) 370-3081