



# Coordinated Services and Supports Plan (CSSP)

## ABOUT ME

**DEANNA J HANGGI**

**Assessment Date:** 06/02/2021

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

**Developed by:** Jill Schaeppi (651) 497-8650

**Address:** 8191 Pioneer Rd.

Wyoming, MN 55092

**County:** Chisago

**Home:** (763) 486-5718

**Work:**

**Other:**

**General Plan Notes:**

Case Manager: Jill Schaeppi - Washington County/Country Services phone: 651-497-8650 [Jill.Schaeppi@co.Washington.mn.us](mailto:Jill.Schaeppi@co.Washington.mn.us)

Assessment Date: 6/02/2021, Thomas Barron with Ramsey County

Program: DD Waiver

Date CSSP Mailed: 8/10/2021 to Deanna and JR Hanggi, Beth Blackorby (PAI), Kyle Bisbee (Linnea Residential)

Deanna is a 51 year old woman who resides in a Linnea Residences home in Wyoming, MN. Deanna recently moved from her previous house with NER in Maplewood to her current house with Linnea on 7/14/21. So far it has been a very positive change for her. Deanna also attends Phoenix Alternatives Day Program for socialization. Deanna is not interested in work at this time. Due to COVID, Deanna is currently home full time. Deanna is participating in some remote services through PAI until she can get an in person spot at another program near her new house. Deanna enjoys spending time with her staff and going on outings in the community. She also enjoys spending time with her dad, which she does once a week.

Deanna's strengths are that she is a social, friendly person who enjoys meeting new people. She loves activities and to be in the center of what is going on around her. She loves helping others, has high energy, loves to laugh and is great at bowling! A hope of Deanna's father is that she can continue to work on her communication skills and work on increasing her vocabulary. She does say a few words at this time. Another hope of Deanna's father is that she is able to build skills related to hygiene and not putting her hands in her mouth and to utilize other sensory tools instead of her fingers to keep her healthy. JR was not sure what Deanna's hope would be, but said that getting out and being part of what is going on is important to her. Deanna's routine is different right now due to COVID. But she wakes up and gets ready for the day, has breakfast and then enjoys some activities with staff. She goes on lots of walks, plays games, helps around the house and visits with her dad. She has lunch mid afternoon and then chooses some more activities with her staff. She participates in some remote day support services a few hours per week. After dinner, Deanna relaxes with her housemates and staff assist her in getting ready for bed. On Sundays, she visits with her dad and sometimes her aunt.

## PERSON INFORMATION

**Date of Birth:** 10/23/1969 **Age:** 51 yrs

### Emergency Contacts

Name	Relationship	Phone
JR Hanggi	Guardian/Legal Representative	(763) 464-0027

Name	Relationship	Phone
Barbara Wylie	Guardian/Legal Representative	(952) 212-3056

**Notes/Comments****Decision Making Representatives**

Name	Type of Authority	Address	Phone
Barbara Wylie	Private Guardian	15684 Hallmark Way Apple Valley, MN 55124	(952) 212-3056
JR Hanggi	Private Guardian	7035 N 170th Street Hugo, MN 55038	(763) 464-0027
NER - Lisa Heroff	Representative Payee	2539 Cty Rd E East, White Bear Lake, MN 55110	(651) 419-8590

**Notes/Comments**

Lisa Heroff [Lheroff@nerinc.org](mailto:Lheroff@nerinc.org) continues to act as temporary representative payee while JR Hanggi is in the process of becoming rep payee.

**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
Medicare - Part A		5x18d96ff54	03/01/2006
Medicare - Part B		5x18d96ff54	03/01/2006
Medicare - Part D		5x18d96ff54	03/01/2006
Medical Assistance	MA-DX	01436139	06/01/2001

**Notes/Comments****Providers**

Health Care Providers	Phone	Comments
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Health Care Providers	Phone	Comments
Psychiatrist	(612) 436-0295	Carol Thersleff/Mental Health Counseling Services. 615 First Ave NE, #310 Minneapolis, MN 55413
Psychologist	(651) 688-2335	Dr. Steve Antonello. 66 Thompson Ave E Suite 102 West St. Paul, MN 55118
Primary Physician	(651) 788-4444	Dr. Molly Rentz Entira Clinics 2601 Centennial Drive, North St Paul, MN 55109
Other	(763) 486-5718	Linnea Residential: Kyle Bisbee pioneerhc@linnearesidential.com or Rachel Beenken rbeenken@linnearesidential.com
Community Residential Provider		
Other	(651) 777-5622	PAI Linden: Beth Blackorby (Designated Coordinator) bblackorbay@paimn.org
Day Support Services		

**Notes/Comments**

**WHAT'S IMPORTANT TO THE INDIVIDUAL**

**Short and Long-Term Goals**

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
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**Short and Long-Term Goals**

<b>Goal Statement</b>	<b>Target Date</b>	<b>Provider &amp; NPI (if applicable)</b>	<b>Frequency of Reporting</b>
Deanna would like staff assistance to help her maintain hygiene and monitor her compression socks, when needed.	07/31/2022		annually
Deanna wants to continue spending time with her dad and family.	07/31/2022		annually
Deanna would like to work on keeping her fingers out of her mouth so she stays healthy and using other options for sensory needs.	07/31/2022		annually
Deanna would like to return to in person day support services at a new program near her house.	07/31/2022		annually

**Action Steps for Goals:****What will the person do?**

Deanna will continue to work with formal and informal supports to build and maintain the skills necessary for her to reach her goals of improving her communication skills and keep her fingers out of her mouth, and helping her maintain her hygiene over the upcoming year.

**What will the case manager do?**

Deanna's case manager will monitor effectiveness of ongoing supports and services including Community Residential Services and Day Support Services. Case manager will provide referrals or authorizations as needed to support her preferences, needs, desires and identified outcomes. Case manager will provide check-ins with Deanna and her team via phone or email as needed and will meet with her on a semi-annual basis or more as requested.

### **What will others do?**

Deanna's family will continue to advocate for her and provide support, resources and encouragement as needed. Deanna's dad and aunt will continue to be an active part of Deanna's life and visit with her as much as possible.

JR Hanggi (Deanna's father) and Barbara Wylie (Deanna's aunt), are her guardians, and will continue to exercise their powers and responsibilities to advocate for her needs.

Northeast Residence, is her Representative Payee, and will continue to assist with money management temporarily until JR is able to take over as rep payee.

### **What will the provider do?**

Linnea Residential and PAI will communicate with Deanna and other team members and deliver services as agreed upon between Deanna and her guardians, as authorized by the case manager, and as outlined by the outcomes in Deanna's CSSP.

## SUMMARY OF PROGRAMS AND SERVICES

<b>Program Type</b> Developmental Disability Waiver	<b>Start Date</b> 08/01/2021	<b>End Date</b> 07/31/2022	<b>Annual Amount</b> \$0.00	<b>Total Plan Cost</b> \$141,665.11	<b>Avg Monthly</b> \$11,805.43
<b>Case Manager/Care Coordinator</b> Jill Schaeppi		<b>Case Manager/Care Coordinator Provider ID</b> A597490200		<b>Responsible Party Name</b>	
<b>Program Notes</b>					

<b>Service</b> Case Management - 15 Minutes							
<b>Start Date</b> 08/01/2021	<b>End Date</b> 07/31/2022	<b>Procedure Code</b> T1016 UC	<b>Frequency</b>	<b>Units</b> 120	<b>Rate</b> \$23.19	<b>Avg Monthly</b> \$231.90	<b>Total Service</b> \$2,782.80
<b>NPI/UMPI</b> 1700969334	<b>Status</b> Approved	<b>Provider Name</b> WASHINGTON COUNTY COMMUNITY SERVICE		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Chisago	
<b>Areas of Need</b> Supportive Services							
<b>Support Instructions</b> Deanna needs assistance from case management to assist with access to supports and services through the DD waiver. Deanna needs help to monitor the provision of services and ensure there is progress being made towards her goals. Case manager will provide Deanna and her guardians with the information necessary for them to make informed choices about services and supports.							
<b>Service Notes</b>  Deanna receives up to 30 hours of case management per year to assist with coordination and monitoring of services and supports based on her values, strengths, goals and needs. Case Manager will visit with Deanna twice per year at minimum, or more as requested. Deanna's case manager is Jill Schaeppi. Jill can be reached at 13000 Ravine Pkwy S. Cottage Grove, MN 55016 Phone: 651-497-8650 or <a href="mailto:Jill.Schaeppi@co.washington.mn.us">Jill.Schaeppi@co.washington.mn.us</a> .							

<b>Service</b> Case Management Aide (Paraprofessional) - 15 Minutes							
<b>Start Date</b> 08/01/2021	<b>End Date</b> 07/31/2022	<b>Procedure Code</b> T1016 TF UC	<b>Frequency</b>	<b>Units</b> 60	<b>Rate</b> \$9.39	<b>Avg Monthly</b> \$46.95	<b>Total Service</b> \$563.40
<b>NPI/UMPI</b> 1700969334	<b>Status</b> Approved	<b>Provider Name</b> WASHINGTON COUNTY COMMUNITY SERVICE		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Washington	
<b>Areas of Need</b> Supportive Services							
<b>Support Instructions</b> Washington County will provide case management paraprofessional support to assist with administrative tasks related to waiver services and service authorizations.							
<b>Service Notes</b> Deanna receives up to 15 hours per year of case management paraprofessional support.							

<b>Service</b> Community Residential Services - Adult							
<b>Start Date</b> 08/01/2021	<b>End Date</b> 07/31/2022	<b>Procedure Code</b> S5140 UC U9	<b>Frequency</b>	<b>Units</b> 365	<b>Rate</b> \$350.87	<b>Avg Monthly</b> \$10,672.30	<b>Total Service</b> \$128,067.55
<b>NPI/UMPI</b> A784477800	<b>Status</b> Approved	<b>Provider Name</b> LINNEA RESIDENTIAL HOME INC		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Chisago	
<b>Areas of Need</b> Quality of Life, Health Related/Medical, Cognitive and Behavior Supports, Personal Security, Communications, Supportive Services, Personal Assistance, Home Management							
<b>Support Instructions</b> Deanna moved to a Linnea Residential Services house located in Wyoming, MN. Staff at Linnea assist Deanna with scheduling, attending and following up on all recommended medical appointments, treatments and med refills and administering medications. Linnea prepares all meals and snacks, but encourages Deanna to assist as she is able. Deanna's food is cut into 1/2 inch pieces for her. Deanna requires assistance and supervision with shopping, completing laundry, light and heavy housekeeping and personal hygiene tasks. Staff assist Deanna in coordinating and attending activities in the community. Deanna requires staff to be present at all times and is not able to be left alone for any length of time.							
<b>Service Notes</b> Deanna receives daily Community Residential Services through Linnea.							

<b>Service</b> Day Support Services - 15 Minutes							
<b>Start Date</b> 08/01/2021	<b>End Date</b> 07/31/2022	<b>Procedure Code</b> T2021 UC	<b>Frequency</b>	<b>Units</b> 1008	<b>Rate</b> \$10.17	<b>Avg Monthly</b> \$854.28	<b>Total Service</b> \$10,251.36
<b>NPI/UMPI</b> A887860900	<b>Status</b> Approved	<b>Provider Name</b> PHOENIX ALTERNATIVES INC		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Ramsey	
<b>Areas of Need</b> Quality of Life, Employment/Training/Skill Building							
<b>Support Instructions</b> Deanna attends PAI Linden 5 days per week. Employment is not a focus of Deanna's time at PAI. Deanna attends various groups and classes including music therapy and pet therapy. She has many opportunities for socializing with peers and participating in activities of her choice. Deanna is typically a 1:4 staffing ratio during her time at PAI. Due to the COVID-19 pandemic, Deanna and her guardians have chosen to have Deanna utilize remote DT&H services rather than attend in person. Her staff at Linnea will assist her with utilizing the technology.							
<b>Service Notes</b> Deanna will receive an average of 3 hours per week of remote services through PAI.							

## RISKS

### How will Health and Safety Issues be Addressed?

Deanna requires 24-hour staffing to ensure her health & safety needs are being met. She would need complete staff assistance to respond to any emergency situation. She always has staff present and participates in monthly tests. Deanna is not able to verbalize if someone mistreated or hurt her, but staff are mandated reporters if they have cause for concern. She also sees her

dad once a week who looks for signs of Deanna being mistreated. It was reported that she would react but would be unable to tell anyone. Staff have to monitor changes in her behavior and affect. Deanna is at risk of self-neglect in all the above areas. Her father, JR Hanggi, is her guardian.

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 All needs are currently being addressed by Deanna's services. See backup plan for emergency contact information.		

### Summary plan/agreement reached to address the identified risks:

N/A All needs are currently being addressed by Deanna's services. See backup plan for emergency contact information.

## Emergency & Back Up Plans

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

In the case of an unforeseen event such as power outage or extreme weather, Deanna will remain in the care of Northeast Residences, who will ensure her safety and provide alternate arrangements should it be deemed unsafe to remain at home. Deanna's legal guardians should be notified as well.

Key Contact Name	Relationship	Phone Number
Kyle Bisbee	Program Supervisor, Linnea Residential	(763) 486-5718
JR Hanggi	Father/Guardian	(763) 464-0027
Barb Wylie	Autn/Guardian	(952) 212-3056

**Plan for emergency health events**

In the case of an emergency requiring medical or psychiatric care, Deanna's legal guardians will be notified immediately. Deanna's primary physician is Dr. Molly Rentz with Entira Clinics in North St. Paul.

<b>Key Contact Name</b>	<b>Relationship</b>	<b>Phone Number</b>
JR Hanggi	Father/Legal Guardian	(763) 464-0027
Barb Wylie	Aunt/Legal Guardian	(952) 212-3056
Dr. Molly Rentz - Entira Clinics	Primary Physician	(651) 788-4444

**Plan for unavailable staffing that puts the person at risk**

Linnea Residential provides a 24 hour plan of care to Deanna. Should a staff be unable to fulfill their shift, the supervisor would be contacted and Linnea will follow their internal protocol for staffing backup to ensure adequate staffing and supervision.

<b>Key Contact Name</b>	<b>Relationship</b>	<b>Phone Number</b>
Kyle Bisbee	Linnea house supervisor	(763) 486-5718
Rachel Beenken	Linnea Director	