



# Coordinated Services and Supports Plan (CSSP)

## ABOUT ME

**John A Doyle**

**Assessment Date:** 06/22/2021

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

**Developed by:** Alyssa Perronne (651) 789-1213

**Address:** 4489 MCMENEMY ST

Vadnais Heights, MN 55127-6006 **County:** Ramsey

**Home:** (651) 415-1702

**Work:**

**Other:** (919) 274-2773

### **General Plan Notes:**

**Date Mailed:**

8/23/2021

*\*\*\* Please note that the daily rate listed for Mains'1 is not yet official. We are working through the funding process of the requested rate exception. The CSSP is still being sent out to meet DHS Guidelines. Case Manager will send out the completed CSSP when the rate is approved and agreed upon by the provider.*

**Rep Payee (SSA):**

Laura Doyle

**Case Manager Information:**

Alyssa Hess

20E. Thompson Ave - Suite 205

West St. Paul, MN 55118

Ph: 651-789-1213

Fax: 651-789-7041

[Alyssa.hess@thomasalleninc.com](mailto:Alyssa.hess@thomasalleninc.com)

**Providers and/or Contacts:**

Guardians

John and Laura Doyle

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Parents

7610 Cape Charles Dr.  
Raleigh, NC 27617  
Ph: 919-274-2773  
[jd17610@gmail.com](mailto:jd17610@gmail.com)

Katharine Doyle

Sister  
1102 Beyer Place  
Durham, NC 27703  
Cell Ph: 919-400-3335  
Ph: 919-224-2369  
[kimakelbah@gmail.com](mailto:kimakelbah@gmail.com)

Advocate

Deb Holtz  
3150 Lexington Ave. N.#223  
Shoreview, MN 55126  
Ph: 651-675-6923  
[Deb.holtz@yahoo.com](mailto:Deb.holtz@yahoo.com)

PAI

Briana Hinzman  
Designated Coordinator  
3595 Linden Ave.  
White Bear Lake, MN 55110  
Ph: 612-446-3681  
Fax: 651-777-5633  
[bhinzman@paimn.org](mailto:bhinzman@paimn.org)

Mains'l

Kelly Quiram  
House Manager, McMenemy  
Ph: 612-607-9954  
[KCQuiram@mainsl.com](mailto:KCQuiram@mainsl.com)

Mamu M. Barry

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[MMBarry@MAINSL.com](mailto:MMBarry@MAINSL.com)

Angela Lester  
Senior Manager  
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Brooklyn Park, MN 55445  
Phone: 763-416-9184  
Ph: 612-940-4470  
Fax: 763-416-9120  
[ANLester@MAINSL.com](mailto:ANLester@MAINSL.com)

Family Contacts

Stephen Lovas Doyle  
Brother  
114 Kelvingrove Drive  
Madison, Alabama 35758  
Ph: 256-690-4276  
[steve.doyle74@gmail.com](mailto:steve.doyle74@gmail.com)

Linda Lovas Hoeschler  
Aunt  
1630 Edgcumbe Rd  
St Paul, MN 55116  
Ph: 612-961-0200  
[lhoeschler@gmail.com](mailto:lhoeschler@gmail.com)

**Financial Resources** (e.g. RSDI, SSI, Life Insurance, burial information/preferences, trusts, earned income etc.):

SSDI, Special Needs Trust

**Diagnosis:**

Developmental Disability, Profound (F73), Klein-Levin Syndrome, Seizure Disorder, Lennox-Gastout Syndrome Hypotonia, Static Encephalopathy, General Hypotonia, Bilateral Persplanis, Osteoporosis, Cataracts and John has a g-tube

**Medical History:**

John has had complex partial seizures since the age of six weeks. John has a history of Lennox- Gastaut Syndrome and had an anterior two thirds corpus Callosotomy in 1992. John had a VNS placed in 2005 and has a history epilepticus. John has walks with a track system to support with his Osteoporosis. John has a G-tube and takes nothing by mouth. John takes medications which are managed and administered by staff at his home. John continues to receive care through Health Partners and Minnesota Epilepsy.

**Health Care Directives/DNR/DNI:**

John has a POLST (Physician Orders for Life-Sustaining Treatment) Form and is not to be resuscitated.

**Historical Information (e.g. history of work, living arrangements, etc.):**

John went to Windom High School until age 21. He met the graduation standards with an IEP through participation in a special education transition program. John currently living in Corporate Foster Care home run by Mains'l Services and is attending Phoenix Alternatives (PAI) five days a week. John's sister became a co-guardian in spring of 2021.

**Individual's Strengths, skills and abilities:**

John is good at communicating his emotions, John's team states that he communicates with his eyes. John is said to have a strength of knowing what he wants. He is very musical and enjoys both listening to music and playing musical instruments. John has a strong support system and is much loved.

**Waiver Program:**

DD Waiver

**Annual Visit Date:**

7/7/2021

**What's important John:**

It's important to John that his is health, safe, and happy. Music and music lessons, and instruments are important to John. He also enjoys playing with/ crinkling paper. John's family is important to him. John often sits in an extra-large bean bag chair that is important to him. It's important to John to be outside in fresh air, as well as practicing his walking.

**Rituals and Routines:**

John generally wakes up for the day between 5:30 -6:00 AM. John is given his medication as directed through his G-tube, and is fed at 8AM, 12PM, 4PM, 8PM, and 10PM. John attends PAI five days a week Monday - Friday from 9AM -2:30 PM. John has his 12PM feeding while at PAI. When John returns home he is changed, practices his walking, and may take a nap. John practices walking and is changed every two hours. John takes a shower in the evening Monday 2 Friday and has a shower over the weekend at a less specified time. John goes to be at 10 PM. John tends to wake up every few hours during the night and may play with a toy until he falls back asleep.

**Informal Supports:**

John has a very strong support system. John is supported by his parents who are also his co-guardians. John has a brother, Stephen, and a sister, Katharine, who also acts as co-guardian to John. John's Aunt Linda is involved in his life and attends his meetings. John has the support of Deb Holtz as an advocate.

**Dreams/Aspirations:**

John is not able to communicate his dreams and aspirations. The team believes that it is John's dream to spend more time out outside of his home and interacting more with others.

**Social/ leisure/ cultural/ religious considerations:**

John's family states that they are Catholic, however they do not feel that John has any religious preferences. It is said that John would enjoy going to a church of any religion/denomination to enjoy the music there.

**Housing Discussion:**

John lives in a group home that his parents own and is licensed to Mains'I. When asked if John would like to continue living here, Laura responded, "This is his home". John's parents are strong advocates for John and stay aware of the physical status of the home and maintenance. Services provided through Mains'I are in place to support John in assisting John with activities of daily living and work toward his goals. This is the least restrictive environment for John at this time.

**Summary of Waiver Services & Informed Choice:**

John currently receives case aide service, and Scott County case management contracted through Thomas Allen, Day Support Services through PAI, and Community Residential Services through Mains'I. John's team is satisfied with their services through Thomas Allen and PAI, and would not like to change provides. John's guardians would like him to continue living in his current home which is licensed to Mains'I. John's guardians expressed they would appreciate an increase in communication from Mains'I. At this time there is not a desire for John to move to another Corporate Group Home or Family Foster Care. If additional or alternative services are desired at any time, John's guardians can reach out to this Case Manager via phone call or email to further the discussion on service options.

**Competitive Employment:**

John's guardians are not interested in competitive employment for John at this time. John currently attends PAI five days a week Monday - Friday 9:00 AM - 2:30 PM. While at PAI John greets peers, chooses instruments, has music therapy, and likes to participate in crafts with paper.

**Community Integration:**

John is unable to express if he feels integrated in the community. Covid-19 has presented limitations with community outings, however staff will take John down a nature path. John retuning to PAI has shown to be positive as after returning his Self-Injurious Behavior decreased. John's guardians would like to see John spend more time out of the house going to parks, and would like him to resume attending Special Olympics bowling when that option is available.

**Assistive Technology Needs & Adaptive Equipment:**

John uses a wheel chair, shower chair, as well as a walking track which supports his walking practice. John's bed is adjustable to support with appropriate positioning.

**PERSON INFORMATION**

**Date of Birth:** 01/06/1970 **Age:** 51 yrs**Emergency Contacts**

Name	Relationship	Phone
John Sr Doyle	Guardian/Legal Representative	(919) 803-7108
Angela Lester	Other Non-Relative	(612) 940-4470
Deb Holtz	Other Non-Relative	(651) 675-6923
Mains'l emergency pager	Other Non-Relative	(612) 598-5700
Katharine Doyle	Guardian/Legal Representative	(919) 400-3335
Laura Doyle	Guardian/Legal Representative	(919) 272-6909

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

Name	Type of Authority	Address	Phone
Laura Doyle	Representative Payee	7610 Cape Charles Dr, Raleigh, NC 27617	(919) 274-2773
John Sr and Laura Doyle	Private Guardian	7610 Cape Charles Dr, Raleigh, NC 27617	(919) 274-2773
Katharine Doyle	Private Guardian	1102 Beyer Place, Durham , NC 27703	(919) 400-3335

**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		00638251	

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

Health Care Providers	Phone	Comments
Dentist	(651) 254-7373	Dr Kevin Nakagaki, 450 N Syndicate, ST Paul MN 55104
Specialty Clinic	(651) 241-5290	Dr Deanna Dickens, Neurologist, Minnesota Epilepsy Group, 225 SMith Ave N ste 201, ST Paul MN 55102
Targeted Case Manager	(651) 789-1213	Alyssa Hess 20 East Thompson Ave #205, West St. Paul, MN 55118
Thomas Allen, Inc		
Primary Physician	(651) 653-2100	Dr Eduardo Fernandez Health Partners White Bear Lake, 1430 Highway 96, White Bear Lake MN 55110

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

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
John will listen to music while he is at home.	07/31/2022		

## Short and Long-Term Goals

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
John will practice walking every two hours while he is at home.	07/31/2022		
John will engage in his music lessons and practice playing instruments between lessons.	07/31/2022		
John will decrease self-injurious behaviors.	07/29/2021		
John will have a video visit with his parents once a month.	07/31/2022		
John will go on outings into the community and nature, including places such as parks.	07/31/2022		

### Action Steps for Goals:

#### What will the person do?

John will do his best to express interests in goals or services with their team that would be most beneficial. John is expressive with his eyes and will communicate that way to show his engagement in activities such as his music lessons.

#### What will the case manager do?

Case Manager will assure that John is included in the choice of his goals and that they were explained in a way that he could understand. Case manager will continue to coordinate and monitor services and providers to help John achieve his goals. Case manager will also monitor progress towards accomplishing goals. Case manager will be available to schedule meetings with John and John's team as needed to review progress and goals, make adjustments to the plan or services, or resolve any conflicts and disagreements. Case manager will review progress reports from providers- Mains'l and PAI and the progress they document on these goals.

**What will others do?**

John Sr, Laura, and Katharine Doyle, along with Deb Holtz, Linda Hoeschler, Pete Rechtzigel, and all other informal supports will encourage John to participate in and achieve his goals. They will also have open communication with John's team to advocate on his behalf. In the event of conflict amongst team members regarding the most appropriate supports for John, the benefits of each option will be considered. If the team is unable to resolve conflicts in this manner, John sr., Laura, and Katharine Doyle will be the final decision maker.

John's family support him with his goal of listening to music while at home by providing him with CD's to listen to which have been selected with specific music choice in mind. John's family members have also provided a speaker for him to use to listen to music. John's parents will be in communication with Mains'I staff to support achieving the goal of monthly video visits with John. Pete does music lessons with John. Pete will encourage John to engage during his music lessons.

**What will the provider do?**

Mains'I and PAI are John's provides an will implement the services and goals as outline in the support plan. Providers will ensure that John's health and safety needs are met.

Mains'I will support John's walking goal by supporting him with walking practice every two hours while he is home and logging his progress. Mains'I will play music (John's CD's and use his speaker) for John while he is at home, daily. Mains'I will support with communication with John Sr. and Laura Doyle to coordinate monthly video visits. Mains'I will support John in going out outings to places such as the park. Attending outing and engaging in other activities such as practicing music will support John in being engaged and achieving his goal of reducing self-injurious behavior.

## 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> \$186,982.18	<b>Avg Monthly</b> \$15,581.85
<b>Case Manager/Care Coordinator</b> Alyssa Perronne		<b>Case Manager/Care Coordinator Provider ID</b> A854470100		<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> 5-Flexible Use	<b>Units</b> 240	<b>Rate</b> \$23.19	<b>Avg Monthly</b> \$463.80	<b>Total Service</b> \$5,565.60
<b>NPI/UMPI</b> A000070100	<b>Status</b> Pending	<b>Provider Name</b> SCOTT COUNTY		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Scott	
<b>Areas of Need</b> Quality of Life, Caregiver/Parent Support							
<b>Support Instructions</b> Thomas Allen will provide on-going case management services including assessments, referrals and development of services. Case manager will coordinate and monitor services to insure that John's health and safety needs are met. Case manager will report any suspected abuse to MAARC. Case manager will make changes to the support plan upon request. Team members can request changes via phone or email. Case manager will meet with John at minimum twice per year.							
<b>Service Notes</b> Estimated use of 20 units per month.							

<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> 5-Flexible Use	<b>Units</b> 24	<b>Rate</b> \$9.39	<b>Avg Monthly</b> \$18.78	<b>Total Service</b> \$225.36
<b>NPI/UMPI</b> A000070100	<b>Status</b> Pending	<b>Provider Name</b> SCOTT COUNTY		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Scott	
<b>Areas of Need</b> Supportive Services							
<b>Support Instructions</b> Assist case manager with administrative duties such a filing and data entry.							
<b>Service Notes</b> Estimated use of 2 units per month.							

<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> 1-Daily	<b>Units</b> 365	<b>Rate</b> \$375.62	<b>Avg Monthly</b> \$11,425.11	<b>Total Service</b> \$137,101.30
<b>NPI/UMPI</b> M606270900	<b>Status</b> Pending	<b>Provider Name</b> MAINS'L SERVICES INC		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Scott	
<b>Areas of Need</b> Personal Assistance, Cognitive and Behavior Supports, Quality of Life, Health Related/Medical							
<b>Support Instructions</b> *** Please note the daily rate for Mains'l 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 provider. Staff will provide a 24 hour plan of care to assist John with activities of daily living, assist with medical needs, community inclusion, cognitive and behavioral direction as needed, and financial support as needed. Provider will ensure John's health and safety needs are met. For all incidents or accidents, provider will notify case manager within 24 hours of the incident and provide a written report within seven days. John receives awake/asleep overnight staffing.							
<b>Service Notes</b> One units to be used each day of service span ( 365 days).							

<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> 2-Weekly	<b>Units</b> 5544	<b>Rate</b> \$5.68	<b>Avg Monthly</b> \$2,624.16	<b>Total Service</b> \$31,489.92
<b>NPI/UMPI</b> A308360800	<b>Status</b> Pending	<b>Provider Name</b> PHOENIX ALTERNATIVES INC		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Ramsey	
<b>Areas of Need</b> Cognitive and Behavior Supports, Quality of Life, Employment/Training/Skill Building							
<b>Support Instructions</b> PAI will continue to support John in developing and maintaining the skills necessary to be successful in his vocational choices. Provider will assist with cognitive supports and developing and maintaining coping skills as needed. Provider will ensure that John's health and safety needs are met. For all incidents or accidents, provider will notify case manager within 24 hours of the incident and provide a written report within seven days.							
<b>Service Notes</b> Estimated use of 106 units per week.							

<b>Service</b>							
Transportation - Per One Way Trip							
<b>Start Date</b> 08/01/2021	<b>End Date</b> 07/31/2022	<b>Procedure Code</b> T2003 UC	<b>Frequency</b> 2-Weekly	<b>Units</b> 504	<b>Rate</b> \$25.00	<b>Avg Monthly</b> \$1,050.00	<b>Total Service</b> \$12,600.00
<b>NPI/UMPI</b> A308360800	<b>Status</b> Pending	<b>Provider Name</b> PHOENIX ALTERNATIVES INC		<b>Funding Source</b> DD Waiver		<b>County of Service</b> Ramsey	
<b>Areas of Need</b> Employment/Training/Skill Building							
<b>Support Instructions</b> Transportation for John to and from PAI.							
<b>Service Notes</b>							

## RISKS

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

John lacks self-preservation or safety skills. John was unable to answer whether or not he feels safe in his home. However, guardians believe he is safe and well cared for. John is unable to identify or respond to any type of emergency situations. Due to John's mobility needs, vision impairment and cognitive delay, John needs assistance to safely evacuate during emergencies or drills. His caregivers observe him for changes in his behavior and appearance for signs of illness or injury. When he is in pain, he will have tears in his eyes.

John is not able to report when someone mistreats or yells at him. He relies on his support staff and guardians to make reports on his behalf.

Mains'l provides a 24-hour plan of care that includes formal behavior support and awake overnight staffing. PAI provides a 24-hour plan of care for John. This is the appropriate level of supervision for John.

John needs a guardian, rep payee, and support staff to help ensure his basic needs are met. John's parents, John SR and Laura Doyle, are his court appointed guardians and help him make legal decisions. Laura Doyle, John's mother, acts as his rep payee and complete all paperwork for his government benefits. John's parents and Mains'I ensure John's basic needs, i.e. food, shelter, and clothing. He has an IDD case manager that works with the team to ensure his service needs are being met by providers. His team works together to protect John as a vulnerable adult.

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
John is vulnerable to all forms of abuse or neglect including physical, sexual, verbal/emotional or financial exploitation. John requires 24 hour supervision to ensure his overall safety.	Without a 24 hour plan of care, John would be susceptible to harm, abuse, or neglect due to his areas of vulnerability.	A 24 hour plan of care is in place to support John with his 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. John receives a 24-hour plan of care through his DD Waiver. John relies on the support of staff and family to identify dangerous situations, respond to emergency situations, and maintain his health and personal safety. John has two private guardians, his John and Laura Doyle, who advocate on his behalf.

## Emergency & Back Up Plans

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

In the event of a natural disaster, unforeseen event or emergency, John will follow Minnesota Emergency broadcast instructions with assistance from family or caregiver to seek a safe location.

In the event of an unforeseen event, Mains'l and PAI will follow their protocol for that particular event and lead John to safety.

Key Contact Name	Relationship	Phone Number
Angela Lester	Program Director	(612) 940-4470
Briana Hinzman	Designated Coordinator	(651) 777-5622

### Plan for emergency health events

In the event of an emergency health event, John's caregiver will call 911 and John will be admitted to Regions Hospital in St. Paul.

- In the event of an emergency health event, John should be taken to Regions hospital. If hospitalization is not necessary, John should see his primary physician. John's guardian(s) should be notified of all emergency health events.

Key Contact Name	Relationship	Phone Number
Angela Lester	Program Director	(612) 940-4470
John and Laura Doyle	parents/guardians	(919) 274-2773

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

John lives in an SLS home with 24 hour staffing. If an unforeseen event makes regular staffing unavailable, Mains'l will contact their on-call staff or contact John's aunt, Linda Hoeschler at 651-699-6602.

Key Contact Name	Relationship	Phone Number
Angela Lester	Program Director	(612) 940-4470
Kelly Parr	House Manager	(612) 607-9954