

COORDINATED SERVICE AND SUPPORT PLAN (CSSP) ADDENDUM – INTENSIVE SERVICES

Name of person served: Destiny Smith

Date of development: 8.16.2021

For the annual period from: August 2021 to August 2022

Name and title of person completing the *CSSP Addendum*: Emily Elsenpeter, Designated Coordinator

Legal representative: Wanda and Steve Smith

Case manager: Annie Xiong

The license holder must provide services in response to the person’s identified needs, interests, preferences, and desired outcomes. Services will be provided according to MN Statutes, chapter 245D and the applicable waiver plan for the person served. The following will be assessed by the person and/or legal representative, case manager, support team or expanded support team members, and other people as identified by the person and/or legal representative.

Dates of development:

- Within 15 days of service initiation, the license holder must complete the preliminary *CSSP Addendum*.
- Before providing 45 days of service or within 60 calendar days of service initiation
- Annually, the support team reviews the *CSSP Addendum*.

Services and Supports

The **scope of the services** to be provided to support the person’s daily needs and activities include: Destiny receives intensive support services in a day training and habilitation community-based programs and/or day support services at PAI. Support is provided in the most integrated and least restricted environment for Destiny. The program works with Destiny to develop and implement achievable outcomes that support her goals and interests and develop skills that help her achieve greater independence and community inclusion. PAI works to increase and maintain Destiny’s physical, emotional, and social functioning. Staff support Destiny in completing activities of daily living and instrumental activities of daily life, outcome development and implementation, supervision, medication administration, data tracking and daily support related to her health, safety and wellbeing as needed by Destiny. PAI works with Destiny’s parents and transportation provider for continuity of care.

The person’s **desired outcomes** and the methods or actions that will be used to support the person and to accomplish the service outcomes (Service Outcomes and Supports):

Outcome #1: Daily, Destiny will independently clean up her area after lunch in 80% or more of all opportunities over the next 12 months.

It is important to her that she has opportunities throughout her day to be independent as possible. Destiny is an organized person and likes to help to keep things clean.

Outcome #2: Daily, Destiny will put her blanket away in 80% or more of all opportunities over the next 12 months.

It is important to Destiny that she has opportunities throughout her day to be independent in her daily living skills. Destiny is an organized person and likes to help to keep things tidy.

PAI

A discussion of how **technology** may be used to meet the person's desired outcomes has occurred: Yes No

Provide a summary that describes decisions made regarding the use of technology and a description of any further research that needs to be completed before a decision regarding the use of technology can be made:

- Destiny utilizes technology at PAI daily using the iPad for music and other audio activities. Destiny has access to a television and computer in the program area for music, sensory or educational videos, in addition to the SMARTBoard for games and other audio activities.
- No further exploration of technology is needed at this time.

PAI

Describe the **general and health-related supports** necessary to support this person based upon each area of the *Self-Management Assessment (SMA)* and the requirements of person-centered planning and service delivery:

Allergies: Destiny has a potentially life-threatening allergy to bee stings. Her reaction may include redness, swelling at the site, respiratory distress, and anaphylactic shock. Destiny will be supported to avoid areas where bees are evident. Should Destiny be observed with a possible bee sting or if she is witnessed being stung, her PRN Benadryl will be administered per her allergy plan. Destiny will receive her EpiPen for any signs of an anaphylaxis reaction and 911 will be called. Destiny also has a severe allergy to iodine and contrast dye. Should she have a reaction, staff will monitor her symptoms which include her eyes and face swelling, as well as trouble breathing. Concerns with allergies will be communicated to Destiny's parents via phone, email or communication book and noted in her Daily Progress Notes.

Choking: Destiny has a physician ordered pureed diet to aid her in processing her food and prevent choking. Destiny may cough while eating, may eat very slowly or refuse parts of her meal if she is having difficulty. Destiny is visually monitored during meals and is helped as needed. Should Destiny cough, eat very slowly or appear disinterested in her food, her food may be modified to make it easier to process and swallow, per her guardians. Should Destiny exhibit symptoms of choking, staff would administer abdominal thrusts, call paramedics to conduct an assessment and complete an incident report.

Special dietary needs: Destiny has a physician ordered pureed diet. Her meals and snacks are sent to PAI from her residence prepared according to her physician's orders. Destiny sits in a typical chair during meals at the lunch table. She uses a regular spoon, clothing protector, and a bowl or deep plate to eat. To drink, she uses a plastic cup with a lid and a straw. Destiny's food will be prepared for her and set in her place. Staff will sign "hungry" or "eat" to indicate to Destiny her food is ready. Destiny will then indicate she is ready to eat by coming to the table. Destiny will be encouraged to drink throughout her day. Destiny's intake will be communicated to her parents via phone, email, or communication book daily.

Chronic Medical Conditions:

- **Aortic Valve Disorder:** is a condition in which the valve between the main pumping chamber of your heart (left ventricle) and the main artery to your body (aorta) does not work properly. Signs/symptoms may include abnormal heart sounds, irregular heartbeat, shortness of breath, dizziness or fainting, chest pain, and fatigue. Destiny's condition is managed by her doctor and parents. Destiny's doctor has determined that her heart is functioning normally at this time. Any noted symptoms will be communicated to her parents/guardians.
- **Intellectual Disability:** is a generalized neurodevelopmental disorder characterized by significantly impaired intellectual and adaptive functioning. It is defined by an IQ under 70, in addition to deficits in two or more adaptive behaviors that affect everyday living. Destiny is supported communication and in all areas of daily living. Destiny is encouraged to be independent with the tasks that she can and offered gestural & model prompts to help her further strengthen/develop her skills.
- **Osteoporosis:** A condition in which bones become weak and brittle; new bone creation does not keep up with old bone removal. This increases risk of fracture. Destiny is supported in a barrier free environment and is provided with verbal, gestural and physical cues to obstacles in her path (such as a peer's wheelchair). Incidents of Destiny colliding with/bumping into peers/objects will be communicated to her parents/guardians via phone or communication book.
- **Scoliosis:** A sideways curvature of the spine curves to the left or right, creating a C- or S-shaped curve. Destiny may experience discomfort, numbness, cramping and shooting pain in her back related to her scoliosis. Destiny can adjust herself in a chair or walk around should she experience discomfort. Destiny is visually observed for signs of discomfort such as facial grimace, pointing, or gesturing, and withdrawing from activities she typical enjoys.

- **Trisomy 9:** is a rare chromosomal disorder in which the entire 9th chromosome appears three times (trisomy) rather than twice in some cells of the body. Common characteristics include failure to grow or gain weight, a small head size (microcephaly); a highly arched roof of the mouth (palate), various eye (ocular) anomalies may also be present that can lead to vision problems. Some affected individuals have been reported to have hearing loss that requires ear tubes or hearing aids.

Self-administration of medication or treatment orders: Destiny takes her medication orally in liquid form. She does not have the fine motor skills nor cognitive ability to self-administer herself medications. Medications / treatments are administered according to the prescriber's orders and as directed by the pharmacy/prescription bottle. Each administration time, trained staff dispense the medication/treatment for Destiny and administer it. Staff receive training on medication administration and quarterly medication administration record reviews are completed to ensure no medication errors have occurred. Administration of nonscheduled medication concerns or requests for supplies will be communicated by PAI staff via phone, email or communication book and noted in Daily Progress Notes.

Other health and medical needs:

- **Personal Hygiene:** Destiny can independently use the toilet; however, she needs support in cleaning herself after a bowel movement or when she has her menses. Destiny is verbally encouraged to use the restroom every two hours while at PAI. Destiny is assisted by staff in cleaning herself up after going to the bathroom. When she is noted to be touching herself indicating she needs to use the restroom, staff will sign bathroom. Destiny is drawn to public restrooms when she sees them in the community and often uses them when she sees them. When Destiny chooses to use a public restroom, she is encouraged to sign bathroom and then walk with staff. Staff remain within visual/audio range of Destiny while she uses public restroom. All concerns and requests for supplies and eliminations are communicated to Destiny's parents via phone, email, or communication book.

Mobility issues: Destiny's chronic medical conditions and vision impact her ability to be safely mobile on her own. Destiny walks independently and can navigate well in barrier-free environments. Destiny responds to verbal and gestural prompts to avoid potential obstacles. Destiny may become cautious transitioning flooring or ground surfaces and reach out for hand of staff, doorway, or chair. Destiny will be offered staff's hand or forearm for assistance when transitioning surfaces or terrain. When guiding Destiny, she responds to physical cues such touch to her back or shoulder when distracted. Destiny may become tired while walking long distances or if the weather is really hot and require the assistance of wheelchair. When navigating stairs, Destiny needs a railing for assistance. Concerns will be communicated to her parents via phone, email or communication book and noted in her Daily Progress Notes.

Regulating Water Temperature and Water Safety Skills: PAI keeps water at a safe temperature and staff test the water temperature by running their hands under water prior to Destiny encountering it. PAI does not offer swimming or bathing. Destiny receives support when in the community and should she be near a body of water, staff will stay within arm's reach / in physical contact of Destiny and will verbally inform her the areas to stay in (on the path, middle of the dock, etc.) and where the water is.

Community Survival Skills: Destiny utilizes the PAI transportation provider to safely access the community. Staff provide supervision and physical support to Destiny while in the community to practice all pedestrian and traffic safety skills. She is supported in safely engaging with the community activities and people of her choice. Staff observe what is occurring around Destiny and intervene on her behalf if a potentially dangerous situation were to happen. Staff will call 911 on Destiny's behalf in the event of an emergency.

Sensory Disabilities:

- **Auditory Impairment:** Destiny has a significant hearing loss because of her chronic medical conditions. Destiny has hearing aids for both ears but does not wear them.
- **Visual Impairment:** Destiny has a visual impairment that is corrected with glasses. Destiny has functional vision with her glasses and can navigate her environment. She receives assistance (staff's hand or arm) when transitioning flooring or terrain and is assisted in cleaning her glasses, should they become dirty. Any concerns with Destiny's glasses or vision will be reported to her parents/guardians.

Person-centered information

- **Important TO:** It is important to Destiny that she have opportunities to be helpful and to do tasks for herself and her peers independently. Having access to her pictures/books of parents and family, or pamphlets to hold, activities such as games, matching or sorting to do and opportunities to participate in community outings.
- **Important FOR:** It is important for Destiny that she use her communication skills (including signs, pictures, and gestures) to advocate for her needs and preferences, that she consume an appropriate number of fluids throughout her day and that she be supported in social experiences.
- **Good day:** A good day for Destiny includes many opportunities to socialize with and help others. Destiny enjoys being around people sitting next to them or simply people watching. She likes cleaning, loading the washing machine or dishwasher, folding clothes, and putting other's items away. Destiny also likes to organize things. A good day may include going out in the community, particularly bowling, having her hair or make-up done, eating favorite foods (*spaghetti-o's, chocolate pudding, pop (especially Sprite), cottage cheese, chocolate ice cream, yogurt, applesauce, and mashed potatoes*) playing yard games and having brochures, magazines, and books to look at.
- **Bad day:** A bad day for Destiny includes not feeling well or feeling tired, limited opportunities to help others or being told "no". When Destiny is having a bad day, she may isolate herself by covering her head with a blanket and sleeping.
- **Likes:** Destiny likes playing games with buttons or touch screens on the computer and the SMART Board. She likes to play with card games, sort and match items, and board games. Destiny is very social and enjoys being around people sitting next to them or simply people watching. Destiny likes to color and participate in "girlie" activities such as having her makeup and hair done. She also enjoys yard games including bean bag toss, bingo, and bocce ball. Being active in the community is important to Destiny; she especially enjoys going bowling, shopping and out to eat. Picture books or pamphlets are very important to Destiny as she like to look at them. When Destiny is happy, she will smile, feel safe and comfortable; this is noted by her clapping, giving a thumbs up or okay gesture.
- **Dislikes:** Destiny does not like being told "no" and may become frustrated should someone take away the pictures, books, or pamphlets she may be holding. Destiny may also become frustrated when her communication is not understood or when it is not appropriate for her to help with a task. Destiny makes her frustration known by her rapid arm movements and facial expressions. Destiny has limited interest in television, movies and music and does not enjoy playing large group games. Due to her small stature, Destiny does not like to be around dogs that jump or may cause her to become off balanced, per her mother/guardian.

PAI

The person's **preferences** for how services and supports are provided including positive support strategies and how the provider will support the person to **have control of their schedule**:

- Destiny would like to participate in a structured and personalized program day that focuses on recreation and leisure and includes a balance of time to rest/relax and supported socialization with peers and staff. Destiny would like to play games on the computer and/or SMART board, play card games, have picture books to carry, participate in community outings, and have opportunities to watch/observe others, be helpful, *participate in music and pet therapies or sensory experiences*, and be encouraged to try new things. Destiny prefers to engage in activities one to one or in a small group and with positive, supportive staff.
- For supports, Destiny prefers to be as independent as she is able. She values clear communication from people that know her and her routine well. Destiny responds best to short verbal phrases in English, some ASL signs and modeling. It is important to be directly in front of Destiny when talking to her and/or asking her questions. Destiny learns through routine & repetition and can navigate routine tasks (such as emptying the dishwasher) with greater independence. Destiny is best supported with physical prompts and modeling cues.
- Destiny communicates routinely throughout her day nonverbally using picture cards, body language and gestures such as pointing, clapping, or giving thumbs up. Destiny understands some ASL signs but does not use them herself without prompting. Destiny would like to be supported in learning and enhancing her communication skills through use of signs and pictures. Destiny communicates her enjoyment of an activity by clapping and giving thumbs up while smiling, should she not be interested, this is communicated by her walking away or engaging in a different task.
- Destiny would like her communication to be honored and supported throughout her day. When talking with Destiny, it is important to be directly in front of her and ensure she is wearing her glasses. She makes choices about her schedule, community activities, and daily activities and is provided options throughout her day to make choices and decisions. Staff provide Destiny with choices using objects, picture cards or a choice board on the iPad. Destiny is encouraged to make choices and advocate for her preference throughout her daily routine and while participating in group activities. Her decisions are honored.

Is the current service setting the **most integrated setting available and appropriate** for the person?

Yes No

If no, please describe what action will be taken to address this: N/A

What are the opportunities to develop and maintain **essential and life-enriching skills, abilities, strengths, interests, and preferences**?

Destiny works on outcomes that are both important to and important for her. She is offered a variety of choices throughout her day regarding her preferred activities.

What are the opportunities **for community access, participation, and inclusion** in preferred community activities?

Destiny has opportunities to choose to participate in community integration trips. While in the community, Destiny is encouraged and supported in maintaining positive interactions with members of the community and create relationships.

PAI

What are the opportunities to **develop and strengthen personal relationships** with other persons of the person's choice in the community?

Destiny has the opportunity to spend time in the community, volunteer, and visit other preferred places. Destiny is encouraged and supported in maintaining positive interactions with members of the community and create meaningful relationships.

What are the opportunities to seek **competitive employment** and work at competitively paying jobs in the community?

Destiny and her team have decided not to seek out competitive employment at this time. She is content with where she is at and finds value in the enrichment activities that she is currently participating in. If Destiny and her team decide that they would like to seek out competitive employment, her team would hold a meeting and discuss the next steps needed to fit Destiny's desires.

How will services be **coordinated across other 245D licensed providers and members of the expanded/support team** serving this person to ensure continuity of care and coordination of services?

- Destiny's guardian's and PAI staff collaborate in the exchange of information as it relates to Destiny's services, health, and care. Meeting and reports are shared, and the team works together to ensure continuity of service through in-person conversations, phone calls, emails, and Destiny's communication book.
- PAI works with Destiny's mother for supplies needed at PAI, as well as treatments/medications and corresponding orders.
- Wanda and Steve Smith are Destiny's private legal representatives and parents who advocates on her behalf as well as makes legal decisions with her. The legal representatives provide information and direction on Destiny's services and supports in collaboration with other members of this support team.
- Annie Xiong, case manager, develops the Coordinated Services Support Plan, completes service agreements, participates in service direction, assists Destiny and her legal representative in advocacy and finding additional opportunities or resources and communicates with the members of Destiny's support team to ensure continuity of care.

If there is a **need for service coordination** between providers, include the name of service provider, contact person and telephone numbers, services being provided, and the names of staff responsible for coordination:

PAI – Oakdale, Day Program

Emily Elsenpeter – Designated Coordinator

Email: eelsenpeter@PAImn.org Phone: 651-748-0373 Fax: 651-748-5071

Wanda & Steve Smith – Legal Representatives

Email: WandaK_12@yahoo.com Phone: 651-434-7389 651-295-0669

Annie Xiong – Case Manager

Email: Axiong@PhoenixServiceCorp.org Phone: 651-219-1892 Fax: 651-529-1510

PAI

The person currently receives services in (check as applicable): community setting controlled by a provider (residential) community setting controlled by a provider (day services) NA

Provide a summary of the discussion of options for transitioning the person out of a community setting controlled by a provider and into a setting not controlled by a provider or for transitioning from day services to an employment service: Destiny currently lives with her parents. They assist her in receiving the appropriate services. Destiny is currently content with where she is at.

Describe any further research or education that must be completed before a decision regarding this transition can be made: There is no further research needed at this time.

Does the person require the **presence of staff** at the service site while services are being provided?

Yes No

If no, please provide information on when staff do not need to be present with this person (include community, home, or work) and for the length of time. If additional information regarding safety plan is needed, also provide:
N/A

Does the person require a **restriction of their rights as listed in 245D.04, subdivision 3** as determined necessary to ensure the health, safety, and well-being of the person?

Yes No

If yes, please indicate what right(s) will be restricted: N/A

If rights are being restricted the Rights Restrictions form must be completed.

Does this person use **dangerous items or equipment**?

Yes No

If yes, address any concerns or limitations: N/A

Has it been determined by the person's physician or mental health provider to be **medically or psychologically contraindicated to use an emergency use of manual restraint** when a person's conduct poses an imminent risk of physical harm to self or others and less restrictive strategies would not achieve safety? Yes No

If yes, the company will not allow the use of the behavioral intervention/manual restraint to be used for the person.

Health Needs

PAI

Indicate what **health service responsibilities** are assigned to this license holder and which are consistent with the person's health needs. If health service responsibilities are not assigned to this license holder, please state "NA."

- Monitoring of Destiny's medical conditions and the related symptoms.
- Communication of medical or behavior related concerns observed during the time Destiny is at PAI with team members as needed.

If health service responsibilities are assigned to this license holder, the case manager and legal representative will be promptly notified of any changes in the person's physical and mental health needs affecting the health service needs, unless otherwise specified here: **N/A**

The following information will be reported to the legal representative and case manager as they occur, unless otherwise indicated here.

- Any report made according to 245D.05, subdivision 2, paragraph (c), clause (4)
- The person's refusal or failure to take or receive medication or treatment as prescribed
- Concerns about the person's self-administration of medication or treatments

If the license holder is assigned responsibility for medication set up, assistance or medication administration, the license holder will provide that support according to procedures listed here as applicable:

- Medication set up:
- Medication assistance:
- Medication administration:

Psychotropic Medication Monitoring and Use

Does the license holder administer the person's psychotropic medication? Yes No

If yes, document the following information:

1. Describe the target symptoms the psychotropic medication is to alleviate:
N/A
2. Does the prescriber require documentation to monitor and measure changes in the target symptoms that are to be alleviated by the psychotropic medications?
 Yes No
3. If yes, please indicate the documentation methods to be used to collect and report on medication and symptom-related data according to the prescriber's instructions:
N/A

Permitted Actions

PAI

On a continuous basis, does the person require the **use of permitted actions and procedures** that includes physical contact or instructional techniques:

1. To calm or comfort a person by holding that person with no resistance from the person.
 Yes No If yes, explain how it will be used: Destiny enjoys giving and receiving high-5's. Destiny is receptive to touch being initiated by familiar staff.
2. To protect a person known to be at risk of injury due to frequent falls as a result of a medical condition.
 Yes No If yes, explain how it will be used: NA
3. To facilitate a person's completion of a task or response when the person does not resist, or it is minimal:
 Yes No If yes, explain how it will be used: Destiny may require varying levels of physical contact to complete and engage in tasks and preferred program activities such as playing a game, painting, or using the Wii.
4. To block or redirect a person's limbs or body without holding or limiting their movement to interrupt a behavior that may result in injury to self or others with less than 60 seconds of physical contact by staff.
 Yes No If yes, explain how it will be used: NA
5. To redirect a person's behavior when the behavior does not pose a serious threat to self or others and the behavior is effectively redirected with less than 60 seconds of physical contact by staff.
 Yes No If yes, explain how it will be used: NA
6. To allow a licensed health care professional to safely conduct a medical examination or to provide medical treatment.
 Yes No If yes, explain how it will be used: NA
7. Assist in the safe evacuation or redirection of a person in an emergency and they are at imminent risk of harm.
 Yes No If yes, explain how it will be used: Destiny will be physically assisted to evacuate the building or seek shelter in the event of an emergency.
8. Is a restraint needed as an intervention procedure to position this person due to physical disabilities?
 Yes No If yes, explain how it will be used: NA
9. Is positive verbal correction specifically focused on the behavior being addressed?
 Yes No If yes, explain how it will be used: Destiny utilizes verbal prompts from staff to clean up after herself when she has made a purposeful mess.
10. Is temporary withholding or removal of objects being used to hurt self or others being addressed?
 Yes No If yes, explain how it will be used: NA
11. Are adaptive aids or equipment, orthotic devices, or other medical equipment ordered by a licensed health professional to treat a diagnosed medical condition being used?
 Yes No If yes, explain how it will be used: Destiny wears glasses to correct her vision.

Staff Information

PAI

Are any **additional requirements** requested for staff to have or obtain in order to meet the needs of the person?

Yes No If yes, please specify: N/A

Does a staff person who is **trained in cardiopulmonary resuscitation (CPR)** need to be available when this person is present, and staff are required to be at the site to provide direct service? Yes No

For facility-based day services only – please indicate the staff ratio required for this person. Additional information on how this ratio was determined is maintained in the person’s service recipient record:

1:4 1:8 1:6 Other (please specify): NA

Frequency Assessments

1. Frequency of *Progress Reports and Recommendations*, minimum of annually:
 Quarterly Semi-annually Annually
2. Frequency of service plan review meetings, minimum of annually:
 Quarterly Semi-annually Annually
3. Request to receive the *Progress Report and Recommendation*:
 At the support team meeting At least five working days in advance of the support team meeting
4. Frequency of receipt of *Psychotropic Medication Monitoring Data Reports*, this will be done quarterly unless otherwise requested:
 Quarterly Other (specify): NA