

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

Name of person served: Chanel Anderson

Date of development: 9.9.2021

For the annual period from: February 2021 to February 2022

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

Legal representative: Joni Anderson

Case manager: Hamdi Hassan

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:

The scope of services for Chanel is intensive support services in a day training and habilitation community-based program. The program works with Chanel 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 Chanel’s physical, emotional, and social functioning. Staff support Chanel 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 his health, safety and wellbeing as needed by Chanel. Support is provided in the most integrated and least restricted environment for Chanel. PAI works with Chanel’s guardian and transportation provider for continuity of care.

PAI

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: Once weekly, Chanel will choose another programming room to visit in 80% of all opportunities in over the next year.

Chanel enjoys observing those around her and will often track those that she is most interested in. This outcome will allow Chanel the opportunity to choose a room and socialize with peers and staff that are not in her room. This outcome will support meaningful communication and choice making, as well as self-determination.

Outcome #2: Daily, Chanel will plan her in room group experiences by selecting an option on the iPad in 80% of all opportunities in over the next year.

Chanel likes to be engaged in activities of her preference and enjoys being with people. This outcome will support meaningful communication and choice making, as well as self-determination. Chanel really enjoys, appreciates, and finds value in musical activities. It is also important for her to have opportunities to assist in planning out her activities.

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:

- Chanel may utilize technology at PAI daily using the iPad for choice making, communication, music, and videos.
- Chanel can access the television in her program area for sensory videos, watching Cirque du Soleil and to play games on the Wii.
- Chanel may use the SMARTBoard to play games and watch sensory videos.
- No further exploration of technology is needed at this time.

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:** Chanel has multiple food sensitivities/allergies. Exposure may cause congestion, facial flushing and rash, and increased drooling. Sensitives/allergies include bananas, apple juice, fresh / frozen strawberries, and juice; egg, egg noodles, custard, food products containing eggs, MSG, wheat products, tomatoes and tomato products including ketchup. Chanel eats only food / drink (aside from water) sent by guardian. For parties/outings/special occasions, guardian must give prior approval for Chanel to have anything to eat/drink aside from what is sent from home. Possible sensitivities or allergic reactions are reported to guardian phone call as soon as possible.
- **Seizures:** Chanel experiences an average of one seizure per year, usually brought on by fatigue, stress, anxiety and specific medication, or for unidentified reasons. Guardian reports that Chanel will make a loud vocalization at onset of seizure, may experience stiffening of body (especially arms), and stare. During a seizure, staff will stay next to her and provide a safe area and comfort her. In the event of a seizure lasting greater than 5 mins or if Chanel is experiencing respiratory distress, staff will call 911. All seizure activity will be reported to Chanel's guardian via phone call as soon as possible, and Seizure Report within 24 hours.
- **Choking and Special dietary needs:** Chanel has many food sensitivities/allergies and due to difficulty with swallowing, she requires food altered to a pureed consistency. Chanel's appetite may be affected by her medication and she has difficulty maintaining her weight. She does not typically appear to enjoy eating and she may refuse to eat by vocalizing, spitting, and pushing people away, grabbing or pinching. Chanel spitting out a full bite of food is honored as a refusal. She typically is provided baby food, pudding, and yogurt from home by her guardian. All other food must be preapproved by her mother/guardian. Chanel sits in her wheelchair, with her tray on for meals. She uses a spouted sports bottle to drink from and a regular spoon to eat. Chanel also wears an apron and a clothing protector to protect her clothing. Chanel is fully supported 1:1 in eating her meals and a snack daily. She prefers to eat her food near the counter, with distance from her peers, to provide her with adequate personal space. Chanel's guardian monitors her food intake through her PAI communication book and food containers sent back home. PAI staff will not throw away any of Chanel's food containers and will send them home in her lunch box daily. Guardian may send a nutritional supplement in her lunch to help in maintaining weight.
- **Chronic Medical Conditions:**
 - **Anxiety with PMS:** Anxiety is an intense, excessive, and persistent worry and fear about everyday situations. Fast heart rate, rapid breathing, sweating, and feeling tired may occur. PMS is a group of symptoms that occur in women, typically between ovulation and a period. Symptoms include mood swings, tender breasts, food cravings, fatigue, irritability, and depression. When experiencing symptoms of anxiety at PAI staff will attempt to make Chanel as comfortable as possible by offering calming sensory activities, opportunities to relax and stretch out on a mat, or rock in a recliner. Guardian may be contacted to obtain permission for administering PRN comfort medication as needed.
 - **Low urine output:** Urine output below normal potentially caused by dehydration, holding in the urine, and medication side effects. Chanel is offered fluids throughout her program day. Chanel will typically take only a sip and needs to be offered opportunities to drink frequently. Fluid intake and voids are reported to guardian via communication book.
 - **Microcephaly:** A condition in which the head is significantly smaller than expected, often due to abnormal brain development. Symptoms vary and include intellectual disability and speech delay. In severe cases, there may be seizures and abnormal muscle functionality. Concerns will be reported to her guardian via phone or communication book.
- **Self-Administration of medications or treatment orders:** PAI receives Chanel's medication and treatment supplies/equipment from her guardian and set it up according to prescriber's orders and as directed by the

pharmacy/ bottle. Should Chanel require medications, trained staff dispense the medication for Chanel and fully assist her in taking it orally from a cup or syringe. Staff receive training on medication administration and quarterly medication administration record reviews are completed to ensure no medication errors have occurred. Concerns, supply requests or issues regarding medication will be communicated by PAI staff to her guardian via phone or communication book. Communication will be noted in her Daily Progress Notes.

- **Other health and medical needs:**
 - **Personal Cares:** Chanel receives full support to complete her personal cares. Chanel utilizes the support of briefs due to incontinence. She is supported in completing cares every two hours and as needed throughout the day. She is assisted by one staff in transferring with the support of the Arjo and a small sling, and fully supported in completing her personal cares by changing her brief. Chanel may also be transferred with two staff and a posey belt to a mat table to complete her personal cares.
- **Risk of falling and Mobility:** Due to Chanel's physical disabilities, she is not able to maintain balance or walk. When out of her wheelchair, Chanel can move herself by rolling and scooting. Chanel utilizes a stander 3-5 times per week. She is monitored while in her stander. She has a history of unhooking the Velcro straps on her stander and separating the straps when hooked. She is at risk of falling out of a chair, her stander, or off a surface. Chanel utilizes all safety straps while in her stander, while in her wheelchair, and a transfer belt while in a recliner. The railing of a mat table will be engaged when she is on it if staff are not in contact with the table. When transferring, Chanel utilizes the smallest Arjo sling with the support of one staff, or to a mat table, her stander, or a recliner, with a posey belt and two staff.
- **Regulating water temperature:** PAI keeps water at a safe temperature and staff test the water temperature by running their hands under water prior to Chanel meeting it.
- **Community survival skills:** Chanel utilizes the PAI transportation provider to safely access the community. Staff provide supervision and physical support of Chanel 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 Chanel and intervene on her behalf if a potentially dangerous situation were to arise. Staff will call 911 on Chanel's behalf in the event of an emergency.
- **Water safety skills:** PAI does not offer swimming or bathing. When near bodies of water, Chanel's breaks will be applied, and staff will be within arm's reach of her.
- **Sensory disabilities - hand-mouthing:** Chanel seeks proprioceptive input via frequent "hand mouthing" which leaves her susceptible to skin breakdown and dehydration. Chanel is asked to remove her hands when she has them in her mouth and is offered extra fluids as tolerated. She is encouraged to use her hands functionally to participate in activities throughout her day, as well as sensory integration opportunities. Chanel wears cloth gloves on her hands daily, per guardian instruction. Concerns with skin breakdown on hands are reported to guardian.
- **Self-injurious behaviors - hand mouthing, hair pulling:**
 - Chanel may pull her hair out. If Chanel is pulling at her hair, she will be verbally and physically redirected. She will be assessed for unmet needs and supported as needed. She will be provided with a preferred activity.
 - Chanel seeks proprioceptive input via frequent "hand mouthing" which leaves her susceptible to skin breakdown and dehydration. Chanel is asked to remove her hands when she has them in her mouth and is offered extra fluids as tolerated. She is encouraged to use her hands functionally to participate in activities throughout her day, as well as sensory integration opportunities. Chanel wears cloth gloves on her hands daily, per guardian instruction. Concerns with skin breakdown on hands are reported to guardian.
- **Physical aggression/conduct - grabbing at others, spitting:** Chanel may grab or spit at others when not feeling well, over stimulated or when people are in her space. This may occur while she is eating or when people walk by her. Sometimes the impetus is unknown. If Chanel attempts to grab or spit at others, she will

be verbally and physically redirected and moved a safe distance from others. She will be assessed for any unmet needs and supported as needed. She may be redirected with preferred activities or provided personal space.

- **Verbal/emotional aggression:** Chanel may have loud vocalizations when not feeling well, over stimulated or when people are in her space. Sometimes the impetus is unknown. Abrupt, prolonged loud vocalizations may indicate that Chanel is trying to communicate her needs. When Chanel has loud vocalizations, staff will assess her for any unmet needs and support her as needed. She may be redirected with preferred activities or provided personal space.
- **Person-Centered Information:**
 - Important to Chanel: It is important to Chanel to engage in preferred activities such as Music Therapy and Pet Therapy. It is important to her that she has time with people who she enjoys and who know her well. It is important to her that she be offered a variety of opportunity to engage in activities and to have opportunity to watch Cirque du Soleil. It is important to her that she be able to move around and reposition. It is important to her to have time in the community.
 - Important for Chanel: It is important for Chanel to use her stander regularly, to eat and drink daily, and to limit hand-mouthing. It is also important for her to communicate her needs and wants, without spitting or grabbing at others.
 - Balance of important to and for: A balance for Chanel is supporting her in communicating her preferences related to food and getting her needed intake of food and fluids daily. It is also important to balance Chanel's desire for movement and use of her stander.
 - Good day for Chanel: A good day for Chanel is when she is enjoying her meal and not struggling with eating. She would spend time in the community and on activities like the Wii, SMARTBoard, games and watching Cirque du Soleil. She would also spend time with people she enjoys and who know her well.
 - Bad day for Chanel: A bad day for Chanel is when she is not feeling well, having difficulty with eating, or drinking, or when others do not honor her communication or respond to her needs. She would not have engagement in activities.
 - How to have more good days: Chanel can have more good days by getting her adequate nutrition and fluids, bearing weight to maintain her strength, and communicating her wants and needs in an appropriate way. She can try new activities to expand her interests and participate in preferred activities.
 - Likes: Chanel likes to be with people, especially family, peers, and friends. She enjoys tactile manipulatives, music, 1:1 projects, sensory integration including having her hair brushed or lotion massages and using technology like the iPad & SMARTBoard. Chanel enjoys watching Cirque du Soleil videos. She likes having an opportunity to move, whether it be on an outing or mat time on the floor, playing the Wii, adaptive Yahtzee, or going to groups or Music Therapy. She enjoys practicing bowling at PAI and likes to go out bowling at Pinz. She enjoys restaurants for lunch or a snack, shopping at Target or the Mall and visiting the Como Zoo & Conservatory. At home Chanel enjoys watching movies/videos and swimming in her pool.
 - Dislikes: Chanel does not like sitting in one place for too long or not having enough opportunity for activities. Chanel seems to have these emotions when she is experiencing sensory overload (peer vocalizations, loud music), feeling bored, having too many people in her space. It may also occur when not having enough going on around her or with her. Sometimes eating and drinking can cause her frustration, especially if she does not feel well, is tired, or distracted.

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**:

- Chanel prefers to have a variety of opportunity to engage in activity with others and to have personal space. She enjoys having supported socialization with peers and support staff. She prefers support from people who will positively engage with her and know her well in trying new things and engaging in activity.
- For supports, Chanel prefers people who know her and her communication well and will respond to her in a respectful and kind manner.
- Chanel communicates through vocalizations, eye gazing, and picture/object choice making, as well as pushing away or throwing things she does not want. Chanel understands one step verbal directions and physical/gestural cues. Chanel would like her communication to be honored, responded to, and supported throughout her day.
- Chanel makes choices about her schedule, community activities, and daily activities using picture cards and the iPad. She is provided options throughout her day to make choices and decisions. 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**?

Chanel works on outcomes that are both important to and for her. Chanel 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?

Chanel has opportunities to choose community integration trips. While in the community, Chanel is encouraged to interact and create positive relationships with others she encounters.

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

Chanel has the opportunity to spend time in the community, volunteer, and visit other preferred places. Chanel is encouraged to interact with members of the community and create relationships.

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

Chanel 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 Chanel and her team decide that they would like to seek competitive employment, her team will hold a meeting and discuss the steps needed to fit Chanel's desires.

PAI

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?

- Chanel's guardian and PAI staff collaborate to share necessary information as it relates to Chanel's services and care. Meetings and reports are shared, and the team works together to ensure continuity of service provision. In-person conversations, phone calls, emails and faxes may be used to discuss current information.
- PAI works with her guardian for supplies needed at PAI, as well as medications and corresponding orders.
- Joni Anderson and Tom Ruzich are Chanel's guardians and advocate on her behalf as well as make legal decisions. Her legal guardians provide information and direction on Chanel's services and supports in collaboration with other members of her support team.
- Hamdi Hassan, case manager, develops the Coordinated Service and Support Plan, participates in service direction for PAI, and assists Joni, Tom and Chanel in advocacy and finding additional opportunities for community involvement. Hamdi also completes Chanel's service agreements and communicate with members of the 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
eelsenpeter@paimn.org
Phone: 651.748.0373
Fax: 651.748.5071
- Case Manager
Hamdi Hassan
Hamdi.Hassan@co.washington.mn.us
Phone: 651.430.4182
Fax: 651.430.4193
- Guardians
Joni Anderson and Tom Ruzich
tomruzich@yahoo.com
Phone: 651.353.9524

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: Chanel 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 Chanel and her team decide that they would like to seek competitive employment, her team will hold a meeting and discuss the steps needed to fit Chanel's desires.

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

PAI

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 Chanel's medical conditions including anxiety with PMS, low urine output, microcephaly and communication with team members as needed.
- Monitoring her food sensitives and allergies.
- Observation of signs related to mental health concerns and communication with team members as needed or as concerns arise.
- Monitor for seizure activity and communicate seizures to team members as appropriate.
- Observation of signs of injury or illness and provision of first aid or care to treat the concern.
- Requesting required medication and treatment supplies from Chanel's guardian.
- Set up and administration of medication following the prescriber's order.
- Administration of PRN medication when Chanel approved by her guardian.
- Assisting Chanel into and out of her stander 3-5 times per week and monitoring her while standing.
- Provide first aid and CPR, 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

PAI

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: Chanel may enjoy a hug or hand holding from people she knows well.
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: Chanel utilizes a posey belt when transferring. Chanel utilizes a transfer belt when sitting in a recliner.
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: Chanel may require hand over hand assistance to complete and engage in preferred recreation/leisure activities such as playing a game, painting, or using the iPad.
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: If Chanel attempts to grab at others, she may be physically redirected, assisted to releasing her grasp on others, and moved a safe distance away. If Chanel is pulling her hair, she may be physically redirected.
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:
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:
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: Chanel will be physically assisted in quickly moving to a safe location during 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: Chanel utilizes a seatbelt and positioning belt in her wheelchair. Chanel utilizes all safety straps while in her stander. Chanel utilizes a transfer belt when sitting in a recliner.
9. Is positive verbal correction specifically focused on the behavior being addressed?
 Yes No If yes, explain how it will be used: Chanel may be verbally redirected when vocalizing loudly, attempting to grab others, pulling her hair, hand-mouthing, or spitting.
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:
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?

PAI

Yes No If yes, explain how it will be used: Chanel uses a stander 3-5 times per week with all safety straps.

Staff Information

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