

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

Name of person served: Sean Boyd

Date of development: August 15, 2021 For the annual period from: August 2021 to August 2022

Name and title of person completing the *CSSP Addendum*: Dayna Gordon, Program Supervisor

Legal representative: Jackie Kruse and Portia Andrews

Case manager: Steve Spandl

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 Sean is intensive support services in a day training and habilitation (DTH) community based program. The program works with Sean to develop and implement achievable outcomes that support his goals and interests, and develop skills that help him achieve greater independence and community inclusion. PAI works to increase and maintain Sean’s physical, emotional, and social functioning. Support is provided in the most integrated and least restricted environment for Sean’s. PAI works with Sean’s guardian, residence, 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: Sean will initiate and maintain appropriate conversations with co-workers while working or volunteering in the community, on 85% of all trials over a 6-month period.

Outcome #2: Sean will sign out when leaving PAI for community employment, 85% of all trials over a 6-month period.

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:

Sean enjoys listening to the radio, watching TV, using the phone and an iPad when it is available.

# 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:** Sean's residential staff prepares his lunch according to his needs, which PAI staff serve. Sean may eat items with tomato sauce or tomato juice, and staff will verbally remind him to wipe his face after eating these items. On the rare occasion that Sean is either purchasing food or drink in the community or there are special treats, staff will monitor what Sean is choosing. If Sean chooses something with citrus juice, staff will remind him of his sensitivities and ask him to choose another item. Sean's sensitivities to tomato sauce/juices are listed in his main case file.
- **Special dietary needs:** Residential staff assist in preparing and sending Sean's lunch according to his dietary needs. PAI staff serve this lunch. If PAI staff notice that Sean's lunch contains excessively fatty foods, they will notify his residence. If Sean attempts to eat someone else's food, staff will verbally remind Sean that he should not take others' food. Sean's doctor has said that he may have the occasional treat, such as pizza, hot dogs, and cake. Sean does not have access to soda while at PAI. If Sean attempts to purchase soda in the community, staff will verbally redirect him. If they are unable to, they will contact Sean's residence to let them know.
- **Self-administration of medication, treatment orders, preventative screening, medical and dental appointments:** Sean does not have any treatment orders or take any routine medications while at PAI. If he should need to take medication or have a treatment order that is to be completed while at PAI, trained staff will assist him per a signed physician's order. All staff giving medication are trained in medication administration and have access to side effects. Sean receives support from his residence in making appointments and transportation to appointments. Residential staff accompany him and advocate for him when there. PAI staff will relay any medical concerns to Sean's residence.
- **Word pronunciation:** If staff has trouble understanding Sean, they will ask him to repeat himself and ask questions to clarify his meaning.
- **Unaware of consequences:** If Sean is in a situation in which he has made a poor choice and is at risk of harm because of this, staff will verbally redirect or physically intervene to keep Sean safe. After he is safe, staff will engage him in a conversation about his actions and help resolve any problems or issues he may have.
- **Inappropriate interactions:** Sean has a job coach if/when employed in the community. His job coach will verbally redirect Sean when his behavior with co-workers or customers are inappropriate. Staff talk with Sean about appropriate social interactions in the work place regularly.
- **Community survival skills:** In any environment, staff will help Sean identify and obtain necessary help for the situation. Staff are within auditory or visual range of Sean while at PAI and will assist him as needed. Sean is accompanied by PAI staff on activities in the community. Staff will be within visual or auditory range with the exception of the restroom, where he may be alone for up to 5 minutes.
- **Water safety skills:** PAI does not offer swimming as part of programming. Should a situation arise in which he is near water, staff will provide Sean with a life jacket and assist him in putting it on to ensure proper fit.
- **Sensory disabilities:** If it appears that Sean is having trouble seeing, or if his glasses are broken or missing, staff will notify his residence. Sean's residence is responsible for scheduling eye care appointments, as well as repairing or replacing his glasses. If staff notice Sean attempting to adjust his glasses, they will verbally redirect Sean and then notify his residence so any appointment can be made if necessary.

## Person-centered information:

- **Important to Sean:** Having the opportunity to participate in the community (working and going on outings), doing jobs that involve cleaning, being asked if he would like to do something, being able to drink his favorite beverage during break time, having the opportunity to be independent, spending time with favorite peers and staff.
- **Important for Sean:** Having opportunities to gain and maintain his independence, maintaining a healthy and nutritional diet, working in the community, continuing to learn appropriate social interactions.

# PAI

- **A good day for Sean:** Going on an outing (Cup and Cone, Starbucks, and Bowling are favorites!), attending a class at PAI (newsletter or cooking), working at Artist 1 or a cleaning job, watching a movie with favorite people
- **A bad day for Sean:** Having to stay at home, being told what to do, having to stand for a long period of time, getting into a disagreement with a peer
- **Likes:** Watching movies, listening to music (Aretha Franklin, Lady Antebellum, "Purple Rain"), chicken and Thanksgiving foods, cleaning jobs
- **Dislikes:** Oranges, grapefruit, tomato paste, mall walking, being told what to do, Artist 2

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**:

- PAI offers several classes available for both skill building and leisure. Sean has control over his schedule by picking how many classes he would like to attend and choosing to work on-site when not in class or the community.
- Sean likes to engage with his staff and be encouraged by staff.
- Sean prefers being given choices rather than being told what to do.

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**?

- PAI offers a large variety of leisure and skill building classes at PAI that Sean can choose to participate in. Sean is given a list of classes available quarterly. Sean's lead walks him through the different options available and helps Sean pick classes that fit his interests, preferences, and skills he would like to work on. At Sean's semi-annual and annual meetings, Sean's designated coordinator talks to Sean and discusses his goals for the next review period and adjusts his outcomes accordingly.

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

- PAI offers community outings on a daily basis to several community locations. Sean has the opportunity to choose which activities he would like to participate in by choosing about 1-2 locations a month that interest him. PAI also offers volunteer opportunities offsite. Other opportunities are offered onsite at PAI with community members, such as pet or music therapy.

## PAI

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

- Sean is encouraged to communicate and associate with those of his choosing onsite at PAI and when in the community. Sean has many good social skills and is a friendly individual. When appropriate, staff will introduce Sean to important members of the community (a tour guide at a museum, a volunteer coordinator at a volunteer site, etc.). Sean can sometimes overshare with strangers and may share personal information. Staff will remind Sean of appropriate social skills and boundaries as needed.

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

- PAI offers employment services to anyone interesting in finding employment in the community. Sean is currently enrolled in employment services- exploration and is exploring available career paths and jobs in the area.

## 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?

- Sean's residence, guardian, PAI staff, and case manager exchange information as it relates to Sean's services and cares. Meetings and reports are shared with Sean's team. Sean's team works together to ensure continuity of care. In-person conversations, phone calls, emails and faxes may be used to discuss current information.
- Sean's guardian advocates on his behalf and help make legal decisions for him.
- Case manager, Steve Spandl from Washington County Community Services, develops Sean's CSSP and completes Sean's service agreements and communicates with Sean's support team to ensure continuity of care.
- Sean's residence, NE Residence-Hugo House, helps Sean with services at home and communicates any needed medical information and updates to PAI and the team.
- PAI will provide Sean with employment opportunities onsite and help Sean work on vocational training and skill building. PAI will communicate any health and medical concerns to Sean's residence.

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:

Jackie Kruse, guardian  
651-735-0325

Portia Andrews, guardian  
651-492-6341 (cell)  
651-653-2744 (work)  
[Andrews55082@hotmail.com](mailto:Andrews55082@hotmail.com)

Steve Spandl, case manager  
651-366-9678  
[Steven.spandl@co.washington.mn.us](mailto:Steven.spandl@co.washington.mn.us)

Kayla Covington, Program Manager at Hugo House  
763-333-4886  
[kcovington@nerinc.org](mailto:kcovington@nerinc.org)

Dayna Gordon, PAI Commerce  
651-747-8740  
[dgordon@paimn.org](mailto:dgordon@paimn.org)

# 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: Sean would like to find a job in the community and is currently in employment services- exploration and is exploring available career paths and jobs in the area. When Sean has a better idea of the jobs that are out there and what he wants to do, Sean will be enrolled in employment services- development and will work with a job coach to find community employment.

Describe any further research or education that must be completed before a decision regarding this transition can be made: N/A- none 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."

- Providing CPR and First Aid as applicable.
- Monitoring for illness and injury and allergic reactions. PAI will notify Sean's family if any are noted.
- Applying sunscreen and bug spray per bottle instructions 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:
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:
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:
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:
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:
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:
9. Is positive verbal correction specifically focused on the behavior being addressed?  
 Yes  No If yes, explain how it will be used:
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?  
 Yes  No If yes, explain how it will be used:

## 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

# PAI

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