

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

Name of person served: Suzy Stelten

Date of development: November 29, 2021 For the annual period from: November 2021 to November 2022

Name and title of person completing the *CSSP Addendum*: Cortney Kelly, Program Supervisor

Legal representative: Susan Boone, Private Guardian

Case manager: Ben Neubecker, Accord Services

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 Suzy is day support services and prevocational services. PAI works with Suzy to develop and implement achievable outcomes based on Suzy’s goals and interests. PAI provides supervision, outcome implementation, transportation to community activities, data tracking and daily support related to her health, safety, and well-being as needed by Suzy. Suzy’s guardian has opted out of using transportation provided by 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:** Suzy wants to continue to work on positive interactions with others and building strong, healthy relationships with others. Suzy really enjoys making cards and making others happy.

“Suzy will make a peer a card (holiday, birthday, or otherwise expressing appreciation) once a week, 75% of trials over the next year.”

**Outcome #2:** Building trust with her mom and staff at home and at PAI if important to Suzy. Being a part of her community and spending meaningful time with peers is also important to Suzy. Suzy wants to attend at least 1 community activity a month and continue expanding the locations her guardian will approve.

“Suzy will attend at least one community event per month for the next year.”

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

Suzy is already utilizing technology in the following ways:

- Talking on the phone w/ friends and family.
- Using iPads at work to enrich programming.
- Watching TV at work and at home.

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:

- None 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:** Suzy's allergy to penicillin is listed on her face sheet, in her main file, and on her medication sheet. Staff do not administer medications to Suzy unless there is a signed physicians' order. When Suzy is in the community, staff carry her face sheet with which lists this allergy and would provide this to emergency personnel if the situation warranted this. PAI staff will watch Suzy for signs and symptoms of seasonal allergies and report to Suzy's residential staff for further instructions. Suzy takes a prescription medication at home for allergies.
- **Special Dietary Needs:** Suzy prepares and packs her lunch from home. Staff will encourage and remind Suzy to have non-caffeinate beverages at PAI. If Suzy refuses, PAI will notify Suzy's residence.
- **Self-Administration of Medication or Treatment Orders:** Suzy does not take any routine medication or treatments at PAI. Should Suzy need a medication or treatment at PAI, staff trained in medication administration will administer the medication to Suzy per a signed physician order. Physician orders are valid for one year from the date signed.
- **Preventative Screenings; Medical and Dental Appointments:** Suzy's residence assists Suzy with scheduling and attending medical appointments. If PAI staff have any medical concerns, Suzy's residence will be notified. Suzy's residence will follow up with Suzy's physicians as needed.
- **Regulating Water Temperature:** PAI's water temperature on site is set to a safe temperature. When in the community, staff will help Suzy adjust the water to a safe temperature when washing her hands if needed.
- **Community Survival Skills:** Staff will model safe pedestrian skills and stranger safety and will prompt Suzy to follow these when required. Staff will supervise any interactions Suzy has with an unknown individual in the community and will intervene if the interaction seemed inappropriate in nature. Staff also will carry a copy of Suzy's identification information for Suzy when in the community to provide emergency personnel if warranted. Staff will be with Suzy when she is in the community and while at PAI. Staff will model appropriate interactions with others and encourage and prompt Suzy to do the same.
- **Water Safety Skills:** PAI does not offer swimming as a programming activity. Staff will be with Suzy for the duration of any activity around a large body of water (lake, pontoon, etc.). Suzy will be provided a life jacket.
- **Verbal Aggression:** Suzy may make rude comments about others under her breathe or out loud. Suzy may roll her eyes at others. Suzy may verbally call out to gain attentions from men in the area. Staff will model appropriate social skills and encourage Suzy to use the social skills that she has.
- **Special Staffing Considerations:** Suzy has a history of falsely accusing men of sexual assault. Suzy prefers to be supported by female staff and has indicated that this makes her feel more comfortable. Suzy's guardian also prefers that Suzy is supported by female staff. PAI will uphold this whenever possible, though Suzy and her guardian understand that in an emergency this may not happen. Suzy will choose community outings, onsite work, and classes taught/led by female staff.

# PAI

- **Person-Centered Information:**

The **important to** Suzy items are: having staff around that she likes and are friendly, having opportunities to go shopping and out to eat, having time to herself to hang out in her room, exercising, her mom, and working.

The **important for** Suzy items are: having female staff to protect the safety of Suzy and those that work with her, having the needed supports to stay healthy and safe, having opportunities to work, healthy diet and exercising, and having opportunities to incorporate into her community.

A **good day** for Suzy would be when people are respectful, Suzy is given a chance to hang out with friends and do something in the community, and Suzy had some alone time to herself.

A **bad day** for Suzy would be when people are in Suzy's business and not being respectful, Suzy does not get to do desired activities, and Suzy didn't have any time to herself.

Suzy **likes** going to dances, working on the PAI work floor, hanging out in her room, egg rolls, quesadilla's, pasta dishes, music from the 80's and 90's, and going on vacation.

Suzy **dislikes** covid protocols and quarantining in her bedroom at home, sushi, working on bike kits at PAI, and when peers talk about her behind her back.

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**:

- Suzy has control over her schedule by choosing where she would like to go on community outings (from a select few approved by her guardian), which classes she would like to take, and which on-site jobs she would like to work on.
- Suzy prefers to be supported by female staff and has indicated that this makes her feel more comfortable. Suzy's guardian also prefers that Suzy is supported by female staff. PAI will uphold this whenever possible, though Suzy and her guardian understand that in an emergency this may not happen.
- Suzy wants to be included in making decisions that affect her.
- Suzy prefers that staff are helpful and supportive in making important decisions.
- Suzy prefers to spend time around people who are positive.
- Suzy prefers to have some alone time to herself at home to hang out in her room.
- When working, Suzy prefers to either listen to music or socialize with others during.
- Suzy prefers working on complex jobs with lots of steps and excels at working fast paced.

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

## PAI

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 Suzy can choose to participate in. Suzy will be given a list of the classes available quarterly and Suzy's lead will walk Suzy through the different options available and help Suzy pick classes that fit her interests, preferences, or particular skills she would like to work on. Suzy chooses which outcomes she would like to work on at PAI.

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

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

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

- Suzy is encouraged to communicate and associate with those of her choosing onsite at PAI and when in the community. When appropriate, staff will introduce Suzy to important members of the community (a tour guide at a museum, a volunteer coordinator at a volunteer site, etc.). Staff will supervise Suzy's interactions in the community and make sure she is staying safe. Suzy can take classes, go on outings, work, and eat lunch with those of her choosing (at her table, or the same room) when available.

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. Suzy is currently not interested in finding a job in the community and is not enrolled in these services but could at any time, at PAI or through another provider.

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?

- Suzy's residence, guardian, PAI staff and case manager exchange information as it relates to Suzy's services and cares. Meetings and reports are shared with Suzy's team. Suzy's team works together to ensure continuity of care. In-person conversations, phone calls, emails and faxes may be used to discuss current information.
- Suzy's residence, Bridges, is responsible for providing all in home supports, including the coordination of all medical appointments and integration in the community. Bridges is responsible for letting the team know of any changes in health and any changes in support needed by Suzy.
- Guardian, Susan Boone, advocates on Suzy's behalf and makes legal decisions for Suzy.
- Case manager, Ben Neubecker from Accord Services, develops Suzy's CSSP and completes Suzy's service agreements and communicates with Suzy's support team to ensure continuity of care.
- PAI provides day support services and prevocational services onsite to Suzy. PAI will notify Suzy's residence and guardian about any concerns or noted changes in health.

# PAI

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:

Susan Boone, private guardian  
Phone: 763-274-1181  
Email: qnbeez@comcast.net

Desiree Sutton, residential supervisor, Bridges  
Phone: 651-747-8740  
Email: desirees@bridgesmn.org

Ben Neubecker, case manager, Accord  
Phone: 612-224-9136  
Email: bneubecker@accord.org

Cortney Kelly, Program Supervisor, PAI  
Phone: 651-747-8740  
Email: ckelly@paimn.org

**The person currently receives services in** (check as applicable):

- Residential services in a community setting controlled by a provider
- Day services
- Neither

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 (residential services). Include a **statement about any decision made regarding transitioning out of a provider-controlled setting**: Suzy is currently living in a group home and Suzy and her guardian are happy with this living arrangement. Suzy is working on independent living skills at home and at PAI, that would be helpful for the future if Suzy chose to pursue more independent living.

Provide a **summary of the discussion of options for transitioning from day services to an employment service**. Include a **statement about any decision made regarding transitioning to an employment service**: Suzy is currently not interested in pursuing community employment and her guardian does not support a transition to competitive employment. Suzy is working on prevocational skills and getting work experience onsite at PAI, which would help her prepare and transition to community employment if she ever decided to pursue it.

Describe any further research or education that must be completed before a decision regarding this transition can be made: None 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

# PAI

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 manual restraint to be used for the person.

## Health Needs

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 First Aid and CPR as applicable.
- Monitoring for illness and injury. PAI will notify Suzy's mom 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: N/A

1. Describe the target symptoms the psychotropic medication is to alleviate:
  
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

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:

# PAI

9. Is positive verbal correction specifically focused on the behavior being addressed?

Yes  No If yes, explain how it will be used:

Suzy is at risk of entering into a relationship inappropriate for Suzy. If Suzy is observed to be spending too much time with a male peer and it appears inappropriate in nature or shows signs of becoming inappropriate, staff will verbally direct Suzy to follow appropriate social skills. Suzy will verbally be encouraged to find a positive peer role model to spend time with instead.

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:

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  1:6  1:8  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