



# Coordinated Services and Supports Plan (CSSP)

## ABOUT ME

**JAMES BENEKE**

**Assessment Date:** 09/08/2020

**Plan Dates:** 11/01/2020 to 10/31/2021

**Developed by:** Jennifer Francis (000) 000-0000

**Address:** 6130 Quinwood Lane North  
#3214

Plymouth, MN 55442

**County:**

**Home:**

**Work:**

**Other:**

**General Plan Notes:**

James is 48 years old, and lives with a roommate in a 2 bedroom apartment in Plymouth. James enjoys watching TV, comedy on Netflix, playing with cat, watching football, going out to eat, and going to the gym and working out at Courage Center when able and going for walks in park with ILS. James enjoys working for his mom, painting furniture and crafty items. James enjoys going out to eat and to movies when not in COVID period. James enjoys spending time with his roommate, mom, friends and enjoys texting with his girlfriend throughout the day.

James lists what is important to him as: Family

Hopes/Dreams/Aspirations: To make it through this election. To continue connection with Girlfriend.

Strengths: intelligent, sense of humor, gets along with others, I'm pretty giving. I drop off banana bread at neighbors homes.

James currently receives ILS, Homemaking, Home delivered meals, Personal Emergency Response system, Skilled nurse visits and Case Management. James's mom is involved and is his power of attorney and provides informal supports, however James may need to find other informal supports. James would like to continue to receive same waiver services.

CSSP: James is a 49 year old male who lives in an apartment in Plymouth with is roommate, Sarah. James values his independence and continually makes progress to become even more dependent than he already is. He enjoys activities that he and his ILS worker do together such as going out to eat, going shopping, going for walks. James likes to go to movies, shows like Cirque de Soleil at Mystic Lake Casino, spending time with his family, spending time with his cat, Tiger Lily, watching movies and series on Netflix, and shopping on Amazon. James has been focusing on his health. He had lost a significant amount of weight by exercising more regularly and eating healthier diet. He is happy with the fact that Courage Center has reopened so that he can make appointments to use their gym.

Dreams & Aspirations: "love to meet this beautiful single mom" James is referencing a woman he met on a Facebook dating site about a year ago. They talk/text everyday but due to COVID and other circumstances they haven't actually been able to meet.

Competitive Employment (support needs, employment, school, volunteering): James continues to work part time for his mother. He spoke in detail about his back up plan, which is working for his financial advisor, as his mother is aging and James suspects she is having cognitive issues.

Housing Discussion (current setting, needs/preferences, least restrictive; complete My Move Plan if move has occurred): James is still very happy with where he is living. He and his roommate get along well. James has no intention of moving.

Rituals & Routines: James spends a lot of his day watching TV, particularly shows on Netflix. He meets with his formal supports each week and attends his medical appointments. James also sees his mother frequently. Pre-COVID he was going to the gym at Courage Kenny quite often. It shut down but is slowly starting to reopen again. He tries to schedule a time each Monday to attend as everything is by appointment at this time.

Natural Supports: James gets a lot of support from his mother. She is also his healthcare and financial POA. James said he also has a few cousins nearby that he has frequent contact with. He also has his roommate, Sarah.

Strengths/Skills/Abilities: intelligent, good sense of humor, gets along with people, dependable formal and informal supports

## PERSON INFORMATION

**Date of Birth:** 10/14/1971 **Age:** 48 yrs

### Emergency Contacts

Name	Relationship	Phone
Lynn Beneke cell: 612-747-8979; 763-533-5111	Parent	

### Notes/Comments

### Decision Making Representatives

Name	Type of Authority	Address	Phone
Lynn Beneke	Power of Attorney		(612) 747-8979

### Notes/Comments

### Health Insurance & Payers

Is the person certified disabled by Social Security or through the State Medical Review Team (SMRT) process? Yes

Is the person on medical assistance? Yes

Type	Describe	Policy Number	Effective Date
Medicare - Part A		8X62D45EX13	09/01/2012
Medicare - Part B		8X62D45EX13	09/01/2012
Medical Assistance		02818068	07/01/2014

### Notes/Comments

### Providers

Health Care Providers	Phone	Comments
Primary Physician		Noah Chappell, NP 612-775-2600

**Notes/Comments**

CSSP:

Jennifer Francis, Hammer Case Manager: 952-345-8523

Echo Banks, Pinnacle ILS and HM supervisor: 612-977-3112

Malia, Everytime Homecare Nurse: 952-848-0935

Optage Senior Dining, home delivered meals: 651-746-8280

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

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
CSP 2020: To work towards taking care of myself, doing own paperwork, taxes - the things my mom can't do anymore			
CSP 2020: To continue to lose weight			
CSP 2020: To work out at the Courage Center			
CSSP: "I want to get to the gym more."	10/31/2021		annually

**Short and Long-Term Goals**

Goal Statement	Target Date	Provider & NPI (if applicable)	Frequency of Reporting
CSSP: "I want to start taking care of myself more, instead of relying on my mom."	10/31/2021		annually

**Action Steps for Goals:****What will the person do?**

Continue to have ongoing conversations with your case manager regarding your current goals. Communicate with case manager if need assistance with customized shoes.

CSSP: James will keep his MA active, participate in services authorized and have effective communication with his Contracted Case Manager (CCM). James will let CCM know if he requires any changes in his services. James will also take steps towards achieving his goals and let his CCM know if he needs additional assistance in the process.

**What will the case manager do?**

Your case manager will coordinate with you to set up services to meet your goals. They will also work with you and evaluate the progress you make towards your stated goals.

CSSP: CCM will follow-up a minimum of 2 times a year, face-to-face, to discuss goals and services. CCM will also authorize the appropriate services to support James. CCM will also present possible additional supports to help Individual reach his goals, if applicable.

## **What will others do?**

Health care professionals will continue to provide services as needed. Family members will continue to provide informal supports.

CSSP: James' mother will continue to be POA for financial and healthcare for now. James will be seeking to become his own healthcare and financial decision maker. His mother will continue to informally support James to work towards achievement of his goals. James' roommate will continue to support James in his household as she already has been. James' healthcare providers will continue to support him as they already have been.

## **What will the provider do?**

Provide services as authorized by case managers (and agreed upon between you and your case manager) as related to goals outlined in the CSSP.

CSSP: Providers will be person-centered, follow-through and have effective communication with the members of James' team. If any service alterations are needed - the provider will contact CCM prior to making any changes.

**SUMMARY OF PROGRAMS AND SERVICES**

Program Type	Start Date	End Date	Annual Amount	Total Plan Cost	Avg Monthly
Community Alternatives for Disability Inclusion	11/01/2020	10/31/2021	\$22,200.00	\$21,450.77	\$1,787.56
Case Manager/Care Coordinator Jennifer Francis		Case Manager/Care Coordinator Provider ID M821962000		Responsible Party Name	
Program Notes  CSSP:  Diagnoses: Acute but ill defined CVA, Unspecified Tachacardia, Unsp. Essential Hypertension, Hemiplegia, Hemiparesis, Hx Seizures  CADI services: case management, case management paraprofessional, independent living skills, homemaking, home delivered meals, skilled nursing					

<b>Service</b> Case Management - 15 Minutes							
<b>Start Date</b> 11/01/2020	<b>End Date</b> 10/31/2021	<b>Procedure Code</b> T1016 UC	<b>Frequency</b> 3-Monthly	<b>Units</b> 148	<b>Rate</b> \$24.47	<b>Avg Monthly</b> \$301.80	<b>Total Service</b> \$3,621.56
<b>NPI/UMPI</b> 1356427397	<b>Status</b> Approved	<b>Provider Name</b> HAMMER RESIDENCES INC		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Supportive Services							
<b>Support Instructions</b> CSSP: Due to James' diagnoses and the needs he has as a result, he has qualified for the CADI waiver and requires case management services. Case management duties include but are not limited to: authorize services appropriate for James' assessed needs, assist with finding resources in the community as needed, problem solve with James on concerns or issues that may arise, have 2 FTF visits per year, order equipment and supplies, follow the guidelines and policies outlined by Hennepin County and DHS.							
<b>Service Notes</b> CSSP: 12 - 15 minute units per month X 12 months							



<b>Service</b> Case Management Aide (Paraprofessional) - 15 Minutes							
<b>Start Date</b> 11/01/2020	<b>End Date</b> 10/31/2021	<b>Procedure Code</b> T1016 TF UC	<b>Frequency</b> 3-Monthly	<b>Units</b> 24	<b>Rate</b> \$9.39	<b>Avg Monthly</b> \$18.78	<b>Total Service</b> \$225.36
<b>NPI/UMPI</b> 1356427397	<b>Status</b> Approved	<b>Provider Name</b> HAMMER RESIDENCES INC		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Supportive Services							
<b>Support Instructions</b> CSSP: Due to James' diagnoses and his needs as a result, he has qualified for the CADI waiver and requires case management. Case management para to perform administrative duties relating to case management.							
<b>Service Notes</b> CSSP: 2 - 15 minute units per month X 12 months							

<b>Service</b>							
Home Delivered Meals - One Meal per Day							
<b>Start Date</b> 11/01/2020	<b>End Date</b> 10/31/2021	<b>Procedure Code</b> S5170	<b>Frequency</b> 1-Daily	<b>Units</b> 365	<b>Rate</b> \$6.53	<b>Avg Monthly</b> \$198.62	<b>Total Service</b> \$2,383.45
<b>NPI/UMPI</b> 1881618544	<b>Status</b> Approved	<b>Provider Name</b> PRESBYTERIAN HOME CARE		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Home Management							
<b>Support Instructions</b> CSSP: James has limited use of his left side which makes it difficult for him to make meals. He can make simple meals, ex. sandwiches, and is able to use the microwave to reheat meals. He is provided 1 meal per day that he can reheat easily in his microwave. James says he enjoys the meals he receives. The meals provide him with better nutrition and helps him free up funds for the cost of food at the grocery store.							
<b>Service Notes</b> CSSP: 1 meal/day X 365 days							

<b>Service</b>													
Home Health Service - Skilled Nurse Visit - RN													
<b>Start Date</b> 11/01/2020	<b>End Date</b> 10/31/2021	<b>Procedure Code</b> T1030	<b>Frequency</b> 2-Weekly	<b>Units</b> 52	<b>Rate</b> \$75.02	<b>Avg Monthly</b> \$325.09	<b>Total Service</b> \$3,901.04						
<b>NPI/UMPI</b> 1801978267	<b>Status</b> Approved	<b>Provider Name</b> AROUND THE CLOCK RYLEES HOUSE		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin							
<b>Areas of Need</b> Health Related/Medical													
<b>Support Instructions</b> CSSP: James has several medications so it can be difficult for him to track all of them and take them at their prescribed time. James does understand the importance of his medications, knows his medication times, and does not have an issue with missing doses. James has been successful with using a pill box to make sure his meds are organized and easy for him to identify when to take which medications. Skilled nurse to assist with medication management tasks and communicate with providers and mom as needed. Skilled nurse monitors vitals as needed.													
<b>Service Notes</b> CSSP: SNV 1x/wk X 52 weeks													

<b>Service</b>							
Homemaker Services / Cleaning - 15 Minutes							
<b>Start Date</b> 11/01/2020	<b>End Date</b> 10/31/2021	<b>Procedure Code</b> S5130	<b>Frequency</b> 2-Weekly	<b>Units</b> 416	<b>Rate</b> \$4.61	<b>Avg Monthly</b> \$159.81	<b>Total Service</b> \$1,917.76
<b>NPI/UMPI</b> A180173200	<b>Status</b> Approved	<b>Provider Name</b> PINNACLE SERVICES INC		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b>							
Home Management							
<b>Support Instructions</b>							
<p>CSSP: James' physical limitations make it difficult for him to complete household tasks independently. James has a very dependable informal support in his mother to be able to keep his space tidy between homemaking visits. His roommate also provides informal support in performing household tasks. The homemaker's primary focus is on James' laundry, floors (sweeping and vacuuming), and cleaning his bathroom. James can perform some light housekeeping tasks such as wiping down counters. James is able to identify what needs laundering and is able to direct his homemaker to where his clothes need to be put away. James is able to wipe down his counter top in the bathroom in between visits from the homemaker. The homemaker is responsible for nearly all other tasks in cleaning his bathroom. The homemaker will address other tasks identified that are proving difficult for James to complete independently, for example, cleaning his cat's litter box. James' mother and his roommate will assist in preparing meals. He is mindful of his dietary needs to be able to continue to promote his weight loss. James can communicate his preferences to his supports relating to what he wants/needs for meals. Homemaker is able to assist with meal prep if requested by James.</p>							
<b>Service Notes</b>							
CSSP: HM 2 hrs/wk X 52 weeks							

<b>Service</b>							
Independent Living Skills Training 1:1 - 15 Minutes							
<b>Start Date</b> 11/01/2020	<b>End Date</b> 10/31/2021	<b>Procedure Code</b> H2032 TF	<b>Frequency</b> 2-Weekly	<b>Units</b> 832	<b>Rate</b> \$11.30	<b>Avg Monthly</b> \$783.47	<b>Total Service</b> \$9,401.60
<b>NPI/UMPI</b> A180173200	<b>Status</b> Approved	<b>Provider Name</b> PINNACLE SERVICES INC		<b>Funding Source</b> Not Yet Determined		<b>County of Service</b> Hennepin	
<b>Areas of Need</b>							
Employment/Training/Skill Building							
<b>Support Instructions</b>							
<p>CSSP: James' primary needs for an ILS worker are shopping and socialization. James also receives a lot of informal support from his mother. James is able to identify what his shopping needs are and the activities he wants to do during his time with his ILS worker. Though his mother manages his finances, James understands the concept of money and it's value. James is able to remain within the budget of the amount he is given to spend on his wants and needs. James is able to communicate to his ILS worker what stores he wants to visit for his shopping needs. He is familiar with the stores he shops at and can locate the items he needs. His ILS worker does assist if he cannot locate a particular item. Because of James' left side paralysis, he needs the assistance of his ILS worker to carry bags of his items into his home and helps him put the items away. Often he and the ILS worker will go out to eat as part of the shift to promote socialization and problem solve issues and concerns that James may have. James plans to start using medical taxis for appointments and is also looking into Metro Mobility for personal transportation needs. ILS worker will assist will calling to schedule transportation if needed. ILS staff will also accompany James if necessary. ILS staff do provide transportation for James when serving him, though depending on the activity and the time of the activity it is not guaranteed. Though James' mother currently handles scheduling appointments his ILS worker can assist if that is a task that James would like to start doing on his own. If James does decide to start doing the above tasks, ILS staff will assist in helping James to develop a system for scheduling and tracking his appointments and transportation.</p>							

**Service Notes**

CSSP: ILS 4 hrs/wk 52 wks

**RISKS****How will Health and Safety Issues be Addressed?**

CSSP: James' mother is his healthcare POA and is very involved in his overall care. She helps James to address his health and safety concerns. James will communicate his concerns to his mother so that she can take the proper action in addressing and resolving the issue. If an emergency, James can call 911.

James has a diagnosis of PTSD and experiences some mild depression and anxiety but it is not being treated with medications or therapy at this time. His physician is aware of the diagnosis and monitors James for symptoms. James is able to recognize if he is having any issues and will inform his physician and supports to address.

James self-manages all of his personal care tasks despite his physical limitations.

The following table documents and acknowledges any risks that exist based on identified remaining needs above.

Identified risk and choice regarding services	Negative outcome that may result	Alternative measure that may be implemented
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Identified risk and choice regarding services	Negative outcome that may result	Alternative measure that may be implemented
CSSP: unsteady gait, hx of falls	physical injury that may or may not lead to further complicating existing physical limitation or affect cognitive abilities if hits head, possible hospitalization if the injury is serious enough	formal and informal supports, PT if needed/recommended by a physician, monitoring by physician, keeping cell phone on his person in case of a fall and assistance is needed, exercising caution/remaining mindful when ambulating whether on level surfaces or navigating stairs
CSSP: short term memory deficit	could lead to deterioration in health, for example, may start forgetting medications or appointments, may impact other activities such as bill paying, could lead to personal neglect of health and safety	formal and informal supports, writing down information to reference later, monitoring by physician
CSSP: left eye blindness, right eye impairment	inability to see objects in his surroundings could lead to falls or other physical injury, not wearing glasses for right eye could lead to more deterioration in vision in that eye, inability to read important documents or complete important paperwork	formal and informal supports, monitoring by physician, mindfulness of surroundings, exercising caution in unfamiliar areas, glasses for right eye

### Summary plan/agreement reached to address the identified risks:

CSSP: James has accepted CADI waiver services to assist in reducing risk. He will continue to utilize the assistance of his formal and informal supports as needed. James will continue to exercise caution to reduce risk and seek assistance if needed.

## Emergency & Back Up Plans

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

CSSP: James can make phone calls to address unforeseen events. However, he does prefer that his mom assist so he will call

her for assistance if the event is not urgent. He also has the assistance of his roommate to address concerns.

Key Contact Name	Relationship	Phone Number
Lynn Beneke	mother/POA	(612) 747-8979

### Plan for emergency health events

CSSP: If a medical or psychiatric emergency the plan is to call 911 and admit to the hospital. Will inform emergency contact. If the emergency requires that a physician be notified, contact the primary MD.

Key Contact Name	Relationship	Phone Number
Lynn Beneke	mother/POA	(612) 747-8979

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

CSSP: James contacts his mother when there are staffing concerns. His mother then assists with calling providers to request trained replacement staff. If a replacement staff cannot be found and there is an urgent need, James' mother is available to go to his home and assist. He has a roommate that is also available to him for assistance if needed.

Key Contact Name	Relationship	Phone Number
Lynn Beneke	mother/POA	(612) 747-8979