

# Coordinated Services and Supports Plan (CSSP)

## ABOUT ME

### DANIELLE OTTO

**Assessment Date:** 02/05/2020

**Plan Dates:** 04/01/2020 to 03/31/2021

**Developed by:** Amanda Ganzer

**Address:** 7000 62nd Ave N #124

Brooklyn Park, MN 55428

**County:** Hennepin

**Home:** (763) 533-6886

**Work:**

**Other:**

### General Plan Notes:

Name: Dee Otto

Case Manager: Amanda Ganzer

Case Manager Phone: 612-977-3127

Waiver Program: CADI    Waiver Span Dates: 04/01/2020-03/31/2021    Diagnosis: Bipolar, Affective (F31.9), Lymes Disease (A69.20), PTSD (F43.10)

Home Visit Date/Annual: 02/17/2020    QV/Semi Annual: 08/17/2020    CSSP Mailed Date: 03/04/2020

**Strengths:** Dee stated that her strengths are that she is a hard worker, following through on promises, and a strong advocate for others

**Rituals/Routines:** Dee has her morning coffee and goes to work on a normal day and on days she does not work, she runs errands

**Socialization/Religious:** Dee stated she has been isolating herself more, but she is working on this. She stated she is not feeling well physically or mentally and this leads to her isolation.

**Important to Client:** Dee stated the things most important things to her are her health, her family, and staying active

**Housing:** Dee is not satisfied with her current housing and has been working with housing coordination through Supportive Living Solutions. They are working on finding her a new housing coordinator to work with her at this time. Dee's current apartment is having

plumbing issues and water is randomly spraying out of her kitchen sink and destroying her apartment and personal items in the area. She has spoke with management multiple times and things have not been fixed. Dee feels safe in her apartment and is safe while looking for new housing with Supportive Living Solutions

Employment: Dee has competitive employment at East Side Neighborhood Services. Her hours recently went down to 14 from 20, but she stated they may go back up to 20 again. Dee enjoys her work, her boss, and is not interested in other employment

Transportation: Dee has her license but was in a car accident and is looking for a new car. There are times she doesn't feel well and does not drive and utilized Metro Mobility.

Health Concerns: Dee stated a health concern of hers is that she has been having troubles with her eating disorder, and is looking into Melrose Place

Assistive Technology: Dee utilized a walker

Rituals and Routines that are important to me: "Have my coffee and going to work/errands."

My Strengths and Preferences: "Leadership, be the "boss," good with following through."

My Hopes, Dreams and Aspirations: "Hold another fund raiser and have the apartment management match dollar for dollar."

## PERSON INFORMATION

**Date of Birth:** 08/11/1948 **Age:** 72 yrs

### Emergency Contacts

Name	Relationship	Phone
Jim Otto	Daughter/Son	(763) 433-9155
Marc Otto	Daughter/Son	(952) 693-3237

### Notes/Comments

### Decision Making Representatives

Name	Type of Authority	Address	Phone

**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		469544634A	
Medical Assistance		00277480	
Medicare - Part B		469544634A	
Medicare - Part D		469544634A	

**Notes/Comments**

3/13/2018, A.A

**Providers**

Health Care Providers	Phone	Comments
Psychiatrist	(612) 873-2218	Lori Sills HCMC
Primary Physician	(612) 873-7800	Kara Parker MD HCMC - Whittier

**Notes/Comments****WHAT'S IMPORTANT TO THE INDIVIDUAL**

**Short and Long-Term Goals**

<b>Goal Statement</b>	<b>Target Date</b>	<b>Provider &amp; NPI (if applicable)</b>	<b>Frequency of Reporting</b>
Dee wants to work in finding new housing, preferably in Maple Grove	08/01/2020	WHITTIER PLACE -- A502023900	Monthly
Dee wants to work on her health and feeling better by starting therapy and going to the gym	03/31/2021	INTREPID USA HEALTHCARE SERVICES -- 1528040169	Semi Annually/As needed
Dee wants to get her finances figured out and work out budgeting and saving money	03/31/2021	INTREPID USA HEALTHCARE SERVICES -- 1528040169	Semi Annually/As needed

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

- 1: Dee will utilize her Home Making services to maintain her current housing and assure it is meeting her health and safety needs while working with her Housing Coordinator to find her housing.
- 2: Dee will work on going to the gym and utilize her ILS services to assist her in filling out any needed paperwork and to research gyms and schedule appointments with providers
- 3: Dee will work with her ILS staff to work on her finances, budgeting, and saving money. Dee will voice her wants of eventually finding a new car

### **What will the case manager do?**

1-3: Case Manager will check in with Dee monthly on her goals and assure she has staff at her agencies. Case Manager will manage, coordinate, monitor and maintain Dee's waived services. Case Manager will meet with Dee 2x yearly and will check in on her services at this time too. Case Manager will be available to answer questions and assist with concerns brought forth by Dee and her supports and/or providers.

### **What will others do?**

Family/friends will assist me as needed/requested.

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

1: Treasure and Supportive Living Solutions will work with Dee on her housing needs.

2-3: Intrepid USA will assist Dee with filling out any needed paperwork and to research gyms, schedule appointments with providers, and working on her finances to save money

**SUMMARY OF PROGRAMS AND SERVICES**

Program Type	Start Date	End Date	Annual Amount	Total Plan Cost	Avg Monthly
Community Alternatives for Disability Inclusion	04/01/2020	03/31/2021	\$16,882.34	\$19,182.24	\$1,598.52
Case Manager/Care Coordinator Amanda Ganzer		Case Manager/Care Coordinator Provider ID A826687900		Responsible Party Name	
Program Notes					

<b>Service</b> Case Management - 15 Minutes							
<b>Start Date</b> 04/01/2020	<b>End Date</b> 03/31/2021	<b>Procedure Code</b> T1016 UC	<b>Frequency</b> 5-Flexible Use	<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> A180173201	<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> Supportive Services							
<b>Support Instructions</b> Dee can contact his Case Manager, Amanda Ganzer at 612-977-3127 with any requests to change to update the plan. The Case Manager is responsible for support with service coordination and conflict resolution. The CaseManager will monitor implementation of the plan through 2 face-to-face visits per year with Dee							
<b>Service Notes</b>  148 CM units per year-for coordinating and monitoring services and support with problem solving							

<b>Service</b> Case Management Aide (Paraprofessional) - 15 Minutes							
<b>Start Date</b> 04/01/2020	<b>End Date</b> 03/31/2021	<b>Procedure Code</b> T1016 TF UC	<b>Frequency</b> 5-Flexible Use	<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> A180173201	<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> Supportive Services							
<b>Support Instructions</b> Case aide will provide assistance to the Case Manager in carrying out administrative activities of the case management function.							
<b>Service Notes</b>  Authorizing 24 units yearly to assist case manager with administrative activities.							



<b>Service</b> Home Delivered Meals - One Meal per Day							
<b>Start Date</b> 04/01/2020	<b>End Date</b> 03/31/2021	<b>Procedure Code</b> S5170	<b>Frequency</b> 2-Weekly	<b>Units</b> 260	<b>Rate</b> \$6.53	<b>Avg Monthly</b> \$141.48	<b>Total Service</b> \$1,697.80
<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> Health Related/Medical							
<b>Support Instructions</b> Dee will utilize her HDM to maintain her health and assure she has at least one healthy meal a day. Optage will provide Dee with a nutritious gluten free meal							
<b>Service Notes</b> 5 Home Delivered Meals weekly							

<b>Service</b> Homemaker Services / Cleaning - 15 Minutes							
<b>Start Date</b> 04/01/2020	<b>End Date</b> 03/31/2021	<b>Procedure Code</b> S5130	<b>Frequency</b> 2-Weekly	<b>Units</b> 312	<b>Rate</b> \$4.61	<b>Avg Monthly</b> \$119.86	<b>Total Service</b> \$1,438.32
<b>NPI/UMPI</b> A416640000	<b>Status</b> Approved	<b>Provider Name</b> TREASURE SERVICES LLC		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Home Management							
<b>Support Instructions</b> Treasures Services will assist Dee with maintain her home to assure she maintains her stable living arrangement.							
<b>Service Notes</b> Homemaker/cleaning services include light housekeeping tasks. Homemaker/cleaning providers deliver home cleaning and laundry services.							

Service							
Housing Access Coordination - Find							
<b>Start Date</b> 06/10/2020	<b>End Date</b> 01/12/2021	<b>Procedure Code</b> H2015 UC	<b>Frequency</b> 5-Flexible Use	<b>Units</b> 200	<b>Rate</b> \$12.87	<b>Avg Monthly</b> \$321.75	<b>Total Service</b> \$2,574.00
<b>NPI/UMPI</b> A502023900	<b>Status</b> Approved	<b>Provider Name</b> WHITTIER PLACE		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Supportive Services							
<b>Support Instructions</b>							
<b>Service Notes</b> 200 Units/50 hours of Housing Corriation							

<b>Service</b> Housing Access Coordination - Plan							
<b>Start Date</b> 04/01/2020	<b>End Date</b> 06/10/2020	<b>Procedure Code</b> H2015 UB	<b>Frequency</b> 5-Flexible Use	<b>Units</b> 200	<b>Rate</b> \$12.87	<b>Avg Monthly</b> \$858.00	<b>Total Service</b> \$2,574.00
<b>NPI/UMPI</b> A502023900	<b>Status</b> Approved	<b>Provider Name</b> WHITTIER PLACE		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Home Management							
<b>Support Instructions</b> Supportive Living Solutions will work with Dee on finding safe, stable, and affordable housing that meet her health and safety needs							
<b>Service Notes</b>							

<b>Service</b>							
Independent Living Skills Training 1:1 - 15 Minutes							
<b>Start Date</b> 04/01/2020	<b>End Date</b> 03/31/2021	<b>Procedure Code</b> H2032 TF	<b>Frequency</b> 2-Weekly	<b>Units</b> 624	<b>Rate</b> \$11.30	<b>Avg Monthly</b> \$587.60	<b>Total Service</b> \$7,051.20
<b>NPI/UMPI</b> 1528040169	<b>Status</b> Approved	<b>Provider Name</b> INTREPID USA HEALTHCARE SERVICES		<b>Funding Source</b> CADI Waiver		<b>County of Service</b> Hennepin	
<b>Areas of Need</b> Personal Assistance							
<b>Support Instructions</b> ILS worker will work with Dee on financial assistance, scheduling appointments and other tasks she requests in area's of Communication skills, Community living and mobility, Interpersonal skills, Reduction/elimination of maladaptive behavior, Self-care, Sensory/motor development involved in acquiring functional skills.							
<b>Service Notes</b>  Three hours per week of ILS services to develop, maintain and improve skills.							

Program Type	Start Date	End Date	Annual Amount	Total Plan Cost	Avg Monthly
Other	01/13/2021	03/30/2021	\$10,302.00	\$10,302.00	\$3,434.00
Case Manager/Care Coordinator Amanda Ganzer		Case Manager/Care Coordinator Provider ID A826687900		Responsible Party Name	
Program Notes					

Service							
Housing Stabilization - Transition - 15 Minutes							
Start Date 01/13/2021	End Date 03/30/2021	Procedure Code	Frequency 5-Flexible Use	Units 600	Rate \$17.17	Avg Monthly \$3,434.00	Total Service \$10,302.00
NPI/UMPI A502023900	Status Approved	Provider Name WHITTIER PLACE		Funding Source Not Yet Determined		County of Service Hennepin	
Areas of Need Home Management							
Support Instructions Dee's housing transition coordinator will support her in finding proper, safe and affordable housing.Coordinator will support in maintain services of housing transition and use tools of house searching asneeded.							
Service Notes							

## RISKS

### How will Health and Safety Issues be Addressed?

Danielle stated that she feels safe in her home and in the community. If an emergency was to occur, Danielle is able to call 911 or call her emergency contact, Marc. Dee is able to administer her own medications and feels safe doing so

Dee receives waiver services and is a vulnerable adult. Any suspicions of abuse, neglect, or financial exploitation should be reported to the Minnesota Adult Abuse Reporting Center (MAARC) - 844-880-1574

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
No identified risks at this time	n/a	n/a

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

See above for summary of plan for identified risks.

## Emergency & Back Up Plans

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

If an unforeseen event would occur, Dee is to contact her apartment complex and her emergency contact. Dee knows to call 911 in the case of an emergency.

Key Contact Name	Relationship	Phone Number
Marc Otto	Son/Emergency Contact	(952) 693-3237

**Plan for emergency health events**

If an emergency health event would occur, Dee and/or staff is to call 911. Dee's primary physician and Hospital of Choice are at HCMC.

Key Contact Name	Relationship	Phone Number
Marc Otto	Son/Emergency Contact	(952) 693-3237
Dr. Kara Parker	PCP	(763) 873-7800
HCMC	HOC	(612) 873-6369

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

For unavailable staffing, Danielle is to contact her case manager who will contact the provider to get staff in place.

Key Contact Name	Relationship	Phone Number
Amanda Ganzer	Case Manager	(612) 977-3127
Intrepid USA	ILS	(952) 392-4317
Treasures Services	Homemaking	(612) 249-3322
Supportive Living Solutions	Housing Coordination Agency	(651) 209-8483
Marc Otto	Son/Emergency Contact	(952) 693-3237