**Residents Guide to Making a Consumer Support Grant Referral**

**DESCRIPTION**

This is a guide for residents to make a initial referral to CSG.

**BUSINESS OWNER(S)**

CSG Coordinator

**PROCEDURE CHECKLIST**

1. The family will contact MnCHOICES Intake Assessment team to request a MnCHOICES intake assessment by filling out the online [MnCHOICES Referral Form](https://www.ramseycounty.us/residents/assistance-support/assistance/seniors/mnchoices-intake-assessment/mnchoices-referral-form) or by calling [651-266-3613](tel:651-266-3613).
2. MnChoice assessor will educate the family on the programs and services that they are eligible for based on the assessment completed.
3. If the family chooses CSG, MnChoice assessor will email the Service agreement to: [SSD.Consumersupportgrant@co.ramsey.mn.us](mailto:SSD.Consumersupportgrant@co.ramsey.mn.us) with the following info:

Resident Name:

PMI Number:

Date of birth:

Address:

Resident/family email address (if applicable):

CSG start date:

1. CSG Coordinator will calculate budget, reply to family attaching all necessary CSG documents and CSG budget letter.
   * Welcome Letter

* Consumer Support Plan
* Acknowledgement of receipt of notice of privacy practices
* Designation of Authorized Representative
* Consumer Statement of Authorized Consent
* Release from Liability
* Release of Information
* If necessary, complete Request to End Home Care Services

Reference Forms Included:

* Ramsey County Consumer Support Grant Policies and Procedures
* Frequently Asked Questions PowerPoint
* List of Fiscal Management Supports *(Services that provide help with financial tasks, billing and employer-related responsibilities for people who self-direct their services through CSG).*
* Notice of Privacy Practices
  + Consumer Support Grant Addendum

1. The family will fill out all necessary forms, sign all forms, and email back to [SSD.consumersupportgrant@co.ramsey.mn.us](mailto:SSD.consumersupportgrant@co.ramsey.mn.us). The family will need to have a FMS person picked out before submitting the completed forms.
2. CSG Coordinator will review, approve, & save the CSG plan in person’s file, enter CSG SA and reply all to email that CSG SA is now active.

**NOTE/SPECIAL INSTRUCTIONS**

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| **DOCUMENT VERSIONS** | |  |
| **Date** | **Editor/Reviewer** | **Change(s) Made** |
| 6/4/2021 | Maysee Lee | Original Draft |