

To: DHS Waiver Review
Continuing Care Administration
Robert F. Meyer
Julia W. Holmoe
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From: Lori Petermeier, Social Service Supervisor
Barbara Hayes, PHN Supervisor

Date: October 31, 2012

Re: 2012 Itasca County Waiver Review

Response to Corrective Actions

Itasca County Health and Human Services will improve compliance in the areas identified through the waiver review process by instituting the following plan immediately:

- The CCB case managers will complete a Brian Injury Waiver Assessment and Eligibility determination form (DHS -3471) at the annual assessment visit and retain a copy in the case file. Staff was notified of this requirement on September 11, 2012 at the CCB team meeting.
- The Right to Appeal language has been added to the annual release of information form for AC, EW, CCB records so this information will be given to the client each year at reassessment . The form is dated and signed by the client that they have received the Right to Appeal information.
- For DD cases with our contracted provider, Meridian Services, the contracted case manager will attach the ICHHS ISP signature page which identifies the Right to Appeal annual notice.
- Compliance with the LTCC screening completion within 20 days of referral date will be accomplished by reviewing the referral date that populates on the LTC screening document when the LTC is entered in MMIS so the compliance with timeframe is accurately reflected in the MMIS system. Non- compliance in this area was partially due to a data entry issue in MMIS. Itasca County was made aware that the referral date can be changed in certain instances to accurately reflect compliance with the 20 day timeframe. Staff has been informed at team meetings of the requirement to comply with the completion of the screening within 20 days of the referral date. Staff and supervisory staff will monitor compliance in this area through periodic chart reviews .

For DD cases, the DD screening document identified was completed within the appropriate timeframe, but a copy from the contracted case manager was not in the county record. Future oversight measures will include monitoring the contracted case management records for the appropriate documentation.

- Community support plan documentation will change to the LTCC Community Support Plan DHS-2925) effective 10/1/2012 for CCB and EW/AC programs to improve documentation of health and safety issues, need for 24 hour supervision as well as services provided with goals and outcomes. This will replace our current form. A completed form copy will be given to all participants by their case manager at the initial assessment and annual reassessment and the original retained in the case file.

We will also consider the DHS recommendations in our future planning regarding services for the populations we serve in the CCB, EW, DD waiver and AC program. The following describes our current areas of focus.

We are presently coordinating a meeting for case managers with area employment related providers regarding the programs and vocational services they have to offer to individuals with disabilities. This effort will encourage case managers to look at employment opportunities for individuals with disabilities.

The DD unit is currently revamping the face to face visit sheets to monitor provider performance and fulfillment of the services outlined in the case plan.

We will also explore the option of quarterly meetings between DD and CCB case managers to identify common areas where knowledge and resources can be shared to benefit the provision of case management services.

We are looking at future staff turnover and how to transition the knowledge, and process for acquiring and incorporating policy and program changes.