

218-634-2642  
218-634-4520 (FAX)



# LAKE OF THE WOODS COUNTY

SOCIAL SERVICE DEPARTMENT

Nancy Wendler, Director  
206 8<sup>th</sup> Avenue SE  
Suite 200  
Baudette, MN 56623

## Corrective Action Plan: Lake of the Woods County-Waiver Review (May 2014)

The following tasks will be conducted in order for Lake of the Woods County to improve upon performance in the case management of Waiver cases. The tasks below will address the following area needing corrective action; **“Beginning immediately, case managers must conduct face to face visits with participants as required in the federally approved DHS waiver plans.”**

- 1) Case managers will make every attempt to be 100% compliant with the required face to face visits with each waiver client, which is once every six months for DD and twice a year for CCB participants.
- 2) An organizational tool, which is already in use by some workers, will be implemented for all waiver case managers to use as a monthly task guide. This will assist the workers in completing all of the necessary visits for that month.
- 3) If there is a situation beyond the worker’s control, such as inclement weather or an issue with the client, then the worker will document in the case file as to why the visit was not completed in the month in question and the visit will be rescheduled as soon as possible.

Submitted by:

Amy S. Ballard  
Social Services Supervisor  
Lake of the Woods County Social Services  
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