



Saint Louis County

Public Health and Human Service Department – www.co.st-louis.mn.us

Ann M. Busche
Director

St. Louis County Corrective Action Plan 2015

Recommendations:

- 1. Add critical content to each person's support plan to make it more person-centered.**

Person Centered training will be mandatory for all child and adult waiver Staff starting in 2016. To ensure that Person Centered Practices are incorporated in to service planning, a system of random audits will take place that will include a check for person centered plans.

- 2. Work with existing waiver providers in your community to develop service options for people wanting alternatives to foster care.**

Work is underway with a number of providers to develop increased services in the area of transportation, behavioral services, respite and 24 hour emergency response.

- 3. Expand employment opportunities to ensure people with disabilities have choices for competitive, meaningful, and sustained employment.**

We are working on increasing our transportation services and expect to see increased transportation authorization in the next year. This will expand employment opportunities for our waiver participants. Participants will be available to work during evening and weekends when historic transportation providers have not provided service. With more Person Centered planning, requests for employment opportunities will be increasing. An Agency planner will be working with waiver staff in order to increase employment opportunities for our waiver participants.

4. Use the CADI and DD waiver programs to enhance the supportive services St. Louis County can offer children and their families.

St. Louis County is actively engaging with community providers such as mental health clinics and adult waiver service providers to increase the number and quality of providers that serve children and their families.

St. Louis County PHHS has submitted a grant application to the Disability Services Division for \$1.5 million to increase the network of respite service providers with training and experience to successfully service individuals with autism.

If we receive this grant, it will lay the foundation to establish a much needed multi-disciplinary infrastructure of service development and delivery and overall provide a much more effective and efficient service to children, adolescents and adults with autism and their families.

5. Improve internal processes for intake and financial eligibility to reduce barriers for people in need of HCBS services.

SLC began the discussion of implementing a coordinated adult intake process in the spring of 2015. Representatives from each unit in adult services met for a 2 day kaizen-continuous improvement project to design adult intake. We are currently in the process of rolling out “phase 1”. Phase 1 includes intake for MnCHOICES, Aging and Adult Disabilities Units North and South and Developmental Disabilities Units North and South. There will be a social worker in the Duluth office, a social worker and social service specialist in the Virginia office covering phone intake for these program areas. We anticipate Adult Mental Health, Adult Protection and Chemical Dependency being included in a later phase. We anticipate having an Adult Intake phone number and email address. We have explored the possibility of having Financial Assistance staff involved in Adult Intake; however there are not enough staffing resources to allocate a position for this project. The Financial Services Division is working with Adult Services to design resource guides and references along with persons available to the Adult Intake staff for consultation, as needed.

6. Develop a formal training process for new case managers and assessors.

St. Louis County has submitted a Quality Improvement Project that requires standardized training for all new workers starting January 2016. In addition, a Continuous Improvement Project has been developed that calls for expanded

training for all waiver workers in St. Louis County. The objectives as stated in the Project Charter are to provide consistent training to new staff in adult services; provide on-going training to staff; Track the training that is provided and staff that attend; Make training programs available on the PHHS portal for staff to use as a resource and a guide for to complete training.

Corrective Action Requirements 2015

A) Complete LTSS MnCHOICES assessments within 20 days of referral.

St. Louis County will continue to evaluate and implement changes to improve the timeliness of new assessments to 85% for those clients opening to a waiver program. We have sought out information and have visited a waiver cohort county. The MnCHOICES intake model the cohort is using looks promising in obtaining a similar result of increased efficiency in St. Louis County.

B) Ensure that each person receiving HCBS waiver services has an individual support plan that is signed by the person.

St. Louis County will implement a system of random audits to ensure that each client file will have an individual support plan signed by the person. A checklist has been developed since the time of the review to aide both supervisors and case managers in ensuring that required documentation is in the client file for all waiver participants. A Continuous Improvement project is being developed to work with ongoing training for waiver case managers.

C) Include details about the person's services in the support plan.

St. Louis County will implement a system of random audits to ensure that each client file will have an individual support plan that includes details about the person's services in the support plan. A Continuous Improvement project will be developed to provide ongoing training for waiver case managers that will inform waiver case managers of the need for service details in care plans. With reassessments completed in MnChoices the CSSP format will help ensure that service details are included. Current goals for waiver units have goals of full implementation of MnChoices in 1 to 2 years.

D) Complete the Case Manager's Guide to Determining ICF/DD Level of Care for individuals on the DD waiver who have not been assessed via MnCHOICES.

Minnesota Rule requires that lead agencies determine eligibility for the DD waiver programs on an annual basis.

St. Louis County will implement a system of random audits to ensure that each DD participant's file will include the ICF/DD Level of Care form person. A checklist for DD waiver participants required documents has been developed since the time of the review to aide both supervisors and case managers in assuring that the ICF/DD documentation is in the client file for all DD waiver participants.

- E) Obtain signed documentation the person received information on how private data will be used,** in accordance with data practices and HIPAA. Minnesota Statutes require the lead agency notify individuals regarding the use of private information collected.

St. Louis County will implement a system of random audits to ensure that each client file will have signed documentation that the person received information on how private data will be used. We've developed a check list since the time of the review to aide both supervisors and case managers in assuring that required documentation is in the client file for all waiver participants.

- F) Obtain signed documentation with each person understands their appeal rights.** St. Louis County will implement a system of random audits to ensure that each client file will have documentation in the file that they have read and understood their appeal rights. We have developed a check list since the time of the review to aide both supervisors and case managers in assuring that required documentation is in the client file for all waiver participants.

- G) Conduct face to face visits in accordance with program requirements.** The federally approved waiver plans for the CCB programs requires case managers have at least two face to face contacts with each person within the year, and Minnesota Rule 9525.0024 further requires DD case managers conduct a monitoring visit on at least a semiannual basis.

St. Louis County will implement a system of random audits to ensure that face to face visits have occurred and are documented in the client file in accordance with program requirements. St. Louis County has hired a significant number of

additional waiver case managers and assessors in the past year which will have an impact on compliance in this area.

- H) Include a back-up plan in the support plan for all people receiving HCBS waiver services.** Minnesota's federally approved waiver plans require case managers to develop emergency back-up plans for each waiver participant to address unexpected events.

St. Louis County will implement a system of random audits to ensure that each client file has an emergency back-up plan included within the individual support plan. St. Louis County has developed a check list since the time of the review to aide both supervisors and case managers in assuring that required documentation is in the client file for all waiver participants.

- I) Ensure that current DD screening documents are signed and dated by all required parties**

St. Louis County will implement a system of random audits to ensure that each DD waiver participant's file will have screening documents that are signed and dated by required parties. A check list is being developed to aide both supervisors and case managers in ensuring that required documentation is in the client file for all waiver participants.