

## **Minnesota Department of Human Services Waiver Services Review Chisago County Health and Human Services - Corrective Action Plan Response**

**Corrective Action:** Case managers must conduct face-to-face visits with participants as required in the federally approved DHS waiver plans.

**Plan:** An SSIS Contact Report will be printed by an identified member of the Team each month based on the previous 5 month period. The report will be reviewed to ensure participants receive the required face-to-face visit and patterns of noncompliance with this requirement are identified. This report will also be shared with the case managers at the sub-unit meetings. Staff will be expected to complete the required face-to-face visit within the time frame remaining before the case reaches non-compliance.

**Corrective Action:** Ensure all care plan development is completed within fifty (50) days of the assessment or reassessment date for all waiver programs.

**Plan:** All assessments and reassessments will be audited the following month for compliance. Plans will be reviewed for timeliness and signatures of all required parties. The Team completing the file audit will notify staff members of any non-compliant cases prior to the 50<sup>th</sup> day to afford time to bring the file into compliance. Individual staff compliance must be 80% or above with this measure.

**Corrective Action:** Beginning immediately, ensure that case files include the current Related Condition Checklist for all DD participants with a related condition.

**Plan:** Assessors will complete the related condition check list for all DD waiver participants with a related condition at the time of assessment. In addition, the team will review file documentation according to the audit schedule to ensure the related condition check list is complete and current. Staff members will be notified of any non-compliant cases and are expected to bring the file into compliance. Individual staff compliance must be 100% with this measure.

**Corrective Action:** Beginning immediately, ensure that LTC screenings for the CADI program occur Within required time frames.

**Plan:** Intake will work with assessors to ensure MnCHOICES assessments are done in a timely manners. The team completing file audits will review assessments for timeliness and supervisors will continue to work with staff ensure staff have consistently documented the reason for delays in assessments. Individual staff compliance must be 86% or above with this measure.