

**Ramsey County Community Human Services and Public Health Departments**  
**2015 Department of Human Services HCBS Waiver Review**  
**Corrective Action Plan**

The Ramsey County Community Human Services and Public Health Department staff would like to thank the Department of Human Services for the opportunity to respond to the corrective actions outlined in the Waiver Review Final Report. We greatly appreciate the time, effort and feedback obtained from the Waiver Review Team.

**Corrective Action Requirement: Beginning immediately, ensure that all LTCC/MNCHOICES assessments occur within required time frames.**

**Response:** Ramsey County reevaluated our intake and assignment process and has made the following changes to meet the 20 day requirement:

- Intake was moved to Community Human Services and now has one supervisor overseeing the process. This has allowed more people to request assessments. We have experienced a 35% increase in intakes since we established this new procedure.
- Intake assigns assessment requests directly to a support person for assignment within the next business day which helps assessors get the assignment sooner.
- Assessors are required to call people within 3 business days of assignment to schedule their assessment.
- Many of the assessments that were on the list not meeting the 20 day rule were actually second or third assessments for people on the waiting list or for people who were going back on the waiver after a hospitalization/NF stay and the referral date was not being changed to reflect this. Assessors have been instructed to change the referral date for these people to the date it is assigned to them in SSIS.
- Ramsey County Community Human Services is in the process of hiring/training 8 new assessors. Public Health has hired a new supervisor.
- Ramsey County respectfully request monthly data reports from DHS indicating:
  - Number of days from referral to assessment including client's date of birth and name of assessor.
  - Number of assessments completed or abandoned in MNCHOICES including name of assessor.
  - LTCC MMIS entries that are for PCA reassessments as the timelines are not the same for initial assessments.

This information is critical for tracking the program's process outcomes and managing staff productivity.

**Corrective Action Requirement: Beginning immediately, ensure that all participants have an individual care plan that is signed and dated by the appropriate parties within the past year included in their case file.**

**Response:** Ramsey County will continue to train staff with regard to the need to have all care plans signed and dated by the appropriate parties on an annual basis as well as the need to file the signed plan in the person's case file. Ramsey County will continue to review care plans for compliance during case audits. Ramsey County is in the process of updating the case audit process to make it more rigorous.

**Corrective Action Requirement: Beginning immediately, ensure that each participant case file includes signed documentation that participants have been informed of the lead agency's privacy practices in accordance with HIPAA and Minnesota Statutes.**

**Response:** Ramsey County is improving the process and procedures related to documenting that each participant has been informed of the lead agency's privacy practices in accordance with HIPAA and Minnesota Statutes. Among other steps, this change will involve the use of a new form for documentation and a more rigorous case audit process that will ensure compliance.

**Corrective Action Requirement: Beginning immediately, ensure that each participant case file includes signed documentation that participants have been informed of their right to appeal on an annual basis.**

**Response:** Ramsey County is improving the process and procedures related to documenting that each participant has been informed of their right to appeal on an annual basis. Among other steps, this change will involve the use of a new form for documentation and a more rigorous case audit process that will ensure compliance.

**Corrective Action Requirement: Submit the Case File Compliance Worksheet within 60 days of the Waiver Review Team's site visit.**

**Response:** The completed Case File Compliance Worksheet including supporting documentation was submitted to DHS on March 31, 2015.