

## CORRECTIVE ACTION PLANS:

Blue Earth County: Lanette Ayers

### CORRECTION #1: LTCC'S COMPLETED IN A TIMELY MANNER

I looked at the 29 assessments that were late. Many were due to the screening date in MMIS repopulating the date of the previous assessment. Many were also due to clients being in placement, (ie. nursing homes, mental health facilities). Some were then served through Relocation Services and did not go onto the Cadi Waiver until placement was secured. I have instructed my team to be very cognizant of the dates in MMIS and the dates on their screening document. I have also instructed them to use a "new referral" date when a client is coming out of a facility/nursing home or off of relocation services. The Mn Choices assessment team should also naturally clean up this issue.

### CORRECTION #2: TIMELINESS FROM ASSESSMENT TO CARE PLAN

Reviewed the 8 issues, half were due to case manager error and the others were due again to clients being in placement and not being ready for services. Again this has to do with needing to enter a new referral date. I have visited with staff about being late due to error/being too busy. Now that Mn Choices is in place, from closure to assessment, case managers have 10 days to complete the care plan. I reviewed the date criteria with my staff and stressed the importance of following statute. Discussed at staff meeting on 11/12/14.

### CORRECTION #3: CURRENT CARE PLAN

I reviewed the 3 that were not current. Two of the three were current and I have provided the evidence. The last one was due to case manager error. I have had a private 1:1 with her to discuss ways to organize and manage due dates. Discussed at staff meeting on 11/12/14.

### CORRECTION #4: CHOICE QUESTIONS

We were using the old CDCS template. I will be more aware about watching when forms change and keeping the most current forms in our files. I will also visit with support planners and make sure they are aware of the most current up to date forms as well. Discussed at staff meeting on 11/12/14.

### CORRECTION #5: QDRP SIGNATURES

My case managers were not clear that they could sign both as the case manager AND the QDRP. They are aware now and will do so in the future. We discussed this at our staff meeting on 11/12/14.

### CORRECTION #7: FACE TO FACE

During the staff meeting on 11/12/14 we discussed ways that are helpful to keep track of when face to face visits are due. We also discussed that meeting with the parents does not count as a face to face. I have adapted a tracking sheet and given to staff to use to stay on top of face to face visits.

#### CORRECTION #8: NON-ENROLLED VENDORS

The reviewed cases, have been paid for and closed. I did realize that the contract we had been using though, was not the most current contract. Again, as a new supervisor to Blue Earth County, I will be diligent in checking the new forms list that is sent to me on the list serve.

#### Correction #9 Right to Appeal Notification – EW Cases

Underlying Cause: Blue Earth County staff were using an outdated version of the Community Support plan for EW clients which did not include the Right to Appeal Notifications.

Corrective Action: Blue Earth County staff were educated as to the correct version of the Community Support Plan to use. Staff are now using the Department of Human Services e-docs site to access the most current version of this document. This version includes Right to Appeal Information. In addition, staff are providing clients the Right to Appeal Notification and subsequently documenting on the Community Support Plan (CSP) of client receipt on an annual basis.