

In July 2016, the Minnesota Department of Human Services (DHS) conducted a site visit to Hubbard County to evaluate its Home and Community Based Service (HCBS) programs for the Lead Agency Review. This review examines how HCBS waivers are being used to meet the needs of community members, monitors compliance with federal and state requirements, and promotes collaboration between lead agencies and DHS.

The review process identified areas of non-compliance, which has required this lead agency to implement changes for remediation. The lead agency's response must address all corrective actions identified in the report, and may address the recommendations outlined in the report. Reports can be found on the [DHS HCBS lead agency review website](#).



For accessible formats of this publication or assistance with additional equal access to human services, write to dhs.leadagencyreviewteam@state.mn.us, call 800-327-3529, or use your preferred relay service.



Social Services

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Subject: Hubbard County Social Services 2016
Department of Human Services HCBS Waiver Review
Corrective Action Plan

The Hubbard County Social Services staff would like to thank the Department of Human Services HCBS Lead Agency Review Team for their time and effort with our agency. The review acknowledged our areas of strength and highlighted areas where further improvements are needed. Below is our Corrective Action Plan for improving services highlighted under "Correction Action Requirements" within the HCBS Hubbard County Final Report. We will work on achieving this goal and will continue to monitor our progress. We greatly appreciate the feedback obtained from the Waiver Review Team.

Corrective Action Requirement:

All of persons' needs are required to be documented in the support plan. At the Hubbard County HCBS Review, 40% of AC plans (4 of 10) did not document all of a person's individual needs. It is a requirement per MN Statute 256B.0915 subd. 6 that a support plan documents all of a person's needs that were identified in the assessment. Services are to be developed and delivered to meet all of a person's needs.

Identified Solutions and Action Steps:

- Staff Training of all AC Support Plan requirements. Scheduled for September 7, 2016 and October 19, 2016.
- Clarify that the assessment denotes a person's past history versus a current need that still needs to be addressed. This will, in turn, determine the services that need to be developed and delivered. Completed August 24, 2016.
- The AC Case files that were found to be deficient were remediated and verification was submitted to the DHS Lead Agency Review Team on September 8, 2016 and was noted as complete. The supervisor will review 3 AC case files per month to continue assurance that that the AC support plans document all of a person's needs that were identified in the assessment.

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