

October 27, 2014

To: DHS Waiver Review  
Robert Meyer  
Kim Anderson  
Jean Martin  
Julia Wallis Holmoe

From: Barb Christenson, Social Services Supervisor

Re: 2014 Nicollet County Waiver Review

Nicollet County Social Services appreciates the good working relationship with the Department of Human Services to help people in Nicollet County meet their basic needs by providing or administering health care, economic assistance and variety of services for children, people with disabilities and older Minnesotans.

DHS and Nicollet County worked cooperatively to improve the dignity, health and independence of 317 people served in the Home and Community Based Service programs.

Nicollet County staff appreciated the expertise in the research design, data collected, analysis and reporting expertise of the Improve Group during the Waiver Review Initiative site visit in August, 2014. This meaningful information assisted us in acknowledging our strengths and helped to focus on areas for improvement.

**Corrective Action:**

Beginning immediately, all case files will include the DSPM back-up plan of all DD program participants.

**Plan:**

- Nicollet County Social Services case managers will immediately use the Disability Services Program Manual Emergency Back-Up Plan document in all of the cases.
- This document contains all the necessary requirements for emergency care, primary caregiver notification of emergency, unavailable staffing in emergency notifications, and any special instructions necessary. This form will be signed and dated annually, preferably at the annual team meeting.
- An internal case audit will be conducted by the Developmental Disabilities Unit Supervisor and DD team annually.

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**Corrective Action:**

Submit the Case File Compliance Worksheet and the Non-Enrolled Vendor's Compliance Worksheets within 60 days of the Waiver Review Team's site visit.

**Plan:**

Even though it does not require Nicollet County to submit a Corrective Action plan on these items, the prompt response to these items was completed:

- The Case File Compliance Worksheet and the Non-Enrolled Vendor Compliance Worksheet(s) were corrected by Monday, October 6, 2014 and verifications submitted to the Waiver Review Team documented full compliance.