

Norman County Corrective Action Plan 11/20/2015

- Complete LTSS MnChoices assessment within 20 days of referral
- Complete support plans for people receiving HCBS services within required timelines
- Ensure that each person receiving HCBS waiver services has a current support plan that is signed, and dated by the person and their case manager.
- Ensure that each person's support plan includes the required documentation of services to be provided, needs, service details, health and safety issues and outcomes and goals.

Objective 1: By 12/31/2015 staff will receive training on required documentation needed in waiver files.

Objective 2: By 3/31/2016, a case aide will be trained as a MnChoices Tier 3 assessor and intake procedures will be reworked to ensure that more information is consistently gathered on intake.

Objective 3: By 3/31/2016, all new intakes received will be reviewed at the Thursday Social Services staff meeting and assigned to a case manager based on availability to perform the assessment.

Objective 4: By 3/31/2016, a case aide will be trained to assist with documentation and data entry to assist the social services staff to remain up-to-date on primary case management duties.

Objective 5: By 3/31/2016, all HCBS files will be filed consistently to enable better auditing of case files.

Objective 6: By 3/31/2016, all HCBS staff will begin using the CSP/CSSP (See Attachment A) to better detail consumer choice, health safety, service details, and goals and outcomes.

Objective 7: By 3/31/2016, each waiver case manager will submit two files for audit to the Director for review by the 10th of each month (See attachment B).

Objective 8: By 4/30/2016, file review audit findings will be reviewed with all waiver case managers at the Thursday staff meeting to increase peer learning and consistency across the program.

- Include back-up plan in the support plan of all people receiving HCBS waiver services
- Document that each person has been informed of their appeal rights on an annual basis.
- Document that each person has been informed of the county's privacy practices in accordance with HIPAA on an annual basis.

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Objective 3: By 3/31/2016, each waiver case manager will submit two files for audit to the Director for review by the 10th of each month (See Attachment B).

Objective 4: By 4/30/2016, file review audit findings will be reviewed with all waiver case managers at the Thursday staff meeting to increase peer learning and consistency across the program.

- Ensure that each working-age person's case file includes documentation that vocational skills and abilities have been assessed.

Objective 1: By 3/31/2016, a template document will be researched to better assess vocational skills and abilities during the assessment process.

Objective 2: By 4/30/2016, the amended template will be used in conjunction with other assessment tools and support plans with individuals receiving HCBS services.

Recommendations for Improvement 11/20/2015

- Expand community based employment opportunities for people on the DD and CCB waivers.
- Develop a formal process and tools to document and monitor provider performance across all HCBS programs.
- Ensure that the support planning process and the support plan itself are person centered.
- Provide additional supports for case managers and assessors.
- Continue to work with providers and neighboring counties to develop services that support people in their own homes.

Objective 1: By 12/31/2016, establish a committee to work with regional partners to develop increased support and work opportunities for individuals in the communities served.

Objective 2: By 4/30/2016, the HCBS audit tool available through HCBS Review Tools to perform file audits monthly to ensure consistency.

Objective 3: By 4/30/2016, the findings of the monthly file audits will be reviewed with all HCBS case managers to ensure peer-peer learning opportunities and consistency in the administration of HCBS programs.

Objective 4: By 03/31/2016, all HCBS staff will begin using the CSP/CSSP (See Attachment A) to better detail consumer choice, health safety, service details, and goals and outcomes.

Objective 5: By 4/30/2016, research evidence based "dream-person centered" planning templates to incorporate into the assessment process at semiannual reviews.

Objective 6: By 4/30/2016, begin using survey tools to assess client satisfaction of services (Attachment C)