

KITTSOON COUNTY SOCIAL SERVICES
2014 WAIVER REVIEW CORRECTIVE ACTION PLAN

CORRECTIVE ACTION REQUIREMENTS

- 1. 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 on an annual basis.**

Issue:

KCSS case managers were not always properly documenting, nor always giving waiver participants informed consent documentation on privacy practices on a yearly basis.

Corrective Action:

1. KCSS' has added to the DHS-3979 *Notice of Privacy Practices* document a signature box. (copy attached to CAP) This will be an added visual reminder to the case manager that a signature from the participant is required and will assist in complying with requirement.
2. KCSS case managers will have DHS-3979 signed at yearly review team meeting to remind participants of Privacy Practices and to comply with requirement.

County Request for DHS Assistance:

KCSS respectfully requests its supervising agency, DHS, to assist case management practice by putting signature boxes on all of the eDoc forms required to have participant signatures. Thank you.

- 2. 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.**

Issue:

KCSS case managers were not always properly documenting, nor always giving waiver participants appeal rights documentation on a yearly basis.

Corrective Action:

1. KCSS' has added to the DHS-1941 *Your Appeal Rights* document a signature box. (copy attached to CAP) This will be an added visual reminder to the case manager that a signature from the participant is required and will assist in complying with requirement.
2. KCSS case managers will have DHS-1941 signed at yearly review team meeting to remind participants of their appeal rights to agency decisions and to comply with requirement.

County Request for DHS Assistance:

KCSS respectfully requests its supervising agency, DHS, to assist case management practice by putting signature boxes on all of the eDoc forms required to have participant signatures. Thank you.

3. Submit the Case File Compliance Worksheet within 60 days of the Waiver Review Team's site visit.

On July 3, 2014, KCSS emailed the completed Case File Compliance Worksheet as requested. A letter from Jean Martin was emailed to the county contact on July 8, 2014 acknowledging this fact.

RECOMMENDATIONS

1. Include details about the participant's services in the care plan.

KCSS case management practice and procedure will be to include service information in the care plan which states: provider name, type of service; frequency; unit amount; monthly budget and annual allowed amount,

2. Kittson County has reserves in the CCB and DD budgets.

KCSS is a member of the Northwest 8 Waiver Alliance Pool. As a member, waiver pool budgets are discussed on a quarterly basis for discussion on best practices for fiscal management to meet the needs of the people that we serve. KCSS will continue to look for ways to meet the needs of our participants and those participants of our regional neighbors.

3. Kittson County should consider expanding contracted case management services to help serve participants that live out of the region and cover during staffing shortages.

Since the last waiver review, KCSS has begun the practice of using contracted case management services for some of our clients living in the far regions of the state. We will evaluate those participants on a case-by-case basis to determine if contracted case management services would better meet their needs.

4. Consider developing additional systems or practices to support case managers.

KCSS is currently involved in regional negotiations with an electronic case documentation vendor for electronic case management. KCSS have the ability to for lap top computers to use in the field and will evaluate the convenience of portable printers and signature pads.

5. Create visit sheets and use them consistently across the waiver programs to document provider performance and participant satisfaction.

KCSS will consult the DHS waiver website and regional neighbors to see if visit sheets have already been created that we would feel comfortable using.

6. Continue to expand community employment opportunities for individuals with disabilities, particularly in the area of community-based employment in the CCB and DD programs.

KCSS continues to work with its regional neighbors to look for opportunities to expand employment opportunities for our waiver participants. This is a very difficult opportunity to create for our participants in Kittson County, as our employer pool is limited and distance to regional employers is difficult to achieve. Kittson County has no public transportation, so getting participants to possible employment sites is extremely difficult.