

OCT 01 2012

MINNESOTA DEPARTMENT OF HUMAN SERVICES

Mahnomen County Human Services

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September 28, 2012

Jean Martin
Continuing Care Unit
MN Dept. of Human Services
PO Box 64976
St. Paul, MN 55164-0974

Dear Ms. Martin:

During Mahnomen County's recent review of its HCBS programs, three areas requiring corrective action were identified. On September 21, 2012 each of these areas was addressed during a staff meeting held between all of the adult services staff and me. The corrective actions that were taken are listed below:

- 1. DHS form 1941-ENG 5-10, Your Appeal Rights, did not have client signatures or dates.**
CORRECTIVE ACTION: A signature line and date line was added to the form, see attached, and a discussion was held with the case managers to in the future have the client sign and date the form rather than just handing it to them or mailing it to the client.
- 2. DHS form 3979-ENG 8-11, Notice of Privacy Practices, did not have client signatures or dates.**
CORRECTIVE ACTION: A signature line and date line was added to the form, see attached, and a discussion was held with the case managers to in the future have the client sign and date the form rather than just handing it to them or mailing it to the client.
- 3. Only 38% of our LTCCs were completed within the required time frame.**
CORRECTIVE ACTION: During the above referenced staff meeting case workers were informed that the LTCC were not being completed in a timely manner. It was determined that to routinely complete the LTCCs within the required 20 days we would do the following:
 - a) As per recommendation of the review team, we will begin recording the date of first client contact as the start of the 20 day period to complete the

LTCC. Prior to the review we would record the date we received the request for the screening as the service start date.

- b) The case workers acknowledged that the LTCC completion percentage is an area that Mahanomen must improve in, and they will make a special emphasis in the future to complete the screenings in a timely manner.

As stated during the review, I very much appreciated the approach of the review team in that they made this review a positive learning experience for the county rather than a punitively oriented type of audit. I especially liked the charts and maps that were supplied showing how our county performed in relation to our cohorts. Please contact me if there is any further information that you need.
Thank you and your team for their services.

Sincerely;



Bruce Johnson, MSW
Social Services Supervisor