

**Ramsey County Social Services Department**  
**2015 Department of Human Services HCBS Waiver Review**  
**Follow Up Corrective Action Plan**

**Corrective Action Requirement: Beginning immediately, ensure that all LTCC/MNCHOICES assessments occur within required time frames.**

**Response:** Ramsey County re-evaluated our intake and assignment process and has made the following changes to meet the 20 day requirement:

- Assessment activities at Public Health was moved to and under the administration of Ramsey County Social Services and now has one manager overseeing the process. This will improve consistency with practice and combine the strengths of social work and public health nursing on multidisciplinary teams.
- Intake assigns assessment requests directly to the assessor which helps assessors get the assignment sooner.
- Assessors are required to call people within 3 business days of assignment to schedule their assessment.
- Many of the assessments that were on the list not meeting the 20 day rule were actually second or third assessments for people on the waiting list or for people who were going back on the waiver after a hospitalization/NF stay and the referral date was not being changed to reflect this. Assessors have been instructed to change the referral date for these people to the date it is assigned to them in SSIS.
- Ramsey County Community Human Services is in the process of hiring/training 45 new assessors and three new supervisors.
- Ramsey County recently received the data from DHS regarding the number of days from referral to assessment. This data will help us fine tune our process and provide additional training for assessors.

**Corrective Action Requirement: Beginning immediately, ensure that all participants have an individual care plan that is signed and dated by the appropriate parties within the past year included in their case file.**

**Response:** Waiver case management with Ramsey County Public Health was moved to and under the administration of Ramsey County Social Services and now has one manager overseeing the process. This move will allow for more consistent practices across all waiver case management. After we integrate the Public Health staff with our policies and practices and with some training, we will be able to correct this. In addition, we are confident all our staff will have the same consistent expectations.