

## Waiver Compliance: Updated Corrective Action Plan April 18, 2014

### Corrective Actions:

**Beginning immediately, ensures that LTC screenings for CCB and Elderly programs occur within 20 days of referral.**

Wright County has taken several steps toward exceeding the 80% screening compliance standard.

1. Most recently, Social Services reorganized and developed an Intake/Assessment Unit to handle all new assessments. This restructuring encompassed several months of thought and meetings among staff and supervisors (together and separately) to review the current process and develop a more streamlined, improved process. Since early February, the Intake/Assessment Staff has been using the new process and internal review of new assessments demonstrates:
  - a. EW/AC: 100%
  - b. CCB: 88%
2. The transition for the Intake/Assessment Unit to handle all new assessments (with the exception of PCA) should be complete by April 30.
3. The Intake/Assessment Unit is also revising our internal tracking tool to better suit our needs and ensure compliance with screening requirements.
4. Previous attempts at improving our timelines included:
  - a. Reorganization of the Adult Services Unit to more evenly distribute workload
  - b. Training for staff to enter screening into MMIS. The previous process involved several staff and at times multiple interactions prior to data entry.
  - c. Developing a tool which allowed workers to enter the referral date and the tool would automatically enter all other necessary dates to ensure compliance.
5. It should also be noted, this area has experienced multiple staff changes and several months in which the screening team was down staff and current staff were charged with covering additional work responsibilities.