

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

Two steps are taking place to address this issue. The first is a modification of the tracking guide we had developed as a result of our previous review. The monthly waiver report has aided the county in improving practices, but obviously has not improved practices to satisfaction. The need is for the report to be “user friendly,” which is a noted limitation as it exists.

The second step is to modify our practices related to the “referral date” for persons who are screened multiple times prior to waiver entry. This change in practices is a result of our telephone conference and subsequent email direction regarding how WCHS currently documents the referral date.

**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.**

WCHS has utilized care plans for CCB, EW & AC which did not contain a notice of right to appeal within the document (the DD ISP contains this information). Please see the attached documents which will now be standard for all persons receiving CCB, EW or AC waiver services.