In August 2015, the Minnesota Department of Human Services (DHS) conducted a site visit to Koochiching County to evaluate its Home and Community Based Service (HCBS) programs for the Lead Agency Review. This review examines how HCBS waivers are being used to meet the needs of community members, monitors compliance with federal and state requirements, and promotes collaboration between lead agencies and DHS.

The review process identified areas of non-compliance, which has required this lead agency to implement changes for remediation. The lead agency’s response must address all corrective actions identified in the report, and may address the recommendations outlined in the report. Reports can be found on the DHS HCBS lead agency review website.

For accessible formats of this publication or assistance with additional equal access to human services, write to dhs.leadagencyreviewteam@state.mn.us, call 800-327-3529, or use your preferred relay service.
KOOCHICHING COUNTY
Response to Waiver Review Initiative Report
October 2015

Koochiching County had a site visit for the Waiver Review Initiative in August 2015. The preliminary report was received and Koochiching did not make any corrections.

Recommendations

- Expand community based employment opportunities for people on the CCB and DD waiver programs.
  Koochiching County will continue to work with the ODC to expand the opportunities for people with disabilities to earn income through community based employment.

- Develop a formal process and tools to document and monitor provider performance across all waiver programs.
  A tool has been developed and will be used on a yearly basis for a quality assurance review of providers. This tool asks standard questions asking about the services that are included in their support plan.

- Provide additional supports for case managers.
  Case managers are encouraged to bring any concerns or difficult cases to their supervisor. A monthly Options meeting is also held to discuss waiver programs and difficult cases. Opportunities for training are distributed to case managers by supervisors and they are encouraged to participate in trainings.

- Ensure that the support planning process and the support plan itself are person centered. Case Managers have participated in person-centered web based trainings that have been available through OHS. Case Managers will be attending an in person MnChoices person-centered training in Itasca County at a future date that is yet to be determined but will likely be within the next 2 months.

Corrective Action Requirements

- Obtain signed documentation that each person acknowledges they were given choices in the support planning process.
  Signed documentation acknowledging choices in the support planning process will be included in all cases. This will be achieved through the use of DHS-67918 for all support plans.

- Include details about the person's services in the support plan.
  Support plans shall include provider name, service type, service frequency, and service cost for all services in the plan. This will be achieved through the use of DHS-67918 for all support plans.
• Include an emergency back-up plan in the support plan of all people receiving HCBS waiver services.

An emergency back-up plan has been developed and will be used for all support plans. This back-up plan contains information for an emergency contact, back-up emergency contact, primary care physician, service providers, case manager, back-up plan for unavailable staffing emergencies, and a community wide disaster plan.

• Obtain signed releases of information from each person granting informed consent to release private information.

A form has been developed for this purpose and case managers will have clients sign releases of information granting consent to share information with service providers on a yearly basis or as needed. The form is valid for one year unless revoked by request of the client.