Home and Community Based Services Lead Agency Review Corrective Action Plan

Lead Agency: POLK

Home and Community Based Services Lead Agency Review Corrective Action Plan Template Instructions

What are the Corrective Action Plan requirements?

- Once you have received the final Lead Agency Review report for your county, you have 10 days to submit a Corrective Action Plan (CAP) to DHS.
- Your CAP must address each of the corrective actions identified in the report, including your plan to address that particular issue (Lead agency response).
  - Optional: you may choose to respond to the recommendations outlined in the report.
- Once you’ve finalized your CAP, please submit it to the Lead Agency Review team via email.
- The Lead Agency Review team will review your CAP for completeness. The final version will be posted to the DHS website.
- Questions or concerns can be sent to the Lead Agency Review team. You can also visit our project website to find shared resources, best practices, and recent findings.

How to use the Corrective Action Plan template

1. Enter your lead agency’s name in the “Subject” field.
2. Copy and paste your lead agency’s corrective actions from the final report into Table 1.
3. Enter your responses into Table 1.
4. OPTIONAL: repeat steps 2 and 3 for the recommendations.
5. OPTIONAL: enter in additional comments in the space provided.
6. Enter your name in the “Author” field.
7. Enter the date submitted in the “Publish Date” field.
# Home and Community Based Services Lead Agency Review

## Corrective Action Plan

**Lead Agency:** POLK  

**Table 1. Lead agency response(s) to corrective action(s)**

<table>
<thead>
<tr>
<th>Corrective Action</th>
<th>Lead Agency response</th>
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| Document all of a person’s needs that were identified in the assessment in the support plan. | 1) Immediate education and training to MnChoice Assessors and case managers that all assessed needs identified in the screening document must also be addressed in the Community Support Plan.  
2) Supervisors will continue case file reviews/audits to ensure assessed needs are being addressed in the Community Support Plan.  
3) This item will be added to the “self-check” list for MnChoices Assessors and case managers as a reminder of this requirement.  
4) Continuous support and education will be given to MnChoices Assessors and case managers regarding this requirement at Unit meetings and monthly MnChoices Multi-disciplinary team meetings. |
| Include details about the services a person is to receive in the support plan such as frequency, type, cost, and provider name. | 1) Identified service plans missing this information were from legacy documents ISPs. As we continue to transition our Rule 185 clients into MnChoices and utilize the CSP/CSSPs, this requirement will be fulfilled by using the most current version of the CSP/CSSP.  
2) Immediate education and training to MnChoice Assessors and case managers that service details, such as, frequency, type, cost and provider name, needs to be included in the Community Support Plan.  
3) Supervisors will continue case file reviews/audits to ensure this requirement is included the Community Support Plan.  
4) This item will be added to the “self-check” list for MnChoices Assessors and case managers as a reminder of this requirement.  
5) Continuous support and education will be given to MnChoices Assessors and case managers regarding this requirement at Unit meetings and monthly MnChoices Multi-disciplinary team meetings. |
<p>| Complete LTSS MnCHOICES assessments within required time lines. | 1) Identified LTSS with unmet timelines were reviewed. Every LTSS DHS identified as being “non-compliant” were found to have actually met the required 20-day face-to-face LTSS timeline. Screening documents entered by the MnChoices Assessors were accurate and in compliance. However, once the case was transferred to the case manager, a second screening document was being entered |</p>
<table>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>with wrong dates as “Activity Dates” due to lack of understanding of what “Activity Date” actually means.</td>
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<tr>
<td>2)</td>
<td>Immediate corrective action was taken. Education and training to MnChoices Assessors and Case Managers about the definition of “Referral Date,” “Activity Date” and “Effective Date” and review of required timelines was delivered through Unit Meetings.</td>
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<tr>
<td>3)</td>
<td>Supervisor and waiver staff will review required timelines as stated in MN Statute 256B.0911 at Unit meetings.</td>
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<td>4)</td>
<td>Supervisors will continue case file reviews/audits to ensure this requirement is being met.</td>
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<tr>
<td>5)</td>
<td>Continuous support and education will be given to MnChoices Assessors and case managers regarding this requirement at Unit meetings and monthly MnChoices Multi-disciplinary team meetings.</td>
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</tbody>
</table>
Table 2. Lead agency response(s) to recommendations (optional)
<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Lead Agency response</th>
</tr>
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</table>
| Continue to increase community-based employment opportunities to ensure people with disabilities have choices for competitive, meaningful and sustained employment. | 1) A sheltered workshop site recently closed in Polk County. Individuals served in this site were found other employment opportunities through job coaching funded through waiver SES, Extended Employment, Vocational Rehabilitation, Individual Placement and Support and a small allocation of county funds.  
2) DHS, Lead Agencies, vocational providers and other stakeholders have met at a Regional Employment Summit to review goals, challenges, successes and next action steps for our region to increase competitive employment opportunities for individuals with disabilities.  
3) MnChoices Assessors and case managers will educate individuals re: employment goals and opportunities at each MnChoices initial and re-assessment visits.  
4) If individuals request assistance with employment goals, case managers will facilitate discussions with individuals, make appropriate referrals to Vocational Rehabilitation and/or vocational providers for further “discovery, exploration, job development and supportive employment services.” These efforts will be documented in case notes and using DHS Edoc 3936 “My Move Plan” or similar format documenting the “transition.”  
5) Lead Agencies will continue working with Vocational Rehabilitation, vocational providers and other stakeholders in developing capacity in our community to increase “competitive employment” opportunities for individuals by facilitating further discussions, sharing resources and collaborating efforts.  
6) Supervisors and waiver case managers will review Minnesota’s Olmstead Plan and Transition Protocols. |
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| **Add Critical Content to each individuals support plan to make it more person-centered.** | 1) MnChoices Assessors and case managers will complete the “2 day Person-Centered Thinking” training offered by DHS.  
2) Person-Centered thinking and planning activities and exercises to help MnChoices Assessors and case managers further their knowledge of writing more person-centered plans, will be incorporated into the monthly MnChoices Multi-disciplinary team meetings.  
3) DHS “Person-centered” planning trainers will be requested to provide formal hands-on training to MnChoices Assessors and case managers in our county.  
4) Recently audited Community Support Plans that met the future person-centered planning requirements were shared with all MnChoices Assessors as examples to aspire towards.  
5) MnChoices Assessors and case managers will share DHS Edoc 6803 “What does person-centered mean to me?” document with individuals to help facilitate discussion about goals, dreams and aspirations and to help the individual write more person-centered plans.  
6) Supervisors and case managers will participate in DHS “Support Professional Planning Community” ITV trainings.  
7) Supervisors and case managers will review Bulletins 16-56-01, 16-56-02, and 16-56-03, “Lead Agency Requirements for Person-Centered Principles and Practices.” |
| **Continue efforts to use contracted case management services to serve individuals who live out of the region, and to cover during staffing shortages.** | 1) Polk County will continue to utilize contracted case managers for individuals that live outside our region when appropriate and with client informed choice. |
| **Create tools to be used consistently across the waiver programs to document provider performance and an individual’s satisfaction with services.** | 1) Tool and checklists have been created to help provide efficiency and accuracy of case records. Supervisors will continue to remind MnChoices Assessors and case managers to utilize the newest versions of these checklists and to refrain from using old checklists. |

**Additional comments (optional)**  
Type additional comments here

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