In April 2016, the Minnesota Department of Human Services (DHS) conducted a site visit to Pope 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.
July 21, 2016

To: DHS Lead Agency Review Team

FROM: Pope County Human Services

RE: Corrective Action Plan

<table>
<thead>
<tr>
<th>COMPLIANCE ISSUE</th>
<th>REMEDIATION PLAN</th>
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<tbody>
<tr>
<td>Include a back-up plan in the support plan of all people receiving HCBS waiver services.</td>
<td>Pope County will use the state CSSP plan for all HCBS Waivered Service which includes the backup plan section. That section will include 1) medical contact 2) emergency contact person 3) back up staffing plans.</td>
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<td>Include details about the person’s services in the support plan.</td>
<td>Pope County had included all details related to contracted services with only partial information on cost on some plans. All plans will be on the state CSSP plan which includes a format for services that requires total cost of service.</td>
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RECOMMENDATIONS:

1) **Continue to increase community-based employment opportunities to ensure people with disabilities have choices for competitive, meaningful and sustained employment.**

Pope County is currently meeting with its surrounding counties and Horizon Public Health to move more individuals served on the waivers to competitive employment. We are now in the process of identifying vocational providers to work with to meet and exceed our state set goals.

2) **Take advantage of upcoming training opportunities to learn how to enhance your services and create support plans that are more person-centered.**

Pope County has partnered with surrounding counties, Horizon Public Health and two local providers in getting a grant from the state to have the UofM work with us in developing not only person centered practices but also person centered organizations. We are currently in the second month of that training.

3) **Consider utilizing non-enrolled vendors to provide Tier 2 and Tier 3 services to increase access to needed HCBS services.**
It is the plan of Pope County to develop Tier 2 and Tier 3 processes that will enable us to utilize more non-enrolled vendors to meet the needs of our citizens on waivered programs.

4) **Continue to work with waiver providers and neighboring counties to develop service options for people wanting alternatives to foster care and those experiencing crises.**

This is an ongoing goal of ours that we intend to continue to work on. We anticipate as we continue to develop our agency’s person centered approaches we will also develop more options for those we serve.

5) **Provide additional supports for case managers and assessors.**

This is a repeat recommendation of the states and is something we continue to assess and review how we can support our staff to be able to ensure the needs of all their clients are met and the quality of services are high. We have added a ½ time FTE 2 years ago and are committed to continue assessing needs moving forward.