Home and Community-Based Services
Lead Agency Review Corrective Action Plan

Report for: Ramsey County
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http://www.MinnesotaHCBS.info

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Ramsey County response to HCBS Lead Agency Review

In March 2018 the Minnesota Department of Human Services (DHS) conducted a site visit to Ramsey 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.

Corrective Actions

Corrective actions are issued when it is determined that a pattern of noncompliance exists regarding one or more HCBS program requirements. A corrective action plan must be developed and submitted to DHS, outlining how the lead agency will bring all items into full compliance. The following are areas in which Ramsey County will be required to take corrective action.

Table 1: Lead Agency response to corrective action(s)

<table>
<thead>
<tr>
<th>Corrective action</th>
<th>Lead agency response</th>
</tr>
</thead>
<tbody>
<tr>
<td>The needs that were identified in the assessment/screening process are documented in the support plan.</td>
<td>Ramsey County (RC) supervisors will train current assessors within 60 days and at every new assessor orientation to ensure that each person’s needs are identified in the assessment. Through quarterly audits conducted by Supervisors, RC will also ensure that any needs that don’t carry over from the assessment are identified by the assessor and included in the CSP. In the case that a legacy assessment is used, RC supervisors will train assessors and case managers within 90 days to be consistent in ensuring that a person’s assessed needs are identified in the CSP/CSSP. RC will include in the training, those contracted case management agencies that are still utilizing the legacy process and will share updated best auditing practices.</td>
</tr>
<tr>
<td>Service details are included in the support plan (frequency, type, cost, and name).</td>
<td>The new MNSP tool requires the use of the MNSP Service Agreement (SA). Through continuous review during the monthly one-on-one discussions with staff, RC supervisors began training staff in July to always complete and mail the SA document/details. Furthermore, staff are instructed to always document that the SA was mailed to the person and to any other appropriate parties as identified in the 6791D.</td>
</tr>
<tr>
<td>Support Plan developed using person-centered Planning elements.</td>
<td>RC supervisors will provide ongoing training based on quarterly audits of assessors and case managers to ensure that these elements are reflected in the MNSP. RC will create processes (e.g., audits, 1:1 supervision, and training) to certify that person-centered elements are present at every level of the assessment and case management. This includes providing training and auditing for contracted agencies.</td>
</tr>
<tr>
<td>Support Plan was developed using person centered record keeping and documentation.</td>
<td>RC supervisors will provide ongoing training based on quarterly audits of assessors and case managers to ensure person centered elements are reflected in the support plan. RC will create processes (e.g. audits, 1:1 supervision, and training) that help ensure that person centered elements are present at every level of assessment and operated and contracted case management. Support plan documentation will be reviewed and audited for compliance on a consistent basis.</td>
</tr>
<tr>
<td>The services a person is receiving are documented in the support plan.</td>
<td>RC is now training assessors and case aids to always complete and mail the Service document/details and to always document that the SA was mailed to the person, and all other appropriate parties.</td>
</tr>
</tbody>
</table>