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

Report for: Benton County
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Date Submitted: 01/15/2019
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Lead Agency Review Team

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**Benton County response to HCBS Lead Agency Review**

In October 2018, the Minnesota Department of Human Services (DHS) conducted a site visit to Benton 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 Benton County will be required to take corrective action.

**Table 1: Lead Agency response to corrective action**

<table>
<thead>
<tr>
<th>Corrective action</th>
<th>Lead agency response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Details are included in the support plan (frequency, type, cost, and name).</td>
<td>Service Details will be included in the CSSP further utilizing/ detailing the required elements required per MN Statute 256B.0915, Subd.6 and MN Statute 256B.092, Subd. 1b. Benton County will the Frequency box located in the CSSP /and or will document the service details in the <strong>Support Instructions/ Service Notes</strong> sections of the CSSP.</td>
</tr>
</tbody>
</table>

**Recommendations**

Recommendations are developed by the Lead Agency Review Team, and are intended to prompt improvements in the lead agency’s administration of HCBS programs. The following recommendations could benefit Benton County and people who receive services.
<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Lead agency response (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to increase community-based employment opportunities to ensure that people with disabilities have choices for competitive, meaningful and sustained employment.</td>
<td>December 2018, Benton County received notification from Independent Lifestyles, that they were now an enrolled provider with the MN Department of Human Services for Employment First Services/ service option. The initial conversations with this provider began approximately 2 years prior to the provider being enrolled. Benton County is excited to have a new provider of these services and it is our plan with the help of this new provider that we be able to increase employment and earning opportunities for the individuals we serve in the CCB/DD program areas. Benton County will continue to work with community, schools, providers, vocational rehabilitation to develop more opportunities for employment and competitive wage.</td>
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<td>Effective January 6, 2017 the lead agency must obtain signatures from each waiver provider on all support plans that the individual has agreed to share the plan with.</td>
<td>Benton County recognizes the need for provider signature to be included on each support plan with 96% of the documents being shared – but only 62% of the plans being signed by the provider. Benton County will work to build on our current processes and develop and improve our protocol to impact this recommendation. BHCS hopes to use technology that will be offered to our agency through the update of technology and moving to a paperless system in order to impact the support plan signature concerns noted above.</td>
</tr>
<tr>
<td>Recommendation</td>
<td>Lead agency response (optional)</td>
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<td>Enhance internal systems and practices as a means to increase support for case management staff.</td>
<td>Effective January 1, 2019 – Benton County Human Services implemented a new primary intake and backup system for agency intake. Social Workers across all unit areas have been relieved of the back-up intake duties and will be able to focus on provision of services. Our general intake system now combines agency intake and the HCBS intakes system into one process – with duties being share among (4) staff. HCBS unit is providing a secondary level intake offering improved program information/ referral and assistance with MN choice assessments – adult protection- and other community based resources/ services. Intakes are now being completed by social workers and not unit aide – with these duties shifting to provide direct support and assistance to case managers across HCBS unit.</td>
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<td></td>
<td>July 2019 - Benton County is set implement an EDMS – electronic paperless filing system for all units across Human Services. Child Support and Financial Services have already been converted. Processes have begun with the selection of provider, processes and preparation for this system.</td>
</tr>
<tr>
<td></td>
<td>March 2019 – Benton County has located a provider (Center for Independent Living) who has agreed to contract with our Agency providing supports to the individuals we have receiving Consumer Support Grant Services. We are in the process of completing this agreement which will allow our agency to move approximately (40) Individuals/ cases to this provider. The contract will be a host agreement which in turn will allow other counties to purchase these services from this provider entity. This in turn will assist in keeping/ helping to keep caseloads at a more manageable size while allowing more opportunity for those we serve access to community services and providers.</td>
</tr>
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</table>

**Additional comments**

Thank you again – for the opportunity to review our services, and reflect as well as improve the services we provide.