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

<table>
<thead>
<tr>
<th>Corrective Action</th>
<th>Lead Agency response</th>
</tr>
</thead>
</table>
| **The current support plan was signed by all required parties.** | 1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP  
   a. Done at time of reassessment to be initiated by:  
      i. CM when done in legacy  
      ii. CA when launched into MnCHOICES  
   Case Managers will be trained and records audited for use of DHS signature page, MnCHOICES Coordinated Services and Supports Plan Signature Sheet, DHS-6791D |
| **The support plan (ISP, CSSP, etc.) was completed in the last year.** | 1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP  
   a. Done at time of reassessment to be initiated by:  
      i. CM when done in legacy  
      ii. CA when launched into MnCHOICES  
   Case Managers to be trained and audited for compliance |
| **An emergency back-up plan has been completed within the last year.** | 1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP  
   a. Done at time of reassessment to be initiated by:  
      i. CM when done in legacy  
      ii. CA when launched into MnCHOICES  
   Case Managers to be trained and audited for compliance. |
| **The person’s outcomes and goals are documented in the person’s support plan.** | 1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP  
   a. Done at time of reassessment to be initiated by:  
      i. CM when done in legacy  
      ii. CA when launched into MnCHOICES  
   2. High Impact Protocol Training and Practice Integration Plan  
      a. April 2018: High Impact Protocol training held for all certified assessors and case managers  
      i. Training recorded for new staff orientation  
      ii. Survey completed by staff for input regarding additional supports needed to improve implementation of protocol in documentation. |
<table>
<thead>
<tr>
<th>A person’s health and safety concerns are documented in their support plan.</th>
</tr>
</thead>
</table>
| **1.** All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP  
  a. Done at time of reassessment to be initiated by:  
    i. CM when done in legacy  
    ii. CA when launched into MnCHOICES  
  2. High Impact Protocol Training and Practice Integration Plan  
    a. April 2018: High Impact Protocol training held for all certified assessors and case managers  
      i. Training recorded for new staff orientation  
      ii. Survey completed by staff for input regarding additional supports needed to improve implementation of protocol in documentation.  
    b. Management workgroup to develop ongoing improvements to:  
      i. Tools for 1:1 supervisions  
      ii. Audit tool to include high impact protocol identification  
  Ongoing training per input from staff regarding their needs for continued development and implementation. |

<table>
<thead>
<tr>
<th>Support Plan developed using person-centered Planning elements.</th>
</tr>
</thead>
</table>
| **1.** All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP  
  a. Done at time of reassessment to be initiated by:  
    i. CM when done in legacy  
    ii. CA when launched into MnCHOICES  
  2. High Impact Protocol Training and Practice Integration Plan  
    a. April 2018: High Impact Protocol training held for all certified assessors and case managers  
      i. Training recorded for new staff orientation  
      ii. Survey completed by staff for input regarding additional supports needed to improve implementation of protocol in documentation.  
    b. Management workgroup to develop ongoing improvements to:  
      i. Tools for 1:1 supervisions  
      ii. Audit tool to include high impact protocol identification  
  Ongoing training per input from staff regarding their needs for continued development and implementation. |
Support Plan was developed using person centered record keeping and documentation.

1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP
   a. Done at time of reassessment to be initiated by:
      i. CM when done in legacy
      ii. CA when launched into MnCHOICES

2. High Impact Protocol Training and Practice Integration Plan
   a. April 2018: High Impact Protocol training held for all certified assessors and case managers
      i. Training recorded for new staff orientation
      ii. Survey completed by staff for input regarding additional supports needed to improve implementation of protocol in documentation.
   b. Management workgroup to develop ongoing improvements to:
      i. Tools for 1:1 supervisions
      ii. Audit tool to include high impact protocol identification

Ongoing training per input from staff regarding their needs for continued development and implementation.

The needs that were identified in the assessment/screening process are documented in the support plan

1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP
   a. Done at time of reassessment to be initiated by:
      i. CM when done in legacy
      ii. CA when launched into MnCHOICES

2. High Impact Protocol Training and Practice Integration Plan
   a. April 2018: High Impact Protocol training held for all certified assessors and case managers
      i. Training recorded for new staff orientation
      ii. Survey completed by staff for input regarding additional supports needed to improve implementation of protocol in documentation.
   b. Management workgroup to develop ongoing improvements to:
      i. Tools for 1:1 supervisions
      ii. Audit tool to include high impact protocol identification

Ongoing training per input from staff regarding their needs for continued development and implementation.

Service details are included in the support plan (frequency, type, cost, and name).

1. All cases will move support planning documentation into CSP.CSSP format with either DHS 6791B or MnSP
   a. Done at time of reassessment to be initiated by:
      i. CM when done in legacy
      ii. CA when launched into MnCHOICES
<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Lead Agency response</th>
</tr>
</thead>
</table>
| Effective Jan 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. As noted in the case file review, 88% of plans developed were shared with other people involved in a person’s plan. | Dakota County will continue to train & audit for compliance the use of MnCHOICES Coordinated Services and Supports Plan Signature Sheet, DHS-6791D :  
- Case Manager asking and documenting which provider(s) they want plan shared with and document in person’s record.  
- Send the support plan and applicable signature sheet to the provider via secure email, fax, mail, or deliver it in-person.  
- Case Manager will record the dates of all signature requests in the person’s record.  
- Case Manager will make two attempts to get provider’s signature.  
  - First attempt within 30 calendar days of the date the plan was completed.  
If the provider does not sign and return the signature sheet, make an additional attempt within 60 calendar days of the date the plan was completed. |
| Continue to increase community-based employment opportunities to ensure people with disabilities have choices for competitive, meaningful & sustained employment. | Dakota County has been and will continue to fully embrace employment through multiple initiatives and partnerships ranging from: Way to Work (Vocational Rehabilitation/Provider/County project based on Ohio’s Employment First); ‘They Said Yes’ collaboration (with Vocational Rehab & Center for Independent Living); collaboration with Schools and MN Department of Education on trainings and meeting with youth to bundle supports for employment; has designated Resource Coordinators to focus |

**Table 2. Lead agency response(s) to recommendations (optional)**
<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Lead Agency response</th>
</tr>
</thead>
<tbody>
<tr>
<td>on 1:1 employment coaching; established county and waiver funded employment/community engagement budget allocation processes; providing numerous staff trainings; and surveying case managers two times/year on employment status of person receiving case management.</td>
<td>Continue efforts to develop person centered practices throughout Dakota Count, including supporting case managers in the development of person centered plans.</td>
</tr>
<tr>
<td>All case managers participated in a training on the “12 High Impact PCP Protocol” (April 2018). This training was built on an extensive foundation of Person Centered thinking &amp; planning values and practice which Dakota County started in 2011 with: established staff trainers; hosted trainings with national consultants; contracted with STAR Services to develop Person Centered planning and transition protocol training; provided motivational interviewing trainings; etc. Dakota County has monitored the results of this person centered work by focusing on outcomes as in: increasing the percentage of persons who control ones’ housing and who are employed. Dakota County appreciates that the documentation of this person centered planning, using the DHS tools, is the focus of the attached corrective actions. As the State recognized the logistical challenges with current MnCHOICES processes, as DHS issued (in summer 2017) “efficiencies” guidance for optional use of legacy tools, the majority of Dakota County’ documentation deficiencies were related to use of legacy documents and processes. As noted in corrective action response, Dakota County is committed to aligning documentation practices to represent the scope and depth of person centered work provided currently and going forward.</td>
<td></td>
</tr>
</tbody>
</table>

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

Author: Minnesota Department of Human Services
Date Submitted: 6/1/2018

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.