In April 2016, the Minnesota Department of Human Services (DHS) conducted a site visit to Douglas 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.
Corrective Action Plan-Douglas County

Corrective Action Requirement:
Conduct face to face visits in accordance with program requirements.

Corrective Action Plan:
Face to face meeting requirements have been reviewed with staff; barriers to meeting this requirement have been identified and effective practices have been shared among staff. Each case manager now has a plan in place that outlines required annual and semi-annual visits. The timeline to begin scheduling these visits has been adjusted to allow more time to ensure compliance. Timely documentation of visits is also a priority. Consideration is being given to implementing an internal audit as well.