

Hubbard County Social Services

Waivered Service Corrective Action Plan

Date: **01/25/10**

Date of DHS “on-site”audit: **09/21/09-09/22/09**

	Deficiency/Recommendation	Root Cause/ Underlying Issue	Interventions	Outcome Measures	Timeline	Responsible Person	Status/Comments
	Detail of findings	What is the result of the investigation of this deficiency? i.e., audits, data collection, analysis, etc.	What specific tasks will be performed to address identified issues?	How will success of the intervention(s) be measured? What standards will be met?	Include start and completion dates for each task	Who is responsible for each task?	What is the status of each task on this date?
	1. Care plans for CCT cases were not always completed within the required 14 day timeline (10 business days)	Six out of sixteen cases audited the care plans were not completed timely	A. In-House training will be completed addressing this issue B. CCT staff will complete all CCT care plans within required timelines	All CCT staff will attend training and attendance documented in personnel file All staff will monitor CCT cases to assure compliance	Training will be planned for February 2010 All CCT cases will have care plans developed within timelines Immediately	Julie Terdan and CCT staff Julie Terdan and CCT staff	
	2. Both CCM and participant signatures and dates were not always on all AC care plans	Two out of Eight AC cases audited did not include the date and signatures	A. AC staff will make sure both dates and signatures appear on all AC plans	All AC staff will monitor AC cases to assure compliance	All AC cases will have dates and proper signatures immediately	Julie Terdan and AC staff	

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	3. Documentation on informed consent was missing in some audited files	Fifteen out of twenty-five AC and EW cases were missing documentation of informed consent	<p>A. In-House training will be completed to address this issue</p> <p>B. All files will contain documentation of informed consent</p>	<p>All AC and waived service staff will attend training and attendance will be documented in personnel file</p> <p>All staff will monitor compliance with informed consent</p>	<p>Training will be planned for February 2010</p> <p>All AC and EW cases will have documentation on informed consent immediately</p>	<p>Julie Terdan and AC/waivered service staff</p> <p>Julie Terdan and EW/AC staff</p>	
	4. The CAC Application/Reassessment Support Plan was not present in audited CAC files	Neither of the two audited CAC files had the required form	<p>A. In-House training will be completed to address this issue</p> <p>B. All CAC files will contain the required form and be updated annually. In CDCS CAC cases, the required application part of the form will be completed and the support plan part of the form will reference the CDCS plan</p>	<p>All CAC staff will attend training and attendance will be documented in personnel file</p> <p>All existing CAC cases will have the required DHS form in the case file within the next thirty days; all new CAC cases will have this form utilized immediately. It will be updated at least annually.</p>	<p>Training will be planned for February 2010</p> <p>Existing CAC cases- by 02/28/10</p> <p>New CAC cases- immediately</p>	<p>Julie Terdan and CAC staff</p> <p>Julie Terdan and CAC staff</p>	