

## Rice County Social Services

### Rice County Waiver Review Initiative - County Response December 17, 2010

Rice County Social Services is thankful for the opportunity to participate in the Waiver Review for our Developmental Disabilities (DD) waiver. It was an opportunity for Rice County to validate the quality of the waived services we provide. We manage our resources efficiently, we have a knowledgeable depth of staff, we have strong documents supporting our work, and strong relationships with our providers. All this leads to consumers who are well served.

After careful consideration of both the Recommendations and Corrective Action Requirements, Rice County has formulated the following response:

The following response is related to the DD Waiver.

The following response addresses the Recommendations as well as the Corrective Action Requirements since they are closely related.

#### **Executive Summary Page vi - Recommendation 1**

Provide more oversight for case managers through supervision and periodic supervisory audits of case files. Developing a formal process for auditing documentation in case files, such as a supervisory checklist or peer review system, can ensure that all case managers understand expectations for documentation and are held accountable for maintaining their case files.

#### **Executive Summary Page viii - Corrective Action Requirements 1**

Beginning immediately, ensure that case managers develop a current care plan for all participants that do not have one.

#### **Executive Summary Page ix - Corrective Action Requirements 3**

Beginning immediately, ensure that each participant case file includes signed documentation of informed consent.

#### **Executive Summary Page ix - Corrective Action Requirements 5**

Beginning immediately, ensure that all care plans have the two required signatures...

#### **Executive Summary Page ix - Corrective Action Requirements 6**

Complete ICF/MR level of care documentation for all participants in the DD program that do not have this documentation in the next 30 days. Maintain a copy of the findings in the participant's case file.

#### **Corrective Response:**

Rice County Social Services has developed a checklist for a systematic audit of case files to ensure the presence of required documents. The audit checklist will be signed by the social worker and the supervisor.

All ICF/MR checklists will be completed for all participants within the next 30 days.

**Executive Summary Page vii - Recommendation 2**

Consider using paid contracted case management services to serve participants that live out of the County and to serve culturally specific populations in the waiver programs. Counties have found that contracted case management in these types of situations improves care oversight and the effective use of case management time, as well as to increase capacity in serving culturally diverse participants.

Response to Recommendation: Rice County Social Services has formed a workgroup to explore contracting for DD Case Management to work with out of county and culturally specific populations. A sample RFP is being reviewed at this time.

**Executive Summary Page vii - Recommendation 3**

Use a Request for Assistance (RFA) process or work with existing provider networks to develop person-centered homecare packages to support participants in their homes, even those with more challenging needs.

Response to Recommendation: Person Centered Supports are imbedded in our current ISP and upheld in the planning and delivery of services to Rice County consumers.

This addresses the Corrective Action Requirements applicable to Rice County Social Services DD Waiver in accordance with the Waiver Review Final Report.

Prepared by: Mark Hedenstrom, MSW, Rice County Social Services supervisor.