

Minnesota's remediation strategies for addressing CMS site visit feedback

Systemic remediation

1) Person centered planning

Concerns Identified: Compliance with person-centered planning requirements requires further direction to and collaboration with the entities responsible for developing and monitoring the person-centered plans and with the HCBS provider community that is responsible for implementing services and achieving the objectives outlined in the plan.

Remediation Plan: Minnesota will continue to implement our ongoing strategies to assure these entities are collaborating on the compliance with development and monitoring of person-centered plans, by:

- Adding information specific to person-centered planning expectations to the [CBSM - Case management and care coordination \(state.mn.us\)](#) policies and the [HCBS Waiver Services \(state.mn.us\)](#) provider manual
- Distributing policy information related to person-centered planning expectations via lead agency/stakeholder electronic distribution lists and provider newsletter
- Providing training to case managers, care coordinators and providers on person-centered planning expectations, ongoing through multiple avenues including through the “Building your skills: Developing a Support plan” training series. This is a monthly webinar to build foundational knowledge of support planning expectations.
- Providing training and technical support to case managers and care coordinators on person-centered planning expectations, ongoing through DSD quarterly regional update meetings and monthly MCO care coordinator workgroup meetings
- Monitoring provider compliance through Minnesota's licensing review processes and case management
- Monitoring lead agency compliance through Minnesota's lead agency review processes

2) Community integration

Issues Identified: Ensure that expectations for community integration across HCBS providers and service coordinators is understood.

Remediation Plan: Minnesota will continue to implement our ongoing strategies to assure lead agencies and providers understand community integration expectations by:

- Distributing the HCBS provider toolkit and previous training related to community integration expectations to providers and lead agencies
 - [HCBS provider toolkit / Minnesota Department of Human Services \(mn.gov\)](#)
 - On-demand training: Episode 6: People and community
[Episode 6 handout 7/27/22 \(PDF\)](#)
[Video: July 27, 2022 Building your skills: Developing a support plan episode 6](#)

- Providing training to case managers, care coordinators and providers on person-centered planning expectations, ongoing through multiple avenues including through the “Building your skills: Developing a Support plan” training series. This is a monthly webinar to build foundational knowledge of support planning expectations, including developing plans that support individual community integration needs and providers facilitate goals for community integration as outlined in the person-centered plan.
- Providing ongoing training and technical support to providers specific to community integration expectations, using information, resources and promising practices outlined in the provider toolkit
- Monitoring provider compliance through Minnesota’s licensing review processes and case management
- Monitoring lead agency compliance through Minnesota’s lead agency review processes

3) Additional HCBS regulatory criteria

Concerns Identified: Systemic concerns related to HCBS regulatory criteria, including full access to the community, ensuring individual rights of privacy, dignity and respect, leases/residency agreements, lockable doors, control of schedules (including access to food at any time) and rights modifications

Remediation Plan: Minnesota will continue to implement our ongoing strategies to assure providers understand and put into practice the tenants of the HCBS settings regulations by:

- Distributing the HCBS provider toolkit and Waiver 101 training- HCBS module to all HCBS providers with instructions to review information and use to train staff
 - [HCBS provider toolkit / Minnesota Department of Human Services \(mn.gov\)](#)
 - [A PROVIDER’S GUIDE TO PUTTING THE HCBS RULE INTO PRACTICE \(mn.gov\)](#)
 - [Rights Workbook and video series](#)
 - [HCBS Waiver and Alternative Care Provider Training 101 / Minnesota Department of Human Services \(mn.gov\)](#)

Module 7: HCBS Settings Requirements

People will learn about:

- HCBS program requirements and expectations, including information about preferred practices proven to lead to effective outcomes (referred to as "promising practices")
- Exceptions to the HCBS program requirements and the HCBS rights modification process (allowing rights to be modified when people live in settings where they receive customized living, foster care or supported living services)
- Resources and tools available to assist providers to comply with program requirements and expectations
- Providing ongoing (real-time/on-demand) training and technical support to providers, including direct support professionals on the HCBS requirements through Minnesota’s disability services, aging and adult services and licensing entities
- Monitoring provider compliance through Minnesota’s licensing review processes and case management

Site specific remediation

Settings 1 and 2: Isabelle's House at Parmly on the Lake/Vindauga View Assisted Living

Concerns identified: See CMS's site visit report of findings

Remediation plan: Minnesota DHS will distribute remediation plans to Isabelle's House at Parmly and Vindauga View by January 13, 2023 to assure these settings comply with the following regulatory requirements which were found out of compliance by CMS during their site visit:

- The setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS.
- Units have entrance doors lockable by the individual, with only appropriate staff having keys to doors.
- Any modification of the additional conditions, under §441.301(c)(4)(vi)(A) through (D), must be supported by a specific assessed need and justified in the person-centered service plan.
- Staff must be oriented to and understand the settings criteria and their role in person-centered planning

Template remediation plan:



HCBS Provider
Remediation Plan.doc

Minnesota DHS will provided targeted support to this provider to assist them to comply with their remediation plans.

Settings 3, 4 and 5: Centennial Villa Assisted Living, Memory Care and Congregate Apartments

Concerns identified: See CMS's site visit report of findings

Remediation plan: Minnesota DHS will distribute remediation plans to the Centennial settings by January 13, 2023 to assure these settings comply with the following regulatory requirements which were found out of compliance by CMS during their site visit:

- The setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS.
- Individuals have the freedom and support to control their own schedules and activities, and have access to food at any time.
- Staff must be oriented to and understand the settings criteria and their role in person-centered planning

Template remediation plan:



HCBS Provider
Remediation Plan.docx

Minnesota DHS will provide targeted support to this provider to assist them to comply with their remediation plans.

Setting 6: Ebenezer Ridges Adult Day Center

Concerns identified: See CMS's site visit report of findings

Remediation plan: Minnesota DHS will distribute remediation plans to the Centennial settings by January 13, 2023 to assure these settings comply with the following regulatory requirements which were found out of compliance by CMS during their site visit:

- Any modification of the additional conditions, under §441.301(c)(4)(vi)(A) through (D), must be supported by a specific assessed need and justified in the person-centered service plan.
- Staff must be oriented to and understand the settings criteria and their role in person-centered planning

Template remediation plan:



HCBS Provider
Remediation Plan.docx

Minnesota DHS will provide targeted support to this provider to assist them to comply with their remediation plans.