

MANE INVESTIGATIVE PROCESS

POLICY

North Metro Community Services, in conjunction with approved service agencies as appropriate, conducts all investigations within its catchment area. If NMCS/MSS determines that a threat to the health, safety or welfare of a person exists and it is determined necessary to impose contractual remedies, including the permanent removal of the person from the host home, to protect the person receiving services from abuse, mistreatment, neglect or exploitation, the following will apply:

PROCEDURE

1. Metro Support Services/NMCS will notify the host home provider of the proposed action and the reasons as soon as possible, but no later than 3 working days after the decision has been reached.
2. The host home provider may protest the proposed action to NMCS within 3 working days of the notice.
3. The host home provider shall have the opportunity to present information and evidence to support his/her position to the Director of NMCS/MSS or a designee. The Director or designee shall review the information from all relevant sources prior to a decision.
4. Within 10 days of the submission of the information, the Director will issue a written decision indicating the course of action and the reasons for this course of action.
5. If NMCS/MSS supports termination of the host home provider's ability to provide services to the person(s) receiving services or to operate a host home, the host home provider may protest the decision to the Director of the Division of Intellectual and Developmental Disabilities within 15 days of the date of the written decision.
6. Upon request for Division review, the host home provider will provide all relevant documentation to the Division. The Division will allow MSS to present its response to the dispute within 15 working days of the protest.
7. The Division may request additional information and request an oral presentation.
8. The Division shall render a decision within 10 working days of the submission of all necessary information. This decision will constitute final action.