

**2021 Continuing Skills Test (CST)
Plan of Correction (POC) Guidelines**

Due to the COVID-19 health emergency, any of the POC steps below maybe completed in person, over the phone, or via video.

Results Level	Plan of Correction (POC) Steps The order below is preferable, but agencies may complete the steps in a different order to prevent delays in completion of the POC.
Level 1 POC 75% through 79% (rounded)	<p>Within ten business days of issuance of the CST results by DHS to screen liaisons, the following additional supervision must begin.</p> <p>No later than ninety days following issuance of the CST results:</p> <ol style="list-style-type: none"> 1. Liaison reviews CST questions, answers, and rationales with the screener (individually or in a group). Identify any patterns or problem areas and review applicable LTCFS Instructions. Liaison documents results of this review on the report that will be sent to DHS. 2. Liaison reviews all sections of the next five screens performed by the screener for five different individuals. Screens may be completed for individuals who are not on the screener's caseload. These screens must include explanations in the notes sections justifying every diagnosis or need selected. Eligibility may be calculated on these screens, but the liaison must perform a thorough review of these five screens within ten days of screen calculation. Once completed, liaison documents results of this review on the report that will be sent to DHS. 3. Liaison performs spot-checks for accuracy and completeness of all sections of five additional, randomly selected screens for five different individuals that this screener completed over the POC period. Once completed, liaison documents results of this review on the report that will be sent to DHS. <p>Note: The number of screens reviewed or spot-checked may be subject to change depending on the agency or screener caseload size, but would not exceed the numbers above. Any variation will be jointly determined through consultation between DHS and the agency screen liaison.</p>



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Level 2 POC 70% through 74% (rounded)	<p>Within ten business days of issuance of the CST results by DHS to screen liaisons, the following additional supervision must begin.</p> <p>No later than ninety days following issuance of the CST results:</p> <ol style="list-style-type: none">1. Liaison reviews CST questions, answers, and rationales with the screener (individually or in a group). Identify any patterns or problem areas and review applicable LTCFS Instructions. Liaison documents results of this review on the report that will be sent to DHS.2. Screener under POC completes all components of the agency's new-screener orientation and training that are not covered elsewhere under this POC.3. Screener under POC shadows four different functional screenings and completes a paper version of the screen for each. The liaison is to review all sections of these paper screens for completeness and accuracy. Once completed, liaison documents results of this review on the report that will be sent to DHS.4. Liaison reviews all sections of the next ten screens performed by the screener for ten different individuals. Screens may be completed for individuals who are not on the screener's caseload. These screens must include explanations in the notes sections justifying every diagnosis or need selected. Eligibility may not be calculated on these screens until the liaison has performed a thorough review of these ten screens. This requires close attention by the liaison to ensure that delays do not occur in the eligibility determination for the ten individuals screened. Once completed, liaison documents results of this review on the report that will be sent to DHS.5. Liaison performs spot-checks for accuracy and completeness of all sections of ten additional, randomly selected screens for ten different individuals that this screener completed over the POC period. Once completed, liaison documents results of this review on the report that will be sent to DHS. <p>Note: The number of screens reviewed or spot checked, and the number of screeners shadowed, may be subject to change depending on the agency or screener caseload size, but would not exceed the numbers above. Any variation will be jointly determined through consultation between DHS and the agency screen liaison.</p>



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Level 3 POC (Enhanced) Under 70% (rounded)	<p>Within ten business days of issuance of the CST results by DHS to screen liaisons, the following additional supervision must begin.</p> <p>No later than ninety days following issuance of the CST results:</p> <ol style="list-style-type: none">1. Liaison reviews CST questions, answers, and rationales with the screener (individually or in a group). Identify any patterns or problem areas and review applicable LTCFS Instructions. Liaison documents results of this review on the report that will be sent to DHS.2. Screener under POC completes all components of the agency's new-screener orientation and training that are not covered elsewhere under this POC.3. Screener under POC shadows four different functional screenings and completes a paper version of the screen for each. The liaison is to review all sections of these paper screens for completeness and accuracy. Once completed, liaison documents results of this review on the report that will be sent to DHS.4. Liaison reviews all sections of the next ten screens performed by the screener for ten different individuals. Screens may be completed for individuals who are not on the screener's caseload. These screens must include explanations in the notes sections justifying every diagnosis or need selected. Eligibility may not be calculated on these screens until the liaison has performed a thorough review of these ten screens. This requires close attention by the liaison to ensure that delays do not occur in the eligibility determination for the ten individuals screened. Once completed, liaison documents results of this review on the report that will be sent to DHS.5. Liaison performs spot-checks for accuracy and completeness of all sections of ten additional, randomly selected screens for ten different individuals that this screener completed over the POC period. Once completed, liaison documents results of this review on the report that will be sent to DHS.6. In addition to the requirements above, the screen liaison must propose additional remediation steps tailored to the needs of the specific screener. These proposed steps must be approved by DHS before the screener is allowed to remain certified and complete a POC. <p>Note: The number of screens reviewed or spot checked, and the number of screeners shadowed, may be subject to change depending on the agency or screener caseload size. Any variation will be jointly determined through consultation between DHS and the agency screen liaison.</p>