



WRIGHT COUNTY HUMAN SERVICES AGENCY

Administrative & Fiscal/Technology - 1004 Commercial Drive, Buffalo, MN 55313-1736

Social Services & Public Health - 1004 Commercial Drive, Buffalo, MN 55313-1736

Financial Services & Child Support - 10 2nd Street NW, Room 300, Buffalo, MN 55313-1191

Jay A. Kieft, Director

Social Services	763-682-7400
Public Health	763-682-7456
Financial/Child Support	763-682-7414
Toll Free	800-362-3667
Social Services FAX	763-682-7701
Financial FAX	763-682-8920
Web Site	www.co.wright.mn.us

Adult Foster Care

APPEAL PROCEDURE

At the time your application is submitted, we will make a recommendation to the Minnesota Department of Human Services. If our recommendation is for negative action, you have a right to appeal. A negative action may also be recommended at relicensing or at any time you are licensed and the agency believes it is necessary.

The license holder will receive notice from Wright County if a negative action is recommended on your license. The Minnesota Department of Human Services will notify you of the final decision. Along with the notification, you will receive information on how to appeal. The time frame for your appeal is dependent on the negative action being Ordered:

1. Denial of a license application – 20 days to appeal.
2. Nonrenewal of a license – 20 days to appeal.
3. Forfeit a Fine – 10 days to appeal.
4. Revocation of license – 10 days to appeal.
5. Probation of a license – 10 days to appeal.
6. Suspension of a license – 10 days to appeal.
7. Immediate suspension of a license – 5 days to appeal.

Your appeal must be in writing and be made within the specified time. Direct your appeal to the Commissioner of the Minnesota Department of Human Services. An appeal hearing will be scheduled with the Office of Hearing Examiners.

GRIEVANCE PROCEDURE

The established grievance procedure is intended for areas of disagreement between a Wright County licensed foster care provider and the agency in areas other than those found under the appeal procedure. Matters for grievance would be foster care provider disagreements with agency policy, procedure or practice.

Disagreements should first be discussed with the appropriate agency staff, i.e., licensing worker, placement social worker, probation agent, or accounting clerk, in an attempt to reach a satisfactory resolution.

If resolution at the initial level is not reached, you should send a written grievance to:

Jay A. Kieft, Director
Wright County Human Services Agency
1004 Commercial Drive
Buffalo, MN 55313-1736

Your grievance must include a statement of the issues or concerns and the relief you seek from the agency. You must sign and date your written grievance. We will, upon request, provide assistance to you in filing the grievance. Within 10 days of receipt of the written request, the agency will convene a meeting to address the grievance.

Persons in attendance at the meeting may include the foster care provider, the placing social worker and/or licensing social worker, and social services supervisor(s). Other interested persons, such as a foster care provider support person, a service provider, or a resident's legal representative may attend if the agency determines this appropriate. The presence of other interested persons must be approved by the agency to insure protection of data privacy practices. At least one supervisor who has the authority to influence the implementation of agency policy, procedure and practice will be present.

If the grievance is resolved to the foster care provider's satisfaction, the resolution must be documented and signed by the foster care provider and the agency representative. A written decision will be finalized within twenty (20) days.

If the grievance is not resolved to the foster care provider's satisfaction, the issue may be brought to the Human Services Board by the foster care provider. We will, upon request, provide assistance to you in submitting the issue to be entered into the meeting agenda.