



Jami Goodrum Schwartz
Director

WRIGHT COUNTY HEALTH & HUMAN SERVICES

www.co.wright.mn.us

Administration · Fiscal Technology & Support
Social Services · Public Health
1004 Commercial Drive, Buffalo, MN 55313 – Phone: 763-682-7400

Financial Services · Child Support
10 2nd Street NW, Room 300, Buffalo, MN 55313 – Phone: 763-682-7414

WRIGHT COUNTY HUMAN SERVICES AGENCY

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

APPEAL PROCEDURE

An appeal may be made in decisions regarding your application for license. 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.

MN. STATUTE 245A – HUMAN SERVICES LICENSING

Any applicant whose application for a license is denied and any provider whose license is revoked or not renewed for cause may appeal to the Commissioner in accordance with Minnesota Statute 245A. The agency shall notify by certified mail any FFH whose license is denied, suspended, revoked, or not renewed. This notification shall state the grounds for such action and shall inform the applicant or operator of his right to appeal the action. Appeal hearings shall be heard by an administrative law judge.

You will receive notice from the Minnesota Department of Human Services if a negative action is recommended on your application or license. Along with the notification, you will receive information on how to appeal the County's recommendation. The time frame for your appeal is dependent on the negative action being recommended:

1. Denial of a license application ~ 20 calendar days to appeal.
2. Revocation of a license ~ 10 calendar days to appeal.
3. Suspension of a license ~ 10 calendar days to appeal.
4. Immediate suspension of a license ~ 5 calendar days to appeal.
5. Fine ~ 10 calendar days to appeal.

Your appeal must be in writing and be made within the specified time. Direct your appeal to the Commissioner of Human Services. An appeal hearing will be scheduled with an administrative law judge.

(OVER)

GRIEVANCE PROCEDURE

The established grievance procedure is intended for areas of disagreement between you, the 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, 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:

Jami Goodrum Schwartz, Director
Wright County Health & Human Services
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 ten (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 a social work supervisor(s). Other interested persons such as a foster care provider support person, a service provider, or the child's parent(s) may attend if the agency determines this appropriate. The presence of other interested person 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.

At the conclusion of this meeting, one of the following will occur:

1. 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.
2. If the grievance is not resolved to the foster care provider's satisfaction, the foster care provider is expected to end the grievance process.