

Mitigation and Due Process Checklist Failure to Manage CE Responsibilities

Document general information in OA and specific details (i.e., confidential info) in a separate secure file. Document after every step. Refer to the Mitigation and Due Process Worker's Guide for more details. Upload completed checklist to EDMS.

Consumer Name: _____ **Prime:** _____

Mitigation

- Conversation with consumer and/or CE Rep
- Referral to Employer Resource Connection
- Consumer-Employer Representative recommendation
- Explore In-Home Care Agency provider
- Discuss other service options (i.e., ALF, AFH, RCF, etc.)
- Referral to APS, if applicable

Due Process

- Staff with LO supervisor and CO policy analyst
- Decision to begin due process (with CO approval) – Date: _____
- Appoint a Consumer-Employer Representative
- Verbal warning – Date: _____
- Monitor consumer's response and success in managing responsibilities
- Written warning (letter template on department letterhead, supervisor signs)
- Send draft letter to CO for review before sending
- Deliver letter to consumer by registered mail – Date: _____
- Upload letter to EDMS secure
- Send copy of the letter to CO policy analyst
- Monitoring success in responding to warning – Start Date: _____

Final Step

- Staff case developments with CO policy analyst
- Offer consumer other service options, IHCA & CBC
- Send draft of 540 to CO policy analyst for review
- Send consumer 540 notice
- Upload 540 to EDMS
- Send 540 to CO policy analyst
- Close in-home service option (from HCW and/or IHCA) in OA.