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MINNESOTA
HUMAN
SERVICES

Minnesota Department of
Human Services

Fiscal Year 1990
Annual Report

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Pursuant to Mn Stat 256.01, sd 4(7)

MINNESOTA DEPARTMENT OF HUMAN SERVICES

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Annual Report	David Noah, <i>Editor</i> Danette Thiers, <i>Illustrator</i>



MINNESOTA HUMAN SERVICES

State of Minnesota
Department of Human Services
444 Lafayette Road
St. Paul, Minnesota 55155

Fiscal Year 1990 Annual Report

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The public welfare system in Minnesota dates back to 1862 when, in the absence of appropriate facilities in Minnesota, the legislature authorized contracts with other states to care for the "insane." Minnesota's first state hospital was opened at St. Peter in 1867.

The county system of providing relief for the poor, out of which developed the current county-based social service system, was installed in all but one county in 1868.

The Department of Human Services (DHS) as a central state agency began as the State Board of Correction and Charities, established in 1883 "to prevent irregularities in state institutions." It was succeeded in 1901 by the State Board of Control, and then in 1939 by the Minnesota Department of Social Security.

In 1953, the three divisions of the Department of Social Security were split into two functionally aligned agencies. "Employment and Security" became its own department, while "Social Welfare" and "Public Institutions" were paired in a new Minnesota Department of Public Welfare. Responsibility for correctional institutions was shifted to its own department in 1959, and the current mission of the Department of Human Services evolved from the remaining responsibilities.

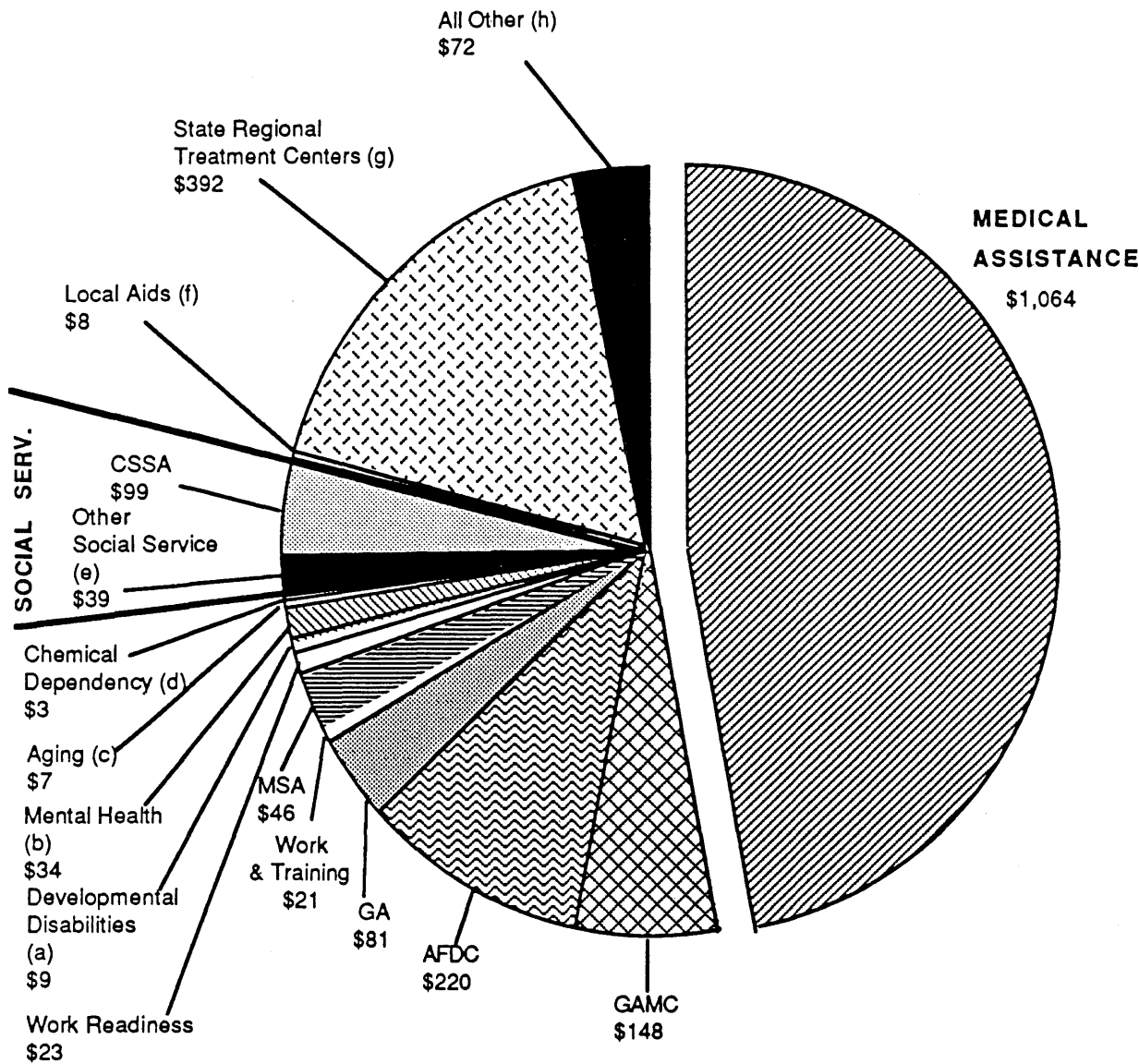
Today, the Minnesota Department of Human Services is the largest of Minnesota's state agencies. It employs 1,000 people in the St. Paul central office to plan, administer and coordinate the state's social services and public assistance programs, though most of the programs themselves are actually operated by each of Minnesota's 87 counties (with about 8,500 financial, social services and other workers). In addition, the department operates eight

regional treatment centers and two nursing facilities for treating and habilitating mentally retarded, mentally ill and chemically dependent persons. Including part-time workers, these facilities employ about 6,000 Minnesotans.

The department and the affiliated county social services agencies also administer the federally funded Food Stamps program, which serves 90,000 Minnesota families. Together, Food Stamps and the major assistance programs serve about 500,000 different Minnesotans each year, about 12 percent of the state's population.

As of the 1990-91 biennium, DHS administered the largest budget of any Minnesota agency, about \$4 billion. Almost three-quarters of that money is dedicated to the Medical Assistance program, which pays for care to the elderly, blind, and disabled, and the state's residential facilities, which care for the elderly and people with mental illness, developmental disabilities, and chemical dependency.

STATE EXPENDITURES
DEPARTMENT OF HUMAN SERVICES - 1988-1989 BIENNIUM
(In millions, rounded)



INCLUDES:

- a. Developmental Disabilities: Semi-Independent Living Services. Family subsidy.
- b. Mental Health: Chronic mental illness grants. Senior companion grants. RSVP grants.
- c. Aging: Foster grandparent grants. Nutrition grants. Senior companion grants. RSVP grants.
- d. Chemical Dependency: Native-American grants. Treatment/Prevention/Evaluation grants.
- e. Other Social Services: Sliding fee (day care), permanency planning grants, adoption assistance, subsidized adoption, children's services grants.
- f. Local Aides: Equalization aids, state administrative aid, Red Lake Indian aid.
- g. State Regional Treatment Centers: 2 State Nursing homes.
- h. All other: Misc. grants and administration

Human Services Index*

Amount in dollars of Minnesota's
1986-87 state budget: 10.5 Billion

* * *

Percent of the budget spent on aid
to school districts and post-secondary education: 44.7

* * *

Percent of the budget spent on property tax relief: 20.7

* * *

Percent of the budget spent on Medical Assistance: 11.3

* * *

Percent of the budget spent on income maintenance programs: 2.2

* * *

Percent of the welfare budget spent on
Medical Assistance for the elderly, blind, or disabled: 59

* * *

Percent of the welfare budget spent on income assistance
for needy children and their caretakers: 19

* * *

Average monthly payment in dollars per person
for Medical Assistance: 705.00

* * *

For AFDC: 146.44

* * *

Percent of the Medical Assistance
budget that went for nursing home care: 51

* * *

Percentage of AFDC recipients who were children: 64

* * *

Percent of AFDC recipients who stay on the program
two years or less: 59

*All data is from state fiscal year 1988 unless otherwise indicated

The department is charged by the legislature to develop and administer a human services program meeting the needs of Minnesota residents by providing medical care, emergency, and financial assistance to low income persons; social services to families, children and adults; and rehabilitative and residential services to people who are mentally ill, mentally retarded, chemically dependent and physically handicapped, as reflected in federal regulations and state law.

The department also licenses and monitors all out-of-home care and residential programs for children and handicapped adults, monitors child and vulnerable adult abuse in Minnesota, and funds services delivered by community mental health centers. The department supervises programs administered by county human services departments and directly administers the regional treatment centers and nursing homes.

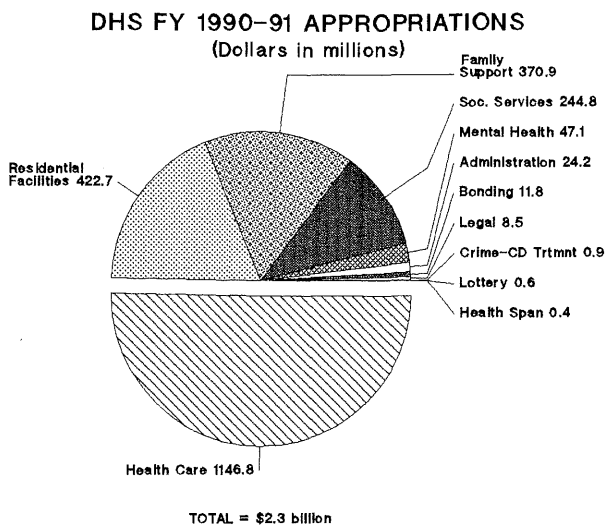
Requests for assistance or information should be directed to county human services department and the regional treatment centers and nursing homes.

Affirmative Action Office

The office develops and administers affirmative action plans and equal employment opportunity programs for the department's central office, the state-operated residential facilities, and county welfare and human services agencies, as well as for local and county public health and emergency service offices covered under the provisions of the merit system. The office coordinates recruitment and outreach to minority communities, women, and disabled persons; conducts training; handles employee discrimination complaints; and manages projects to increase representation of protected groups in health and human services careers.

Medical Director's Office

The medical director, a member of the commissioner's senior staff, proposes, reviews and monitors medical policies of



the department. The medical director supervises the medical directors at the state's regional treatment centers and nursing homes and is responsible for overseeing clinical treatment of the residents of those facilities. He or she also works with the department's assistant commissioner of mental health programs to monitor community treatment programs.

RTC Project

The RTC Project staff is responsible for implementing a new law that changes the role of the state's regional treatment centers. The new law calls for improving the physical plants at the psychiatric facilities in the RTCs, moving most of the people with developmental disabilities out of the RTCs and into private and new state-operated group homes in the community, and providing crisis and technical support services on the RTC campuses for private and state-operated group homes. The project staff will recommend strategies for financing, building, staffing and programming the new law.

Mental Health Division

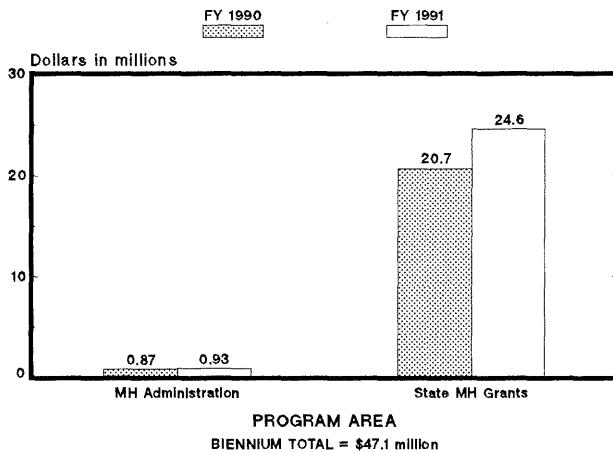
The Mental Health Division coordinates and monitors the county planning process required by the Comprehensive Adult and Children's Mental Health Acts to assure availability of an array of services for people with mental illness and emotional disturbance in community-based and residential treatment programs throughout the state.

Specifically, the division consults with county social service agencies and local providers to assure the quality and quantity of services required by statute. It also provides consultative services to communities and advocacy groups in determining local needs and planning community mental health programs.

Based on requirements of the Comprehensive Mental Health Acts, the division evaluates the needs of people with mental illness as these relate to state and federally funded services and adopts standards for community mental health services. The division maintains a data collection system to provide information on the prevalence of mental illness, the need for specific mental health services and other services needed by people with mental illness (such as supportive housing and employment), funding sources, and the extent to which state and local governments are meeting the needs for services.

For information about local mental health services for adults and children, contact county social services departments, community mental health centers, or the division.

DHS MENTAL HEALTH PROGRAMS
FY 1990-91 Operating Budget



Appeals and Contracts Division

Applicants or recipients of financial assistance or social services may appeal a delay in approving an application or a denial, reduction, suspension, or termination of assistance or services. The Appeals and Contracts Division conducts appeals hearing for these programs: Aid to Families with Dependent Children, Minnesota Supplemental Aid, Medical Assistance, General Assistance, General Assistance Medical Care, Food Stamps, and social services. To file an appeal or for more information, contact your local welfare or human services agency or the Appeals Office at (612) 296-5764.

The division also manages department contracts, ensuring that legal requirements are met and that enforceable, quality contracts are written, and serves as a contact for people who are requesting release of information protected under the state's Data Practices law.

Rules and Bulletins Division

This division provides rule making support to all department divisions to ensure that rules meet legal requirements and department goals. The division also does final editing of all department bulletins and manuals.

Groups working with clients may purchase the AFDC, Medical Assistance, Child Support Enforcement, Food Stamps, General Assistance and Minnesota Supplemental Aid manuals for \$20.00 each. The Minnesota Social Services Manual costs \$30.00. Copies of individual bulletins are also available. For more information call (612) 296-2854.

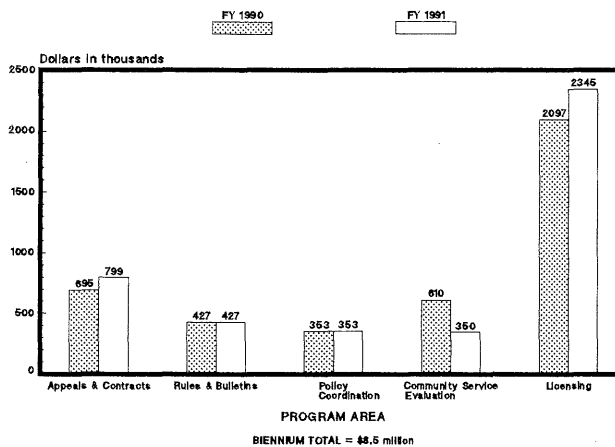
Licensing Division

This division licenses child care centers, family day care providers, adult and child foster care providers, private child-placement agencies, the state-operated regional treatment centers, and day and residential programs for children and adults with handicaps to ensure they meet law and rule requirements. The division's

licensing responsibility is carried out in cooperation with health and safety inspectors from other state agencies. The division sends information packets on licensing and lists of licensed programs to interested people.

The division also investigates reports of abuse and neglect and is responsible for implementing criminal background studies of job applicants for licensed programs. Inquiries and complaints about licensed programs should be directed to the division in writing or by calling (612) 296-3971.

DHS LEGAL AND INTERGOVERNMENTAL PROGRAMS
FY 1990-91 Operating Budget



Policy Coordination Division

This division monitors and evaluates county compliance with state and federal laws and rules governing the delivery of social services. It also monitors community programs that provide services to people with developmental disabilities who are discharged from the state-operated Regional Treatment Centers.

Besides these monitoring duties, division staff coordinates federal and state legislative activities, coordinates special inter-divisional activities, and are involved in efforts to improve state and county relations.

Financial Management Division

The Financial Management Division controls the financial transactions of the department. The division prepares the financial portions of biennial and annual operating budgets, pays department obligations, maintains financial records, prepares financial reports (internal and external), and provides financial technical assistance to county and institution accounting offices. In addition, the office prepares the employees' payroll, maintains an agency-wide cost accounting system, audits expenditure reports, audits county reports to determine state and federal reimbursement amounts, claims and draws all federal financial reimbursement, and is responsible for cash management in the department.

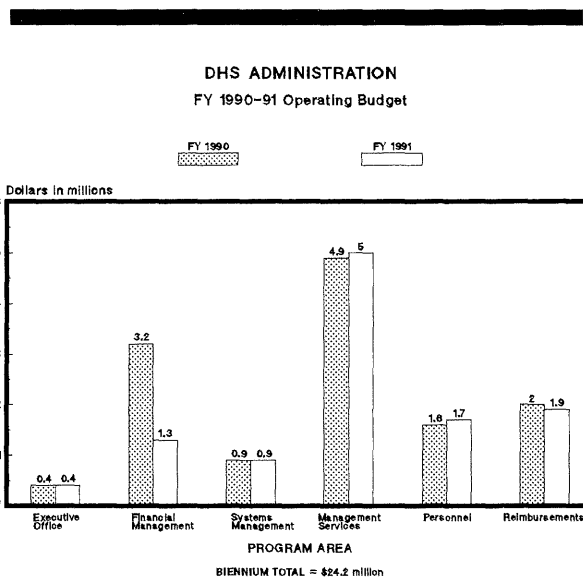
being developed for data exchange between DHS and federal agencies, other state agencies, and local units of government.

Management Services Division

This division provides various office management services to the central office. It also provides forms to welfare agencies and vendors and distributes public information brochures and publications for the department.

Personnel Office

The personnel office provides personnel and labor relations management services to all department employees and administers the merit system for county welfare, human services, social services, and local and county public health and emergency services agencies. The office provides advice and counsel to management about personnel practices, workers' compensation, and safety. It administers state union contracts and plans containing terms and conditions of employment for state employees not represented by unions. It administers state and federal rules, regulations, procedures and law pertaining to personnel management, equal employment opportunity, workers' compensation, and safety. It recruits qualified job applicants to fill positions in the department and in local and county agencies. For agencies covered by the merit system, it develops personnel policies, administers examinations, classifies positions, and administers a compensation plan.



Systems Management Division

This is a support division that develops computer system solutions to administrative and program business problems. The Systems Management Division maintains the large and complex health care payments system and a network of personal computers throughout the department. It is responsible for planning, networking, coordinating, and setting standards for current operating systems as well as those

The office provides for orientation and training of employees in the department and in local and county agencies under the merit system. The office certifies that counties that want to create their own merit system under Minnesota law have systems that comply with federal standards. It also monitors existing systems for continued compliance.

Reimbursement Division

This division collects payments for the cost of care and treatment provided to clients in state-operated regional treatment centers and nursing home facilities from individual payers, private insurance, and federal financial assistance programs. The division also maintains a comprehensive cost accounting system for the department and the regional treatment centers and administers the Consolidated Chemical Dependency Treatment Fund in cooperation with the state's 87 counties, 11 Indian Reservations, and 250 providers.



Budget Analysis Division

The Budget Analysis Division coordinates the work of other divisions to produce the department's recommended biennial budget. During the budget-making process, the division outlines the general budget directions set out by the department's senior staff, orients staff on the correct process to submit budget proposals, and helps other divisions prepare documentation supporting their budget requests. The division also performs special management- and budget-related projects that cut across organizational lines and helps coordinate miscellaneous legislative activities.

Community and Human Resource Development Division

This division assists other divisions to meet the training needs of department staff, regional treatment center employees, and county staff. While the division provides some direct training services, it primarily works with program people to identify training needs, identify and/or develop training materials to meet those needs, and arrange training sessions.

The division also serves as a resource for public and nonprofit agencies on issues of recruiting, training, and maintaining volunteers.

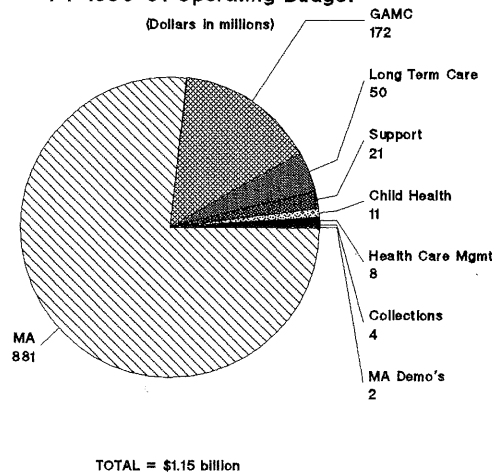
Health Care Management Division

This division develops and implements guidelines that determine who is eligible for Medical Assistance (MA) and General Assistance Medical Care and supervises county agencies in their administration of these guidelines. The division also administers Minnesota's Medicaid State Plan, which must be approved by the U.S. Department of Health and Human Services before the state can receive federal Medicaid money.

Division staff also processes applications for the Children's Health Plan, administers the Prenatal Care Initiative, regulates what non-institutional medical services are eligible under MA, reviews the appropriateness of certain health care procedures before approving MA reimbursement, and manages health care contracts with HMOs and other managed care plans that provide health services for eligible clients.

improper use of the MA and GAMC programs by those providing medical and health care and by people receiving these services. Second, it ensures that MA is the payer of last resort by identifying any third-party organization that is obligated to pay for a client's medical or health care services. Third, the division receives, processes, and pays \$11 million in MA and GAMC claims each year.

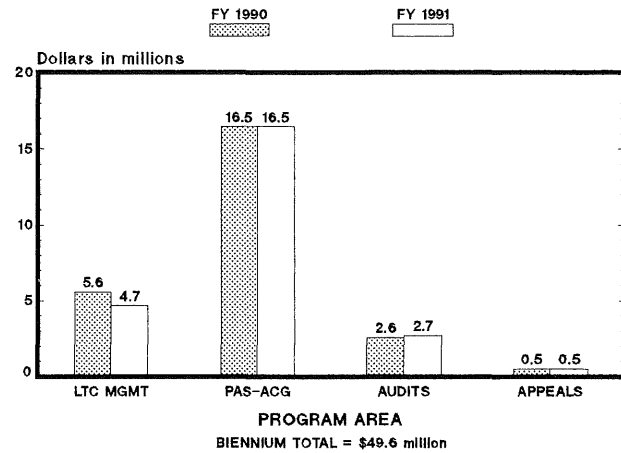
**DHS HEALTH CARE PROGRAMS
FY 1990-91 Operating Budget**



Health Care Support Division

The Health Care Support Division provides three primary functions in the department's administration of the Medical Assistance (MA) and General Assistance Medical Care (GAMC) programs. First, the division identifies and investigates

**DHS LONG TERM CARE
FY 1990-91 Operating Budget**



Long Term Care Management Division

The Long Term Care Management Division develops and coordinates policies, rules, procedures, and systems to reimburse nursing homes, developmental achievement centers, and intermediate care facilities for the care of people with developmental disabilities, as well as for the administration of home and community-based services (including Medicaid waivers for the elderly, physically disabled, and chronically ill children).

The division also develops and implements state and federal laws that affect long-term care facilities and services, particularly those that receive money from the Medicare and Medicaid programs. The division conducts federal utilization control activities with the state Department of Health

in order to continue state participation in the Medicare and Medicaid programs, and it issues provider agreements to nursing homes, boarding care homes, and intermediate care facilities for people with developmental disabilities.

Audits Division

This division audits the state's 445 nursing homes and 310 intermediate care facilities for people with mental retardation to assure that their payment rates are correct and that their reported costs meet state and federal requirements. By request, the division conducts financial and compliance audits of organizations that receive grants or contracts from the department.

Using state reimbursement rules, the Audit Division also established the rates long-term care facilities are paid by the Medical Assistance (MA) program and the rate inpatient hospitals are paid by MA and General Assistance Medical Care.

Provider Appeals Division

The Provider Appeals Division handles appeals from long-term care providers and hospitals regarding the payment rates established by the department. The division's resolution efforts are the final step in the reimbursement process begun by the Long Term Care Management and Audit Divisions.

Systems Administration and Coordination

This division coordinates and manages data processing systems for the department's health care programs. The division is currently overseeing final implementation of a new long-term care system and is managing the Medical Management Information System (MMIS) redesign.

Residential Program Management Division

This division provides program, policy, and budget support to help administer the state-operated regional treatment centers, nursing homes, and community residential

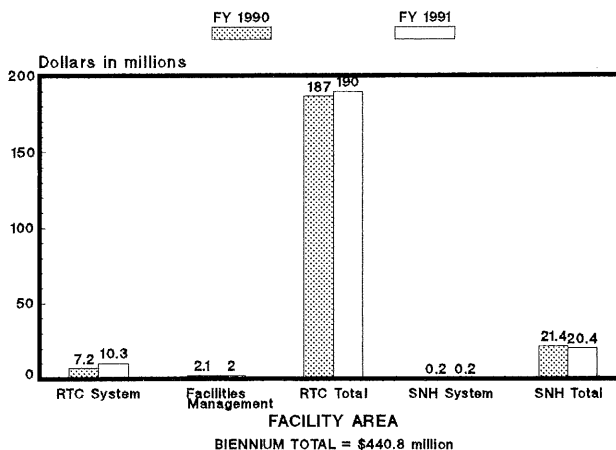
and day programs. These facilities provide care and treatment to people who are mentally ill, developmentally disabled, chemically dependent, and elderly. The division reviews and develops policies and procedures related to rehabilitation and habilitation programs, health services and medical records, utilization review, occupational safety and workers' compensation, operating and capital improvement budgets, staff allocations, procurement of supplies and equipment, building maintenance and renovation, licensure, and certification.

The division directly administers the Interstate Compact on Mental Health, which is concerned with the transfer of regional treatment center patients into, or out of, Minnesota. The division also coordinates the Special Review Board, which approves the transfer, provisional discharge, or discharge of patients committed as mentally ill and dangerous, psychopathic personalities, or sex offenders.

Regional Treatment Centers and Nursing Homes

The eight regional treatment centers and two state nursing homes provide treatment to people who are mentally ill, chemically dependent, elderly, or developmentally disabled.

STATE RESIDENTIAL FACILITIES
FY 1990-91 Operating Budget

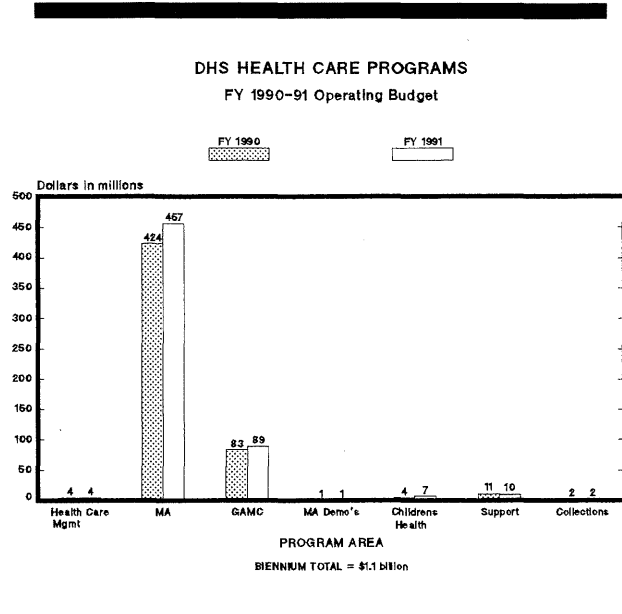


The Department of Human Services operates the largest health care insurance company in the state. The programs it operates - Medical Assistance (also known as Medicaid), General Assistance Medical Care, and the Children's Health Plan - provide medical care to people whose financial resources, according to established criteria, are insufficient to meet the cost of necessary medical care.

Medical Assistance

Medical Assistance (MA) is a federally required program through which enrolled public and private providers give medical care to people whose income and resources make them eligible and who meet categorical requirements such as age or disability. MA covers inpatient and outpatient hospital services, nursing homes, community residences for people with developmental disabilities, doctors' services, dental care, eyeglasses, therapy, hearing aids, prescription drugs, medical supplies, podiatry, psychological services, chiropractic care, medical transportation, home health care, and early, periodic screening/diagnosis and treatment. Some services are limited or require prior approval from the department.

Recipients of Aid to Families with Dependent Children and Minnesota Supplemental Aid are automatically eligible for MA. Others may qualify for MA if they are pregnant, under age 21, age 65 years and older, blind or disabled, or in a family with an absent, unemployed, or incapacitated parent. Some people are eligible for MA only after paying a portion of their medical bills.



General Assistance Medical Care

General Assistance Medical Care (GAMC) is for people who are not eligible for Medical Assistance or Medicare. GAMC services are limited to inpatient and outpatient hospital care, medical transportation, physician services, dental care, eyeglasses, and prescription drugs. Medical providers are reimbursed at a lower rate than in the MA program.

Children's Health Plan

The Children's Health Plan is a low-cost health insurance program that pays for doctor visits, routine dental care, eye glasses, immunizations, and prescriptions for qualifying children age one through eight. Children in families that meet certain income guidelines may purchase the insurance for \$25 per year for each child. For information call 297-3862 or 1-800-652-9747.



Assistance Payments Division

The Assistance Payments Division administers most of the state's public assistance programs: Aid to Families with Dependent Children, Food Stamps, General Assistance, Work Readiness, and Minnesota Supplemental Aid, and assist the Health Care Management Division administer Medical Assistance and General Assistance Medical Care. The division is responsible for developing administrative rules and other program policies, providing training and technical assistance to county agencies, monitoring county compliance with program requirements, reviewing sample cases to determine the rate of error in paying benefits, and developing corrective action plans to reduce error rates.

Refugee and Immigration

Assistance Division

This division aids refugees in their transition into American life and provides services that lead to economic independence. It coordinates and assists the efforts of county welfare/human services agencies and other public and private agencies. The division administers federal cash and Medical Assistance programs for refugees and contracts for social services related to employment, English language training, mental health services, and support services provided through mutual assistance associations.

Reports and Statistics Division

This section operates the Assistance Payments Division's reporting systems, collects and analyzes data, monitors and projects costs and case loads for state and federal budget purposes, prepares an estimate of the impact on the state budget for pending state legislation, and prepares statistical reports

MAXIS Division

This division is developing a system to automate statewide operations for administering and supervising the AFDC, Food Stamps, and GA programs. The division is currently assessing the requirements and expectations of the future users of the system, incorporating those expectations into the development of the system, and planning for implementation of MAXIS in counties throughout Minnesota. The division must also make sure the new system meets federal certification requirements, which is needed to receive the maximum amount of federal money to operate the system.

Child Support Enforcement Division

This division sets policies and standards for child-support enforcement activities carried out by units located within each of Minnesota's county welfare or human services departments. These activities include locating absent parents, establishing paternity, and establishing and enforcing orders for support. The purpose of child support enforcement is to ensure that those people having a duty and an ability to support their minor children do so. More specific and detailed information regarding child support enforcement is available at any county welfare, human services or family service agency.

Office for Civil Rights

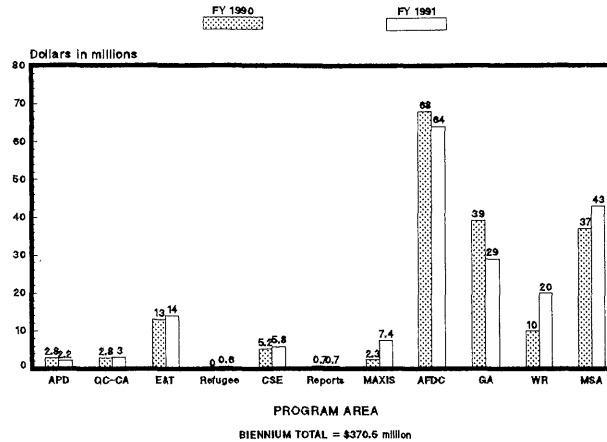
The Office for Civil Rights ensures state and county agency compliance with federal and state civil rights laws, regulations, and statutes. Clients and applicants of human services programs who think they have been discriminated against on the basis of race, color, sex, age, religion, national origin, handicap, marital status, political beliefs, or receipt of public assistance may file a complaint with the Office for Civil Rights.

The office conducts investigations of complaints, monitors program compliance, conducts civil rights training sessions, and is the liaison with the Office for Civil Rights at the U.S. Department of Health and Human Services and the U.S. Department of Agriculture, Food and Nutrition Service.

Operations Analysis Division

The Operations Analysis Division collects statistical information about the state's income assistance and health-care programs, analyzes long-term program trends, and uses this information to make policy decisions, especially in the area of welfare reform. The division has taken the lead in developing the Minnesota Family Investment Plan, the proposed next step in welfare reform.

DHS FAMILY SUPPORT PROGRAMS
FY 1990-91 Operating Budget



For each of the programs described below, application is made at the county welfare or human services agency which is responsible for distributing benefits to eligible clients. Vendor payments can also be made in emergencies, when clients request them, or if clients have a history of money mismanagement. General information regarding program requirements and application procedures can be obtained from any county welfare/human service agency.

Aid to Families with Dependent Children

This program provides monthly payments to families with children who are in financial need due to the incapacity, absence, death, or unemployment of each parent. Families receiving Aid to Families with Dependent Children (AFDC) are also eligible for medical care and social services. Family income and resources must not exceed certain limits. In most cases, employable persons must be available for work and participate in work and training programs. To qualify for assistance, program eligibility requirements must be met. Except for the special pregnant women grant, children must be present in the home and deprived of parental support. The total grants vary each biennium but are approximately 53 percent federal money.

Emergency Assistance

This program helps individuals and families who do not have the necessary funds to avert a crisis caused by a natural disaster, eviction from a shelter, fuel shut-off, or other conditions that place the individual or family in jeopardy. Funding is 50 percent federal.

Food Stamps

This program enables low-income households to buy more food of greater variety in order to improve their diets. Food stamps are available to working people, retired people, people drawing worker's compensation or unemployment insurance, people receiving public assistance, and others.



Food stamps are issued to eligible households whose monthly household income, minus deductible expenses, equals or is less than the allowable net income. The amount depends on the number of people in the household. Funding is 100 percent federal. The Food Stamps hot line (296-0190 in the Twin Cities or 1-800-652-9747 elsewhere in Minnesota) is available for help in resolving case problems.

General Assistance

This program provides monthly payments to indigent people who are not eligible for federal assistance programs such as AFDC. To receive General Assistance (GA), a person must meet one of the categorical eligibility requirements. These categories include severe barriers to employment due to physical, mental, or educational limitations. Income and resources must be insufficient to meet a person's needs as defined by state standards. People participating in the GA program may also qualify for GA medical care, Food Stamps, and social services such as counseling, employment and homemaking. These services are available through county welfare/human services agency.

Minnesota Supplemental Aid

This program provides monthly payments to people who are elderly, blind, or disabled and who have limited income and resources. It was established in 1974 as a companion program to the federal supplemental security income program and was intended to ensure that elderly, blind, and disabled Minnesotans were not harmed financially when SSI replaced existing programs. In order to be eligible, people must meet criteria of age or disability and must have income insufficient to meet their needs as defined by statewide standards.

Work Readiness

This program provides monthly benefits to people who do not meet a General Assistance category of eligibility. Work readiness serves people who are employable but who may need services to prepare them for finding and maintaining employment. These people are required to meet certain training and job search conditions. Income and resource limits are the same as GA, as is the amount of payment a person receives. Work readiness clients may also qualify for GA medical care, food stamps, and social services.

Community Social Services Division

This division works with counties to plan services funded by the state Community Social Services Act and federal Title XX funds. To receive this money, counties must develop and submit to this division a biennial plan outlining what social services will be provided in their individual counties. While counties are able to develop services to meet the needs of their particular residents, they must target services to these groups: families and children, people with developmental disabilities, people who are chemically dependent, and the elderly. The division approves these plans and collects statistical and financial reports from the counties to monitor adherence to the plans.

This division also works with counties to develop adult services, such as adult day care and adult foster care, serves as the state's reporting agency for investigations of violations of the state's Vulnerable Adults Act, and assists the Commissioner of Human Services to administer cases of people with developmental disabilities, for whom she serves as legal guardian.

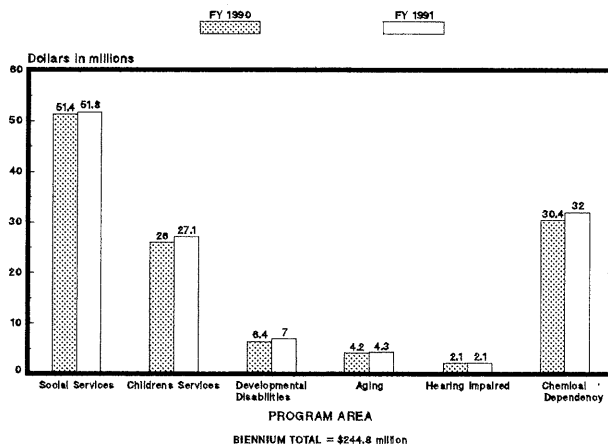
Information about social services in each county and their eligibility requirements may be obtained from county agencies.

Children's Services Division

The Children's Services Division develops, enacts, and enforces laws, rules, standards, and policies that protect children and vulnerable adults, including mentally handicapped people who are wards of the state, while at the same time assisting families to solve problems that may separate children from their families. It assures appropriate care and treatment of children who must leave their families temporarily or permanently, teaches independent living skills to children who have grown up in foster homes, and seeks to match children who are wards of the state with prospective families.

The division also administers the state Child Care Fund, which provides money for child care on a sliding fee basis to qualified families who need such a service to find or keep or to obtain the necessary training or education to find employment, and coordinates services for minor parents.

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Aging Division

The Minnesota Board on Aging is a designated state agency that administers the Older Americans Act, advises state departments about the status and needs of older Minnesotans, and acts as an advocate for the rights and dignity of older citizens. The board's staff serves as the department's Division on Aging.

The board has designated 14 area agencies on aging statewide to receive and administer funds. These agencies fund projects such as congregate dining, home delivered meals, transportation, chore services, and home health aides. The board also operates the Office of Ombudsman for older Minnesotans for long-term care as well as for acute care Medicare patients.

To receive services, contact county welfare or social services departments or an Area Agency on Aging. Grant applications and information on funding from the Older Americans Act can be obtained directly from Area Agencies on Aging.

Deaf Services Division

The Deaf Services Division helps Minnesotans who are deaf and hearing impaired live as independently as possible within their local communities. The division plans, develops, evaluates, and recommends policy and implementation strategies on all key human services initiatives that affect hearing impaired people. It develops and monitors contracts with organizations to provide specialized human services that benefit hearing impaired consumers.

The division also operates the eight Regional Services Centers for Hearing Impaired People (RSCs). The RSCs provide a single entry point for client services and referrals. RSCs also work directly with agencies to ensure accessibility for hearing impaired individuals. RSC staff provide technical assistance, training, referral, information, and outreach to agencies and individuals. The centers provide specialized equipment and library loans.

All division staff members have specialized communication skills in a variety of visual and tactile communications systems.

Developmental Disabilities Division

This division supervises county social services and human services agencies that administer programs for people with developmental disabilities under the Community Social Service Act and administers the federal home- and community-based services waiver under the Title XIX Medical Assistance program.

The division administers state policies, legislation, and program rules including the eligibility for services definition, county planning, case management, residential and habilitation service operation, and determination of need for public and private residential and habilitation services for people with developmental disabilities.

Regional treatment center, residential, day, and support services for people with developmental disabilities are funded by various combinations of federal, state, local, county, and parental resources. State and federal rules and regulations govern the licensing of community and regional treatment center services to assure minimum levels of care, treatment, training, and protection rights.

The division provides technical assistance to county agencies and service providers in interpreting state and federal regulations as well as contemporary practices in the field, and it plans and develops alternatives to residential and institutional care. The goal of the state is to provide services to people with developmental disabilities in the least restrictive and most normal setting needed to properly carry out individual service plans.

For information about the statewide program, contact the division at (612) 296-2160. For information about services to individuals and local community services, contact the county welfare or human services agency.

Chemical Dependency Program Division

This division is also known as the State Authority on Alcohol and Drug Abuse. It plans, monitors, evaluates, and funds (through grants and the Consolidated Chemical Dependency Treatment Fund) programs and services to prevent drug and alcohol abuse and to treat and rehabilitate drug and alcohol dependent people. The division coordinates the chemical dependency activities of other state agencies. With the help of a citizens advisory council, an American Indian Advisory Council, and an interdepartmental coordinating committee, the division helps to make the best and most cost effective use of federal, state, local, and private funds.

The division produces regular reports on trends in drug and alcohol abuse and the number of clients admitted to detoxification, treatment, and halfway house programs. The division also published the *Directory of Chemical Dependency Programs in Minnesota*, which is available through the Minnesota Documents Division, 117 University Avenue, St. Paul, MN 55155; (612) 297-3000.

Equipment Distribution Program

The Equipment Distribution Program provides special communication devices at no cost to income-eligible people who are deaf, hard of hearing, speech impaired, or deaf and blind. The program provides equipment such as telecommunication devices for the deaf with several types of displays including Braille, telephone ring signalers, and telephone amplifiers. Program applications are available at the Regional Services Centers for Hearing Impaired Persons or by calling (612) 297-1507.

