CARERULEBOOK MINNESOTA MANUAL

# Intake questionnaire

This questionnaire lists every question the CareRulebook Minnesota manual builder asks: 19 decisions and 30 details, 49 questions in all, including the ones the builder only asks after certain answers. Use it to collect everything from the agency before you open the builder. You do not need to buy the manual first.

## How to use it

1. Settle the decisions in Part 1 with the agency's owner or governing body first. They change what the manual says, not just the names in it.
2. Collect the details in Part 2. Questions marked "Only asked if" depend on an earlier answer; skip them when that answer does not apply.
3. Type the answers into the builder at https://www.carerulebook.com/us/minnesota/home-care/manual. The builder asks the questions in the same order, step by step: each step asks its decisions first, then its details. The question numbers (Q1, Q2 and so on) are this questionnaire's own, to help you keep track.
4. Part 3 shows a completed example for a fictional agency and what those answers do to the manual.

## Good to know

- Every question carries the same help text as the builder, including the rule references the builder gives.
- You can pay before every answer is in. Only the agency's name is needed, and the builder checks a few things first: Type phone numbers in full, with the area code. Type day counts as whole numbers. Any other required answer left blank prints as a gap in square brackets (for example [Principal business office address]) for you to fill in later, and the order page lists them. A question that says what prints if left blank is never a gap.
- After buying, you can change your answers and download again for 12 months, so a new manager or phone number does not mean buying again. One purchase covers one agency, so its name, address can only take small corrections, such as a typo.
- Whatever the manual says, the agency is expected to do. Choose what the agency will really do, not what sounds best.
- This questionnaire and the manual are not legal advice.

## Names to have ready

The manual names these people, so agree who they are before you start:

- Designated agent

- Managerial official in charge of day-to-day operations
- Registered nurse or licensed health professional who does client reviews

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PART 1

# Part 1. Decisions to settle first

These 19 questions change what the manual says. Each one shows the options the builder offers (the builder's default is marked), when it is asked, and which policies it changes. Tick one option for each. The question numbers follow the builder, so they skip where a step asks its details (Part 2) between its decisions and the next step's.

## Builder step: Your agency

### Q1. Are you applying, or already licensed?

Already hold a temporary basic license, or a basic license? Choose Already licensed. Policy 1.1 then ends with a What to check now list: the 2026 changes to the home care, vulnerable adult and background study statutes, and the areas MDH cites most often at basic surveys, each with the policy that answers it.

☐ Applying for a temporary basic license (builder default)
☐ Already licensed

**What it changes:**

- Changes the wording of 6 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 1.3 Temporary license, notice of first client, surveys, correction orders, renewal, changes and change of ownership
  - Policy 1.4 Scope of a basic license and the statement of home care services
  - Policy 1.8 Closing the agency, license actions and transferring clients
  - Policy 3.1 Service plans and contingency plans

### Q2. Will you have branch offices?

Each branch office is listed on the application and displays a copy of the license (Minn. Stat. 144A.472, subd. 1(4); 144A.479, subd. 1).

☐ No (builder default)
☐ Yes

**What it changes:**

- Changes the wording of 4 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 1.3 Temporary license, notice of first client, surveys, correction orders, renewal, changes and change of ownership
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention
- Decides whether the builder asks Q8.

### Q3. Where is your office?

No statute says where a home care office must be. MDH's application offers "Private Home/Residence" as an office location, which we read as allowing a home office. Either way, client records must be protected against loss, tampering and unauthorized disclosure (Minn. Stat. 144A.4794, subd. 1(b)).

☐ In a commercial building (builder default)
☐ In a home

**What it changes:**

- Changes the wording of 2 policies:
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention

## Builder step: Services and clients

### Q19. Will caregivers also help with laundry, housekeeping, meals or shopping?

A basic licensee may give household help only if it also provides at least one assistive task to that client, such as help with bathing or dressing, standby assistance, reminders or modified diets (Minn. Stat. 144A.471, subd. 6(6)). Household help alone is home management, which is registered, not licensed (144A.482).

☐ Yes, along with personal care or other assistive tasks (builder default)
☐ No

**What it changes:**

- Changes the wording of 7 policies:
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 1.4 Scope of a basic license and the statement of home care services

- Policy 1.7 Client money and property, gifts, and no powers of attorney or representative roles
- Policy 2.10 Initial evaluation and accepting clients
- Policy 2.11 Client review and monitoring: at home within 30 days, then at least every 90 days
- Policy 3.1 Service plans and contingency plans
- Policy 3.4 Client records: contents, security, disclosure, transfer and retention

### Q20. Will caregivers give reminders?

A basic licensee may give verbal or visual reminders, including bringing the client medication that was already set up or is in its original containers (Minn. Stat. 144A.471, subd. 6(3)-(4)). Caregivers never set up or give medication: medication setup is done by a nurse, pharmacy or prescriber (144A.43, subd. 13), and medication management needs a comprehensive license.

☐ Medication reminders, and treatment and exercise reminders (builder default)
☐ Medication reminders only
☐ Treatment and exercise reminders only
☐ No reminders

**What it changes:**

- Policy 2.15 Medication, treatment and exercise reminders applies only when Q20 is not "No reminders". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 10 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 1.4 Scope of a basic license and the statement of home care services
  - Policy 2.2 Individual abuse prevention plans
  - Policy 2.4 Orientation to home care and to each client
  - Policy 2.10 Initial evaluation and accepting clients
  - Policy 2.11 Client review and monitoring: at home within 30 days, then at least every 90 days
  - Policy 2.12 Changes in a client’s condition, incidents and referrals
  - Policy 3.1 Service plans and contingency plans
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention

### Q21. Will caregivers prepare modified diets ordered by a licensed health professional?

A basic license covers preparing modified diets ordered by a licensed health professional (Minn. Stat. 144A.471, subd. 6(5)). Every caregiver is trained on modified diets either way (144A.4795, subd. 7(b)(10)).

☐ No (builder default)
☐ Yes

**What it changes:**

- Changes the wording of 5 policies:
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 1.4 Scope of a basic license and the statement of home care services
  - Policy 2.10 Initial evaluation and accepting clients
  - Policy 3.1 Service plans and contingency plans
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention

### Q22. Will you serve clients under 18?

Reports about a client under 18 go to the county or tribal child protection agency or police, not to MAARC (Minn. Stat. 260E.06). Serving children adds those routes and the children's version of the abuse prevention plan.

☐ No (builder default)
☐ Yes

**What it changes:**

- Changes the wording of 8 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 2.1 Reporting maltreatment of vulnerable adults and minors
  - Policy 2.2 Individual abuse prevention plans
  - Policy 2.4 Orientation to home care and to each client
  - Policy 2.6 Annual training
  - Policy 2.10 Initial evaluation and accepting clients
  - Policy 2.13 Home care bill of rights: notice, orientation and implementation
  - Policy 3.2 Ending services: notice and coordinated transfer
- Decides whether the builder asks Q28.

### Q23. Will staff help clients with budgeting, paying bills or shopping with the client's money?

Allowed, but nothing more: the provider gives a receipt for every transaction or documents it, and keeps records (Minn. Stat. 144A.479, subd. 5(a)). Staff never accept powers of attorney or borrow client money or property, whatever you choose.

☐ No (builder default)
☐ Yes

**What it changes:**

- Changes the wording of 5 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 1.7 Client money and property, gifts, and no powers of attorney or representative roles
  - Policy 2.11 Client review and monitoring: at home within 30 days, then at least every 90 days
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention
  - Policy 4.1 Supervision of staff and the person available to staff

### Q24. Will any services be provided through a contract (another licensed provider, individual contractors or a temporary staffing agency)?

At least one service must be provided directly by your own employees (Minn. Stat. 144A.471, subd. 2). Individual contractors and staffing agency workers must meet the same staff requirements as employees (144A.4795, subds. 5-6).

☐ No, our own employees only (builder default)
☐ Yes

**What it changes:**

- Policy 4.3 Contracted services, individual contractors and temporary staffing agency workers applies only when Q24 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 7 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
  - Policy 2.3 Background studies
  - Policy 2.4 Orientation to home care and to each client
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention
  - Policy 4.1 Supervision of staff and the person available to staff

    - Policy 4.2 Employee records and retention

## Builder step: Staff, supervision and client reviews

### Q29. Who will review each client at home within 30 days, and then at least every 90 days?

MDH says no nursing assessment is required under a basic license. One sentence of the statute (144A.4791, subd. 6) mentions a licensed health professional or registered nurse for the review, so the manual flags the point and suggests asking MDH.

☐ Our supervisor (no nurse) (builder default)
☐ A registered nurse or other licensed health professional

**What it changes:**

- Changes the wording of 10 policies:
    - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
    - Policy 1.2 Agency overview: services, office, agent, managerial official, organization and job descriptions
    - Policy 1.4 Scope of a basic license and the statement of home care services
    - Policy 2.2 Individual abuse prevention plans
    - Policy 2.3 Background studies
    - Policy 2.4 Orientation to home care and to each client
    - Policy 2.10 Initial evaluation and accepting clients
    - Policy 2.11 Client review and monitoring: at home within 30 days, then at least every 90 days
    - Policy 3.1 Service plans and contingency plans
    - Policy 4.2 Employee records and retention
- Decides whether the builder asks Q37.
- Changes what the manual's cover page lists.

### Q30. How will you do the reviews after the first one?

The first review is always at the client's residence (Minn. Stat. 144A.4791, subd. 7(a)). Later reviews may be at the residence or through telecommunication methods based on practice standards that meet the client's needs (subd. 7(b)).

☐ At the client's home (builder default)
☐ At the client's home, or by phone or video when that meets the client's needs

**What it changes:**

- Changes the wording of 2 policies:

- Policy 2.11 Client review and monitoring: at home within 30 days, then at least every 90 days
- Policy 3.1 Service plans and contingency plans

### Q31. How will new caregivers show competency before working alone?

Unlicensed staff providing basic services either complete a training and competency evaluation on the 15 required topics, or pass a written or oral test on those topics and a practical skills test on personal hygiene and grooming, standby assistance and reminders (Minn. Stat. 144A.4795, subd. 3(a)).

☐ Either route, chosen for each new caregiver (builder default)
☐ Our training program with a competency evaluation
☐ A written or oral test plus a practical skills test

**What it changes:**

- Changes the wording of Policy 2.5 Training and competency evaluation of unlicensed personnel.

### Q32. How often will a supervisor watch each caregiver at work in a client's home?

The statute requires periodic supervision where services are given, including direct observation, at a frequency based on each caregiver's competency and performance (Minn. Stat. 144A.4797, subd. 2). It sets no number: the schedule you choose becomes your policy, and supervisors visit more often when a caregiver needs it.

☐ Within the first 30 days of working alone, then at least every six months (builder default)
☐ Within the first 30 days of working alone, then at least every three months
☐ Within the first 30 days of working alone, then at least once a year

**What it changes:**

- Changes the wording of 2 policies:
  - Policy 3.1 Service plans and contingency plans
  - Policy 4.1 Supervision of staff and the person available to staff

### Q33. Will new staff ever work with clients before DHS issues their background study result?

Until DHS issues one of the notices the law lists, the person may not provide direct contact services unless they are under continuous direct supervision (Minn. Stat. 245C.13, subd. 2). In home care that means a supervisor present for the whole visit, so most agencies wait.

☐ No, never (builder default)
☐ Yes, under continuous direct supervision

**What it changes:**

- Changes the wording of 4 policies:

- Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
- Policy 2.3 Background studies
- Policy 4.1 Supervision of staff and the person available to staff
- Policy 4.2 Employee records and retention

### Q34. Will your training include hearing loss?

Optional. Orientation and annual training may include training on serving clients with hearing loss, which must be high quality and research-based and cover at least one of the topics the statute lists (Minn. Stat. 144A.4796, subds. 2(b), 6(b)).

☐ No (builder default)
☐ Yes

**What it changes:**

- Changes the wording of 2 policies:
  - Policy 2.4 Orientation to home care and to each client
  - Policy 2.6 Annual training

## Builder step: How you'll operate

### Q40. Which TB test will you use for new staff?

MDH says baseline TB screening at hire includes a symptom check, a TB history and either a two-step tuberculin skin test or a single TB blood test, and that a test dated within 90 days of hire is acceptable. Employers pay for required TB screening.

☐ Either a TB blood test or a two-step skin test (builder default)
☐ A TB blood test (IGRA)
☐ A two-step tuberculin skin test

**What it changes:**

- Changes the wording of Policy 2.16 Tuberculosis infection control program and staff screening.

### Q41. Will you serve clients who live in a housing setting exempt from assisted living licensure, such as HUD senior housing?

MDH's TB FAQ says home care providers do not complete a facility TB risk assessment, except in a setting exempt from assisted living licensure (such as HUD settings), where one is required annually. MDH's TB program page expects a yearly assessment from every MDH-licensed setting, and survey form 5051 checks for a current written one, so the manual completes MDH's worksheet every year either way. Your answer changes how Policy 2.16 explains the requirement.

☐ No, only clients in their own private homes (builder default)
☐ Yes

**What it changes:**

- Changes the wording of Policy 2.16 Tuberculosis infection control program and staff screening.

### Q42. How will you keep client and staff records?

Client records, written or electronic, must be protected against loss, tampering or unauthorized disclosure, and kept so they can be accessed, printed or sent in good time (Minn. Stat. 144A.4794, subds. 1(b), 2).

☐ Partly on paper and partly electronically (builder default)
☐ On paper
☐ Electronically

**What it changes:**

- Changes the wording of 3 policies:
  - Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk
  - Policy 3.4 Client records: contents, security, disclosure, transfer and retention
  - Policy 4.2 Employee records and retention

### Q43. Include recommended practices?

Some policies end with steps that go beyond Minnesota's statutes, such as an incident log or a notice period before closing. Once adopted they are your policies and MDH surveyors check that you follow your own policies, so leave them out if you won't.

☐ Yes, include them (builder default)
☐ No, only what the statutes require

**What it changes:**

- Keeps or removes the "Recommended practice" section at the end of 31 policies. Once adopted, recommended practices are the agency's own commitments, so only keep them if the agency will follow them.
- Changes the wording of Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk.

## Also decide: commitments you write in Part 2

These details are commitments too: the manual prints them as what the agency will do, and the regulator can check that it does. Agree them at the same time.

- Q25. How clients pay for services (pre-filled: Private pay)

- Q35. Who staff call for advice about a client or a task (job title) (pre-filled: on-call supervisor)
- Q36. Job title of the staff who supervise caregivers and review clients (pre-filled: Client Services Supervisor)
- Q45. Months of the quality management review (pre-filled: January, April, July and October)
- Q46. Days to finish investigating a complaint and tell the client the outcome (pre-filled: 10)

PART 2

# Part 2. Agency details

These 30 answers fill in the names, contacts, dates and numbers the manual prints. Write each answer exactly as it should appear.

## Builder step: Your agency

### Q4. Agency legal name

*Required.*

Exactly as on your MDH license application, which asks for the applicant's name and addresses (Minn. Stat. 144A.472, subd. 1(1)). Tell MDH in writing within ten working days if it changes (subd. 6).

Example: Sample Home Care, LLC
Prints in: the cover page and 31 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

### Q5. Doing business as (DBA) name, if different

*Optional.*

MDH's application and change of information form ask for the name you operate and advertise under. Advertising must not be false, fraudulent or misleading (Minn. Stat. 144A.479, subd. 2).

Example: Sample Home Care
Prints in: policy 1.2

Answer: _____

### Q6. Principal business office address

*Required.*

The original current license is displayed in the principal business office (Minn. Stat. 144A.479, subd. 1). No statute says where the office must be; MDH's application offers "Commercial Business Building" or "Private Home/Residence", which we read as allowing a home office.

Example: 100 Main Street, Suite 200, St. Paul, MN 55101
Prints in: the cover page and 8 policies (including 1.1, 1.2, 1.3 and 1.6)

Answer: _____

### Q7. Mailing address, if different

*Optional.*

The application asks for the physical and mailing addresses of the principal administrative office (Minn. Stat. 144A.472, subd. 1(3)).

Example: PO Box 100, St. Paul, MN 55101
Prints in: policy 1.2

Answer: _____

### Q8. Branch office addresses and phone numbers

*Only asked, and then required, if Q2 is "Yes".*

The application lists each branch office (Minn. Stat. 144A.472, subd. 1(4)), and a copy of the license is displayed in each one (144A.479, subd. 1).

Example: 25 Elm Street, Duluth, MN 55802, (218) 555-0100
Prints in: policies 1.2 and 1.3

Answer: _____

### Q9. Office phone

*Required.*

Format: a full phone number, with area code
Example: (651) 555-0100
Prints in: 14 policies (including 1.1, 1.2, 1.4 and 1.6)

Answer: _____

### Q10. Phone number clients and staff use outside office hours

*Required.*

Each service plan's contingency plan gives the client a way to contact the agency (Minn. Stat. 144A.4791, subd. 9(f)(5)(ii)), and someone must be available to staff for consultation whenever they are providing services (144A.4797, subd. 1).

Format: a full phone number, with area code
Example: (651) 555-0199
Prints in: the cover page and 11 policies (including 1.1, 1.2, 1.6 and 2.1)

Answer: _____

### Q11. Agency email address

*Required.*

MDH may email correction orders to the provider's last known email address (Minn. Stat. 144A.474, subd. 8(b)). Use an address someone checks every working day.

Example: office@samplehomecare.com
Prints in: policies 1.2, 2.9, 2.13, 3.1 and 3.4

Answer: _____

### Q12. Agency website

*Optional.*

Surveyors take a copy of your website and advertising information at the start of the survey (MDH entrance conference, form 5065b). Leave blank if you have none.

Example: www.samplehomecare.com
Prints in: policy 1.2

Answer: _____

### Q13. Office hours

*Required.*

Format: days and times
Example: Monday to Friday, 8:00 a.m. to 5:00 p.m.
Prints in: policies 1.1, 1.2, 2.7, 2.9, 3.1 and 4.1

Answer: _____

### Q14. Hours your staff provide services to clients

*Required.*

The person available to staff must be reachable at the times staff are providing services (Minn. Stat. 144A.4797, subd. 1(c)), so the manual uses these hours for on-call cover.

Format: days and times
Example: Every day, 7:00 a.m. to 10:00 p.m.
Prints in: policies 1.2, 2.10 and 4.1

Answer: _____

### Q15. Counties you serve

*Required.*

As listed on your application.

Example: Ramsey, Hennepin and Washington counties
Prints in: the cover page and policies 1.2, 2.10 and 2.13

Answer: _____

### Q16. MDH Health Facility ID (HFID)

*Optional.*

Leave blank if you are still applying: the manual prints [HFID] wherever the number goes, for you to fill in once MDH issues your temporary license.

Example: 12345
Prints in: policies 1.1, 1.2, 1.3, 1.4, 3.4 and 4.2

Answer: _____

### Q17. Designated agent

*Required.*

The person on whom MDH serves all notices and orders (Minn. Stat. 144A.43, subd. 1a). The application names one or more owners, managerial officials or employees as agents (144A.472, subd. 1(12)).

Example: Jordan Lee
Prints in: the cover page and policies 1.1, 1.2, 1.3 and 1.8

Answer: _____

### Q18. Managerial official in charge of day-to-day operations

*Required.*

The application identifies this person and includes their attestation that they have reviewed and understand the home care provider regulations (Minn. Stat. 144A.472, subd. 1(11)). On MDH's form they also initial each of the ten required policies.

Example: Jordan Lee
Prints in: the cover page and 19 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

## Builder step: Services and clients

### Q25. How clients pay for services

*Pre-filled if left blank.*

This manual covers the MDH license only. Medical Assistance personal care assistance providers are exempt from the license, and our reading is that work purchased only under CFSS is outside it too (MDH has not confirmed). DHS enrollment and program rules for CFSS, waivers and Alternative Care are not covered. Printed in the statement of charges you give clients before services start (Minn. Stat. 144A.44, subd. 1(a)(7)).

Example: Private pay and long-term care insurance
If left blank, prints as: Private pay
Prints in: policies 1.2, 2.10, 2.13 and 3.1

Answer: _____

### Q26. Your charges

*Required.*

Write it the way a client would read it. These are your prices, not a state fee. Clients have the right to be told before services start what the provider charges (Minn. Stat. 144A.44, subd. 1(a)(7)), and each service plan lists the fees for services (144A.4791, subd. 9(f)(1)).

Example: $34.00 per hour, with a 2-hour minimum visit
Prints in: policies 2.10 and 3.1

Answer: _____

### Q27. Billing method, payment options and due dates

*Required.*

Clients have the right to reasonable advance notice of changes in services or charges (Minn. Stat. 144A.44, subd. 1(a)(15)), and the provider tells clients about changes to its fees (144A.4791, subd. 9(b)).

Example: Invoiced every two weeks; due within 14 days by card or bank transfer
Prints in: policies 2.10, 3.1 and 3.2

Answer: _____

### Q28. County or tribal child protection numbers for the counties you serve

*Only asked, and then required, if Q22 is "Yes".*

Look up each county in the Directory of County and Tribal Child Protection Agencies (Minnesota Department of Children, Youth, and Families). MAARC does not take reports about anyone under 18. Suspected maltreatment of a child is reported immediately to the local welfare agency, agency responsible for assessing or investigating the report, police department, county sheriff, tribal social services agency, or tribal police department (Minn. Stat. 260E.06, subd. 1).

Example: Ramsey County Child Protection: (651) 555-0123
Prints in: policy 2.1

Answer: _____

## Builder step: Staff, supervision and client reviews

### Q35. Who staff call for advice about a client or a task (job title)

*Pre-filled if left blank.*

A job title is enough. A basic licensee does not need a nurse for this. A basic licensee must have a person available to staff for consultation on items relating to the provision of services or about the client, in person, by telephone or by other means, whenever staff are providing services (Minn. Stat. 144A.4797, subd. 1(a), (c)).

Example: on-call supervisor
If left blank, prints as: on-call supervisor
Prints in: the cover page and 13 policies (including 1.2, 1.6, 2.1 and 2.3)

Answer: _____

### Q36. Job title of the staff who supervise caregivers and review clients

*Pre-filled if left blank.*

Supervisors of unlicensed personnel must have the authority, skills and ability to supervise, implement changes as needed and train staff (Minn. Stat. 144A.4797, subd. 2(a)). The manual also gives this role the client reviews unless you choose a nurse below.

Example: Client Services Supervisor
If left blank, prints as: Client Services Supervisor
Prints in: 26 policies (including 1.1, 1.2, 1.4 and 1.5)

Answer: _____

### Q37. Registered nurse or licensed health professional who does client reviews

*Only asked, and then required, if Q29 is "A registered nurse or other licensed health professional".*

Only if you chose a nurse or licensed health professional for client reviews. A basic license does not let staff perform delegated nursing tasks (Minn. Stat. 144A.4795, subd. 3(a)), so the nurse reviews needs and preferences and plans basic services only.

Example: Avery Quinn, RN
Prints in: the cover page and 10 policies (including 1.1, 1.2, 1.4 and 2.2)

Answer: _____

### Q38. Who trains caregivers and evaluates their competency

*Required.*

Name each trainer and their home care experience in a few words. A nurse is not required. Training and competency evaluations of unlicensed personnel providing basic home care services must be conducted by individuals with work experience and training in providing home care services (Minn. Stat. 144A.4795, subd. 7(a)(1)).

Example: Jordan Lee (six years as a home care supervisor)
Prints in: policies 1.2, 2.4, 2.5, 2.6 and 2.7

Answer: _____

### Q39. Name or title of the person clients contact with complaints

*Required.*

The bill of rights notice and the written complaint notice name the person at the provider to whom problems or complaints may be directed (Minn. Stat. 144A.4791, subd. 1(b), 11(c)(2)).

Example: Agency Director
Prints in: policies 1.2, 2.9, 2.13, 3.1 and 3.4

Answer: _____

## Builder step: How you'll operate

### Q44. Person responsible for the TB infection control program

*Required.*

Every home care provider keeps a TB infection control program and plan to current CDC guidelines (Minn. Stat. 144A.4798, subd. 1). MDH's TB survey form checks that the provider has designated a qualified person or team with primary responsibility for the program.

Example: Jordan Lee, Agency Director
Prints in: policies 1.2 and 2.16

Answer: _____

### Q45. Months of the quality management review

*Pre-filled if left blank.*

The statute says "periodically" and sets no interval. The months you choose become your policy. Quality management means periodically reviewing client services, complaints and other issues and deciding whether services, staffing or procedures need to change; documentation is kept for two years (Minn. Stat. 144A.479, subd. 3).

Example: January, April, July and October
If left blank, prints as: January, April, July and October
Prints in: policy 1.5

Answer: _____

### Q46. Days to finish investigating a complaint and tell the client the outcome

*Pre-filled if left blank.*

No Minnesota statute sets this number. It is your choice and becomes your policy. The provider must have a written policy and system for receiving, investigating, reporting and attempting to resolve complaints, and keep each complaint record for at least two years (Minn. Stat. 144A.4791, subd. 11(a)-(b)).

Format: a whole number of up to three digits
Example: 10
If left blank, prints as: 10
Prints in: policy 2.9

Answer: _____

### Q47. Who keeps client and employee records if the agency closes

*Required.*

A job title or role is enough. Client records are kept at least five years after discharge, with arrangements for secure storage and retrieval if the provider ceases business (Minn. Stat. 144A.4794, subd. 5); employee records are kept three years, including after the provider ceases operation (144A.479, subd. 7).

Example: The owner, at the agency's mailing address
Prints in: policies 1.8, 3.4 and 4.2

Answer: _____

### Q48. Date the agency adopts the manual

*Required.*

The application verifies that the required policies are in place so that, if a license is issued, the applicant will implement them and keep them current (Minn. Stat. 144A.472, subd. 1(14)).

Format: a date
Example: November 1, 2026
Prints in: the cover page and policy 1.1

Answer: _____

### Q49. Next review date

*Required.*

Our suggestion: review the manual every year before you renew, and whenever the home care statutes change. Each yearly renewal verifies that all required policies are current (Minn. Stat. 144A.472, subd. 3(a)(6)).

Format: a date
Example: November 1, 2027
Prints in: the cover page and policy 1.1

Answer: _____

PART 3

# Part 3. Sample completed questionnaire

This is the questionnaire filled in for Sample Home Care, LLC, a fictional agency, with the builder's example answers and default choices. It is an illustration of the format, not a recommendation: every agency's answers will differ.

## Builder step: Your agency

| | Question | Sample answer |
|---|---|---|
| Q1 | Are you applying, or already licensed? | Applying for a temporary basic license |
| Q2 | Will you have branch offices? | No |
| Q3 | Where is your office? | In a commercial building |
| Q4 | Agency legal name | Sample Home Care, LLC |
| Q5 | Doing business as (DBA) name, if different | Sample Home Care |
| Q6 | Principal business office address | 100 Main Street, Suite 200, St. Paul, MN 55101 |
| Q7 | Mailing address, if different | PO Box 100, St. Paul, MN 55101 |
| Q8 | Branch office addresses and phone numbers | Not asked with these answers |
| Q9 | Office phone | (651) 555-0100 |
| Q10 | Phone number clients and staff use outside office hours | (651) 555-0199 |
| Q11 | Agency email address | office@samplehomecare.com |
| Q12 | Agency website | www.samplehomecare.com |
| Q13 | Office hours | Monday to Friday, 8:00 a.m. to 5:00 p.m. |
| Q14 | Hours your staff provide services to clients | Every day, 7:00 a.m. to 10:00 p.m. |
| Q15 | Counties you serve | Ramsey, Hennepin and Washington counties |
| Q16 | MDH Health Facility ID (HFID) | 12345 |
| Q17 | Designated agent | Jordan Lee |
| Q18 | Managerial official in charge of day-to-day operations | Jordan Lee |

## Builder step: Services and clients

| | Question | Sample answer |
|---|---|---|
| Q19 | Will caregivers also help with laundry, housekeeping, meals or shopping? | Yes, along with personal care or other assistive tasks |
| Q20 | Will caregivers give reminders? | Medication reminders, and treatment and exercise reminders |
| Q21 | Will caregivers prepare modified diets ordered by a licensed health professional? | No |
| Q22 | Will you serve clients under 18? | No |
| Q23 | Will staff help clients with budgeting, paying bills or shopping with the client's money? | No |
| Q24 | Will any services be provided through a contract (another licensed provider, individual contractors or a temporary staffing agency)? | No, our own employees only |
| Q25 | How clients pay for services | Private pay and long-term care insurance |
| Q26 | Your charges | $34.00 per hour, with a 2-hour minimum visit |
| Q27 | Billing method, payment options and due dates | Invoiced every two weeks; due within 14 days by card or bank transfer |
| Q28 | County or tribal child protection numbers for the counties you serve | Not asked with these answers |

## Builder step: Staff, supervision and client reviews

| | Question | Sample answer |
|---|---|---|
| Q29 | Who will review each client at home within 30 days, and then at least every 90 days? | Our supervisor (no nurse) |
| Q30 | How will you do the reviews after the first one? | At the client's home |
| Q31 | How will new caregivers show competency before working alone? | Either route, chosen for each new caregiver |
| Q32 | How often will a supervisor watch each caregiver at work in a client's home? | Within the first 30 days of working alone, then at least every six months |
| Q33 | Will new staff ever work with clients before DHS issues their background study result? | No, never |
| Q34 | Will your training include hearing loss? | No |

| | Question | Sample answer |
|---|---|---|
| Q35 | Who staff call for advice about a client or a task (job title) | on-call supervisor |
| Q36 | Job title of the staff who supervise caregivers and review clients | Client Services Supervisor |
| Q37 | Registered nurse or licensed health professional who does client reviews | Not asked with these answers |
| Q38 | Who trains caregivers and evaluates their competency | Jordan Lee (six years as a home care supervisor) |
| Q39 | Name or title of the person clients contact with complaints | Agency Director |

## Builder step: How you'll operate

| | Question | Sample answer |
|---|---|---|
| Q40 | Which TB test will you use for new staff? | Either a TB blood test or a two-step skin test |
| Q41 | Will you serve clients who live in a housing setting exempt from assisted living licensure, such as HUD senior housing? | No, only clients in their own private homes |
| Q42 | How will you keep client and staff records? | Partly on paper and partly electronically |
| Q43 | Include recommended practices? | Yes, include them |
| Q44 | Person responsible for the TB infection control program | Jordan Lee, Agency Director |
| Q45 | Months of the quality management review | January, April, July and October |
| Q46 | Days to finish investigating a complaint and tell the client the outcome | 10 |
| Q47 | Who keeps client and employee records if the agency closes | The owner, at the agency's mailing address |
| Q48 | Date the agency adopts the manual | November 1, 2026 |
| Q49 | Next review date | November 1, 2027 |

## What these answers do to the manual

- Policy 4.3 Contracted services, individual contractors and temporary staffing agency workers prints as "Not applicable", because it applies only when Q24 is "Yes".
- In 23 policies, passages written for other answers are left out and the ones that match these answers are kept, so the manual describes only the services and arrangements this agency chose.

- Every name, phone number, address and date above prints where the manual needs it. Part 2 shows where each one prints.

## How answers become policy text

Examples from the manual itself, with the sample answers filled in.

### Q29. Who will review each client at home within 30 days, and then at least every 90 days?

In Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk, the sample answer "Our supervisor (no nurse)" prints:

> 2. the Client Services Supervisor reads the policies on accepting, reviewing and supervising (Policies 2.10 to 2.12, 3.1 and 4.1) and confirms they describe how the role will work; and
>
> `Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk, sample answer`

The answer "A registered nurse or other licensed health professional" prints this instead:

> 2. the Client Services Supervisor reads the policies on supervising and training caregivers (Policies 2.4 to 2.8 and 4.1), and Avery Quinn, RN, who does client reviews, reads the policies on accepting and reviewing clients and on service plans (Policies 2.10 to 2.12 and 3.1), and each confirms they describe how the role will work; and
>
> `Policy 1.1 This manual: adoption, keeping it current, the application verification and the survey crosswalk, other answer`

### Q22. Will you serve clients under 18?

In Policy 2.1 Reporting maltreatment of vulnerable adults and minors, the sample answer "No" prints:

> Sample Home Care, LLC serves adults only. Items 21 to 24 also tell staff what to do about a child they come across in a client's home.
>
> `Policy 2.1 Reporting maltreatment of vulnerable adults and minors, sample answer`

The answer "Yes" prints this instead:

> Sample Home Care, LLC serves clients under 18 as well as adults. Reports about a client under 18 follow items 21 to 24, not the adult route.
>
> `Policy 2.1 Reporting maltreatment of vulnerable adults and minors, other answer`

### Q20. Will caregivers give reminders?

Policy 2.15 Medication, treatment and exercise reminders prints in full only when Q20 is not "No reminders". With any other answer, the policy keeps its number and prints this one statement instead:

> Sample Home Care, LLC does not provide reminders for medications, treatments or exercises. Before it does, it will adopt this policy, which Minn. Stat. 144A.472, subd. 1(14)(ix) requires of providers that give reminders.
>
> `Policy 2.15 Medication, treatment and exercise reminders, when it does not apply`

**See it printed.** The free sample policy uses exactly these answers: Policy 2.9, Client complaints and the complaint notice, as it prints in the Minnesota manual: https://www.carerulebook.com/samples/us-minnesota-home-care.pdf