



Community Services Division
Update from Director, Marti Fischbach
April 16, 2024

SOCIAL SERVICES DEPARTMENT

Voluntary Case Management Contract Termination: Life Fountain Home Healthcare Inc.

Social Services, Community Living Services (CLS) currently contracts with 13 Contracted Case Management (CCM) Agencies for case management work. Currently the CCM agencies hold 85% of our waiver and non-waiver cases. Before the start of the Pandemic, Home and Community Based Service (HCBS) Providers, including case management providers, struggled with recruiting and retaining staff. Since the pandemic, we have started to see some changes to hiring practices but the turnover rate continues to be high and very inconsistent. Life Fountain Home Healthcare Inc. (Life Fountain) is a small startup case management agency that offers other services and is a culturally specific agency. They started their contract with Dakota County in February 2020, and right from the very beginning, they struggled to hire, train and retain staff in the middle of the pandemic. Dakota County's CLS provided a lot of support and mentoring to them, but the staffing challenges continued. On March 25, 2024, the President and CEO of Life Fountain wrote a letter informing the County of a thirty-day notice, stating that they will no longer be able to provide contracted case management services for Dakota County. The CLS team, along with our contract team, are currently working with Life Fountain to notify all the persons served and provide a choice of contracted case management services moving forward. Although Life Fountain did provide a thirty-day notice, they are willing to continue supporting the individuals up to 120 days or until they are all reassigned by the County.

If there are questions, please contact [Gil Acevedo](#).

Family Dependency Treatment Court

The Dakota County Family Dependency Treatment Court is one of only three specialty courts of its kind in the State of Minnesota. These specialty courts are voluntary and serve families who are involved in the child protection system, and the court system, and whose primary caregiver is experiencing a substance use disorder. Family Dependency Treatment Courts build a team of intensive supports that are tailored to the needs of the person experiencing a substance use disorder. This support comes from other participants, formal provider agencies, county social workers, and a Judge. These teams meet with the individual, monitor their treatment plan, and report to the courts every two weeks. Dakota County has seen proven results in positive outcomes for families and individuals involved in this specialty court.

Staff created a testimonial video – check it out: <https://youtu.be/ZEjA-tGqvI4>

If there are any questions, please contact [Karen Sanness](#).