



Effective July 1, 2022, per Minn. Statute 256B.092, subd.1a(c), counties are required to provide contact information to file a grievance about the quality of their contracted case management services. This requirement applies to people with developmental disabilities who receive contracted case management services and access a home and community-based services (HCBS) waiver, Rule 185 case management or developmental disability targeted case management (commonly referred to as vulnerable adult/developmental disability targeted case management [VA/DD-TCM]).

Case management services are integral to assisting people in accessing the services needed to meet their identified needs and goals. It is vitally important to us at Otter Tail County Human Services to ensure that all people receiving the case management services referenced above, are provided with high quality case management services. At times, we utilize a contracted agency to provide waiver case management. If you have a concern or grievance about the contracted case management services you are receiving, please submit your concern or grievance in writing to the Disability Services Supervisor noted below:

Melanie Courrier, Supervisor  
Disability Services  
Otter Tail County Human Services  
530 Fir Ave W  
Fergus Falls, MN 56537

