

Support Planning Professionals Learning Community (SPP LC)

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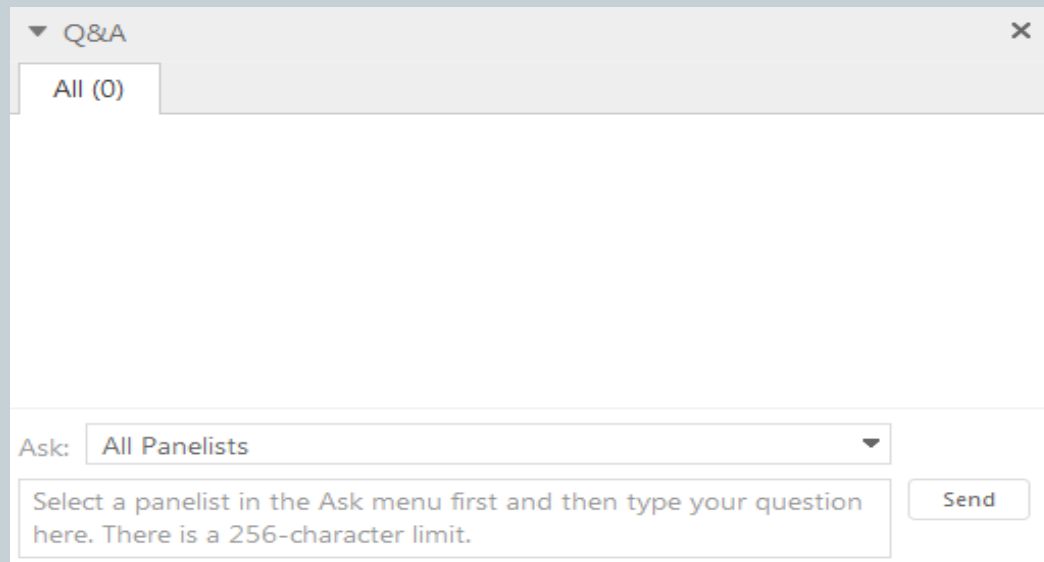
JUNE 29, 2016

MINNESOTA DEPARTMENT OF HUMAN SERVICES

Welcome

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To ask a question during the presentation use the Q&A Panel in WebEx



The screenshot shows a window titled "Q&A" with a close button (X) in the top right corner. Below the title bar is a tab labeled "All (0)". The main area of the window is empty. At the bottom, there is a section labeled "Ask:" with a dropdown menu currently set to "All Panelists". Below the dropdown is a text input field with the placeholder text: "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." To the right of the text input field is a "Send" button.

Select “All Panelists”, type your question, and click Send.

Agenda

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- Person Centered Planning Updates
- HCBS Lead Agency Review
- Informed Choice and Employment

Survey

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- Prior survey suggestions and our answers/solutions
 - How to get handouts ahead of time
 - Elderly Waiver – Aron
 - Examples of Centered planning or MAPs/plans for SPMI population
 - Where to access the archived broadcast and power points
 - Two day PCT on webex
 - Webinar at desk vs. group
 - Keep offering trainings on webinars as travel is challenging

My Move Plan Summary

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My Move Plan Summary Edoc will be published in the very near future.

HCBS Lead Agency Review

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JULIA HOLMOE

Questions: Use Q&A Panel and send to "All Panelists"

About the HCBS Lead Agency Review

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- The six HCBS programs examined during the review are:
 - Alternative Care (AC) program
 - Brain Injury (BI) waiver
 - Community Alternative Care (CAC) waiver
 - Community Access for Disability Inclusion (CADI) waiver
 - Developmental Disabilities (DD) waiver
 - Elderly waiver (EW)
- DHS initiated the review in 2006 and has, to date, completed two full rounds of reviews.
 - As of today, we have completed 29 of the 90 lead agency site visits for the third round of reviews (August 2015 to May 2018).

About the HCBS Lead Agency Review

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- The goal of the HCBS Lead Agency Review (LAR) is to determine how HCBS programs are operating and meeting the needs of the people they serve.
- This evaluation process uses a comprehensive, mixed-method approach to review data, much of which is gathered during a multi-day site visit.
- DHS uses quantitative and qualitative information gathered for a variety of purposes.

Current Case File Review and Samples

(through June 30, 2016)

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- Case file sample consists of open case files for each program to review items that are:
 - Required technical compliance items found in MN Rule, MN Statute, federally approved waiver plans, etc. (All of these will remain.)
 - Quality indicators that are not required. (All of these will be eliminated.)
- Additional samples are pulled for (if applicable):
 - Jensen settlement members open to a waiver. (This will remain.)
 - Individuals requiring a Positive Support Transition Plan (PSTP). (This will remain.)
 - Claims for non-MHCP enrolled Tier 2 service vendors. (This will remain.)

Why Is HCBS LAR Making Changes?

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- Person-Centered, Informed Choice and Transition Protocol:
 - On February 10, 2016 DHS released a “Person-Centered, Informed Choice and Transition Protocol”.
 - It communicates expectations regarding person-centered practices with lead agency partners (counties, tribes and health plans).
 - It is a set of essential elements that must be used to drive Minnesota's long-term services and supports and mental health system.
- Lead Agency Requirements for Person-Centered Principles and Practices – Part 3:
 - Third bulletin in series released on May 25, 2016.
 - Outlines how these requirements will be monitored by DHS.

Why Is HCBS LAR Making Changes?

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- The requirements to implement person-centered planning come from multiple sources, including federal rules and requirements, state rules, state statute and a court-settlement agreement.
- “The Protocol” incorporated person-centered requirements from three main sources:
 1. **Minnesota’s Olmstead plan**: Person-centered practices are the foundation of the topic areas and goals identified in the Olmstead Plan. The Olmstead Plan also includes a specific section with measurable goals and strategies on person-centered planning.
 2. **Jensen settlement agreement**: As part of the Jensen Settlement, DHS agreed to a number of activities, including to ensure that class members would have a current, up-to-date person-centered plan and informed choice about where they live and services they receive.
 3. **CMS HCBS settings rule**: The Centers for Medicare & Medicaid Services (CMS) issued an HCBS rule that includes criteria for person-centered planning processes and individual person-centered plans.

Changes to the Review

(beginning July 1, 2016)

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#1: Oversight groups at DHS selected a number of person-centered practices from the Protocol that were deemed to be most valuable.

- For the purpose of LAR, these requirements needed to be streamlined for manageable monitoring. Only a portion of the requirements will be reviewed. 26 items are being added.
- Some of the 26 items were already being reviewed a quality indicators (i.e. LAR already looked for them but they were not “enforced/required” until now).
- These items will be added to the list of items reviewed beginning 7/1/2016.

#2: The Protocol also includes a requirement around transition planning

- The lead agency review team will be pulling an additional sample of individuals that experienced a transition in their living setting since the protocol was released.
- For these individuals, additional information will be reviewed.

Changes to the Case File Review

(beginning July 1, 2016)

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These items must be in the person's support plan:

1. Risks are identified in the support plan and it includes a plan to reduce any risks.
2. The support plan incorporates other health concerns (e.g. mental health, chemical health, chronic medical conditions, etc.).
3. The support plan is written in plain language.
4. The support plan records the alternative home and community-based services that were considered by the person.
5. Natural supports and/or services are included in the support plan.
6. The support plan includes strategies for solving conflict or disagreement within the process, including any conflict of interest guidelines for planning participants.
7. The support plan identifies who is responsible for monitoring implementation of the plan.
8. The person's strengths are included in the support plan.
9. The support plan describes goals or skills that are related to the person's preferences.
10. The support plan includes a global statement about the person's dreams and aspirations.
11. The support plan includes details about what is important to the person.
12. The support plan includes a method for the individual to request updates to the plan, as needed.

Changes to the Case File Review

(beginning July 1, 2016)

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These items can be found in the person's support plan, CSSP addendum, CL tool, MnCHOICES assessment report, a separate person-centered plan, case notes, or other lead agency generated documents. These items must be dated within the person's two most recent reassessments.

1. The person was provided information to make an informed decision about competitive, integrated employment.
2. The person's decision about employment is documented.
3. Opportunities for choice in the person's current environment.
4. The person's preferred living setting is identified.
5. The person's level of involvement in the planning process.
6. Has the person chosen a different living arrangement than their current living arrangement? If so, a plan is in place on how to help that individual move to their preferred setting.
7. Action steps describing what needs to be done to assist the person in achieving his/her goals or skills.
8. The person was offered experiences to help them make an informed decision about competitive, integrated employment. NOTE: The source of this item may be from a service provider.
9. The person's preferred work activities are identified.
10. Documentation that the support plan was distributed to the individual.
11. Documentation that the support plan was distributed to other people involved (e.g. planning participants, service providers, etc.).
12. The person's current rituals and routines (quality, predictability, preferences).
13. Social, leisure, or religious activities the person wants to participate in.

Changes to the Case File Sample

(beginning July 1, 2016)

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Transition Summary / “My Move Plan” Items:

- **Sampling:**

- Claims data will be used to identify moves for people on a waiver program or from Rule 185 to waiver.
- Moves that occurred since March 1, 2016.

- **Documentation:**

- For transitions that occurred prior to June 1, 2016: Items can be found in the person’s support plan, CSSP addendum, CL tool, MnCHOICES assessment report, a separate person-centered plan, case notes, or other lead agency generated documents.
- For transitions after July 1, 2016: Items must be found on DHS 3936A “My Move Plan Summary”.
- All items must be dated within one year of the transition.

Changes to the Case File Sample

(beginning July 1, 2016)

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Transition Summary / “My Move Plan” Items:

1. Move to address documented
2. Move date documented
3. How will person get to new place
4. Date and time belongings will arrive
5. Who will deliver belongings
6. Plan for medications
7. Follow up contact/plan
8. Upcoming appointments/plan
9. Support team contact info
10. Person/guardian signature
11. Case manager signature
12. During transition planning, there is evidence that the person was provided information and options to make informed choices that were meaningful to them.
13. OR: Documentation that the person did not want assistance coordinating his/her move or that the case manager was not aware of a planned move.

Roll-Out Timeline

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- Starting in July 2016, the HCBS Lead Agency Review team will begin to monitor compliance of the requirements outlined above.
 - Counties are being informed of these changes as we talk with them and plan our visit.
 - Data will be used to in quarterly Olmstead reporting.
- July 2016 to March 2017: the review team will provide feedback to the lead agencies on their performance (i.e. educational or recommendations issued).
- Beginning in April 2017: review team will enforce/require compliance with all of these items. This includes:
 - Individual remediation when lead agencies do not comply for any cases reviewed.
 - Corrective action plans when patterns of non-compliance are identified.

Helping Lead Agencies Comply

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- To help lead agencies document these items, updates to existing eDocs are being made and new eDocs are coming:
- Adjustments are being made to:
 - 6791B (CSP/CSSP)
 - 6791C (instructions)
 - 6791D (signature page)
 - MCO Collaborative Care Plan
- Monitoring and Evaluation tools being release in late July to document some items.
- “My Move Plan” being released shortly.
- Remember to update lead agency generated templates (i.e. legacy ISPs) to help promote compliance.

Helping Lead Agencies Comply

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- Remember to update lead agency generated templates (i.e. legacy ISPs) to help promote compliance.
- The Protocol includes over 20 pages of person-centered planning requirements that lead agencies must now follow. Not all of these are being monitored by the HCBS LAR at this time. However, it's important to remember that ALL are required.

For More Information

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- Project/Team email:
dhs.leadagencyreviewteam@state.mn.us
- My email and phone:
Julia.Holmoe@state.mn.us / 651.431.2168
- Project website:
<http://www.minnesotahcbs.info/>

Informed Choice & Employment

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BEKAH SATRE, DISABILITY SERVICES
AMANDA CALMBACHER, MENTAL HEALTH
BETH GRUBE, DISABILITY SERVICES

Person-Centered, Informed Choice & Transition Protocol

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- *“Process includes supporting choices for competitive, integrated employment.”*
- *“The support planner will engage with the person about employment opportunities, ensure that the person has information and experiences needed to make a decision about work and incorporate employment goals into service planning.”*

Competitive, Integrated Employment

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- Full-time, part-time, or self-employment with or without supports
- Paid by an employer who is not the individual's service provider
- Paid at least at minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by workers without a disability.
- Work in an integrated setting typically found in the competitive labor market
 - **Definitions of Competitive, Integrated Employment can be found [MN Employment First Policy](#) and the [MN Olmstead Plan](#)*

What have people heard?

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- “You will lose your benefits.”
- “You aren’t going to get better so you can’t work.”
- “You don’t work fast enough.”
- “You can’t work during those hours.”
- “You don’t have transportation.”
- “You won’t be safe.”
- “You won’t have any friends.”
- You need to show the ability to work in the community before you can

“You _____”

**INFORMED
CHOICE**

Federal Policy

**Olmstead
Plan**

HCBS Rule
March 2014

WIOA
July 2014

Employment First
Policy
Sept 2014

Person Centered,
Informed Choice and
Transition Protocol
Feb 2016

Person-Centeredness & Employment

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- Strengths-based
- Valued social roles
- Balance important to & important for
- Rituals and routines
- Sharing ordinary places
- Informed choice!

Informed Choice & Employment Pilot

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- Organizations across Disability Services & Mental Health (Home and Community Based Waivers, Adult Rehabilitative Mental Health Services, Assertive Community Treatment, Targeted Case Management)
- Vocational Rehabilitation Services
- 16 School Districts (Employment Capacity Building Cohort)



Key Points to Remember

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- Roles
 - Person
 - Facilitator/Support Planner
- Employment First, Person Centered Planning & Informed Choice
- Your expectations and approach matter.
- Ready yourself- review tools and resources so you feel prepared to talk about employment and address any fears or concerns.
- Meet people where they are at



Meeting people where they are at

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| | |
|-----------------------|---|
| Working | Working- does not want change |
| Working- wants change | Different work, more hours, money |
| Searching | Actively looking for work (includes people who are not currently working but want to work.) |
| Preparatory | Taking steps towards work |
| Contemplative | Thinking about work |
| Pre-Contemplative | Not interested right now |

Framework and Toolkit

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- Background information, tools and resources to support effective conversations about work
- Located on [Disability Benefits101](https://db101.org) (db101.org)
 - Click on the PARTNERS TAB then “GO DEEP AND APPLY”
https://mn.db101.org/partners_2.htm

Framework Steps

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1. Engage & Discover- What is this person's story? What are they saying or asking about work?
2. Planning- Where is this person at? What can go in the plan to support them?
3. Implement & Follow-up- The door is always open!

Step 1: ENGAGE/DISCOVER

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- Exploring interests, skills. (What is this person's work story?)
- Asking open ended questions
- An approach that is curious, exploratory, creative
- Learning what is important to and for a person
- Thinking about employment as a solution

Step 2: PLAN

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- Starting a job search

- Information people may need to make a decision about working or changing their current work situation.
Examples include:
 - Getting more information about impact of work on benefits
 - Meeting with people who work
 - Exploring job opportunities- job shadowing, information interviews
 - Attending a work shop, conference or training about employment
 - Learning about job accommodations or assistive technology

Step 3: IMPLEMENT AND FOLLOW-UP

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- Modify goals and next steps as needed
- Link the check-in frequency to the what is outlined in the plan
- If the person is choosing not to work, periodically check in with the person about that decision.

DOCUMENTATION

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- The person's goals related to employment
- Plan to address any questions or concerns about work.
- When and how follow-up will occur related to employment choices.

Looking Ahead

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- All people have an opportunity to explore employment
- All people have information and experiences to make decisions about work
- Employment goals are identified and active
- More people have jobs!

Where to Find Help Now?

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- Bulletins

- http://www.dhs.state.mn.us/main/id_000305

- Lead Agency Review Website

- <http://www.minnesotahcbs.info/>

- E-List Announcements

- http://www.dhs.state.mn.us/main/id_000677#

- CBSM Main Page

- http://www.dhs.state.mn.us/main/id_000402

Survey

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Please take a moment to let us know your thoughts.

- Take our [Survey](http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=146714257222):
<http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=146714257222>

Meeting Wrap

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Audio from today's session will be available beginning tomorrow morning by dialing:

855-859-2056

Conference ID:

37225158

If you have questions following the session, email to DSD.responsecenter@state.mn.us

Meeting Wrap

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Thank you for attending!