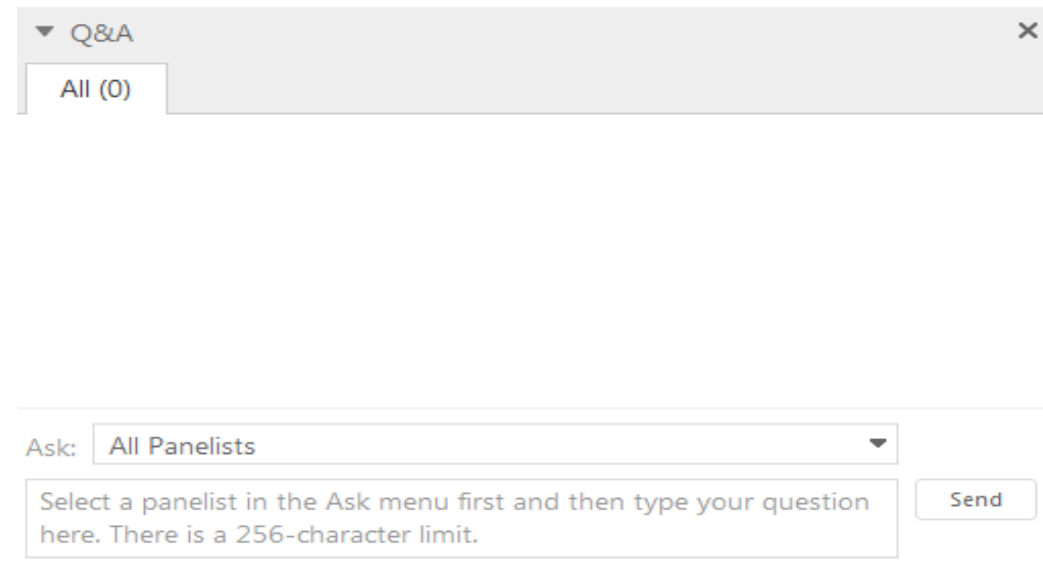




# Support Planning Professional Learning Community (SPP LC)

May 31, 2017

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, there 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.

## Announcements

May Mental Health Awareness Month

Long-Term Services and Supports Improvement Tool

# Children's Mental Health Targeted Case Management Transition to Outcome Reporting

- May 5<sup>th</sup> - MN Government Delivery Highlights:
- Children's Mental Health Targeted Case Management providers (counties, tribes and contracted vendors) will begin data collection for transition-aged youth (ages 13-18 years old) on January 1, 2018 and report data on July 1, 2018, and every 6 months thereafter (6 mo. cycles).
- Frequently Asked Questions posted January 31, 2017 have been updated and are located [here](#) . Please review these and share any feedback or questions by e-mailing:  
[DHS.MHTCMoutcomes@state.mn.us](mailto:DHS.MHTCMoutcomes@state.mn.us).



DEPARTMENT OF  
HUMAN SERVICES

May Mental Health Awareness Month

# May Mental Health Awareness Month

- Minnesota Theme is "Mental Health is Health". Mental illness is common and treatable, access to mental and chemical health care is an essential part of everyone's health care.
- Each year, one in five Minnesotans faces mental illness, and one in 25 people lives with a serious mental illness such as schizophrenia or bipolar disorder.
- DHS has created a [featured site at mn.gov/dhs/mental-health](https://mn.gov/dhs/mental-health), offering information about mental health and the need to increase access to the right care across the state.

## Demographics

- 16 year African American female.
- Identifies as a gay youth. Moderately important to her in her identity.
- Limited family support related to her identity development.
- Diagnosed with Depression and ADHD.
- No medication at this time.
- Lives with guardian who is her older sister in a home where 12 people reside.
- Occasional substance use.

# Hopes and Dreams

- To leave a piece of me on this earth

Further identification needed

- DANCING

# Functional Areas

- Vocational
- Social
- Educational



Questions?



DEPARTMENT OF  
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## Long-Term Services and Supports Improvement Tool

Raukiya Smith-Binns, Jill Schweisthal | MnCHOICES Policy Leads

May 31, 2017

# LTSS and HCBS spending in Minnesota

- Home and Community-Based Services (HCBS) play a vital role in supporting individuals with disabilities and the elderly to live in their own homes and communities.
- In federal fiscal year (FY) 2014, Minnesota's Medicaid long-term services and supports (LTSS) expenditures totaled \$4.2 billion, of which HCBS cost \$3.1 billion (74.8%)—placing it second in the nation.
- The HCBS spending growth rate (8.1% for 2013-2014), underscores the importance of monitoring service quality and outcomes for the people that we serve.

# Background: motivation for new tool

- Standardize measurement of quality and outcomes for HCBS beneficiaries, across payers and states
- Build accountability by monitoring follow-up actions (per person's feedback)
- Streamline data gathering (vs. multiple ad-hoc surveys) and improve data quality

# Background: motivation for new tool cont.

- Serve as an important data source for program reporting as well as continuous quality improvement and program redesign:
  - HCBS Settings Rule
  - Olmstead Plan
  - Lead Agency Review
  - Centers for Medicare and Medicaid Services (*CMS*) Requirements

This data, integrated with assessment and utilization data, will be used to create performance measures and improve service responsiveness, and inform stakeholders on trends in HCBS quality and outcomes.

# A new tool to measure quality

With our new improvement tool, we aim to:

- Understand peoples' experience with our services
- Improve service responsiveness (via remediation)
- Standardize data sources for federal and reporting
- Inform measures for other evaluation efforts
- Evaluate lead agency performance
- Review organizational performance

# LTSS Improvement Tool

This new improvement tool is focused on the person's experience:

- Person's Evaluation of Coordinated Service and Support Plan (CSSP)
- Person's Evaluation of Service Providers

# Example questions

- Sample questions from person's evaluation of his or her provider:

30. Are you able to lock your bedroom or living unit door for privacy?

- Yes
- No, and I should be able to. *(For case manager: Follow up action needed.)*
- No, there is a reason in my plan that my door cannot be locked.
- Chose not to answer

31. If you share a bedroom, did you help pick or choose the person you share it with?

- Yes
- No *(For case manager: Follow up action needed.)*
- I do not share a bedroom
- Chose not to answer

32. Are you able to decide how you furnish and decorate your room or living unit?

- Yes
- No *(For case manager: Follow up action needed.)*
- Chose not to answer

- Questions are specific to the service

# Implementation

- Improvement tool will be built into the MnCHOICES Support Plan Application
- There will be tabs for the 2 improvement tools in the MnCHOICES Support Plan Application
  - The improvement tools may be completed online or printed for offline completion
  - If completed offline, user uploads into MnSP when internet is available
- The LTSS Improvement tool is planned to be released in the MnCHOICES Support Plan Application (Fall 2017)

# Example



Name	PMI	Type/Status
Catness Everdeen	00653247	Evaluation (Open)

Save

Close

- Search
- My Plans
- Person Information
- Person's Evaluation of CSSP**
- Person's Evaluation of Provider(s)
- About Evaluations
- Log Out

## Person's Evaluation of Coordinated Service and Support Plan (CSSP)

1. Who is responding to these questions? Please check all that apply.

- Person
- Guardian
- Other representative

Comments:

2. Do you know what is in your CSSP?

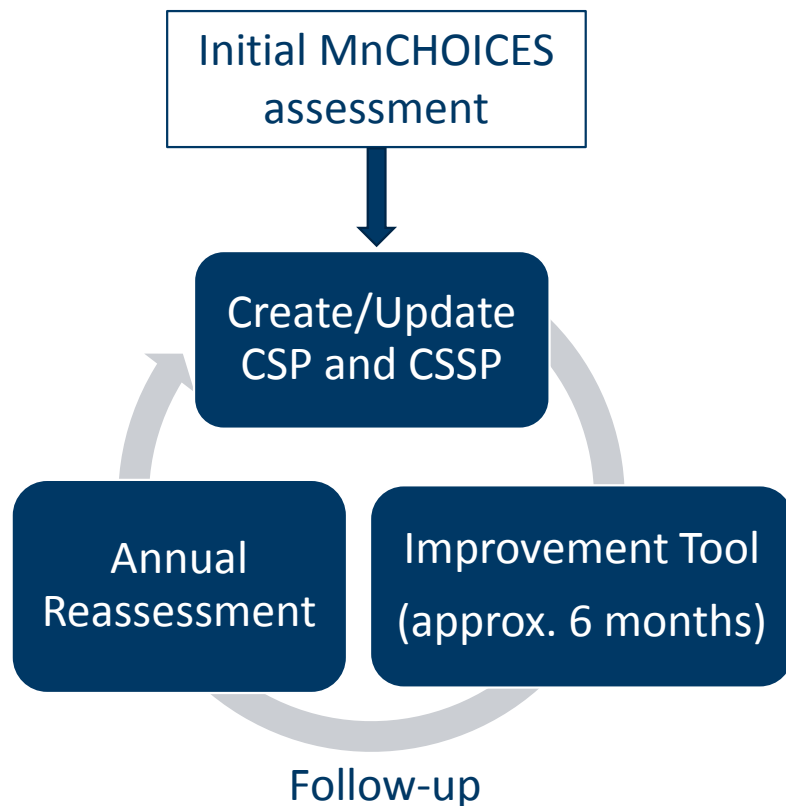
- Yes
- No, and I want to review it with my case manager
- No, but I know others refer to it
- Chose not to answer

3. Are your goals, dreams and priorities updated in your CSSP as often as you want?

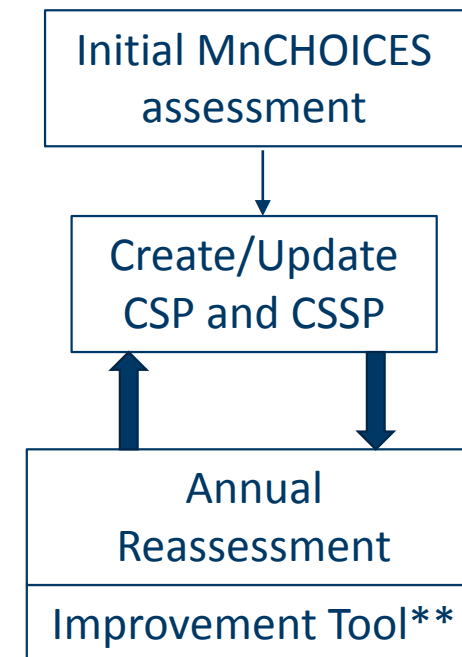
- Almost always
- Most of the time
- Some of the time
- Rarely

# Workflow

## HCBS Waiver with required case management...



## State Plan Home Care only with no required case management...



\*\* Case management is not required for PCA-only. Therefore, this activity will mostly be done by a certified assessor at the annual reassessment.

# Training and Communication

- Lead Agency Communication
  - MACSSA and County-State Workgroup Presentations (April, 2017)
  - Session at Odyssey Conference (June, 2017)
  - Webinar (planned for September, 2017) devoted to:
    - Practice of using evaluation questions
    - Provide technical training on use of the support plan application

# Data Analysis and Reporting

- Using integrated evaluation data, we will:
  - Describe trends in program and service experience
  - Measure outcomes for HCBS beneficiaries
  - Create constructs and scales to monitor progress over time



## Questions?

Raukiya Smith-Binns: [raukiya.smith-binns@state.mn.us](mailto:raukiya.smith-binns@state.mn.us)

Jill Schweisthal: [jill.schweisthal@state.mn.us](mailto:jill.schweisthal@state.mn.us)

# Where to find help now

- [Person Centered Thinking 2-day Trainings](#)
  - <http://rtc3.umn.edu/pctp/training/newdates1.asp?training=1>
- [Person Centered Practices Webpage](#)
  - <http://mn.gov/dhs/partners-and-providers/continuing-care/provider-information/person-centered-practices/>
- [Olmstead Plan Webpage](#)
  - <http://mn.gov/dhs/general-public/featured-programs-initiatives/olmstead-plan/>
- DHS Training Archive page
  - [http://www.dhs.state.mn.us/main/dhs16\\_143138](http://www.dhs.state.mn.us/main/dhs16_143138)
- [Bulletins](#)
  - [http://www.dhs.state.mn.us/main/id\\_000305](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#](http://www.dhs.state.mn.us/main/id_000677#)
- [CBSM Main Page](#)
  - [http://www.dhs.state.mn.us/main/id\\_000402](http://www.dhs.state.mn.us/main/id_000402)

Please take a moment to let us know your thoughts.

- Take our [Survey](#):

<http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=149626020804>

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

855-859-2056

Conference ID:

26110504

If you have questions following the session, email to  
[DSD.responsecenter@state.mn.us](mailto:DSD.responsecenter@state.mn.us)

Thank you for attending!

Thank you!