



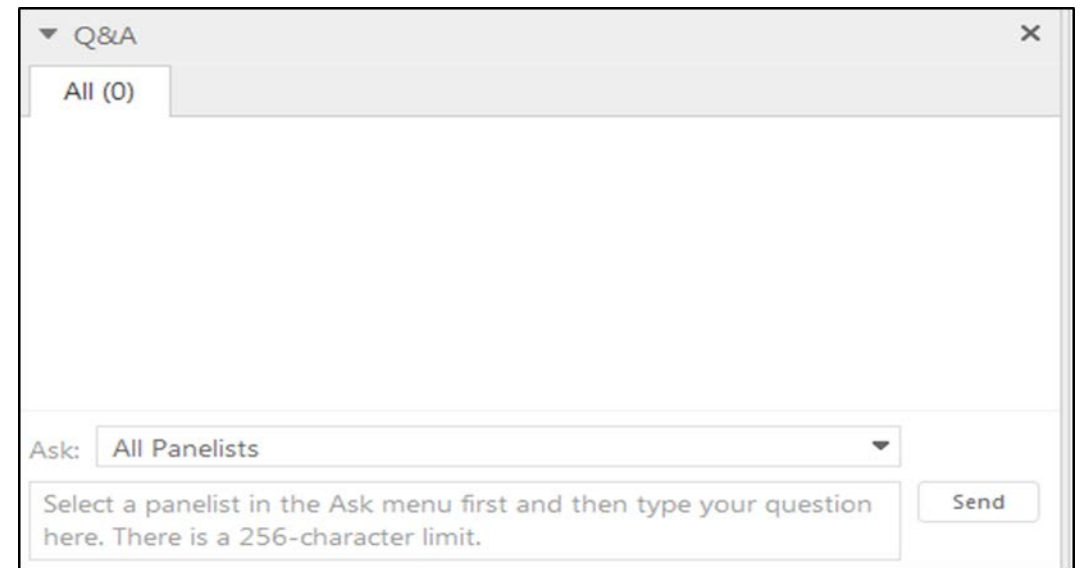
Long-Term Services and Supports (LTSS) Improvement Tool Webinar

Housekeeping

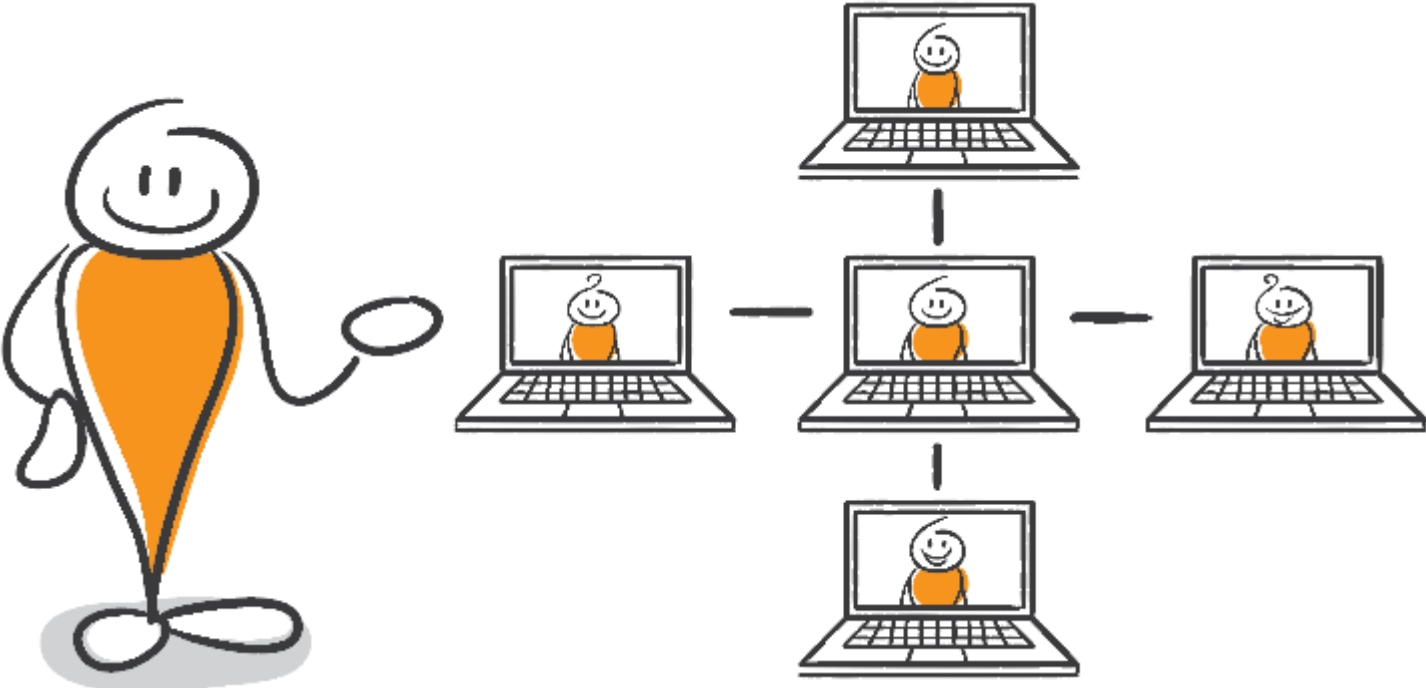
All participants will be muted

Questions can be submitted through the WebEx Q&A panel

Training will be available on the [DSD training archive page](#).



Introductions

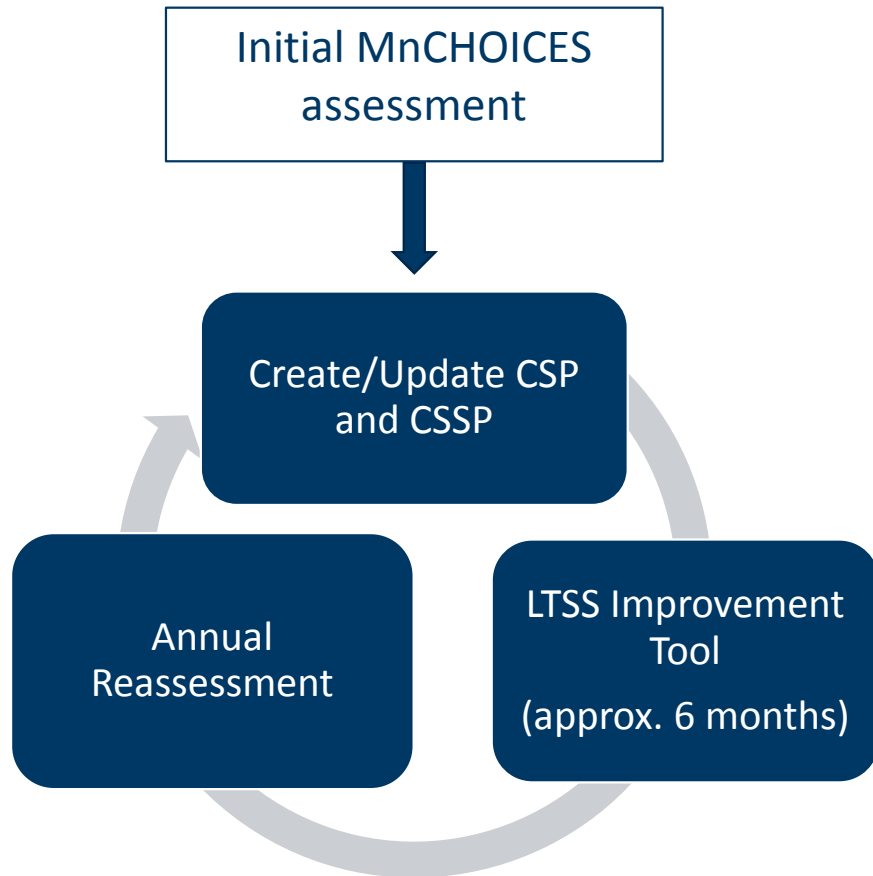


What is the LTSS Improvement Tool?

- A set of questions built into the MnCHOICES Support Plan application
- Created to evaluate the person's experience with services and service delivery
- Based on National Quality Forums (NQF's) quality domains
- There are 18-24 questions for the person, depending on the service selected.



Implementation: HCBS Waiver



- The questions in the LTSS Improvement Tool are asked at the semi-annual visit for those who receive HCBS Waiver services.
- The case manager will ask these questions.

Timing: approximately 6-7 months after your Support Plan Launch date

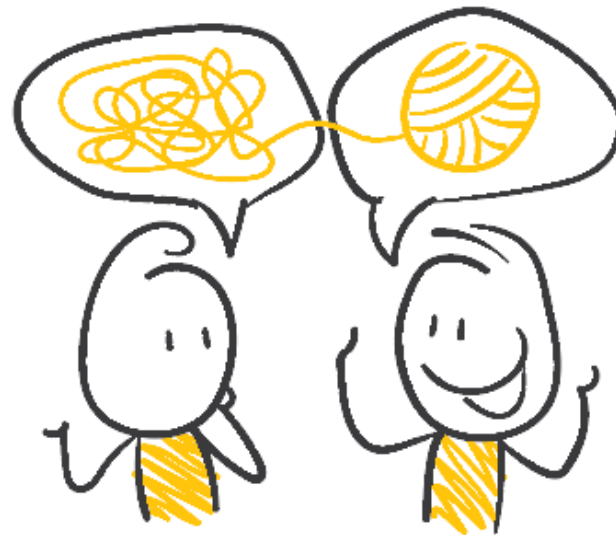
Example:

- Brown County launched April 3, 2017
- Completed assessment, May 3, 2017
- LTSS Improvement Tool, part of semi-annual visit approximately November 2017



Phase 1: Who is it for?

- **LTSS Improvement Tool questions are designed for people receiving home and community-based services.**
 - At this time, certified assessors are not required to complete the LTSS Improvement Tool for people who receive only state plan services.



Phase I: Included Programs

- LTSS Improvement Tool Phase I questions will be required of people receiving services in the following programs. Within these programs, most services are eligible for evaluation.
 - Alternative Care (AC)
 - Elderly Waiver (EW) fee-for-service
 - Community Alternative Care (CAC)
 - Community Access for Disability Inclusion (CADI)
 - Brain Injury (BI)
 - Developmental Disabilities (DD)

Applicable Services: Residential or Day

Residential Services

- Adult Foster Care/Supported Living Services (S5140/S5141/T2016/T2017)
- Child Foster Care/ Supported Living Services (S5145/T2016/T2017)
- Customized living (T2030/T2031)
- Residential Care Services (T2033)

Day Services

- Adult day services (S5100/S5102)
- Day training & habilitation (T2020/T2021)
- Prevocational services (T2014/T2015)
- Structured day program (T2020/T2021)

Applicable Services: Non-Residential, Non-Day

- Independent Living Skills (ILS) (H2032)
- In-Home Family Support (S5125, S5126)
- Personal Care Assistance (PCA) (T1019)
- Personal Support (S5135)
- Companion (S5135)
- Supported Employment Services (T2019, T2018)
- Behavior Programming (H0025)
- Consumer Directed Consumer Supports (CDCS) (T2028)

Applicable Services: Non-Residential, Non-Day, cont.

- Chore (S5120)
- Crisis Respite (T1005 / S9125)
- Home Delivered Meals (S5170)
- Home Health Aide (T1004 / T1021)
- Homemaker (S5130)
- Home Care Nursing (LPN, RN) (T1003/T1002)
- Respite (S5150/S5151/H0045)
- Skilled Nursing (G0154/T1030)
- Specialist Service (T2013)

Phase I: Excluded Programs and Services

- The tool does not apply to:
 - ECS program
 - CSG program
 - FSG program
 - ICF/DD setting
 - SILS
- If a service is not eligible for evaluation, a message is displayed in the LTSS Improvement Tool:

The services which this person has selected do not require an evaluation to be completed.

 - i.e. Transportation

LTSS Improvement Tool Demonstration



Access: Internet is Available

- Log in to the Support Plan application
- Open LTSS Improvement Tool
- Enter the person's responses
- Click Save



Access: Internet is Not Available

- Prior to the visit, log into the Support Plan application
- Open LTSS Improvement Tool
- Open Person's Evaluation of their CSSP and Person's Evaluation of their Provider tabs to determine which eDoc to use
- Go to eDocs to pull the appropriate eDocs; one for the Person's Evaluation of their CSSP, one for the Person's Evaluation of their Provider
- Save both eDocs to computer



Access: Internet is Not Available, cont.

- Use eDocs during visit
- Type in the person's responses
- Save before closing
- Return to office
- Enter the person's responses into the LTSS Improvement Tool
- Click Save within the Support Plan application



Submitting the LTSS Improvement Tool

- When data entry is complete, click Close.
- Click Yes in the dialog box, confirming the instruction to Close.
 - Click No in the dialog box to continue working in the evaluation.
- After the evaluation is closed, none of the data within can be edited.



Offline Use –eDocs Version

eDocs Series -7611

The non-fillable PDF form mirrors the evaluation questions in the MnCHOICES Support Plan application

- DHS -7611A
 - Person's evaluation of his or her CSSP
- DHS -7611B
 - Person's evaluation of his or her service provider
- DHS -7611C
 - Person's evaluation of his or her service provider for non-day or non-residential services
- DHS -7611D
 - Person's evaluation of his or her service provider for residential services




Evaluation of CSSP

Offline use

If you will not have internet access while conducting the evaluation, open the [PDF version of form DHS-7611A](#) from the DHS eDocs site. Click the Save a copy button and save the document on your computer. Use the saved version of the document during your meeting with the person, and

Based on my Experience

The symbol  indicates something that may not work as you might expect. We'll explain the issue, as well as any special procedures or workarounds.

You can also click the "Highlight all Based on my Experience tips" switch to highlight all of the items on the page.

Highlight all Based on my Experience tips



LTSS Improvement Tool-Training Modules

MNSP1000 Modules added to TrainLink:

- Introduction
- Opening the LTSS Evaluations
- Person's Evaluation of the CSSP
- Person's Evaluation of Provider
- About Evaluations



- Frequently Asked Questions



[Home](#) > [Partners and providers](#) > [News, initiatives, reports, work groups](#) > [Long-term services and supports](#) > [MnCHOICES](#) > [LTSS Improvement Tool FAQ](#)

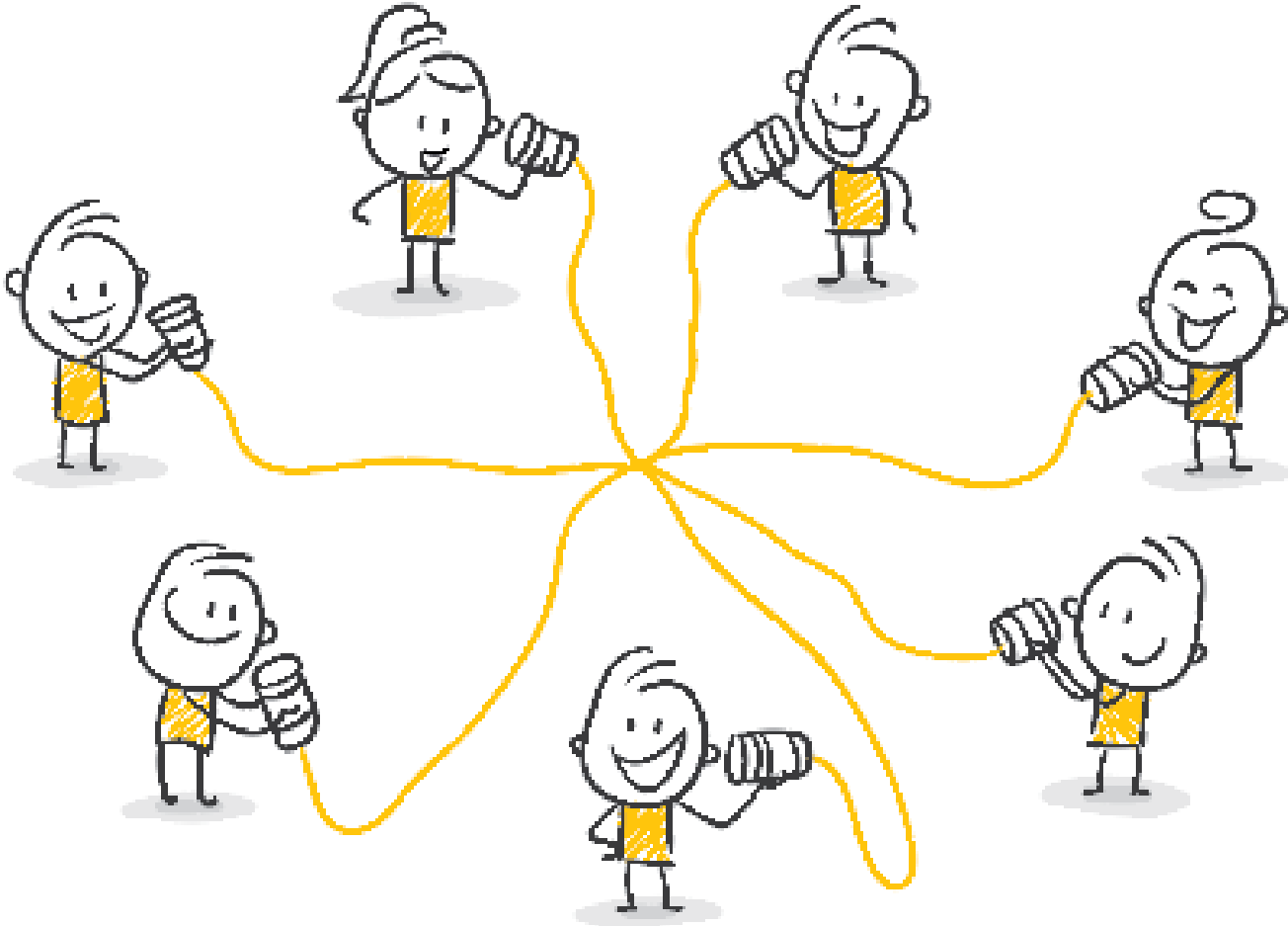
Partners and providers

- Program overviews
- Policies and procedures
- eDocs library of forms and documents
- News, initiatives, reports, work groups
- Training and conferences

Frequently asked questions about the new LTSS Improvement Tool

DHS recently designed a new way to gather feedback on the recipient experience with long-term services and supports in Minnesota. We based the tool on recommendations from the National Quality Forum report, [Quality in Home and Community-Based Services to Support Community Living: Addressing Gaps in Performance Measurement](#).

Current Experiences with the LTSS Improvement Tool



Communities of Practice



What is a community of practice and why is it relevant?

- A group of people with shared interests that come together to do something better
 - The group typically has regular meetings and interactions
- Use them for peer consultation and support from other professionals.



Adding value, not just time

- Peer consultation
- Person-centered skill development
- Resource sharing
- Relationship building
- Leadership opportunities
- [Olmstead Initiative](#)

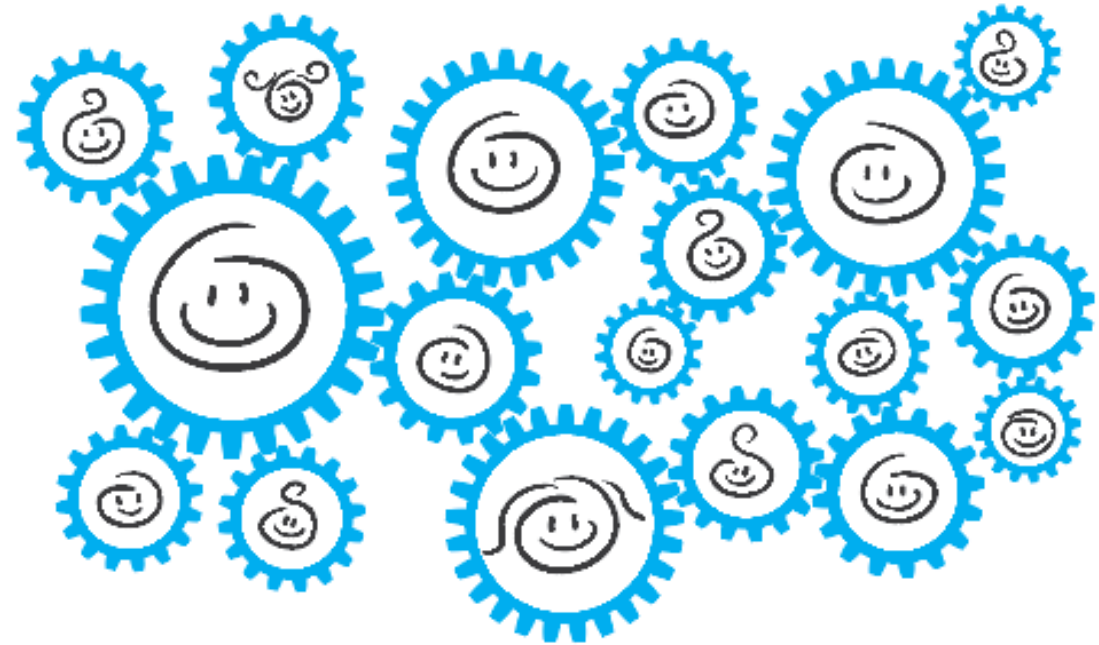


Where are we today?



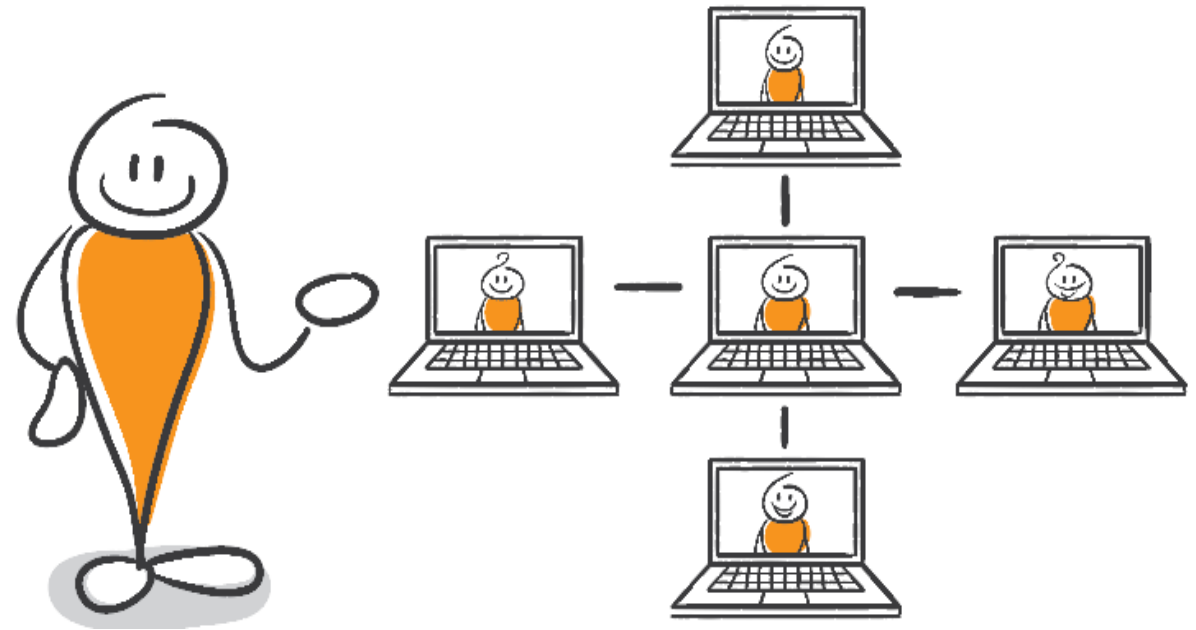
How do communities of practice start?

- Initiatives and the efforts of support planners
- Initial planning meeting
- Forming an agenda

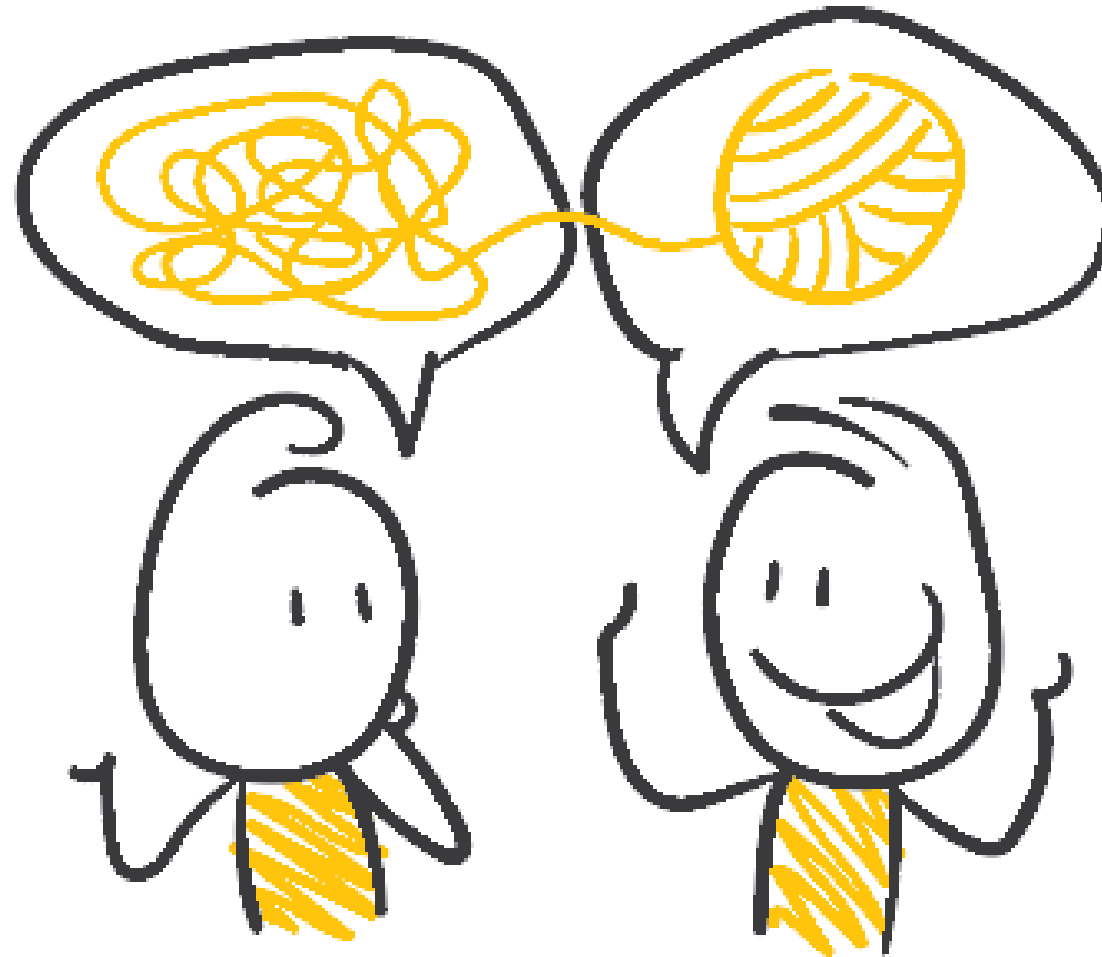


How do I learn more?

- Contact your local Regional Resource Specialist at DSD.RRS@state.mn.us



Questions?



Thank You!

dsd.responsecenter@state.mn.us