



# MnCHOICES Mentors Alliance

## June 5, 2018

# Introducing DHS Staff

Aron Buchanon – Aging Policy

Beth Siewert – MnCHOICES Policy

Raukiya Smith– MnCHOICES Policy

Kong Vang – MnCHOICES Help Desk

Teresa vanderBent – MnCHOICES Training

Denise Hauge- MnCHOICES Communication

# Circle Back



# July 2018, Office Hours: No call



## Assistive Technology, June 26, 2018, 9 to 11 a.m.

MnCHOICES Assessors and mentors offer options for monitoring and assistive technology each day in their work to support the dignity and independence of Minnesotans they serve.

The purpose of this webinar is to

- Make assessors and case managers aware of legislative requirements they need to include in their practice
- Highlight assistive technology services and resources
- Describe opportunities where technology can replace staff and support employment

# Circle Back: Assessor Certification Recertification

## Recertification CLU's in MNCH8012 & 8015

- CLU's need to occur inside the span of the new certificate
- Do not bank excess CLU's into the next course if they aren't inside the date range of your next certificate
- Purpose of CLU's to keep your practice current

## Lapsed Assessor

- If an assessor is lapsed more than 31 days their access to MnCHOICES should be removed and they should not be completing assessments.

# Synchronizing Passwords

## Preparing for MnCHOICES Assessment 2.0

- If you haven't already, synchronize your MnA and MnSP PROD passwords.
- Have your password for MnA and MnSP be the same
- Have them expire at that same time

Preparing to move to a single log on site when MnA 2.0 launches in summer 2019

**Retrieving Questions from Remote Server**

My Agency:

Username:

Password:

## Inactive User Report

- Sent Quarterly
- Follow the instructions sent with the spreadsheet
- CHANGE: Remove any supervisory staff who are inactive

**Incomplete address:** Add the state and/or zip code to an address in MnA

## Preparing for MnA 2.0

- Proposed launch date July 2019

## MnA 1.0 Releases

- Moving toward Operational Phase
- Release Update



# PCA & Housing Support Supplemental Services Changes

- **Effective February 1, 2018.** According to state statute, people who receive waiver services or PCA services are not eligible for Housing Support Supplemental Services at the same time.
- **Issue - Error Message in MMIS:** When county staff try to enter a Type B or a waiver service agreement type F-S, they will receive edit 874 in the system that indicates there is a duplicate service agreement. There are a number of people who have been receiving both supportive services and PCA or waiver services.
- **To reduce disruption for those people:** DHS will allow for a temporary override of the 874 edit. Giving people time to discuss options for the right services and housing for their situation.
- **Contact:** [DHS.ResourceCenter@state.mn.us](mailto:DHS.ResourceCenter@state.mn.us) if an MMIS edit override is needed, and you are not a member of the county eligibility/financial worker team.

# New Service Codes in MnA and MnSP

## Assessment and Screening documents will display:

- Employment Services

## Support Plan will display Employment Services Codes, Modifiers and Rates:

- T2019 U2      Employment Exploration Services
- T2019 U3      Employment Development Services
- T2019 U9      Employment Support Services - 1:1
- T2019 HQ      Employment Support Services – Group

The current Supported Employment Services T2019 UP code will be removed from service menus 7/1/18

# Mentoring Matters



# Light-Hearted Fun Instructions

- You will be asked a question
- Three people standing with signs
- Go stand by the sign that best represents you
- Introduce yourself to the folks around you
- Listen for the next question
- Repeat the steps above





## The Waiver Reimagine Project

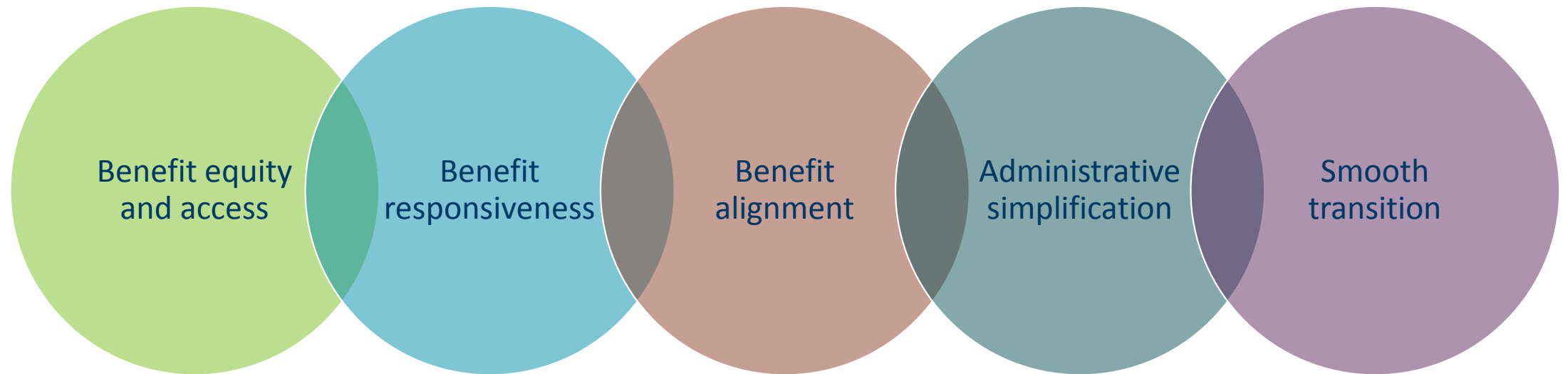
Elyse Bailey & Colin Stemper

Disability Services Division

# Project Background

- Required by the legislature, the Waiver Reimagine project will examine the program structures of the four disability waivers.
- The project seeks to recommend structural changes that simplify and improve the programs
- The Waiver Reimagine project includes two legislative studies:
  - Study 1: Disability Waiver Reconfiguration
  - Study 2: Individual Budgeting Model

# Project Goals



# Project Timeline

- Partnering with national research leaders – Human Services Research Institute (HSRI), NASDDDS, the U of M, and Burns & Associates to complete this work.
- Studies will occur throughout 2018
- Legislative report and recommendations in December 2018 and January 2019
- Recommendations will inform work in 2019 and beyond.

# Study 1: Disability Waiver Reconfiguration

- Intent:
  - Identify efficiencies, simplifications, and improvements through reconfiguring the disability waiver program structures.
- Recommendations may include:
  - Consolidating one or more waivers or offering additional waivers.
- Objectives:
  - Equity between populations and programs to provide access to the services and supports people need.

# Examples of Reconfigurations

- Combining waivers into a single 1915(c) waiver
- Adding new 1915(c) waiver(s)
- Implementing a 1915(i) – HCBS as a state plan option
- Implementing a 1915(k) – Community First Option

# Principal Questions

- *Under a reconfigured waiver structure...*
  - Who will be eligible for services?
  - How will the state and lead agencies administer supports and services?
  - What services will be available to people?
  - What changes will be made to service planning?
  - What will need to be done to ensure a smooth transition between structures?

# Project Activities

- Researching other states' waiver reconfiguration efforts
- Gathering feedback from service recipients, families, lead agencies, and providers across the state
- Analyzing the current waiver structures in Minnesota, including the people receiving services and the services provided
- Recommending a reconfigured waiver structure based on study findings
- Analyzing impact and recommending transition planning

# Study 2: Individual Budgeting Model

- Intent:
  - Develop an individual budgeting model for all disability waiver recipients.
  - Examine changes to CDCS budget methodologies.
- Recommended model may include:
  - Individuals' support needs, MnCHOICES assessment information, living circumstances, and other potential factors
- Objective:
  - Enhance personal authority people have over choosing the type and amount of HCBS they receive.

# Core elements of an individual budget methodology

- Standardized assessment
- Standardized set of services available
- Standardized rate structure
- Individual budget is known prior to planning services and used as a tool to align service planning with the person's needs and goals
- Transparent mechanism for resource allocation
- Be agile to reflect changes in a person's needs as well as changes in the service array available
- Account for exceptional circumstances

# Project Activities

- Researching other states' individual budgeting methodologies
- Gathering feedback from service recipients, families, lead agencies, and providers across the state
- Analyzing data available to base budget methodologies on
- Recommending a method
- Developing the budget methodology
- Analyzing impact and recommending transition planning

# Public Engagement

- The [Waiver Reimagine public website](#) posts updates and information.
- [Waiver Reimagine Focus Groups](#) are happening through May to gather community input.
- 4 meetings of the Waiver Reimagine stakeholder group.
- Information gathering from advocates, lead agencies, and providers.
- Engage with us through [waiver.reimagine@state.mn.us](mailto:waiver.reimagine@state.mn.us)

# Questions

What questions do you have about the Waiver Reimagine project?

# We want to hear from you!

As a group, discuss what works well & what could be improved about the following topics:

- Eligibility
- Services (gaps, access, and availability)
- Administrative and financial management

# Groups Report Back

RECONSTRUCT REMAKE  
RECYCLE REJUVENATE  
REVAMP REDESIGN RENOVATE  
**REIMAGINE**  
RETHINK REUSE RECREATE  
REFURBISH RESTORE RENEW  
REMODEL REDO REVISE

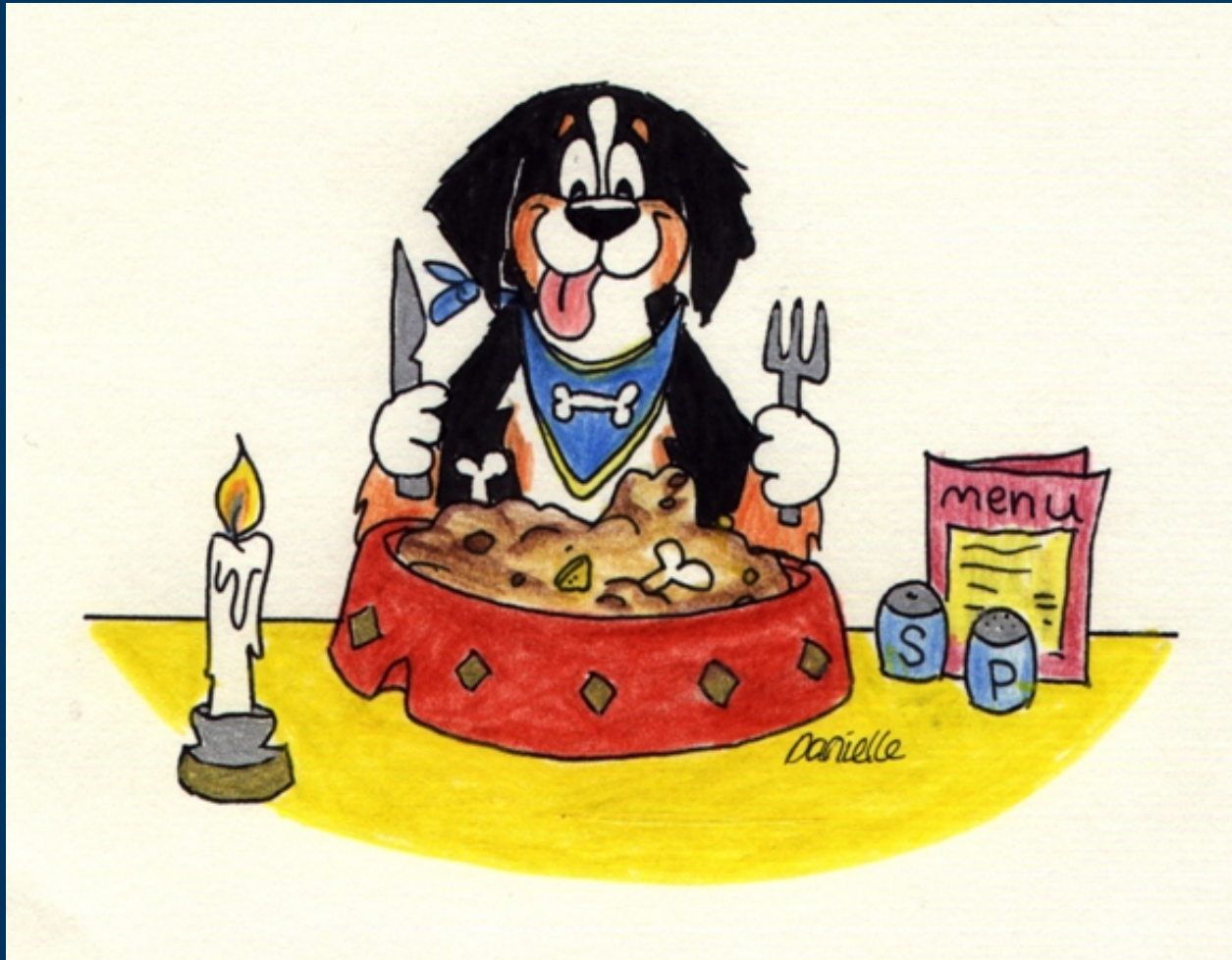
# Waiver Reimagine



# Thank you!

[waiver.reimagine@state.mn.us](mailto:waiver.reimagine@state.mn.us)

# Lunch on your own: Noon to 1p.m.



# Support Plan



My Agency: ZBeta Test Aitkin Lead Agency:

Search My Plans Password Change Log Out

Date of Birth

SSN

Exact Match

PMI

Starts With

Clear

Search

Find Assessment #  GO!

Open Plan #  GO!

Last	First	Middle	Gender	DOB	SSN	PMI	Address	City	County
------	-------	--------	--------	-----	-----	-----	---------	------	--------

No data to display

Date/Time: 5/29/2018 1:16:04 PM - Application Version :18.2.1.0 a

# MnSP Hot Fix: Date Spans

About Plan End Date, 365 days out for all About plan, service agreement and service lines

So they all align and then can be changed using procedure created

Receiving email if plan is over 365 days – why?

**Work Flow:** CM updates plan date prior to the new assessment and creation of the next CSP



# Person Info Provider Other drop down

Home Name: Charles Brady | PMI: 92919762 | Type/Status: CSSP (Open) | ID: 4109 | CM/CC: | Plan Owner: Teresa vanderBent

Buttons: Create New CSSP | View CSP | Preview CSSP | Preview Provider CSSP | Save | Expand All | Collapse All

Navigation: Search | My Plans | Person Information | Goals | Needs Summary | Eligibility | Referrals | Caregiver | Services | Support Instructions | Risk | About Plan | Log Out

### Providers

Provider Type	Phone	Comments	
Other	(23)444-5555	Fred Smith, Unneed Glasses Eye Care	Delete
Optometrist	( ) -		Delete

Add New Row

### Comments


Calibri | 3 (12pt) | B I U S | [Rich Text Editor Icons]

# Search

## General search tips

None of the fields are required. You can enter text in some, all or none of the fields before clicking Search.

## 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

# User Manual Enhancements

There is a typo in the description of the Close button. A dialog box will appear asking you [ito] confirm that you want to close the evaluation

## **Close button**

After you have finished entering data in the evaluation and are ready to submit the data, click the Close button. A dialog box will appear asking you to confirm that you want to close the evaluation. To close the evaluation, click "Yes". To continue working in the evaluation, click "No".

# Adding directions

What should we do if the LTSS improvement tool picks a provider the person is no longer receiving services from?

If the LTSS Improvement Tool selects a provider that the person no longer receives, the user should abandon the evaluation and indicate in the General Notes comment box why the evaluation was abandoned.

Explain how to create or add services once a CSSP is closed and a new service must be added

## **Add Service button**

Click to add a new service to this agreement.

If the CSSP is closed, the button will be greyed out, and you will not be able to add a new service. To add a new service to a closed CSSP, click the Create New CSSP button. Follow your agency's protocol for creating a new CSSP.

# UPDATE: LTSS Improvement Tool Known Issue & Work Around

## Known Issue:

- When a user completes these steps, abandons both evaluations, types notes in the text box and saves it.
- The Plan, rather than showing closed, changes the About Plan evaluation back to open.
- Mentors may submit to Help Desk to change it

**Work Around:** Abandon the evaluations and save. Navigate another tab, go back into the eval., and write in the text box why the evaluation was abandoned and save.

# Overview: Use of the LTSS Improvement Tool across Minnesota

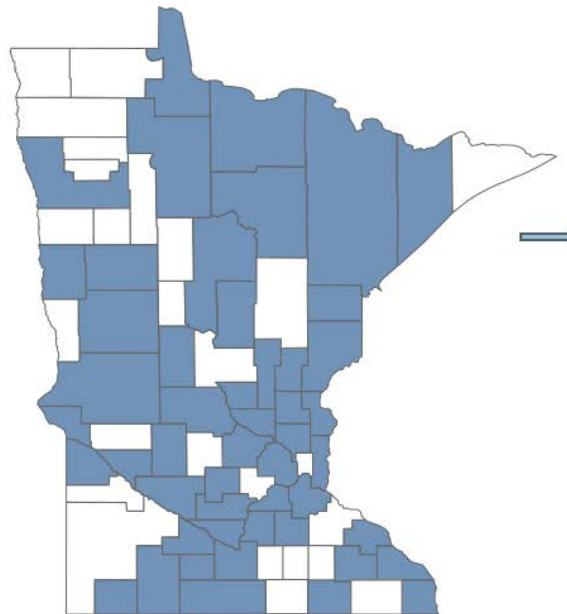
# Use of LTSS Improvement Tool across MN

- To date, more than 51 lead agencies are using the LTSS Improvement Tool to gather feedback from HCBS beneficiaries.
- DHS has created a dashboard using Tableau to show the use of the tool by lead agencies.
- Demonstration of Tableau Dashboard

# Tableau Dashboard: At-A-Glance

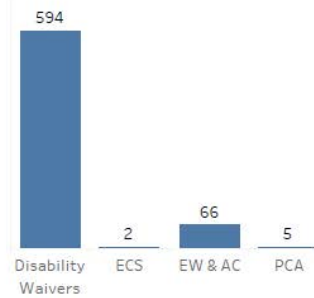
## LTSS Improvement Tool Update (March 27, 2018)

Lead agencies have used the tool to talk to **621** people about their experiences by working on **1,262** LTSS Improvement Tools!



This map depicts the total number of individuals that have participated in the LTSS Improvement Tool

### Tools Completed by Program



51 Lead agencies have used the Tool!

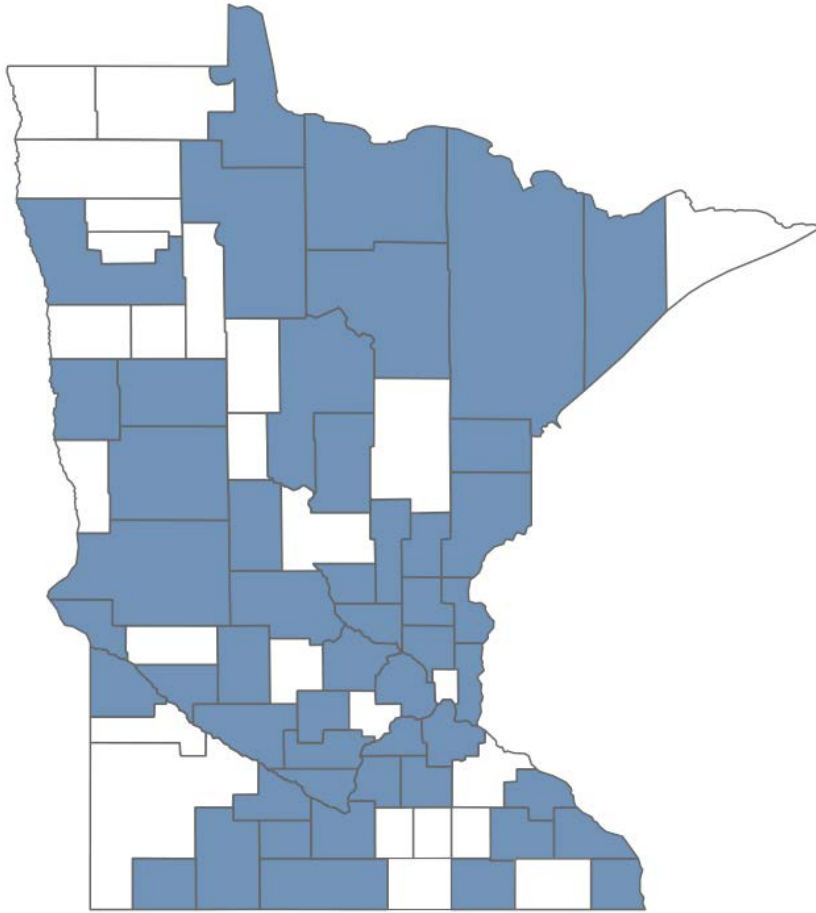
### Completed Provider Evaluations

Foster Care/SLS	96
DT&H/Structured Day	52
PCA	43
CDCS	37
ILS	31
Homemaker	20
Customized Living	26
Prevocational Services	23
Adult Day	12
Home Delivered Meals	10
Personal Support/Compa..	5
In-Home Family Support	5
Home Care Nursing	4
Skilled Nursing	3
Respite	2
Positive Support	2
Home Health Aide	2
Supported Employment	1
Residential Care	1
Chore	1
<b>Grand Total</b>	<b>376</b>

### Number of Tools, by Type and Status

Survey Status	Survey Type		Grand Total
	CSSP	Providers	
Abandoned	32	39	71
Completed	414	376	790
In Process	185	174	359
No Eligible Service		42	42
<b>Grand Total</b>	<b>631</b>	<b>631</b>	<b>1,262</b>

# Tableau Dashboard: Use by Lead Agencies (March 2018)



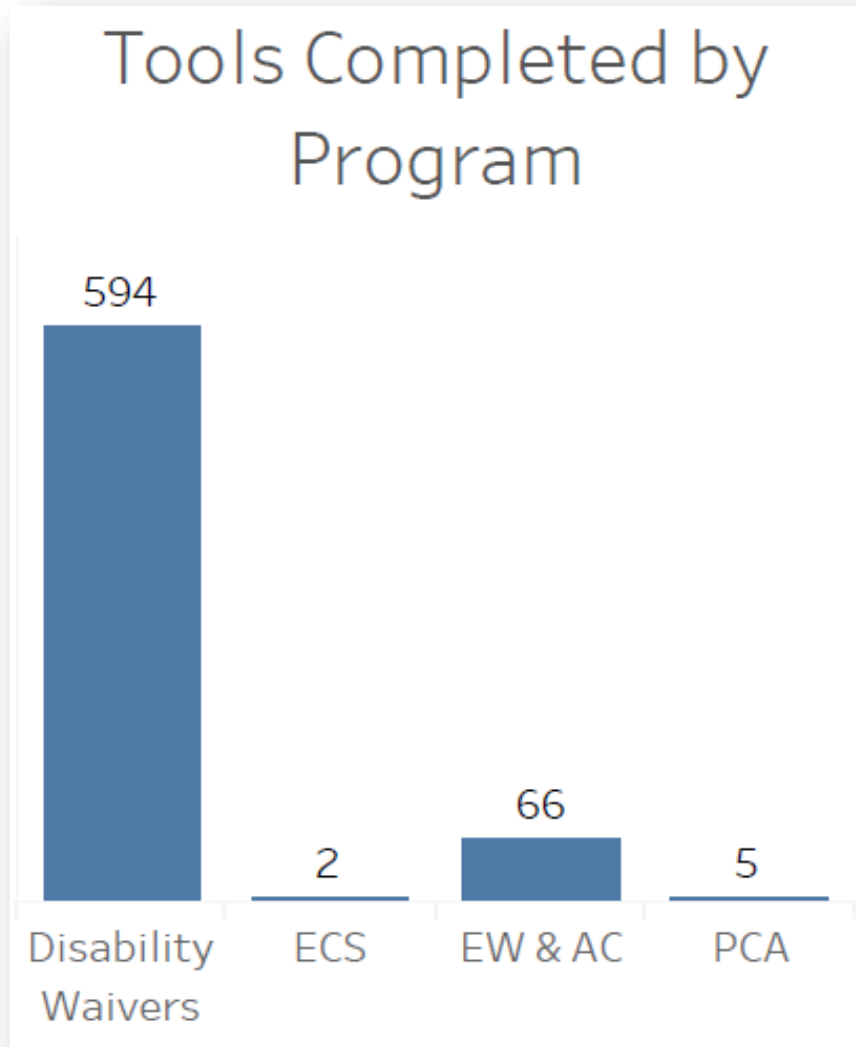
This map depicts the total number of individuals that have participated in the LTSS Improvement Tool

## Summary

Over **51 lead agencies** have used the LTSS Improvement Tool to talk to **621 people** about their experiences with home and community-based services.

**Total: 1,262 evaluations**

# Tableau Dashboard: Use by Program (March 2018)



## Summary

Most of the LTSS Improvement Tool evaluations are **completed for disability waivers (mainly CADI and DD)**.

# Tableau Dashboard: Service Provider Evaluations (March 2018)

## Completed Provider Evaluations

Foster Care/SLS	96
DT&H/Structured Day	52
PCA	43
CDCS	37
ILS	31
Homemaker	20
Customized Living	26
Prevocational Services	23
Adult Day	12
Home Delivered Meals	10
Personal Support/Compa..	5
In-Home Family Support	5
Home Care Nursing	4
Skilled Nursing	3
Respite	2
Positive Support	2
Home Health Aide	2
Supported Employment	1
Residential Care	1
Chore	1
Grand Total	376

## Summary

Lead agencies have completed **376 evaluations of service providers.**

Among these, the top five services that were evaluated are:

1. Foster Care/Supported Living Services
2. Day Training & Habilitation/Structured Day Services
3. Personal Care Assistance
4. Consumer Directed Community Supports
5. Independent Living Services

# Tableau Dashboard: Use by Evaluation Type (March 2018)

## Number of Tools, by Type and Status

Survey Status	Survey Type		Grand Total
	CSSP	Providers	
Abandoned	32	39	71
Completed	414	376	790
In Process	185	174	359
No Eligible Service		42	42
Grand Total	631	631	1,262

### Summary

Lead agencies have completed **414 evaluations of CSSP** and **376 evaluations of service providers**.

There are 359 evaluations in process.



Question

# MnA 2.0 Updates



# Updates

**Purpose:** To test the MnCHOICES 2.0 questions to see if the same results will be obtained

**How:** A person completes a draft MnCHOICES Assessment 2.0

**Who:**

- Individuals who have had MnC Assessment (200) and their guardians received a letter
- Across all waivers
- Mix of ages and disabilities

# Vital Research - other information

- Does not impact Assessment 1.0
- Approved by internal review board
- Scheduling begins June 6, 2018 with assessments completed by mid-August



# User Experience Design (UED)

**Process:** Work with users to understand their needs, review their work flow and collect information as MnA 2.0 content is tested.

## UED Survey Webinar: June 2018

- MNIT will refine “questions” and prepare periodic surveys that can be sent out to the users (open to anyone, voluntary)
- Feedback will be incorporated if there is an emergent need or backlogged if it is an enhancement
- UED will post content when available for users to view/interact with

# MnCHOICES 2.0 User Surveys Webinar, June 18, 2018

Are you interested in providing feedback and input on the development of MnCHOICES 2.0? If so, this webinar is for you!

We invite you to participate in the upcoming webinar which will:

- Provide an overview of where the 2.0 application is in the development process
- Discuss the process for short surveys which will start following the webinar to obtain feedback and input to be considered in the 2.0 development process
- Identify the characteristics of volunteers needed to participate in the surveys
- Provide logistical information about the short surveys (generally taking under 10 minutes to complete)

# UED Survey Timeline

- Survey sent out immediately after the webinar
- Surveys returned one-week after the webinar
- Compiled data will be presented to County State Work Group

# About Plan Dates

08/01/0120	07/01/3120
08/01/0120	07/01/3120
02/01/0120	01/01/3120
12/01/0117	11/30/3018
12/01/0117	11/30/3018
12/01/0117	11/30/3018
12/01/0117	11/30/3018
12/01/0117	11/01/3018
12/01/0117	11/01/3018
12/01/0117	11/01/3018
12/01/0117	11/01/3018
10/01/0120	09/01/3020
12/01/0120	10/11/3020
04/01/1180	03/01/3118

# About Plan: Stay and End Dates

## What we see

- Odd date ranges
- Ranges over two years

## Why does it matter?

- Copying for next year's plan

08/01/0120	07/01/3120
08/01/0120	07/01/3120
02/01/0120	01/01/3120
12/01/0117	11/30/3018
12/01/0117	11/30/3018
12/01/0117	11/30/3018
12/01/0117	11/30/3018
12/01/0117	11/01/3018
12/01/0117	11/01/3018
12/01/0117	11/01/3018
12/01/0117	11/01/3018
10/01/0120	09/01/3020
12/01/0120	10/11/3020
04/01/1180	03/01/3118

# What can I do about it?

1. Mentors will receive list of plans with date issues and instructions
2. Workflow Suggestions: Before the next assessment have case managers review About Plan, Service Agreement and Service line date spans – Are the dates correct?
  - About Plans dates can be changed in closed plans
  - Change service agreement and service lines dates can be changed after creating a new CSSP from the old one – use the Changing Dates document

# How big a deal is this?

Affects next year's plan and the dates that are copied over

1. About Plan only? Minor work to change the date after checking service agreement and service line dates
2. Service agreements and service lines.
  - May mean deleting the service agreement and service lines in next year's plan.
  - The rates person and case manager lose any benefits of copying.



**Questions?**



# Dementia Screening

Aron Buchanan

Aging and Adult Services Division

# Dementia Screen

- Katzman
- Mini-Cog
- St. Louis University Mental Status (SLUMS) Exam
- General Practitioner Assessment of Cognition (GPCOG)
- Memory Impairment Screen (MIS)

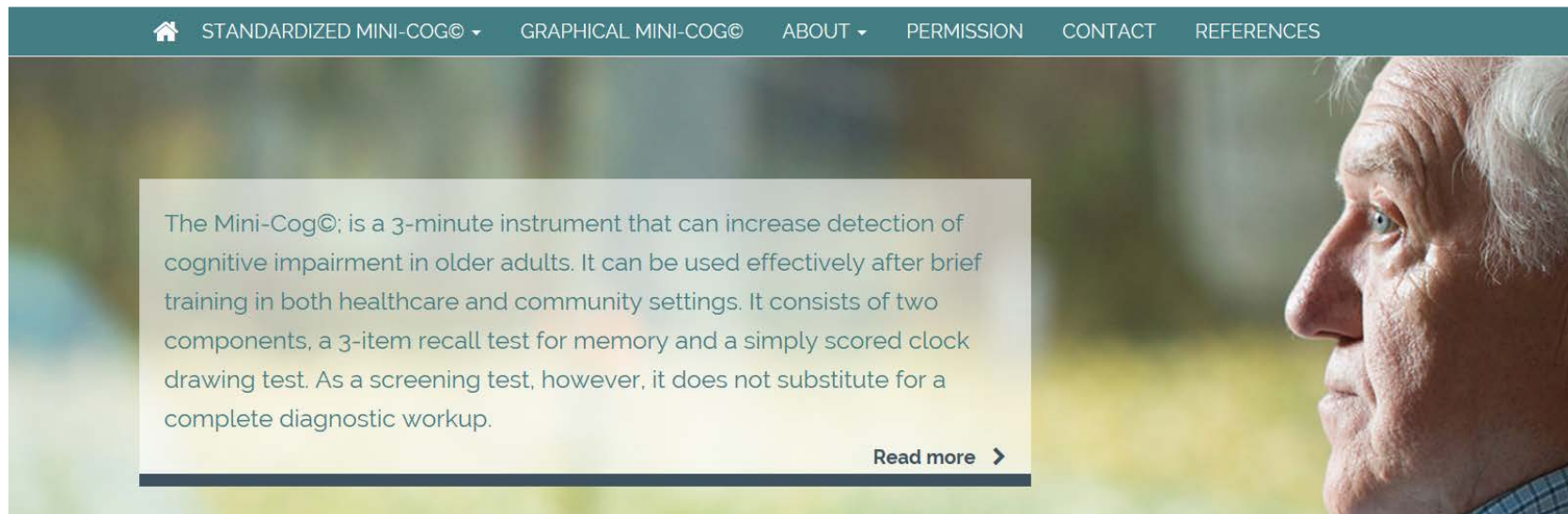
# The Mini-cog

- Up-to-date, validated, and recognized as a best practice tool
- Can determine NF LOC
- Lead agency assessors are qualified to administer
- Is a short screening

- Mini-cog Website: <https://mini-cog.com/>
- Act on Alzheimer's Website: <http://www.actonalz.org/>

## Mini-Cog©

Screening for Cognitive Impairment in Older Adults





**Questions?**

# Thank you!

[Aron.Buchanan@state.mn.us](mailto:Aron.Buchanan@state.mn.us)

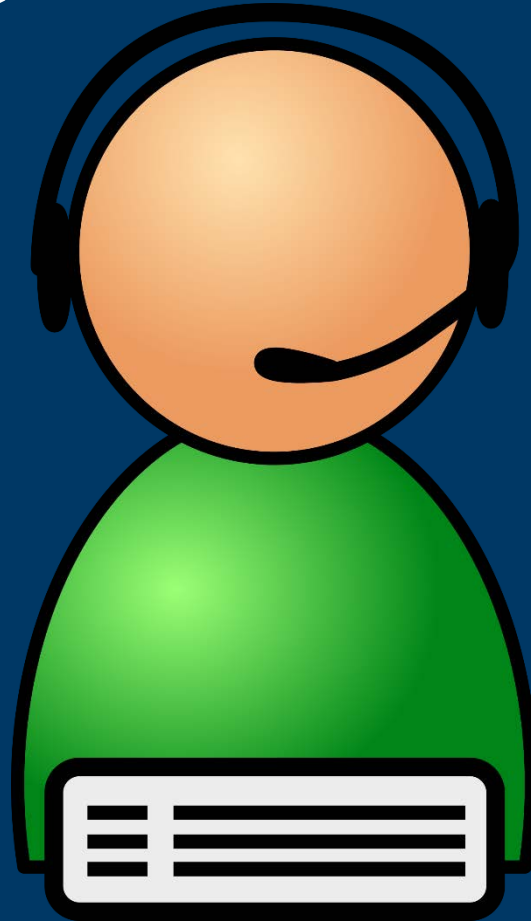
(651) 431-3593

# Time for a break



# Help Desk

## Trouble Shooting Demonstrations and Tips



# At The Help Desk

Hello! Help desk gurus are Kong & Dwayne

- Contact protocol
- Help desk contact form, preferred
  - Including password resets
  - Request form has preset questions which provide essential information for the help desk.
- Mentors only
- If sending email, use: [dhs.mnhelp@state.mn.us](mailto:dhs.mnhelp@state.mn.us)
  - Subject line – Indicate MnCHOICES Support Plan or MnCHOICES Assessment



# How to contact the Help Desk

## MnCHOICES Help Desk

### Help desk hours

8 a.m. – 4:30 p.m., Monday – Friday

Telephone: 651-431-4801

If you have questions, contact the MnCHOICES help desk:

- Use the [DHS-6979 Help Desk Contact Form](#)
- Send a message to [dhs.mnhelp@state.mn.us](mailto:dhs.mnhelp@state.mn.us)
- Review the [Need MnCHOICES Help?](#) before contacting the help desk.



# CountyLink – Resources Recommended from HD

**mn** DEPARTMENT OF HUMAN SERVICES

CountyLink Home Page | DHS Home Page | Bulletins | eDocs | A-Z Topics |

County Reports/Results | DHS Program Resources | **DHS Systems & IT Updates** | Fiscal P

ELICI  
IT Modernization  
MnCHOICES

- Archive
- Assessment ←
- Communication
- Forms and Procedures
- Help desk ←
- Mentors ←
- MCOs
- Rate Plans and RMS
- Support Plan ←
- Training and Webinars

MN-ITS  
MAXIS resources  
MEC<sup>2</sup> resources

> DHS Systems and IT Updates > MnCHOICES

## MnCHOICES

MnCHOICES is a single, comprehensive, web-based services and supports. The [Initiative Fact Sheet](#) is a

DHS has redesigned the MnCHOICES site. Check out the new pages.

### Latest News & Updates

DHS recently designed a new way to gather feedback from Phase I of the Long-Term Services and Supports managers and certified assessors will use it to improve supports. This feedback will help us standardize the new [LTSS Improvement Tool webpage](#) for

**Assessment** – Information about MnA.

**Help desk** – Troubleshooting guides. Release notes. Known issues.

**Mentors** – Lots of information for mentors. Application information. Add mentor form. Tips for selecting new mentors.

- **Highlight** – [Decreasing duplicate people in MnCHOICES Assessment \(PDF\)](#)



# MnA PMI Update

- PMI update for a MnA person without a PMI
- Work with financial worker to add the new PMI. PMI needs to be added to MAXIS.
- Maxis updates the record to SWNDX and shows in MnA. You'll know its ready when you search for the PMI and get a result.
- Source must be SSIS. If source is SMI, PMI has not been updated to SWNDX. Give it 48 hours. Send a request to help desk to push the PMI.
- If source is SSIS, use this guide on CountyLink to populate the PMI to the person in MnA: [Populating PMI Numbers \(PDF\)](#)

The screenshot shows the 'Person Search' interface in MnA. At the top, there are navigation tabs: Person, Intake, Assignment, Assessment, User Profile, Data Export, and Logout. Below the tabs, the 'Person Search' section has a 'Search By' dropdown menu with three options: 'PMI' (selected), 'SSN', and 'Name, DOB, Gender'. The 'Search Information' section contains a 'PMI' input field with the value '123456'. Below this is a 'Search State' button. The 'Person Search Results' section shows 'State Search - 1 Record(s) Found'. A table displays the search results with columns: Select, Name, Gender, DOB, SSN, PMI, and Source. The table contains one record for 'Joe Schmoe' with gender 'M', DOB '01/01/2005', SSN '999999999', PMI '123456', and Source 'SSIS'.

Select	Name	Gender	DOB	SSN	PMI	Source
<input type="radio"/>	Joe Schmoe	M	01/01/2005	999999999	123456	SSIS

# MnA PMI Update and Duplicate PMI Process

- PMI update for an MnA person who already has a previous PMI in MnA
- Work with financial worker to add the new PMI. PMI needs to be added to MAXIS.
- Since there is more than 1 PMI for the same person, you have to **Submit a merge request** by emailing [DHS.TSS.PMI@state.mn.us](mailto:DHS.TSS.PMI@state.mn.us).
- Once they confirmed the merge, look for the PMI in MnA 'State Search'. You'll know its ready when you found the PMI. Source must be SSIS. If Source is SMI, PMI has not been updated to SWNDX. Give it 48 hours. Send a request to Help Desk to push the PMI.
- If source is SSIS, use this guide on CountyLink to populate the PMI to the person in MnA: [Populating PMI Numbers \(PDF\)](#)

# Adding a new PMI to MnA

- If you need the new PMI to be added to the MnA person immediately, send a request to the Help Desk. If the PMI is already in Maxis, we can populate the PMI to the MnA person.
- You still have to **Submit a merge request** by emailing [DHS.TSS.PMI@state.mn.us](mailto:DHS.TSS.PMI@state.mn.us)
- If you fail to do so, the old PMI may return.
  - Users may create duplicate persons in MnA

# Avoid Adding Duplicate Persons to MnA

- HD and data integrity team has found a huge number of duplicates created by users. We've fixed them, but it is an ongoing effort because users keep adding duplicates.
- Most times, duplicates are added because the user could not find that a person already exists in MnA. The user could not find the person because the user searched insufficiently.
- Examples of insufficient searches
  1. Person has new PMI. Previous assessment(s) were done when the person had an old PMI or no PMI. Searching by the new PMI will not find the pre-existing person in MnA.
  2. User searches by SSN#, but the pre-existing person in MnA does not have a SSN# listed. This will not find the pre-existing person in MnA.
  3. User searches with incorrect criteria such as wrong name, DOB, or gender.

# Example 1

## Example 1 demonstration

Person, Joey Smith, already exists in MnA –

Note 2 things:

1. It is a MnCHOICES search
2. It has no PMI

Person Intake Assignment Assessment User Profile Data Export Logout

### Person Search

Search By  PMI  SSN  Name, DOB, Gender

Options  Exact Match  Starts With  Soundex

Search Information

Gender  Male  Female

First Name  Last Name

Date of Birth  Age  To

### Person Search Results

MnCHOICES Search - 1 Record(s) Found

Select	Last	First	Middle	Gender	DOB	SSN	PMI	Address
<input type="radio"/>	SMITH	JOEY	A	M		999999999		

# Duplicate person - A FIX IS COMING!

- Duplicate person fix is coming that will prompt the person to search.
- Until it does please follow this procedure



# Duplicate Person procedure

User searches for the new PMI because this time, user was assigned a PMI.

In this screen shot, the user searches for the new PMI.

However, because the pre-existing MnA person had no PMI, search can not locate any person with PMI 123456.

After failing to find a result from MnA, search will continue to SWNDX (**State Search**). Search finds a result with PMI 123456.

Note that the result shows “State Search” and not MnCHOICES search.

Person Intake Assignment Assessment User Profile Data Export Logout

**Person Search**

Search By  PMI  
 SSN  
 Name, DOB, Gender

Search Information

PMI

**Person Search Results**

State Search - 1 Record(s) Found

Select	Name	Gender	DOB	SSN	PMI
<input type="radio"/>	Smith, Joey	M	01/01/2005	999999999	123456

# Assessor does not have past records

- If user clicks the radio button, user will be presented with the option to “Insert Person”.
- If user clicks insert person, a duplicate is created in MnA.
- Note: no document history or previous assessment(s) done.

Person Intake Assignment Assessment User Profile Da

Person and Activities for **JOEY SMITH**

Main Address & Phone Race & Language Messages from

\*First Name  Middle Name

Date of Birth  MnCHOICES P

\* Est Date of Birth  SWNDX Person

\*Gender  Male  Female Clearing Status:

Document History

ID	Date Created	Sub-
----	--------------	------

Insert Person

# Duplicate records clean up

Duplicate person - 2 records in MnA for the same person. The new one listing a PMI and the old one listing no PMI.

- If user opens a reassessment in the new one, no information from the previous assessment will populate the reassessment.
- Mentor has to send a request to HD to merge the records.
- Otherwise, data integrity will catch it during their clean up and will notify the mentor.

The screenshot shows the MnCHOICES Person Search interface. At the top, there are navigation tabs: Person, Intake, Assignment, Assessment, User Profile, Data Export, and Logout. Below this is the 'Person Search' section with search criteria: Search By (radio buttons for PMI, SSN, Name, DOB, Gender) and Options (radio buttons for Exact Match, Starts With, Soundex). The search information section includes fields for Gender (radio buttons for Male, Female), First Name (joe), Last Name (smith), Date of Birth (dropdown), and Age (0 to 150). There are 'Search State' and 'Clear Info' buttons. Below the search section is the 'Person Search Results' section, which displays 'MnCHOICES Search - 2 Record(s) Found'. A table shows two records for 'SMITH JOEY' with the same DOB (01/01/2005) and SSN (999999999). The first record has an empty PMI field, while the second record has a PMI value of 123456. Red arrows point to the search results header and the PMI field in the second record.

Select	Last	First	Middle	Gender	DOB	SSN	PMI	Address
<input type="radio"/>	SMITH	JOEY		M	01/01/2005	999999999		
<input type="radio"/>	SMITH	JOEY		M	01/01/2005	999999999	123456	

# Avoid adding duplicate persons to MnA

## Solution

- Train the worker who inserts or creates assessments in MnA.
- Do not insert person if you know the person has already had an assessment done in MnA.
- Sufficient searching – Search by PMI and if no result (MnCHOICES Search), search by SSN#. Search by name. Also try searching with only the first 3 letters of the first and last name. Try a date range instead of entering a birthdate.
- [Decreasing duplicate people in MnCHOICES Assessment \(PDF\)](#)

## Online Mode

- User access or password resets for MnA is administered by your own SSIS administrator.
- User lock-outs. Your SSIS admin must reset the password to lift the lockout.

# MnA - Can't login offline

- Password incorrect
- Can't check into online or MnCHOICES not uninstalling
- Get a message to use the desktop icon, but there is no icon
- Stuck in offline mode and “CAN'T GET INTO MNCHOICES”
- Unsuccessful offline download - may have received error message during or following the download process

**Validation:** First, test the CURRENT URL to see if you can get in.

- a. Got in – Skip to the "Online mode" step 2 below.
- b. Can't get in - you get a message to use the offline mode. Follow this guide: [Unable to Log in to Offline Mode.](#)

## Can't login offline -Tip

Start by only doing Step 1 in the guide, then try accessing MnA online using the URL. If you did not find DHS MnCHOICES to uninstall or you still can't get into the URL, finish step 2 in the guide as well.

## 2. Online mode:

- a. Confirm data is there. Verify assessment(s), question count, answers in the last pages you worked on and **ONLY** if substantial data is missing, do an [Offline Document Restore](#).

# Before going offline again

**2b.** View your assessment queue. If assessment indicates “Yes” to offline mode – send the assessment ID into help desk for a toggle.

**Follow this guide before going offline again**

[Deleting Content and Resetting Profile](#)

- HD may handle password resets for MnSP
  - Mentors to send requests thru request form. Send users full name. No need to include username/userID. We do not verify nor provide username/userID. Your security liaison can provide that information.
- SSAM handles user account creation and user password resets
  - For more information, check CountyLink:

## **Security access for MnCHOICES Support Plan**

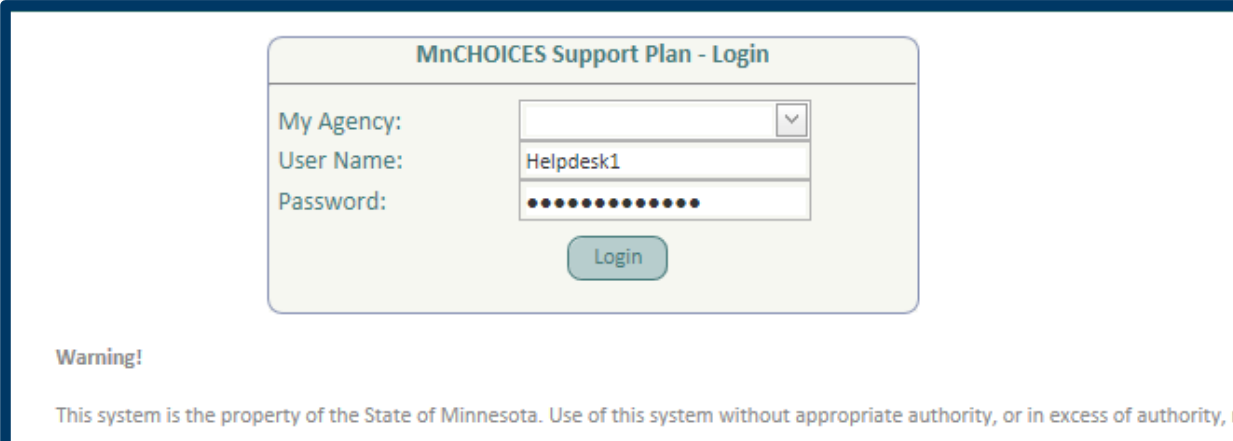
[Data Privacy Training – Handling MN Information Securely](#)

[Support Plan User Access](#)

# User Access MnSP - Tip

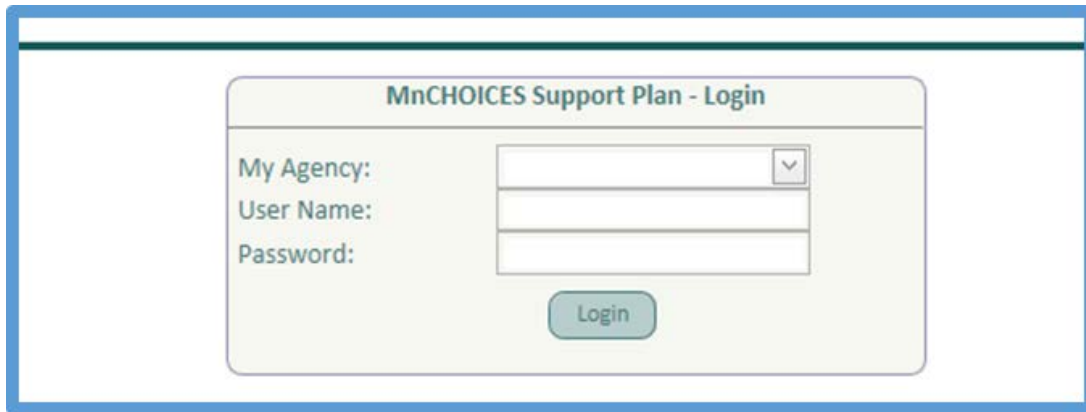
How the login page when autofill ON.

When you reach the page, username and password fields are already prefilled.



The screenshot displays a login form titled "MnCHOICES Support Plan - Login". The form contains three input fields: "My Agency:" (a dropdown menu), "User Name:" (a text field containing "Helpdesk1"), and "Password:" (a text field with masked characters). A "Login" button is positioned below the password field. Below the form, there is a "Warning!" section with the text: "This system is the property of the State of Minnesota. Use of this system without appropriate authority, or in excess of authority, r".

# Log in page and autofill



MnCHOICES Support Plan - Login

My Agency:

User Name:

Password:

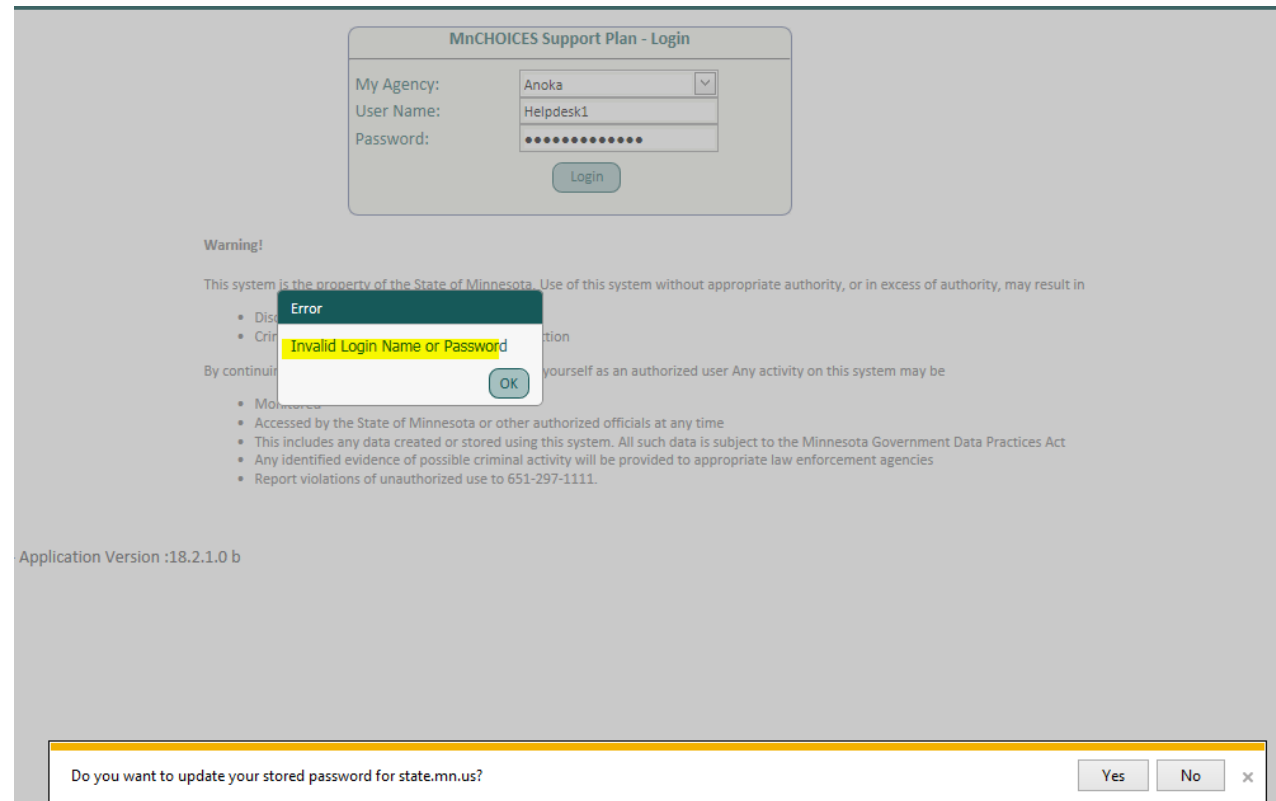
Login

## Trouble with Auto fill after password reset

- If auto fill is on it will in your old password not you new
- When autofill is **OFF**: Fields are empty when you land on the page
- Autofill issues don't affect MnA

# Auto fill on – password reset

What happens if you have password autofill ON and reset your password?  
The autofill feature doesn't know this. You will get locked out.



# Update autofill password

If you have password autofill on:

After you finish resetting your password, go to the login page and replace the prefilled password (\*\*\*\*\*) with your new password. Click login.

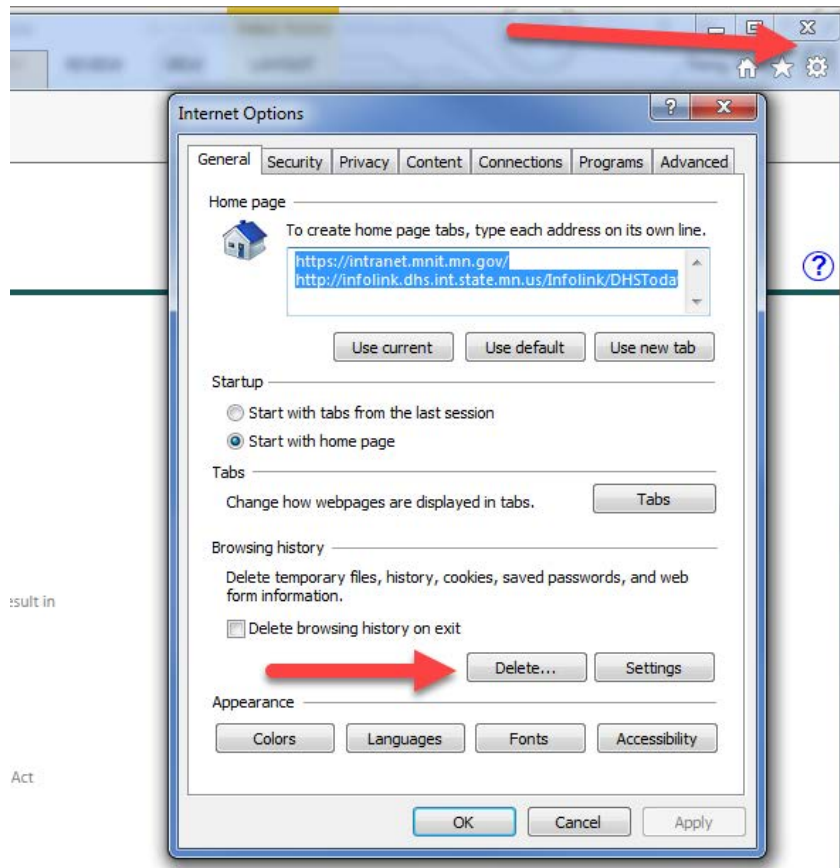
You will be presented with an option to update your autofill password. If you were successfully logged in, click “Yes”. If login failed, do not click “Yes”. Restart the process again until a successful login is achieved and then click “Yes” to update your autofill.



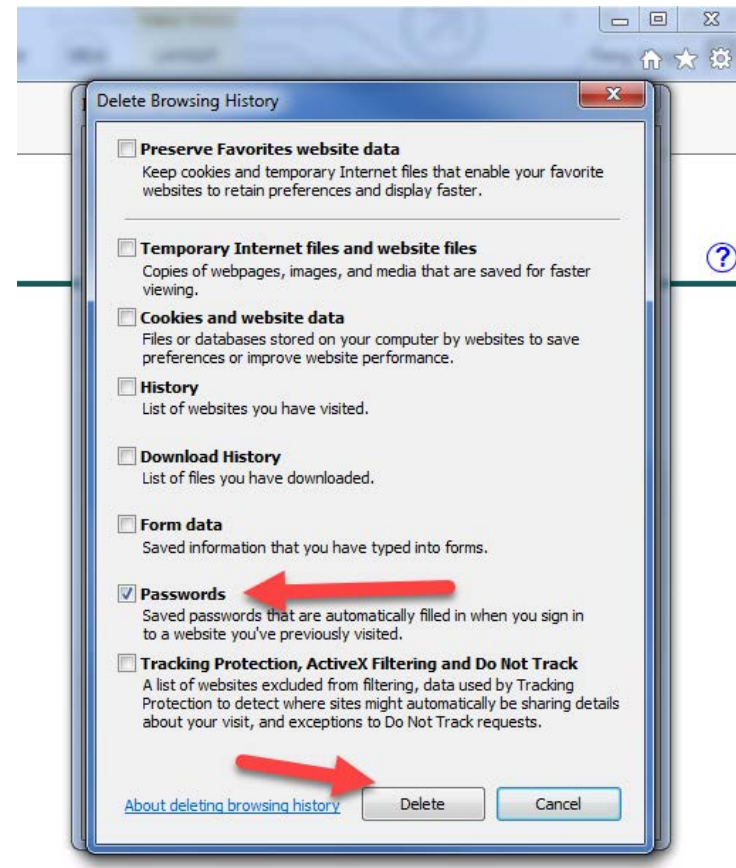
# How to clear password autofill

If someone is having trouble with password autofill, it can be cleared.

1



2





**Questions?**

# MMA Evaluations

- Email evaluation will be sent to all registrants
- MnCHOICES Training is working to create a resource list for lead agencies to increase assessor cultural awareness.
- Please list resources your agency uses to support assessor and case manager cultural competency.
- Our goal is to compile a resource list and post it to MnCHOICES CountyLink for all agencies to access.



**Thank you**

MnCHOICES | DSD