



MnCHOICES Mentors Alliance Meeting September 11, 2018

Introducing DHS Staff

Amy Alexander - MNCHOICES Policy

Raukiya Bania – MnCHOICES Policy

Diane Benjamin – Home Care and Self-Directed Policy

Denise Hauge - MnCHOICES Communication

Beth Siewert – MnCHOICES Policy

Linda Wolford – Disability Hub & Response System

Teresa vanderBent – MnCHOICES Training

Announcements & Updates



CBSM Updates



Bulletins > Advanced Search Search...

> [CBSM](#)

Community-Based Services Manual (CBSM)

The CBSM is a resource for lead agencies who administer home and community-based services that support older Minnesotans and people with disabilities. The Aging and Adult Services (AASD) and Disability Services (DSD) divisions publish guidance on and explanation of policy in the manual.

What's new in the CBSM

The following are five recent updates in the CBSM. For a complete list of updates, see [CBSM - What's new](#).

| Date | Section | Page | Action |
|---------|-----------------------------------|--|--|
| 8/20/18 | Case management/care coordination | Certified relocation service coordination - targeted case management (RSC-TCM) private providers | Updated information for the following providers: <ul style="list-style-type: none">• Access North - Center for Independent Living of Northeastern Minnesota• Capital Health Services, LLC |

Training Opportunity



MnCHOICES 101: Change-in-Condition Reassessments

Thursday, Sept. 27, 2018

9 a.m. to 11 a.m.

Training webinar announcement

Direct Support Connect Initiative

Linda Wolford

Direct Support Connect is Minnesota's dedicated job board for direct support workers, such as PCAs, and the people who hire them.

Direct Support Connect[™]
DirectSupportConnect.com

Cross Agency Team addressing workforce shortage

- Direct Care Worker Workforce Shortage Cross Agency Steering Team
- Formed by DHS and DEED as part of the Olmstead Plan
- Purpose: To address the direct care workforce shortage issues.
- Created a list of Recommendations

7 Recommendation Areas: 1-4

- 1) Increase worker wages and/or benefits
- 2) Expand the worker pool
- 3) Enhance training for direct care and support professionals
- 4) Increase job satisfaction (including quality of the job)

7 Recommendation Areas: 5-7

- 5) Raise public awareness by promoting direct care and support careers
- 6) Promote service innovation
- 7) Enhance data collection

Direct Support Connect: Flexible, rewarding jobs

Direct support workers are in high demand throughout MN



Gain valuable experience to support career goals in health care, human services, education or social justice.

Direct Support Connect Details

Free service provided by the Minnesota Department of Human Services (DHS)

- A tool to support people who choose to directly employ their workers; not a hiring resource for providers
- Dedicated, on-line job board for direct support workers and the people who hire them
- Personal care assistants (PCAs) are the most common type of direct support worker
- Direct support workers can register and search for employment

Direct Support Connect: People needing assistance

- People needing assistance can register and post employment opportunities
- People needing assistance and direct support workers can exchange private, secure messages
- Matches workers to jobs and people to available workers based upon created profiles
- For more details and to view the website visit [Direct Support Connect™!](#)

Direct Support Connect™

The screenshot shows the homepage of Direct Support Connect. At the top, there is a dark blue header with the logo on the left, a tagline in the center, and a 'My account: Sign In >' button on the right. Below the header is a white navigation bar with links for Home, About the job board, Registration information, Become a support worker, and Resources. The main content area features a large banner with a background image of a man in a wheelchair and a woman walking by a lake. The banner text reads: 'Connect to jobs you'll love. Connect with people you'll want to hire.' Below this, a sub-headline states: 'Direct Support Connect™ is Minnesota's dedicated job board and hiring resource for direct support workers, such as PCAs.' At the bottom of the banner are two buttons: a blue one for 'I am a direct support worker. Learn more >' and a brown one for 'I want to hire a worker. Learn more >'.

Direct Support Connect™

A job board for direct support workers and the people who hire them.

My account: Sign In >

m DEPARTMENT OF HUMAN SERVICES

Home About the job board Registration information ▾ Become a support worker Resources ▾

Connect to jobs you'll love. Connect with people you'll want to hire.

Direct Support Connect materials

Direct Support Connect™ is Minnesota's dedicated job board and hiring resource for direct support workers, such as PCAs.

I am a direct support worker. Learn more >

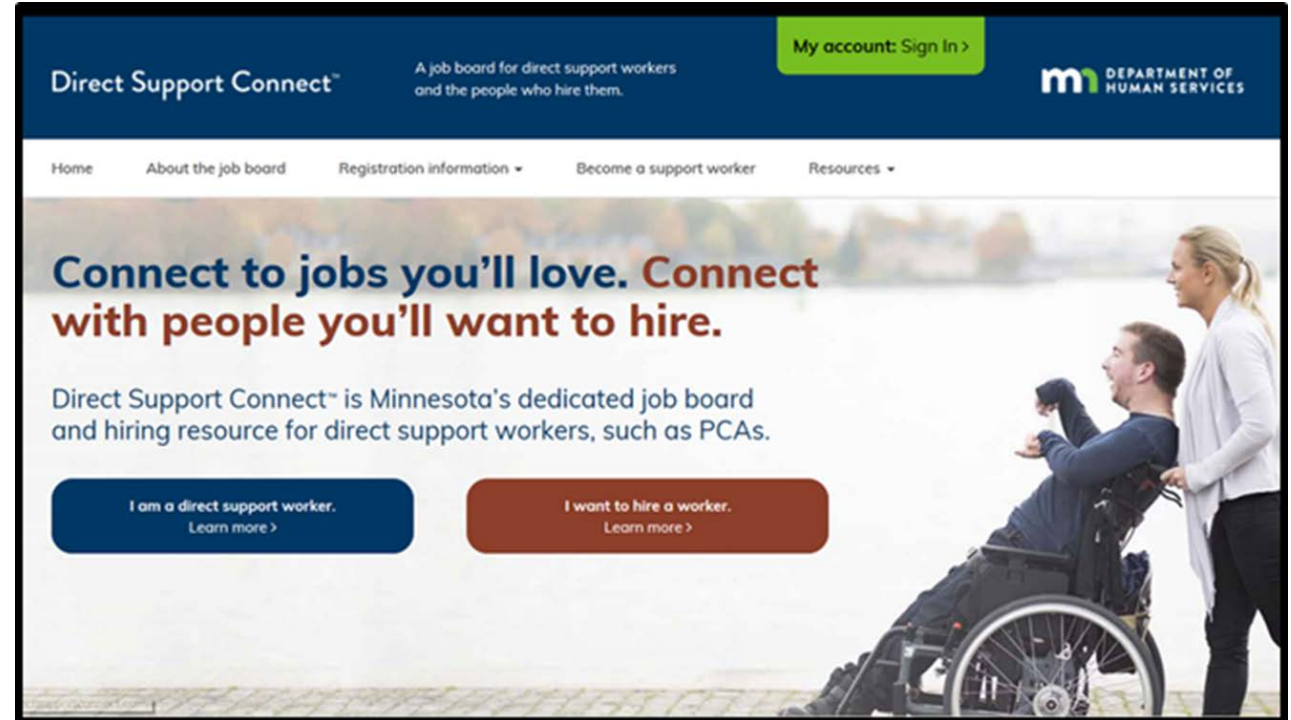
I want to hire a worker. Learn more >

How you can assist?

Provide materials when you meet with people

Share the Direct Support Connect website or Facebook page

[Star Tribune article](#)



How to request Direct Support Connect materials?

Direct Support Connect materials: Kiosk Cards, and Magnets

- Make DSC materials request to:
dsd.responsecenter@state.mn.us
- Subject line: Direct Support Connect materials
- Include quantities in your email



MnCHOICES Assessment 2.0

MnCHOICES Assessment 2.0 Launch Process

- Memo announcing MnA 2.0 Launch: Sept. 2018
- [MnCHOICES Assessment \(MnA\) 2.0 launch webinar schedule](#), begins October 2018
- Providing similar lead agency support provided in MnSP Launch
- Targeted Launch Date: July 2019

MnA2.0 Launch Webinar October 3, 2018, 10 to 11:30 a.m.

Introduction to the MnA 2.0 Launch

October 3, 2018

10 to 11:30 a.m.

Purpose: To provide an outline and documents needed to begin the MnCHOICES Assessment 2.0 Launch process

Topics include

- Launch webinar schedule
- Who should attend webinars
- Review of launch timeline
- Technical specifications
- Role of launch leads

MnCHOICES Certified Assessor Training (MnCAT) Revisions

MnCAT Step 1: Guidance & Resource navigation

- Revision: Introductions regarding the purpose of the exercise

MnCAT Step 2: Assessor skill training revisions include

- Conversational interview training
- Assessing people who do not communicate with verbal language

Step 3: MnCAT Revisions

MnCAT Step 3: Access and navigation - Rewritten

- Access and navigation of MnCHOICES Assessment 2.0
- Assessment scenarios updated
- Resources and tools being developed



MnA 2.0 Surveys



MnA 2.0 Survey: Purpose

How often: no more than Monthly

Purpose: To gain lead agency feed back on features being developed and work flow by people who use MnCHOICES Assessment

What happens with the input provided? Routed to

- Development Team for the computer application
- MnCHOICES Policy
- MnCHOICES Training and Communications
- Summary of the survey to MnCHOICES mentors



Results of Survey 1: Number of people

208 survey respondents made up of 157 assessors, 33 supervisors, and the remaining 18 were case managers, case aides, intake workers, public health nurses, and mentors

Question 1: After you sign into MnCHOICES Assessment 2.0, what do you want to see right away?

- Assessment Queue: 137
- Initiate person search: 47
- All Assessment Activity Queue: 10
- Assignment Queue: 5
- Intake Queue: 2



Autofill information from Search to person information screen: yes – 191 of 208. If the auto-fill information is incorrect there would need to be a way to correct it.

Advanced Person Search: Show more options: 127 of 208

- Have the information already available to use and that it was one less click to get full information.
- Requests were made for a PMI search option.
- Spell Check will be provided in MnA 2.0.

Responses back from your comments

- Proposed search options include: Social Security Number (SSN), Personal Master Index (PMI) number and name.
- Navigation:
 - MnA 2.0 will also allow users to choose domains and sub-domains.
 - Menu bars will provide additional navigation capabilities and information about which screen the user is in.

Cont. Responses back from your comments

- Text boxes will be expandable.
- Demographic information will be shared between MnCHOICES Assessment (MnA) 2.0 and MnCHOICES Support Plan (MnSP). This will be more efficient (less data entry repetition), fewer errors and standard demographic data use between the applications.
- Reporting and printing requirements: These are in progress and more information will be provided at a later date.

Survey 2 and 3

Survey 2 results are being compiled

Survey 3 is created

Survey 2 results and Survey 3 link: emailed to mentors the third week of September





Questions

Break: 10:30 to 10:40 a.m.



MnCHOICES Support Plan



MnCHOICES Support Plan - Login

My Agency:

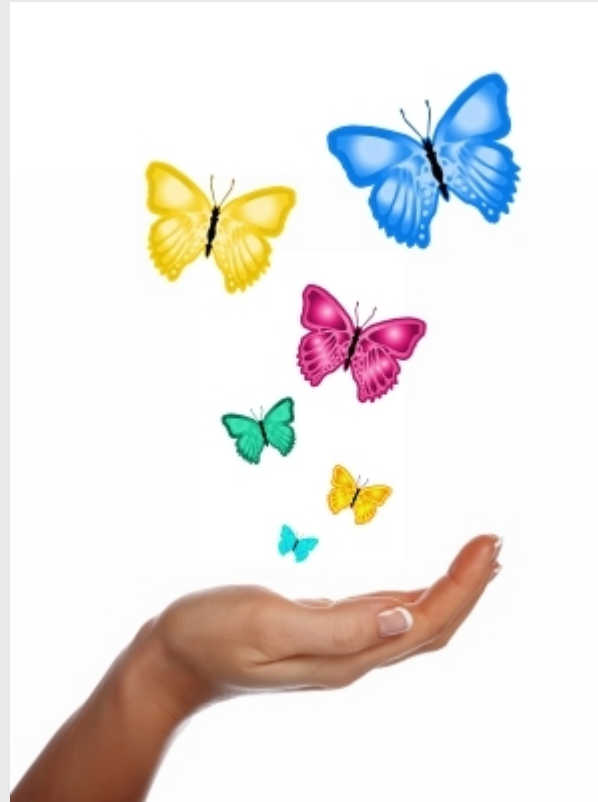
User Name:

Password:

Login

Warning!

MnSP Releases 18.4.1: October 12, 2018



Date: To be determined

What will change:

1. My Plans Tab
2. Goals Tab
3. About Plan Tab
4. Miscellaneous

Modified by and Modified delegate/lead agency were blank

- Improvement: Modified by and Modified delegate/lead agency populate

| ID | Type | Create / Assessment Date | Status | Plan Owner | Delegate Agency | Lead Agency | Closed Date | Modified By | Modified by Delegate / Lead Agency | Modified | Create |
|-----------------------|----------------|--------------------------|--------|-------------|-----------------|-------------|-------------|--------------|------------------------------------|------------|--------|
| 29243 | New Assessment | 05/18/2018 | Closed | Rose Manuel | --- | --- | 05/24/2018 | Meister, Jon | --- | 05/18/2018 | |
| 29242 | Intake | 05/18/2018 | Closed | Rose Manuel | --- | --- | 05/18/2018 | Manuel, Rose | --- | 05/18/2018 | |
| 16164 | CSSP | 07/20/2018 | Open | Jon Meister | Anoka | Anoka | | Meister | - | 07/20/2018 | |
| 16163 | CSSP | 07/20/2018 | Closed | Jon Meister | Anoka | Anoka | 07/20/2018 | Meister | - | 07/20/2018 | |
| 16162 | CSSP | 07/20/2018 | Closed | Jon Meister | Anoka | Anoka | 07/20/2018 | Meister | Anoka/Anoka | 07/20/2018 | |
| 16161 | CSSP | 07/20/2018 | Closed | Jon Meister | Anoka | Anoka | 07/20/2018 | - | Anoka/Anoka | 07/20/2018 | |
| 16160 | CSSP | 07/20/2018 | Closed | Jon Meister | Anoka | Anoka | 07/20/2018 | - | Anoka/Anoka | 07/30/2018 | |
| 16159 | CSSP | 07/19/2018 | Closed | Jon Meister | Anoka | Anoka | 07/20/2018 | - | Anoka/Anoka | 07/20/2018 | |
| 16106 | CSSP | 05/24/2018 | Closed | Jon Meister | Anoka | Anoka | 07/19/2018 | - | Anoka/Anoka | 07/19/2018 | |
| 16105 | CSP | 05/24/2018 | Closed | Jon Meister | Anoka | Anoka | 05/24/2018 | - | - | 05/24/2018 | |

Improvement: Spell check is added to the Goals statement in the Goals Builder

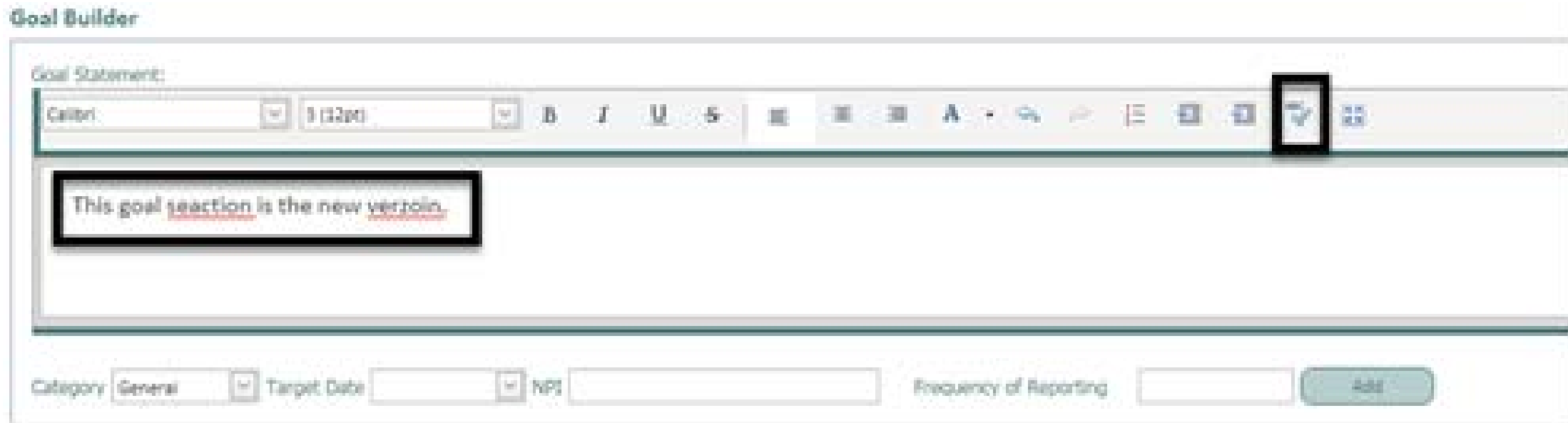
Goal Builder

Goal Statement:

Calibri | 1 (12pt) | B I U S | [Icons] [Spell Check Icon]

This goal reaction is the new verzojn.

Category: General | Target Date: | NPI: | Frequency of Reporting: | Add



About Plan

- **Before:** The type and status of the plan under the Type/Status header disappeared when a change and save was made in this tab.
- **After:** The information under the Type/Status header remains after a change has been saved.

The image displays two screenshots of a web application interface for managing plans. Both screenshots show the 'About Plan' tab for a specific plan, with a navigation bar at the top containing 'Search', 'My Plans', 'Person Information', 'Goals', 'Needs Summary', 'Eligibility', 'Referrals', and 'Caregiver'.

Top Screenshot (Before): The plan is for 'Dan Mack' (PMI: 92839826). The 'Type/Status' header is empty. The 'Status' dropdown is set to 'Open'. The 'Time Period Covered by the Plan' shows a 'Start Date' of 06/19/2017 and an 'End Date' of 06/18/2018. The 'Date this document was mailed' is empty. The 'General Plan Notes' section has a text area with a toolbar.

Bottom Screenshot (After): The plan is for 'John Doe' (PMI: Not Found). The 'Type/Status' header now displays 'CSP (Open)'. The 'Status' dropdown is set to 'Open'. The 'Time Period Covered by the Plan' shows a 'Start Date' of 08/23/2017 and an 'End Date' field. The 'Date this document was mailed' is empty. The 'General Plan Notes' section has a text area with a toolbar.

Miscellaneous: LTSS Evaluation Status

Before: The LTSS evaluation in the About Evaluations tab re-opened when the plans were abandoned and the a save was mad eon the LTSS About Plan tab

- The provider and CSSP evaluation documents were closed and/or abandoned.
- The provider and CSSP evaluations displayed a status of closed in the table but the main level LTSS evaluation re-opened and displayed open status under the Type/Status header.

Name: Kermit Bryan #ID: 92919815 Type/Status: **LTSS Evaluations (Open)** ID: 7599

Search My Plans Person Information Person's Evaluation of CSSP **Person's Evaluation of Provider** About Evaluations

LTSS Improvement: About Evaluations

| ID | Type | Status | Create Date | Closed Date | Last Updated By | Last Update Date | Preview |
|------|---------------------------------|-----------|-------------|-------------|-----------------|------------------|---|
| 7599 | LTSS Evaluations | Open | 9/11/2018 | 9/11/2018 | | 7/24/2018 | Preview All |
| 123 | Person's Evaluation of Provider | Abandoned | 9/11/2018 | 9/11/2018 | | 9/11/2018 | Preview Abandon |
| 123 | Person's Evaluation of CSSP | Abandoned | 9/11/2018 | 9/11/2018 | | 9/11/2018 | Preview Abandon |

After: Miscellaneous: LTSS Evaluation Status

- After: The closed LTSS evaluation stays closed.

| Name | IME | Type/Status | ID | CM/CC | Plan Owner |
|--------------|-----------|---------------------------|------|-------|--------------|
| Kermit Bryan | Not Found | LTSS Evaluations (Closed) | 6176 | | Jean England |

Search | My Plans | Person Information | Person's Evaluation of CSMP | Person's Evaluation of Provider | About Evaluations

LTSS Improvement: About Evaluations

| ID | Type | Status | Create Date | Closed Date | Last Updated By | Last Update Date | Preview |
|------|------------------|--------|-------------|-------------|-----------------|------------------|-------------|
| 6176 | LTSS Evaluations | Closed | 7/30/2018 | 7/30/2018 | England, Jean | 7/30/2018 | Preview All |

| ID | Type | Status | Create Date | Closed Date | Last Updated By | Last Update Date | Preview | Abandon |
|------|---------------------------------|-----------|-------------|-------------|-----------------|------------------|---------|---------|
| 6110 | Person's Evaluation of Provider | Abandoned | 7/30/2018 | 7/30/2018 | England, Jean | 7/30/2018 | Preview | Abandon |
| 6111 | Person's Evaluation of CSMP | Abandoned | 7/30/2018 | 7/30/2018 | England, Jean | 7/30/2018 | Preview | Abandon |

MnSP 18.4.1 cont.

- One instance of MnSP in a browser type
- Autosave

MnSP 18.4.2

- Update of systems, October 26, 2018



Future Releases

- Forward & back arrow
- Dates in the CSP/CSSP
 - Change dates in CSSP before open new CSP

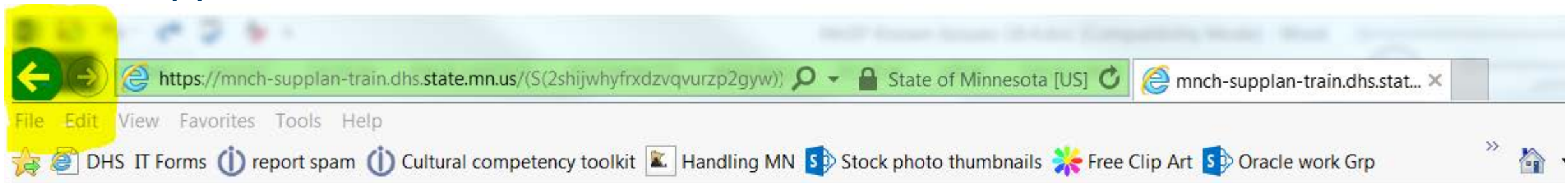


Forward & Back Arrow in URL

Do not use the back arrow or forward button

Why? Creates system error messages in MnSP

Future Release: When choosing the back or forward arrow the user will get an error page and the user will be required to log back into the Support Plan.



The screenshot shows a web browser window. The address bar contains the URL `https://mnch-supplan-train.dhs.state.mn.us/(S(2shijwhyfrxdzvqurzp2gyw))`. The back arrow icon in the browser's navigation bar is highlighted with a yellow box. Below the browser window, the logo for the Department of Human Services is visible. At the bottom, there is a table with user and agency information.

DEPARTMENT OF HUMAN SERVICES

My Agency: ZBeta Test Aitkin **Lead Agency:** ZBeta Test Aitkin

| lame | PMI | Type/Status | ID | CM/CC | Plan Owner | Agreement Type | Agreement Dates | County of Residence | Case |
|--------------|----------|-------------|------|-------|-------------------|----------------|-------------------------|---------------------|------|
| Robert Adams | 92873683 | CSSP (Open) | 7517 | | Teresa vanderBent | CADI | 08/01/2018 - 05/31/2019 | | E |

MnCHOICES County Link Updates

IT Forms report spam Cultural competency toolkit Handling MN Stock photo thumbnails

County Link A resource for counties and tribes

Skip To: [Main Content](#) | [Sub](#)

etins | eDocs | A-Z Topics | [Advanced Search](#) | Search:

ces [DHS Systems & IT Updates](#) [Fiscal Reporting & Accounting](#) [Manuals](#) [Policy Inquiries](#) [Trainlink](#) [Performance Management](#)

> [DHS Systems and IT Updates](#) > [MnCHOICES](#)

MnCHOICES

MnCHOICES is a single, comprehensive, web-based application that integrates assessment and support planning for all persons seeking access to Minnesota's long-term services and supports. The [Fact Sheet](#) is an overview of the web-based application.

DHS has redesigned the MnCHOICES site. Check out the Quick links section below and the CountyLink left column MnCHOICES drop-down menu that lists all MnCHOICES pages.

Latest News & Updates

In April 2018 MnCHOICES hosted two webinars to provide training to MnCHOICES computer application users. You may find these trainings on the Disability Services Division training archive:

- Office Hours, April 6, 2018: included how to change plan dates after the Support Plan copies services and dates into a new CSP/CSSP. If users receive notifications when trying to change About plan dates, service agreement or service lines dates, [Change plan dates when prepopulated \(PDF\)](#) can assist you.
- LTSS Improvement Tool, webinar 3, April 4, 2018: included a demonstration of the tool, question-and-answer session and a brief overview of how lead agencies are using the tool. See the [Frequently asked questions about the new LTSS Improvement Tool webpage](#) for more information.

DHS has [archived](#) all documents more than 2 years old.

Quick links

These are links to documents you use every day. Click on MnCHOICES in the left column to see a complete list of pages.

| | |
|--|--|
| Assessment Guidance Documents <ul style="list-style-type: none">Developmental Disability Screening Document Fields (Guidance)PCA Enhanced budget eligibility reviewForms for LTSS Assessment, Eligibility, and Support PlanningLong Term Care Screening Document Fields (Guidance)PCA Service Agreement Document Fields (Guidance)Using CSP DHS-6791B with a MnCHOICES AssessmentWhen to use the MnCHOICES Assessment | Certified Assessor <ul style="list-style-type: none">Assessment content documentsMnCAT process: Instructions and checklist for lead agenciesMnCAT process: Instructions and checklist for qualified candidatesMnCAT Step 4: Recertification instructions and guidanceMnCHOICES Interagency Contact Point (MICP) overviewMnCHOICES Interagency Contact Point (MICP) listHow do I change my information on the MICP list? |
|--|--|

Outage schedule updated



Bulletins | eDocs | A-Z Topics |

sources | **DHS Systems & IT Updates** | Fiscal Reporting & Accounting | Manuals | Policy Inquiries | Trainlink | Performance

> **DHS Systems and IT Updates** > **MnCHOICES**

MnCHOICES Mentors

DHS has [archived](#) all documents more than 2 years old.

Mentor resources

- [Add or Change Contacts for MNCHOICES Emails](#)
- [Assessment Workstation Technical Specifications \(PDF\)](#)
- [Decreasing duplicate people in MnCHOICES Assessment \(PDF\)](#)
- [Help Desk](#)
- [Help Desk Contact Form](#)
- [Mentor Handbook Contents](#)
- [Mentors List \(XLS\)](#)
- [Mentor Roles and Responsibilities \(PDF\)](#)
- [MnCHOICES Interagency Contact Point \(MICP\) list](#)
- [Office hours conference calls](#)
- [Tips for Selecting Mentors \(PDF\)](#)

Mentor's Alliance

- [Charter \(PDF\)](#)
- [Disability Services Division training archive](#) contains archived webinars and information from previous meetings

Outages

- [2017-2018 Release and Outage Schedule](#)

MnCHOICES interagency contact point (MICP) List

**NEW -
HTML
format!**

- Easier to read
- Easier to edit

The screenshot shows the CountyLink website interface. At the top, there is a navigation bar with the CountyLink logo and the tagline "A resource for counties and tribes". To the right, there are links for "Skip To: Main Content | Subnavigation |". Below the navigation bar, there is a search bar and a menu with options like "Advanced Search", "Sources", "DHS Systems & IT Updates", "Fiscal Reporting & Accounting", "Manuals", "Policy Inquiries", "Trainlink", and "Performance Management". The main content area is titled "> DHS Systems and IT Updates > MnCHOICES" and contains the heading "MnCHOICES interagency contact point list" with a sub-heading "Updated Aug. 24, 2018". The text describes the MICP list and provides information on how to submit updates. Below the text is a table with four columns: Lead agency, Phone, Email, and Fax. The table lists contact information for ten Minnesota counties.

| Lead agency | Phone | Email | Fax |
|-------------------|--------------|--|--------------|
| Aitkin County | 218-927-7200 | achhs@co.aitkin.mn.us | 218-927-7262 |
| Anoka County | 763-324-1450 | rs-ss-ftss-intake@co.anoka.mn.us | 763-324-1043 |
| Becker County | 218-847-5628 | mnchoices@co.becker.mn.us | 218-847-6738 |
| Beltrami County | 218-333-4223 | mnchoices@co.beltrami.mn.us | 218-333-4294 |
| Benton County | 320-968-5152 | amiller@co.benton.mn.us | 320-968-5330 |
| Big Stone County | 320-839-2555 | familyservicecenter@co.big-stone.mn.us | 320-839-3966 |
| Blue Earth County | 507-304-4444 | mnchoicescommunication@blueearthcountymn.gov | 507-304-4387 |
| Brown County | 507-359-6500 | frontdesk1@co.brown.mn.us | 507-359-6542 |
| Carlton County | 218-878-2854 | micp@co.carlton.mn.us | 218-878-2845 |

Update MICP form Changes

The MnCHOICES interagency contact point (MICP) list provides a dedicated, secure phone number, email and fax number for each lead agency using MnCHOICES to complete assessments for Minnesota residents. The MICP:

- Makes interagency communications easier
- Does not replace existing agency support mechanisms for users (e.g., mentors) or intake/initial contact processes
- Will not replace your primary MnCHOICES mentor(s) or administrative contact(s)

To update the MnCHOICES interagency contact point information for your lead agency, please complete this form; all fields must be completed.

Lead agency name *

Name of person submitting request *

First Last

Phone number of person submitting request *

 - -

####

Email address of person submitting request *

Lead agency's secure MICP phone number *

 - -

####

Lead agency's secure MICP email address *

Lead agency's secure MICP fax number *

 - -

####

Notes

Anything else we need to know about your requested change?



Clarified the language on the Update MICP form

- Information of the person submitting the request
- MICP Phone number and address

Support Plan Known Issues: Recently added

MnCHOICES CountyLink, [Help Desk](#),
MnCHOICES Support Plan

[MnCHOICES Support Plan](#)

[Change plan dates when prepopulated \(PDF\)](#)

[Known Issues v18.3](#)

[Release Notes](#)

[Technical Specifications \(PDF\)](#)

MnSP Known Issues: My Plans

Known Issue: When a plan aide does not display after choosing plan aide and saving the About Plan page

Workaround: User must create a service agreement and then add a plan aide.

MnSP Known Issue: Log in Page

Known Issue: Users press the log-in button multiple times and an error message displays saying “Logon conflict detected, please close you browser and try again.”

Workaround: Click the log-in button one time only

The URL includes a “Waiting’ message and the user can see the spinning circle.



Support Plan - Login

Test Aitkin

idder

.....

Login

MnSP Known Issues: About Plan

About Plan

Known Issue: Plan owner field does not change on the header after the save button is clicked.

Workaround: The user makes the change, clicks save and then navigates away from the page. The change will show in the header.

MnSP Known Issues: Person Information

Known Issue: When pasting dates in the Health insurance & payers tab dates do not display correctly. Instead of 11/1/2018 the user sees 11/11/2018

Workaround: The day date needs to contain a 0 if it is a single digit date for example. 11/01/2018.

Known Issue: Name field does not change on the header after the save button is clicked.

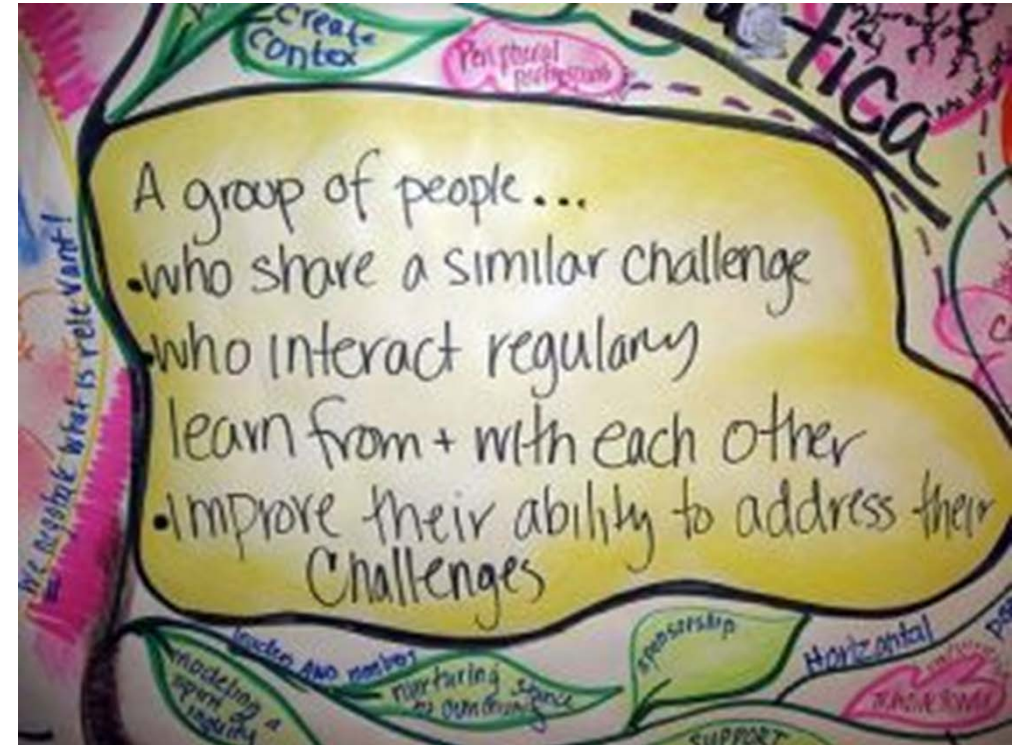
Workaround: The user makes the change, clicks save and then navigates away from the page. The change will show in the header.



Questions

What are Communities of Practice

A group of people with shared interests that come together to share successes, share struggles, problem solve and discuss ways they can be more person-centered in their practice.



Communities of Practice foster

Participants find that these groups foster:

- ongoing person-centered skill development
- resource sharing
- relationship building - expansion of professional network
- peer consultation
- new possibilities through stories of success

Communities of Practice: Where are we today?

Bloomington
Brainerd
Eden Prairie
Fergus Falls
Grand Marias
New Ulm
North Branch

Rochester
St. Cloud
St. Paul
Shakopee
Thief River Falls
West St. Paul

For more information: DSD.RRS@state.mn.us*

Contracted case managers should follow the instruction of their contracted lead agency.



Questions

Using MnCHOICES Support Plan

[Build and Print: CSP/CSSP Crosswalk \(PDF\)](#)

[Crosswalk: Assessment and Support Plan \(PDF\)](#)

[Example CSP: CADI Waiver \(PDF\)](#)

[LTSS Improvement Tool FAQ](#)

[Memo: Long-Term Services and Supports Improvement Tool \(PDF\)](#)

Build and Print/Example CSP

- [Build and Print: CSP/CSSP Crosswalk](#)
 - [MnCHOICES CountyLink](#), landing page, Quick Links, Support Plan, Build and print CSP/CSSP Crosswalk
- [Example CSP: CADI Waiver](#)
 - [MnCHOICES CountyLink](#), Support Plan page, Using MnCHOICES Support Plan

Quick links

These are links to documents you use every day. Click on Mn

Assessment Guidance Documents

[Developmental Disability Screening Document Fields \(Guidar](#)
[PCA Enhanced budget eligibility review](#)
[Forms for LTSS Assessment, Eligibility, and Support Planning](#)
[Long Term Care Screening Document Fields \(Guidance\)](#)
[PCA Service Agreement Document Fields \(Guidance\)](#)
[Using CSP DHS-6791B with a MnCHOICES Assessment](#)
[When to use the MnCHOICES Assessment](#)

Support Plan

[Build and Print: CSP/CSSP Crosswalk](#)
[Change plan dates when prepopulated \(PDF\)](#)
[Crosswalk: Assessment and Support Plan](#)

Build and Print Crosswalk: About Plan

Text Box Guidance - Example

About Plan: General Notes

General Plan Notes:

Calibri 3 (12pt) B I U S | [List Bullets] [List Numbered] [List Check] ABC [Full Screen]

Timmy has a magnetic personality. He is well liked by his teachers at school. Timmy has a great memory. He enjoys watching movies and memorizing lines. Timmy also likes music. Timmy enjoys being able to be active everyday and has a lot of energy. One of his favorite activities is jumping on the trampoline in his backyard. Timmy is very close to his family and enjoys spending as much time as possible with them. Timmy would like to continue living in his family home, at least until after he graduates from high school. He has a younger sister who he adores. Timmy's sister is very protective of him and is very loving and patient in her interaction with him. Timmy is close with his grandparents as well. He enjoys visiting them on their farm and has taken an interest in the farm animals.

Timmy prefers to work with people who are patient, good natured and have a good sense of humor. He prefers when people allow him to work at his own pace and doesn't like to be rushed.

(This is included in the print out. Write a person-centered introduction to the person. Focus on strengths, talents, interests, important to, what people like and admire about the person. Can also include what they would want people to know about how to best work with them.)

Build and Print: About Plan Example

About Plan tab

➤ General plan notes

“Write a person-centered introduction to the person. Focus on strengths, talents, interests, important to, what people like and admire about the person. Can also include what they would want people to know about how to best work with them.”

Services tab

➤ Support instructions

“Provide guidance to the service provider about delivering services for this person. Consider this person’s unique preferences and challenges when completing this section. Also, consider the person’s intended goal for receiving this service.”

Resources for writing CSP's & CSSP's

An example CSP and CSSP was recently posted to MnCHOICES CountyLink

- An example plan from a lead agency
 - Identified by the DHS Lead Agency Review Team as a promising practice
 - Modified to protect identity
 - Used during the Regional Person-Centered Support Plan training summer/fall 2017

Goal of sample plans

- Have a person with a CSP and CSSP for each waiver/program as samples to reference
- Not intended to be “perfect” plans-just examples of promising practices

MnCHOICES Support Plan

Lead Agencies will move from a paper process to creating support plans for the MnCHOICES assessment. When both the MnCHOICES Assessors assess their needs, develop support plans and calculate rates, moving p

DHS has [archived](#) all documents more than 2 years old.

Using MnCHOICES Support Plan

[Build and Print: CSP/CSSP Crosswalk \(PDF\)](#)

[Crosswalk: Assessment and Support Plan \(PDF\)](#)

[Example CSP: CADI Waiver \(PDF\)](#)

Example: CSP: CADI Waiver

What makes it promising practice? About Plan General Notes:

- Focus on strengths, talents, interests, important to, what people like and admire about the person.
- “Delford is an easy-going guy who is kind to others. He is motivated to make a better life for himself. Delford enjoys many activities including weekly bible study, bowling, ice fishing, movies and Frisbee golf. Delford has many strengths including writing and a heart for service; he is a good communicator and has a strong work ethic. Delford likes to travel and would like to be involved in mission work. His dream vacation would be to go to Israel. He hopes to work with children in the future. It is important to Delford to maintain his sobriety as he has been sober for 7 months. Delford has a strong relationship with his sister Jaylen and her family; it is important to him to maintain these relationships

What makes it promising practice? Example

General Notes:

- Strengths
- Dream statement
- Preferred work
- Social/leisure activities
- Important to

Goals support the General Notes narrative and the Summary of Needs by

- Supporting his pride in being sober by supporting his attendance in Alcoholics Anonymous, building coping skills and finding an environment to live that feels he feels safe and supported in
- It addresses his wanting to work with children by pairing him with a volunteer opportunity
- It also recognizes clearing his criminal record will open up more opportunities to work and housing

What will the person, case manager, others and provider do

- Each section lays out specific steps the person will take, the case manager will take and others will take
- This will assist Delford when he reviews his plan to be reminded of who will do what to support his goals.
- It also provides clear guidance for the case manager as they create the CSSP.

Summary of Needs

The assessor provides clear communication with the case manager on what the person

- Needs for reminders, cueing, assistance, supervision, support and in navigating processes.
- It is clear about what is and who is important to the person's Quality of Life

About Plan General Notes

- The case manager added content about Delford's preference and weekly appointments that are important to him.

Goals were updated to reflect other support needs

Example CSSP: Summary of Programs and Services

- The **Service Agreement, Program notes** give a description of what the waiver is being used for
- **Service lines, Support instructions** provide clear guidance to the person and his provider about what he needs and how often, his preferences and what he is able to do for himself and any assistance, coaching or cuing he needs.
- **Service line, services notes** provide a clear indication of the number of units, their purpose and what is expected

DHS Person-Centered Resources

Person-centered Practices

- <http://tiny.cc/mndhs-pcp>

Positive Supports MN

- <https://mnpssp.org/>

DHS Lead Agency Review website

- <http://minnesotahcbs.info/>

What does person-centered mean for me (DHS-6803)?

- <https://edocs.dhs.state.mn.us/Ifserver/Public/DHS-6803-ENG>

Person-Centered, Informed Choice and Transition Protocol

- http://mn.gov/dhs-stat/images/PCP_protocol.pdf

MN's Community-based Services Manual (CBSM)

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

Support Planning Professionals' Learning Community Webpage

- <https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/long-term-services-and-supports/support-planners/>

LTSS Improvement Tool

LTSS Improvement Tool: Quality Oversight

The LTSS Improvement Tool is an essential part of quality oversight for DHS and lead agencies.

Data gathered will be used for required federal reporting, but the real value is in measuring how well our services help achieve outcomes that are important to people.

Case managers can use feedback (from older adults and people with disabilities who receive long-term services and supports) to address service quality for people and identify system and program-wide opportunities to improve services.

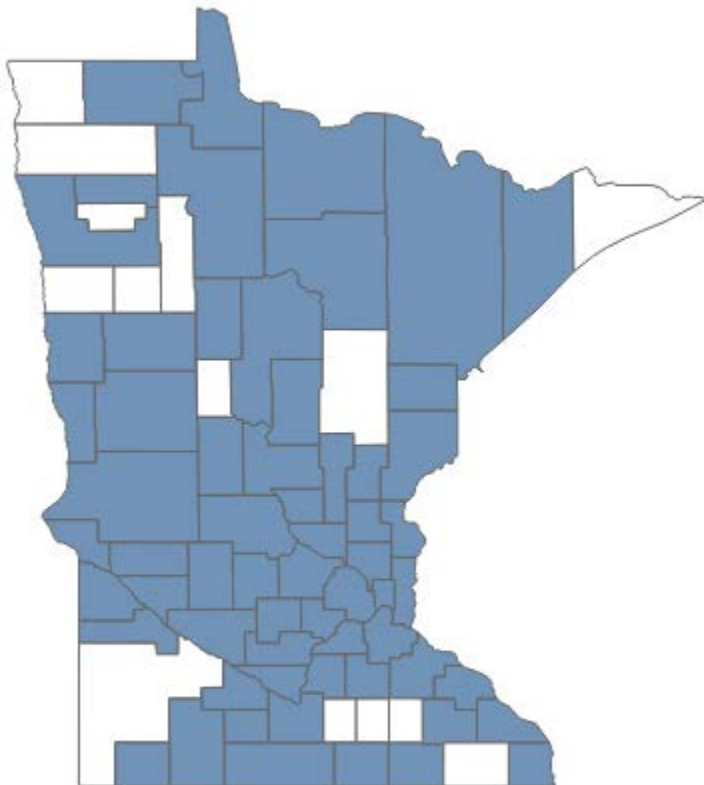
The goal is **to demonstrate changes made at the individual, organizational, and programmatic-level and promote person-centered services and supports** across HCBS programs and counties and tribal nations in Minnesota.



Service Provider and CSSP Evaluations

- The LTSS Improvement Tool questions are based on the person's last closed CSSP.
- Services are selected from the person's last closed CSSP. For a person who receives multiple services, the system will randomly select one service and an associated provider.
- The link to the create an "LTSS Evaluation" will appear when the case manager closes a CSSP in the MnCHOICES Support Plan application. A case manager can click this link to generate the Phase I questions of the LTSS Improvement Tool.

Tableau Dashboard: Use by Lead Agencies (May 2018)



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

Summary

Over **68 lead agencies** have used the LTSS Improvement Tool to talk to **982 people** about their experiences with home and community-based services.

Total: 1,847 evaluations

Use by Lead Agencies (Sept. 2018)

Over **73 lead agencies** have used the LTSS Improvement Tool to talk to people about their experiences with home and community-based services.

Lead Agencies have completed 8,980 evaluations of CSSPs and 8,464 provider evaluations.

Tableau Dashboard: Service Provider Evaluations (Sept. 2018)

| Service | Number of Evaluations |
|---------------------------|-----------------------|
| Foster Care/SLS | 1,805 |
| PCA | 1,213 |
| DT&H | 935 |
| CDCS | 930 |
| Customized Living | 920 |
| ILS | 685 |
| Prevocational Services | 417 |
| Homemaker | 408 |
| Home Delivered Meals | 298 |
| Adult Day | 226 |
| Home Health | 159 |
| In Home Family Support | 130 |
| Supported Employment | 90 |
| Respite | 51 |
| Companion Services | 50 |
| Chore Services | 42 |
| Home Care Nursing | 36 |
| Personal Support | 35 |
| Structured Day | 18 |
| Residential Care Services | 14 |
| Caregiver Living Expenses | 1 |
| Night Supervision | 1 |
| Total | 8,464 |

Summary

Lead agencies have completed **8,464 evaluations of service providers.**

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

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

Tableau Dashboard: Use by Evaluation Type (May 2018)

Number of Tools, by Type and Status

| Survey Status | Survey Type | | Grand Total |
|---------------------|-------------|-----------|-------------|
| | CSSP | Providers | |
| Abandoned | 49 | 67 | 116 |
| Completed | 963 | 884 | 1,847 |
| In Process | 365 | 342 | 707 |
| No Eligible Service | | 84 | 84 |
| Grand Total | 1,377 | 1,377 | 2,754 |

Summary

Lead agencies have completed **963 evaluations of CSSP and 884 evaluations of service providers.**

There are 707 evaluations in process.



Questions



PCA: Enhanced Rate and Families & Children Transition

Enhanced rate/budget – what is it?

Payment for services that are:

- Provided by a worker who has completed qualifying trainings
- Provided to a person who is eligible for 12 or more hours of state plan PCA per day

And

- Provided to a person who is a PCA, CDCS (upon federal approval), or CSG participant

. . . are eligible for a 5% higher reimbursement rate or budget.

Determining if a worker is qualified

The lead agency is not responsible for tracking if a worker has qualified

- DHS has a contract with a company that workers submit training proof to
- The contractor gives the worker's information to DHS
- DHS updates the worker's file in MMIS

Instructions

- All instructions can be found in the [CBSM page on the enhanced rate and budget](#).
- There are also [instructions for providers and FSEs in the PCA Manual](#).

The screenshot shows the Department of Human Services website. The header includes the logo and 'DEPARTMENT OF HUMAN SERVICES' on the left, and 'Community-Based Services Manual (CBSM)' on the right. A navigation bar contains links for 'DHS Home', 'CountyLink Home', 'Manuals Home', and 'Bulletins', along with an 'Advanced Search' field. A 'Show/Hide Table of Contents' button is visible. The left sidebar contains a 'Find in Table of Contents' search box and a list of menu items: Home page, Assessment and support planning, Case management/care coordination, Consumer safeguards, Eligibility, Employment, Financial management, Home care, Managed care, Person-centered practices, Resources and consultation, Waiver programs, Other Aging/DSD programs, Forms, and Glossary. The main content area is titled 'Process and procedure: Enhanced rate or budget for PCA, CDCS and CSG'. It includes a metadata table with 'Page posted: 7/10/18', 'Page reviewed:', and 'Page updated: 7/30/18'. Below this is a 'Definition' section stating that the enhanced rate or budget is for work that is both provided by a worker who has completed qualifying trainings and provided to a person who is eligible for 12 or more hours of PCA per day. An 'Overview' section explains that the page provides program- and/or service-specific information about implementing the enhanced rate or budget, and that it applies to people who are eligible for at least 12 hours of state plan PCA per day and receive: State plan personal care assistance (PCA) not on a waiver (type B service agreement), Consumer Support Grant (CSG), State plan PCA on a waiver, and Extended PCA on a waiver.

The screenshot shows the Department of Human Services website. The header includes the logo and 'DEPARTMENT OF HUMAN SERVICES' on the left, and 'PCA Manual' on the right. A navigation bar contains links for 'DHS Home', 'CountyLink Home', 'Manuals Home', and 'Bulletins', along with an 'Advanced Search' field. A 'Show/Hide Table of Contents' button is visible. The left sidebar contains a 'Find in Table of Contents' search box and a list of menu items: Covered services, Eligibility, PCA requirements, Provider requirements, Qualified professional requirements, Service changes, and Service options. The main content area is titled 'Provider agency/fiscal support entity requirements for PCA, CDCS and CSG enhanced rate or budget'. It includes a metadata table with 'Page posted: 6/29/18', 'Page reviewed:', and 'Page updated:'. Below this is a 'Background' section stating that effective July 1, 2018, some workers will be eligible for enhanced wages/benefits if they complete qualifying trainings. This applies to workers for the following programs/services: Personal care assistance (PCA), Consumer directed community supports (CDCS), and Consumer Support Grant (CSG).

Determining if a participant is eligible

Existing service agreements

- Varies by program and assessment information

Future assessments (pg 1 of 2)

- There are now fields in MMIS where you must indicate “yes” or “no” for eligibility for the enhanced rate. You must answer yes for all eligible participants, regardless of if they have a qualifying worker.
 - The fields are:
 - In the long term care screening document
 - In the service agreement

Cont. Determining if a participant is eligible

Future assessments (pg 2 of 2)

- There is now a modifier that you must add to the PCA code for someone who is eligible for the enhanced rate.
- For people eligible for the enhanced rate, you need to authorize the units at the enhanced rate, which is currently 4.57/unit.

Existing Type B PCA service agreements

- No action required by the lead agency
- Provider agencies will initiate the process by faxing a form to DHS

 My

| Name | PMI | Type/Status |
|--------------|----------|-------------|
| Robert Adams | 92873683 | CSSP (Open) |

Agreement Details

| | | |
|---------------------|-------------------------------|------------|
| Agreement Type | PCA | |
| MMIS Agreement Type | Agreement - Type B: Home Care | |
| County of Residence | | |
| Case Mix | Start Date | End Date |
| E | 08/27/2018 | 08/26/2019 |

Existing CSG service agreements

- No action required by the lead agency
- Provider agencies will initiate the process by faxing a form to DHS

Existing PCA on a waiver service agreements

DHS sent a list of potentially eligible participants to lead agencies through the RRS's in early July

Case managers need to

- Identify and notify eligible participants
- Update the service agreement of all eligible PCA participants in MMIS by:
 - Entering a valid code in the indicator field
 - Ending the current PCA line item
 - Entering a new PCA line item with the modifier code

Existing extended PCA on a waiver service agreements

- DHS is still seeking federal approval for extended PCA on a waiver
- No action is required on the part of the lead agency

Note: extended PCA hours do NOT count towards eligibility, but once DHS has federal approval, case managers will need to authorize the enhanced rate for an eligible participant for their extended PCA hours

Existing CDCS service agreements (MnCHOICES)

- DHS is seeking federal approval for CDCS
- Once CMS approves the waiver amendment for the enhanced budget for CDCS, we will issue further instructions

Existing CDCS service agreements (no MnCHOICES)

- DHS is seeking federal approval for CDCS
- DHS sent out lists of people who may be eligible for the enhanced rate along with a document called enhanced budget eligibility review
- Case managers need to do the review for all the people on the list
- Once CMS approves the waiver amendment for the enhanced budget for CDCS, we will issue further instructions

Future assessments for CDCS

- Going forward, assessors must use one of the following for CDCS participants:
 - MnCHOICES
 - [Supplement Waiver PCA Assessment and Service Plan \(eDoc 3428-D\)](#)
 - [Enhanced budget eligibility review](#)

You will get an edit if:

- You do not answer the y/n indicator question
- If you answer the y/n indicator question incorrectly for type B
- If you answer yes, but don't use the modifier code and enhanced rate

Families and children transition process

- DHS announced this change in October 2017 along with 2017 data on the number of people receiving PCA in each county
- DHS has worked extensively with representatives from MCOs and counties and tribal nations on how to best facilitate a complicated process

Families and children transition

Similar to SNBC, beginning January 1, 2019 PCA services and home care nursing* services will be carved out of the Managed Care benefit set for people on families and children. This population will continue to receive all other health care benefits from their MCO.

- Note: This does not apply to people over the age of 65.
- Counties and tribal nations will now complete these assessments.

*Home care nursing agencies will continue to assess home care nursing participants

Existing service agreements

- Reassessments do not need to be done until the annual reassessment is due.
- In the meantime, all SAs that end in 2019 need to be entered into MMIS to authorize PCA services.
 - The SA that is entered will start on January 1, 2019 and end when the MCO's authorization ended.
 - If the MCO did not contract with a county or tribal nation to do the assessment, DHS will enter the SA into MMIS
 - If the MCO contracted with a county or tribal nation to do the assessment, that county or tribal nation will enter the SA into MMIS

Future assessments

- Managed Care Organizations will not do assessments for a service that they will not be authorizing. This means that counties and tribal nations need to do assessments for SAs that will begin after January 1, 2019.
- Example: A person's current SAs ends on January 31, 2019. The provider agency therefore sends the request for reassessment by November 30, 2018. The county or tribal nation is responsible for that reassessment.



Questions

Break: 2:30 to 2:45 p.m.





Health insurance & payers tab

MnCHOICES Assessment 1.0

Release 17.3.5: August 17, 2018

- Employment code merging
- Memory and cognition bullet removed
- Correction to Waiver/program language
- CADI name updated

Employment Services: Updated and combined

In the Developmental Disabilities (DD) and Long Term Care (LTC) screen documents merged three employment codes into one in each screening document.

The following DD screening document Employment Services Codes

- (62) Employment Exploration Services
- (63) Employment Development Services
- (64) Employment Support Services

Are combined into one: (62) Employment Services

Employment Services: combined

Employment Services Codes

(B2) Employment Exploration Services

- (B3) Employment Development Services
- (B4) Employment Support Services

Are combined into one: (B2) Employment Services

Memory & Cognition Domain

Under Functional Memory and Cognition

Removed the bullet “Service only available through the BI Waiver, regardless of whether or not those needs are met by formal waiver services.”

| | |
|--|---|
| Memory & Cognition | 0 |
| About this Domain (Memory & Cognition) | 0 |
| Functional Memory and Cognition | 0 |
| Mental Status Evaluation | 0 |
| Referrals & Goals (Memory & Cognition) | 0 |
| > Safety/Self Preservation | 0 |
| > Sensory & Communication | 0 |
| > Employment, Volunteering & Training | 0 |

* Does the person have a documented diagnosis of brain injury or related neurological condition that is not congenital? *

No Yes

Choose one:

Acquired or traumatic brain injury

Degenerative or genetic disease that became symptomatic on or after the person's 18th birthday

* What is the diagnosis? *

test

* The person has an assessed need for one or more of the following:

- Specialized provider with experience or expertise appropriate to meet the person's cognitive or behavior impairments
- Higher amount of units or rate for services due to cognitive or behavior impairments
- Service only available through the BI Waiver, regardless of whether or not those needs are met by formal waiver services *

No Yes

| | |
|--|---|
| Memory & Cognition | 0 |
| About this Domain (Memory & Cognition) | 0 |
| Functional Memory and Cognition | 0 |
| Mental Status Evaluation | 0 |
| Referrals & Goals (Memory & Cognition) | 0 |
| > Safety/Self Preservation | 0 |
| > Sensory & Communication | 0 |
| > Employment, | 0 |

* Does the person have a documented diagnosis of brain injury or related neurological condition that is not congenital? *

No Yes

Choose one:

Acquired or traumatic brain injury

Degenerative or genetic disease that became symptomatic on or after the person's 18th birthday

* What is the diagnosis? *

test

* The person has an assessed need for one or more of the following:

- Specialized provider with experience or expertise appropriate to meet the person's cognitive or behavior impairments
- Higher amount of units or rate for services due to cognitive or behavior impairments *

No Yes

The third bullet point no longer displays

Before: Waiver/program language

WAIVER/PROGRAM

* Has the Alternative Care Program Eligibility Worksheet been completed and eligibility determined? *

No - no intention to complete Yes Pending - intend to complete and determine eligibility Not applicable, currently on EW

* Is this a New assessment or a Reassessment? *

New Reassessment

* Has the person exited the BL, CAC or CADI waiver for institutional care or trial of non-waiver home care and is choosing to return to the same waiver within 180 days? *

No Yes - BL Yes - CAC Yes - CADI

Where: In the Assessor conclusion domain under level of supervision and support after waiver plan changes

After: Waiver/program language

WAIVER/PROGRAM

* Has the Alternative Care Program Eligibility Worksheet been completed and eligibility determined? *

No - no intention to complete Yes Pending - intend to complete and determine eligibility Not applicable, currently on EW

* Is this a New assessment or a Reassessment? *

New Reassessment

* Has the person edited the BL, CAC or CADI waiver for institutional care or trial of non-waiver home care and is choosing to return to the same waiver within 180 days? *

No Yes - BI Yes - CAC Yes - CADI

Why the change: CADI, CAC and BI waiver plans now allow people turning 65 or over age 65 to stay on or return to waivers.

Removed: “within 180 days” section of the question to reflect the new waiver language.

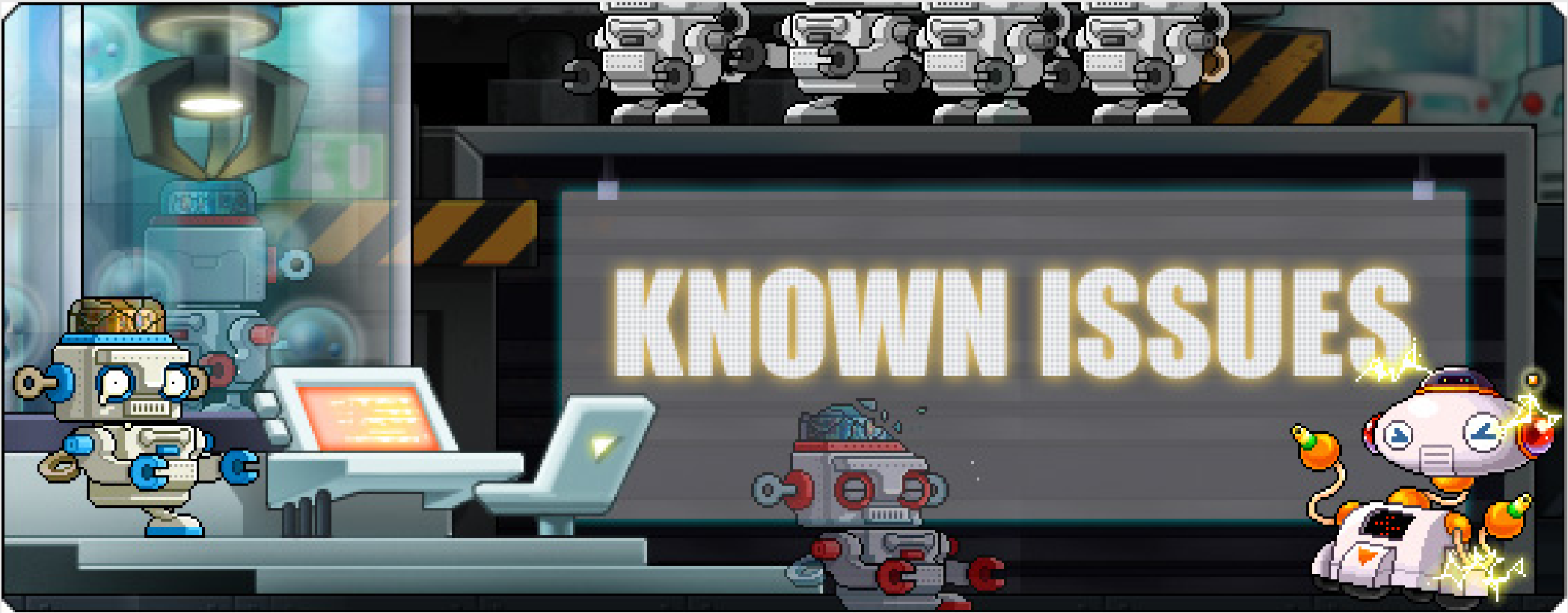
Eligibility Summary

The CADI waiver acronym was updated in the eligibility summary.

- Before: The acronym displayed as Community Alternatives for Disabled Individuals.
- After: Improvements corrected the acronym to reflect the proper name for the waiver, Community Access for Disability Inclusion.

- Adding Field 100a in the LTC Screening document to accurately display
- Closing sessions to improve performance of MnA
- Date: To be determined

MnA 1.0 New Known Issues



Updated MnA 1.0 Known Issues: 17.3.5

Demographic updates

- **NEW (8/8/2018):** Person Information: New data does not populate into the reassessment in the Demographic Information group in the Person Information domain. The system retains the previous data in error.
- **Workaround:** Users should not close their browsers while MnA is completing an action, such as adding a reassessment to a record.

MnA 1.0 Known Issues: Viewing reports

NEW (8/8/2018): When users view specific closed assessments, MnA experiences an error and causes Internet Explorer to shut down and reload MnA.

Workaround

- Navigate to the assessment queue and view an assessment that does not produce the error.
- Then search for the affected assessment under the person tab and select View to open that assessment.
- The affected assessment opens without creating the Internet Explorer shutdown error.

MnA 1.0 Known Issues: Printing reports

NEW (8/8/2018): Reports do not consistently print properly because of Microsoft Silverlight

When users attempt to generate reports, sometimes Silverlight converts reports into images using significantly more data than other formats. Large data files may cause trouble for printers depending on lead agency's system and network at the moment a print job is sent.

Workaround: Wait about 5 minutes before printing a report. Reboot the system if the problem persists.

MnA 1.0 Known Issues: Eligibility

NEW (8/8/2018): Field value does not display for various items in DD and LTC screening documents after eligibility is done

Workaround: Users experiencing this problem should contact the MnCHOICES Help Desk.

MnA 1.0 Known Issues: Password and time out issues

NEW (8/8/2018): -Changing password adding special character error

When a user changes the MnA password and uses a caret (^) in the new password, he or she receives an error message.



No More Carrots!

NEW (8/8/2018): Field #23: pulling incorrect date

The Guidance document tells users that Field #23, Action Date, pulls the Assessment Date from MnCHOICES Assessment. Instead, the system is incorrectly pulling the Result Date.

Workaround: On the printed document cross off the Results Date and hand write in the date of the face-to-face assessment.

MnA 1.0 Known Issue: DD screening document

DHS found discrepancies between guidance given in the [DD Screening Document Codebook](#) and the MnCHOICES Assessment tool.

- This issue started on Aug. 18
- The MnCHOICES Assessment tool no longer considers the child's age when determining the value for certain fields of the DD screening document.

DD screening document: Lead agency action

Certified assessors need to review and evaluate each of the DD screening document fields produced by the MnCHOICES Assessment after Aug. 18 to make sure each field is appropriate based on the child's age until MnCHOICES Assessment is updated again to reflect age appropriate responses.

DD Screening Document Codebook

DHS encourages certified assessors to use [Assessing for age-appropriate behavior \(PDF\)](#) in the [DD Screening Document Codebook](#) as guidance. This will help provide consistent assessment results.

This document gives age-specific guidance in these skill areas:

- Community living
- Expressive communication
- Fine motor
- Housework
- Leisure recreation
- Mobility
- Money management
- Receptive communication
- Self-care
- Self-preservation
- Vocational

Users should contact the MnCHOICES help desk using contact form DHS-6979 if the MnCHOICES Assessment shows independence for a field in the DD Screening Document but [Assessing for age-appropriate behavior \(PDF\)](#) shows independence in that area is not appropriate.

Minnesota Department of **Human Services** DHS-6979-ENG 8-17
*Required fields

*Mn*CHOICES Help Desk Contact Form

About this form
MnCHOICES mentors are asked to complete this form when communicating with the Help Desk regarding issues users encounter when working in the MnCHOICES application or when users have policy or procedure-related questions. MnCHOICES TIPS: Contacting the Help Desk

Directions

- **Mentors** should complete this form as completely as possible.
- To submit a completed form, select (or click on) the SUBMIT button at the end of the form. Please do not click the submit button multiple times. [NOTE: When you click submit the completed form will be automatically sent via email to the SSIS Help Desk. An email confirmation will be sent from the SSIS Help Desk confirming the receipt of your email.]
- **Mentors** are also encouraged to save a copy of all completed and submitted Help Desk Contact Forms.
- Additional tips and instructions about completing this form can be found in "MnCHOICES TIPS: Contacting the Help Desk." Remember the more information included about the issue (e.g., what's been done to try to resolve it, examples of what happened, policy research you've completed to date, procedural steps you've already taken, etc.) the easier it will be for the Help Desk to provide assistance in a timely manner.

1. When did the problem occur?
DATE: APPROXIMATE TIME:

2. LEAD AGENCY NAME *

3. MENTOR'S NAME * EMAIL ADDRESS *

4. DOC ID (if this is regarding a specific intake, assessment, rate plan, CSP, CSSP)

5. USER'S NAME USER'S PHONE NUMBER

6. IS YOUR QUESTION: *
 Technical Policy Other

Improve the practice of a MnCHOICES certified assessor

DHS encourages assessors to consider the following areas in their three-year recertification period:

- Communication and interviewing style
- Expanding knowledge about different long-term service and support populations
- Command of resources for targeted referrals
- Building person-centered practitioner skills

Example MnCH8012

Person-Centered CLUs: 2

Instructions

1. Click the Add Activity button
2. Fill out the form fields (the Comments field is optional)
3. If the activity improves your person-centered practice, check the Person-Centered Activity checkbox (at least 12 hours of person-centered CLUs are required for recertification)
4. Click the Save all Activities button
5. Print a copy of your documentation using the Print button
6. Click the "x" in the upper right corner to close this browser window
7. When you return to TrainLink to add another CLU, select Continue Course
8. After you have met the number of CLUs required for recertification, give a copy of your documentation to your supervisor

IMPORTANT: Before closing this window, click the "Save all Activities" button.

Add Activity

1

Date: 09/04/2018

Activity Type: Training (In-Person)

Person-Centered Activity:

Activity Name: Team meeting- Topic: person centered training

Comments (optional): We worked at our team meeting with our person centered coaches.

Time Spent Doing Activity: 2 Hours 00 Minutes

Continuing Learning Units (CLUs): 2.0

MnCAT Recertification



Review of CLU documentation

- DHS has begun to pull CLU data from MNCH8012 and MNCH8015 Activity Name and Comments sections
- TrainLink is your official record of your CLU's – providing accurate content references is important
 - Finding headings like Team Meeting that do not describe the CLU content
- DHS is considering other required topics to be included in the recertification process.
- The total number of CLU's may be changed at that time.

MnCAT Step 3 – Secret Links

Where to find them?

[Webinar archive](#)

[New Mentor Training 5/22/2018 pdf](#)

Page 57

You may save it to your computer for future reference



Questions

MnCHOICES Certified Assessor Training

As we work through revisions are their topics you think should be covered in MnCAT or part of Recertification requirements.

Please add them to your evaluation where requested.



MnCHOICES County Link: Help Desk



Home | Bulletins | eDocs | A-Z Topics |

Home Resources | **DHS Systems & IT Updates** | Fiscal Reporting & Accounting | Manuals | Policy Inquiries | Trainlink | Performance

> **DHS Systems and IT Updates** > **MnCHOICES**

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
- Review the [Need MnCHOICES Help? webpage](#) before contacting the help desk.

Troubleshooting documents

MnCHOICES Assessment

A-J

Possible Change: MnCHOICES Application Status

MnCHOICES County Link


Help Desk Tab

Purpose: Live method to check if a MnCHOICES computer application is down or experiencing issues


MnCHOICES Help Desk

MnCHOICES Application Status


MnCHOICES Assessment (MnA):


 Normal


MnCHOICES Support Plan (MnSP):

 Down – estimated availability: 2:30pm

Definitions

 Normal – application functioning as expected, no issues reported

 Intermittent – application is functioning but with errors reported, users work with caution

 Down – application is not functional, users are not able to log-in

Users should call the help desk if they are experiencing issues and the application status is normal (green).

Help desk hours

8 a.m. to 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
- Review the [Need MnCHOICES Help? webpage](#) before contacting the help desk

MnCHOICES Application Status

Give us your thoughts on the MMA evaluation.

We are considering

- Option 1: Outage messages and the MnCHOICES Application Status
- Option 2: Transition period: Outage messages & Application Status for period of time and Help Desk – MnCHOICES Application Status only after that
- Option 3: Mentor opts out of outage messages and uses the MnCHOICES Application Status

Evaluation form will be sent after MMA

Your chance to provide input on

- MnCAT topics
- MnCHOICES outage and application status



Thank you

MnCHOICES Mentor Meeting, 9/11/2018