



MnCHOICES Assessment 2.0 Launch: Same & Different

MnA 2.0 Launch Webinar, December 5, 2018

Welcome & Introductions

MnCHOICES Team

- Development Team
- QA Team (Testing)
- Policy leads
- Communication & Training



Housekeeping

- All participants are muted
- Do submit technical issues
 - Use the WebEx Q&A panel
- Wait to submit questions



Q&A

All (0)

Ask: All Panelists

Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit.

Send

Purpose of Launch Webinars

Who should attend? Launch leads, supervisors and MnCHOICES Assessment mentors. From time to time assessors and/or case managers will be invited.

Provide lead agencies an opportunity to learn the

- Features of MnCHOICES Assessment 2.0
- Steps to prepare for launch
- Computer application technical and program requirements
- Support DHS will provide through webinars, trainings, and launch calls
- Training, work flow and other program support lead agencies may want to provide

MnCHOICES language changes to avoid confusion

MnCHOICES will not be used to reference the MnCHOICES Assessment

MNCHOICES means the Assessment and Support Plan computer applications.

- The current MnCHOICES Assessment is referred to as MnCHOICES Assessment 1.0, Assessment 1.0 or MnA 1.0.
 - When referring to the Assessment as MnA state each character (e.g. M N A 1 . 0)
- The current MnCHOICES Support Plan is referred to as MnSP
 - When referring to the Support Plan as MnSP state each character (M N S P)
- Work is underway for MnCHOICES Assessment 2.0. To avoid confusion we call it MnA 2.0 or Assessment 2.0

MnA 2.0 Launch Updates

[MnCHOICES CountyLink](#), Assessment page, MnCHOICES Assessment 2.0
Heading, Launch schedule

Launch of MnA 2.0 for Counties and Tribal Nations - Revised launch date

Third Quarter 2019

Release of MnSP adapted for MnA 2.0

Third Quarter 2019

Launch of MnA 2.0 for Managed Care Organizations

Targeted for January 2020

Conversational Interview Training

Moved to Fourth Quarter 2019



December: Same & Different



- MnA 2.0 Redesign Principles
- MnA 1.0 Data
- Same & Different
- Previously Asked Questions
- Question and Answer session



MnA 2.0 Redesign Principles

MnCHOICES Assessment Redesign Principles

Redesign Principles considered the

- Current application needs identified by lead agencies
- Feedback obtained at regional meetings from Aug. to Oct. 2016



Support best practices for assessments



Assessor synthesizes information from the person's story and what they have observed and discerned



Assessor selects response choices to statements



Assessor supports the person in telling their story

Support the professional role of the certified assessor



Consolidate and integrate policy and duplicative information, declutter phrases and space, reduce number of sections



Help the assessor to understand

- Why they are asking about something
- What they are seeking to understand

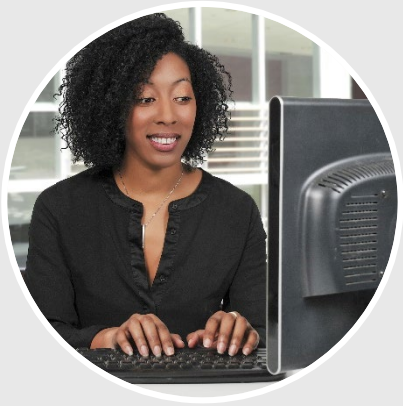


Realign roles to ensure access and work product align



Design an intuitive user interface that supports navigation throughout the application

Focusing on items that support core functions of the Lead Agency



The application is a professional tool



Acknowledges variances in lead agency workflow



The person-centered interview is the assessor's responsibility

Standardize policy application while staying true to intent and meaning



Through policy alignment, gain clarity of language and descriptors



Assessment items were first consolidated into structures and then organized by domains

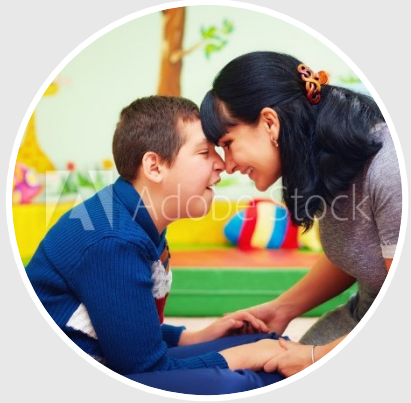


Provide practice guidance to support clarity of understanding and consistency in selecting the appropriate response options



Provide resources for referencing further information when necessary

Presents content in a consistent framework



Person-centered approach is incorporated into measures by framing needs within capabilities versus inabilities



Interview process identifies needs that are characteristic or typical of the person



The structure reduces personal subjectivity



Consistent pattern wherever possible to allow the assessor to anticipate response options (ease in selecting response)

Create rules engine logic that supports the process for assessment and setting next steps



Establish level of care and program access as two separate functions



Insure people have access to the most appropriate waiver to meet their needs



Ensure consistent application of policy

Supports the development of support planning



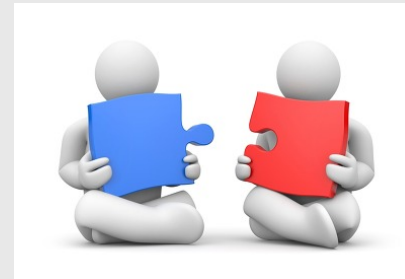
Assessment information guides the services a person may need



Data from the assessment is carried over to the develop the CSP and inform the CSSP



Supports two-way communication between the assessor and case manager



The assessor and case manager touch base after the in-person interview



150-Day Transition

- MnA 1.0 will remain open for 150-days so counties and tribal nations can complete “inflight” assessments
- All MnCHOICES Assessment intakes will be entered in MnA 2.0
- All unscheduled assessments will be completed in MnA 2.0



150 Day Transition Expectations: Intakes

For all MnA 1.0 intakes prior to the launch date

- The assessment needs to be scheduled and completed in 150-day window or
 - The intake needs to be abandoned and entered in MnA 2.0
 - Intakes could be held in SSIS and entered in MnA 2.0 after launch

MnA 2.0 Intake process requires only what is needed to enter the person into MnCHOICES



Positive Aspects

- Less rework for Assessors – finish what is started in MnA 1.0
- Ready access to last year's assessment when doing reassessments
- Assessors familiar with application know the format and where to find content
- Users can copy and paste text
- Able to complete MnA 1.0 work and transition to MnA 2.0

Challenges

- Must work in 2 assessment applications

Why 150-days?



How long is MnA 1.0 data available?

After the 150-day transition

- **Read only access to MnA 1.0 data:** After 150 days MnA 1.0 would remain read only one year. Copy and paste available
- **When the viewing option is closed:** Lead agencies may request assessment data using the MnCHOICES Help Desk form



Transition: Aligning data MnSP to MnA 2.0

Work is being done to align data being collected in MnA 2.0 with the areas in MnSP

- MnSP will know the difference between MnA 1.0 data and MnA 2.0 data and display content accordingly
- No significant changes in the Support Plan structure





Same & Different

MnA 2.0 Areas we will review

Help Desk

Log in and user maintenance

Search

Intake

Queues

Assessment interview visit

Lead agency access & support



MnCHOICES Help Desk:

Same

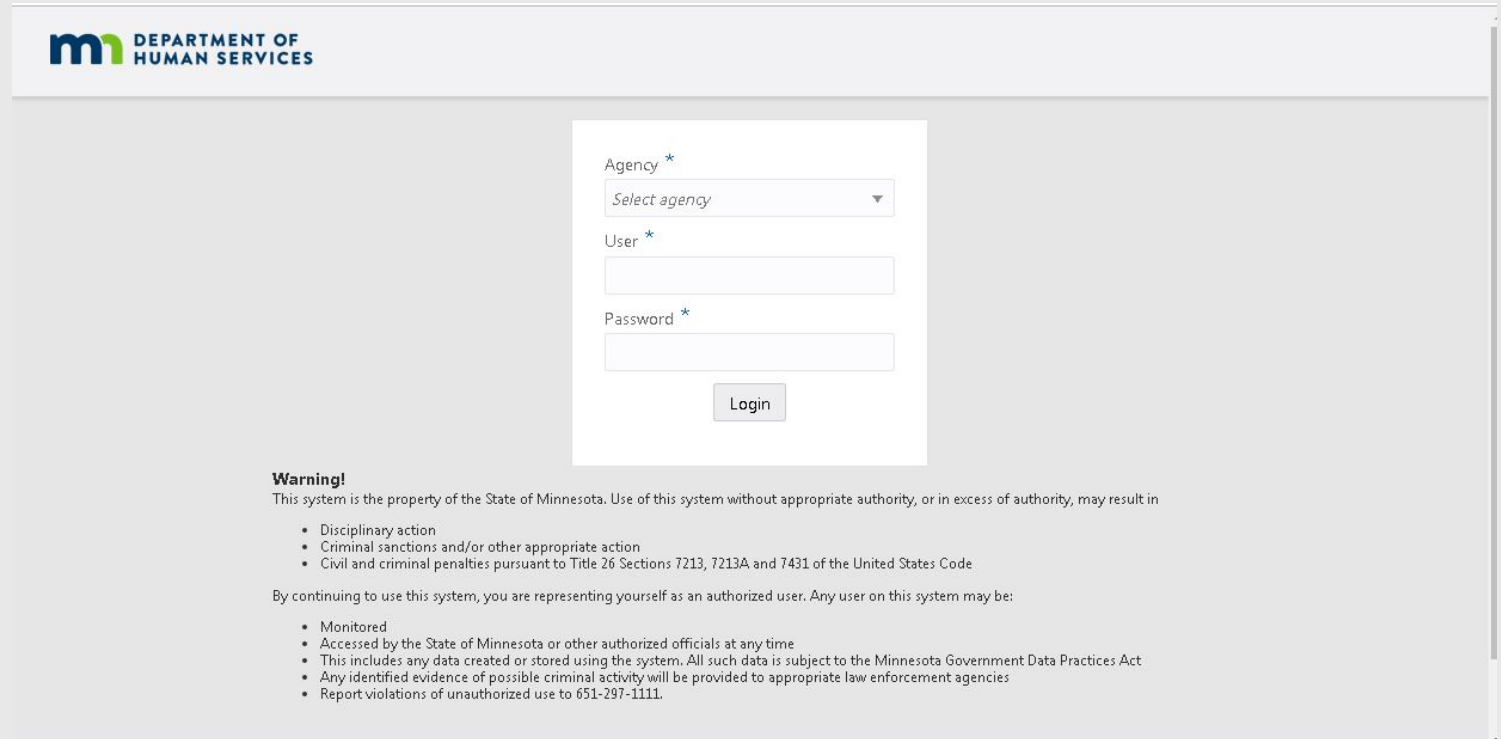


Mentors: Same

Protocol for application users

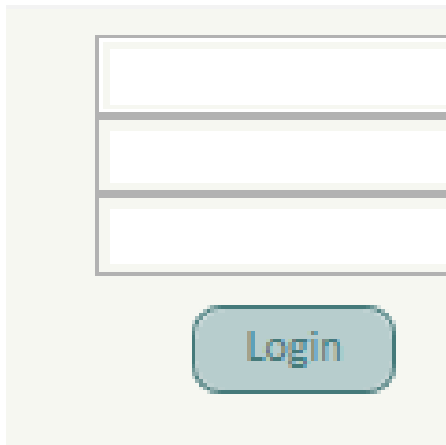
Same:

- Use the same user name and password as MnSP



The screenshot shows the login interface for the Minnesota Department of Human Services. At the top left is the logo with the text "m1 DEPARTMENT OF HUMAN SERVICES". The main content area features a white login box with the following fields: "Agency *" (a dropdown menu with "Select agency" as the placeholder), "User *" (a text input field), and "Password *" (a text input field). Below these fields is a "Login" button. Underneath the login box, there is a "Warning!" section. The warning text states: "This system is the property of the State of Minnesota. Use of this system without appropriate authority, or in excess of authority, may result in" followed by a bulleted list: "Disciplinary action", "Criminal sanctions and/or other appropriate action", and "Civil and criminal penalties pursuant to Title 26 Sections 7213, 7213A and 7431 of the United States Code". Below the warning, it says "By continuing to use this system, you are representing yourself as an authorized user. Any user on this system may be:" followed by another bulleted list: "Monitored", "Accessed by the State of Minnesota or other authorized officials at any time", "This includes any data created or stored using the system. All such data is subject to the Minnesota Government Data Practices Act", "Any identified evidence of possible criminal activity will be provided to appropriate law enforcement agencies", and "Report violations of unauthorized use to 651-297-1111."

Lead agency User names and access



User name

Same: As MnSP user name

X or PW #

Aligning for central log in page



User Maintenance and Access

Different: Not using SSIS for user access/maintenance

Same: using security access management system like SSAM

Onboarding process is being established



Survey 4 results helped to inform key decisions like the:

- Color: Dark Blue
- Navigation Word Order: Home Queues Reports Person Search
- “Person Search”

Search By: Defaults Name

Search by option drop down:

- Defaults Name Search
- Options to choose gender, date of birth or form and to age to narrow the search

The screenshot shows the 'Person Search' interface for the Department of Human Services. At the top left is the logo 'mi DEPARTMENT OF HUMAN SERVICES' and navigation links for 'Home', 'Queues', 'Reports', and 'Search'. On the top right are help and user icons. The main heading is 'Person Search' with a 'Search by' dropdown menu set to 'Name'. Below this, a note states 'Asterisk (*) indicates a required field'. The search criteria include a 'Match' dropdown set to 'Starts with', and two required text input fields for 'First name' and 'Last name'. A blue 'Search' button is positioned to the right of these fields. Further down, there are radio buttons for 'Gender' with 'Any' selected, and 'Male' and 'Female' options. At the bottom, there are input fields for 'Date of birth' (format m/m/dd/yyyy), 'From age' (set to 0), and 'To age' (set to 120), each with a calendar icon and up/down arrows.

Searching by

Search by
option drop
down

- Social Security Number (SSN)
- Personal Master Index (PMI) number

Person Search

Search by

Asterisk (*) indicates a required field

SSN *

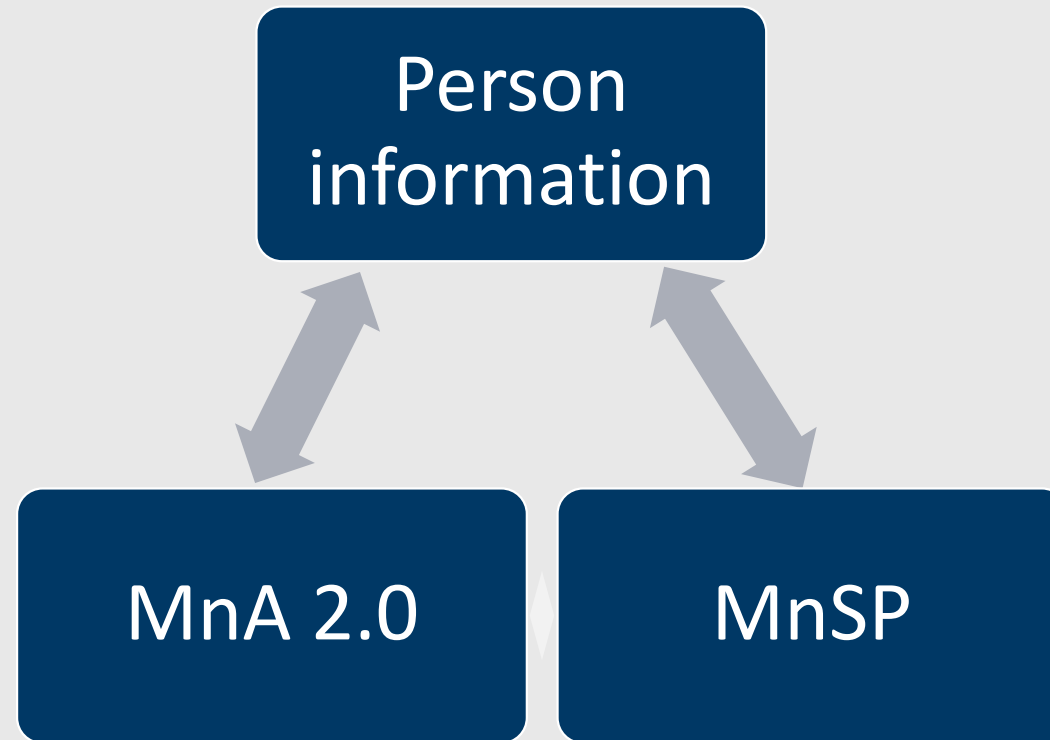
Person Search

Search by

Asterisk (*) indicates a required field

PMI *

Person Information: Functionality Returns!



1. MnCHOICES Person Information changes in one MnCHOICES application will update in the other MnCHOICES application

MnCHOICES Support Plan data: MnA.20 Assessment

2. When MnA 2.0 is used to create an assessment

- Person Demographic entered in MnA 2.0 will carryover into the new CSP/CSSP
- The CSP and CSSP Person Information will be in the new format
- MnA 2.0 Assessment data will carry over into the new CSP/CSSP
- The copying feature will remain the same

MnCHOICES Support Plan data: MnA

3. When MnA 1.0 is used to create an assessment

- Person demographic information from the assessment will populate into the CSP/CSSP
- The CSP's Person Information will remain in the current format

Person Information: Document History

History prior to the launch

- Same: Document history will populate into MnA 2.0
- Different: To review document details you will go to MnA 1.0

The screenshot shows the 'Person Details' page for 'Test Test123' in the MnA 2.0 system. The page header includes the 'm DEPARTMENT OF HUMAN SERVICES' logo and navigation links for 'Home', 'Queues', 'Reports', and 'Search'. The main content area is divided into sections: 'Summary', 'Demographic', 'Decision Makers', and 'Payers'. The 'Summary' section displays 'Test Test123 Summary'. The 'Demographic' section contains a table with the following data:

Name	Sex	Age	Date of Birth	PMI	SSN	Actions
Test Test Test123	M	48	08/01/1970	N/A	444-55-5771	

The 'Decision Makers' section is currently empty. The 'Payers' section displays 'Test Test123 Assessment History' with a table that has columns for 'Created Date', 'Type', 'Status', 'Result Date', 'Lead Agency', 'Assessor', and 'Actions'. The table currently shows 'No data to display.' and a 'Create Referral Request' button is located below the table.

What is the Referral Request?



Acknowledges
variances in lead
agency workflow

- Referral request rather than intake
- Lead agencies have their own intake process
- Only entering the data needed for MnA 2.0
- Collecting referral request data may assist your agency in the 150-day transition period
- Lead agencies will be able to view another agency's referral request

The Referral Request: Summary

The screenshot shows a web application interface for a 'Referral Request Summary'. At the top left is the logo for the 'DEPARTMENT OF HUMAN SERVICES'. The navigation bar includes 'Home', 'Queues', 'Reports', and 'Search'. The main heading is 'Referral Request Summary'. Below this, the 'Referral Source' section contains two radio buttons: 'Self/recipient (Tanesha Teasdale)' and 'Other', with 'Other' selected. The form includes several input fields: 'First name' (placeholder: First name), 'Last name' (placeholder: Last name), and 'Relationship' (dropdown: Choose one..). There is a 'Phone' section with a dropdown (placeholder: Choose one..), a 'Phone number' field (value: 5555555555), and a '- Remove a phone' button. Below that is an 'Email' section with a dropdown (placeholder: Choose one..), an 'Email address' field (value: user@email.com), and a '- Remove an email' button. There are also '+ Add a phone' and '+ Add an email' buttons.

This section collects

- Who made the call: Self or other
- If "other", it captures: name, phone, email, and relationship

Summary of the Request

Summary of Request

Summary of Request

B **I** U ☰

Initial call date

mm/dd/yyyy



Request date (or when assessment was accepted)

mm/dd/yyyy



Notes on accepting assessment

B **I** U ☰

Financial status (income)

B **I** U ☰

This section provides


- A narrative box to provide a Summary of the request
- Dates for the initial call and request date
- Notes on accepting the assessment
- Narrative box to describe the person's financial status (income)

Paperwork and processes

Paperwork and Processes

Communicated need for the following paperwork

- Not applicable/not covered
- AC Financials
- Brain injury (BI)
- Caregiver Interview
- DD/RC Diagnostic Determination
- FSG application
- High medical needs (CAC)
- MA application
- Medication list
- Other

Summary statements 

B *I* U ☰

Communicated need for the following paperwork section

Summary Statements: a narrative box

Scheduling Information and Preferences

Scheduling Information and Preferences

Assessment location

Same as Tanesha Teasdale's address([view](#))

Other

Person prefers the following people to be present at assessment

B *I* U ☰

Assessment visit Information (for assessor)

B *I* U ☰

Provides a place to note

- The assessment location
- Who the person wants present at the assessment
- Assessment visit information

Queues

Referral

Assignment

Assessment

- Alert messages for timely access and the viability period will be presented when a record meets the rules/criteria established
- All queues will contain/display only records for active referrals and assessments

Queues

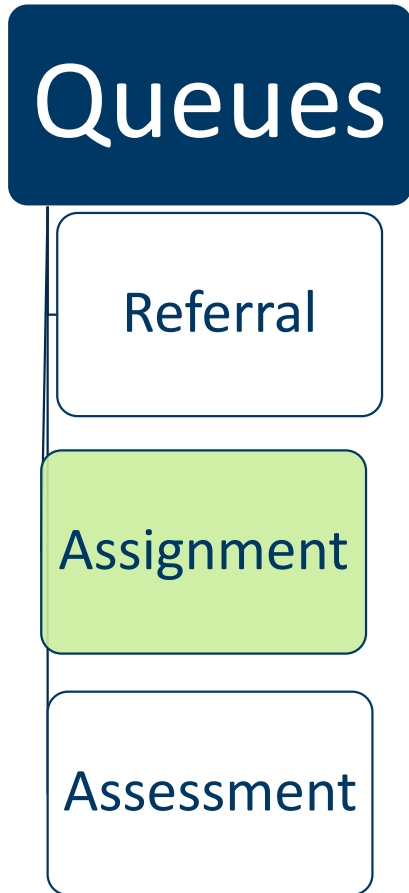
Referral

Assignment

Assessment

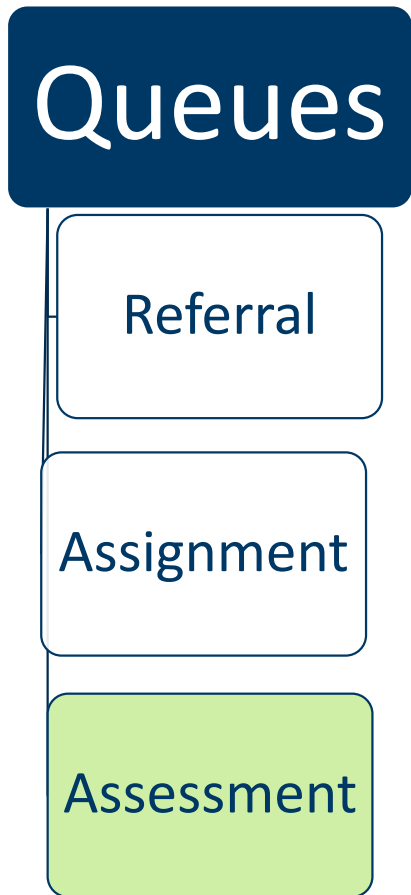
Referral:

- User can select to place a record here or move directly to another queue
- A record will automatically go here if a queue isn't selected or they exit the system without recording an Assessment accepted date.



Assignment:

- User can select to place a record here or move directly to the assessment Queue by assigning to an assessor.
- Capability to section off work records into smaller volumes: if a Lead Agency needs to



Assessment: similar functionality as the MnA 1.0 assessment queue

Using the application: online and offline



The application is a professional tool

Same: The assessor may use MnCHOICES Assessment

- Online
- Offline

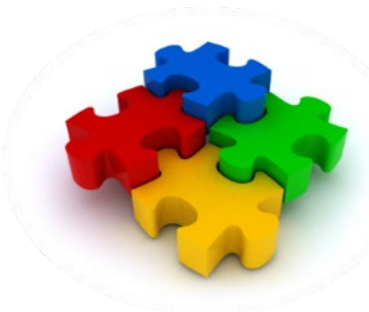
Eligibility

- Different: Will not be run in offline mode in Phase 1
- Same: Will be able to run in offline mode in Phase 2
- Display of the information is under construction but will be split between “Level of Care” and “Functional Needs”

Different: Domains and Questions



Assessment items were first consolidated into structures and then organized by domains



Assessor supports the person in telling their story

Domains: Reduced from 14 to 5

Content Changes

- Reduced from 400 possible questions to 90 interview items, plus 20 narratives
- An area to summarize, draw professional conclusions and lay out next steps with the person

Because of consolidation and reorganization to improve use of the Assessment, MnA 1.0 data no longer correlates with MnA 2.0

- You are able to copy and paste MnA 1.0 data into MnA 2.0

Consolidate and integrate



Consistent pattern wherever possible to allow the assessor to anticipate response options (ease in selecting response)

- Framework for response options – repeated to make collection predictable: e.g. ADL's
- Provide note taking area to facilitate natural conversation

Significantly increased time for ADL completion
Indicate the need for significantly increased time in order to complete identified activities of daily living **due to factors associated with their condition**

- Person does not typically require significantly increased time to complete activities of daily living
- Person typically requires increased time to complete the following checked activities of daily living [H-significantly increased direct hands on assistance-Y (paired w/physical assist throughout or someone else does it for them)]

<input checked="" type="checkbox"/> Dressing 773	<input checked="" type="checkbox"/> Grooming 774	<input checked="" type="checkbox"/> Bathing 775	<input checked="" type="checkbox"/> Toileting 780
<input checked="" type="checkbox"/> Eating 776	<input checked="" type="checkbox"/> Mobility 777	<input checked="" type="checkbox"/> Transfers 779	<input checked="" type="checkbox"/> Positioning 778



Help the assessor to understand

- Why they are asking about something
- What they are seeking to understand

Provides practice guidance to assist users with



- Definitions
- Context examples
- Possible conversational interview questions to ask the person during the assessment visit
- Available when in off-line mode



MnA 2.0 User Manual:

- Similar content and functionality as MnSP
- Accessed using the ? on the upper right hand corner of the application
- Available when in on-line mode

A screenshot of a web application titled "MnCHOICES Assessment Manual" from the Minnesota Department of Human Services. The page features a dark green header with the title and logo. The main content area is white and contains a "Login" section with sub-categories and a "Based on my Experience" section with a warning icon and a checkbox. There is also a "Feedback" section with radio buttons and a "Search" section with instructions. The browser's address bar and navigation menu are visible at the top.

Different: Supporting conversational interviewing



Assessor supports
the person in telling
their story

- Questions changed to statements
- Narrative boxes are available at the beginning of each topic to collect a person's story prior to making a selection and include:
 - Spell Check
 - Copy and Paste: Control C/P or right click

Different: Conversational interviewing support



The person centered interview is the assessor's responsibility

Conversational interview skills are key to MnA 2.0 assessments

- MnCAT Step 3 Training
 - Considering two scenarios so assessors could practice with a partner. Would you use it?
- Practice Guidance manual
- Regional conversational interview training for assessors
 - Purpose is to practice conversational interviewing

Assist the assessor in completing their work

Required items are marked

Work features that allow the assessor to quickly check work:

- Identify items that are blank
- Counts remain for each domain and sub-domain

Goal is to assist the assessor to resolve them and conclude the face-to-face interview

The screenshot shows the user interface for the Department of Human Services. At the top, there is a navigation bar with the logo 'm1 DEPARTMENT OF HUMAN SERVICES' and links for 'Home', 'Queues', 'Reports', and 'Search'. Below the navigation bar, the user's current work is identified as 'Working with: Jane Smith', with additional details 'Sex: Female' and 'Current Age: 53'. The main content area is divided into two tabs: 'Person Information' and 'Assessment', with 'Assessment' being the active tab. On the left side of the 'Assessment' tab, there is a sidebar menu with a tree view structure. The categories and their counts are: 'Community Living' (5), 'Relationships' (8), 'Daily Living' (6), 'Self-care' (10), 'Eating' (10), 'Well Being' (11), 'Perceptions of Well-being' (7), and 'Cognitive Functioning' (7). At the bottom of the sidebar, there are links for 'Results' and 'Program Criteria'.

Past webinar questions



Where to receive MnA 2.0 updates?

- From your MnCHOICES Mentor
- MnCHOICES Matters: [How to subscribe](#)
- Coming Soon! MnCHOICES Partners and providers page



How to listen to past launch webinars?

- [Disability Services Division training archive page](#)

The screenshot shows the CountyLink website interface. At the top left is the logo for the Minnesota Department of Human Services. In the center is the CountyLink logo with the tagline 'A resource for counties and tribes'. On the top right, there is a 'Skip To:' menu with links for 'Main Content' and 'Subnavigation'. Below the logo area is a dark blue navigation bar containing links for 'CountyLink Home Page', 'DHS Home Page', 'Bulletins', 'eDocs', and 'A-Z Topics'. To the right of this bar is an 'Advanced Search' section with a search input field. Below the navigation bar is a light gray horizontal menu with links for 'County Reports/Results', 'DHS Program Resources', 'DHS Systems & IT Updates', 'Fiscal Reporting & Accounting', 'Manuals', 'Policy Inquiries', 'Trainlink', and 'Performance Management'. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for 'About CountyLink', 'Counties/Regional Offices', 'County Update', 'Dashboard', 'Inside DHS', and 'Site Map'. The main panel has a breadcrumb trail '> CountyLink Home Page' followed by the title 'Disability Services Division training archive'. Below the title, it states 'A list of [Positive Support Community of Practice trainings](#) is below'. Underneath is the section 'Handouts from past training opportunities' with the heading 'Encore playback options:' and a bulleted list of controls: '#: Pause and resume playback', '1: Fast forward 3 seconds', '2: Fast forward 30 seconds', '3: Rewind 3 seconds', and '4: Rewind 30 seconds'.

Questions from launch webinars

Q1. Can you use MnA 2.0 outside your agency's VPN?

A1. MnCHOICES Team highly recommends that lead agencies have all the devices that are used to complete assessment offsite are encrypted to ensure a person's data is secure

Q2. Can we have MnA 1.0 and MnA 2.0 open at the same time? A2. Yes

Q3. Will MnA 2.0 and MnSP be able to be open at the same time?

A3. Yes

Q4. Will this new version of MnCHOICES include a gender option other than “Male” and “Female”, similar to how MN IDs now have the option of X instead of just M and F? There are many people in our community who do not identify as Male or Female, and our systems need updating to be inclusive of other gender identities.

A4. Because MnA 2.0 shares data with the state database system it has to comply with its structure. We will share your feedback.

Q5. When will the MnSP be changed and when and how will that training be delivered?

A5. MnSP is being adapted. You will receive Release Notes and Companion documents prior to the MnSP release. In addition our goal is to have MTZ-SP updated to adapted version before the launch so staff can take an MnA 2.0 assessment through the CSP and CSSP process.

Questions



Thank You!

The MnCHOICES Team