



MnCHOICES Mentors Alliance Meeting December 13, 2018

Introducing DHS Staff

Amy Alexander - MnCHOICES Policy

Beth Siewert - MnCHOICES Policy

Denise Hauge - MnCHOICES Communication

Teresa vanderBent - MnCHOICES Training

Serving Minnesotans in need of services: Group activity



Weaving activity terminology

Parts of weaving:

Stick – the anchor and focus of the weaving project (the person)

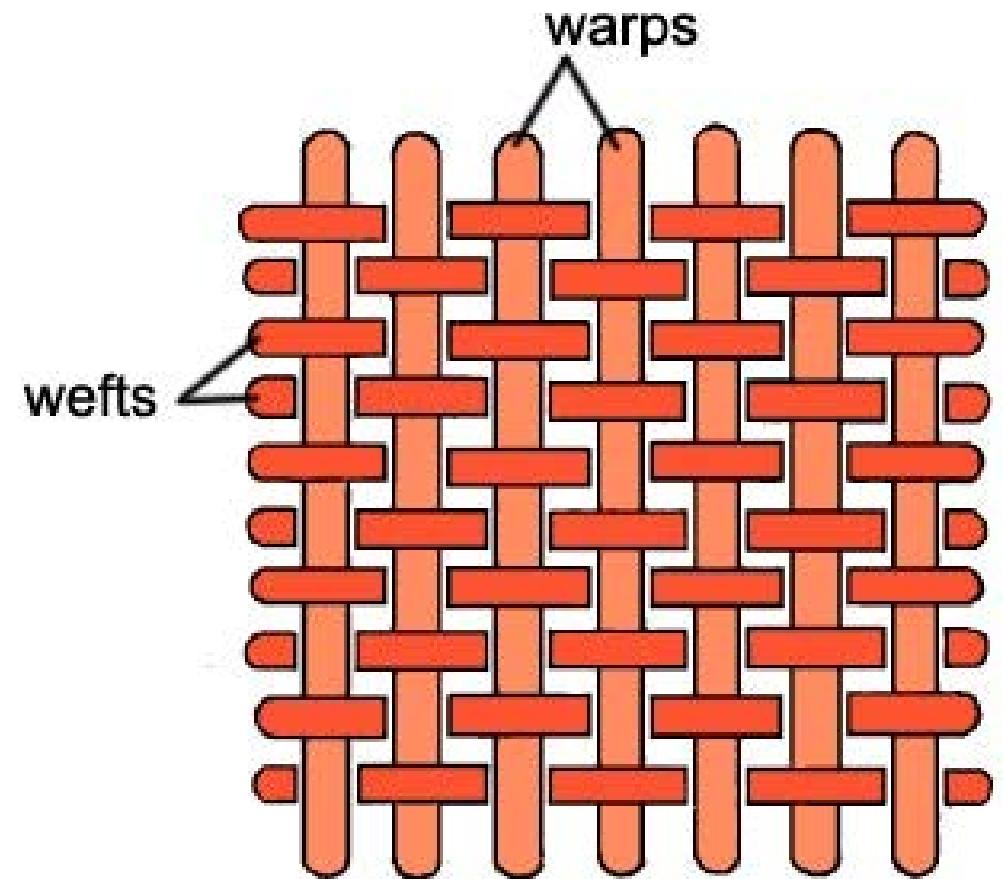
Loom – the structure that you use to give your weaving support as you work (MnCHOICES Assessment and Support Plan)

Warp threads – the set of threads stretched in place on a loom before the weaving begins (facets of each person's life)

Weft threads – the loose threads that are woven between the other threads (story gathering by the assessors and case managers)

Weaving activity diagrams

Loom



Weaving activity loom set up

Step 1: take your stick and loop 8 strings around about ½” apart

Step 2: slide strings into each slot on the top side of the loom making sure the stick lays across the top

Step 3: stretch strings down the loom and slide them into each slot on the bottom side of the loom, to create the warp, making sure the strings have medium tension

Step 4: knot your string on the bottom of the loom to hold the warp threads in place

Now you are ready to begin weaving!

Weaving activity instructions

As you begin weaving, think about . . .

- How will I create the person's story?
- What do I need to know about the person?
- What is important to the person and important for the person?
- What are the person's goals? dreams? aspirations?
- How do I weave support into the person's life based on their unique story?
- Who else helps me create the person's tapestry of living life and providing support?

What will your weaving look like?



In which era were the first indications of weaving discovered?

Paleolithic era

As early as 27,000 years ago

What are the three primary motions of the loom?

(Choose 3)

Beating down/Flattening

Shedding

Beating up/Battening

Picking

Shedding

Picking

Beating-up/Battening

MnCHOICES Releases: Big Picture



MnCHOICES County Link

○ Mentors page

○ Outages heading

The screenshot shows the MnCHOICES County Link website. The header includes the Department of Human Services logo and the County Link logo. The navigation menu includes links for CountyLink Home Page, DHS Home Page, Bulletins, eDocs, A-Z Topics, and an Advanced Search bar. The main content area is titled "DHS Systems and IT Updates > MnCHOICES" and features a sub-heading "2017-2018 MnCHOICES Assessment and Support Plan anticipated outage schedule" dated 11/15/2018. The page is organized into sections: Purpose, Planned outages by month, and Outage and all-clear dates. The "Planned outages by month" section lists outages for June, July, August, September, October, and November 2018, including specific dates, times, and affected systems.

2017-2018 MnCHOICES Assessment and Support Plan anticipated outage schedule
11/15/2018

Purpose
To provide information to help lead agencies to plan for scheduled MnCHOICES Assessment (MnA) and Support Plan (MnSP) outages.

Planned outages by month
The dates below are the planned schedule. Your work and our work is dependent on this schedule. Events beyond our control, however, might cause us to revise the schedule. If this happens, we will alert as soon as possible. Outages require users to log out. Often, assessors need to bring all assessments online. Review the outage type and dates below to understand the implications and differences.

Outage and all-clear dates

June 2018

- **June 14:** MTZ-SP Rates release and statewide outage, 3:30 to 7:30 p.m.
- **June 15:** MnSP Rates release and statewide outage, 4:30 to 7:30 p.m.
- **June 15:** SWNDX outage
- **June 18:** MnSP release completed

July 2018

- **July 20:** SWNDX outage

August 2018

- **Aug. 17:** MnA 17.3.5 (PROD and MTZ-A) statewide outage, 4 to 7 p.m.
- **Aug. 31:** MnSP-PROD 18.3.6 hotfix outage, 5 to 6:30 p.m.

September 2018

- **Sept. 7:** MnSP-PROD 18.3.6 hotfix outage, 4:30 to 7 p.m.

October 2018

- **Oct. 12:** Central Security outage, 5 to 7 p.m.
- **Oct. 25:** MTZ-SP 18.4.1 statewide outage, 3:30 to 6 p.m.
- **Oct. 26:** MnA (PROD and MTZ-A) 17.3.6 statewide outage, 4 to 6 p.m.
- **Oct. 26:** MnSP-PROD 18.4.1 statewide outage, 5 to 7:30 p.m.

November 2018

- **Nov. 2:** MnSP-PROD 18.4.2 statewide outage, 5 to 7 p.m.
- **Nov. 16:** MnSP-PROD 18.4.2 hotfix outage, 5 to 7:30 p.m.

Release 18.1.2

Date: January 4, 2019*

Content: Improve stability -
Web services and central security connections

* May be rescheduled if the changes do not pass testing or Pilot.

MnA 1.0 operational phase

- No additional planned releases

Resources targeted to prepare for MnA 2.0 Launch date, 3rd quarter 2019

DHS will only schedule outages for:

- Work stoppage issues
- Legislative changes
- Federal requirements

MnCHOICES Support Plan

18.5 Release

- **Date:** Dec. 14, 2018
- **Content:** Rates changes

19.2 Release

- **Date:** MTZ-MnSP, early Summer 2019
- **Date:** Prod – MnSP, 3rd Qt. 2019
- **Content:** Aligning with MnA.20

19.3 Release

- **Date:** June 2019
- **Content:** Rates changes

20.1 Release

- **Date:** 1st Qt. 2020
- **Content:** Residential services tool

Note: May be releases to repair defects in 2019

MnCHOICES Assessment 2.0

19.1 Release

- **Date:** MTZ-A 2.0: Spring 2019
- **Date:** Prod- MnA 2.0: 3rd Quarter 2019
- **Content-Phase 1:**
 - **Release of MnA 2.0**

19.2 Release

- **Target date:** January 2020
- **Content-Phase 2**
 - MCO Launch
 - Eligibility run offline

Content Decision-making

Content Changes

• Defects

- Known defects
- New defects
- Reviewed regularly
- Added to releases as time and resources permit

• Process when you submit a “fix” request

- MnCHOICES Team collects
- Is it a known or new defect?
- Is it a change request?
- Enter change requests

Decision making key

- **Defects** means application did not function as the requirements were written
- **Change requests** are to make changes to the content requirements



Change requests are weighed against

- Current release schedule's priorities
- Criticality of defects
- Amount of time to make the change
- Effect on the user

Process for collecting and prioritizing changes

Defects

- Reviewed on a regular basis
- Is there a work around?
- Does it affect the person receiving the plan?
- What is the effect on the user's work?

What are the priority definitions?

Critical: Defect has highest priority, and must be fixed before all other defects go into Production. Will have a major impact on users if not fixed before other defects.

High: Defect has a major impact on users and no work-around exists. Needs to be fixed in the release, if an active project.

Medium: Defect has a moderate impact on the user, such as a screen rendering incorrectly, long wait times, or non-critical data not appearing or is inaccurate. May be fixed in the release if an active project, or in the future.

Low: May or may not be fixed at all.

What are change requests?

Change request examples

- **Changes to printing CSP/CSSP: July 2017**
- **Dates in CSP and CSSP: removing the connection between the About Plan and service agreement dates. Completed Nov. 16, 2018**
- Considered new work and are prioritized against the release schedule

Today's Exercise

Purpose of the exercise

- Make you aware of what we have collected
- Give you a sense of decision making and other schedule pressures
- Give you a chance to try your hand it
- Not a voting exercise
- You may take the sheet back with you and/or share your thinking with us if you would like

Directions sheet in front of you

1. List collected from lead agencies
2. Review the list
3. Review the criticality definitions
4. Use the criticality definitions on the sheet to discuss how you would rate them as a group
5. Note the criticality

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



Weaving wonders: Philippine designs



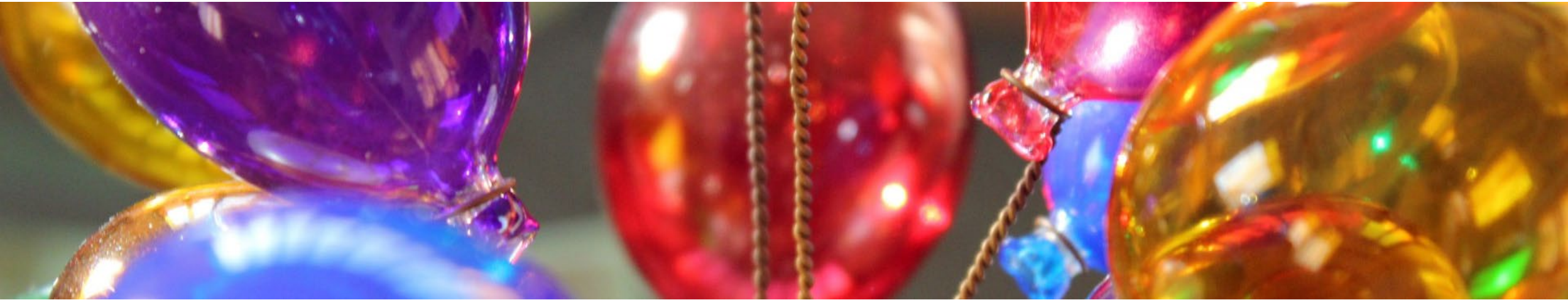
Can you name any of the 4
types of weavers?

Hand loom weavers

Power loom weavers

Craft weavers

Bauhaus weaving workshop



MnCHOICES Assessment 2.0

Teresa vanderBent, Launch Lead, MnCHOICES Communication & Training

MnCHOICES Assessment 2.0 Launch Process

Memos

- Memo 1: Announcing MnA 2.0 Launch: Sept. 2018
- Memo 2: The explanation of the change to the target launch date to third quarter, 2019

Schedule update: MnCHOICES CountyLink, Assessment page, MnCHOICES Assessment 2.0 heading, Launch schedule

Launch Support

- Providing similar lead agency support provided in MnSP Launch
- MnCAT Step 3: access and navigation being rewritten for launch, required
- MnSP change will come as Release Notes & Companion documents

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? MMA Evaluation
- Practice Guidance manual
- Regional conversational interview training for assessors
 - Purpose is to practice conversational interviewing

MnA 2.0: User maintenance, security and SSIS

Key Decision Points User Maintenance and Security

Preparing for launch of MnCHOICES Assessment 2.0 (MnA 2.0)

includes thinking about loading users into the MnA 2.0 database, user efficiencies, user roles and maintenance

- User names in MnA 1.0 are being compared with MnCHOICES Support Plan (MnSP) as the MnCHOICES Team considers batch loading users into MnA 2.0
- Positioning MnA 2.0 work for a single user sign on to MnCHOICES: Assessment and Support Plan
- Discussion is underway about user access and maintenance services
- MnA 2.0 roles are being reviewed and streamlined

MnA 1.0 user maintenance: The choice to use SSIS

1. SSIS was chosen as a platform for user access and maintenance for MnA 1.0
2. Counties had access to SSIS' security structure
 - A number of counties already utilized SSIS
 - Counties had the ability to create their own user security roles and assign functions
 - Potential additional county benefits e.g. ability to launch to MnA 1.0 when working inside SSIS

Why is MnA 2.0 decoupling from SSIS?

1. Not all lead agencies have access to SSIS for user maintenance

- **MnA 1.0:** Some joint powers and tribal nations who do not have access to SSIS
 - User access is managed by the MnCHOICES Training and the MnCHOICES Help Desk
- **MnA 2.0:** Managed Care Organizations (MCOs) do not have SSIS access
 - Need a system to provide user access for their users
 - Need additional capacity to accommodate possible new user roles for MCOs

2. Changes to the SSIS platform causes technical issues with MnA 1.0

Why is MnA 2.0 decoupling from SSIS? cont.

3. Security compliance

- Need one user access and maintenance platform for all lead agencies
- Monitoring of user access
 - Security requirement: User access is only granted after ensuring the user has completed all required training
 - Removing user access: Upon request or when the user is inactive
- Security roles are being streamlined to ensure data security

MnA 1.0 Transition

MnA 1.0 will be available to complete assessments in process

- 150-days after MnA 2.0 launch date
- SSIS roles and functions will remain as SSIS administrators currently manage them during the transition

Will get sent a notice MnA 1.0 is moving to read only

- Connection MnA 1.0 and SSIS will be “shut off”
- MnCHOICES roles and functions remain in SSIS in case your agency has connected them to other systems

MnA 2.0 User maintenance

1. Align MnA 2.0 and MnSP log in

- Use the same username and password
- Initial steps to fulfill the vision of a single place to log into the MnCHOICES computer applications



Cont. MnA 2.0 User maintenance

2. Utilize MnSP security access management process

- MnSP currently uses SSAM to enter users into Central Security and the Support Plan user databases
- Lead agencies use systems they have in place
- Criteria for response times is under discussion



3. MnA 2.0 security requirement include

- **The need for a technical platform** which can store user accounts, authenticate and authorize users
- Currently using Central Security, the database which houses several of the user accounts across DHS platforms



1. User Access and Management functions in MnSP: SSAM

- Loads users into Central Security and the MnSP database
- Maintain users in the Support Plan database
- Resets a users password or unlocks access
- The system emails a person an email with their user name and a separate one with a password

2. MnA 2.0 User Maintenance platform

- Central security stores user accounts for other state systems
- The data can not be outward facing because it makes user data vulnerable to the possibility of being hacked and/or a major data breach
- Current tool can not be adapted for lead agencies to manage their own users because of it's direct connection to Central Security

Weaving wonders: Egyptian designs



Planning for MnA 2.0 Roles

MnCHOICES Team

- Reviewed the roles and functions data of the counties and tribal nations
- Performed a data analysis

In creating these roles the MnCHOICES Team

- Respected existing business processes and the use of roles and functions.
- Found commonality across agencies. However could not solve for all the unique uses

Roles are packaged

For MnCHOICES Assessment 2.0 lead agencies

- Will be able to choose roles
- Functions will be pre-packaged with the roles



Proposed MnA 2.0 Roles

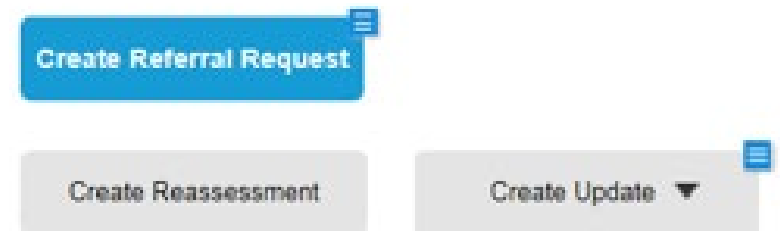
- Administrator
- Assessor
- Assigner
- Assistant
- Intake
- Reporter



Administrator Role

What can the role do

- **Person Records:** search, read, create, edit
- **Document History:** read
- **Referral Request:** create, edit, assign
- **Assessment activities:** Open a document to allow assignment (create referral request, create reassessment, create update buttons)
- **Assignment:** assign from queue, reassign
- **Update – Change of Condition and 65th Birthday:** create, read
- **Reports:** retrieve and generate canned reports, query unique reports



What can the role do

- **Person record:** search, edit
- **Assessment activities:** Open a document to allow assignment
- **Assignment:** reassign assessments from the queue
- **Assessment:** create, read, edit, choose a disposition
- **Update -Eligibility, Change of Condition and 65th Birthday :** create, edit, read and choose a disposition

Will require the lead agency to: Verify the person is a certified assessor

- Only certified assessors can complete a MnCHOICES Assessment

What can the role do

- **Person record:** search, edit, read
- **Assignments:** assign from queue and reassign
- **Assessment activities:** read
- **Update: Eligibility, Change of Condition and 65th Birthday:** read
- **Print:** all documents

What can the role do

- **Person record:** search, edit, read
- **Document History:** read
- **Assessment activities:** create
- **Update- Change of Condition, 65th Birthday:** read, create
- **Print:** all documents

What can the role do

- **Assessment activities:** read, create (initial and reassessment)
- **Update – Change of Condition and 65th Birthday:** read, create
- **Person Records:** search, read, create, edit
- **Document History:** read
- **Print:** all documents
- **Referral Request (Intake):** create, access, assign, disposition
- **Queues – Referral, Assignment:** access



What can the role do

- **Assessment activities:** read
- **Update – Eligibility, Change of Condition and 65th Birthday:** read
- **Person Records:** search, read
- **Reports:** retrieve and generate canned reports, query unique reports
- **Referral Request:** read

Role Functionality



Mary Henson (Social Worker)
Position: Certified Assessor
Location: Mid-Sized County



ONE USER ROLE



Robert Davis (County Staff)
Position: Intake/Assignment,
support staff, assessor
Location: Small, medium and
large sized counties



TWO OR MORE
USER ROLES

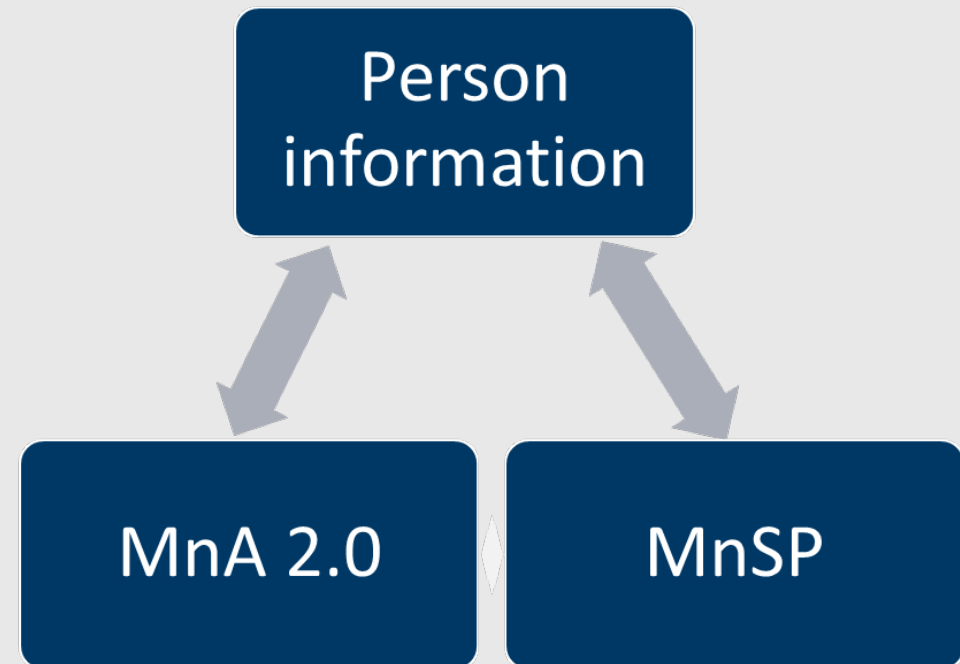
Weaving wonders: German design



Survey 4 Results

Person Information

- MnA 2.0 data will be saved in the person information database
- MnSP will pull from the database so MnA 2.0 data will carry over
- MnSP changes will update the Person Information and then MnA 2.0 can pull the new person information data



Q1. After you log in what is the default page?

A1. Home page: Include outage messages and news

Q2. Will MCO documents and required information be in MnA 2.0?

A2. Managed care organization documentation will be embedded in MnA 2.0 including Health Risk Assessment (HRA). Part 2 of the MnA 2.0 launch

Q3. If there is no Silverlight in MnA 2.0 will we be able to take MnA 2.0 offline and how?

A3. Yes, you will be able to take MnA 2.0 offline. We will demonstrate how it will occur at a later date.

Launch Support feedback

MnSP

Knowing what you know now, tell us what type of support you wished was provided as part of MnSP launch

MnA 2.0

As your agency begins the MnA 2.0 process what type of launch support does your agency need that we may have overlooked?





MnA 2.0 Questions and Answers

Weaving wonders: Navajo design



Can you name at least 3
weave structures?

Weaving trivia answer #4

Plain/linen weave

Twill weave

Satin weave

Dobby

Pile fabrics

Velvet

Herringbone

Oxford

Lunch Noon to 1 p.m.



Weaving wonders: African design



Can you name 2 famous
legendary weaving stories
(think Disney)?

Sleeping Beauty

Rapunzel



MnCHOICES Assessment 1.0

Circle Back



Question: Inactive users

If you have questions about instructing your SSIS administrator use this document to assist you

- MnCHOICES CountyLink, Mentors page, Security access for MnCHOICES Assessment page heading,
 - [Maintenance of User Access: SSIS Roles & Functions and Known Issues \(PDF\)](#)
- Removing the MnCHOICES function from inactive users will remove people from the inactive user list

Worker wants to transfer an intake to another agency

Our agency tried to transfer an intake in MnA from our agency to *another agency*

- The workaround is to abandon the intake and have the other agency search the person and create a new intake.
- I asked our worker how this impacted: *If transfer is not an option, I think mentors should be aware of the new work around. Maybe instead of spending the time to enter it into MnCHOICES only to abandon, they could call the responsible county directly.*

MnCHOICES Certified Assessor training audit

Next round of lead agency review will include reviewing certified assessor records

1. Report on Education and Experience of MnCHOICES Certified Assessors – Spreadsheet

2. Recertification: CLU's within the three-year span of the certificate

3. Quality of the entry in the recertification data: Is the purpose/description of the training clear?

4. LAR will review records DHS pulls from state-wide certified assessor list and TrainLink 8012/8015

- Assessors whose certificate expire in the year review occurs.
- Results of the review may include technical assistance, restart of recertification, removal of training not within the certificate span

Relocation services



Overview of this service

It is an option for people in hospitals, nursing facilities, and regional treatment centers to receive coordination to relocate into the community

- [Relocation Service Coordination DHS certified providers](#)
- CBSM page: [Relocation Services Coordination](#)

[Home](#) > [Search for a Course](#) > [Search Results](#)

☰ BRAIN INJURY: A VIRTUAL JOURNEY

Here is more information about this course:

You are not registered in this course.

Warning: If you have a pop-up blocker, it may prevent online content from launching.

Course Detail

Course Content

Epidemiology of Brain Injury

[Navigation and Screen Readers Information](#)

Start

<input type="checkbox"/> Status:	Not Started	Required:	Yes
Earned Score:	---	Required Score:	---
Actual Time:	00:00:00	Maximum Time:	No Limit
Actual Attempts:	---	Maximum Attempts:	No Limit
Date Started:	---	Estimated Time:	01:30:00
Date Ended:	---		

TrainLink, Disability Services Training Center

- Find a Course
- Search by Course Name: Brain Injury
- Category: All Disability Services
- DS641 Brain Injury: A Virtual Journey



MnA 1.0: Question and Answer Session

Weaving wonders: Russian design



Communities of Practice

“Communities of practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly.”

Source: Etienne and Beverly Wenger-Trayner, 2015

Community of Practice, cont.

In a Community of Practice, members:

- Value their collective competence and learn from each other
- Engage in joint activities and discussions, help each other, and share information
- Develop a shared collection of resources: experiences, stories, tools, ways of addressing recurring problems

Communities of Practice: Where are we now?

Arden Hills

Brainerd

Burnsville

Cloquet

(rotates with Grand Marais and Grand Rapids)

Fergus Falls

Hennepin Co (rotates)

Region 7E (rotates)

Region 7W (rotates)

Region 9 (rotates)

Rochester

Slayton

St. Paul

Thief River Falls

Willmar

For more information:

DSD.RRS@state.mn.us

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

Dates & Locations Hand out

Communities of Practice exercise

Instructions include list of topics

1. Your tables should have representation from three or more organizations
2. Choose a facilitator and the person who will take notes for your table
3. Read the list of topics and have your table choose one to start with. You are welcome to discuss more than one.
4. Discussion for the next 30-minutes
5. Your table may share your experience with this “community of practice” and what was beneficial

Communities of practice sharing



Weaving wonders: Swedish design



Break: 2:30 to 2:40 p.m.



Weaver Finch



MnCHOICES Support Plan



MnCHOICES Support Plan - Login

My Agency:

User Name:

Password:

Login

Warning!

How to locate MnSP Training modules in Train Link



training class? For
Need to update
the Unique Key

Note: If you are
your employee
request a new

NOTE: Due to t
Key requests w
Monday, Nover

Learning Centers

Select a link below to access a Learning Center with program
unavailable for system maintenance from 7:00 a.m. to 8:30 a

- [Adult and Children's Mental Health](#)
- [Alcohol & Drug Abuse](#)
- [Child Support](#)
- [Children's Services](#)
- [Disability Services \(formerly Continuing Care\)](#)
- [Health Care](#)
- [Housing and Support Services](#)
- [Income Maintenance and Employment Services](#)
- [Licensing](#)
- [Older Adult Programs](#)
- [Trainers \(DHS\)](#)



DISABILITY SERVICES DIVISION LEARNING CENTER

- TrainLink Libraries
- Disability Services Library
- Find a course

How to search MnSP Training modules in Train Link

Search

Search by Class Name:

Allow partial word matching

Additional Search Options

Category: ▼

MNCHOICES


Search Criteria: MNSP

Select a course for more information.

Showing Page 1 of 1

	<u>Course Code</u>	<u>Course Name</u> ▲
<input type="button" value="SELECT"/> <input type="button" value="1+1"/>	MNCH0003	MNCHOICES MENTORS ALLIANCE MEETING
<input type="button" value="SELECT"/>	MNSP1000	MNCHOICES SUPPORT PLAN TRAINING

Hopes and Dreams



“Hold fast to dreams
For if dreams die
Life is a broken-winged bird
That cannot fly.
Hold fast to dreams
For when dreams go
Life is a barren field
Frozen with snow.”
Langston Hughes

- Part of person-centered planning as required by CMS Final Rule, the Olmstead Plan, licensing standards
- Monitored through DHS' Lead Agency Review (LAR)
- [Case File Review Protocol](#), item #37 - “the support plan includes a global statement about the person’s dreams, hopes, or aspirations.”

<http://www.minnesotahcbs.info/sites/default/files/Case%20File%20Review%20Protocol%209.18.pdf>

But why does it matter?



- Creates a meaningful services plan for the person
- Person will have higher satisfaction with their plan
- Better compliance and outcomes
- Accountability

- Sailing
- Going to Japan
- Farming
- John Wayne's birthplace



Goals needing the 'why' answered



- Remain as independent as long as possible
- Stay at home/out of the nursing home for as long as possible
- ABC Assisted Living helps Jane ensure her safety and quality of life. Jane appreciates the care she receives at ABC Assisted Living and would like to continue living there until the end of life.
- Continue going to the Silver Sneakers exercise program every Wednesday

DHS' Person-centered practices (PCP) web page

<https://mn.gov/dhs/partners-and-providers/program-overviews/long-term-services-and-supports/person-centered-practices>

Person-Centered, Informed Choice and Transition Protocol (eDoc 3825)

<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3825-ENG>

Bulletin #17-56-01, Lead Agency Requirement for Person-Centered Principles and Practices

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&Rendition=Primary&allowInterrupt=1&noSaveAs=1&dDocName=dhs-294170

Lead Agency Review (LAR) website <http://www.minnesotahcbs.info/>

LAR PCP Assessment Tool (PAT) http://www.minnesotahcbs.info/sites/default/files/PAT_%20Instructions.pdf

Addendum: Goal Examples

- Complete another quilt someday but it is difficult due to her vision issues.
- Live in her home until she passes away, as she had lived there for many years and is comfortable in her home.
- John would love to attend his 60th class reunion but it's in Massachusetts.
- To have her own car again so that she can be spontaneous and be able to take her dogs for rides in the car

Example goals that passed Lead Agency Review

- John enjoys time spent with family, watching TV, doing puzzles, playing cards, playing games on his phone, and woodworking when he is able to. He wishes he could go fishing, swimming, and watch his son's baseball games more often. John's physical health prevents him from doing activities he likes. He is motivated to manage his health care needs. John's hope and dream is to win the lottery and travel with his wife to Paris, France. He also stated he knows traveling would be difficult, so if he did win the lottery, he would use the money for more practical things/bills."

Cont. Goal examples

- John wants to continue living in his home with his family for as long as possible. This is the home that he shared with his wife before she passed and it holds many special memories for him. He is also extremely familiar with the location, which is reassuring for his daughter when his memory declines.
- John wishes to find a partner some day that could turn into a relationship.
- To visit a casino some day.

Goal examples cont.

- Jane's goal/wish for life is to become a public speaker. She would like to be a speaker at The Pentagon. Her dream is to be doing this while wearing an orange dress with blue polka dots and shoes.
- John would like to attend Grotto of Redemption in Iowa with a bucket of fried chicken to eat and walk around with.
- John hopes to be able to attend some county fairs in the summer.
- To be out of debt and "I dream of going to Cabo San Lucas with my children."
- To reside in his home in Jordan with his wife, on the lake and enjoy the wildlife. He currently lives in an assisted living in another town.

More goal examples

- To remain living at home as long as possible because he likes to spend time working in his garage.
- To be able to get outside and visit different neighborhoods in her community to see how they change with the different seasons.
- John likes to get out of the apartment for a change of scenery. Jane likes to walk and would like someone to walk with or go out to eat with [...] She wishes she had a place on Lake Koronis.

More examples cont.

- John is very close to his late partner's daughter and considers her his own daughter. [...] In October 2017, John lost the love of his life and life hasn't been the same. In addition, he lost his beloved Pekingese in December 2017. John is trying to make the best of who he has left and thoroughly enjoys spending time with Jane whom he is very grateful for. [...] John wishes he could move closer to Jane in the metro area.



Questions

Weaving wonders: India designs



Question: Update a CSSP after an assessment is created?

We have a person with a service agreement ending 2-28-19. We sent the MnCHOICES Reassessment Communication Form to the County of Residence in October. When the COR received the Form, they opened an assessment with a date of 1-17-19.

We need to make a change on the current service agreement, but when we go into the current closed CSSP, there is no longer an option to create new CSSP (presumably because the reassessment has already been created).

Is it correct to assume that we should be entering the changes that we need on a Rate Plan since we can't create a new CSSP? If not, what is the correct action we should be taking?

Answer: Update a CSSP after an assessment is created

CSSP can be updated in a previous plan regardless of whether or not there is a new assessment or CSP created

- You may need to sort CSSP's by date to ensure you have the most recent one
- At the search screen the case manager can also sort by case number (by clicking in the green header over ID), generally the one with the highest ID number is going to be the one that will allow a new CSSP.

Other: Complete and Closed plans

Can we leave a CSSP open or in complete status after the LTSS evaluation is closed?

- No, If you leave a plan complete or closed it becomes a continuing evolving document. The case manager moves it back and forth between open and complete and the point in time changes are lost with every addition, edit or deletion
- Closed and create a new CSSP provides a process to capture the historic changes in the plan and any notes on what change were made and why.

Copying from one plan to another

Questions

I recently completed a CSP and there are services in the support plan.

We believe that they auto populated from the past support plan.

- a. Do old services to populate in the next support plan?
- b. Also the client's old case manager's name is at the top of the support plan how do we change it?

Answers

- a. Yes information from a previous CSSP will populate into [a CSP and CSSP]
- b. Go back to the About Plan tab and make changes in the Assignment section

MMIS cue to approve other county screenings

How do I find and use the MMIS cue to approve screenings from other counties?

Demonstration



Person Information: Nickname or how to pronounce

Aligning MnA 1.0 and MnSP person information data for MnA 2.0 launch

Seeing in the name area

- First name: Nathan nickname “Nate”
- Last name: Hauge (pronounced How gee)

Extra words and symbols in these fields cause issues in SWNDX and other state systems

Where can you put these notes? MnSP preferred name

In MnA 1.0 and MnSP these names are being removed.

- Users may not add them back in the fields once they are removed.

MnCHOICES CountyLink: New documents & updates

New document

- MnCHOICES user problem solving steps

Revisions

MnCAT Instructions:

Updated the language and added MnCAT Course numbers with links with the exception Step 3

MnCHOICES training and recent webinars

The MnCHOICES team is committed to providing you with the skills and training you need to use MnCHOICES. Through our presence communication sessions, modules and job aids, we seek to teach skills that allow you to perform your job effectively.

We have [archived](#) all documents more than 2 years old.

[Webinar Training Archive: Disability Services Division](#)

Assessment training

MnCHOICES Certified Assessor Training (MnCAT) courses

MnCAT Steps 1 and 2

MnCAT Process: [Instructions and Checklist for Lead Agencies](#)

MnCAT Process: [Instructions and Checklist for Qualified Candidates](#)

[MnCAT Sample Certified Assessor Tracking Form](#)

[Report on Education and Experience of MnCHOICES Certified Assessors - Instructions](#)

[Report on Education and Experience of MnCHOICES Certified Assessors - Spreadsheet](#)

MnCHOICES user problem solving steps Protocol

1. Have you consulted the MnCHOICES CountyLink documents on the Assessment, Support Plan, Communications and Help Desk pages?
 - a. Release Notes and Companion Documentation on MnCHOICES CountyLink Communications page?
 - b. Known Issues document on MnCHOICES CountyLink Help Desk page?
 - c. You can also review specialized documents specific to each application on the Assessment and Support Plan pages. (e.g. Change plan dates when prepopulated document)

MnCHOICES user problem solving steps

2. Have you taken the MnCHOICES training that discusses the content you have a question about? If not, refer to the MnCHOICES CountyLink Training and Webinars page and take the training that covers your question topic. If you have taken the training, refer back to the specific training and review the module related to your topic.

Cont. MnCHOICES user problem solving steps

3. When you have a question when using MnSP click the question mark in the upper right corner for page specific information.

4. If your question is policy related, have you consulted DHS policy manuals and reviewed PolicyQuest?

5. If all of the above steps have been completed with no resolution, the user should contact their mentor for additional options or solutions. Mentors will follow the MnCHOICES CountyLink Help Desk instructions.

Support Plan Question and answer session





Includes

- Would your agency use two scenarios for assessors to practice in pairs conversational interviewing using MTZ- A 2.0?

Weaving activity wrap up

As you wrap up your weaving . . .

- Did you enjoy the project?
- Were you able to relate the weaving to the creation of a person's assessment and support planning process?
- Are you willing to share your creation?





Thank you

MnCHOICES Mentor Meeting, 9/11/2018