



# Assessment 2.0 Launch: Preparation January 10, 2019

MnCHOICES Team

# Welcome & Introductions

## MnCHOICES

- Policy
- Training and Communication
- Other



# Purpose of launch webinars

**Who should attend:** Supervisors and MnCHOICES Assessment mentors

Provide lead agencies an opportunity to learn the

- 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

# January 2019: Preparation

MnSP and the redesign of MnA 2.0

MnA 2.0 transition

MnA 2.0 user access

MnA 2.0 launch mentor supervisor training

Training for MnA users

MnCHOICES Certified Assessor Training (MnCAT)



# MnA 2.0 tentative launch dates

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

**Launch of MnA 2.0 for Counties and Tribal Nations**  
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**  
Anticipated Fourth Quarter 2019



# MnA 2.0 and MnSP Process: Update

Both the MnA 2.0 and MnSP have been impacted by recent MNIT resource changes assigned to the MnCHOICES Assessment 2.0 and Support Plan projects.

- Changes to State staffing protocols have prevented the renewal or extension of contracts.
- There has been a focus on knowledge transfer from contracted staff to state staff.

The MnCHOICES Team is setting priorities for the MnA 2.0 launch based on availability of resources.

# For the MnA .20 launch the MnCHOICES Team is

- Focused on MnA 2.0 content
  - Working through MnA 2.0 data and any gains in MnSP work efficiencies
- Completing the MnSP data alignment and mapping information going from MnA 2.0 into MnSP
- Taking the collected MnSP requests from lead agencies
  - Looking at what lead agency changes in MnSP can be included in the MnA 2.0 redesign timeline

## **Person Information has been reported to be a significant priority for MnSP users.**

- Information entered in the assessment will come over into the support plan
- Edits and updates in both applications will update the database and database changes will be shared with both applications.
- The format, editing function and content will be updated in previously closed plans, currently open plans, and new plans going forward

A summary of the assessment visit with an

- Acknowledgement that the person participated in an assessment and here's what was heard
- The assessor's narratives in the text boxes in the domain summary and narratives will pull from the assessment into the CSP
- Assessor will then enter any other information needed in the Support Plan's CSP

The MnSP defects, enhancement requests and functionality changes

- The MnCHOICES Team has been collecting requests from lead agencies
  - At MnCHOICES Mentor Alliance (MMA) meeting MnCHOICES Team shared what was collected
  - Mentors got a chance to talk through priorities with each other
  - Shared with MnCHOICES Team other requests and their thoughts on priorities

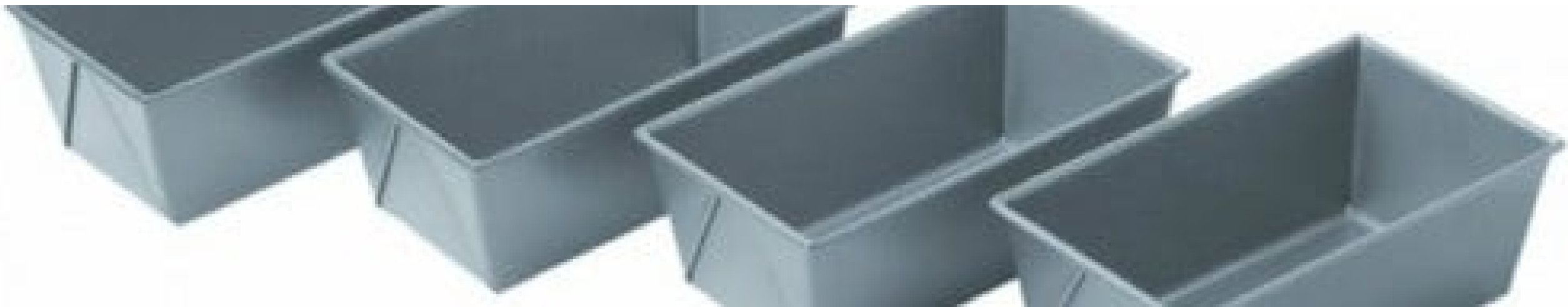
MnCHOICES Team is working over the next month to set priorities for

- MnA 2.0 Phase 1 and 2 content
- MnSP changes that can be done inside of the MnA 2.0 launch timeline

Balance other key priorities like the

- MCO Launch
- EW Residential Services Tool
- Reports
- LTSS Evaluation Tool





# 150-Day Transition

MnCHOICES Policy Lead

- 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



# 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 will 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



# Time necessary to complete active assessment activities

## Chose 150-days to

- Have the least amount of effect on work already in process within the MnCHOICES Assessment 1.0 application
- Ensure DHS resources are focused on the activities that will best be of service to you, our lead agency partners

DHS Resources must be transitioned from the MnA 1.0 application to the MnA 2.0 application

# 150-day transition: Intake/referral requests

MnA 2.0 Intake/ Referral Request process requires only what is needed to enter the person into MnCHOICES assessment



# Intake/Referral Request Transition: Question

**Question:** What should our process be when MnA 2.0 launches?

We use the following process for our elderly population that are waiting to spend down their assets:

- Initiate the referral process, but voluntarily choose to have their assessment completed outside of the 20-day timeline
- Complete the Intake and disposition it as complete
- Open an assessment and assign to an assessor
- Assessment remains in the assessment queue until the date of the face-to-face

# Intake/referral request transition: Answer

1. MnA 1.0: Complete the intake and disposition it complete
  - Your lead agency will still have access to view the closed intake in the MnCHOICES Assessment 1.0 application.
2. MnA 2.0: Open an assessment and assign it to an assessor
  - You will not need to complete all fields in a referral request in MnCHOICES Assessment 2.0 application in order to open an initial assessment

# 150-day transition: Question

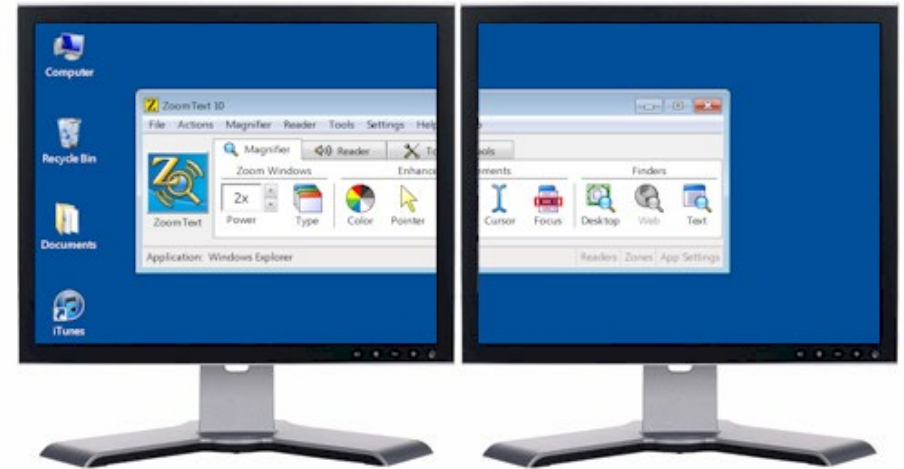
**For this example assume the launch date is 7/1/2019**

- Referral is made and accepted on 6/28/19
- Intake is dispositioned as completed in MnA 1.0 on 6/28/19
- Face to face assessment is scheduled for 7/18/19
- It appears that this does not allow for access to MnA 1.0 for full 150 days

# Intake transition answer: Option 1

Option 1: Intake in MnA 1.0 and Assessment in MnA 2.0

1. Disposition the intake as planned in MnCHOICES Assessment 1.0 application on 6/28/19
2. Wait until 7/1/19 to open the assessment in MnCHOICES Assessment 2.0 application



## Intake transition answer : Option 2: a or b

For example, a lead agency **decides to stop entering new referrals in the MnA 1.0 on 6/27/19** and uses one of these two examples to **capture referral requests**

- a. Create a word document with the record details for the remaining two days. Enter them into the Referral Request in MnA 2.0 on 7/1/19 when the new system is available.
- b. If your agency uses SSIS, have your MnA 2.0 Referral Request refer to the SSIS record, if you didn't want to cut and paste referral information into the narrative sections.

# Managing the transition

**1. Decide a date in which intake/referral request will no longer be captured in MnCHOICES 1.0 application and will instead be captured in MnCHOICES Assessment 2.0 application**

- All new intakes/referral requests need to be in MnA 2.0 after the launch date

**2. Set a date that staff will stop opening assessments in MnA 1.0**

- After that date, wait and open the assessments in MnA 2.0
- All new assessments need to be in MnA 2.0 after the launch date.

# Intake transition decisions

What your agency strategy will be for intakes up to the MnA 2.0 launch date?

- When will your agency no longer complete intakes in MnA 1.0?
- Where will intake data for MnA 2.0 assessment reside for intakes prior to MnA 2.0 launch?
  - Intake options from the previous slides
    - MnA 1.0
    - SSIS
    - Collected in another format or system and entered in MnA 2.0.



# User Access

Teresa vanderBent, MnCHOICES Training

# Preparing for user access

1. Verify data privacy courses:  
Handling MN admin access
2. User access: Security Liaisons
3. MnCHOICES Assessment: Assigning  
User Roles



# Data privacy courses

## Make sure all users

- Have updated their data privacy coursework prior to launch
- Take the courses in the Handling MN site
  - Faster method to check
  - Your agency can check



[Skip to main content](#)

## Handling MN Information Securely

Welcome, Teresa Vanderbent  
[Home](#) [Settings](#) [Reset Password](#) [Log out](#)

### Home

Listed here are all the courses available, what is required of you, and records of assessments taken within the last year.

- You have passed 0 of 8 assessments for the year.

0% complete

Please select a course or assessment by clicking on one of the links below.

Required	Course Name	Assessment Link	Last Assessment	Passed	Next Assessment
<input checked="" type="checkbox"/>	<a href="#">Data Security and Privacy (15 Minutes) - Course</a>	<a href="#">Data Security and Privacy (15 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">How to Protect Information (35 Minutes) - Course</a>	<a href="#">How to Protect Information (35 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">Managing Security Information Problems (15 Minutes) - Course</a>	<a href="#">Managing Security Information Problems (15 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">Federal Tax Information (10 Minutes) - Course</a>	<a href="#">Federal Tax Information (10 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">Social Security Administration Information (15 Minutes) - Course</a>	<a href="#">Social Security Administration Information (15 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">Protected Health Information (PHI) (15 Minutes) - Course</a>	<a href="#">Protected Health Information (PHI) (15 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">Data Protection for Supervisors (10 Minutes) - Course</a>	<a href="#">Data Protection for Supervisors (10 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018
<input checked="" type="checkbox"/>	<a href="#">Data Security for County Staff and Assistants (10 Minutes) - Course</a>	<a href="#">Data Security for County Staff and Assistants (10 Minutes) - Assessment</a>		<input type="checkbox"/>	12/31/2018

# Handling MN: Administrator access

- Know your county or tribal nation Handling MN Administrator
- Security Liaison can request administrator access using the security email address
- Can export a spreadsheet with your lead agency staff's data privacy status

## Admin Functions

[User Search/Reporting](#)

### User Search/Reporting

#### Search/Report Criteria

Affiliation	Division				
<input type="text" value="All Affiliations"/>	<input type="text" value="All Divisions"/>				
Email Address	First Name	Last Name	Training Role		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="All"/>		
User Level	Completion Level	Results Per Page	<input type="button" value="Submit"/>	<input type="button" value="Reset"/>	<input type="button" value="Export"/>
<input type="text" value="All"/>	<input type="text" value="Any"/>	<input type="text" value="10"/>			

# Options for security liaisons

Lead agencies have expressed a need for a security liaison who knows MnA 2.0 roles

## Options

1. A SSIS administrator who is also a security liaison
2. A mentor or supervisor as a security liaison
3. Other



# Adding a SSAM security liaison



- Security liaison role: Responsible for managing access on behalf of their agency
- Who requests an additional liaison: County human services director
- Email request to: [SSAM@state.mn.us](mailto:SSAM@state.mn.us) (MN\_DHS\_SSAM)
  - Notify SSAM your agency is appointing a Security liaison
  - Include the person's full name and email address
- The Director will be notified your security liaison has been added.



# Mentor supervisor training

Teresa vanderBent. MnCHOICES Training

## **Provide supervisors and mentors**

- a. Time to learn the MnA 2.0 application and review its integration in your lead agency's current practices
- b. The resources to train and prepare staff for MnA 2.0 launch in a timely manner

# Timing for mentor supervisor training

## Proposed

- Training timing: 90-days prior to launch
- Webinar: under 4 hours
- Pre-launch support call: 2 weeks after Supervisor Mentor Training



# Provide and review resources

- MTZ-A URL
- TrainLink location of access & navigation training (MnCAT Step 3)
- Assessment scenario
- Support documents examples may include
  - Crosswalk MnA 2.0 & MnSP
  - MnSP Release Notes and Companion documents
- Pre and Post launch call schedule

- MTZ-A 2.0
- MnA 2.0 User Manual
- MnA 2.0 Practice Guidance
- Other resources

The screenshot shows the 'Person Search' interface of the MnA 2.0 system. At the top, there is a navigation bar with the logo 'm DEPARTMENT OF HUMAN SERVICES' and links for 'Home', 'Queues', 'Reports', and 'Search'. Below the navigation bar, the title 'Person Search' is displayed. The search form includes a note: 'Asterisk (\*) indicates a required field'. The form has three main sections: 1. Match options: A dropdown menu set to 'Starts with'. 2. Name fields: Two text input fields labeled 'First name \*' and 'Last name \*'. 3. Filters: Radio buttons for 'Sex' (Any, Female, Male) and 'Age' (Exact, Range). Below these is a 'Date of birth' field with a placeholder 'mm/dd/yyyy' and a calendar icon. A blue 'Search' button is located at the bottom of the form.

# Opportunity to update mentors

## Where to find the Mentor Roles and responsibilities?

- MnCHOICES County Link
  - Mentor Page
  - Mentor Resources Heading

### **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 Roles and Responsibilities

Mentor is

- An expert MnCHOICES application user
- Supports the MnCHOICES users in their agency
- Troubleshoots MnCHOICES policy and technology questions and issues
- Serves as a communication and training liaison between their lead agency and DHS

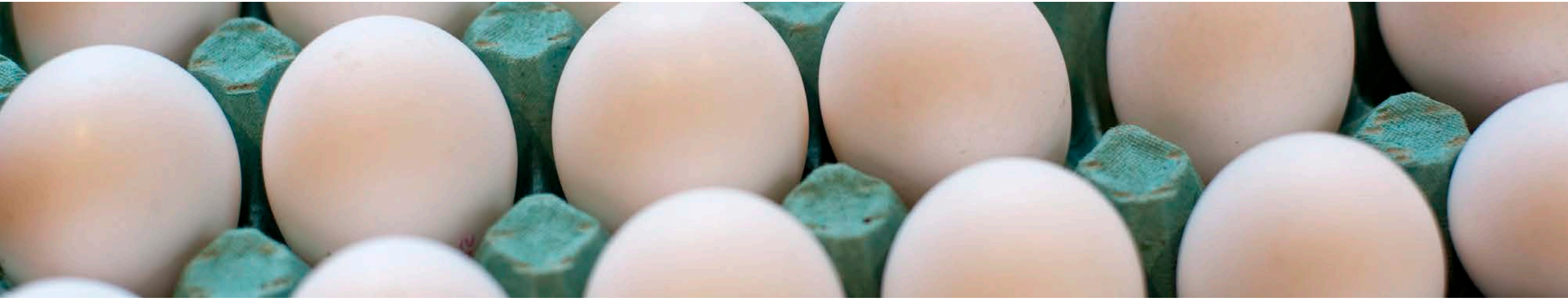
**New Mentor Training**

**Spring 2019**



# Lead agency questions





# Training

# Training access and requirements for access

- MTZ-A access: 60-day prior to launch
- MnCAT Step 3: Access and navigation required prior to user access to MnA 2.0



# MnA 2.0: Using the application

- Tracks for different user roles
- All assessors will complete the access and navigation training and use the scenario to create an assessment
- Mentor/supervisors will provide opportunities for conversations with their teams regarding MnA2.0



# MnA 2.0: Access and navigation

## **Time estimate to complete training**

- MnCAT Step 3 Track A – Assessors: 3 to 4 hours
- MnCAT Step 3 Track C - Intake, assigners, supervisors: 1 to 2 hours
- Practice creating an assessment & meeting with the multi-disciplinary team: 3 to 6 hours

**Can be used for Recertification CLU's**

# Regional Conversational Interview training

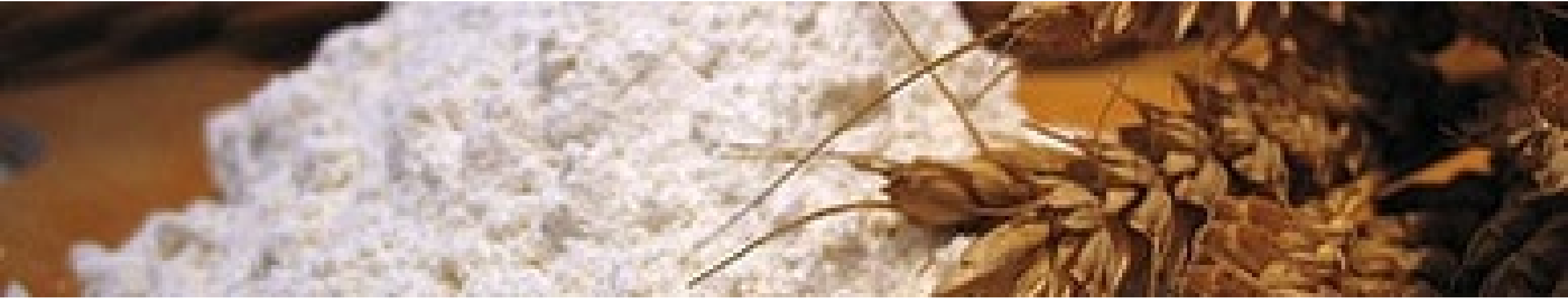
**Purpose:** To provide conversational interview training to assessors

**Who attends?** Assessors

**When?** To be determined, near the launch date

**Where?** Regional trainings coordinated by the MnCHOICES Team and Regional Support Specialists





## MnCAT Revision Overview

- Provide assessor candidates the skills, program and resource knowledge and computer application training
- Standard knowledge base for assessors
- Standard certification and recertification process



# MnCAT Step 1: Assessor skills

## MnCAT Step 1

- Introduction
- Person-centered practices and MnCHOICES
- Process: Referral through CSSP
- Building conversational interview skills
- Assessment outcomes
- How MnCHOICES data is used

The screenshot shows the 'Introduction to MnCAT' page. On the left is a 'Table of Contents' sidebar with the following items: 1. Person-centered practice and MnCHOICES Assessment (expanded), 1.1. Title page (highlighted), 1.2. Navigation instructions, 1.3. Welcome to the Introduction to MnCHOICES Certified Assessor training, 1.4. What is MnCHOICES?, 1.5. MnCHOICES goals, 1.6. MnCHOICES benefits people, 1.7. MnCHOICES benefits Lead Agencies, 1.8. How does MnCHOICES contribute to quality?, 1.9. MnCHOICES: Assessment and Support Plan, 1.10. MnCHOICES certified assessor requirements, 1.11. Goal of MnCAT's four-step process, 1.12. MnCAT Step 1, and 1.13. Step 2. The main content area features the MnCHOICES logo and the title 'Introduction to MnCAT series'. A text box lists the topics covered in the introduction: MnCHOICES history, the organization of the MnCHOICES Certified Assessor Training (MnCAT) process, and how to become a certified assessor. A prominent green 'Start Course' button is located at the bottom right.


# MnCAT Step 2: Program and resource knowledge

## Navigating resources and guidance

- Introduction
- CountyLink
- Level of Care
- Funding and payers
- Diagnoses and Conditions
- State Plan Services
- Waivers and associated programs
- Other long-term services and supports
- Professional Resources

The screenshot shows the MnCHOICES Assessment Step 2 - Course 1 - Introduction page. The page is titled "MnCHOICES Assessment Step 2 - Course 1 - Introduction" and includes navigation links for "Navigation", "Syllabus", and "Settings". The main content area features a blue background with a white box containing the text: "In this course, you'll learn what assessors need to know about Long-Term Services and Support programs to ensure a person's informed choice and support an assessor's work." A green "Start Course" button is located at the bottom right of the page. A table of contents is visible on the left side of the page, listing the following sections: 1.1. Title page, 1.2. Welcome to Step 2, 1.3. Informed choice and community-based services, 1.4. Reviewing key policy elements, 1.5. Keeping up with policy changes, 1.6. Ways to stay updated, and 1.7. Step 2 Introduction takeaways.

# MnCAT Step 3: Key Launch content




Step 3: Part 1

- Access & Navigation



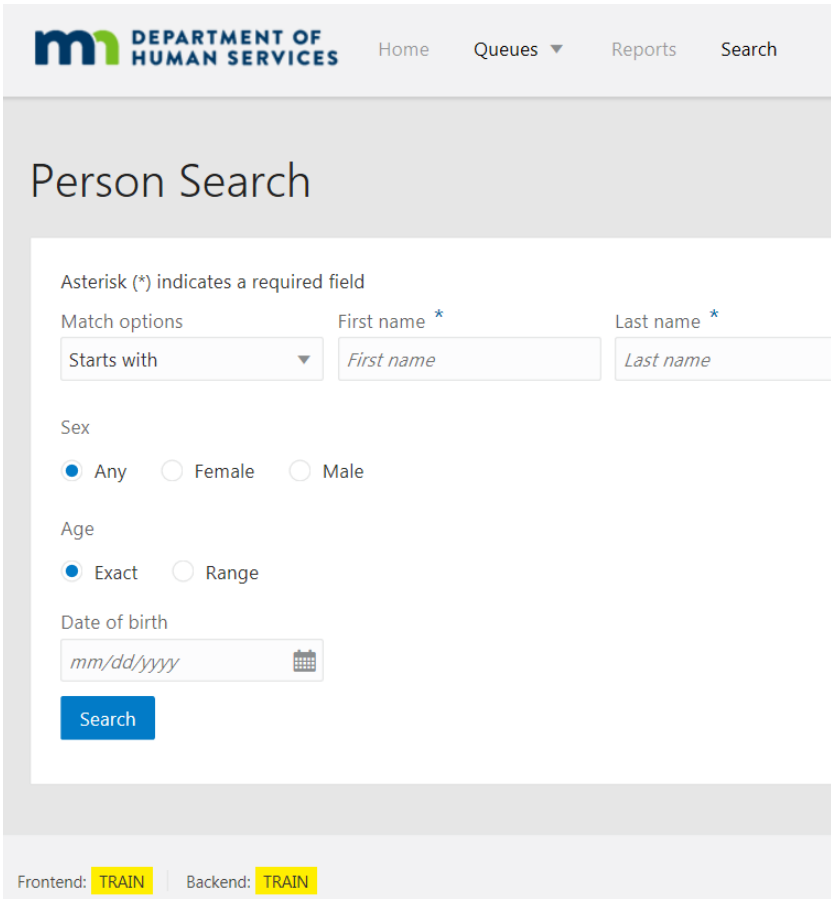
Step 3: Part 2

- Content

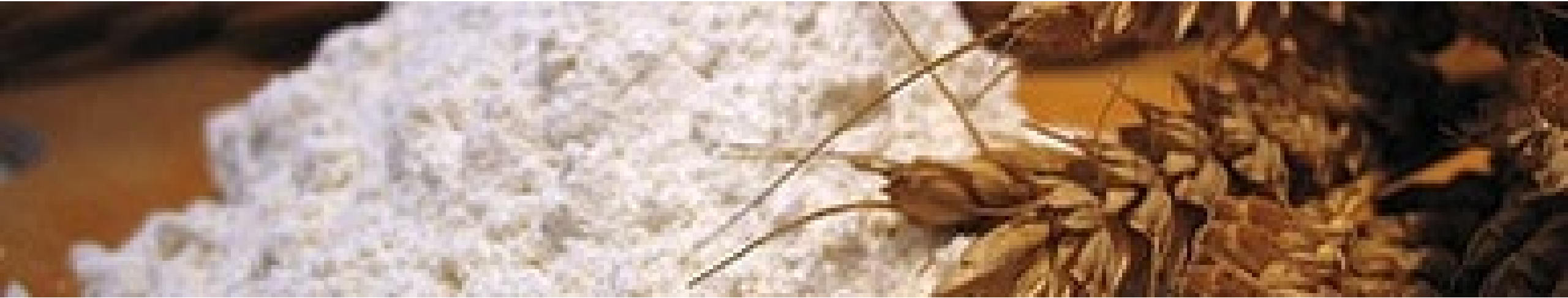


Step 3: Part 3

- Practice



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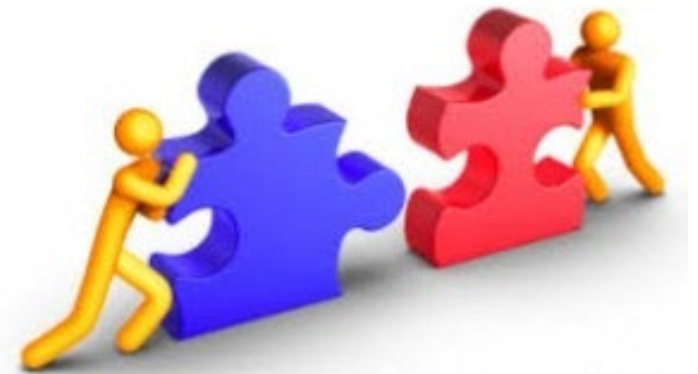


# Support Plan Training

# Transition: Aligning data MnSP to MnA 2.0

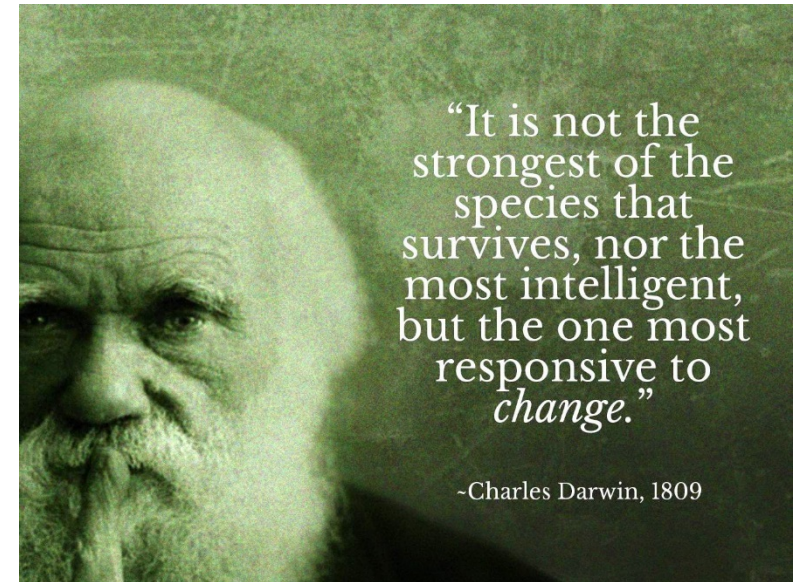
Work is being done to align data being collected in MnA 2.0 with the areas in MnSP

- 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



# MnSP adaptation training

- **Release Notes & Companion documents:** Highlight overall changes
- **Recorded Module:** To be determined, based on available resources
- **MnSP User Manual:** To be determined, near launch
- **MnSP Training modules:** To be determined, after launch
- **Updates to support documents** like the Build and Print: CSP/CSSP Crosswalk: Prior to launch



# Time to answer your questions



# How to listen to past launch webinars?

## Disability Services Division training archive

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:' link with options 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'. On the left side of the page is a vertical sidebar menu with links for 'About CountyLink', 'Counties/Regional Offices', 'County Update', 'Dashboard', 'Inside DHS', and 'Site Map'. The main content area features 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'. A sub-section titled 'Handouts from past training opportunities' lists 'Encore playback options:' with a bulleted list: '#: Pause and resume playback', '1: Fast forward 3 seconds', '2: Fast forward 30 seconds', '3: Rewind 3 seconds', and '4: Rewind 30 seconds'.

# Thank You!

**MnCHOICES Assessment 2.0**  
**January 10, 2019 Launch Webinar**  
**The MnCHOICES Team**