Day Planner

- Welcome and Introductions
- Circle Back
- Musing on the Mentor Charter
- Security Access
- MnCHOICES Morsels
- Findings from April MMA Meeting
- MnCHOICES 2.0
- Sensei Says
- MnCHOICES Support Plan Preparations
- MnCHOICES Assessment v.16.3
- Questions and Discussion
- Review Meeting/Plan Next

NOTE: This document is a near final draft of the presentation but should not be distributed as a final document.
Introducing DHS Staff

Missing
Emily Anderson
Nancy Jurgensen

Welcoming
Raukiya Smith-Binns - MCOs
Jill Schweithal – Policy/CBSM
Kong Vang – Help Desk

Remembering
Aron Buchanan
Rita Chamberlin
Beth Siewert
Teresa vanderBent
Introducing First Time MMA Attendees
Circle Back 1

- **Anticipated** Outage Schedule

- Definition of anticipated
  - Realize beforehand
  - Expect
  - To consider or mention before the proper time
  - Awaited, usually with excitement or impatience
  - Guess or be aware of what will happen and take action in order to be prepared
Circle Back 2

- Certification
  - Review list on CountyLink
  - Submit 6979 with
    - PDF of certificate
    - Name and unique key for TrainLink

- Signature
  - Must not be blank
  - Must not be the certified assessor
  - Must be person who verified education & experience
Mentor Charter

- Was originally reviewed, revised, and approved
  - Time to review again
  - Revise as needed

- Consider
  - Background and Purpose
  - Structure
  - Scope and Boundaries
  - Membership, Roles and Boundaries
  - Timeline
  - Expected Outcomes
What do these have in common?

- Criminal penalties up to 10 years in prison?
- The number 2,536
- Civil penalties with fines up to $250,000
- MnCHOICES Assessment

SSIS inactive MnCHOICES users
Security Access

- User access part of Mentor role
- Giveth and taketh
- Monitor
- Work with SSIS Administrator
- Once a month reminder
- On SSIS Mentor Agenda
MnCHOICES Morsels
Preparation for v.16.3

- Outage 8-26 for v.16.3 on 8-29
  - Content changes require:
    - Log out
    - Online
    - Staggered All Clear
MnCHOICES Morsels
Pilot for F-5

- New hardware for MnCHOICES Assessment
  - Enhances stability
  - Two servers to spread the workload
  - Improves MnCHOICES now and for the future

- Pilot
  - Establish baseline for now and future
  - Looking for about 5 users + timer(s) in 3 agencies
  - 15 - 20 minutes
  - Log in and move tab to tab
Launch MnCHOICES Support Plan in 2017

First phase of MnCHOICES Assessment 2.0 2020

Reassessments by COR 2018

Phasing out legacy paper documents 2017

Launch MCOs not before 2018
Reassessments by County of Residence

- AC/EW/ECS/PCA – Now (no change)

- CAC/CADI/BIW/DDW/DD-CM
  - Was September 2016
  - Now by January 1, 2018
January 1, 2017
- No use of legacy documents

DHS establishing process
- Agencies with significant barriers
- Work plan to address
10:20 – 10:35 am
April Mentor Meeting: Mentor Self-Evaluation

14 Questions

- I enjoy my role ☺
- Just fine 😞
- Not what I expected ☹
### April Mentor Meeting: Mentor Self-Evaluation Results

<table>
<thead>
<tr>
<th>Role/Responsibility</th>
<th>Enjoy</th>
<th>Fine</th>
<th>Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication/Training Liaison</td>
<td>37%</td>
<td>61%</td>
<td>3%</td>
</tr>
<tr>
<td>Get/Share communications</td>
<td>39%</td>
<td>58%</td>
<td>3%</td>
</tr>
<tr>
<td>Communicate with Help Desk</td>
<td>40%</td>
<td>55%</td>
<td>5%</td>
</tr>
<tr>
<td>Supporting users</td>
<td>47%</td>
<td>42%</td>
<td>11%</td>
</tr>
<tr>
<td>Onsite support/assist to your team</td>
<td>38%</td>
<td>46%</td>
<td>16%</td>
</tr>
<tr>
<td>Key spokesperson/knowledge base</td>
<td>37%</td>
<td>54%</td>
<td>9%</td>
</tr>
<tr>
<td>Identify issues and problem solve</td>
<td>33%</td>
<td>54%</td>
<td>12%</td>
</tr>
</tbody>
</table>
## April Mentor Meeting: Mentor Self-Evaluation Results, cont.

<table>
<thead>
<tr>
<th>Role/Responsibility</th>
<th>Enjoy</th>
<th>Fine</th>
<th>Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend meetings/trainings</td>
<td>55%</td>
<td>41%</td>
<td>4%</td>
</tr>
<tr>
<td>Support collaboration with DHS</td>
<td>37%</td>
<td>57%</td>
<td>6%</td>
</tr>
<tr>
<td>Being a power-user</td>
<td>32%</td>
<td>48%</td>
<td>20%</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>26%</td>
<td>50%</td>
<td>24%</td>
</tr>
<tr>
<td>How MnC uses LTSS policies/process</td>
<td>26%</td>
<td>57%</td>
<td>17%</td>
</tr>
<tr>
<td>Share my wisdom &amp; knowledge</td>
<td>58%</td>
<td>38%</td>
<td>4%</td>
</tr>
<tr>
<td>Motivate users/foster prof develop</td>
<td>51%</td>
<td>42%</td>
<td>6%</td>
</tr>
</tbody>
</table>
April Mentor Meeting:
Mentor Self-Evaluation Impressions

- Communication/Communicating = 😊
- Onsite support, problem solving = 😞
- Attending meetings and collaboration = 😊
- Being a power-user troubleshooter = 😞
- Understanding MnCHOICES in relation to LTSS = 😞
- Sharing knowledge, motivating users, promoting professional development = 😊
April Mentor Meeting: Mentor Self-Evaluation Next Steps

- Orientation
- Quarterly Mentor Meetings
- Resources on CountyLink
- Monthly Office Hours
- SSIS/MnCHOICES Help Desk
- What else should we do??
Regional Focus Groups
What is Planned

- Starting late summer
- Regional itinerary
- Length
- Who:
  - From DHS
  - From counties and tribes
- Format
- Purpose
MnCHOICES 2.0: Definition

- Currently using MnCHOICES 1.0
  - Was launched November 2013
  - Version 16.3 releasing 8-29-2016

- MnCHOICES 2.0 “Wants” list:
  - Before Silverlight is not supported (2020)
  - No redundancies
  - Person-centered
  - User friendly both Intake and Assessors
Sensei Says: Problem

Question Counts & Data Discrepancies

- Symptom(s)
  - Invalid question response counts
  - Question counts won’t zero out
  - Answers don’t “stick”
  - Question counts change on “their own”
Sensei Says: Troubleshoot
Question Counts & Data Discrepancies

- Trouble shooting steps:
  - Clear isolated storage and cache
  - Restart browser
  - Click “Update Person”
  - Return to Assessment
  - Answer questions with indicator not at zero
  - Following above, some users will get duplicates
    - Reset user profile
    - Use guide: Deleting Content and Resetting Profile
  - If not successful, contact Help Desk
Sensei Says: Problem Assessments “Stuck” Offline

- Occurs checking in Assessment(s) from online to offline mode or:
  - Can’t access offline
    - Invalid user credentials
    - No desktop icon
  - Can’t access online using URL following offline use
    - Message says use desktop icon
    - May already have checked Assessment(s) back online
Sensei Says: Troubleshooting Assessments “Stuck” Offline

- Logged in online and Assessment has “Yes” for offline status
  - Send Assessment ID number to Help Desk for “Toggle”
  - If an Assessment online too, check out for offline use
    - Go through entire process to check out for offline
    - Log in offline
    - Go through entire process to come back online
Sensei Says: Problem
Can’t Login Offline or Online

- Not able to log in to offline mode
- Can’t get to online mode
Sensei Says: Troubleshoot Can’t Login Offline or Online

- Test current URL to see if you can access
  - If does not work and you get message to use offline mode
  - Use the guide: Unable to Log into Offline Mode
- Tip: Start with using Step 1 only
  - Access MnCHOICES online using URL
  - Still no access, complete Step 2

- Once back online
  - Confirm all data is there
  - If substantial data missing use guide: Offline Document Restore
User reports wrong person’s demographic information on Assessment
Sensei Says: Troubleshoot
Demographic Switched

- Only works if Assessment still open/pending
- Verify by viewing Assessment from your computer
- If switched, click “Person” from queue
- Click “Update Person”
- Return to queue
- Click “View” to confirm if corrected
- Advise user to do same
Sensei Says:
Good Advice #1

- Check issues reported to you by users
  - Use your computer
  - Find their person in All Assessment Queue
  - Review problem
  - Helps determine if issue is isolated to their computer
Sensei Says:
Good Advice #2

- “Update Person” button secret tool
  - Sometimes “fixes” invalid question count
  - Because “Update Person” uses most current data from server
Sensei Says: Good Advice #3

- Send screen shots
  - Where problem is occurring
  - Example:
    - LTC Screening Doc prints different than what’s on Assessment
  - Helps us locate specific issue sooner
  - Really saves time at Help Desk
- Use the guide: Snipping Tool – How to Use It
Lunch Noon – 1:15 pm
MnCHOICES Support Plan (MnSP)

MnCHOICES

- Assessment
  - Intake
  - Assessment

- Support Plan
  - Community Support Plan (CSP)
  - Coordinated Service and Support Plan (CSSP)
  - Ability to calculate rates through Rates Management System (RMS)
MnSP Launch Proposal

**When:** Summer 2017

**Who:** Counties, Tribes and Contracted CM Agencies

**What:**
- Small = CSP/CSSP/RMS
- Summer = RMS all then CSP/CSSP rolling

**Why:**
1. Adjustments
2. Security
3. Non-lead agency users

**How:**
- Small First Launch first quarter then Rolling Quick Launch
MnSP Launch Survey Next Steps

- Due August 15th
- Organizing data
- Follow-up contacts if needed
- Reaching out to contracted CM agencies
MnSP Launch Survey Uses

- Help inform rolling launch decisions
  - Groups
  - Timing
- Support development of security access process
  - Onboarding users
    - Who submits
    - What’s submitted
    - How submitted
- Maintenance
  - Ditto
MnSP Security Access: What we Know

- **Onboarding**
  - Collect all at one time
  - Submit about two weeks before scheduled launch date
  - Different process than maintenance

- **Maintenance**
  - Updates for users
  - New users
  - Deactivation of users

- **Security Access**
  - Work for
  - Work on behalf of
MnSP Training and Communication Plan

- Official Memos
- Updates via MnCHOICES *Matters*
- Re-designing CountyLink
- Monthly Office Hours
- Online training available first week in 2017
  - Access and navigation
  - Not required
- Monthly webinars
- Regional orientation for Mentors and Supervisors
MnSP Training and Support

- Online modules
  - Access and navigation
  - Available in TrainLink
  - About 25-30 average 5 minutes
  - Try It! Feature in MTZ-SP
- User Manual within MnSP
- General
  - CBSM
  - CountyLink
MnSP Mentors

- MnCHOICES Mentors
- RMS Mentors

Questions to consider:

- New, same or different mentors
- Need to consider contracted agencies
- What will work best for all?
MnSP Quick Look

- MnCHOICES Support Plan Training Zone
MnCHOICES Assessment v.16.3: Basics

- Outage scheduled Friday, August 26th
  - Online and logged out by 1:30 pm Friday, August 26th
  - Must not work offline or Assessment will be lost

- All Clear Monday, August 29th
  - Wait for your agency's staggered All Clear
  - Read and follow instructions
  - Begin by 8:30 am
  - Last All Clear sent by 9:30 am
MnCHOICES Assessment v.16.3:  
Type of Certification

- Acronyms spelled out
  - State Medical Review Team = SMRT
  - Social Security Administration = SSA

- NOTE: Use of term not consistent
  - SMRT and SSA certify as disabled
  - DD determines person meets criteria of MR/RC
MnCHOICES Assessment v.16.3: New Option for CFR and COS

- White Earth Nation (WEN)
  - Option for County of Financial Responsibility (CFR)
  - Option for County of Services (COS)
MnCHOICES Assessment v.16.3: DD Screening Doc #38

- Challenging (Excess) Behavior Scales
  - Was
    - (D) Aggressive, Verbal/Gestural

- v.16.3
  - (D) Aggressive, Supervision/Cuing
  - Comes from iLog
Special Support Services Needed

Was

(F) Pgm to Address “Exceed” Behavior
Excess misspelled

v.16.3

(F) Pgm to Address “Excess” Behavior
Excess spelled correctly
MnCHOICES Assessment v.16.3: FSG includes SSA Certification

- Family Support Grant
  - Was
    - iLog only looking at DD determination and SMRT certification
  - v.16.3
    - iLog using DD determination, SMRT certification and SSA certification
MnCHOICES Assessment v.16.3: Primary Language

- Primary Language

- Was
  - In Person Maintenance
  - If choose “Other” secondary text box
  - What you enter does not “stick”

- v.16.3
  - Added new question
  - Not secondary to another question
MnCHOICES Assessment v.16.3: PCA – Complex Health–Related Needs #1

- Complex wounds stage 3 or 4 surgical site
  - **Was**
    - Wonky
    - Not giving 30 minutes
    - Not in Provider Report
  - **v.16.3**
    - Adding 30 minutes
    - Included in Provider Report
MnCHOICES Assessment v.16.3: PCA – Complex Health–Related Needs #2

- Complex wounds stage 3 or 4 surgical site
  - Was
    - Wonky
    - Not giving 30 minutes
    - Not in Provider Report
  - v.16.3
    - Adding 30 minutes
    - Included in Provider Report
MnCHOICES Assessment v.16.3: PCA – Complex Health–Related Needs #3

- Respiratory needs
  - Was
    - Showing in Eligibility Summary but not Provider Report
    - Not listing bi-pap or c-pap along with needs help
  - v.16.3
    - Lists bi-pap and c-pap along with needs help
    - If no help needed won’t show
Last thoughts

• How’d it go today?
• Key take-aways?
• Less confused?
• Understand changes for 15.4?
• Things to take back and talk about?
• Learn at least one new thing?
• What should we consider doing next time?
MnSP + 2.0 = Bright Future

Remember, even though the future seems far away it’s actually beginning right now!  
Mattie Stepanek