Support Plan Launch Webinar: Deeper Dive

MnCHOICES Launch Team | DSD
MnCHOICES

- Business Team Supervisor
- Support Plan Project Manager
- Support Plan Business Analysts
- Policy staff
- Operations staff
Housekeeping

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

• Updates
• In the next 60 days
• Topic
• Previous webinar questions
• Open Q & A panel
Update
Updates

- MnCHOICES CountyLink
  - Tech specs
  - Webinar Q & A
- Handling MN information securely
- CountyLink redesign
- First Launch Group (FLG) announcement
- Support Plan Mentor Training
## Registration

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<tr>
<th>Affiliation</th>
<th>Anoka County</th>
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<tr>
<td>Division</td>
<td>Social Services and Mental Health</td>
</tr>
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*If you have a state ID number, enter it. You can return and enter it later when assigned.*

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*If you selected “Other” as an Affiliation, this box must be completed.*

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Contracted agency name here</th>
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<td>Role Description</td>
<td>All County staff who have access to DHS systems.netwrk</td>
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<table>
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<tr>
<th>Courses Required for Role</th>
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<tr>
<td>Data Security and Privacy (15 Minitu)</td>
</tr>
<tr>
<td>Managing Security Information ProbA</td>
</tr>
<tr>
<td>How to Protect Information (35 Minur)</td>
</tr>
<tr>
<td>Federal Tax Information (10 Minutes)</td>
</tr>
<tr>
<td>Social Security Administration Inform</td>
</tr>
<tr>
<td>Protected Health Information (PHI)</td>
</tr>
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* = field is required.

Return to [Login](#)
MnCHOICES CountyLink redesign

MnCHOICES
MnCHOICES is a single, comprehensive, web-based application that integrates assessment and support planning for all persons seeking access to Minnesota’s long-term services and supports. The initiative Fact Sheet is an overview of the web based application. The MnCHOICES Assessment and Support Plan replaces current assessment tools, including:

- Developmental Disability (DD) screening
- Long Term Care Consultation (LTCC)
- Personal Care Assistance (PCA) assessment, and
- Home Care Nursing assessment (future enhancement)

Latest News & Updates
The MnCHOICES site has been redesigned. Check out the Quick Links section below and the left column MnCHOICES drop-down menu that lists all MnCHOICES pages.

Quick Links
These are links to documents you use every day. Click on MnCHOICES in the left column to get a complete list of pages.
MnCHOICES CountyLink: Left drop down menu

ELICI
MnCHOICES
- Archive
- Assessment
- Communications
- Forms and procedures
- Help Desk
- Mentors (MnC and RMS)
- MCOs
- RMS
- Support Plan
- Training
First Launch Group (FLG) announcement

• Anoka
• Brown
• Le Sueur
• Washington
What we hope to learn from first launch agencies?

• RMS in the Rates Plan

• Was the training for contracted case management organizations and lead agencies (Mentors & Supervisors) sufficient for them to provide support to their staff

• Resources, tools and aids were helpful? Sufficient?

• User Onboarding: Test process & form

• Maintenance form and process

• How agencies use About Plans and My Plans

• Work flow for Support Plan and RMS
Support Plan Mentor training and mentor meeting

• Holiday Inn, St. Cloud
• Support Plan Mentor Training, Feb. 15, 2017
• Mentor Meeting, Feb. 16, 2017
In the next 60 days
First Launch Group will:

• Participate in mentor and supervisor training that includes:
  o Support Plan and Rate Plan Training
  o Beginning using the MnCHOICES Support Plan Training Zone (MTZ)
  o Resources developed and posted to CountyLink
  o Contracted agencies will attend a “New to MnCHOICES” training session
• Launch

Lead Agencies: Launch schedule creation and review
The **Community Support Plan (CSP)** summarizes, for the person, what was learned and decided upon during the assessment process:

- “What is important to the person”
- Identified assessed needs for supports
- Determined health & safety risks
- Creating next steps

The **Coordinated Services and Support Plan (CSSP)** identifies the services a person needs, their choice of providers and how those services are paid:

- Planner creates CSSP
Which tabs do you use to create the CSP?

What tabs are shared between the CSP and CSSP? Why?

How do you know you have completed the CSP?
<table>
<thead>
<tr>
<th>Place to Start: CSP</th>
</tr>
</thead>
</table>

- My Plans (both)
- Person Information (both)
- Goal (both)

- Needs Summary
- Eligibility
- Referral
- CSP Worksheet

- Risk (both)
- About Plan (both)
- Next Steps
How do I know the CSP is complete?

- Review all CSP tabs
- Make any needed changes in the Assessment and run eligibility again
- Review CSP content to ensure it’s written to the person receiving it
- Make changes in CSP
- Close Assessment and CSP
Quality of Life

62. * Description of what a “bad day” looks and feels like for the person * : This is a bad day
63. * Description of what a “good day” looks and feels like for the person * : This is a good day
64. * Description of activities the person enjoys doing * : I like these activities
65. * Description of places the person likes to go or where they wish they could go to * : I want to go to...
66. * Description of who the person spends time with and who they would like to spend time with * : I like to spend time with...
67. * Getting To Know You has been reviewed and updated? * : Yes
68. * What the person values and wants for their life * : Stability and independence
69. * Support plan implications for meeting the person’s identified needs * : Professionals at TCU are questioning the safety and ability for her to live alone in the community. It is the most important thing to her. She is willing to take the risk.
70. Referrals Needed : Communication Access Assistance (DHH)
71. * Referrals & Goals, Future Planning (Quality of Life) has been reviewed and updated? * : Yes
Employment, Volunteering & Training

253. * Is the person currently volunteering? * : No

254. Notes/Comments: Would like to mentor a teenage girl who is interested in technology

255. * Volunteer Activities has been reviewed and updated? * : Yes

256. * What the person values and wants for their life * : Competitive employment in the field of technology using her strengths to organize data and support end users.

257. * Support Plan Implications for meeting the person’s identified needs * : Support plan implications include capturing high motivation to obtain a job

258. Referrals Needed: Create "MYDB101" account

259. * Referrals & Goals (Employment, Volunteering & Training) has been reviewed and updated? * : Yes
Assessment: Housing & Environment

261. * Does the home and community-based services (HCBS) provider own the home or have their name on the lease with the landlord? * : No

262. * At this time person is * : Not wanting or planning to move from current environment

263. Notes/Comments: Apple is very happy and content in her current housing situation.

264. * Housing and Environment has been reviewed and updated? * : Yes

265. * What the person values and wants for their life * : Own her own place to live that is near to family

266. * Support plan implications for meeting the person’s identified needs * : Strong desire to remain in her home. Some safety issues such as stairs including laundry is in the basement.

267. * Referrals & Goals (Housing & Environment) has been reviewed and updated? * : Yes
## Support Plan: Goals tab

<table>
<thead>
<tr>
<th>Domain</th>
<th>What is important to the Individual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Life</td>
<td>Stability and independence</td>
</tr>
<tr>
<td>Activities of Daily Living</td>
<td></td>
</tr>
<tr>
<td>Instrumental Activities of Daily Living</td>
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<tr>
<td>Health</td>
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<tr>
<td>Psychosocial</td>
<td></td>
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<tr>
<td>Memory &amp; Cognition</td>
<td></td>
</tr>
<tr>
<td>Safety &amp; Self-Preservation</td>
<td></td>
</tr>
<tr>
<td>Sensory &amp; Communication</td>
<td></td>
</tr>
<tr>
<td>Employment, Volunteering &amp; Training</td>
<td>Competitive employment in the field of technology using her strengths to organize data and support end users.</td>
</tr>
<tr>
<td>Housing &amp; Environment</td>
<td>Own her own place to live that is near to family</td>
</tr>
<tr>
<td>Self-Direction</td>
<td></td>
</tr>
<tr>
<td>Caregiver</td>
<td>Moe already has his plate full but seems to like being able to help.</td>
</tr>
</tbody>
</table>

### Short and Long-Term Goals

Short and long-term goals based on What is important to the individual captured in the table above. Be sure to include any goals that may not necessarily be assigned to a provider.
Support Plan: Adding a goal

Short and Long-Term Goals
Short and long-term goals based on What is important to the individual captured in the table above. Be sure to include any goals that may not necessarily be assigned to a provider.

<table>
<thead>
<tr>
<th>Number</th>
<th>Goal Statement</th>
<th>Target Date</th>
<th>Provider (if applicable)</th>
<th>NPI</th>
<th>Frequency of Reporting</th>
<th>Category</th>
<th>Status</th>
</tr>
</thead>
</table>

No data to display

Goal Statement:  
NPI  
Frequency of Reporting  
Category General  
Target Date  
Add/Save
### Short and Long-Term Goals

Short and long-term goals based on What is important to the individual captured in the table above. Be sure to include any goals that may not necessarily be assigned to a provider.

<table>
<thead>
<tr>
<th>Number</th>
<th>Goal Statement</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Work with an employment counselor to identify and coordinate technology education and training</td>
<td>2/16/2017</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Target Date</th>
<th>Provider (if applicable)</th>
<th>NPI</th>
<th>Frequency of Reporting</th>
<th>Category</th>
<th>Status</th>
<th>Delete</th>
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</thead>
<tbody>
<tr>
<td>2/16/2017</td>
<td></td>
<td></td>
<td></td>
<td>Employment</td>
<td>In-Progress</td>
<td></td>
</tr>
</tbody>
</table>
Workflow key differences

• Assessment open and CSP open

• CSSP creation:
  • Closed Assessment
  • Closed CSP

• CSSP: Complete and closed difference
CSSP identifies the services a person needs, their choice of providers and how those services are paid

- Planner creates CSSP

- Which tabs do you use to create the CSSP?
- How do you know you have completed the CSSP?
Place to start: CSSP Workflow

• My Plans (both)
• Person Information (both)
• Goals (both)

• Caregiver
• Services
• Support Instructions
• Risk (both)

• Signature
• About Plan (both)
### Caregiver Interview

<table>
<thead>
<tr>
<th>Name</th>
<th>Missy Shortcake</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship</td>
<td>Sibling</td>
</tr>
</tbody>
</table>

**Do you currently live in the same household as the individual you provide care for?** Yes, Missy had Strawberry Shortcake move into her household so that she could get out of the nursing home.

**What kind of help do you give this individual?** Arranging/Coordinating care, including clinic visits, etc., Managing medications (like helping set up), Paperwork like filing insurance claims or handling legal matters, Personal Care (such as bathing, dressing, toileting etc.), Shopping and errands, Transportation, Missy has concerns that she cannot attend to him as much as she needs every day. She says that Strawberry cannot be left alone to prepare meals, take meds or eat and forgets what to buy when shopping. Missy says that Strawberry needs help making and getting to appointments and with completing paperwork/forms., Monitoring health (like blood pressure or diabetes)

**Do you or family have concerns about the individual’s memory, thinking or ability to make decisions?** Missy states that she believes sometimes Strawberry Shortcake lies about forgetting and is frustrated by her reduced capacity. Missy says that Strawberry Shortcake has trouble tracking, remembering, and is challenges by multiple step tasks. Strawberry Shortcake has trouble remembering to take her medications and perform daily hygiene routines, even with Missy giving her reminders.

**Are you very concerned or somewhat concerned?** Very Concerned

**Are there any safety concerns that you have about this individual or their home environment?** Yes, Missy is concerned with Strawberry Shortcake’s ability to manage her diabetes. She says she doesn’t know how to help her get a handle on her health and that she has noticed more forgetfulness in Strawberry Shortcake. This is problematic as Strawberry Shortcake has Diabetes, and without proper care she is at high risk for hospitalization or returning to a NF.

**Given the individual’s CURRENT CONDITION, have you ever considered placing him/her in a different type of care setting, such as a nursing home or another care facility for long-term placement?** Probably not, Missy had Strawberry Shortcake move in with her so as to remove her from a nursing facility. So, although Strawberry Shortcake does have needs that meet NF level of care, they prefer to keep her with family.

**How would you describe your own health?** Excellent

**How would you rate your level of stress related to caring for this individual?** High, Missy says that she cares about Strawberry Shortcake that but she is not easy to live with. She feels frustrated by Strawberry’s reduced capacity.

**Do you have difficulty getting a good night’s sleep, 3 or more times a week?** Sometimes

**Are you currently employed?** Not currently working. Stay at home mother full time.

**Do you have anyone to help you with caregiving?** No

**Are you currently receiving any caregiver supports (e.g., respite, training or education, caregiver coaching or counseling or support groups)?** No

**Are there any issues/obstacles that make it more difficult to provide support to the individual?** Yes
Caregiver Comment Box

CAREGIVER

Name: Strawberry Shortcake
Caregiver Relationship: Sibling
Lives with person: Yes
Caregiver Role: Primary Caregiver
Type of Care: ADLS, Community access, Health and Medical, IADLS, Social interaction, Supervision

Notes/Comments: Strawberry Shortcake's sister Missy is her main caretaker. Missy is Strawberry's rep-payee, brings her shopping, assists in preparing meals, helps with medication management.

Assessed Needs and Support Plan Implications

How will the caregiver needs be addressed in the support plan?
How do I know the CSSP is complete?

• Review the CSSP tabs
• Ask questions of the assessor to clarify
• Finish to ensure the person’s plan has the coordinated services and supports they identified
• Go to the Services tab, review the agreement and its service lines to ensure they are complete
• Review CSSP content to ensure it’s written to the person receiving it
RMS Workflow & the Services tab
Past Webinar Questions
Does the Support Plan have spell check?

• Yes, but the MnCHOICES - Assessment data cannot be spell checked

• MnCHOICES - Assessment changes are made in the assessment and pulled over to the MnCHOICES - Support Plan (SP)

• Person Information is the exception, it can be modified in SP and updated in the MnCHOICES - Assessment database
Can I create a new assessment in the MnCHOICES Assessment Training Zone (MTZ) to be used later in Support Plan training?

• Yes you may!
• Mentor: User names, passwords, URL
• Prepare for Support Plan training
• Training zone assessment – make it look real
Do RMS mentors need to do anything to be the Support Plan Mentor?

• Many mentors wear many hats
• Mentor support for RMS remains the same
• Remain own group
• Not rolled into MnCHOICES Mentor’s responsibilities
When do we begin using the RMS function in the MnCHOICES - Support Plan?
How many pages is a printed CSP and CSSP?

• Removing spacing and adding a Summary page
• Reviewing the current content and making changes

Very good to good
• Search screen: Find a person and find a plan
• Print function
• Calculating a rate

Somewhat good
• Creating a CSP/CSSP
• Adding Services to an Agreement
### Disability Services Division training archive

A list of [Positive Support Community of Practice trainings](#) is below.

#### Handouts from past training opportunities

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<tr>
<td>Support Planning Professionals Learning Community</td>
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<tr>
<td>Presentation handout (PDF)</td>
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<tr>
<td>An encore playback is available until March 31, 2016, call 1-855-859-2056 and enter conference ID 86028634</td>
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<tr>
<td>Introduction to the MnCHOICES Support Plan (PDF)</td>
<td>9/27/16</td>
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<td>An encore playback is available until March 31, 2016, call 1-855-859-2056 and enter conference ID 82097625</td>
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Thank you

MnCHOICES Launch Team | DSD