Support Plan Launch Webinar: 3/15/2017
Ready to Launch?

MnCHOICES Launch Team
Welcome & Introductions

MnCHOICES

• Business Team Supervisor
• Support Plan Project Manager
• Support Plan Business Analysts
• Policy staff
• Operations staff
• All participants are muted
• Wait to submit questions
• Do submit technical issues
  • Use the WebEx Q&A panel
Webinar will provide your agency

• Assist your launch preparation
• Review each of the components you need to be ready to launch
• Next Steps for launch preparation
• Answer your questions from last month’s webinar on preparing for training
Webinar format

- Updates
- In the next 60 days
- Previous webinar question
- Topic
- Open Q & A panel
First Launch Groups

Anoka, Brown, LeSueur, Washington

Users in training

Launching Rates 3/27/2017

Launching CSP/CSSP 4/3/2017
MnCHOICES Prepares for your launch

MnCHOICES CountyLink Launched

MnCHOICES Assessment Brochure

Policy is completing the MnCHOICES Assessment for duplication for your training
In the next 60 days
In the next 60 days – Launch Preparation

Memo Announcing Support Plan Launch Schedule
Regional Supervisor/Mentor Meetings will be scheduled
MTZ-A documents will be sent to your Launch Lead
April Webinar Support Plan - Services Tab
April 27, 2017 10:30 a.m. to Noon

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<tr>
<th>Name</th>
<th>Phone</th>
<th>Type/Name</th>
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**Agreement Details**
- **Agreement Type**: AC
- **Coagreement Type**: Agreement | Type N: AC Conversion
- **County of Residence**: "A"
- **Case M#**: Start Date 03/10/2017, End Date 03/19/2018
- **Override Location**: SACTAD Number: [Blank]
- **Case Manager/Care Coordinator**: [Blank]
- **Case Manager Number**: [Blank]
- **Responsible Party Name**: [Blank]
- **Responsible Party Phone**: [Blank]

**Agreement Notes** (including potential funding information and/or additional steps to take):

**Provider Comments (APIV)**

**Recipient Comments (ARCP)**

**Program Totals**
- **Annual Amount**: $[Blank]
- **Approved By Agency**: [Blank]
- **Approved By Name**: [Blank]
Questions from last webinar
Role of Support Plan Mentor

- Power users of the Support Plan
- Includes using rates, CSP, CSSP
- Understand work flow between rates, CSP and CSSP in overall support planning
- Support your agency users
- Share information (outages, releases, webinars)
Skills a Support Plan Mentor Needs

Work with Help Desk on

• IT Troubleshooting
• Password changes and lock outs
• Understand Known Issues and work arounds
• Be familiar with MnCHOICES CountyLink and Support Plan documents and training
• Learn the release notes and companion documents for each release

Know CSP and CSSP print out and coach staff

Understand your county work flow to assist staff
Should a contracted agency have its own mentor?

Yes

A mentor provides you expert knowledge and support regardless of contract changes with agencies.

Agency awareness of outages, releases and other Support Plan changes crucial to your business.
Questions: Launch and Training Coordination

Can we launch at a different time?

• Will consider requests

• Submit your request to the Help Desk on the Help Desk form

Can we go to another regions training? Yes

• Submit your request to the Help Desk on the Help Desk form

• You will need to travel to the location of the training
Questions: Training Documents

Thank you for completing your forms

MTZ-A Spreadsheets ready to email your launch lead

Can you create duplicate CSP we can use for our case managers?

Your case managers can quickly prepare and close the CSP so they can create a CSSP.
MTZ-SP Training Preparation

• Training Zone Access
• Updating Your Assessment in MTZ-A
• Transferring MTZ-A Assessments
• Duplicating an Assessment
• MnCHOICES CountyLink, Support Plan, Launch
MTZ-A and MTZ-SP, each user should have their own

- URL
- Username and password

**MTZ-A documents Prep**

- Update your assessment
- Zero out your questions, check it
- Run eligibility
- Document is ready for Support Plan training
Transferring MTZ-A document to your new employee

• If you would like to transfer an assessment

• Ask the lead agency where the assessor used to work to abandon the assessment

• Have your worker go into the MnCHOICES Assessment and find the person; open a new assessment/reassessment for this fake person.
Revisiting duplicates assessments and how it will work

MnCHOICES Business creates duplicate reassessment for your Support Plan training

Your agency requests duplicates

Your launch lead will receive notification that there are fake people with duplicate reassessment in their assignment queue:

The launch lead will

• Go to your MTZ-A User assignment queue
• Assign reassessments to MTZ-A users for training
Mentor instructions to users

Your agency will receive duplicate assessments near the time of your Regional Supervisor/Mentor Training

Mentors will ask their users to prepare their duplicate reassessment in MnCHOICES Assessment. They will instruct users to

• Search for person in the MnCHOICES Assessment and click “update person”
• User enters assessment date and views the assessment
• User runs eligibility
• Document is now ready for Support Plan creation and testing/training
• User goes to Support Plan and searches for the person or reassessment ID and begins Support Plan training
Are you ready to launch?
Internal Business Process

• Launch Schedule
• Launch Work Plan
• Launch Expectations
• Relationship of MnCHOICES Assessment to Support Plan
• Launch Contact
• Training
• User Access
Rates Launch 6/19/2017

• Rates must be used in the Support Plan for any person who receives a service that uses RMS to calculate a rate

• Rates may be used in the Support Plan during this time if you would like a persons service agreement and services lines all in one document for future reference

CSP/CSSP per Launch Schedule

• Every two weeks

• Rates must be done in the Support Plan. Best practice is in the CSSP

Support Plan Work Plan sets out timeline
How is this launch deadline different from others?

Rates Launch 6/19/2017

• **Purpose**: Launch of rates prior to the State of MN fiscal year, 7/1/2017
• All for any person who receives a service that uses RMS to calculate a rate
• Remaining rates will launch with CSSP to allow data entry directly into the service agreement and service lines
Launch Expectations - Rates

Expectations - Rates only launch:

• Rates must be used in the Support Plan for any person who receives a service that uses RMS to calculate a rate.

• Rates may be used in the Support Plan during this time if you would like a person’s rate calculations in the service agreement and services lines all in one document for future reference.

• Use the Rates Plan system in the Support Plan and not in SSIS-RMS.
Launch Expectations - CSP/CSSP

Expectations - CSP/CSSP Launch:

• Begin to use the Support Plan to create all CSP or CSP/CSSP for all reassessments.

• Begin to use the Support Plan to create a CSP/CSSP for all new assessments.

• For any MNCHOICES Assessments done the county will use the CSP/CSSP (no longer 6791B unless using Legacy document) for the assessment.

• Use the Rates Plan system in the Support Plan and not in SSIS-RMS. Best practice is to create rates in the service agreements and service lines in the person’s CSSP.
Relationship to MNCHOICES Assessment and Support Plan

Assessment data populates to the Support Plan to assist your support planning.

The Support Plan has comment boxes where you can create your CSP/CSSP

A CSP is created from an assessment or reassessment in the MnCHOICES Assessment computer application

A CSSP is created on a closed CSP

Once the CSP/CSSP it is best practice to create rates best practice in the CSSP
Dispense launch specific communication, mentors will all receive webinar, outage, pre and post launch call schedule and other information

MTZ-SP User names and passwords

List of MTZ-SP documents

Duplication of assessment: confirmation

Onboarding Sheet & any questions
Supervisor Mentor Training

**Must:** All LTSS supervisors of county, tribe, and contracted case management agencies, and others as identified by these agencies who share in the supervision and management of assessors' and case managers' day-to-day work and mentors

**Why?** Training, Resources to adequately equip staff

**When:** 60 days prior to launch date.

**Where?** ITV locations near you

**Memo:** Launch Schedule
Regional Training: Supervisor/Mentor Training

Tentative schedule RRS

• April: Region 7e, 7w, 3
• May: Region 6, 8, 9 and 4, 5
• June/July: Region 1, 2, 10
• August/September: Region 11
MnCHOICES County Link, Training and Webinars

- Rates and Support Plan training

Curious? Go out to TrainLink

- Do training videos for Rates and the Support Plan

**Rates Training:** MNSP_R100

**Support Plan Training:** MNSP1000

- Get yourself acquainted
**Onboarding** (MnCHOICES Team) loads all your users at the beginning in one bunch into Central Security and the Support Plan

- Confirms completion of Data Practices course
- Provides user names

**Maintenance of users**

- **SSAM** all new, changes and deleting users
- **Help Desk** Lock out and password changes
Excel spreadsheet

List user names, including middle initials

Emails

X Numbers if they have one and request if they don’t

List the agency and contracted agency for each user
Rates Launch 6/19/2017
Onboarding sheets out week of 4/26/2017
Onboarding call week of 4/27/2017
Onboarding sheets back week of 5/15/2017
Users onboarded by week of 6/12/2017
1. Pre Launch Call – how is training going, question & answer, ready to launch?
2. Go Meeting: Rates (whole state)
3. Go Meeting: CSP/CSSP (by region)
4. Post Launch Call
   • Weekly, 1st three weeks
   • Office Hours format after that
Lead launch receives a Go Email

Meeting reviews the content of the Go Email and answers final questions

• URL
• Known Issues
• Any other Support documents
MnCHOICES Support Plan Office Hours

• Purpose of separate Office Hours

• Help Desk

• 2nd Friday of the month?

Help Desk

• Help Desk form on MnCHOICES County Link

• Same method of communication from MnCHOICES through Help Desk
How to Listen to Past Webinars

Disability Services Division training archive

A list of Positive Support Community of Practice trainings is below

Handouts from past training opportunities

<table>
<thead>
<tr>
<th>Handout Description</th>
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<tr>
<td>Support Planning Professionals Learning Community</td>
<td>9/28/16</td>
</tr>
<tr>
<td>Presentation handout (PDF)</td>
<td></td>
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<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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MnCHOICES on CountyLink:

Webinars
- Crosswalk: Assessment and Support Plan
- Support Plan Webinars - Disability Services Division training archive
- Support Plan Launch Webinar Schedule
- Support Plan: Launch Survey Questions & Answers
- Support Plan Launch Webinars: Questions & Answers
Thank you

MnCHOICES Launch Team | DSD