Support Plan Launch Webinar: 4/27/2017
Onboarding Support Plan Users

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
Learning Objectives

• Gain knowledge on the onboarding process and have an opportunity to ask questions about the spreadsheet

• Review the data privacy process and the process for proof of training

• Receive instructions on how to onboard contracted agency staff

• Review the next steps in the launch process: Onboarding, Mentor Supervisor Training and Support Plan Training Zone

• Learn about MTZ-SP user access
• Rates will not launch state-wide on June 19, 2017

• Rates will launch with the CSP/CSSP per the launch schedule – MnCHOICES CountyLink, Support Plan, Launch documents

• Launch Groups will use all components of the Support Plan when they launch: Rates, CSP, CSSP
MnCHOICES Support Plan Expectation – Revised

*When launching MnCHOICES Support Plan for running rates and creating CSPs or CSSPs*

- Use the Rates Management System in the Support Plan and not in SSIS-RMS.

- For all MnCHOICES assessments and reassessments, create CSP and CSSP in the MnCHOICES Support Plan and rates in the service agreements and service lines in the person’s CSSP.

- For all assessments created with the legacy document continue to use Community Support Plan with the Coordinated Services and Supports Plan form (DHS-6791B-ENG)(PDF) and create rates at the person level in the Support Plan.
User Names and passwords created

• Support Plan Launch Group 1
• Support Plan Launch Group 2
• Support Plan Launch Group 3
Memo Announcing Support Plan Launch

Schedule

Supervisor/Mentor trainings are being scheduled

MTZ-A documents out to lead agencies

The assessment created by MnCHOICES Policy is ready for duplication
Duplicate Assessments were tested and provided to

- Support Plan Group 1 & Group 2

Supervisor Mentor Training - Completed April 20, 2017

- Support Plan Group 1 & Group 2

Launch Group 1 and Launch Group 2 in MTZ-SP

First Launch Groups Resumed work in Support Plan - April 24
In the next 60 days
In the next 60 days – Launch Preparation

Supervisor/Mentor Training

• Support Plan Launch Group 3 May 11, 2017
• Support Plan Launch Group 4 June 6, 2017
• Approx. 90-days prior to Launch date
Questions from last webinar
Why did we receive a list of MTZ-A Documents?

MTZ-A Documents list - created by assessors in MnCAT Step 3 training

• The documents your agency could use for training
• They are yours and can be reused and reassigned
• In addition, we will be providing your agency duplicate assessments
Why were we sent MTZ-A User Names?

MTZ-URL and Original MTZ-A User Names & Passwords

• Ensure you had them

• Passwords can be reset by the HelpDesk

MTZ-A is where

• Assessors prepare the assessment for support planning work

• Where duplicates are assigned for training for the Support Plan
• Agency abbreviation = BAN  #20 total usernames available

Two lead agency groups = Banana County 1 and Banana County 2
  o Users 001-010 are associated with Lead agency = Banana County 1
  o Users 011-020 are associated with Lead agency = Banana County 2
• Each username begins with the Agency abbreviation = BAN + the three digit number

• To access MTZ, Banana County MTZ User001 would select the following when logging into MTZ:
  - Select lead agency name = Banana County 1
  - Type in UserName = BAN001
  - Type in Password given
Most agency’s have two groups for example

• Banana County 1 and Banana County 2

• Users are divided between these two groups

• Duplicate assessments need to exist for Group 1 and Group 2 so that they can be assigned.

• For example, Banana County 1, BAN001 will receive duplicates in the assignment queue but will only be able to assign the duplicate to the users in group 1.
Can we have more MTZ-A user names?

• You only need as many MTZ-A user names as you have assessors

• You can reuse and/or reassign names

• Passwords can be reset by the HelpDesk
Will we have different user names and passwords for MTZ-SP?

Yes, there are two training zones

• MnCHOICES Training Zone Assessment (MTZ-A) for assessors

• MnCHOICES Training Zone Support Plan (MTZ-SP) for assessors, rates and case managers

Each has it’s own user names and passwords
At Supervisor/Mentor Training your agency will receive:

- MTZ-SP User names and passwords
- Duplicated Assessment in MTZ-A User Name assignment file
- URL for MTZ-SP
- Power point for the training which has live links to Support Plan Training
- Support Plan Try It! Companion document
Support Plan Training: Purpose of MTZ-A

• MnCHOICES Assessment Training Zone or MTZ-A

• Purpose of MTZ-A for Support Plan training is to review assessment data, run eligibility and to make any changes to data prior to running the CSP in the Support Plan

• MTZ-A documents that assessors created Step 3 MnCAT

• Duplicate assessments
  • Duplicate assessment is the creation of MnCHOICES Team
  • Duplicates will be in the assignment queues you agency provided
MnCHOICES Policy has created an assessment that will be duplicated and placed in the lead agency’s assignment queue as a reassessment

- Not one fake name, all different fake names
- All 17-yr. old male
- Duplicates will be placed in the Assignment queue for a designated user for County 1 & County 2 your launch lead provided
- The mentor will assign the assessments to users
- MNCHOICES County Link document: MTZ-SP Training Preparation
Onboarding Webinar Description

• Gain knowledge on the onboarding process
• Review the data privacy process and the process for proof of training
• Receive instructions on how to onboard contracted agency staff
• Review the next steps in the launch process: Onboarding, Mentor Supervisor Training and Support Plan Training Zone
• Learn about MTZ-SP user access
What is onboarding?

• Process of loading your lead agency’s users allowing access to the MnCHOICES Support Plan (MnSP)

• Your agency will have its users added in one large group

• The MNCHOICES Support Plan Onboarding Excel spreadsheet will collect the needed information.

• After onboarding all other additions, deletions and changes to lead agency users will be submitted by your agency’s security access liaison to the DHS System, Security and Access Management (SSAM) Team.
Review the Onboarding Spreadsheet

<table>
<thead>
<tr>
<th>* On Behalf of (Lead Agency)</th>
<th>* My Agency (Delegate)</th>
<th>* Start Date</th>
<th>* End Date</th>
<th>* User ID (X1#) [Enter X numbers only]</th>
<th>Does this person require a new ID to be created (X1#)</th>
<th>* First Name</th>
<th>* Middle Initials (MI)</th>
<th>* Last Name</th>
<th>* Email Address</th>
<th>Email Type</th>
<th>* Position/Title</th>
</tr>
</thead>
</table>
• Only 1 spreadsheet per Lead Agency

• Include lead agency staff who need access to the Support Plan (e.g. assessors, rates, case managers, case aides, mentors, supervisors)

• Include contracted case management staff who need access to the Support Plan (e.g. case managers, mentors, supervisors)

• Lead agencies onboard their contracted agency staff
• On Behalf of: Lead Agency
• My Agency: Agency that employs the person
  • Lead Agency or
  • Contracted agency
• Start & End Date
• Provide x number if a staff person has one
• Request ID if they do not – yes need ID
• Do not submit a separate request to SSAM for IDs
• IDs will be assigned, as needed, by SSAM when this form is submitted to them
• Lead agency staff: X numbers
• Contracted agencies: PWs
• X numbers do not receive MMIS access
Add this person as a Support Plan mentor

If yes, the person could be

• An existing MnCHOICES Assessment Mentor who will also be a Support Plan Mentor
• A lead agency’s new Support Plan Mentor
• A contracted agency’s Support Plan Mentor
What happens when the list is turned into DHS?

The list is submitted to SSAM to

• Verify the data privacy course work for each person
• Assign ID’s for those requested
• Users who pass data privacy review
  • are loaded into Central Security
  • are loaded into Support Plan
• On their start date receive two emails, one with user name and other with temporary password
User Access: Start and End Date

• Start Date is the launch date of your agency in the Support Plan

• Users do not have access to the Support Plan PROD environment until that date.

• On the Start Date users will receive two emails
  • User Name (ID)
  • Password, temporary they will have to create a new one when they sign in
How does the data privacy process work?

• Your agency’s onboarding list is compared with the SSAM Handling MN Information Securely

• Course work is complete or not

• If not complete DHS requests proof of course completion

• The user cannot be onboarded without proof of coursework
Lead Agency staff will log into MTZ-SP and Support Plan PROD as the County only, e.g. Banana County

My Agency and On Behalf of, example

• Suzie Snowflake works for We Care contracted agency

• We Care provides contracted case management to Banana County

• Banana County onboards Suzie Snowflake so she can complete Banana County CSSPs in the Support Plan

• The Support Plan login combination for all We Care workers working for Banana County will be We Care-Banana
Next Steps

• Onboarding Sheets are due to: elizabeth.taplin@state.mn.us by:

• Launch Group 1, 2, 3, 4, 5, 6: May 23, 2017

• Launch Groups 7, 8, 9: July 14, 2017
Preparing your agency for training

**Supervisor Mentor Training**

- Scheduled approx. 90-days prior to Group’s Launch Date

MnCHOICES creates and launch leads are sent the following (one week prior to Supervisor/Mentor training):

- MTZ-SP users names and passwords are sent the morning of training
- Duplicates assessments are placed in County 1 and County 2 assignment queue and Launch Leads are notified

**After training Supervisors/Mentors begin Training in MTZ-SP & coordinate staff training**
Questions & Answer Session
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>Support Planning Professionals Learning Community</th>
<th>9/28/16</th>
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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