New Mentor Orientation

MnCHOICES Team
Welcome!

Teresa vanderBent

Kong Vang
Participants will

• Explain basic purpose and functions of MnCHOICES Assessment and Support Plan
• Discover their role as a MnCHOICES Mentor
• Locate and utilize available resources (MnCHOICES CountyLink, HelpDesk)
• Describe common technical issues and troubleshooting techniques
• Understand Known Issues documents, outage schedules and release processes
New Mentor Orientation Agenda

- MnCHOICES Vision, Values and Policy
- Mentor Role
- Supporting Mentors to Support Users
Introductions

Name
Agency
Role
Years MnCHOICES Experience
What you like best about spring
Why MnCHOICES?

Home and Community-Based Services
• Since the early 1980’s
• Programs developed independently
• Each used own assessment criteria/tool

Vision shortly after 2000
• Greater consistency in eligibility determination
• Use a uniform assessment and support planning process
• For all people/programs and services
MnCHOICES Goals

Two Main Goals:

• Provide greater consistency across the state when determining eligibility for publicly funded long-term services and supports

• Use a single comprehensive assessment tool to:
  • Determine needs
  • Develop support plans
What is MnCHOICES?

A change in philosophy

MnCHOICES Values:

• Person-centered planning

• Tailor services using strengths, preferences and needs

• One assessment and support planning tool regardless of age, income or disability
MnCHOICES Supports Vision and Values

- Standardized assessment and support planning protocols
- Common data collection tool
- Policy/rule based eligibility determination
- Web-based computer application
- Reduce paperwork
MnCHOICES: Understanding the big picture

MnCHOICES

Assessment
- Intake
- HRA
- Assessment
- Reassessment
- HRA Full

Support Plan
- Community Support Plan
- Coordinated Service and Support Plan
- Rate Plan
What is the *Mn*CHOICES Assessment?
A change in tools and process

**Replaces 3 assessments:**

1. Developmental Disability Screening
   *DD Waiver, Rule 185, FSG, etc.*

2. Long-Term Care Consultation
   *CADI, CAC, TBI, etc.*

3. Personal Care Assistance
   *PCA, CSG,*
MnCHOICES Assessment

Key Points

• Focuses on the person, not programs
• Asks: What is important to and for the person being assessed
• “Policy rules-based” eligibility that aligns regulations, statutes and policies
• Determines level of care, case mix, eligibility for programs and services, home care rating and hours of PCA
• Only Certified Assessors conduct MnCHOICES assessments
• The assessment has offline capability to assist assessors conducting the assessment interview
What is MnCHOICES Assessment?
A change in tools and process

• Uses one assessment process for:
  • Any age
  • All abilities
  • Every financial status

• Provides a common data collection tool

• Web-based with offline capability
What is MnCHOICES Assessment? Consistent

• Aligns all regulations, statutes and policies
• Provides the framework for “getting it right”
• Does not replace professional knowledge and skill of the assessor
• Only Certified Assessors conduct MnCHOICES assessments
What is *MnCHOICES* Assessment? Determines Service Eligibility

- Alternative Care (AC)
- Brain Injury Waiver (BIW both NB and NF)
- Community Alternative Care Waiver (CAC)
- Community Alternatives for Disabled Individuals Waiver (CADI)
- Consumer Support Grant (CSG)
- Developmental Disability Waiver (DDW)
- Elderly Waiver (EW)
- Family Support Grant (FSG)
- Moving Home Minnesota (MHM)
- Personal Care Assistance (PCA)
- Case Management under Rule 185 (DD Case Management)
- Semi-Independent Living Services (SILS)
- Temporary Alternative Care
- 24 Hour Customized Living (24CL)
MnCHOICES Policy Key Points

Developed uniform timelines for assessment and support plan development

• Conduct assessment within **20 calendar days** after request
• Provide Community Support Plan (CSP) to assessed person within **40 calendar days** of assessment visit
• Provide Coordinated Service and Support Plan (CSSP) within **10 business days** after completion of CSP
**MnCHOICES Policy Key Points**

- **20 Calendar Days**
  - Deadline to conduct Assessment
  - Assessment Conducted
  - Assessment Accepted

- **40 Calendar Days**
  - Deadline to complete CSP
  - CSP Complete
  - CSP Sent

- **10 Work Days**
  - Deadline to complete CSSP
  - CSSP Complete
The Build: MnCHOICES Support Plan

MnCHOICES Support Plan

- MnCHOICES Assessment
- CSP/CSSP DHS 6791-B
- Rate Management System
Community Support Plan (CSP)

Community Support Plan

By Certified Assessor

Everybody gets one

Summary needs and options

Foundation for CSSP

Written recommendations

Rate Plan

Community Support Plan

Coordinated Service and Support Plan
Coordinated Service and Support Plan (CSSP)

Coordinated Service and Support Plan

- Publicly funded
- More specific
- Case Manager or Certified Assessor
- Preferences and goals
- Approves services
Data Stream

Carries information from Assessment to Support Plan
Rate Plan

Access to RMS

- Rate Plan
  - CSP
  - CSSP
Questions
User Support

- Mentors
- Help Desk
- Resources
MnCHOICES Mentors Role

Mentors are your agency’s principal MnCHOICES contact and resource person.
Mentor Primary Functions

1. Supporting Users
   • Encourage and coach staff
   • Provide hands-on support
   • Help identify issues and problem solve

2. Foster collaborations between your agency and DHS

3. Receive, review and share communication

4. Keeper of User Names and passwords (MTZ)
MnCHOICES Mentor expectations

• Key spokesperson and knowledge base for MnCHOICES

• Understand how LTSS polices/practices are incorporated into MnCHOICES

• Share your wisdom and knowledge

• Motivate users and encourage professional development
MnCHOICES Mentor Role

You are your agency’s principal

MnCHOICES contact and resource person

• Liaison between your agency and DHS for communication and training

• Support your agency’s MnCHOICES users

• Troubleshoot MnCHOICES policy and technology questions and issues
MnCHOICES Mentor will

• Communicate with Help Desk
• Provide troubleshooting to MnCHOICES users
• Distribute Communications
  • Outages
  • Release & companion notes
  • Other
• Attend meetings and trainings
• Be a MnCHOICES power-user
Mentor Training and Support

MnCHOICES New Mentor Orientation
MnCHOICES Mentor Alliance
MnCHOICES Help Desk
MnCHOICES Matters
MnCHOICES County Link
MnCHOICES Office Hours
MnCHOICES New Mentor Orientation

• Spring of each year

• Assessment Mentors & Support Plan Mentors

• Trains you to your role and provides support materials
MnCHOICES Mentors Alliance (MMA)

• Meets quarterly
• In St. Cloud
• 9 am – 3:30
• Webex Option, 2 times a year
• Shortly before release
• Next May 22, 2017
MMA Meeting Rules

✓ We are polite, kind and helpful to other members of our class.
✓ We listen when others are talking.
✓ We love to learn and allow others to learn when they want to.
✓ We will try our best at all times and ask questions if we are stuck.
✓ We are fun.
MnCHOICES Mentor role discussion

• Experience so far
• Something new you’ve learned
• What excites you about being a MnCHOICES Mentor
• Something you’re looking forward to
• Concerns about being a Mentor
• What you need to support your users
Do we need a break?

Take a break.
You deserve it!
MnCHOICES Assessment Mentors
MnCHOICES Certified Assessor Training (MnCAT)

• Qualifications
  • Training
    • Certification
      • Recertification
  • Tips
Only certified assessors can use MnCHOICES to conduct an assessment

A. Be a Qualified Candidate
B. Complete MnCAT Steps 1, 2, & 3
C. Have certificate signed
Who is a Qualified Candidate for MnCHOICES Assessor?

• Must at a minimum have one of these:
  - Bachelor’s degree in social work
  - Bachelor’s degree in nursing
  - Bachelor’s degree in a closely related field

At least 1 year home and community-based experience
Who is a Qualified Candidate?

Or, must be a Registered Nurse (RN)

- Capped (3 year)
- Two-year

At least 2 years home and community-based experience
MnCAT (Certified Assessor Training)

Recertification

Certification
- Step 3
- Step 2
- Step 1

Qualifications + Experience

MnCHOICES

Certified Assessor

Professional Development

Step 4

Application

Step 3

Principles

Step 2

Foundation

Step 1
• **Overview (30-45 min.)**
  • **Objective:** Gain a broad understanding about MnCHOICES
  • Must complete, no test

• **Basics (2.5 – 6 hours)**
  • **Objective:** Be aware of, and demonstrate knowledge about information that all certified assessors should know
  • Series of open book tests linked to online resources
    • Five random questions for each topic
    • 80% proficiency each test
Objective: To review, maintain and achieve specific certified assessor core competencies that help prepare the candidate for the MnCHOICES application training and demonstration of key skills.

In 7 courses, candidates learn about:

• The Person-Centered Approach
• Intake, Assessment & Support Planning
• Effective Communication Skills
• Assessment Interview Skills
• Assessment Outcomes
• There is a test after five of the courses
Training Tips

• Disable pop-up blockers
• Read and follow instructions
• Use headphones
• Allow time for staff to complete
• Try to do each course in one sitting
• Allow for different adult learning styles
• Print out results in case of transcript issues
• Have a note pad handy
• Carefully review transcripts before starting Step 3
Objective: Through online and hands on training, candidates become familiar with using the MnCHOICES app to conduct person-centered assessments and support plans

Candidates:

• Learn how to access and navigate the application (Part 1)
• Become familiar with the content and functions of the application (Part 2)
• Practice using the application to complete an assessment, run and analyze eligibility and discuss results in a multidisciplinary team meeting and other hands-on learning (Part 3)
• **Access is different**

• **TrainLink**
  - Hidden TrainLink
  - Mentors provide “secret” links

• **Step 3 – Part 1: Access and Navigation**
  - Track A qualified candidates and has prerequisites
  - Track C for other users and has no prerequisites

• **MnCHOICES Training Zone (MTZ)**
## Instructions for Lead Agency Scheduled Access to MnCHOICES Training Zone and MnCAT Step 3 – Secret Links 07-28-14

<table>
<thead>
<tr>
<th>Course</th>
<th>Who</th>
<th>Prerequisite</th>
<th>Link to MnCAT Step 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 3 – Part 2 Content</td>
<td>Qualified Candidates</td>
<td>Yes</td>
<td>Step 3, Part 2 = <a href="http://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&amp;code=HMNCH8009">http://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&amp;code=HMNCH8009</a></td>
</tr>
<tr>
<td>Step 3 – Part 3 Learning Lab</td>
<td>Qualified Candidates</td>
<td>Yes</td>
<td>The includes hands-on activities within your agency with oversite by a supervisor, mentor and/or coach. Tools on CL plus one online module</td>
</tr>
<tr>
<td>Step 3 Test</td>
<td>Qualified Candidates</td>
<td>Step 3</td>
<td>Provide the link below to candidates only after completing Step 3 Part 3</td>
</tr>
</tbody>
</table>
## Instructions for Lead Agency Scheduled Access to MnCHOICES Training Zone and MnCAT Step 3 - User Names

07-28-14

### MTZ Login Details

<table>
<thead>
<tr>
<th>MTZ Login</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Usernames</strong></td>
<td>Are assigned by DHS to a specific Lead Agency</td>
</tr>
<tr>
<td></td>
<td>Half of assigned usernames are under Lead Agency 1</td>
</tr>
<tr>
<td></td>
<td>Half of assigned usernames are under Lead Agency 2</td>
</tr>
<tr>
<td><strong>Lead Agency</strong></td>
<td>Each Lead Agency is assigned two Lead Agency names (e.g. Lead Agency 1 and Lead Agency 2)</td>
</tr>
<tr>
<td></td>
<td>Having two names allows Lead Agency users to practice transferring open Intakes between “Lead Agencies.”</td>
</tr>
<tr>
<td><strong>Passwords</strong></td>
<td>Security measures require DHS to send passwords in a separate communication</td>
</tr>
<tr>
<td></td>
<td>Instruct users to NOT change the passwords provided to access MTZ</td>
</tr>
<tr>
<td></td>
<td>Assigned MTZ passwords do not expire for 9,999 days or until 2041</td>
</tr>
<tr>
<td></td>
<td>Users have 99 attempts to enter password correctly in MTZ before being locked out</td>
</tr>
</tbody>
</table>

https://mnchoices-train.dhs.state.mn.us/mnch/default.aspx#/LoginPage
### MTZ vs. PROD: Same and Different

<table>
<thead>
<tr>
<th>Item</th>
<th>MTZ</th>
<th>Prod</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Can’t access through SSIS</td>
<td>Can be accessed through SSIS</td>
</tr>
<tr>
<td>URL is different than Prod</td>
<td>URL is different than MTZ</td>
<td></td>
</tr>
<tr>
<td>URL will never change</td>
<td>URL changes with each version</td>
<td></td>
</tr>
<tr>
<td>Staff employed by or under contract with lead agency</td>
<td>Staff employed by or under contract with lead agency</td>
<td></td>
</tr>
<tr>
<td>Everyone has security access to complete all MnCHOICES functions</td>
<td>Security access assigned by Mentor or DHS to individuals based on specific job duties</td>
<td></td>
</tr>
<tr>
<td>Each lead agency is two agencies</td>
<td>Each lead agency is only one agency</td>
<td></td>
</tr>
<tr>
<td>Passwords expire in 2041</td>
<td>Passwords expire every 30 days</td>
<td></td>
</tr>
</tbody>
</table>
### MTZ vs. PROD  Same and Different

<table>
<thead>
<tr>
<th>Item</th>
<th>MTZ</th>
<th>Prod</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passwords</strong></td>
<td>User Names and passwords provided by Mentors</td>
<td>User Names and passwords provided by Mentors if SSIS, by DHS if none SSIS</td>
</tr>
<tr>
<td></td>
<td>Incorrect passwords lock out user after 99 attempts</td>
<td>Incorrect passwords lock out user after 3 attempts</td>
</tr>
<tr>
<td></td>
<td>Passwords assigned do not change</td>
<td>Passwords changed by user. SSIS users should use same password for SSIS and MnCHOICES</td>
</tr>
<tr>
<td><strong>Data</strong></td>
<td>Only fictitious names, birthdates addresses, social security numbers, etc.</td>
<td>Only real data is entered for real Intakes and Assessments</td>
</tr>
<tr>
<td></td>
<td>MTZ is only to practice</td>
<td>PROD is only to do real work</td>
</tr>
<tr>
<td></td>
<td>Data entered purged on a scheduled basis</td>
<td>Data entered purged according to department record retention schedule</td>
</tr>
</tbody>
</table>
• MnCHOICES County Link Resources

• **MnCAT Step 4 – Recertification**

• CLU Decision Tree
  Continued Learning Activity Cover Sheet
  Explanation about Statewide List of Certified Assessors
  Person Centered Requirements and Certified Assessors
  Statewide List of Certified Assessors
  MnCAT Step 4: Certified Accessor Quick Study
  MnCAT Step 4: Lead Agency Quick Study
  MnCAT Step 4: Recertification Instructions and Guidance
MnCAT Step 4: Tools on TrainLink

1.

2.

Here is more information about this course:

Your status in this course is: Enrolled

Warning: If you have a pop-up blocker, it may prevent online content from launching.

MnCHOICES Step 4: Instructions

Instructions for documenting Continuing Learning Units (CLUs).

<table>
<thead>
<tr>
<th>Status:</th>
<th>Completed</th>
<th>Required</th>
<th>Yes, in order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Score:</td>
<td>0 of 100</td>
<td>Required Score:</td>
<td>---</td>
</tr>
<tr>
<td>Actual Time:</td>
<td>00:14:50</td>
<td>Maximum Time:</td>
<td>No Limit</td>
</tr>
<tr>
<td>Actual Attempts:</td>
<td>4</td>
<td>Maximum Attempts:</td>
<td>No Limit</td>
</tr>
<tr>
<td>Date Started:</td>
<td>01/06/2016</td>
<td>Estimated Time:</td>
<td>---</td>
</tr>
<tr>
<td>Date Ended:</td>
<td>01/26/2016</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MnCAT Step 4: Tools on TrainLink

3. Recertification Documentation

Recertification course for MnCHOICES Certified Assessors. NOTE: If you want to open this module after your status is set to "Mastered", select "Review". Clicking "Restart" will delete all of your existing data.

4. Recertification Certificate

Recertification certificate for MnCHOICES Certified Assessors. NOTE: You should have your current certificate on hand when you view this module, as you will need to enter the start and end dates listed on your current certificate.
Do we need a break?

Take a break.
You deserve it!
MnCHOICES County Link

Mentor and Supervisor Tool

Landing Page

• Left navigation bar

• Updates section

• Quick Links
MnCHOICES County Link

Mentor - MnCHOICES Assessment

Communications - Release Notes & Companion Documents

• Known Issues
• 17.1.1 Release Notes & Companion Document
  • Auto Try & Data Loss
  • Offline Issues due to full isolated storage
  • Isolated storage clean up when assessment is closed
  • Typo correction
  • Column width widened so document ID shows
  • Eligibility run and data saved
  • Inactive Notification Timer
17.1.3. Release Notes

• Assist the Support Plan to retrieve data
• New busy bar

Known Issues
Assessment Timer Work Around

Timer is set for 40 minutes with a warning at 35 minutes. The warning can be used to reset the timer and gain an additional 40 minutes.

Work Around to Reset the timer - A list of actions that reset the timer:

• Changing an answer within the Assessment
• Running Eligibility
• Opening a Report
• Clicking “Update Person” on the Person and Activities screen
• Clicking “Yes” on the Inactivity Timeout Warning
Actions that currently do not reset the timer

• Changing Domains
• Adding text to a comment box (without changing focus)
• Mouse movement
• Typing
• Dismissing the Inactivity Timeout Warning (with the X in the upper right corner)
Role of the MnCHOICES Help Desk

Only Mentors contact the Help Desk

Use the Contact Form

Refer to “Troubleshooting” documents
Troubleshooting Documents with the Help Desk
Lunch on your own: Noon to 1 p.m.
Where MnCHOICES Assessment and Support Plan meet
MnCHOICES

• MnCHOICES Assessment, the Assessment
• MnCHOICES Support Plan, the Support Plan

NOT

MnCHOICES meaning the Assessment
MnSPA meaning the Support Plan
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
What we hope to learn from first launch agencies?

- RMS works 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
- Work flow for Support Plan and RMS
- The role and numbers of mentors needed
What we have learned to date from first launch groups?

- Agencies did not have a complete list of their MTZ-A documents
- MTZ-A documents required elaborate amount of time to prepare for training
- Creating a duplicate assessment from
  - an existing agency assessment resulted in unanswered questions
  - a new assessment resulted in few unanswered questions
- Sending the Training Zone URL and user names assisted in assigning duplicates and training efforts
What else did we learn from first launchers?

Supervisor Mentor Training

• Needed time for reviewing work flow
• Confusion between MTZ-A and MTZ-SP URL’s
• Confusion between passwords for each training zone
• Resulted in lock outs

Onboarding users required more time then we first anticipated
Support Plan - Launch Documents

• Launch Schedule
• Work Plan
• Webinar Schedule

Training & Webinars

• No required training
• No certification
Support Plan Launch Webinar Schedule

Support Plan Webinars – Disability Services Division training archive
MnCHOICES Mentor Key Terms

- Outage
- Release
- Pilot
- All Clear
- Release Notes & Companion Document
- Known issues
How to read an outage schedule - Releases & Pilot

• 2016-2017 Anticipated Assessment Release and Outage Schedule

Messages

• 20-day, 5-day and day of scheduled Outage Messages

• Unscheduled outage messages

• Training and other communications
MnCHOICES Training Zones
• TrainLink

• Training Zone

• MTZ-A

• MTZ-SP

• User Names

• Passwords
Will we have different user names and passwords for MTZ-SP?

• MnCHOICES Training Zone Assessment (MTZ-A) for assessors
  • https://mnchoices-train.dhs.state.mn.us/mnch/#/LoginPage

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

  Each has it’s own URL & User names
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.
MTZ-A User Names

MnCHOICES Training Zone Information for Banana County

- Agency abbreviation = BAN  #20 total usernames available
- Two lead agency groups = Banana County 1 and Banana County 2
  - Users 001-010 are associated with Lead agency = Banana County 1
  - Users 011-020 are associated with Lead agency = Banana County 2
MTZ-A Users

- 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
  - Type in UserName = BAN001
  - Type in Password given
## MTZ-SP User Names

<table>
<thead>
<tr>
<th>My Agency</th>
<th>USER_ID</th>
<th>PASSWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banana</td>
<td>Banana1</td>
<td>password</td>
</tr>
<tr>
<td>Banana</td>
<td>Banana2</td>
<td>password</td>
</tr>
<tr>
<td>Banana</td>
<td>Banana3</td>
<td>password</td>
</tr>
<tr>
<td>We Can Help -Banana</td>
<td>Banana4</td>
<td>password</td>
</tr>
<tr>
<td>We Can Help -Banana</td>
<td>Banana5</td>
<td>password</td>
</tr>
</tbody>
</table>
Onboarding Sheet – Any questions?

• TrainLink unique Identifier for contracted agencies

Security & System Access Management & Security Liaisons

• SSAM form submitted by security liaison

HelpDesk

• Passwords resets & Lock outs
Supervisor Mentor Training: 90-days prior to launch

<table>
<thead>
<tr>
<th>Support Plan Launch Group</th>
<th>Grouping</th>
<th>Rates CSP/CSSP Launch Date</th>
<th>RRS Regions</th>
<th>Training Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLG</td>
<td>Anoka, Brown, Le Sueur, Washington</td>
<td>4/3/2017</td>
<td>FLG</td>
<td>complete</td>
</tr>
<tr>
<td>1</td>
<td>Benton, Chisago, Isanti, Kanabec, Mille Lacs, Pine, Sherburne, Stearns, Wright</td>
<td>7/17/2017</td>
<td>7e, 7w</td>
<td>4/20/2017</td>
</tr>
<tr>
<td>2</td>
<td>Carlton, Cook, Itasca, Koochiching, Lake, St. Louis</td>
<td>7/31/2017</td>
<td>3</td>
<td>4/20/2017</td>
</tr>
<tr>
<td>3</td>
<td>Big Stone, Blue Earth, Chippewa, Countryside, DVHHS (Cottonwood, Jackson), FMCHS (Faribault, Martin), Kandiyohi, Lac qui Parle, McLeod, Meeker, Nicollet, Nobles, Renville, Sibley, SWHHS (Lincoln, Lyon, Murray, Pipestone, Redwood, and Rock Counties), Swift, Watonwan, Yellow Medicine</td>
<td>8/14/2017</td>
<td>6, 8, 9</td>
<td>5/11/2017</td>
</tr>
<tr>
<td>4</td>
<td>Becker, Cass, Clay, Crow Wing, Horizon (Douglas, Grant, Pope, Stevens, Traverse), Morrison, Otter Tail, Todd, Wadena, Wilkin</td>
<td>8/28/2017</td>
<td>4, 5</td>
<td>6/6/2017</td>
</tr>
</tbody>
</table>
Provide the Mentors and Supervisors the information they need to train and support the launch of their MnCHOICES Support Plan users.

- All Supervisors and mentors (RMS included)
- MTZ-SP Access (90-days prior to launch, 3 hours training)
- Review training, work flow, and walk through of MnSP
MnCHOICES Help Desk

Need Help Diagram
Help Desk Contact Form
Contacting the Help Desk

• Troubleshooting documents
  • Role
  • Location
Walk through of each

• Technical Specifications
• Known Issues
• Crosswalk Document
Technical Specifications – Hardware & Browser

Hardware

• Processor(CPU) 2.5 GHz or higher

• 4 GB of RAM minimum

• **Browsers** - Windows Edge:
  
  • MnCHOICES Assessment uses Silverlight. Silverlight is not compatible with Microsoft Edge. MnCHOICES Assessors working in the MnCHOICES Assessment and MnCHOICES Support Plan should use Internet Explorer 9 or higher.

  • Microsoft Edge can be used by staff who work in the MnCHOICES Support Plan only
Technical Specifications – Operating system

Operating System

• System is not OS dependent
• For lead agencies using Windows 10
  ○ Install the latest version of Java. Java is not installed by default on Windows 10
MnCHOICES Support Plan
MnCHOICES Support Plan Known Issues
Help Desk
Thank you