MnCHOICES Mentors Alliance
Monday, May 22, 2017
Leader led conference call and webinar
Web–Ex Attendee Instructions

• All participants are muted
• Wait to submit questions
• Do submit technical issues
• Use the WebEx Q&A panel
• Every other meeting
Hello!

Beth Siewert – MnCHOICES Policy
Kong Vang – MnCHOICES Help Desk
Teresa vanderBent – MnCHOICES Training
Introducing First Time MMA Attendees
Circle Back

Help Desk Trouble Shooting Demonstrations and Tips

Support Plan update

Assessment: 17.2.1 Release

Questions and Discussion
• Recertification Update
• MnCHOICES Outage
  Schedule: Assessment & Support Plan
• MnCHOICES Messages: Assessment & Support Plan
• New Mentor Training
1. **Train Link MnCAT Step 4** - Email your record is removed as an option

2. **Person Centered Audit of MnCAT Step 4** - Olmsted Requirement
   - No longer pursuing adding to Lead Agency Review
   - Reviewing internal auditing options

3. **MnCAT Step 4 – Recertification Instructions** updated & posted to MnCHOICES CountyLink
MnCAT Step 4: Recertification Instructions and Guidance — posted to CL

• Table of Contents

• Unit Length: CLU’s updated to include college credits

• Course Numbers added for recertification

• Getting Re-certified After Loss of Certification
Getting Re-Certified After Loss of Certification (31 days or more)

Lead Agency supervisors monitors lapses.

• Reassign work to another Certified Assessor as soon as possible

• Update the person’s security access to the MnCHOICES Assessment so they no longer have access to edit Assessments and instruct them to no longer complete CSPs

• Assessor completes their Step 4 CLUs
  • Certification lapses 31-365 days Prompted to take a test

Assessors certification lapse of greater than 365 days retake MnCAT process
Update: MnCHOICES Outage Schedule and Messages

Outage - Timing

• Assessment and Support Plan outage not at the same time
• May not follow the schedule – why?

Feedback from Mentors on

• Outage schedule: Do you use it?
• Outage timing: Separate outages? More fluid?

Messages: Combining MnCHOICES Assessment and Support Plan
MnCHOICES Mentor Meeting

Wednesday, September 6, 2017

Holiday Inn, St Cloud

9 to 3:30 p.m.

No Web-ex option
Trouble Shooting Demonstrations and Tips
Hello! Help Desk Gurus are:

• Kong & Dwayne
  • At times you may receive response from others

• Use the Help Desk Contact Form
  • Add document type & doc id from Support Plan to field #4.

• If sending email, use: dhs.ssishelp@state.mn.us
  • Subject line – Indicate MnCHOIECS/SUPPOR PLAN
  • MnCHOICES Assessment & Support Plan
Find Help Desk on **CountyLink**

Keep note of these sections on the MnCHOICES **CountyLink**:

- Help Desk
- Release Notes
- MnCHOICES Contents
- Troubleshooting guides and known issues
Current Release is 17.1.3 next

Issues and trends

• Data transfer issue with reassessments - NEW

• Question count and data discrepancies – Pre existing, but less reports & will improve

• Demographic switches – Pre existing, but will improve

• Other topics
  o PMI Search & Update
  o Silverlight
  o Find & backup the offline file
Data transfer issue with reassessments

Data from previous assessment not copying over to new reassessment.

Check ADLs, IADLs, Housing & Environment, Employment Volunteering & Training, LTC SD, DD SD and PCA SA in assessment domains and printout. Send to HD to fix before working on the assessment.

• Question count for pages of ADL/IADL rises from 1 to a high number when clicked on. Questions within those pages are seen blank. So click in the domains even if you’re only seeing 1 count.

• LTC/DD SD printout does not reflect answers from the assessment.

• User should wait at least 1 whole minute after creating a REASSESSMENT. This allows more time for data to copy to the reassessment.

• The MnCHOICES Assessment 17.2.1. releasing on June 19, 2017 includes a fix for this issue.
There are two types:

• Things you have to send to the Help Desk
• Things you can assist

Question Count discrepancies occur when attempting to run eligibility
Question Count/Data Discrepancies – Won’t Zero Out

Send to HD examples

Won’t Zero Out!

- Counts won’t zero out, but all questions are answered
- Message says - All questions must be answered.
- Soap error message – Send to HD
You can try and assist with these

• Invalid question response count error message
  • Received 0
  • Received 1
  • Received 2

➢ Pre troubleshoot: Try clicking clearing cache and clicking “Update Person”

  Restart browser – close out of other browsers
Follow the error message back to the assessment and answer the questions.
Follow the error message back to the assessment and switch the answer back and forth – May need to send in if it doesn’t work
Follow the error message back to the assessment and deselect one of the answers
Users see a different person’s demographic information on an assessment.

Troubleshooting steps:

• Click “Update Person” – only works on open assessments

• For closed assessments – Send to HD. Prevent by verifying demographic information before closing or going offline.
Person Search and PMI

• Can’t find person by PMI
  • Problems that can occur -
    • User inserts duplicate Person to MnC
    • Possible error messages:
  • Need to add or update PMI into Person in MnCHOICES
Can’t find person by PMI
• No MnCHOICES records found
• Search results show
  • Records from “State Search”
  • 0 results

Reason – Assessment:
• Person has no or different PMI
• Searching for PMI does not match any so no record is found
• Search resumes to State search and display results if found.

Example – In MTZ, all for a PMI won’t find a MnCHOICES records have no PMI.
PMI Search & Update – work around

Problems that can occur
• User adds a duplicate Person to MnCHOICES
• Possible error messages:

Workaround –
• Search person by name.
* Tip – use 3 characters in first and last name, chose gender, add date range
Opt 1 – Use the guide on CountyLink - Click “Update Person”

If Opt 1 fails, validate if the PMI and SSN# is found for the person in State Search. Source has to be SSIS.

If no, send to HD
PMI Search & Update - Search State VS MnCHOOICES

Source has to be SSIS
State search returned a record with SSIS as the source

- If current MnCHOICES person does not have a SS# in MnC, enter it into Person maintenance page, click update person, clear cache, restart browser, confirm PMI is now populated.
State search returned a record with SSIS as the source

- **If current person already has a SS# in MnC**, make sure it matches what is in the State search record. In the person maintenance page, change a character in the name & “Update Person”, change character back & “Update Person”. Clear cache, restart browser, confirm PMI is now populated.

  * You can now search by PMI and get a MnCHOICES result
• Updated 4 times 2016 and 2 times 2017
  • Unknown date and time of releases
  • Microsoft Silverlight Release History
  • 5.1.5+ is working version
  • Setting update

Install updates automatically (recommended)
Check for updates, but let me choose whether to download and install them
Never check for updates

Your computer may become vulnerable to security threats. Use this setting only if you receive Silverlight updates from Microsoft Update or another source.
Your computer crashed. IT/IS tells you that they need to restore your computer.

• Ask if it’s possible to make a backup of your offline assessment file before the computer is restored.

• Send in request to the HD and we can provide your IT assistance to find your file
MnCHOICES Assessment Outage 17.2.1

• Revised to June 19 from May 26, 2017

• Pilot will begin on Monday, May 22, 2017 and run for 4 weeks

• Pilot counties include Brown, Beltrami, Benton and St. Louis Counties

• An outage is planned for June 16, 2017 with a statewide release of 17.2.1 on June 19, 2017
Goals for the MnCHOICES Assessment 17.2.1

• Fixes some Demographic switching
• DD Screening changes
• LTC code additions
• PCA report changes
• Root cause of the demographic switching bug has been determined and switching is fixed for all new assessments with the 17.2.1 Assessment release.
• Data will now transfer from assessment to reassessment (specifically the ADLs, IADL, Employment and Housing domains)
• Intakes can now be closed with an abandoned disposition
• Personal Care Assistance (PCA) Provider Report updates:
  a. Includes IADLs
  b. Renamed to MnCHOICES PCA Provider Report
  c. Provider report spelling fixed from “pesonal” to “personal”
1. Intake person data, consistently, populates assessment

The Intake fields in the person and activity screens were populating intermittently and incorrectly.

With this release’s fix, intake fields will more reliably populate from the Edit Person (Person and Activities) screens.
2. Fix for Demographic Switching from the Person screen

When an end user created/updated an assessment, a reassessment or ran an eligibility update from the Person screen, the current assessment document sporadically displayed the user’s recent changes. Sometimes, data from another assessment in that assessor’s queue was populating the original assessment.
Users reported data from a previous assessment was not copying over to the reassessment. This affected the following domains:

- ADLs
- IADLs
- Housing & Environment
- Employment Volunteering & Training

And the following:

- Long-term Care Screening Document (LTC SD)
- Developmental Disability Screening Document (DD SD)
- Personal Care Assistance Service Agreement (PCA SA)
4. Lead agencies can now close an intake as abandoned, after selecting the “Abandoned” disposition.

New for MnCHOICES Assessment 17.2.1

- The “Close Intake” button now appears when a disposition of “Abandoned” is selected.
Personal Care Assistance (PCA) Provider Report updates:

• Report now Includes IADLs

• Renamed to MnCHOICES PCA Provider Report For:

• Provider Report spelling fixed from “Pesonal” to “Personal”
cont. Renamed PCA Summary to MnCHOICES PCA Provider Report
6. MnCHOICES incorporates the new DHS logo
7. Reassign button populates with assessor names
DD Screening document fields were not calculating correctly.

Affecting the following fields:
#30 Mobility*
#31 Fine Motor*
#32 Exp Communication
#33 Receptive Communication
#34 Self-Preservation
#35 Vocational
#36E Leisure recreation

Two different response values now populate the report for this field for children 0-24 months.

The end user is instructed to ignore the result containing the comment that states, “No answer provided” and use the result with the assessment score produced.
Future DD Enhancements

Updating these fields:

• 36 A - Self-Care

• 36 B – Daily Living Skills/ Household Management

• 36 C - Money Management and

• 36 D - Community Living.

For scores not consistent with guidance given in the DD Screening Document Codebook, follow the same process as you have done with recent DD documents and submit to MnCHOICES policy staff via [DHS-6979](#).
9. In the Long-Term Care (LTC) Screening Doc, new MMIS service codes - A7 (DD waiver services)
LTC Screen Docs Tab - A7 (DD waiver services)

<table>
<thead>
<tr>
<th>Field ID</th>
<th>Field Name</th>
<th>Field Value</th>
<th>NOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>108</td>
<td>Service Plan</td>
<td>A7 - DD waiver services</td>
<td>Source Code: Informal</td>
</tr>
</tbody>
</table>
9. In the Long-Term Care (LTC) Screening Doc, new MMIS service codes - A8 (DD-CM non-waiver)
### LTC Screening Docs Tab

<table>
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<td>Service Plan</td>
<td>A8 - DD-CM non waiver</td>
<td>Source Code: Formal</td>
</tr>
</tbody>
</table>

Print LTC Screening Document
MnCHOICES Support Plan – Launch Updates
What form do I submit to Help Desk for the Support Plan?

Technical, Policy and Other Support Plan password lockouts and resets

Mentors only

Do not use it to

• add or delete users to the Support Plan

• make changes to other data (email, name)
Future Changes: MnCHOICES Help Desk Technical Page

Future changes to the form include:

7. Problem occurred in
   - Support Plan
   - MnCHOICES Assessment
     - Offline Mode
     - Online Mode

8. User Technical Specifications adding in
   8a. Windows 10
   8b. Windows Surface

Work Around “11. Problem Description” add computer application you are working in

Future Date: Combine Rates Mentor Form and the MnCHOICES Help Desk Form
Submit the **DHS-6979 Help Desk Contact Form** for policy and technical issues

Use the form for Assessment and Support Plan both

Add MnCHOICES Support Plan in line 11 of Technical Page
Announcement – Pre Conference Intensive

Note this session will begin at 8:30 a.m.

This intensive offers participants the opportunity to learn about the benefits of the MnCHOICES Support Plan (SP) electronic application. Join us in building a support plan from a mock assessment. Hear from MnSP pilot agencies about their extensive experience using the application. Learn about what is next – when others will launch, planned enhancements and how this application will be used by both lead agencies and contracted case management agencies.

Learning objectives:
- Recognize the timesaving benefits, while learning how a CSP and CSSP are built using the support planning application
- Learn what information gathered in the assessment displays in the MnCHOICES Support Plan
- Understand the importance of well-written, person-centered comments and narratives
- Learn from pilot counties what worked, and their recommendations for enhancements
New Mentor Orientation

Existing MnCHOICES Assessment Mentors

New Assessment Mentors

New Support Plan Mentors

Mentor Binders

• Online binder?
Homework: What has your agency learned about mentors?

• Key benefits of mentor to your organization

• Is there a specific skill set that an agency should consider when choosing a mentor?

• How did your lead agency determine how many mentors it needed?

• Additional advice or recommendations?
Existing Assessment Mentors Webinar

• Mark you preference
• Thursday 6/15/2017 10:30 to Noon
• Tuesday 7/11/2017 9:30 to 11:00 am

Group 1 Launches 7/17/2017
These trainings are for new mentors with no MnCHOICES mentor experience

- Thursday, June 29, 2017, 9:00 to 3:30 p.m. at the Holiday Inn St Cloud.
- Preference for Launch Groups 1, 2, 3, 4, 5 and 6 and those who can’t attend the Fall session
  - **Number your agency expects will attend**
- At a metro location prior to October 1, 2017. Preference for Launch Groups 7, 8, 9 and those who can’t attend in June
  - **Number your agency expects will attend**
  - **Would your agency be willing to host 100+ mentors?**
  - **Contact for coordination:**

Minnesota Department of Human Services | mn.gov/dhs
Question & Answer Session
Thank you

MnCHOICES Launch Team | DSD