To ask a question during the presentation use the Q&A Panel in WebEx

Select “All Panelists”, type your question, and click Send.
Announcements

May Mental Health Awareness Month

Long-Term Services and Supports Improvement Tool

Questions: Use Q&A Panel and send to "All Panelists"
Children’s Mental Health Targeted Case Management Transition to Outcome Reporting

• May 5th - MN Government Delivery Highlights:

• Children’s Mental Health Targeted Case Management providers (counties, tribes and contracted vendors) will begin data collection for transition-aged youth (ages 13-18 years old) on January 1, 2018 and report data on July 1, 2018, and every 6 months thereafter (6 mo. cycles).

• Frequently Asked Questions posted January 31, 2017 have been updated and are located [here](#). Please review these and share any feedback or questions by e-mailing: [DHS.MHTCMoutcomes@state.mn.us](mailto:DHS.MHTCMoutcomes@state.mn.us).
May Mental Health Awareness Month
May Mental Health Awareness Month

• Minnesota Theme is "Mental Health is Health". Mental illness is common and treatable, access to mental and chemical health care is an essential part of everyone’s health care.

• Each year, one in five Minnesotans faces mental illness, and one in 25 people lives with a serious mental illness such as schizophrenia or bipolar disorder.

• DHS has created a featured site at mn.gov/dhs/mental-health, offering information about mental health and the need to increase access to the right care across the state.
Demographics

• 16 year African American female.

• Identifies as a gay youth. Moderately important to her in her identity.

• Limited family support related to her identity development.

• Diagnosed with Depression and ADHD.

• No medication at this time.

• Lives with guardian who is her older sister in a home where 12 people reside.

• Occasional substance use.
Hopes and Dreams

• To leave a piece of me on this earth
  Further identification needed

• DANCING
Functional Areas

• Vocational
• Social
• Educational
• Home and Community-Based Services (HCBS) play a vital role in supporting individuals with disabilities and the elderly to live in their own homes and communities.

• In federal fiscal year (FY) 2014, Minnesota’s Medicaid long-term services and supports (LTSS) expenditures totaled $4.2 billion, of which HCBS cost $3.1 billion (74.8%)—placing it second in the nation.

• The HCBS spending growth rate (8.1% for 2013-2014), underscores the importance of monitoring service quality and outcomes for the people that we serve.
Background: motivation for new tool

• Standardize measurement of quality and outcomes for HCBS beneficiaries, across payers and states

• Build accountability by monitoring follow-up actions (per person’s feedback)

• Streamline data gathering (vs. multiple ad-hoc surveys) and improve data quality
• Serve as an important data source for program reporting as well as continuous quality improvement and program redesign:
  • HCBS Settings Rule
  • Olmstead Plan
  • Lead Agency Review
  • Centers for Medicare and Medicaid Services (CMS) Requirements

This data, integrated with assessment and utilization data, will be used to create performance measures and improve service responsiveness, and inform stakeholders on trends in HCBS quality and outcomes.
A new tool to measure quality

With our new improvement took, we aim to:

• Understand peoples’ experience with our services
• Improve service responsiveness (via remediation)
• Standardize data sources for federal and reporting
• Inform measures for other evaluation efforts
• Evaluate lead agency performance
• Review organizational performance
This new improvement tool is focused on the person’s experience:

- Person’s Evaluation of Coordinated Service and Support Plan (CSSP)
- Person’s Evaluation of Service Providers
• Sample questions from person’s evaluation of his or her provider:

30. Are you able to lock your bedroom or living unit door for privacy?
   - Yes
   - No, and I should be able to. *(For case manager: Follow up action needed.)*
   - No, there is a reason in my plan that my door cannot be locked.
   - Chose not to answer

31. If you share a bedroom, did you help pick or choose the person you share it with?
   - Yes
   - No *(For case manager: Follow up action needed.)*
   - I do not share a bedroom
   - Chose not to answer

32. Are you able to decide how you furnish and decorate your room or living unit?
   - Yes
   - No *(For case manager: Follow up action needed.)*
   - Chose not to answer

• Questions are specific to the service
• Improvement tool will be built into the MnCHCIOCES Support Plan Application

• There will be tabs for the 2 improvement tools in the MnCHCIOCES Support Plan Application
  • The improvement tools may be completed online or printed for offline completion
  • If completed offline, user uploads into MnSP when internet is available

• The LTSS Improvement tool is planned to be released in the MnCHCIOCES Support Plan Application (Fall 2017)
Person's Evaluation of Coordinated Service and Support Plan (CSSP)

1. Who is responding to these questions? Please check all that apply.
   - [ ] Person
   - [ ] Guardian
   - [ ] Other representative
   Comments: 

2. Do you know what is in your CSSP?
   - [ ] Yes
   - [ ] No, and I want to review it with my case manager
   - [ ] No, but I know others refer to it
   - [ ] Chose not to answer

3. Are your goals, dreams and priorities updated in your CSSP as often as you want?
   - [ ] Almost always
   - [ ] Most of the time
   - [ ] Some of the time
   - [ ] Rarely
HCBS Waiver with required case management...

- Initial MnCHOICES assessment
- Create/Update CSP and CSSP
- Improvement Tool (approx. 6 months)
- Annual Reassessment

Follow-up

State Plan Home Care only with no required case management...

- Initial MnCHOICES assessment
- Create/Update CSP and CSSP
- Annual Reassessment
- Improvement Tool**

** Case management is not required for PCA-only. Therefore, this activity will mostly be done by a certified assessor at the annual reassessment.
• Lead Agency Communication
  • MACSSA and County-State Workgroup Presentations (April, 2017)
  • Session at Odyssey Conference (June, 2017)
  • Webinar (planned for September, 2017) devoted to:
    • Practice of using evaluation questions
    • Provide technical training on use of the support plan application
• Using integrated evaluation data, we will:
  • Describe trends in program and service experience
  • Measure outcomes for HCBS beneficiaries
  • Create constructs and scales to monitor progress over time
Questions?

Raukiya Smith-Binns: raukiya.smith-binns@state.mn.us

Jill Schweisthal: jill.schweisthal@state.mn.us
Where to find help now

- **Person Centered Thinking 2-day Trainings**
  - http://rtc3.umn.edu/pctp/training/newdates1.asp?training=1

- **Person Centered Practices Webpage**

- **Olmstead Plan Webpage**

- **DHS Training Archive page**
  - http://www.dhs.state.mn.us/main/dhs16_143138

- **Bulletins**
  - http://www.dhs.state.mn.us/main/id_000305

- **Lead Agency Review Website**
  - http://www.minnesotahcbs.info/

- **E-List Announcements**
  - http://www.dhs.state.mn.us/main/id_000677#

- **CBSM Main Page**
  - http://www.dhs.state.mn.us/main/id_000402

Questions: Use Q&A Panel and send to “All Panelists”
Please take a moment to let us know your thoughts.

• Take our Survey:

http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=149626020804
Audio from today’s session will be available beginning tomorrow morning by dialing:

855-859-2056

Conference ID:

26110504

If you have questions following the session, email to DSD.responsecenter@state.mn.us
Thank you for attending!
Thank you!