Post-launch Call

MnCHOICES Support Plan Launch Calls
Welcome & Introductions

MnCHOICES

• Business Team Supervisor
• Support Plan Project Manager
• Support Plan Business Analysts
• Policy staff
• Operations staff
• All participants are muted
• Do submit technical issues
  • Use the WebEx Q&A panel
• Type in your questions into Web-ex
• Can revisit this training on the webinar archive
Post Launch Call Agenda

For: Launch leads and mentors who have launched into Support Plan

Purpose: To ask questions, provide training and updates for Support Plan Production users.

Agenda:

1. MnCHOICES Support Plan Follow-up and Updates
2. Lead Agency questions about the computer application
MnCHOICES Office Hours, first Friday of the month, 9:30 to 11 a.m. except labor day weekend, instead Sept. 8, 2017

Second set of post launch calls, following Thursdays, 9:30 to 11 a.m.

• Aug. 17 and 31
• Sept. 14 and 28
• Oct. 12 and 26
• Nov. 9 and 16
• Dec. 14
MnCHOICES Support Plan Expectations

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

- Use the Rate 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, rates in the service agreements and service lines in the person’s CSSP.

- For all assessments created with the legacy document continue to use the 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.
How do we work with agencies who haven’t launched in the MnCHOICES Support Plan?

When your lead agency launches, you complete the CSP in the MnCHOICES Support Plan for assessments completed using the MnCHOICES assessment tool.

Unlaunched agency receives a CSP printed from the MnCHOICES Support Plan from your agency. Because that lead agency has not yet launched, they would complete the CSSP using DHS-6791B.
How do we work with agencies who haven’t launched in the MnCHOICES Support Plan? cont.

Your lead agency has not launched: the lead agency would complete the paper CSP document following the assessment and provide it as paper to the launched agency.

The launched agency receives the paper CSP, they create a rate plan at the person level in the Support Plan, and complete the CSSP on paper.
MnCHOICES County Link Quick Link Update

Support Plan
Build and Print: CSP/CSSP Crosswalk
Crosswalk: Assessment and Support Plan
Launch Schedule: Groups and Dates – MnCHOICES
Support Plan
MnCHOICES Support Plan Pre- and Post-Launch Calls
Support Plan Known Issues 6-16-17
Support Plan training
Support Plan Try It! Companion Document
Webinar archive: Disability Services Division
Webinar Schedule
Which Support Plan Tabs do I use to create a CSP/CSSP?
# Build and Print: CSP/CSSP Crosswalk

## Information Process in MnCHOICES Support Plan Application

<table>
<thead>
<tr>
<th>Tabs used to build:</th>
<th>MnSP tab title (Tabs are not in the order as seen in MnSP)</th>
<th>Description of content shown and/or editable in each tab</th>
<th>Editable in:</th>
<th>Prints in:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSP</td>
<td>Needs Summary</td>
<td>Information from each MnCHOICES Assessment domain about the person’s needs (displays as multiple tables)</td>
<td>Assessment</td>
<td>N/A</td>
</tr>
<tr>
<td>CSP</td>
<td>Needs Summary</td>
<td>Information from Support Planning Implications from each of the MnCHOICES Assessment domains</td>
<td>Assessment</td>
<td>CSP</td>
</tr>
<tr>
<td>CSP</td>
<td>Eligibility</td>
<td>Information from Eligibility Summary in MnCHOICES Assessment</td>
<td>Assessment</td>
<td>N/A</td>
</tr>
<tr>
<td>CSP</td>
<td>Referrals</td>
<td>Information from MnCHOICES Assessment domains labeled “Referrals Needed”</td>
<td>Assessment</td>
<td>CSP</td>
</tr>
<tr>
<td>CSP</td>
<td>Referrals</td>
<td>Text box: “Document Decisions Made and/or Actions Taken on the Referrals below”</td>
<td>MnSP</td>
<td>N/A</td>
</tr>
<tr>
<td>CSP</td>
<td>Next Steps</td>
<td>Text box: “Comments”</td>
<td>MnSP</td>
<td>CSP</td>
</tr>
<tr>
<td>CSP</td>
<td>Next Steps</td>
<td>Check boxes on next steps and fillable box: “We are waiting for (describe)”</td>
<td>MnSP</td>
<td>CSP</td>
</tr>
<tr>
<td>CSP</td>
<td>Caregiver</td>
<td>Information from caregivers identified in Caregivers domain in MnCHOICES Assessment, notes/comments</td>
<td>Assessment</td>
<td>CSP</td>
</tr>
<tr>
<td>CSP</td>
<td>Caregiver</td>
<td>Information from caregiver interview notes/comments in MnCHOICES Assessment</td>
<td>Assessment</td>
<td>N/A</td>
</tr>
<tr>
<td>CSP</td>
<td>Caregiver</td>
<td>Text box: “How will the Support plan?”</td>
<td>MnSP</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Support Plan Known Issues - Now Available

Known Issues

- Click on Table of Contents
- Organized by tabs
- Cross out means issue is fixed

### Contents

<table>
<thead>
<tr>
<th>MnCHOICES Support Plan Known Issues – rev. 6/16/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>MnCHOICES Support Plan Known Issues – rev. 6/16/17</td>
</tr>
<tr>
<td>Search tab</td>
</tr>
<tr>
<td>My Plans tab</td>
</tr>
<tr>
<td>Services tab</td>
</tr>
<tr>
<td>Service Agreement screen</td>
</tr>
<tr>
<td>Service Line screen</td>
</tr>
<tr>
<td>Service Agreement Report</td>
</tr>
<tr>
<td>Rate Input Report</td>
</tr>
<tr>
<td>Rate Inputs</td>
</tr>
<tr>
<td>Goals tab</td>
</tr>
<tr>
<td>Needs Summary tab</td>
</tr>
<tr>
<td>Eligibility tab</td>
</tr>
<tr>
<td>Next Steps tab</td>
</tr>
<tr>
<td>About Plan tab</td>
</tr>
<tr>
<td>Printing</td>
</tr>
<tr>
<td>Risks</td>
</tr>
<tr>
<td>Support Instructions</td>
</tr>
<tr>
<td>General (applies to more than one tab)</td>
</tr>
</tbody>
</table>

### My Plans tab

<table>
<thead>
<tr>
<th>Issue</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change My Agency button may be displayed even if it is not needed</td>
<td>none</td>
</tr>
</tbody>
</table>

### Services tab

<table>
<thead>
<tr>
<th>Issue</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Add Agreement button may not be visible when the navigation buttons take up two or more lines</td>
<td>Reduce the zoom level of your browser (hold down the Control button and click the minus button in internet Explorer and Google Chrome) until the Add Agreement button is visible</td>
</tr>
</tbody>
</table>
Support Plan User Manual - First place to go

**MnCHOICES Support Plan**

**MnCHOICES County Link**

**Training, Support Plan**

- Support Plan training
  - Build and Print CSP/CSSP Crosswalk
  - Crosswalk: Assessment and Support Plan
  - MT2-SP Training Preparation
  - Support Plan Known Issues 6-16-17
  - Support Plan Known Issues 5-17-17
  - Support Plan Known Issues 4-21-17
  - Support Plan Training on TrainLink
  - Support Plan Try It! Companion Document

Which Support Plan tabs do I use to create a CSP/CSSP?
Updating the Assessment: Data Transfer to the Support Plan

Assessment: Update your assessment
• Make changes in MnCHOICES Assessment
• Run Eligibility
• Move over to the Support Plan

Support Plan: Update your plan
• Move to a different tab
• Move back to the tab with the data update
• Review data
• If needed, log out and log back in
About Plan: Assignment – How do I use this?

Example of Agency protocol

- **Plan owner:** assessor
- **Shared owner:** case manager
- **Secondary owner:** case aide
- **Plan aide:** Services, RMS user

Can be used differently in each plan: Rate, CSP & CSSP

Lead agency choice
My Plans Tab: Contracted agencies
User Access in the Support Plan
Creating your new password

• Temporary passwords Do not expire, at first use you will be forced to create a new password
• Changing your password Email immediately following acknowledging the change
• Go to MnCHOICES Help Desk for issues request URL and if that doesn’t work then a password resets
Requests for Support Plan Access

MnCHOICES Support Plan Request and Authorization Form

Support Plan is being added to 4452
• SSAM has requirements to review and recertify access on an annual basis and must revoke access for staff who are not in compliance.

• SSAM uses an automated system for reviewing recertification.

• Users are notified on the 1st of each month for any training that is will expire in the next 45 days.

• This notification allows time to complete training.
Questions
Thank you!

MnCHOICES Support Plan
Post-Launch Call