



# Long-term Services and Supports (LTSS) Improvement Tool

Training Webinar

# Housekeeping

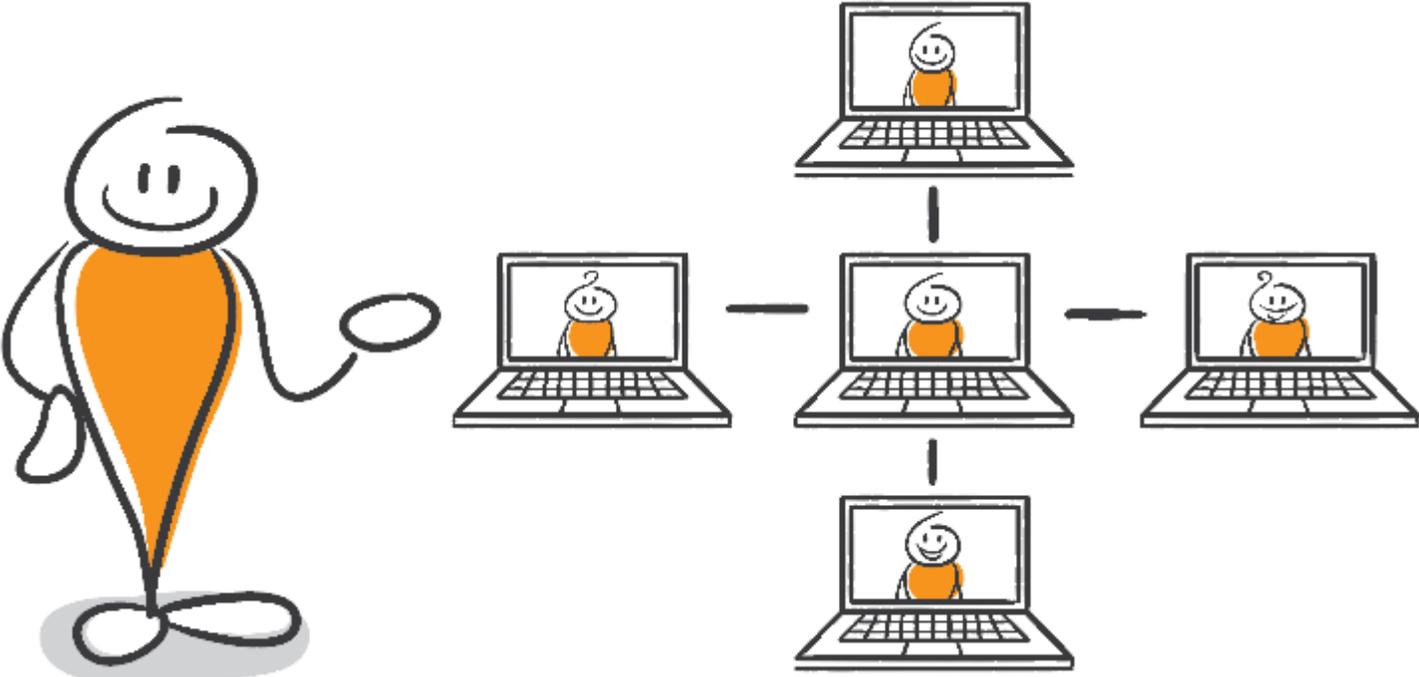
All participants will be muted

Questions can be submitted through the WebEx Q&A panel

Training will be available on the [DSD training archive page](#).



# Introductions



- Overview of the LTSS Improvement Tool
- Implementation
- Data Collection and Reporting
- The Person's Evaluation of his or her Coordinated Services and Support Plan (CSSP)
- The Person's Evaluation of his or her Service Provider
- Tools and Resources
- Questions?

A wide, horizontal photograph of a sunset over a body of water. The sky is a vibrant orange, and the water reflects the light. Silhouettes of trees and a cliff are visible on the right side.

# Overview of the LTSS Improvement Tool

# Overview of the LTSS Improvement Tool

## What is this New Initiative?

- A set of questions built into the MnCHOICES Support Plan application
- Created to evaluate the person's experience with services and service delivery
- Based on National Quality Forums (NQF's) quality domains, primarily:
  - Service Delivery and Effectiveness
  - Person-Centered Planning and Coordination
  - Choice and Control
  - Community Inclusion

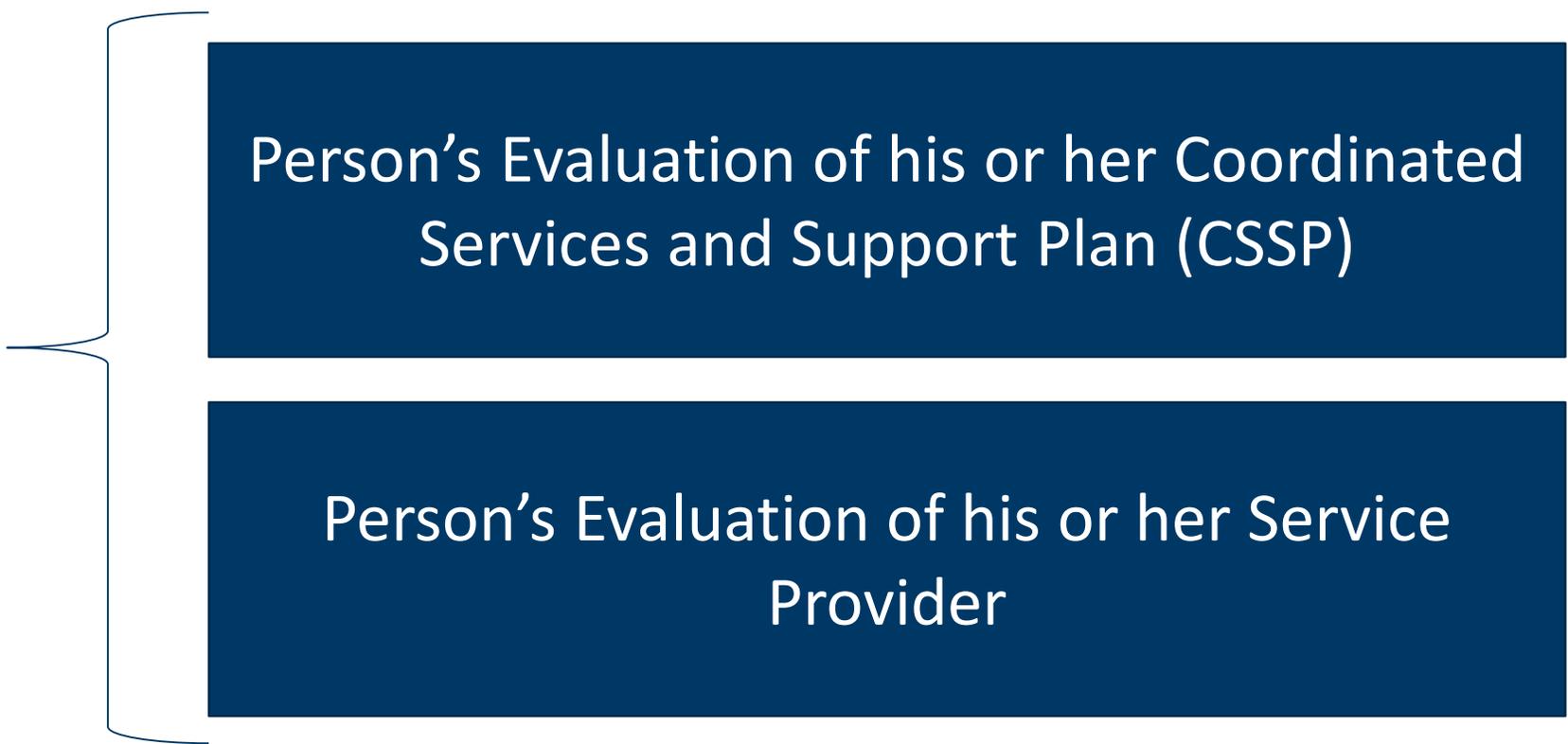


# Overview of the LTSS Improvement Tool, continued

- Questions asked of the person receiving services.
- Based upon conversations case managers are already having with the people they serve - the Tool documents the answers.
- Implemented into the MnCHOICES Support Plan application in phases.



## Phase 1



Person's Evaluation of his or her Coordinated Services and Support Plan (CSSP)

Person's Evaluation of his or her Service Provider

# What Does the Tool Measure?

# Quality

# Why Measure Quality?

- Home and Community Based Services (HCBS) play a vital role by supporting individuals with disabilities and older adults to live in their own homes and communities.
- Needs have increased as more people with disabilities live at home, and more are living longer lives and preferring to remain at home.
  - As needs have increased, costs have also increased.

# Why Measure Quality? Cont.

With the new Improvement Tool, we aim to:

- Understand peoples' experience with services
- Improve service responsiveness
- Standardize data sources for federal reporting
- Inform measures for other evaluation efforts
- Evaluate lead agency performance
- Review organizational performance



**Questions**



# Implementation

# MnCHOICES Support Plan: LTSS Improvement Tool

## *All tools in one place!*

- Support planning, rates and review of the person's service experience
- **Captures the planners' visit and conversation** during the person's semi annual or annual visit.
- **Enhances planning by providing a tool for the planner to document and make changes to the pla**



- The LTSS Improvement Tool is available in the MnCHOICES Support Plan Application on October 30<sup>th</sup>.
- Case managers and assessors document the person's responses through the MnCHOICES Support Plan application.



# LTSS Improvement Tool Roll Out

- **How to access the tool:** MnCHOICES Support Plan from a closed CSSP
- **When to complete:** Semi-annual visit for case managers and annual visit for assessors



# LTSS Improvement Tool Roll Out, continued

**Timing:** approximately 6-7 months after your Support Plan Launch date

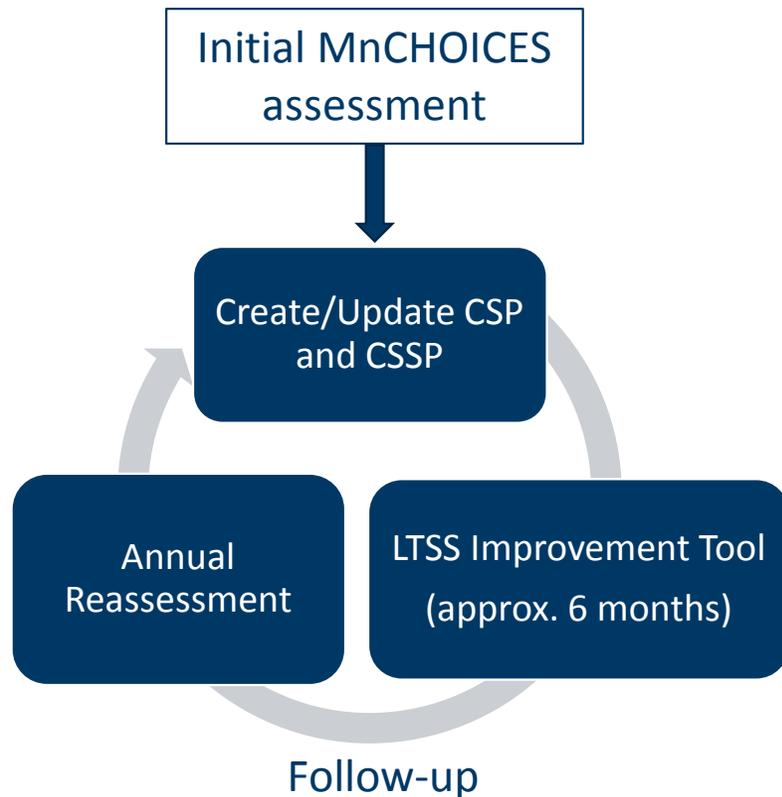
**Example:**

- Brown County launched April 3, 2017
- Completed assessment, May 3, 2017
- LTSS Improvement Tool, part of semi-annual visit or November 2017

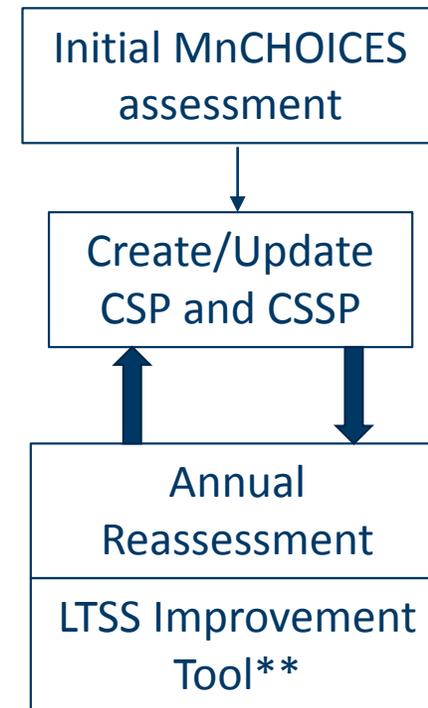


# Implementation; Waiver and State Plan

## Waiver-based Services with required case management...

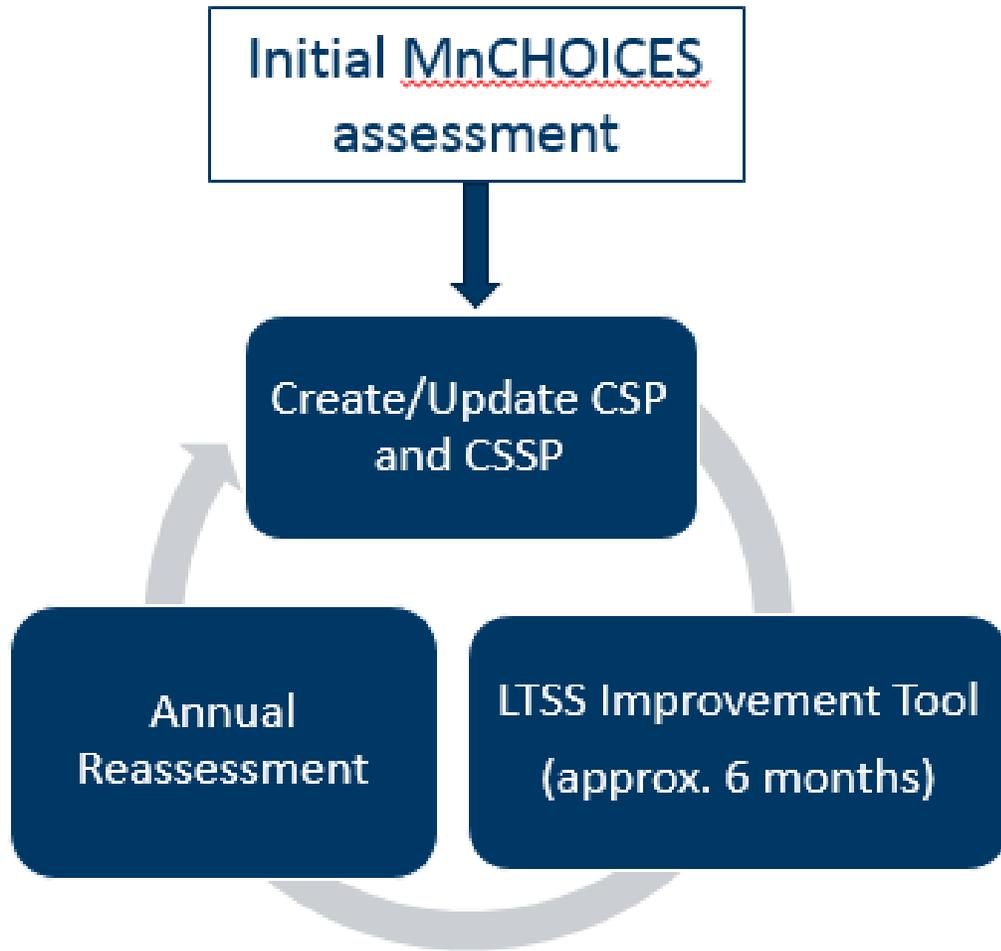


## State Plan Services only with no required case management...



\*\* Case management is not required for PCA-only. Therefore, this activity will mostly be done by a certified assessor at the annual reassessment visit.

# Implementation: HCBS Waiver

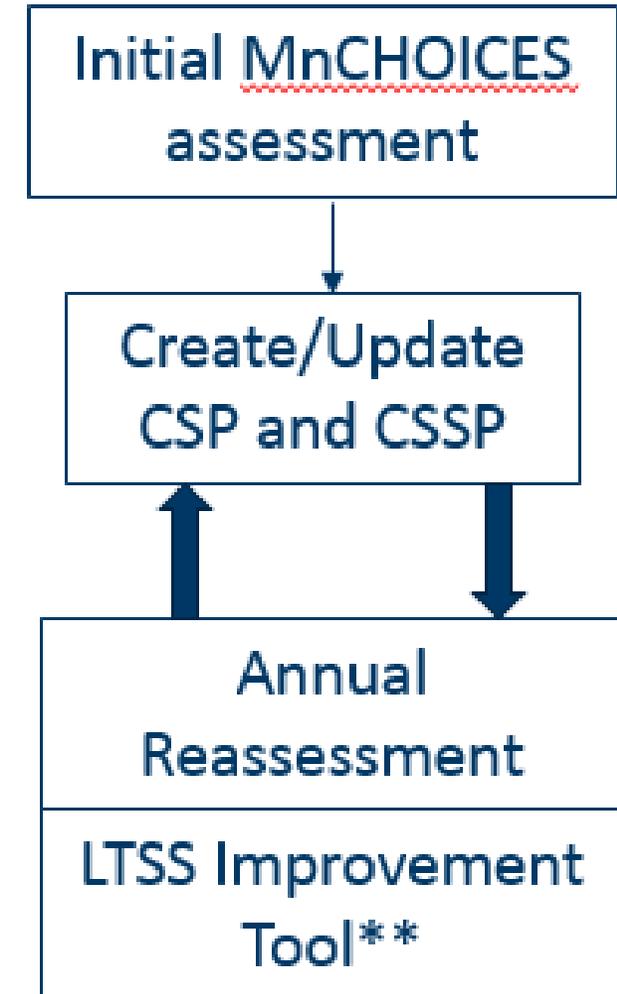


- The LTSS Improvement Tool questions are asked at the six-month visit for those who have HCBS Waiver services.
- The case manager will ask these questions.

# Implementation: State Plan

- The LTSS Improvement Tool questions are asked at the annual reassessment for those who have State Plan home care services.
- The assessor will ask these questions.

\*\* Case management is not required for PCA-only. Therefore, this activity will mostly be done by a certified assessor at the annual reassessment visit.



# Access : Internet is Available

- Log in to the Support Plan
- Open LTSS Improvement Tool
- Enter the person's responses
- Click Save



# Access : Internet is Not Available

- Prior to the visit, log in to Support Plan
- Open LTSS Improvement Tool
- Open Person's Evaluation of their CSSP and Person's Evaluation of their Provider tabs to determine which eDoc to use
- Go to eDocs to pull the appropriate eDocs; one for the Person's Evaluation of their CSSP, one for the Person's Evaluation of their Provider
- Save both eDocs to computer



# Access : Internet is Not Available, Continued

- Use eDocs during visit
- Type in the person's responses
- Save before closing
- Return to office
- Enter the person's responses into the LTSS Improvement Tool
- Click Save within the Support Plan





**Questions**



# Data Collection and Reporting

# Data Analysis and Reporting

## Planner's Visit

LTSS Improvement Tool questions are asked.

## Data Collection

The person's responses are compiled and aggregated.

## Data Reporting

Data can be used for program reporting or redesign.

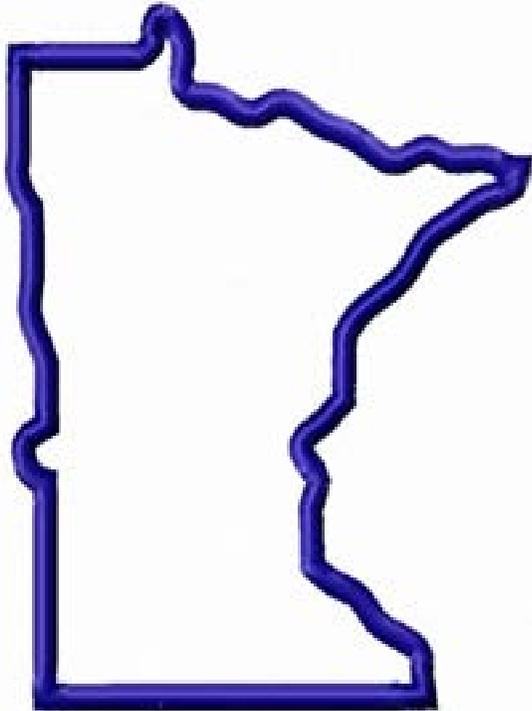
- Measures can be aggregated at:
  - Program level
  - Lead-Agency level
  - Statewide level



- Certain questions are intended to measure outcomes regarding the HCBS Settings Rule.
- DHS will be reporting this data to CMS.



# What is the Value of the LTSS Improvement Tool?



- Gather Feedback
- Guide Discussions
- Provide Insight
- Learn from Each Other
- Inform Federal Programs
- Show and Compare Trends
- Review Organizational Performance

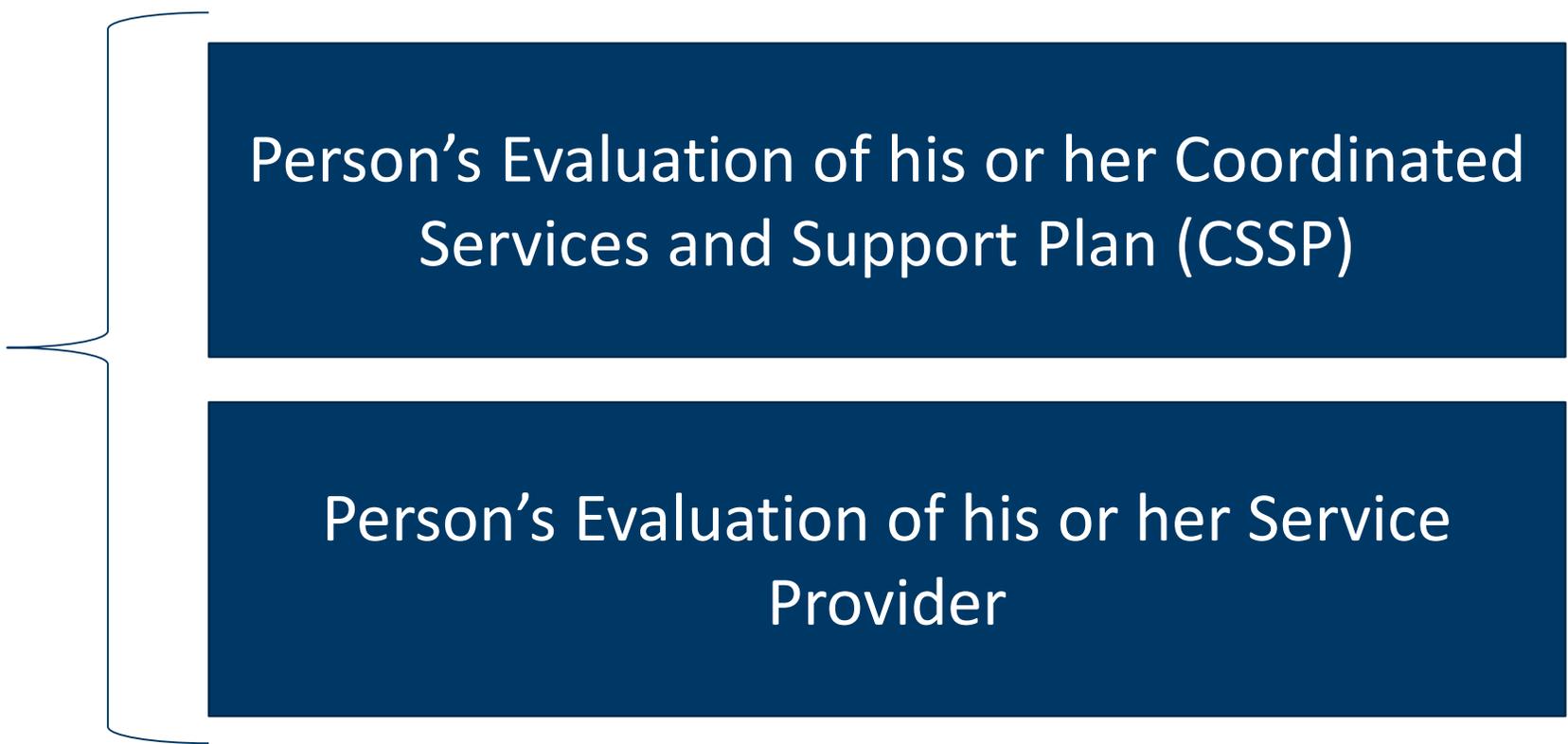


**Questions**



# The Person's Evaluation of his or her Coordinated Services and Support Plan (CSSP)

## Phase 1



Person's Evaluation of his or her Coordinated Services and Support Plan (CSSP)

Person's Evaluation of his or her Service Provider

# The Person's Evaluation of his or her CSSP

- The Person's Evaluation of his or her CSSP includes 18 questions
- These questions cover the following key areas:
  - How the person makes decisions about services received
  - How the services affect the person's daily life
  - The person's living arrangements
  - The person's work opportunities
  - How services and supports are working for the person
  - Additional comments or concerns

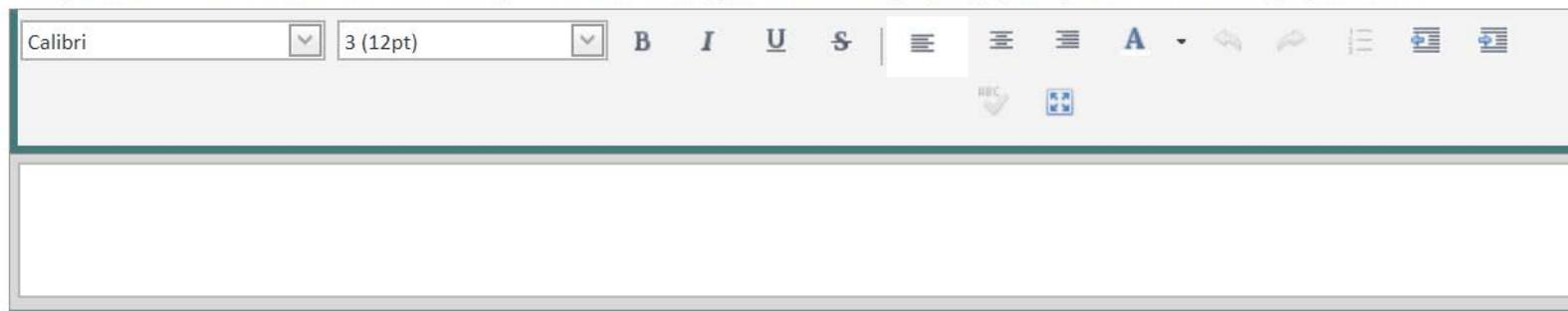
# The Person's Evaluation of his or her CSSP

- Additional text boxes may appear depending on the way that the person responds to the question. For example, in this question, if a person answers “Some of the Time” or “Rarely,” an additional text box will appear.

8. Do the services and supports you receive help you try new activities or continue doing activities that you enjoy?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

8a. If response was "Some of the time" or "Rarely" to #8: How can I, your case manager, help you try and do more things you want?



The screenshot shows a text input field with a rich text editor toolbar. The toolbar includes options for font color (set to Calibri), font size (3 (12pt)), bold (B), italic (I), underline (U), strikethrough (ABC), bulleted list, numbered list, indent, decrease indent, link, unlink, and insert link. Below the toolbar is a large, empty text area for the user to provide their response.

# Question One



My Agency: Washington Lead Agency: Washington



| Name             | PMI      | Type/Status       |
|------------------|----------|-------------------|
| Catness Everdeen | 00653247 | Evaluation (Open) |

Save Close

- Search
- My Plans
- Person Information
- Person's Evaluation of CSSP
- Person's Evaluation of Provider(s)
- About Evaluations
- Log Out

## 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:

# Making Decisions About Services

## 4. Do you make decisions about the services and supports that you receive?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

## 5. Do you decide who attends the meetings about your services and supports?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

# Services and Impact on Daily Life

**7. Do the supports and services that you receive help to make your life better?**

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

**8. Do the services and supports you receive help you try new activities or continue doing activities that you enjoy?**

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

**9. Are you currently living where you want to?**

- Yes
- No, and I want other options
- No, and I do not want to move
- Chose not to answer

**10. Are you currently living with the people that you want to?**

- Yes
- No, and I want to live with different people
- No, and I do not want to move
- Chose not to answer

**12. Is work currently part of your support plan?**

- a. Yes: Work is part of my plan
- b. No: Work is not part of my plan, but I am interested in working
- c. No: Work is not part of my plan and I am NOT interested in working (skip to # 13)
- d. Chose not to answer

# Are Services and Supports Working?

13. Are the services and supports meeting your needs and expectations?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

14. Do you feel that there are additional services and supports that would help you? Select any additional categories of services and supports that the person identified would help them.

Personal supports/skills development

Specify:

Health

Specify:

Safety supports

Specify:

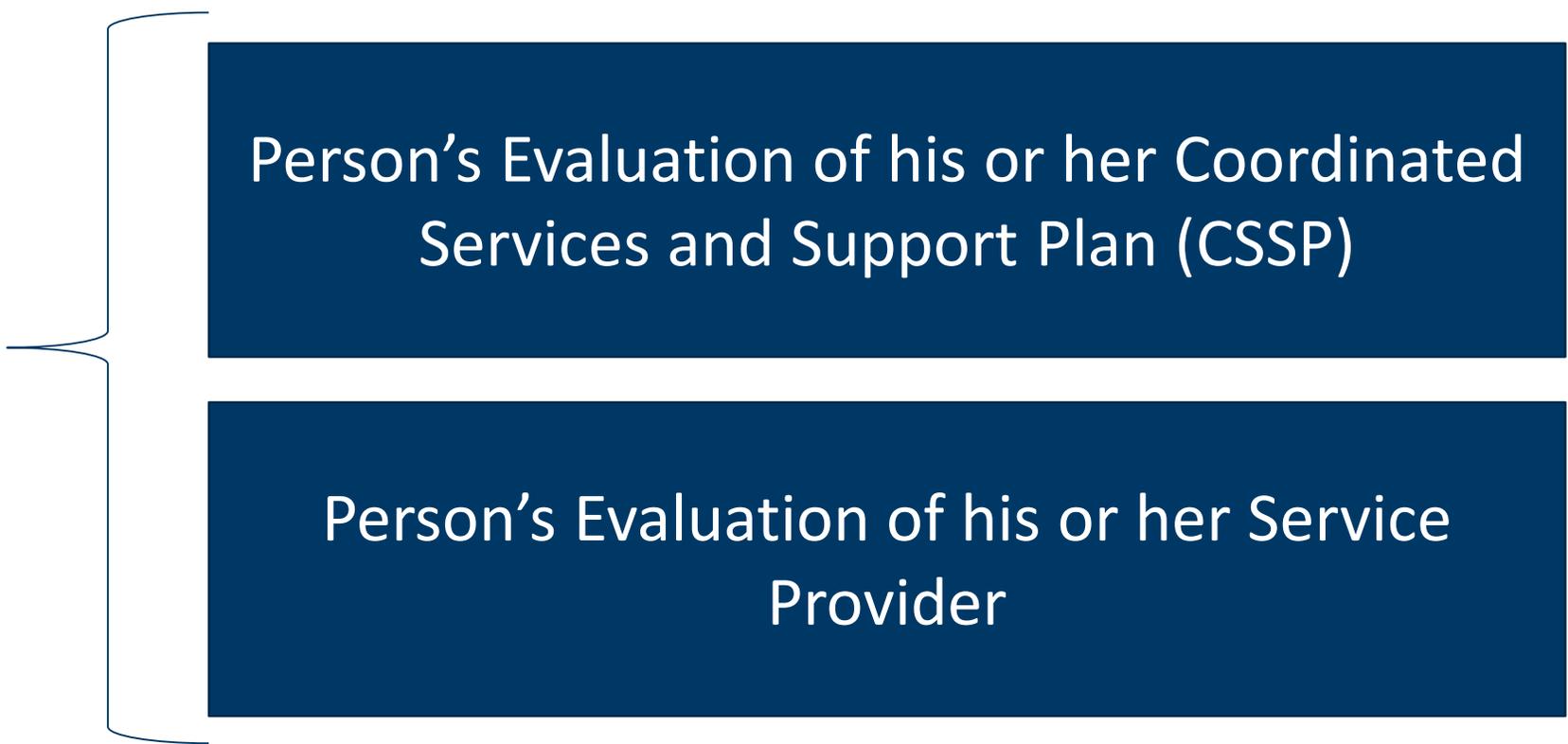


**Questions**

A wide-angle photograph of a sunset over a body of water. The sky is a vibrant orange and yellow, with a few birds in flight. The water reflects the colors of the sky. On the right side, there is a dark silhouette of a rocky shore with some trees.

# The Person's Evaluation of His or Her Service Provider

## Phase 1

A diagram illustrating the components of Phase 1. On the left, the text "Phase 1" is written in a large, dark blue font. To its right, a white bracket-shaped line groups two dark blue rectangular boxes. The top box contains the text "Person's Evaluation of his or her Coordinated Services and Support Plan (CSSP)" and the bottom box contains "Person's Evaluation of his or her Service Provider".

Person's Evaluation of his or her Coordinated Services and Support Plan (CSSP)

Person's Evaluation of his or her Service Provider

# The Person's Evaluation of his or her Service Provider

- Certain fields will pre-populate from the person's CSSP:
  - Name of the service provider
  - NPI
  - Type of service

(screenshot of first question- include text about eDocs)

# The Person's Evaluation of his or her Service Provider

- In The Person's Evaluation of his or her Service Provider, there are 9 standard questions.
  - If the person only receives PCA Services, they are asked the 9 standard questions.
- Depending on the services the person receives, additional questions may need to be asked.

- If the service is:

Adult Day Services  
Day Training & Habilitation  
Prevocational Services  
Structured Day Program

• Then, an additional 4 questions will be required.

Adult Foster Care  
Child Foster Care  
Customized Living

• Then, an additional 12 questions will be required.

# The Person's Evaluation of his or her Provider

- Categories of questions within this section:
  - The staff who come to help in the person's home
  - The person's work, community, financial services
  - The person's living arrangement services
  - The quality of services received by the person
  - Additional questions or concerns

# Staff From the Provider

3. Do staff from **SUNNYSIDE DAYTIME SERVICES** treat you with respect?

- Almost always
- Most of the time
- Some of the time (*For case manager: Follow up action needed.*)
- Rarely (*For case manager: Follow up action needed.*)
- Chose not to answer

# Work, Community, and Financial Services

10. Are you getting the help you need to find a job in the community?

- Yes, I have all the help I need
- Yes, I have some help
- No, I have no help *(For case manager: Follow up action needed.)*
- Not Applicable, I don't want to work
- Chose not to answer

11. Does **SUNNYSIDE DAYTIME SERVICES** help you participate in community activities that you enjoy as often as you like?

- Almost always
- Most of the time
- Some of the time *(For case manager: Follow up action needed.)*
- Rarely *(For case manager: Follow up action needed.)*
- I am not usually interested in participating
- Chose not to answer

# Living Arrangement Services

5. Do the staff come when you expect them to?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

6. Do staff from **SUNNYSIDE DAYTIME SERVICES** perform the services the way you like them done?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

# Quality of Services Received

13. How would you rate the overall quality of the services you receive from **SUNNYSIDE DAYTIME SERVICES** ?

- Better than I expected
- As I expected
- Worse than I expected
- Chose not to answer



**Questions**



# Tools and Resources

## Value of the LTSS Improvement Tool: Recap

Ensuring that the people we  
serve are getting what they  
**NEED** to live the lives they  
**WANT.**

# Support Plan Training Modules

## MNSP1000 Modules added to TrainLink:

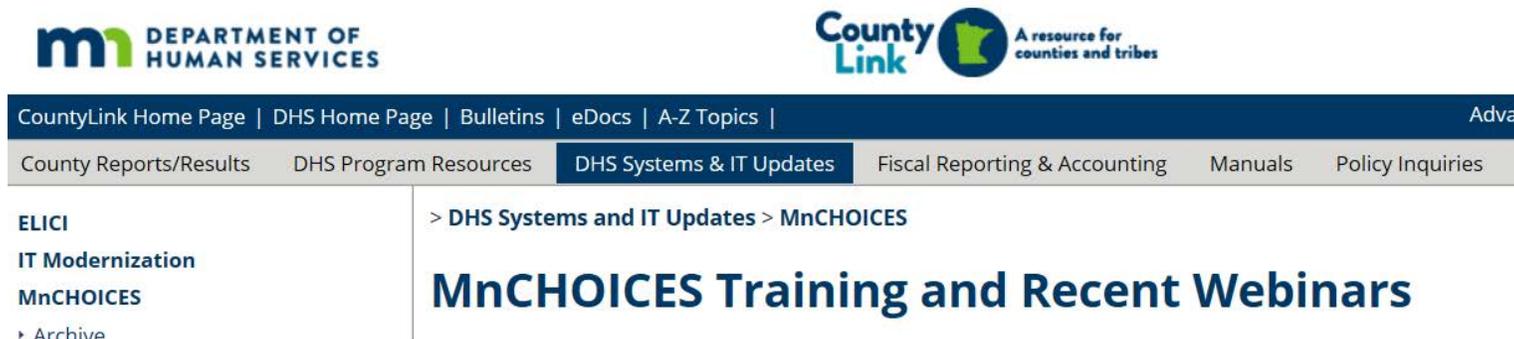
- LTSS Improvement Tool: Introduction
- Opening the LTSS Evaluations
- Person's Evaluation of the CSSP
- Person's Evaluation of Provider
- About Evaluations



# LTSS Improvements Tool Support Materials

## MnCHOICES County Link

- MnCHOICES Training
  - Support Plan
  - Using MnCHOICES Support Plan



The screenshot displays the CountyLink website interface. At the top left is the logo for the Minnesota Department of Human Services. To its right is the CountyLink logo, which includes a map of Minnesota and the tagline "A resource for counties and tribes". Below these logos is a dark blue navigation bar with links for "CountyLink Home Page", "DHS Home Page", "Bulletins", "eDocs", "A-Z Topics", and "Advanced Search". A secondary navigation bar lists "County Reports/Results", "DHS Program Resources", "DHS Systems & IT Updates" (which is highlighted), "Fiscal Reporting & Accounting", "Manuals", and "Policy Inquiries". On the left side, there is a vertical menu with "ELICI", "IT Modernization", "MnCHOICES", and "Archive". The main content area shows the breadcrumb path "> DHS Systems and IT Updates > MnCHOICES" and the page title "MnCHOICES Training and Recent Webinars".



# LTSS Improvement Tool Training

- [Disability Services Division training archive](#)

The screenshot shows the CountyLink website interface. At the top left is the Minnesota Department of Human Services logo. To the right is the CountyLink logo with the tagline "A resource for counties and tribes". A navigation bar contains links for "CountyLink Home Page", "DHS Home Page", "Bulletins", "eDocs", and "A-Z Topics". On the right side of the navigation bar are "Advanced Search" and "Se". Below the navigation bar is a menu with "County Reports/Results", "DHS Program Resources", "DHS Systems & IT Updates", "Fiscal Reporting & Accounting", "Manuals", "Policy Inquiries", "Trainlink", and "Perf". The "Trainlink" menu item is highlighted. The main content area shows the breadcrumb path "> TrainLink > Training News and Information" followed by the heading "Disability Services Division training archive". Below the heading is the text "A list of [Positive Support Community of Practice trainings](#) is below" and the sub-heading "Handouts from past training opportunities". On the left side of the main content area is a sidebar titled "Training News and Information" with a list of categories: "Adult Mental Health", "Alcohol and Drug Abuse", "Child Support", "Children's Mental Health", "Disability Services", and "Health Care".



# Tools and Resources

- LTSS improvement Tool Q&A document
- [MnCHOICES CountyLink](#)
  - Latest News & Updates
    - [Memo: Long-Term Services and Supports Improvement Tool](#)
- [Lead Agency Review Team website](#)



# Tools and Resources, continued

- [Link to eDocs](#)

Menu ▾ **MnCHOICES Support Plan User Manual**  **DEPARTMENT OF HUMAN SERVICES**

[HOME](#) / [EVALUATION OF CSSP](#)

## Evaluation of CSSP

**Offline use**  
If you will not have internet access while conducting the evaluation, open the [PDF version of form DHS-7611A](#) from the DHS eDocs site. Click the Save a copy button and save the document on your computer. Use the saved version of the document during your meeting with the person, and

### Based on my Experience

The symbol  indicates something that may not work as you might expect. We'll explain the issue, as well as any special procedures or workarounds.

You can also click the "Highlight all Based on my Experience tips" switch to highlight all of the items on the page.

Highlight all Based on my Experience tips



# Thank You!

*[dsd.responsecenter@state.mn.us](mailto:dsd.responsecenter@state.mn.us)*