MnCHOICES Mentors Alliance
November 30, 2017
Introducing DHS Staff

Aron Buchanan – MnCHOICES Policy
Beth Siewert – MnCHOICES Policy
Raukiya Bania – MnCHOICES Policy
Kong Vang – MnCHOICES Help Desk
Teresa vanderBent – MnCHOICES Training
Introducing First Time MMA Attendees
MMA Meeting Rules

- Timely return from breaks
- Avoid side conversations
- Reduce noise
  - Coming into the room
  - During the meeting

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.
Circle Back
MnCHOICES Mentors

All documents more than two years old have been removed.

Note: Items not underlined are placeholders.

Mentor resources

Add or Change Contacts for MNCHOICES Emails
Assessment Workstation Technical Specifications
Help Desk
Help Desk Contact Form
Mentor Handbook Contents
Mentors List
Mentor Roles and Responsibilities
MnCHOICES Interagency Contact Point (MICP) list
Office Hours Conference Calls
Support Plan User Access
Tips for Selecting Mentors

MnCHOICES CountyLink

• Most up to date
• Revision date
• How will I know if documents have been added?
Outage Message 2017/2018

No longer match up with SWNDX

MnA and MnSP not at the same time

MnSP only for next release or so
Volunteers Needed

User Acceptance Testing (UAT)
Release: Pilot
Prototype Testing MnA 2.0
Sign-up? MMA Evaluation
Assessment Data Clean Up

- Duplicate people
- Assessment 2.0 Data Clean Up

With Emily Anderson
Duplicate people

Why it matters?

• Data record copies over
• Efficient time saver
• Assessor has complete MnCHOICES Assessment history

Who needs to know?

MnCHOICES Assessment Users whose function includes Create Person

• Intake
• Mentor
• Others in your agency with the function
Decreasing duplicate people in MnCHOICES Assessment

MnCHOICES County Link

• Mentor Page

• Mentor Resources

All Users with Create person function in SSIS should review

Decreasing duplicate people in MnCHOICES Assessment

Person Search troubleshooting

The MnCHOICES Assessment works more efficiently and saves time when all MnCHOICES Assessment records are together. This allows for data copying over from one document to another. Duplicate people prevents copying information over or an assessor seeing a complete MnCHOICES Assessment history.

Purpose: To decrease the number of duplicate people in the MnCHOICES Assessment system.

For: All users with MnCHOICES Assessment function that includes the ability to create a person.
1. Search types

- MnCHOICES Search

- State Search
2. Before you add a person, search by

- **PMI**: Review MnCHOICES and State Search results
- Social Security Number (**SSN**): Review MnCHOICES and State Search results
- Search by **Name, Age, Gender**: Review MnCHOICES and State Search results
Search by **Name, Age, Gender**: Review MnCHOICES and State Search results

- 0 to 150 rather than Date of Birth
- Soundex: Multiple ways to spell common name
Did your searches find the person?

Yes, select the radio button by the person in the Person Search Results

No,

• Searched both MnCHOICES and State Search for PMI, SSN, Name/Age/Gender

• Add Person
Do not insert a new person when there is incorrect information:

• Adjust information in the Person Maintenance page and click Update Person.

• If the PMI is incorrect on the record, the Help Desk can usually fix it

• Found a duplicate? MnCHOICES Help Desk can merge records
Adopted child, there is a division between his or her pre-adoptive identity and post-adoptive identity.

Records are kept separate for data privacy reasons.

Birth parents should not have access to information regarding a post-adoptive child.

Adoptive parents should not have any information regarding birth parents.

IF YOU KNOW OF a record where an assessment was done on a child both BEFORE and AFTER being adopted, and the person record is THE SAME in the MnCHOICES assessment, let the Help Desk know so the record can be split.
Preparing for Assessment 2.0: Data Clean Up Requests

Who?
From: MnCHOICES Team
To: Mentor(s)
Cc: Emily Anderson

What? Data Clean Up

Why? Purpose of Data Clean Up

Where? In your agency’s MnCHOICES Assessment record

How? Instructions in the email
Examples of clean up

1. Closed date, disposition and assigner name are not all filled in for all closed assessments.

2. Request to mentors to complete addresses in person information.

- Fields being verified and blank fields being completed.
- Mentors were sent records to complete state and zip code information in a person’s record.
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.
Emailing the Help Desk

If sending email, use: dhs.ssishelp@state.mn.us

• Subject line – Indicate
• MnCHOICES SUPPORT PLAN
• MnCHOICES Assessment
Next Release is 17.3.1

Improvements

- Question counts won’t zero out
- Invalid question response count
Soap error message
• Reports an error running eligibility
• Only Help Desk can repair it
• Send a screenshot to the help desk
• Screen shots are AWESOME!!

Screen shots with Sniping or Snagit tool
• Pin to task bar
• Create shortcut
Check the Known Issues: Barber Pole Work arounds

Check the known issues document

• Infinite Barber pole
• Barber pole does not go away when navigating the assessment

Work Around

• Log out, restart the browser, try again.
• Navigate to another group or domain.
“State.mn.us not responding” message

**Answer:** Browser hasn't received all necessary data to display content

**Don’t do this:** It only gets worst if you continue to click or try to navigate elsewhere. Give it sometime and it will eventually respond.
Performance: Check on your end

• Is it a network issue on the computer?
  • Is the computer on a wire connection such as Ethernet?
  • Make sure it’s plugged to Ethernet, not WIFI because WIFI, is sometimes, unreliable.
  • Test the speed. Google “Speed Test” and run. Good speed is at least 5 mb + download speed.

• Is there network issue affecting your whole County?
  • Check with other MnCHOICES workers to see how they’re doing.
Performance: is something slowing your computer down?

• Other applications such as an antivirus program running in the background

• Check task manager for high resource usage
  • If it continues to be a problem, consult your IT staff.

• Restart the computer
Performance: when to send in a report?

Checked on your end and can’t seem to find anything, send in a report and we’ll check on our end

• Network issue

• Issue within the assessment
  • User reports that the issue only occurs to a particular assessment and not others
Computer specifications

We have the computer technical specification sheet on CountyLink.

Use that to compare with users who’s computers are having performance issues.
Which MS Windows version do I have?

• Easy way is to look at the icon
Which MS Windows version do I have?

Windows 10
Which MS Windows version do I have? Get computer specifications.
Windows 10: Check Specifications

Which MS Windows version do I have? Get computer specifications.

1. Open Settings
2. Click on System
3. Click on About
Windows 10 Troubleshooting for the MnCHOICES Assessment
Online Mode Troubleshooting for Windows 10

MnCHOICES Assessment 1.0

• Does not appear to load in Internet Explorer 11

Follow Lead Agency protocol regarding changes to your computer

Share document with IT regarding Trusted Site and Group Policy settings for the Assessment

• Correct URL?

• Reinstall Silverlight

• Add MnCHOICES Assessment 1.0 to your Trusted Site

• Group Policy may be too restrictive
Offline Mode Troubleshooting for Windows 10

**Issue**

1. Blank screen
2. Eligibility: The system cannot find drive specified
3. Data Loss returning to online mode

**Solution**

1. Restore access to local folders
2. Check for Java
3. Check for .bin files

Lead agency IT should add checking for Java as step in setting up Windows for MnCHOICES Assessment users.
The MnCHOICES Assessment 1.0 and Windows 10 troubleshooting guide can be found on CountyLink by going to the Help Desk page.
17.3.1 Release: Outage on December 1, 2017
1. Improve the functionality of the all assessment activity queue
2. MnCHOICES Assessment Log In page alignment with the Support Plan
3. Running eligibility: repairs to conflicting data and questions counts in Housing & Environment and Employment
4. Resolving issues when opening SSIS and MnA at the same time
5. Data propagation when printing or viewing multiple reports.
Assessment activity queue functionality

• Before: Assessment activity queue pop up error

• After: added Assignable Date and Doc ID to filter documents
Assessment queue heading change

Before- Heading is Age

After - Heading is Age at assessment
Change to Assessment Log in Page

• Before

• After
Eligibility Fixes

Issue - Conflicting data when running eligibility

Fix: the most current answer will be displayed and will not cause an eligibility error for the user

Issue - Running eligibility can be performed without answering all the mandatory questions

Fix: User has to answer all the mandatory questions in order to run eligibility
Other MnA fixes

• Issue - Some users reported difficulty opening both SSIS and the MnCHOICES Assessment application at the same time

  Fix: Users are now able to have the SSIS screen and the Assessment screen both open

• Issue - if one assessor had multiple assessments actively open within the same login session, data was being exchanged (data propagation) through the multiple open assessments

  Fix: The data propagation, when printing or/and viewing multiple reports, has been corrected for this release.
Break: 10:20 to 10:30 a.m.

It’s Time For A Break
Reassessment responsibility
• 256B.0911

• Subd. 3. Long-term care consultation team.

(b) Each lead agency shall establish and maintain a team of certified assessors qualified under subdivision 2b, paragraph (b). Each team member is responsible for providing consultation with other team members upon request. The team is responsible for providing long-term care consultation services to all persons located in the county who request the services, regardless of eligibility for Minnesota health care programs.
Workgroup Products

• eList Announcement-Aug. 30, 2017
  • Guidance Document
    • Timeline and role clarification
  • Reassessment Communication Form
    • Fosters standardized communication between lead agencies
• MnCHOICES Interagency Contact Point (MICP)
  • Clarification regarding MICP’s important role
### Timeline

<table>
<thead>
<tr>
<th>CM reviews current support plan with person</th>
<th>CM notifies COR of needed reassessment / COR processes assignments</th>
<th>CA schedules reassessment and prepares for visit</th>
<th>CA completes reassessment and CSP</th>
<th>CM completes CSSP and SA</th>
<th>SA end date</th>
</tr>
</thead>
<tbody>
<tr>
<td>May – July</td>
<td>September – Oct. 20</td>
<td>November</td>
<td>December</td>
<td>January</td>
<td>Jan. 31</td>
</tr>
<tr>
<td>June – August</td>
<td>October – Nov. 20</td>
<td>December</td>
<td>January</td>
<td>February</td>
<td>Feb. 28/29</td>
</tr>
<tr>
<td>July – September</td>
<td>November - Dec. 20</td>
<td>January</td>
<td>February</td>
<td>March</td>
<td>March 31</td>
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<td>September – November</td>
<td>January – Feb. 20</td>
<td>March</td>
<td>April</td>
<td>May</td>
<td>May 31</td>
</tr>
</tbody>
</table>
Questions
Opportunity for content redesign

• Gathered input

Content integration principles

• Used disciplined approach
• Working documents
Gearing up for prototype testing

Volunteers needed - Send:

• Name
• Phone
• Email
• Focus

Send using: DHS-6979 Help Desk Contact Form
Review working documents

• Guiding Principles
• Outline
• Example
Questions
Lunch Time: Noon to 1 p.m.
Purpose of the Release: 17.4

• To continue to resolve the print format issues for the CSP/CSSP

• To provide legislative updates to RMS

• Resolve defects identified
• **17.4 Printing**: Resolves some of the spacing issues reported by users.

• **Rates**: This update changes RMS to reflect 2018 Legislative updates.

• **Rates**: This change updates the banding file for 2018 RMS calculations in the Minnesota Support Planning Application and it sunsets RMS calculations in the SSIS platform on Dec. 8, 2017.

**LTSS Improvement Tool**

• Evaluation for the Provider will display link to the edoc for direct access to an offline document.
Release 17.4

Goal to reduce the white space, formatting issues and unneeded data

More consistent formatting for service lines for the rate and CSSP printing

All printing is exported to pdf
Printing changes in upcoming releases

Release 18.1, mid-January 2018 will address formatting in these sections

• Provider
• Payers
• Caregiver
• Decision makers
Defects addressed by Support Plan 17.4

About Plan

• Phone Number is being added to the assignment section

Service Agreement

• Repairs the County of Residence drop down unpopulating and generating an error message when users create a service line.
Defects addressed by Support Plan 17.4

Goals

• Repairs this reported issue: When plan is marked complete in the About Plan section the user can type goals but they are not saved

• Fixing NPI in two instances
  • When NPI is removed the user no longer gets “provider not found’ message
  • NPI field no longer displays a non-NPI Number
MnSP All Clear: Control F5 to Refresh
Questions
LTSS Improvement Tool: Mentor Tips & Treasures
LTSS Improvements Tool Training and Demonstration

Post-Launch LTSS Improvement Tool webinar

• Jan. 10th 1:30 p.m. to 3:30 p.m.

Purpose: Demonstration of the LTSS Improvement Tool with Question and Answer session
Webinar archive

Webinars

- Support Planning Professionals Learning Community webinar
  - Example, Nov. 29, 2017
  - Topic: Community of Practice
  - A group of people with shared interests that come together to do something better

Community of practice inquiries to:

- Contact your Regional Resource Specialist at dsd.rrs@state.mn.us for more details on Community of Practice meetings near you
- Start your own
Where do I find the LTSS Improvement Tool Training?

MNCHOICES SUPPORT PLAN TRAINING

Here is more information about this course:

Your most recent recorded status in this course is: Finished
Warning: If you have a pop-up blocker, it may prevent online content from loading.

Course Detail | Course Content

Course Description
Training on the use of the MnCHOICES Support Plan (MnSP) application.

You can access the user manual at:
http://pathlore.dhs.mn.gov/courseware/DisabilityServices/MnSP/user-manual

For a list of supported browsers, see:
http://pathlore.dhs.mn.gov/courseware/DisabilityServices/browser-support

Target Audience
MnCHOICES Certified Assessors

Course Data

Course Code: MNSP1000
Course Name: MNCHOICES SUPPORT PLAN TRAINING
Support Plan Training MNSP1000

LTSS Introduction
LTSS Opening LTSS Evaluations
LTSS Evaluation of CSSP
LTSS Evaluation of provider
LTSS About Evaluations

Let’s go find them
Evaluations are available after the CSSP is closed

When? As part of the

• Mid-year visit case managers conduct for Waiver based services

• Although not required, the LTSS evaluation can be completed at an annual visit assessors conduct as part of State Plan services

Semi-annual visit is defined as every six months or twice a year

Not a separate meeting, include this as part of routine visit schedule
Your steps to access the LTSS Improvement Tool evaluations tab

- Search screen
- Search for the person
- Use the + to expand to see the document list
- Most recent closed CSSP in Create column will show the link for LTSS Evaluations
• Person’s Evaluation of the CSSP
• Person’s Evaluation of Provider
• About Evaluations (default)
### About Evaluations Page

- **Defaults to this page**
- **Shows Evaluations created by choosing + at**
- **Shows Evaluations status**

<table>
<thead>
<tr>
<th>ID</th>
<th>Type</th>
<th>Status</th>
<th>Create Date</th>
<th>Closed Date</th>
<th>Last Updated By</th>
<th>Last Update Date</th>
<th>Print</th>
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<td>LTSS Evaluations</td>
<td>Open</td>
<td>11/1/2017</td>
<td>11/22/2017</td>
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<td></td>
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</table>

**General Evaluation Notes:**

```
CellBody

B  I  U  R  L  M  A
```

**General Evaluation Notes (Not intended for consumer):**

```
CellBody

B  I  U  R  L  M  A
```
Evaluation of the CSSP

Person's Evaluation of Coordinated Service and Support Plan (CSSP)

FOR OFFLINE USE:
If you do not have access to the internet while in the field and you would like to save the responses electronically,
1. Save a version of Person's Evaluation of CSSP, DHS-75114 (PDF) on your desktop before going into the field.
2. Enter answers into the saved version while working with the person.
3. Later, when you have internet access, manually enter the saved answers into the MnCHOICES Support Plan application.

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

Comments:
**Save** allows the user to add and edit information.

**Close** captures the data and submits it into the database. No revisions can be made after a user chooses close.
Status: Abandon & Not Applicable

• **Abandon**: If not able to complete the evaluation
  - Person refuses to do it
  - No longer receiving services from provider

• **Not Applicable**:  
  - Chosen by the application  
  - The application determines that the evaluation does not need to be conducted
• **Abandoned Evaluations:** Document why an evaluation was abandoned.

• **Changes to CSSP based on the person’s evaluation:** Note in this section what was learned and what was changed.
Evaluation of the CSP

• Search Page: LTSS Evaluation choice at closed CSSP
• Choose tab
• Save & close buttons
• The Support Plan will provide instructions
  • Not applicable: No evaluation required (MTZ-SP Aaron Baker)
  • The computer program chooses the provider and the evaluation type

• Offline option: ONLY use the eDoc number the computer application provides you

• EDoc links will be available from that page
Questions
So many clicks to get back to move from CSSP to review a CSP

From document to **Search** to find next document

- Aron Baker CSSP
- Search: Find Roman Lambert’s CSP

From document to **My Plans**

Aaron Baker CSSP

- About Plan Tab: Roman Lambert, secondary owner on CSP
- Example Roman Lambert
Where to indicate PCA Choice or Traditional in the CSSP?
Prints in CSSP: Support instructions

MnCHOICES Support Plan for: Mike Morales
PMI: 92913726

1. Personal Care Assistance: (PCA) - 15 Minutes

<table>
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<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Procedure Code</th>
<th>Frequency</th>
<th>Units</th>
<th>Rate</th>
<th>Avg Monthly</th>
<th>Total Service</th>
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<td>07/02/2017</td>
<td>07/01/2018</td>
<td>T1019</td>
<td></td>
<td>5</td>
<td>$4.28</td>
<td>$1.65</td>
<td>$21.40</td>
</tr>
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</table>

NPI/UMPI: Provider Name
Funding Source: Medicaid State Plan
County of Service:

Areas of Need

Support Instructions

Authorizing eight hours of PCA support services per week to work on the following goals/tasks: Develop Mike’s skills in activities of daily living and increase Mike’s comfort level with new people. Create the foundation for a larger more expanded social network by exploring a broader variety of activities. Consider utilizing his motivation to travel to Disneyworld. Assist Mike in learning positive alternatives to his expressions of frustration and anxiety. **Mike is eligible for the PCA Choice service option,** should he elect to participate. (Provide guidance to the service provider about delivering services for this person. Consider this person’s unique preferences and challenges when completing this section. Also, consider the person’s intended goal for receiving this service.)

Health and Safety

...
Automated system closes feature

Plans close after one year

• CSP
• CSSP
• Rate Plan
Break: 2:30 to 2:45 p.m.

Take a break.
You deserve it!
Complete Evaluations

Take a moment and complete evaluations for today’s MMA meeting
Thank you

MnCHOICES Launch Team | DSD