Conversational MnCHOICES Assessments
Introductions
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](#).
Today’s Learning Objectives

• Today we are discussing conversational interviewing to tailor the assessment process to each person’s unique situation and abilities.

• We will cover:
  • The MnCHOICES assessment
  • The assessor role
  • Conversational interviews
  • Agency sharing
The MnCHOICES Assessment
The MnCHOICES Assessment:

• Combines 3 legacy tools

• Able to be used for people of all ages and disabilities.

• Provides consistency.
MnCHOICES - Review

• Formatted to assist the assessor with discovering functional needs.

• Allows the assessor to reliably determine functional and program eligibility.

• Supports matching services to an individual’s strengths, preferences and needs.
• Provides an opportunity to capture the person’s story more fully.

• Assists in person-centered planning.

• Allows the assessor to focus on people living the lives they want.

• Provides a foundation for writing a quality person-centered support plan.
• The assessment process assists the assessor, the person, and their support team to help the person live, learn, work, and participate in their community on their own terms.

• The desired outcome is to identify needs and support options within the context of the person’s values, interests, and goals to support the life that the person is striving to live.
Purpose

• Using the MnCHOICES Assessment as a tool, the assessor captures the person’s story, preferences, strengths, stated needs, values, desires and goals, along with their own interview observations, findings, and professional judgements.

• Throughout the assessment process, the assessor ensures the person has the knowledge and understanding to support informed choice.
The Assessor's Role
• Since the MnCHOICES assessment serves all people, the assessor is relied upon to create and manage the interview, and comes equipped with:

  • Knowledge
  • Values
  • Skills
• Importance of the role you play
• Long-Term Services and Supports programs and services
• Populations we serve
Knowledge, continued

• Criteria important to access
• Program and business procedures and processes
• Ongoing education and consultation
• Value making a positive impact on the lives of others
• Value “customer service” as an area of professional discipline
• Value the person as an individual
• Value authentic curiosity
• Value continual learning
Skills

• Establishing rapport
• Natural conversational interviews
• Observation and inquiry
• Proficient in the use of the MnCHOICES application
Questions?
Conversational Interviews and MnCHOICES
Your Responsibility

• Translate what you are discovering into the MnCHOICES assessment:
  • You are in charge of the interview
  • You capture the person’s story through your narrations
  • You ensure the meaningful, pertinent information is documented

• Be flexible
You’re in charge

• Take some time to explore and familiarize yourself with the MnCHOICES assessment

• Formulate and customize the questions to fit the person’s situation

• Allow the interview to be flexible with the person’s story

• Take note of comments that may trigger opportunity to explore further

• Make follow up phone calls when necessary
Capturing the story

• Create an intentional plan
  • Navigation
  • Narrative field use

• Requires knowledge of LTSS
  • What’s important to assess
  • Options and resources available
Ensure meaningful and pertinent documentation

• Does the assessment help others understand the person?
  • Further the understanding of the person’s conditions and support needs
  • Reflect the person’s values, goals and desires
  • Provide evidence for professional conclusions
Your completed assessment should be:

• Accurate
• Clear and understandable by any person reading it
• Sufficiently detailed
• Congruent between scoring and narrations
Be flexible!

• Use the method that’s right for YOU.
• If something isn’t working, try another way!
• Practice.
Any Questions?
In regard to plan the...
Person is responsible for:
Case Manager is responsible for:
Other is responsible for:
Provider is responsible for:

Emergency Backup Plan
Plan for unforeseen events (e.g. weather, power outage, storms):

Responsible Party:

Plan for emergency health events:

Responsible Party:

Plan for unavailable staffing that puts you at risk:

Responsible Party:

PERSON's Strengths:
• A
• B
• C
• D

PERSON's Dreams & Goals:
• PERSON wants A
• Experience B
• Learn C
• Travel to D

Important TO PERSON:
• Where living
  • Where working/spending time
• Social, leisure or religious activities
• People
• Routines

Important FOR PERSON:
• A
• B
• C

GOAL/ACTION | WHO IS RESPONSIBLE | BY WHEN
---|---|---
1. What is going to happen/Next step
2. Action/Next step
Wilkin County sends an introduction letter along with the DHS form explaining the concept of a MnCHOICES assessment. They include a form for the person’s medications, and another for a list of the person’s current providers.

- Not having to input this information into the system at the visit saves time!
- The person could provide a copy of their latest clinic summary with the appropriate medications and providers listed instead - the form is not important, it’s collecting the information upfront.
<table>
<thead>
<tr>
<th>Domain</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td><strong>Quality of Life</strong></td>
<td></td>
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<tr>
<td>Bad Day</td>
<td></td>
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<tr>
<td>Good Day</td>
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<tr>
<td>Favorite Activities</td>
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<td>Places Like to Go</td>
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<td>People Like</td>
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<td>Values/Wants for Life</td>
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<td><strong>Support Plan Notes</strong></td>
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<td><strong>ADLs</strong></td>
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<td>Eating Equipment?</td>
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<td>Level of Assist</td>
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<tr>
<td>Challenges</td>
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</tbody>
</table>
## Assessment Domains - Washington County

### Quality of Life
- How do you spend your day?
- Do you spend enough time with others?
- Something you were good at or are good at?

### Activities of Daily Living:
- Eating
- Bathing
- Dressing
- Hygiene
- Toileting
- Walking
- Transfers
- Positioning

### IADLs:
- Medication management
- Meal preparation
- Transportation
- Housework
- Telephone
- Shopping
- Health
• What resources are used in your area that may be helpful for other lead agencies?
 • Send them to us to distribute!
• Talk to your supervisor
• Communities of Practice
• Multi-disciplinary team
• Quality of Life document
  http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs16_180272.pdf

• Core Assessment Domains document
  http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs-287283.pdf
Thank You!

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