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.
Learning Objectives

Webinar participants will:

• Learn about the LTSS Improvement Tool
• Participate in the demonstration of the tool
• Understand when and how this tool becomes a part of your work flow
• Review a summary of how lead agencies are using the tool
• Learn where to find resources for the tool and ongoing support
• Ask questions or share experiences with the tool
LTSS Improvement Tool: Background
The LTSS Improvement Tool is an essential part of quality oversight for DHS and lead agencies.

Data gathered will be used for required federal reporting, but the real value is in allowing us to measure how well our services help achieve outcomes that are important to people.

Case managers can use feedback (from older adults and people with disabilities who receive long-term services and supports) to address service quality and identify system and program-wide opportunities to improve services.
DHS will integrate evaluation data with other data produced through the assessment process, service authorization/utilization and surveys.

The goal is to demonstrate changes made at the individual, organizational, and programmatic-level and promote person-centered services and supports across HCBS programs and lead agencies (counties and tribal nations) in Minnesota.
The LTSS Improvement Tool focuses on a person’s experience with services and service delivery.

• **Phase I**
  - Person’s evaluation of his or her Coordinated Service and Support Plan (CSSP)
  - Person’s evaluation of his or her service provider

• **Phase II** (planned for early 2019)
  - Case manager’s evaluation of a person’s Coordinated Service and Support Plan (CSSP)
  - Case manager’s evaluation of the person’s service provider

• **Phase III** (planned with launch of MnCHOICES Assessment 2.0)
  - Person’s evaluation of his or her case manager
LTSS Improvement Tool: Phase I
Eligible Populations: Focus on HCBS Waivers

Phase I questions are required of people receiving services in the following programs.

- Alternative Care (AC)
- Elderly Waiver (EW) fee-for-service
- Community Alternative Care (CAC)
- Community Access for Disability Inclusion (CADI)
- Brain Injury (BI)
- Developmental Disabilities (DD)
At this time, certified assessors are not required to complete the LTSS Improvement Tool for people who receive only state plan services (e.g., only personal care assistance (PCA), only home care nursing, only skilled nursing visits).
The link to the create an “LTSS Evaluation” will appear when the case manager closes a CSSP in the MnCHOICES Support Plan application. A case manager can click this link to generate the Phase I questions of the LTSS Improvement Tool.

The questions in the tool are based on the person’s last closed CSSP.

- Goals, dreams, and priorities
- Decision-making
- Living arrangement
- Employment
• **Services are selected from the person’s last closed CSSP.** For a person who receives multiple services, the system will randomly select one service and an associated provider.

• If a person has a residential or day service in the CSSP, this will more likely be selected for evaluation than any other home and community-based services (e.g., chore services, homemaker).

• Most services provided under HCBS waiver programs are eligible for evaluation.
  
  • If a person does not have service(s) that are eligible for evaluation, a message is displayed in the LTSS Improvement Tool (“The services which this person has selected do not require an evaluation to be completed.”)
LTSS Improvement Tool Demonstration
**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.
• **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
• Demonstration: Morty Banks
Support Plan will provide instructions

• Not applicable: No evaluation required (MTZ-SP Aaron Baker)

• The computer program chooses the provider and the evaluation type (MTZ-SP Morty Banks)

Offline option: ONLY use the eDoc number the computer application provides you
LTSS Improvement Tool: Using comment/text boxes

• A text box will not appear after every question.

• Some questions include follow-up or text boxes.

• Each evaluation includes a general text box that can be used to capture the person’s additional comments.
There are two ways to print the LTSS Improvement Tool from the application:

- Click the “Preview All” to print all the evaluations that are tied to the LTSS Evaluations.
- Click the “Preview” to print each evaluation type.
The fillable form mirrors the evaluation questions in the MnCHOICES Support Plan application.

- **DHS -7611A**
  - Person’s evaluation of his or her CSSP

- **DHS -7611B**
  - Person’s evaluation of his or her provider for day services

- **DHS -7611C**
  - Person’s evaluation of his or her service provider for non-day or non-residential services

- **DHS -7611D**
  - Person’s evaluation of his or her service provider for residential services
The questions in the LTSS Improvement Tool are asked at the semi-annual visit for those who receive HCBS Waiver services.

The case manager will ask these questions.
Overview:
Use of the LTSS Improvement Tool across Minnesota
Use of LTSS Improvement Tool across MN

• To date, more than 51 lead agencies are using the LTSS Improvement Tool to gather feedback from HCBS beneficiaries.

• DHS has created a dashboard using Tableau to show the use of the tool by lead agencies.

• Demonstration of Tableau Dashboard
Tableau Dashboard: At-A-Glance

LTSS Improvement Tool Update (March 27, 2018)

Lead agencies have used the tool to talk to 621 people about their experiences by working on 1,262 LTSS Improvement Tools!

51 Lead agencies have used the Tool!

Completed Provider Evaluations

<table>
<thead>
<tr>
<th>Tool Type</th>
<th>Completed Provider Evaluations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care/ILS</td>
<td>96</td>
</tr>
<tr>
<td>DTR/N/Structured Day</td>
<td>52</td>
</tr>
<tr>
<td>PCA</td>
<td>43</td>
</tr>
<tr>
<td>CDDS</td>
<td>37</td>
</tr>
<tr>
<td>ILS</td>
<td>31</td>
</tr>
<tr>
<td>Homemaker</td>
<td>20</td>
</tr>
<tr>
<td>Customized Living</td>
<td>26</td>
</tr>
<tr>
<td>Prevocational Services</td>
<td>23</td>
</tr>
<tr>
<td>Adult Day</td>
<td>12</td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>10</td>
</tr>
<tr>
<td>Personal Support/Comp.</td>
<td>6</td>
</tr>
<tr>
<td>In-Home Family Support</td>
<td>5</td>
</tr>
<tr>
<td>Home Care Nursing</td>
<td>4</td>
</tr>
<tr>
<td>Skilled Nursing</td>
<td>3</td>
</tr>
<tr>
<td>Respite</td>
<td>2</td>
</tr>
<tr>
<td>Positive Support</td>
<td>2</td>
</tr>
<tr>
<td>Home Health Aide</td>
<td>2</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>1</td>
</tr>
<tr>
<td>Residential Care</td>
<td>1</td>
</tr>
<tr>
<td>Chore</td>
<td>1</td>
</tr>
<tr>
<td>Grand Total</td>
<td>376</td>
</tr>
</tbody>
</table>

Number of Tools, by Type and Status

<table>
<thead>
<tr>
<th>Survey Status</th>
<th>CSSP</th>
<th>Survey Type</th>
<th>Providers</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned</td>
<td>22</td>
<td>CSSP</td>
<td>39</td>
<td>71</td>
</tr>
<tr>
<td>Completed</td>
<td>414</td>
<td>CSSP</td>
<td>376</td>
<td>790</td>
</tr>
<tr>
<td>In Process</td>
<td>188</td>
<td>CSSP</td>
<td>174</td>
<td>359</td>
</tr>
<tr>
<td>No Eligible Service</td>
<td>42</td>
<td></td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>Grand Total</td>
<td>621</td>
<td></td>
<td>621</td>
<td>2,262</td>
</tr>
</tbody>
</table>
Summary

Over 51 lead agencies have used the LTSS Improvement Tool to talk to 621 people about their experiences with home and community-based services.

Total: 1,262 evaluations
Summary

Most of the LTSS Improvement Tool evaluations are completed for disability waivers (mainly CADI and DD).
### Summary

Lead agencies have completed **414 evaluations of CSSP and 376 evaluations of service providers.**

There are 359 evaluations in process.

### Table: Number of Tools, by Type and Status

<table>
<thead>
<tr>
<th>Survey Status</th>
<th>CSSP</th>
<th>Providers</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned</td>
<td>32</td>
<td>39</td>
<td>71</td>
</tr>
<tr>
<td>Completed</td>
<td>414</td>
<td>376</td>
<td>790</td>
</tr>
<tr>
<td>In Process</td>
<td>185</td>
<td>174</td>
<td>359</td>
</tr>
<tr>
<td>No Eligible Service</td>
<td>42</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>Grand Total</td>
<td>631</td>
<td>631</td>
<td>1,262</td>
</tr>
</tbody>
</table>
Summary

Lead agencies have completed **376 evaluations of service providers**.

Among these, the top five services that were evaluated are:

1. Foster Care/Supported Living Services
2. Day Training & Habilitation/Structured Day Services
3. Personal Care Assistance
4. Consumer Directed Community Supports
5. Independent Living Services
DHS will integrate this evaluation data with assessment and utilization data to:

• Remediate service delivery issues and revise the support plan

• Identify outcomes and degree to which services support outcomes that are important to people

• Document assurances needed for CMS

• Document Olmstead Plan measures

• Evaluate investments and inform policy decisions at DHS

• Support lead agencies on the quality of services for people served in that county (data will provide a level of detail counties have been requesting to monitor and improve services in their counties).
Resources for using the LTSS Improvement Tool
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 ▶️
MNSP1000 Modules added to TrainLink:

- Introduction
- Opening the LTSS Evaluations
- Person’s Evaluation of the CSSP
- Person’s Evaluation of Provider
- About Evaluations
• Frequently Asked Questions

Frequently asked questions about the new LTSS Improvement Tool

DHS recently designed a new way to gather feedback on the recipient experience with long-term services and supports in Minnesota. We based the tool on recommendations from the National Quality Forum report, *Quality in Home and Community-Based Services to Support Community Living: Addressing Gaps in Performance Measurement*. 
Guided LTSS Improvement Tool

• DHS created a guided LTSS Improvement Tool to accompany the CSSP and service provider evaluations. This includes:
  • Instructions for case managers
  • Introduction
  • Context for why specific questions are asked
  • Guidance for follow-up to questions and recording comments

• Demonstration:
  • Person’s Evaluation of Service Provider--Residential Services
Ongoing Support

• MnCHOICES Office Hours
  • Monthly conference call hosted by DHS

• MnCHOICES Mentor Alliance (MMA) meeting
  • Meetings are held on a quarterly basis

• DSD Response Center
  • If you have questions, contact the MnCHOICES help desk:
  • Use the DHS-6979 Help Desk Contact Form
  • Send a message to dhs.mnhelp@state.mn.us
Thank you for attending the webinar!

Thank You!

For questions, please contact:

dsd.responsecenter@state.mn.us

Minnesota Department of Human Services | mn.gov/dhs