Introducing DHS Staff

Aron Buchanon – Aging Policy
Beth Siewert – MnCHOICES Policy
Raukiya Smith – MnCHOICES Policy
Kong Vang – MnCHOICES Help Desk
Teresa vanderBent – MnCHOICES Training
Denise Hauge – MnCHOICES Communication
July 2018, Office Hours: No call
Assistive Technology, June 26, 2018, 9 to 11 a.m.

MnCHOICES Assessors and mentors offer options for monitoring and assistive technology each day in their work to support the dignity and independence of Minnesotans they serve.

The purpose of this webinar is to

- Make assessors and case managers aware of legislative requirements they need to include in their practice
- Highlight assistive technology services and resources
- Describe opportunities where technology can replace staff and support employment
Recertification CLU’s in MNCH8012 & 8015

• CLU’s need to occur inside the span of the new certificate

• Do not bank excess CLU’s into the next course if they aren’t inside the date range of your next certificate

• Purpose of CLU’s to keep your practice current

Lapsed Assessor

• If an assessor is lapsed more than 31 days their access to MnCHOICES should be removed and they should not be completing assessments.
Preparing for MnCHOICES Assessment 2.0

• If you haven’t already, synchronize your MnA and MnSP PROD passwords.

• Have your password for MnA and MnSP be the same

• Have them expire at that same time

Preparing to move to a single log on site when MnA 2.0 launches in summer 2019
Retrieving Questions from Remote Server

My Agency:  
Username:  
Password:  
Inactive User Report

• Sent Quarterly

• Follow the instructions sent with the spreadsheet

• CHANGE: Remove any supervisory staff who are inactive

Incomplete address: Add the state and/or zip code to an address in MnA
Preparing for MnA 2.0

- Proposed launch date July 2019

MnA 1.0 Releases

- Moving toward Operational Phase
- Release Update
• **Effective February 1, 2018.** According to state statute, people who receive waiver services or PCA services are not eligible for Housing Support Supplemental Services at the same time.

• **Issue - Error Message in MMIS:** When county staff try to enter a Type B or a waiver service agreement type F-S, they will receive edit 874 in the system that indicates there is a duplicate service agreement. There are a number of people who have been receiving both supportive services and PCA or waiver services.

• **To reduce disruption for those people:** DHS will allow for a temporary override of the 874 edit. Giving people time to discuss options for the right services and housing for their situation.

• **Contact:** [DHS.ResourceCenter@state.mn.us](mailto:DHS.ResourceCenter@state.mn.us) if an MMIS edit override is needed, and you are not a member of the county eligibility/financial worker team.
Assessment and Screening documents will display:

• Employment Services

Support Plan will display Employment Services Codes, Modifiers and Rates:

• T2019 U2  Employment Exploration Services
• T2019 U3  Employment Development Services
• T2019 U9  Employment Support Services - 1:1
• T2019 HQ  Employment Support Services – Group

The current Supported Employment Services T2019 UP code will be removed from service menus  7/1/18
Light-Hearted Fun Instructions

• You will be asked a question
• Three people standing with signs
• Go stand by the sign that best represents you
• Introduce yourself to the folks around you
• Listen for the next question
• Repeat the steps above
Take a break.

You deserve it!
The Waiver Reimagine Project

Elyse Bailey & Colin Stemper
Disability Services Division
Project Background

• Required by the legislature, the Waiver Reimagine project will examine the program structures of the four disability waivers.

• The project seeks to recommend structural changes that simplify and improve the programs.

• The Waiver Reimagine project includes two legislative studies:
  • Study 1: Disability Waiver Reconfiguration
  • Study 2: Individual Budgeting Model
Project Goals

- Benefit equity and access
- Benefit responsiveness
- Benefit alignment
- Administrative simplification
- Smooth transition
Project Timeline

• Partnering with national research leaders – Human Services Research Institute (HSRI), NASDDDS, the U of M, and Burns & Associates to complete this work.

• Studies will occur throughout 2018

• Legislative report and recommendations in December 2018 and January 2019

• Recommendations will inform work in 2019 and beyond.
Study 1: Disability Waiver Reconfiguration

• Intent:
  • Identify efficiencies, simplifications, and improvements through reconfiguring the disability waiver program structures.

• Recommendations may include:
  • Consolidating one or more waivers or offering additional waivers.

• Objectives:
  • Equity between populations and programs to provide access to the services and supports people need.
Examples of Reconfigurations

• Combining waivers into a single 1915(c) waiver
• Adding new 1915(c) waiver(s)
• Implementing a 1915(i) – HCBS as a state plan option
• Implementing a 1915(k) – Community First Option
Principal Questions

- Under a reconfigured waiver structure...
  - Who will be eligible for services?
  - How will the state and lead agencies administer supports and services?
  - What services will be available to people?
  - What changes will be made to service planning?
  - What will need to be done to ensure a smooth transition between structures?
Project Activities

- Researching other states’ waiver reconfiguration efforts
- Gathering feedback from service recipients, families, lead agencies, and providers across the state
- Analyzing the current waiver structures in Minnesota, including the people receiving services and the services provided
- Recommending a reconfigured waiver structure based on study findings
- Analyzing impact and recommending transition planning
Study 2: Individual Budgeting Model

• Intent:
  • Develop an individual budgeting model for all disability waiver recipients.
  • Examine changes to CDCS budget methodologies.

• Recommended model may include:
  • Individuals’ support needs, MnCHOICES assessment information, living circumstances, and other potential factors

• Objective:
  • Enhance personal authority people have over choosing the type and amount of HCBS they receive.
Core elements of an individual budget methodology

- Standardized assessment
- Standardized set of services available
- Standardized rate structure
- Individual budget is known prior to planning services and used as a tool to align service planning with the person’s needs and goals
- Transparent mechanism for resource allocation
- Be agile to reflect changes in a person’s needs as well as changes in the service array available
- Account for exceptional circumstances
Project Activities

• Researching other states’ individual budgeting methodologies

• Gathering feedback from service recipients, families, lead agencies, and providers across the state

• Analyzing data available to base budget methodologies on

• Recommending a method

• Developing the budget methodology

• Analyzing impact and recommending transition planning
Public Engagement

• The Waiver Reimagine public website posts updates and information.

• Waiver Reimagine Focus Groups are happening through May to gather community input.

• 4 meetings of the Waiver Reimagine stakeholder group.

• Information gathering from advocates, lead agencies, and providers.

• Engage with us through waiver.reimagine@state.mn.us
What questions do you have about the Waiver Reimagine project?
We want to hear from you!

As a group, discuss what works well & what could be improved about the following topics:

• Eligibility
• Services (gaps, access, and availability)
• Administrative and financial management
Groups Report Back
Thank you!

waiver.reimagine@state.mn.us
Lunch on your own: Noon to 1p.m.
About Plan End Date, 365 days out for all About plan, service agreement and service lines

So they all align and then can be changed using procedure created

Receiving email if plan is over 365 days – why?

**Work Flow:** CM updates plan date prior to the new assessment and creation of the next CSP
Person Info Provider Other drop down
User Manual Enhancements
There is a typo in the description of the Close button. A dialog box will appear asking you [ito] confirm that you want to close the evaluation.

**Close button**

After you have finished entering data in the evaluation and are ready to submit the data, click the Close button. A dialog box will appear asking you to confirm that you want to close the evaluation. To close the evaluation, click "Yes". To continue working in the evaluation, click "No".
What should we do if the LTSS improvement tool picks a provider the person is no longer receiving services from?

If the LTSS Improvement Tool selects a provider that the person no longer receives, the user should abandon the evaluation and indicate in the General Notes comment box why the evaluation was abandoned.
Explain how to create or add services once a CSSP is closed and a new service must be added

Add Service button
Click to add a new service to this agreement.

If the CSSP is closed, the button will be greyed out, and you will not be able to add a new service. To add a new service to a closed CSSP, click the Create New CSSP button. Follow your agency’s protocol for creating a new CSSP.
Known Issue:

• When a user completes these steps, abandons both evaluations, types notes in the text box and saves it.

• The Plan, rather than showing closed, changes the About Plan evaluation back to open.

• Mentors may submit to Help Desk to change it

Work Around: Abandon the evaluations and save. Navigate another tab, go back into the eval., and write in the text box why the evaluation was abandoned and save.
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
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!
Summary

Over **51 lead agencies** have used the LTSS Improvement Tool to talk to **621 people** about their experiences with 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).
### Tableau Dashboard:
Service Provider Evaluations (March 2018)

**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

<table>
<thead>
<tr>
<th>Completed Provider Evaluations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care/SLS</td>
</tr>
<tr>
<td>DT&amp;H/Structured Day</td>
</tr>
<tr>
<td>PCA</td>
</tr>
<tr>
<td>CDCS</td>
</tr>
<tr>
<td>ILS</td>
</tr>
<tr>
<td>Homemaker</td>
</tr>
<tr>
<td>Customized Living</td>
</tr>
<tr>
<td>Prevocational Services</td>
</tr>
<tr>
<td>Adult Day</td>
</tr>
<tr>
<td>Home Delivered Meals</td>
</tr>
<tr>
<td>Personal Support/Compa..</td>
</tr>
<tr>
<td>In-Home Family Support</td>
</tr>
<tr>
<td>Home Care Nursing</td>
</tr>
<tr>
<td>Skilled Nursing</td>
</tr>
<tr>
<td>Respite</td>
</tr>
<tr>
<td>Positive Support</td>
</tr>
<tr>
<td>Home Health Aide</td>
</tr>
<tr>
<td>Supported Employment</td>
</tr>
<tr>
<td>Residential Care</td>
</tr>
<tr>
<td>Chore</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
</tr>
</tbody>
</table>
### Summary

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

There are **359 evaluations in process**.
Question
**Purpose:** To test the MnCHOICES 2.0 questions to see if the same results will be obtained

**How:** A person completes a draft MnCHOICES Assessment 2.0

**Who:**
- Individuals who have had MnC Assessment (200) and their guardians received a letter
- Across all waivers
- Mix of ages and disabilities
• Does not impact Assessment 1.0

• Approved by internal review board

• Scheduling begins June 6, 2018 with assessments completed by mid-August
Process: Work with users to understand their needs, review their workflow and collect information as MnA 2.0 content is tested.

UED Survey Webinar: June 2018

• MNIT will refine “questions” and prepare periodic surveys that can be sent out to the users (open to anyone, voluntary)

• Feedback will be incorporated if there is an emergent need or backlogged if it is an enhancement

• UED will post content when available for users to view/interact with
Are you interested in providing feedback and input on the development of MnCHOICES 2.0? If so, this webinar is for you!

We invite you to participate in the upcoming webinar which will:

• Provide an overview of where the 2.0 application is in the development process

• Discuss the process for short surveys which will start following the webinar to obtain feedback and input to be considered in the 2.0 development process

• Identify the characteristics of volunteers needed to participate in the surveys

• Provide logistical information about the short surveys (generally taking under 10 minutes to complete)
UED Survey Timeline

• Survey sent out immediately after the webinar
• Surveys returned one-week after the webinar
• Compiled data will be presented to County State Work Group
<table>
<thead>
<tr>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/0120</td>
<td>07/01/3120</td>
</tr>
<tr>
<td>08/01/0120</td>
<td>07/01/3120</td>
</tr>
<tr>
<td>02/01/0120</td>
<td>01/01/3120</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/30/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/30/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/30/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/30/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/30/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/01/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/01/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/01/3018</td>
</tr>
<tr>
<td>12/01/0117</td>
<td>11/01/3018</td>
</tr>
<tr>
<td>10/01/0120</td>
<td>09/01/3020</td>
</tr>
<tr>
<td>12/01/0120</td>
<td>10/11/3020</td>
</tr>
<tr>
<td>04/01/1180</td>
<td>03/01/3118</td>
</tr>
</tbody>
</table>
What we see

• Odd date ranges
• Ranges over two years

Why does it matter?

• Copying for next year’s plan
What can I do about it?

1. Mentors will receive list of plans with date issues and instructions

2. Workflow Suggestions: Before the next assessment have case managers review About Plan, Service Agreement and Service line date spans – Are the dates correct?
   - About Plans dates can be changed in closed plans
   - Change service agreement and service lines dates can be changed after creating a new CSSP from the old one – use the Changing Dates document
How big a deal is this?

Affects next year’s plan and the dates that are copied over

1. About Plan only? Minor work to change the date after checking service agreement and service line dates

2. Service agreements and service lines.
   - May mean deleting the service agreement and service lines in next year’s plan.
   - The rates person and case manager lose any benefits of copying.
Questions?
Dementia Screening

Aron Buchanan
Aging and Adult Services Division
Dementia Screen

- Katzman
- Mini-Cog
- St. Louis University Mental Status (SLUMS) Exam
- General Practitioner Assessment of Cognition (GPCOG)
- Memory Impairment Screen (MIS)
The Mini-cog

• Up-to-date, validated, and recognized as a best practice tool
• Can determine NF LOC
• Lead agency assessors are qualified to administer
• Is a short screening
• Mini-cog Website: https://mini-cog.com/

• Act on Alzheimer’s Website: http://www.actonalz.org/
Thank you!

Aron.Buchanan@state.mn.us
(651) 431-3593
Time for a break
Trouble Shooting Demonstrations and Tips
Hello! Help desk gurus are Kong & Dwayne

• Contact protocol

• Help desk contact form, preferred
  • Including password resets
  • Request form has preset questions which provide essential information for the help desk.

• Mentors only

• If sending email, use: dhs.mnhelp@state.mn.us
  • Subject line – Indicate MnCHOICES Support Plan or MnCHOICES Assessment
MnCHOICES Help Desk

Help desk hours
8 a.m. – 4:30 p.m., Monday – Friday
Telephone: 651-431-4801
If you have questions, contact the MnCHOICES help desk:

• Use the DHS-6979 Help Desk Contact Form
• Send a message to dhs.mnhlp@state.mn.us
• Review the Need MnCHOICES Help? before contacting the help desk.
CountyLink – Resources Recommended from HD

**Assessment** – Information about MnA.

- **Highlight** – [Decreasing duplicate people in MnCHOICES Assessment (PDF)](https://example.com/assessment)
MnA PMI Update

• PMI update for a MnA person without a PMI

• Work with financial worker to add the new PMI. PMI needs to be added to MAXIS.

• Maxis updates the record to SWNDX and shows in MnA. You’ll know its ready when you search for the PMI and get a result.

• Source must be SSIS. If source is SMI, PMI has not been updated to SWNDX. Give it 48 hours. Send a request to help desk to push the PMI.

• If source is SSIS, use this guide on CountyLink to populate the PMI to the person in MnA: [Populating PMI Numbers (PDF)](http://example.com/populating-pmi-numbers-pdf)
MnA PMI Update and Duplicate PMI Process

• PMI update for an MnA person who already has a previous PMI in MnA

• Work with financial worker to add the new PMI. PMI needs to be added to MAXIS.

• Since there is more than 1 PMI for the same person, you have to Submit a merge request by emailing DHS.TSS.PMI@state.mn.us.

• Once they confirmed the merge, look for the PMI in MnA ‘State Search’. You’ll know its ready when you found the PMI. Source must be SSIS. If Source is SMI, PMI has not been updated to SWNDX. Give it 48 hours. Send a request to Help Desk to push the PMI.

• If source is SSIS, use this guide on CountyLink to populate the PMI to the person in MnA: Populating PMI Numbers (PDF)
Adding a new PMI to MnA

• If you need the new PMI to be added to the MnA person immediately, send a request to the Help Desk. If the PMI is already in Maxis, we can populate the PMI to the MnA person.

• You still have to **Submit a merge request** by emailing **DHS.TSS.PMI@state.mn.us**

• If you fail to do so, the old PMI may return.
  • Users may create duplicate persons in MnA
Avoid Adding Duplicate Persons to MnA

• HD and data integrity team has found a huge number of duplicates created by users. We’ve fixed them, but it is an ongoing effort because users keep adding duplicates.

• Most times, duplicates are added because the user could not find that a person already exists in MnA. The user could not find the person because the user searched insufficiently.

• Examples of insufficient searches
  1. Person has new PMI. Previous assessment(s) were done when the person had an old PMI or no PMI. Searching by the new PMI will not find the pre-existing person in MnA.
  2. User searches by SSN#, but the pre-existing person in MnA does not have a SSN# listed. This will not find the pre-existing person in MnA.
  3. User searches with incorrect criteria such as wrong name, DOB, or gender.
Example 1 demonstration

Person, Joey Smith, already exists in MnA –

Note 2 things:

1. It is a MnCHOICES search
2. It has no PMI
Duplicate person - A FIX IS COMING!

• Duplicate person fix is coming that will prompt the person to search.

• Until it does please follow this procedure
User searches for the new PMI because this time, user was assigned a PMI.

In this screen shot, the user searches for the new PMI.

However, because the pre-existing MnA person had no PMI, search can not locate any person with PMI 123456.

After failing to find a result from MnA, search will continue to SWNDX (State Search). Search finds a result with PMI 123456.

Note that the result shows “State Search” and not MnCHOICES search.
Assessor does not have past records

- If user clicks the radio button, user will be presented with the option to “Insert Person”.
- If user clicks insert person, a duplicate is created in MnA.
- Note: no document history or previous assessment(s) done.
Duplicate records clean up

Duplicate person - 2 records in MnA for the same person. The new one listing a PMI and the old one listing no PMI.

• If user opens a reassessment in the new one, no information from the previous assessment will populate the reassessment.

• Mentor has to send a request to HD to merge the records.

• Otherwise, data integrity will catch it during their clean up and will notify the mentor.
Avoid adding duplicate persons to MnA

Solution

• Train the worker who inserts or creates assessments in MnA.

• Do not insert person if you know the person has already had an assessment done in MnA.

• Sufficient searching – Search by PMI and if no result (MnCHOICES Search), search by SSN#. Search by name. Also try searching with only the first 3 letters of the first and last name. Try a date range instead of entering a birthdate.

• **Decreasing duplicate people in MnCHOICES Assessment (PDF)**
Online Mode

• User access or password resets for MnA is administered by your own SSIS administrator.

• User lock-outs. Your SSIS admin must reset the password to lift the lockout.
MnA - Can't login offline

- Password incorrect
- Can’t check into online or MnCHOICES not uninstalling
- Get a message to use the desktop icon, but there is no icon
- Stuck in offline mode and “CAN’T GET INTO MNCHOICES”
- Unsuccessful offline download - may have received error message during or following the download process
Validation: First, test the CURRENT URL to see if you can get in.

a. Got in – Skip to the "Online mode" step 2 below.

b. Can’t get in - you get a message to use the offline mode. Follow this guide: Unable to Log in to Offline Mode.
Start by only doing Step 1 in the guide, then try accessing MnA online using the URL. If you did not find DHS MnCHOICES to uninstall or you still can’t get into the URL, finish step 2 in the guide as well.
2. **Online mode:**
   a. Confirm data is there. Verify assessment(s), question count, answers in the last pages you worked on and ONLY if substantial data is missing, do an **Offline Document Restore**.
2b. View your assessment queue. If assessment indicates “Yes” to offline mode – send the assessment ID into help desk for a toggle.

Follow this guide before going offline again

Deleting Content and Resetting Profile
• HD may handle password resets for MnSP
  • Mentors to send requests thru request form. Send users full name. No need to include username/userID. We do not verify nor provide username/userID. Your security liaison can provide that information.

• SSAM handles user account creation and user password resets
  • For more information, check CountyLink:

Security access for MnCHOICES Support Plan

Data Privacy Training – Handling MN Information Securely
Support Plan User Access
How the login page when autofill ON.

When you reach the page, username and password fields are already prefilled.
Trouble with Auto fill after password reset

- If auto fill is on it will in your old password not you new
- When autofill is **OFF**: Fields are empty when you land on the page
- Autofill issues don’t affect MnA
Auto fill on – password reset

What happens if you have password autofill ON and reset your password? The autofill feature doesn’t know this. You will get locked out.
If you have password autofill on:

After you finish resetting your password, go to the login page and replace the prefilled password (******* ) with your new password. Click login.

You will be presented with an option to update your autofill password. If you were successfully logged in, click “Yes”. If login failed, do not click “Yes”. Restart the process again until a successful login is achieved and then click “Yes” to update your autofill.
How to clear password autofill

If someone is having trouble with password autofill, it can be cleared.

1

2
Questions?
MMA Evaluations

• Email evaluation will be sent to all registrants

• MnCHOICES Training is working to create a resource list for lead agencies to increase assessor cultural awareness.

• Please list resources your agency uses to support assessor and case manager cultural competency.

• Our goal is to compile a resource list and post it to MnCHOICES CountyLink for all agencies to access.
Thank you