MnCHOICES Assessment 2.0 Launch: Same & Different

MnA 2.0 Launch Webinar, December 5, 2018
MnCHOICES Team

• Development Team
• QA Team (Testing)
• Policy leads
• Communication & Training
Housekeeping

- All participants are muted
- Do submit technical issues
  - Use the WebEx Q&A panel
- Wait to submit questions
Purpose of Launch Webinars

**Who should attend?** Launch leads, supervisors and MnCHOICES Assessment mentors. From time to time assessors and/or case managers will be invited.

Provide lead agencies an opportunity to learn the

- Features of MnCHOICES Assessment 2.0
- Steps to prepare for launch
- Computer application technical and program requirements
- Support DHS will provide through webinars, trainings, and launch calls
- Training, work flow and other program support lead agencies may want to provide
MnCHOICES language changes to avoid confusion

MnCHOICES will not be used to reference the MnCHOICES Assessment.

MNCHOICES means the Assessment and Support Plan computer applications.

- The current MnCHOICES Assessment is referred to as MnCHOICES Assessment 1.0, Assessment 1.0 or MnA 1.0.
  - When referring to the Assessment as MnA state each character (e.g. M N A 1 . 0)

- The current MnCHOICES Support Plan is referred to as MnSP
  - When referring to the Support Plan as MnSP state each character (M N S P)

- Work is underway for MnCHOICES Assessment 2.0. To avoid confusion we call it MnA 2.0 or Assessment 2.0
MnA 2.0 Launch Updates

MnCHOICES CountyLink, Assessment page, MnCHOICES Assessment 2.0
Heading, Launch schedule

Launch of MnA 2.0 for Counties and Tribal Nations - **Revised launch date**

Third Quarter 2019

Release of MnSP adapted for MnA 2.0

Third Quarter 2019

Launch of MnA 2.0 for Managed Care Organizations

Targeted for January 2020

Conversational Interview Training

Moved to Fourth Quarter 2019
December: Same & Different

- MnA 2.0 Redesign Principles
- MnA 1.0 Data
- Same & Different
- Previously Asked Questions
- Question and Answer session
MnA 2.0 Redesign Principles
MnCHOICES Assessment Redesign Principles

Redesign Principles considered the

• Current application needs identified by lead agencies

• Feedback obtained at regional meetings from Aug. to Oct. 2016
Support best practices for assessments

Assessor synthesizes information from the person’s story and what they have observed and discerned

Assessor selects response choices to statements

Assessor supports the person in telling their story
Support the professional role of the certified assessor

- Consolidate and integrate policy and duplicative information, declutter phrases and space, reduce number of sections
- Realign roles to ensure access and work product align
- Help the assessor to understand
  - Why they are asking about something
  - What they are seeking to understand
- Design an intuitive user interface that supports navigation throughout the application
Focusing on items that support core functions of the Lead Agency

The application is a professional tool

The person-centered interview is the assessor’s responsibility

Acknowledges variances in lead agency workflow
Standardize policy application while staying true to intent and meaning

Through policy alignment, gain clarity of language and descriptors.

Assessment items were first consolidated into structures and then organized by domains.

Provide practice guidance to support clarity of understanding and consistency in selecting the appropriate response options.

Provide resources for referencing further information when necessary.
Presents content in a consistent framework

Person-centered approach is incorporated into measures by framing needs within capabilities versus inabilities.

The structure reduces personal subjectivity.

Interview process identifies needs that are characteristic or typical of the person.

Consistent pattern wherever possible to allow the assessor to anticipate response options (ease in selecting response).
Create rules engine logic that supports the process for assessment and setting next steps

- Establish level of care and program access as two separate functions
- Ensure consistent application of policy
- Insure people have access to the most appropriate waiver to meet their needs
Supports the development of support planning

Assessment information guides the services a person may need

Supports two-way communication between the assessor and case manager

Data from the assessment is carried over to the develop the CSP and inform the CSSP

The assessor and case manager touch base after the in-person interview
150-Day Transition
As of the launch date

- MnA 1.0 will remain open for 150-days so counties and tribal nations can complete “inflight” assessments
- All MnCHOICES Assessment intakes will be entered in MnA 2.0
- All unscheduled assessments will be completed in MnA 2.0
For all MnA 1.0 intakes prior to the launch date

- The assessment needs to be scheduled and completed in 150-day window or
  - The intake needs to be abandoned and entered in MnA 2.0
  - Intakes could be held in SSIS and entered in MnA 2.0 after launch

MnA 2.0 Intake process requires only what is needed to enter the person into MnCHOICES
Positive Aspects

• Less rework for Assessors – finish what is started in MnA 1.0
• Ready access to last year’s assessment when doing reassessments
• Assessors familiar with application know the format and where to find content
• Users can copy and paste text
• Able to complete MnA 1.0 work and transition to MnA 2.0

Challenges

• Must work in 2 assessment applications
Why 150-days?

Assessment timeline 60 days + Eligibility Update 90 days = 150 days
How long is MnA 1.0 data available?

After the 150-day transition

• **Read only access to MnA 1.0 data:** After 150 days MnA 1.0 would remain read only one year. Copy and paste available

• **When the viewing option is closed:** Lead agencies may request assessment data using the MnCHOICES Help Desk form
Work is being done to align data being collected in MnA 2.0 with the areas in MnSP

• MnSP will know the difference between MnA 1.0 data and MnA 2.0 data and display content accordingly

• No significant changes in the Support Plan structure
Same & Different
MnA 2.0 Areas we will review

- Help Desk
- Log in and user maintenance
- Search
- Intake
- Queues
- Assessment interview visit
Lead agency access & support

MnCHOICES Help Desk: Same

Mentors: Same
Protocol for application users
Same:

• Use the same user name and password as MnSP
User name

Same: As MnSP user name

X or PW #

Aligning for central log in page

User Maintenance and Access

Different: Not using SSIS for user access/maintenance

Same: using security access management system like SSAM

Onboarding process is being established
Survey 4 results helped to inform key decisions like the:

• Color: Dark Blue
• Navigation Word Order: Home Queues Reports Person Search
• “Person Search”
Search by option drop down:

- Defaults Name Search
- Options to choose gender, date of birth or form and to age to narrow the search
Searching by option drop down

- Social Security Number (SSN)
- Personal Master Index (PMI) number
1. MnCHOICES Person Information changes in one MnCHOICES application will update in the other MnCHOICES application
2. When MnA 2.0 is used to create an assessment

- Person Demographic entered in MnA 2.0 will carryover into the new CSP/CSSP
- The CSP and CSSP Person Information will be in the new format
- MnA 2.0 Assessment data will carry over into the new CSP/CSSP
- The copying feature will remain the same
MnCHOICES Support Plan data: MnA

3. When MnA 1.0 is used to create an assessment

- Person demographic information from the assessment will populate into the CSP/CSSP
- The CSP’s Person Information will remain in the current format
History prior to the launch

• Same: Document history will populate into MnA 2.0

• Different: To review document details you will go to MnA 1.0
What is the Referral Request?

- Referral request rather than intake
- Lead agencies have their own intake process
- Only entering the data needed for MnA 2.0
- Collecting referral request data may assist your agency in the 150-day transition period
- Lead agencies will be able to view another agency’s referral request

Acknowledges variances in lead agency workflow
This section collects:

- Who made the call: Self or other
- If "other", it captures: name, phone, email, and relationship
### Summary of the Request

This section provides:

- A narrative box to provide a Summary of the request
- Dates for the initial call and request date
- Notes on accepting the assessment
- Narrative box to describe the person’s financial status (income)
Paperwork and Processes

Communicated need for the following paperwork

☐ Not applicable/not covered
☐ AC Financials
☐ Brain injury (BI)
☐ Caregiver Interview
☐ DD/RC Diagnostic Determination
☐ FSG application
☐ High medical needs (CAC)
☐ MA application
☐ Medication list
☐ Other

Summary Statements: a narrative box
### Scheduling Information and Preferences

**Assessment location**
- Same as Tanesha Teasdale’s address (view)
- Other

**Person prefers the following people to be present at assessment**

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**Assessment visit Information (for assessor)**

<table>
<thead>
<tr>
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Provides a place to note

- The assessment location
- Who the person wants present at the assessment
- Assessment visit information
• Alert messages for timely access and the viability period will be presented when a record meets the rules/criteria established
• All queues will contain/display only records for active referrals and assessments
Referral Queue

Queues

Referral
Assignment
Assessment

Referral:
• User can select to place a record here or move directly to another queue
• A record will automatically go here if a queue isn’t selected or they exit the system without recording an Assessment accepted date.
Assignment queue

Queues:
- Referral
- Assignment
- Assessment

Assignment:
- User can select to place a record here or move directly to the assessment Queue by assigning to an assessor.
- Capability to section off work records into smaller volumes: if a Lead Agency needs to
Assessment queue

Queues

- Referral
- Assignment
- Assessment

Assessment: similar functionality as the MnA 1.0 assessment queue
Using the application: online and offline

The application is a professional tool

Same: The assessor may use MnCHOICES Assessment
• Online
• Offline

Eligibility
• Different: Will not be run in offline mode in Phase 1
• Same: Will be able to run in offline mode in Phase 2
• Display of the information is under construction but will be split between “Level of Care” and “Functional Needs”
Different: Domains and Questions

Assessment items were first consolidated into structures and then organized by domains.

Assessor supports the person in telling their story.

**Domains:** Reduced from 14 to 5

**Content Changes**

- Reduced from 400 possible questions to 90 interview items, plus 20 narratives
- An area to summarize, draw professional conclusions and lay out next steps with the person

Because of consolidation and reorganization to improve use of the Assessment, MnA 1.0 data no longer correlates with MnA 2.0

- You are able to copy and paste MnA 1.0 data into MnA 2.0
Consolidate and integrate

• Framework for response options – repeated to make collection predictable: e.g. ADL’s
• Provide note taking area to facilitate natural conversation

Consistent pattern wherever possible to allow the assessor to anticipate response options (ease in selecting response)
Help the assessor to understand
• Why they are asking about something
• What they are seeking to understand

Provides practice guidance to assist users with
• Definitions
• Context examples
• Possible conversational interview questions to ask the person during the assessment visit
• Available when in off-line mode
MnA 2.0 User Manual:

- Similar content and functionality as MnSP
- Accessed using the ? on the upper right hand corner of the application
- Available when in on-line mode
Different: Supporting conversational interviewing

- Questions changed to statements
- Narrative boxes are available at the beginning of each topic to collect a person’s story prior to making a selection and include:
  - Spell Check
  - Copy and Paste: Control C/P or right click

Assessor supports the person in telling their story
Conversational interview skills are key to MnA 2.0 assessments

• MnCAT Step 3 Training
  
  o Considering two scenarios so assessors could practice with a partner. Would you use it?

• Practice Guidance manual

• Regional conversational interview training for assessors
  
  o Purpose is to practice conversational interviewing

The person centered interview is the assessor’s responsibility
Assist the assessor in completing their work

Required items are marked

Work features that allow the assessor to quickly check work:

• Identify items that are blank
• Counts remain for each domain and sub-domain

Goal is to assist the assessor to resolve them and conclude the face-to-face interview
Past webinar questions
Where to receive MnA 2.0 updates?

• From your MnCHOICES Mentor

• MnCHOICES Matters: How to subscribe

• Coming Soon! MnCHOICES Partners and providers page
How to listen to past launch webinars?

• **Disability Services Division training archive** page
Q1. Can you use MnA 2.0 outside your agency’s VPN?

A1. MnCHOICES Team highly recommends that lead agencies have all the devices that are used to complete assessment offsite are encrypted to ensure a person’s data is secure.

Q2. Can we have MnA 1.0 and MnA 2.0 open at the same time? A2. Yes.

Q3. Will MnA 2.0 and MnSP be able to be open at the same time? A3. Yes.
Q4. Will this new version of MnCHOICES include a gender option other than “Male” and “Female”, similar to how MN IDs now have the option of X instead of just M and F? There are many people in our community who do not identify as Male or Female, and our systems need updating to be inclusive of other gender identities.

A4. Because MnA 2.0 shares data with the state database system it has to comply with its structure. We will share your feedback.
Q5. When will the MnSP be changed and when and how will that training be delivered?

A5. MnSP is being adapted. You will receive Release Notes and Companion documents prior to the MnSP release. In addition our goal is to have MTZ-SP updated to adapted version before the launch so staff can take an MnA 2.0 assessment through the CSP and CSSP process.
Thank You!

The MnCHOICES Team