Assessment 2.0 Launch: Preparation
January 10, 2019

MnCHOICES Team
Welcome & Introductions

MnCHOICES

- Policy
- Training and Communication
- Other
Purpose of launch webinars

Who should attend: Supervisors and MnCHOICES Assessment mentors

Provide lead agencies an opportunity to learn the

• 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
January 2019: Preparation

MnSP and the redesign of MnA 2.0
MnA 2.0 transition
MnA 2.0 user access
MnA 2.0 launch mentor supervisor training
Training for MnA users
MnCHOICES Certified Assessor Training (MnCAT)
MnA 2.0 tentative launch dates

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

- Launch of MnA 2.0 for Counties and Tribal Nations
  - 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
  - Anticipated Fourth Quarter 2019
Both the MnA 2.0 and MnSP have been impacted by recent MNIT resource changes assigned to the MnCHOICES Assessment 2.0 and Support Plan projects.

• Changes to State staffing protocols have prevented the renewal or extension of contracts.

• There has been a focus on knowledge transfer from contracted staff to state staff.

The MnCHOICES Team is setting priorities for the MnA 2.0 launch based on availability of resources.
For the MnA .20 launch the MnCHOICES Team is

• Focused on MnA 2.0 content
  o Working through MnA 2.0 data and any gains in MnSP work efficiencies

• Completing the MnSP data alignment and mapping information going from MnA 2.0 into MnSP

• Taking the collected MnSP requests from lead agencies
  o Looking at what lead agency changes in MnSP can be included in the MnA 2.0 redesign timeline
Person Information has been reported to be a significant priority for MnSP users.

• Information entered in the assessment will come over into the support plan

• Edits and updates in both applications will update the database and database changes will be shared with both applications.

• The format, editing function and content will be updated in previously closed plans, currently open plans, and new plans going forward
Adapting: The CSP

A summary of the assessment visit with an

• Acknowledgement that the person participated in an assessment and here’s what was heard

• The assessor’s narratives in the text boxes in the domain summary and narratives will pull from the assessment into the CSP

• Assessor will then enter any other information needed in the Supprot Plan’s CSP
The MnSP defects, enhancement requests and functionality changes

- The MnCHOICES Team has been collecting requests from lead agencies
  - At MnCHOICES Mentor Alliance (MMA) meeting MnCHOICES Team shared what was collected
  - Mentors got a chance to talk through priorities with each other
  - Shared with MnCHOICES Team other requests and their thoughts on priorities
MnCHOICES Team is working over the next month to set priorities for

- MnA 2.0 Phase 1 and 2 content
- MnSP changes that can be done inside of the MnA 2.0 launch timeline

Balance other key priorities like the

- MCO Launch
- EW Residential Services Tool
- Reports
- LTSS Evaluation Tool
150-Day Transition

MnCHOICES Policy Lead
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
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 will 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
Time necessary to complete active assessment activities

Chose 150-days to

• Have the least amount of effect on work already in process within the MnCHOICES Assessment 1.0 application

• Ensure DHS resources are focused on the activities that will best be of service to you, our lead agency partners

DHS Resources must be transitioned from the MnA 1.0 application to the MnA 2.0 application
150-day transition: Intake/referral requests

MnA 2.0 Intake/ Referral Request process requires only what is needed to enter the person into MnCHOICES assessment.
Question: What should our process be when MnA 2.0 launches?

We use the following process for our elderly population that are waiting to spend down their assets:

• Initiate the referral process, but voluntarily choose to have their assessment completed outside of the 20-day timeline

• Complete the Intake and disposition it as complete

• Open an assessment and assign to an assessor

• Assessment remains in the assessment queue until the date of the face-to-face
1. MnA 1.0: Complete the intake and disposition it complete
   • Your lead agency will still have access to view the closed intake in the MnCHOICES Assessment 1.0 application.

2. MnA 2.0: Open an assessment and assign it to an assessor
   • You will not need to complete all fields in a referral request in MnCHOICES Assessment 2.0 application in order to open an initial assessment
For this example assume the launch date is 7/1/2019

• Referral is made and accepted on 6/28/19

• Intake is dispositioned as completed in MnA 1.0 on 6/28/19

• Face to face assessment is scheduled for 7/18/19

• It appears that this does not allow for access to MnA 1.0 for full 150 days
Option 1: Intake in MnA 1.0 and Assessment in MnA 2.0

1. Disposition the intake as planned in MnCHOICES Assessment 1.0 application on 6/28/19

2. Wait until 7/1/19 to open the assessment in MnCHOICES Assessment 2.0 application
Intake transition answer: Option 2: a or b

For example, a lead agency **decides to stop entering new referrals in the MnA 1.0 on 6/27/19** and uses one of these two examples to capture referral requests

a. Create a word document with the record details for the remaining two days. Enter them into the Referral Request in MnA 2.0 on 7/1/19 when the new system is available.

b. If your agency uses SSIS, have your MnA 2.0 Referral Request refer to the SSIS record, if you didn’t want to cut and paste referral information into the narrative sections.
1. Decide a date in which intake/referral request will no longer be captured in MnCHOICES 1.0 application and will instead be captured in MnCHOICES Assessment 2.0 application

   • All new intakes/referral requests need to be in MnA 2.0 after the launch date

2. Set a date that staff will stop opening assessments in MnA 1.0

   • After that date, wait and open the assessments in MnA 2.0
   • All new assessments need to be in MnA 2.0 after the launch date.
Intake transition decisions

What your agency strategy will be for intakes up to the MnA 2.0 launch date?

• When will your agency no longer complete intakes in MnA 1.0?

• Where will intake data for MnA 2.0 assessment reside for intakes prior to MnA 2.0 launch?

  • Intake options from the previous slides
    • MnA 1.0
    • SSIS
    • Collected in another format or system and entered in MnA 2.0.
User Access

Teresa vanderBent, MnCHOICES Training
Preparing for user access

1. Verify data privacy courses: Handling MN admin access

2. User access: Security Liaisons

3. MnCHOICES Assessment: Assigning User Roles
Data privacy courses

Make sure all users

• Have updated their data privacy coursework prior to launch

• Take the courses in the Handling MN site
  • Faster method to check
  • Your agency can check
Handling MN: Administrator access

- Know your county or tribal nation Handling MN Administrator
- Security Liaison can request administrator access using the security email address
- Can export a spreadsheet with your lead agency staff’s data privacy status
Options for security liaisons

Lead agencies have expressed a need for a security liaison who knows MnA 2.0 roles

Options

1. A SSIS administrator who is also a security liaison
2. A mentor or supervisor as a security liaison
3. Other
• Security liaison role: Responsible for managing access on behalf of their agency

• Who requests an additional liaison: County human services director

• Email request to: SSAM@state.mn.us (MN_DHS_SSAM)
  • Notify SSAM your agency is appointing a Security liaison
  • Include the person’s full name and email address

• The Director will be notified your security liaison has been added.
Mentor supervisor training

Teresa vanderBent. MnCHOICES Training
Provide supervisors and mentors

a. Time to learn the MnA 2.0 application and review its integration in your lead agency’s current practices

b. The resources to train and prepare staff for MnA 2.0 launch in a timely manner
Timing for mentor supervisor training

Proposed

• Training timing: 90-days prior to launch

• Webinar: under 4 hours

• Pre-launch support call: 2 weeks after Supervisor Mentor Training
Provide and review resources

- MTZ-A URL
- TrainLink location of access & navigation training (MnCAT Step 3)
- Assessment scenario
- Support documents examples may include
  - Crosswalk MnA 2.0 & MnSP
  - MnSP Release Notes and Companion documents
- Pre and Post launch call schedule
Demonstration of

- MTZ-A 2.0
- MnA 2.0 User Manual
- MnA 2.0 Practice Guidance
- Other resources
Opportunity to update mentors

Where to find the Mentor Roles and responsibilities?

• MnCHOICES County Link
  • Mentor Page
  • Mentor Resources

Mentor resources

Add or Change Contacts for MNCHOICES Emails
Assessment Workstation Technical Specifications (PDF)
Decreasing duplicate people in MnCHOICES Assessment (PDF)
Help Desk
Help Desk Contact Form
Mentor Handbook Contents
Mentors List (XLS)
Mentor Roles and Responsibilities (PDF)
MnCHOICES Interagency Contact Point (MICP) list
Office hours conference calls
Tips for Selecting Mentors (PDF)
Mentor Roles and Responsibilities

Mentor is

• An expert MnCHOICES application user
• Supports the MnCHOICES users in their agency
• Troubleshoots MnCHOICES policy and technology questions and issues
• Serves as a communication and training liaison between their lead agency and DHS
Lead agency questions
Training
Training access and requirements for access

• MTZ-A access: 60-day prior to launch
• MnCAT Step 3: Access and navigation required prior to user access to MnA 2.0
MnA 2.0: Using the application

• Tracks for different user roles

• All assessors will complete the access and navigation training and use the scenario to create an assessment

• Mentor/supervisors will provide opportunities for conversations with their teams regarding MnA2.0
Time estimate to complete training

- MnCAT Step 3 Track A – Assessors: 3 to 4 hours
- MnCAT Step 3 Track C - Intake, assigners, supervisors: 1 to 2 hours
- Practice creating an assessment & meeting with the multi-disciplinary team: 3 to 6 hours

Can be used for Recertification CLU’s
Regional Conversational Interview training

**Purpose:** To provide conversational interview training to assessors

**Who attends?** Assessors

**When?** To be determined, near the launch date

**Where?** Regional trainings coordinated by the MnCHOICES Team and Regional Support Specialists
MnCAT Revision Overview
• Provide assessor candidates the skills, program and resource knowledge and computer application training

• Standard knowledge base for assessors

• Standard certification and recertification process
MnCAT Step 1

- Introduction
- Person-centered practices and MnCHOICES
- Process: Referral through CSSP
- Building conversational interview skills
- Assessment outcomes
- How MnCHOICES data is used
MnCAT Step 2: Program and resource knowledge

Navigating resources and guidance

• Introduction
• CountyLink
• Level of Care
• Funding and payers
• Diagnoses and Conditions
• State Plan Services
• Waivers and associated programs
• Other long-term services and supports
• Professional Resources
MnCAT Step 3: Key Launch content
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
MnSP adaptation training

- **Release Notes & Companion documents**: Highlight overall changes
- **Recorded Module**: To be determined, based on available resources
- **MnSP User Manual**: To be determined, near launch
- **MnSP Training modules**: To be determined, after launch
- **Updates to support documents** like the Build and Print: CSP/CSSP Crosswalk: Prior to launch
Time to answer your questions
How to listen to past launch webinars?

Disability Services Division training archive

Handouts from past training opportunities

Encore playback options:
- #1: Pause and resume playback
- 1: Fast forward 3 seconds
- 2: Fast forward 30 seconds
- 3: Rewind 3 seconds
- 4: Rewind 30 seconds
Thank You!

MnCHOICES Assessment 2.0
January 10, 2019 Launch Webinar
The MnCHOICES Team