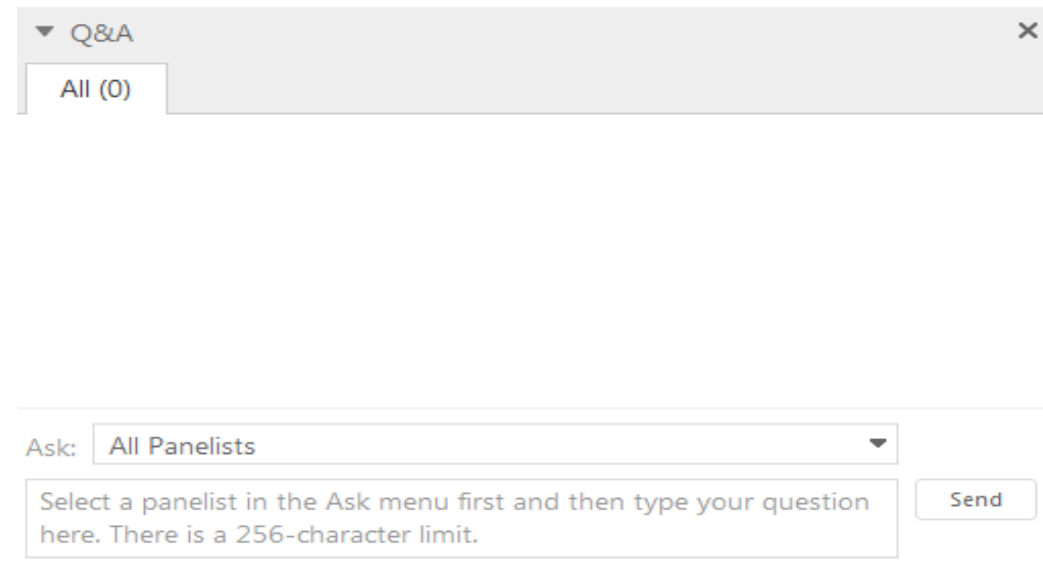




# Support Planning Professional Learning Community (SPP LC)

March 27, 2019

To ask a question during the presentation use the Q&A Panel in WebEx



The screenshot shows a window titled "Q&A" with a close button (X) in the top right corner. Below the title bar, there is a tab labeled "All (0)". The main area of the window is empty. At the bottom, there is a section labeled "Ask:" with a dropdown menu currently set to "All Panelists". Below the dropdown is a text input field containing the instruction: "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." To the right of the text input field is a "Send" button.

Select “All Panelists”, type your question, and click Send.

## Announcements

Find It, Map It, Build It: Options and tools to help the people you support create their best life

Navigating Life After Brain Injury: A Person-Centered Approach

## Exploring the rights of people under guardianship or conservatorship

- Rescheduled January SPP LC Webinar
- Wednesday, April 17, 10:00 am – 12:00 pm

## Future Topics

- April 24: Navigating Rights Restrictions and Modifications for Home and Community-Based Services (HCBS)
- May 29: Lead Agency Review

## CADI and DD Waivers CSP/CSSP Examples

- [MnCHOICES CountyLink Support Plan Page](#)

## [Minnesota Age & Disability Odyssey Conference](#)

- July 31 – August 1, 2019
- Duluth Entertainment Convention Center

Communities of Practice – [DSD.RRS@state.mn.us](mailto:DSD.RRS@state.mn.us)

# Find It, Map It, Build It: Options and tools to help the people you support create their best life

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Presented by:

Heather Stillwell, CPWIC, CIRS-A/D  
Work & Benefits Planner/Options  
Counselor Expert  
**Disability Hub MN**

**Disability**

**HUB**

**MN**

# What We'll Cover

---

- 1 Our History
- 2 Who We Are
- 3 Who Should Contact Us
- 4 How We Can Help
- 5 Website Tools, Resources and Engagement
- 6 Questions?

## Once upon a time...

---

DSD helped design The Hub and modeled it after the Senior Linkage Line. The Hub started taking calls in 2006.

DHS contracted with SEMCIL and MCIL to hire and train DLL Options Counselors. Today there are more than 30 Options Counselors working in 5 regions throughout Minnesota.

- Northern
- Central
- Southern
- Northeastern
- Metro

# A Statewide Infrastructure

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MN's developing statewide system to create more seamless access for people to find the information they need when they need it and in a way that is most comfortable to them.

- Linkage Lines
- Central database
- Access points
- Email, call at 1-866-333-2466 or live chat; Available Monday-Friday 8:30-5:00

# What is Disability Hub MN?

---

- Free resource network that helps people with disabilities solve problems, navigate the system and plan for their future.
- Trained team of Options Counselors provide one to one assistance via phone, email or live chat.
- Know the ins and outs of community resources and government programs and help people fit them all together.

## What is Disability Hub MN? Cont'd...

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- We are a safe, neutral, trusted resource
- A simple, single access point
- People not programs
- Comprehensive—puts the pieces together
- Service standards and assurances
- Unique service in Minnesota AND in the country!
- For PWD, their families/guardians and professionals

# Our Team

---

- Highly trained Options Counselors
  - Require 4-year degree + 2 years exp
  - OR 2-year degree + 4 years exp.
- Ongoing, monthly training on topics
- Some of the Options Counselors have additional credentialing in other areas of expertise



# Who Should Contact Us?

---

- Case Managers
- Social Workers
- Eligibility Specialist
- Family, Friends, Advocates, etc.
- Anyone with or without a disability

# You can ask us anything!

---

- What are my health insurance options?
- How can I be more involved in my community?
- Can I live where I want and get the help I need?
- How can I learn new skills to reach my goals?
- Can I work, or work more?
- What happens to my benefits when I earn more money?

# How We Can Help |

---

- Options Counseling
- Information Referral and Assistance
- Health Insurance Options Counseling
- Benefits Planning
- Reach Out
- Follow Along

# Option Counseling |

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- The Hub staff help clients understand and evaluate their options so they are able to make educated decisions through the telephone, email, and chat services.
- As mentioned earlier some Options Counselors have additional credentialing in other areas of expertise
- With those areas of expertise some of our Options Counselors hold the title of Senior and Expert Options Counselors.

## Option Counselor Comments

---

“If we can be the point of contact to help resolve an issue with their services, MA/Medicare, medications, or any other issue that they have, then I have done my job, and in the end, it helps people to get what they need or to help them understand what their needs are. .”

“I appreciate the opportunity to help callers navigate challenging transitions in their lives. I am constantly humbled by their creativity and resilience.”

# Information Referral and Assistance

---

- We provide information about resources that may be able to assist clients in their specific situations.
- OCs can assist clients as little or as much as the client prefers.
- Our goal is to empower the client to get connected to the resources that will be helpful to them.

# Health Insurance Options

---

- The Hub provides information about health care programs available in Minnesota including Medical Assistance and Medicare.
- OCs are able to do plan comparisons & enrollments for Medicare Part D.
- Because the Hub does not get money from any of the insurance companies, we are able to provide no-bias information about the plans.

# Benefits Planning

---

- The Hub staff have training on how work affects Social Security disability benefits and health care programs.
- We also have CPWIC certified work and benefit planners who are able to help clients with more complicated situations, such as when a client has more than one Social Security benefit, overpayments, or changes to benefits occur.
- The Hub also partners with local CILs and VR to provide benefit coaching to people receiving VR services.

## Reach Out & Follow Along

---

- We contact people under age 60 who have had a short-term rehab stay and meet specific criteria to make sure they have the resources they need to stay at home safely.
- We also reach out to people who have identified specific goals, and give them the option of using our follow along service.
- They will be paired with an OC who has specialized training to work on creating achievable steps to reach their goal. The OCs who work in this program help the client create an action plan and empower the client to move forward towards making their goals a reality.

# Exploring Possibilities

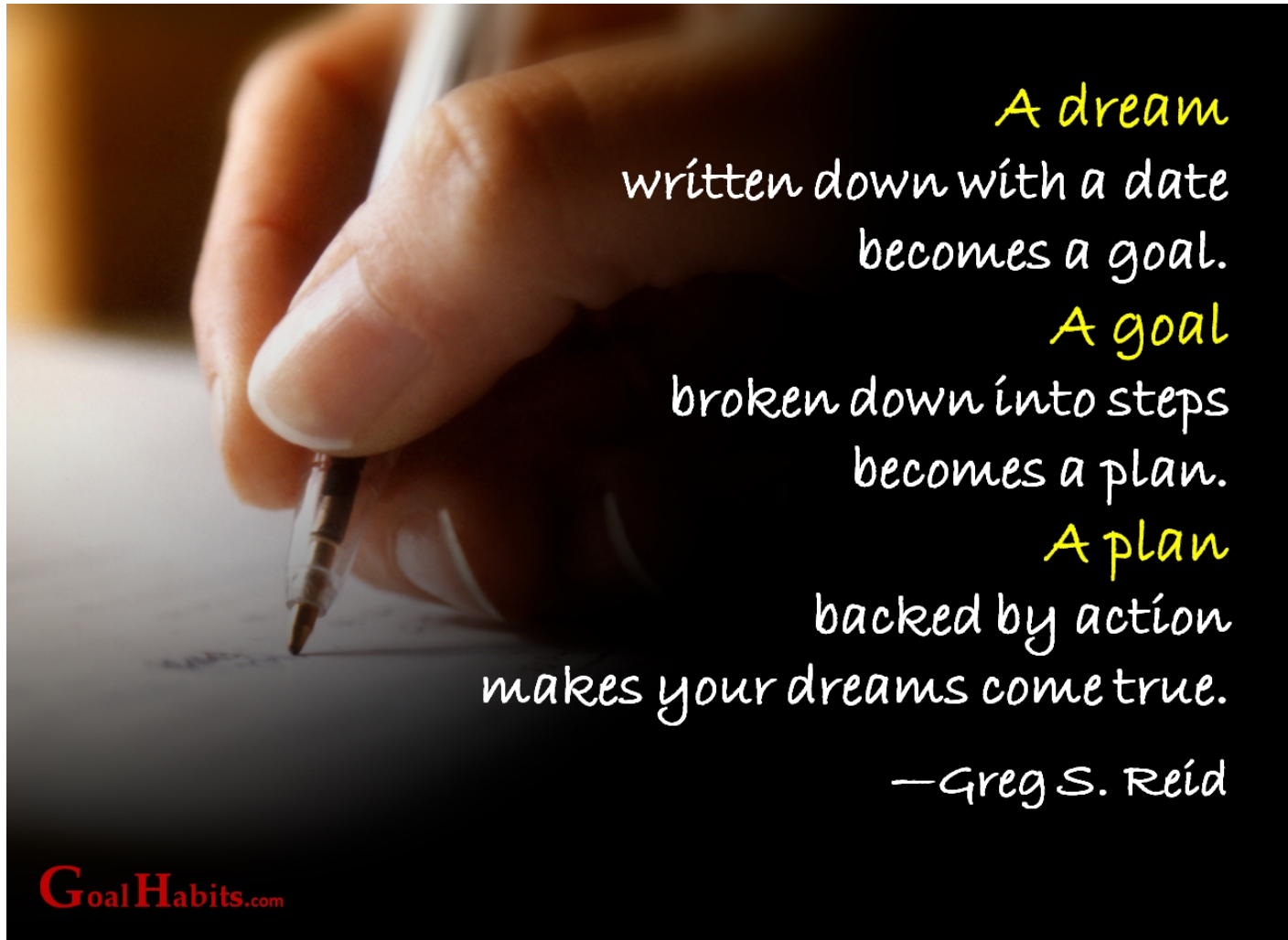
---

- We explore areas of Health, Community, Home, Work, Skills, and Money
- A person may call us for one reason then it leads to a “discovery” process where we find out other things that we can assist them with
- During this process we find out what's important to THEM, help set goals and reach them!

# Support for Professionals

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- Act as a partner and offer support to the individual and those that support them
- Trouble shoot and help find solutions
- Referrals to other resources
- OC's can facilitate a conference call with client and professional so that they can coordinate efforts



*A dream*  
written down with a date  
becomes a goal.  
*A goal*  
broken down into steps  
becomes a plan.  
*A plan*  
backed by action  
makes your dreams come true.  
—Greg S. Reid

GoalHabits.com

# Tools, Resources and Engagement

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# Helpful Tools

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- [disabilityhubmn.org](https://disabilityhubmn.org)
- My Voice
- Hub Partners
- My Vault
- DB101
- [MinnesotaHelp.info](https://MinnesotaHelp.info)
- HB101

# Our Website: [disabilityhubmn.org](https://disabilityhubmn.org)

Contact Us: [Chat](#) | [1-866-333-2466](tel:1-866-333-2466) | [Email](#)


[Sign In](#) | [Register](#) | [What's This?](#)

Select Language ▼

[My options](#) ▾ | [My voice](#) | [My tools](#) | [My vault](#) | [Hub partners](#)

Search Disability Hub MN... 🔍

## Welcome to the Hub.

Disability Hub MN is a free statewide resource network that helps you solve problems, navigate the system and plan for your future.



At the Hub, we focus on your needs — helping you understand your options, connect to resources and find solutions. We're here to help you get the answers you need. We'll help you think through additional options and identify new paths toward creating the life you want.

Read more [about the Hub](#). Watch a [video](#) or [audio described video](#) about the Hub, or read the [video transcript](#).

### Medicare Part D Open Enrollment

**Do you need help finding the Medicare prescription drug plan that is best for you?**

**Medicare Part D Open Enrollment begins October 15th.** The Hub can help you look at your Medicare Part D options, compare plans, and enroll in the coverage that is best for you.

GET STARTED

# Medicare Part D Form

**Medicare Part D Plan Comparison Request Form**

I am completing this form for myself  
 I am completing this form on behalf of someone else

**Contact Information and Preferences**

**First name \***  **Last name \***

**Address \***

**City \***  **Zip code \***

**Preferred contact method**

Email  
 Phone

**Medicare and Medication Information**

**Date of Birth \***  **Prefix or Suffix**

mm / dd / yyyy - Select -

**Payee Zip Code (if applicable)**  **Medicare Number/Medicare Beneficiary Identifier\***

Use no spaces or dashes

# My Voice

---

## My voice

We want to hear from you. Sharing your ideas and feedback makes a difference!

### Give us your feedback

Do you have ideas to improve community-based services? Would you like to describe the impact of certain programs? Let us know! Submit [policy feedback](#) here. Your anonymous feedback will be shared with the Minnesota Department of Human Services to support the improvement of disability services throughout Minnesota.

### Share your story

We'd like to hear how you've created your best life. How have you managed benefits and work? What tools have you used to plan your future? What have you learned that could help others? [Share your story](#) today!

### Join the Virtual Insight Panel

The Virtual Insight Panel, or VIP, is a diverse group of Minnesotans who volunteer to shape and inform communications and programs for people with disabilities. VIP members provide insight through interviews, focus groups and surveys. Submit your [VIP application](#) here.

### VIP members: See your feedback in action

Feedback from the Virtual Insight Panel is being used to actively support messaging and key projects within the Disability Services Division. Check out the latest [VIP outcomes](#) here.

# Hub Partners

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## Hub partners

If you support people with disabilities — whether formally or informally — Disability Hub MN is a resource for you. Here, you'll find tools and information to help the people you support create their best lives.

### Work toolkit



Find resources to help you talk about work and facilitate successful employment outcomes

### Hub materials



Check out promotional language, download Hub images and request Hub materials

### Free training

### Help for caregivers

Are you caring for a loved one with an intellectual or developmental disability and dementia? Check out free online training modules to better understand types of dementia and available state and national resources. Tips are provided by local professionals and national experts.

[Begin the caregiver training series.](#)

# My Vault


---

- Available on the Hub, DB101, & HB101
- Your own personal account
- Easy, and secure way to store information
- Ability to share information with others
- Tailored to help you understand your benefits
- Set goals to plan for your future


## My vault

Using Vault activities, you can see how to increase your income or access to health care through work, and explore housing options. You can also save files that are important when planning for work and benefits.



Paths    Files    Contacts    Shares    

### Benefits Planning Paths



BENEFITS PLANNING

What happens to my benefits when I work?

# Disability Benefits 101

---

- A website that helps people with disabilities explore ways to balance benefits and work. You can use the site to plan ahead and explore how work and benefits go together. Through DB101, you can access your DB101 vault — which provides an easy and secure way to store your information and more.


# DB101 Website

The Hub | **DB101** | HB101

Contact Us: [1-866-333-2466](tel:1-866-333-2466) | [Chat](#) | [Email](#)


Welcome, [kellyf@mcil-mn.org](mailto:kellyf@mcil-mn.org) | [My DB101](#) | [Profile](#) | [Log Out](#)

**Disability Benefits 101**  
work • benefits • you



Home | Your Situation | Programs | Estimators | Glossary | Videos | My Vault | Partners

**Disability Benefits 101** gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together. [> More](#)

 [Welcome to DB101 \(1.5 min video\)](#)

**Your Situation**


Take a personal approach to benefits planning: Find information that applies to you. [> More](#)

- [▶ Going to Work](#)  
Planning to work? Find support for going to work and learn how a job can affect your benefits. [> More](#)
- [▶ Young People and Benefits](#)  
Transition from school to work is an important time in your life. Get a Smart Start and take charge of your benefits so you are in control of your future. [> More](#)
- [▶ New to Benefits](#)  
Find out how disability benefits programs work, and learn how to plan for changes in the future. [> More](#)

**Programs**

Just the facts: Get details about benefit programs. [> More](#)

- [▶ Cash Benefits](#)  
Learn about benefits that can help you meet your basic needs. [> More](#)
- [▶ Health Care Coverage](#)  
Explore many health coverage options, from public and private sources. [> More](#)
- [▶ Work and Savings](#)  
Learn about programs that can help you make and save money. [> More](#)



[Print this page](#)

[Email to a friend](#)

[Give Feedback](#)

**Find the Right Health Coverage for You**  
Use our interactive guide

# MinnesotaHelp.info

---

- Comprehensive statewide resource database for people with disabilities find services that meet their needs, such as health care, childcare, job training and more.
- Unique “homepages”
- Resource navigator tools
- Live, secure online chat

# Housing Benefits 101

---

- A website that helps people with disabilities explore housing options and learn about programs that can make housing more affordable. You can use the site to discover what works and make a plan to get there. Through HB101, you can access your HB101 vault — which provides an easy and secure way to store your information and more.



# How to reach us?

---

We respond to all calls, emails, and chats within one business day. You can request to talk to the same person. Opportunity to build a relationship.

- Live Chat: easy, quick, available OC's 8:30-5 Monday to Friday
- Email: Easy, response within a day
- Phone: Easy, talk through a particular case or have many questions

# Customer Comments

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"This call was so helpful to not only me, but my client. I am a eligibility worker and this call was absolutely very, very helpful. The options counselor I spoke to was so nice, patient and very knowledgeable."

"They were so helpful, gave me hope for my future. Next time I call, I will inquire about my future. Thank you."

"We love how they are not rushed and take the time to explain things clearly, they even do a 3 way call to help clarify things with our social worker. We feel very comfortable calling them, Thank you for this service."

# Thank you!

---

## Your best life, your way.

**Disability Hub MN** is a free statewide resource network that helps you solve problems, navigate the system, or plan for your future. Our team knows the ins and outs of community resources and government programs, and has years of experience helping people fit them all together

Questions? Call [1-866-333-2466](tel:1-866-333-2466)

# Questions?

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[Disability Hub MN – Quick Reference Guide](#)

# Navigating Life After Brain Injury: A Person-Centered Approach

Angela Bowles Edwards

Education and Community Outreach Specialist



800-669-6442 • [www.braininjurymn.org](http://www.braininjurymn.org)

## Alliance Mission:

To raise awareness and  
enhance the quality of life for  
all people affected by brain  
injury



M I N N E S O T A

# Brain Injury Alliance

## ❖ Support

- ❖ Survivors, caregivers, professionals
- ❖ Case management, care coordination, Resource Facilitation

## ❖ Education

- ❖ Workshops, conferences, trainings

## ❖ Advocacy

- ❖ Personal, legislative



M I N N E S O T A  
Brain Injury  
Alliance

# Resource Facilitation

- **Phone based support program provides:**
  - *Education* about brain injury and recovery
  - Personalized *information*
  - *A listening* ear for concerns
  - *Assistance* with solutions
  - *Referrals* to supportive services and people

# Outline

- Introductory brain injury facts
- Strengths/needs: areas to consider
- Questions for navigating goal work
- Tools for professionals

# Outline

- Introductory brain injury facts
- Strengths/needs: areas to consider
- Questions for navigating goal work
- Tools for professionals

# Acquired Brain Injury

- An injury to the brain that is:
  - Not inherited
  - Not present at birth
  - Not caused by birth trauma
  - Is not degenerative/progressively worsening

-Brain Injury Association of America (n.d.)



# Acquired Brain Injury

## Traumatic (TBI)

- Falls
- Assault
- Motor Vehicle Accidents
- Incidental Contact

## Non-Traumatic

- Oxygen deprivation
- Surgery
- Infectious Diseases
- Toxic Exposure
- Stroke

# How do we talk about Brain Injury?

- **What's in a label?**
  - Mild vs. Moderate vs. Severe
- **Terminology matters. You may hear:**
  - “I've never had a TBI, but I have....
    - ...gotten a concussion
    - ...had my bell rung
    - ...been knocked out
    - ...”



# Prevalence

- **In Minnesota:**
  - 100,000 people living with TBI related disability (MDH, 2008)
- **In individuals experiencing homelessness:**
  - Nearly 1/3 report likely history of TBI (Wilder, 2016)
- **In individuals experiencing chemical dependency:**
  - Up to 2/3 of people in rehab for TBI or substance misuse have a history of both (Essential Brain Injury Guide, 2016)

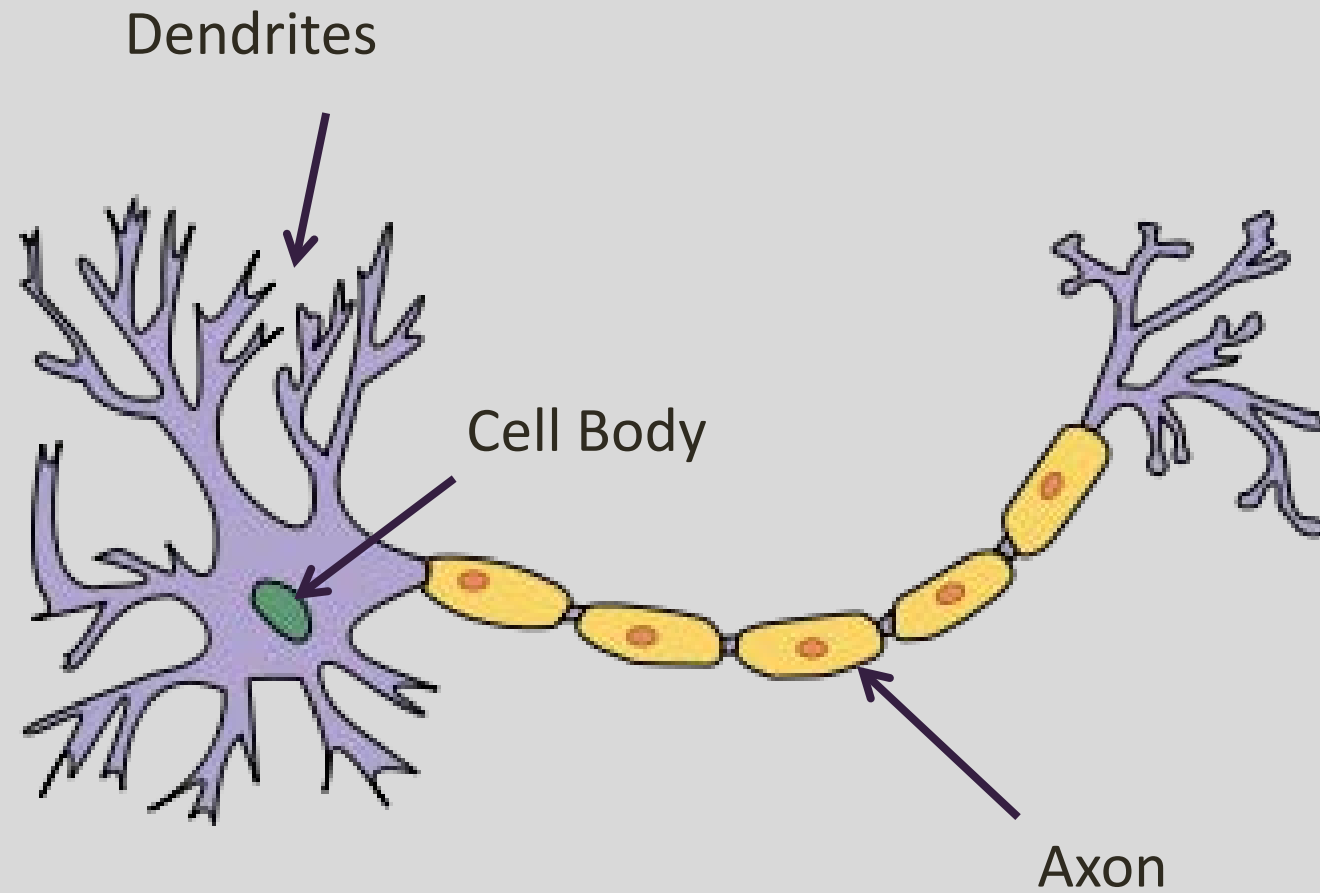


# TBI within the Prison Population

- **In a sample of individuals incarcerated at Minnesota correctional facilities:**
    - 82% met criteria for history of at least 1 TBI.
    - 25% had at least:
      - 3 separate TBIs
- OR
- 1 TBI resulting in a loss of consciousness for over 60 minutes.

(Piccolino & Solberg, 2014)

# Brain Function Basics

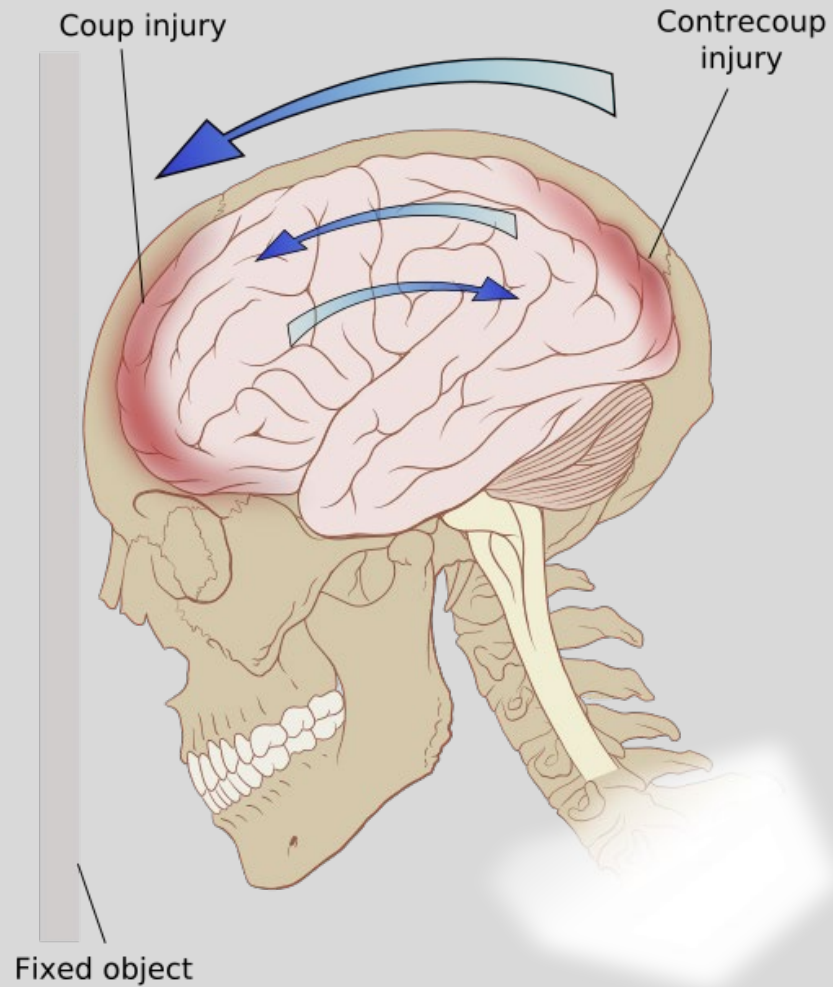


By Dhp1080, svg adaptation by Actam - Image:Neuron.svg, CC BY-SA 3.0, Text added to original. <https://commons.wikimedia.org/w/index.php?curid=4293768>

# Brain Function Basics



# Injury



By Patrick J. Lynch, medical illustrator - Modified version of Image:Skull and brain normal human.svg by Patrick J. Lynch, medical illustrator, CC BY 2.5, <https://commons.wikimedia.org/w/index.php?curid=3492601>





- ‘Once you have seen one TBI, you have seen *one TBI*’

# Outline

- Introductory brain injury facts
- **Strengths/needs: areas to consider**
- Questions for navigating goal work
- Tools for professionals

# The Brain and Behaviors Simplified

## Parietal Lobe

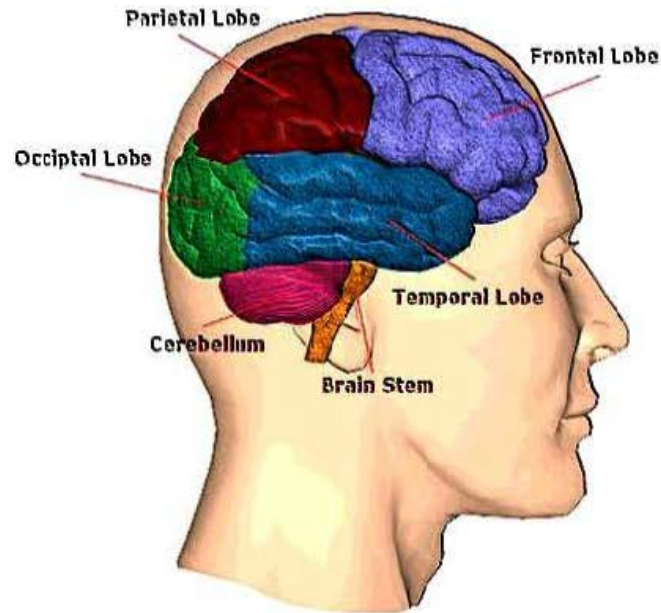
- Sense of touch
- Differentiation:  
size, shape, color
- Spatial perception
- Visual perception

## Occipital Lobe

- Vision

## Cerebellum

- Balance
- Coordination
- Skilled motor activity



## Frontal Lobe

- Initiation
- Problem solving
- Judgment
- Inhibition of behavior
- Planning/anticipation
- Self-monitoring
- Motor planning
- Personality/emotions
- Awareness of  
abilities/limitations
- Organization
- Attention/concentration
- Mental flexibility
- Speaking  
(expressive language)

## Brain Stem

- Breathing
- Heart rate
- Arousal/consciousness
- Sleep/wake functions
- Attention/concentration

## Temporal Lobe

- Memory
- Hearing
- Understanding language  
(receptive language)
- Organization and sequencing



# Physical/sensory

- Physical comfort and energy:
  - Fatigue
  - Pain
  - Seizures
  - Bladder/bowel
  - Hormonal changes
  - Sleep



# Physical/sensory



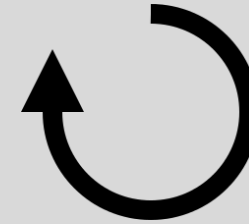
- Physical movement
- Sense of touch
- Balance and coordination

# It's Harder Than You Think

1. Slightly lift your dominant foot off the floor



2. Begin circling that foot clockwise



3. With your dominant hand, write your whole name in cursive

*Cursive*

# Physical/sensory

- Sensitivity
  - Light
  - Sound
- Other changes to vision/hearing



# Thinking

- Speed of processing information
- Language

little the  
store the  
on bike went  
his boy to

kdue jesp

beaocke dne

wisooa miina

assu oqna

# Thinking

- Spatial reasoning
- Organization and sequencing
- Memory

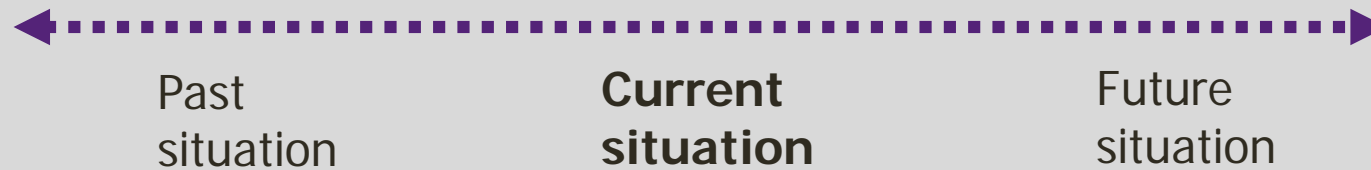
# Thinking: executive functions



- Controlling/directing thought processes
  - Planning, organizing, task switching
- Checks and balances
  - emotion and behavior regulation
- Initiating/energizing

# Thinking: metacognition

- Awareness of abilities
- Ability to “time travel”



*How well can the individual connect the dots?*



# Thinking: Confabulation

- Unintentionally giving false information without awareness.

(Hebscher et al. 2016)



Public domain

# Emotional changes and mental health

- Depression

(Carrol & Coetzer, 2011)

- Anxiety

- PTSD

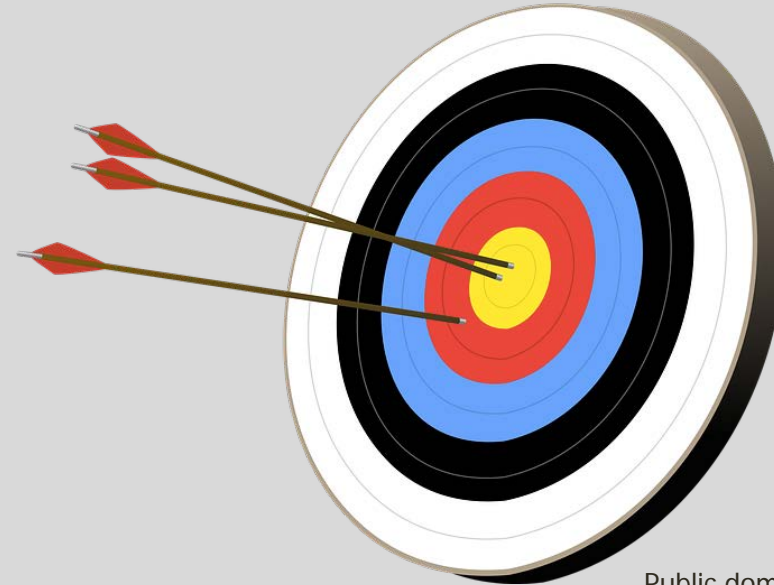
# Outline

- Introductory brain injury facts
- Strengths/needs: areas to consider
- **Questions for navigating goal work**
- Tools for professionals

## Beginning with the goal

- What goal does the person served have for their future?
  - secure a job?
  - live independently?
  - Write a book?
  - ...?

# GOAL SETTING



Public domain

# Who is the individual with the goal?

1. What strengths and challenges does the person have in the various areas discussed?
2. In what ways might their strengths help them reach their goal?
3. In what ways might their challenges be an obstacle to their goal?
4. What changes could be made to the approach or environment to help the client navigate their difficulties and continue to progress towards their goal?
5. How might you communicate this information to another team member or loved one unfamiliar with brain injury?

# Outline

- Introductory brain injury facts
- Possible injury consequences
- Reframing practice: Behaviors vs. Symptoms
- **Tools for professionals**

# Neuropsychological evaluation

# Learning accommodation ideas

- Make written materials concise
- Review 1:1 after group session
- Provide and write in a schedule
- don't assume generalization from one situation to another
- Present material in variety of formats
- Clearly note when behavior isn't appropriate

(Center for Substance Abuse Treatment, 1998)

# Memory

- Create check lists/ daily planner.
- Ensure important info is written down in easily visible location
- Reminders
- Routine
- Spaced Repetition (Hillary, 2003)
- Facilitate PRACTICE of strategies

# Concentration

- Minimize distractions
- Avoid multi-tasking
- Break down tasks, work sequentially
- Checklists

# Communication

- Slow it down
- Simple, direct, concrete statements
- Check for comprehension
- Alternative communication
- Ask if they'd like assistance with word finding
- Play “catchphrase” if needed

# Impulsivity

- Encourage practice of Stop, think, act
- Nonverbal cue
- Deep-breathing techniques –learn and use during any sudden urges

(Rao and Vaishnavi, 2015)

# Anger/agitation

- Discuss consequences of aggression during later, calm time  
(Rao and Vaishnavi, 2015)
- Provide a low-sensory break and try again later

# General “behaviors”

- What’s the reason for the negative behavior?
- Identify/Teach positive way to communicate same message
- Look for triggers

# Resources

- Strategies for accommodating symptoms:
  - Ohio State University:
    - <http://ohiovalley.org/informationeducation/accommodatingtbi/accommodationpresentation/>
  - TBI model systems
    - <https://msktc.org/tbi/tbi-resources>

# Resources: Employment specific

- **Job Accommodation Network**
  - accommodation suggestions for various areas of difficulty
    - <https://askjan.org/media/brai.htm>
  - Accommodation Search, or SOAR (Searchable Online Accommodation Resource)
  - Can be contacted with questions about ADA, accommodations, etc:
    - <https://askjan.org/links/contact.htm>
- **Back to work checklist:**
  - By the BIA of New Jersey. Questions to consider when deciding if a survivor is ready to work
  - <http://bianj.org/wp-content/uploads/2014/10/whencanigobacktowork.pdf>
- **The Brain Injury Handbook: A Resource Guide for Employers**
  - Basic brain injury information and suggestions for accommodations
  - <http://www.bianh.org/pdf/employ-bihandbk12016.pdf>

Thank you for your time  
and attention!

Questions?

[angelabe@braininjurymn.org](mailto:angelabe@braininjurymn.org)

- **Brain Injury Association of America (n.d.): Brain Injury Overview.**  
<https://www.biausa.org/brain-injury/about-brain-injury/basics/overview>
- **Brain Injury Association of America (2016): Essential Brain Injury Guide, Edition 5.**
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# Where to find help now

- Person Centered Thinking 2-day Trainings
  - <http://rtc3.umn.edu/pctp/training/newdates1.asp?training=1>
- Person Centered Practices Webpage
  - <http://mn.gov/dhs/partners-and-providers/continuing-care/provider-information/person-centered-practices/>
- Olmstead Plan Webpage
  - <http://mn.gov/dhs/general-public/featured-programs-initiatives/olmstead-plan/>
- DHS Training Archive page
  - [http://www.dhs.state.mn.us/main/dhs16\\_143138](http://www.dhs.state.mn.us/main/dhs16_143138)
- Brain Injury Basics – YouTube videos
- Bulletins
  - [http://www.dhs.state.mn.us/main/id\\_000305](http://www.dhs.state.mn.us/main/id_000305)
- Lead Agency Review Website
  - <http://www.minnesotahcbs.info/>
- E-List Announcements
  - [http://www.dhs.state.mn.us/main/id\\_000677#](http://www.dhs.state.mn.us/main/id_000677#)
- CBSM Main Page
  - [http://www.dhs.state.mn.us/main/id\\_000402](http://www.dhs.state.mn.us/main/id_000402)
- Disability Hub MN
  - <http://disabilityhubmn.org/>
  - Quick Reference Guide
- Positive Supports Minnesota
  - <https://mnpssp.org/>

Please take a moment to let us know your thoughts.

- Take our [Survey](#):
- <http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=155353828314>

Audio from today's session will be available beginning tomorrow morning by dialing:

855-859-2056

Conference ID:

3799202

If you have questions following the session, email to [DSD.ResponseCenter@state.mn.us](mailto:DSD.ResponseCenter@state.mn.us)

Thank you for attending!