

Assessment 2.0 Launch: The Roadmap to Launch May 16, 2019

MnCHOICES Team

Welcome and introductions

MnCHOICES

- Policy
- Training and Communication
- Other



Working together to develop MnCHOICES Assessment 2.0

- Counties
- Tribal nations
- Managed care organizations
- Other partners

Identified improvements that will

- Reduce the length of the assessment
- Stabilize the technology
- Increase data and reporting capabilities
- Increase flexibility in the assessment interview

Launch of MnCHOICES Assessment 2.0, originally set for July 2019, will be delayed at least two years

- This delay will affect the managed care organization implementation date also
- Take the time to ensure work on MnA 2.0 is done right so the new system works for everyone
- **DHS work is not slowing down**



Why a delay?

Significant MNIT staff changes to the project in two years

- 7 MnA 2.0 Project Managers
- 2 Business Analysts who had extensive MnA and MnSP experience (5+ years experience)

Rapidly changing technology



Process used to determine the delay

The MnCHOICES project team consisting of the Disability Services and Aging staff and Minnesota IT Services (MNIT)

Took in-depth review of project details: Feb. through March 2019

- **Result of the review:** Determined a delay was needed to ensure a high-quality product and a smooth rollout.
- **DHS and MNIT** determine the need to delay the implementation of MnA 2.0 and negotiate the next steps

Notification of the delay via email was sent to lead agencies: April 5, 2019

Memo detailing delay: May 10, 2019

MnA 1.0 is stable, and will remain functional during the delay

This supports our work to ensure MnCHOICES Assessment 2.0 is a

- Quality product
- Smooth roll out





Recalculating

MnA 2.0 launch plan

- 1. Adding staff and resources:** DHS and MNIT worked together to identify a plan to complete the project by adding staff and resources
- 2. MNIT will issue a request for proposal (RFP)**
- 3. Design and build of MnCHOICES Assessment 2.0** will continue as DHS revises the launch plan.

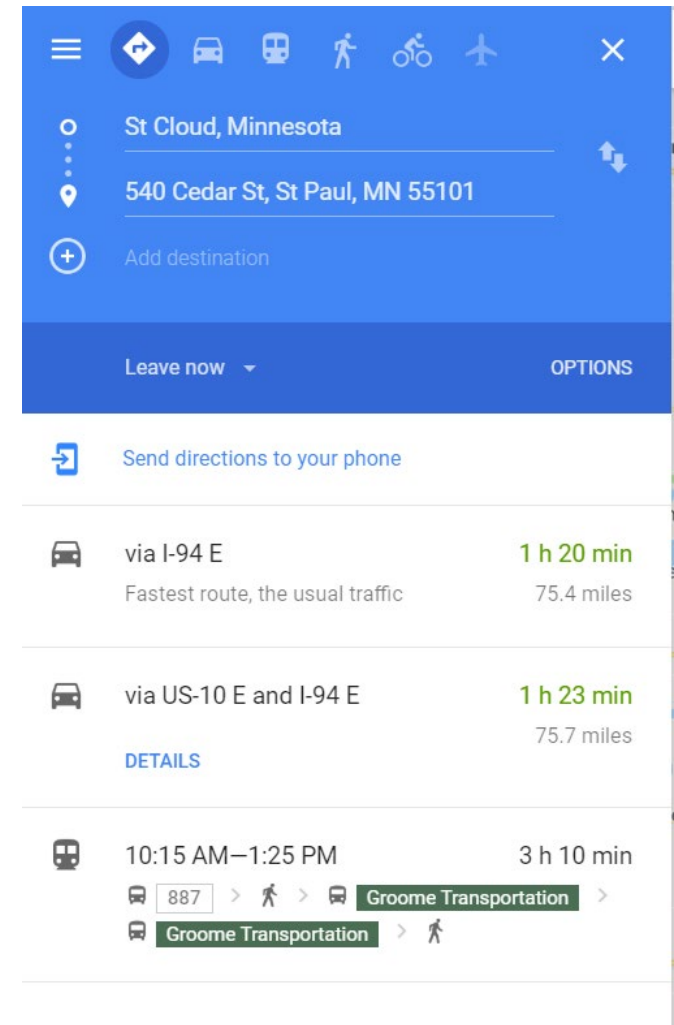


RFP: Choosing our direction

RFP decision by early 2020 will choose one of the following options

1. Continue partnering with MNIT until the project is complete.
2. Off-the-shelf product
2. A combination of the two previous options

RFP includes all MnA 2.0 phases, features and functionality

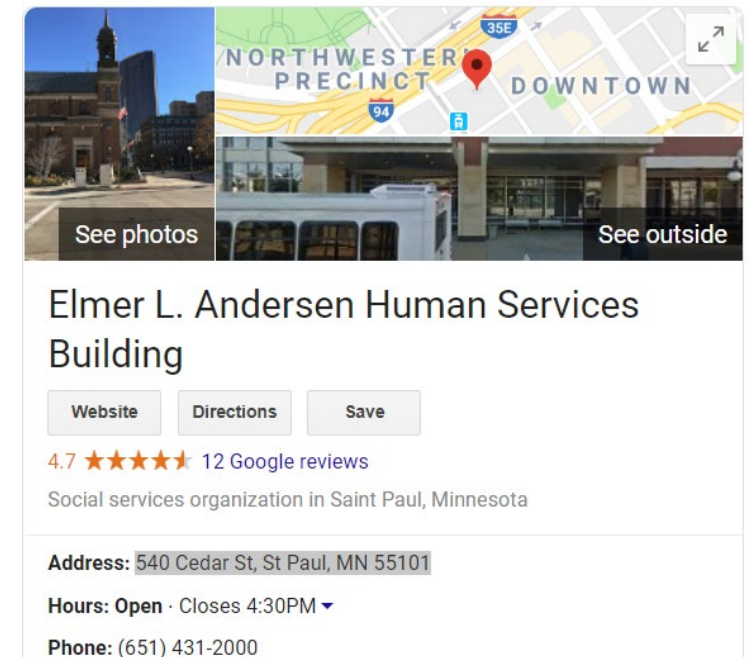


MnA 2.0 Request for Proposals (RFP)

RFP purpose: To determine if there is a vendor that can provide products and services to complete the project.

RFP Process

1. Collecting requirements (April - July)
2. Drafting RFP (April/May July-August)
3. MNIT, Admin, CMS Review of RFP (Sept.-Nov.)
4. Posting RFP (Publish in Dec.)
5. Vendor Response time (Dec.-January)
6. Evaluating Responses/Scoring RFP (Feb/March)



Before the MnA 2.0 launch

Does the project focus allow time for changes to the MnCHOICES applications?

- With limited resources focusing on
 - Maintaining MnA 1.0
 - Completing MnA 2.0
 - Adding the Residential Services Tool to MnSP
- Does not include adding changes to make the computer applications more efficient (MnA 1.0 or MnSP)
- Will address any critical work stoppages and defects



Changes to MnCHOICES applications

1. MnA 1.0

- MnCHOICES team requested MNIT to review a list of MnA 1.0 changes
- **Sizing request:** The time and resources it will take, and the affect of changes to MnA 1.0's stability

2. MnSP

- **MnCHOICES Team** will support the build of the **Residential Services Tool** in the MnCHOICES Support Plan prior to MnCHOICES Assessment 2.0 launch
- **Timing:** Second quarter 2020

Impact on other DHS work?

- Currently evaluating the impact to **waiver reimagine** efforts

Decisions made:

- **Private duty nursing:** Will not be added to MnA 2.0 because the service needs to be flexible and requires more frequent assessments
- **Personal care assistance (PCA):** DHS encourages lead agencies to continue the transition of PCA into MnA 1.0. Provides operational efficiencies when data carries over to MnSP.





MnA 2.0 timeline survey results

Teresa vanderBent, MnCHOICES Training

Survey's purpose

The information you shared will

- Assist the MnCHOICES Team in supporting your agency.
- Provide information that will guide DHS in creating speaking points for leadership, legislature, and external communications.



Who completed the survey?

- 60 surveys completed
- Representing 53 counties



Roles

- Assessors 6
- Case managers 2
- Directors 4
- Managers 1
- Senior Department Administrators 1
- Supervisors 45
- Waiver Coordinators 1

What opportunities does it create for your agency?

- More time to get MnA 2.0 right
- Fine tune workflow, processes and efficiencies
- Familiarity and proficiency with MnA 1.0
- More time to prepare for the transition
- Will allow our agency to concentrate on the transition of PCA PMAP reassessments to the county



What challenges does it create for your agency?

- Have to wait for MnA 2.0 efficiencies (questions, length of assessment, supports more conversational style)
- Counties incurred and budgeted for the launch in staff time, equipment and other costs as they prepared for the launch
- Working in a system that needs to be updated and streamlined
- Concerns with the stability of system
- Challenge of working in two systems i.e., MnA 1.0 and LTCC for MCO's

MnA1.0: Silverlight concerns

Microsoft support for Silverlight vs. 5

- Until October 12, 2021
- For devices running Windows 10 and using Internet Explorer 11
- **MnA 1.0 Technical Specifications are updated to reflect these details**

MNIT may procure extended support for a short period from Microsoft, if needed.



MnCHOICES HelpDesk support will continue



MnCAT Step 1 And 2 revisions

The change in MnA 2.0
launch timeline does
not affect

Posting of the MnCAT:
Step 1 and Step 2
revisions

Due: Summer of 2019



- Available Summer 2019
- Can be used for recertification CLU's

What key efficiencies would be useful for your agency?

IT support of
MnA 1.0 and
MnSP
Help desk
Efficiencies

Releasing a
firm transition
plan - MnA 1.0
to MnA 2.0

Training

- Conversational interview training
- Face-to-face training on MnA 2.0
- Quarterly Policy webinars

**MnCHOICES
Assessment
2.0**

Agency efficiency examples - MnA 1.0

- Modify MnA 1.0 to reduce the number of questions and repetition
- Make the changes to MnA 1.0 for DD
- Working definitions within the assessment of ADL's, IADL's
- Minimize paperwork, reduce forms and processes
- Update the CSP to allow demographics and information from the assessment to carry over to the CSP
- Fix MnA 1.0 Known Issues list

MnCHOICES focus: Maintaining MnA1.0 and addressing any critical work stoppages and defects.


How have your feelings changed about MnA 1.0?



“Through time, as we have become more comfortable with the assessment, and all of the work-arounds required, we are able to flow through our assessments with people with much more ease.”

How have your feelings changed about MnA 1.0?

- “Assessors were reluctant and concerned about the amount of information and questions provided on the tool. They overcame those concerns when they realized that it takes the information provided by the participant's and acts as a calculator and a decision tree.”
- “More consistent among users and in outcomes.”



WHAT YOU DO
EVERY DAY
MATTERS
MORE THAN
WHAT YOU DO
ONCE IN A WHILE.

How have your feelings changed?

“There were concerns at launch and pre-launch about the long assessment times and if people benefited from the extended assessment time

- Assessors see value in the comprehensive nature of the assessment.
- In the early months and years of 1.0, the largest frustration was the instability of the program.
- Losing assessments, long outages, and glitches.

The MnA 1.0 application has become much more stable in the past 2 years. Mentors have less work and contact with the help desk. Much improved.”

What were your agency's biggest gains moving to the MnCHOICES Assessment?

- One assessment for all programs
- Consistency
- Not re-creating work on re-assessments from year to year
- Ability to run eligibility quickly, reports, screening documents
- Having information transfer into MnSP



Benefits to the people we serve

- Better able to see more clients and get a more overall and well-rounded picture of their lives. We captured information we may not have otherwise.
- Learning more about the people we serve - maybe in areas that were not assessed in the old assessment.
- More thorough and comprehensive assessments. People getting services that they may not have known to ask for in the past.
- The positive impact of having the assessment process separated from case management. For example, the assessors are identifying unresolved and unaddressed issues with providers, medical needs, and the service case management.

MnCHOICES serving Minnesotans in need of long-term services and support

In MnA 1.0*: 485,000 individual MnCHOICES assessments and re-assessments have been conducted by 1,700 certified assessors

In MnSP*:

- 83,000 people have received annual Community Support Plans
- 70,000 people have created Coordinated Services and Support Plans
- 25,000 people have evaluated their services in the Long-Term Services and Supports Improvement Tool

* Since 2018

Benefits to the people we serve

“We believe [people with] developmental disabilities have been empowered by the new MnCHOICES assessment model that separates the assessment from their annual meeting. The assessment now centers on them rather than their providers, case managers, or guardians needs. It is important that DHS enforces providers not attending the annual MnCHOICES reassessment.”



Benefits: using a broader lens

“Using a broader lens in assessing [people] for services has opened up greater discussion in meeting a [person’s] needs. A focus on what the client wants and what the client needs with a person-centered approach has been a benefit to meeting clients needs more fully.”



Where in your agency you have seen improvement

Workflow – Biggest improvement

- The new CSP has improved time needed to complete an assessment.
- With added support plan work flow has improved: Agencies have developed processes from initial intake all the way through to service planning.

Outages

- There are far fewer technical problems

Learning curve

- Use of the application
- Assessors and case managers have a better understanding of the services and supports that can be offered to individuals in the community across State Planning and Waivers.



Next Steps

Teresa vanderBent, MnCHOICES Training

MnCHOICES status

- MnA 1.0 in maintenance mode
- MnA 2.0 beginning RFP process
- MnSP
 - Rates releases in July and December of 2019
 - MnCHOICES Team will support the Residential Services Tool build and release, second Quarter 2020



MnA 2.0 launch planning

Because the launch of MnA 2.0 is postponed for at least 2-years

- **MnA 2.0 launch webinars:**
Postponed and will resume no earlier than a year from now
- **Launch plan** is being developed that includes interim support to lead agencies.

Examples of other support activities being considered

- MnCHOICES team visit RRS meetings
- Conversational interviewing training
- Policy and computer application webinars for assessors and case managers
- MnA 2.0 user testing and feedback

Other MnCHOICES support

MnCHOICES Mentor Alliance charter:

Collecting feedback from mentors on the at MMA on June 4, 2019 meeting

- Purpose
- Frequency, location, type (in person/other)
- Roles
- Expected Outcomes



Office Hours, survey results

- Every other month
- No June call – MMA is that week
- No July Call – 4th of July weekend
- Next call Aug. 2, 2019

Launch updates and plans will continue to be shared and posted in the following ways

- **MnCHOICES elist:** Memos and MnMatters
- **MnCHOICES CountyLink:** Assessment and Communications pages
- **MnCHOICES mentor email list**

Time to answer your questions



How to listen to past launch webinars?

Disability Services Division training archive

> [CountyLINK Home Page](#)

Disability Services Division training archive

This page is grouped by topic and date. Select the topic from the list below to view past webinar and training information and materials.

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Handouts from past training opportunities

Encore playback options:

- #: 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
May 16, 2019 Launch Webinar
The MnCHOICES Team