Introducing MnCHOICES team

Amy Alexander - MnCHOICES policy
Beth Siewert - MnCHOICES policy
Denise Hauge - MnCHOICES communication
Teresa vanderBent - MnCHOICES training
Kong Vang - MnCHOICES help desk
Introductions

Sarah Jones
Case Management Policy Specialist
Declutter your MnCHOICES information - Aug. 1, 1 to 2:15 p.m.

- Recognize the purpose of each of the resources for MnCHOICES information.

- Choose the resources you need and organize them in your favorites for ready access.

- Subscribe to the resources you need to support your work.
MnCHOICES at Odyssey: OBRA

OBRA Level II for Persons with Developmental Disabilities

**Date:** August 1

**Time:** 1 to 2:15 p.m.
What’s the story

• Understand the guiding principles used in developing the MnCHOICES Assessment 2.0 application

• Learn the importance of a conversational person-centered assessment

• Gain knowledge of how assessment content integrates complex program rules to determine eligibility
Technical specifications for MnCHOICES applications

MnCHOICES Assessment 1.0 Technical Specifications

MnCHOICES Support Plan Technical Specifications

MnCHOICES Assessment 2.0 Technical Specifications

- MnCHOICES CountyLink
- Mentor page
- Review revisions: MnA 1.0 and MnSP
Purpose: To provide technical support to agencies as they continue to implement and manage the MnA and MnSP applications.

Email voting decision: Significant majority voted to move to every other month

- June 7: No call, MMA
- July 5: No call, Independence Day holiday week
- Aug. 2: Next scheduled call
MnCHOICES Assessment 1.0
May release of SSIS 19.2

Removed the MnA link from SSIS

Users access MnA through the MnA URL only

Lead agencies continue to use SSIS to manage MnA 1.0 user access including user ID’s and passwords to validate users logging into MnA
MnA 1.0 future releases

• **Maintenance Mode:** No releases without review

• **Request made:** Request reviewed

• **Project:** If review justifies change then it becomes a project

• No regularly scheduled releases
Microsoft will support Silverlight v. 5

• Until October 12, 2021
• For devices running Windows 10 and using Internet Explorer 11
• Updated MnA 1.0 Technical Specifications
I would like to add my CLU’s to my recertification course but it won’t allow any more than 45 CLU’s. **How can I keep track of my training?**

- MnCAT recertification course closes after the 45 CLU’s are entered into the TrainLink
- Use the TrainLink self-reporting feature
Using Self Reporting in TrainLink

When?

Your Recertification course is full and you have other training you would like to enter into TrainLink

- Sign into TrainLink
- Click on My Transcript in the menu
Choose Add Self Reported Training
Complete the self-reporting fields

Add Self Reported Training

- Learning Activity: *
- Topics:
- Delivery Method: *
  - Independent Study
- Location:
- Student Contact Hours:
- Instructor:
- Start Date: *
- Registration Status: *

Message -- Webpage Dialog

The training information entered has been successfully recorded.

OK
Choose Show Self Reporting to view only the Self reported courses

<table>
<thead>
<tr>
<th>Status</th>
<th>Course Code</th>
<th>Name</th>
<th>Start Date</th>
<th>Student Contact Hours</th>
<th>Delivery Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finished</td>
<td>SELF</td>
<td>EQUITY/ DIVERSITY</td>
<td>03/22/2010</td>
<td>1.00</td>
<td>Independent Study</td>
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<td>Finished</td>
<td>SELF</td>
<td>A GOOD TIME FOR THE TRUTH: RACE IN MINNESOTA</td>
<td>12/05/2018</td>
<td>1.00</td>
<td>Audio Conference</td>
</tr>
</tbody>
</table>
Certified assessor auditing process next steps

**Purpose of auditing process:** To ensure lead agencies are following the recertification process and that lapsed assessor are not completing MnCHOICES Assessments

- **Lead Agency Review questionnaire:** Lead agency will verify the agency follows the recertification processes
- **MnCHOICES will pull a last completed assessment report** and compare it to the lapsed assessor report
Lead Agency Review updated their lead agency questionnaire

“Question: Yes or No - Do your lead agency supervisors verify all MnCHOICES assessors are recertified prior to the assessor’s three-year certificate lapsing?”
Statewide certified assessor list includes:

- **Verified list**: Highlights and notes assessors whose certificates *expire soon*.
- **Mentor/Supervisor**: Quarterly review of the list to ensure certificates do not lapse.
- **Send corrections to the MnCHOICES Help Desk**.
A list of assessors that are lapsed in alphabetical order.

If the record is incorrect, submit the person’s certificate into the MnCHOICES Help Desk.

Assessors more than 30-days lapsed must not complete MnCHOICES Assessments.

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency Certified In</th>
<th>Certified Date</th>
<th>Expir Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aarnold, Sandy</td>
<td>Todd</td>
<td>7/16/2014</td>
<td>8/1/2017</td>
</tr>
<tr>
<td>Adamek, Justin J</td>
<td>Stearns</td>
<td>10/2/2014</td>
<td>11/1/2017</td>
</tr>
<tr>
<td>Adamski, Danielle M</td>
<td>Lac Qui Parle</td>
<td>10/23/2015</td>
<td>11/1/2018</td>
</tr>
<tr>
<td>Adderley-Frame, Susan E</td>
<td>Hennepin</td>
<td>6/17/2015</td>
<td>7/1/2018</td>
</tr>
<tr>
<td>Almeroth, Kimberly A</td>
<td>Anoka</td>
<td>10/13/2014</td>
<td>11/1/2017</td>
</tr>
<tr>
<td>Amo, Jessica J</td>
<td>Lake</td>
<td>8/7/2014</td>
<td>9/1/2017</td>
</tr>
<tr>
<td>Anderson, Ashley O</td>
<td>St. Louis</td>
<td>9/23/2014</td>
<td>10/1/2017</td>
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<tr>
<td>Anderson, Janet M</td>
<td>Hennepin</td>
<td>10/23/2014</td>
<td>11/1/2017</td>
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<tr>
<td>Anderson, Jean M</td>
<td>Koochiching</td>
<td>1/15/2016</td>
<td>2/1/2019</td>
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<td>Anderson, Rob</td>
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<td>Pine</td>
<td>6/19/2014</td>
<td>7/1/2017</td>
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<td>Rice</td>
<td>9/4/2014</td>
<td>10/1/2017</td>
</tr>
<tr>
<td>Appelhof, Lisa</td>
<td>Freeborn</td>
<td>8/26/2014</td>
<td>9/1/2017</td>
</tr>
<tr>
<td>Armstrong, Mary T</td>
<td>Itasca</td>
<td>8/25/2014</td>
<td>9/1/2017</td>
</tr>
</tbody>
</table>
“Question: Does that review include the following policies outlined in MnCAT Step 4: Recertification Instructions and Guidance?

• All 45 continued learning units (CLUs) are within the current certificates start and end date - Yes or No
• The 12-CLUs met the person-centered training requirements outlined - Yes or No
• A lapsed certified assessor (more than 31-days from the end date of the current certificate) is not allowed to complete an assessment or CSP? - Yes or No”
Quarterly comparing last completed assessment to lapsed assessor list

1. Pulling a list of last completed assessments by assessor from MnA 1.0
2. Comparing the data against the lapsed assessor list
3. Reviewing TrainLink records
4. MnCHOICES will send an email to the lead agency

MnCHOICES Email to the lead agency
List of lapsed assessors who appear to have completed an assessment
Request for more information, examples
- Mentor closed the assessment for a assessor who no longer works for the agency
- The person is not lapsed, and include records
- Person was lapsed and here’s the steps we took to correct it.
Would a webinar be helpful? MMA Evaluation question

**Purpose:** To review the certification and recertification process

- Education requirements
- Documenting, recording and retaining certification and recertification
- Monitoring certifications & lapsed certifications

**Who may attend:** Supervisors, mentors and assessors

- Signing certificates
- Retaining certificates
- Entering CLU’s in recertification
- Assessor and supervisor share the responsibility to ensure the certificate does not lapse
Questions
Is the MnCAT Step 1 and Step 2 revisions posting affected by the MnA 2.0 change in timeline?

• They are not affected by the MnA 2.0 timeline change
• The posting time may be affected by completion of eLearning contract
• Scheduled for Summer of 2019
• Step 3 will not be released until 90-days prior to MnA 2.0 release, as noted in the April 2019 launch webinar
**Is the revised MnCAT training for assessors that are already certified, new staff or both?**

The revised MnCAT Step 1 and 2 will be used for new assessors as part of certified assessor training.

**Can current certified assessors skip the revised Step 1 and 2 MnCAT trainings?**

Current certified assessors are not required to take the revised MnCAT Step 1 and 2, but

**Because MnCAT Step 1 and Step 2 contain new content:**

Certified assessors may use the content for recertification CLUs.
Do you recommend managed care organization (MCO) assessors take the MnCAT training now or wait until the MCOs launch?

This fall we will provide an MCO webinar to MCO management on mentor roles, collect MCO mentor lists and complete a MCO new mentor training

Why MCO mentor training in the fall?

- **MnSP mentors**: To prepare MCO’s for the launch of the residential services tool in the MnSP

- **MnA mentor**:
  - Time to collect assessor education and experience records
  - After the fall new mentor training assessors may complete MnCAT Step 1 and 2
The MnCHOICES team submitted a list of changes to the MnA 1.0 MN-IT team to determine

- amount of time

- resources

- impact on the computer application

- Changes we might make due to legislative updates

- Changes we might make in policy to create efficiency
MnA 1.0: Changes to the DD screening documents

**Purpose:** To match recent MMIS updates, some of which may result in efficiencies.

**Change’s description:** The DD screening documents within MnCHOICES Assessment will be updated to reflect changes that are in progress.

Specific changes will be announced at a webinar planned for June 19, 12:30 to 2 p.m. Please attend and see how these changes will improve your workflow for both assessments and support planning.
Add spell check in the narrative boxes in MnA 1.0

Will occur in MnA 1.0? No

**Time:** Extensive work to change the text box fields

**Resources:** Would have to divert staff from MnA 2.0

**Stability:** Concern about its potential or possible impact on the stability of MnA 1.0

Work around:

- Even if CSP is closed, the assessment can be re-opened to fix spelling issues.
- The changes will be updated the next time the person returns to work in the CSP and CSSP.
Unlikely, why?

If the request is for copying content from MnA 1.0 domain narrative boxes to MnA 2.0 narrative boxes

• Format is likely to be different enough that the data will not easily map into specific sections

• Copying/pasting from MnA 1.0 gives the assessor the freedom to take only the information they need while they consult the MnA 1.0 document

• Any solution would still require copying/pasting

• Copying from MnA 1.0 eliminates deleting copied information not needed while working in MnA 2.0
Question 1: Do you need to see when and who created a record in MnCHOICES Assessment 2.0?

• The majority responded yes.

Question 2: If your response is yes, on which of these created records do you need to see the date stamp and the person who created it?

• The majority responded initial assessment/reassessment.

• Other comments summary – it is helpful to see who created the record:
  
  For follow-up questions  
  • To track timelines  
  • For the county of residence process  
  • To research previous assessments and services
Question 3: Do you need to see when the status of these records changes?
   • The majority responded no.

Question 4: If applicable to the particular record, which of these statuses do you want to see?
   • The majority responded open.

Question 5: Do you need to see when referrals, assessments have been assigned?
   • The majority responded no.
Question 6: If your response is yes to questions 1, 3 or 5, what do you use this information for?

Comments summary: To check the assignment date• For follow-up• To track timelines, deadlines and turnaround times• To show history and avoid duplication• For cross-agency collaboration

DD and LTC screening document

Question 7: When entering information needed to complete a screening document in the MnCHOICES Assessment 1.0 (MnA 1.0) application, what is your preferred view?

• The majority responded a view similar to the actual screening document (DHS-3087 and DHS-3427)
Question 8: How does your agency typically enter information into MMIS after completing a MnCHOICES Assessment?

• The majority responded by using a printed copy of the screening document to enter information into MMIS.

Screening documents comment summary:

Organize the screening documents to match MMIS so it is easier to enter • We use split screens with the electronic screening document and MMIS to enter data • We print the screening documents and enter into MMIS. But, printing the screening documents is not ideal because there is a lot of white space and it takes a lot of paper. • We e-file so the screening document is e-filed and the case aide is made aware that it needs to be entered into MMIS.
The MnCHOICES project team consisting of the Disability Services and Aging staff and Minnesota IT Services (MN-IT) took in-depth review of project details: February through March 2019

- Result of the review: Determined a delay was needed to ensure a high-quality product and a smooth rollout
- DHS and MN-IT determined 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 13, 2019
1. **Adding staff and resources**: DHS and MN-IT worked together to identify a plan to complete the project by adding staff and resources.

2. **MN-IT will issue a request for proposal (RFP)**

3. **Design and build of MnA 2.0** will continue as DHS revises the launch plan.
RFP decision by early 2020 will choose one of the following options

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

RFP includes all MnA 2.0 and MnSP phases, features and functionality.
**RFP purpose:** To determine if there is a vendor that can provide products and services to complete the project.

**RFP Process**
1. Collecting requirements (Apr. – Jul.)
2. Drafting RFP (Jul. – Aug.)
3. MNIT, Admin, CMS Review of RFP (Sept. - Nov.)
4. Posting RFP (publish in Dec.)
5. Vendor response time (Dec. – Jan.)
6. Evaluating responses/scoring RFP (Feb./Mar.)
Example list of potential RFP vendors

- Direct Care Innovations
- FEI Systems
- Foothold Technology
- Health Risk Screening
- Innovation Associate
- MediSked LLC
- Pulselight
- Qlarant
- Relias
- RSM US LLP
- Therapy Services, LLC
Break: 10:30 to 10:40 a.m.

It’s Time For A Break
Hello! Help Desk Gurus are Kong & Dwayne

Contact protocol

• [Help Desk Contact Form](#), preferred
• Mentors only
• Include short description in the first sentence of the description box.
• Examples: PMI Update request, Attn: Kong, Unable to log into MnSP affects multiple users
Expect 24 to 48 hours for most requests

- Follow-up information goes to dhs.mnhelp@state.mn.us
- Include your original email or request form to act as a reference

We are able to better assist you when

- Provide details and describe your request
- Collect the precise steps you took that got you to your problem
- Screenshots are awesome!
• Attn: intake workers

• When inserting/adding a person to MnCHOICES Assessment

• After doing a person search, you check for duplicates and one is found:
User is presented with a message including the information of the existing person and to contact the help desk.

Before contacting the help desk

- Search for that person by name
- When found, make sure to verify it is a “MnCHOICES search.” This lets you know the person is in MnCHOICES
- Work with that profile
- If the profile needs a PMI or PMI update, send a request to the help desk
If a duplicate is found do not insert a person until you’ve verified that the existing MnCHOICES person isn’t the same person.
If searching by PMI does not produce a result
• Try searching by name
• The person may already be in MnCHOICES, but associated with a different PMI

If you need a PMI updated to an existing record in MnCHOICES
• Send a request to the help desk
• Proceed with using the existing MnCHOICES profile
When creating a document and data did not fully copy from the previous assessment

• No data transferred
• Partial transfer
• Question count increases when question group is selected
• Go to ADLs to confirm data is copied over

Options to fix your document

A. Create a new one – Send the help desk a request to delete the document. The worker creates a new one.

B. Data copy request – For reasons where the document should not be deleted, send a help desk request to have the data copied over. This takes more time than option A.
If answers are missing on the screening document printouts after running eligibility on an assessment, send these to the MnCHOICES help desk to repair.
MnSP: Why did a plan auto-close?

1. Auto-closed plan such as a RATE, CSP or CSSP – Why did the plan auto close?
   • Automated system closes documents in open or complete status 12-months and older
   • Auto-close uses the end date of the date span located in the About Plan page
   • The end date can not be set to a date in the past or preceding today’s date
2. You may request a plan be reopened by
   • Using the MnCHOICES help desk form
   • Provide your reason on why the plan(s) need to be reopened
MnSP: when reopening a CSP

**Courtesy request**

- When requesting to reopen a CSP, remember, all the data in the CSSP will be deleted.
- Make sure you confirm with the worker it is okay to reopen the CSP and delete the CSSP before sending the request to the help desk.
- **Another option:** Can you make the change in the assessment? Assessment changes will copy over to the CSP and CSSP.
After opening an auto-closed plan

• Change the end date of the date span to the day the help desk reopened it
• The auto-close run occurs every night
• If the plan owner did not change the date in time, submit another ticket if the plan closed and you still need it open
MnSP: How do I locate the node letter

When reporting slowness or other issues, be sure to include the letter of the node in the help desk form.

You will find the letter at the bottom of the page after the application version.
A good fraction of requests to the help desk are known issues

1. Consult the known issues document
   • Before reporting an issue, check to see if the issue is noted along with any troubleshooting tips.
   • Have them handy: Add a link or a shortcut to them.
   • Documents are easy to use: Issues are put into categories according to its location within the application.

2. Compare reported issues from users against the known issues before sending in a help desk form.
Questions for the help desk
MMA Charter feedback instructions

• Tables count off: 1 through 4 and repeat.

• Name Tag: Add your number to your name tag.

• When you return: Sit at a table with your corresponding number

• If you reviewed the feedback session questions ahead of time bring your responses with you to the table discussion
Lunch Time: Noon to 1 p.m.
MnCHOICES Mentor Alliance review

Process introduction: 10 minutes

Table discussion: 40 minutes

Table reporting to MMA members: 40 minutes
Charter feedback

Purpose

Meeting frequency, location, type (in-person/other)

Roles

Expected outcomes
Break: 2:30 to 2:40 p.m.

It's Time For A Break
Server changes

• MnSP was sharing three servers

• May 17, 2019: The changes to the servers are complete. MnSP now has six dedicated servers

• Continuing to explore MnSP performance improvements

• Question for you: Has this change impacted slowness?

• Continue to provide your feedback through the MnCHOICES HelpDesk
1. Rates Releases
   • June 14, 2019
   • December 2019

2. Residential Services Tool: Began collecting requirements 2nd quarter 2019

3. Server Updates

Reminder: outage schedule
MnCHOICES CountyLink
Mentors page
Outages heading
Release and Outage Schedule
MnSP outage: disability rates changes

MnSP rates outage details:

• Affects: MTZ-SP and MnSP-PROD

• MTZ-SP outage: Thursday, June 13, 4 to 6 p.m.

• MnSP-PROD outage: Friday, June 14, 4:30 to 7 p.m.
My lead agency no longer contracts with a company. How do I remove the agency from the drop down in the Support Plan?
Combination is removed from the drop down when Include in the SSAM instructions that your agency no longer has a contract with the “My Agency” and you would like to shorten the Agency End Date.

**Action to Take for Agency Maintenance**

- Extend an Agency/Agency End Date
- Shorten an Agency/Agency End Date
- Create an Agency/Agency Combination

**Lead Agency (On behalf of):** County

**My Agency (Delegate):** Banana

**Start Date:** 11/1/2019

**End Date:** 4/12/2019

**How will this access be used?:**

We no longer contract with Banana. Please change their end date.
Password resets: Remedy on Demand
What should assessors do about this message?

**CHOOSE:** Close Plan with Pending Service Lines
Service line notification when closing the CSP

• Data from previous CSSP copies into CSP

• Assessor tries to close CSP and gets this message

• Do not need to delete the services in the CSP when they get this message

• Have your assessors select “Close Plan with Pending services” to retain the copied services for the case manager’s work
Mentors at MMA

- Reviewed a list of submitted Support Plan efficiencies
- Provided a mentor’s perspective on priorities: Critical, High, Medium, Low

Here’s what we heard

- **Critical**: Defect has highest priority, and must be fixed before all other defects go into Production. The defect will have a major impact on users if not fixed before other defects.
- **High**: Defect has a major impact on users and no work-around exists. The defect needs to be fixed in the release, if an active project.
- **Medium**: Defect has a moderate impact on the user, such as a screen rendering incorrectly, long wait times, or non-critical data not appearing or is inaccurate. The defect may be fixed in the release if an active project, or in the future.
- **Low**: The defect may or may not be fixed at all.
Lead agencies are able to open their own CSP:

Critical-high

What we learned:
The system is not designed for lead agencies to open plans which means we are unable to change this.
1. Have PMI and date of birth print on the first page: Critical-high

2. Print cell phone number: High-medium

Definitions

• **Critical**: Defect has highest priority, and must be fixed before all other defects go into Production.

• **High**: Defect has a major impact on users and no work-around exists.

• **Medium**: Defect has a moderate impact on the user, such as a screen rendering incorrectly, long wait times, or non-critical data not appearing or is inaccurate.
Goals and Emergency Back-up Plan

<table>
<thead>
<tr>
<th>Goals tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Allow goals statements and dates to be editable rather than having to delete &amp; re-enter them: High</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Back-up Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Copy the contacts within the emergency back up plans: High</td>
</tr>
</tbody>
</table>

This is an enhancement request. It is being considered and weighed against other requests.
Services lines

1. Ability to choose what services copy or replace the CSSP: High
2. For COLA, the ability to copy or duplicate services lines to only those being changed: High-medium
3. Ability to duplicate service lines: High-medium
4. Allow the description of the service in addition to the HCPC to be displayed: High-medium
1. Add a column that shows the effective date on each plan that has been created for a person

2. When returning to the search page the user can see the previously created searches

3. System removes spaces before and after pasted information

Definitions:

High: Defect has a major impact on users and no work-around exists.

Medium: Defect has a moderate impact on the user.
1. Remove the requirement that once something is entered it can’t be blank.

2. Change phone formatting to match the assessment.

Definitions:
**High:** Defect has a major impact on users and no work-around exists.

**Medium:** Defect has a moderate impact on the user.
What happens with your feedback?

MnCHOICES and case management policy

Meet to discuss and prioritize these efficiencies and submit a list to the MnSP MN-IT team

MnSP MN-IT team will provide the

• Amount of development time for each
• Staff resources required
• Time required to make the change

What affects decisions?

Defects and enhancements will be limited due to MnA 2.0 work

Competing interests like building the Residential Services Tool

When will you know the results of those decisions? Next MMA

Would it help to post the enhancement requests on MnCHOICES CountyLink?
MnCHOICES Support Plan Known Issues

MnCHOICES Support Plan v18.6.1 release known issues

3/26/2019

- Search tab
- My Plans tab: None to report
- Person Information tab
- Services tab
- Service Agreement screen
- Service Line screen
- Service Agreement report
- Rate Input report
- Rate Inputs
- Goals tab
- Needs Summary tab
- Eligibility tab: None to report
- Next Steps tab
- About Plan tab
- Printing
- Caregiver
- Risks
- Support instructions: None to report
- Evaluations
- General (applies to more than one tab)

- MnCHOICES CountyLink
- Help Desk page
- Troubleshooting documents
- MnCHOICES Support Plan
About Plan tab (2/20/2019)

Issue: Primary owner and phone number do not transfer when opening a new CSSP.

User expects: Data from the assignment section to copy over from the previous document.

Description of KI: A user creates a new CSSP from a previous CSP or CSSP and MnSP automatically assigns the user that opens the new CSSP as the primary owner. Primary Owner name and phone number from the previous CSP/CSSP does not transfer to the assignment section in the new CSSP. All other assignment section data will copy from the previous document.

Workaround: The user can re-enter the phone number and plan owner if needed.
**Issue:** A user does not enter goals for a person so no goals should print. However, in the CSP, CSSP or Provider CSSP (preview and print version) the message “xrRichTextGoalStatement” displays in the goals statement. This is not an error message. It is a display issue in the Goal Statement.

**Workaround:** If this message displays, go back to the Goal Statement and enter “not applicable”. This will prevent the “xrRichTextGoalStatement” from displaying on the print out.
**Issue:** If the user entered a hyphen in the assessment notes or if single (‘’’) or double (“‘””) quotes are copied and pasted from Microsoft Word into any text box, it displays as an upside down question mark in the support plan.

**Workaround:** Users should not use hyphens in assessment notes or copy/paste quotes into MnSP text boxes. The quotes display correctly if the user types them into MnSP instead of using copy/paste.
**Issue:** When a user changes MnSP password and uses a caret (^) in the new password

- The application does not record the password change
- No error message displays to indicate the change was not made

**Workaround:** Do not use the caret (^) symbol in a new password.

Acceptable special characters include: dollar sign ($), percentage (%), underscore (_), dash (-), asterisk (@), exclamation point (!) or question mark (?).
Issue: A user changes data on a page and then clicks to create a new CSSP without waiting for the changes to save.

MnSP registers the save and create and becomes confused about performing both actions at the same time and can freeze.

Workaround:

Users should change work flow and perform one task at a time:

• First, save any changes in data in the CSP or CSSP.
• Then click to create a new CSSP when MnSP has saved the changes on the page.
Print preview page displays when the user changes any dropdown field or has the cursor in a text field in any type of plan (CSP, CSSP, LTSS Evaluation or Rate) and then hits the enter key twice.

Result: A notification message displays with the choices of Save, Don’t Save or Cancel. If the user chooses the Save or Don’t Save buttons the print preview of the plan displays. Occurs in any open or closed plan with an active drop down.

Workaround: If you choose Save or Don’t Save and the plan displays, the user can close the preview. If the user clicks cancel on the notification message it will go back to the previous screen with no data loss.
MnSP Questions
If you registered to attend this meeting via TrainLink you will receive an email this afternoon to evaluate today’s MnCHOICES Mentor Alliance Meeting. Evaluations remain open through June 11, 2019.