



**DEPARTMENT OF
HUMAN SERVICES**

**MnCHOICES Certified Assessor Training
A review for managed care organizations
June 2019**

MnCHOICES team

Welcome and introductions

Presenters

- Raukiya Bania,
MnCHOICES Policy
- Aron Buchanan, Aging
Policy
- Teresa vanderBent,
MnCHOICES Training



Today's outcomes

- Communicate the purpose of the revision of MnCAT
- Compare and contrast MnCAT system changes
- Learn when MnCAT will be available
- Evaluate the content of four MnCAT modules





Becoming a certified assessor

MnCAT Process Review

MnCHOICES New Mentor Training

- Review the MnCHOICES Certified Assessor Training process (MnCAT)
- Report on Education and Experience
- MnCAT process instructions
- MnCAT links
- Recertification process

> [DHS Systems and IT Updates](#) > [MnCHOICES](#)

MnCHOICES training and recent webinars

The MnCHOICES team is committed to providing you with the skills and training you need to use MnCHOICES. Through in-person communication sessions, modules and job aids, we seek to teach skills that allow you to

We have [archived](#) all documents more than 2 years old.

[Webinar training archive: Disability Services Division](#)

Assessment training

MnCHOICES Certified Assessor Training (MnCAT) courses

MnCAT Steps 1 and 2

[MnCAT process: Instructions for lead agencies](#)

[MnCAT process: Checklist for lead agencies \(PDF\)](#)

[MnCAT process: Instructions for qualified candidates](#)

[MnCAT process: Checklist for qualified candidates \(PDF\)](#)

[MnCAT Sample Certified Assessor Tracking Form](#)

[Report on Education and Experience of MnCHOICES Certified Assessors - Instructions](#)

[Report on Education and Experience of MnCHOICES Certified Assessors - Spreadsheet](#)

Becoming a MnCHOICES certified assessor

1. Education and experience requirements
2. Complete MnCAT courses
 - a. Step 1
 - b. Step 2
 - c. Step 3 includes
 - Access and navigation modules
 - Complete an assessment using a scenario, run eligibility and discuss assessment results with the agency's multidisciplinary team



Multidisciplinary Team

Assessor participates in a Multidisciplinary Team meeting to:

- Discuss the assessment
- Consider the eligibility results
- Request clarification about areas in which the candidate has questions
- Learn from experienced assessors

[Guidance Document: Multidisciplinary Team Learning Lecture Lab Facilitator Guide](#)

Minnesota Department of Human Services

MLL Facilitator Guide

Multidisciplinary Learning Lecture/Lab (MLL) Guide

Certification

- Document the candidate meets education and experience requirements
- Complete MnCAT Step tests
- Complete Step 3 practice
- The assessor's supervisor signs the 3-year certificate provided by TrainLink
- Your agency will likely have additional processes to train assessors



Recertification

- **MnCHOICES certified assessor certificate:** Issued for a three-year time period.
- **CLU's:** 45 continued learning units, 12 of which must be person-centered.
- **Step 4 course:** Allows the assessor to document learning units needed to complete the next certificate.

[MnCAT Step 4: Recertification instructions and guidance](#) provides guidance and instruction for current requirements for recertification

MnCAT Step 4 - Recertification

[CLU Decision Tree](#)

[Continued Learning Activity Cover Sheet](#)

[Explanation about Statewide List of Certified Assessors](#)

[Instructions for self-reporting learning activities in TrainLink](#)

[MnCAT Step 4: Certified Assessor Quick Study](#)

[MnCAT Step 4: Lead Agency Quick Study](#)

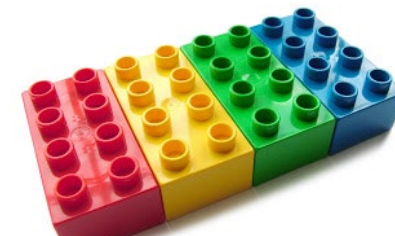
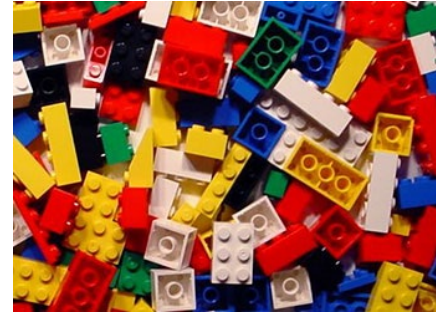
[MnCAT Step 4: Recertification Instructions and Guidance](#)

[Person Centered Requirements and Certified Assessors](#)

[Statewide List of Certified Assessors \(XLS\) \(Updated April 2019\)](#)

When should MCO's assessors begin MnCAT?

- **Start MnCAT 1 and 2:** After new mentors are trained, Fall/Winter 2019/2020
- **New mentor training:** Provides your agency the training and structure to track assessor certification and provide needed support.



- **What about delegate agency assessors?** MCO will verify the person's certification is up-to-date
 - Only MnCHOICES certified assessors may complete an assessment
- **MnCAT Step 3:** Updated access and navigation will be required for all users prior to MnCHOICES Assessment 2.0 launch.



MnCAT changes

MnCHOICES Certified Assessor Training revisions

Purpose:

- Include the larger processes that influence DHS programs and policy
- Update training to reflect changes in assessment practice and guidance
- Support assessors knowledge of programs and resources available

Putting the Promise of Olmstead into Practice:
Minnesota's Olmstead Plan



March 2018 Revision

Person-Centered, Informed Choice and
Transition Protocol

Minnesota Department of Human Services
January 2017

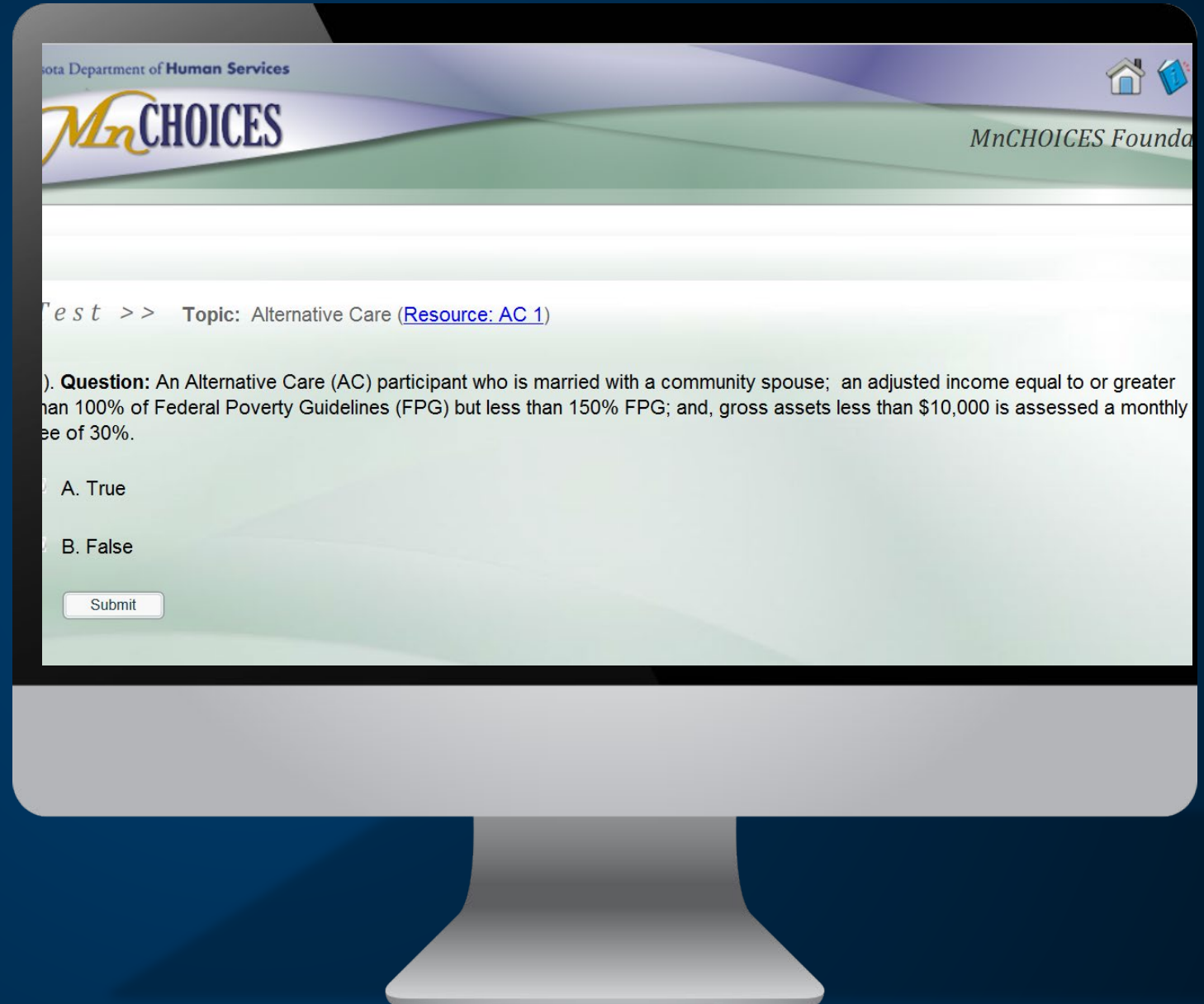
MnCAT: Current

Step 1: Overview of programs and resources

Step 2: Teaches candidates key assessor skills and responsibilities.

Step 3:

- **Part 1:** Computer application, access and navigation training, Track A B or C based on role
- **Part 2:** Assessment Content
- **Part 3:** What would you do? Learning Lab
- Complete an assessment & discussion with multi-disciplinary team



MnCAT Revisions

Introduction to MnCAT series

In this introduction you will learn

- MnCHOICES history
- How the MnCHOICES Certified Assessor Training (MnCAT) process is organized
- How you become a certified assessor

Revisions: MnCHOICES certified assessors take 3 Steps

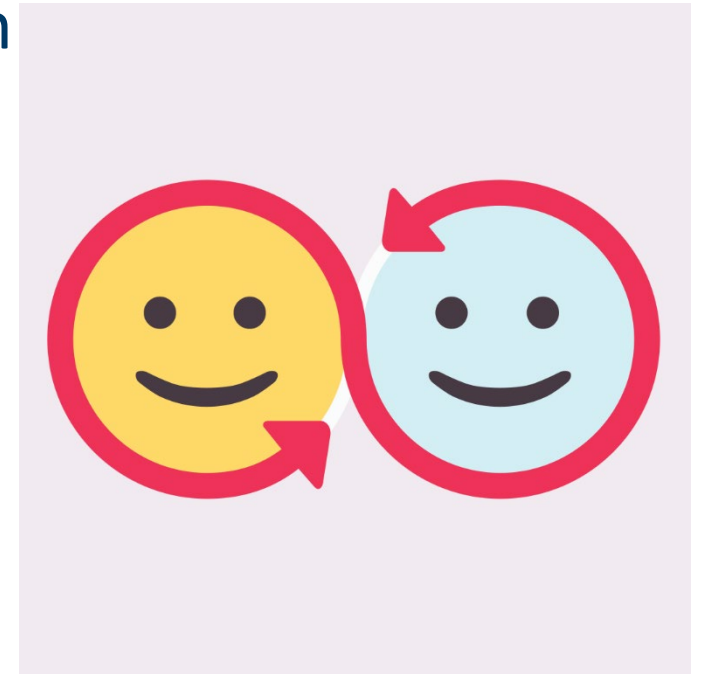
Steps are arranged in broader course topics and the courses include modules that provide deeper training on portions of the course topic.

Step 2 becomes Step 1:

- Key assessor skills and responsibilities

Step 1 becomes Step 2 with revisions:

- Key influences in DHS programs
- Learning and bookmarking program guidance, and resources assessors need to support their work



Module quizzes

1. Module takeaways and course quizzes to support knowledge retention
2. Revised quizzes provide you
 - The correct answers to reinforce what you learned
 - The percentage you got right.
3. Assessors are no longer required to have 80% or more of the quiz answers correct to move to the next module.




Moving to the next step: **Step Tests**




- A qualified candidate is required to take each step in sequence because they are pre-requisite for each other.
- **Step test:** To move to the next step a qualified candidate must pass a Step test by 80% or greater.
- Step tests are a random selection of module quiz questions.

MnCAT Step 3: **Revision**




Step 3: Part 1

- Access & Navigation



Step 3: Part 2

- Content



Step 3: Part 3

- Practice

- Part 1: Assessor Access and Navigation
 - Removes part 1 Track A, B and C from MnCAT
 - **TrainLink:** MnA Access and Navigation for all non-assessor roles
- Part 2: Assessment Content
- Part 3: Practice
 - Learning Lab, completing an assessment and discussion with multi-disciplinary team



Step 1

Step 1 courses: Key assessor skills and responsibilities

Course 1

- **Person-centered practices and MnCHOICES**
- 6 modules

Course 2

- **The MnCHOICES process: Referral through CSSP**
- 4 modules

Course 3

- **Building conversational interview skills**
- 6 modules

Course 4

- **Assessment outcomes**
- 1 module

Course 5

- **How is MnCHOICES data used**
- 1 module



Module 1
Focusing
on abilities



Module 2
Respecting
choice



Module 3
Minimizing
bias



Module 4
Cultural
responsiveness



Module 5
Participating
in the
community



Module 6
Supports
and
services

Step 1, Course 1

Person-centered practices and MnCHOICES



Module 1

Work
flow



Module 2

Roles and
responsibilities



Module 3

Working
through the
process

Step 1, Course 2
The MnCHOICES process: Referral through CSSP

Module 1 Introduction to conversational interviewing

Module 2 Conversational interview techniques

Module 3 People who do not use verbal language to communicate

Module 4 Identifying informal caregiver needs

Module 5 Assistive technology

Module 6 Reassessment visits



Step 1, Course 3
Conversational interviewing



Step 1, Course 4
Assessment outcomes

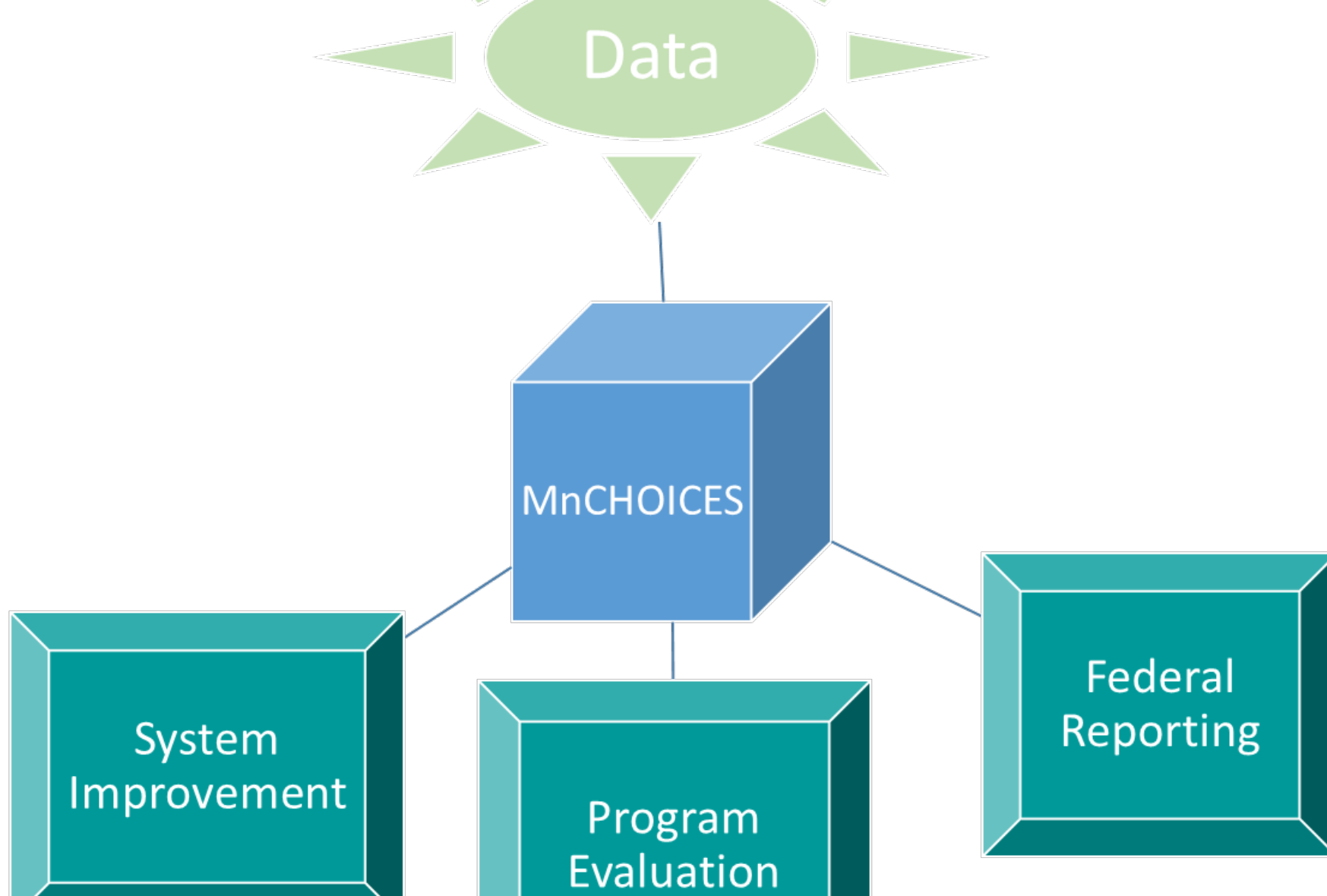
Assessment outcomes: sample

Your assessment should make the person feel supported and empowered to voice preferences and interests.

You support a person to have control over their life by:

- Explaining services and supports
- Presenting options
- Offering guidance on how to navigate the system
- Ensuring the person knows what they can expect in terms of timelines and resources





Step 1, Course 4
How MnCHOICES data is used



Step 2

Step 2: Sample

Part of your role as an assessor is to know the Minnesota Department of Human Services (DHS) long-term services and support programs and your area's community resources that support the people you serve.

In Step 2 you will learn

- How to navigate key guidance materials and resources to assist your work
- Where program training resources are located
- The role of your MnCHOICES mentor and the MnCHOICES help desk
- How to access and use CountyLink and other DHS online resources





Step 3

Goal of Step 3 revisions

- **TrainLink:** Move MnA access & navigation for all non-assessor roles to TrainLink
- **Step 3, Part 1:** Assessor access and navigation only, including completing the HRA
- **Step 3, Part 2:** Assessment content
- **Step 3, Part 3:** Practice
 - Learning Lab: Rewriting
 - New scenarios: Example people
 - Completing an assessment and discussion with multi-disciplinary team



When will MnCAT changes be available?

MnCAT Step 1 and 2 timeline

MnCAT Step 1 and Step 2 modules

- Writing is complete and approved
- In for a final edit and programming

Estimated posting to TrainLink

- Summer of 2019*

* Changes to State staffing protocols could delay publishing.



MnCAT Step 3 timeline

Access and Navigation: non assessors

- Available to supervisors/mentors: 90-days prior to launch
- Available to MnA 2.0 users: 60-days prior to launch

MnCAT Step 3 Part 1, 2, 3: assessors

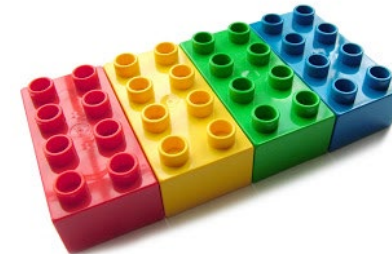
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How to listen to past launch webinars?

Webinar training archive: Disability Services Division

> [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 train

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[MnCHOICES](#)

[LTSS](#)

[EIDBI](#)

[Employment](#)

[Positive support community of practice](#)

Survey will be sent to: TrainLink registrants

Content: MnCAT Training, 4 example modules

Instructions: Follow the evaluation instructions to review trainings and provide your feedback

Deadline: July 1, 2019



Time to answer your questions



Thank You!

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The MnCHOICES team