MnCHOICES MCO mentor onboarding webinar
July 10, 2019
Welcome and introductions

Presenters

• Raukiya Bania, MnCHOICES Policy
• Aron Buchanan, Aging Policy
• Teresa vanderBent, MnCHOICES Training
1. Transition to the MnCHOICES Assessment (MnA) and MnCHOICES Support Plan (MnSP) applications

2. Establishing MnCHOICES mentors

3. Why we are onboarding mentors

4. The process of onboarding mentors

5. What’s next?
Transition to MnA and MnSP applications

- Residential Services Tool (RS Tool) moving to MnSP
- Preparing managed care organization (MCO) care coordinators to become MnCHOICES certified assessors
Launch of MnCHOICES Assessment 2.0 (MnA 2.0), originally set for July 2019, will be delayed at least two years

The delay will affect the MCO implementation date

• Gives DHS the time to ensure work on MnA 2.0 is done right to ensure the new system works for everyone

• DHS work is not slowing down
The MnCHOICES project team consists of Disability, Aging, and Minnesota IT (MNIT) Services

In-depth review of project details: Feb. through Mar. 2019

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

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

Memo detailing the delay was sent via email: May 10, 2019
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 MnA 2.0** will continue as DHS revises the launch plan
MnA 1.0 and MnSP decisions

1. MnA 1.0: Counties and tribal nations will continue to use 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 stability
   - MnCHOICES Certified Assessor Training: Step 1 ands 2 will be updated Summer 2019

2. MnSP
   - MnCHOICES team will support the build of the RS Tool in the MnSP application prior to MnA 2.0 launch
RS Tool timeline

MnCHOICES Support Plan (MnSP) → RS Tool launch Qt. 2 2020
Any questions on the transition?
Establishing MnCHOICES mentors

DHS created MnCHOICES mentors to provide practical, day-to-day knowledge about MnCHOICES to agencies and act as a liaison between their agency and DHS.
Mentors act as your agency’s main MnCHOICES contact and resource person
The role of a MnCHOICES mentor cont.

• Liaison between your agency and DHS for communication and training
• Support your agency’s MnCHOICES users
• Troubleshoot MnCHOICES policy and technology questions and issues
• Support the launch process
Primary functions of a MnCHOICES mentor

1. Support Users
   • Encourage and coach staff
   • Provide hands-on support
   • Help identify issues and problem solve

2. Foster collaboration between your agency and DHS

3. Receive, review and share communication

4. Provide access and support to training for users (i.e. training zone user names and passwords)
• Interest in being a mentor
• Able to attend mentor meetings and trainings
• Patience to learn and teach
• Tech abilities and enjoys troubleshooting
• Program knowledge

• Time and patience to troubleshoot and keep up with changes and communications
• Ability to share information and communicate
• Organized, available, flexible
• Flexible schedule with time to assist others
The MnCHOICES mentor will:
• Be a MnCHOICES power-user
• Communicate with the help desk
• Provide troubleshooting to MnCHOICES users
• Distribute communications
  • Outages
  • Release & companion notes
  • Other
• Attend MnCHOICES trainings and meetings
MnCHOICES mentor training and support

MnCHOICES New Mentor training
MnCHOICES Mentor Alliance (MMA)
MnCHOICES help desk
MnCHOICES Matters newsletter
MnCHOICES CountyLink
MnCHOICES Office Hours
MnCHOICES launch webinars
Any mentor questions?
Why we are onboarding mentors now?
Requires MCOs to have the Mentor infrastructure in place to support MnSP users

**MnSP**: Mentors will need to **prepare their agency for the launch of the RS Tool**
RS Tool: Key components of launch

1. Training MnCHOICES mentors: Existing mentors do not require New Mentor training

2. Launch support including webinars
   • Review the launch process
   • Understand the RS Tool in MnSP
   • Access to the MnCHOICES Training Zone and training modules to practice using the tool
   • Loading users into the MnSP user database

3. Post launch support
New mentor training
Sept. 2019

Monthly webinars
est. Oct. 2019

RS Tool launch
Qt. 2 2020
MnA mentors provide
- Support of assessors through the certification process
- Training zone access
- Computer application support to user

MnCAT Step 1 and 2 will available in the Fall 2019
- Training MnCHOICES mentors: Existing mentors do not require New Mentor training
The process of onboarding mentors
• Adding mentors into the MnCHOICES email database

• Mentors attending New Mentor training

• Mentors begin to support the next steps in
  • MnA process: Collecting education/experience of assessors, assessors beginning to take MnCAT Step 1 and MnCAT Step 2
  • MnSP process: Mentors/management work together to attend launch webinars including coordinating and supporting training and any workflow processes.
Why onboard mentors now?

After your administrators and mentors are entered into the system, DHS will communicate:

- MnA and MnSP new mentor training
- Information for RS Tool launch
- Computer application outages
- Other related MnCHOICES information
What’s next?

Mentors onboarded & new mentor training announcement
- July 19, 2019

RS Tool launch memo
- August 2019

New mentor training
- September 2019
- RS Tool launch webinars begin
  October 2019
Questions?
Thank You!

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