



**DEPARTMENT OF  
HUMAN SERVICES**

**MnCHOICES MCO mentor onboarding webinar  
July 10, 2019**

# Welcome and introductions

## Presenters

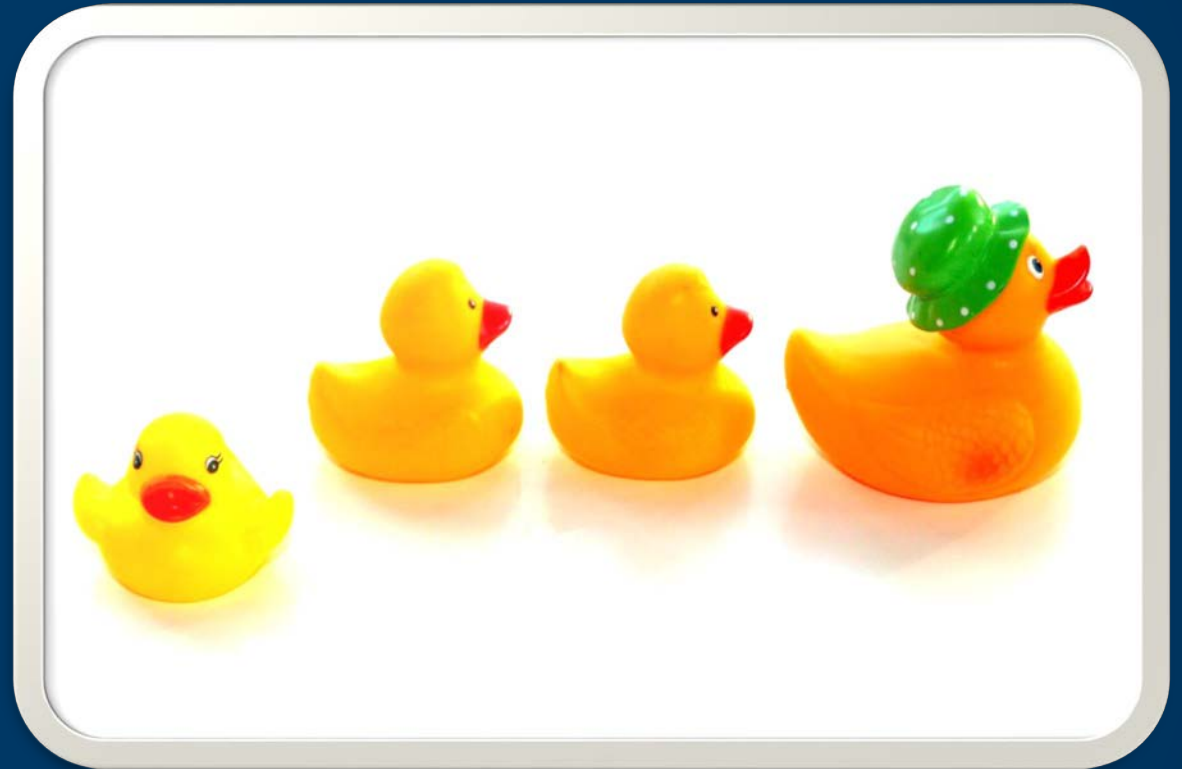
- Raukiya Bania, MnCHOICES Policy
- Aron Buchanan, Aging Policy
- Teresa vanderBent, MnCHOICES Training



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



# Process used to determine the delay

**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

# 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 MnA 2.0** will continue as DHS revises the launch plan



# MnA 1.0 and MnSP decisions

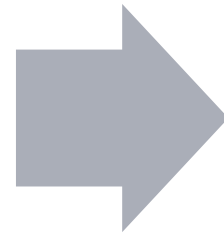
## 1. MnA 1.0: Counties and tribal nations will continue to use MnA 1.0

- 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

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.



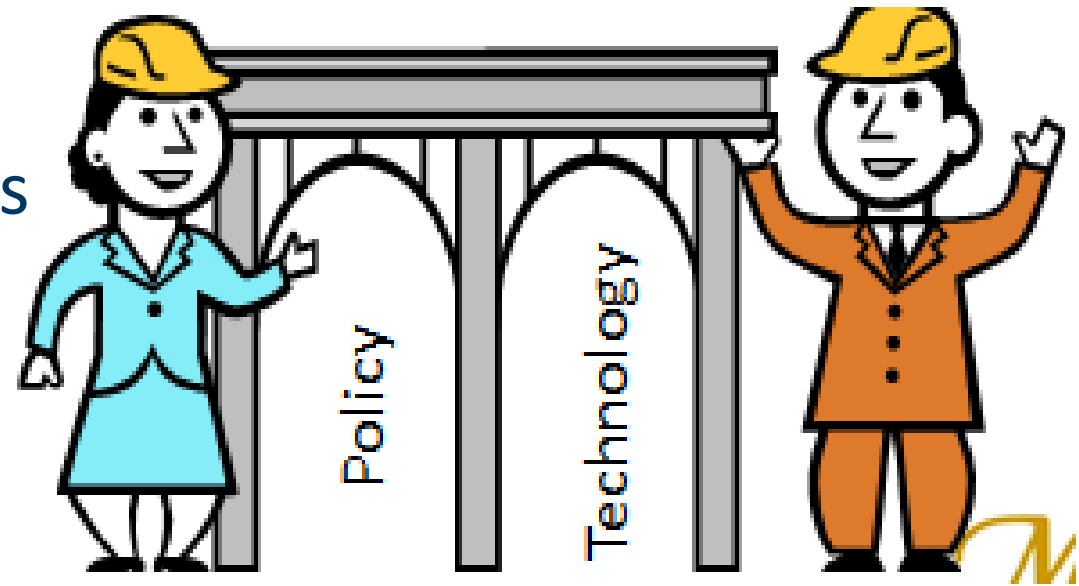
# The role of a MnCHOICES mentor

**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

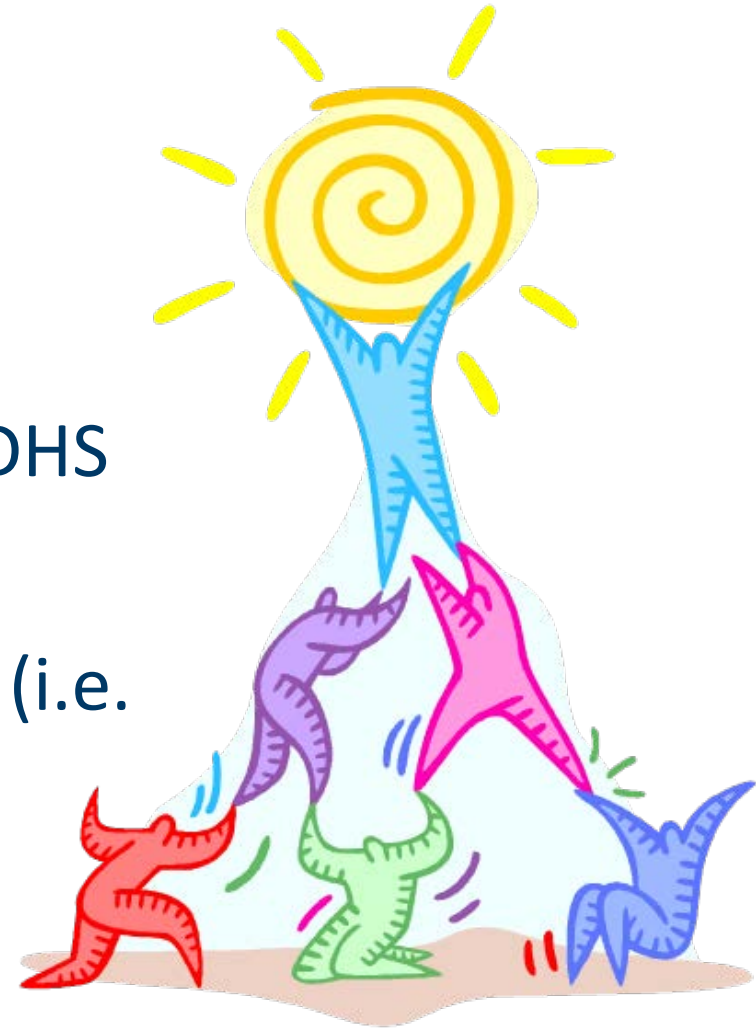
## 1. Support Users

- 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)



# MnCHOICES mentors list of key mentor skills

- 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

# MnCHOICES mentor communication

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?



# Mentor Preparation: MnSP

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

# RS Tool launch timeline



# Mentor Preparation: MnA

## 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



# Mentor onboarding

- 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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