Introducing MnCHOICES Team

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Housekeeping

• All participants are muted
• Do submit technical issues
  • Use the WebEx Q&A panel
• Operator assisted call
• Submit questions through web-ex
• Help Desk Update

• IT Updates: Assessment and Support Plan

• MnSP Questions
  • How to know what MnSP training to take?
  • MnSP My Plan demonstration

• Question and Answer session: MnCHOICES computer applications
MnA 1.0: Address not saving

**Issue:** Appears like addresses added or updated in intake are lost or aren’t being saved. It’s reported to affect NEW inserts (persons not already in MnA), but not all of them.

- When an individual is inserted, it doesn’t take the user into the individual’s MnA profile.
- It leaves the user in the State search record which will accept addresses and updates, but doesn’t save it.
- Moreover, it does not provide an appropriate option for the user to continue. If the user tries to enter an address there, it will be lost.
After selecting to insert, if you see this message:

Click “OK” to return to the “Person and Activities” screen

It doesn’t indicate so, but the person has actually been inserted.
Workaround

Person and Activities screen

• No buttons are available on the bottom of the screen

• The MnCHOICES Person ID shows “0”
What the user should do:

• **Restart the search to find the person in MnCHOICES**
  • Log out of MnA and log back in OR click on the person tab
• The “Unsaved data” message will appear
Workaround

- Click “OK” to proceed.
  - Do not click Cancel and do not attempt to make any changed to demographics. Clicking “Update Person” will actually insert the person with blank demographics.
  - Only in a MnCHOICES record should demographic information be added/changed and “Update person” be used.
- Restart the search to find the person in MnCHOICES.
  - Re-enter search criteria's even if they are prefilled.
- Choose the MnCHOICES record and proceed to add intake.
Workaround

How to tell that it is a MnCHOICES record

• Look for the “MnCHOICES Search” result indication
Reminder: If there is an associated CSSP, it will automatically be deleted when the CSP is reopened.

• Let your users know and check with them before you request a CSP to be reopened.
MnA 1.0 Update
How do I know what MnSP Training to take?

MnCHOICES County Link

• Training page

• Try It Manual – table of contents

**Proposed Change:** TrainLink course notes Rates, CSP or CSSP
My Plan tab demonstration

My Plan Tab location

Methods for using it

Supervisors: My Agency, sort open, complete, closed

Users: My Agency, Plan Types: open, closed, complete plans

Contracted Agencies: changing agency
Open or Completed LTSS Evaluations should be auto-closed 14 months after creation

• However, there is a defect in the logic for auto-close on evaluations.

• Instead of auto-closing 14 months after creation of the evaluation, they are inadvertently being closed on the plan’s “To Date”.

• The correction will be included in the fix release being deployed to production on March 2, 2019.

LTSS Evaluation link is not displayed after a CSSP is Closed if the LTSS doc id less than the Support Plan Id
Thank you for attending MnCHOICES Office Hours

MnCHOICES Team