



The HCBS Report Card project is led by the Minnesota Board on Aging. The board works closely with the Department of Human Services and the Department of Health to manage the project.

## HCBS Report Card Stakeholder Update

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## HCBS Report Card Project Road Show Feedback

We would like to extend a huge thank you to everyone who made it to a road show for the HCBS Report Card project! In total, there were 14 road shows across the state, and nearly 400 registered attendees. The feedback received from this has been incredibly insightful and helpful as we try to make the tool more user-friendly and useful to providers and consumers alike.

Probably the most important piece was the suggestion of changing the name of the “Report card” to the “Home and Community Services Finder”. At all the road shows, this name seemed to resonate with attendees.

After reviewing all the input gleaned during the roadshows, here is a high-level overview of what people said they would like to see added:

### **General Feedback**

- Remove “based” from “home and community *based* services”
- Keep using person-centered language (i.e. “persons with disabilities”)
- Give people the opportunity to connect directly to the provider
- Terminology which is directed towards the consumer.
- Consider an app for mobile devices
- Clarify what “ILS” is so people aren’t confused

## In the Finder

- Amenities: Suggestions of multiple features to include
- Animals:
  - Make note that service animal accommodation is required
  - Multiple features about the size and type of pet
- Behaviors/Mental Health/Dementia care:
  - Most providers will work with people with minor behavior challenges, but not significant behavioral issues
  - Some providers have consulting mental health professionals
  - Many features involving staffing hours and type of services
- Cleanliness-related features
- Demographic information/Language
  - Additional language and demographic information
- Dietary needs and preferences
  - Type of assistance (such as cutting up food, etc) should be included
  - Cuisine and diet choice/need features
- Disability
  - Additional features related to type of disability and needs
- Eligibility
  - Referral to the Long Term Care Consultation
- Housing
  - Cleanliness should be linked to the review questions
  - Features related to housing type
- Jobs and Job coaching:
  - Define terms clearly
  - Features related to service needs and times of the service
- Medical Care
  - Features about service types and availability
- Mobility
  - Include wheelchair, walker, cane, scooter, lift or using an elevator
- Payment
  - Keep it simple and user friendly
  - Be sure to include appropriate pay options
- Professional Helpers
  - Include links to the county or linkage lines if the person needs help
- Special needs
  - Putting people in direct contact with the provider if they have multiple needs which must be accommodated
- Transportation
  - Features for types of transportation and if it is available from the provider

## Provider Portal

- Listing more than one email in provider portal
- Ability to ask to have a feature added

## Reviews

- Generally:
  - Simplify the Likert items
  - Limit to 125 characters
  - Have a manual option is the user doesn't have the internet
  - Develop an escalation process
  - Make the results sortable by reviews
  - Use process to verify the reviewer
  - Remove references to staff turnover.

### **Consumer Focus Groups for Report Card**

Starting the week of November 3<sup>rd</sup>, Creation in Common (who conducted the previous consumer focus groups), began showing the Report Card mockups to 8 focus groups throughout Minnesota. Two of these groups will specifically focus on non-English speaking users. The goal of these groups is to obtain feedback about the Report Card mockups regarding its functionality, ease of use, and efficacy. This feedback, along with the feedback received from the roadshows, will be taken into consideration when designing the final site.

### **Reminder: Legislative Report is Online**

If you have not yet viewed the Legislative Report, it is viewable in its entirety online.

Department of Human Services webpage:

<http://mn.gov/dhs/images/Home%20and%20Community%20Based%20Services%20Report%20Card.pdf>

Information about the report and its release can also be found at the Minnesota Board on Aging page:

<http://mnaging.net/en/News/LegReport.aspx>