



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

Date: January 7, 2015

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### Consumer Focus Groups for Report Card Completed

Creation in Common has now completed a series of eight focus groups, conducted throughout Minnesota. The focus groups were shown the Report Card Mock-ups, and the goal was to obtain feedback regarding their 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.

The response to the mock ups was very positive. The majority of participants indicated the following:

- The redesigned Minnesotahelp.info (as shown at the road shows) was useful and easy to use. Many also appreciated the ability to customize the geographic area of the search.
- The user star ratings and reviews were the most popular aspect on the site. Many identified that having access to different opinions would be helpful when selecting a provider.
- Specific definitions are needed for the rating domain areas.
- Identification of the “role” of the person completing the review is important (e.g. caregiver, person receiving services, etc).
- Some people are more likely to use the tool (those who would regularly use the internet). If people don’t use the internet now, they are more than likely not to use the tools to find services and would seek a different method.

## Reminder: Legislative Report is Online

Information about the legislative report and its release can be found at the Minnesota Board on Aging page: <http://mnaging.net/en/News/LegReport.aspx>