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: Monday July 14th, 2014

From: Krista Boston, Director – Consumer Choices Team and
Megan Sheppard – HCBS Project Lead (Megan is joining the project until the final lead position is hired.)

Weekly Update Email Blast:

New Updates:

1. A new staff has been hired – Marc Hedman – he will be joining the report card team on July 30th. We say goodbye and thanks for all the hard work to Megan!

2. Contracts are in place for those organizations who will continue their work on the HCBS report card after August 1. This includes work to conduct the evaluation, evaluate ongoing data management in Minnesotahelp.info and to oversee the requirements (mock ups) for the report card in Minnesotahelp.info..

3. On August 14th, the team will be presenting the final legislative report on a statewide video conference and this includes a briefing on what was learned in all the meetings and the

focus groups from stakeholders (consumers, providers and others). Look for that announcement shortly

4. A road show is currently planned for the 2nd-4th weeks in September. Dates will come out soon once locations are finalized. The road show plan is to showcase mockups (example) of what the final HCBS report card might look like in Minnesotahelp.info, and review the consumer and provider preferences around the measures. Key members of the team will be traveling throughout the metro and greater Minnesota over those three weeks to show the mock ups. Please stay tuned for final dates and information on where to attend a road show in your area.

5. The legislative report is completed and is circulating . We are on task to complete the final draft of this report in time for the August 1st, 2014 deadline to the Minnesota legislature.

Consumer focus groups

Assisted Living = 6 groups, 87 consumers

1. Consumers present: older and younger adults in assisted living, older adults living independently, caregivers with an older adult in assisted living
2. High level findings:
    a. Geographic location was cited as the most important factor for choosing assisted living. This was the top consideration for focus group participants, but does not have direct connections to consumer satisfaction. It was subjective to the distance closest to primary caregivers/family members and/or the community where the individuals had been living for a long period of time.
    b. After facility location, focus group participants identified staff, facility, cost, and services as key indicators when choosing assisted living

Independent Living Skills = 6 groups, 59 consumers

1. Consumers present: Individuals with disabilities, family members of individuals who receive services
2. High level findings:
    a. Consumers of ILS connected their experiences to their direct service provider and the agency employing those individuals. Potential report card measures are largely related to a consumer or family members' perception of these individuals and organizations

Supported Employment = 6 groups, 59 consumers

1. Consumers present: Individuals with disabilities, family members of individuals who receive services
2. High level findings:
    a. Consumers and family member of individuals using SES connected their experiences to both the individual job counselor and provider agency. It should be noted that some focus group and interview respondents emphasized the larger employment supports and resources an agency provider offers and that this made a major difference in their experience

Provider Meetings

Providers had a different framework as it relates to the overall report card. The feedback coming from provider included:

- Reflect mental health needs
- Report card on registered housing with services vs providers with assisted living designation
- Have the ability to compare
- Preference around the report card being a coaching tool for consumers in making choices due to the difficulty in comparing cost and the wide variety of service offerings in some settings
- For the consumer reviews, offer an opportunity for the provider to respond and also monitor the data for age and relevancy over time
- There was a request to link the consumer reviews to the transitional consultation process as a way to market the reviews to consumers (for assisted living)
- Pay attention to reporting burden on the providers
- Take into consideration the amount of training the provider staff have in different cultures, ethnicities and sexual orientation
- Clearly define the services
- Pay attention to the data that may be available or policy considerations at the federal level
- The level at which a negative rating is displayed to the end user should related to the information that the consumer is searching
- Categorized the scores to make it more simply for the end consumer

But there are several areas of agreement.

Timeline: Through July 1, 2015

Late Summer 2014: Report to Legislature August 1, 2014 and August 14, 2014 - Statewide Video Conference – presenting final legislative report, recommendations and findings from the various stakeholder sessions

Early Fall 2014:

- Focus groups and road show to gather more feedback and recommendations around Metrics

- Metrics finalized and data collection strategy finalized. Display mockups in Minnesotahelp.info circulated to Stakeholders for input through Road Shows and Consumer focus groups to review and prioritize measures.

Winter 2014:

- Programming

Spring 2014:

- Testing and early released to providers so that they can review and improve their features in Minnesotahelp.info.

July 1, 2015:

- Release to public

Ongoing Announcements:

1. A reminder that a DHS video conference is scheduled for August 14th at 8:30AM and 1:00 p.m. Please hold the date if you are unable to attend a road show.

2. Stakeholders will be updated on a regular basis. Please forward this email to others who you think might be interested, and have them email Megan Sheppard (megan.sheppard@state.mn.us). She will put you on the next stakeholder list.