



HCBS Report Card Stakeholder Update

Date: Wednesday May 28th, 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:

Consumer Focus Groups:

1. Contractors have made connections with multiple potential sources for consumer group focus participants, including ARC, LSS, CCRI, and Senior Community Services. As of May 26th, 6 total focus groups have been secured. Dates on these focus groups are pending.
2. A draft discussion guide for the Assisted Living discussions is completed, which includes variations which cover caregivers, consumers living within an assisted living setting, and consumers who do not currently live in an assisted living setting.

Service Provider Research:

1. Contractors also finished an inventory of report card style sites and other consumer resources. These have been circulated for initial review and feedback and will be discussed at future stakeholder meetings.
2. Best practices identified surrounding HCBS quality and satisfaction
3. National experts on measuring HCBS quality have been identified and interviewed
4. Exercises for focus groups have been drafted and research has been completed on previous survey and focus group work.
5. The U of M Center on Aging has reviewed literature on HCBS measures, including PCA and supportive employment. Descriptions of consumer satisfaction measures have been generated including questions for review and feedback.

Stakeholder Meetings:

1. Project staff and contractors are continuing to set up meetings and engage in communications a variety of stakeholder groups over the past and upcoming weeks.
2. There will be two stakeholder meetings this upcoming June. Currently they are scheduled for June 17th and 18th. June 17th will be held in the metro area, and June 18th will be held in Alexandria. Planning for these retreats is underway. Notices about how to register will be sent out next week. There will be a total of four feedback sessions – morning and afternoon with stakeholder audiences invited.
3. A road show is being planned for August – more information to come. This will give an opportunity for more stakeholder input into the process.
4. A video conference is being planned for August 14th – please hold the date if you can't plan to attend a road show.
5. 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.