



HCBS Report Card Stakeholder Update

Date: Tuesday June 10th, 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:

**Please note that as of Friday 05/30/14, the Report Card Project will include the following 3 services:

- Supportive Employment
- Assisted Living
- Independent Living Skills

The decision internally was to implement PCA into the report card in a later phase due to the changes coming to the PCA service.

Consumer Focus Groups:

1. Discussion guides for Supportive Employment and Assisted Living has been drafted, and edited by the team. The discussion guide for Independent Living Services is currently in the drafting phase

2. First focus groups: June 10th, Arc Greater Twin Cities (Assisted Living), and June 16th, in Monticello
 - a. Focus groups will be transcribed
3. Total number of focus groups = 11 (3 are sourced but not yet confirmed: dates tentative)
4. Identified challenges:
 - a. Ensuring that all 3 service areas are fairly represented throughout the metro and greater Minnesota
 - b. Ensuring focus group representation for families who have a child with a disability and caregivers for adult individuals in assisted living
 - c. Perspective measurements (quality measurements) are not yet agreed upon by the project team. Measurements will provide useful information for the discussion guides. Therefore, the project management at MBA will consider doing focus groups again once candidate measures are drafted.

Service Provider Research:

1. Reviewed data elements available in Minnesotahelp.info as well as other data sources based on information from Paul Strebe and Megan.
2. Discussed available data elements and how they can be linked to our proposed measures and discussed consumer satisfaction measures (similar to Amazon or eBay or review style web sites on the internet that have high use.)
3. To date regarding quality measures, contractors have interviewed the following experts:
 - a. Gretchen Alkema
Vice President, Policy and Communications at The SCAN Foundation
 - b. Karl Polzer, Health/Long Term Care Policy Consultant, KP Consulting
 - c. D.E.B. Potter, AHRQ
 - d. Sheryl Zimmerman, University of North Carolina at Chapel Hill
 - e. Carol Christmyer, Chief at State of Maryland, LONG-TERM CARE QUALITY PERFORMANCE

Stakeholder Meetings:

1. On Friday, June 6th, invitations were dispersed for the stakeholder retreats on June 17th and June 18th. These were circulated internally and externally. Registration information is included on the invitation. For an additional copy of the invitation or questions about how to register, please contact Megan Sheppard (contact information below)
 - As a reminder, the schedule is as follows:
 - i. Tuesday June 17th (St Paul MN)
 1. AM = Assisted Living
 2. PM = Independent Living Services + Supported Employment
 - ii. Wednesday June 18th (Alexandria MN)
 1. AM = Independent Living Services + Supported Employment
 2. Assisted Living

2. A road show is being planned for August allowing for broad input by all interested groups before the final business process and requirements are crafted – more information to come.
3. A video conference is being planned for August 14th – please hold the date if you are unable to attend a road show.
4. 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.