



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: Wednesday June 18, 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 for phase 1 (of several phases yet to be determined):

- Supportive Employment
- Assisted Living
- Independent Living Skills

The decision internally was to implement PCA into the project at a later phase due to the changes coming to the PCA service.

### Consumer Focus Groups:

1. June 10<sup>th</sup>, subcontractors held the first consumer focus group in the metro area with Arc Greater Twin Cities.
2. June 16<sup>th</sup>, another focus group on assisted living was held in Monticello at the Monticello Senior Center with older adult consumers.
3. The next scheduled focus groups will be held on June 19<sup>th</sup>, (consumers) sourced by Vail Place in the metro area, and on June 23<sup>rd</sup>, (caregivers) sourced by Lutheran Social Services in Fergus Falls, Minnesota.
4. Focus groups are designed to include a wide variety of consumer demographics, including those who are waiver and non-waiver users, age, diversity in abilities, socio-economic and cultural diversity.
5. Focus groups are guided discussions. For example, consumers are asked to respond to a variety of questions about their experiences using services, how they decide on a service provider, how they go about finding a provider, and what things/characteristics are most important about that service provider.
6. Subcontractors expect to hold about 17 focus groups between now and the beginning of July.
  - a. Assisted Living/RHWS
    - i. 4 groups (representing consumers)
    - ii. 2 groups (representing caregivers/family members)
  - b. Independent Living Skills
    - i. 3 groups (representing consumers)
    - ii. 3 groups (representing caregivers/family members/proxies)
  - c. Supportive Employment
    - i. 2 groups (representing consumers)
    - ii. 3 groups (representing caregivers/family members/proxies)

Thanks to all who have helped getting these in place and getting people recruited.

## Service Provider Research

1. Subcontractors have researched consumer quality measures for Phase I services, which may represent quality of life, quality of choice, and quality of care to consumers.
2. Multiple interviews are also being planned or scheduled with national experts for report card development. These include:
  - a. Jay Greenberg, National Council on Aging Services, LLC
  - b. Marc Cohen, LifePlans Inc.
  - c. Rachele Bernstecker, Government Affairs, American Seniors Housing Association
  - d. Gary Boldizar, Maxim Healthcare Services
  - e. Donald Redfoot, AARP Public Policy Institute
3. Literature review is completed on measures relating to assisted living and supportive employment. Select literature has been reviewed on independent living skills.

4. Minnesotahelp.info is making strides to organize and plan for data collection through its existing systems. The DMP is conducting evaluations as to data capabilities, proposing any necessary changes, and checking taxonomy codes for the three initial services.
5. The HCBS Report Card Project team is staying abreast of new HHS/CMS rules or regulations which may impact the way HCBS agencies provide their services.

### **Stakeholder Meetings:**

1. This week, Tuesday and Wednesday June 17<sup>th</sup> and 18<sup>th</sup>, stakeholder retreats were held. 72 people registered to attend the St. Paul session, and 28 people registered to attend in Alexandria. Attendees represented service providers, social service providers, nonprofits, state/government agencies, and advocacy groups.
2. Possible sites for the August road show showcasing the project are being explored and sourced.
3. A reminder that a DHS video conference is scheduled for August 14<sup>th</sup> at 8:30AM. 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](mailto:megan.sheppard@state.mn.us)). She will put you on the next stakeholder list.