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EVOLUTION OF
THE MINNESOTAHELP NETWORK –

HCBS CONFERENCE
8/29/16



GOALS OF TODAY

- Discuss the evolution of the MinnesotaHelp Network
- Explain the design of Minnesota's Model
- Explain how we use technology for Quality Assurance
- Demo of Technology



Why the Minnesota Help Network?

Americans Seriously Unprepared for Long-Term Care, Survey Finds

By Jason Kane | April 24, 2014

Boomers aren't terribly happy, and it shows (in 5 charts) ... The fragility of their financial condition is apparent in a range of questions.

By Warren S. Hersch | April 27, 2016

How to Recognize Signs It's Time for Assisted Living

January 21, 2016 – Sarah Stevenson

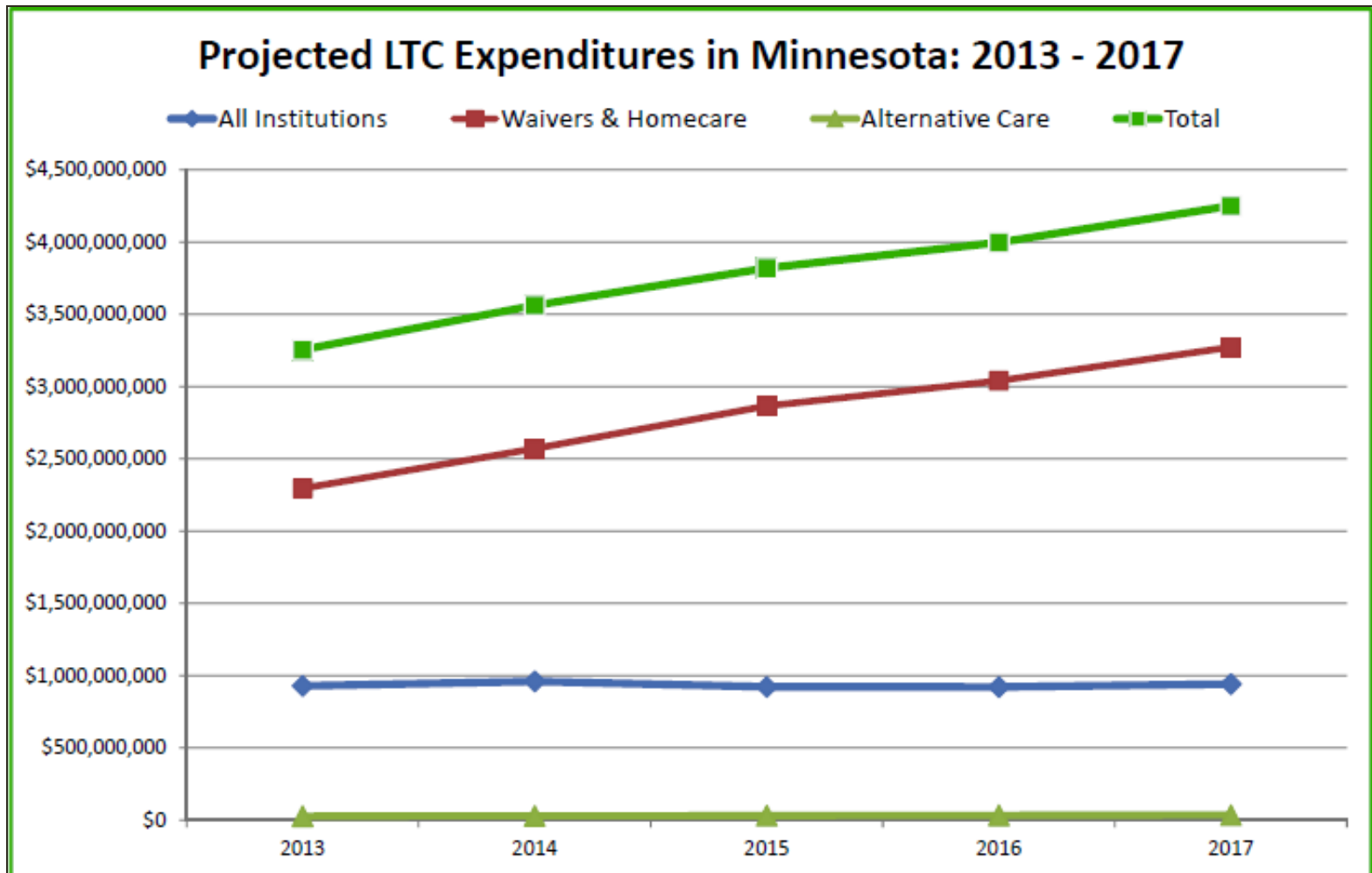
Why No One Can Afford Long-Term Care Insurance (and What to Use Instead)

USNews and World Report (March 10, 2016)

**The real story about retirement:
Millions of baby boomers face financial crisis**

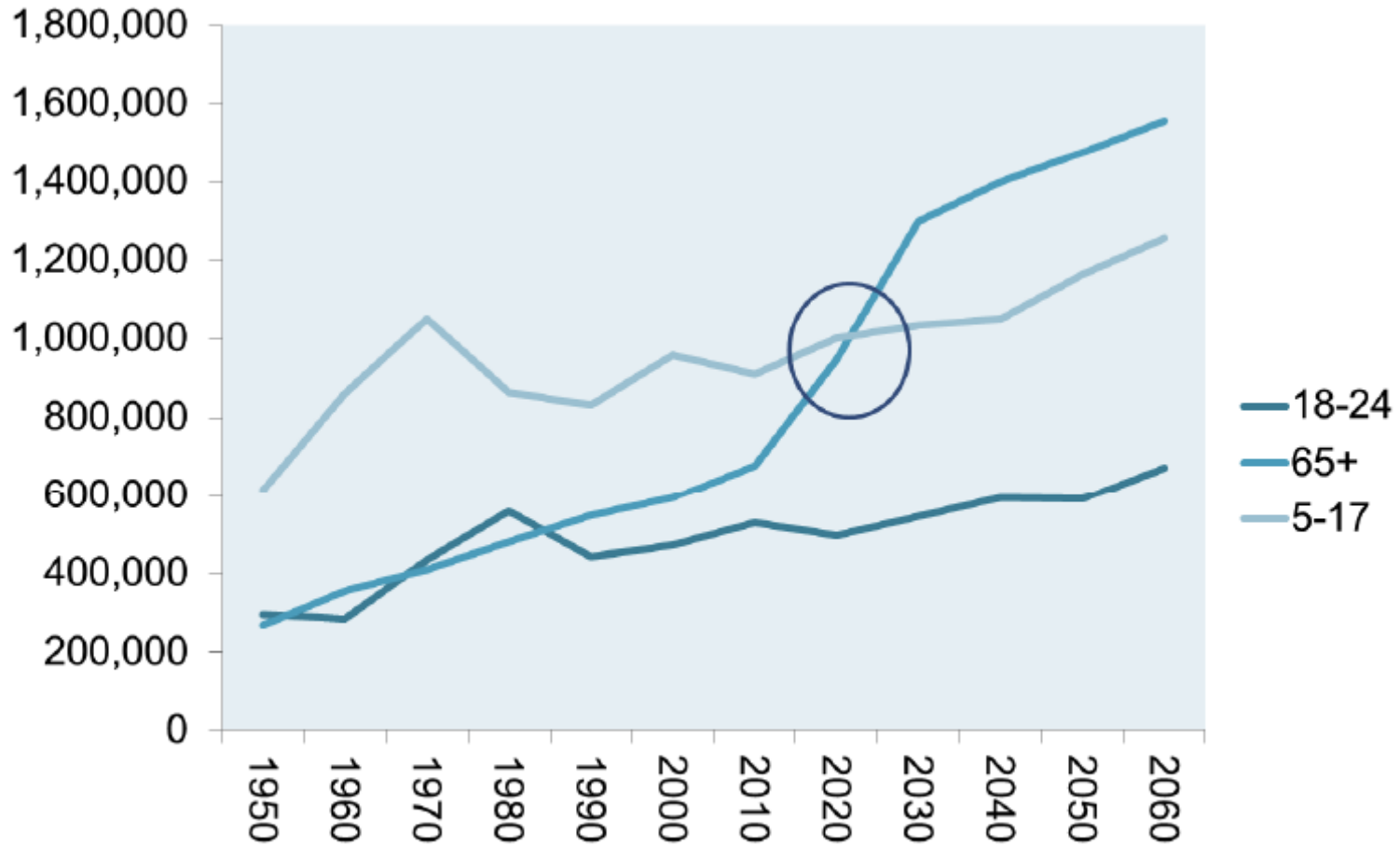
Katy Read – October 21, 2015

PROJECTED LTC EXPENDITURES



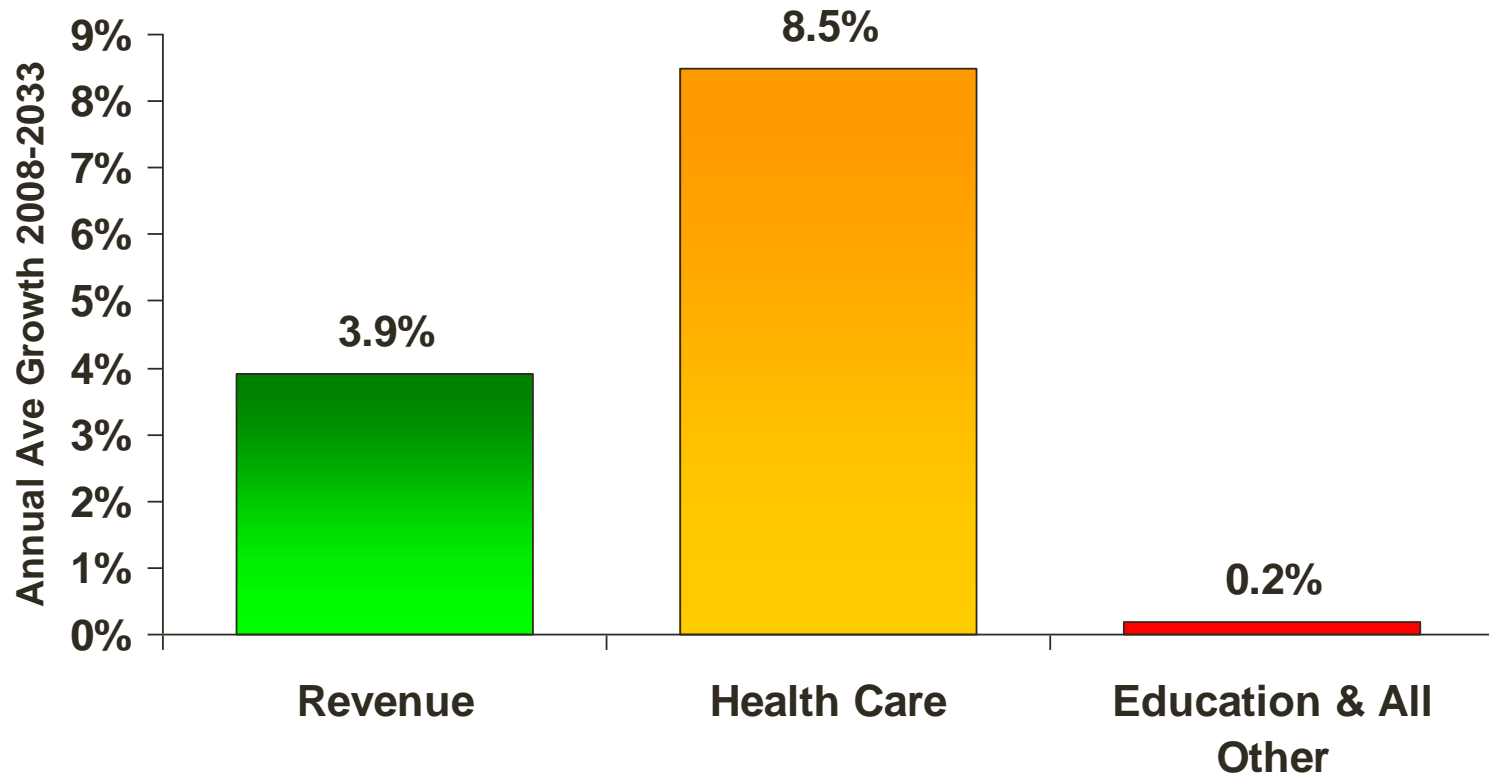
Source: DHS, Reports and Forecasts, February 2013

BUDGET PRESSURES WILL CHANGE -- MORE 65+ THAN SCHOOL AGE BY 2020



Census counts & State Demographer projection, revised 2007

IF STATE HEALTH CARE COSTS CONTINUE THEIR CURRENT TREND, STATE SPENDING ON OTHER SERVICES CAN'T GROW



General Fund Spending Outlook, presentation to the Budget Trends Commission, August 2008, Dybdal, Reitan and Broat

THE LARGEST PROBLEM IN THE HEALTHCARE INDUSTRY

15% (2.3 trillion) of the GDP is being spent on the sickest*

- 20 years from now it will be 60% of GDP

The U.S. spends 10x more than the 2nd leading country in the world on these patients, yet we rank 37th in terms of quality and value of healthcare

The more treatment the patient receives, it is often the more their quality of life is decreased and life span is shortened as well

Triple aim of healthcare: improve patient experience, improve population health, decrease per capita expenditures

I&R Centers are playing a key role to improving population health and consumer/patient experience

- Real-time collaborative communications is critical to MN success
- Applications to track, follow-up and transition patients will differentiate States that drive down cost

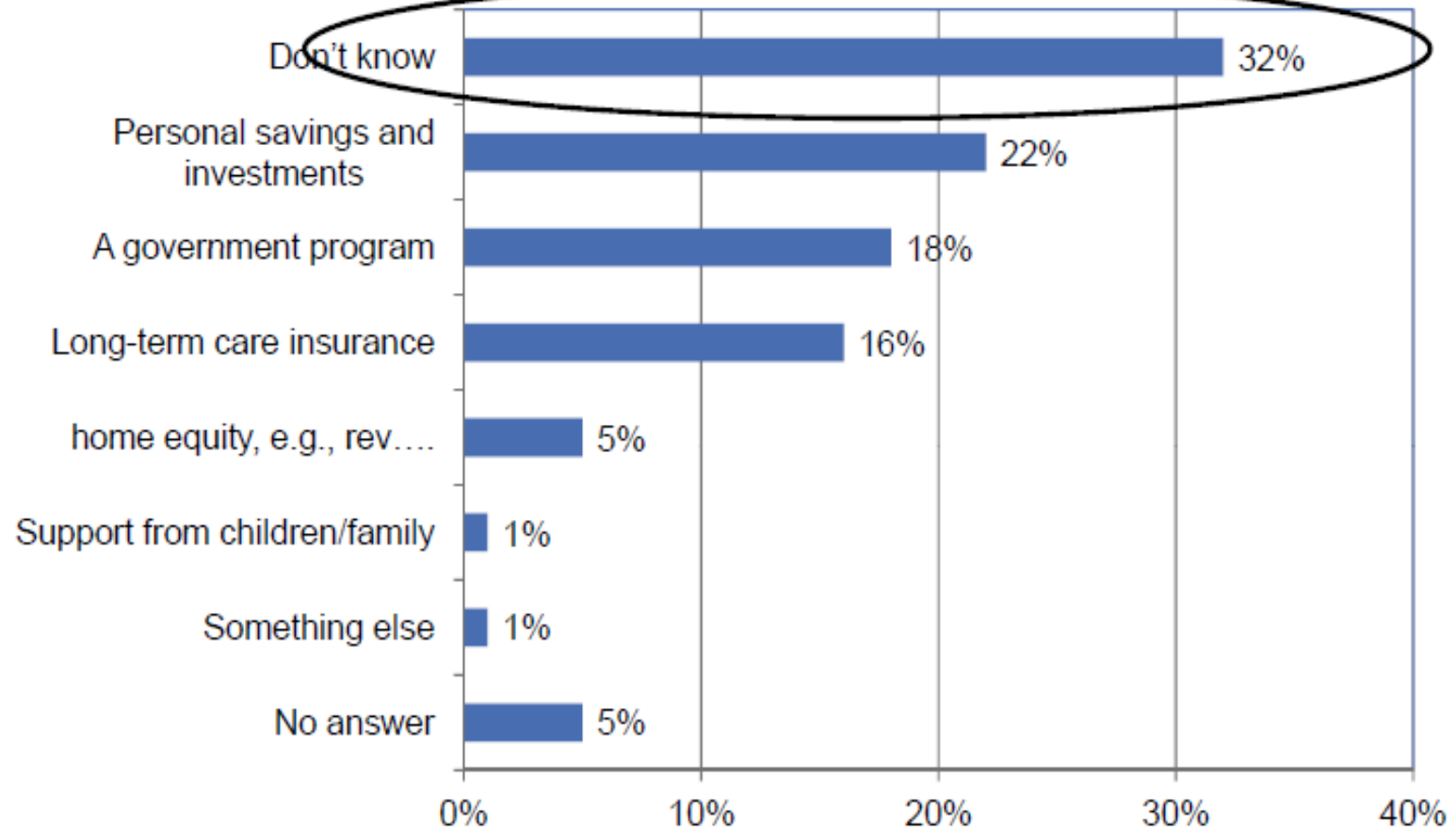


* Ihrig, T. 2013, September. *Timothy Ihrig: What we can do to die well.* [Video file]. Retrieved from http://www.ted.com/talks/timothy_ihrig_what_we_can_do_to_die_well/transcript?language=en#t-186814



BOOMERS HAVE NO REAL PLANS TO PAY FOR THEIR LONG TERM CARE

Boomers' Plans



Source: Transform 2010, MN Department of Human Services, 2010

THE BOTTOM LINE

“Long-term care decision making is a complex and often highly emotional and individualized process”*

“Factors include individual values, access to formal care and adequacy of providers skills, availability and willingness of information care providers, individual financial resources [benefits], age, physical decline, falls/fractures, cognitive decline, safety fears, health needs, sleep problems and nutrition”*

“Decision making is made independently (19%); collaboratively with family and professionals (17%) or entirely delegated (64%)”*

*Literature Review – Wilder Research, June 2008, quoting several sources



WHEN PEOPLE MAKE DECISIONS ABOUT LONG TERM CARE...

They want accessible online and print resources.

They want interactive tools.

They want to shop for it like everything else they shop for.

They want immediate access.

They want to talk to experts.



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THE MINNESOTAHELP NETWORK WAS DESIGNED WITH THIS IN MIND.

What is the MinnesotaHelp Network™?

The MinnesotaHelp Network™ is an integrated system of aging and disability experts that

- Builds on our existing home and community based infrastructure.
- The network strives to provide the right information, for the right people, at the right time, by connecting community providers who may intersect with people who need long-term care help, raising awareness of consumer needs and training these providers in resources and referrals.
- The goal is that there will be no wrong door for people who need help to remain in their home and communities.



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History - MinnesotaHelp Network

- Senior Linkage Line started in 1994, DLL in 2005 and VLL in 2007
- 1 of 8 states to receive 1st ADRC Grant in 2003
- Minnesota Created a Virtual Model built off existing partnerships
- Uses a no wrong door approach
- Support provided through 4 channels



phone



in-person



print

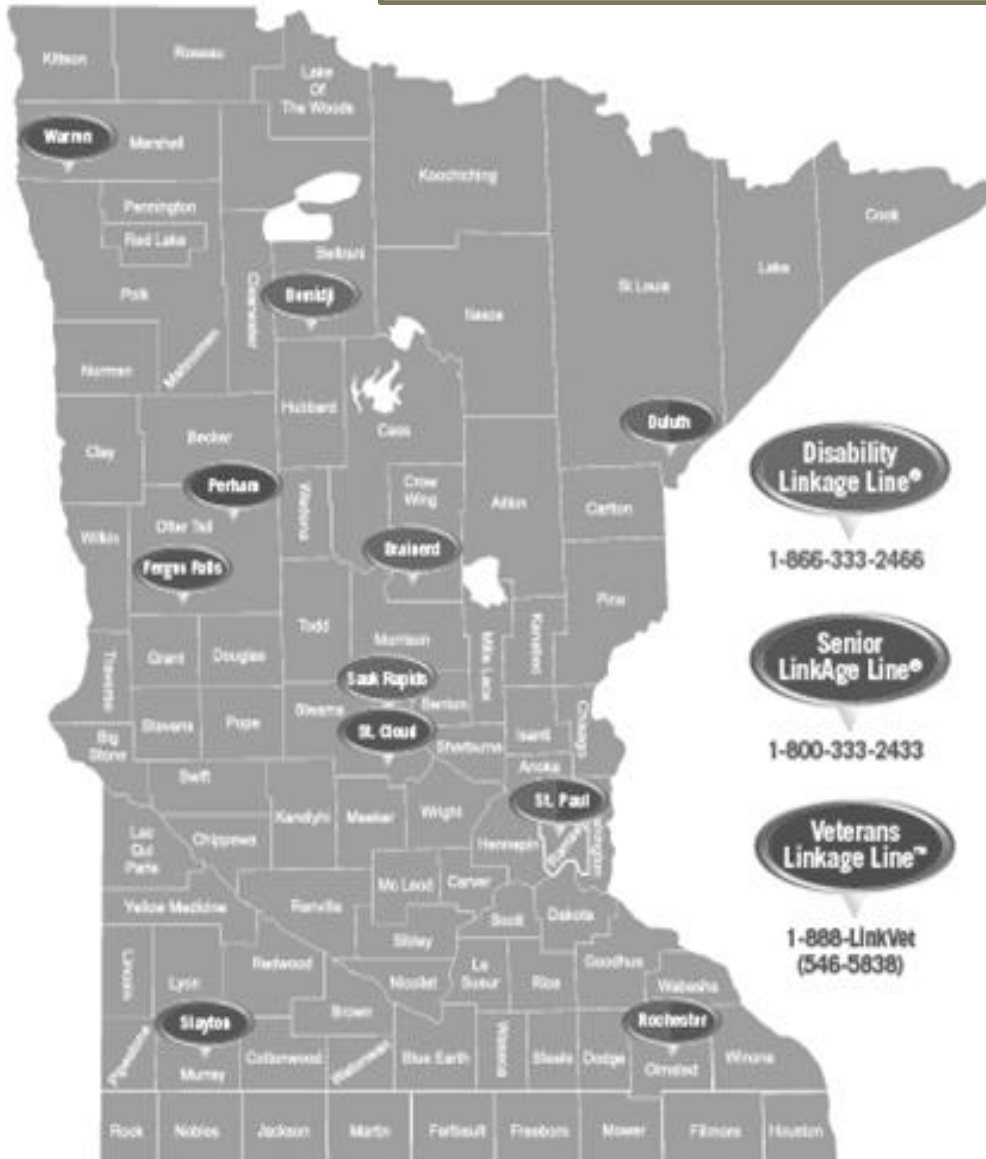


technology

HOW FAR WE HAVE COME IN 20+ YEARS

- Increased statewide uniformity
- One number routes to statewide internet contact center model with secure phone, chat, document sharing, email and video conference
- Now six AAAs provide services at 7 locations with the largest being metro (Senior LinkAge Line®)
- Two CILS provide services at 4 locations (Disability Linkage Line®)
- And One location (Veterans Linkage Line®) serves veterans statewide.
- Same technology and Secure communication including all training is now online
- Network partners number in the thousand with a focus on county case managers, health plan care coordinators, county veterans service offices and the volunteer programs such as RSVP and Senior Companion as well as work supports.

MinnesotaHelp Network



Telephone Assistance

Senior LinkAge Line® (1-800-333-2433)
Disability Linkage Line® (1-866-333-2466)
Veterans Linkage Line™ (1-888-Linkvet)

Face-to-Face Assistance

Through county MNCHOICES
Outreach Sites
Access Points

Online Tools

www.MinnesotaHelp.info

- Live Chat and Resource database

www.mnaging.org

- Level I and II referrals, MDS, referrals, Level of Care referrals, Hospital Discharge Referrals)

www.DB101.org

Print

Before a Move: Consider Your Options

Health Care Choices

Planning Ahead

Returning Home booklet

What does person-centered mean for me?

Disability
Linkage Line®
1-866-333-2466

Senior
LinkAge Line®
1-800-333-2433

Veterans
Linkage Line™
1-888-LinkVet
(546-5838)



Phone

VOIP TECHNOLOGY IS THE BACKBONE OF THE NETWORK

- Provides a statewide blended media solution which includes phone, chat, email, video and desktop sharing as well as online tools like secure forms to bring in other partners
- Secure and Encrypted tool for LinkAge Line Staff and Partners
- Allows for “real-time” collaboration
- Provides seamless referrals to partners
- Creates efficiencies when Contact Centers need back up support
- Includes VOIP phone calls, chat, desktop sharing



PHONE SUPPORT VIA REVATION LINKLIVE™



**Senior
LinkAge Line®**
1-800-333-2433
LINK TO A LOCAL AGING EXPERT



**Disability
Linkage Line®**
1-866-333-2466



**Veterans
Linkage Line™**
your link to experts
minnesotaveteran.org | 1-888-LinkVet
(546-5838)



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REVIATION (CONT.)

The Linklive™ product is utilized to do the following:

- Securely receive Pre-Admission Screening (PASSR) or other health care related assistance referrals from hospitals, clinics or nursing homes.
- Securely receive referrals for consumers who need Long Term Care Consultations (MnCHOICES).
- Securely connect callers to the Linkage Lines or to other partners who are the “experts” in our system.
- Securely receive other referrals from the Senior LinkAge Line® for consumers who want to relocate from an institution back to the community.



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PARTNERS USING THE TECHNOLOGY

- We are county administered system: Counties don't just do roads and bridges!
- Each has an adult mental health unit (they do OBRA Level II)
- Each has a county veterans services officer group that are critical to the veterans services system
- Each has a social services group that does all the financial eligibility
- Each has a county public health or long term care group that does prevention and often the long term care assessment
- Often times they have clients to which who they are providing fee for service case management



GOAL OF THE PARTNERSHIP

- Since the Linkage Lines will never plan to do eligibility determination and only eligibility screening (PASSR) or forms assistance (SHIP) it is important we can securely communicate with the counties:
- Revation is the infrastructure for our “No Wrong Door” strategy
- This is not a mandate – it is an opportunity for the counties since there is no cost for the license
- Ultimately, we want to jointly service consumers with seamless assistance through the Linkage Lines and Counties
 - *Referrals from Linkage Lines to Counties*
 - *Referrals from Counties to Linkage Lines*



COUNTIES ON LINKLIVE™

Minnesota LTCC County Staff with Revation August 2016

No Revation Chat

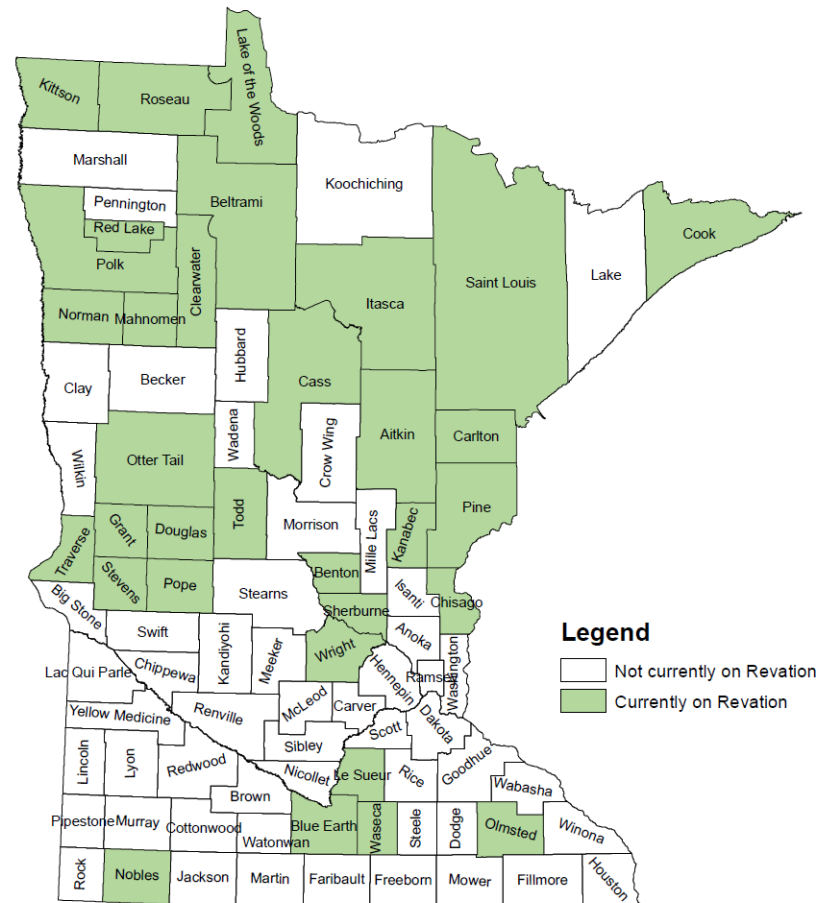
- 53 counties

LTCC County Staff

- 34 counties

Tribes Using Revation

- 1 White Earth
- *39% of Counties Using Revation Tool*



OTHER PARTNERS IN THE NETWORK

- **Vocational Rehabilitation Services and DLL**
 - Employment benefits with financial planning for people on SSDI
- **VTCLI Partnership (MN Ride Link Project)**
 - 77 CVSOs/Transportation Providers MnDOT provides an computer desktop upgrade as part of the grant



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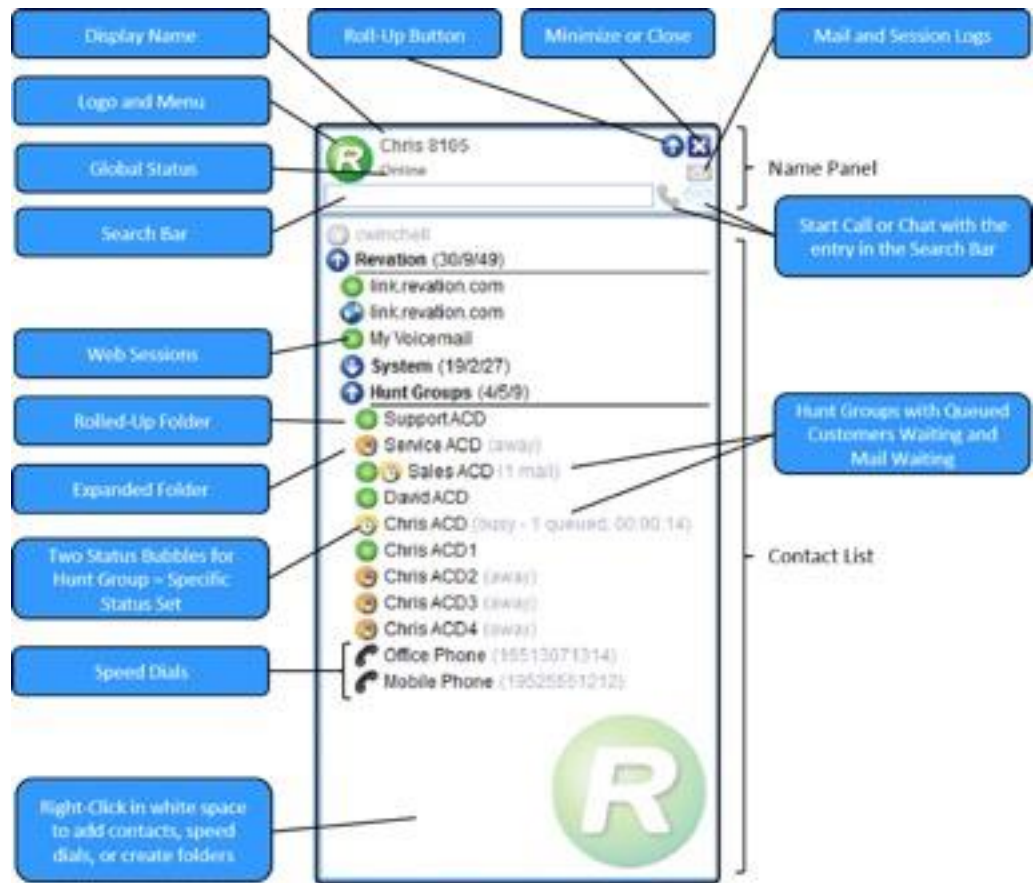
DEMO OF REVATION



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INTRODUCTION TO THE COMMUNICATOR

- LinkLive is an all-in-one cloud solution that supports secure communications between patients, customers, colleagues and business partners.
- It provides encrypted email, web chat, Voice over Internet Protocol (VoIP), video, file transfer and video calling.
- LinkLive is an easy-to-use interface for administration, management and call center agents as well as healthcare and finance professionals.



MNHHELP CUSTOMIZED COMMUNICATOR

Revation Communicator

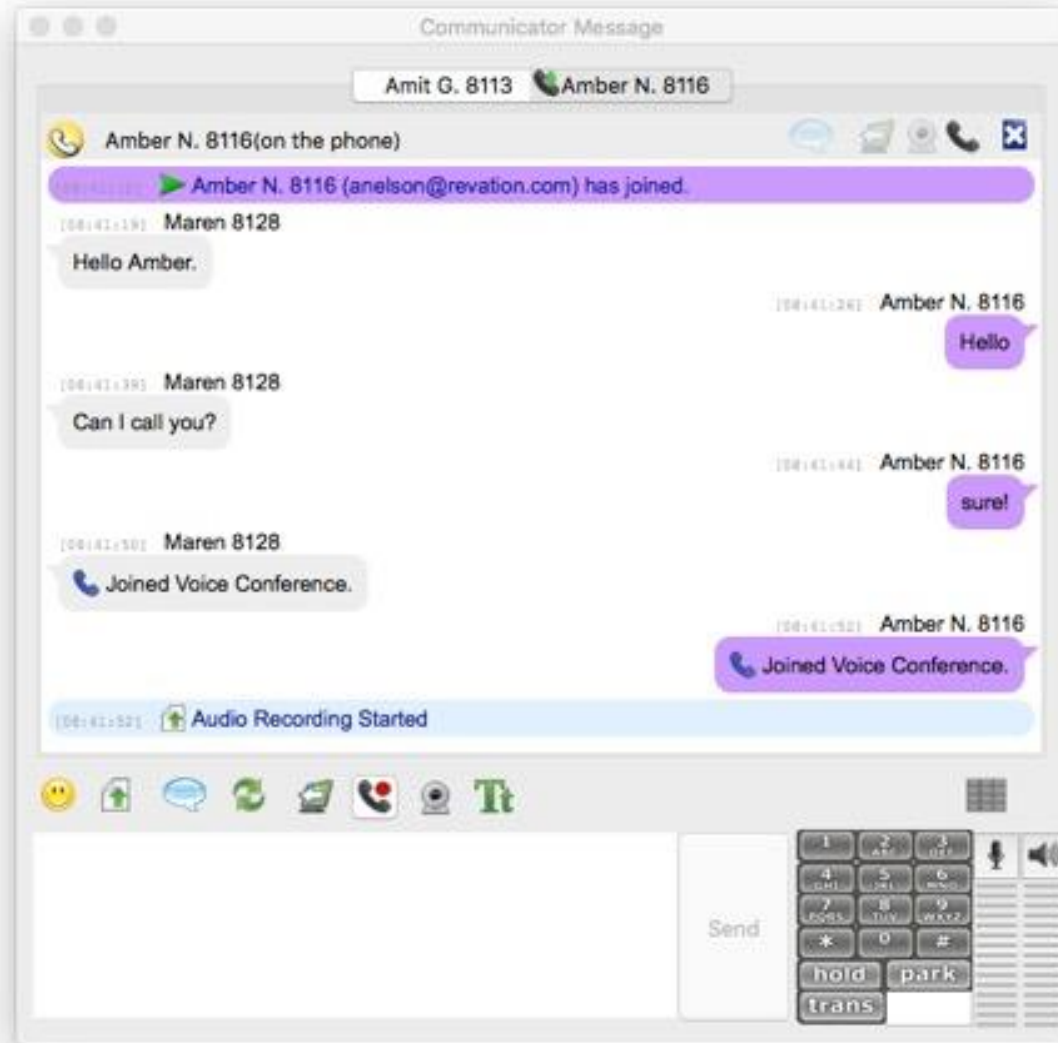
File Status Tools Help

Chris Benson
Online

- MasterContacts (162/142/579)
- Hunt Groups (46/12/64)
 - SLL Hunt Groups (30/8/44)
 - SLL General Hunt Groups (9/0/9)
 - SLL Arrowhead
 - SLL Central
 - SLL Dancing Sky (online - 1 mail)
 - SLL Metro
 - SLL MN River
 - SLL Southeastern Minnesota
 - SLL Community Living
 - SLL Benefits Lookup
 - SLL Routing
 - SLL Medicare Hunt Groups (2/0/8)
 - SLL NHHWS Hunt Groups (6/1/7)
 - SLL Arrowhead - NHHWS
 - SLL Central - NHHWS (busy)
 - SLL Dancing Sky - NHHWS
 - SLL Metro - NHHWS
 - SLL MN River - NHHWS
 - SLL Southeastern Minnesota - NHHWS
 - SLL Statewide - NHHWS
 - SLL HCC Request Hunt Groups (0/6/6)
 - SLL PAS Referral (8/0/8)
 - SLL Online Referral (5/1/6)
 - DLL Hunt Groups (8/4/12)
 - VLL Hunt Groups (1/0/1)
 - DHS Hunt Groups (1/0/1)
 - Client Service Center Hunt Groups (2/0/2)
 - CSC Hunt Group
 - Minnesota-Help NOW!
 - Data Management Program Hunt Group (...)
 - Consumer Choices Team Hunt Groups (...)
 - MN Help SLL Arrowhead (5/7/23)
 - MN Help SLL Central (9/5/26)
 - Chisago County Pilot (6/3/37)
 - MN Help SLL Land of the Dancing Sky-FF (...)
 - MN Help SLL Land of the Dancing Sky-W (...)
 - MN Help SLL Minnesota River (6/9/27)
 - MN Help SLL Metropolitan (13/31/90)
 - MN Help SLL Southeastern Minnesota (4/6...)
 - Connie Bagley (Director) 84000 (away)
 - Arlene Theye (Contact Center Coord.) 840...
 - Jerry Roberts (SLL Specialist) 84006
 - Chad Wojcik (SLL Specialist) 84010
 - Lori Wacek (MN Help Community Living S...)
 - Vicki Lawrence(MN Help Community Livin...)
 - Jen McLaughlin (MN Help Community Liv...)
 - Laurie Magnus (Vol Coord.) 84017
 - Annie Avery (SLL Specialist) 89158 (busy ...)
 - Starla Inman (SLL Specialist) 84018
 - Jone Trapp (SLL Specialist) 84003 (busy)
- Kasi Haglund (SLL PAS Specialist) 84007
- Cate Nelson (SLL PAS Specialist) 84035
- Cori Barker (SLL PAS Specialist) 84008
- Patricia Kimble (SLL Temp) 84004
- Kim Voht (Financial Support Staff)
- Karen Toussel (Tech Support) (away)
- MN Help SLL Client Service Center (2/3/6)
 - Kylie Chandler (Return to Community) 82...
 - Nicole Konz (Return to Community) 82020
 - Linda Tobias (CSC) 82012
 - Carrie Sharp (CSC PAS) 82009 (online - ...)
 - Brittany Perish (Return to Community) 82...
 - Rhonda Wynia (SLL Administrative Supp...
- MN Help Indian AAA (0/0/10)
- SLL (1/0/1)
- Dept. of Human Services (25/13/79)
- Minnesota Board on Aging/Aging & Adult...
 - Consumer Choices Team (8/4/22)
 - Krista Boston (Director, ConsumerAs...)
 - SLL and MN Help Policy (2/0/5)
 - Kelli Jo Greiner (Health Care (Medic...))
 - Stephanie Minor (PAS Policy Lead a...)
 - Darci Buttkie (Care Transitions Polic...)
 - Megan Sheppard (Care Transitions ...)
 - Lorrhonda Byrd (CCT Intern) 87035
 - MN Help Network Operations (4/4/10)
 - Elissa Schley (MNHelp Network Lea...)
 - Marc Hedman (MinnesotaHelp.Info ...)
 - Jane Olson (MinnesotaHelp Networ...)
 - Teres Glover (MNHelp Command C...)
 - Suzanne Martin (MNHelp Command...)
 - Chris Benson (ADRC/LTCC) 87026
 - Matt Whitmore (Dashboards, Analyti...)
 - Donae Leftwich (SLL Evaluation and...)
 - Bonnie Martin (SLL Operations Outr...)
 - David Wallace (SLL Operations Trac...)
 - MN Help Resource Coordination/Wor...
 - Andrew Daniels (Workplan Coord) 8...
 - Nathaniel Patterson (Project Coordi...
 - Resource Development (3/0/8)
 - Community Supports Policy (3/2/13)
 - Other MBA Staff (0/1/3)
 - Nursing Facility Policy Rates (0/1/4)
 - Moving Home Minnesota (2/0/2)
 - Disability Services Division (7/4/21)
 - Econ Assistance and Employment Supp...
 - Transportation MinnesotaHelp Network (3...)
 - Data Management Program (10/0/12)
 - Other (7/5/28)
 - MN Help DLL DB101 Chats (0/5/6)
 - MN Help DLL Central (0/1/3)
 - MN Help DLL Metro (1/9/13)
- Beth Spencewood (Contact Center Coord...)
- Kevin Lamminen (DLL Specialist) 88004 (...)
- Julia Washenberger (DLL Specialist) 880...
- Jack Phillips (DLL Specialist) 88010
- Liz Weber (DLL Specialist) 88018 (busy - ...)
- Abigail Helget (DLL Specialist) 88005 (a...)
- Sarah Mauser (DLL Specialist) 88069 (bu...)
- Isabelle Hoag (DLL Specialist) 88032 (bu...)
- Madeline Nyvold (DLL Specialist) 88002 (...)
- Kab Nras Lee (DLL Specialist) 86125 (on...)
- Danielle Mahoehney (DLL Specialist) 860...
- Kianna Lehman (DLL Admin Assistant) 8...)
- Matt Saari (IT Support)
- MN Help DLL Northern (0/0/3)
- MN Help DLL Northeast (0/1/2)
- MN Help DLL Southern (0/7/13)
- MN Help VLL (3/1/19)
 - Kathy Schwartz (Director) (away)
 - Amy McIntosh (VLL)
 - Carla Johanson (VLL)
 - Cathy Roberts (VLL)
 - David Johnson (VLL)
 - Jana Berube (VLL)
 - Jennifer Parto-Arno (VLL)
 - Kim Indieke (VLL)
 - Kristi Karels (VLL)
 - Michelle Pike (VLL)
 - Nicole Seifert (VLL)
 - Patti Arouni (VLL)
 - Becky Fischer-Walvatne (VLL)
 - Sara Ehnnes (VLL)
 - Scott Tadlock (VLL)
 - Shawnette Newhouse (VLL)
 - Teresa Blatti (VLL)
 - Teresa Theisen (VLL)
 - Tom Tougas (VLL)
- Family Memory Care (3/4/30)
- Veteran Directed Home & Community Bas...
- Agent Connect (1/0/1)
- Essentia (0/0/1)
- Learn More (0/0/2)
- OneStopContacts (87/101/385)
- VolunteerOneStopContacts (115/94/685)
- MNHelp Network Vendors (4/1/11)
- HealthPlanContacts (0/1/29)
- CCTHuddleContacts (15/1/16)
- AdminAndReports (0/0/6)
- Consumer Choices Team (9/5/26)
- Referral and LinkLive Websites (0/0/35)
- ManagementContacts (3/2/14)
- Minnesota Counties (A-E) (30/12/138)
- Aitkin (3/1/6)

- MnCHOICES (3/1/6)
- Ann Rivas (Supervisor)
- Erin Melz (Supervisor)
- Kathleen Ryan (Supervisor) (away)
- Rae Zahn (Intake)
- Jodelle Philipp (Case Aide)
- Deborah Flowers (Case Aide)
- CVSO (0/0/0)
- Transportation Provider (0/0/0)
- Anoka (0/0/0)
- Becker (1/0/1)
- Beltrami (1/0/1)
- Benton (3/1/12)
- Big Stone (0/0/6)
- Blue Earth (2/3/21)
- Brown (2/1/8)
- MnCHOICES (0/0/0)
- CVSO (1/1/2)
 - Gail Blomquist (15072336636) (away)
 - Greg Peterson (15072336636)
- Transportation Provider (1/0/6)
- Carlton (3/2/10)
- Carver (0/0/0)
- Cass (3/2/11)
- Chippewa (0/0/11)
- Chisago (5/0/23)
- Clay (1/0/1)
- Clearwater (1/0/1)
- Cook (1/2/8)
- Cottonwood (4/0/14)
- Crow Wing (0/0/0)
- Dakota (0/0/2)
- Dodge (0/0/2)
- Douglas (0/0/0)
- Minnesota Counties (F-L) (22/7/100)
- Faribault (0/1/5)
- Fillmore (0/0/2)
- Freeborn (0/0/2)
- Goodhue (0/0/2)
- Grant (0/0/0)
- Hennepin (0/0/2)
- Houston (0/0/2)
- Hubbard (0/0/0)
- Isanti (0/0/0)
- Itasca (0/3/3)
- MnCHOICES (0/3/3)
 - Sarah Polthamus (Intake Social Worker)
 - Leah Crossley (Intake Social Worker) (a...)
 - Christopher Worth (IT) (away)
- CVSO (0/0/0)
- Transportation Provider (0/0/0)
- Jackson (4/0/16)
- Kanabec (1/1/2)
- Kandiyohi (4/0/11)
- Kitson (3/1/4)
- Koochiching (0/0/0)
- Lac Qui Parle (0/0/7)
- Lake (0/0/0)
- Lake of the Woods (0/0/0)
- Le Sueur (6/0/19)
- MnCHOICES (4/0/9)
 - Darlene Tuma (RN, PHN, Supervisor)
 - Amber Karels (RN, PHN)
 - Abby Beer (RN, PHN)
 - Bridget Pinney(RN)
 - Kelly Jones (RN)
 - Lynae Grunzke (RN, PHN)
 - Leah Frederick (RN)
 - Sydney Wigand (RN)
 - Valerie Gunnerson (PHN)
- CVSO (0/0/2)
 - Jamie Von Bank (15073578279)
 - Jim Golgart(15073578279)
- Transportation Provider (2/0/8)
 - For General Public (2/0/6)
 - City of LeSueur Heartland Express (...)
 - Nicollet County- St. Peter Transit I...
 - Jefferson Partners LP DBA Jefferso...
 - For Enrolled Consumer (0/0/0)
 - For Veterans (0/0/2)
- Lincoln (0/0/5)
- Lyon (4/1/18)
- Minnesota Counties (M-P) (13/10/132)
- Minnesota Counties (Q-Z) (37/15/150)
 - Ramsey (0/0/2)
 - Red Lake (0/0/0)
 - Redwood (5/0/13)
 - Renville (4/0/8)
 - Rice (0/0/2)
 - Rock (1/0/4)
 - Roseau (2/2/9)
 - Scott (0/0/0)
 - Sherburne (4/1/6)
 - MnCHOICES (4/1/5)
 - Jill Schweisthal - Supervisor - back up (...)
 - Sara Stenseng - Supervisor - back up (...)
 - Patti Haag - MnChoices, Obra Level II, ...
 - Kimberly Richards - MNChoices, Obra L...
 - Jill Johnson - MNChoices, Obra Level II...
 - CVSO (0/0/0)
 - Transportation Provider (0/0/1)
 - Sibley (1/0/6)
 - St. Louis (3/4/20)
 - Stearns (0/0/2)
- Steele (0/0/2)
- Stevens (0/0/2)
- Swift (0/0/7)
- Todd (2/1/6)
- Traverse (1/0/1)
- Wabasha (0/0/2)
- Wadena (0/0/0)
- Waseca (4/0/9)
- MnCHOICES (3/0/4)
 - CVSO (1/0/2)
 - Dennis Dinneen (15078350680)
 - Deb Dobberstein (15078350680)
 - Transportation Provider (0/0/3)
 - Washington (0/0/2)
 - Watsonwan (0/0/5)
 - Wilkin (1/0/1)
 - Winona (0/0/2)
 - Wright (2/2/11)
 - Yellow Medicine (0/0/9)
 - Hidden Contacts (7/5/19)
 - Referral Quality Assurance Report (0/89/95)
 - ReportCardContacts (3/2/9)


Example –Secure Chat-Centric Communication



The Multimedia Session Window

Telephone
Calls

Chat

Video

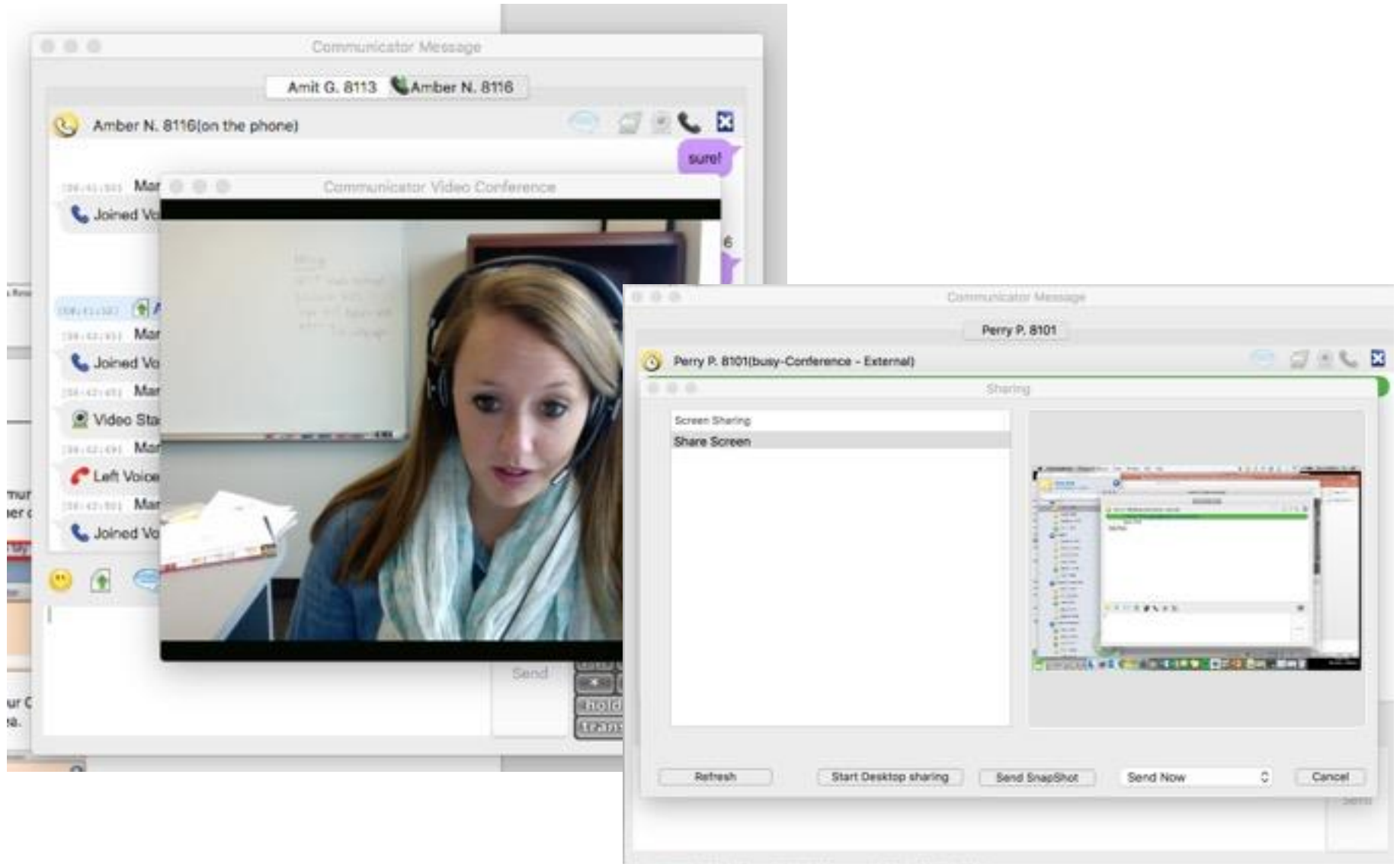
Desktop

Sharing

Conferencing

Full Recording

Example – Secure Desktop Sharing & Video



EXAMPLE - LINKAGE LINE HUNT GROUP "ACD"

- ↑ SLL General Hunt Groups (7/2/9)
- ⌚ SLL Arrowhead (busy)
- SLL Central
- SLL Dancing Sky (online - 1 m...)
- SLL Metro
- SLL MN River
- ⌚ SLL Southeastern Minnesota (...)
- SLL Community Living
- SLL Benefits Lookup
- SLL Routing
- ↓ SLL Medicare Hunt Groups (2/0/8)

Revation Communicator

Chris Benson
Online

MasterContacts (151/160/579)

Hunt Groups (39/19/64)

↑ SLL Hunt Groups (23/15/44)

↑ SLL General Hunt Groups (7/2/9)

- ⌚ SLL Arrowhead (busy)
- SLL Central
- SLL Dancing Sky (online - 1 m...)
- SLL Metro
- SLL MN River
- ⌚ SLL Southeastern Minnesota (...)
- SLL Community Living
- SLL Benefits Lookup
- SLL Routing
- ↓ SLL Medicare Hunt Groups (2/0/8)
- ↓ SLL NHHWS Hunt Groups (3/4/7)
- ↓ SLL HCC Request Hunt Groups (...)
- ↓ SLL PAS Referral (8/0/8)
- ↓ SLL Online Referral (3/3/6)
- ↓ DLL Hunt Groups (8/4/12)
- ↓ VLL Hunt Groups (1/0/1)
- ↓ DHS Hunt Groups (1/0/1)

Client Service Center Hunt Groups

Data Management Program Hunt ...

Consumer Choices Team Hunt Gr...

↑ MN Help SLL Arrowhead (1/11/23)

- Catherine Sampson (Director) 810...
- ⌚ Marjori Bottila (Contact Center) 810...
- ⌚ Lee Swenson (Vol Coord.) 81019 (...)
- ⌚ Leslie Sauve (MNHHelp Community ...)
- Stephanie Larson (MNHHelp Commu...)
- Shelly Loney (MNHHelp Community ...)
- ⌚ Alicia Arnold (SLL Specialist) 81004
- ⌚ Debra Kossett (SLL Specialist) 81...
- ⌚ Gloria Walters (SLL Specialist) 810...
- ⌚ Hannah Casey (SLL Specialist) 81...
- ⌚ Karen Hanson (SLL Specialist) 81...
- ⌚ Allison Olson (SLL PAS Specialist) ...
- ⌚ Laura Peterson (SLL PAS Speciali...
- ⌚ Karen Tveit (Senior Outreach Kooc...
- ⌚ Kara Edwards (Support Staff) (busy)
- ⌚ Cindy Conkins (Senior Planner) 81...
- ⌚ Heather Stillwell (EDP Program De...

Sara Prosen (Aging Services Plann...

Caregiver Consultants (0/2/5)

↓ MN Help SLL Central (8/6/26)

↓ Chisago County Pilot (8/3/37)

↓ MN Help SLL Land of the Dancing S...

↓ MN Help SLL Land of the Dancing S...

↓ MN Help SLL Minnesota River (6/9/27)

↑ MN Help SLL Metropolitan (18/27/80)

↓ MN Help SLL Southeastern Minneso...

↓ MN Help SLL Client Service Center (...)

↓ MN Help Indian AAA (0/0/10)

↓ SLL (1/0/1)

↓ Dept. of Human Services (26/14/79)

↓ Transportation MinnesotaHelp Netw...

↓ Data Management Program (8/3/12)

↓ Other (7/5/28)

↓ MN Help DLL DB101 Chats (0/6/6)

↓ MN Help DLL Central (0/1/3)

↑ MN Help DLL Metro (1/9/13)

⌚ Beth Spencewood (Contact Center ...)

⌚ Kevin Lamminen (DLL Specialist) ...

● Julia Washenberger (DLL Speciali...

● Jack Phillips (DLL Specialist) 88010

⌚ Liz Weber (DLL Specialist) 88018 (...)

⌚ Abigail Helget (DLL Specialist) 880...

⌚ Sarah Mauser (DLL Specialist) 880...

⌚ Isabelle Hoag (DLL Specialist) 880...

⌚ Madeline Nyvold (DLL Specialist) 8...

⌚ Kab Nras Lee (DLL Specialist) 861...

⌚ Danielle Mahoehney (DLL Speciali...

⌚ Kianna Lehman (DLL Admin Assist...

⌚ Matt Saari (IT Support)

↓ MN Help DLL Northern (0/0/3)

↓ MN Help DLL Northeast (0/1/2)

↓ MN Help DLL Southern (0/8/13)

↓ MN Help VLL (2/2/19)

↑ Kathy Schwartz (Director) (away)

⌚ Amy McIntosh (VLL)

⌚ Carla Johanson (VLL) (away)

⌚ Cathy Roberts (VLL)

⌚ David Johnson (VLL)

⌚ Jana Berube (VLL)

↑ MN Help SLL Arrowhead (1/11/23)

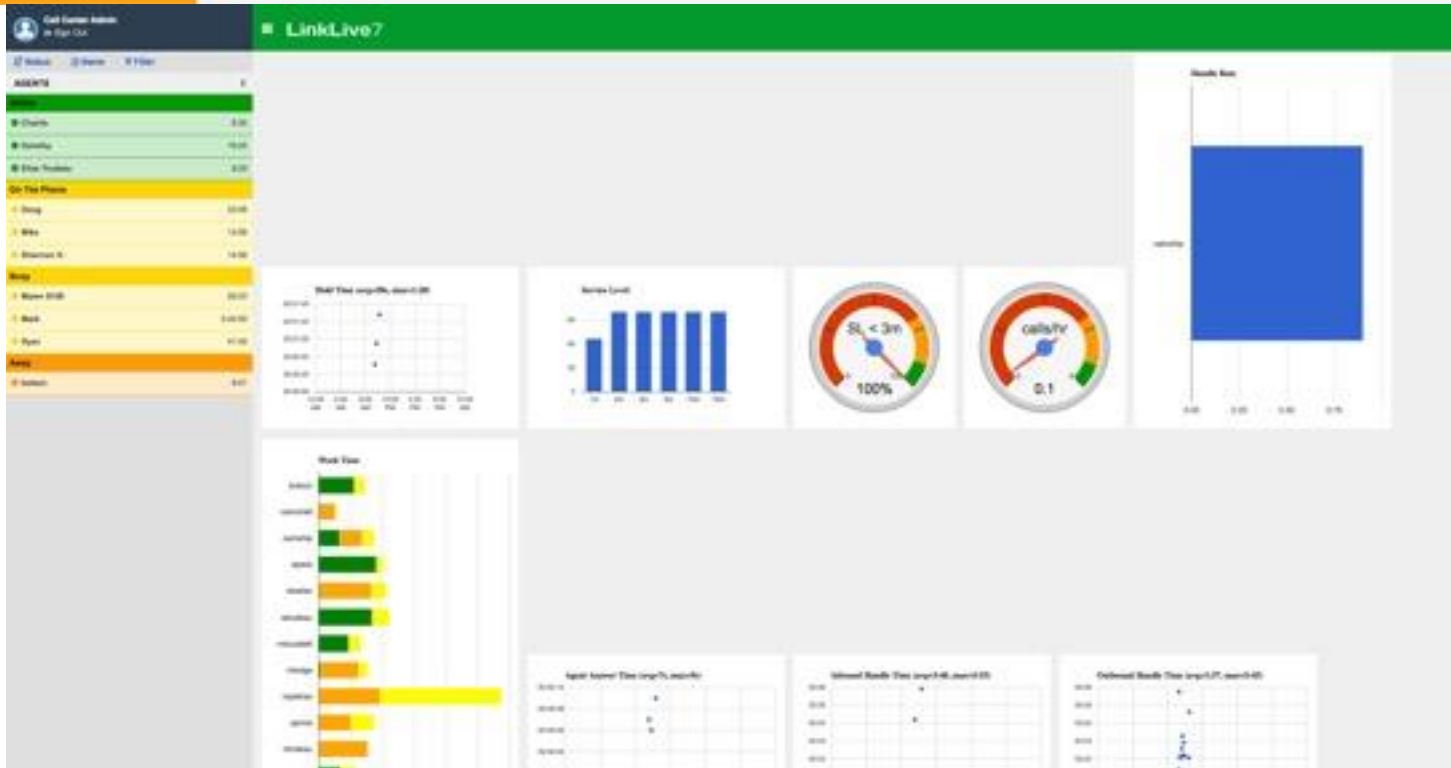
- Catherine Sampson (Director) 810...
- ⌚ Marjori Bottila (Contact Center) 810...
- ⌚ Lee Swenson (Vol Coord.) 81019 (...)
- ⌚ Leslie Sauve (MNHHelp Community ...)
- Stephanie Larson (MNHHelp Commu...

Hunt Groups distribute any type of media - “chat” “calls” “web-form mail” “voicemail” - to the next available agent based on skills and other data points. In Minnesota, all calls are area code and prefixed routed to the nearest SLL office.



MinnesotaHelp.info

ADVANCED REPORTER



QUALITY ASSURANCE

Call Monitoring by State Unit on Aging (MBA)

- Regular Call Monitoring by designated staff to ensure protocols & LTCOC requirements are met
- CCT pulls calls as needed due to complaints or concerns

Call Monitoring by local Area Agencies on Aging

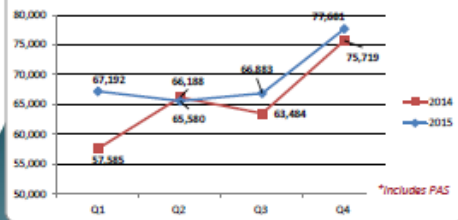
- Monitors 2 calls per specialists per month
- Provides coaching and feedback
- Escalates to MBA as needed

Chats and calls are monitored by the same interface and can be retrieved by user or hunt group



QUALITY ASSURANCE (CONT.) CONTACT CENTER DASHBOARD

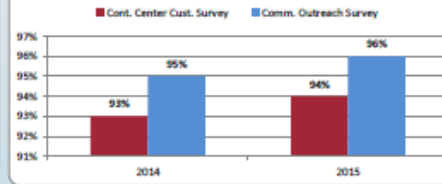
1. Number of Contacts Over Time



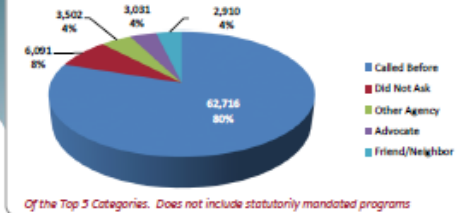
2015 Statewide Dashboard



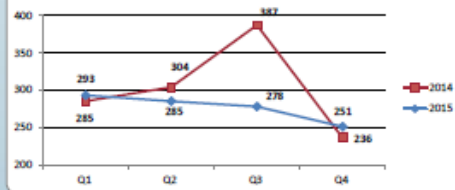
2. Percent Who Would Recommend the Senior LinkAge Line® to Others



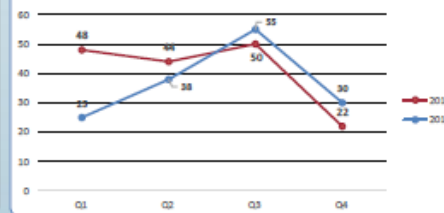
3. How People Heard About SLL



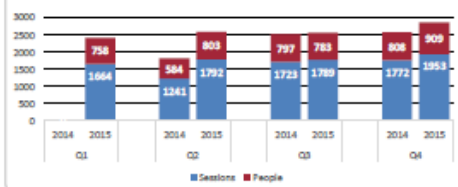
4. People SLL Spoke with Regarding Appeals or Grievances



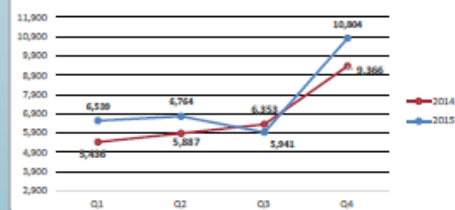
5. Usage of LTCC Navigator



6. Caregiver Sessions on Behalf of Consumer



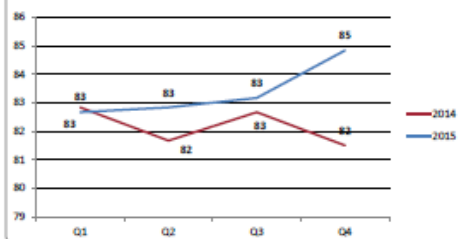
7. Volunteer Hours Per Quarter



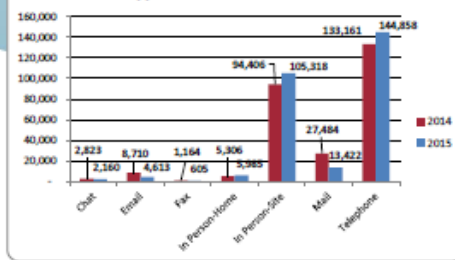
8. Volunteers Per Quarter



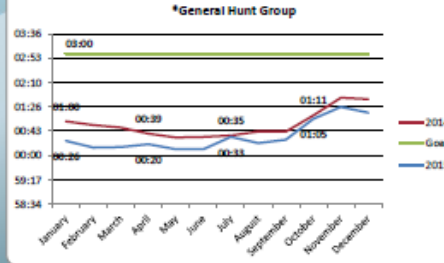
9. Average Age of People Receiving LTCOC



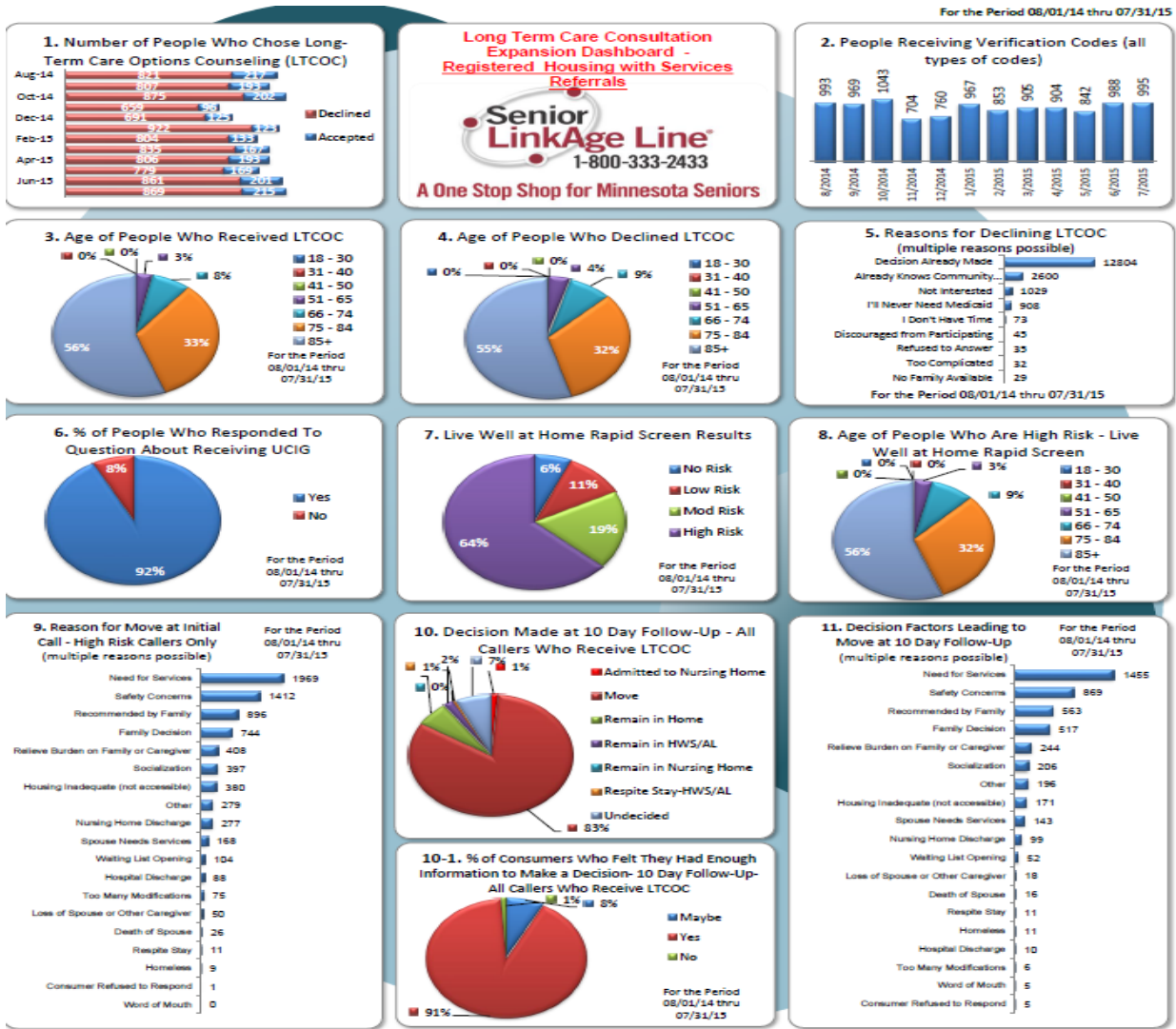
10. Types of Assistance Provided



11. Average Speed of Answer (ASA)



QUALITY ASSURANCE (CONT.) LTCCE EXAMPLE



SUPERVISOR CONSOLE

- Supervisors can review calls by Specialists by Hunt-group
- Provides Charts & Graphs of Hunt-group Activity
- Allows Supervisor to Search for Calls to do QA and call monitoring
- Allows Supervisor to “make specialists” available to take a call
- Agent Scheduling and planning functionality



SUPERVISOR CONSOLE

AGENTS

Online

- John L. 16:09
- Karl 44:06
- Shannon H. 2:48

On The Phone

- Stacey Hubler support 2:35
- support 2:36

Busy

- Amber 42:55
- Carly 50:19
- Chris 43:30
- Mike 45:31
- Maren 8128 6:00

OVERVIEW

Queued Active Available

Category	Queued	Active	Available
sales	0	0	2
salesdialer-hg	0	0	2
service	0	1	1
support	0	1	1

SESSION DETAIL

Participants	State	Arrived	Assigned	Response	Duration
Stacey Hubler support 19528078885	active / activeagent	09:20:55 am	0s	11s	2:47

Tools jlasalle@revation.com

Force status to:

online

MONITOR Request agent silent call your Communicator

STATUS Show a graph of the agent status

Close





ONLINE FORM

ONLINE REFERRALS



Welcome to the MinnesotaHelp Network™ online referral page. Through this portal you can securely make referrals to the Senior LinkAge Line® and Disability LinkAge Line® for Pre-Admission Screening, Level of Care 90-day redeterminations, Moving Home Minnesota (Money Follows the Person), MDS Section Q or a referral for a consumer who wants to leave their current setting and return to the community and receive follow-up. We need to ask a few questions to help determine which type of referral you are trying to make.

Any referrals that are made to the Senior LinkAge Line® should be printed and retained in the consumer's medical chart. If the consumer would like a copy of the referral, please ensure a copy is provided.

Please bookmark the following link or save as a favorite to be directly taken to the online referral site: <https://mnhelpreferral.revation.com>.

What if I want to make a referral and I don't fit into any of these categories? Call the Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors at 1-800-333-2433 and they will help you figure it out.

I am helping someone who...

- Is being admitted to a nursing facility and needs a Pre-Admission Screening ?
- Needs a Level of Care 90-day redetermination for Medicaid payment in the nursing facility ?
- Is being discharged from a hospital and/or needs help in the community ?
- Would benefit from help leaving nursing home/current setting and returning to the community ?

Continue

HISTORY

- Created in 2013- previously done by 87 counties in 87 ways 😊
- Provides streamlined online website for various types of referrals:
 - PASSR Level I and II referrals
 - Level of Care 90 day redetermination
 - Hospital & Health Care Home Referrals
 - Return to Community Referrals (In home support by Senior LinkAge Line Community Living Specialist staff)



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DATA ON REFERRALS SINCE ROLL OUT

- Pre-Admission Screening Referrals = 180,735
- Level of Care = 378
- Moving Home Minnesota Referrals = 13
- Hospital & Health Care Home Referrals = 1,628
- Nursing home referral for SLL In-person Support = 1,398
- MDS Section Q Referrals = 753
- *Data range 11/1/13 thru 8/22/16*





TECHNOLOGY



Search

Home

Your Situation

Programs

Estimators

Glossary

News

How To

Disability Benefits 101 gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together. [> More](#)



Welcome to DB101 (1.5 min video)

[First Time? Start Here](#)

Your Situation

Take a personal approach to benefits planning: Find information that applies to you. [> More](#)

▶ Going to Work

Planning to work? Find support for going to work and learn how a job can affect your benefits.

[> More](#)

▶ Young People and Benefits

Learn how to manage school, work, and benefits. Includes tips for parents. [> More](#)

▶ New to Benefits

Find out how disability benefits programs work, and learn how to plan for changes in the future.

[> More](#)

Programs

Just the facts: Get details about benefit programs.

[> More](#)

▶ Cash Benefits

Learn about benefits that can help you meet your basic needs. [> More](#)

▶ Health Care Coverage

Explore many health coverage options, from public and private sources. [> More](#)

▶ Work Programs

Learn how state and federal programs can support your career plans. [> More](#)



Talk to an Expert

Mon-Fri 8:30-5:00 Central

Live chat: [Chat Now](#)

1-866-333-2466

[Email a question](#)

Estimators

In the News

DISABILITY BENEFIT 101



MinnesotaHelp.info

MinnesotaHelp.info

- Resource data base for consumers online and for the Senior LinkAge Line® workers
- By the Numbers:
 - Approximately 12,813 agencies
 - Providing 42,690 services
 - Located in 27,448 locations



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MINNESOTAHELP.INFO

UPDATED JULY 2015

- Includes searching by location services
- Ability to do distance sorting
- New Look and Feel
- 3 new finders to match needs to services
 - Assisted Living Services
 - Independent Living Skills
 - Supported Employment Services
- Live Chat on every Web Page
- Responsive Design (Users can view on mobile devices)





Find: All Enter Key/words)

101-149 E 8th St, St Paul, MN

NAVIGATING MINNESOTA'S OVER 10,000 HELPING AGENCIES

MinnesotaHelp.info® is brought to you by the State of Minnesota, and strives to connect people with services in their communities.

Are you or someone you know using Assisted Living, Independent Living Skills or Supported Employment Services? You can now review an agency as part of a pilot program!

[Sign In and start reviewing](#) [About the pilot program](#)

QUICK SEARCH

[Taxonomy Search](#)

NEWS

[Blazing a Trail at the Minnesota State Fair](#)
The Minnesota State Fair... [More](#)

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[DB101 Website Launches New Tool My Vuall](#)
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[Medicare's Mail Order Diabetes Testing Supply Program](#)
Medicare offers a Nationa... [More](#)

[Summer - County Fairs in Minnesota](#)
Summer Fair - Minnesota... [More](#)

SERVICE PROVIDERS

[Provider Portal](#)
Used by providers to keep their data up to date.



QUALITY INFORMATION SENIORS PEOPLE WITH DISABILITIES YOUTH



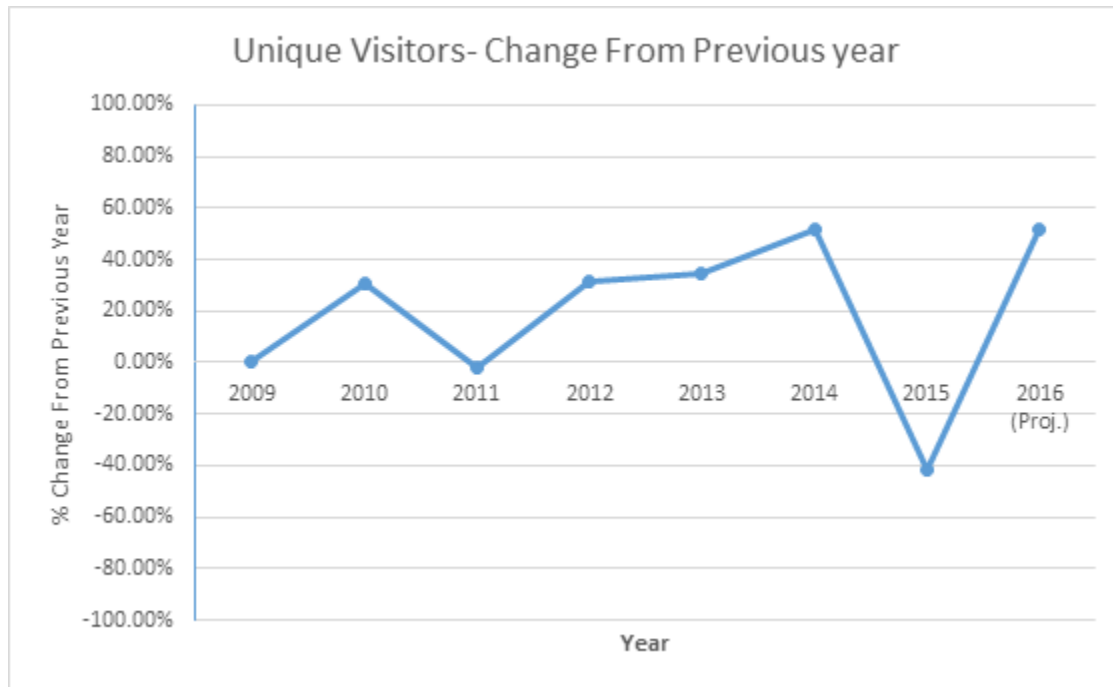
UNEMPLOYMENT TRANSPORTATION WAIVER, ALTERNATIVE CARE AND ESSENTIAL COMMUNITY SUPPORTS PROGRAMS FAMILIES



WWW.MINNESOTAHELP.INFO®



MinnesotaHelp.info



TODAY'S INTERNET CHAT THROUGH MINNESOTAHELP.INFO

- Supported by Specialized single call center in MNRAA called the “client services center”
- These staff as well as staff of the Consumer Choices Team handle chats and emails through Minnesotahelp.info and the Senior LinkAge Line® email.
- Goal is to route chats statewide – we are piloting some statewide routing now



MinnesotaHelp.info

DEMO OF THE NEW MINNESOTAHELP.INFO



MinnesotaHelp.info

MINNESOTAHELP.INFO® FUTURE PROJECTS

Redesigned Minnesotahelp.info® and Provider Portal launched– July 2015, additional update coming fall 2016

Home and Community Services Finder

- Launched – July 2015
- Next three services to be incorporated: adult foster care, assistive technology, caregiver supports (2016)

Direct Support Worker Registry –will launch 1/1/2017



COMING 2016...NEW LOOK

Select Language ▾ Provider Portal Sign

MinnesotaHelp info®



Popular Topics

Focus on special topics or populations



My Favorites

Sign In to access your saved resources



Chat With Us

Specialists are standing by to help you

What are you looking for?

Where? 



Popular Topics

- Quality Information
- Seniors
- People with Disabilities
- Youth
- Unemployment
- Transportation
- Waiver, Alternative Care and Essential Community Supports Programs
- Families
- Homeless People
- Refugees
- Veterans
- Government
- Human Service Professionals



← Latest News

Distracted Driving Awareness Month

April is Distracted Driving Awareness Month



MinnesotaHelp.info®



Popular Topics

Focus on special topics or populations



My Favorites

Sign in to access your saved resources



Chat With Us

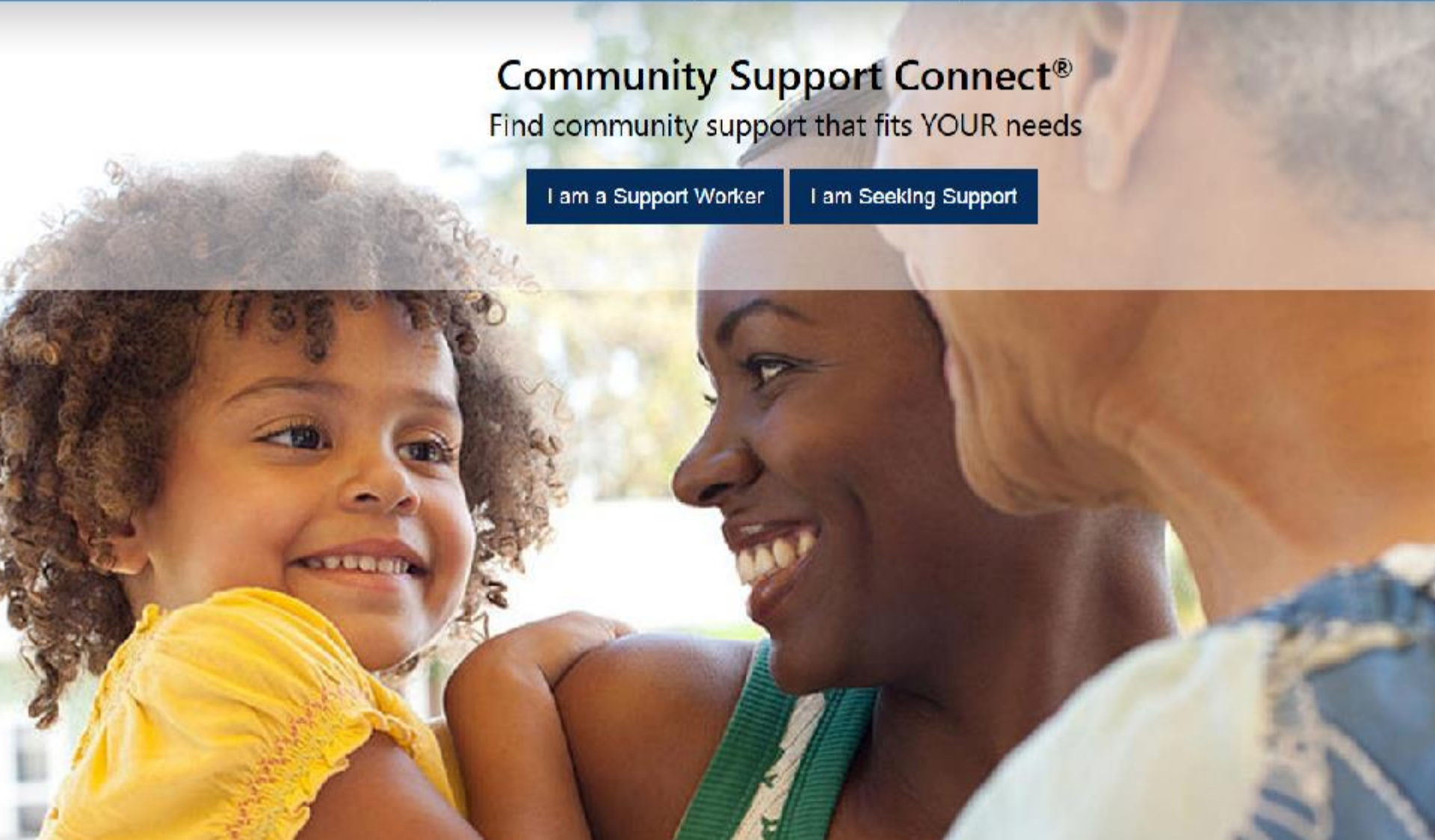
Specialists are standing by to help you

Community Support Connect®

Find community support that fits YOUR needs

I am a Support Worker

I am Seeking Support



DATA MAINTENANCE IN MINNESOTAHELP.INFO

- Partnerships for data integration-External data sources via automated data feeds-
 - Department of Human Services
 - Waiver Data from the Medicaid Data Warehouse (WPS)
 - Department of Health
 - HUD
 - USDA
 - Minnesota Department of Education
 - Counties
 - Cities
 - MN Department of Veterans Affairs



DATA MAINTENANCE IN MINNESOTAHELP.INFO

- Other Sources of Data –
 - Providers – Revation Provider Portal
 - Senior LinkAge Line Staff
 - Data Management Specialists via
 - Website Reviews
 - Calling Providers
 - Via Provider Portal
 - Via Chat supported by DMS staff



QUALITY ASSURANCE OF RESOURCE DATA

- Utilization third party tools to regularly review the data through an automated process.
- Review for consistency and quality
 - Example: Addresses are sent out to MelissaData for USPS formatting, internal
- Annual standards are reviewed by subject matters experts
 - Elderly Waiver program reviewed by staff in Health Care Eligibility and Access at DHS
- Tools that batch and upload data use an automated process to compare the old record to the new record and note changes for eyes on review.
- Staff follow a style guide for consistency across the database
- MBA reviews a quarterly deletion report



CONTACTS

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THE END

