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How to Schedule a Missouri Adaptive Ability Scale (MAAS) Assessment Using Calendly



When and Why

- 🕒 The following presentation applies to the Calendly scheduling application.
- 🕒 Calendly will be used for scheduling assessments with the statewide Assessment Team following approval of changes to 9 CSR 45-2.
- 🕒 Notification of all staff will occur via a statewide email blast when the revised 9 CSR 45-2 is approved and will include the implementation date.

Critical MAAS

- 👤 The Missouri Adaptive Ability Scale (MAAS) replaces all other adaptive assessments.
 - 👤 (Vineland, MOCABI, ABES, ABAS, etc.)
 - 👤 Timeframes associated with these processes remain unchanged.
- 👤 Service Coordinators and Intake Specialists serve a critical role in contacting the family and scheduling MAAS assessments.
- 👤 A MAAS assessment should be scheduled at least 30 days prior to the date the Service Coordinator needs the results.
 - 👤 NOTE: Critical Service Situations may bypass this 30-day requirement.

Critical MAAS

- 👤 Assessments are scheduled using a link to the Calendly scheduling page.
 - 👤 (The link is provided by an Assessment Team member).
- 👤 **IMPORTANT NOTE** – Use the Google Chrome web browser to access the Calendly links. Other web browsers are unlikely to function correctly.
- 👤 There are two different Calendly links for scheduling a MAAS.
 - 👤 One link is used for a MAAS associated with Eligibility.
 - 👤 This link is used by Intake Specialists only.
 - 👤 This link accesses appointment slots reserved for Intake/Eligibility.
 - 👤 The other scheduling link is used by Support Coordinators for all other uses of the MAAS.

Critical MAAS

- 👤 The person scheduling the MAAS assessment must add their own email address via the “Add Guest” button in order to receive a copy of the confirmation emails.
- 👤 The person scheduling the MAAS assessment is responsible to provide a copy of the confirmation emails to the identified informant and the legally responsible party via snail mail/USPS if email is unavailable.
- 👤 If the individual does not have access to the appropriate technology, the individual scheduling the MAAS assessment is responsible to arrange access.
 - 👤 Get them to a TCM or Regional Office, etc.

Critical MAAS

- 👤 Minimum technology requirements are an internet connected device with a video camera. A cell phone is too small to use for viewing the assessment Powerpoint. A “large” pad-type device may be used.
- 👤 Note a smart phone may be used for camera and audio but a larger screen must be used for the display of the assessment content.
- 👤 The individual being assessed does not have to have any specific “computer skills” to participate in the assessment.

Critical MAAS

- 🕒 Time slots will be made available between 7 AM and 7 PM, Monday through Friday, to enhance the abilities of individuals, families and providers to secure assessment times that work with their schedules.
- 🕒 The MAAS generates a report which includes the Functional Limitation Categories, Priority of Need (PON) score (from 1 to 5), Rate Allocation Score (RAS) and the responses to the Stage III items.

PON Considerations

- 👤 The MAAS replaces the existing PON tool.
- 👤 The underlying construct behind how the MAAS determines priority of need is not based on “unmet need” but rather is based on innate ability.
- 👤 The PON used for Partnership for Hope Waiver is different than the PON for the other waivers. The MAAS does not impact the PON for PfH.
- 👤 While the tool used to generate the PON is new, the function of the PON score and the timeframes associated with the PON are unchanged.
- 👤 The PON Manual will be revised at a later date. The only part of the existing PON Manual that will remain valid after 1/1/23 is the critical service situations which continue largely unchanged under the MAAS-based PON.

Process to schedule a MAAS

- 👤 Service Coordinator or Intake Specialist accesses the Calendly scheduling page and contacts the individual/legally responsible party/agency contact person as appropriate.
 - 👤 Calendly displays all available dates and times.
- 👤 The individual/legally responsible party/agency contact person must agree on a time that works for the individual and the informant.
- 👤 Once an available time is agreed upon, the person doing the scheduling reserves the time slot and answers some required questions.
 - 👤 Add the email addresses via the “Add Guest” button for anyone that needs to be notified of this assessment date/time.
- 👤 Calendly then assigns this requested assessment to the next Assessment Team member available.

Process to schedule a MAAS

- 👤 Email addresses added via the “Add Guest” button, the informant, and the Assessment Team member will receive a confirmation email.
 - 👤 The confirmation email contains the WebEx link for the meeting.
 - 👤 The ability to add the appointment to your Outlook or Google calendar is available.
- 👤 24 hours prior to the appointment, a reminder email will be sent to this same group of email addresses.

Following the Link

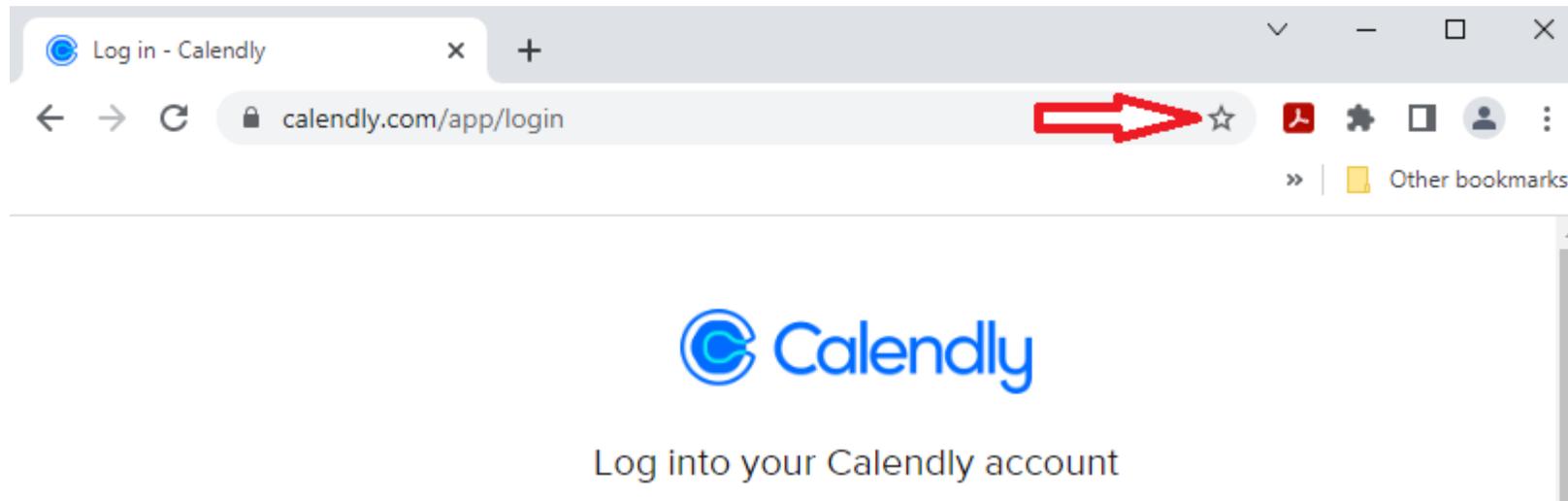
- 👤 Copy and paste the provided link into the Google Chrome Web Browser to get to the Calendly scheduling page.
- 👤 NOTE: There are two different links.
 - 👤 One link is used by the Intake Team to schedule assessments for intake/eligibility. Intake staff should not forward the “intake assessment” link to anyone other than intake staff. (The link used for intake assessments includes the word “intake” in the link.)
 - 👤 The other link is used for all other assessment needs.

The link will look something like this:

<https://calendly.com/assessment/maas-assessment>

Bookmark the Link

- 📌 Bookmark the link for future reference by clicking the star in the address line.



Pick a Date

MAAS Assessment

 1 hr 30 min

 Web conferencing details provided upon confirmation.

This is an invitation to participate in a Missouri Adaptive Abilities Scale (MAAS) Assessment. This assessment will be done on-line using Webex. Please contact the interviewer if you think you will have difficulty connecting to the interview. The assessment has 3 stages. Stage 1 is completed with the individual being assessed. Stage 2 and Stage 3 are completed with an informant. The Informant

Select a Date & Time

September 2022 < >

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

 Central Time - US & Canada (9:37am) ▾

Pick a Time

Select a Date & Time

September 2022 < > Wednesday, September 7

SUN MON TUE WED THU FRI SAT

1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30

Central Time - US & Canada (9:39am) ▾

Troubleshoot

Powered by Calendly

● times you're available

10:00am

10:30am

11:00am

11:30am

12:00pm

12:30pm

Questions to be answered when scheduling



- 📍 Name of the Informant (This is the first field on the form.)
- 📍 Email for the Informant (This is the second field on the form.)
- 📍 “Add Guest” Button (Add all individual’s email addresses here who need notifications to be sent.)
- 📍 Phone Number for the Informant
- 📍 Individual’s Name
- 📍 Individual’s DMH ID
- 📍 Legally Responsible Person/Guardian Name
- 📍 Legally Responsible Person/Guardian Email
- 📍 Individuals Communication Style (Fully Verbal, Partially Verbal, Non-Verbal, Sign Language - ASL, English as Second Language – ESL, Augmentative Communication)
- 📍 Reasons for requesting a MAAS (Intake, Initial, Redetermination, Review due to change in status, Critical Service Situations (A-G)
- 📍 Provide the justification for the Critical Service Situation (use “N/A” if not applicable).
- 📍 If a request for a review of existing MAAS, has followed DMH-DD Guideline 15
- 📍 Service Coordinator/Intake Specialist Name and Service Coordinator/Intake Specialist Email

Confirmation Email



Hello J. Smith,

Your MAAS Assessment with Examiner Name at 09:00am (Central Time - US & Canada) on Friday, September 30, 2022 is scheduled.

This is an invitation to participate in a Missouri Adaptive Abilities Scale (MAAS) assessment. This assessment will be done on-line using Webex. Please contact the interviewer if you think you will have difficulty connecting to the interview.

The assessment has 3 stages. Stage 1 is completed with the individual being assessed. Stage 2 and Stage 3 are completed with an informant. The Informant is someone who has knowledge of the individual in a variety of settings for at least 90 days.

The assessment requires the individual to have access to a quarter, pencil/pen and paper. Please be sure these items are available at the time of the assessment.

Contact the interviewer if the assessment needs to be rescheduled or if you have any questions.

Location:

This is a Webex web conference.

You can join this meeting from your computer, tablet, or **smartphone**.

<https://stateofmo.webex.com/stateofmo50fc901f7532>

Password: xxxxxxxxxxxx

You can also dial in using your phone.

US: +1 650 479 3207, +1 312 535 8110

Meeting ID: 9999 999 9999

Find your local number: <https://stateofmo.webex.com/stateofmo/globalcallin.php>

Join from a video system or application

sip:24668931@stateofmo.webex.com

You can also dial 173.243.2.68 and enter your meeting ID 9999 999 9999

WebEx controls the contents of the “canned” text at the end of the meeting invitation. As such, we are unable to change the statement regarding connecting with a smartphone. Note that a smart phone may be used for the camera and audio functions but will not be appropriate for displaying the assessment items to the person being assessed.

Confirmation Email (Cont)



Your Answers:

Phone Number: xxx-xxx-xxxx

Consumer Name: J. Smith

Consumer DMH ID: #xxxxxx

Individual's communication Style: Fully Verbal

Please check one of the reasons below for your request of a MAAS assessment:

Redetermination (every 2 years for continued Waiver Eligibility)

If a request for a review of an existing MAAS: I have contacted one of the Assessment team Leads and a review of previous assessment was completed and a new one is to be done.

(according to Guideline 15) No

Service Coordinator/Intake Specialist Name: XXXX XXXXXX

Service Coordinator/Intake Specialist Email Address: example@email.com

Please share anything that will help prepare for our meeting.

Consumer is verbal, but might not engage in the questions.

Confirmation Email (Cont)



- 🕒 This event should automatically show up on your calendar. If needed, you can still add it manually:

Add to Calendar

Make changes to this event:

Reschedule Cancel

- 🕒 Choosing Cancel does not remove the associated calendar entry.
- 🕒 In the event of a “no show”, the assessor will notify the SC of the missed appointment.

Reminder Email



- 🕒 24 hours before the Selected Date and Time the informant will receive a reminder email.

Example:

Subject: Reminder: Intake MAAS Assessment with Alisa Arthur at 09:00am (Central Time - US & Canada) on Tuesday, August 30, 2022

Hi Paul,

This is a friendly reminder that your Intake MAAS Assessment with Alisa Arthur is at 09:00am (Central Time - US & Canada) on Tuesday, August 30, 2022.

- 🕒 Note: The remainder of the email will be like the confirmation Email discussed previously.

What Happens Next

- 👤 Once the MAAS is completed, a pdf of the report will be sent by email to:
 - 👤 Service Coordinator/Intake Specialist
 - 👤 Provider Relations Team
 - 👤 Provider Agency Contact Person (as appropriate)

MAAS Report

👤 An abbreviated sample report is pictured below:

Missouri Adaptive Ability Scale (MAAS) Assessment Results			
Name: Enter Client Name (Last		DMH ID#: Enter DMH ID Number	
Date of Birth:	6/2/2000	Examiner: Enter Name (Last, First)	
Date of Testing:	6/2/2022	Age at Testing:	22
Informant: Choose Informant			
Domain	Substantial Functional Limitation for DD Eligibility	Substantial Functional Limitation for Waiver Eligibility	
Learning	Yes	Yes	
Mobility	Yes	Yes	
Communication	Yes	Yes	
Self-Care	Yes	Yes	
Self-Direction	Yes	Yes	
Independent Living/Economic Self-Sufficiency	Yes	Yes	
Reevaluation of Eligibility and Functional Limitations recommended at age:			N/A
Rate Allocation Score (RAS):	3	PON:	4

MAAS Report

- ➊ Addition information from a sample report is pictured below:

Stage III Results	
Scoring	Stage III: Specialized Needs Assessment
	This section identifies specific legal and situational factors influencing the individual's ability to function on a day-to-day basis. It is designed to provide more detailed information regarding the individual's behavior, mobility, sensory/perceptual, medical, and nutritional needs and the level of supports required to function.
	Behavioral Needs
Choose Yes or No	<i>Is a formal behavior plan implemented (designed by psychologist, behavior analyst, etc.)?</i>
Choose Yes or No	<i>Has been arrested for assault (not sexual) within the past three years</i>
Rate Frequency	<i>Is physically aggressive (e.g., has intentionally struck, bitten, kicked, etc. another person)</i>
Choose Yes or No	<i>Has intentionally struck another person with an object requiring any type of medical attention within the past three years</i>
Choose Risk Level	<i>Risk Rating: Physical aggression against others.</i>

What Happens Next?

- 👤 Support Coordinators and Intake Specialists who have completed this training will be sent the appropriate Calendly scheduling link.
 - 👤 Please be advised that it takes 24 hours for the participant's list to reach us following completion of the training.
 - 👤 If you attended the training and are not an SC or Intake Staff, please delete the link if/when you receive it.
- 👤 Individuals who have completed this training may use the Calendly link to schedule MAAS assessments to occur after 1/1/23.
- 👤 Contact Alisa Arthur via email to request the Calendly link:
Alisa.Arthur@dmh.mo.gov



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Questions?

Alisa.Arthur@dmh.mo.gov