

WEBVTT

1 "Neil Harms" (3843819776)
00:00:00.000 --> 00:00:10.289
Patient on how to schedule in Missouri, adaptive ability, scale or bars
assessment using the application.

2 "Neil Harms" (3843819776)
00:00:14.609 --> 00:00:14.939
Today,

3 "Neil Harms" (3843819776)
00:00:14.934 --> 00:00:29.904
we're going to address several topics around and how it works with the
models to get those assessments scheduled the following presentation
applies to the calendar scheduling app calendar will be used for
scheduling assessments with the statewide assessment team following

4 "Neil Harms" (3843819776)
00:00:29.904 --> 00:00:39.624
approval of changes to 9. CSR 45 dash 2 as most of you probably many of,
you know, we've had these proposed. proposed

5 "Neil Harms" (3843819776)
00:00:40.045 --> 00:00:52.945
Changes to our state rule out there for quite some time they were entered
in the November register so they are up for posting right now, assuming
that all goes to plan,

6 "Neil Harms" (3843819776)
00:00:52.975 --> 00:01:04.195
and we should look at it and be looking at a go live date of January.
1st, 2023 for the MOS and all of those changes and we just wanted to
bring this to your attention.

7 "Neil Harms" (3843819776)
00:01:04.195 --> 00:01:09.925
It is possible that that wouldn't go through in that timeframe. through
in that timeframe

8 "Neil Harms" (3843819776)
00:01:10.020 --> 00:01:16.525
We just don't have a way of predicting what that outcome is, but we're
solid, 95% certain that that's all going to go through.

9 "Neil Harms" (3843819776)
00:01:16.525 --> 00:01:30.205
So the part in red on your screen, notification of all staff will occur
via statewide email blast when the revised 9 CSR, 45 2 is approved and
will include the for sure. Implementation date.

10 "Neil Harms" (3843819776)
00:01:30.205 --> 00:01:31.645
sure implementation date

11 "Alisa Arthur" (2765570816)
00:01:37.315 --> 00:01:45.865
Good morning everyone, the Missouri adaptability scale, or the moss will replace all other adaptive assessments.

12 "Alisa Arthur" (2765570816)
00:01:46.225 --> 00:01:56.485
This includes the vineland, the maccabi, the AIDS, and et cetera service coordinators and intake specialists serve a critical role in contacting the family.

13 "Alisa Arthur" (2765570816)
00:01:56.760 --> 00:02:00.480
And scheduling the most assessments.

14 "Alisa Arthur" (2765570816)
00:02:01.920 --> 00:02:08.910
Mass assessment should be scheduled at least 30 days prior to the service coordinator, needing it for the level of care.

15 "Alisa Arthur" (2765570816)
00:02:12.000 --> 00:02:20.280
Assessments are scheduled using a link to the calendar scheduling page. The link is provided by an assessment team member.

16 "Alisa Arthur" (2765570816)
00:02:21.510 --> 00:02:30.060
It's really important for you all to know that all links to will work best. When you see the Google Chrome web browser.

17 "Alisa Arthur" (2765570816)
00:02:32.700 --> 00:02:43.530
There are 2 calendar links for scheduling. A Moss 1 link is used for a mass associated with eligibility. This link is used by intake specialists.

18 "Alisa Arthur" (2765570816)
00:02:43.530 --> 00:02:48.480
The link access his appointment slots for intake and eligibility.

19 "Alisa Arthur" (2765570816)
00:02:51.750 --> 00:02:57.870
The other scheduling link is used by the support coordinators for all other uses of the MOS.

20 "Alisa Arthur" (2765570816)
00:03:05.220 --> 00:03:16.260
At least we have a question in the chat. Yeah, I just saw that. Um, at what point does the assessment team send the link to the service coordinator after you've been trained today?

21 "Alisa Arthur" (2765570816)
00:03:16.260 --> 00:03:23.220

You can ask for, um, the link from either Paul or I or Neil.

22 "Neil Harms" (3843819776)
00:03:27.900 --> 00:03:33.570

And what Alisa meant to say was Paula Elisa, not Neil just so very clear.

23 "Alisa Arthur" (2765570816)
00:03:33.570 --> 00:03:40.230
Yeah, um, in rare instances.

24 "Alisa Arthur" (2765570816)
00:03:40.230 --> 00:03:53.640
The legally responsible party may not have an email address. Is this is the case the person scheduling the mouse is responsible to provide a copy of the confirmation letter via snail mail.

25 "Alisa Arthur" (2765570816)
00:04:01.225 --> 00:04:15.235
If the individual does not have access to the appropriate technology, the individual scheduling, the moss assessment is responsible to arrange access, for example, um, get them to a office or a regional office, et cetera.

26 "Alisa Arthur" (2765570816)
00:04:16.020 --> 00:04:23.880
Minimum technology requirements are an Internet connected device with us a video camera.

27 "Alisa Arthur" (2765570816)
00:04:23.880 --> 00:04:34.949
A cell phone is too small to use for viewing the assessment PowerPoint, but you can use a large pad type device. Um, if needed.

28 "Neil Harms" (3843819776)
00:04:37.469 --> 00:04:49.409
Hey, folks, we're going to circle back when we get towards the end where we have a question slide and we will circle back and answer those questions that are in the chat. Just giving you a heads up. Some of these may be resolved for you as we go through the presentation.

29 "Alisa Arthur" (2765570816)
00:04:50.154 --> 00:05:00.984
Correct there will be time slots made available from 70 a M, to 70 PM to enhance the ability of individuals,

30 "Alisa Arthur" (2765570816)
00:05:01.494 --> 00:05:07.254
families providers to secure an assessment time that works for their schedules. their schedules

31 "Alisa Arthur" (2765570816)
00:05:15.029 --> 00:05:28.739

The mass generates a report, which includes the functional limitation categories, the priority priority of need score the right allocation score and the responses to the stage 3 items.

32 "Paul Conover" (3212689920)

00:05:33.869 --> 00:05:45.059

Okay, so I'm going to give you an overview of how to schedule the mass and this I see a lot of questions popping up. And I think I think this portion will probably help answer. A lot of those, the service coordinator.

33 "Paul Conover" (3212689920)

00:05:45.059 --> 00:05:56.999

Or intake, specialist is going to access the calendaring scheduling page, and then contact the individual or the legally responsible party. The agency, whoever it is to contact the person as appropriate.

34 "Paul Conover" (3212689920)

00:05:56.999 --> 00:06:05.639

And then the individual legally responsible party, or agent will select the date and time. So they're going to get to select the date and time for their schedule.

35 "Paul Conover" (3212689920)

00:06:05.639 --> 00:06:18.719

And then there's going to be some required questions. At least we'll go over those questions and show you those in just a little bit and then will assign this assessment. The request an assessment to the next assessment team available.

36 "Paul Conover" (3212689920)

00:06:18.719 --> 00:06:26.099

Member, we're calling that round Robin, so it will go from 1 assessment specialist to the next. Whoever is next available.

37 "Paul Conover" (3212689920)

00:06:28.979 --> 00:06:40.739

And then, once this is, we'll go in a little bit more detail here in just saying that the individual legally responsible party or the agency contact person, and the assessment team member.

38 "Paul Conover" (3212689920)

00:06:40.739 --> 00:06:44.279

Well, then receive a confirmation email once it's been established.

39 "Paul Conover" (3212689920)

00:06:45.114 --> 00:07:00.024

The confirmation email will contain the web X link for the meeting, and the ability to add the appointment to your Outlook or Google calendar is easily available. We could show you how to do that. And then 24 hours prior to the appointment, then.

40 "Paul Conover" (3212689920)

00:07:00.024 --> 00:07:00.474

then

41 "Paul Conover" (3212689920)

00:07:00.779 --> 00:07:06.869

Individual legally responsible part of your agency contact person whoever all is involved in that email.

42 "Paul Conover" (3212689920)

00:07:06.869 --> 00:07:15.209

We'll also receive a reminder email, so.

43 "Paul Conover" (3212689920)

00:07:15.209 --> 00:07:22.649

The link you see a link there if you copy and paste the link will be provided. This is a sample link down there.

44 "Paul Conover" (3212689920)

00:07:22.649 --> 00:07:27.389

It's not the actual link, but it's a sample copy and paste the provided link that you get.

45 "Paul Conover" (3212689920)

00:07:27.389 --> 00:07:36.029

Into Google, Chrome and we highly, highly recommend Google Chrome. I know that you're going to hear that a lot, but we've tried it other ways and it just doesn't work as well.

46 "Paul Conover" (3212689920)

00:07:36.029 --> 00:07:42.869

Use Google Chrome to get to the calendar scheduling page we're going to show you what that looks like in just a 2nd.

47 "Paul Conover" (3212689920)

00:07:42.869 --> 00:07:46.469

It's really important to notice. There are 2 different links.

48 "Paul Conover" (3212689920)

00:07:46.469 --> 00:07:52.889

1 link is used for the intake team to schedule assessments for intake eligibility.

49 "Paul Conover" (3212689920)

00:07:52.889 --> 00:07:59.429

And the intake staff should not forward that intake link because that's going to be specifically use for intake purposes.

50 "Paul Conover" (3212689920)

00:07:59.429 --> 00:08:07.739

And the link for intake assessment specifically is denoted, it has the word intake in the link so that it doesn't get confused.

51 "Paul Conover" (3212689920)

00:08:07.739 --> 00:08:11.609

And the other link is for all other assessments, like, we're currently doing.

52 "Paul Conover" (3212689920)
00:08:16.499 --> 00:08:25.409

So, for those of you, that may not know you need to make sure in bookmark Calendly. If you haven't already got it as your default browser.

53 "Paul Conover" (3212689920)
00:08:25.409 --> 00:08:29.909

Or if you want to just open Cal open Google.

54 "Paul Conover" (3212689920)
00:08:29.909 --> 00:08:37.499

And bookmark it, That'll make it a lot easier that way. It always opens in calendar opens in.

55 "Paul Conover" (3212689920)
00:08:37.499 --> 00:08:46.349

Google Chrome, that's the way to go. If you do it another way, you may hit all kinds of obstacles. It's just easiest to go ahead and just use Chrome.

56 "Paul Conover" (3212689920)
00:08:48.839 --> 00:08:54.719

So, when you get the link, you click on the link, it takes you to this page where you 1st, pick a date.

57 "Paul Conover" (3212689920)
00:08:54.719 --> 00:09:02.939

And very simple, very easy to use you see that the dates are highlighted and circled bolded. Those are the dates that are available.

58 "Paul Conover" (3212689920)
00:09:04.769 --> 00:09:09.419

And once you have selected a date, then it will take you to the next page.

59 "Paul Conover" (3212689920)
00:09:09.419 --> 00:09:18.269

Then that will give you the time you notice that they're hour and a half increments that makes that helps ensure that there's plenty of time.

60 "Paul Conover" (3212689920)
00:09:18.269 --> 00:09:21.629

Um, and then you just select the time.

61 "Paul Conover" (3212689920)
00:09:21.629 --> 00:09:32.879

That the person wants to do the you see those are bolded and highlighted as well and then you get a series of questions and Lisa is going to go with the questions with, you.

62 "Alisa Arthur" (2765570816)

00:09:40.079 --> 00:09:51.959

Once you have submitted the date and time these questions will come up. Um, they're fill in questions. So you're going to add the name and the email and phone number for the informant.

63 "Alisa Arthur" (2765570816)

00:09:53.009 --> 00:09:56.579

You're going to put the individual's name and their.

64 "Alisa Arthur" (2765570816)

00:09:57.869 --> 00:10:02.789

You're going to give the name and the email address for the legally responsible party.

65 "Alisa Arthur" (2765570816)

00:10:04.169 --> 00:10:12.449

And then you're going to identify the individual's communication style and the options that are, there are fully verbal.

66 "Alisa Arthur" (2765570816)

00:10:12.449 --> 00:10:16.409

Partially verbal non verbal or sign language.

67 "Alisa Arthur" (2765570816)

00:10:17.639 --> 00:10:25.139

The reasons, um, then you put the reason for requesting the MOS, is it for intake? It's an initial.

68 "Alisa Arthur" (2765570816)

00:10:25.734 --> 00:10:39.474

redetermination or review, due to changes in status if you're doing 1 due to review due to, uh, change in status, then you need to follow the guidelines 15,

69 "Alisa Arthur" (2765570816)

00:10:39.684 --> 00:10:53.754

which is the next question, making sure you followed that guideline. Um, and we are ready to go on with the process and then the last 2 questions are the service coordinator or intake specialist name and their email address.

70 "Alisa Arthur" (2765570816)

00:10:53.969 --> 00:11:06.839

Please make sure those email addresses are correct correct? Because that's probably the biggest obstacle that we've had is incorrect. Email addresses.

71 "Alisa Arthur" (2765570816)

00:11:10.319 --> 00:11:21.444

Once you submit those questions and the date and time and everything, you're gonna immediately get a confirmation email and it's going to look like what's on the screen.

72 "Alisa Arthur" (2765570816)

00:11:21.894 --> 00:11:29.004

Um, if you'll notice in the middle of the email, there's a link that is the link for the Webex.

73 "Alisa Arthur" (2765570816)

00:11:29.814 --> 00:11:44.514

Um, for the interview, then the next at the bottom of the email will give you the questions and the answers you provided.

74 "Alisa Arthur" (2765570816)

00:11:44.819 --> 00:11:52.049

And please remember if you are doing it for a review because of their status change.

75 "Alisa Arthur" (2765570816)

00:11:52.049 --> 00:11:57.359

You need to make sure you've, you've followed the guideline 15 status.

76 "Alisa Arthur" (2765570816)

00:11:57.359 --> 00:12:01.319

Um, steps.

77 "Alisa Arthur" (2765570816)

00:12:04.949 --> 00:12:18.024

And then the last thing on that page will be the ability to manually add it to your calendar. If you have a Google calendar or an Outlook calendar. If you press that add to calendar, it'll automatically put it in there for you.

78 "Alisa Arthur" (2765570816)

00:12:18.834 --> 00:12:26.814

Also at the bottom it's in rather small print, but at the bottom, it's not red or green. That's a way for us to point it out to you.

79 "Alisa Arthur" (2765570816)

00:12:27.144 --> 00:12:34.764

There is a spot for you to reschedule, which will take you right back to the original like, date. Um.

80 "Alisa Arthur" (2765570816)

00:12:34.949 --> 00:12:46.859

And time area, um, or it gives you the ability to cancel if you cancel it, it does not remove it from your calendar. You'll have to do that. Yourself.

81 "Alisa Arthur" (2765570816)

00:12:51.059 --> 00:12:59.819

Than 24 hours before the selected date and time, the informant will receive a reminder email. The reminder email I.

82 "Alisa Arthur" (2765570816)

00:12:59.819 --> 00:13:07.469

If you'll notice the example here, those are the only things that are different compared to the original confirmation email.

83 "Alisa Arthur" (2765570816)
00:13:07.469 --> 00:13:11.759
So, everything will be the same, except for the top 2 lines.

84 "Alisa Arthur" (2765570816)
00:13:11.759 --> 00:13:25.974
And that's where it just talks about the reminder once the Moss is completed a PDF of the report will be emailed

85 "Alisa Arthur" (2765570816)
00:13:26.784 --> 00:13:35.784
to the service coordinator or the intake specialist, the provider relations team, and the provider agency contact person as appropriate.

86 "Neil Harms" (3843819776)
00:13:44.279 --> 00:13:58.464
So, what you're seeing on the screen right now is basically the 1st, page of the sample report, and the sample report has the critical pieces that you need to be able to move forward with most of the functionality that's in the model.

87 "Neil Harms" (3843819776)
00:13:59.064 --> 00:14:13.914
So, we just wanted to take a couple of months to point out what that looks like. There's some basic demographic stuff up at the top of the page. And then you get into the substantial functional limitations where you will get 2 different columns. The left column.

88 "Neil Harms" (3843819776)
00:14:14.279 --> 00:14:17.394
Is yes or no,

89 "Neil Harms" (3843819776)
00:14:17.994 --> 00:14:32.124
if they have a substantial functional limitation for DD eligibility purposes and the right side is the substantial functional limitation for the level of care or for waiver eligibility purposes.

90 "Neil Harms" (3843819776)
00:14:32.334 --> 00:14:43.704
And yes. Those 2 things can be mismatched sometimes at as they are today. So just keep in mind, that's why there's 2 different columns there in some instances.

91 "Neil Harms" (3843819776)
00:14:44.279 --> 00:14:56.304
You'll see the line where it says reevaluation of eligibility and functional limitations is recommended at a certain age. If that's in there, then intake tab intake, staff and support coordinators.

92 "Neil Harms" (3843819776)
00:14:56.304 --> 00:15:02.244

We want to keep that in mind that there will be a re, evaluation of that. This will happen.

93 "Neil Harms" (3843819776)
00:15:02.244 --> 00:15:14.034

Sometimes when folks come in under 1st, steps eligibility, or if they're in those 1.5 standard deviation criteria, they're set out in CSR. in csr

94 "Neil Harms" (3843819776)
00:15:14.304 --> 00:15:23.784

Or meeting these DD eligible functional limitations criteria. The rate allocation score is is given up front.

95 "Neil Harms" (3843819776)
00:15:24.114 --> 00:15:32.604

So that's something that should be a time saver down the road as we pointed out the model does do multiple functions now. So the.

96 "Neil Harms" (3843819776)
00:15:32.939 --> 00:15:40.949

In theory, this should make it easier to move through the DD system because you'll get some of these pieces of information early on in the process.

97 "Neil Harms" (3843819776)
00:15:40.949 --> 00:15:52.979

Also, a priority of need score is rendered here as well in mind that the priority of need score is changing from a 1 to a 5 with 5 being high.

98 "Neil Harms" (3843819776)
00:15:52.979 --> 00:15:56.519

Um, and so that's that's how.

99 "Neil Harms" (3843819776)
00:15:56.519 --> 00:16:06.209

That's how that part works now. So, if you're everybody out here is used to 1212 will go away and we will have a 1 to 5 scale going forward.

100 "Neil Harms" (3843819776)
00:16:10.769 --> 00:16:24.684

Further down the report, we've included all of the responses to what we call the stage 3 items and these are these are those behavioral and medical support needs that the person has had reported to us by their informant.

101 "Neil Harms" (3843819776)
00:16:25.134 --> 00:16:39.144

And so, or by themselves, if they are their own informant, and so that copy of all of those items will be made available. So that everybody's on the same page as far as how those questions have been answered and the responses that were generated from them.

102 "Neil Harms" (3843819776)
00:16:42.144 --> 00:16:52.224

We've got some really good feedback from the users as many of, you know, we've been using the MAS for establishing the rate allocation score since July 1st of 2021.

103 "Neil Harms" (3843819776)
00:16:52.224 --> 00:16:52.464
so, we've,

104 "Neil Harms" (3843819776)
00:16:52.464 --> 00:17:07.404
we've got a whole bunch of assessments that are that are already out there and folks that have used this assessment pretty positive in terms of the feedback that we're getting for how it works out in

105 "Neil Harms" (3843819776)
00:17:07.404 --> 00:17:11.124
practice as, you know, the took. you know the took

106 "Neil Harms" (3843819776)
00:17:11.399 --> 00:17:23.994
A couple of hours and was a very, very lengthy test based on the statistics and data. We've collected the MAS generates the same type of information. It just does it in a more efficient way.

107 "Neil Harms" (3843819776)
00:17:24.024 --> 00:17:27.354
We can just get through it a whole lot faster than we could before.

108 "Neil Harms" (3843819776)
00:17:31.559 --> 00:17:39.329
So, what happens next individuals who have completed this training will be able to request the account only scheduling link.

109 "Neil Harms" (3843819776)
00:17:40.379 --> 00:17:50.484
So, I saw a question earlier about well, how to folks that aren't in this training, get the calendar scheduling. They won't get the calendar scheduling link until after they've completed this assessment.

110 "Neil Harms" (3843819776)
00:17:50.934 --> 00:17:55.734
We'll have a complete list of individuals that have participated and completed this training.

111 "Neil Harms" (3843819776)
00:17:56.154 --> 00:18:08.814
And if we get a request from somebody who has not completed the training, then we'll have to do some follow up questions to make sure that a, they're scheduled to get in on this training.

112 "Neil Harms" (3843819776)
00:18:09.869 --> 00:18:17.429
Or, or have experienced it somehow, so that they know what to do with those links and how those links function. So any of the case.

113 "Neil Harms" (3843819776)
00:18:17.429 --> 00:18:24.419
For everybody that's on here, there's 200 some people on this call, you'll be able to request the Calendly link following the training.

114 "Neil Harms" (3843819776)
00:18:24.419 --> 00:18:31.289
You can't schedule a miles assessment until after January. 1st, 23.

115 "Neil Harms" (3843819776)
00:18:31.289 --> 00:18:45.149
Hopefully, that was fairly clear early on that. This is tied to our state rule. So CSR has to be live in order for the month to be valid for anything other than rate allocation score. So.

116 "Neil Harms" (3843819776)
00:18:45.149 --> 00:18:57.269
Once once you have the link, the only time you would use that is for an individual that you needed to request a month for, after January 1st 2023.

117 "Neil Harms" (3843819776)
00:18:58.374 --> 00:19:11.964
So, there could potentially be this, this inclination to say, well, I could do a copy now, or I could just schedule a model for after January 1st 2023. we would really encourage you to not procrastinate those.

118 "Neil Harms" (3843819776)
00:19:12.144 --> 00:19:25.644
We're going to have a whole lot of assessments that happened starting January. 1st, 23, this is a new process and we've tried to think of all the possible bugs.

119 "Neil Harms" (3843819776)
00:19:25.644 --> 00:19:27.204
of all the possible bugs

120 "Neil Harms" (3843819776)
00:19:27.269 --> 00:19:39.744
That could be in this rest assured there's no chance that we have thought of every possible bug or scenario that could come up. So we're all going to be working together to make sure that we have a smooth transition to this.

121 "Neil Harms" (3843819776)
00:19:40.014 --> 00:19:53.574
So, I say all that to say, if you can knock out, or if you have an individual that is moving forward through the service process, and they need a functional assessment go ahead and get it done.

122 "Neil Harms" (3843819776)
00:19:53.574 --> 00:19:57.174
Now, if you've got somebody that can do a maccabi or a island, and then.

123 "Neil Harms" (3843819776)
00:19:57.269 --> 00:20:00.059
We'll start off with folks after January 1.

124 "Neil Harms" (3843819776)
00:20:00.059 --> 00:20:06.389
And again, assumption being made that CSR goes through as it's supposed to.

125 "Neil Harms" (3843819776)
00:20:09.294 --> 00:20:19.434
Alisa has decided to take the hit on this 1 or got volunteered. I don't remember but she's going to be the email recipient for questions, comments, concerns related.

126 "Neil Harms" (3843819776)
00:20:19.434 --> 00:20:24.534
We just wanted a single point of contact so that we wouldn't have them spread out all over the place in terms of questions.

127 "Alisa Arthur" (2765570816)
00:20:24.839 --> 00:20:28.559
Neil, I wanted to add 1 more thing.

128 "Alisa Arthur" (2765570816)
00:20:29.334 --> 00:20:38.364
On the scheduling on the scheduling after January 1st, that means that we want you to use the calendar January.

129 "Alisa Arthur" (2765570816)
00:20:38.364 --> 00:20:46.434
1st you can once you get the link, then you can go ahead and start scheduling for January.

130 "Alisa Arthur" (2765570816)
00:20:48.659 --> 00:20:52.559
I wanted to make that a little more clear. Okay. Thank you.

131 "Neil Harms" (3843819776)
00:20:52.559 --> 00:21:01.229
All right, I'm going to scroll back to the very top of the questions, and we're going to see how many of these we can we can answer today. Um.

132 "Neil Harms" (3843819776)
00:21:01.734 --> 00:21:16.224
Rest assured, there's probably going to be something in here that we haven't thought of that we may need to circle back. So this is a good time to say, yes, we're absolutely putting together a frequently asked questions document that will be available at the end of these presentations.

133 "Neil Harms" (3843819776)
00:21:16.224 --> 00:21:31.104

I believe we have 8 of this exact same presentation scheduled because we have hundreds and hundreds and hundreds of support coordinators and, of course intake staff that all need to get through this training prior to being able to use the link to.

134 "Neil Harms" (3843819776)
00:21:31.229 --> 00:21:45.474

In the scheduling, so we're going to learn a lot over the course of the next month and we'll put that together and get it posted out with a recording of this presentation. Probably not today's presentation.

135 "Neil Harms" (3843819776)
00:21:45.474 --> 00:21:58.584

But, but later on down the road, and the PowerPoint will also be available, the intent is for that recording to be the training methodology for new, to be able to come in.

136 "Neil Harms" (3843819776)
00:21:58.584 --> 00:22:01.044

They'll be able to to look at this and be able to.

137 "Neil Harms" (3843819776)
00:22:01.229 --> 00:22:04.259

Stand how how to schedule calendar and so forth.

138 "Neil Harms" (3843819776)
00:22:04.259 --> 00:22:15.599

So, I'm going to circle back around to the beginning of the questions. We'll just start here and I'll read the question and then hopefully the 3 of us will be able to come up with reasonable answers.

139 "Neil Harms" (3843819776)
00:22:15.599 --> 00:22:27.539

So, the very 1st question at what point does the assessment team send the link to the support coordinator? Hopefully that's that's been answered.

140 "Neil Harms" (3843819776)
00:22:27.539 --> 00:22:38.009

Once you've completed this training, you'll send in your request to get the link and then the link will be provided to the SC who.

141 "Neil Harms" (3843819776)
00:22:38.009 --> 00:22:48.659

Assuming again, the has completed this training, and then they would be able to schedule ma's assessments that are to occur after January. 1st, 23.

142 "Neil Harms" (3843819776)
00:22:53.099 --> 00:23:05.549

Next question is 30 days before the is that before the begins or before I need to enter the well Alisa. Do you want to take that? 1?

143 "Alisa Arthur" (2765570816)
00:23:05.549 --> 00:23:14.129

We need we need you to schedule it 30 days before the due date of the so that we have, um.

144 "Alisa Arthur" (2765570816)

00:23:14.129 --> 00:23:19.259

Plenty of time to make sure you've got it that it's done and that you've got the results.

145 "Alisa Arthur" (2765570816)

00:23:19.259 --> 00:23:23.069

So that you can get your in at a.

146 "Alisa Arthur" (2765570816)

00:23:23.069 --> 00:23:32.009

In a timely manner, and even shorter answer that question is.

147 "Neil Harms" (3843819776)

00:23:32.009 --> 00:23:36.269

I wouldn't wait until the day before you need the LLC to schedule the assessment.

148 "Neil Harms" (3843819776)

00:23:36.269 --> 00:23:47.669

That's the, that's the short answer. You want to give some lead time to this because we have lots of slots that are out there available for those type of assessments and.

149 "Neil Harms" (3843819776)

00:23:47.669 --> 00:23:53.279

We just want to make sure that folks have time to get in there and have that process in a timely fashion.

150 "Neil Harms" (3843819776)

00:23:53.279 --> 00:24:01.889

Still scrolling.

151 "Neil Harms" (3843819776)

00:24:01.889 --> 00:24:09.329

How do are not attending this training, get the link. They'll be able to request the link when they complete the training.

152 "Neil Harms" (3843819776)

00:24:14.819 --> 00:24:20.844

Do we have to ask for a link for each individual? We need the mass for is this a 1 time link? It is a 1 time link.

153 "Neil Harms" (3843819776)

00:24:21.204 --> 00:24:31.314

So, when you have when you get your your copy of the link, if you're an intake person, you'll get a link for intake.

154 "Neil Harms" (3843819776)

00:24:31.344 --> 00:24:42.684

If you're an SC, you'll get a link for, for doing those functions that you need the models for. And that's why we went through the part where Paul went through. Here's how you.

155 "Neil Harms" (3843819776)
00:24:43.674 --> 00:24:55.134

Here's how you bookmark that location in the Google Chrome web browser. Because that way the next time you need an assessment for a different person, you'll just hit the bookmark That'll launch you into the calendar application.

156 "Neil Harms" (3843819776)
00:24:55.134 --> 00:25:00.114

And then you'll be able to do the scheduling and to ask the questions and get those answers and get that all submitted.

157 "Neil Harms" (3843819776)
00:25:02.219 --> 00:25:08.519

Um, and in case anybody was unclear use Google Chrome.

158 "Neil Harms" (3843819776)
00:25:08.519 --> 00:25:17.489

I don't want to be super duper clear. It works very poorly in other web browsers, so just get Google Chrome and use it.

159 "Neil Harms" (3843819776)
00:25:29.724 --> 00:25:41.424

Um, there was a comment about so the link will not be on the website. It will absolutely not be on the website. I think the last thing we would want is for the general public to be able to jump in and go.

160 "Neil Harms" (3843819776)
00:25:41.484 --> 00:25:49.434

Here's a fun link to schedule an assessment for somebody even somebody who wasn't even 1 of our, our folks. So.

161 "Neil Harms" (3843819776)
00:25:49.679 --> 00:25:55.139

There are that's the logic behind it so there's, there's no plan to put it out on the Web site.

162 "Neil Harms" (3843819776)
00:25:55.139 --> 00:26:04.319

And there's no plan to put it on the intranet. It won't be available. The only way to get the link is complete. The training, ask for the link and then bookmark it for yourself.

163 "Neil Harms" (3843819776)
00:26:07.979 --> 00:26:16.884

A question about will have had device or special logging process, be set up in our offices for families, needing technology and Internet access.

164 "Neil Harms" (3843819776)
00:26:18.174 --> 00:26:28.314

We have had some discussions about having some equipment available out in the ad in the regional offices. This will be. This will be something that we'll have to work out going forward.

165 "Neil Harms" (3843819776)
00:26:29.844 --> 00:26:39.204

We don't have a good feel for how many folks are actually going to need to come into the office to use that. So we'll be playing that by year.

166 "Neil Harms" (3843819776)
00:26:39.804 --> 00:26:50.664

But if if this becomes an immediate concern, then you need to get in touch with with myself, or Paul or Lisa to figure out what technology needs might be there.

167 "Neil Harms" (3843819776)
00:26:51.564 --> 00:26:58.464

This is also a reason why you want to get these scheduled as, you know, in advance to the day. You actually need the.

168 "Neil Harms" (3843819776)
00:26:58.679 --> 00:27:06.899

Information on, because sometimes you have to jump through those extra hoops of being able to make those arrangements for folks to be able to participate.

169 "Neil Harms" (3843819776)
00:27:12.839 --> 00:27:20.399

Uh, question how far in advance can the SC schedule? The Mas for the client Lisa you want to take that 1?

170 "Alisa Arthur" (2765570816)
00:27:20.399 --> 00:27:23.459

Yeah, um.

171 "Alisa Arthur" (2765570816)
00:27:23.459 --> 00:27:38.309

You can, I mean, we recommend at least 30 days out, but, um, you want to get it done in time to meet your requirements or whatever. You're actually gonna use the mouse for. Um.

172 "Alisa Arthur" (2765570816)
00:27:38.309 --> 00:27:50.789

So, I mean, sometimes, I know you guys for scheduling, I'm 60 to 30 days out so that the calendars are going to be there effective January 1. so.

173 "Alisa Arthur" (2765570816)
00:27:50.789 --> 00:27:59.249

You should be able to schedule it just to make sure you get your and whatever process you need to complete 10 in a timely fashion.

174 "Neil Harms" (3843819776)
00:27:59.249 --> 00:28:08.819

And if the question is, well, I know they need an this year, so that means I should be able to just go 12 months out and schedule next year's.

175 "Neil Harms" (3843819776)
00:28:08.819 --> 00:28:19.044

Don't don't do that. There's such a highly light high likelihood of nobody remembering that that's going to be a thing 12 months down the road 9 months down the road.

176 "Neil Harms" (3843819776)
00:28:19.704 --> 00:28:26.844

So pretty much you want to keep it within that 60 days or less from, from, from needing it done um.

177 "Neil Harms" (3843819776)
00:28:27.209 --> 00:28:33.959

I think you can, you can probably go out as far as 90 days on an, um.

178 "Neil Harms" (3843819776)
00:28:33.959 --> 00:28:47.849

So, I would say you're that 90 days in advance of needing that information. That's that's probably as far in advance of when you need the test results, as, as I think would be reasonable to go.

179 "Neil Harms" (3843819776)
00:28:55.554 --> 00:29:00.654

I had a question about needing a translator other language ASL translating factored into the scheduling.

180 "Neil Harms" (3843819776)
00:29:01.404 --> 00:29:13.074

If the, if the individual that needs the information, I E, somebody doing intake or an SC identifies that English is a 2nd language for that person,

181 "Neil Harms" (3843819776)
00:29:13.374 --> 00:29:17.844

then you would need to make arrangements for an interpreter to be with.

182 "Neil Harms" (3843819776)
00:29:17.849 --> 00:29:25.349

That person, and no different than you do now, with any of the other assessments, it's just 1, 1 more.

183 "Neil Harms" (3843819776)
00:29:25.349 --> 00:29:30.419

1 more thing that needs to be taken care of, in, in terms of taking care of the scheduling process.

184 "Neil Harms" (3843819776)
00:29:33.869 --> 00:29:37.979

Mm, hmm.

185 "Neil Harms" (3843819776)

00:29:41.064 --> 00:29:53.424

For families that don't have appropriate technology and we're responsible for getting them somewhere to get them access. Are we then required to be in person with them? No, you are not. That's it's just part of the arranging process.

186 "Neil Harms" (3843819776)

00:29:53.724 --> 00:30:07.764

The general expectation is that the, that the intake person or the SC would not be present, because that is, that is not how the test was standardized. So anytime you have more people.

187 "Neil Harms" (3843819776)

00:30:07.979 --> 00:30:16.859

In the assessment area, you just introduce more error to the assessment because that was just not how it was standardized.

188 "Neil Harms" (3843819776)

00:30:26.034 --> 00:30:40.284

Uh, comment previous slide indicated the person's scheduling the models would be responsible for helping individuals without technology figure out access. Our sc's expected to do this for individuals, families without access. If so suggestions for how this can be done.

189 "Neil Harms" (3843819776)

00:30:40.524 --> 00:30:49.854

Yes, you would be responsible for, for figuring out the access suggestions for how that would be done would be to look at.

190 "Neil Harms" (3843819776)

00:30:50.604 --> 00:31:00.564

Either at the, the entity being able to access technology from there, or coordinating with the regional office to make technology available to them.

191 "Neil Harms" (3843819776)

00:31:01.164 --> 00:31:13.794

There's, there's, there's lots of roads to figuring that out. What it probably wouldn't do is say, you can just go to the public library, and instead of those public computers, that's that's not.

192 "Neil Harms" (3843819776)

00:31:14.129 --> 00:31:26.634

That's not really a workable solution where, you know, we're, we're asking some fairly sensitive questions about people's needs and large, highly populated public place. Probably a terrible idea in terms of getting that done.

193 "Neil Harms" (3843819776)

00:31:27.594 --> 00:31:37.584

So, if you just are stumped with a way to meet those requirements, please give 1 of us a call and we'll, we'll brainstorm some solutions to make it happen.

194 "Neil Harms" (3843819776)
00:31:42.749 --> 00:31:49.499
Our is being provided additional funding to maintain Internet access it support equipments. I should know. We're not.

195 "Neil Harms" (3843819776)
00:31:50.274 --> 00:32:04.944
So, again, same answer to that to that question. If you, if you run into scenarios where where individuals aren't able to access that, then we need to coordinate that with your local regional office, and we will will work out solutions for how to make that happen.

196 "Neil Harms" (3843819776)
00:32:10.349 --> 00:32:16.739
How will the responsible party confirm scheduling on if they do not have Internet access?

197 "Neil Harms" (3843819776)
00:32:16.739 --> 00:32:26.814
Basically, that's up to the of the intake person to work with them to make those confirmations happen. If they don't have that Internet access then we have the slide back.

198 "Neil Harms" (3843819776)
00:32:27.024 --> 00:32:33.204
You'll be sending those confirmations via via snail mail but essentially no different than scheduling anything else.

199 "Neil Harms" (3843819776)
00:32:33.234 --> 00:32:43.734
You would you would enter the confirmation in for them and then the expectation is we'd have the phone number and be able to follow up and make sure that they were in a place where they were able to participate.

200 "Neil Harms" (3843819776)
00:32:52.169 --> 00:32:58.649
It was a question about, should we go ahead and create a calendar account ahead of scheduling? No, you shouldn't need to do that.

201 "Neil Harms" (3843819776)
00:32:58.649 --> 00:33:02.789
Alyssa do you know, or Paul either? 1 do you know anything different on that?

202 "Alisa Arthur" (2765570816)
00:33:02.789 --> 00:33:09.689
No, they don't have to do a link. I mean, they don't have to join the link will just take them to the page.

203 "Alisa Arthur" (2765570816)
00:33:10.014 --> 00:33:17.604
You don't have to join anything, and it says how the clients who need to cancel the appointment.

204 "Neil Harms" (3843819776)
00:33:17.604 --> 00:33:27.384

Well, we had the, we had the slide on the cancellation process and if that's problematic, then the or intake worker would would be available to assist with that.

205 "Neil Harms" (3843819776)
00:33:34.289 --> 00:33:45.899

Other than bookmarking, it will currently be placed on the Internet. No, we will not be putting that link out to the public, either internal public or external public. If that makes any sense at all.

206 "Neil Harms" (3843819776)
00:33:51.179 --> 00:34:01.439

Ac user should be a communication style that is listed. Thank you. Appreciate that comment. We'll, we'll make a note of that and and get that added on there.

207 "Neil Harms" (3843819776)
00:34:01.439 --> 00:34:08.969

We probably need to add some subtext on there about if an interpreters needed as well.

208 "Neil Harms" (3843819776)
00:34:08.969 --> 00:34:18.929

How is the math assessor to handle when a client doesn't participate or tolerate the assessment? They'll handle that the same way that they do now.

209 "Neil Harms" (3843819776)
00:34:18.929 --> 00:34:31.889

You work through those issues 1 at a time with with the individual. All of the folks on the assessment team are have a pretty long history of providing these types of assessments and working through those issues.

210 "Neil Harms" (3843819776)
00:34:39.294 --> 00:34:52.074

I thought the client guardian picked their date and time. This sounds like the intake will be providing all this info info the intake, or will be coordinating that with the client and the guardian to pick an appropriate time that works for everybody.

211 "Neil Harms" (3843819776)
00:34:52.104 --> 00:34:56.784

It's just assisting them and selecting a date and time that works for them.

212 "Neil Harms" (3843819776)
00:35:03.809 --> 00:35:16.794

Your families have issues with calendar emails going to spam that is a possibility. So, you'd want to circle back with them and ask them if they got it and let them know that, you know, there is a chance that, that could go to a spam folder or junk mail.

213 "Neil Harms" (3843819776)
00:35:17.424 --> 00:35:23.124
It's entirely possible. I don't think we've had big problems with that.
But then we.

214 "Neil Harms" (3843819776)
00:35:23.819 --> 00:35:30.959
We haven't got the same volume that we're going to have going forward
after January. 1st, so that's that's a that's a good, uh.

215 "Neil Harms" (3843819776)
00:35:31.224 --> 00:35:39.204
Good reminder for everybody another question about it if an interpreter
is needed,

216 "Neil Harms" (3843819776)
00:35:39.204 --> 00:35:51.024
does the to schedule that or will the mass specialist intake worker would
take care of getting the interpreter involved in the process and making
sure that that time was consistent usable for everybody.

217 "Neil Harms" (3843819776)
00:35:55.229 --> 00:36:06.839
Can you give an example timeline for when we'd be scheduling it for a May
ISP we'd be meeting in February. So do we sign up in January for a
February?

218 "Neil Harms" (3843819776)
00:36:06.839 --> 00:36:11.069
Paul, Lisa, you want to you want to speak to that? 1?

219 "Alisa Arthur" (2765570816)
00:36:11.069 --> 00:36:22.409
Or you would generally, if you want it for, um, if you normally schedule
in February, as soon as you get the link, you can schedule into February.

220 "Alisa Arthur" (2765570816)
00:36:23.934 --> 00:36:37.464
I like Neil said, scheduling it at least 90 days before it's due that
looks like what February would be. So, as it, you could do it in
December, scheduling it for February, but I would recommend scheduling.

221 "Alisa Arthur" (2765570816)
00:36:37.979 --> 00:36:44.309
Going in and scheduling at least 60 to 90 days. Prior to you wanting it
completed.

222 "Alisa Arthur" (2765570816)
00:36:45.359 --> 00:36:52.349
Cause the calendars are gonna you're gonna have less times available to
choose from.

223 "Neil Harms" (3843819776)
00:36:53.124 --> 00:36:58.554

Yeah, the closer you get to the time, you need it. Probably the less the less available slots that there's going to be.

224 "Neil Harms" (3843819776)
00:36:58.554 --> 00:37:11.724

This this works no differently than than scheduling when honestly, when you call your dentist, which is really where the idea came from when you get in there, you've got a whole array of time slots, all available, on given days.

225 "Neil Harms" (3843819776)
00:37:11.724 --> 00:37:22.344

And then there's sound round Robin to all of the different assessors. So, the closer you get to today, the less likely there's going to be open slots.

226 "Neil Harms" (3843819776)
00:37:22.349 --> 00:37:23.849
Available so it can be.

227 "Neil Harms" (3843819776)
00:37:23.849 --> 00:37:34.109

You know, more in advance gives you more options as far as available slots. The closer you get to the day that you needed the less available slots and the, um.

228 "Neil Harms" (3843819776)
00:37:34.109 --> 00:37:47.039

That's that's just how the game works. Why would the FC get an email with the link after the Mars has been scheduled? Shouldn't this email be sent to the informant or client?

229 "Neil Harms" (3843819776)
00:37:49.379 --> 00:37:54.389

Lisa, you want to take that 1? Oh, you want to check 1.

230 "Alisa Arthur" (2765570816)
00:37:56.249 --> 00:38:00.569
Yeah.

231 "Paul Conover" (3212689920)
00:38:02.099 --> 00:38:08.969

Can you hear me? Yep uh, tech problems here?

232 "Neil Harms" (3843819776)
00:38:18.480 --> 00:38:23.130

Okay, okay. I'll go ahead. Yeah, I was frozen up. Go ahead.

233 "Alisa Arthur" (2765570816)
00:38:23.130 --> 00:38:30.390

That the, um, informant will get the confirmation email um.

234 "Alisa Arthur" (2765570816)
00:38:30.805 --> 00:38:37.105

And, um, what we were talking about is, if they don't have an email,

235 "Alisa Arthur" (2765570816)

00:38:37.105 --> 00:38:46.045

then you would put your email address in there for the service coordinator to get it and then be able to get that confirmation email over to the family.

236 "Alisa Arthur" (2765570816)

00:38:46.410 --> 00:38:59.100

Or the individual or the agency, so you shouldn't be getting a confirmation email, but you'll know when it's gonna occur, because you're going to be helping them schedule. It.

237 "Alisa Arthur" (2765570816)

00:39:02.070 --> 00:39:07.500

You know, to be able to watch out for it after a few days after it's been held.

238 "Neil Harms" (3843819776)

00:39:12.595 --> 00:39:26.035

Okay, so there was a, will the email sent out still say they can join via smartphone? Actually no, you can do audio over the smart phone but a smart phone screen is too small to participate in the assessment.

239 "Neil Harms" (3843819776)

00:39:26.455 --> 00:39:28.375

And when I say that, um.

240 "Neil Harms" (3843819776)

00:39:30.235 --> 00:39:44.455

It's just there's things that the individual needs to identify on the screen as part of the assessment. And if the screen is this big, then we're testing the wrong thing. We're testing their visual acuity rather than we're testing.

241 "Neil Harms" (3843819776)

00:39:44.724 --> 00:39:58.705

Can you identify the things that are being presented on the screen so we've limited it to a pad device or bigger? And again that's pretty loosey. Goosey because we all know, pad devices come in all different sizes.

242 "Neil Harms" (3843819776)

00:39:58.710 --> 00:40:01.380

But just think about kind of a, you know.

243 "Neil Harms" (3843819776)

00:40:01.975 --> 00:40:11.695

And I know this is gonna throw everybody for a week, but typical iPad size or bigger but your typical smartphone again,

244 "Neil Harms" (3843819776)

00:40:11.695 --> 00:40:20.335

typical smartphone because I know there's some monster size smartphones out there but typical smartphones would not be appropriate for use for completing these assessments.

245 "Neil Harms" (3843819776)

00:40:27.240 --> 00:40:31.410

It is possible to use a smartphone for the audio, though.

246 "Neil Harms" (3843819776)

00:40:31.410 --> 00:40:40.320

And also possible for the smart phone to be used for the, for the video of.

247 "Neil Harms" (3843819776)

00:40:41.365 --> 00:40:55.465

The assessor observing the person, so there's, there's some unique scenarios where they can have if they have a computer screen that's available, where they can see the presentation and then the audio and camera can be done with the smartphone.

248 "Neil Harms" (3843819776)

00:40:55.465 --> 00:40:59.605

So, there's that we've had, we've had multiple different ways of how all of that's worked out.

249 "Neil Harms" (3843819776)

00:40:59.940 --> 00:41:09.660

There's a question here will the sc's email get a notification if the family cancels the Mars Alisa.

250 "Alisa Arthur" (2765570816)

00:41:09.660 --> 00:41:22.770

No, you won't the family I'll have to let, you know, that they canceled it or if it were me, I would check in with the family to make sure, you know, everything's all right.

251 "Alisa Arthur" (2765570816)

00:41:22.770 --> 00:41:30.750

Um, either, just before, or if you want to wait till after it's been scheduled to make sure everything went. Okay. But.

252 "Alisa Arthur" (2765570816)

00:41:30.750 --> 00:41:35.100

No, you will not get an E mail that has been canceled.

253 "Neil Harms" (3843819776)

00:41:35.395 --> 00:41:41.095

Yeah, the integration to the outlook calendar is pretty good, but it's not perfect.

254 "Neil Harms" (3843819776)

00:41:41.365 --> 00:41:54.445

So, I'm sure that this particular issue will be 1 that we will circle back to probably many times over the next few months to figure out a

really good system for how we, how we deal with cancellations and movements.

255 "Neil Harms" (3843819776)
00:42:00.090 --> 00:42:07.020

If there are multiple providers, will they be sent to all of them? Um.

256 "Alisa Arthur" (2765570816)
00:42:07.020 --> 00:42:14.760

It will be sent to the residential providers and then provide a relation. We'll have it from there.

257 "Neil Harms" (3843819776)
00:42:23.610 --> 00:42:32.970

I have the confirmation email's been confirmed to work with screen readers. We have some individuals with low vision who use them. Um.

258 "Neil Harms" (3843819776)
00:42:33.565 --> 00:42:45.805

I'm going to give that a tentative. Yes, because it's it's just an email. There's no, there's no image files. I don't believe there's anything else like that in there. So it should function. Just.

259 "Neil Harms" (3843819776)
00:42:45.805 --> 00:42:55.855

Right again, if that becomes if that becomes problematic, let us know, and we'll and we will figure our way through that, but that should work. Fine.

260 "Neil Harms" (3843819776)
00:42:59.790 --> 00:43:08.940

Will eventually be in Seymour connection need to place the MAS in their, um.

261 "Neil Harms" (3843819776)
00:43:09.625 --> 00:43:18.535

So, not sure I completely understand that. I think I do. Okay. I'll let you take a stab at it then.

262 "Alisa Arthur" (2765570816)
00:43:18.865 --> 00:43:26.275

Yeah, the assessment itself will not be in Seymour or connections, but the scores are already in Seymour.

263 "Alisa Arthur" (2765570816)
00:43:26.275 --> 00:43:38.845

If you go under the identifiers at the top, anytime the old and the current Mas, if there has been 1, it should be in there. Now, we've been adding.

264 "Alisa Arthur" (2765570816)
00:43:38.940 --> 00:43:49.735

Those and we had some staff go back and add historical ones. So you should be able to get that as far as putting in in your, your designated record set.

265 "Alisa Arthur" (2765570816)

00:43:50.185 --> 00:44:01.855

Um, that would that's up to you. It's an assessment. So, if you're putting your maccabi in there, and you're violent in there, which I am guessing, you are then I would say, yes.

266 "Alisa Arthur" (2765570816)

00:44:04.530 --> 00:44:12.570

That answers it Erica, if not reach out Erica tune me separately and I'll try and help you with it.

267 "Neil Harms" (3843819776)

00:44:14.725 --> 00:44:28.735

I'm pretty sure you'd want to hang onto it eventually. Eventually the core results or that. 1st, page should should end up in connection today. There's no, there's no plan to bring that longer report into the connection system.

268 "Neil Harms" (3843819776)

00:44:29.305 --> 00:44:41.785

It may be attached as a PDF at some point. And that's how I expect it will end up, but there's no, there's no firm decision on that yet. And since we're still a few months out from connection, I'm sure we'll learn more as we get closer.

269 "Neil Harms" (3843819776)

00:44:46.080 --> 00:44:59.580

How is the develop when the unmet needs are not captured by? That is a great question. So we went we went around the state and did a whole bunch of presentations around this, but we.

270 "Neil Harms" (3843819776)

00:44:59.580 --> 00:45:09.385

We clearly couldn't capture everybody the core structure of how appeal and done is different is no longer based on unmet need.

271 "Neil Harms" (3843819776)

00:45:09.625 --> 00:45:21.325

So the answer to how it works, when it doesn't understand on that need, is that unmet need isn't a factor in how the is calculated anymore. The is calculated just on.

272 "Neil Harms" (3843819776)

00:45:22.170 --> 00:45:30.180

On how how severe your disabilities are period so.

273 "Neil Harms" (3843819776)

00:45:30.180 --> 00:45:37.860

Uh, the function of that is just to put people in order from from.

274 "Neil Harms" (3843819776)
00:45:37.860 --> 00:45:47.335
Kind of toughest situations to least toughest situations and you can do that in a number of different ways.

275 "Neil Harms" (3843819776)
00:45:47.785 --> 00:46:01.765
But the way that this 1 works is you're just assessed and so if you score much more poorly on on this assessment, then your, your is higher. Now.

276 "Neil Harms" (3843819776)
00:46:02.125 --> 00:46:07.795
There are also the emergency criteria that we still that we currently have. Those are all.

277 "Neil Harms" (3843819776)
00:46:07.860 --> 00:46:19.855
So captured in there, so if there's a change in, you know, wild change in status or danger of homelessness or, you know, all of those kinds of things that we normally associate with those letters, the ABCD, those,

278 "Neil Harms" (3843819776)
00:46:19.885 --> 00:46:29.995
all of those things then you would make a request for a new laws, and you would note that those were those were the concerns,

279 "Neil Harms" (3843819776)
00:46:29.995 --> 00:46:37.855
and that's how that process will will move forward with the if you have specific questions about that feel free to give me a shout and we can.

280 "Neil Harms" (3843819776)
00:46:37.860 --> 00:46:46.440
We can have an offline discussion about that after the fact, but essentially the core structure of how the has developed is different under the map under the.

281 "Neil Harms" (3843819776)
00:46:50.100 --> 00:46:56.220
Who was responsible for initiating the reassessment when recommended.

282 "Alisa Arthur" (2765570816)
00:46:58.140 --> 00:47:09.475
Elise, you won't take that yeah, that would be the service coordinator. Kimberly, the same way that it has been done with the or the MOS up to this point.

283 "Alisa Arthur" (2765570816)
00:47:09.775 --> 00:47:13.195
If a person's status has changed, then you would.

284 "Alisa Arthur" (2765570816)
00:47:14.875 --> 00:47:29.875

Um, get with 1 of the trainers and supply, uh, the reasoning behind you think, um, their status has changed and then we would recommend either to reassess, or,

285 "Alisa Arthur" (2765570816)
00:47:30.055 --> 00:47:32.575
um, that we think it needs to wait.

286 "Neil Harms" (3843819776)
00:47:34.615 --> 00:47:48.895
So and if you're if you're speaking about the reassessment related to the functional limitation areas, where they come in, under different levels of standard deviations, we're going to keep track of that on our side whenever those,

287 "Neil Harms" (3843819776)
00:47:48.925 --> 00:48:02.965
whenever those are recommended. And so we'll reach out when those time frames are reached for those individuals. I would suspect that that will be something that doesn't happen very frequently. But if a person just in.

288 "Neil Harms" (3843819776)
00:48:03.150 --> 00:48:13.980
General, you know, we have that scenario where an individual had ex disability, whatever it is, and let's say they, they acquire a head injury.

289 "Neil Harms" (3843819776)
00:48:13.980 --> 00:48:25.920
And their situation changes, and they're worse off than there were before for whatever reason, then any of those parties could ask for a reassessment at that time just as they do. Now.

290 "Neil Harms" (3843819776)
00:48:32.755 --> 00:48:46.975
Okay, cause we have 40+coordinators and we're planning to do a train. The trainer model at our agency will se, not attending, be able to access. If we verify we train this right now. We're having we want folks to go through the training directly here.

291 "Neil Harms" (3843819776)
00:48:46.975 --> 00:48:59.845
We don't really have it set up as a train, the trainer models model so we would encourage them to get in on 1 of the remaining. Believe. We have 7. I think we had 8 total sessions 10. sessions ten

292 "Neil Harms" (3843819776)
00:49:01.620 --> 00:49:12.030
So so there's 9, there's 9 more sessions that those folks will have access to. So I've encouraged them all to snag snag 1 of those, whatever works for their schedule.

293 "Neil Harms" (3843819776)

00:49:17.515 --> 00:49:32.305

How many miles assessors are there statewide? The answer that question is enough at least I hope there's enough where we're working on the total number on the team and total number total number of assessments available. So, um.

294 "Neil Harms" (3843819776)

00:49:32.610 --> 00:49:37.170

We'll we'll keep you posted as we, as we firm up what those numbers look like.

295 "Neil Harms" (3843819776)

00:49:40.440 --> 00:49:48.090

See, well, we have access to the PowerPoint slides after the training. Yes, we're going to we're going to post that up, including a recording of this. Um.

296 "Neil Harms" (3843819776)

00:49:48.090 --> 00:49:55.620

Not this particular 1, we're probably not going to use the recording, but we will post up the PowerPoint slide. So that folks have access to that.

297 "Neil Harms" (3843819776)

00:49:59.905 --> 00:50:14.545

Chemical copies be used as a backup in case the models can't be scheduled. That's a hard no after January. 1st, the copy is dead. Assuming again that CSR goes into place the new CSR drops the maccabi and any reference to it.

298 "Neil Harms" (3843819776)

00:50:14.545 --> 00:50:21.505

So, it will be a defunct test after the CSR goes live and the boss replaces it. So.

299 "Neil Harms" (3843819776)

00:50:21.810 --> 00:50:26.250

Won't be any need to hang on to copies of any kind after.

300 "Neil Harms" (3843819776)

00:50:26.250 --> 00:50:30.180

January 1st, again, assuming CSR goes live.

301 "Neil Harms" (3843819776)

00:50:31.860 --> 00:50:35.310

How often does the models need to be completed?

302 "Neil Harms" (3843819776)

00:50:35.310 --> 00:50:45.060

So, the, the answer to that is, is it depends, but essentially it's on the same rotation as what.

303 "Neil Harms" (3843819776)

00:50:45.060 --> 00:50:56.490

As what what we currently use for maccabi so if we were not still in the federal state of emergency and appendix K weren't still in place, it would be every 2 years.

304 "Neil Harms" (3843819776)
00:50:58.650 --> 00:51:04.920

Right now it's right now we're on we're on a 3 year rotation still with the appendix K, but it, it'll be every 2 years.

305 "Neil Harms" (3843819776)
00:51:09.780 --> 00:51:13.440

When we get a copy of this PowerPoint, we're going to post the PowerPoint.

306 "Neil Harms" (3843819776)
00:51:15.420 --> 00:51:25.770

Um, how long does it take if someone had a Mas done for a rate allocation score on Monday the 7th that it will show up in? Um.

307 "Neil Harms" (3843819776)
00:51:25.770 --> 00:51:29.190

The turnaround time is very fast. Elisa.

308 "Alisa Arthur" (2765570816)
00:51:29.190 --> 00:51:36.930

Yeah, we've been getting him turned around within 24 to 48 hours, but remember that.

309 "Alisa Arthur" (2765570816)
00:51:36.930 --> 00:51:48.810

If, you know, holidays or illnesses, um, but they're turned around pretty, pretty quickly. It's typically within that 24 or 48 hour.

310 "Neil Harms" (3843819776)
00:51:48.810 --> 00:52:03.715

Timeframe if you see 1 that drags on past past, uh, best, 34 business days, feel free to reach out, but the, we have a 2 step verification that comes in once a once a miles is completed.

311 "Neil Harms" (3843819776)
00:52:03.715 --> 00:52:16.765

A, 2nd individual looks over to make sure that that just to do validation and make sure we've got a complete invalid assessment. And once that check is done, then that score is available and it's just a matter of getting it entered. entered

312 "Neil Harms" (3843819776)
00:52:22.830 --> 00:52:27.000

Um, again the slides will be made available.

313 "Neil Harms" (3843819776)
00:52:28.740 --> 00:52:33.030

If we have someone who needs a copy in February or March, should we all.

314 "Neil Harms" (3843819776)
00:52:33.030 --> 00:52:41.310
Should we also it you won't have anybody that needs a little copy in February or March because the copy goes away.

315 "Neil Harms" (3843819776)
00:52:42.360 --> 00:52:47.760
Don't need a Mars if if they needed a more copy, what they're going to need is a Mars.

316 "Neil Harms" (3843819776)
00:52:47.760 --> 00:52:58.230
So, hopefully, that answers that question renewals every 2 years yes, unless appendix, like I said.

317 "Neil Harms" (3843819776)
00:52:59.215 --> 00:53:09.955
Can those who have been trained schedule for any client, their agency serves or candidate only be for clients on their caseload? Well, that seems kind of loop wholly.

318 "Neil Harms" (3843819776)
00:53:09.985 --> 00:53:16.945
So we want folks to actually be trained themselves to schedule for the people that are on their caseload.

319 "Neil Harms" (3843819776)
00:53:21.355 --> 00:53:32.455
It really, I don't think it's a huge ask since we've got a ton of training sessions that are available and there's not really a limitation on the number of folks that can get into these trainings. I think we can go up to 500 people.

320 "Neil Harms" (3843819776)
00:53:32.455 --> 00:53:37.015
So, we should be able to get all of the SCS trained in the very near future. future

321 "Neil Harms" (3843819776)
00:53:42.300 --> 00:53:53.040
Parent question what happens if the MAS is not scheduled by the service coordinator in a timely manner for someone who has a waiver? Um.

322 "Neil Harms" (3843819776)
00:53:55.350 --> 00:54:04.170
Then get get with us and we'll, we'll figure it out. I can't give a blanket answer to that, because there's probably more detail to that.

323 "Neil Harms" (3843819776)
00:54:04.170 --> 00:54:08.490
I can't give a better answer to that. 1. my apologies.

324 "Neil Harms" (3843819776)
00:54:11.280 --> 00:54:19.410

Where, and when do you get the questions that are asked during the assessment? That's a great question. You actually don't get those questions.

325 "Neil Harms" (3843819776)
00:54:19.735 --> 00:54:29.905

Um, and I don't get those questions. You don't get the stage 1 and 2 questions, the stage 1 and 2 questions. This is a, this is a norm reference test.

326 "Neil Harms" (3843819776)
00:54:30.175 --> 00:54:38.785

So, if we provided the questions that are asked in stage 1 and 2, then they're predictive ability goes away. So.

327 "Neil Harms" (3843819776)
00:54:39.445 --> 00:54:52.255

It's the same reason that we don't that you don't have all of the questions that are asked during an IQ test the stage 3 questions, which are about behavioral medical needs all of those kinds of things.

328 "Neil Harms" (3843819776)
00:54:53.095 --> 00:55:05.725

That will be generated in the report and provided at the at the end of the assessment. So so I would imagine after the after the 1st, one's done, folks will have a pretty good idea of what stage 3 questions are because folks will have all seen them.

329 "Neil Harms" (3843819776)
00:55:06.235 --> 00:55:08.275

There's, there's nothing particularly.

330 "Neil Harms" (3843819776)
00:55:09.060 --> 00:55:09.690

Okay.

331 "Neil Harms" (3843819776)
00:55:09.690 --> 00:55:14.820

Shocking are different about those questions and the, in fact, they they looked.

332 "Neil Harms" (3843819776)
00:55:14.820 --> 00:55:20.040

They looked very, very similar to the Oregon questions that were added to the years ago.

333 "Neil Harms" (3843819776)
00:55:21.060 --> 00:55:24.930

So 2 part 2 part answer there. Good question.

334 "Neil Harms" (3843819776)
00:55:28.110 --> 00:55:34.230

Will we get an email notification when the Q and a is posted.

335 "Neil Harms" (3843819776)
00:55:34.230 --> 00:55:43.440
Uh, we, we can probably do that. Well, the word document be available for ease of completing the.

336 "Neil Harms" (3843819776)
00:55:43.440 --> 00:55:48.420
Um, that, um.

337 "Neil Harms" (3843819776)
00:55:48.420 --> 00:55:53.730
I, I'm missing something as part of that question.

338 "Alisa Arthur" (2765570816)
00:55:55.560 --> 00:56:05.755
You'll be getting a report with the levels of, with the areas of substantial functional invitation as as, uh, Neil showed earlier.

339 "Alisa Arthur" (2765570816)
00:56:06.295 --> 00:56:11.904
So it'll be very easy for you to see what you need to put in as the areas of limitation on your assessment.

340 "Neil Harms" (3843819776)
00:56:12.780 --> 00:56:16.050
Thank you Elisa appreciate the rescue.

341 "Neil Harms" (3843819776)
00:56:22.260 --> 00:56:28.170
So does a need to be completed before we can schedule them us? No, the MAS does the and.

342 "Neil Harms" (3843819776)
00:56:28.170 --> 00:56:42.120
Uh, the existing tool goes away as of January 1st, just like the there there will be no, the old tool that's the unmet need and all that stuff that that doesn't exist anymore.

343 "Neil Harms" (3843819776)
00:56:42.120 --> 00:56:53.400
If you're asking about the emergency criteria, that's that's more of a conversation based thing that, that you would you would, uh.

344 "Neil Harms" (3843819776)
00:56:53.400 --> 00:57:03.060
Put in a request that, hey, this is the situation this person is in 1 of these emergent criteria, and send that in with the assessment request.

345 "Neil Harms" (3843819776)
00:57:08.340 --> 00:57:15.720
If a Mas is needed in January, do you want our intake specialist to complete them? Or does it need to go through the.

346 "Alisa Arthur" (2765570816)

00:57:15.720 --> 00:57:30.120

You need an assessment after January 1 you need to do go through the calendar link and schedule it.

347 "Alisa Arthur" (2765570816)

00:57:30.120 --> 00:57:35.820

You would be responsible for that whether you're an intake specialist or you're service coordinator.

348 "Alisa Arthur" (2765570816)

00:57:38.220 --> 00:57:44.040

Because all of their assessments won't be valid after January 1. if everything goes the way it's scheduled.

349 "Neil Harms" (3843819776)

00:57:44.040 --> 00:57:51.810

Um, question, how will can we be incorporated into connection? It will not be.

350 "Neil Harms" (3843819776)

00:57:51.810 --> 00:57:57.390

Those there are 2 different. There are 2 different pieces of the software for 2 different purposes.

351 "Neil Harms" (3843819776)

00:58:02.185 --> 00:58:12.325

If a consumer doesn't have the ability to use Webex have trouble connecting or not good with technology, they need to come in person and have it administered, correct?

352 "Neil Harms" (3843819776)

00:58:12.985 --> 00:58:24.535

Yeah, that's that's something that we're going to have to work through, on a case by case basis but but essentially, yes, there will be some of those outliers where it's simply won't work to use a technology solution.

353 "Neil Harms" (3843819776)

00:58:25.405 --> 00:58:31.435

And that means that that we have to work out details for 1 of our assessors to actually.

354 "Neil Harms" (3843819776)

00:58:31.440 --> 00:58:39.210

Do that in person? Probably in the regional office again, we just have to work through those 1 at a time when those scenarios that correct.

355 "Neil Harms" (3843819776)

00:58:40.770 --> 00:58:44.010

How much time do we have left? Are we, are we out of time?

356 "Alisa Arthur" (2765570816)

00:58:44.010 --> 00:58:48.180

Now, we have, we have a little bit of time. Okay.

357 "Neil Harms" (3843819776)
00:58:49.680 --> 00:58:53.340
I don't remember when we have the scheduled to end. Is it another another half hour?

358 "Neil Harms" (3843819776)
00:58:53.340 --> 00:58:58.560
Mm, hmm. Okay. We'll just keep on trucking then. Um.

359 "Neil Harms" (3843819776)
00:58:58.560 --> 00:59:08.760
Wanted to also verify that Laura tomorrow and Trisha Farrah are attending this patient presentation with me. We are in a large conference room. Um.

360 "Neil Harms" (3843819776)
00:59:09.355 --> 00:59:23.305
Yeah, send us send us an email, send it to Elisa or Paul, and let us know if you had if they're on there and then we will get them added to the participant list.

361 "Neil Harms" (3843819776)
00:59:23.305 --> 00:59:24.745
So that we know they've completed it.

362 "Neil Harms" (3843819776)
00:59:31.860 --> 00:59:45.955
Do you know, when our ability to stop doing maccabi stops That'll be January 1st, assuming PSR goes through because the male copy becomes defunct on January. 1st, it won't be valid for any purpose. Now, let me let me clarify that.

363 "Neil Harms" (3843819776)
00:59:46.315 --> 01:00:00.985
So, if you have an existing 1, the results of that existing mail copy, don't just stop on January 1st, that it'll be valid for whatever time period would have been valid for. You just won't do a new Mo copy after January.

364 "Neil Harms" (3843819776)
01:00:00.985 --> 01:00:01.465
1st.

365 "Neil Harms" (3843819776)
01:00:01.885 --> 01:00:12.385
Make sure we're pretty clear on that. We in no way shape or form 1 want to have January. 1st, everybody thinking oh, everybody's got to have a Mas today.

366 "Neil Harms" (3843819776)
01:00:12.385 --> 01:00:25.075
So we have 18,000 people in waivers and all of them get to be assessed in January. That that would end poorly so we're going to work to transition those in over time. in over time

367 "Neil Harms" (3843819776)
01:00:29.610 --> 01:00:35.880
So have 90 day window we could reach out to you all at 120 days.

368 "Neil Harms" (3843819776)
01:00:35.880 --> 01:00:40.860
Um, I mean, in some instances, probably.

369 "Neil Harms" (3843819776)
01:00:40.860 --> 01:00:52.590
I think at 90 days should be should be sufficient time. If there is a specific concern about 90 versus 120 give 1 of us a shout and we'll chat through it with, you.

370 "Neil Harms" (3843819776)
01:00:57.265 --> 01:01:05.635
If a language translators needed for a family, would we request that in the communication section? No, you'd actually make arrangements for that.

371 "Neil Harms" (3843819776)
01:01:06.685 --> 01:01:16.045
Yourself as you would with any other arrangement we have, we have those translation services available if you run into a snag with how that works.

372 "Neil Harms" (3843819776)
01:01:16.045 --> 01:01:25.285
Please reach out to 1 of us and we'll, we'll help you figure it out, but that's something that the SC or the intake person would coordinate that that won't be coordinated by the assessment team.

373 "Alisa Arthur" (2765570816)
01:01:25.290 --> 01:01:25.800
Right.

374 "Alisa Arthur" (2765570816)
01:01:26.485 --> 01:01:40.285
The reason that that question is in there, because we're doing it round Robin people all over the state will be completing assessments wherever they're from. So, someone from Kansas City could be doing 1 for St Louis, and et cetera.

375 "Alisa Arthur" (2765570816)
01:01:40.705 --> 01:01:53.305
The reason that question is in there. So that the assessor has an idea ahead of time what they can expect from that individual and they won't be blindsided when they 1st get started and they can make everybody comfortable.

376 "Alisa Arthur" (2765570816)
01:01:53.305 --> 01:01:55.735
Instead of asking maybe an awkward question.

377 "Alisa Arthur" (2765570816)

01:01:55.800 --> 01:01:56.520
And.

378 "Neil Harms" (3843819776)
01:01:57.900 --> 01:02:01.440
And we should probably also.

379 "Neil Harms" (3843819776)
01:02:01.440 --> 01:02:04.950
Add English 2nd, language.

380 "Neil Harms" (3843819776)
01:02:04.950 --> 01:02:10.800
As 1 of the items on that on that form to just so that folks have a heads
up, but that's going to.

381 "Neil Harms" (3843819776)
01:02:12.810 --> 01:02:22.920
Um, the 90 day question then asked a couple of times yes. Handle that.
The same as we currently. Do you want to get him? Get him get them done
90 days ahead of time.

382 "Neil Harms" (3843819776)
01:02:28.410 --> 01:02:35.220
I think we, I think we already addressed the 90 days versus 30 days
implementation. Mark um.

383 "Neil Harms" (3843819776)
01:02:35.220 --> 01:02:38.910
You know, we'll certainly have that in the later on.

384 "Neil Harms" (3843819776)
01:02:43.110 --> 01:02:48.960
Um, same for that. 1.

385 "Neil Harms" (3843819776)
01:02:52.525 --> 01:03:05.065
Are the results just going to be a number, or is there going to be a
summary? The PowerPoint had those 2 different slides in there that show
there is there's a full report that's generated with the answers to stage
3.

386 "Neil Harms" (3843819776)
01:03:05.275 --> 01:03:15.055
and then the scores from the other parts 1 thing about this, that the
math is not a planning tool. It's a discrimination tool.

387 "Neil Harms" (3843819776)
01:03:15.085 --> 01:03:21.175
It's, it's to to look at functional limitations, give a rate allocation
score and provide a.

388 "Neil Harms" (3843819776)
01:03:21.955 --> 01:03:33.565

A spot for priority of needs, it's just not really a planning tool folks that we're using the as a planning instrument, or the old as a planning instrument that that's not the function of this thing.

389 "Neil Harms" (3843819776)
01:03:33.565 --> 01:03:40.795

So, I think that will change how people see the results of the report, but you will be getting a report out of this.

390 "Neil Harms" (3843819776)
01:03:41.160 --> 01:03:46.200

I'm just so that you're aware of how how the responses we're done on those stage 3 questions for folks.

391 "Neil Harms" (3843819776)
01:03:48.300 --> 01:03:52.470

Yes, the assessment needs to be done every 2 years.

392 "Neil Harms" (3843819776)
01:03:53.640 --> 01:03:59.700

Or 3, if we continue to stay in a federal state of emergency forever, hopefully that will end as well.

393 "Neil Harms" (3843819776)
01:03:59.700 --> 01:04:07.920

How will these assessments be tracked? Will there be an option in connection or use our own tracking system?

394 "Neil Harms" (3843819776)
01:04:07.920 --> 01:04:14.340

So, a little bit of both.

395 "Neil Harms" (3843819776)
01:04:14.340 --> 01:04:26.515

You'll probably want to keep track of that. I mean, you'll know when you need a new for that individual as that comes up and I believe the connection system will also have some reminders around that. I'm not 100% for sure. On all those details though.

396 "Neil Harms" (3843819776)
01:04:26.515 --> 01:04:32.185

So don't quote me on it, but, but generally speaking the, uh. the uh

397 "Neil Harms" (3843819776)
01:04:32.550 --> 01:04:39.990

The scheduling of these, and the tracking of those, not not really much different than how we, how we handle that. Now.

398 "Neil Harms" (3843819776)
01:04:39.990 --> 01:04:46.440

You'll know when you're coming up on an on an, and then need to have that 90 day window.

399 "Neil Harms" (3843819776)

01:04:46.440 --> 01:04:50.220
The due dates of the assessments.

400 "Neil Harms" (3843819776)
01:04:51.810 --> 01:05:01.260
So, yeah, the due dates, you should be able to see those in the connection system, just as, you know what the due dates are now.

401 "Neil Harms" (3843819776)
01:05:01.260 --> 01:05:05.280
You know, when you need to have stuff done for, and so on.

402 "Neil Harms" (3843819776)
01:05:06.565 --> 01:05:15.055
How soon is the report sent to the intake specialist? Once the assessment has been completed it's going to be about the same kind of turnaround that you get with the rate allocation score.

403 "Neil Harms" (3843819776)
01:05:15.085 --> 01:05:29.065
It shouldn't take more than than 48 hours after completion of the of the assessment to get that to get that knocked out. And if it were to go longer than about 3 business days, I would, I would give a call and ask about it but it's a fast turnaround. turnaround

404 "Neil Harms" (3843819776)
01:05:34.735 --> 01:05:45.865
If the family does not have access to a large pad device computer cannot come into the office will the responsible for going out to the home to assist with completing this assessment I would say, no,

405 "Neil Harms" (3843819776)
01:05:46.225 --> 01:06:00.235
you need to coordinate those activities with somebody on the assessment team to get to get that worked out. I guess there could be rare instances where that level of support is needed if it is then then let's, let's figure that out together, but.

406 "Neil Harms" (3843819776)
01:06:00.540 --> 01:06:03.840
Hopefully, that will be a Pre record.

407 "Neil Harms" (3843819776)
01:06:09.030 --> 01:06:22.800
Um, yeah, I'm sorry, I'm just I'm scrolling my stuff that I think we've already answered.

408 "Neil Harms" (3843819776)
01:06:22.800 --> 01:06:33.030
Is there a way to send a link to all of those who are attending rather than all of us flooding alisa's email? Um.

409 "Neil Harms" (3843819776)
01:06:37.170 --> 01:06:51.325

That's a, that that is a good question. Let Lisa and Paul, and I will talk about that and see if we can come out with an in mass for for now. I will assume that you'll send a request, but yeah, you make a valid point 200.

410 "Neil Harms" (3843819776)
01:06:51.325 --> 01:06:56.785
some emails is going to be fun to turn around, but we'll, we'll work through that. that

411 "Neil Harms" (3843819776)
01:07:01.705 --> 01:07:05.065
Uh, question, if it's replacing, do you get the,

412 "Neil Harms" (3843819776)
01:07:05.845 --> 01:07:16.735
when the is done and then you apply for a comp waiver 6 months later do you use the previous or can you request a new 1 to be done okay so this is a great question.

413 "Neil Harms" (3843819776)
01:07:17.065 --> 01:07:26.905
So, when, uh, when somebody applies for services, they will get, they'll get a so it.

414 "Neil Harms" (3843819776)
01:07:27.150 --> 01:07:30.180
It it doubles up on the stuff that you find out.

415 "Neil Harms" (3843819776)
01:07:31.135 --> 01:07:41.725
So, if you apply for, if they apply for a comp slot, so, the only reason that you would really need to have a new mouse done again,

416 "Neil Harms" (3843819776)
01:07:41.725 --> 01:07:51.355
keeping in mind that the new is not based on unmet need. It's based on the person's just level of functioning.

417 "Neil Harms" (3843819776)
01:07:51.655 --> 01:07:56.785
So, unless the person's level of functioning has changed dramatically between.

418 "Neil Harms" (3843819776)
01:07:58.110 --> 01:08:07.735
Today, when you're looking at that person in or a slot, and when the previous time the mouse was done, there won't be a change to where the is.

419 "Neil Harms" (3843819776)
01:08:07.975 --> 01:08:17.665
If you get 1 of those emergency criteria, the 83 g types of things that are currently listed out in the existing manual, if 1 of those applies,

420 "Neil Harms" (3843819776)
01:08:17.665 --> 01:08:26.905
then you would then you would request a new and we would go through that process to see if we can validate for for 1 of those emergency. emergency

421 "Neil Harms" (3843819776)
01:08:28.200 --> 01:08:34.500
But in general, the new way that the set up should prevent them.

422 "Neil Harms" (3843819776)
01:08:34.500 --> 01:08:44.460
It should reduce the number of times where you have to ask for a, because there should be an existing 1 on file. Essentially from the moment the person applies for services.

423 "Neil Harms" (3843819776)
01:08:48.450 --> 01:08:56.610
Will the screen and see more be changed as well with these changes? I, I don't believe it will.

424 "Alisa Arthur" (2765570816)
01:08:56.610 --> 01:09:03.210
Except for the assessment piece, they will have to add them Austin there and take out the copy and violin.

425 "Neil Harms" (3843819776)
01:09:03.210 --> 01:09:08.700
Yeah, which I believe that that request has already been put in.

426 "Neil Harms" (3843819776)
01:09:08.700 --> 01:09:16.770
And they probably won't remove maccabi and vineland upfront because.

427 "Neil Harms" (3843819776)
01:09:16.770 --> 01:09:25.440
Some of those are still going to have some existing some existing ones that are still valid for that utilization for a while. Um.

428 "Neil Harms" (3843819776)
01:09:25.440 --> 01:09:30.600
So, it's really more about just adding the MAS as a, as the assessment type.

429 "Neil Harms" (3843819776)
01:09:33.990 --> 01:09:40.710
Will the support coordinator be informed if the family misses an appointment? Yes.

430 "Neil Harms" (3843819776)
01:09:42.000 --> 01:09:48.420
Well, we'll, we'll let, you know, if we have no shows, you absolutely need to know that information.

431 "Neil Harms" (3843819776)
01:09:51.180 --> 01:10:01.350
What about if the was completed 6 months before the do you go by the last
maccabi renewal date or 30 days before the.

432 "Neil Harms" (3843819776)
01:10:01.350 --> 01:10:05.400
Um, at least Paul, what do you think about that?

433 "Alisa Arthur" (2765570816)
01:10:06.570 --> 01:10:12.060
You would go by the date that you can.

434 "Alisa Arthur" (2765570816)
01:10:12.060 --> 01:10:18.570
Do it within that 90 day window that you have prior to do the.

435 "Alisa Arthur" (2765570816)
01:10:20.220 --> 01:10:27.060
Eventually, what you want for an, is the assessment to be less than 3
years old on the day you make that determination.

436 "Alisa Arthur" (2765570816)
01:10:28.170 --> 01:10:31.170
2 years old sorry? Yeah.

437 "Neil Harms" (3843819776)
01:10:31.170 --> 01:10:41.310
3 years old today, but 2 year old, 2 years old, better and 2 years old
going forward. At least it's not confusing or complicated. Right? Folks.

438 "Neil Harms" (3843819776)
01:10:42.780 --> 01:10:49.230
Um, another question about yeah, it's it's every 2 years for the.

439 "Neil Harms" (3843819776)
01:10:51.930 --> 01:10:59.875
Other than scheduling does the have any other role in the administration
of the month they scheduling and coordinating where the,

440 "Neil Harms" (3843819776)
01:11:00.145 --> 01:11:09.115
where they're going to be and if there's a translator or sorry not
translator an interpreter that's needed that's pretty much it. Otherwise
they don't.

441 "Neil Harms" (3843819776)
01:11:09.450 --> 01:11:20.340
They don't have a role in it. Another question about annually versus BI,
annually.

442 "Neil Harms" (3843819776)
01:11:20.340 --> 01:11:24.000
Is done on the same schedule that the would have been done on.

443 "Neil Harms" (3843819776)
01:11:29.580 --> 01:11:34.050
That is that question keeps popping up so we definitely need that in the.

444 "Neil Harms" (3843819776)
01:11:40.380 --> 01:11:44.460
Okay, the moms is not taking the place of the violent or is it, um.

445 "Neil Harms" (3843819776)
01:11:44.460 --> 01:11:48.510
The, uh, vineland is going away so the, the replaces it.

446 "Neil Harms" (3843819776)
01:11:48.510 --> 01:12:01.470
There are, there are rare instances that encourage everybody to. I know it's exciting, but go out and read the new CSR, the proposed changes. So we can accept.

447 "Neil Harms" (3843819776)
01:12:01.470 --> 01:12:05.550
A violent from an external party for.

448 "Neil Harms" (3843819776)
01:12:05.550 --> 01:12:20.515
Young people ages 0, through 4, we will not be conducting any of those. We will use the mass if they do not have a functional assessment. So, but but we can take 1 from outside folks. So.

449 "Neil Harms" (3843819776)
01:12:23.130 --> 01:12:29.400
When when appropriate, I keep throwing that in there when appropriate we're gonna lean towards using the mouse for everybody.

450 "Neil Harms" (3843819776)
01:12:33.630 --> 01:12:41.430
Is there a dedicated team at regional office, conducting all miles assessments or will TCM management team being involved in conducting those? Um.

451 "Neil Harms" (3843819776)
01:12:41.755 --> 01:12:47.995
So the assessment team is a statewide team of all state employees.

452 "Neil Harms" (3843819776)
01:12:48.385 --> 01:12:56.845
So, the intent is, for TCM entities B, they private or public to not have to do the assessment.

453 "Neil Harms" (3843819776)
01:12:57.415 --> 01:13:10.735
We're hoping that folks will see a significant time savings where they can use that that time to conduct to other other support coordination

functions. But we're our intent is to make sure that we cover all of those.

454 "Neil Harms" (3843819776)
01:13:13.200 --> 01:13:25.620

Uh, another question about access to technology, um, if you run into those problems, need to contact the regional office, and we will, we will figure it out.

455 "Neil Harms" (3843819776)
01:13:28.470 --> 01:13:34.650

The email that is being sent out, indicated they could use a smart phone. May need to update the email that is generated.

456 "Alisa Arthur" (2765570816)
01:13:34.650 --> 01:13:42.480

Um, it's the Webex invite that adds that in there so I have it down to ask if we can remove it.

457 "Neil Harms" (3843819776)
01:13:42.480 --> 01:13:49.680

Okay, oh, I got you. Yeah, it's the canned language on the web X saying you can join with a smartphone.

458 "Neil Harms" (3843819776)
01:13:49.680 --> 01:14:00.360

Right, yeah, we'll have to put caveats aside. So the answer is yes, you can join the Webex with a smart phone. That is correct. It won't be valid for this assessment.

459 "Neil Harms" (3843819776)
01:14:00.655 --> 01:14:06.565

So, yeah, I can, I can see where that would be a little little confusing again.

460 "Neil Harms" (3843819776)
01:14:06.595 --> 01:14:20.095

A reason why we're having this training and we want everybody to hear it directly the reasons behind why you don't use the smartphone and it's just simply because circling back. You're assessing the wrong things.

461 "Neil Harms" (3843819776)
01:14:20.095 --> 01:14:25.735

We don't want to assess people's visual acuity. We want to assess what what they're actually that being presented on the screen.

462 "Neil Harms" (3843819776)
01:14:28.195 --> 01:14:34.885

Is the responsible for reaching out for when these are due or do we get an email stating?

463 "Neil Harms" (3843819776)
01:14:34.885 --> 01:14:49.165

Consumer X is due for a Mas please schedulers there another way the thus far that scheduling piece is just just the way it's done. Now, you'll you'll know when you need and when you need a new and then you'll you'll be responsible for making sure.

464 "Neil Harms" (3843819776)
01:14:49.165 --> 01:14:57.175

Those time frames are met down the road in connection. There may be reports that come out and let you know, when stuff is coming due. But, but at the end of.

465 "Neil Harms" (3843819776)
01:14:57.180 --> 01:14:58.830

The day.

466 "Neil Harms" (3843819776)
01:14:58.830 --> 01:15:06.000

And the intake folks are the ones that are are responsible for making sure that those things are done in a timely fashion.

467 "Neil Harms" (3843819776)
01:15:08.010 --> 01:15:14.220

How often is the most administered if no changes it's just on the same schedule as when an is needed.

468 "Neil Harms" (3843819776)
01:15:17.010 --> 01:15:31.860

What happens if an individual does not have transportation access to a TCM or to carry out the assessment the same thing that happens today, the regional office is responsible for, for getting arrangements made so that the person can participate.

469 "Neil Harms" (3843819776)
01:15:31.860 --> 01:15:36.780

And if you got a more specific question than that, reach out to me, and we can chat it out.

470 "Neil Harms" (3843819776)
01:15:39.505 --> 01:15:52.855

If individuals have assessment scheduled in January already is the expectation that once this is live is the only acceptable yes, that is the expectation if you have a low copy scheduled for somebody in January,

471 "Neil Harms" (3843819776)
01:15:53.635 --> 01:15:57.055

they need to have a scheduled because the maccabi won't do them any good.

472 "Neil Harms" (3843819776)
01:15:57.985 --> 01:16:11.305

Uh, neither will the vineland after January 1 again caveat supply assuming that this all goes live I know that that's a problematic thing to say if it's just the only answer that I can give you,

473 "Neil Harms" (3843819776)

01:16:11.305 --> 01:16:16.675

because that's how state rulemaking works. I don't I don't have a better answer. I wish I did.

474 "Neil Harms" (3843819776)

01:16:20.400 --> 01:16:33.030

I wish we been able to see the actual calendar scheduling screen on this training. We did show 2 of the actual calendar, scheduling screens. Those were those are in the PowerPoint.

475 "Neil Harms" (3843819776)

01:16:33.030 --> 01:16:47.940

And it really is, it really is as simple as it just pops up a screen that, like everybody's seen in every other calendar type app, where you click on the day you want and then you click on the time slot you on.

476 "Neil Harms" (3843819776)

01:16:52.080 --> 01:17:01.860

If you have issues with the 1st time, you use this, give 1 of us a call, and we will absolutely talk you through it. But, um, I'm.

477 "Neil Harms" (3843819776)

01:17:01.860 --> 01:17:08.190

I'm saying, it's, it's just it's pretty easy. It's really, really easy and practice.

478 "Alisa Arthur" (2765570816)

01:17:09.270 --> 01:17:21.180

As long as you go through Google, Chrome, you don't say that enough if you put the link in Google Chrome, it works wonderfully. Takes you straight in, you put the date and time and you're good.

479 "Neil Harms" (3843819776)

01:17:23.905 --> 01:17:29.665

Okay, so here we have the SC will get the confirmation email and link.

480 "Neil Harms" (3843819776)

01:17:29.695 --> 01:17:40.855

Can they forward that to the provider agency or is the SC expected to be physically with the individual to open the link and the assessment completed.

481 "Neil Harms" (3843819776)

01:17:43.135 --> 01:17:55.945

No, the support coordinator won't be involved with being with the individual who's being assessed, and the will be arranging who the informant is.

482 "Neil Harms" (3843819776)

01:17:56.155 --> 01:18:09.895

So, as long as the, as long as the informant, and the individual are made aware of when the time is and have those details worked out, then that's the end of the SC or intake person's.

483 "Neil Harms" (3843819776)
01:18:11.640 --> 01:18:21.870
Involvement with the with the okay.

484 "Neil Harms" (3843819776)
01:18:25.320 --> 01:18:38.490
It looks like I'm getting double double questions again. Multiple questions about how often do you do? 1.

485 "Alisa Arthur" (2765570816)
01:18:40.560 --> 01:18:55.435
Yeah, I wanted to clarify Madeline more of the question, or put a comment in to clarify the mass is being completed every 2 years, the same visible copy, but the is still done do annual annually with the isb. Correct?

486 "Alisa Arthur" (2765570816)
01:18:55.465 --> 01:18:56.845
That is correct. Madeline.

487 "Neil Harms" (3843819776)
01:19:05.610 --> 01:19:12.630
Sorry, I'm reading comments folks trying to trying to go through. I know we're, we're rapidly running out of time and I wanted to get as many as we could.

488 "Neil Harms" (3843819776)
01:19:15.030 --> 01:19:18.750
I think we've already answered this, but the.

489 "Neil Harms" (3843819776)
01:19:18.750 --> 01:19:31.225
The question is if if I can I do an based on an existing assessment if the assistant existing assessment is less than 2 years old. Yes, I think hopefully we've covered that enough times. No, no you don't.

490 "Neil Harms" (3843819776)
01:19:31.225 --> 01:19:46.195
You don't have to jump in and do a new, or I'm sorry a new Mars after January 1st if there's a valid no copy sitting out there. What you can't do is a new copy after January. 1st. So, hopefully that that clarifies.

491 "Neil Harms" (3843819776)
01:19:56.485 --> 01:20:06.505
Okay, so, for clarification SC, intake email, get the link and then bookmark it yes, then we schedule it on there. Moving forward yes.

492 "Neil Harms" (3843819776)
01:20:06.715 --> 01:20:14.995
Once we request to schedule ma's facilitators then assigned, and we'll send out the link for the meeting. Um.

493 "Neil Harms" (3843819776)
01:20:15.685 --> 01:20:25.285

No, once you, once you use schedules, sends the link for the meeting that's that's the beauty of the automated process.

494 "Neil Harms" (3843819776)
01:20:25.285 --> 01:20:34.165

It just goes and they get that sent to their to their emails so that they have that information and it will identify the assessor.

495 "Alisa Arthur" (2765570816)
01:20:34.470 --> 01:20:40.920

So, you'll be able to see who the assessor is.

496 "Neil Harms" (3843819776)
01:20:43.770 --> 01:20:54.060

Um, someone said they had tech problems. Can they read this training? Absolutely. You can sign up for as many times as, um, as you want.

497 "Neil Harms" (3843819776)
01:20:54.060 --> 01:21:04.110

We've got 9 more sessions occurring, and we actually had the assumption that some folks were going to maybe want to want to listen through again, just to make sure that they've got it.

498 "Neil Harms" (3843819776)
01:21:04.110 --> 01:21:07.140

So, you're welcome to welcome to go again.

499 "Kat Craig" (3615398912)
01:21:09.120 --> 01:21:16.140

Neil, do you want me to read? Do you want me to read a couple other questions they came in while you're looking through.

500 "Neil Harms" (3843819776)
01:21:16.140 --> 01:21:24.720

Can I have yeah, I think I'm only half way down the list. I think there's no chance. We're going to get to all of them. I was just trying to, but yeah, go ahead. And hit us with a couple.

501 "Kat Craig" (3615398912)
01:21:24.720 --> 01:21:28.800

Yeah, we've got about 6 pages that I've collected, so.

502 "Kat Craig" (3615398912)
01:21:29.005 --> 01:21:37.165

Okay, so if the Moss is good for the same 2 year, period as the maccabi, but it's also replacing the,

503 "Kat Craig" (3615398912)
01:21:38.275 --> 01:21:44.785

when new 1 need to be done when we are pursuing a new waiver the way that they would need a new.

504 "Alisa Arthur" (2765570816)
01:21:47.580 --> 01:21:55.980

It's not replacing the, it's replacing them. I'll copy. You would have done so if you wouldn't do a more copy for a new.

505 "Alisa Arthur" (2765570816)

01:21:55.980 --> 01:22:00.930

You would still use the the, just as you have been up to this point.

506 "Kat Craig" (3615398912)

01:22:02.040 --> 01:22:06.210

Can we start scheduling through Calendly today for January?

507 "Alisa Arthur" (2765570816)

01:22:06.595 --> 01:22:17.485

Yes, well hold on just for a 2nd, let me answer that, once you get the link, I, when I get the list of names of participants, and I've got,

508 "Alisa Arthur" (2765570816)

01:22:17.485 --> 01:22:26.365

I've already started getting emails asking for the link as soon as I get the list of names of participants, I will immediately start sending out the links.

509 "Neil Harms" (3843819776)

01:22:26.580 --> 01:22:32.640

This is also a good time to do that. That reminder. We covered this earlier, though.

510 "Neil Harms" (3843819776)

01:22:32.640 --> 01:22:42.000

If you have the capacity to get them a copy of your violin done to cover this need between now and the end of the year, highly recommended.

511 "Neil Harms" (3843819776)

01:22:42.000 --> 01:22:56.515

To do that just because it's the right thing to do if you know that, you've got your, you know, if you're just being proactive and you want to get that scheduled, because you've got 1 coming up after January then by all means. Go ahead. And jump in.

512 "Neil Harms" (3843819776)

01:22:56.515 --> 01:23:03.895

And schedule schedule that after January 1st, we want to make sure that happens. We just don't want everybody to go. Yeah.

513 "Neil Harms" (3843819776)

01:23:03.925 --> 01:23:11.935

Free December and nobody doesn't know copy in December and then we have this massive amount of assessments that all come to.

514 "Neil Harms" (3843819776)

01:23:12.000 --> 01:23:20.520

In January, and we're just throwing that out to your all's good judgment to help us out with that.

515 "Neil Harms" (3843819776)
01:23:21.780 --> 01:23:32.035
Providers being trained on this, the providers are more than welcome to, to join these sessions if they want to see how it's done.

516 "Neil Harms" (3843819776)
01:23:32.065 --> 01:23:38.455
However, there's a, there's no particular reason that a provider needs to be trained on it. They're not.

517 "Neil Harms" (3843819776)
01:23:38.760 --> 01:23:43.410
They, they, they won't be, they won't be going in and doing the scheduling.

518 "Alisa Arthur" (2765570816)
01:23:43.410 --> 01:23:53.820
And some of them have already been doing it because we've been using the calendar link to schedule assessments for, um, at least the last 6 months.

519 "Alisa Arthur" (2765570816)
01:23:53.820 --> 01:23:58.110
So some of the agencies have already had that experience.

520 "Neil Harms" (3843819776)
01:23:58.110 --> 01:24:09.990
Yeah, so that's a good topic because the rate allocation score is generated every time a mouse is completed. So the.

521 "Neil Harms" (3843819776)
01:24:09.990 --> 01:24:16.980
Where we used to have, you had to have a new rate allocations for done periodically. Um.

522 "Neil Harms" (3843819776)
01:24:16.980 --> 01:24:29.965
This is essentially going to make sure that every time you do a mass assessment for the purpose of covering the for getting the information that you need to have, in order to complete the just.

523 "Neil Harms" (3843819776)
01:24:29.965 --> 01:24:37.555
So, we're clear on that other that other question, you're also going to get a brand new fresh rate allocation score. So, if a person's in a.

524 "Neil Harms" (3843819776)
01:24:37.920 --> 01:24:44.910
Um, is in a residential service currently, then that.

525 "Neil Harms" (3843819776)
01:24:44.910 --> 01:24:49.800
Allocation score will get updated as more frequently than it.

526 "Neil Harms" (3843819776)
01:24:49.800 --> 01:25:00.420
Than it does now so again, another reason why providers probably won't need to do a lot of requests for that unless they have somebody who just.

527 "Neil Harms" (3843819776)
01:25:00.420 --> 01:25:14.640
W, has their, their conditions or needs are exacerbated and they feel like that that score is no longer reflective of what their needs are then we could see a few of those type of requests, but it'll probably be pretty rare.

528 "Neil Harms" (3843819776)
01:25:21.150 --> 01:25:24.450
Did you have, did you have I think we got time for maybe 1 more.

529 "Kat Craig" (3615398912)
01:25:24.450 --> 01:25:27.570
Can you be an informant.

530 "Neil Harms" (3843819776)
01:25:28.770 --> 01:25:35.670
Um, the answer to that is, no, the SC should not be the informant. Um.

531 "Neil Harms" (3843819776)
01:25:37.440 --> 01:25:49.890
There's a variety of reasons around that, but basically it has a lot to do with. We just we really don't want. So if you're if you're a stateside, then.

532 "Neil Harms" (3843819776)
01:25:49.890 --> 01:26:03.090
You know, that, that whole, the whole part of doing the assessment with an informant, who isn't an lc is to make sure that we're free of that bias. You want to make sure that that if.

533 "Neil Harms" (3843819776)
01:26:03.090 --> 01:26:08.160
An audit were to come in you it doesn't appear that we have our thumb on the scale.

534 "Neil Harms" (3843819776)
01:26:08.160 --> 01:26:17.850
That's that's really what you're doing and that's why you're why you don't want the to be the informant that needs to be a, a party that's outside of.

535 "Neil Harms" (3843819776)
01:26:17.850 --> 01:26:24.900
Of that support coordination function same, same way with intake. It takes it takes a.

536 "Neil Harms" (3843819776)
01:26:24.900 --> 01:26:28.680

Intake out of out of that mess as well. It just.

537 "Neil Harms" (3843819776)

01:26:28.680 --> 01:26:36.150

It silos those function in a way that's appropriate so that it becomes more objective. That's that's the construct behind it.

538 "Neil Harms" (3843819776)

01:26:39.805 --> 01:26:51.535

All right, well, we are out of time, it looks like we had 205 people on the call. Thank you so much. Everyone, we really appreciate your time this morning. These questions are very, very helpful to us.

539 "Neil Harms" (3843819776)

01:26:51.535 --> 01:27:05.575

We will put together an don't don't look for that to come out immediately. It's going to take a little while to come through all of this and put stuff back together for you, but we really appreciate your involvement and your attention. If you have additional questions.

540 "Neil Harms" (3843819776)

01:27:05.575 --> 01:27:09.595

Please send them to Elisa, Paul or myself. We'll all be happy. all be happy

541 "Neil Harms" (3843819776)

01:27:09.690 --> 01:27:13.590

To coordinate and get some answers out for folks and.

542 "Neil Harms" (3843819776)

01:27:13.590 --> 01:27:17.190

Happy Monday. Everyone really appreciate you joining us this morning.

543 "Alisa Arthur" (2765570816)

01:27:18.390 --> 01:27:19.440

Have a good day.