

WEBVTT

1 "Neil Harms" (2650704384)
00:00:00.835 --> 00:00:15.115

Take you through how to use the calendar application to schedule a miles assessment. We had our 1st training session on Monday of this week, had over a couple, 100 people on that 1. and I think we learned a lot from that presentation.

2 "Neil Harms" (2650704384)
00:00:15.115 --> 00:00:24.085

We had lots and lots of questions. Hopefully we'll have a lot of good answers for everyone as we go through today. So looking forward to providing this material to, you.

3 "Neil Harms" (2650704384)
00:00:29.280 --> 00:00:42.835

So when and why, the following presentation applies to the only scheduling application will be used for scheduling assessments, with the statewide assessment team, following approvals of changes to 9, CSR,

4 "Neil Harms" (2650704384)
00:00:42.835 --> 00:00:55.435

45 dash 2 notification of all staff will occur via statewide email blast. When the revised 945 dash. 2 is approved and will include the implementation date. the implementation date

5 "Alisa Arthur" (3379655936)
00:01:00.090 --> 00:01:12.090

Very adaptive ability Scout, or the moss replaces all other adaptive assessments.

6 "Alisa Arthur" (3379655936)
00:01:12.090 --> 00:01:16.560

maccabi apes, and any others that have been used.

7 "Alisa Arthur" (3379655936)
00:01:16.560 --> 00:01:25.290

Service coordinators and intake specialists, serve a critical role in contacting the family and scheduling the moss assessment.

8 "Alisa Arthur" (3379655936)
00:01:27.115 --> 00:01:39.265

Mass assessments should be scheduled at least 30 days prior to service coordinator, needing it for the level of care. So kind of a reminder here, it is replacing the violin.

9 "Alisa Arthur" (3379655936)
00:01:39.295 --> 00:01:44.635

The Mojave, the apes that have been used for waiver determinations.

10 "Alisa Arthur" (3379655936)
00:01:45.205 --> 00:01:57.025

So, if your assessment is 2 years old, then a moss will need to be requested and you would request that in the same kind of timeframe that you would typically use to replace.

11 "Alisa Arthur" (3379655936)
00:01:57.030 --> 00:01:58.440
Sure.

12 "Alisa Arthur" (3379655936)
00:02:07.740 --> 00:02:16.800
Said the assessments are scheduled, using the link to scheduling page. The link is provided by the assessment team members.

13 "Alisa Arthur" (3379655936)
00:02:17.910 --> 00:02:24.660
An important note all links to work best when used to the Google Chrome web browser.

14 "Alisa Arthur" (3379655936)
00:02:26.880 --> 00:02:36.600
There will be 2 different calendar links for scheduling. A mass assessments. 1 link is used for the models associated with eligibility.

15 "Alisa Arthur" (3379655936)
00:02:36.600 --> 00:02:39.990
The link is used by the intake specialist the only.

16 "Alisa Arthur" (3379655936)
00:02:39.990 --> 00:02:46.290
And this link is, is accesses appointment slots, reserved for intake and eligibility.

17 "Alisa Arthur" (3379655936)
00:02:46.290 --> 00:02:52.530
The other scheduling link is used for support coordinators for other uses of the moss.

18 "Alisa Arthur" (3379655936)
00:02:58.110 --> 00:03:10.020
The person's scheduling, the MOS is responsible to provide a copy of the confirmation email to the identified informant and the legally responsible party as appropriate via email.

19 "Alisa Arthur" (3379655936)
00:03:10.020 --> 00:03:13.290
Or, if email is not available by snail mail.

20 "Alisa Arthur" (3379655936)
00:03:14.850 --> 00:03:24.930
If the individual does not have access to the appropriate technology, the individual scheduling, the moss assessment is responsible to arrange the access.

21 "Alisa Arthur" (3379655936)

00:03:24.930 --> 00:03:31.590

Meaning get them to a TCM office or a regional office, or set up other arrangements.

22 "Alisa Arthur" (3379655936)

00:03:36.690 --> 00:03:48.390

The minimum technology requirements are an Internet connected device with a video camera. A cell phone is too small to use for viewing the assessment. Powerpoint.

23 "Alisa Arthur" (3379655936)

00:03:48.390 --> 00:03:52.500

Um, and a large, um.

24 "Alisa Arthur" (3379655936)

00:03:52.500 --> 00:03:55.590

Pad type device may be used.

25 "Alisa Arthur" (3379655936)

00:03:56.695 --> 00:04:07.195

Nope, a smartphone may be used for the camera and the audio, but a larger screen must be used for the display of the assessment content because if you don't,

26 "Alisa Arthur" (3379655936)

00:04:07.195 --> 00:04:13.615

you'll be attempting to assess a different type of skill than what we're looking for in those areas.

27 "Alisa Arthur" (3379655936)

00:04:18.840 --> 00:04:31.889

Will be made available between the times of 7 a m and 70 P. M. to enhance the abilities of individuals, families and providers to secure assessment times that work with their schedules.

28 "Alisa Arthur" (3379655936)

00:04:33.089 --> 00:04:39.839

The mass generates a report, which includes the functional limitations category, the priority of need.

29 "Alisa Arthur" (3379655936)

00:04:39.839 --> 00:04:44.909

Or the score, right? Allocation score.

30 "Alisa Arthur" (3379655936)

00:04:44.909 --> 00:04:48.179

And the responses to the stage 3 items.

31 "Paul Conover" (3989350400)

00:04:51.659 --> 00:04:55.229

So, we're going to look at the process to schedule a mass.

32 "Paul Conover" (3989350400)

00:04:55.229 --> 00:05:08.669

1st, the service coordinator, or the intake specialist is going to access the calendar, scheduling page and then contact the individual legally responsible party. The agent contact person is appropriate.

33 "Paul Conover" (3989350400)

00:05:08.669 --> 00:05:17.009

Then the individual legally responsible or agency contact person will select a date and time that works for their schedule.

34 "Paul Conover" (3989350400)

00:05:17.009 --> 00:05:20.309

And answer a set of required questions.

35 "Paul Conover" (3989350400)

00:05:20.309 --> 00:05:27.809

And you're going to see demonstration, you go see samples of of the calendar and you're going to see the questions. At least we'll go to those in a few minutes.

36 "Paul Conover" (3989350400)

00:05:27.809 --> 00:05:34.469

Will then assigned the request an assessment to the next assessment team member available?

37 "Paul Conover" (3989350400)

00:05:36.059 --> 00:05:39.179

Hello.

38 "Paul Conover" (3989350400)

00:05:41.189 --> 00:05:47.189

The individual legally responsible party agency, contact person.

39 "Paul Conover" (3989350400)

00:05:47.189 --> 00:05:50.969

And the assessment team member will receive a confirmation email.

40 "Paul Conover" (3989350400)

00:05:50.969 --> 00:05:55.829

The confirmation email contains the Webex link for the meeting.

41 "Paul Conover" (3989350400)

00:05:55.829 --> 00:06:04.859

And the ability to add the appointment to your outlook, or Google calendar is available, it's pretty easy to do that. It puts it right in outlook for you.

42 "Paul Conover" (3989350400)

00:06:04.859 --> 00:06:11.909

And 24 hours prior to the appointment, the individual or legally responsible party or agency contact person.

43 "Paul Conover" (3989350400)

00:06:11.909 --> 00:06:14.999

Receive a reminder email as well.

44 "Paul Conover" (3989350400)

00:06:18.629 --> 00:06:30.899

So, follow the link whenever you get the link, you'll just copy and paste that link provided into the, into Google Chrome and we really are going to stress that a lot. You need to use Google. Chrome is the web browser.

45 "Paul Conover" (3989350400)

00:06:30.899 --> 00:06:34.049

To get to the calendar scheduling page, you can.

46 "Paul Conover" (3989350400)

00:06:34.049 --> 00:06:46.199

It's just not advisable to use edge or any other browser, because it just doesn't work. Quite right so there's going to be 2 different links. 1 link is used for intake team.

47 "Paul Conover" (3989350400)

00:06:46.199 --> 00:06:49.529

To schedule assessments for intake eligibility.

48 "Paul Conover" (3989350400)

00:06:49.529 --> 00:06:56.369

And the intake staff should really not forward this intake assessment, link to any 1 other than intake staff.

49 "Paul Conover" (3989350400)

00:06:56.369 --> 00:07:03.869

We use different schedules, different calendars and, um, so it's really critical that we make sure everybody uses the correct link.

50 "Paul Conover" (3989350400)

00:07:03.869 --> 00:07:09.029

And the link used for intake includes the word intake on that link.

51 "Paul Conover" (3989350400)

00:07:09.029 --> 00:07:19.499

The other link will be used for all other assessment needs. And what you see on the slide is a sample of what that link will look like.

52 "Paul Conover" (3989350400)

00:07:24.059 --> 00:07:30.779

We recommend also that for future reference, once you get that link that you just book market.

53 "Paul Conover" (3989350400)

00:07:30.779 --> 00:07:36.119

We may even include a little sample there how to do that. If you don't know how to bookmark.

54 "Paul Conover" (3989350400)

00:07:36.119 --> 00:07:41.399

Just click on the star in the address line and That'll bookmark it before you.

55 "Paul Conover" (3989350400)
00:07:41.399 --> 00:07:45.389
And then you just click on that link click on that uh.

56 "Paul Conover" (3989350400)
00:07:45.389 --> 00:07:59.789
Favorite bookmark and it will take you to it. Okay. So what you're looking at is an actual screenshot of the calendar scheduling calendar.

57 "Paul Conover" (3989350400)
00:07:59.789 --> 00:08:13.589
And, you know, a couple of things that were mentioned yesterday they are asked is 1 thing is there is no HIPPA sensitive data or info on any of the scheduling calendars.

58 "Paul Conover" (3989350400)
00:08:13.589 --> 00:08:17.879
What you see is what you see, you see a highlighted date and a highlighted time.

59 "Paul Conover" (3989350400)
00:08:17.879 --> 00:08:22.439
No, other info there. Nothing that's HIPPA sensitive.

60 "Paul Conover" (3989350400)
00:08:22.439 --> 00:08:26.789
So, what they'll see is, you'll see this screen.

61 "Paul Conover" (3989350400)
00:08:26.789 --> 00:08:33.599
And the dates that are available are highlighted, and I know another thing that was brought up is on the left. It says.

62 "Paul Conover" (3989350400)
00:08:33.599 --> 00:08:41.399
In the box, it says, I'm not using a smartphone that that pops up.

63 "Paul Conover" (3989350400)
00:08:41.399 --> 00:08:50.579
You can use a smart phone for audio or for camera, but for the purpose of the assessment, the protocol icons, the items that.

64 "Paul Conover" (3989350400)
00:08:50.579 --> 00:09:00.299
Will be needed for the consumers, they're gonna have to use a larger pads. So that was some of the verbiage in Webex. We can't change that. So if you see that wording in there.

65 "Paul Conover" (3989350400)
00:09:00.299 --> 00:09:07.079
It's, it's relevant only to using it as a camera or for audio purpose. Not for.

66 "Paul Conover" (3989350400)
00:09:07.079 --> 00:09:11.489
The purpose of using the protocol to display the, uh.

67 "Paul Conover" (3989350400)
00:09:11.489 --> 00:09:15.929
Items for the consumers, so once you've selected.

68 "Paul Conover" (3989350400)
00:09:15.929 --> 00:09:22.499
A date and the next screen it takes you to as a time and pretty.

69 "Paul Conover" (3989350400)
00:09:22.499 --> 00:09:26.309
Pretty easy there just pick the time.

70 "Paul Conover" (3989350400)
00:09:28.019 --> 00:09:35.759
Be highlighted, and then it will take you to a set of questions and Lisa is going to go with the.

71 "Alisa Arthur" (3379655936)
00:09:38.609 --> 00:09:51.569
The questions are, um, as you can see are the name and the email and phone number for the informant, the individual that's being assessed name and ID number.

72 "Alisa Arthur" (3379655936)
00:09:51.569 --> 00:09:59.069
That would be their, the legally responsible or guardian's name and email address.

73 "Alisa Arthur" (3379655936)
00:09:59.694 --> 00:10:13.524
The individual's communication style, and after Monday's training, we did add a couple of other options. It's fully verbal. Partially verbal, non, verbal sign language and interpreter will be present.

74 "Alisa Arthur" (3379655936)
00:10:14.124 --> 00:10:28.734
English has a 2nd language with an interpreter present and augmentative communication the reasons for requesting the, the loss will be on the intake.

75 "Alisa Arthur" (3379655936)
00:10:29.664 --> 00:10:37.134
1, where you guys are choosing there, it'll have the intake or initial labor determination and on the other 1,

76 "Alisa Arthur" (3379655936)
00:10:37.134 --> 00:10:47.094
it'll have initial waiver determination redetermination review for due to change in status or critical service situation.

77 "Alisa Arthur" (3379655936)
00:10:48.834 --> 00:10:57.444
If a request for the review of existing mass, due to status change, you need to followed guideline 15.

78 "Alisa Arthur" (3379655936)
00:10:58.674 --> 00:11:06.564
To make sure you follow those steps and reached out to either Paul or myself for us to do a review with you of the existing assessment.

79 "Alisa Arthur" (3379655936)
00:11:07.314 --> 00:11:13.734
And then the service coordinator name or intake specialist name and their email address.

80 "Alisa Arthur" (3379655936)
00:11:18.569 --> 00:11:32.994
So, as soon as you push enter or submit, after you answer the questions, it will send you an automatic confirmation email to the person that's doing the scheduling. So the service coordinators will get this email.

81 "Alisa Arthur" (3379655936)
00:11:33.384 --> 00:11:40.344
Um, it looks exactly like this. And if you notice towards the middle of the page, it has the blue.

82 "Alisa Arthur" (3379655936)
00:11:40.649 --> 00:11:53.729
Web address, and that is for the Webex conference. Um, so that's why it's very important that you get this to the family. Um, as soon as you can.

83 "Alisa Arthur" (3379655936)
00:11:53.729 --> 00:12:03.834
Family individual or agency where it goes through the initial confirmation, giving the date and time that you've chosen,

84 "Alisa Arthur" (3379655936)
00:12:04.104 --> 00:12:15.234
it'll then give you review the questions and answers that you gave before submitting the form. Um, so you can double check and make sure everything is correct.

85 "Alisa Arthur" (3379655936)
00:12:17.039 --> 00:12:23.759
Again, remember that if you're answering, um, that it is a review due to.

86 "Alisa Arthur" (3379655936)
00:12:23.759 --> 00:12:29.369
As change in status that you've gone over, you've followed that guideline 15.

87 "Alisa Arthur" (3379655936)
00:12:29.369 --> 00:12:41.489

Process at the very bottom of the confirmation email, there'll be a spot to where you can.

88 "Alisa Arthur" (3379655936)
00:12:41.489 --> 00:12:50.819

Um, added to your calendar calendar by pushing that add to calendar if you have Google him calendar, or if you have an Outlook calendar.

89 "Alisa Arthur" (3379655936)
00:12:50.819 --> 00:12:56.309

It also at the bottom will give you the opportunity to reschedule or cancel.

90 "Alisa Arthur" (3379655936)
00:12:56.754 --> 00:13:10.824

If you reschedule, it will take you right back to that calendar page. So they can pick another date and time and answer the questions again. And if you cancel, um, it'll just take. It'll just cancel the event.

91 "Alisa Arthur" (3379655936)
00:13:11.244 --> 00:13:18.894

Um, it'll send you an email saying it's been canceled, but it does not remove it from your calendar. So you'll have to do that manually.

92 "Alisa Arthur" (3379655936)
00:13:20.664 --> 00:13:22.194

If the family cancels it,

93 "Alisa Arthur" (3379655936)
00:13:22.194 --> 00:13:36.534

then the service coordinator would get that email back saying it's been canceled if they happen to be a no show that was another question that we got on Monday they happened to be a no show the interviewer will reach out to the service coordinator to let them know.

94 "Alisa Arthur" (3379655936)
00:13:42.569 --> 00:13:50.129

24 hours before the selected date and time informing that actually the person that.

95 "Alisa Arthur" (3379655936)
00:13:50.129 --> 00:14:00.869

Creates the, um, calendar event will receive an email reminder and it'll look exactly like the confirmation email.

96 "Alisa Arthur" (3379655936)
00:14:01.979 --> 00:14:15.449

But it will, it will have these 2 added sections, a subject reminder and the, where it says this is a friendly reminder, those 2 things will be added.

97 "Neil Harms" (2650704384)
00:14:15.449 --> 00:14:28.014

The rest of it will remain the same and I'm going to step in and address 1 of the comments from the, from the chat questions popped up a couple of times about well, what if the,

98 "Neil Harms" (2650704384)
00:14:28.044 --> 00:14:30.864
but what if all the parties don't have email 1 of the.

99 "Neil Harms" (2650704384)
00:14:31.139 --> 00:14:42.054
1 of the earlier slides noted that the person's scheduling would be responsible for providing a copy of that confirmation to email via snail mail or another method.

100 "Neil Harms" (2650704384)
00:14:42.984 --> 00:14:50.904
That's there's not really another workaround for that. If they don't have email, then they probably also don't have Internet access.

101 "Neil Harms" (2650704384)
00:14:51.114 --> 00:15:01.134
So, you'll be working out those, those logistical details of how to get those individuals to a place that has the appropriate technology and, and.

102 "Neil Harms" (2650704384)
00:15:01.139 --> 00:15:04.139
Doing those reminders, old school via snail mail.

103 "Alisa Arthur" (3379655936)
00:15:12.924 --> 00:15:25.884
Once the Moss is completed a PDF of the report will be sent the email to email to the followup by email sorry to the following individuals, the service coordinator or intake specialist,

104 "Alisa Arthur" (3379655936)
00:15:26.124 --> 00:15:31.404
the provider relations team and the provider agency contact person as appropriate.

105 "Neil Harms" (2650704384)
00:15:34.079 --> 00:15:47.999
Neil, there's another question in the chat. Um, there's a few of them in there. The, the latest 1 was, does an individual a family receive a confirmation email um.

106 "Neil Harms" (2650704384)
00:15:47.999 --> 00:16:01.884
So, previously, we, we had mentioned that the individual doing the scheduling, once that confirmation email came in, they would forward that confirmation email on to other parties that needed to be aware of that meeting occurring.

107 "Neil Harms" (2650704384)

00:16:02.604 --> 00:16:04.704
So that's how that confirmation would occur.

108 "Neil Harms" (2650704384)
00:16:10.674 --> 00:16:22.464
So let's talk a little bit about the report that will be generated from this the MAS takes care of several functions that are done in multiple different ways, currently in the DD system.

109 "Neil Harms" (2650704384)
00:16:22.824 --> 00:16:34.194
So the models will be replacing the priority of need tool. It replaces maccabi vineland. Ebs any of those other functional assessments, and it also takes care of the rate allocation score.

110 "Neil Harms" (2650704384)
00:16:34.194 --> 00:16:39.144
We've been using the models for the right allocation score since July 21.
one

111 "Neil Harms" (2650704384)
00:16:39.479 --> 00:16:47.429
So, most folks they use it for that purpose are already fairly fairly well familiar with how that process works.

112 "Neil Harms" (2650704384)
00:16:47.429 --> 00:16:49.944
There is a report that's generated at the end,

113 "Neil Harms" (2650704384)
00:16:49.944 --> 00:17:02.514
and it's 4 or 5 pages long and it'll include this basic demographic information that you see here on on this sample screen with regard to the functional limitation areas.

114 "Neil Harms" (2650704384)
00:17:02.514 --> 00:17:07.464
You have 2 columns, the 1 on the left. That is for DD eligibility.

115 "Neil Harms" (2650704384)
00:17:08.519 --> 00:17:19.704
Again, for individuals that are age 0 through 4, they're different cut off scores and there's different criteria around intake intake staff is probably a lot more familiar with that, than than other folks.

116 "Neil Harms" (2650704384)
00:17:19.704 --> 00:17:25.464
And they're the ones that are probably going to be most concerned with that left hand column you'll just.

117 "Neil Harms" (2650704384)
00:17:25.949 --> 00:17:33.269
You know, 2 or more of those are required for a DD eligibility. Nothing nothing has changed. Really? In terms of the.

118 "Neil Harms" (2650704384)
00:17:34.224 --> 00:17:47.814

Um, the CSR requirements around that, except for those special cases, and we've already had those conversations internal to DD intake staff. They're aware of how this part works on the right hand column.

119 "Neil Harms" (2650704384)
00:17:48.024 --> 00:18:00.504

You can see the substantial functional limitations for waiver eligibility and you have to have 3 or more of those areas in order for a person to potentially be waiver eligible in our Monday conversation.

120 "Neil Harms" (2650704384)
00:18:00.504 --> 00:18:03.264

There was some, some confusion about this.

121 "Neil Harms" (2650704384)
00:18:03.269 --> 00:18:09.539

People have heard that will this replaces the this does not replace the.

122 "Neil Harms" (2650704384)
00:18:09.539 --> 00:18:19.019

This merely gives the functional limitations areas that are used for completion of the. So, I wanted to make sure that that was pretty clear.

123 "Neil Harms" (2650704384)
00:18:20.034 --> 00:18:26.964

There's also a line on here that talks about reevaluation of eligibility and functional limitations are recommended at a certain age.

124 "Neil Harms" (2650704384)
00:18:27.294 --> 00:18:33.294

So, when individuals come in, say, under 1st, steps, eligibility criteria, we will,

125 "Neil Harms" (2650704384)
00:18:33.324 --> 00:18:44.124

we would do a redetermination at age 5 to make sure that they continued to meet eligibility requirements and and update those substantial functional limitations at that time.

126 "Neil Harms" (2650704384)
00:18:44.519 --> 00:18:51.299

Then you also see the rate allocation score and then the priority of need score.

127 "Neil Harms" (2650704384)
00:18:51.299 --> 00:19:05.634

The priority of need score changes from the 1 to 12 scale, which we use now to a 1 to 5 skill with 5 being high, just wanted to let folks know that there is going to be a slight difference of that going forward.

128 "Neil Harms" (2650704384)

00:19:06.084 --> 00:19:14.874

I also neglected to mention that currently we are, we believe we're on track to have the CSR go live January 1st of 23.

129 "Neil Harms" (2650704384)

00:19:14.874 --> 00:19:21.294

and as I stated at the beginning of the presentation, we will let everybody know once that date is. is

130 "Neil Harms" (2650704384)

00:19:21.299 --> 00:19:34.794

This is for sure. Firmed up. The went into the state register November 1st, and is out for the current public comment, period. The end of that public comment, period should be the end of this month.

131 "Neil Harms" (2650704384)

00:19:34.794 --> 00:19:42.774

So 1st, couple of days in December, we should, we should have a much more firmed update as far as what we can anticipate going forward.

132 "Neil Harms" (2650704384)

00:19:44.544 --> 00:19:56.244

The rest of the mass report includes all of the items that are included on what we call stage 3 these used to be referred to as the Oregon questions under the they're not exactly the same thing but they're,

133 "Neil Harms" (2650704384)

00:19:56.424 --> 00:20:05.754

they're very similar and these are all of the questions that are around enhanced behavioral support, needs or enhanced medical needs.

134 "Neil Harms" (2650704384)

00:20:05.754 --> 00:20:13.104

It's all of that kind of information and we thought it would be useful for people to have that information back so that they would know how they.

135 "Neil Harms" (2650704384)

00:20:13.109 --> 00:20:18.539

Informant and the individual answered and responded to those items. So all of that will be included in the report.

136 "Neil Harms" (2650704384)

00:20:21.534 --> 00:20:34.824

I see in the chat, a question about how critical service situations work, when the need arises for a critical service situation, you would go in and request a Mars and you would note.

137 "Neil Harms" (2650704384)

00:20:35.129 --> 00:20:42.654

Which 1 of those emergency criteria, you were seeking that to be done under a new miles would be done,

138 "Neil Harms" (2650704384)

00:20:42.654 --> 00:20:56.544

and we would take that information into account when completing when completing the new Mars and it would then generate, assuming that the response is favorable in that emergency situation you would end up with a 5 for a,

139 "Neil Harms" (2650704384)

00:20:57.024 --> 00:20:59.544

which is the highest level of need.

140 "Neil Harms" (2650704384)

00:21:04.374 --> 00:21:15.444

Good feedback from users that have been participating in this. It actually works pretty pretty slick in practice. So I know there's a little bit of of apprehension that goes along with any change in process.

141 "Neil Harms" (2650704384)

00:21:15.444 --> 00:21:24.354

But this has been pretty successful with with folks participating it in and really enjoying the assessment process.

142 "Neil Harms" (2650704384)

00:21:28.079 --> 00:21:40.764

So what happens next individuals who have completed this training will be able to request the calendar scheduling link. We're actually still discussing how we're going to handle that we would like you to go ahead and send in those requests.

143 "Neil Harms" (2650704384)

00:21:40.794 --> 00:21:50.634

Once you've completed the once you've completed this training and realize you have, I need to have that link. We will have a list of all the participants after the session is over.

144 "Neil Harms" (2650704384)

00:21:50.634 --> 00:21:57.984

So we can verify that you all have completed the training and understand the importance of keeping this link.

145 "Neil Harms" (2650704384)

00:21:58.674 --> 00:22:12.654

To yourself, the reason this is not going to be published out on a public website is because we, we just can't have a situation where somebody can go to the Internet and go. Here's a fun place to schedule an assessment. They don't know anything about it.

146 "Neil Harms" (2650704384)

00:22:12.654 --> 00:22:15.984

They click it, they schedule stuff we burn a.

147 "Neil Harms" (2650704384)

00:22:16.319 --> 00:22:27.209

1 of our time slots, it just doesn't make any sense to do that. So when you receive this link, please don't forward the link. That's it just goes along with it.

148 "Neil Harms" (2650704384)
00:22:27.209 --> 00:22:36.714

If somebody else gets a hold of it, they will actually absolutely be able to use it and we could end up with our our scheduling polluted with folks that don't don't know what they're doing.

149 "Neil Harms" (2650704384)
00:22:37.254 --> 00:22:51.054

Also, the reason that the intake link and the length, that support coordinators get are different, is we have those timelines that are that are on us in terms of the leak decree.

150 "Neil Harms" (2650704384)
00:22:51.474 --> 00:22:57.084

And so we have to preserve a certain number of assessment slots, just to give priority to folks.

151 "Neil Harms" (2650704384)
00:22:57.209 --> 00:23:04.859

That are that are seeking services through that intake application process to make sure that we can meet those, those, a federal timelines.

152 "Neil Harms" (2650704384)
00:23:06.084 --> 00:23:19.794

Also the reason why you can't send the intake link over to an SC and back and forth. If those streams get cross, we end up with again issues in terms of meeting all the various timelines that were required to meet.

153 "Neil Harms" (2650704384)
00:23:21.504 --> 00:23:35.214

Individuals who have completed this training they use the calendar link to schedule now's assessments to occur after January 1st 2023. this is where I add more caveats aside and the primary 1 is this. primary one is this

154 "Neil Harms" (2650704384)
00:23:35.969 --> 00:23:48.684

If you can knock out a copy now or a vineland and take care of an that's upcoming you should probably go ahead and do that. I wouldn't I wouldn't play the card of of cool.

155 "Neil Harms" (2650704384)
00:23:48.714 --> 00:23:59.004

Somebody else is going to be able to take care of these assessments. And then just lump them all into January because that's going to make very difficult for that assessment team to meet all of those various needs.

156 "Neil Harms" (2650704384)
00:23:59.844 --> 00:24:09.414

And also answers 1 of the other questions we've been getting well, January 1st, is my copy that I did 2 months ago still valid. Yes, it is.

157 "Neil Harms" (2650704384)
00:24:09.744 --> 00:24:20.904

The copy and existing assessments that are done now, until the end of the year is still valid for the exact same time frames that they would have been valid for, before we did not want to create a scenario where January.

158 "Neil Harms" (2650704384)
00:24:20.904 --> 00:24:26.064

1st, we had to instantly do new functional assessments for.

159 "Neil Harms" (2650704384)
00:24:26.489 --> 00:24:32.009

14,000 people that would have a.

160 "Neil Harms" (2650704384)
00:24:32.009 --> 00:24:41.754

You know, do, or worse, you know, the entirety of the thousands and thousands more of of people that are in all wavers. So we're going to phase this in over time.

161 "Neil Harms" (2650704384)
00:24:42.084 --> 00:24:56.484

So, if you've got an existing assessment, it's good for the period of time that that it's good for we know that that's 2 years. Typically currently, we are under the appendix K where there's actually a 1 year extension on that.

162 "Neil Harms" (2650704384)
00:24:56.514 --> 00:25:02.004

So, as long as the federal state of emergency continues, we will still have that.

163 "Neil Harms" (2650704384)
00:25:02.009 --> 00:25:07.529

That extra year that's tacked onto that. So just some more things to keep in mind as we go forward.

164 "Neil Harms" (2650704384)
00:25:07.529 --> 00:25:17.009

At least Arthur who has been doing part of this presentation is the primary contact you via email for these questions. I'm happy to answer them as well.

165 "Neil Harms" (2650704384)
00:25:19.739 --> 00:25:27.264

So we're going to move on and try and catch some of the questions from the chat. I've seen them seen them coming in.

166 "Neil Harms" (2650704384)
00:25:27.264 --> 00:25:39.354

We had we have loads of questions on Monday, and we've done our best to incorporate some of the answers to those into, into this revision to Monday's presentation, just to try and make it better as we go.

167 "Neil Harms" (2650704384)
00:25:39.564 --> 00:25:49.524

We will do the same thing with the questions that are in the chat now and make sure that we have a comprehensive FA queue moving forward. So we'll get to the.

168 "Neil Harms" (2650704384)
00:25:49.739 --> 00:25:53.009

The number that we can get to today, and then we'll, we'll go from there.

169 "Neil Harms" (2650704384)
00:25:53.009 --> 00:26:02.549

All right, going to. Let's see, we don't have a large number, so I'm just going to stop at the top start at the top.

170 "Neil Harms" (2650704384)
00:26:02.549 --> 00:26:06.449
Um.

171 "Neil Harms" (2650704384)
00:26:06.654 --> 00:26:20.964

So, individuals says they have a very, medically fragile individual, that receives SDS services. They are so remote that they seldom get Internet signal. This individual does not go out into the community and won't be able to access this assessment. What are their alternatives for?

172 "Neil Harms" (2650704384)
00:26:20.964 --> 00:26:30.594

Assessment are available to them. This is the assessment that they would need to participate in. If we have that level of of involvement, then.

173 "Neil Harms" (2650704384)
00:26:31.674 --> 00:26:38.994

Um, the individual may just simply not be able to participate in and the Informa would be the 1. that would be able to do that.

174 "Neil Harms" (2650704384)
00:26:39.384 --> 00:26:52.524

They could either get the informant to a place where they would be able to access Internet and be able to complete it or in rare instances. If we need to have somebody travel out to do that assessment and we will make that happen.

175 "Neil Harms" (2650704384)
00:26:52.524 --> 00:27:00.864

But this, this is the assessment that will be used, and it is primarily done at distance. We've had very, very, very few.

176 "Neil Harms" (2650704384)
00:27:00.959 --> 00:27:07.134

Have needed to be done in person, although we do understand that that could be an issue.

177 "Neil Harms" (2650704384)
00:27:07.344 --> 00:27:19.014

So, when you run into these more fringe circumstances, please reach out to the assessment team, and we will figure out a way to make sure that they're able to access the assessment appropriately.

178 "Neil Harms" (2650704384)
00:27:24.774 --> 00:27:30.204

We address the question regarding participants who do not have email again.

179 "Neil Harms" (2650704384)
00:27:30.234 --> 00:27:45.204

The answer to that is the notification would go to the support coordinator or intake staff person that would be doing the scheduling and they would be responsible for converting that email into paper. And using snail mail to make sure that the notifications got through.

180 "Neil Harms" (2650704384)
00:27:48.179 --> 00:28:00.899

Um, question, will the regional offices be tracking when the MAS is coming due? If not? Whose responsibility is it to track this and start the process of getting it scheduled? Are.

181 "Neil Harms" (2650704384)
00:28:00.899 --> 00:28:10.764

Hold on our responsible for scheduling the mass. So the answer to those things is the vast majority of this is no change to the current process.

182 "Neil Harms" (2650704384)
00:28:10.764 --> 00:28:21.624

So, support coordinators would know on the people that they have on their case loads when a new was going to be needed and they would be doing the, the.

183 "Neil Harms" (2650704384)
00:28:21.959 --> 00:28:33.534

The request, so that's scheduling link. Once they have it the 1st time and have it bookmarked as an lc you would just identify hey, I'm within 90 days of needing to have this information.

184 "Neil Harms" (2650704384)
00:28:33.714 --> 00:28:47.184

And then, you would go out and make the arrangements for the scheduling, get in touch with the family and make sure that they had an informed who was available. That they have asked the questions about. Do you have the technology able to be able to do this.

185 "Neil Harms" (2650704384)
00:28:47.214 --> 00:28:51.954

If not make arrangements for them to have the technology, or get to the regional office.

186 "Neil Harms" (2650704384)
00:28:51.984 --> 00:29:01.284

Or into a TCM where they could access that technology and then also ask those questions about interpreters or English is a 2nd language or any of those kinds of things that might come up.

187 "Neil Harms" (2650704384)
00:29:01.584 --> 00:29:07.914

That's that will be the responsibility of the support coordinator or intake staff when they're looking at lining these up.

188 "Neil Harms" (2650704384)
00:29:13.199 --> 00:29:25.709

Um, does the individual family receive a confirmation email again? The support coordinator would have a confirmation email, and they would forward that to any, any party that needed to have access to that.

189 "Neil Harms" (2650704384)
00:29:29.519 --> 00:29:38.729

Um, we have heard that attending the is not billable for the what about the has to be there? Because the family does not have.

190 "Neil Harms" (2650704384)
00:29:38.729 --> 00:29:48.539

Hold on, I'm having problems with my Clicker does not have Internet access or electronic device and the SC has to be there. Um.

191 "Neil Harms" (2650704384)
00:29:48.539 --> 00:29:56.159

I can't specifically address the how billable that level of assistance would be.

192 "Neil Harms" (2650704384)
00:29:56.634 --> 00:30:06.834

So, I would say we would probably have to ask folks either in either in PR, or maybe get with Cary Williams with regard to the TCM contract.

193 "Neil Harms" (2650704384)
00:30:06.834 --> 00:30:12.264

But typically the just attending the Mars would not be.

194 "Neil Harms" (2650704384)
00:30:12.569 --> 00:30:21.359

Would not be billable the setting up all of that courting the activities around it I think would be. So again.

195 "Neil Harms" (2650704384)
00:30:21.359 --> 00:30:32.069

It sort of falls into a, it depends on sort of a situation once let's say if the person had to come in to the and access, um.

196 "Neil Harms" (2650704384)
00:30:32.069 --> 00:30:41.154
The technology they're at, at the targeted case management entity, then they should be able to be set up and then it's paid in that on their own.

197 "Neil Harms" (2650704384)
00:30:41.154 --> 00:30:51.144
So, I don't think there would be a necessity for having the support coordinator, attend the staffing, or be involved in a more than just the set up time. Again as we go forward we'll have a.

198 "Neil Harms" (2650704384)
00:30:51.479 --> 00:30:59.459
Are more direct feedback around those kinds of things, but if there's a specific billing question, let me know, and I'll be happy to chase that through all the time comes.

199 "Neil Harms" (2650704384)
00:31:00.539 --> 00:31:11.339
It says we can complete 90 days before the plan implements. Can we complete the mass? The most 90 days? I had to yeah, there's, there's no change to.

200 "Neil Harms" (2650704384)
00:31:11.339 --> 00:31:17.364
There's no change to when you would have your functional assessment done related to needing it for the.

201 "Neil Harms" (2650704384)
00:31:18.294 --> 00:31:31.374
So, if you're completing the, the sometime 90 days before the plan implements, you would want to make sure that your your models and the information that you needed out of it for those functional cemetery.

202 "Neil Harms" (2650704384)
00:31:31.524 --> 00:31:34.314
Limitation areas was coordinated around those time frames.

203 "Neil Harms" (2650704384)
00:31:40.194 --> 00:31:54.264
Does this eliminate report of standard deviation scores that we don't? We don't report out the standard deviations. That's all taken care of in the protocol. So you just get a very simple. Yes, no. And the.

204 "Neil Harms" (2650704384)
00:31:54.839 --> 00:32:01.619
The yes, or no means that they met the standard deviation areas if it's if it's a no, they didn't.

205 "Neil Harms" (2650704384)
00:32:01.619 --> 00:32:15.329
So that's fairly a fairly easy answer to what is probably a much more complex question. Feel free to reach out to me directly. If you want to go into more depth on how that works. But, um.

206 "Neil Harms" (2650704384)
00:32:15.329 --> 00:32:20.009

And we didn't all of that is calculated in the background.

207 "Neil Harms" (2650704384)
00:32:26.394 --> 00:32:41.004

After January, 1st, 23, if an individual needs a pond, do we use the old system or would we need to request a model to generate a based score? And how will critical service work? Or do they go away? So I addressed part of this earlier.

208 "Neil Harms" (2650704384)
00:32:41.034 --> 00:32:42.024

I think. think

209 "Neil Harms" (2650704384)
00:32:42.269 --> 00:32:51.504

Um, the the existing tool is dead as of January 123, assuming again that CSR goes through yadda, yadda, yadda and yes,

210 "Neil Harms" (2650704384)
00:32:51.504 --> 00:33:05.274

you would do in law's request to get that done and you would have the critical services situation you would, you would document that in that request email so that the assessor would have that available to them and be able to,

211 "Neil Harms" (2650704384)
00:33:05.604 --> 00:33:11.754

to evaluate that when they were scoring the. they were scoring the

212 "Neil Harms" (2650704384)
00:33:12.269 --> 00:33:18.449

Section 3, which is where those critical service situations exist in the mosque.

213 "Neil Harms" (2650704384)
00:33:23.099 --> 00:33:29.429

Question and our service coordinators, only scheduling the models, or also participants.

214 "Neil Harms" (2650704384)
00:33:29.429 --> 00:33:36.689

In the assessment.

215 "Neil Harms" (2650704384)
00:33:38.129 --> 00:33:45.444

I'm not sure I fully understand how that's phrased my apologies. Service coordinators are scheduling. The are scheduling the models.

216 "Neil Harms" (2650704384)
00:33:45.444 --> 00:33:54.383

They're the ones that are responsible for making sure that that they know when they need the assessment to occur and the other ones they're going to be coordinating that with, with the individual leader.

217 "Neil Harms" (2650704384)

00:33:54.689 --> 00:33:59.159

The the responsible party, and whoever is outlined as the informant.

218 "Neil Harms" (2650704384)

00:34:01.739 --> 00:34:04.829

Maybe we share a copy of the PDF.

219 "Neil Harms" (2650704384)

00:34:04.829 --> 00:34:14.399

With the if requested, I'm sorry, my acronym skills are a little a little low. I'm not I'm not sure what an is.

220 "Neil Harms" (2650704384)

00:34:14.399 --> 00:34:22.109

Legally responsible person Thank you. Um, yes, they, they can have access to that. Um.

221 "Neil Harms" (2650704384)

00:34:22.109 --> 00:34:27.269

I don't think there there shouldn't be anything in that PDF that, uh.

222 "Neil Harms" (2650704384)

00:34:27.564 --> 00:34:39.654

That the legally responsible party, or the informant didn't provide if the individual was there during the assessment, they would have heard the information being being reported out and being scored on that.

223 "Neil Harms" (2650704384)

00:34:39.654 --> 00:34:42.624

So, none of that should be new information for them.

224 "Neil Harms" (2650704384)

00:34:52.859 --> 00:34:57.779

So the score of 5 will be required for residential requests. Um.

225 "Neil Harms" (2650704384)

00:34:59.069 --> 00:35:11.604

So that's that's actually not necessarily true. The does breaks it up a little differently and a 5 the only way you can get a 5 is with those emergency criteria.

226 "Neil Harms" (2650704384)

00:35:12.264 --> 00:35:18.384

So that means that fours would probably also need to be considered in terms of that waitlist. Those are those are.

227 "Neil Harms" (2650704384)

00:35:18.779 --> 00:35:25.439

You know, it's a different set of details. The 1 through 12 doesn't work. Exactly. The same way as the 1 through 5 days.

228 "Neil Harms" (2650704384)
00:35:28.619 --> 00:35:37.979

Now, in general, in general terms, probably a lot of the folks that get into the comp slots would be fine, but I'm sure we would have to have some forms as well.

229 "Neil Harms" (2650704384)
00:35:52.494 --> 00:36:04.344

Comment thanks for the critical service answer. How does it look for this part after January 103 if an individual needs a pond done, do we use the old system? Or do we need to request it already answered that? 1? I think I already did. i already did

230 "Neil Harms" (2650704384)
00:36:05.394 --> 00:36:19.734

Hopefully, I already answered that question. Does each have to take this training or can 1 person in the office at 10, and then provide the information to our team? Our our strong strong preference. Very strong preference is that.

231 "Neil Harms" (2650704384)
00:36:20.039 --> 00:36:34.374

Uh, all of the SCS take this training directly, and the, the rationale behind it is just we want everybody to have the access to the exact same information and this, uh,

232 "Neil Harms" (2650704384)
00:36:34.404 --> 00:36:42.804

this conversational part. It probably won't survive translation in the same way as it will be.

233 "Neil Harms" (2650704384)
00:36:42.864 --> 00:36:50.034

When it comes 2nd hand from somebody else so we, we did not develop this with a train, the trainer model in mind. It was, it was.

234 "Neil Harms" (2650704384)
00:36:50.039 --> 00:36:52.799

Was all designed to be directly.

235 "Neil Harms" (2650704384)
00:36:52.799 --> 00:36:57.654

Experienced by, by everybody, I would also encourage folks in,

236 "Neil Harms" (2650704384)
00:36:57.684 --> 00:37:12.414

in all those organizations who have some have some interest in this moving forward while the training itself really was designed to just show you how to use what we found out very quickly on Monday was that the Calendly

237 "Neil Harms" (2650704384)
00:37:12.414 --> 00:37:19.074
cart takes about this long to figure out and then all of the stuff around
it is where the.

238 "Neil Harms" (2650704384)
00:37:19.499 --> 00:37:24.419
Is where the majority of time is being being spent the county part
actually quite easy.

239 "Neil Harms" (2650704384)
00:37:31.524 --> 00:37:35.453
Let's see. Uh, hi, sorry.

240 "Neil Harms" (2650704384)
00:37:35.453 --> 00:37:49.344
When you say, go in and request a ma's, do you mean calendar link and
that is what, what you select the kind of Mars so only 1 kind of a Moses
and Moses Mars and when you,

241 "Neil Harms" (2650704384)
00:37:49.404 --> 00:37:57.774
when I say request 1 yes, that's what you use. The calendar link for
that's how you schedule 1 you would know when you need to have a, uh.

242 "Neil Harms" (2650704384)
00:37:59.634 --> 00:38:03.264
The functional limitations needed for your level of care determination.

243 "Neil Harms" (2650704384)
00:38:04.854 --> 00:38:14.814
If you need to have a critical priority of need, all of those situations
are all done via, via that link and requesting a must be completed.

244 "Neil Harms" (2650704384)
00:38:15.180 --> 00:38:23.190
Um, side note related to that, since folks will be getting a Mars at
intake then.

245 "Neil Harms" (2650704384)
00:38:23.190 --> 00:38:35.490
Right at the very beginning of the process, you would immediately get a
rate allocation score and a priority of need score. So that this is 1 of
the things that the MOS helps out with is.

246 "Neil Harms" (2650704384)
00:38:35.490 --> 00:38:45.295
Is that it gives all 3 of those scores at the same time so you don't have
what we have now, where I come in and I do a copy for eligibility.

247 "Neil Harms" (2650704384)
00:38:45.565 --> 00:39:00.085
And then if I need residential services, then I've got to get a rate
allocation score through another method. And then if I need a priority of

need, I do another whole tool for that at all. It all happen.
Simultaneously should be should be a nice time savers.

248 "Neil Harms" (2650704384)
00:39:00.085 --> 00:39:02.455
For a lot of the people that we're helping.

249 "Neil Harms" (2650704384)
00:39:03.360 --> 00:39:16.770
Improve their lives. Okay.

250 "Neil Harms" (2650704384)
00:39:16.770 --> 00:39:23.400
I'm just scrolling and continuing to check out. We've got we got lots of
questions. Um.

251 "Neil Harms" (2650704384)
00:39:24.295 --> 00:39:34.675
So who schedule the assessment are responsible for making sure the
individual family agency have a computer tablet to do this on? Is this
correct?

252 "Neil Harms" (2650704384)
00:39:35.365 --> 00:39:49.555
They need access to to the necessary technology to be able to complete
the assessment. The assessments done at distance. It requires and
Internet connection and a computer screen, at least.

253 "Neil Harms" (2650704384)
00:39:49.890 --> 00:40:04.165
Quote, unquote, standard iPad, size or bigger um, there's a variety of
ways that that can happen. So, they just need to have access to it
whether they have 1 of their very own is is a completely it's just a
different concern.

254 "Neil Harms" (2650704384)
00:40:04.165 --> 00:40:13.765
And I know I'm probably overthinking the response to that question, but
yes, the support coordinator is the 1 that would arrange for that for all
those different things to be met.

255 "Neil Harms" (2650704384)
00:40:18.600 --> 00:40:31.980
Uh, where can we find the in Seymour if we can't find it and see more
than how will we know the Mars is due next for example, some residential
clients have a now, but I can't see when it was done or when it will be
due again.

256 "Neil Harms" (2650704384)
00:40:31.980 --> 00:40:35.460
Alisa, you want to address that 1.

257 "Alisa Arthur" (3379655936)
00:40:35.845 --> 00:40:47.815

Yeah, it will be due when you need, would have needed your Nexmo copy. So it's not going to be like, in the past several years. It's been a stand alone to get the right allocation score.

258 "Alisa Arthur" (3379655936)

00:40:48.115 --> 00:40:55.315

But now, since it's going to be covering all 3, you'll do it when you need a replacement. Um.

259 "Alisa Arthur" (3379655936)

00:40:55.590 --> 00:41:02.520

Well, copy or AIDS, so after those assessments are over the, uh.

260 "Alisa Arthur" (3379655936)

00:41:02.520 --> 00:41:07.140

Timeline then you would request the math, the math.

261 "Neil Harms" (2650704384)

00:41:08.605 --> 00:41:21.805

It's another example of how we're getting, we're getting more bang for the buck out of a single assessment, especially we, we always end up with an updated rate allocation score and there doesn't have to be a separate schedule for that.

262 "Neil Harms" (2650704384)

00:41:21.805 --> 00:41:34.615

Because every 2 years typical again, slightly different with the federal state of emergency going on right now, but every 2 years, you end up doing a mass for your for your level of care redetermination,

263 "Neil Harms" (2650704384)

00:41:34.645 --> 00:41:37.045

and you get a new rate allocation score.

264 "Neil Harms" (2650704384)

00:41:37.140 --> 00:41:39.090

Whenever that's done all at the same time.

265 "Alisa Arthur" (3379655936)

00:41:39.445 --> 00:41:53.815

Correct. And also if you want to find the right allocation score, it is currently under the identifiers in the under demographics. Um, it'll have the identifiers where you can find the, the, um.

266 "Alisa Arthur" (3379655936)

00:41:54.120 --> 00:42:02.190

Medicaid number and social security number and stuff. The right allocation scores are there along with the date that the last assessment was completed.

267 "Neil Harms" (2650704384)

00:42:04.470 --> 00:42:15.715

A question from chat is there a person playing a part in administering the assessment of a Webex? Or is it 100% automated? There's absolutely a

person on the other end of the line. Um, they have to ask all the questions and they have to score all the responses.

268 "Neil Harms" (2650704384)
00:42:15.715 --> 00:42:30.145

And that's part of the reason why there's a, why there's a scheduling calendar. If it were fully automated, then we could do 1000 a day. But it has real people on the back side of it.

269 "Neil Harms" (2650704384)
00:42:30.145 --> 00:42:34.165

It's the county application is loosely. application is loosely

270 "Neil Harms" (2650704384)
00:42:34.765 --> 00:42:44.605

Functions the same as when you call your your dentist office to schedule an appointment, and it just goes in and says, Here's how many slots are available today. Here's the times that they're available.

271 "Neil Harms" (2650704384)
00:42:44.905 --> 00:42:51.895

And when you select the date and time that the, that the individual and their informant.

272 "Neil Harms" (2650704384)
00:42:54.025 --> 00:43:08.665

What works for them, then it goes out and in round Robin fashion assigns that to the next assessor puts it on their calendar. And that's how they know that this is the date and time that that person is going to be on the other end of the line. So that I can complete the assessment.

273 "Neil Harms" (2650704384)
00:43:14.640 --> 00:43:21.510

Okay, can sc's attend at all even if not participating, but just there to observe. Okay.

274 "Neil Harms" (2650704384)
00:43:21.510 --> 00:43:31.560

So, the, uh, my, my standard answer to that is is no, you, you don't want the to observe the assessment. And Here's why, um.

275 "Neil Harms" (2650704384)
00:43:31.560 --> 00:43:34.710

This is a norm referenced test.

276 "Neil Harms" (2650704384)
00:43:34.710 --> 00:43:44.760

And the naming was all done without extra people in the room. So when you give an assessment that is norm reference.

277 "Neil Harms" (2650704384)
00:43:44.760 --> 00:43:47.910

And you you add.

278 "Neil Harms" (2650704384)
00:43:47.910 --> 00:43:55.140
Different things to the scenario that weren't there for the norm group
you introduce error.

279 "Neil Harms" (2650704384)
00:43:55.465 --> 00:44:05.095
All it does is guarantee that whatever responses you have on there I have
had a chance of being different than how the norm group experienced the
assessment.

280 "Neil Harms" (2650704384)
00:44:05.425 --> 00:44:18.535
So, since we want our answers and results on the assessment to be as
clean as possible, and as valid as possible, we ask that there'll be no,
there shouldn't be any bonus people in the, in the room,

281 "Neil Harms" (2650704384)
00:44:18.865 --> 00:44:22.135
other than the informant. And.

282 "Neil Harms" (2650704384)
00:44:22.440 --> 00:44:25.530
And and the individual being assessed.

283 "Neil Harms" (2650704384)
00:44:28.200 --> 00:44:41.040
Well, the are regional offices provide a computer that can be used by
consumers in their informing guardian for the, the regional offices are
going to.

284 "Neil Harms" (2650704384)
00:44:41.040 --> 00:44:50.040
Make sure that there's that we have technology that's available for
people to use in those rare circumstances where an individual doesn't
need to come in and do that.

285 "Neil Harms" (2650704384)
00:44:50.040 --> 00:44:57.060
My assumption would be that would want to do something similar, but.

286 "Neil Harms" (2650704384)
00:44:57.060 --> 00:45:00.205
That's that's not a decision that I can make for them.

287 "Neil Harms" (2650704384)
00:45:01.195 --> 00:45:13.074
Hopefully, there's a, there's that level of technology would be available
to them, but if it's not available via the, then we need to work that out
with the regional office again, think it's going to be fairly rare.

288 "Neil Harms" (2650704384)
00:45:13.675 --> 00:45:17.425
We haven't seen this scenario pop up very often. So far.

289 "Neil Harms" (2650704384)
00:45:26.910 --> 00:45:41.130

Follow up questions, similar to the last 1 our is part of the miles process. Meaning do we sit in and participate? You do not your participation in it really pretty much ends at the scheduling and making sure that folks have access to the technology.

290 "Neil Harms" (2650704384)
00:45:44.785 --> 00:45:57.715

Is the administrator entering the or the SC, the support coordinator is the 1 who is responsible for completing the, the, the mileage just gives you those functional limitation areas, which is 1 component of the.

291 "Neil Harms" (2650704384)
00:46:04.590 --> 00:46:12.570

Can the SC, assist the individual with attending the assessment via their computer office that's probably going to be a good solution for.

292 "Neil Harms" (2650704384)
00:46:12.570 --> 00:46:23.400

For folks, and I know that's going to buy the question. Well, then kind of go for my time doing that. I can't answer that 1, but providing the technology would certainly be something that would be helpful.

293 "Neil Harms" (2650704384)
00:46:27.895 --> 00:46:40.015

How often does the miles need to be redone? Is that also every 2 years? Like yes, I believe I think we've covered that 1. um, it's the exact same schedule as as current for. So it's every 2 years barring.

294 "Neil Harms" (2650704384)
00:46:40.105 --> 00:46:46.735

I mean, that exception that we're currently again in the federal state of emergency, so there's a 1 year extension on it, et cetera, et cetera.

295 "Neil Harms" (2650704384)
00:46:51.180 --> 00:46:56.580

Please tell me which link it's okay to forward again. Okay, so.

296 "Neil Harms" (2650704384)
00:46:57.720 --> 00:47:03.990

So probably shouldn't need to forward any of them.

297 "Neil Harms" (2650704384)
00:47:05.040 --> 00:47:14.010

Because, in effect, the support coordinator really should be the 1 that's clicking that and doing the scheduling and facilitating that. So.

298 "Neil Harms" (2650704384)
00:47:14.010 --> 00:47:21.210

What a scenario exists where I would forward that to the family member and say, hey, if you want to jump in and schedule that you can.

299 "Neil Harms" (2650704384)
00:47:21.210 --> 00:47:26.130
You could do that. It, it adds.

300 "Neil Harms" (2650704384)
00:47:26.130 --> 00:47:38.935
A whole lot of opportunity for things to not go. Quite right because you don't have any control over when they're going to get that done. You have no idea if they're going to get back to you and let, you know, when it was scheduled for.

301 "Neil Harms" (2650704384)
00:47:39.175 --> 00:47:50.995
And in the end, the support coordinator is the 1 that's responsible for wrangling that through and making sure that they have the information back in time to get their completed. So I wouldn't recommend forwarding that at all.

302 "Neil Harms" (2650704384)
00:47:50.995 --> 00:47:56.035
I would recommend you have the link, you bookmark the link and and you take care of.

303 "Neil Harms" (2650704384)
00:47:56.130 --> 00:48:00.060
In the button and and doing the scheduling and making sure that that happens.

304 "Neil Harms" (2650704384)
00:48:02.970 --> 00:48:08.250
Great question by the way will interpreters be provided by the regional office?

305 "Neil Harms" (2650704384)
00:48:08.250 --> 00:48:14.700
So, in those, those, there's, there's no change to the interpretation.

306 "Neil Harms" (2650704384)
00:48:15.295 --> 00:48:21.745
Stuff that we do now, the MAS is just a different assessment. It doesn't change policy around interpreters.

307 "Neil Harms" (2650704384)
00:48:21.985 --> 00:48:32.245
So we have a multitude of interpreters that are that are available via contracts in the office of administration. And if we need to make.

308 "Neil Harms" (2650704384)
00:48:33.210 --> 00:48:42.240
Our program available to folks where English as a 2nd language, or because they are deaf of deaf and, or a hard of hearing.

309 "Neil Harms" (2650704384)
00:48:42.240 --> 00:48:49.770

Having a sign language interpreter all of those things are things that can be funded so that they can do that. Um.

310 "Neil Harms" (2650704384)
00:48:49.770 --> 00:48:54.565

So, when you say provided by the regional office, they won't be provided by the regional office,

311 "Neil Harms" (2650704384)
00:48:54.565 --> 00:49:08.455

but there's definitely a funding stream available to make sure that that happens for individuals that needed recommend reaching out to your regional office specifically if you have if you have really individualized questions around that.

312 "Neil Harms" (2650704384)
00:49:10.980 --> 00:49:17.250

Does the need to always be present at the time of the miles apartment, or just an informative for the consumer.

313 "Neil Harms" (2650704384)
00:49:17.250 --> 00:49:32.040

Yeah, the actually shouldn't be present for the for the assessment, or should not be in the room. They may help get things, set up and then exit the person that participate in the assessment should be an informant and and the individual.

314 "Neil Harms" (2650704384)
00:49:32.040 --> 00:49:35.730
Being assessed.

315 "Neil Harms" (2650704384)
00:49:35.730 --> 00:49:44.820

Ken, a support coordinator schedule for someone not on their caseload if they are coming for another due to a leave of absence. Yes. I don't see why not.

316 "Neil Harms" (2650704384)
00:49:47.820 --> 00:50:00.990

Individuals who are significantly lower functioning and would not be able to provide responses when asked to review something on the screen. Would the informant be able to complete the assessment with the assessor via a mobile device?

317 "Neil Harms" (2650704384)
00:50:00.990 --> 00:50:07.050

I'm going to give that a, I'm going to give that a, maybe.

318 "Neil Harms" (2650704384)
00:50:07.050 --> 00:50:20.940

There's probably probably way that would work out. I think if you run into that specific scenario, then I would really encourage you to reach out to Alisa and go go through the details and we'll make decisions on that on a 1 at a time basis.

319 "Neil Harms" (2650704384)
00:50:20.940 --> 00:50:24.870
I agree with your logic.

320 "Neil Harms" (2650704384)
00:50:25.225 --> 00:50:40.075
That makes sense to me again, we're, we're kind of out the tails of the bell curve. Right it's probably that's probably not going to be a Super frequent occurrence, but I could I could certainly see us making some exceptions for that.

321 "Neil Harms" (2650704384)
00:50:45.600 --> 00:50:53.040
I'm not sure what point of the presentation this was, wouldn't that fall back on us? If we're not aware of it being canceled? Um.

322 "Neil Harms" (2650704384)
00:50:53.040 --> 00:50:57.720
So, this, this kind of circles back to the, the, uh.

323 "Neil Harms" (2650704384)
00:50:57.720 --> 00:51:05.430
If the support coordinator does the scheduling, which is my recommendation highly recommended then then.

324 "Neil Harms" (2650704384)
00:51:05.430 --> 00:51:12.960
You're the only 1 that's going to be able to go in and do the cancellation and so that sort of right sizes itself on that deal.

325 "Neil Harms" (2650704384)
00:51:13.315 --> 00:51:22.255
So, yes, you're responsible for making sure that that the individual has an assessment completed within the timeframe necessary for you to get the done.

326 "Neil Harms" (2650704384)
00:51:22.255 --> 00:51:35.605
So, it kind of makes sense for you to be the 1 that that is responsible for making sure that the scheduling and being aware of cancellations as they can. The, the informant that would be a no, the.

327 "Neil Harms" (2650704384)
00:51:35.940 --> 00:51:42.540
The, I understand the logic behind it, however, when you're talking about.

328 "Neil Harms" (2650704384)
00:51:42.540 --> 00:51:50.100
Potentially, hundreds of thousands of dollars worth of services that are that are based on these decisions.

329 "Neil Harms" (2650704384)

00:51:50.100 --> 00:51:58.230

The support coordinator needs to be pretty agnostic in terms of how that happens. It, it just, uh.

330 "Neil Harms" (2650704384)

00:51:58.230 --> 00:52:10.590

It just, it just smells funny if that makes sense. An auditor would look at that and go. Well, you know, you've, you're in a position to potentially benefit from the outcome of the.

331 "Neil Harms" (2650704384)

00:52:10.590 --> 00:52:17.940

From the outcome of of that assessment. So you, you really shouldn't be involved in it to get. It's just a good 1 to stay away from.

332 "Neil Harms" (2650704384)

00:52:23.070 --> 00:52:32.760

Even the 1 page for the partnership of hope for hope now, that's a great observation. No, this has nothing to do with the 1 page for, for waiver.

333 "Neil Harms" (2650704384)

00:52:32.760 --> 00:52:36.840

That process is unchanged and thank you for bringing that up.

334 "Neil Harms" (2650704384)

00:52:39.570 --> 00:52:51.090

When will the PowerPoint be available online? We will try to get that. Put up shortly. It may be after next week's sessions, but we could also.

335 "Neil Harms" (2650704384)

00:52:51.090 --> 00:52:59.880

We could also forward the PowerPoint to the participants list afterwards. I think cat can probably help us out with making that happen. So we'll get it out to, you.

336 "Neil Harms" (2650704384)

00:53:03.240 --> 00:53:16.735

If I have a maccabi completed today, do I utilize the maccabi for the next year? I have a, my schedule next year. Your maccabi stays valid for the same time frame that it would have today.

337 "Neil Harms" (2650704384)

00:53:17.005 --> 00:53:23.245

So, if I do them a copy today, it's good for 2 years or up to 3 years. If the federal state of emergency continues that length of time.

338 "Neil Harms" (2650704384)

00:53:30.630 --> 00:53:38.340

Okay, hold on our data providers able to be in performance.

339 "Neil Harms" (2650704384)

00:53:38.340 --> 00:53:45.570

Our providers specifically, providers, aware of these changes in preparation. Okay.

340 "Neil Harms" (2650704384)
00:53:45.570 --> 00:53:56.725

So so we, we haven't changed any of the rules around that, um, for some individuals, the, the provider ends up yes. Being the informed.

341 "Neil Harms" (2650704384)
00:53:56.755 --> 00:54:10.795

And I know what I just said about how you really want an independent and format. Sometimes that is just not possible. So, we're going to go case by case on those kinds of things, but I'm definitely not not saying, um.

342 "Neil Harms" (2650704384)
00:54:11.160 --> 00:54:17.820

Nobody could do that because I think the system would implode on on itself pretty rapidly. If we made that kind of a decision.

343 "Neil Harms" (2650704384)
00:54:21.660 --> 00:54:26.520

Excuse me for people currently on the waitlist for services.

344 "Neil Harms" (2650704384)
00:54:26.520 --> 00:54:32.550

Then, what will be done to convert their to the we are we're working on that.

345 "Neil Harms" (2650704384)
00:54:32.550 --> 00:54:40.800

We've got to do a data conversion on that to decide 12 becomes something. eleven's becomes something blah, blah, blah.

346 "Neil Harms" (2650704384)
00:54:40.800 --> 00:54:48.960

Don't have that worked out yet. I know that's not really a super great answer, but.

347 "Neil Harms" (2650704384)
00:54:48.960 --> 00:54:54.240

In effect, your priority of need is is just a.

348 "Neil Harms" (2650704384)
00:54:54.240 --> 00:55:09.210

I mean, it just puts people in line for us funding becomes available. So we just have to work out what the conversion looks like. So that so that, you know, from a budget standpoint, we can, we can still serve as many people as we can.

349 "Neil Harms" (2650704384)
00:55:09.210 --> 00:55:19.710

Can an SCB and informative individual does not have anyone else who could do it um.

350 "Neil Harms" (2650704384)
00:55:21.150 --> 00:55:26.100

If that scenario pops up, uh, contact Alisa, and we, we will chat about it.

351 "Neil Harms" (2650704384)
00:55:26.100 --> 00:55:30.780
Um, the, uh, the, uh.

352 "Neil Harms" (2650704384)
00:55:30.780 --> 00:55:37.830
The, the short answer to that is if there's no, if there's legit no 1 else ever anywhere.

353 "Neil Harms" (2650704384)
00:55:37.830 --> 00:55:52.585
Then we got to have somebody that meets that that 90 day criteria of sort of knowing the person again. Think that's going to be probably a pretty fringe case, but if it comes up, get in touch with Alisa, and we will work those out 1 by 1.

354 "Neil Harms" (2650704384)
00:55:56.040 --> 00:56:03.090
About how long does the virtual meeting take for the individual? That's a great question. So we've done thousands of these already.

355 "Neil Harms" (2650704384)
00:56:03.090 --> 00:56:12.660
And the average time, so far for all instances that I have data on is 56 minutes. Um.

356 "Neil Harms" (2650704384)
00:56:12.660 --> 00:56:17.370
So, you can figure an hour, the, um.

357 "Alisa Arthur" (3379655936)
00:56:17.370 --> 00:56:22.500
The individuals part takes about 15 to 20 minutes.

358 "Neil Harms" (2650704384)
00:56:24.360 --> 00:56:36.865
Yeah, that's that's a good observation. And after that the performance usually picks up the rest of it, all of these are just they're loose. Please don't know who is to oh, my goodness. We went to 25 minutes and we just can't do it.

359 "Neil Harms" (2650704384)
00:56:36.895 --> 00:56:48.325
It's, it's not that tight of a, that type of science. Some of them are as short as 30 minutes start to finish based on how much the end of it. You know, if the individual is. is

360 "Neil Harms" (2650704384)
00:56:48.630 --> 00:56:54.990
Uh, has disabilities so significant that they're just not able to participate at all? Well, then the.

361 "Neil Harms" (2650704384)
00:56:54.990 --> 00:57:06.775

That whole 1st, part of the assessment goes pretty fast, because they're just not able to participate and then you get to the informed part and so you can wrap that up in 30 to 45 minutes. Some of them have gone as long as 2 hours.

362 "Neil Harms" (2650704384)
00:57:06.775 --> 00:57:17.245

But those again, it's bell curve, you know, they, they sent her up around around an hour for the actual on screen time of of. of

363 "Neil Harms" (2650704384)
00:57:17.550 --> 00:57:24.360

Get the assessment completed, appreciate you asking that question. That's a that's a great that's a great ask.

364 "Neil Harms" (2650704384)
00:57:27.055 --> 00:57:36.475

For new staff, where you have a recording in reliance, we are, we are going to make a recording of this available probably after we've done 5 or 6 of them.

365 "Neil Harms" (2650704384)
00:57:36.475 --> 00:57:48.235

So that they're, they're smoother, and we get get a lot more of these kind of asking to answer these questions that are popping up over and over. We'll get those folded in and then we will post it out there. So that going forward.

366 "Neil Harms" (2650704384)
00:57:49.045 --> 00:57:55.345

New SCS can go in and do that and that's that's what they'll do to get quote, unquote certified so that they can get that link sent to them.

367 "Neil Harms" (2650704384)
00:57:58.380 --> 00:58:06.600

Will the report receive you give information to summarize support in section? 3 of the, um.

368 "Neil Harms" (2650704384)
00:58:06.600 --> 00:58:10.500

So kind of.

369 "Neil Harms" (2650704384)
00:58:10.500 --> 00:58:15.150

And I know that's not a great answer, but the, um.

370 "Neil Harms" (2650704384)
00:58:15.955 --> 00:58:23.905

Between now, and when connection goes live, it may be valuable to do to use that report for part of that.

371 "Neil Harms" (2650704384)
00:58:23.995 --> 00:58:32.545
So, yes for that, once we get to connection, uh, it's a different
ballgame because connection has a has a.

372 "Neil Harms" (2650704384)
00:58:32.940 --> 00:58:46.500
As a vastly different way of developing the ISP. So I would imagine that
post mid July, assuming that connection goes live on its timeframe that
that will all look pretty different at that point.

373 "Neil Harms" (2650704384)
00:58:50.130 --> 00:58:57.450
See, so, if a copy is due February 22nd, but the is due June 1.

374 "Neil Harms" (2650704384)
00:58:57.450 --> 00:59:00.600
When will the next Mars be due?

375 "Neil Harms" (2650704384)
00:59:00.600 --> 00:59:10.680
Um, is due 61 this seems like a very specific question. Um.

376 "Alisa Arthur" (3379655936)
00:59:12.540 --> 00:59:19.590
Alisa, what do you think of that? 1 of the maccabi is do 222 then.

377 "Alisa Arthur" (3379655936)
00:59:21.660 --> 00:59:36.240
Yeah, yeah or was it done 222 if the maccabi was done in 222 then a new 1
wouldn't be due until 224, right?

378 "Neil Harms" (2650704384)
00:59:36.240 --> 00:59:43.620
Yeah, um, so you wouldn't ask for a month until that point yeah til after
that. And again we're back to that.

379 "Neil Harms" (2650704384)
00:59:43.620 --> 00:59:55.860
Assuming that it's that the federal state of emergency is ended, and then
we're on a 2 year cycle, otherwise it could be stretched out for another
year after that. If we're still under the federal. Right? Correct. So.

380 "Neil Harms" (2650704384)
00:59:55.860 --> 01:00:02.580
Could be a long time or or or not as long um.

381 "Neil Harms" (2650704384)
01:00:02.815 --> 01:00:14.485
What is the turnaround time after a is completed to get the results you
should have that in a couple of couple of business days. It does. We have
a validation process that a 2nd, set of eyes.

382 "Neil Harms" (2650704384)

01:00:14.485 --> 01:00:26.335

Look, it looks at the results after the 1st assessor looks at it just to make sure that we got it as close to right. Air quotes, right as we can possibly get. And once that's done, then that PDF is generated and it gets sent out.

383 "Neil Harms" (2650704384)

01:00:26.605 --> 01:00:32.425

So, if you're waiting more than more than 3 business days, that's probably that's probably a.

384 "Neil Harms" (2650704384)

01:00:32.580 --> 01:00:36.270

Time to get that turned around. At least that's what we're shooting for. At this point.

385 "Neil Harms" (2650704384)

01:00:36.270 --> 01:00:43.920

And what we'll hope, we'd love for it to be same day on all of them. But that's not really realistic. I would say, look at 3 business days.

386 "Neil Harms" (2650704384)

01:00:48.715 --> 01:01:02.575

Is there anything that shows what questions are on the mouse it might be helpful to give the families in an idea of what they're getting into. So so this is another great question. So the answer to that is, no, those questions are not made available.

387 "Neil Harms" (2650704384)

01:01:02.785 --> 01:01:08.545

And the reason that they're not is because it's a norm reference test, it's the same reason that you can't go out and download.

388 "Neil Harms" (2650704384)

01:01:08.820 --> 01:01:22.015

The answers to an IQ test if you study for your IQ test, it doesn't actually measure your IQ. This test is is no different. You don't get to study for it, because it's a discrimination tool.

389 "Neil Harms" (2650704384)

01:01:22.045 --> 01:01:29.335

It's supposed to assess your ability to respond to those items in that more in that moment. So, there really isn't any, um.

390 "Neil Harms" (2650704384)

01:01:29.670 --> 01:01:38.190

You know, giving them a heads up about, hey, here's what you're going to expect. The only thing that that can do is help their scores, go up.

391 "Neil Harms" (2650704384)

01:01:38.190 --> 01:01:41.910

And if they want services, the scores need to be lower.

392 "Neil Harms" (2650704384)

01:01:41.910 --> 01:01:50.040

So, you know, assisting folks to do better on this assessment is, is something that you just don't want to do. Um.

393 "Neil Harms" (2650704384)

01:01:50.335 --> 01:02:00.565

So, and I understand to ask, because you're trying to, you're trying to get people calm and think, you know, understanding that it's not it's just not going to be that big of a deal and what to get used to.

394 "Neil Harms" (2650704384)

01:02:01.645 --> 01:02:13.795

There's just not, there's not a good methodology to do that except to say we have a really, really nice folks on the assessment team and they're good at making people comfortable and and helping them through the process. In a way. That's that says.

395 "Neil Harms" (2650704384)

01:02:14.490 --> 01:02:17.910

Well, as comfortable as easy as it can be.

396 "Neil Harms" (2650704384)

01:02:17.995 --> 01:02:31.165

Nobody nobody really likes taking tests that I know of. And when you have a test, that's a discrimination tool. The point of the test is that you have to peak out on it.

397 "Neil Harms" (2650704384)

01:02:31.465 --> 01:02:42.655

You have to fail out of the test. At some point. If I get 100% on it, all that tells me is I got 100% on it. What I needed to tell me is what you can't do. what you can't do

398 "Neil Harms" (2650704384)

01:02:43.495 --> 01:02:51.445

Because that's that's how the, the test results in being able to give you data. That helps you with stuff.

399 "Neil Harms" (2650704384)

01:02:51.475 --> 01:03:01.915

So, the items on the miles ramp up very quickly for the part that's given to the individual from very, very easy questions to quite difficult ones. Very quickly.

400 "Neil Harms" (2650704384)

01:03:02.365 --> 01:03:12.805

Because you're trying to, you're trying to reach that ceiling and figure out, you know, how to put people in order from most limitations to lease limitations kind of the function of the.

401 "Neil Harms" (2650704384)

01:03:13.020 --> 01:03:13.590

Us.

402 "Neil Harms" (2650704384)
01:03:13.590 --> 01:03:17.880
If you have more questions about that feel free to reach out to me directly.

403 "Neil Harms" (2650704384)
01:03:19.710 --> 01:03:23.460
Um, how are we doing on time.

404 "Neil Harms" (2650704384)
01:03:23.460 --> 01:03:27.630
You got about 25 minutes um.

405 "Neil Harms" (2650704384)
01:03:27.630 --> 01:03:42.085
Does the report include specifics we can use to help build ISP justify supports or we just get a score? No, the, the, there's multiple pages that go through the by multiple pages. It's about a 4 page report. It is.

406 "Neil Harms" (2650704384)
01:03:42.295 --> 01:03:43.615
It's not like.

407 "Neil Harms" (2650704384)
01:03:45.505 --> 01:03:50.515
This multitude of items that you go back through, but we do have a section.

408 "Neil Harms" (2650704384)
01:03:50.515 --> 01:04:04.795
That's a little like, the old Oregon questions that were on the that ask things about enhanced behavioral support, needs, enhance medical support, needs things related to visual acuity,

409 "Neil Harms" (2650704384)
01:04:04.795 --> 01:04:13.825
hearing that kind of stuff. Is all in there and you would get copies of that, and it might be useful in terms of doing the ISP and just.

410 "Neil Harms" (2650704384)
01:04:13.920 --> 01:04:16.800
Buying support needs, it might be.

411 "Neil Harms" (2650704384)
01:04:16.800 --> 01:04:20.400
That's not what it was built to do, so.

412 "Neil Harms" (2650704384)
01:04:20.665 --> 01:04:34.465
Probably that that sort of thing would come from from other areas. And again, as I was talking about earlier in connection, there's a, there is what is called an assessment in there. That's a very detailed.

413 "Neil Harms" (2650704384)

01:04:36.330 --> 01:04:39.810
Methodology to get at, um.

414 "Neil Harms" (2650704384)
01:04:39.810 --> 01:04:45.300
The questions you need to ask in order to justify the all the different services.

415 "Neil Harms" (2650704384)
01:04:45.300 --> 01:04:49.350
So it'll be, it'll be pretty different by the time we get to the connection system.

416 "Neil Harms" (2650704384)
01:04:49.350 --> 01:04:52.440
Um.

417 "Neil Harms" (2650704384)
01:04:52.440 --> 01:05:01.830
Repeat the question related to do the, the, a part of the mass process, only the scheduling they would not participate in the assessment. So.

418 "Neil Harms" (2650704384)
01:05:01.830 --> 01:05:06.510
Yes, you're going to get a copy of the PowerPoint.

419 "Neil Harms" (2650704384)
01:05:10.080 --> 01:05:20.490
Um, since we are still in an emergency where we can use an assessment for 3 years, can we continue with this non standardized method after 1 123?

420 "Neil Harms" (2650704384)
01:05:21.415 --> 01:05:25.165
Okay, so there's a couple of things in there. Maybe I'm reading it wrong.

421 "Neil Harms" (2650704384)
01:05:26.095 --> 01:05:37.015
The current the current assessments that are in place for functional limitations would be valid for 3 years now, because we're still we're still under that.

422 "Neil Harms" (2650704384)
01:05:39.840 --> 01:05:44.730
When you ask, can we continue this non standardized method? Um.

423 "Neil Harms" (2650704384)
01:05:45.625 --> 01:05:53.635
If that's related to the 3 years, instead of 2 years, you can continue that until the the state of emergency ends.

424 "Neil Harms" (2650704384)
01:05:53.905 --> 01:06:02.455
If you're talking about non standardized method of administering currently the Mojave and violent, the violent all die January.

425 "Neil Harms" (2650704384)
01:06:02.455 --> 01:06:14.725
1st, so you won't ever give 1 of those again and the MAS will be done and the MAS is standardized as a distance distance procedure. So so it's actually a standardized method and not a non standard.

426 "Neil Harms" (2650704384)
01:06:14.730 --> 01:06:18.270
Method for the MAS, I hope I answered your question.

427 "Neil Harms" (2650704384)
01:06:21.360 --> 01:06:26.430
Where do we find the score for a new intake? Um.

428 "Neil Harms" (2650704384)
01:06:26.430 --> 01:06:30.420
It's on the it's on the 1st, page of the.

429 "Neil Harms" (2650704384)
01:06:30.420 --> 01:06:43.500
Of the PDF, that's the report the result of the loss. It's right, right on that. 1st, you got demographics functional limitations and then the, and the reallocation score all on that 1st page.

430 "Alisa Arthur" (3379655936)
01:06:43.500 --> 01:06:51.450
And you'll get a copy of it along with your intake stuff just like, you typically would get the violin or the mo copy.

431 "Neil Harms" (2650704384)
01:06:51.450 --> 01:07:00.210
Thank you Lisa. Um.

432 "Neil Harms" (2650704384)
01:07:00.210 --> 01:07:05.790
That must have been a comment during I can't there was a comment not a question. Um.

433 "Neil Harms" (2650704384)
01:07:06.505 --> 01:07:21.115
See, to ensure I understand the Mars date is to align with the current date.

434 "Neil Harms" (2650704384)
01:07:21.390 --> 01:07:27.630
Essentially, I'm going to say, I'm going to say yet question mark. Um.

435 "Neil Harms" (2650704384)
01:07:27.630 --> 01:07:38.730
So, the MAS replaces the Mojave so if you were thinking, I need a copy coming up and that happens after January. 1st it's a loss.

436 "Neil Harms" (2650704384)

01:07:38.730 --> 01:07:44.850

And then the scheduling works the same time frame scheduling.

437 "Neil Harms" (2650704384)

01:07:56.370 --> 01:08:00.600

Where will we be able to find the new scores in as these are done?

438 "Neil Harms" (2650704384)

01:08:00.600 --> 01:08:03.660

Um, at least do you want to take that 1.

439 "Alisa Arthur" (3379655936)

01:08:04.615 --> 01:08:16.915

Um, yeah, the, the only scores you're going to find and see more right now are the right allocation scores it's not going to show the results from the, the, the rest of the results from the MAS.

440 "Alisa Arthur" (3379655936)

01:08:17.605 --> 01:08:25.045

You'll have to get that off the report that's sent to you, but the current and the, some of the historical right?

441 "Alisa Arthur" (3379655936)

01:08:25.045 --> 01:08:33.565

Allocation scores established by the, and the MAS are currently in Seymour under the identifiers, which is up under the.

442 "Alisa Arthur" (3379655936)

01:08:33.660 --> 01:08:40.080

Demographics, you have to open up the plus sign beside the demographics, go to the identifiers and they're in there.

443 "Neil Harms" (2650704384)

01:08:45.600 --> 01:08:57.990

Okay, at least upon the next 1 I'm gonna I'm going to let you take a shot at this who's responsible for reviewing the accuracy of the MAS on the year that is not completed and over 30 days old.

444 "Alisa Arthur" (3379655936)

01:09:01.860 --> 01:09:08.400

It would be more looking at the areas of limitation in confirming that they continue to be the.

445 "Alisa Arthur" (3379655936)

01:09:08.400 --> 01:09:12.030

The radar, the, uh, areas of limitation that.

446 "Alisa Arthur" (3379655936)

01:09:12.030 --> 01:09:20.130

Um, the individual exhibits, you wouldn't be looking at the accuracy of the itself.

447 "Neil Harms" (2650704384)

01:09:23.910 --> 01:09:34.830

I think that's what you're asking if you didn't get if that was not the answer to the question that you were asking please reach out.

448 "Neil Harms" (2650704384)
01:09:34.830 --> 01:09:44.455

Yeah, the question are all of the miles assessments assigned to assessors randomly.

449 "Neil Harms" (2650704384)
01:09:44.965 --> 01:09:58.465

Yes it's round Robin it's it's how the application evens out the workload. So that's 1 of the reasons why we went with the style of app is because it did allow random assignment.

450 "Neil Harms" (2650704384)
01:09:58.465 --> 01:10:04.465

So that you didn't have just 1 assessor who was going to be doing everything for.

451 "Neil Harms" (2650704384)
01:10:04.830 --> 01:10:10.200

It spreads that out and then we get.

452 "Neil Harms" (2650704384)
01:10:10.200 --> 01:10:24.090

It enhances the ability for your accuracy to go up across the board because we routinely do innovator reliability stuff to make sure that we're all responding to the questions the same way. And.

453 "Neil Harms" (2650704384)
01:10:24.090 --> 01:10:38.515

Yeah, but sometimes people don't respond the same way, and having it go all around the assessor pool randomizes, that level of error, as as it applies to folks and again,

454 "Neil Harms" (2650704384)
01:10:38.515 --> 01:10:45.715

that style of error is very low based on what we've observed so far. But that just takes care of it even further.

455 "Neil Harms" (2650704384)
01:10:50.155 --> 01:10:58.525

There are lots of consumers and or performance guardians that don't have Internet connection computers and therefore, don't have the skill base to navigate the computer. During the assessment.

456 "Neil Harms" (2650704384)
01:10:58.975 --> 01:11:08.725

When someone be available to help the consumer with the computer since the is not allowed to attend the miles meeting, who will help with the tech stuff? Well, to be.

457 "Neil Harms" (2650704384)
01:11:09.060 --> 01:11:15.720

So, as far as getting getting the things set up, so when you're.

458 "Neil Harms" (2650704384)

01:11:15.720 --> 01:11:25.290

Part of the answer this question is probably haven't seen 1 done. So they're the only interaction with the computer once it's set up.

459 "Neil Harms" (2650704384)

01:11:25.290 --> 01:11:28.680

Um, is looking at the screen.

460 "Neil Harms" (2650704384)

01:11:28.680 --> 01:11:35.640

So, you don't touch the keyboard you don't. There's no, there's no real.

461 "Neil Harms" (2650704384)

01:11:35.640 --> 01:11:48.925

Tech ability, you're, you're quite literally just looking at the screen, the informant, and some in some instances, the individual is supposed to point to the screen and identify an item again. Same.

462 "Neil Harms" (2650704384)

01:11:48.925 --> 01:11:59.905

This is 1 of the reasons why we don't want smartphones, because if I'm pointing at a screen, that's this size and I go it's that 1 I don't know which 1 you're pointing to. Because the, the screen is just too small.

463 "Neil Harms" (2650704384)

01:11:59.905 --> 01:12:04.945

I like we said earlier, it introduces error because you're.

464 "Neil Harms" (2650704384)

01:12:05.640 --> 01:12:10.890

You're testing visual discrimination and you're, you're testing things that aren't supposed to be tested.

465 "Neil Harms" (2650704384)

01:12:11.635 --> 01:12:26.575

So, really, all you have to do is be able to see the screen, have the camera pointed at the individual so that they can be observed and be able to hear the audio. So there's not really a quote, unquote computer skills thing to it.

466 "Neil Harms" (2650704384)

01:12:27.840 --> 01:12:32.820

So, the sport coordinator, if you get it, if you get the machine set up and running.

467 "Neil Harms" (2650704384)

01:12:32.820 --> 01:12:40.350

And you've done an audio test that's that there isn't any other support need that goes along beyond that um.

468 "Neil Harms" (2650704384)

01:12:40.350 --> 01:12:44.400
Somebody is going to find a 1 situation that proves me wrong.

469 "Neil Harms" (2650704384)
01:12:44.400 --> 01:12:50.280
Because it'll happen when it does, please feel free to reach out and we'll, we'll problem solve that.

470 "Neil Harms" (2650704384)
01:12:53.635 --> 01:13:07.165
Sorry, if you covered this and I missed it, but Kenny residential provider, a direct service provider, being informed that that is something that is going to happen. Because sometimes that's that's just going to be the best informant.

471 "Neil Harms" (2650704384)
01:13:07.375 --> 01:13:17.755
It's not ideal. You would love for that to be somebody who is materially disconnected from, from the outcome of the assessment. It's just not it's just not reality all the time.

472 "Neil Harms" (2650704384)
01:13:18.655 --> 01:13:22.435
And so currently, the answer is yes, we do have residential.

473 "Neil Harms" (2650704384)
01:13:22.440 --> 01:13:26.100
Providers staff that end up being informed on some of these things.

474 "Neil Harms" (2650704384)
01:13:28.320 --> 01:13:42.750
Uh, could we consider sending a reminder 48 hours in advance as she may not get the email forwarded if only sent 24 hours in advance? We'll, we'll move that over the 24 hours. May be automated.

475 "Neil Harms" (2650704384)
01:13:42.750 --> 01:13:47.850
Um, it's not, it's not automated. Okay. We'll talk about it.

476 "Neil Harms" (2650704384)
01:13:49.980 --> 01:13:53.250
Yeah, thanks. Thanks for I appreciate the input.

477 "Neil Harms" (2650704384)
01:13:53.250 --> 01:14:04.620
Just my clients, I would be setting up the connection providing the device. This would be my work laptop and phone for Internet. I would not be able to do anything else while waiting.

478 "Neil Harms" (2650704384)
01:14:04.620 --> 01:14:17.130
I appreciate that I appreciate that feedback. That is a possible consequence of using. I'm using that. So again, it probably binds the question of.

479 "Neil Harms" (2650704384)
01:14:17.130 --> 01:14:30.720
You know, kinda device be made available and again, it'll be, it'll be out there. I'm hopeful that that's out there in the fringe. Maybe I'm being overly optimistic, but we'll know a lot more as we move forward.

480 "Neil Harms" (2650704384)
01:14:30.720 --> 01:14:39.000
Um, is there a mobile app for? I'm not that I'm aware of and.

481 "Paul Conover" (3989350400)
01:14:39.000 --> 01:14:44.670
There actually is an app, but it's not very useful for what we're doing.

482 "Neil Harms" (2650704384)
01:14:45.235 --> 01:14:56.215
I wouldn't recommend it at all. Okay. Thank you. Paul. Yeah. The ideal way to do this now, you can you can access that link from your smartphone.

483 "Neil Harms" (2650704384)
01:14:56.245 --> 01:15:03.355
It'll just be in the it'll just be in the Chrome browser on your smartphone. This is a good time to circle back to this.

484 "Neil Harms" (2650704384)
01:15:03.985 --> 01:15:18.955
Just use Chrome when when we say highly recommended, we're just saying Chrome is the 1 it works in. If you use a different web browser, probably going to blow up. You're probably going to be real frustrated with it and you probably won't have any fun. Um.

485 "Neil Harms" (2650704384)
01:15:19.260 --> 01:15:22.800
Recommend just just get the Chrome browser.

486 "Neil Harms" (2650704384)
01:15:25.770 --> 01:15:35.670
Follow up if they were using my device, I couldn't I couldn't just leave them alone in the room. That's that's that's a valid concern.

487 "Neil Harms" (2650704384)
01:15:39.240 --> 01:15:52.830
How long often will this training be available? We have 8 more sessions of this that will be live after that. We will post up a recording of 1 of these sessions, and it will be available out on the intro webs for perpetuity.

488 "Neil Harms" (2650704384)
01:15:54.480 --> 01:16:01.860
When stating the maccabi is due, aren't they do just before when the LLC is due.

489 "Neil Harms" (2650704384)
01:16:02.185 --> 01:16:10.525
There isn't anything stating no copies are due? Is there or is that changing with the implementation of the mouse? No, you've, you've got that correctly.

490 "Neil Harms" (2650704384)
01:16:11.275 --> 01:16:23.095
You got to have you gotta have your your functional limitations done before you can do your, and we recommend that you at least schedule your Mas, 30 days.

491 "Neil Harms" (2650704384)
01:16:23.310 --> 01:16:31.050
Uh, before you before you need the results, your mileage may vary, but when you, uh.

492 "Neil Harms" (2650704384)
01:16:31.050 --> 01:16:40.855
When you call the dentist to schedule an appointment, if you wait till 2 days before, when you get, like, when you get the 2 things and call in, that's really, really hard to get an appointment time.

493 "Neil Harms" (2650704384)
01:16:41.215 --> 01:16:50.965
If you've scheduled out where it's 3 months in advance, you're probably a lot more likely to get a to get an open slot at a time. That's convenient for everybody. So.

494 "Neil Harms" (2650704384)
01:16:51.300 --> 01:16:55.680
It's, we're, we're, we're just throwing that out there to say.

495 "Neil Harms" (2650704384)
01:16:55.680 --> 01:17:07.440
You're better off looking at getting that thing scheduled about 90 days in advance of of when you need to have the completed in that way. All of the time works out.

496 "Neil Harms" (2650704384)
01:17:07.440 --> 01:17:19.530
More easily for everybody with getting a good appointment time, set up or a convenient more convenient appointment time and being able to have a little time to make sure that all that stuff happens in the time frame it's supposed to.

497 "Neil Harms" (2650704384)
01:17:20.905 --> 01:17:33.445
A nice comment from Greg, who says, thanks for taking the time to go through the questions. It's super helpful. It's super helpful for us to we appreciate you being engaged in this process. This is new. It's new to us. It's new to all of you.

498 "Neil Harms" (2650704384)

01:17:34.680 --> 01:17:49.200

Anything that's this big and has the potential to be this helpful and useful for so many people also have some wrinkles to work out and we're just lucky that we have a whole bunch of very thoughtful and smart people helping us work out those wrinkles.

499 "Neil Harms" (2650704384)

01:17:49.200 --> 01:17:59.400

I would appreciate you all being part of that. Did you say we email to Lisa to get the link? Yes.

500 "Neil Harms" (2650704384)

01:17:59.400 --> 01:18:09.870

We're toying with the idea of just taking the participants link and firing that out to everybody because that will save her receiving hundreds of emails, but she loves hearing from everybody. So.

501 "Alisa Arthur" (3379655936)

01:18:09.870 --> 01:18:22.980

So, that works too, just know that I don't get the participant link for 20, uh, lists for 24 hours. So, don't expect starting to get that link until, after tomorrow afternoon.

502 "Neil Harms" (2650704384)

01:18:23.935 --> 01:18:37.585

This is also a good time to circle back to something I said earlier, if you can get a maccabi or vineland done to cover that need between now and the end of the year. Please whatever you do. Don't just go. Hey, we're within 90 days.

503 "Neil Harms" (2650704384)

01:18:37.585 --> 01:18:49.915

So, I'm going to put all of that stuff out after January 1st, for a month. We just don't want to swamp all of our assessment folks that 1st month.

504 "Neil Harms" (2650704384)

01:18:49.915 --> 01:18:52.975

It would be nice if we could kind of ease into it rather.

505 "Neil Harms" (2650704384)

01:18:52.980 --> 01:18:54.270

Then, um.

506 "Neil Harms" (2650704384)

01:18:54.505 --> 01:19:00.985

You know, being like, Wylie coyote and having the anvil fall on, and it's just not as much fun.

507 "Neil Harms" (2650704384)

01:19:01.975 --> 01:19:13.345

Um, we may need to include in the regional offices, yearly budget money allocation for computer that can be designated for miles assessment.

That's a that's a that's a solid ask. Um.

508 "Neil Harms" (2650704384)
01:19:13.710 --> 01:19:24.840
Yeah, we're hopeful we can have a resource machine in each regional office, because that would just be the right thing to do moving forward. We'll probably look into something like that.

509 "Neil Harms" (2650704384)
01:19:28.740 --> 01:19:41.185
See, a couple more. Nice. Thank you. Comments. You're very welcome. This is this has been a pleasure. You may have already answered this and I missed it.

510 "Neil Harms" (2650704384)
01:19:41.185 --> 01:19:55.975
Are we able to schedule before 123 if we have someone who needs an assessment for the by 223 and it has to be scheduled for 30 days. Okay. So this is that classic situation if you if you, um. that classic situation if you if you um

511 "Neil Harms" (2650704384)
01:19:56.605 --> 01:20:00.925
If you need 1 to 123 might be a good idea to knock out a mail copy now and now wait from us, January.

512 "Neil Harms" (2650704384)
01:20:00.925 --> 01:20:11.905
1st, the maccabi is dead, violins, dead, and you will only be able to get them off and you will only be within 30 days of having to get that completed, which makes it a little dicey.

513 "Neil Harms" (2650704384)
01:20:11.905 --> 01:20:23.215
So, you may want to consider just moving forward with using the existing and available assessments today and knocking that out and not worrying about using a models for this. a models for this

514 "Alisa Arthur" (3379655936)
01:20:23.460 --> 01:20:36.990
You will be able to, um, once you receive the link, you will be able to go in and schedule for January and February and moving forward. Those calendars are up and ready to go.

515 "Neil Harms" (2650704384)
01:20:37.645 --> 01:20:47.995
Yeah, they will be. Absolutely. And I would encourage anybody if you have 1 of those think about do I do this or do I do that?

516 "Neil Harms" (2650704384)
01:20:47.995 --> 01:20:58.495
And you don't have anybody else to sort of bang those ideas off of reach out to us and we will, we'll give you our opinion because if, if we have a wealth of anything.

517 "Alisa Arthur" (3379655936)
01:20:58.830 --> 01:21:02.670
It is opinions.

518 "Neil Harms" (2650704384)
01:21:02.670 --> 01:21:08.970
Folks, I can't believe it. We got 7 minutes to spare and I made it to the end of all of the questions.

519 "Neil Harms" (2650704384)
01:21:09.205 --> 01:21:22.825
That seems improbable or almost impossible but, um, but that sounds great. So, if there's, I don't see any other questions popping in. So thank you all of you who've been on the call today. We really appreciate your participation and your attention.

520 "Neil Harms" (2650704384)
01:21:23.755 --> 01:21:29.395
If you have feedback for us on how we can do this better, please send me an email. I would love to hear it. Thank you. At least.

521 "Neil Harms" (2650704384)
01:21:29.395 --> 01:21:38.875
And Paul, for for your involvement today, and folks a reminder, if you didn't get what you needed out of this session, you can sign up for another.

522 "Neil Harms" (2650704384)
01:21:38.970 --> 01:21:43.530
Because we've got 8 more of them thanks and have a wonderful rest of the day.