



Building a Person Driven IR&A System

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Leveraging your IR&A system to support your HCBS goals

People

- Quality of life
- Person centered practice/informed choice
- Control and self-direction
- Informal supports
- Voice in the process

System

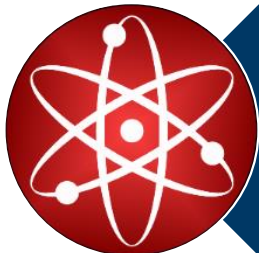
- Improve access and equity
- Optimize capabilities
- Learn and adapt
- Create efficiencies



Context



Strategic Re-tooling



Technology



Context: Developing the D in ADRC

Date	Event
1994	Senior Linkage Line
2001	MN receives Real Choice Systems Change Grant
2003	ADRC launches – MN one of the original 12
2005	Disability Linkage Line
2007	Veterans Linkage Line

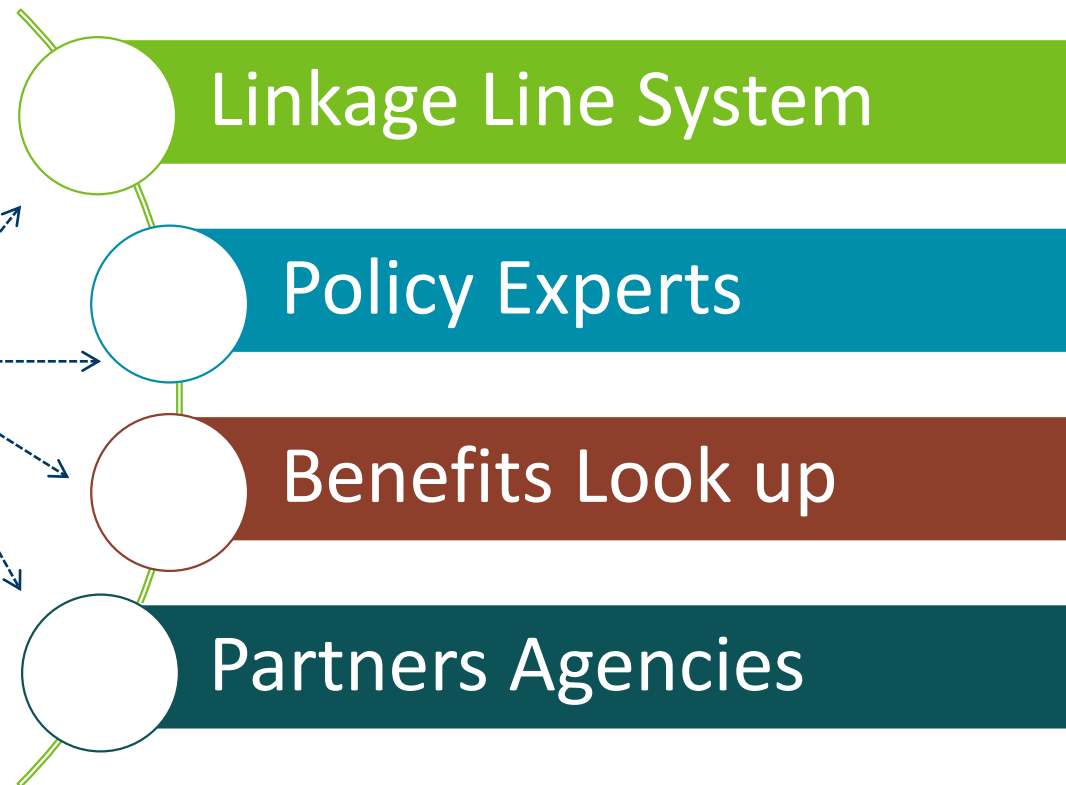
MnHelp Network



Technology powers quick responses from the right expert

Real time access to policy experts and benefits info – means quicker answers and solutions

DLL



Evolution driven by new strategies

Health insurance changes - Medicare Part D, managed care

Employment - Pathways to Employment; DB101, MA-EPD

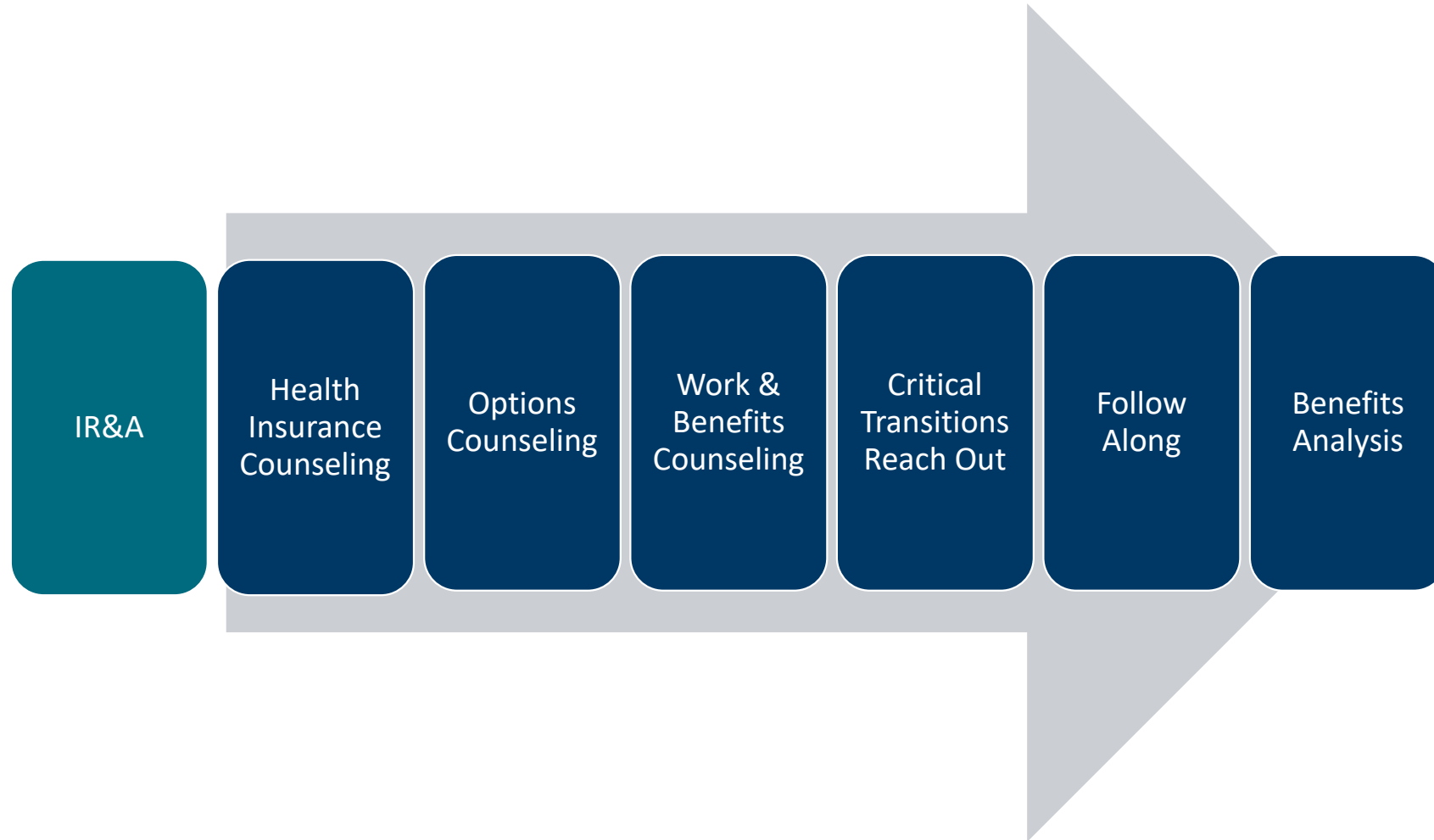
Reform 2020 – Work and Empower

Reform 2020 - PAS and Return to Community

Moving Home MN – transition reach out

SOAR – benefits access

DLL Service Continuum



Disability Linkage Line Growth

Year	# staff	# contacts
2005	6	4,299
2012	12	64,807
2016	37	84,962

Fast Growth = Stressed System

- Confusion
- Complexity
- Inefficiencies
- Limitations



Strategic re-tooling building a more agile, dynamic person centered system

Strategic Alignment

aligning structure with goals and person centered principles

- **Culture**
- **Brand**
- **Structure**
- **Strategy**
- **Systems**



- Strategic Planning
- Brand Strategist
- Brand Architecture and Identity
- Digital Development
- Editorial Systems and Guideline

Stakeholder engagement

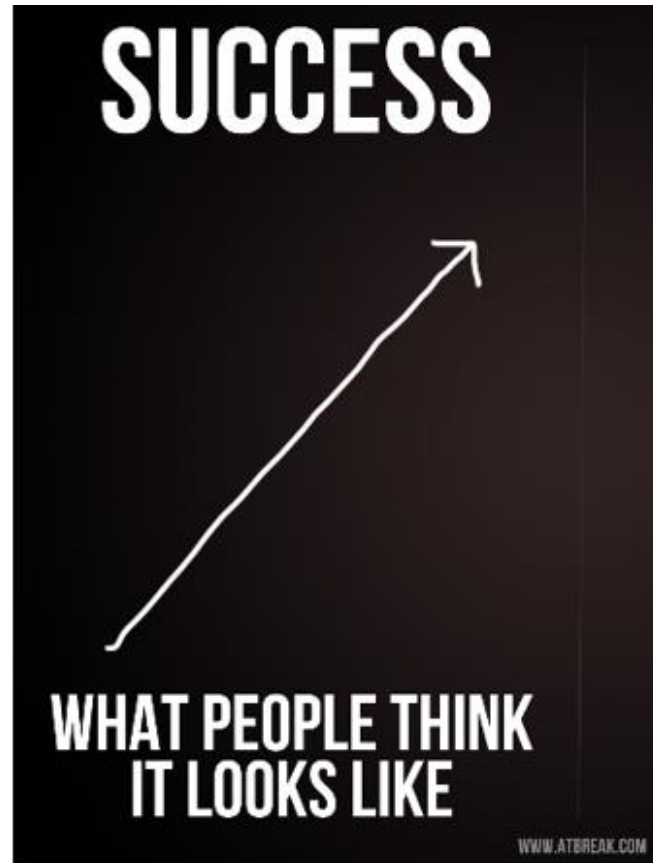
WHO

- DLL providers
- Current customers
- Target customers: non-users
- Family & caregivers
- Professional stakeholders

HOW

- Retreats
- Interviews
- Focus Groups
- Surveys

Success – what we think it looks like?



Success – what it really looks like



Culture - Who are we; shared values and purpose

- Goal:
 - Build a unified HUB internal culture
 - Organization epitomizes person centered practices
- Strategy:
 - Value define by the customer

Customer defined value

Solving Problems

“The person I work with was a beast at it. She didn't give up.

We worked on it for two weeks, and she connected me every direction we had to go.

She was on the phone with me like she was holding my hand, to the point that every morning she woke up and called me and was handling it, and I respected her to the highest...”

Navigation and Benefits Counseling

“They know how the system works or doesn't work together, and how one impacts the other and how money impacts them all...

[this] is a really important part of what they do, because the system is pretty much nuts, and they understand it and they can walk you through it.”

Old: We deliver seamless and timely access to the information and help people with disabilities and chronic illness need in order to make informed decisions and successfully connect to community resources.

New: We make it easier for people with disabilities to understand their options, connect to solutions, and engage in possibilities.

We do this through a network of experts, tools, and partnerships that bridge systems, and focus on helping people live their best life.

Values

- We **focus on the whole person**, their unique needs and aspirations
- We address immediate issues as well as **identify underlying needs**
- We provide in-depth, knowledgeable assistance to **overcome complexity and resolve barriers**
- We **go the distance**, building trust through our continued commitment
- We help people see the **strength in themselves**
- We **share what we learn**, enabling systems and supports to work better for those we serve
- We **reach out** to people during critical transitions to help support positive outcomes

Brand - How we convey who we are; communications

MNHelp Network systems alignment



What would we look like if designed for people?

- What is their current experience?
- What do they want?
- What is important to them?

Over complicated storyline

- Vulnerability is heightened during the first interaction with the DLL
 - Who am I talking to?
 - What do you do?

Too many competing brands add to complexity, confusion *and expense*

- Hard to maintain materials
- No single unifying web presence
- Who am I today?

Brand Objectives

- **Simplify** the organization to support the needs of people
- Let the brand reflect **person-centered** practices, and the expansive organization
- Build a **unique identity** to reduce confusion and clarify relationships
- Focus on people's needs, not delivery channel or existing systems

Introducing Disability Hub MN

Health

Community

Home

Work

Skills

Money

Disability
HUB
MN

Introducing Disability Hub MN

In August 2017, Disability Linkage Line (DLL)
will become Disability Hub MN.

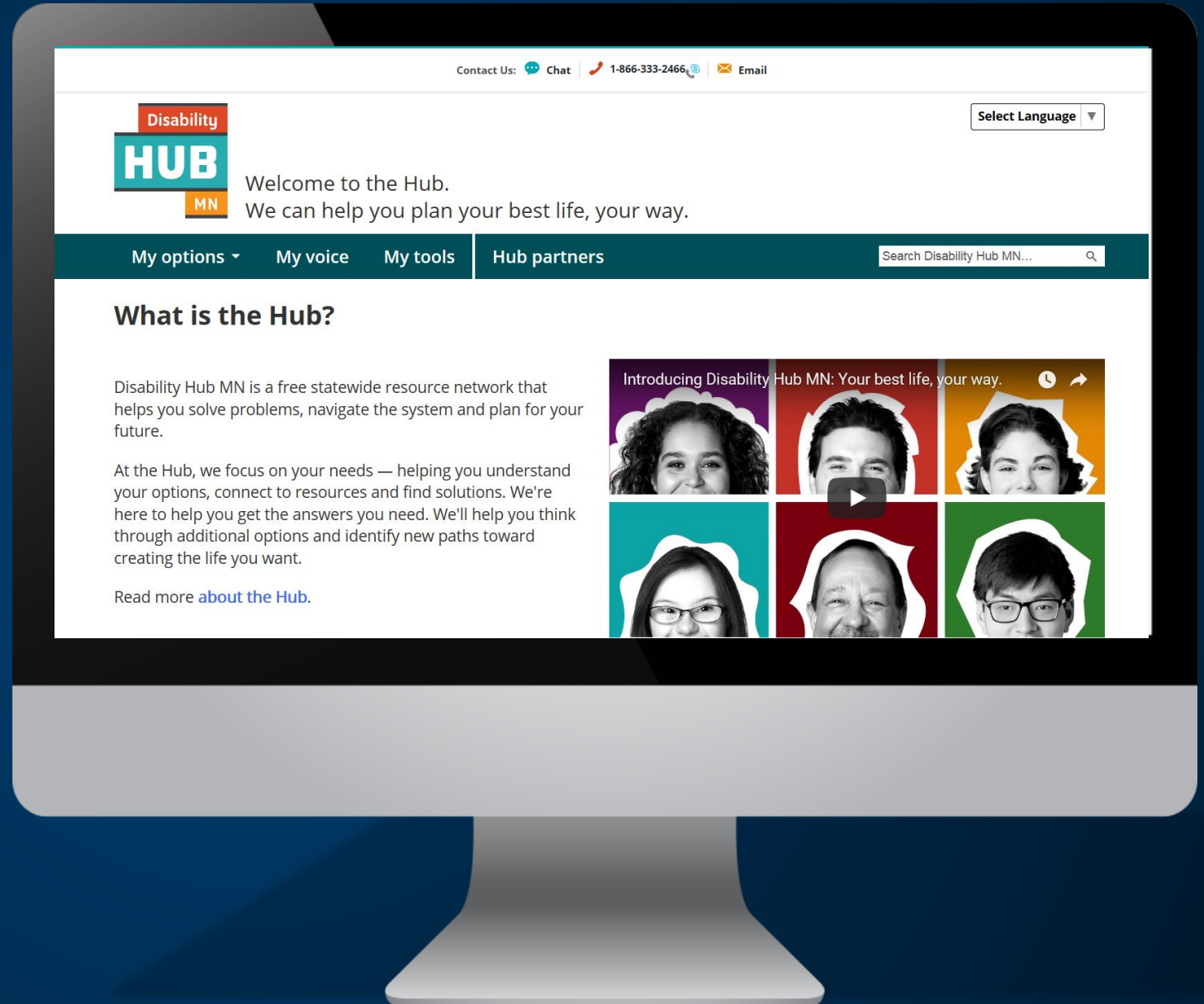
**Your best life,
your way.**

Core messaging

It's all about you

- **You're our focus.** We don't work for a particular program or agency. We work for you and only you.
- **You're in charge.** Whether you're looking for help with a single question or thinking about long-term life planning, you choose how much input you want from us.
- **You decide what you need.** We don't just give you a list of phone numbers and tell you "good luck." If you want us to, we can stick with you until you find a solution.
- **You make the plan.** We're always asking: What's next? We can help you think through even more options and identify new paths toward creating the life you want.

Disability Hub's new site



Structure – Staffing roles and relationships

Assess and update administrative structure

- Staffing roles and relationships
- Standards and policies
- Administrative structures to enhance collaboration

Build opportunities to advance and grow

- Professional pathways
- Expertise build out
- Incentive pool
- Increase support

Strategy - what we do to get to outcomes

A quality life

(Quality of life indicators, self direction and informed choice)

A quality system

(things working the way they should)

Putting our values into action

- **Support a positive life trajectory**

- Economic Advancement
- Quality Life
- Future orientation - possibilities
- Self-direction

- **Prevent negative life trajectory**

- Reach out at critical transitions
- Dig deeper, anticipatory guidance

- **Support a quality system**

- Give voice the a person's experience
- Identify systems improvement opportunities
- Provide systems change support and real time system feedback
- Provide real time course correction – three way calls, back end system connections...

1. **Person-Centered *Options* Counseling**

- Work, Health, Home, Money, Skills, Community
- Future orientation problems to possibilities

2. **Follow Along**

- Commitment to work together over time

3. **Capacity Building**

- Tools and training for people and partners
- Quality assurance loop back to DHS

How the Hub helped

*listen, support, encourage, **give positive feedback** about work I've already done; going the extra mile to help, help, help me.*

Comments

*Thank you. Without you and your dedication to helping me and finding answers in the messy situation I've been dealing with, I'm not sure what shape I'd be in right now. I credit your help as part of my ability to **stay out of a crisis center hospital!** I'm not kidding. It's a fine line, and thank you for your support through it all – and as it continues. Also – you have made a world of difference to me and in my life.*

Capacity Building

- **Individuals** - to make informed choices and advocate for themselves.
- **Professionals** – to give them the tools and resources to **help** them help others
 - TA and training
 - Benefits credentialing

Virtual Insight Panel

- A sample of populations served
- Available for interviews, focus groups, and surveys
- In-person and virtually
- Gift cards for activities

Leveraging the brand for participant communications

I know me. DHS-6803 ENG 4-18

What does person-centered mean for me?

I control. I dream. I choose. I participate.



Disability

9/17/2018

YOUTH I know me.

Work gives choices



You want the best for important to support have shown that early shaping a young person. With work experience

- Build confidence
- Develop job skills
- Enhance life skills
- Explore interests
- Make new friends
- Earn more money

Benefits support

Public benefits support keep their Medical Assistance and save money.

To learn more and plan when he or she goes

- Click on [Work Benefits](#)
- Call Disability Hub at 1-866-333-2466

My home. Creating the best life, my way.

I have options. I choose to live in a shared setting or in a home. It should be the place where I'm most comfortable. If I am not already in my ideal place, I may need to make a housing plan, and I can get help with that.

My rights and options.

- I can assert my rights in my shared living situation. I have the right to have privacy, dignity and respect, to have a schedule and have visitors when I want.
- I can have a home of my own. If I've been able to save enough money, that might be able to help me find and buy a home.
- I can stay in my home. If my situation in my home -- but I might have more options. I can even access new technology or services.

My tools.

I can use a variety of resources to help me live in my home.

- **My HB101 Plan.** Housing Benefits 101 -- It explains services and programs that are called My HB101 Plan, with quick and easy steps to help me live. I can share my plan with my family and friends. I can find My HB101 Plan on [mn.gov/hb101](#).
- **Waiver services.** If I'm on a waiver, that means I can live in a home of my own. There are also other services I can get. I can talk to my case manager to find out more.
- **Disability Linkage Line.** To explore my options, I can call the Disability Linkage Line at 1-866-333-2466.

What does the Home and Community-Based Services Rule (HCBS) mean for me?

My best life, my way.

It's my right to live, learn, work and enjoy life in the community. The Americans with Disabilities Act, the Olmstead decision and other legal actions ensure these rights. I'm hearing about changes to my services to strengthen these rights and help me lead the community life I want. These changes are sparked by a new rule called the Home and Community Based Services rule, or HCBS for short. It gives me more choices about how I live, work and enjoy my life in the community.

The HCBS rule will help to make sure:

- I know my rights and my options. I have enough information to make choices.
- I control my services. I choose how, when and where I get my services.
- I participate in my community. I participate in ways that are important to me.
- I choose where I live and who I live with. I choose if I work--and what type of work I do. I choose what I do with my time and money.

What do the changes mean for me?

My plan and my services will be person-centered. This means that it's about me--my likes, interests, goals and choices. It's my plan. If I'm already living and working in the community, I can continue to do so. I might choose to live in a different place or do a different type of work. I might do different things with my free time. My service providers may need to make changes to support me. As I make more decisions for myself, my services might change. With more choices, I can create my best life.

How can I learn more?

- Go online to [mn.gov/dhs/hcbs](#) to watch the HCBS video
- Contact the Disability Linkage Line at 1-866-333-2466

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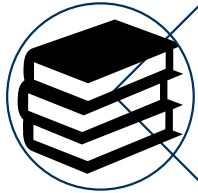
Systems - Technology, tools, process

New customer tracking system

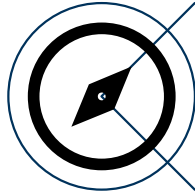
- Agile system – DHS Enterprise Solution
 - Microsoft Dynamics CRM
- Supports integrations across multiple systems
- Improved data tracking and reporting
- Designed to support person centered process
- Sustainable

Leveraging technology to support person centered planning and informed choice

Disability and Housing Benefits 101 = Informed Choice



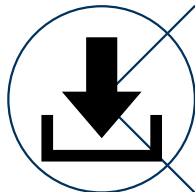
Information



Tools to help explore options



Secure storage of documents, plans, etc.



Secure sharing of information

DB101 background

- Medicaid Infrastructure Grant – Pathways to Employment
- Expand benefits planning capacity
- Embed benefit education and planning throughout the process
- Tailored results for people
- Tools for professionals
- [Training for all](#)

The screenshot shows the top portion of the Disability Benefits 101 website. At the top, there are navigation links for 'The Hub', 'DB101', and 'HB101'. On the right, there are contact options: 'Contact Us: 1-866-333-2466', 'Chat', and 'Email'. Below this, a welcome message reads 'Welcome, lesli.kerkhoff@state.mn.us | My DB101 | Profile | Log Out'. The main header features the 'Disability Benefits 101' logo with the tagline 'work • benefits • you' and a map of Minnesota. A search bar is located to the right of the logo. A horizontal navigation menu includes 'Home', 'Your Situation', 'Programs', 'Estimators', 'Glossary', 'Videos', 'My Vault', and 'Partners'. The main content area features a large introductory text block: 'Disability Benefits 101 gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together. > More'. Below this is a video player with a play button icon and the text 'Welcome to DB101 (1.5 min video)'. To the right of the video is a portrait of a smiling man. Below the introductory text are two main content columns. The left column, titled 'Your Situation', has a green background and contains three sub-sections: 'Going to Work', 'Young People and Benefits', and 'Cash Benefits'. The right column, titled 'Programs', has an orange background and contains two sub-sections: 'Health Care Coverage' and 'Cash Benefits'. At the bottom right, there is a yellow box with three icons and text: 'Print this page', 'Email to a friend', and 'Give Feedback'.

Housing Benefits 101

- Evolution of the Housing Resources Toolbox (2001)
- Money Follows the Person Demonstration to help people in need of:
 - Affordable housing AND
 - Services or supports to help them in their housing

The screenshot shows the homepage of the Housing Benefits 101 website. At the top, the logo reads "Housing Benefits 101" with the tagline "Your Home. Your Choice." and an orange outline of the state of Minnesota. To the right, there is a user greeting: "Welcome, lesli.kerkhoff@state.mn.us | My t" and social media icons for Facebook, Twitter, YouTube, Email, and a chat bubble. Below the header is a navigation menu with links: HOME, MY SITUATION, PROGRAMS & SERVICES, MY VAULT, GLOSSARY, and PARTNERS. The main content area features a large banner with a photo of a smiling woman and man. The banner text says: "Plan for Your Home, with the Services You Need. Explore your housing options. Discover what works for you. Make a plan to get there." Below this is an orange button that says "BUILD YOUR PLAN →". Underneath the banner are four smaller content cards: 1. "Moving Out of a Facility, Group Home, or Foster Care" with a photo of an elderly woman. 2. "Changing Your Home" with a photo of a woman and child, and the text "Fix your current place, or move somewhere else?". 3. "Keeping Your Housing" with a photo of a man and child, and the text "Here are some strategies that may help you stay in your current place." 4. "Homeless Services in Minnesota" with a map of Minnesota and the text "Use this map to find homeless services in your".

Customized experience

My DB101 [Edit](#)

Favorite Articles

[Benefits for Young People: The Basics](#)

[Social Security Disability Insurance \(SSDI\): The Basics](#)

[Work Incentives: The Basics](#)

Recent Sessions

[Benefits and Work: Test](#) new

[More sessions...](#)

My Vault

[My Paths & Activities](#)

[My Files](#)


[My Contacts](#)

Favorite Tools

[Estimate Your Impairment Related Work Expenses \(IRWEs\)](#)


Get Help

Disability Hub MN is a free statewide resource network that helps you solve problems, navigate the system and plan for your future.

 **Chat with a Hub expert**


Monday to Friday 8:30 a.m. to 5 p.m.

[Chat offline](#)

 **Call the Hub**

Monday to Friday 8:30 a.m. to 5 p.m.

[1-866-333-2466](#)

 **Email the Hub**

Emails answered Monday to Friday

[Email the Hub](#)


“The Vault”

- An easy and secure way to get your benefit information
- Helps people control their own information and share it with others
- A protected place to store your information
- Tailored information to help you understand your benefits
- Step-by-step work flows that help you set goals and plan for your future
- Supports collaboration across the system

- DHB101

Paths Files Contacts Shares

Benefits Planning Paths




BENEFITS PLANNING
What happens to my benefits when I work?

Progress indicator: 1 checked, 6 unchecked


- HB101

Paths Files Contacts Shares




HOUSING NEEDS & WANTS
What do I want in a new place?

Progress indicator: 1 checked, 2 unchecked




PRESENT MYSELF
How can I make a good impression?

Progress indicator: 2 unchecked



HOUSING BUDGET
Does the money add up?

Progress indicator: 3 unchecked



BUDGET IDEAS
Can I move into my own place?

Progress indicator: 3 unchecked

Benefits Look Up

▼ **Get a Benefits Lookup**

Get a report from the state of Minnesota of the benefits you have now.

- Request Lookup
- Get Your Data
- View PDF
- Share
- Learn More
- Next Activity

Items marked with a * are required.

Your first name: * Your last name: *

Birth date: * (mm/dd/yyyy)

Your email address: lesli.kerkhoff@state.mn.us

Send a copy of my results to a counselor

Email address to send a copy of my report to:

Your benefits report

The screenshot shows a web interface with a top navigation bar containing 'Paths', 'Files', 'Contacts', and 'Shares'. A notification bell icon is in the top right. Below the navigation is a blue bar with '< Back to All Paths' and a 'Get a Benefits Lookup' button with a checkmark icon. The main content area is titled 'Your Current Benefits' and includes a sub-header 'Your Current Benefits' with icons for eye, share, lightbulb, and home. A note states: 'State records say these are your current benefits as of August 27, 2018.' Below this is a 'Customer Information' section with two input fields: 'First name' containing 'Lesli' and 'Last name' containing 'Kerkhoff'. The 'Current Income' section is a table with five rows: 'Current Reported Earnings', 'SSDI (Social Security Disability Insurance)', 'SSI (Supplemental Security Income)', 'MSA (Minnesota Supplemental Aid)', and 'DAC (Disabled Adult Child)'. The SSI and MSA rows have values of 750 and 81 respectively, while the others are blank.

Category	Value
Current Reported Earnings	\$ _____
SSDI (Social Security Disability Insurance)	\$ _____
SSI (Supplemental Security Income)	\$ 750
MSA (Minnesota Supplemental Aid)	\$ 81
DAC (Disabled Adult Child)	\$ _____

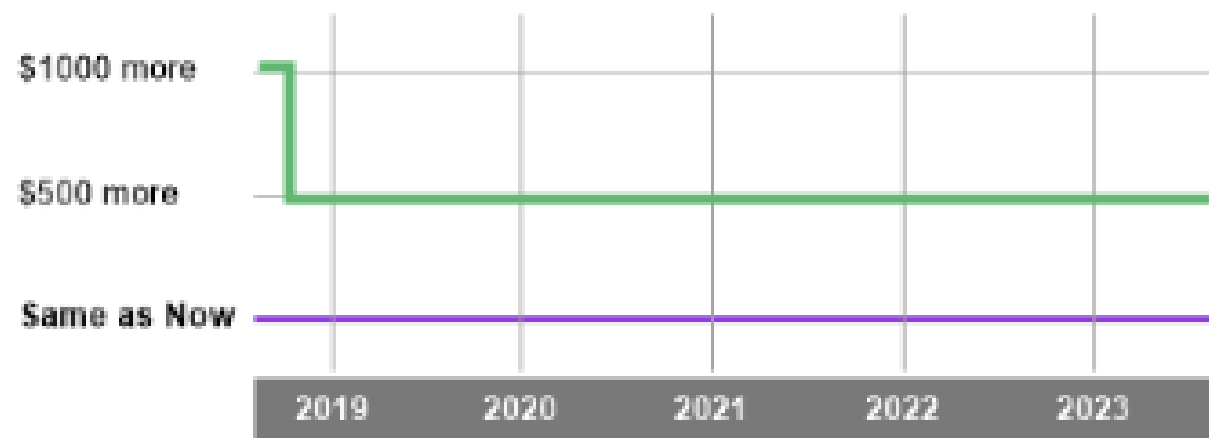
- [My Vault](#)

The Bottom Line

You will have more monthly income.

- Your [free MA](#) will continue, subject to the [asset limit](#) (\$3,000 for an individual, \$6,000 for a family of two).
- Your [SSI](#) benefit will continue with a reduction.
- You will continue to get [MSA](#).
- You will continue to receive SNAP (formerly Food Support/Food Stamps).
- [SNAP](#) (formerly Food Support/Food Stamps) allows deductions for medical expenses, including some premiums. Depending on which health coverage

Monthly Cash Available Compared to Now



Snapshot Monthly Income, Expenses, and Health

	Now	In 6 Months	In 2 Years
Work income	\$0.00	\$1,196.25	\$1,196.25
Cash Benefits	+ \$897.00	+ \$291.38	+ \$291.38
Refundable Tax Credits (monthly avg.)	+ \$0.00	+ \$7.01	+ \$7.01

Adding a Contact

Contact Info

*indicates required info

First Name *	Last Name *	Nickname
<input type="text"/>	<input type="text"/>	<input type="text"/>
Job Title	Agency or Organization	
<input type="text"/>	<input type="text"/>	
Address		
<input type="text"/>		
City	State	ZIP Code
<input type="text"/>	Minnesota <input type="button" value="v"/>	<input type="text"/>
Email		
<input type="text"/>		
Phone		
<input type="text"/>		

Team Membership

This contact is part of these teams:

<input type="checkbox"/> Benefits Planning <small>BP</small>	<input type="checkbox"/> Education <small>EDU</small>
<input type="checkbox"/> Employment <small>EMP</small>	<input type="checkbox"/> Housing <small>HOU</small>


Permissions

This contact does not have a Vault account and cannot have permissions assigned.

Additional Information


How do you know this contact?

Notes









Paths **Files** Contacts Shares 


Files

Upload important benefits and housing files to your Vault. You can always get them, even if you change computers. Share files with your counselors or your family.


Filter: 

▼ **My Files**


File	Modified	From	Shared
 My Own Place.pdf	February 16, 2018		
 Budget Ideas Plan.pdf	February 16, 2018		
 Benefits and Work Estimator.pdf	December 22, 2016		
 Benefits Lookup.pdf	June 1, 2016		with 2 people 



Drop files or click here to
Upload Files to My Vault



Drop files or click here to
Upload Files to My Vault and Share With Others

Paths Files Contacts **Shares** 

Shares

This is a list of things you have shared with others using your Vault.

When	What	With Whom
June 1, 2016	Benefits Lookup.pdf	Jack Eastman
June 1, 2016	Benefits Lookup.pdf	DB101 Visitor

My Vault

If you are looking for a new place to live, the Vault is a safe place to build a plan. Your HB101 Plan can help you decide on your needs and wants, review your money and budget, and present yourself in a positive way. *Your HB101 Plan won't find you a place, but it will help you figure out what to look for and how to pay for it.*

[Learn how your Vault can help you make a housing plan.](#)




Paths Files Contacts Shares


HOUSING NEEDS & WANTS
What do I want in a new place?
○○○

PRESENT MYSELF
How can I make a good impression?
○○

HOUSING BUDGET
Does the money add up?
○…○

Path Example


Paths Files Contacts Shares 

 HOUSING NEEDS & WANTS < Back to All Paths


What do I want in a new place?

Follow this path if you:




- Are thinking about moving
- Want to live in your own place


▼ Needs & Wants 


Get a sense of your general housing needs and see what could be possible. (10 minutes)







Needs & Wants

 View
 Share
 Next Activity

▶ Accessibility Needs & Wants 

▶ Services Needs & Wants 

My Plan

 Needs & Wants
 Accessibility Needs & Wants
 Services Needs & Wants
 Housing Preferences Plan

What's Next?

Path Example 2



HOUSING NEEDS & WANTS

[< Back to All Paths](#)

What do I want in a new place?

Follow this path if you:

- Are thinking about moving
- Want to live in your own place

Needs & Wants



Housing Needs & Wants



As you look for housing, think about:

- What you *must have* in the place you live, and
- What you *would like*, but don't need.

Tip: The more flexible you can be, the easier it will be to find a place.

Location	Must have	Would like	Doesn't matter	Don't want	
The same area where I live now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
A new area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Types of Housing	Must have	Would like	Doesn't matter	Don't want	
Apartment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
House	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Shared housing, including having a roommate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input data-bbox="1758 1335 1796 1363" type="button" value="?"/>

Budgeting – SSI with MA in AFC



BUDGET IDEAS

[< Back to All Paths](#)

Can I move into my own place?

Follow this path if you:

- Live with family or in a group setting
- Need services in your housing
- Get public benefits

▶ [Get a Benefits Lookup](#)



▼ [Options for Paying for Your Own Place](#)




Options for Paying for Your Own Place



Answer the questions to get ideas about how to pay for your own place, instead of living with your family, in a group setting, or in a facility.


Some answers are pre-filled based on a Benefits Lookup from the Minnesota Department of Human Services (DHS). You still need to review these and answer other questions the Benefits Lookup didn't include.

Basic Information

Do you have a disability determination from Social Security or the State Medical Review Team (SMRT)? 

- Yes. I have a disability determination.
- Yes. I have been determined blind.
- Not yet. I am waiting for SSA or the state to decide.
- No. I have a disability, but no determination.
- No. I do not have a disability.

How old are you?:

Are you in school at least half time? 

SSI with MA in AFC Results

You Have Options for Paying for Your Own Place

You might be able to move into your own place!

Note: This is based on benefits you don't get right now. It could take a long time before they start. [Chat with a Hub expert.](#)

Play With Your Budget

Combine options to make the money add up.

OFF Work 10 hr/wk at \$10/hr

OFF Work 20 hr/wk at \$10/hr

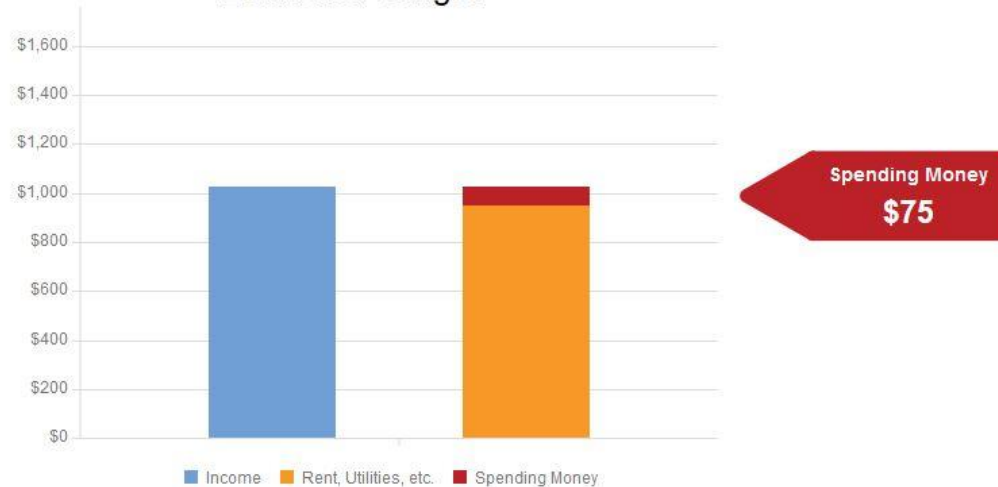
OFF Get a roommate

Clear All

Try Other Options: Look at working or getting a roommate.

You won't have much money. Try working or sharing an apartment with someone else.

Estimated Budget



SSI with MA with Roommate

You Have Options for Paying for Your Own Place

You might be able to move into your own place!

Note: This is based on benefits you don't get right now. It could take a long time before they start. [Chat with a Hub expert.](#)

Play With Your Budget

Combine options to make the money add up.

OFF Work 10 hr/wk at \$10/hr

OFF Work 20 hr/wk at \$10/hr

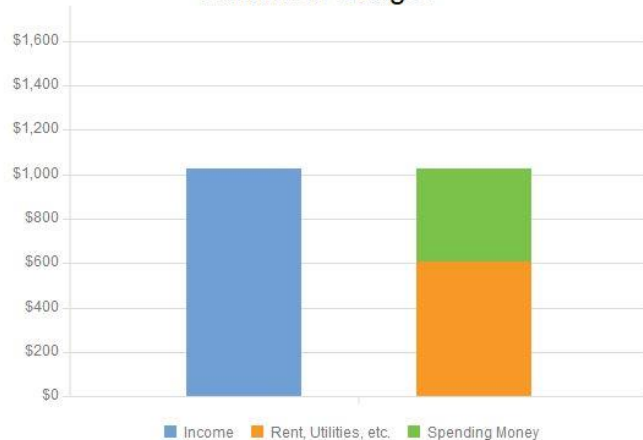
ON Get a roommate

Clear All

This is a Good Plan!

With these options, you'll have enough money to eat well, go out sometimes, have your own phone, and have cable TV. You'd have even more to spend if you worked.

Estimated Budget



Spending Money
\$415

You chose to:

- Not work
- Share a two-bedroom apartment with a roommate or care provider

Note: The numbers below may include benefits you don't get today, but might get if you live in your own place.

Your estimated monthly income:

+ SSI (Supplemental Security Income)	+ \$750
+ MSA (Minnesota Supplemental Aid)	+ \$81
+ MSA Housing Assistance	+ \$194
Total Income	\$1025

Your estimated fixed expenses:

Rent (sharing a two-bedroom place)	\$560
+ Utilities (electricity, heating, gas)	+ \$50
Total Expenses	\$610

What would be left for food, transportation, phone, cable TV, and everything else:

Estimated monthly income	\$1,025
- Estimated fixed expenses	- \$610
Spending money	\$415

Change My Answers

Next: Results

SSI with MA with Work

You Have Options for Paying for Your Own Place

You might be able to move into your own place!

Note: This is based on benefits you don't get right now. It could take a long time before they start. [Chat with a Hub expert.](#)

Play With Your Budget

Combine options to make the money add up.

ON OFF Work 10 hr/wk at \$10/hr

OFF Work 20 hr/wk at \$10/hr

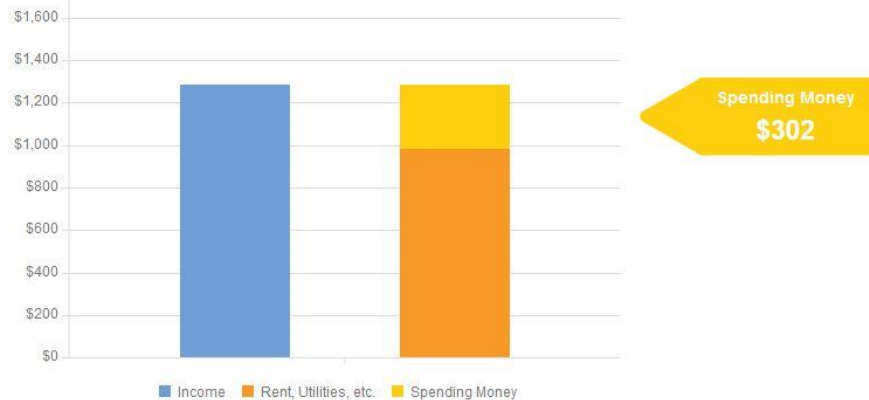
OFF Get a roommate

Clear All

This Plan Could Work: Try living with a roommate or live-in care provider.

With these options, you'll have enough money to eat well and have your own phone. If you share a two-bedroom apartment with another person, you'd have more money for spending on things like going out or getting cable TV.

Estimated Budget



- Work 10 hours per week at \$10 per hour
- Have your own one-bedroom apartment

Note: The numbers below may include benefits you don't get today, but might get if you live in your own place.

Your estimated monthly income:

Work	\$435
+ SSI (Supplemental Security Income)	+ \$575
+ MSA (Minnesota Supplemental Aid)	+ \$81
+ MSA Housing Assistance	+ \$194
Total Income	\$1285

Your estimated fixed expenses:

Rent (living alone in one-bedroom place)	\$900
+ Utilities (electricity, heating, gas)	+ \$50
+ Social Security and Medicare taxes	+ \$33
Total Expenses	\$983

What would be left for food, transportation, phone, cable TV, and everything else:

Estimated monthly income	\$1,285
- Estimated fixed expenses	- \$983
Spending money	\$302

Direct Support Connect is Minnesota's dedicated job board for direct support workers, such as PCAs, and the people who hire them.

How was it developed?

- 2013 Legislation established direct support workers' right to organize
 - This includes workers providing direct support services in the PCA Choice; Consumer Support Grant (CSG): Consumer Directed Community Services (CDCS) programs
- The legislation required the Department of Human Services to develop and maintain a voluntary, public registry to improve participant access to, and choice among, prospective individual providers
- The labor agreement between the State and SEIU required DHS and Union representatives make recommendations on the development of the registry

Connect to jobs you'll love. Connect with people you'll want to hire.

Direct Support Connect™ is Minnesota's dedicated job board and hiring resource for direct support workers, such as PCAs.

I am a direct support worker.
[Learn more >](#)

I want to hire a worker.
[Learn more >](#)



What is Direct Support Connect?

How it works:



By creating a personal profile, **people who need assistance** can post and describe their work opportunities



Likewise, **support workers** can create profiles that highlight their skills, availability and other preferences



The website uses this data to match workers to jobs, or a person to available workers



Safe, secure, and easy-to-use, Direct Support Connect is a free service provided by the Minnesota Department of Human Services.

Thank you!

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