

MinnesotaHelp.info

A NO WRONG DOOR APPROACH TO
AGING WELL AND LIVING WELL



GOALS OF TODAY

- Discuss the evolution of the MinnesotaHelp Network
- Explain Minnesota's Model
- What works well in Minnesota
- What's coming in the future



Why the Minnesota Help Network?

Minnesota's rainy day fund
is drained, and now we're
in a budget storm
By Sharon Schmickle | Friday, Feb. 12, 2010

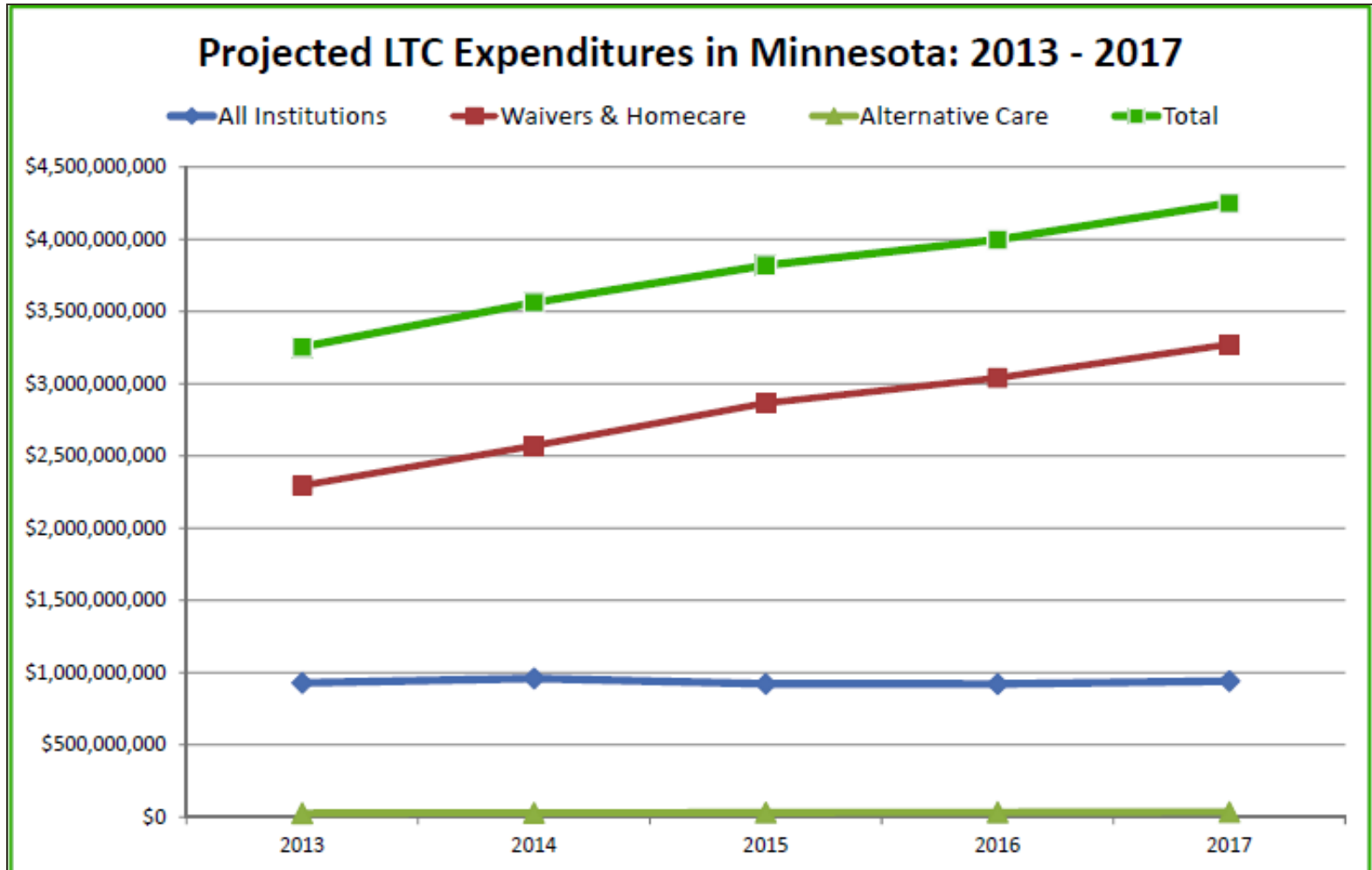
**Minnesota outlook: 'We have an
economic tsunami coming our way':
state leaders fear unprecedented
fiscal crisis** (2009)
Published on AllBusiness.com

Medicaid's Ticking Bomb - Long Term Care -
Could Wipe Out State Budgets
... "Will nearly double by 2030"
Kaiser Health News (2010)

As Metlife exits long-
term care, Boomers get
nervous about old age.
Bizmology (2010)

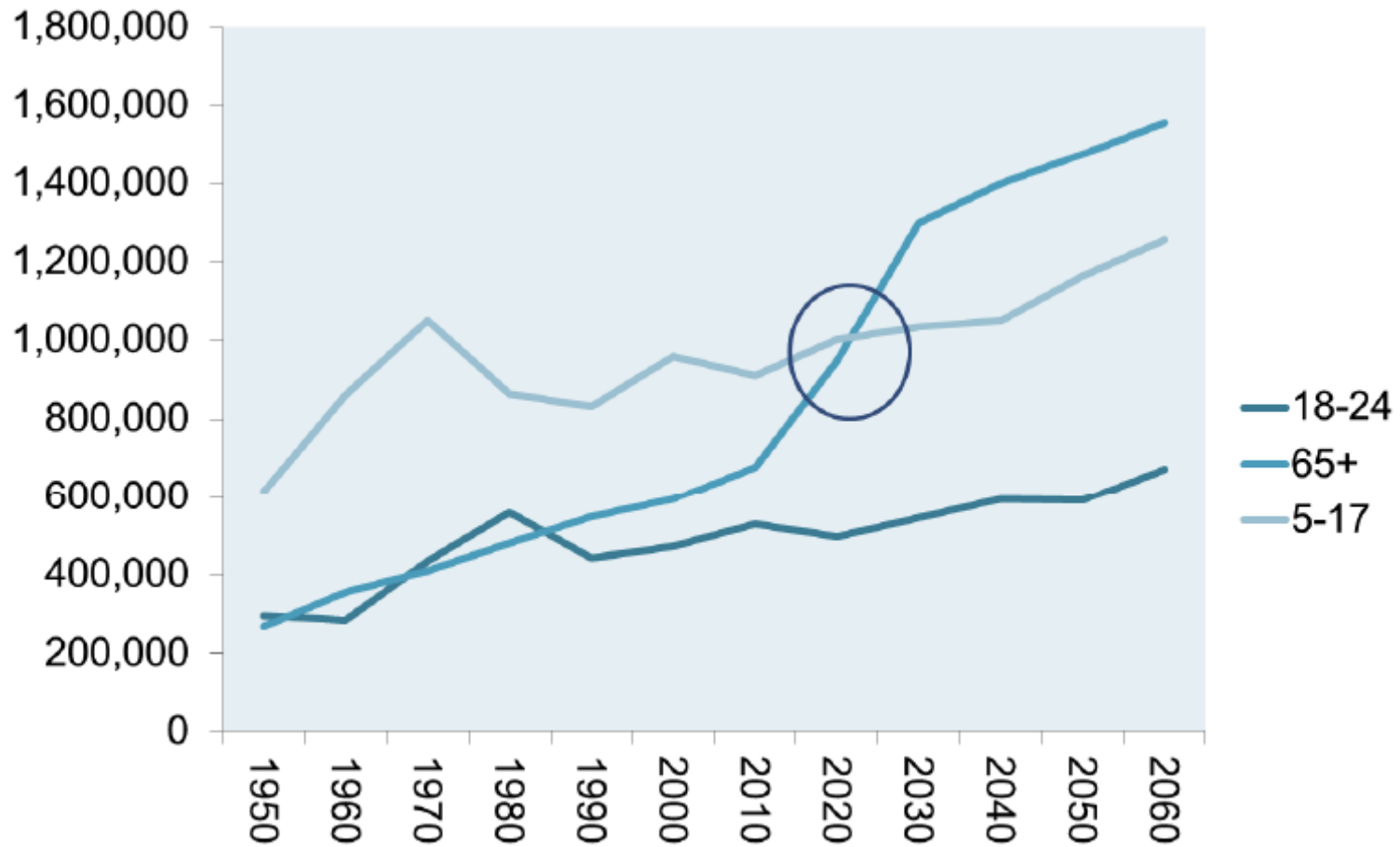
Aging Baby Boom Generation Will Increase Demand
and Burden on Federal and State Budgets – Government
Accounting Office (2002)

PROJECTED LTC EXPENDITURES



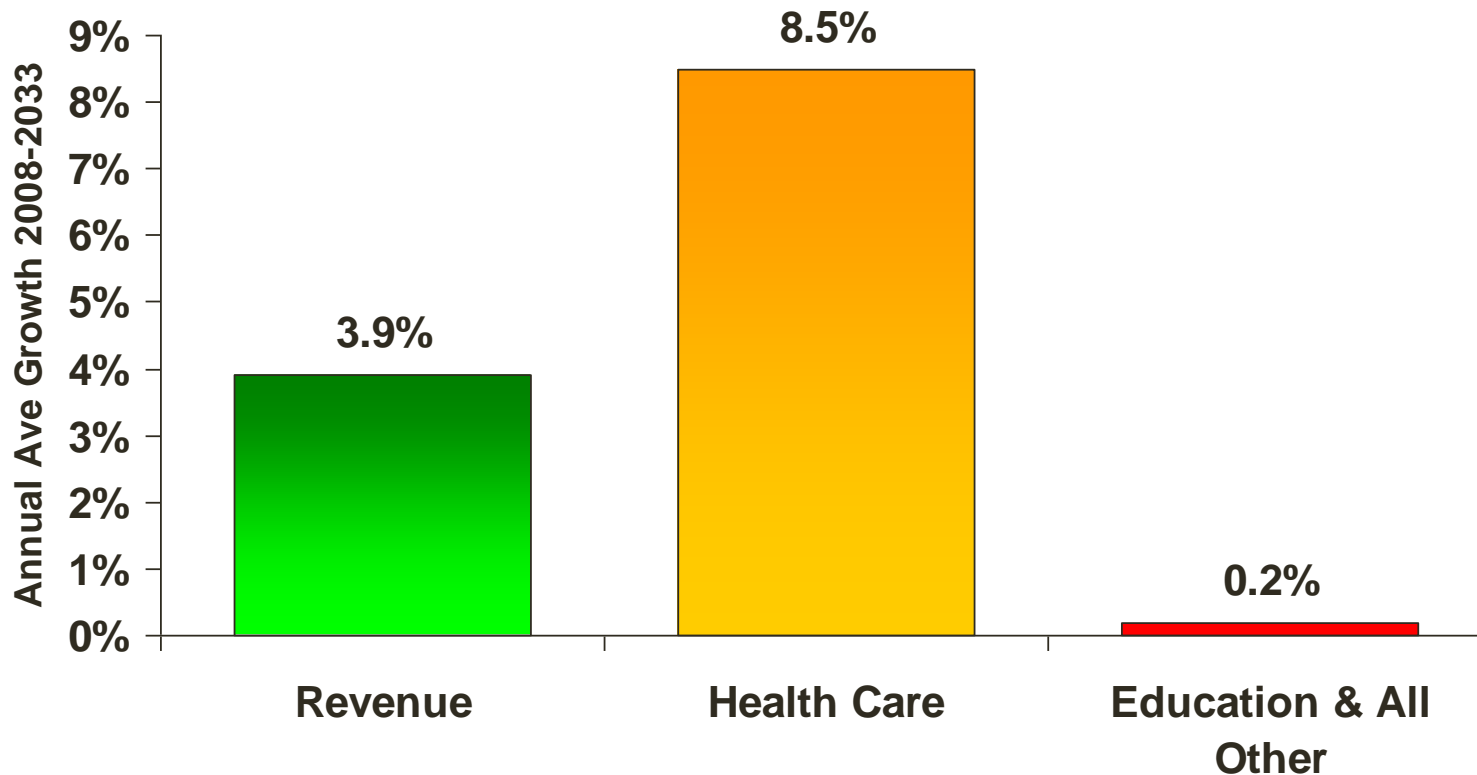
Source: DHS, Reports and Forecasts, February 2013

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



Census counts & State Demographer projection, revised 2007

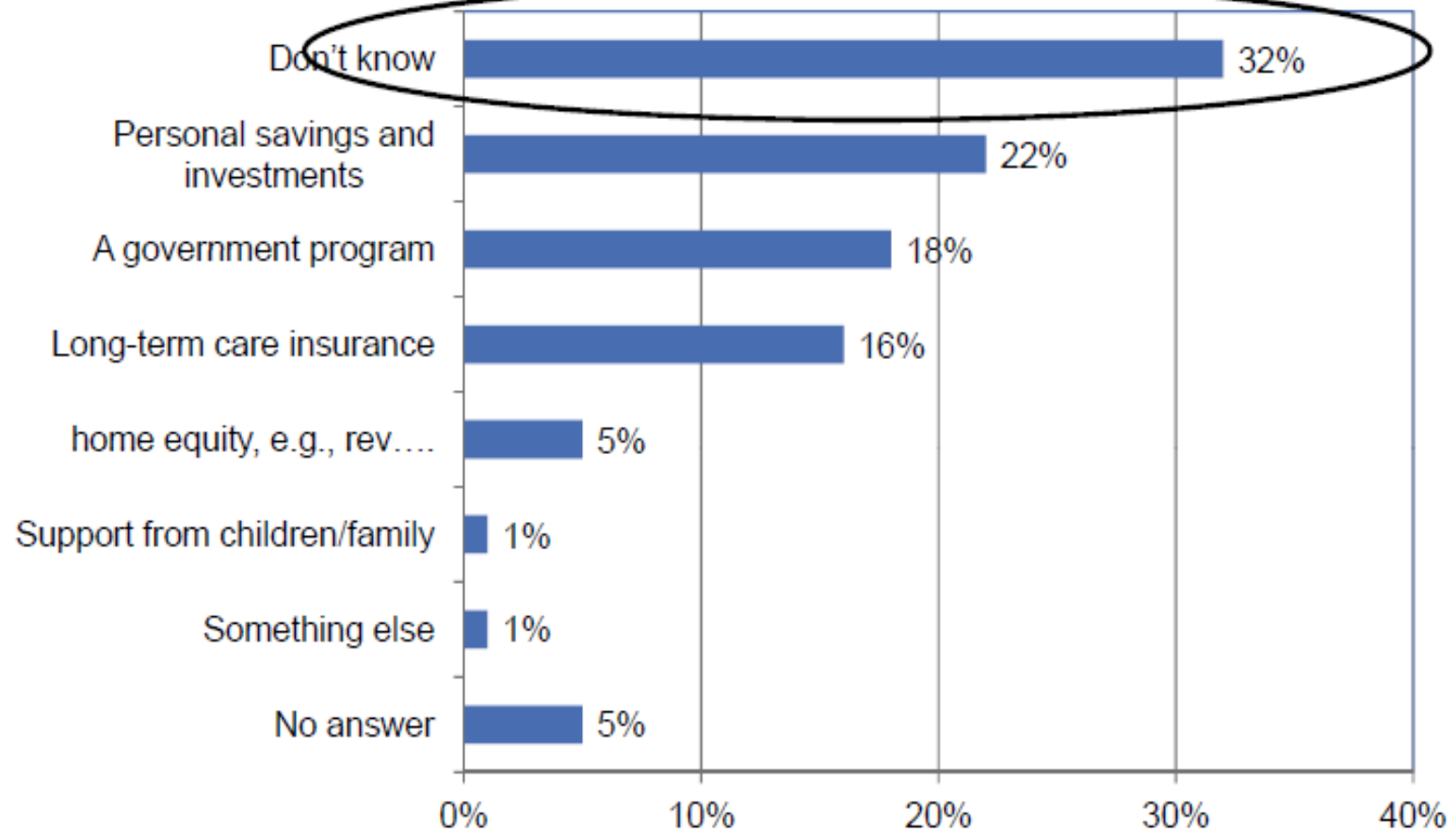
IF STATE HEALTH CARE COSTS CONTINUE THEIR CURRENT TREND, STATE SPENDING ON OTHER SERVICES CAN'T GROW



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

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

Boomers' Plans



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

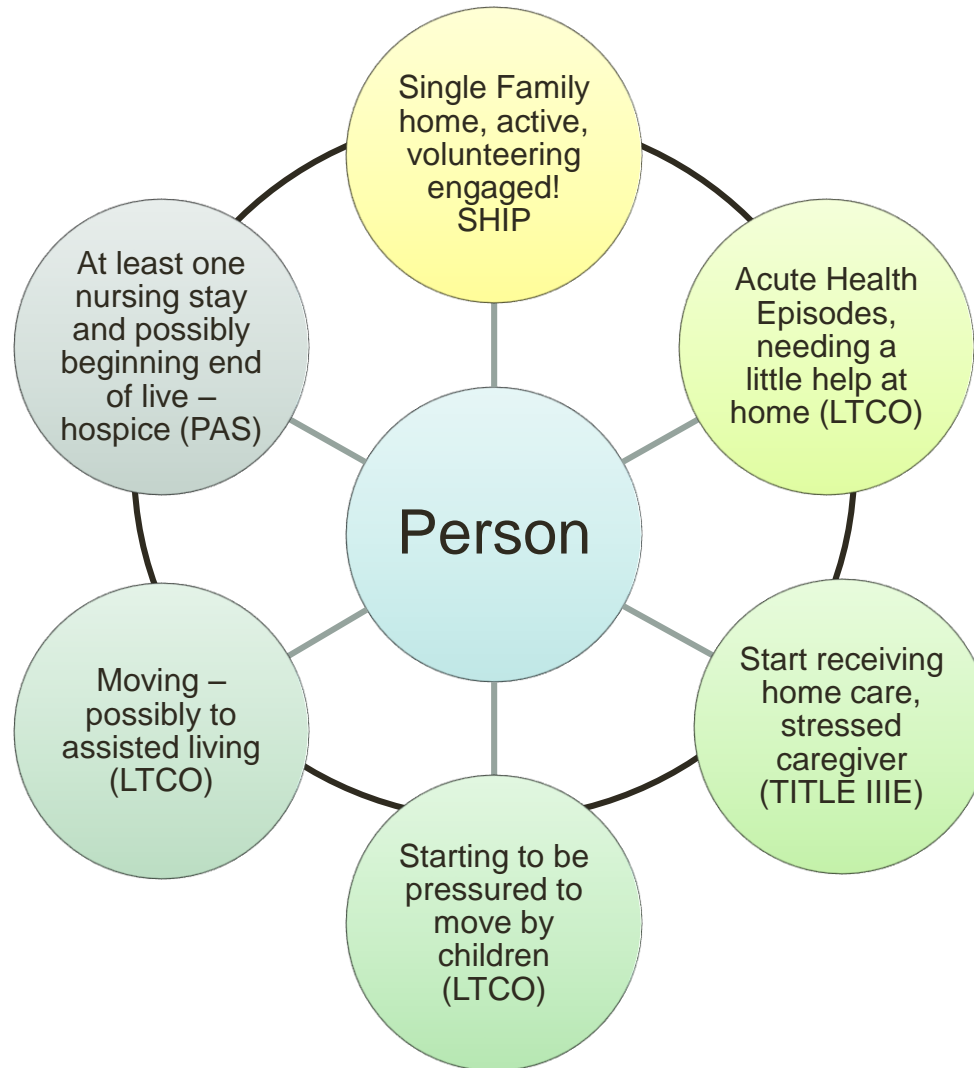
THE BOTTOM LINE

“Nearly two-thirds of people over age 65 will need long-term care at home or through adult day health care, or care in an assisted living facility or nursing home.”

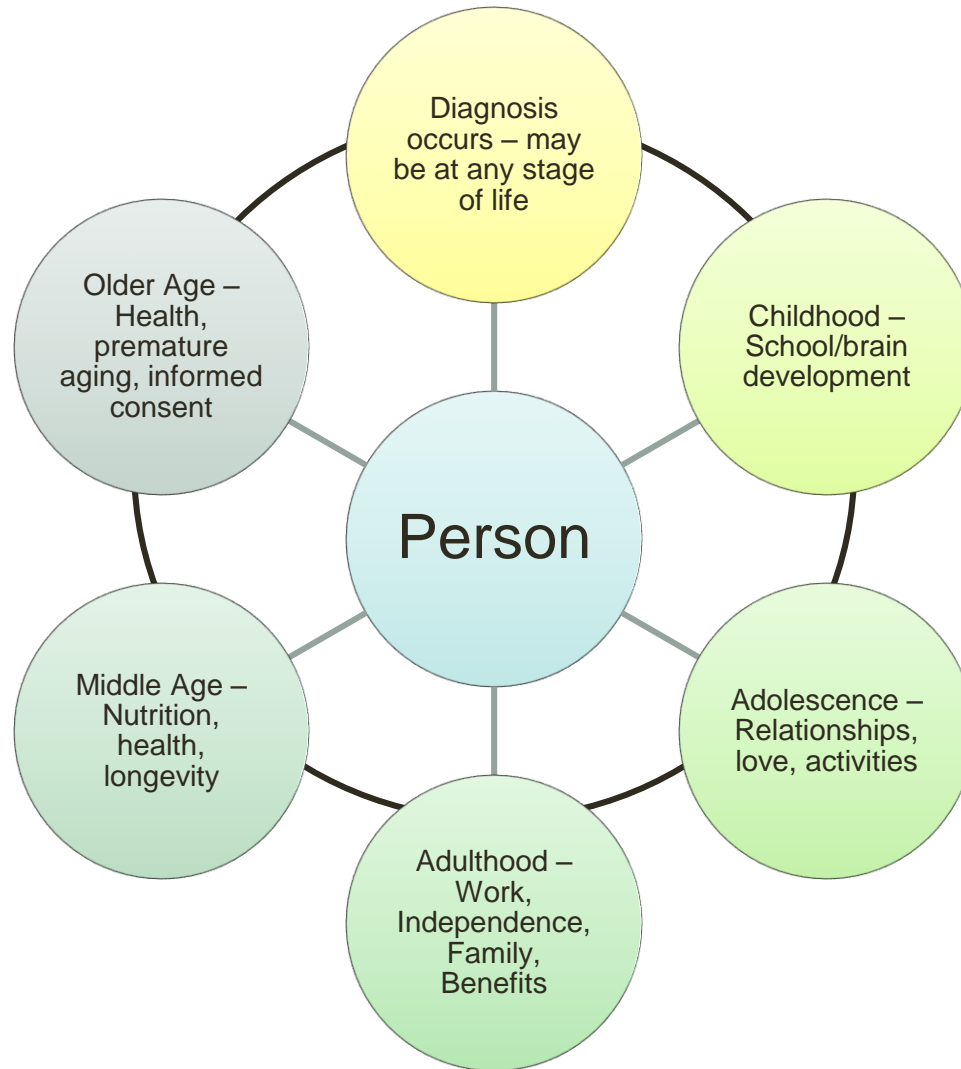
Source: Genworth Financial Cost of Care Survey 2010 and U.S. Department of Health and Human Services National Clearinghouse for Long Term Care Information, 10/22/08.



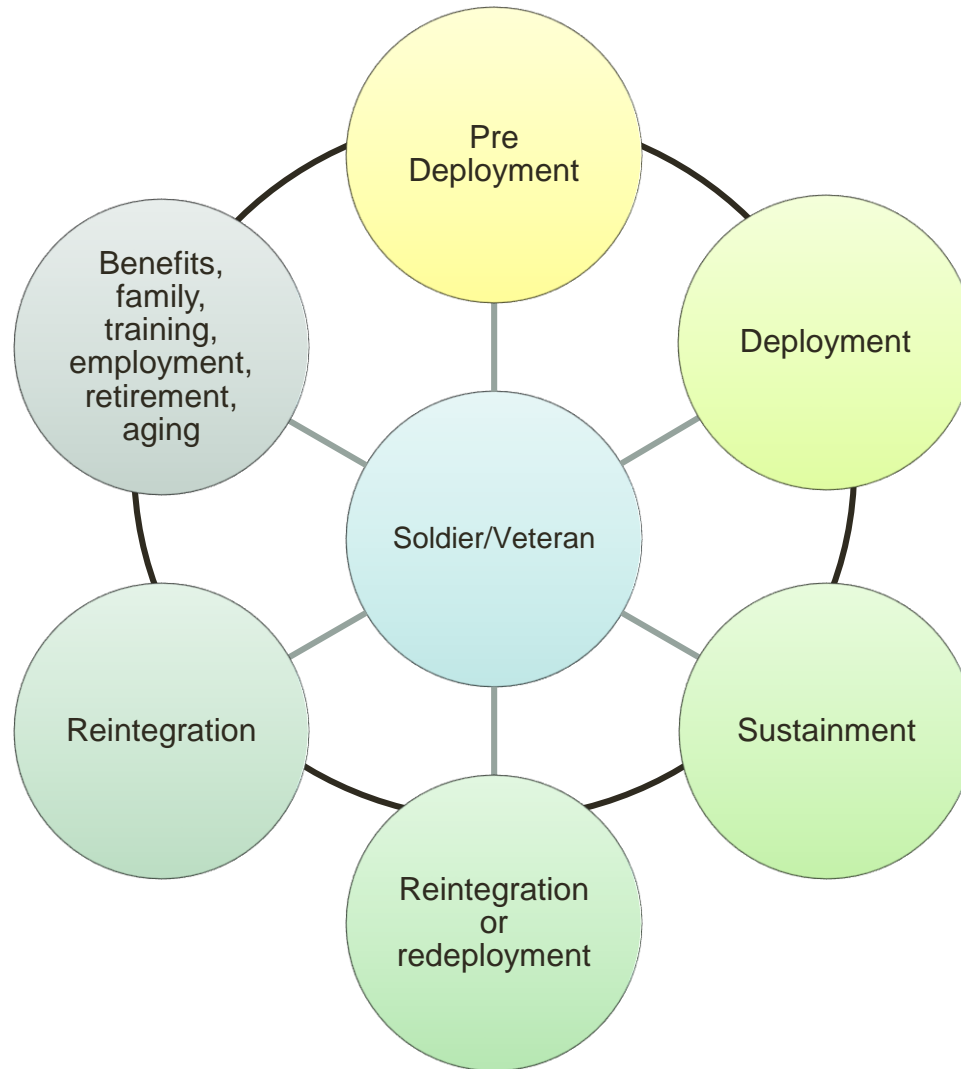
NO WRONG DOOR APPROACH - SENIORS



NO WRONG DOOR APPROACH - YOUNGER



NO WRONG DOOR APPROACH - VETERAN



History - MinnesotaHelp Network

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



phone



in-person



print



technology

OVER TIME...

1993 – Officially becomes the SHIP

1998 – Officially becomes the SMP

1999 – State Prescription Drug Program

2001 – Senior Surf Days

2003 - Minnesotahelp.info Online Database and RxConnect™

2004 - Medicare Discount Card

2005 – Disability Linkage Line launches and Medicare Part D Enrollment

OVER TIME

2006 – Medicare Part D begins – Dual Eligibles in crisis and Brand new Minnesotahelp.info

2007 – Governor’s Yellow Ribbon Task Force – Veterans Linkage Line Launches

2008 – LTO becomes law (for people moving to assisted living) and Minnesotahelp Network becomes official

2009/10 – Return to Community Care transitions passes legislature and launches

2011 – One Stop Shop – Lt Governor launches new “One Call to St. Paul”

OVER TIME

2012 – New features added to Mnhelp to allow for comparisons of options

2012 – SHAREMN Launches – Older Volunteers

2013 – STARTMN Launches – Older Workers and Transportation Link (Veterans Transportation-VTCLI)

2014 – PreAdmission Screening and Expansion of Return to Community and HCBS waived services on Minnesotahelp.info with features attached and searchable by NPI

Coming 2015 – A Brand New Minnesotahelp.info with a HCBS Quality Report Card

HOW FAR WE HAVE COME IN 20 YEARS

- Increased statewide uniformity
- One number routes to statewide internet contact center model with secure phone, chat, document sharing, email and video conference
- Now six AAAs provide services at 7 locations with the largest being metro (Aging)
- Two CILS provide services at 4 locations (Disability)
- And One location (Veterans) serves veterans statewide.
- Same technology and Secure communication including all training is now online
- Our data collection is robust allowing for real time Quality Assurance

ALONG THE WAY

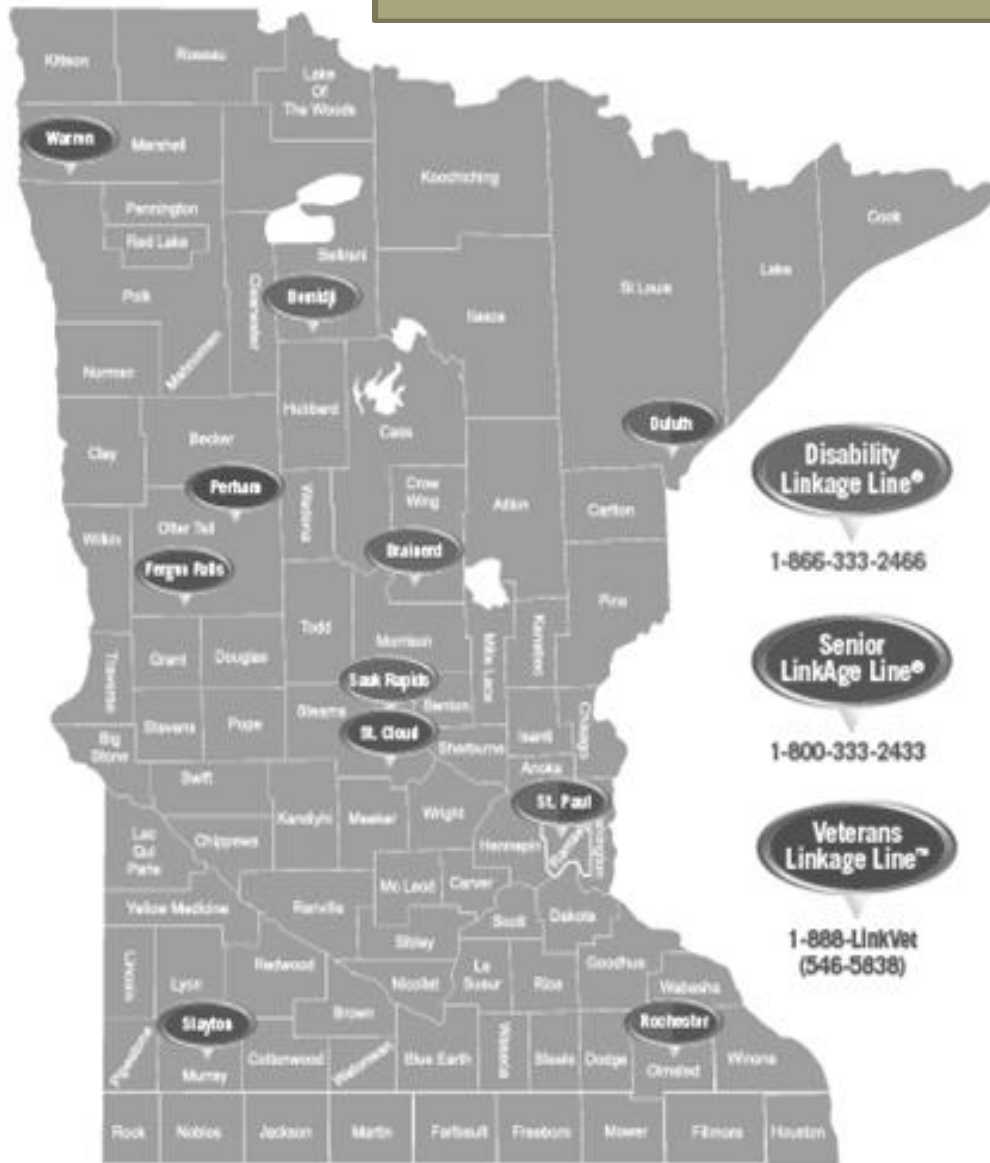
- We developed a strategy to be ready at the right time for potential growth
- We built trust among seniors and their caregivers
- We established credibility
- We branded the LinkAge Lines[®]
- We became Minnesota's One Stop Shop for Seniors and we helped create services for people with disabilities and veterans
- SLL went from 21,000 contacts to over 262,000 contacts – an increase of 1147% over 20 years
- In 20 years, SLL served 1,116,341 seniors and their caregivers*

*(duplicated)

HOW FAR WE HAVE COME: 2014

- We have moved a solely phone based service that now provides in depth, on going assistance and follow up in multiple ways
- We help many people handle very very complicated issues
- We have expanded service, roles, responsibilities & funding
- We have a fully integrated system that includes over 60 partner organizations
- Our statewide database is used to find thousands and thousands of service locations
- Quality assurance built into most facets of the LinkAge Lines
 - Satisfaction surveys

MinnesotaHelp Network



Telephone Assistance

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

Face-to-Face Assistance

- Through county MNCHOICES
- Outreach Sites
- Access Points

Online Assistance

- www.MinnesotaHelp.info
 - Live Chat and Resource database
- www.DB101.org

Print

- *Before a Move: Consider Your Options*
- *Health Care Choices*
- *Planning Ahead*
- *Returning Home booklet*



phone

LINKAGE LINES- REVATION LINKLIVE™



A One Stop Shop for Minnesota Seniors



MinnesotaHelp.info

TODAY'S PHONE WORK:

Long term care options counseling and Care Transitions

- Pre Admission Screening
- Planning for the future or to remain in the community
- Health insurance counseling
 - Medicare (Part A, B, C and D)
 - Fraud, appeals and advocacy
 - Prescription drug assistance
 - Long Term Care Insurance
 - Caregiver planning, support and training
 - Forms assistance



MINNESOTA'S PHONE SUPPORT THROUGH THE SENIOR LINKAGE LINE®:

Long term care options counseling and Care Transitions

- Pre Admission Screening
- Planning for the future or to remain in the community
- Health insurance counseling
 - Medicare (Part A, B, C and D)
 - Fraud, appeals and advocacy
 - Prescription drug assistance
 - Long Term Care Insurance
 - Caregiver planning, support and training
 - Forms assistance



SENIOR LINKAGE LINE[®]

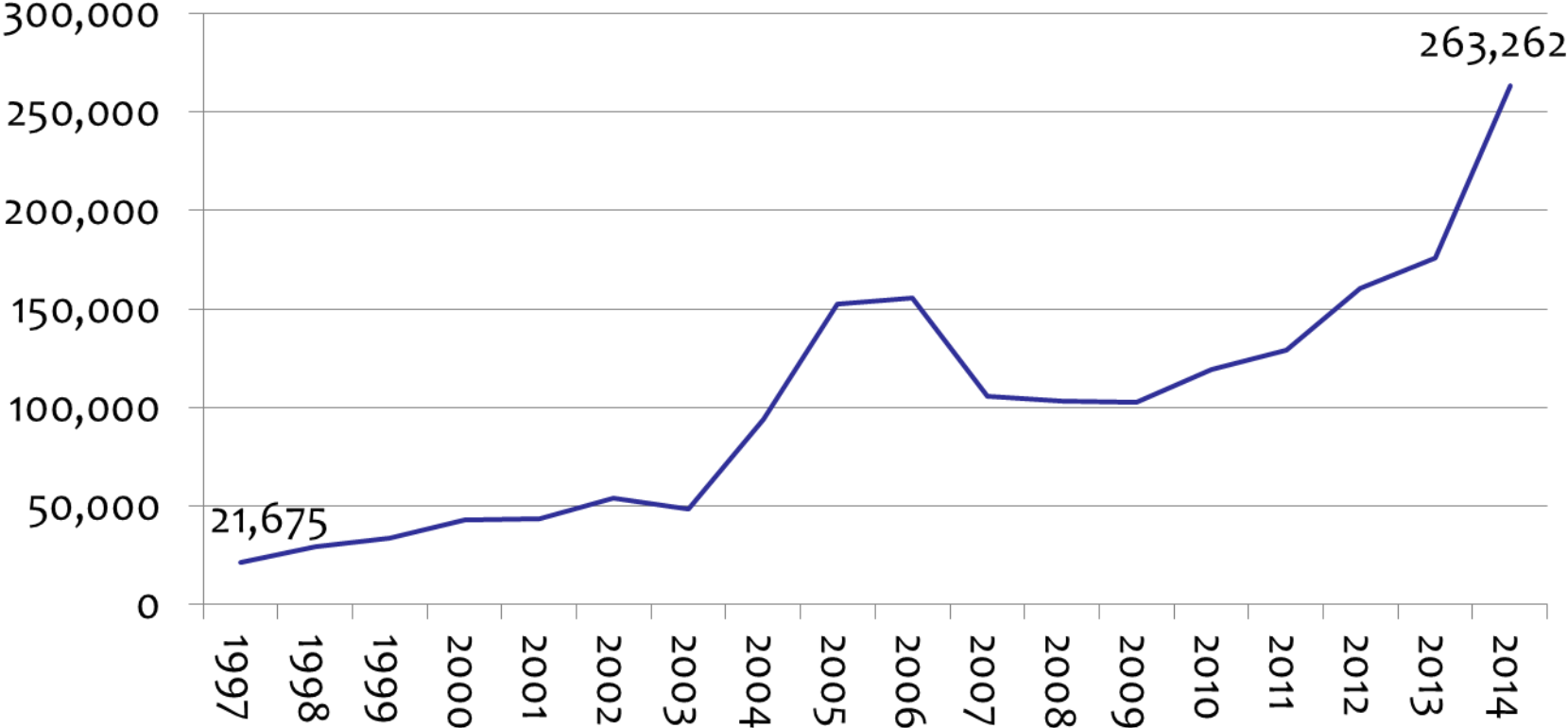
2014 BY THE NUMBERS

- 263,262 contacts (+ 87,496 from 2013)
- 122,081 consumers served (+ 34,215 from 2013)
- 25% of callers were repeat callers
- Average speed of answer = 1 Minute 44 seconds



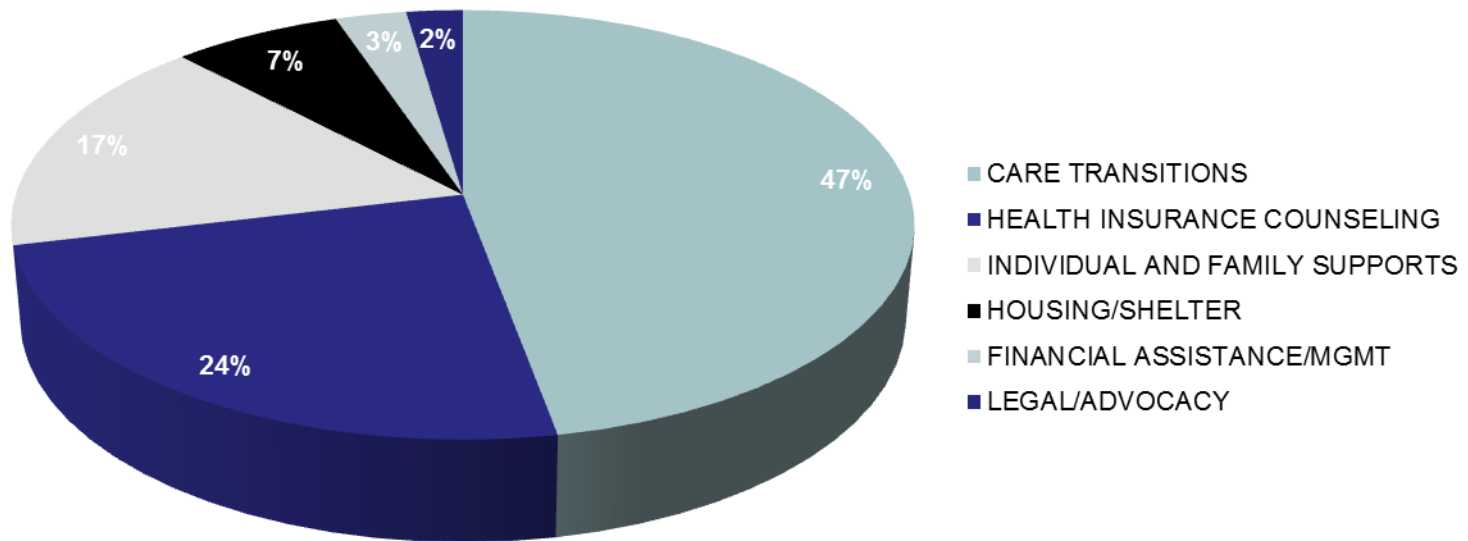
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GROWTH SENIOR LINKAGE LINE[®] CONTACTS



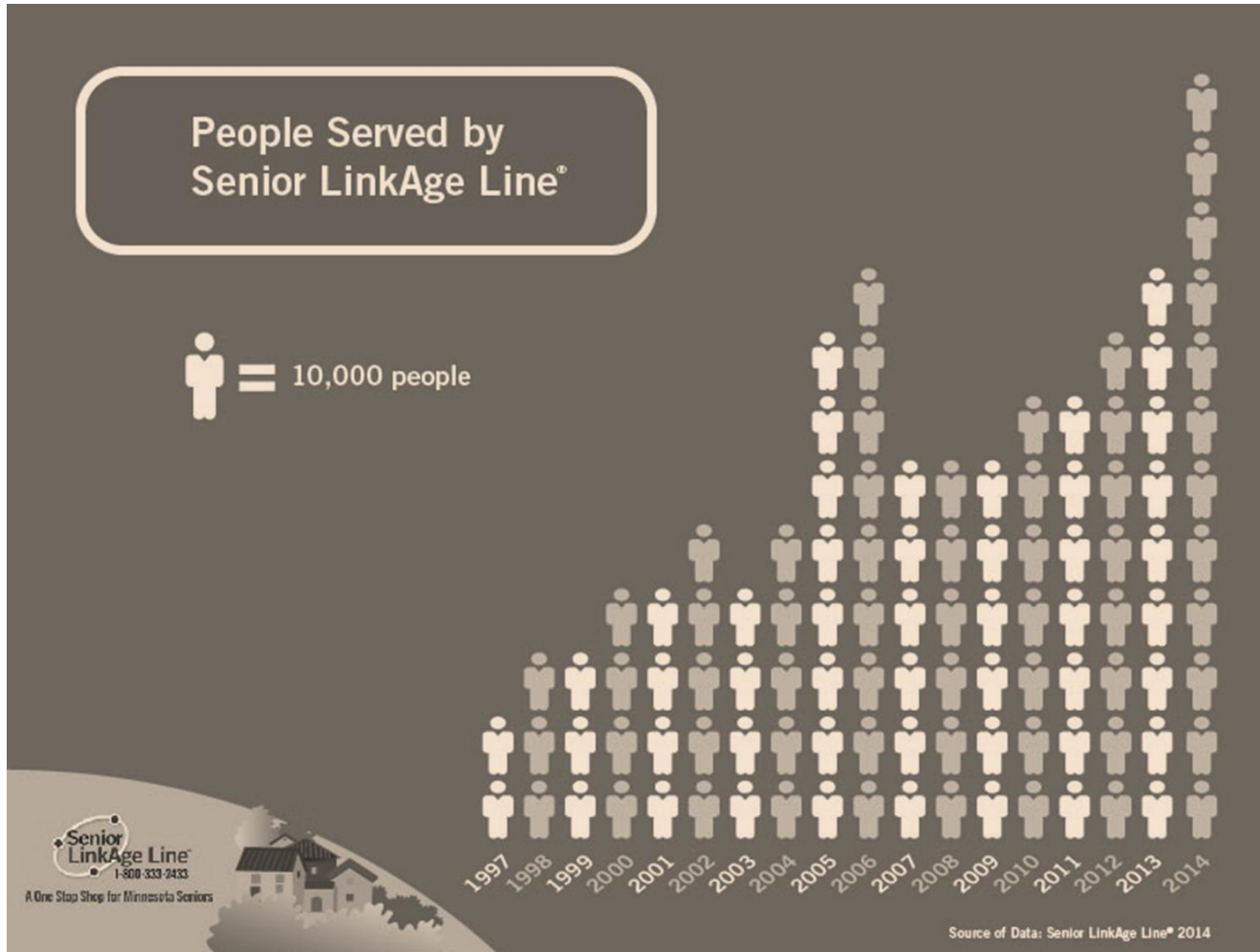
SENIOR LINKAGE LINE[®]

2014 BY THE NUMBERS



SENIOR LINKAGE LINE®

EMAILS/CHATS



DISABILITY LINKAGE LINE®

1-866-333-2466

Implemented in 2005

- Improve access to services for people with disabilities and their caregivers
- Meet the needs of people with disabilities and long term illnesses

Six Regional Sites, through the MN Center for Independent Living (MCIL) and Southeastern MN Center for Independent Living (SEMCIL)



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DISABILITY LINKAGE LINE®

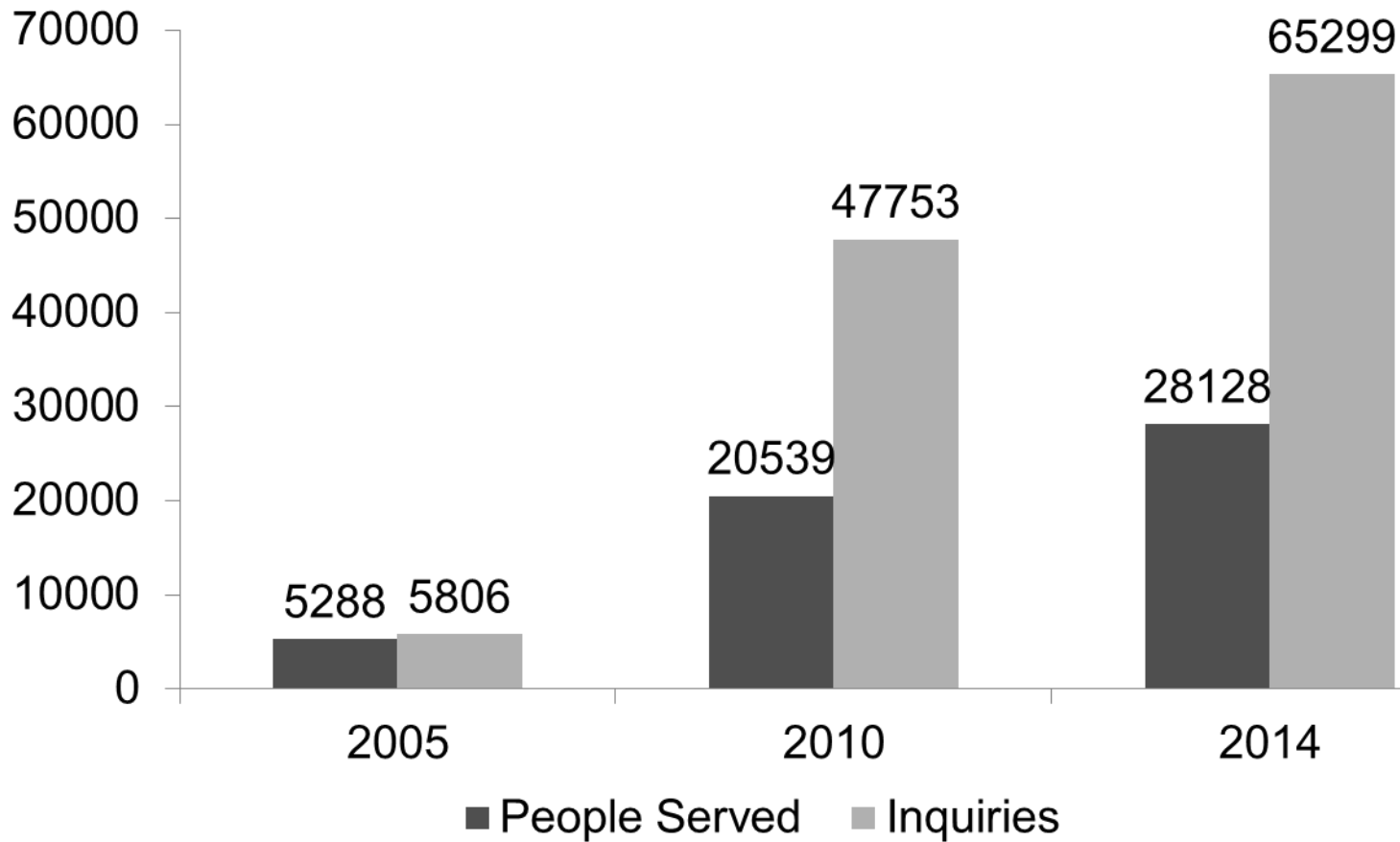
NICHE AREAS

- Disability Benefits and Programs
- Employment
- Building Accessibility and Home Modifications
- Assistive Technology
- Personal Assistance Services
- Finding Accessible Housing
- Disability Awareness and Rights
- Special Needs Basic Care (SNBC)



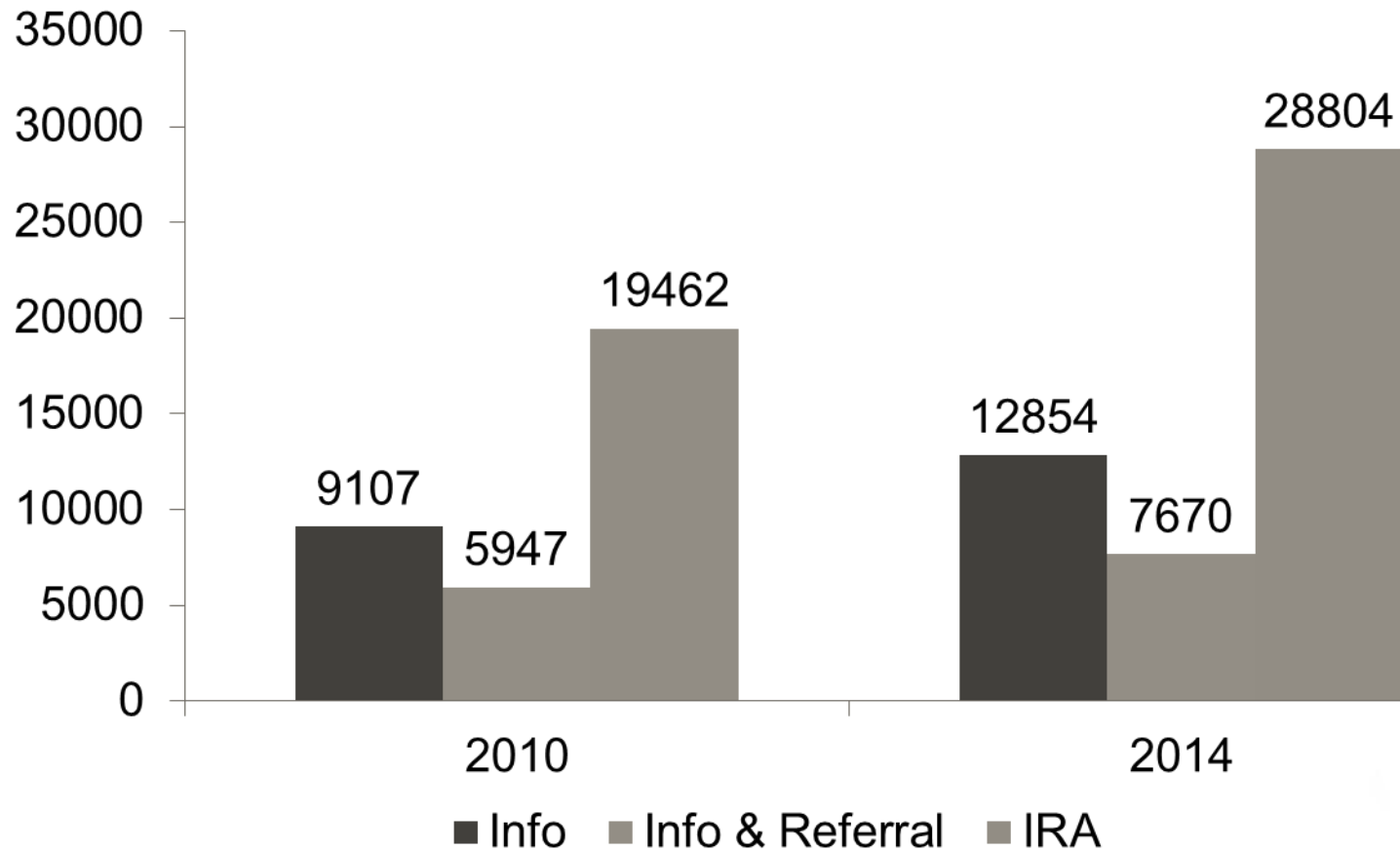
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DLL BY THE NUMBERS

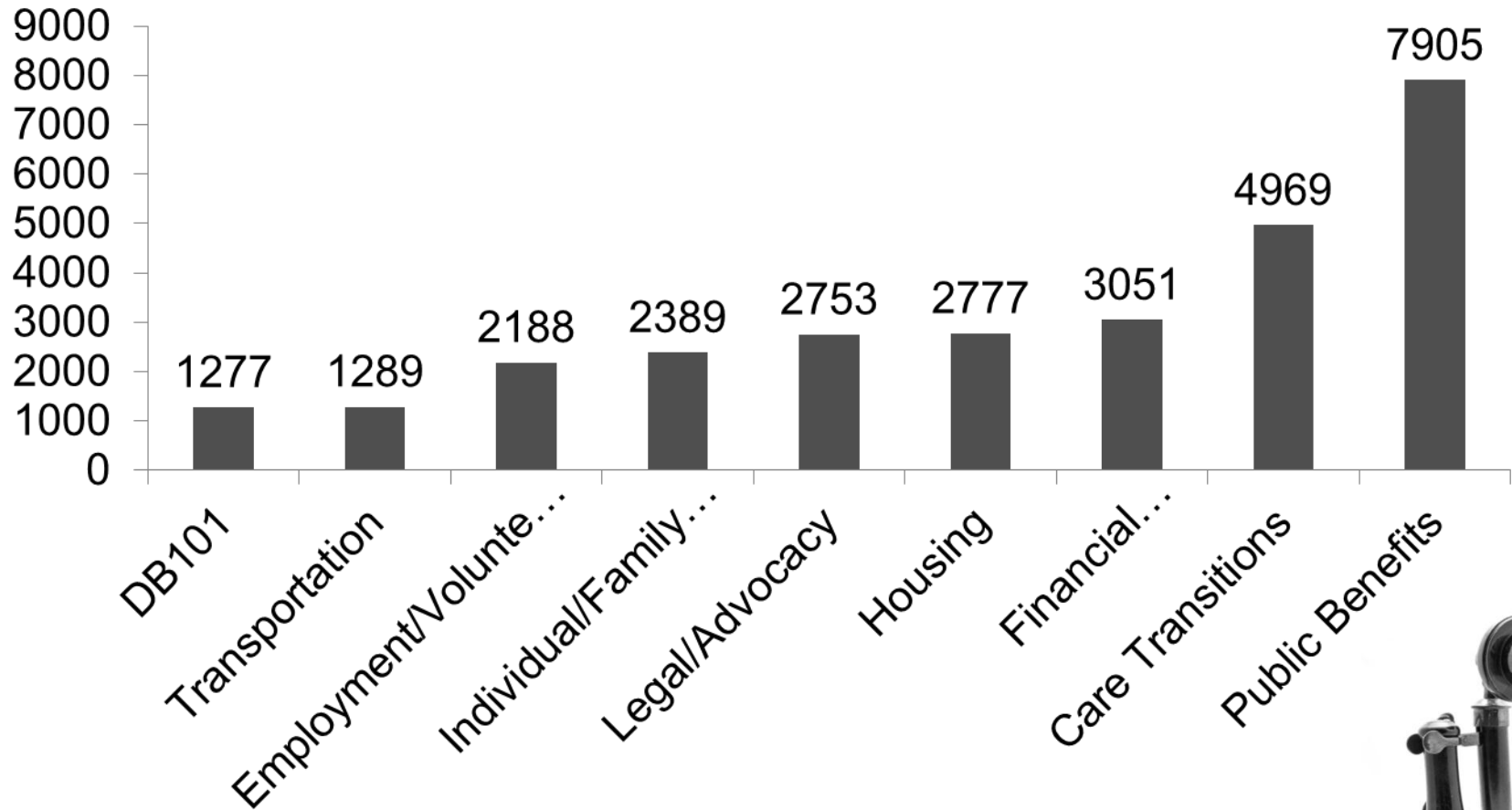


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TYPE OF SERVICE



TOP 10 PROBLEM NEEDS



VETERANS LINKAGE LINE™

1-888-546-5838

- Began August 1, 2007
- Implemented through Governor's Yellow Ribbon Task Force
 - High number of returning veterans
- Available to Veterans of any age or service era
- Provided through Minnesota State Colleges and University contact center
- Open evenings and weekends



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VETERANS LINKAGE LINE™

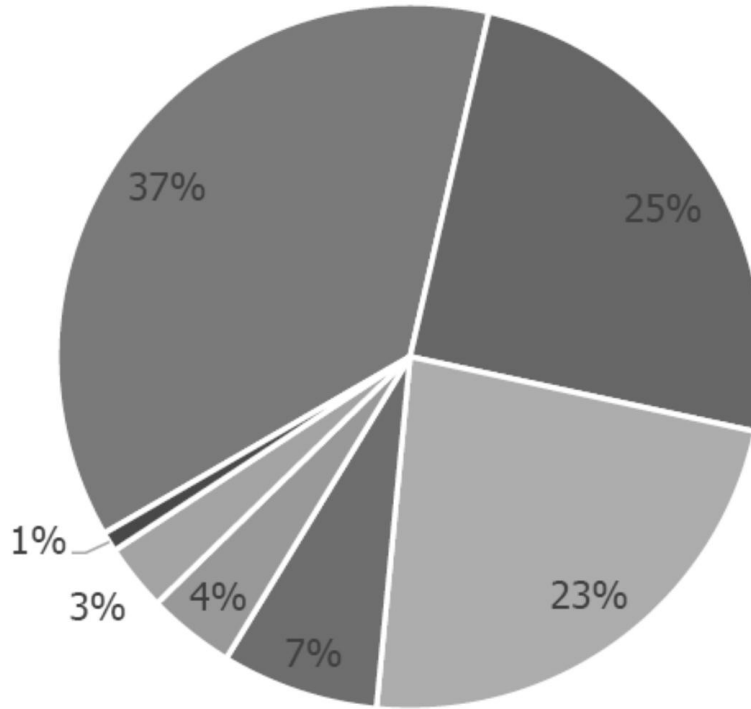
NICHE AREAS

- Veterans Benefits
- Link to County Veterans Service Officers
- Resources for homeless veterans
- Referrals to Veterans Homes
- Veterans Education Benefits
- Liaison to federal Veterans Administration and TRICARE



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VLL BY THE NUMBERS



- Assistance & Families
- Education
- Health & Disability
- Veterans Homes
- Employment
- Burials
- About Us



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VLL BY THE NUMBERS

Coaching



4,978

Personal contacts (unduplicated)



100% Solve Rate

(within 24 hours)



Phone in

2947



Chat
2393



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REVATION CAN BE USED TO:

Allow staff to communicate securely via encrypted communicator tool with others in your organization and with the Linkage Lines and other partners across the state.

Revation is used to do some of the following:

- Securely receive Pre-Admission Screening (PASSR) information.
- Securely receive referrals for consumers who need Long Term Care Consultations (MnCHOICES).
- Securely refer to the Linkage Lines for consumers who need options counseling.
- Securely receive other referrals from the Senior LinkAge Line® for consumers who want to relocate from an institution back to the community.
- Connect with an expert to find local community resources or caregiver supports such as accessing Medicare help from Senior LinkAge Line®, disability benefits from the Disability Linkage Line® and Veterans benefits support through the Veterans Linkage Line™



STATEWIDE SECURE COMMUNICATIONS

Revation Communicator

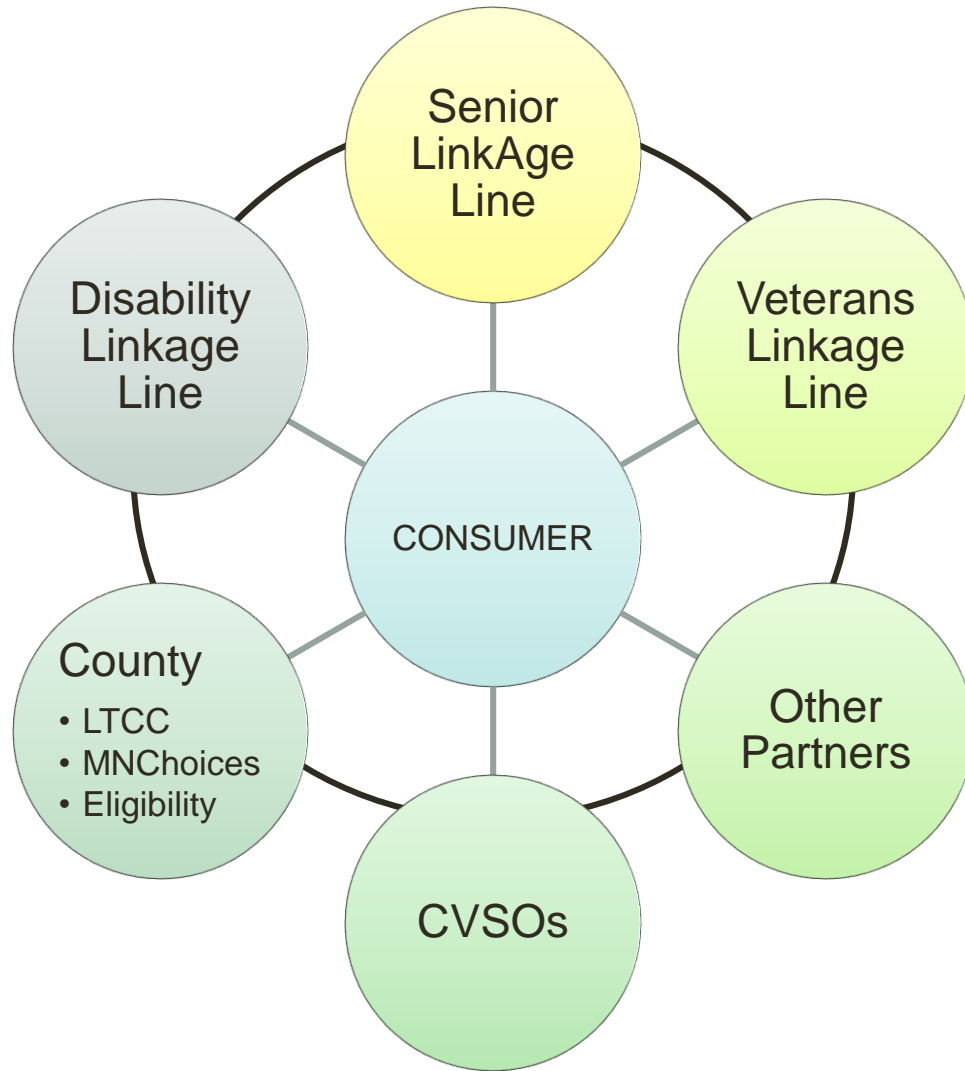
File Status Tools Help

Chris Benson
Online

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

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


NO WRONG DOOR APPROACH



DEMO OF REVATION



MinnesotaHelp.info

GETTING REVATION INSTALLED

A local partners starts working with the disability linkage line or senior linkage line.

An analysis is conducted and they select a number of staff who get the installation of the software (remember there is no cost but IT must be involved)

Once the staff are selected, then a “hunt group”* is created and the contact list is modified.

*A hunt group is like a queue where several staff can be routed requests at one time from any number of Linkage Line staff.



EXAMPLE OF A LINKAGE LINE HUNT GROUP

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

The screenshot shows the Revation Communicator interface with a list of hunt groups on the left and a detailed view of the 'MN Help SLL Arrowhead (1/11/23)' group on the right. The group list includes: SLL Arrowhead (busy), SLL Central, SLL Dancing Sky (online - 1 m...), SLL Metro, SLL MN River, SLL Southeastern Minnesota (...), SLL Community Living, SLL Benefits Lookup, SLL Routing, SLL Medicare Hunt Groups (2/0/8), SLL NHHWS Hunt Groups (3/4/7), SLL HCC Request Hunt Groups (...), SLL PAS Referral (8/0/8), SLL Online Referral (3/3/6), DLL Hunt Groups (8/4/12), VLL Hunt Groups (1/0/1), and DHS Hunt Groups (1/0/1). The detailed view for 'MN Help SLL Arrowhead (1/11/23)' shows a list of users with their status and contact information, including: Catherine Sampson (Director) 810..., Marjori Bottila (Contact Center) 810..., Lee Swenson (Vol Coord.) 81019 (...), Leslie Sauve (MNHelp Community ...), Stephanie Larson (MNHelp Comm...), Sara Prosen (Aging Services Plann...), Julia Washenberger (DLL Speciali...), Jack Phillips (DLL Specialist) 88010, Liz Weber (DLL Specialist) 88018 (...), Abigail Helget (DLL Specialist) 880..., Sarah Mauser (DLL Specialist) 880..., Isabelle Hoag (DLL Specialist) 880..., Madeline Nyvold (DLL Specialist) 8..., Kab Nras Lee (DLL Specialist) 861..., Danielle Mahoehney (DLL Speciali...), Kianna Lehman (DLL Admin Assist...), Matt Saari (IT Support), MN Help DLL Northern (0/0/3), MN Help DLL Northeast (0/1/2), MN Help DLL Southern (0/8/13), MN Help VLL (2/2/19), Kathy Schwartz (Director) (away), Amy McIntosh (VLL), Carla Johanson (VLL) (away), Cathy Roberts (VLL), David Johnson (VLL), and Jana Berube (VLL).

- ↑ MN Help SLL Arrowhead (1/11/23)
 - 🟡 Catherine Sampson (Director) 810...
 - 🕒 Marjori Bottila (Contact Center) 810...
 - 🕒 Lee Swenson (Vol Coord.) 81019 (...)
 - 📞 Leslie Sauve (MNHelp Community ...)
 - 🟡 Stephanie Larson (MNHelp Comm...)



COUNTIES ARE VERY IMPORTANT IN MINNESOTA!

We are county administered system: Counties don't just do roads and bridges!

Each has an adult mental health unit (they do OBRA Level II)

Each has a county veterans services officer group that are critical to the veterans services system

Each has a social services group that does all the financial eligibility

Each has a county public health or long term care group that does prevention and often the long term care assessment

Often times they have clients to which who they are providing fee for service case management



OUR GOAL FOR COUNTY LTCC/MNCHOICES ASSESSMENT

Since the Linkage Lines will never plan to do eligibility determination and only eligibility screening (PASSR) or forms assistance (SHIP) it is important we can securely communicate with the counties:

Revation is the infrastructure for our “No Wrong Door” strategy

80% of Counties will be using Revation LinkLive™ chat by June 30, 2016 so that the LinkAge Lines – the single point of entry can make referrals in or provide supports to the counties (Medicare)

This is not a mandate – it is an opportunity for the counties since there is no cost for the license

Ultimately, we want to jointly service consumers with seamless assistance through the Linkage Lines and Counties

- *Referrals from Linkage Lines to Counties*
- *Referrals from Counties to Linkage Lines*



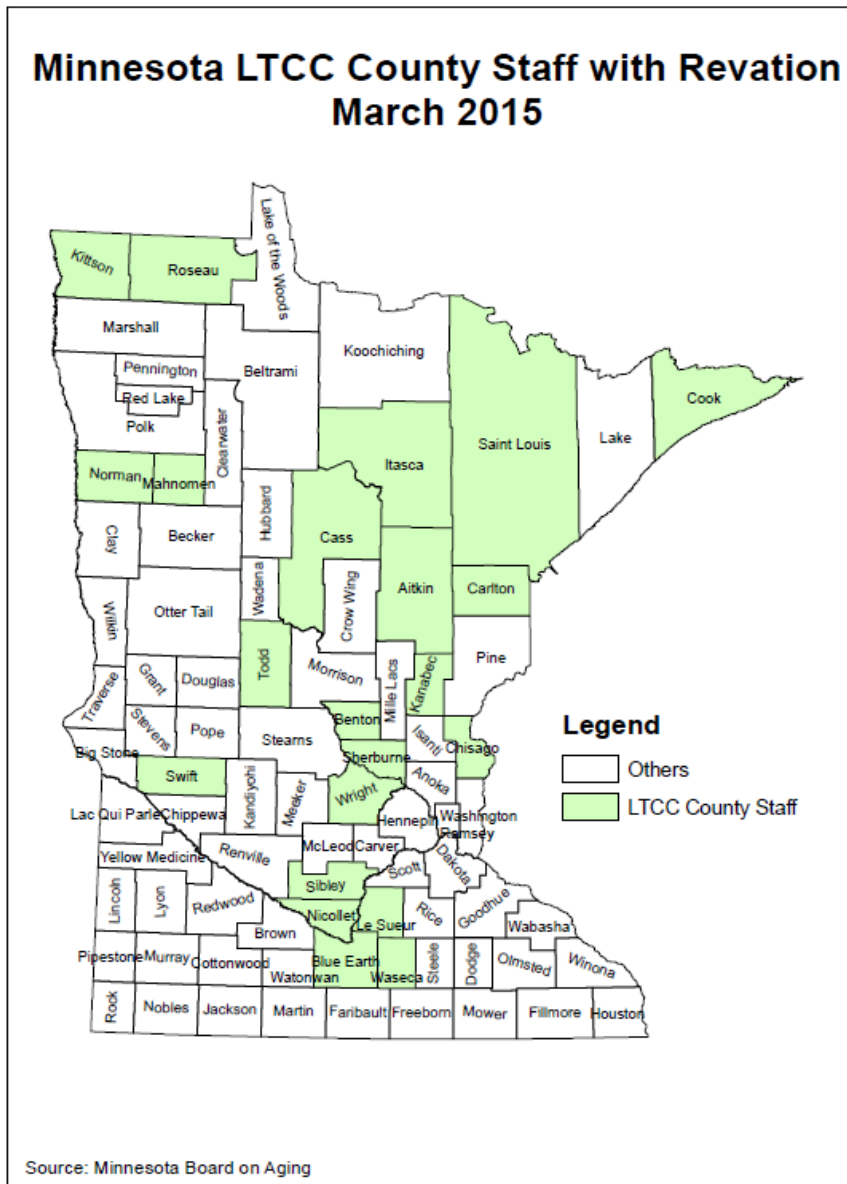
COUNTIES ON LINKLIVE™

No Revation Chat

- 65 counties

LTCC County Staff

- 22 counties



OTHER PARTNERS IN THE NETWORK

- **Vocational Rehabilitation Services and DLL**
 - Employment benefits with financial planning for people on SSDI
- **VTCLI Partnership (MN Ride Link Project)**
 - 33 CVSOs/Transportation Providers are actively using Revation Chat with another 15 ready to join as of March 2015
 - MnDOT provides an computer desktop upgrade as part of the grant





in person

MINNESOTA'S IN PERSON ASSISTANCE

Face to face:

- County LTC assessors (MnCHOICES) through referrals
- Community Living Specialists help people leave nursing homes and remain successfully in the community.
- Senior Outreach Specialists and Volunteer Coordinators conduct enrollment events, recruit and retain volunteers
- Volunteers help people with those shoe boxes of bills or do public speaking and outreach
- Many presentations and in person meetings are done with thousands of consumers



CARE TRANSITIONS: PRE ADMISSION SCREENING (PAS)

Required prior to nursing facility admission

- Determines if nursing facility level of care can be met
- Identifies those with mental illness or developmental disabilities who may need additional screening for specialized services

Streamlined online website for all PAS referrals

- <https://mnhelpreferral.revation.com/>

Increased partnership with counties

- Access to secure communications tools
- Strengthened county relationships
- Offer consumer follow-ups with stays less than 30 days



PAS DATA RESULTS SINCE LAUNCH - NOVEMBER 1, 2013 – FEBRUARY, 28, 2015

84,767 Pre-Admission Screening requests

98.81% Meet Level of Care

2% Referred for OBRA Level II MI or DD

72.8% Under 30 Day Stays

77,283 referrals have been submitted by acute hospitals

Follow-Up*

1,063 individuals accepted a follow-up call with in 10 days of discharge

Stay less than 30 days, no caregiver, complex conditions

3 individuals over the age of 100



ABOUT PAS FOLLOW-UPS

They are offered after discharge to individuals who are anticipated to stay less than 30 days and have no caregiver, but more complex conditions.

1,063 individuals received a follow-up within 10 days of discharge from the SNF

3 individuals are over the age of 100

3% reported a hospital or ER visit within the 10 days of discharge. Common reasons include:

Uncontrolled pain

Accident

Medication Interaction

Viral/Bacteria Infection

Most individuals are not receiving services in their home. Of those that do, the most common are:

Nursing services

Homemaker/Companion Services

Home Delivered Meals

Medicare Home Care

Caregiver Supports

7% reported having a caregiver who needs support

8% reported not having a caregiver



MinnesotaHelp.info

CARE TRANSITIONS: RETURN TO COMMUNITY

- In-person assistance for private pay nursing home residents who would like to return to a community setting
- Service was expanded in March 2014
 - Additional staff added as well as case aides to support phone calls and data entry
 - Targets consumers who have been in nursing home 45 days (previously standard was 60 days)
 - Consumers considering a move to assisted living
- Second year of AHRQ grant results in helpful quality assurance data (presented to POC last year)



RETURN TO COMMUNITY: IN 2014

- 2014 revision: In-person visits now conducted for every consumer that staff target per the protocol
- Number of consumers assisted has grown steadily since 2010 to nearly 800/year
 - Doubled since 2013
- 74% of 2013-transitioned consumers were alive and living in the community one year later, and had not been readmitted to a nursing home.



BY THE NUMBERS - PRE ADMISSION SCREENING: IN 2014

- 63,585 PAS requests
- 99.7% met Level of Care
- 2% referred for mental illness or developmental disability assessment to identify need for specialized services
- 73.2% with anticipated length of stay of less than 30 days
- Approximately 1,000 individuals accepted follow-up from Senior LinkAge Line[®]



BY THE NUMBERS - RETURN TO COMMUNITY: IN 2014

- Age range of consumers assisted: 42-102
- Average Age: 80 years old
- 58% are Female, 42% Male
- 98% of MN nursing facilities have had a consumer on the target profile.
 - Of those facilities, 78% have had a discharge.
- Over 89% have caregivers. Of those caregivers:
 - 56% are female
 - 83% are spouses/adult children



AND AFTER 20 YEARS... REACHING NEW MILESTONES!

On March 10 of this year, the Senior LinkAge Line[®] reached a milestone when the 2000th consumer was assisted with returning to the community from a nursing facility!

April 10, 2015 marks five years since the Senior LinkAge Line[®] Return to Community work began and the administration will hold a celebration to mark this event.



Ernest

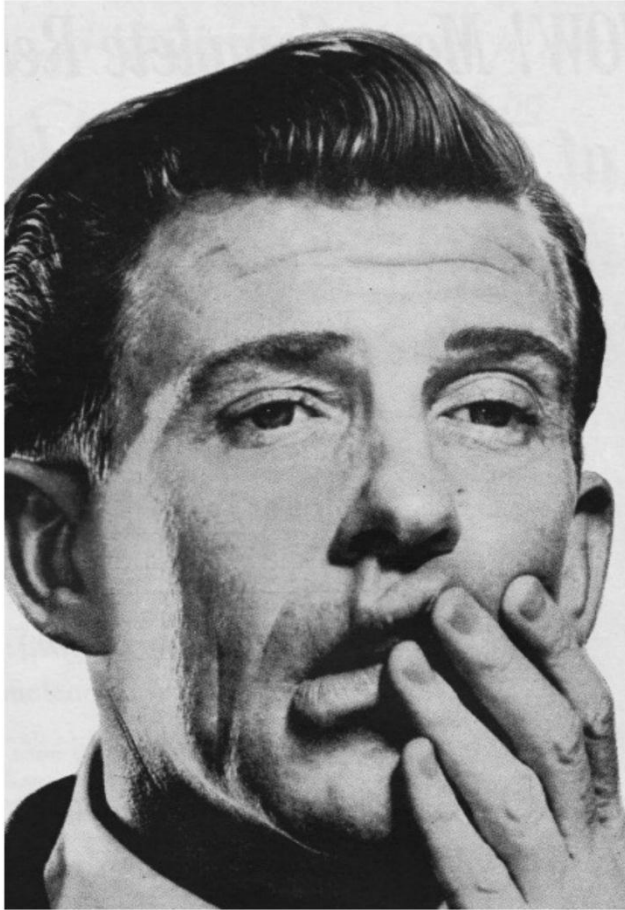
SENIOR LINKAGE LINE®

VOLUNTEERS

- 369 Senior Linkage Line® volunteers received 1,581 hours of training and 3,269 hours of ongoing continuing education
- All volunteers received certification from MBA after appropriate training
- Volunteers provided 28,785 hours of assistance statewide (on average - 78 hours per volunteer)
- Along with senior outreach specialists, volunteers presented at 2,650 community events specifically focused on Medicare and health insurance

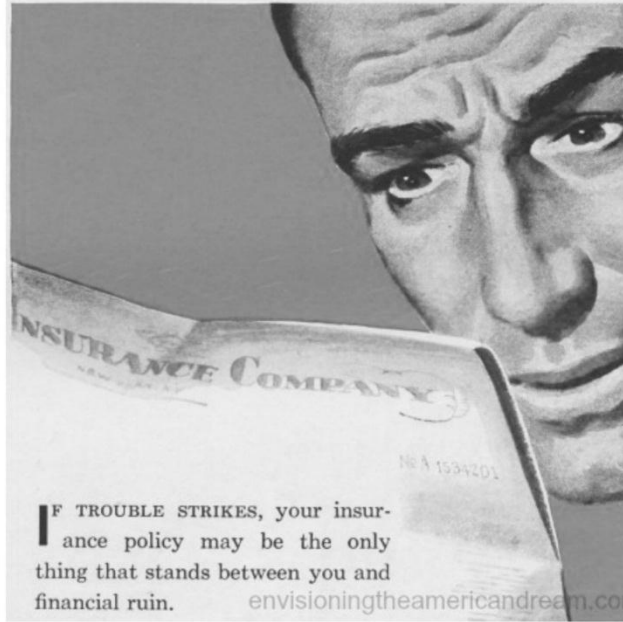


PRINT



Don't wait until you've
had a loss to ask...

"Am I Covered?"



IF TROUBLE STRIKES, your insurance policy may be the only thing that stands between you and financial ruin.

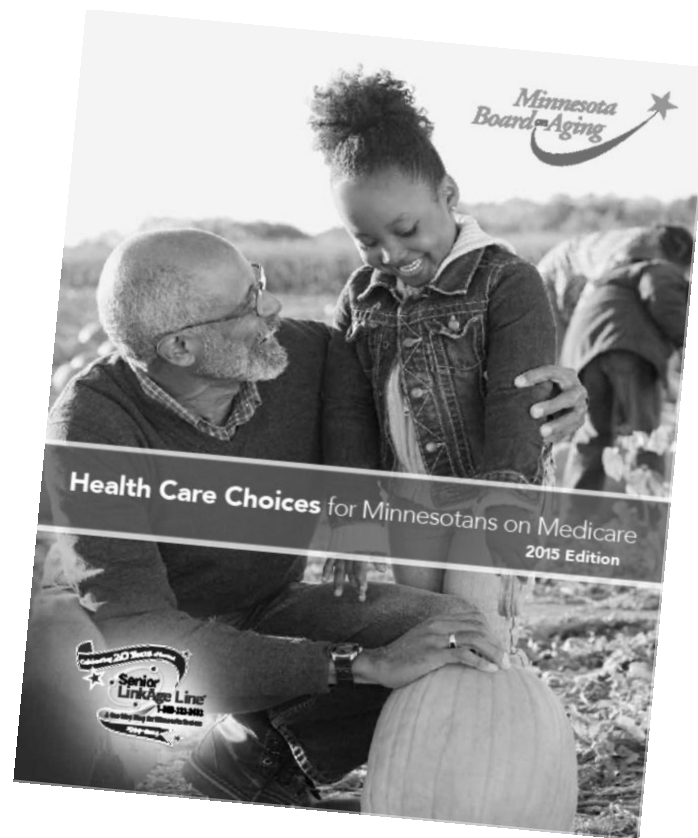
envisioningtheamericandream.com

PRINT

Health Care Choices

Kiosk Cards

- Medicare related information
- Housing Modification
- Caregiver Supports
- Senior LinkAge Line Specific
- Disability Linkage Line Specific
- MinnesotaHelp.info

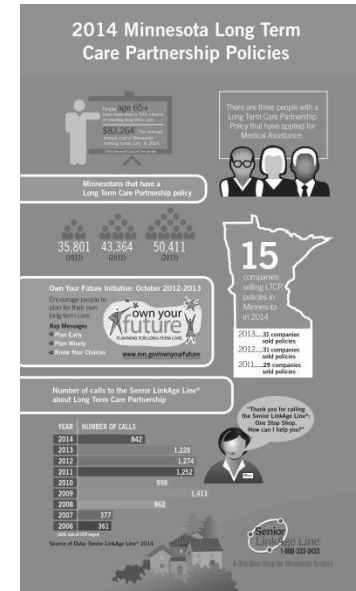
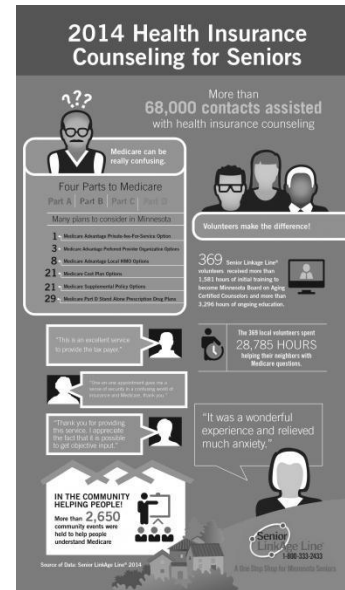
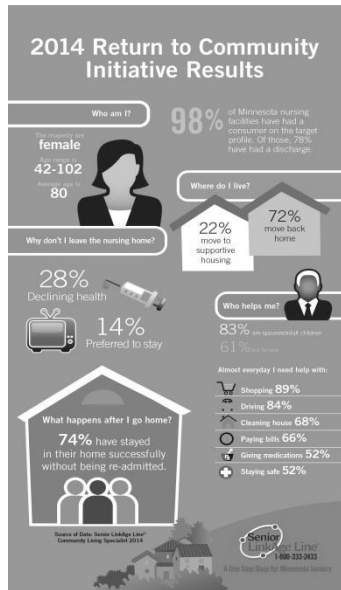
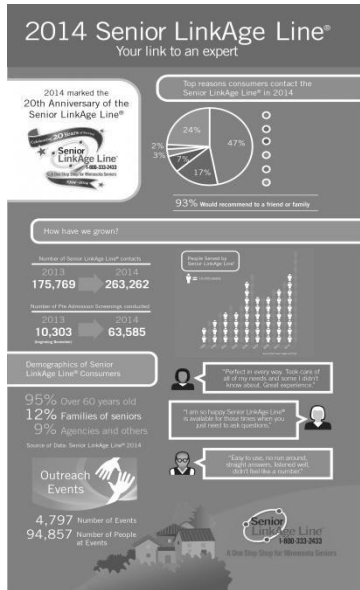


Magnets with 3 Linkage Lines



MinnesotaHelp.info

INFOGRAPHICS



OUTREACH – BILLBOARD



19 Billboards

- Printed
- Digital

- Alexandria
- Bemidji
- Columbus Twp.
- Duluth
- Grand Rapids
- Moorhead
- Mankato
- Minneapolis
- Rochester
- Savage
- St. Cloud
- St. Paul



MinnesotaHelp.info

OUTREACH – INDOOR ADVERTISING

Does Dad need help?

Link to an expert to get help with

- Planning for long-term care
- Remaining independent in the community
- Understanding Medicare benefits and eligibility



Senior LinkAge Line®
1-800-333-2433
A One Stop Shop for Minnesota Seniors

Find more resources at
www.MinnesotaHelp.info

Does Mom need help?

Link to an expert to get help with

- Planning for long-term care
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- Understanding Medicare benefits and eligibility



Senior LinkAge Line®
1-800-333-2433
A One Stop Shop for Minnesota Seniors

Find more resources at
www.MinnesotaHelp.info

Posted at 90+ locations
statewide



MinnesotaHelp.info

DIRECT MARKETING



Hable con un experto.
 Encuentre ayuda imparcial.
 Explorar opciones de vivienda.
 Aprenda de las opciones disponibles para usted.
 Obtenga acceso a servicios.
 Decida lo que es mejor para usted.

Llame al 1-800-333-2433 o visite nuestra página de internet www.MinnesotaHelp.info para encontrar los servicios cerca de usted.




Link to an expert
 Receive objective help
 Explore housing choices
 Learn about your options
 Get connected to services
 Decide what is right for you




Attention. If you want free help translating this information, call Senior LinkAge Line® at 1-800-333-2433.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، اتصل على الرقم 1-800-333-2433.

Senior LinkAge Line® 1-800-333-2433

အကူအညီရယူရန်အတွက်ပိုမိုသိရှိရန် Senior LinkAge Line® 1-800-333-2433 နှင့် ခေါ်ဆိုပါ။

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite Senior LinkAge Line® 1-800-333-2433.

Ceeb toom. Yog koj sax tau kev pab txhawx sov no rau koj dawb, hu Senior LinkAge Line® 1-800-333-2433.

Уважение. Если вам нужна бесплатная помощь в переводе этой информации, позвоните Senior LinkAge Line®.

Ogow. Haddii aad dooneyso in lagaan kaalmeyo tarjamaadka macluumaadkani oo laacig la sam ah, waa Senior LinkAge Line® 1-800-333-2433.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame a Senior LinkAge Line® 1-800-333-2433.

Chú Ý. Nếu quý vị cần dịch thông-tin này miễn phí, xin gọi Senior LinkAge Line® 1-800-333-2433.

Door Hangers

Allows for reaching specific areas

By zip code

In English & Spanish



MinnesotaHelp.info



TECHNOLOGY


MinnesotaHelp.info

- Resource data base for consumers online and for the Senior LinkAge Line® workers
- By the Numbers: Includes information from
 - Approximately 12,603 agencies
 - Providing 43,648 services
 - Located in 26,620 locations
- In 2014, there were 518,148 users*

*(includes new and returning)



MinnesotaHelp.info




Welcome to MinnesotaHelp.info








Services for Veterans

Many Minnesota veterans are returning from service in the Middle East. People wishing to volunteer to help veterans can find volunteering opportunities, and veterans and their family members can find local resources in [MinnesotaHelp.info](#)

[Read More](#) [Find Resources](#)

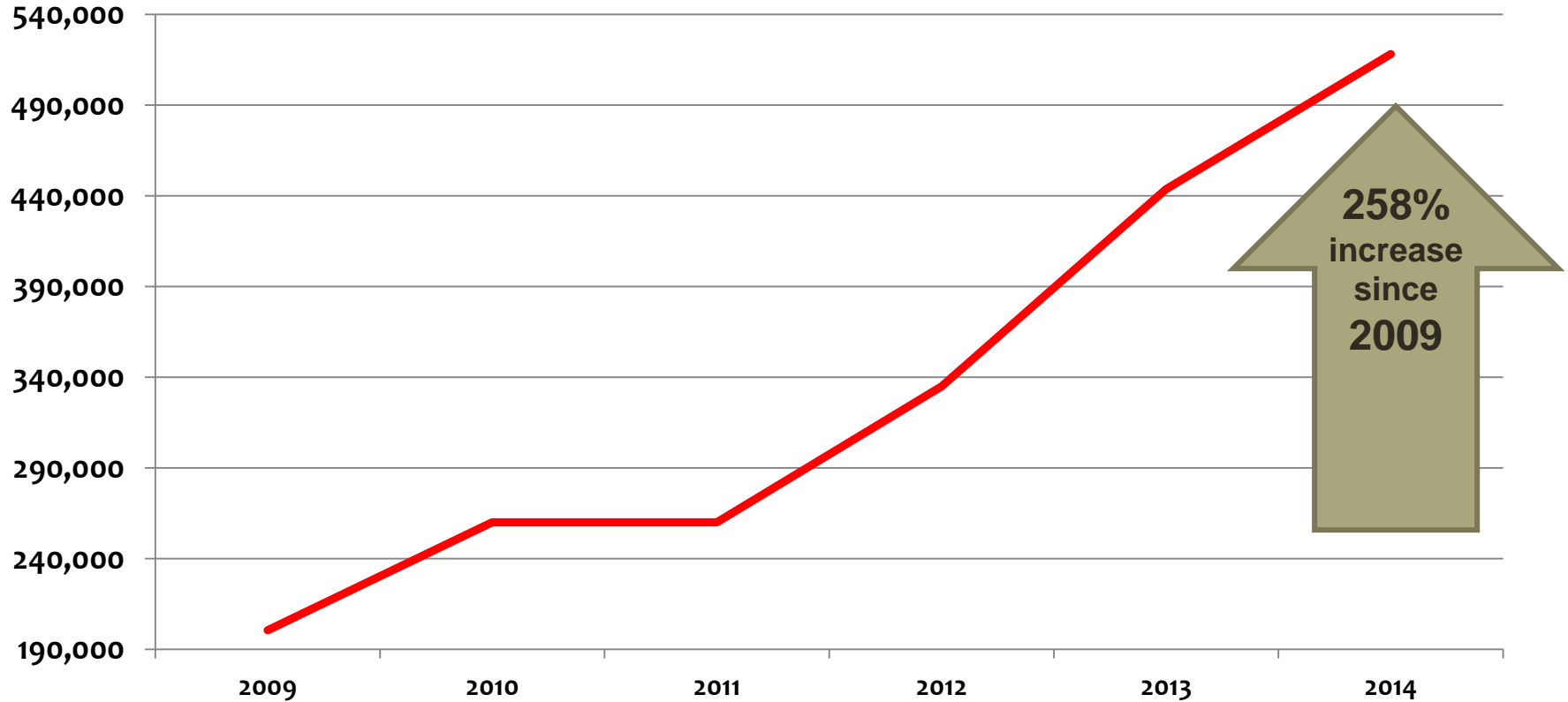


UNDER CONSTRUCTION

- ### Special Topics
- 
MN Unemployed Link
 Find unemployment benefit information or prepare for a job. Learn about your employment rights, find organizations that are looking for volunteers - a great way to keep your skills sharp, and much more! This section also has service information for employers and people who want to start their own business.
 - 
Senior Link
 See resources for health and fitness, insurance and legal advice. Use the Long-term Care Choices Navigator to figure out what you need to live well and age well.
 - 
Disability Link
 Resources organized for people with disabilities - discover options for going back to work, assistive technology, home modifications, personal care services, community living, health care and more!
 - 
Health Care Link
 Provides resources for accessing health coverage, providers, and other information on managing health care coverage.
 - 
Transportation Link
 Need help finding a ride, arranging for a ride, or paying for a ride? The Transportation Link section of MinnesotaHelp.info® makes it easy to explore ride options, select available services, find resources to help pay for transportation, and get assistance in arranging rides.
 - 
Government Link
 Resources related to local city, county, state, and federal services
 - 
Long Term Care Link – Waiver & Alternative Care Program Services
 Search for providers of long term services and supports available through waivers and Alternative Care programs. Be sure to visit Long Term Care Link often, as providers are

- ### Take Me To...
- 
Resource Center
 An Initiative of the U.S. Department of Health and Human Services
TECHNICAL ASSISTANCE EXCHANGE
 - DHS Licensing Information Lookup**
 DHS Licensing Information Lookup is an online tool Minnesotans can use to search for licensed programs' public information such as: child care, group homes and many other services for children and vulnerable adults. Many ways to search including name, license number or zip code.
 - MN Dept. of Health - Health Care Facility and Provider Database**
 This database offers information about Minnesota health care providers, including state registration and licensure status. Search by name county, city or type.
 - Long-term Care Choices Navigator**
 Long-term Care Choices Navigator is a simple, easy-to-use website that helps seniors and their caregivers with finding aging services in their community. Its focus is to help seniors live and age well, providing local resources in the community.
 - New Tools to Educate Consumers and Providers about HIPAA Privacy and Security**
 U.S. Department of Health and Human Services has developed new tools to educate people and health care providers about health information rights, privacy, and security. Find videos, brochures and more!
 - 2015 Health Care Choices for Minnesotans on Medicare**
 The new Minnesota Board on Aging publication is full of information about Medicare enrollment, Medicare supplements, health plans, Medicare Part D prescription drug plans, Medicare Savings Programs, Medicare Advantage plans and Special Need plans, and more!

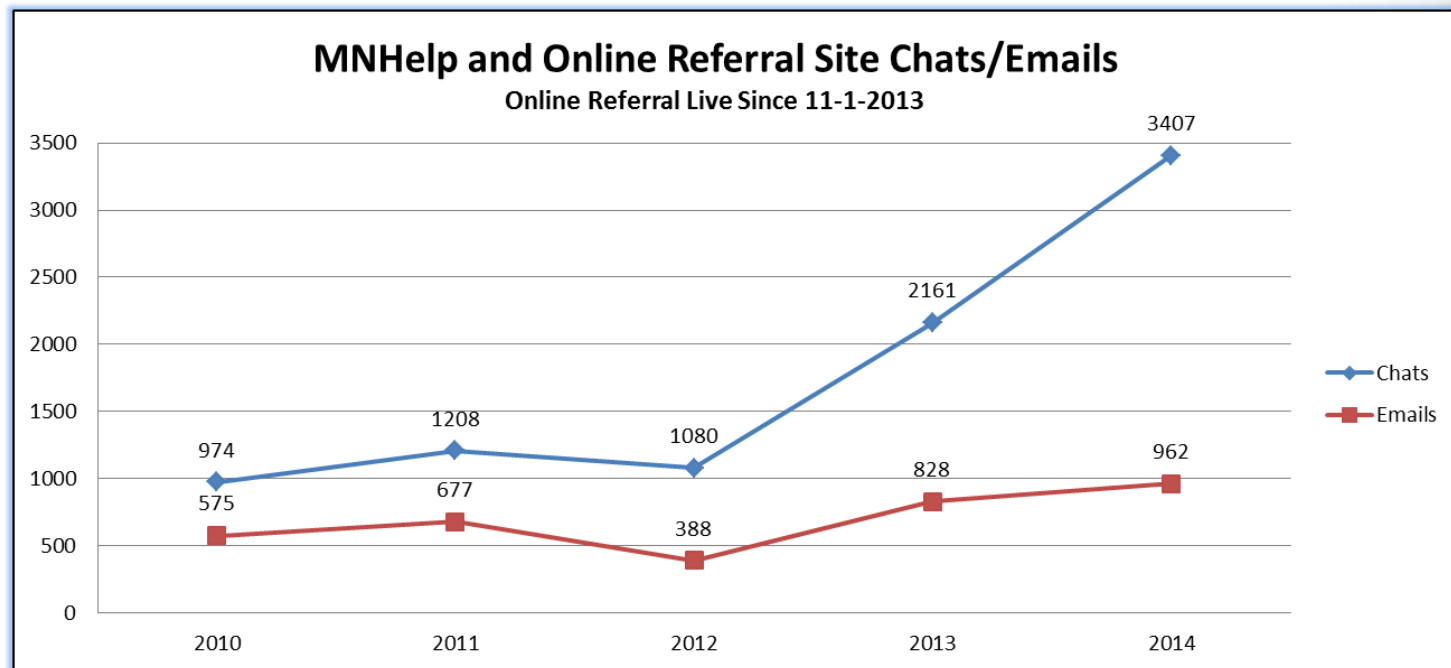
VISITS TO WWW.MINNESOTAHELP.INFO[®]



SENIOR LINKAGE LINE[®]

EMAILS/CHATS

MinnesotaHelp **Now!** **Online**
Need some help?
Specialists are standing by.
Monday - Friday, 8 am to 4:30 pm
[Questions?](#)



TODAY'S INTERNET CHAT THROUGH MINNESOTAHELP.INFO

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



MinnesotaHelp.info

DEMO OF THE NEW MINNESOTAHELP.INFO



MinnesotaHelp.info

MINNESOTAHELP.INFO[®]

FUTURE PROJECTS

Launch of newly redesigned Minnesotahelp.info[®] and Provider Portal – July 2015

Vacancy Tracking

- Launch – late 2015
- Providers and other users can identify vacancy information
- Provides quick results for those looking for housing

Home and Community Services Finder

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





Search

Home

Your Situation

Programs

Estimators

Glossary

News

How To

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



Welcome to DB101 (1.5 min video)

[First Time? Start Here](#)

Your Situation

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

▶ Going to Work

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

[> More](#)

▶ Young People and Benefits

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

▶ New to Benefits

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

[> More](#)

Programs

Just the facts: Get details about benefit programs.

[> More](#)

▶ Cash Benefits

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

▶ Health Care Coverage

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

▶ Work Programs

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



Talk to an Expert

Mon-Fri 8:30-5:00 Central

Live chat: [Chat Now](#)

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

[? Email a question](#)

Estimators

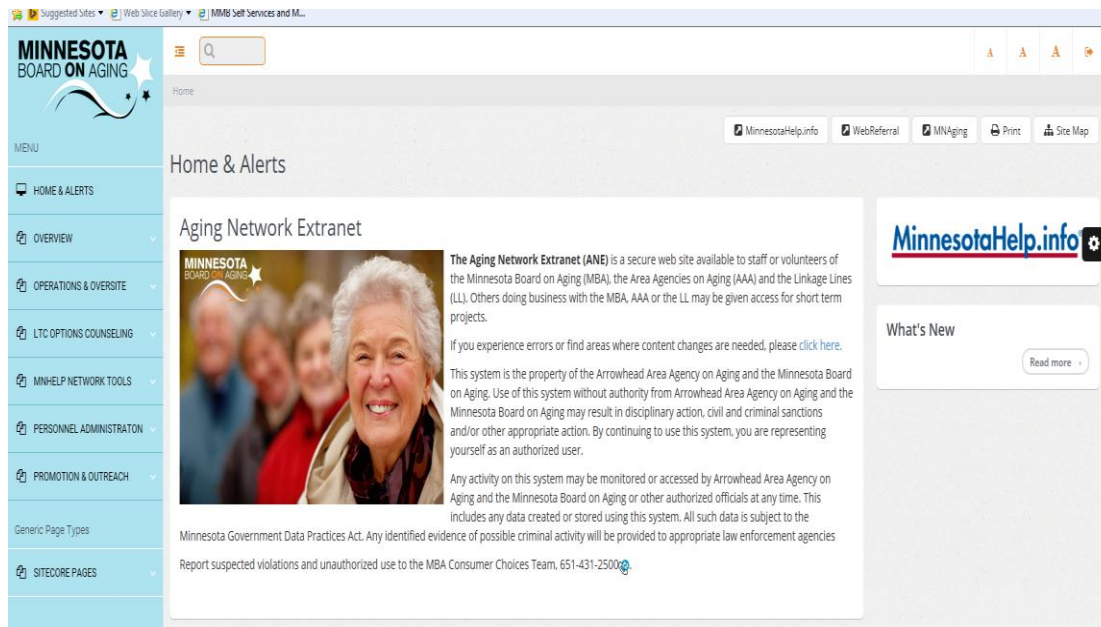
In the News



**Quality
Assurance**

QUALITY ASSURANCE

- Call monitoring for Standards to be conducted by Consumer Choices Team staff
- Secure extranet with automated quarterly staff dashboards, training, reporting, standards and policies. Audience is: AAA Directors, DLL internal staff and directors, and AAA supervisors.



The screenshot displays the Minnesota Board on Aging website. The header includes the logo and navigation links for MinnesotaHelp.info, WebReferral, MNaging, Print, and Site Map. The main content area features a section titled "Aging Network Extranet" with a photograph of an elderly woman. Text below the photo describes the extranet as a secure site for staff and volunteers, and includes a disclaimer about monitoring and data practices. A "What's New" section with a "Read more" button is also visible.

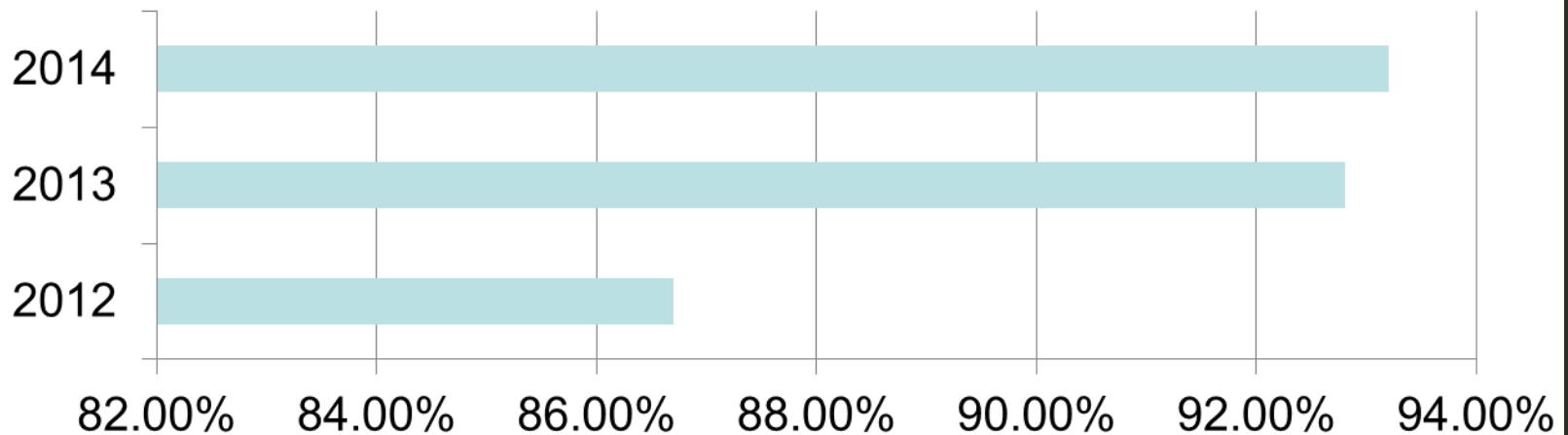


MinnesotaHelp.info

SATISFACTION:

“I WOULD RECOMMEND THE SENIOR LINKAGE LINE® TO SOMEONE ELSE.”

Survey Results



MinnesotaHelp.info

THE CONSUMER EXPERIENCE: COMMENTS FROM SURVEYS

“This was the place to call for me. I don’t have to wait anymore and got more dollars to eat on. I don’t worry about food anymore.”

“...Better than Medicare. Great agency, very helpful.”

“Helped me through a difficult time, the health plans were hard to understand, the SLL helped.”

“I really value all the help I’ve received.”

“SLL rescued me when I didn’t know where to turn and eased my frustration. Thank you.”



MinnesotaHelp.info

SENIOR LINKAGE LINE[®] EXPANDED QA

- Metrics for measuring compliance with the Senior LinkAge Line[®] Standards and Assurances
- Metric examples:
 - Data completeness
 - Timeliness of follow-up calls with consumers/caregiver
 - Outreach conducted with all nursing homes in AAA region
 - Monthly discharge goals
 - Consumer satisfaction
- New Supervisor Console tool for AAA Supervisors assess customer service using real time monitoring

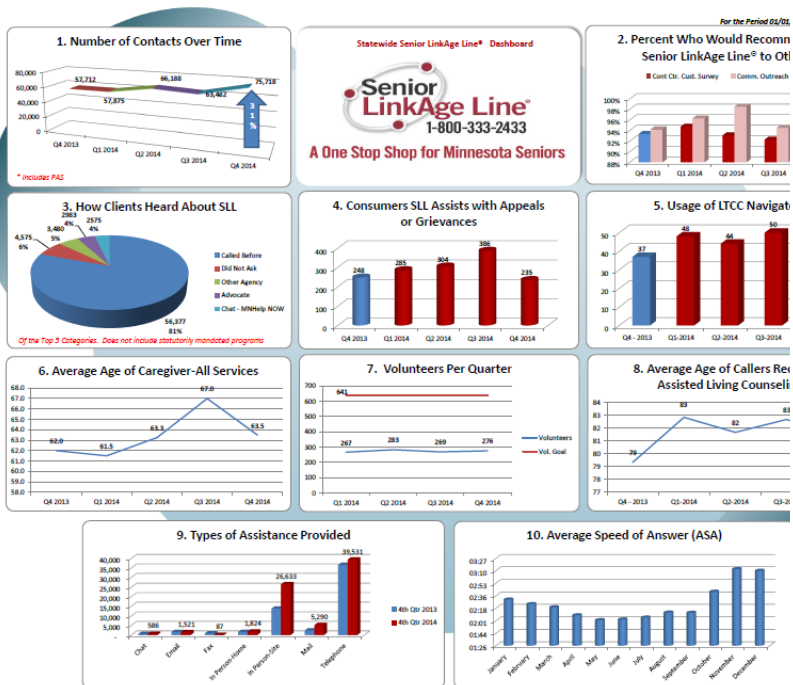


OTHER: EVALUATIONS IN PROCESS

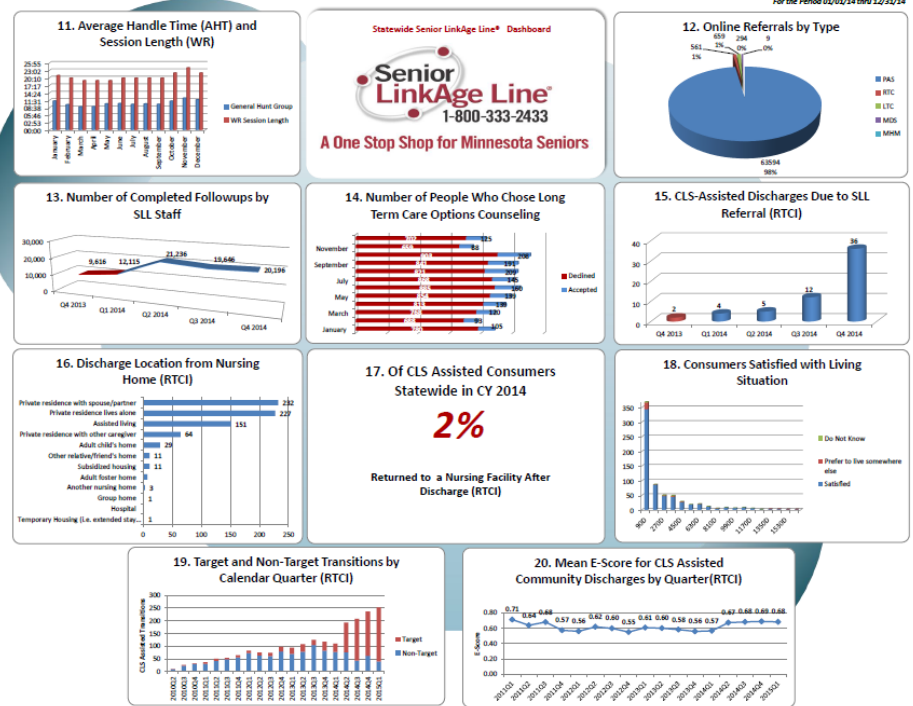
- Wilder Foundation – Integration Systems Grant
 1. Reviewing results of ISG grant and collaborations with Health Care Homes
 2. Developing Report Card Evaluation framework
- AHRQ Grant
 1. Study of a state-level model for transitioning nursing home residents to the community
 2. Funded by Agency for Health Services Research and Quality
 1. Health Services and Research Demonstration and Dissemination Grants Program (R18)
 2. Project period: 1-Sep 2012 to 30-Aug-2016
 3. Research partnership
 1. Purdue University and University of Minnesota
 2. Minnesota DHS and Board on Aging



SAMPLE DASHBOARD



1 of 2 Pages



2 of 2 Pages



CONTACTS

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THE END

