WEBVTT

1 "Neil Harms" (3099401728)
00:00:00.000 --> 00:00:04.739
Send a, a quick email to Paul and Lisa.

2 "Neil Harms" (3099401728)
00:00:04.739 --> 00:00:15.869
I did. Okay, thank you. All right folks today we're going to talk about
how to schedule a Missouri adaptive ability scale assessment using.

3 "Neil Harms" (3099401728)
00:00:17.009 --> 00:00:22.290
A is a scheduling application that we picked up. Essentially it works a
little bit like.

4 "Neil Harms" (3099401728)
00:00:22.290 --> 00:00:29.880
When you call the dentist's office to make an appointment, it, it just
sets up a larger.

5 "Neil Harms" (3099401728)
00:00:30.715 --> 00:00:44.425
A of available appointment dates and times and then when when you select
the appropriate time, that works for the folks that are going to be
involved in the in, receiving the assessment,

6 "Neil Harms" (3099401728)
00:00:44.725 --> 00:00:51.895
then it automatically assigns that assessment to the next available
assessor. Just a nice easy way to make sure that we can get this
scheduling done.

7 "Neil Harms" (3099401728)
00:00:55.765 --> 00:01:05.965
So the following presentation applies to the calendar, scheduling
application calendar will be used for scheduling assessments with the
statewide assessment team, following approval of changes to 945.

8 "Neil Harms" (3099401728)
00:01:06.355 --> 00:01:20.185
2 notification of all staff will occur via statewide email blast. When
the revised 9, CSR, 45, 2 is approved and will include the implementation
date 90 s or 45 for those of you. That don't know that.

9 "Neil Harms" (3099401728)
00:01:20.185 --> 00:01:25.375
That's our chapter that deals with all the things around eligibility and
the. around eligibility and the

10 "Neil Harms" (3099401728)
00:01:25.470 --> 00:01:28.380
Assessment and priority of need all of those kinds of things.

11 "Neil Harms" (3099401728)
00:01:29.155 --> 00:01:43.675
Made pretty significant changes in modifications to that but the biggest
1 is that it codifies the MAS as the assessment that will be used for a
priority of need for functional

12 "Neil Harms" (3099401728)
00:01:43.675 --> 00:01:55.375
limitations related to the and for eligibility and, of course, already
currently using the models for rate allocation scores and having since
July of 2021. thousand and twenty one

13 "Neil Harms" (3099401728)
00:01:56.640 --> 00:02:05.580
The 45 2 is currently in the state register is out for public comment. We
assume that.

14 "Neil Harms" (3099401728)
00:02:05.580 --> 00:02:14.550
That that will go through without any major hiccups at this point. And if
it does, that gives us a go live date of January.

15 "Neil Harms" (3099401728)
00:02:18.865 --> 00:02:31.405
I see, I see in the chat, that folks are having difficulty. Some folks
may be having difficulty connecting. We are recording these and there
will be multiple more sessions after after this 1.

16 "Neil Harms" (3099401728)
00:02:32.065 --> 00:02:40.705
so if for some reason we missed part of the content today. We'll be able
to circle back and have folks dive in at 1 of the other scheduled times.

17 "Neil Harms" (3099401728)
00:02:44.065 --> 00:02:57.055
So, the Missouri adaptive ability scale, or Mars replaces all other
adaptive assessments currently we're using the violin and may rarely be
other ones but those,

18 "Neil Harms" (3099401728)
00:02:57.055 --> 00:03:02.395
those are the primary ones going forward. The miles is the only
recognized assessment.

19 "Neil Harms" (3099401728)
00:03:02.695 --> 00:03:13.345
So, the Super piece of clarity here is that after January, 1st, assuming
that that CSR goes through, the maccabi will die and will no longer be
valid.

20 "Neil Harms" (3099401728)
00:03:13.830 --> 00:03:14.910
Used for.

21 "Neil Harms" (3099401728)
00:03:14.910 --> 00:03:19.350
For functional limitations related to the, and for eligibility.

22 "Neil Harms" (3099401728)
00:03:19.975 --> 00:03:29.425
Now, for a maccabi, there's a transition period that goes with this the
last couple of sessions we've had a lot of folks bring this issue up.

23 "Neil Harms" (3099401728)
00:03:29.455 --> 00:03:35.755
So if I have a valid maccabi vineland, et cetera done today and.

24 "Neil Harms" (3099401728)
00:03:36.060 --> 00:03:40.500
It's not yet January 1st, then that.

25 "Neil Harms" (3099401728)
00:03:40.500 --> 00:03:53.160
No, on that function that assessment of functional limitations is usable
for its typical duration. So if I have a maccabi today done today.

26 "Neil Harms" (3099401728)
00:03:53.160 --> 00:04:03.955
It's good for 2 years, as is typical and since we're currently in a
federal state of emergency, there's actually a 1 year extension on that
via appendix. K.

27 "Neil Harms" (3099401728)
00:04:04.255 --> 00:04:13.345
so, assuming that the federal state of emergency keeps going today.
Violent. Today that's used for. That would be valid for quite some time.

28 "Neil Harms" (3099401728)
00:04:13.705 --> 00:04:22.975
We did that intentionally because we didn't want January 1st, for every
person that receives waiver services to need to have a assessment done.

29 "Neil Harms" (3099401728)
00:04:23.160 --> 00:04:28.379
1st, that would just not possible. So that's that's why we set that up.

30 "Neil Harms" (3099401728)
00:04:29.454 --> 00:04:40.494
I see a question in the chat, we've answered this 1, a bunch of times the
MAS replaces the maccabi and all the time frames associated with the with
the would transfer to the,

31 "Neil Harms" (3099401728)
00:04:41.424 --> 00:04:48.444
got it for 2 years for an again same caveat supply. If the federal state
of emergency continues.

32 "Neil Harms" (3099401728)

00:04:48.689 --> 00:04:59.009
Then that new Mars after January, 1st would be would be usable for 3
years for the if the federal state of emergency ends, it would shorten up
to 2 years.

33 "Neil Harms" (3099401728)
00:05:00.509 --> 00:05:10.499
Um, I will circle back and go through questions in the chat at the end,
because some, some of these questions will be will be answered as we move
our way through the presentation.

34 "Neil Harms" (3099401728)
00:05:11.124 --> 00:05:24.654
So, service coordinators and intake specialists serve a critical role in
contacting the family and scheduling models assessments amaz, assessment
should be scheduled, at least 30 days prior to the service coordinator
meeting it for the level of care.

35 "Neil Harms" (3099401728)
00:05:25.494 --> 00:05:36.714
We've had a lot of questions about. What do you mean by 30 days is that
30 days before I needed or 30 days before the plan implements? It's 30
days. You have to think about this in terms of.

36 "Neil Harms" (3099401728)
00:05:38.394 --> 00:05:51.864
If I wait till the last minute to go and schedule my dental appointment,
and I want to get in say, I need it tomorrow then it's probably going to
be really hard getting an appointment with your Dennis. No, no different
than than, with the assessment team.

37 "Neil Harms" (3099401728)
00:05:52.554 --> 00:06:04.884
We have a limited number of people. We have a lot of slots that are out
there, but they could fill up. So if you are planning that I need I know
that I've got an that's going to be due in the next 90 days.

38 "Neil Harms" (3099401728)
00:06:05.099 --> 00:06:12.504
Then, I would probably leave some pretty good lead time to make sure that
I can hop in there get that scheduling arranged get a miles on the books.

39 "Neil Harms" (3099401728)
00:06:13.074 --> 00:06:24.264
So that the results come back to me in a fashion that lets me move
forward with, with completing the paperwork I need to do. So that folks
can continue to get great services under the waiver.

40 "Neil Harms" (3099401728)
00:06:24.569 --> 00:06:36.869
Turnaround time for the results of the MAS, which I know you're going to
ask that question next typically done within 3 business days. It just
simply doesn't take that long to complete.

41 "Neil Harms" (3099401728)
00:06:37.404 --> 00:06:50.844
The scoring on it, we do have 2 sets of eyes that look at all of them. So the assessor looks at it, and then it's passed on to another individual who gives it sort of a sanity review, just to make sure that all the boxes are checked i's dotted and t's crossed all of that kind of stuff.

42 "Neil Harms" (3099401728)
00:06:50.904 --> 00:06:54.504
And then that level of validity, lets us move forward.

43 "Neil Harms" (3099401728)
00:06:56.069 --> 00:07:08.729
All right, assessments are scheduled using a link to the calendar scheduling page. So the link is provided by an assessment team member.

44 "Neil Harms" (3099401728)
00:07:08.729 --> 00:07:19.464
Important note, all links to work best when used to the Google Chrome web browser I'm going to go 1 step further and say they really only work with the Google Chrome web browser.

45 "Neil Harms" (3099401728)
00:07:19.494 --> 00:07:33.654
If you try and use the link, that's going to be provided in a different web browser you're probably going to have problems. It's probably going to blow up so just make plans to have the Chrome web browser available. It's readily available. It's free.

46 "Neil Harms" (3099401728)
00:07:34.134 --> 00:07:37.074
This is this is something you're going to you will want to use.

47 "Neil Harms" (3099401728)
00:07:38.484 --> 00:07:48.204
There are 2 different links in for scheduling. This is done for a couple of reasons. Service coordinators will get 1 link.

48 "Neil Harms" (3099401728)
00:07:48.534 --> 00:08:03.114
That link, takes you to assessment dates and times that are reserved for. That's used for a or priority of need right? Allocation score of those kinds of things.

49 "Neil Harms" (3099401728)
00:08:03.449 --> 00:08:10.709
We have specific guidelines under the leak decree, a federal lawsuit that mandates.

50 "Neil Harms" (3099401728)
00:08:11.034 --> 00:08:15.744
How much time we have to determine eligibility for folks.

51 "Neil Harms" (3099401728)

00:08:15.924 --> 00:08:27.444
So, essentially that that piece means that we have to set aside specific
appointment time so that people can get in and get an assessment when
they are applying for services.

52 "Neil Harms" (3099401728)
00:08:27.959 --> 00:08:41.789
So, that's why there's 2 different links. 1 is for intake staff to use
and that takes you to those reserved intake slots so that people can meet
those timelines. And then the, the other slots are used for support
coordinators.

53 "Neil Harms" (3099401728)
00:08:43.284 --> 00:08:50.844
It's very important that you not forward the link when, when you receive
this link, it'll let anybody in that clicks on it.

54 "Neil Harms" (3099401728)
00:08:51.114 --> 00:08:58.854
So, if you forward it to an outside entity, and they forward it to 2
friends, and they tell to friends and friends, well, pretty soon,

55 "Neil Harms" (3099401728)
00:08:58.854 --> 00:09:11.784
we have a big problem with with our link being used by folks who have no
idea why they're clicking on scheduling stuff. Do I think That'll happen
much? I don't, but you just need to be aware that that's how that works.

56 "Neil Harms" (3099401728)
00:09:13.194 --> 00:09:27.714
Also, people routinely ask is this link going to be posted on the
Internet or intranet? It will not be posted for that. Exact reason. We
want the folks to have it to have completed this training. So they
understand why they've got it and what it's used for.

57 "Neil Harms" (3099401728)
00:09:28.164 --> 00:09:33.174
And and make sure that they understand the security problems that are
around it.

58 "Neil Harms" (3099401728)
00:09:38.759 --> 00:09:51.539
The person scheduling, the model's assessment is responsible to provide a
copy of the confirmation email letter to the identified informant and the
legal responsible party via email. If those parties do not have email.

59 "Neil Harms" (3099401728)
00:09:51.539 --> 00:10:00.419
Then you'll need to convert that into paper and deliver it via snail
mail. If email isn't available for those individuals.

60 "Neil Harms" (3099401728)
00:10:01.314 --> 00:10:14.394

If the individual does not have access to the appropriate technology, the individual scheduling, the assessment is responsible to arrange that access. This is going to be something you'll want to partner with your with your local regional office.

61 "Neil Harms" (3099401728)
00:10:14.394 --> 00:10:20.694
If such technology is not available, or the May may perhaps be able to make it available to them.

62 "Neil Harms" (3099401728)
00:10:21.114 --> 00:10:30.414
We wouldn't really recommend setting somebody up in a public library and in a big open space because this is an assessment and you're going to be asking.

63 "Neil Harms" (3099401728)
00:10:30.419 --> 00:10:44.994
Some fairly sensitive questions that just being out in the middle of a public spot hopping on the WI. Fi. mcdonald's probably not a great idea for this. You want to make make some other make some other arrangements. There will be. I see. A question.

64 "Neil Harms" (3099401728)
00:10:45.264 --> 00:10:54.564
I'm sorry. I'm using slang snail mail is regular US Postal Service mail. That's correct. It's it's a snail mail because it's, it's slow like a snail.

65 "Neil Harms" (3099401728)
00:10:56.219 --> 00:11:07.529
Clever slang, so I know there's going to be more questions about about this piece of the scheduling and I'm sure we'll get to that here in a minute.

66 "Neil Harms" (3099401728)
00:11:07.529 --> 00:11:17.249
So, from a minimum technology requirements are an Internet connected device with a video camera. Um.

67 "Neil Harms" (3099401728)
00:11:17.249 --> 00:11:22.289
A cell phone is just too small for the individual to.

68 "Neil Harms" (3099401728)
00:11:22.289 --> 00:11:26.279
To accurately see what was being displayed on the screen.

69 "Neil Harms" (3099401728)
00:11:26.304 --> 00:11:34.944
Little side note here, we've had questions come up from people about well, what if the person doesn't have good computer skills? Well, this isn't an automated assessment.

70 "Neil Harms" (3099401728)
00:11:35.274 --> 00:11:43.854
This is an assessor on the other end of the phone, other end of the video
video line, and they'll be there to assist with those things.

71 "Neil Harms" (3099401728)
00:11:43.854 --> 00:11:56.274
The only level of computer interaction that the person being accessible
have is is just looking at the screen. There are some items that they're
required to point to and identify and the informant is supposed to let.

72 "Neil Harms" (3099401728)
00:11:56.279 --> 00:12:00.899
The assessor know which which item they pointed at.

73 "Neil Harms" (3099401728)
00:12:00.899 --> 00:12:15.744
Again, the assessor will take folks through all of this just wanted to
let, you know that when you use a little tiny screen, like a cell phone
we start to assess visual acuity and how good they are at pointing and
all of those kinds of things.

74 "Neil Harms" (3099401728)
00:12:15.744 --> 00:12:21.594
And that's not that's not really what we're trying to assess. So the
device needs to be.

75 "Neil Harms" (3099401728)
00:12:21.929 --> 00:12:27.204
And I know I know I'm going to get blown up for this, but kind of
standard iPad size.

76 "Neil Harms" (3099401728)
00:12:27.294 --> 00:12:40.014
You want you want just a basic non, tiny pad device for, or bigger for
displaying the the content and it's not limited to pad devices. Of
course, you can use a computer or whatever.

77 "Neil Harms" (3099401728)
00:12:40.379 --> 00:12:51.354
It is possible to use a smart phone for the camera function and for
audio. So that part works great but you do need another larger screen to
display those sorts of things.

78 "Neil Harms" (3099401728)
00:12:51.354 --> 00:13:00.354
These are all these are all details that pretty much once you've arranged
this the 1st time, you'll pretty much have it figured out after that
point it'll all make sense.

79 "Neil Harms" (3099401728)
00:13:00.384 --> 00:13:10.374
And again, our, our assessors particularly Lisa Paul, who joined us on
the on the camera. Now. We'll be able to help folks figure that.

80 "Neil Harms" (3099401728)
00:13:10.379 --> 00:13:11.039
Out.

81 "Neil Harms" (3099401728)
00:13:13.559 --> 00:13:24.324
Time slots are going to be made available between 70 a M7 0 PM. We wanted
to provide some, some early evening slots, just for more flexibility for
family members to be able to get in and do these things.

82 "Neil Harms" (3099401728)
00:13:24.324 --> 00:13:37.164
This is something we've not really been able to do very well before the
MAS generates a report, which includes multiple functions. It gives
ratings on the functional limitation categories that I think probably all
of us are familiar with.

83 "Neil Harms" (3099401728)
00:13:37.164 --> 00:13:43.464
It provides a priority of need score from 1 to 5. we're converting to a 1
to. one to

84 "Neil Harms" (3099401728)
00:13:43.559 --> 00:13:45.389
5, from a 1 to 12.

85 "Neil Harms" (3099401728)
00:13:45.894 --> 00:13:56.724
We're working on the conversion process about well, if you were an old
10, current 10, and what does that make you, does that make it for you to
number 1? So, don't don't worry about that.

86 "Neil Harms" (3099401728)
00:13:56.724 --> 00:14:09.024
We'll get that figured out the is only used for establishing the order of
folks that are entering into into a new waiver when their, when funding
is insufficient to cover everybody.

87 "Neil Harms" (3099401728)
00:14:09.264 --> 00:14:15.264
So, we'll figure out that part, but just realize that the are they, at 12
language goes.

88 "Neil Harms" (3099401728)
00:14:15.389 --> 00:14:18.809
And now now it becomes a 50,301.

89 "Neil Harms" (3099401728)
00:14:20.244 --> 00:14:32.034
And then the rate allocation score has been in place since July 2021,
we've done thousands of these assessments for individuals to establish
the right allocation score. So we've got lots of folks around the state
that have already participated in this assessment.

90 "Neil Harms" (3099401728)
00:14:32.574 --> 00:14:46.374
It's been going pretty well, the report also includes what we call the
stage 3 items. The these used to be referred to as the Oregon questions
on the these are, these are information about enhanced behavioral needs.

91 "Neil Harms" (3099401728)
00:14:46.374 --> 00:14:48.414
about enhanced behavioral needs

92 "Neil Harms" (3099401728)
00:14:49.104 --> 00:14:57.144
Enhanced medical support, needs vision hearing it's all of those kinds of
things. Are they able to do transfers?

93 "Neil Harms" (3099401728)
00:14:57.144 --> 00:15:11.364
It's all that kind of information is in stage 3 and that will all come to
you after the assessment is done in the form of this relatively short
report. I think it works out to 456 pages somewhere in that neighborhood.
that neighborhood

94 "Paul Conover" (3816274688)
00:15:16.044 --> 00:15:23.244
Yep. All right. I'm here. So, let's take a look at the process for
scheduling the MOS, it's very simple.

95 "Paul Conover" (3816274688)
00:15:23.844 --> 00:15:34.164
The service coordinator, or the intake specialist are going to access the
calendar, scheduling page and contact the individual or legally
responsible party agency.

96 "Paul Conover" (3816274688)
00:15:34.164 --> 00:15:43.824
Contact person is appropriate, and then the individual legally
responsible part of your agency contact person will select a date and
time. So they pick the date and the time.

97 "Paul Conover" (3816274688)
00:15:43.829 --> 00:15:45.809
The words their schedule.

98 "Paul Conover" (3816274688)
00:15:45.809 --> 00:16:00.474
And then there's, uh, some required questions that at least will go over
with you in just a little bit. And then Calendly assigns a request an
assessment to the next assessment team member available. So, it's, it's
round Robin it'll go to the next available assessment person.

99 "Paul Conover" (3816274688)
00:16:03.089 --> 00:16:07.139
Okay.

100 "Paul Conover" (3816274688)
00:16:08.994 --> 00:16:23.424
So a little bit more detail, we're going a little bit more detail. We'll actually show you a couple of samples of what the pages, the scheduling pages look like the individual or legally responsible party or agency contact person and the assessment team member, receives a confirmation email.

101 "Paul Conover" (3816274688)
00:16:23.994 --> 00:16:27.234
Confirmation email contains the Webex link for the meeting.

102 "Paul Conover" (3816274688)
00:16:27.809 --> 00:16:36.389
And then the ability to add the appointment to your outlook, or Google calendar is pretty easy at that point, you can just integrate it into your Outlook calendar.

103 "Paul Conover" (3816274688)
00:16:36.389 --> 00:16:42.809
Uh, for some of us, we haven't set it up where it it just does it automatically. And then it's embedded into your calendar.

104 "Paul Conover" (3816274688)
00:16:42.809 --> 00:16:55.439
Event is, and then 24 hours prior to the appointment, the legally the individual are legally responsible party or contact agency person will receive a reminder email about the appointment.

105 "Paul Conover" (3816274688)
00:16:55.439 --> 00:17:07.529
So follow the link it's real simple. Real simple, but there's, I always predicate that with make sure you're using Google Chrome.

106 "Paul Conover" (3816274688)
00:17:07.529 --> 00:17:11.999
As the web browser, if you don't use Google Chrome, it may or may not work.

107 "Paul Conover" (3816274688)
00:17:11.999 --> 00:17:19.379
Probably not so copy and paste the link. It will be provided into Google Chrome.

108 "Paul Conover" (3816274688)
00:17:19.379 --> 00:17:23.969
Uh, to get to the scheduling page, somebody asked yesterday is there a.

109 "Paul Conover" (3816274688)
00:17:23.969 --> 00:17:27.299
Uh, phone app for there is.

110 "Paul Conover" (3816274688)

00:17:27.299 --> 00:17:40.049
It won't work don't use it because the link is our link to calendar. If
you go to calendar using the app, I tried it just to see what would
happen. It made me create a, um.

111 "Paul Conover" (3816274688)
00:17:40.049 --> 00:17:51.239
Create a profile and all this, and it did not work at all so that it's
the phone app is absolutely useless. Follow our link. So, and there's
going to be 2 links.

112 "Paul Conover" (3816274688)
00:17:51.239 --> 00:18:04.679
2 different links one's distinctly used for intake team to schedule
assessments for intake or eligibility intake staff should hang on to
that. Do not forward the intake assessment link to other intake staff.

113 "Paul Conover" (3816274688)
00:18:04.679 --> 00:18:16.109
And it says, you know, it has the wording and verbiage is intake so that
it's not to be confused with the other link. It's really important to
keep those separate. And then the other link is used for.

114 "Paul Conover" (3816274688)
00:18:16.109 --> 00:18:19.259
All the other assessment needs and we have a.

115 "Paul Conover" (3816274688)
00:18:19.259 --> 00:18:22.769
A link there, it's very similar to that. You'll get the real link.

116 "Paul Conover" (3816274688)
00:18:22.769 --> 00:18:26.519
Um, whenever that's available, but that's what it's.

117 "Paul Conover" (3816274688)
00:18:26.519 --> 00:18:32.669
Basically looks like and to, for future reference to bookmark.

118 "Paul Conover" (3816274688)
00:18:32.669 --> 00:18:41.189
We highly recommend that you bookmark the link makes it real easy then
whenever you're ready to schedule, you just click on it takes you right
to calendar.

119 "Paul Conover" (3816274688)
00:18:41.189 --> 00:18:47.819
And then you'll start pick the date and the time, which we're going to
show you in just a minute. If you don't know how to bookmark.

120 "Paul Conover" (3816274688)
00:18:47.819 --> 00:18:53.909
In, um, Google real simple, just follow a little arrow there.

121 "Paul Conover" (3816274688)
00:18:53.909 --> 00:19:01.709
Click on the star book market and then the next time you go, it works
like a hot link. Basically you click on it and it takes you directly to
that.

122 "Paul Conover" (3816274688)
00:19:01.709 --> 00:19:06.149
To that scheduling page.

123 "Paul Conover" (3816274688)
00:19:06.149 --> 00:19:14.249
So 1st you so you follow the link you click on the link and this is
literally a screenshot of what you will see.

124 "Paul Conover" (3816274688)
00:19:14.249 --> 00:19:19.079
Ah, where you will pick the date, those are the dates highlighted.

125 "Paul Conover" (3816274688)
00:19:19.079 --> 00:19:30.954
And, uh, bolded there real simple. There was a question I asked the other
day about, you know, HIPPA violation where you see other people's info
there is no sensitive information.

126 "Paul Conover" (3816274688)
00:19:30.954 --> 00:19:34.494
You don't see any information you're just simply picking a date and a
time.

127 "Paul Conover" (3816274688)
00:19:34.919 --> 00:19:40.589
And that's that's literally all you're going to see is what's available.

128 "Paul Conover" (3816274688)
00:19:42.209 --> 00:19:47.369
And then this would be so once you pick the date, it sends you to the
next screen where you pick the time.

129 "Paul Conover" (3816274688)
00:19:48.959 --> 00:19:51.959
Someone who had ask, um.

130 "Paul Conover" (3816274688)
00:19:51.959 --> 00:19:57.239
And then there was something whenever you click on 1 of these, it gives
you a pop up somewhere along the way of.

131 "Paul Conover" (3816274688)
00:19:57.239 --> 00:20:07.409
Using a smartphone and I don't know if Neil covered this yet or not. It
will be we need to hammer a couple of times probably that you can use
this a phone.

132 "Paul Conover" (3816274688)
00:20:07.409 --> 00:20:18.029
For audio or camera, but you cannot use it for the protocol items that we
use because they need the consumers need to be able to clearly see the
screen.

133 "Paul Conover" (3816274688)
00:20:18.714 --> 00:20:32.544
Smartphones are too small that's why Neil hit advise regulation, iPad
size or whatever you want to call it to be big enough for them to be able
to actively see and make selections from the screen on their part that
they participate in.

134 "Paul Conover" (3816274688)
00:20:32.844 --> 00:20:37.914
So, when I wanted the verbiage in Webex mentions smartphone.

135 "Paul Conover" (3816274688)
00:20:38.249 --> 00:20:42.839
That's not anything we can change. So we strongly advise against that.

136 "Paul Conover" (3816274688)
00:20:45.509 --> 00:20:49.619
And then the questions that I mentioned earlier, at least is going to
cover those with, you.

137 "Paul Conover" (3816274688)
00:20:49.619 --> 00:20:52.619
Okay, um.

138 "Alisa Arthur" (3394907136)
00:20:52.974 --> 00:21:01.644
Good morning the questions here are exactly what you're gonna see in the
template, uh, after you pick the date and time,

139 "Alisa Arthur" (3394907136)
00:21:01.644 --> 00:21:11.514
it'll take you to the screen and you'll need to fill in the following the
name and email of the informant and their phone number the individual's
name and.

140 "Alisa Arthur" (3394907136)
00:21:12.899 --> 00:21:17.039
The legally responsible person, um.

141 "Alisa Arthur" (3394907136)
00:21:17.244 --> 00:21:26.904
Name and email the individual's communication style we did after the
Monday training, add a couple, um, to this listing.

142 "Alisa Arthur" (3394907136)
00:21:27.414 --> 00:21:41.754

So you'll see fully verbal, partially verbal non, verbal sign language with an interpreter present, uh, English as a 2nd language with an interpreter present and argumentative communication.

143 "Alisa Arthur" (3394907136)
00:21:43.344 --> 00:21:57.684
If you, um, the next 1 is reasons for requesting a Mas, um, on the intake 1, it'll say intake or initial waiver and then on the 1 for all the other masses, it'll say,

144 "Alisa Arthur" (3394907136)
00:21:58.014 --> 00:22:08.844
um, initial waiver request redetermination, uh, and review due to changes. And then there's a critical situation. Um.

145 "Alisa Arthur" (3394907136)
00:22:09.714 --> 00:22:13.104
Critical service situation That'll also be listed there.

146 "Alisa Arthur" (3394907136)
00:22:13.584 --> 00:22:28.374
If you pick the review to do to change in status, you will need to make sure that you follow the guideline 15, which is reaching out to Paul or I, to have us review with you the,

147 "Alisa Arthur" (3394907136)
00:22:28.374 --> 00:22:29.874
um, current assessment.

148 "Alisa Arthur" (3394907136)
00:22:31.944 --> 00:22:45.114
Then the questionnaire you'll see is a request for review existing. Has you followed that? It's just a simple yes. Or no and then the service coordination or intake specialist name and email address.

149 "Alisa Arthur" (3394907136)
00:22:48.179 --> 00:22:56.969
As soon as you push submit on those questions, you're going to get an email and this is, uh, the exactly.

150 "Alisa Arthur" (3394907136)
00:22:56.969 --> 00:23:05.399
Reads exactly as written as here, we just took a sample of it if you'll notice towards the middle of the email, there's the link.

151 "Alisa Arthur" (3394907136)
00:23:05.399 --> 00:23:16.949
That's the Webex link for the meeting that you've scheduled you just want to verify the date and time is what you chose and, um, then.

152 "Alisa Arthur" (3394907136)
00:23:16.949 --> 00:23:21.209
On the next page, it will have.

153 "Alisa Arthur" (3394907136)
00:23:25.049 --> 00:23:38.759
It'll have all of the questions that you answered along with the answers
so you can verify that you answered them. Um, the way you wanted to this
is the confirmation that you'll need to, um, get to.

154 "Alisa Arthur" (3394907136)
00:23:38.759 --> 00:23:47.279
The informant so that they have access to the information, and they have
the access to the Internet, uh, the.

155 "Alisa Arthur" (3394907136)
00:23:47.279 --> 00:23:59.639
Web link, it is recommended as much as you can to email it so that they
can go directly to that link. Um, but you would you can send it by, um.

156 "Alisa Arthur" (3394907136)
00:23:59.639 --> 00:24:03.149
The U. S. Postal service, um, if needed.

157 "Alisa Arthur" (3394907136)
00:24:07.739 --> 00:24:22.439
At the bottom of that email is also a spot where you can manually if it
didn't automatically go to your calendar, you can add it to your calendar
manually. You'll see that in blue 1 here. It's not in blue on the
confirmation. I just.

158 "Alisa Arthur" (3394907136)
00:24:22.439 --> 00:24:30.149
We set it up this way to kind of help it stand out. It's at the very
bottom of the confirmation letter.

159 "Alisa Arthur" (3394907136)
00:24:30.149 --> 00:24:36.954
Us at the bottom of the confirmation letter is make changes to this event
reschedule or cancel.

160 "Alisa Arthur" (3394907136)
00:24:37.404 --> 00:24:46.944
If you press the reschedule, it'll take you right back to the calendar
Lee calendar spot that you started with, where you pick a date and time.

161 "Alisa Arthur" (3394907136)
00:24:47.189 --> 00:24:56.279
Um, if you press cancel, it will send an email saying it's been canceled,
but it will not remove it from your calendar. So you'll have to do that
manually.

162 "Alisa Arthur" (3394907136)
00:24:56.279 --> 00:25:02.579
Even if it's permanently linked, where it automatically goes there, it
will not take it off your calendar.

163 "Alisa Arthur" (3394907136)

00:25:06.689 --> 00:25:20.669
24 hours prior to the selected date and time the informant, actually, it'll be if the, since the service coordinator setting it up, the service coordinator will receive the reminder email.

164 "Alisa Arthur" (3394907136)
00:25:20.669 --> 00:25:33.564
Um, it'll read the only thing different it will read exactly the same, except for these 2 sentences, where it says reminder, um, intake assessment and this is a friendly reminder.

165 "Alisa Arthur" (3394907136)
00:25:33.714 --> 00:25:38.634
Those are the only thing different between the original confirmation email and this 1.

166 "Alisa Arthur" (3394907136)
00:25:43.379 --> 00:25:58.049
Once a mouse completed a PDF of the report will be sent by email to the service coordinator or intake specialist and the provider relations team, and the provider agency contact person as appropriate.

167 "Neil Harms" (3099401728)
00:26:13.169 --> 00:26:27.534
You're muted Neil my apologies. I'm going to cover the mass report just to let folks know, I've seen the same questions be posted multiple times in the chat. We will go through those. So don't worry about them.

168 "Neil Harms" (3099401728)
00:26:27.534 --> 00:26:36.204
If you've asked them 1 time, I'll circle back and grab them. So the mass report, the page 1 looks a little bit like this.

169 "Neil Harms" (3099401728)
00:26:36.204 --> 00:26:43.074
You get basic demographic information at the top and then it breaks down the 6 areas of functional.

170 "Neil Harms" (3099401728)
00:26:43.169 --> 00:26:55.469
Invitations that we use for eligibility and which you will use for completing the quick reminder. This isn't the, it just gives you the pieces of information that you'll need to complete the.

171 "Neil Harms" (3099401728)
00:26:55.469 --> 00:27:02.669
Much like, the, the maccabi does that. Now this column here in the.

172 "Neil Harms" (3099401728)
00:27:03.084 --> 00:27:09.624
To the left has the substantial limitations for eligibility.

173 "Neil Harms" (3099401728)
00:27:10.404 --> 00:27:22.644

Those are calculated somewhat differently, depending on the age of the individual you can go through the CSR and review that part. If you're if you're if you have some more interest in that.

174 "Neil Harms" (3099401728)
00:27:22.644 --> 00:27:32.484
But there's some special criteria for really young folks in terms of what the percentile cut off scores and all of that. And our protocol takes all of that into a.

175 "Neil Harms" (3099401728)
00:27:32.669 --> 00:27:40.799
And addresses that and answers these questions whether whether or not you meet those criteria based on our based on our CSR.

176 "Neil Harms" (3099401728)
00:27:41.454 --> 00:27:56.424
The right, most column is that substantial functional limitations that are considered for waiver eligibility and again, just because you have 3 of these areas doesn't automatically mean you, you're a waiver eligible. It's just 1 component of that.

177 "Neil Harms" (3099401728)
00:27:58.254 --> 00:28:10.614
These are all based on that 2nd percentile or lower functioning and 3 or more areas, which is, that's a requirement for waiver again. Typically matches up with the 2nd.

178 "Neil Harms" (3099401728)
00:28:10.799 --> 00:28:15.539
Lower here for age ranges, but that 0 and 4 age range is done a little bit differently.

179 "Neil Harms" (3099401728)
00:28:15.539 --> 00:28:21.419
And it's only 2 areas for de eligibility, but it's 3 or more for waiver.

180 "Neil Harms" (3099401728)
00:28:21.419 --> 00:28:34.194
You can see this little line in the center here that says reevaluation of eligibility and functional limitations are recommended at age such and such well, for those, those kids that say, come in through 1st, steps criteria. We're going to be looking at revaluating at age.

181 "Neil Harms" (3099401728)
00:28:34.194 --> 00:28:43.584
5 much like we do now, because some folks do actually grow out of those limitations and we also have there's,

182 "Neil Harms" (3099401728)
00:28:43.614 --> 00:28:51.174
there's certain diagnosis that need to be updated so that you can get into a waiver after that point as well. If you're brought in.

183 "Neil Harms" (3099401728)
00:28:51.419 --> 00:28:54.209
Certain diagnosis that come in through 1st steps.

184 "Neil Harms" (3099401728)
00:28:55.014 --> 00:29:08.754
Uh, rate allocation score is available at the bottom and the priority of
need score is available at the lower. Right? I saw in the chat earlier
question about what happens to the existing tool.

185 "Neil Harms" (3099401728)
00:29:08.904 --> 00:29:23.784
It all goes away. This is the, this is the methodology for getting a,
after January 1st, again, assuming that CSR goes through so the old
priority of neat tool that's available out there now no longer good for
anything. It's completely pulled out of.

186 "Neil Harms" (3099401728)
00:29:24.209 --> 00:29:26.459
And this replaces that process.

187 "Neil Harms" (3099401728)
00:29:28.944 --> 00:29:35.124
So critical service situations are also taken into account in this.

188 "Neil Harms" (3099401728)
00:29:35.124 --> 00:29:44.694
So, if you get a scenario where an individual situation changes, and it
appears to be critical, then you would request a MAS.

189 "Neil Harms" (3099401728)
00:29:44.964 --> 00:29:57.324
And in that request email, you would, you would put that rationale of why
they met that critical service situation. Then the assessment team would
complete them taking into account that information and that's how a
critical would be awarded.

190 "Neil Harms" (3099401728)
00:30:01.589 --> 00:30:16.254
The rest of the report includes what we refer to as the stage 3 items
again. We've talked about this a little bit. It makes more sense when you
see a couple of items. This is that enhanced behavioral needs or enhanced
medical needs. It's those kinds of questions.

191 "Neil Harms" (3099401728)
00:30:16.254 --> 00:30:20.064
That are all included in this, this last section,

192 "Neil Harms" (3099401728)
00:30:20.064 --> 00:30:31.494
and everybody would have sorry everybody that needs to have access would
get this goes back to the support coordinator and this would then you'd
want to add this to the case file.

193 "Neil Harms" (3099401728)
00:30:31.589 --> 00:30:34.169
That you'd have access to it going forward.

194 "Neil Harms" (3099401728)
00:30:38.364 --> 00:30:49.224
We've been using the mouse since July 21, for purposes of the rate
allocations here. We've got some really nice feedback from from users who
really enjoy the process.

195 "Neil Harms" (3099401728)
00:30:49.224 --> 00:31:01.314
It it actually makes for a a very efficient and not hugely time consuming
assessment that covers a bunch of different assessment needs that right
now are broken up into into all of these different categories.

196 "Neil Harms" (3099401728)
00:31:01.314 --> 00:31:07.314
So, 1 of the nice parts about this is upfront when somebody goes. goes

197 "Neil Harms" (3099401728)
00:31:07.409 --> 00:31:17.664
Intake they will at intake end up with functional limitations addressed.
They'll end up with a rate allocation score, and they'll end up with a
priority of need score.

198 "Neil Harms" (3099401728)
00:31:18.144 --> 00:31:30.714
So once you have those 3 things, then moving forward, as I'm going
towards potentially moving into a waiver, I don't have to stop and
reassess and ask a whole bunch of questions again,

199 "Neil Harms" (3099401728)
00:31:30.714 --> 00:31:36.984
assuming that that transition period is within a reasonable time of when
the last assessment was done and by reasonable, I mean.

200 "Neil Harms" (3099401728)
00:31:37.409 --> 00:31:42.869
It's going to be within that within the same windows that we use for the
current assessment.

201 "Neil Harms" (3099401728)
00:31:44.969 --> 00:31:53.369
So, what happens next individuals who have completed the training will be
able to request the Calendly scheduling link and so.

202 "Neil Harms" (3099401728)
00:31:53.634 --> 00:32:06.534
Now, that you've sat through this and understand the little bits and
pieces, we'll be able to provide that link to you, we ask that you not
forward that link on, to other folks that have not completed the
training. We also ask that people complete this training in person.

203 "Neil Harms" (3099401728)
00:32:06.804 --> 00:32:20.964
We didn't set this up to be a train, the trainer sort of a scenario. So,
if you, as an agency, we're kind of thinking that I'll send 1 person to
this, and I'll take this back and show it to everybody else. Please don't
do that.

204 "Neil Harms" (3099401728)
00:32:20.994 --> 00:32:23.274
Have everybody go through this training individually?

205 "Neil Harms" (3099401728)
00:32:23.369 --> 00:32:37.139
Because the, the rest of this discussion around it, I think is important
for us to have it for, for all of the folks to participate in the
assessment to be able to enter their comments and questions in the chat
and get them answered directly.

206 "Neil Harms" (3099401728)
00:32:38.304 --> 00:32:44.484
Individuals who have completed this training, can use the calendar link
to schedule miles assessments to occur after January 123.

207 "Neil Harms" (3099401728)
00:32:44.484 --> 00:32:55.374
so, again, caveats apply and the biggest 1 here is if you have a bunch of
to do, because you're getting ready to go. getting ready to go

208 "Neil Harms" (3099401728)
00:32:56.819 --> 00:33:00.149
And work on for for.

209 "Neil Harms" (3099401728)
00:33:00.149 --> 00:33:11.994
A new plan year that'd be a good time to get to just go ahead and get
those done in November. And December. What we don't want folks to do is
to go Hallelujah I don't have to mess with this anymore.

210 "Neil Harms" (3099401728)
00:33:12.264 --> 00:33:18.384
Um, let's just move all of the assessments to, after January 1st that
that will.

211 "Neil Harms" (3099401728)
00:33:19.104 --> 00:33:27.804
Create a scenario where our assessment folks will probably be overwhelmed
going started day 1. we'd like to transition this in at a reasonable
rate.

212 "Neil Harms" (3099401728)
00:33:28.044 --> 00:33:37.944
So we're just saying, if you can knock them out now and get them and get
them done using the current assessment measured perfectly. Okay, and
they're going to be valid for a good long time afterwards.

213 "Neil Harms" (3099401728)
00:33:38.814 --> 00:33:48.444
If, if the timelines work out that you need to schedule that after
January. 1st, and you completed this training and get the link, then you
can go ahead and schedule a models for.

214 "Neil Harms" (3099401728)
00:33:48.689 --> 00:33:50.519
That assessment after January 1st.

215 "Neil Harms" (3099401728)
00:33:51.054 --> 00:34:04.554
Ongoing and questions, questions and concerns please contact uh, Lisa
Arthur at dmhc dot Mo dot. Gov. She would love to field your questions. I
know. She's smiling. Great big. I would also love to field your
questions.

216 "Neil Harms" (3099401728)
00:34:04.554 --> 00:34:13.164
We just provided 1 email address on here because if she wants to forward
them on to me, she can certainly do that. And I'm sure we'll be talking
about getting answers.

217 "Neil Harms" (3099401728)
00:34:13.469 --> 00:34:28.229
All right, so I'm going to pause, breathe of just a little, tiny bit and
now I'm going to go back and we're going to grab grab our questions that
have been coming through the chat. Neil. I want to add 1 more thing if
it's okay.

218 "Alisa Arthur" (3394907136)
00:34:28.229 --> 00:34:40.499
No, please do with regard to the link to Kellen Lee, we'll be sending
them through the, um, participation link link.

219 "Alisa Arthur" (3394907136)
00:34:40.499 --> 00:34:49.739
The list that cat sends us please note that I will not have that for 24
hours. So it will probably be Monday before you'll get your link.

220 "Neil Harms" (3099401728)
00:34:51.509 --> 00:35:02.339
This training, it seems we were talking about this. Yesterday. We had we
were having people ask for requesting a link 1 at a time and it's just a.

221 "Neil Harms" (3099401728)
00:35:03.834 --> 00:35:15.564
Overwhelming to have that done. So we're going to assume that if, if you
registered for it and the showed up and participated that you are
interested in having the link. And so we'll send that out to you.

222 "Neil Harms" (3099401728)
00:35:15.594 --> 00:35:29.274

If for some reason, you're a participant who doesn't need that link for anything just delete it. I'll forward it to anybody. Just just get rid of it but hopefully you'll you'll know why, you know, from the training and our discussions today.

223 "Neil Harms" (3099401728)
00:35:29.274 --> 00:35:32.334
So, we'll be able to move forward and make this all work really efficiently for.

224 "Neil Harms" (3099401728)
00:35:32.339 --> 00:35:33.149
Everybody.

225 "Neil Harms" (3099401728)
00:35:33.149 --> 00:35:39.359
All right, I'm going to hop back and we're going to grab some questions from Chad.

226 "Neil Harms" (3099401728)
00:35:42.774 --> 00:35:57.054
Will the content be available to print or can it be emailed to the participant if I'm assuming you're referring to the mods note that it will not be made available? So, this is is a good segue for me to talk about. This is a.

227 "Neil Harms" (3099401728)
00:35:57.389 --> 00:36:06.239
This is a norm referenced assessment since it's a norm risk assessment and you don't get the questions ahead of time. Um.

228 "Neil Harms" (3099401728)
00:36:06.239 --> 00:36:20.879
And you don't want them, so it's the same same logic under an IQ test. If you were taking an IQ test, and you had all of the answers up front and then the IQ test doesn't really measure what it's supposed to measure.

229 "Neil Harms" (3099401728)
00:36:20.879 --> 00:36:24.929
And also.

230 "Neil Harms" (3099401728)
00:36:25.224 --> 00:36:35.604
Doing better on the assessment, makes it less likely for you to get into, you know, get into a waiver and get those services or become eligible for DD.

231 "Neil Harms" (3099401728)
00:36:35.844 --> 00:36:45.204
So it serves no real purpose to have access to the questions ahead of time. Unless you're just setting it up to make it more difficult to acquire services.

232 "Neil Harms" (3099401728)

00:36:45.954 --> 00:36:54.864
Also, the more of those questions get out to the general public, the less
that they actually measure anything. And since it is a discrimination
tool.

233 "Neil Harms" (3099401728)
00:36:54.929 --> 00:36:56.699
And it's designed to.

234 "Neil Harms" (3099401728)
00:36:57.414 --> 00:37:09.534
To assess if people have these significant limitations, such that they
would qualify for services and then potentially for waiver services. We
just don't provide those items to anybody. And that's the rationale
behind it.

235 "Neil Harms" (3099401728)
00:37:09.714 --> 00:37:14.724
Anybody that has any concerns about that feel free to hit me up directly.
And I can, I can go through that some more.

236 "Neil Harms" (3099401728)
00:37:15.059 --> 00:37:18.599
Um, let's see.

237 "Kat Craig" (1807320832)
00:37:21.839 --> 00:37:29.069
I think, yes. Do you, would you like for me to read the questions to you
that I've pulled.

238 "Neil Harms" (3099401728)
00:37:29.069 --> 00:37:33.599
Cause I've pulled all of, em, easier on, you.

239 "Neil Harms" (3099401728)
00:37:33.599 --> 00:37:40.049
Let me just let me just read them. I'll, I'll, I'll, I'll be okay.

240 "Neil Harms" (3099401728)
00:37:42.119 --> 00:37:54.924
Sometimes I need to see the question to, you know, it's that, you know,
visual visual learner thing. I'll just blame it on that today. How long
does the most last? It's it's 2 years, just like no copy or 3 years.

241 "Neil Harms" (3099401728)
00:37:55.134 --> 00:38:02.874
Currently under our under the federal declared state of emergency and
our, our flexibility via appendix K.

242 "Neil Harms" (3099401728)
00:38:03.179 --> 00:38:15.330
How long will upon be valid if completed prior to 123 it'll it'll still
be valid. We're going to we're going to data convert those, uh.

243 "Neil Harms" (3099401728)
00:38:15.330 --> 00:38:21.420
The old 1 to 12 to the new 1 to 5, and we will go on forward. So.

244 "Neil Harms" (3099401728)
00:38:21.420 --> 00:38:27.090
So, it, it'll, it'll be as valid as a new 1 until the new one's done.

245 "Neil Harms" (3099401728)
00:38:35.520 --> 00:38:46.650
Okay, then I had a question in 90 days prior to the date or ISP date if
they are not close to exam. Yeah, it's it's 90 days. Try not to overthink
it too much.

246 "Neil Harms" (3099401728)
00:38:46.650 --> 00:38:53.370
There might be 92 days might be 87 days. We, we say 90 days, because
that's.

247 "Neil Harms" (3099401728)
00:38:53.370 --> 00:39:07.050
That's that's the guidance that's already out there that you need to be
working on those things prior to just to give yourself enough time to get
the information back the turnaround time on scoring from. We're trying to
keep that to 3 business days or less.

248 "Neil Harms" (3099401728)
00:39:07.050 --> 00:39:19.885
So, it doesn't take a huge, long time to get that. However, you do have
to remember that sometimes people have to reschedule appointments and,
you know, wait until 2 weeks ahead of time. And for some reason,
something happens, they have to reschedule.

249 "Neil Harms" (3099401728)
00:39:20.455 --> 00:39:34.375
It would get really dicey to figure out how to get all that to happen
ahead of time. So, it's, it's just being planful and making sure that you
have that scheduled out in advance enough time to get the information
back and get and be able to move forward with services for folks.

250 "Neil Harms" (3099401728)
00:39:38.815 --> 00:39:52.225
Time's only available Monday through Friday currently. Yes. Assessment
times. We're only going to be available. Monday. Through Friday. We had
we had had discussions about weekend times. Don't I don't think we're
going to go down that road currently, but you never know.

251 "Neil Harms" (3099401728)
00:39:52.945 --> 00:39:55.135
It's definitely a consideration for.

252 "Neil Harms" (3099401728)
00:39:55.500 --> 00:40:07.675

For the future, the MAS, there's a question here about does the will that be replacing the yes will no longer be using the priority of need tool.

253 "Neil Harms" (3099401728)
00:40:07.975 --> 00:40:22.705
The priority of need tool was completely listed all questions and everything inside the CSR. All of that has been removed from the new CSR and the old priority of need tool is completely replaced by the starting 123 again assuming the CSR.

254 "Neil Harms" (3099401728)
00:40:22.705 --> 00:40:25.405
again assuming the csr

255 "Neil Harms" (3099401728)
00:40:25.500 --> 00:40:27.450
Goes through as we, we think it will.

256 "Neil Harms" (3099401728)
00:40:27.450 --> 00:40:42.210
So follow up question so then the ponds would no longer be needed. You still need a priority of need score. You just won't be using the old version. You'll be requesting that priority of need score via assessment.

257 "Neil Harms" (3099401728)
00:40:45.720 --> 00:41:00.480
And almost the same question. Yeah, the will no longer be doing the doing the for applying for new waivers. When you need a priority of need score, you'll, you'll request them using the calendar scheduling link.

258 "Neil Harms" (3099401728)
00:41:00.480 --> 00:41:11.820
What we need to create our own calendar accounts with our assigned work email addresses Nope. Don't have to do any of that. All you have to do is is click on the link and schedule the meeting.

259 "Neil Harms" (3099401728)
00:41:14.695 --> 00:41:21.474
So, you only go to after you've gotten with the individual team, inform it and know the date and time to work for them. That's exactly correct.

260 "Neil Harms" (3099401728)
00:41:21.775 --> 00:41:30.295
And once you've once you've had that discussion about, hey, what time works, you may have to go to the calendar link and have the discussion with them at the same time. Because.

261 "Neil Harms" (3099401728)
00:41:30.600 --> 00:41:39.090
You don't know if the date and time that you all have decided is 1, that's actually available in the system. So you, it's sort of a.

262 "Neil Harms" (3099401728)
00:41:39.090 --> 00:41:47.335

Sort of both things need to find a few times. It works for everybody hop in and honestly it's just like, calling your dentist.

263 "Neil Harms" (3099401728)
00:41:47.365 --> 00:41:57.985
You got your book out in front of you and you're and I said, well, we've got we've got time for to meet with you on Tuesday or Thursday at 10 to 4 o'clock, whatever, whatever and then you. you

264 "Neil Harms" (3099401728)
00:41:58.320 --> 00:42:02.430
On your screen, we'll select that and that will.

265 "Neil Harms" (3099401728)
00:42:02.430 --> 00:42:16.920
That will reserve that appointment time for them. What assessment is reviewed with change the copy of the most recent. I'm sorry I, I don't understand.

266 "Neil Harms" (3099401728)
00:42:16.920 --> 00:42:21.690
I don't understand the question. So if you want to go back in and add 1 to the end to maybe.

267 "Neil Harms" (3099401728)
00:42:21.690 --> 00:42:26.550
Flesh that out a little bit. I'm just not sure what you're asking. My apologies.

268 "Neil Harms" (3099401728)
00:42:29.100 --> 00:42:39.630
Does the system send a letter to the informant or is that our job? So when you get the confirmation email, you will forward that email to the folks that need it.

269 "Neil Harms" (3099401728)
00:42:40.945 --> 00:42:50.965
The assumption is, you'd already have an email address for the individual, legally responsible party and whoever's the designated informant if not grab that send forward them that confirmation.

270 "Neil Harms" (3099401728)
00:42:51.205 --> 00:43:01.735
And then we have the slide on if, if they don't have email or Internet access, then you would, you would you would print that out and deliver it to them via snail mail us, Postal service.

271 "Neil Harms" (3099401728)
00:43:04.135 --> 00:43:19.105
Um, comment, it might be helpful to remove smartphone as an option since it's not a full choice. That's a great suggestion. We can't remove it since. It's it's Webex. It's a contracted software and that's all can stuff that comes in that application.

272 "Neil Harms" (3099401728)
00:43:19.105 --> 00:43:33.145
So, we have no way to modify that. This is this is 1 of those things
reason why we're talking about it with this group so that everybody's
aware that it's going to say smartphone and we know that, that you can
use it for.

273 "Neil Harms" (3099401728)
00:43:33.240 --> 00:43:44.575
The camera and audio, which can't use it for the for the visuals. I know
that adds complication. And there's nothing I can do about it. So it's a
great comment though.

274 "Neil Harms" (3099401728)
00:43:44.575 --> 00:43:52.615
And I'm sure other folks were thinking it because that same question has
come up on all of the other sessions as well. I wish I had a simple fix.
It just don't have 1 for that.

275 "Neil Harms" (3099401728)
00:44:02.610 --> 00:44:04.435
I'm still scrolling through questions here.

276 "Neil Harms" (3099401728)
00:44:11.905 --> 00:44:25.735
If a client has difficulty entering a scheduled meeting day of, will they
have a contact to assist? I'm assuming what you're asking is if they're
having difficulty accessing the Webex. How do they do that? Um.

277 "Neil Harms" (3099401728)
00:44:28.290 --> 00:44:31.620
Alisa do they have, do they ever contact number to the, uh.

278 "Neil Harms" (3099401728)
00:44:31.620 --> 00:44:34.980
Uh, phone number to the assessor, they probably won't.

279 "Alisa Arthur" (3394907136)
00:44:34.980 --> 00:44:39.210
No, but we might be able to add that to it.

280 "Neil Harms" (3099401728)
00:44:39.210 --> 00:44:46.920
You know, that's a good that's a good comment. We do need to figure out a
way for them to have a direct phone line. Um.

281 "Neil Harms" (3099401728)
00:44:48.625 --> 00:44:58.825
So, there's, there's a couple of different ways that can work 1, is the
link does have a phone number that you can just hop in via your
smartphone.

282 "Neil Harms" (3099401728)
00:44:58.825 --> 00:45:11.035

And again, you know, we can't really do the assessment that way, but it, it connects very well using the audio only via Webex. So there would be a way to do that again.

283 "Neil Harms" (3099401728)
00:45:11.370 --> 00:45:23.130
Probably, not as not as ideal it's just having a direct phone line to contact for a little technical support on that and you're absolutely right that will come up. So we'll give that some thought and figure out how to address that.

284 "Neil Harms" (3099401728)
00:45:25.680 --> 00:45:34.590
Related to interpreters, if needed with these individuals need to have a contract for ESL. Um.

285 "Neil Harms" (3099401728)
00:45:34.590 --> 00:45:42.895
Yeah, so the interpreter, the interpreter part, I don't have tons of details on that for here. And now, however, that process is no different than it is today.

286 "Neil Harms" (3099401728)
00:45:43.135 --> 00:45:55.945
So, if if this situation comes up, we have, you'd want to get with your regional office and and have that conversation with them because we do have access to interpreter services.

287 "Neil Harms" (3099401728)
00:45:57.115 --> 00:46:10.615
For both SSL and English 2nd, language for multiple multiple languages across the board. And if you know that you're going to need an interpreter, then the sport coordinator is the 1 that would be responsible for for navigating that.

288 "Neil Harms" (3099401728)
00:46:10.615 --> 00:46:18.955
And making sure that they were available at the same date and time that the informant and the individual were going to participate, we could get that all to work.

289 "Neil Harms" (3099401728)
00:46:20.760 --> 00:46:32.430
Does the individual or their responsible party not receive a reminder email Alisa you want to cover that that.

290 "Alisa Arthur" (3394907136)
00:46:35.070 --> 00:46:47.400
Um, the person that sets up the calendar invite will be the 1 that gets the, um, confirmation email and then also the 124 hours before.

291 "Alisa Arthur" (3394907136)
00:46:47.400 --> 00:46:57.300

We didn't get asked yesterday if we could extend that to 48 hours and we were, we have a meeting this afternoon, kind of talk over some of those issues to see if we want to make that change.

292 "Neil Harms" (3099401728)
00:46:58.645 --> 00:47:13.375
So, short version is, if it hits your if it hits your inbox and most, mostly support coordinators and intake staff are going to be doing this, the scheduling. So you'll just want to you just want to forward it off to the, to the individuals.

293 "Neil Harms" (3099401728)
00:47:13.375 --> 00:47:26.635
So that they have access to that reminder as well same thing is going to happen if they don't have an email or Internet. And the reminder comes to you, they'll probably be a good time to pick up the phone and give them a quick reminder call. If that's.

294 "Neil Harms" (3099401728)
00:47:27.300 --> 00:47:29.280
That that's coming up the next day.

295 "Neil Harms" (3099401728)
00:47:29.280 --> 00:47:35.250
Because 24 or 48 hours either way probably not going to be able to snail mail or reminder.

296 "Neil Harms" (3099401728)
00:47:40.620 --> 00:47:49.440
It's the option of reschedule or cancel available to the informant when the email was forwarded to them, is the informant able to reschedule or cancel.

297 "Alisa Arthur" (3394907136)
00:47:50.730 --> 00:47:54.300
Alicia, how does how does that work? I'm not familiar with that either.

298 "Alisa Arthur" (3394907136)
00:47:54.300 --> 00:47:58.530
The link should be live whenever, um.

299 "Alisa Arthur" (3394907136)
00:48:01.200 --> 00:48:10.650
Whenever you send the email the same as the, when you forward the email, as long as you forward the email, they should be able to. It's a, it's a link at the bottom.

300 "Alisa Arthur" (3394907136)
00:48:10.650 --> 00:48:25.140
Confirm that I think we'll have this on the questions and answers when we put the final list together Paul, and I will check that out just to make sure it does definitely work that way. When we forward the invite.

301 "Neil Harms" (3099401728)

00:48:26.185 --> 00:48:40.225
It was a good time to circle back though, and say, you know, this will prompt you to add to add it to your schedule. It'll give you the ability to do that. But if there's a cancellation, it doesn't remove it from your outlook. There's, it's, it's a 1 way push.

302 "Neil Harms" (3099401728)
00:48:40.255 --> 00:48:45.955
It doesn't it doesn't have the that automated. So if I cancel and reschedule, it leaves a.

303 "Neil Harms" (3099401728)
00:48:46.290 --> 00:48:54.840
It leaves some junk behind, so you'd have to know to manually go and pull that pull that canceled 1 off and and then make sure the new 1 got added on.

304 "Neil Harms" (3099401728)
00:49:00.600 --> 00:49:05.580
Is the required to keep a copy of the US in the records? You'll, you'll want to hang onto that.

305 "Neil Harms" (3099401728)
00:49:13.285 --> 00:49:27.835
Let's see to which parties is the confirmation email forwarded or snail mail to you can you can forward that or snail mail mail it to the folks that needed the whole point of it is to make sure that everybody is aware of when,

306 "Neil Harms" (3099401728)
00:49:28.315 --> 00:49:41.815
when the assessment is done to make sure that they all show up in an appropriate time. So it will be a judgment call on on your part to decide who to send that to. So the confirmation email, I would think what you would want to send it to the individual. If.

307 "Neil Harms" (3099401728)
00:49:42.030 --> 00:49:53.370
If they, you know, or have the capacity or our operating as their own Guardian or the legally responsible party and then I would think you would want to have the informant in there as well at a minimum.

308 "Neil Harms" (3099401728)
00:50:00.450 --> 00:50:05.755
Power situations deemed critical. There are 6 in the current that they're the same critical service situations.

309 "Neil Harms" (3099401728)
00:50:05.785 --> 00:50:19.435
There's, there's no change to that in the, in the new that there might be a minor change to the phrasing and it occurs to me, we may have collapsed 2 of them together, but essentially it's all the same stuff.

310 "Neil Harms" (3099401728)

00:50:28.890 --> 00:50:39.270
Will this be done for folks requesting a slot? That's a great question. No, no the pond is completely different than this and that that process is unchanged.

311 "Alisa Arthur" (3394907136)
00:50:40.320 --> 00:50:44.100
You would however have to request the assessment.

312 "Alisa Arthur" (3394907136)
00:50:44.100 --> 00:50:48.060
For the, if they have not been in the waiver before.

313 "Neil Harms" (3099401728)
00:50:51.750 --> 00:51:06.660
Where will we get information and document functional limitations for the will the miles report provide narrative to help substantiate the so you get the functional limitation categories on page 1 and then the stage 3 items.

314 "Neil Harms" (3099401728)
00:51:06.660 --> 00:51:12.360
Um, may be usable to help you do that that substantiation.

315 "Neil Harms" (3099401728)
00:51:18.210 --> 00:51:29.610
I have a few guardians of individuals with autism that prefer assessments done in person. What should we tell them at? This point has been scheduled accounting person when requested by the Guardian um.

316 "Neil Harms" (3099401728)
00:51:29.815 --> 00:51:39.655
Request for the most to be done in person beyond what we have to say it has to be done remotely. I'm not going to make a blanket statement that says, this is never going to happen in person.

317 "Neil Harms" (3099401728)
00:51:40.435 --> 00:51:45.145
We're just going to go through those 1 at a time and and see the, uh.

318 "Neil Harms" (3099401728)
00:51:47.880 --> 00:52:02.695
Yeah, the option for in person, we have to maintain that in the rare instances where individuals just simply don't have the technology and the ability to do it pretty much everyone that has participated in. This has found it to be, um.

319 "Neil Harms" (3099401728)
00:52:03.060 --> 00:52:15.300
An easy and low stress way of doing these assessments. It's also been found to be very engaging for the individuals that are participating in it. So.

320 "Neil Harms" (3099401728)

00:52:15.300 --> 00:52:19.950
I think before we would automatically say, um.

321 "Neil Harms" (3099401728)
00:52:21.115 --> 00:52:27.865
Jimmy just can't do an assessment remotely that we want to. We want to
give we'd want to test that theory.

322 "Neil Harms" (3099401728)
00:52:27.865 --> 00:52:42.775
1st, probably before we decided to load up and drive to the hinterlands
to give it a shot again, it's, we've, we've done thousands of these
remotely and have had excellent results with people's participation in
this.

323 "Neil Harms" (3099401728)
00:52:42.775 --> 00:52:51.025
And actually, almost nothing in terms of any pushback about it, being
remote. Most folks are pretty joyful that they don't.

324 "Neil Harms" (3099401728)
00:52:51.030 --> 00:53:05.250
Don't have to load up and travel places and take people out of
environments where they're, they're safe and feel like they're
comfortable. I think we get I think we'd better get better results doing
it remote than we do having sort of an artificial.

325 "Neil Harms" (3099401728)
00:53:05.250 --> 00:53:09.570
Situation set up that's just my.

326 "Neil Harms" (3099401728)
00:53:09.570 --> 00:53:12.810
That's my 2 bits on that part.

327 "Neil Harms" (3099401728)
00:53:12.810 --> 00:53:25.465
Um, since this is computerized or their signature requirements for the
interviewer tax, we'll need to know what to look at. When reviewing.
There's, there's nothing there's nothing sign need about this.

328 "Neil Harms" (3099401728)
00:53:26.005 --> 00:53:38.215
It's all it's all validated through who you get you get it from via the
email address. So, essentially, they all they all come out from our
assessment team and so that's how, you know, that they're, they've been
they're valid and had been vetted.

329 "Neil Harms" (3099401728)
00:53:43.465 --> 00:53:57.805
I have a support coordinator and leave until January 2023 will have to
review the recorder training while they're being. We're not really
planning on live trainings after January. 1st, but, I mean, it's entirely

possible that we could, we are going to have recordings of 1 of the later sessions of this.

330 "Neil Harms" (3099401728)
00:53:57.805 --> 00:54:11.875
We've learned a little bit on every session, so we didn't want to record the 1st 1 and put it out there and go. Hey, Here's what you get, because I suspect by episode 10, this will all get a lot smoother and we'll have, we'll have moved some of these.

331 "Neil Harms" (3099401728)
00:54:11.875 --> 00:54:12.925
moved some of these

332 "Neil Harms" (3099401728)
00:54:12.930 --> 00:54:24.420
Kind of high flyer questions up into the presentation, and it just gets better as we go. So that recording will be out there. And that will be what's used for validation that they've completed the training.

333 "Neil Harms" (3099401728)
00:54:30.090 --> 00:54:37.320
If we have a 322, can we go in and out a calendar and schedule mass? Yep. You sure can.

334 "Neil Harms" (3099401728)
00:54:37.320 --> 00:54:44.430
If you can get it done in December with a maccabi, that'd be real great. If you can't, then you can certainly.

335 "Neil Harms" (3099401728)
00:54:44.430 --> 00:54:51.870
You can certainly kick it, kick it over to the boss, which is why we're having the training and why we're opening those links up to folks that have completed the training.

336 "Neil Harms" (3099401728)
00:54:51.870 --> 00:55:02.910
Violins needed for plans for January will be done under the covid emergency lingo question. Mark.

337 "Alisa Arthur" (3394907136)
00:55:02.910 --> 00:55:06.000
Yes, I'll say, yes.

338 "Alisa Arthur" (3394907136)
00:55:06.000 --> 00:55:09.120
Yeah, we're still under the, um.

339 "Alisa Arthur" (3394907136)
00:55:09.120 --> 00:55:12.210
The appendix K. so.

340 "Alisa Arthur" (3394907136)

00:55:12.210 --> 00:55:19.380
Um, if the assessment is over 3 years old, then yes, the final will be completed. Um.

341 "Alisa Arthur" (3394907136)
00:55:19.380 --> 00:55:23.970
By phone.

342 "Neil Harms" (3099401728)
00:55:23.970 --> 00:55:33.000
Next question, can we email this PowerPoint out? We will make the, we will make the PowerPoint available to folks.

343 "Neil Harms" (3099401728)
00:55:33.505 --> 00:55:41.455
Once we get the participant list, we'll just do a mass email and give everybody copy the PowerPoint that way. You don't have to wait for the official version now, keep in mind.

344 "Neil Harms" (3099401728)
00:55:42.445 --> 00:55:49.885
The PowerPoint is going to change going forward, but at its core, the basic information is the same and.

345 "Neil Harms" (3099401728)
00:55:50.190 --> 00:56:05.160
And know, preemptively if you get the PowerPoint and send it to somebody that didn't participate in it, that doesn't count the same as actually attending and getting in the participant list for 1 of these sessions. But it'll be nice to have the PowerPoint for reference.

346 "Neil Harms" (3099401728)
00:56:08.280 --> 00:56:16.260
Do they form the informants need to have access to pencil personal data sheet coins, et cetera? Like we had to have when administering the whole copy.

347 "Alisa Arthur" (3394907136)
00:56:16.260 --> 00:56:20.850
Alexa, you won't take that 1. Yep, they'll need um, and they.

348 "Alisa Arthur" (3394907136)
00:56:20.850 --> 00:56:34.200
When you go into the paragraph is there actually outlines what they're going to need. They'll need pen or pay a pen or pencil a piece of paper and a quarter and a time keeping device.

349 "Neil Harms" (3099401728)
00:56:38.760 --> 00:56:49.855
And it'll be in the confirmation email to okay, how do we handle the miles of an individual is not comfortable using a computer apologies if I missed this information.

350 "Neil Harms" (3099401728)

00:56:51.025 --> 00:57:05.395
So they don't actually use the computer. Think of think of it more as are
they comfortable using a television? Because that's that's the level of
use and interaction with the computer. They just observe the screen.

351 "Neil Harms" (3099401728)
00:57:06.805 --> 00:57:08.755
That'd be required to read some stuff off the screen.

352 "Neil Harms" (3099401728)
00:57:08.760 --> 00:57:16.500
I mean, that they're required to point and identify things on the screen
so it's that kind of stuff. There's no.

353 "Neil Harms" (3099401728)
00:57:16.500 --> 00:57:22.860
You know, control alt, delete push a button and none of that. You'd just
look at the screen.

354 "Neil Harms" (3099401728)
00:57:25.975 --> 00:57:39.295
Uh, so everyone coming through intake, even if 1st step's criteria is met
will be needed. No, that's that's not correct if they come in, through
1st steps criteria we accept them under 1st steps. So there's no models
that's required at that point.

355 "Neil Harms" (3099401728)
00:57:39.595 --> 00:57:41.935
Now, if they want to access a waiver.

356 "Neil Harms" (3099401728)
00:57:42.210 --> 00:57:54.570
Then then then they go through them, uh, you know, at whatever point that
happens down the road. Um, but the, the basic criteria for DD eligibility
is met with via 1st steps.

357 "Neil Harms" (3099401728)
00:57:56.040 --> 00:57:59.160
So, that's probably kind of a split a split answer then.

358 "Neil Harms" (3099401728)
00:58:00.750 --> 00:58:06.390
We call those habits. Good, solid gathered you have it um.

359 "Neil Harms" (3099401728)
00:58:11.635 --> 00:58:26.455
Will this content be available? So we can print it out for our reference.
Oh, okay. Sorry. Yeah. Circling back. They were asking about if the
PowerPoint yes, you'll have the PowerPoint. You can print that out. You
won't get the you won't get the mouse to print out. Thank you for
clarifying that.

360 "Neil Harms" (3099401728)
00:58:29.280 --> 00:58:37.470

If a client is his own person and request the SC to attend, is there a circumstance where the SC will be allowed? This is a great question. So.

361 "Neil Harms" (3099401728)
00:58:38.005 --> 00:58:47.515
The reason that we're that we're asking to not be present is because that's not how the model was normed since it's a norm reference test,

362 "Neil Harms" (3099401728)
00:58:47.755 --> 00:59:00.595
you want to administer all subsequent administrations as closely as possible to the way that the instrument was normed and any deviation from that just adds error to the assessment.

363 "Neil Harms" (3099401728)
00:59:00.625 --> 00:59:07.465
So, in the interest of keeping the error low, and making sure that your assessment is as valid as it can be, we want to mimic those.

364 "Neil Harms" (3099401728)
00:59:07.470 --> 00:59:09.000
The original.

365 "Neil Harms" (3099401728)
00:59:09.000 --> 00:59:13.320
Warming scenarios, and we didn't have extra people in the room for that.

366 "Neil Harms" (3099401728)
00:59:13.320 --> 00:59:19.770
So, anytime you've got somebody bonus that's sitting in the room, they're going to want to help.

367 "Neil Harms" (3099401728)
00:59:19.770 --> 00:59:26.485
They're going to want to dive in and go. Oh, no. Did you mean this? Did you? And that's that just completely blows it away.

368 "Neil Harms" (3099401728)
00:59:26.785 --> 00:59:39.325
So, if you were in the room, if the support coordinator were in the room, they would have to sit on their hands and say nothing and make sure that they couldn't see the screen couldn't make eye contact with the person to try.

369 "Neil Harms" (3099401728)
00:59:39.325 --> 00:59:48.745
And, you know, you would basically in the room behind a screen maybe I don't know, but in either case, it's just it's just not how that was set up.

370 "Neil Harms" (3099401728)
00:59:49.795 --> 00:59:58.615

Alternatively, there have been some questions about well, what, if the is the only person that can serve as the informant, if we run into that scenario,

371 "Neil Harms" (3099401728)
00:59:58.615 --> 01:00:09.565
please reach out to Alisa Paul myself and we'll chat through that because in the pantheon of all things being possible that might occur,

372 "Neil Harms" (3099401728)
01:00:09.835 --> 01:00:19.585
we could legitimately have somebody who just has no 1 else. And if that's the case, then we'll make a note of it and move forward. But again.

373 "Neil Harms" (3099401728)
01:00:19.770 --> 01:00:24.930
We're setting the bar pretty high. We really want that. Inform it to be somebody objective.

374 "Neil Harms" (3099401728)
01:00:25.915 --> 01:00:35.965
Um, related to the same topic is will providers be able to serve as an informal provider performance aren't not ideal.

375 "Neil Harms" (3099401728)
01:00:36.025 --> 01:00:44.125
It's you really want it to be somebody that that doesn't have a vested interest in the outcome of the assessment.

376 "Neil Harms" (3099401728)
01:00:44.155 --> 01:00:54.835
That's what you want but the reality is, they're just that might be the best informant and so I'm making no blanket statements about who can, and can't be an informant.

377 "Neil Harms" (3099401728)
01:00:54.930 --> 01:01:08.700
We just want to use good judgment and understand that that back story behind it. We just want them to be people that are objective. And who don't have this sort of vested fiscal interest in the outcome of the assessment.

378 "Neil Harms" (3099401728)
01:01:08.700 --> 01:01:19.800
We're trying to audit proof it as much as we possibly can because auditors pick up on stuff like that. And that's that's that's the kind of, um.

379 "Neil Harms" (3099401728)
01:01:19.800 --> 01:01:23.790
Scrutiny that is, is not really helpful or useful for folks.

380 "Neil Harms" (3099401728)
01:01:27.480 --> 01:01:35.970

Okay, uh, with the traditional copy being good for 2 years does the mass keep at the same time frame? Yep, same time frame.

381 "Neil Harms" (3099401728)
01:01:38.395 --> 01:01:49.735
Our last administrator training from was completed December, 20, what happens with ability to do assessments if the CSR is not approved January 1st, since we were in our trainings every 2 years.

382 "Neil Harms" (3099401728)
01:01:50.845 --> 01:02:02.455
That is a great question that I hope I do not have to answer. We really, really hope that it goes live January 1st if we, if we run into trouble and it ends up being kicked down the road a month.

383 "Neil Harms" (3099401728)
01:02:02.485 --> 01:02:06.775
I sincerely hope it isn't because it's going to make this really icky.

384 "Neil Harms" (3099401728)
01:02:07.770 --> 01:02:22.170
And we will work through those issues 1 at a time, and we will, we will find some folks that have valid maccabi certifications and we will, we will get those knocked out. That's the best. And only answer that I can give at this point. Now.

385 "Neil Harms" (3099401728)
01:02:22.170 --> 01:02:36.600
I think it's Super unlikely that that will happen given the time frames and what we what we're currently experiencing, but it's a great observation. And we just, we just need to keep that backup plan in our back pocket and then hope that we don't need to use it.

386 "Neil Harms" (3099401728)
01:02:38.545 --> 01:02:49.855
If the individual informant forgot and do not complete the scheduled assessment will the service coordinator be notified so we can reschedule yes we're going to do notifications to the to the folks that did the,

387 "Neil Harms" (3099401728)
01:02:49.915 --> 01:03:00.445
the scheduling if the person is a no show so that we can jump on that and get them back in there. That will absolutely happen. It's also 1 of those things that we just need to be good about, um.

388 "Neil Harms" (3099401728)
01:03:00.865 --> 01:03:13.945
Making those notes so that we can remind folks. Hey, you just wanted to make sure that you're going in there for your assessment. It's also 1 of the reasons. Why we really think that that SCS and intake staff really need to be. The 1 doing the scheduling.

389 "Neil Harms" (3099401728)
01:03:14.305 --> 01:03:29.065

If we just forward the link to the individual, and just rely on them to take care of it a whole bunch of them will. We're probably going to have a pretty substantial group that just won't ever get around to doing the scheduling. So, you know, you kind of need to.

390 "Neil Harms" (3099401728)
01:03:29.430 --> 01:03:34.350
Hang on to being in the driver's seat on that on that part just for that reason.

391 "Neil Harms" (3099401728)
01:03:34.350 --> 01:03:45.540
Uh, are due by their plan year and can only be done after 90 days before the implementation.

392 "Neil Harms" (3099401728)
01:03:45.540 --> 01:03:57.870
That is I believe that I believe that to be the technically correct answer. I don't think that anybody would call you a liar for 91 days.

393 "Neil Harms" (3099401728)
01:03:57.870 --> 01:04:03.360
I don't think so, but the 90 day point is, is the.

394 "Neil Harms" (3099401728)
01:04:03.360 --> 01:04:12.330
Is accurate, um, will be notified via email when appointments are canceled.

395 "Neil Harms" (3099401728)
01:04:14.520 --> 01:04:18.355
Is there a notification email sent to an, when an is due?

396 "Neil Harms" (3099401728)
01:04:19.435 --> 01:04:32.485
I don't believe that anything like that happens now in the connection system again, to add more more fun to the discussion once we go into connection, I think that stuff changes. I think there will be notifications that that.

397 "Neil Harms" (3099401728)
01:04:32.820 --> 01:04:44.220
Cs will get when these, these certain case caseload milestones are met being 1 of those can't speak to that directly, but I'm pretty sure that will be the case. In either case. It's it's a.

398 "Neil Harms" (3099401728)
01:04:44.220 --> 01:04:48.390
You would hope that there would be a.

399 "Neil Harms" (3099401728)
01:04:48.390 --> 01:04:53.220
A recording process that would let, you know, when a person's ISP date and and.

400 "Neil Harms" (3099401728)
01:04:53.220 --> 01:05:01.140
That folks were keeping track of that. I'm not 100% sure how that's done today, but we've been doing that for a really, really long time.

401 "Neil Harms" (3099401728)
01:05:01.140 --> 01:05:04.170
Hopefully connection and make it easier.

402 "Neil Harms" (3099401728)
01:05:04.170 --> 01:05:09.060
What are the requirements for the informant? Paul you want to you want to take that 1.

403 "Paul Conover" (3816274688)
01:05:11.160 --> 01:05:20.850
Yeah, the requirements for the informer, they just they need to have known the individual for at least 90 days and worked closely with them enough to know their needs daily needs.

404 "Paul Conover" (3816274688)
01:05:20.850 --> 01:05:25.140
Really need to know the in and outs of their daily needs.

405 "Paul Conover" (3816274688)
01:05:25.140 --> 01:05:31.710
Sometimes and several people have asked about the support coordinators and I think Neal code that really well.

406 "Paul Conover" (3816274688)
01:05:31.710 --> 01:05:35.910
I think there's a tendency when support coordinators are there to want to prompt.

407 "Paul Conover" (3816274688)
01:05:35.910 --> 01:05:39.120
The the consumers, because they want them to do well.

408 "Paul Conover" (3816274688)
01:05:39.120 --> 01:05:45.570
And, you know, hey, let's show them what you got, but you got to remember we have to have an honest clear picture of where the limitations are.

409 "Paul Conover" (3816274688)
01:05:45.570 --> 01:05:53.880
And so that's 1 reason that it'd be really important that, and, you know, in all reality, they're selecting the performance. So.

410 "Paul Conover" (3816274688)
01:05:53.880 --> 01:05:58.830
You know, they need to be very cautious who they pick, they need the best informant. They need the.

411 "Paul Conover" (3816274688)
01:05:58.830 --> 01:06:04.410
The most accurate we need the most accurate info. We can get it because.

412 "Paul Conover" (3816274688)
01:06:04.410 --> 01:06:10.860
If they come back later and say, well, grandma didn't she shouldn't have
been informed, you know, we shouldn't picked her. Well, you picked her.

413 "Paul Conover" (3816274688)
01:06:10.860 --> 01:06:19.230
Be careful who you select these informants, make sure we got good
information. Good informing people that really really know them very
well. Especially for the intake.

414 "Neil Harms" (3099401728)
01:06:19.230 --> 01:06:31.710
Yeah, this is probably a good time to talk about to circle back and
review the review process. So it's going to happen that people are going
to say that.

415 "Neil Harms" (3099401728)
01:06:31.710 --> 01:06:34.015
Your assessment can't possibly be, right?

416 "Neil Harms" (3099401728)
01:06:34.975 --> 01:06:48.445
Well, when that happens, you'll you'll want to reach out to essentially
have the assessment reviewed and have some, some data figured out and so
we're happy to go back through the review.

417 "Neil Harms" (3099401728)
01:06:48.445 --> 01:06:54.895
The answers, particularly to the stage 3 items, which is where most
people have have a difference of opinion and.

418 "Neil Harms" (3099401728)
01:06:55.530 --> 01:07:09.720
And say, well, what we miss, and then if we can make corrections great,
if the corrections don't change anything with the outcome. Well, then at
least we'll have the correct data base that base it on it. And sometimes
it will change.

419 "Neil Harms" (3099401728)
01:07:09.720 --> 01:07:13.110
Um, you know.

420 "Neil Harms" (3099401728)
01:07:13.110 --> 01:07:19.015
Folks are always going to have a disagreement with an assessment we've
dealt with those those 3 years, but the methodology is going to be pretty
straightforward.

421 "Neil Harms" (3099401728)

01:07:19.015 --> 01:07:28.615
We'll do a review and then see if we need to either make adjustments to
the existing assessment, or look at a new assessment with a different
Informa.

422 "Neil Harms" (3099401728)
01:07:37.080 --> 01:07:40.950
You got a nice comment from Paul who said that, uh.

423 "Neil Harms" (3099401728)
01:07:40.950 --> 01:07:44.280
He thought he had a good understanding of the process. That's good to
hear.

424 "Neil Harms" (3099401728)
01:07:44.280 --> 01:07:57.750
Does the MAS automatically propagate a score for everyone or if it is
determined that an individual would like to request a new waiver, then we
need to request a new models be done. So.

425 "Neil Harms" (3099401728)
01:07:57.750 --> 01:08:02.220
A score happens with every.

426 "Neil Harms" (3099401728)
01:08:03.360 --> 01:08:10.560
If you're going to enter a new waiver, I suspect that you that you'll
want to get a.

427 "Neil Harms" (3099401728)
01:08:10.560 --> 01:08:13.710
A new milestone if, uh.

428 "Neil Harms" (3099401728)
01:08:13.710 --> 01:08:24.655
Again, it's kind of 1 of those things that you'll it's like, fine, you'll
know it when you see it, but generally speaking, we want to use the
similar rules to what we do now.

429 "Neil Harms" (3099401728)
01:08:25.225 --> 01:08:32.365
So, if you're if the current requirement is X, you know, do X, you're
just requesting a different assessment.

430 "Neil Harms" (3099401728)
01:08:33.210 --> 01:08:46.885
Assessment name to do the same function and we we talked about the
criticals criticals are going to be ones where you'll just you'll request
a, and you'll you'll write up that rationale behind it.

431 "Neil Harms" (3099401728)
01:08:46.885 --> 01:08:53.665
So that we can figure out if it's an ABC and then, and then score it out
appropriately.

432 "Neil Harms" (3099401728)
01:09:00.960 --> 01:09:04.410
So, fall back to.

433 "Neil Harms" (3099401728)
01:09:04.885 --> 01:09:13.165
Clarified her question what assessment is reviewed with change the or the
most recent you said the assessment is reviewed,

434 "Neil Harms" (3099401728)
01:09:13.495 --> 01:09:20.035
but the replaces to both the maccabi and the will it review both.

435 "Neil Harms" (3099401728)
01:09:20.340 --> 01:09:31.380
I'm sorry, I'm still I'm still having a dense moment. Um.

436 "Neil Harms" (3099401728)
01:09:31.380 --> 01:09:37.650
The, I'm, I'm just going to I'm just take a shotgun approach so the.

437 "Neil Harms" (3099401728)
01:09:37.650 --> 01:09:41.040
The Mars replaces the.

438 "Neil Harms" (3099401728)
01:09:41.040 --> 01:09:46.740
It replaces the vineland. It replaces the abs, it replaces the a bass.

439 "Neil Harms" (3099401728)
01:09:46.740 --> 01:09:52.200
It replaces the tool and those are.

440 "Neil Harms" (3099401728)
01:09:52.705 --> 01:10:01.255
And it has previously replaced the for rate allocation score. So so those
are all the things that it has replaced.

441 "Neil Harms" (3099401728)
01:10:01.255 --> 01:10:08.845
So moving forward it's the gold standard assessment of what we're going
to use to get those various and sundry scores and rates established.

442 "Neil Harms" (3099401728)
01:10:10.230 --> 01:10:23.940
So that's I think that's that's as good an answer as I can give. If you
want to reach out to me directly directly. It's Neil. Don harms at dot
dot. Gov and I'll be happy to call you up and we can.

443 "Neil Harms" (3099401728)
01:10:23.940 --> 01:10:38.395

We can chat through it. Um, you guys mentioned there are 2 links for calendar 1 for intake and 1 for eligibility and the other for SCS will have access to the link for initial eligibility determination correct?

444 "Neil Harms" (3099401728)
01:10:38.665 --> 01:10:48.085
I think I just misunderstood. Will not have the link for initial eligibility determination for D.

445 "Neil Harms" (3099401728)
01:10:48.630 --> 01:10:53.040
So that's just to be clear intake staff.

446 "Neil Harms" (3099401728)
01:10:53.040 --> 01:11:07.825
Use a link that is for intake. Well, this is for new people that are just coming into the system. Um, again, that has to do with our leak decree and timelines around. That the other link is the 1. that will have.

447 "Neil Harms" (3099401728)
01:11:08.215 --> 01:11:10.765
And the other 1 is used for.

448 "Neil Harms" (3099401728)
01:11:11.070 --> 01:11:21.295
For priority of need rate allocation score, it's, it's those other uses and you'll, you'll see the use cases are embedded in that link.

449 "Neil Harms" (3099401728)
01:11:21.295 --> 01:11:29.275
When you get it, when you fill out those questions and it'll tell you, hey, these are the things that, but won't be requesting. Um.

450 "Neil Harms" (3099401728)
01:11:29.580 --> 01:11:35.190
A model for intake, they just don't do that. So that's why we have 2 different ones.

451 "Alisa Arthur" (3394907136)
01:11:35.190 --> 01:11:49.800
You will get a copy of that initial MOS. So whenever you get that intake documentation so if if that's what you're meaning, you will get a copy of it that way. It it, the report is not, um.

452 "Alisa Arthur" (3394907136)
01:11:49.800 --> 01:11:54.810
Available through the link, the link is only used for scheduling.

453 "Neil Harms" (3099401728)
01:11:55.105 --> 01:12:01.435
That's that's a good that's a good. Yeah, it's absolutely correct. The link will never get you a report.

454 "Neil Harms" (3099401728)

01:12:01.495 --> 01:12:13.675
The report gets manually submitted to you after, by somebody from the assessment team now, down down the road, we want those scores to be to jump into connection.

455 "Neil Harms" (3099401728)
01:12:13.705 --> 01:12:23.335
So, you have the scores available in connection at some point, and parts of these scores are going to be available in Seymour, but probably not all of them. And again, it's that's just a.

456 "Neil Harms" (3099401728)
01:12:23.670 --> 01:12:34.200
A time and effort thing by the time we got a project all put together to get it put in Seymour. They'll, they'll unplug Seymour and we'll be in connection. So, for the next.

457 "Neil Harms" (3099401728)
01:12:34.200 --> 01:12:43.830
For the next few months, it's just not reality to think that's going to be in there. So you're just going to be operating off of that that PDF. So make sure when you get it you hang onto it.

458 "Neil Harms" (3099401728)
01:12:46.045 --> 01:12:50.035
From Braxton, we're a day, have an employment services provider.

459 "Neil Harms" (3099401728)
01:12:50.275 --> 01:13:05.035
It seems the information assessed would be helpful in our planning of the ISPs and goal setting but is the information shared in sufficiently in such a format that it would be usable for that? Is it more?

460 "Neil Harms" (3099401728)
01:13:05.035 --> 01:13:13.735
Just for qualification, it is more just for qualification. That's the purpose. That doesn't mean that it.

461 "Neil Harms" (3099401728)
01:13:13.830 --> 01:13:28.165
Couldn't be useful for, for doing a little bit of planning around the ISP, but that is not as purpose. It was not designed to be a planning tool and it's only going to have a limited amount of value for that. Again. We fast forward a connection connection.

462 "Neil Harms" (3099401728)
01:13:28.165 --> 01:13:31.465
Has built within it a very.

463 "Neil Harms" (3099401728)
01:13:32.400 --> 01:13:36.420
Detailed assessment that is done, um.

464 "Neil Harms" (3099401728)

01:13:36.420 --> 01:13:47.275
While you're generating the ISP, so it'll completely go through all of
that stuff and really down the road. That's going to be the methodology
where that happens. So short run.

465 "Neil Harms" (3099401728)
01:13:47.815 --> 01:14:00.415
If the report that comes back out of the, if you find it useful for, for
doing some of that work awesome going forward I imagine that it will be
less used for that, but that's just me looking in my magic April.

466 "Neil Harms" (3099401728)
01:14:01.860 --> 01:14:14.790
Um, is there any notification going out to current waiver participants to
briefly outline these changes and give them some notice that there isn't
other than the email blast that went out and show the posting.

467 "Neil Harms" (3099401728)
01:14:14.790 --> 01:14:18.420
Um, yeah.

468 "Neil Harms" (3099401728)
01:14:18.420 --> 01:14:22.920
That's that's a good thought. I don't I don't know how we put it in.

469 "Neil Harms" (3099401728)
01:14:22.920 --> 01:14:36.270
In a practical way. I don't know, I also don't know that folks are going
to be that that worked up about it. Once they, once they participate in
the new assessment, the 1st time they'll go. Okay.

470 "Neil Harms" (3099401728)
01:14:36.270 --> 01:14:40.740
I mean, and also, once they find out that it's, it's.

471 "Neil Harms" (3099401728)
01:14:40.740 --> 01:14:52.885
You know, from I guess, from the participant standpoint, they don't, they
don't really get so much into into some of the other assessments, but
this this does make it easier on them because it it has a smaller window.

472 "Neil Harms" (3099401728)
01:14:53.095 --> 01:15:00.865
I don't know if we talked about how long the assessment takes over the
thousands that we've done. We're averaging currently 56 minutes. minutes

473 "Neil Harms" (3099401728)
01:15:01.170 --> 01:15:10.675
Um, so it's about an hour of screen time on average again, that's over
thousands. And then the spread is anywhere from a low of 30 minutes.

474 "Neil Harms" (3099401728)
01:15:11.185 --> 01:15:25.885

That would be probably be for individuals where the informant was very
direct, and not super chatty and, and the individual had really, really,
really high needs and probably wasn't able to participate in much of the,
the, the.

475 "Neil Harms" (3099401728)
01:15:26.250 --> 01:15:32.670
Introductory questions, some of them have gone as long as 2 hours. So.

476 "Neil Harms" (3099401728)
01:15:32.670 --> 01:15:37.710
Spread 30 minutes to 2 hours averages about an hour.

477 "Neil Harms" (3099401728)
01:15:46.170 --> 01:16:01.140
Can the informant and individual be in 2 different locations? They cannot
1 of the requirements that the informant is the informant has to observe
the individual doing certain things and report that back to the assessor.
So they actually need to be.

478 "Neil Harms" (3099401728)
01:16:01.140 --> 01:16:04.230
They've, they've got to be in the same spot, or it doesn't work.

479 "Neil Harms" (3099401728)
01:16:05.430 --> 01:16:19.470
Good question though with interpreters we have bilingual sc's that
support individuals whose primary language is Spanish. Can the LCB the
interpreter? Do we still need to reach out to our rod? Okay.

480 "Neil Harms" (3099401728)
01:16:19.470 --> 01:16:27.210
So, here we get into, um, Neil saying, I'm not an attorney. I did not
stay at a holiday in last night. Um.

481 "Neil Harms" (3099401728)
01:16:27.210 --> 01:16:35.940
I am not the boss of things, and I cannot tell you what to do on that. 1.
however.

482 "Neil Harms" (3099401728)
01:16:35.940 --> 01:16:39.690
Certified interpreters are different.

483 "Neil Harms" (3099401728)
01:16:39.690 --> 01:16:44.130
Then a bilingual.

484 "Neil Harms" (3099401728)
01:16:44.130 --> 01:16:50.250
It's just it's a different legal standard so when you're when you're
talking about.

485 "Neil Harms" (3099401728)

01:16:50.250 --> 01:17:00.840
Um, when when you're talking about certain facets of the of the operation of, of the DD program.

486 "Neil Harms" (3099401728)
01:17:00.840 --> 01:17:10.020
If you were risk aversive and a bit more cautious, you would always go with the contracted interpreter for.

487 "Neil Harms" (3099401728)
01:17:10.020 --> 01:17:24.540
If I'm signing a plan, if I'm participating in an assessment, because those things have bunches of dollars that are tied to them and they have legal outcomes and they have all of that.

488 "Neil Harms" (3099401728)
01:17:24.540 --> 01:17:28.530
Again, this is all on this is all in the bell curve so I, I.

489 "Neil Harms" (3099401728)
01:17:28.530 --> 01:17:39.330
Those are think about because Neal is not the decider of those things and I can't tell you which way to go for me. Personally, I would lean towards an interpreter, but.

490 "Neil Harms" (3099401728)
01:17:39.330 --> 01:17:50.550
But I, I can't give greater guidance than that. I would encourage you to contact whoever is responsible in your in your organization for, for the legal side of things, and maybe run that question by them.

491 "Neil Harms" (3099401728)
01:17:52.050 --> 01:17:59.160
That's free advice. Webex allow us to forward the info.

492 "Neil Harms" (3099401728)
01:17:59.160 --> 01:18:13.140
When uses Webex to schedule meetings, only the meeting organizer can forward the Webex calendar invite with the join meeting link. If he tries to forward the calendar link. Um.

493 "Neil Harms" (3099401728)
01:18:15.360 --> 01:18:25.320
Hold on. That's long. Um.

494 "Neil Harms" (3099401728)
01:18:26.245 --> 01:18:31.315
I don't believe so I think if you forward, if you forward the restate the question,

495 "Neil Harms" (3099401728)
01:18:31.315 --> 01:18:45.265

they're asking summarizing when I do the scheduling and I forward the
Webex link is the person going to have problems logging in based on that
being a forwarded link? I think I think the link is just hot.

496 "Neil Harms" (3099401728)
01:18:45.625 --> 01:18:49.585
So once you get it, you click into it and you're in you're live.

497 "Neil Harms" (3099401728)
01:18:50.790 --> 01:19:03.300
I don't think we've got a ton of password stuff behind it or any of those
kinds of things. You just you just click and go if we run into a problem
with that. Please please let us know, but it's not designed to work that
way.

498 "Paul Conover" (3816274688)
01:19:03.300 --> 01:19:12.900
I've actually tried that if it does have if it does have a required
password, it will have it encoded there and you just copy and paste it
into the password request.

499 "Neil Harms" (3099401728)
01:19:13.225 --> 01:19:26.515
Okay, okay we got to circle back. I apologize. Didn't understand the
answer. Do we schedule them 90 days prior to the due date or the ISP?
Implementation date?

500 "Neil Harms" (3099401728)
01:19:27.565 --> 01:19:33.175
I would imagine it's 90 days prior to the date. Lisa Paul is that how you
see that?

501 "Alisa Arthur" (3394907136)
01:19:33.510 --> 01:19:36.600
You would schedule it just like you would the.

502 "Alisa Arthur" (3394907136)
01:19:36.600 --> 01:19:42.870
You would just put it in the instead of doing a or scheduling maccabi
you'll schedule them off.

503 "Neil Harms" (3099401728)
01:19:48.780 --> 01:20:02.580
Um, can we forward the confirmation email to the interpreter? Absolutely.
I would think you would want to that way. They'll know now you're going
to want to add some information to that obviously, because the
interpreter is going to need to.

504 "Neil Harms" (3099401728)
01:20:03.810 --> 01:20:09.000
Probably be where you are for, for the most part.

505 "Neil Harms" (3099401728)
01:20:09.565 --> 01:20:23.935

Um, some of those interpreters do operate a distance. I don't know how
nicely all of that software is going to play together. So I think
generally speaking the interpreter is probably going to want to be in
chair.

506 "Neil Harms" (3099401728)
01:20:25.890 --> 01:20:37.320
In the same room, um.

507 "Neil Harms" (3099401728)
01:20:37.555 --> 01:20:46.615
Comment, I suggest you add the responsible people in addition to the SCS,
rather than just the SCS this way it automatically goes to both all
parties.

508 "Neil Harms" (3099401728)
01:20:46.975 --> 01:20:57.505
I don't think the system has the capacity to do that, which is why we're
relying on on the to handle the forwarding of those.

509 "Neil Harms" (3099401728)
01:20:57.780 --> 01:21:02.880
Of those requests, it's just calendar doesn't work like that.

510 "Neil Harms" (3099401728)
01:21:02.880 --> 01:21:08.280
If I'm missing something about that again, I'll reach out to me directly.

511 "Neil Harms" (3099401728)
01:21:10.350 --> 01:21:21.030
Uh, currently typically lets you include emails for other invited people.
Will it do that when SCS are scheduling the appointment on Calendly? Um.

512 "Alisa Arthur" (3394907136)
01:21:21.030 --> 01:21:25.500
Alisa giving you a nod. Yes. Yeah. It has the guest.

513 "Alisa Arthur" (3394907136)
01:21:25.500 --> 01:21:30.360
So, um, as far as that previous question.

514 "Alisa Arthur" (3394907136)
01:21:30.360 --> 01:21:33.690
Let Paul and I double check it to see if it.

515 "Alisa Arthur" (3394907136)
01:21:33.690 --> 01:21:43.140
How it works that way you may, we may be able to work out where, uh, we
invite the guest, uh, the, um.

516 "Alisa Arthur" (3394907136)
01:21:43.140 --> 01:21:51.240
Responsible party, and maybe even the informant, um, in that way as well.
But, um.

517 "Alisa Arthur" (3394907136)
01:21:51.240 --> 01:21:55.980
Let us check it out and make sure it works. And, uh, we'll.

518 "Alisa Arthur" (3394907136)
01:21:55.980 --> 01:22:01.470
Put it on, they're both really good questions and so let us do a little
investigating.

519 "Alisa Arthur" (3394907136)
01:22:03.060 --> 01:22:08.550
Hey, how are we doing on time? You're, we're over by 3 minutes.

520 "Neil Harms" (3099401728)
01:22:08.550 --> 01:22:11.820
Okay all right folks. So.

521 "Neil Harms" (3099401728)
01:22:11.820 --> 01:22:24.330
I'm going to go ahead and keep going and answer questions because I've
got time available. I understand if you all don't folks appreciate your
participation if you need to jet and get somewhere else.

522 "Neil Harms" (3099401728)
01:22:24.330 --> 01:22:36.240
We will be putting together a complete for this, and we will be sending
out this information. Like I said, if you want to hang around, I'm going
to answer a few more questions before we sign off but thank you so much
today.

523 "Neil Harms" (3099401728)
01:22:39.780 --> 01:22:51.300
If the responsible party does not notify the LC of the cancellation, how
will they be made aware? Our, our assessor is going to let the know if
they don't they don't show up for that appointment.

524 "Alisa Arthur" (3394907136)
01:22:52.740 --> 01:22:58.800
Yes, we're going to we'll contact them either by phone or by email.

525 "Neil Harms" (3099401728)
01:22:58.800 --> 01:23:08.370
If the meeting is indeed rescheduled by the informant, will the intake
specialist or receive an updated email notification?

526 "Alisa Arthur" (3394907136)
01:23:09.840 --> 01:23:20.490
Lisa, Paul, that's a really good question. I haven't had that happen yet.
I would guess whoever originally.

527 "Alisa Arthur" (3394907136)
01:23:20.490 --> 01:23:25.650

Scheduled it, but since the performance rescheduling it, my guess is
know.

528 "Paul Conover" (3816274688)
01:23:25.650 --> 01:23:30.810
How do you agree with that? Yeah.

529 "Neil Harms" (3099401728)
01:23:31.495 --> 01:23:46.045
Yeah, let's test originally. Yeah, we can test it today. Let's test it
later this afternoon and we'll find out if that's even possible. I'm I'm
not sure that they would have access to even be able to reschedule it. If
somebody else scheduled it.

530 "Paul Conover" (3816274688)
01:23:46.135 --> 01:23:51.175
I don't think it works that way, but we'll test. They can. I don't think
they can answer in the.

531 "Neil Harms" (3099401728)
01:23:53.940 --> 01:23:59.940
Here we have, I have some individuals that don't have an email address.

532 "Neil Harms" (3099401728)
01:23:59.940 --> 01:24:12.750
Or individuals who live in, in both situations, they have providers
through or day program that act as their performance. Do we add these
providers to be emailed? I would think that would be a reasonable thing
to do.

533 "Neil Harms" (3099401728)
01:24:18.150 --> 01:24:22.290
What is the protocol when a client is a no show we'll, uh.

534 "Neil Harms" (3099401728)
01:24:22.290 --> 01:24:36.115
We will notify well, a, the assessor will find out if nobody shows up on
the screen and so then the support coordinator will be notified and then
then you'll operate.

535 "Neil Harms" (3099401728)
01:24:36.115 --> 01:24:39.925
Exactly the same as you would. If they would have no shown copy.

536 "Neil Harms" (3099401728)
01:24:40.470 --> 01:24:45.450
You'd have to have a conversation with them figure out what happens get
it rescheduled. There's.

537 "Neil Harms" (3099401728)
01:24:45.450 --> 01:24:50.910
There's no difference there other than other than that, you'll probably
find out faster.

538 "Neil Harms" (3099401728)
01:24:50.910 --> 01:24:58.410
Just simply because as soon as they don't show up for the assessment, the
assessment is going to blast off that email to the support partner and
let them know they were a no show.

539 "Neil Harms" (3099401728)
01:24:58.410 --> 01:25:11.730
Or intake, person, calendar link I just received only lets me schedule up
to January. 13rd. Well, there always be a limit to how far out you can
schedule. I'm fixing that right now.

540 "Alisa Arthur" (3394907136)
01:25:13.590 --> 01:25:24.990
We had a 90 day when we had a 90 wait day window in there, because of the
way we've been using it, but since we're opening it up to be used early,
I'm going to change that window for now.

541 "Neil Harms" (3099401728)
01:25:27.300 --> 01:25:38.700
Here we have, I foresee clients and families asking support coordinators
to provide a laptop and Internet connection for completion of the mouse.
Has that been an issue? So far? It has not.

542 "Neil Harms" (3099401728)
01:25:39.595 --> 01:25:53.035
You absolutely could get asked head. I don't have anything to do. I don't
have anything to do this on. And that's where the SC or intake staff is
going to need to make arrangements to get them to someplace. That has
that the appropriate technology. I.

543 "Neil Harms" (3099401728)
01:25:53.065 --> 01:26:06.865
E, laptop or Chromebook or whatever, and if they're unable to get that
anywhere else, then we would need to arrange for that to be done at the
regional office. And if for some reason, there's just no way to do it
whatsoever.

544 "Neil Harms" (3099401728)
01:26:07.195 --> 01:26:08.575
Then we do have.

545 "Neil Harms" (3099401728)
01:26:08.700 --> 01:26:21.060
Those rare, rare fringe cases where our assessment staff can do that in
person. Again. We've got a huge volume of these assessments to do for a
very small number of people.

546 "Neil Harms" (3099401728)
01:26:21.060 --> 01:26:27.750
And so we are wanting to avoid face to face for, for all the reasons that
are there.

547 "Neil Harms" (3099401728)

01:26:27.750 --> 01:26:32.100
There is still some covid going around there is still a, um.

548 "Neil Harms" (3099401728)
01:26:32.485 --> 01:26:45.295
You know, a variety of reasons where distance distance assessment makes
makes more sense than a face to face. But if we absolutely can't
accomplish it any other way, we're still obligated to do the assessment.
And so we do have a face to face option.

549 "Neil Harms" (3099401728)
01:26:46.135 --> 01:26:52.615
We just don't want to rely too heavily on it because it'll really cut
into the number of assessments that can be completed by our team.

550 "Neil Harms" (3099401728)
01:26:55.435 --> 01:27:07.585
Can serve as informative if no 1 is available, or if they do not have
access to computer and the can provide 1, again, we're going to handle
those on a case by case basis in rare instances.

551 "Neil Harms" (3099401728)
01:27:07.585 --> 01:27:16.075
The SC may be, in fact, the only informant that is possible, and if it
is, you need to get in touch with Elise and we'll, we'll get that figured
out.

552 "Neil Harms" (3099401728)
01:27:16.350 --> 01:27:20.670
I don't think we want to we want to keep that bar set high.

553 "Neil Harms" (3099401728)
01:27:20.670 --> 01:27:29.365
I don't want it to be the scenario where everybody goes. Well, I'm the,
and that's the easiest path and it's easier to navigate and all that
because this isn't about easy.

554 "Neil Harms" (3099401728)
01:27:29.365 --> 01:27:37.315
It's about getting most appropriate informant and valid, and somebody
who's objective and doesn't have a vested income in the outcome of the
assessment.

555 "Neil Harms" (3099401728)
01:27:37.710 --> 01:27:46.710
Answer for the 90 days prior 91 days will show too early in data. All
right. 90 days. It is.

556 "Neil Harms" (3099401728)
01:27:53.310 --> 01:28:01.050
We'll intake staff still know when taps are due so they can keep up with
current timelines. I'm going to say. Yes.

557 "Neil Harms" (3099401728)

01:28:01.050 --> 01:28:05.430
They're obligated to know so we'll have to figure out how that.

558 "Neil Harms" (3099401728)
01:28:05.755 --> 01:28:20.125
How how that's all gonna work, but yeah, there's, there's no change to
any of that in CSR tap still valid leads still in place. No changes to
any of that. What will happen in the event there is a loss of connection
during the assessment. Can the person reconnect?

559 "Neil Harms" (3099401728)
01:28:20.125 --> 01:28:28.255
It doesn't have to be rescheduled. They would be able to reconnect and if
for some reason, we had such a failure in the in the Internet then it
would have to be rescheduled.

560 "Neil Harms" (3099401728)
01:28:30.385 --> 01:28:43.675
For many people in residential, the people who know them the very best
are their DMA staff. I couldn't agree more. That may be the most
appropriate person. We just don't we just don't want to necessarily
default it to being the DMA staff person.

561 "Neil Harms" (3099401728)
01:28:46.465 --> 01:28:56.785
Uh, this change and who is a good performance is huge. We almost always
use staff if they have them, because they do generally know the people,
the best. Maybe. Maybe I was misunderstood.

562 "Neil Harms" (3099401728)
01:28:57.835 --> 01:29:12.715
We, we understand that that provider staff are going to be informants.
Probably pretty frequently. We understand that may occasionally need to
serve that role. We just don't want to. Like I said, default to that
position.

563 "Neil Harms" (3099401728)
01:29:13.980 --> 01:29:27.600
If we have other informants who know the person very well and know their
day to day needs, then they're, they're a better choice for that reason
that I stated in terms of audit proofing the decisions, and making sure
that we get the best possible data going forward.

564 "Neil Harms" (3099401728)
01:29:32.310 --> 01:29:40.620
Comment about SC, stands to be the most objective as they aren't a
provider with a vested interest in the outcome.

565 "Neil Harms" (3099401728)
01:29:40.620 --> 01:29:46.110
Have to agree to disagree because they, they get reimbursed for for.

566 "Neil Harms" (3099401728)
01:29:46.110 --> 01:29:59.160

Support coordination, services through the waiver. So there actually is a cash implication of whether a person is eligible or not. It may not be as big, but it's still there. And auditors do know that. That's a thing.

567 "Neil Harms" (3099401728)
01:30:00.865 --> 01:30:14.035
What happens if the family client does not have access to computer or device and then the support coordinator intake staff, we'll need to make arrangements to get them to a place where they would have it or in those rare fringe instances.

568 "Neil Harms" (3099401728)
01:30:14.245 --> 01:30:18.265
They would need to see getting the assessment done in person.

569 "Neil Harms" (3099401728)
01:30:18.630 --> 01:30:24.810
Again, deeply hopeful that we end up with a very, very small amount of those and I think we will.

570 "Neil Harms" (3099401728)
01:30:30.295 --> 01:30:44.395
Probably already answered, but we'll individuals current maccabi violent, be effective until their 2 year. 3 year. Mark with yes. All the current assessments are there. They're good to go. And they stay in place per all of the original timelines.

571 "Neil Harms" (3099401728)
01:30:46.075 --> 01:30:59.185
We talked about that earlier. We, we don't want a scenario where January 1st, we have to accomplish 8,000 assessments in a month to keep everybody currently. There's no way to pull that trick off. So all of the existing ones have to stay live. live

572 "Neil Harms" (3099401728)
01:31:01.645 --> 01:31:16.615
You said that the partnership for hope waiver is different is not being replaced by the mouse. That is correct if the mouse gives everyone score why can that score not be used for partnership for hope waiver? Or did I misunderstand? It's because they're 2 different the.

573 "Neil Harms" (3099401728)
01:31:17.880 --> 01:31:24.000
It's, it's, it's just a completely different set up. It's not based on the same numbers. It does. It.

574 "Neil Harms" (3099401728)
01:31:24.000 --> 01:31:33.240
It's just a different thing and then the mouse was never designed to do that. That other thing, it only does that. So, your follow up question is, could they be the same? I mean.

575 "Neil Harms" (3099401728)
01:31:33.240 --> 01:31:45.570

You know, lots of lots of things become possible. Somebody would have to do a lot of of policy changes to make something like that occur. So I would not look for that to happen anytime in the near future.

576 "Neil Harms" (3099401728)
01:31:45.570 --> 01:31:48.690
That's again, me looking at my magic 8 ball.

577 "Neil Harms" (3099401728)
01:31:48.690 --> 01:31:58.229
If we did not receive a report in a timely fashion, who can we reach out to the follow up that would be Elise and Paul who are on your.

578 "Neil Harms" (3099401728)
01:31:58.229 --> 01:32:05.609
A friendly face was on your screen today. Can we join again tonight? Just to make sure we have gotten all the information.

579 "Neil Harms" (3099401728)
01:32:05.609 --> 01:32:10.979
You can absolutely take another 1 of these sessions if you.

580 "Neil Harms" (3099401728)
01:32:10.979 --> 01:32:16.499
If you feel like you want to participate again, we, we don't really have a.

581 "Neil Harms" (3099401728)
01:32:16.499 --> 01:32:23.459
There's not really a chair limit until we get up to about 500 people. So we're good to go.

582 "Neil Harms" (3099401728)
01:32:27.054 --> 01:32:38.244
Just thinking when 1 needs a new wave, or has a critical change now, the completes the but with the new change, the to help schedule the models and individual to be assessed this new process will take longer to get a,

583 "Neil Harms" (3099401728)
01:32:38.784 --> 01:32:42.504
which may affect timelines is their next expedited process if needed.

584 "Neil Harms" (3099401728)
01:32:43.829 --> 01:32:51.869
There there isn't a quote unquote, expedited process, but if you need something more expeditiously than, um.

585 "Neil Harms" (3099401728)
01:32:51.869 --> 01:32:59.069
Reach out to, at least on myself, and we will figure it out, it really should be pretty easy to get a fast turnaround on those things.

586 "Neil Harms" (3099401728)
01:33:01.524 --> 01:33:13.194

How do we complete an, with just the qualifying information being sent to us? Part of the, for justification of the needs based on the assessment you'll have that stage 3 and you'll have other information from the individual.

587 "Neil Harms" (3099401728)
01:33:13.224 --> 01:33:21.564
So, if if you get the 1st report back and go, I don't know how to get from point a to point B, give us a shout. We'll, we'll work with you to figure it out.

588 "Neil Harms" (3099401728)
01:33:21.869 --> 01:33:34.649
Since a miles will automatically produce a and how long is that and effective if no changes occurred and now they need a waiver can they use the existing score?

589 "Neil Harms" (3099401728)
01:33:34.649 --> 01:33:38.849
What what's our what's our timeline for existing and being valid?

590 "Alisa Arthur" (3394907136)
01:33:41.909 --> 01:33:47.669
Lisa, Paul, do you know a to be valid? No, I don't know.

591 "Neil Harms" (3099401728)
01:33:47.669 --> 01:33:51.479
Um.

592 "Neil Harms" (3099401728)
01:33:51.479 --> 01:33:58.589
Yeah, sorry, I should know that off the top of my head, but essentially, it's the same. Same time. Online is what the old 1 would have been valid for.

593 "Neil Harms" (3099401728)
01:34:00.269 --> 01:34:08.879
So, it's that that is going to be good for, quote unquote a while. I would suspect that.

594 "Neil Harms" (3099401728)
01:34:08.879 --> 01:34:17.039
You know, 12 months would be would be pretty easy. I think most folks are probably going to want an update because.

595 "Neil Harms" (3099401728)
01:34:17.274 --> 01:34:27.744
You know, they would usually need a higher score if a person, if a person already had a 4 on the new 1 to 5 that's already as high as it can get without a critical service situation.

596 "Neil Harms" (3099401728)
01:34:27.744 --> 01:34:40.314

So, if you're entering a new waiver, there wouldn't seem to be a new reason to do a new to try and get a higher score. Because you already have the highest score. Any case, we'll have to work through a lot of that stuff as we, as we move forward.

597 "Neil Harms" (3099401728)
01:34:40.679 --> 01:34:46.739
And rsp, inflammation date are the same for redetermination. Okay.

598 "Neil Harms" (3099401728)
01:34:48.509 --> 01:34:56.489
And a couple Thank you's, what happens if the is out of the office on the date? The reminder email is sent, um.

599 "Neil Harms" (3099401728)
01:34:56.489 --> 01:35:04.409
It'll be in their email when they get back, uh, during.

600 "Neil Harms" (3099401728)
01:35:04.409 --> 01:35:08.549
The pandemic, it was indicated the provider.

601 "Neil Harms" (3099401728)
01:35:08.549 --> 01:35:19.139
Responsible for having necessary equipment in order to complete remote monitoring visits as they receive code funds as my understanding. Yeah, I think most of the providers.

602 "Neil Harms" (3099401728)
01:35:19.434 --> 01:35:33.804
They've, they've all had equipment available to do this. We've been doing rate allocation scores for over a year and I don't believe equipment need has has really been a problem that's come up and that gets us to the absolute end of all of our comments for today.

603 "Neil Harms" (3099401728)
01:35:34.434 --> 01:35:46.104
Folks, thanks for hanging in with us for the extra time, or really appreciate it and thanks for giving us some great questions. So that we can make this presentation as good as we can going forward a wonderful rest of the day.