Case management redesign

High level summary of input on the draft service design

Expert review group

In December 2018, the Department of Human Services (DHS) shared the draft service design and an online survey with over 150 state staff, county workers, tribal representatives and providers who had self-identified as willing to review materials. Forty-seven people responded to the survey, and DHS used this initial round of feedback to refine the draft and prepare it for sharing statewide.

Asking for input

To engage stakeholders throughout Minnesota, DHS prepared a 10-minute video on the draft service design. After watching, viewers could download the draft service design and share their input via an online survey, phone and email. To aid the process, survey questions were made available in advance.

DHS sent GovDelivery messages on January 31, 2019, and February 28, 2019, encouraging people to provide input. Icons detailing the process were used consistently to reinforce the call to action.

Response

In six weeks DHS received:

130 responses

Data

In addition to written input to the specific draft components, DHS collected data about the respondents. The following charts display aggregate data about those who provided input.
*People could choose more than one area of experience.

The “Other” category includes:
- Previous clinical case manager
- Supported Living Services provider
- Service provider
- Residential services
- Medical provider
- MnCHOICES certified assessor
- Assessor
- Previously a case manager through a contracted agency
- Provider of services authorized by case managers
- DHS staff
Community engagement is a core focus of the case management redesign initiative.

Over the past year, DHS staff has partnered with local agencies to host community and stakeholder events in Austin, Bemidji, Crookston, Fergus Falls, Leech Lake, Rochester, St. Cloud, White Earth, Willmar, Worthington and the metro area. The purpose of these conversations is to hear from people we serve, families and caregivers, tribal and county partners, service providers, managed care representatives and other stakeholders.

The experiences and perspectives shared at these events are critical to our process, and they inform decisions and the development of policies and plans throughout the case management redesign initiative. Community engagement for case management redesign focuses on historically disenfranchised communities, including communities of color, American Indians, LGBTQ, and individuals with disabilities.

Next Steps

The majority of survey responders identified as white/European American and as case managers. To ensure that we hear input from culturally and ethnically diverse communities, people, and families that receive services, we will continue to host community engagement events throughout the state.

Once a comprehensive review of feedback is complete, DHS will share a summary on the case management redesign website.
**Survey questions**

Please review the content under each service design component — Overview, Assess, Plan, Refer and Monitor — and note your comments in the corresponding sections that follow. *(Page numbers listed here refer to the original design document.)*

2. Comments on the Assess section, beginning on page 15.
3. Comments on the Plan section, beginning on page 18.
4. Under the Plan section, should anything be added, removed, or changed from the list of required elements? If so, what and why?
5. Comments on the Refer section, beginning on page 21.
6. Comments on the Monitor section, beginning on page 23.
7. Please review the competencies section, beginning on page 24, and note your comments:
   - Should anything be added, removed, or changed from the list of competencies? If so, what and why?
   - Which competencies should a case manager have upon hire versus which could be developed once they have been hired?
8. Do you feel the service design addresses the case manager’s responsibility for managing the person’s safety and risk?
9. Do you see any opportunities for simplifying the administrative process or process to receive case management?
10. How can the case management redesign initiative begin to address disparities in health outcomes and participation in services?
11. Please provide any additional feedback on the document or remaining questions you have after reading the document.

**Demographics**

12. Optional. Please provide your contact information so that we can follow up with you, if needed.
   - Name
   - City
   - Email
   - Phone
   - Organization name
   - Role/position

13. In which case management area(s) have you had experience? Please select all that apply.
   - Adult mental health
   - Alternative care
   - Child welfare
   - Children’s mental health
   - Developmental Disabilities targeted case management
   - Developmental Disabilities waiver case management
   - Disability waivers (CAC, CADI, BI)
   - Elderly Waiver
   - Essential community supports program
   - Relocation service coordination
   - Vulnerable adult

14. What best describes your position in case management? Please select all that apply.
   - Advocate
   - Contracted provider of case management services - case manager
   - Contracted provider of case management services - supervisor/manager
   - County administrator/director
   - County case manager
   - County supervisor/manager
   - Family member of someone that receives case management services
   - Health plan/managed care organization
   - Person that receives case management
   - Professional association
   - Tribal case manager
   - Tribal leader
   - Tribal supervisor/manager
   - Other – please specify

15. What area(s) of the state has your case management experience been in?
   - Urban
   - Rural
   - Both

16. Optional. To encourage diverse perspectives in our processes, please indicate your racial/ethnic background. Please select all that apply.
   - African American
   - American Indian
   - Asian American or Pacific Islander
   - Latino/a
   - White/European American
   - Other – please specify
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