

## Case Manager & Assessor Focus Group Meeting Agenda

This focus group is intended to provide our review team with a better understanding of what is happening with HCBS programs in your community. We will be reviewing the results of the Case Manager & Assessor Survey that you completed; discussing internal and external working relationships, and; identifying barriers and opportunities for service improvements.

Please note that we will not share individual responses in our reporting, but will summarize what we learn here and report on themes identified from multiple sources.

Please think about **some recent examples** to share for each discussion Item below.

Topic	Discussion Items
<b>1. Introductions</b>	<p>Please introduce yourselves. Share your role with the lead agency, and a few other details about your work.</p> <p>Identify one area that is <b>working well</b> at your agency and one area where you are <b>challenged</b>.</p>
<b>2. Internal working relationships</b>	<p>We would like to discuss your working relationships with other areas within the agency that often interface with people receiving home and community based services. <i>Please refer to the results from the Case Manager &amp; Assessor Survey.</i></p> <p><b>What factors make your relationships stronger</b> with some areas than others? Share an example of why you rated on as “good” or why you rated one as “poor”.</p>
<b>3. External working relationships</b>	<p>We would like to discuss the strength of your relationships with external agencies that you frequently work with. <i>Please refer to the results from the Case Manager &amp; Assessor Survey.</i></p> <p><b>What factors make your relationships stronger</b> with some providers than others? Share an example of why you rated a provider as “good” or why you rated a provider as “poor”.</p>
<b>4. Person-centered planning and practices</b>	<p>As you know, many questions on the survey focused on the person-centered planning and practices.</p> <ul style="list-style-type: none"> <li>a. Review of additional survey results.</li> <li>b. Please share a recent example of <b>when you worked to overcome barriers</b> to ensure the person got what he/she preferred.</li> <li>c. DHS has shared with lead agencies information on person centered planning, informed choice, and transitions requirements. Where is your agency at with implementing these items? What is <b>working well</b>? Which items are <b>posing challenges</b>?</li> </ul>

Topic	Discussion Items
<p><b>5. Staying current on program and policy changes</b></p>	<p><b>How do you stay current with program and policy changes</b> and maintain expertise in the HCBS programs?</p> <p>What is an example of a recent program or policy change that you were able to keep up on and successfully implement? What contributed to that success?</p>
<p><b>6. DHS resources</b></p>	<p>We would like to discuss the usefulness of several DHS resources. <i>Please refer to the results from the Case Manager &amp; Assessor Survey.</i></p> <p>What factors make some of these items <b>helpful</b> for you?</p> <p>Do you have any <b>suggestions to improve</b> any of these items?</p>

Thank you so much for your time!

For additional information on the HCBS Lead Agency Review process, please visit:  
<http://minnesotahcbs.info/resources>