

## Supervisor Meeting

### Introduction

The purpose of this meeting is to share results from data that was collected prior to the site visit, and then discuss and ask follow-up questions as needed. We also want to learn more about your relationships with providers and strategies for addressing unmet service needs. The information gathered here will be used alongside all the other data collection tools to develop a full understanding of your lead agency's practices.

#### 1. Findings from previous Lead Agency Reviews

- a. Discuss actions taken on previous corrective actions and/or recommendations.

#### 2. Lead Agency HCBS Assurance Plan

- a. Review areas where full compliance was reported.
- b. Review areas where full compliance was not reported and discuss remediation plans.
- c. Did you have questions when completing this self-assessment that you would like to discuss?

#### 3. Provider Survey

- a. Profile of survey respondents.
- b. Review areas identified as strengths and opportunities for improvement.
- c. Do these findings align with how you would rate yourself as an agency?

#### 4. Lead Agency practices for monitoring provider performance and compliance

- a. How do you maintain communication and strong working relationships with providers?
- b. What roles do you or others in your agency take in evaluating the quality of services offered by local providers? By agency staff?
- c. What tools or practices does your agency use to monitor their delivery of services in accordance with the service plan and service requirements? This could include formal tools (e.g. visit sheets, monitoring reports, site visits, etc.) and informal tools (e.g. staff meeting discussions, etc.)
- d. Since lead agencies no longer contract directly with providers, have you had performance issues with providers that you struggled to address?

#### 5. Opportunities for choice, community access and inclusion

- a. Do the people you serve have substantial choice? In what service areas is there an unmet need for more choice or more inclusive service options?
- b. What are your initial thoughts on how your agency might go about achieving the Olmstead benchmark and increasing the number of people of disabilities with competitive, community-

based employment? How could you work in partnership with other organizations or collaborate with others, including DHS, to address this?

- c. How does your agency promote flexible and customized service options that allow people to live in their own homes instead of provider controlled residential settings? Please share any examples or success stories which may involve systemic needs or meeting an individual preference.

**6. Case Manager and Assessor Survey**

- a. Review areas identified as strengths and opportunities for improvement.
- b. Do these findings align with how you would rate yourself as an agency?

**7. The HCBS waiver programs have undergone a significant number of changes recently. These include MnCHOICES, Level of Care, Jensen Settlement Agreement, Positive Supports Rule, DWRS, etc.**

- a. What adjustments have you made to your policies and practices that are working well?
- b. What areas or items are you still struggling with?
- c. What supports from DHS have been helpful to you? Are there additional supports that would be helpful?

**8. Is there anything else that you would like us to know about your agency that we have not discussed yet?**