

MINNESOTA -- 2001 Community PASS Grant

Identified Problems with the States' Long-Term Care System

- Serious worker shortage makes it very difficult for consumers to use authorized services, particularly PCA services.
- Need for consistent and better statewide information about services such as the consumer-directed personal assistance option (many potential consumers are unaware that the option exists; consumers who do know about it do not always know how to access it).
- Creating a meaningful consumer-directed system requires (1) more competent workers, (2) consistent, useful information and training about consumer-directed PCA services, and (3) networks with other consumers who use PCA services.
- Federal and state funding streams and fiscal policies typically reflect an institutional bias.
- Consumers are provided care largely at the provider's convenience.
- Tools, operations, and infrastructure to support consistent consumer-driven policies statewide are lacking.
- State has limited experience in assisting people with disabilities to design and develop services themselves to support their life in the community.
- Consumers of color are typically underserved in the state's consumer-directed options.
- Consumers have historically advised the state, but have not been leaders in designing, developing or evaluating policies and programs.
- There is a lack of affordable, accessible housing.
- County case managers have a higher than average (nationally) number of people on their caseloads, making it difficult to provide adequate services.
- State system often lacks qualified employer agents and a means for consumers to pool their resources.

Perceived Strengths

- Minnesota has one of the most comprehensive and generous PCA programs in the nation.
- Several successful consumer-driven projects and programs are now in place.
- The state has experience and skills in designing and developing services for people of all ages with disabilities or long-term illnesses.
- The state maintains an excellent ongoing dialogue with consumer groups, advocacy groups, service providers and other agencies.
- Minnesota's home and community based waivers and State plan services are designed to remove numerous barriers to a full community life.

- State's service delivery system is structured to encourage a community-based approach to services and supports.
- Minnesota's service provider and public agency staff members are instilled with a philosophy that encourages a community-based perspective.

Primary Focus of Grant Activities

- Develop a model of service delivery to provide a forum for people to learn how to utilize consumer-directed personal assistance services and to come together to share natural support networks.
- Address the state's worker shortage problem.

Goals, Objectives, and Activities

Overall Goal. Minnesota seeks to both increase consumer direction and control of PCA services and address the worker shortage problem through the development of a consumer-initiated partnership and support networks (CIPS) model.

Goal. Increase the use of consumer-directed options for PCA services.

Objectives/Activities

- Develop consumer-initiated partnership and support (CIPS) networks to increase options for consumer-directed services.
- CIPS networks will serve as a forum for people to learn how to utilize consumer-directed PCA services and to come together to share natural support networks

Goal. Increase the availability of personal care workers.

Objectives/Activities

- Develop programs to teach consumers fiscal skills to achieve savings that can be used to pay higher salaries for personal assistance workers.
- Caregivers of people within the CIPS networks will be encouraged to establish their own groups to discuss training needs and other mutual concerns, and to provide support, respite, insurance options, and back-up possibilities.

Goal. Develop consumer-tested training materials that can be shared on the Internet.

Objectives/Activities

- Project manager will develop training materials.
- CIPS networks, Project Design Team, and Project Manager will coordinate training materials and ensure consistency, usefulness and accuracy of information; oversee distribution to consumers, service providers, advocacy organizations, and counties.
- Materials will be used to train the network participants, counties, and organizations associated with the network.

Key Activities and Products

- Develop six active CIPS networks: three networks will be developed during the first year through an RFP process. Each network will be required to mentor the formation of another network by the end of their second year.
- Develop a set of consumer tested and replicated training materials based on best and promising practices and other program evaluation data.
- Have training materials and information about CIPS networks available on the DHS web site.

Consumer Partners and Consumer Involvement in Planning Activities

- A Consumer Task Force was instrumental in the development of the proposal.
- Individual meetings were held with consumers to solicit suggestions for the proposal's focus.

Consumer Partners and Consumer Involvement in Implementation Activities

A Quality Design Commission (QDC), comprising a minimum of 51 percent primary consumers, and family members, and public/private partners in the aging and disability communities, will be responsible for overall oversight and evaluation of both of Minnesota's Systems Change grants. A Project Design Team, which will include some members of the QDC, and be made up of a majority of consumers who use PAS will be established to provide ongoing direction and oversight for the overall project, including the selection of CIPS network providers and curriculum development.

- Network models and training materials will be monitored and evaluated by consumers.
- Consumers will be surveyed for their preferences and for their satisfaction with services. Information on consumer preferences will be gathered from surveys, focus groups, and a review of existing information.
- Linda Wolford, one of the Community Quality Initiatives staff assigned to this project, is a PAS consumer also.
- Monitoring and evaluation activities will include ongoing consumer feedback.
- Consumers who participate in service design and evaluation activities will be paid for their time.

Public Partners

Over 38 public organizations and agencies were involved in preparing the proposal.

Private Partners and (*Potential*) Subcontractors

- Area Agencies on Aging.
- Centers for Independent Living
- Tribal governments.
- Disability advocacy organizations, like the Multiple Sclerosis Society, United Cerebral Palsy, ARC, and the Courage Center.
- Private non-profits serving under-represented populations.
- Non-profit service organizations.

Public and Private Partnership Development/Involvement in the Planning Phase

Public Partners

Numerous meetings were held with a variety of public entities to solicit input on the grant's focus. Community Quality Initiatives staff met with individual representatives from many different public partner organizations. Input was received from public entities through these presentations, community meetings, and a survey that was distributed.

Private Partners

Numerous meetings were held with representatives from a variety of private non-profit organizations. Community Quality Initiatives staff also met with individual representatives from private partner organizations. Input was received from a total of 75 private entities.

Public and Private Partnership Development/Involvement in Implementation

Public Partners

Public partners will assist in the recruitment of the Project Design Team members and will be members of the Project Design Team. CIPS networks could possibly involve public partners and could be referral sources for consumers into CIPS networks. Public partners are also possible sites for teleconferencing Project Design Team and CIPS network meetings. Public partners will be involved in the dissemination of grant materials.

Private Partners

- Private partners will assist in the recruitment of Project Design Team members and will be members of the Project Design Team. CIPS networks could possibly involve private partners and they could be referral sources for consumers into the CIPS networks.
- Private partners will be involved in the dissemination of grant materials.

Existing Partnerships That Will Be Utilized to Leverage or Support Project Activities

Members of the Steering Committee that developed the grant proposal will be selecting the Quality Design Commission and the Project Design Team that will provide grant oversight. Community Quality Initiatives staff have been conducting outreach with various stakeholders from the public and private sectors to ensure diverse representation on the Project Design Team. Community Quality Initiatives staff is currently scheduling meetings with agencies serving under-represented populations to inform them about the project and to solicit proposals to become CIPS network providers.

Oversight/Advisory Committee

A Project Design Team will provide project oversight, and will define criteria for selecting and sponsoring organizations for the CIPS networks.

Formative Learning and Evaluation Activities

- DHS will provide a project manager to work with the Project Design Team and the networks in developing program evaluations including outcome measurements.
- Performance measures will include comparisons between CIPS participants and non-participants for consumer satisfaction levels, PCA hours filled, self-advocacy skill development, amount of choice and control available, and wages paid to PCAs.
- Data collection and analysis methodology will be determined in consultation with Research Triangle Institute so that data can be compared with that coming from any similar programs and so that information regarding promising practices can be readily shared with others around the nation.
- The DHS project manager will provide oversight and assistance to the CIPS networks.
- The CIPS networks will be required to provide quarterly progress reports to the project manager.
- Improvements to the networks and training materials will be made by incorporating feedback from consumers within the networks, counties and involved organizations (through quarterly surveys), and from the project steering committee with joint CIPS network representatives' recommendations (through semi-annual meetings). Quarterly training will be conducted to reflect the changes made through these recommendations. By meeting semi-annually to share best practices and discuss possible systems problems, network representatives can share knowledge and experiences with each other. They also will mentor at least one other network to assist with the initial operational challenges that the existing CIPS network has already experienced.

Evidence of Enduring Change/Sustainability

- Networks could become PCPOs, thus creating income through fees for employer agent functions.
- CIPS networks could train members who are able and willing to act as employer agents and assist others.

- If a network becomes an employer agent, it could then market services to others who are not network members.
- The Minnesota Legislature has recently extended the provision of case management services to everyone receiving PCA services. Consumers could choose to direct their case management dollars toward a CIPS network, ensuring long-term sustainability.
- Networks could sustain themselves without funding because consumers could see that continued participation is in their own interest, as in the Virginia model where consumers with multiple sclerosis established their own corporation and kept expenses down by members performing various organizational responsibilities.
- Networks could apply for funding or sponsorship from other organizations.
- Organizations that sponsor the initial three CIPS networks could decide to provide ongoing administrative support since established networks should only need minimal resources for maintenance.
- CIPS networks could develop with their own continuation plans.

Geographic Focus

Recruitment for CIPS network providers and Project Design Team members is statewide. The goal is to have these activities in both rural and metropolitan areas.