A NO WRONG DOOR APPROACH TO AGING WELL AND LIVING WELL
GOALS OF TODAY

- Discuss the evolution of the MinnesotaHelp Network
- Explain Minnesota’s Model
- What works well in Minnesota
- What’s coming in the future
Aging Baby Boom Generation Will Increase Demand and Burden on Federal and State Budgets – Government Accounting Office (2002)


As Metlife exits long-term care, Boomers get nervous about old age. Bizmology (2010)

Minnesota outlook: ‘We have an economic tsunami coming our way’: State leaders fear unprecedented fiscal crisis (2009)

Minnesota’s rainy day fund is drained, and now we’re in a budget storm

By Sharon Schmickle | Friday, Feb. 12, 2010

Why the Minnesota Help Network?
PROJECTED LTC EXPENDITURES

Projected LTC Expenditures in Minnesota: 2013 - 2017

Source: DHS, Reports and Forecasts, February 2013
BUDGET PRESSURES WILL CHANGE -- MORE 65+ THAN SCHOOL AGE BY 2020

Census counts & State Demographer projection, revised 2007
IF STATE HEALTH CARE COSTS CONTINUE THEIR CURRENT TREND, STATE SPENDING ON OTHER SERVICES CAN’T GROW

General Fund Spending Outlook, presentation to the Budget Trends Commission, August 2008, Dybdal, Reitan and Broat
BOOMERS HAVE NO REAL PLANS TO PAY FOR THEIR LONG TERM CARE

Source: Transform 2010, MN Department of Human Services, 2010
THE BOTTOM LINE

“Nearly two-thirds of people over age 65 will need long-term care at home or through adult day health care, or care in an assisted living facility or nursing home.”

Source: Genworth Financial Cost of Care Survey 2010 and U.S. Department of Health and Human Services National Clearinghouse for Long Term Care Information, 10/22/08.
Person

- Single Family home, active, volunteering engaged! SHIP
- At least one nursing stay and possibly beginning end of life – hospice (PAS)
- Acute Health Episodes, needing a little help at home (LTCO)
- Moving – possibly to assisted living (LTCO)
- Start receiving home care, stressed caregiver (TITLE IIIE)
- Starting to be pressured to move by children (LTCO)

NO WRONG DOOR APPROACH - SENIORS
NO WRONG DOOR APPROACH - YOUNGER

Person

Diagnosis occurs – may be at any stage of life

Older Age – Health, premature aging, informed consent

Childhood – School/brain development

Middle Age – Nutrition, health, longevity

Adolescence – Relationships, love, activities

Adulthood – Work, Independence, Family, Benefits

NO WRONG DOOR APPROACH - YOUNGER
NO WRONG DOOR APPROACH - VETERAN

- Pre Deployment
- Deployment
- Soldier/Veteran
- Reintegration
- Sustainment
- Reintegration or redeployment
- Benefits, family, training, employment, retirement, aging
Senior Linkage Line started in 1994, DLL in 2005 and VLL in 2007
1 of 8 states to receive 1st ADRC Grant in 2003
Minnesota Created a Virtual Model built off existing partnerships
Uses a no wrong door approach
Support provided through 4 channels

phone
in-person
print
technology
OVER TIME…

1993 – Officially becomes the SHIP
1998 – Officially becomes the SMP
1999 – State Prescription Drug Program
2001 – Senior Surf Days
2003 - Minnesotahelp.info Online Database and RxConnect™
2004 - Medicare Discount Card
2005 – Disability Linkage Line launches and Medicare Part D Enrollment
OVER TIME

2006 – Medicare Part D begins – Dual Eligibles in crisis and Brand new Minnesotahelp.info

2007 – Governor’s Yellow Ribbon Task Force – Veterans Linkage Line Launches

2008 – LTO becomes law (for people moving to assisted living) and Minnesotahelp Network becomes official

2009/10 – Return to Community Care transitions passes legislature and launches

2011 – One Stop Shop – Lt Governor launches new “One Call to St. Paul”
OVER TIME

2012 – New features added to Mnhelp to allow for comparisons of options

2012 – SHAREMN Launches – Older Volunteers

2013 – STARTMN Launches – Older Workers and Transportation Link (Veterans Transportation-VTCLI)

2014 – PreAdmission Screening and Expansion of Return to Community and HCBS waivered services on Minnesotahelp.info with features attached and searchable by NPI

Coming 2015 – A Brand New Minnesotahelp.info with a HCBS Quality Report Card
HOW FAR WE HAVE COME IN 20 YEARS

• Increased statewide uniformity
• One number routes to statewide internet contact center model with secure phone, chat, document sharing, email and video conference
• Now six AAAs provide services at 7 locations with the largest being metro (Aging)
• Two CILS provide services at 4 locations (Disability)
• And One location (Veterans) serves veterans statewide.
• Same technology and Secure communication including all training is now online
• Our data collection is robust allowing for real time Quality Assurance
ALONG THE WAY

- We developed a strategy to be ready at the right time for potential growth
- We built trust among seniors and their caregivers
- We established credibility
- We branded the LinkAge Lines®
- We became Minnesota’s One Stop Shop for Seniors and we helped create services for people with disabilities and veterans
- SLL went from 21,000 contacts to over 262,000 contacts – an increase of 1147% over 20 years
- In 20 years, SLL served 1,116,341 seniors and their caregivers*

*(duplicated)
HOW FAR WE HAVE COME: 2014

• We have moved a solely phone based service that now provides in depth, on going assistance and follow up in multiple ways
• We help many people handle very very complicated issues
• We have expanded service, roles, responsibilities & funding
• We have a fully integrated system that includes over 60 partner organizations
• Our statewide database is used to find thousands and thousands of service locations
• Quality assurance built into most facets of the LinkAge Lines
  • Satisfaction surveys
Telephone Assistance

- Senior LinkAge Line® (1-800-333-2433)
- Disability Linkage Line® (1-866-333-2466)
- Veterans Linkage Line™ (1-888-Linkvet)

Face-to-Face Assistance

- Through county MNCHOICES
- Outreach Sites
- Access Points

Online Assistance

  - Live Chat and Resource database
- [www.DB101.org](http://www.DB101.org)

Print

- Before a Move: Consider Your Options
- Health Care Choices
- Planning Ahead
- Returning Home booklet
phone
LINKAGE LINES-REVATION LINKLIVE™

Senior LinkAge Line®
1-800-333-2433
A One Stop Shop for Minnesota Seniors

Disability Linkage Line®
1-866-333-2466

Veterans Linkage Line™
your link to experts
minnesotaveteran.org | 1-888-LinkVet
(546-5838)

MinnesotaHelp.info
TODAY’S PHONE WORK:

Long term care options counseling and Care Transitions

- Pre Admission Screening
- Planning for the future or to remain in the community
- Health insurance counseling
  - Medicare (Part A, B, C and D)
  - Fraud, appeals and advocacy
  - Prescription drug assistance
  - Long Term Care Insurance
  - Caregiver planning, support and training
  - Forms assistance
MINNESOTA’S PHONE SUPPORT THROUGH THE SENIOR LINKAGE LINE®:

Long term care options counseling and Care Transitions

• Pre Admission Screening
• Planning for the future or to remain in the community
• Health insurance counseling
  • Medicare (Part A, B, C and D)
  • Fraud, appeals and advocacy
  • Prescription drug assistance
• Long Term Care Insurance
• Caregiver planning, support and training
• Forms assistance
SENIOR LINKAGE LINE®
2014 BY THE NUMBERS

- 263,262 contacts (+87,496 from 2013)
- 122,081 consumers served (+34,215 from 2013)
- 25% of callers were repeat callers
- Average speed of answer = 1 Minute 44 seconds
SENIOR LINKAGE LINE®
2014 BY THE NUMBERS

- Care Transitions: 47%
- Health Insurance Counseling: 24%
- Individual and Family Supports: 17%
- Housing/Shelter: 7%
- Financial Assistance/Management: 3%
- Legal/Advocacy: 2%
SENIOR LINKAGE LINE®
EMAILS/CHATS

People Served by Senior LinkAge Line®

10,000 people

Source of Data: Senior LinkAge Line® 2014
DISABILITY LINKAGE LINE®
1-866-333-2466

Implemented in 2005

- Improve access to services for people with disabilities and their caregivers
- Meet the needs of people with disabilities and long term illnesses

Six Regional Sites, through the MN Center for Independent Living (MCIL) and Southeastern MN Center for Independent Living (SEMCIL)
DISABILITY LINKAGE LINE®
NICHE AREAS

• Disability Benefits and Programs
• Employment
• Building Accessibility and Home Modifications
• Assistive Technology
• Personal Assistance Services
• Finding Accessible Housing
• Disability Awareness and Rights
• Special Needs Basic Care (SNBC)
DLL BY THE NUMBERS

- **2005:**
  - People Served: 5288
  - Inquiries: 5806

- **2010:**
  - People Served: 20539
  - Inquiries: 47753

- **2014:**
  - People Served: 28128
  - Inquiries: 65299

MinnesotаТeHelp.info
TOP 10 PROBLEM NEEDS

- Public Benefits: 7905
- Care Transitions: 4969
- Financial...: 3051
- Housing: 2777
- Legal/Advocacy: 2753
- Individual/Family...: 2389
- Employment/Volunte...: 2188
- Transportation: 1289
- DB101: 1277
VETERANS LINKAGE LINE™
1-888-546-5838

- Began August 1, 2007
- Implemented through Governor’s Yellow Ribbon Task Force
  - High number of returning veterans
- Available to Veterans of any age or service era
- Provided through Minnesota State Colleges and University contact center
- Open evenings and weekends
VETERANS LINKAGE LINE™
NICHE AREAS

- Veterans Benefits
- Link to County Veterans Service Officers
- Resources for homeless veterans
- Referrals to Veterans Homes
- Veterans Education Benefits
- Liaison to federal Veterans Administration and TRICARE
VLL BY THE NUMBERS

- Assistance & Families 37%
- Education 25%
- Health & Disability 7%
- Veterans Homes 4%
- Employment 3%
- Burials 1%
- About Us

MinnesotaHelp.info
VLL BY THE NUMBERS

Coaching
4,978
Personal contacts (unduplicated)

100% Solve Rate
(within 24 hours)

Phone in
2947

Chat
2393

Minnesotahelp.info
REVATION CAN BE USED TO:

Allow staff to communicate securely via encrypted communicator tool with others in your organization and with the Linkage Lines and other partners across the state.

Revation is used to do some of the following:

- Securely receive Pre-Admission Screening (PASSR) information.
- Securely receive referrals for consumers who need Long Term Care Consultations (MnCHOICES).
- Securely refer to the Linkage Lines for consumers who need options counseling.
- Securely receive other referrals from the Senior LinkAge Line® for consumers who want to relocate from an institution back to the community.
- Connect with an expert to find local community resources or caregiver supports such as accessing Medicare help from Senior LinkAge Line®, disability benefits from the Disability Linkage Line® and Veterans benefits support through the Veterans Linkage Line™
DEMO OF REVATION
GETTING REVATION INSTALLED

A local partners starts working with the disability linkage line or senior linkage line.

An analysis is conducted and they select a number of staff who get the installation of the software (remember there is no cost but IT must be involved)

Once the staff are selected, then a “hunt group”* is created and the contact list is modified.

*A hunt group is like a queue where several staff can be routed requests at one time from any number of Linkage Line staff.
EXAMPLE OF A LINKAGE LINE HUNT

GROUP

MINNESOTAHELP.INFO
COUNTIES ARE VERY IMPORTANT IN MINNESOTA!

We are county administered system: Counties don’t just do roads and bridges!

Each has an adult mental health unit (they do OBRA Level II)

Each has a county veterans services officer group that are critical to the veterans services system

Each has a social services group that does all the financial eligibility

Each has a county public health or long term care group that does prevention and often the long term care assessment

Often times they have clients to which who they are providing fee for service case management
OUR GOAL FOR COUNTY LTCC/MNCHOICES ASSESSMENT

Since the Linkage Lines will never plan to do eligibility determination and only eligibility screening (PASSR) or forms assistance (SHIP) it is important we can securely communicate with the counties:

Revation is the infrastructure for our “No Wrong Door” strategy

80% of Counties will be using Revation LinkLive™ chat by June 30, 2016 so that the LinkAge Lines – the single point of entry can make referrals in or provide supports to the counties (Medicare)

This is not a mandate – it is an opportunity for the counties since there is no cost for the license

Ultimately, we want to jointly service consumers with seamless assistance through the Linkage Lines and Counties

- Referrals from Linkage Lines to Counties
- Referrals from Counties to Linkage Lines
COUNTIES ON LINKLIVE™

No Revation Chat
• 65 counties

LTCC County Staff
• 22 counties

Legend
- Others
- LTCC County Staff

Source: Minnesota Board on Aging
OTHER PARTNERS IN THE NETWORK

• Vocational Rehabilitation Services and DLL
  • Employment benefits with financial planning for people on SSDI
• VTCLI Partnership (MN Ride Link Project)
  • 33 CVSOs/Transportation Providers are actively using Revation Chat with another 15 ready to join as of March 2015
    • MnDOT provides an computer desktop upgrade as part of the grant
in person
MINNESOTA'S IN PERSON ASSISTANCE

Face to face:

- County LTC assessors (MnCHOICES) through referrals
- Community Living Specialists help people leave nursing homes and remain successfully in the community.
- Senior Outreach Specialists and Volunteer Coordinators conduct enrollment events, recruit and retain volunteers
- Volunteers help people with those shoe boxes of bills or do public speaking and outreach
- Many presentations and in person meetings are done with thousands of consumers
CARE TRANSITIONS:
PRE ADMISSION SCREENING (PAS)

Required prior to nursing facility admission

• Determines if nursing facility level of care can be met
• Identifies those with mental illness or developmental disabilities who may need additional screening for specialized services

Streamlined online website for all PAS referrals

• [https://mnhelpreferral.revation.com/](https://mnhelpreferral.revation.com/)

Increased partnership with counties

• Access to secure communications tools
• Strengthened county relationships
• Offer consumer follow-ups with stays less than 30 days
PAS DATA RESULTS SINCE LAUNCH - NOVEMBER 1, 2013 – FEBRUARY, 28, 2015

84,767 Pre-Admission Screening requests

- 98.81% Meet Level of Care
- 2% Referred for OBRA Level II MI or DD
- 72.8% Under 30 Day Stays
- 77,283 referrals have been submitted by acute hospitals

Follow-Up*

- 1,063 individuals accepted a follow-up call within 10 days of discharge
- Stay less than 30 days, no caregiver, complex conditions
- 3 individuals over the age of 100

MinnesotaHelp.info
ABOUT PAS FOLLOW-UPS

They are offered after discharge to individuals who are anticipated to stay less than 30 days and have no caregiver, but more complex conditions.

1,063 individuals received a follow-up within 10 days of discharge from the SNF
3 individuals are over the age of 100
3% reported a hospital or ER visit within the 10 days of discharge. Common reasons include:
Uncontrolled pain
Accident
Medication Interaction
Viral/Bacteria Infection

Most individuals are not receiving services in their home. Of those that do, the most common are:
Nursing services
Homemaker/Companion Services
Home Delivered Meals
Medicare Home Care
Caregiver Supports
7% reported having a caregiver who needs support
8% reported not having a caregiver
CARE TRANSITIONS: RETURN TO COMMUNITY

- In-person assistance for private pay nursing home residents who would like to return to a community setting
- Service was expanded in March 2014
  - Additional staff added as well as case aides to support phone calls and data entry
  - Targets consumers who have been in nursing home 45 days (previously standard was 60 days)
  - Consumers considering a move to assisted living
- Second year of AHRQ grant results in helpful quality assurance data (presented to POC last year)
RETURN TO COMMUNITY: IN 2014

• 2014 revision: In-person visits now conducted for every consumer that staff target per the protocol

• Number of consumers assisted has grown steadily since 2010 to nearly 800/year
  • Doubled since 2013

• 74% of 2013-transitioned consumers were alive and living in the community one year later, and had not been readmitted to a nursing home.
BY THE NUMBERS - PRE ADMISSION SCREENING: IN 2014

- 63,585 PAS requests
- 99.7% met Level of Care
- 2% referred for mental illness or developmental disability assessment to identify need for specialized services
- 73.2% with anticipated length of stay of less than 30 days
- Approximately 1,000 individuals accepted follow-up from Senior LinkAge Line®
BY THE NUMBERS -
RETURN TO COMMUNITY: IN 2014

- Age range of consumers assisted: 42-102
- Average Age: 80 years old
- 58% are Female, 42% Male
- 98% of MN nursing facilities have had a consumer on the target profile.
  - Of those facilities, 78% have had a discharge.
- Over 89% have caregivers. Of those caregivers:
  - 56% are female
  - 83% are spouses/adult children
AND AFTER 20 YEARS…
REACHING NEW MILESTONES!

On March 10 of this year, the Senior LinkAge Line® reached a milestone when the 2000th consumer was assisted with returning to the community from a nursing facility!

April 10, 2015 marks five years since the Senior LinkAge Line® Return to Community work began and the administration will hold a celebration to mark this event.

Ernest
SENIOR LINKAGE LINE® VOLUNTEERS

• 369 Senior Linkage Line® volunteers received 1,581 hours of training and 3,269 hours of ongoing continuing education

• All volunteers received certification from MBA after appropriate training

• Volunteers provided 28,785 hours of assistance statewide (on average - 78 hours per volunteer)

• Along with senior outreach specialists, volunteers presented at 2,650 community events specifically focused on Medicare and health insurance
PRINT

Don't wait until you've had a loss to ask...

"Am I Covered?"

If trouble strikes, your insurance policy may be the only thing that stands between you and financial ruin.
Health Care Choices

Kiosk Cards

- Medicare related information
- Housing Modification
- Caregiver Supports
- Senior LinkAge Line Specific
- Disability Linkage Line Specific
- MinnesotaHelp.info

Magnets with 3 Linkage Lines
OUTREACH – BILLBOARD

19 Billboards
• Printed
• Digital

• Alexandria
• Bemidji
• Columbus Twp.
• Duluth
• Grand Rapids
• Moorhead
• Mankato
• Minneapolis
• Rochester
• Savage
• St. Cloud
• St. Paul

Does Dad need help?

Does Grandma need help?

Senior LinkAge Line®
1-800-333-2433
A One Stop Shop for Minnesota Seniors

MinnesotaHelp.info
OUTREACH – INDOOR ADVERTISING

Posted at 90+ locations statewide

Does Dad need help?
Link to an expert to get help with
- Planning for long-term care
- Remaining independent in the community
- Understanding Medicare benefits and eligibility

Senior LinkAge Line®
1-800-333-2433
A One-Stop Shop for Minnesota Seniors

Find more resources at www.MinnesotaHelp.info

Does Mom need help?
Link to an expert to get help with
- Planning for long-term care
- Remaining independent in the community
- Understanding Medicare benefits and eligibility

Senior LinkAge Line®
1-800-333-2433
A One-Stop Shop for Minnesota Seniors

Find more resources at www.MinnesotaHelp.info

MinnesotaHelp.info
DIRECT MARKETING

Door Hangers

Allows for reaching specific areas

By zip code

In English & Spanish
TECHNOLOGY
• Resource data base for consumers online and for the Senior LinkAge Line® workers

• By the Numbers: Includes information from
  • Approximately 12,603 agencies
  • Providing 43,648 services
  • Located in 26,620 locations

• In 2014, there were 518,148 users*

*(includes new and returning)
Welcome to MinnesotaHelp.info

Services for Veterans

Many Minnesota veterans are returning from service in the Middle East. People wishing to volunteer to help veterans can find the agency, community, and veterans and their family members can find local resources in MinnesotaHelp.info.

Special Topics

MN Unemployed Link
Find unemployment benefit information, eligibility, appeal process, claim your employment rights, find organizations that are looking for volunteers - a great way to keep your skills sharp, and much more! This section also has service information for employers and people who want to start their own business.

Senior Link
See resources for health and wellness, insurance and legal advice. Use the Long Term Care Choices Navigator to figure out what you want to live well and age well.

Disability Link
Resources organized for people with disabilities - discover options for going back to work, assistive technology, home modifications, personal care services, and more.

Health Care Link
Provides resources for accessing health coverage, providers, and other information on managing health care coverage.

Transportation Link
Need help finding a ride, arranging for a ride, or paying for a ride? The Transportation Link section of MinnesotaHelp.info makes it easy to explore ride options, select available services, and resources to help pay for transportation, and get assistance in arranging rides.

Government Link
Resources related to local, county, state, and federal services.

Long Term Care Link - Waiver & Alternative Care Program Services
Search for providers of long term care services and supports available through waivers and Alternative Care programs. Be sure to visit Long Term Care Link often, as providers and services are regularly added and changed.

Take Me To...

DHS Licensing Information Lookup
DHS Licensing Information Lookup is an online tool that Minnesotans can use to search for licensed programs such as child care, group homes, and community-based resources for children and vulnerable adults. Many ways to search including name, license number, or zip code.

MN Dept. of Health - Health Care Facility and Provider Database
This database offers information about Minnesota health care providers, including state registration and licensure status. Search by name, county, city, or type.

Long-term Care Choices Navigator
Long-term Care Choices Navigator is a simple, easy-to-use website that helps seniors and their caregivers find long term care resources in their community. Its focus is to help seniors live and age well, providing local resources in the community.

New Tools to Educate Consumers and Providers about HIPAA Privacy and Security
The U.S. Department of Health and Human Services has developed new tools to educate people and health care providers about health information rights, privacy, and security. Find videos, brochures, and more.

2015 Health Care Choices for Minnesotans on Medicare
The new Minnesota Board on Aging publication is full of information about Medicare enrollment, Medicare supplement plans, health plans, Medicare Part D prescription drug plans, Medicare Savings Programs, Medicare Advantage plans, and Special Needs plans, and more.
VISITS TO
WWW.MINNESOTAHELP.INFO®

258% increase since 2009
SENIOR LINKAGE LINE® EMAILS/CHATS

MNHelp and Online Referral Site Chats/Emails
Online Referral Live Since 11-1-2013

- Chats
- Emails

<table>
<thead>
<tr>
<th>Year</th>
<th>Chats</th>
<th>Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>575</td>
<td>575</td>
</tr>
<tr>
<td>2011</td>
<td>677</td>
<td>677</td>
</tr>
<tr>
<td>2012</td>
<td>1080</td>
<td>388</td>
</tr>
<tr>
<td>2013</td>
<td>2161</td>
<td>828</td>
</tr>
<tr>
<td>2014</td>
<td>3407</td>
<td>962</td>
</tr>
</tbody>
</table>
TODAY’S INTERNET CHAT THROUGH MINNESOTAHELP.INFO

- Specialized single call center in MNRAA called the “client services center”
- These staff as well as staff of the Consumer Choices Team handle chats and emails through Minnesotahelp.info and the Senior LinkAge Line® email.
- Goal is to route chats statewide – we are piloting some statewide routing now
DEMO OF THE NEW MINNESOTAHELP.INFO
MINNESOTAHHELP.INFO®
FUTURE PROJECTS

Launch of newly redesigned Minnesotahelp.info® and Provider Portal – July 2015

Vacancy Tracking

• Launch – late 2015
• Providers and other users can identify vacancy information
• Provides quick results for those looking for housing

Home and Community Services Finder

• Launch – July 2015
• Next three services to be incorporated: adult foster care, assistive technology, caregiver supports (2016)
Disability Benefits 101 gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together. > More

Welcome to DB101 (1.5 min video)

First Time? Start Here

Your Situation
Take a personal approach to benefits planning: Find information that applies to you. > More

- Going to Work
  Planning to work? Find support for going to work and learn how a job can affect your benefits. > More

- Young People and Benefits
  Learn how to manage school, work, and benefits. Includes tips for parents. > More

- New to Benefits
  Find out how disability benefits programs work, and learn how to plan for changes in the future. > More

Programs
Just the facts: Get details about benefit programs. > More

- Cash Benefits
  Learn about benefits that can help you meet your basic needs. > More

- Health Care Coverage
  Explore many health coverage options, from public and private sources. > More

- Work Programs
  Learn how state and federal programs can support your career plans. > More

Talk to an Expert
Mon-Fri 8:30-5:00 Central
- Live chat: Chat Now
- 1-866-333-2466
- Email a question
QUALITY ASSURANCE

- Call monitoring for Standards to be conducted by Consumer Choices Team staff
- Secure extranet with automated quarterly staff dashboards, training, reporting, standards and policies. Audience is: AAA Directors, DLL internal staff and directors, and AAA supervisors.
SATISFACTION:
“I WOULD RECOMMEND THE SENIOR LINKAGE LINE® TO SOMEONE ELSE.”
THE CONSUMER EXPERIENCE: COMMENTS FROM SURVEYS

“This was the place to call for me. I don’t have to wait anymore and got more dollars to eat on. I don’t worry about food anymore.”

“…Better than Medicare. Great agency, very helpful.”

“Helped me through a difficult time, the health plans were hard to understand, the SLL helped.”

“I really value all the help I’ve received.”

“SLL rescued me when I didn’t know where to turn and eased my frustration. Thank you.”
SENIOR LINKAGE LINE® EXPANDED QA

• Metrics for measuring compliance with the Senior LinkAge Line® Standards and Assurances

• Metric examples:
  • Data completeness
  • Timeliness of follow-up calls with consumers/caregiver
  • Outreach conducted with all nursing homes in AAA region
  • Monthly discharge goals
  • Consumer satisfaction

• New Supervisor Console tool for AAA Supervisors assess customer service using real time monitoring
OTHER: EVALUATIONS IN PROCESS

• Wilder Foundation – Integration Systems Grant
  1. Reviewing results of ISG grant and collaborations with Health Care Homes
  2. Developing Report Card Evaluation framework
• AHRQ Grant
  1. Study of a state-level model for transitioning nursing home residents to the community
  2. Funded by Agency for Health Services Research and Quality
     1. Health Services and Research Demonstration and Dissemination Grants Program (R18)
     2. Project period: 1-Sep 2012 to 30-Aug-2016
  3. Research partnership
     1. Purdue University and University of Minnesota
     2. Minnesota DHS and Board on Aging
SAMPLE DASHBOARD

1. Number of Contacts Over Time

2. Percent Who Would Recommend Senior LinkAge Line® to Others

3. How Clients Heard About SLL

4. Consumers SLL Assists with Appeals or Grievances

5. Usage of LTCC Navigator

6. Average Age of Caregiver - All Services

7. Volunteers Per Quarter

8. Average Age of Callers Re-Assisted Living Counsel

9. Types of Assistance Provided

10. Average Speed of Answer (ASA)

11. Average Handle Time (AHT) and Session Length (WSL)

12. Online Referrals by Type

13. Number of Completed Follow-ups by SLL Staff

14. Number of People Who Chose Long Term Care Options Counseling

15. CLS-Assisted Discharges Due to SLL Referral (RTC)

16. Discharge Location from Nursing Home (RTC)

17. Of CLS Assisted Consumers Statewide in CV 2014

2% Returned to a Nursing Facility After Discharge (RTC)

18. Consumers Satisfied with Living Situation

19. Target and Non-Target Transitions by Calendar Quarter (RTC)

20. Mean E-Score for CLS Assisted Community Discharges by Quarter (RTC)

MinnesotaHelp.info
CONTACTS

Krista Boston, Director, Consumer Assistance Programs
krista.boston@state.mn.us
651-431-2605

Elissa Schley, MinnesotaHelp Network™ Lead Consultant
elissa.j.schley@state.mn.us
651-431-2584