

State of Minnesota

POSITION DESCRIPTION A

EMPLOYEE NAME

AGENCY/DIVISION

Aging and Adult Services

ACTIVITY

ARDC Resource Center Grant

CLASSIFICATION

Project Consultant Senior

WORKING TITLE

Project Coordinator – ARDC Grant

POSITION CONTROL

PREPARED BY

Krista Boston

PREVIOUS INCUMBENT

n/a

EMPLOYEE'S SIGNATURE

SUPERVISOR'S SIGNATURE

DATE

DATE

POSITION PURPOSE:

Provide the Aging and Adult Services Division and the Minnesota Board on Aging with grant administration leadership, coordination, and expertise for the Administration on Aging (AOA) and Center for Medicare and Medicaid Services (CMS) Aging and Disability Resource Center Grant. Assume responsibility for a changing mix of grant administration duties as the grant is administered over the next three years. Act as lead for other staff assigned to the grant project; coordinate activities within the Consumer Information and Access Team and between the team and partners from the Metropolitan Area Agency on Aging, Disabilities Services Division, Hennepin County Coordinated Home Services, the University of Minnesota Center on Aging and other partners that are relevant to meeting proposal objectives. Represent MBA's programs in interactions with the division staff as defined in the grant as well as internal and external partners. Bridge relations and grant administration with all participating in the outreach effort. Ensure linkages between the grant activities and other activities of the team.

As the Project Coordinator, ensure implementation of the work plan ARDC Resource Center Outreach Grant by coordinating efforts needed to establish one stop Resource Centers in four locations in Hennepin County. Provide technical support and coordination to the grant partners, and communicate grant objectives, outcomes and potential for replication with providers, county human services agencies, public and private organizations as necessary and requested. Monitor the processes used and outcomes produced by the partners in order to assure meeting the grant objectives.

Educate AASD, MBA and DHS management and staff regarding project goals and the roles and responsibilities of the partners. If appropriate, intervene in contract-related and performance expectation problems identified by outreach partners or management to any aspect of the project; keep immediate supervisor informed of progress and briefed on issues. Brief management team or Minnesota Board on Aging, as requested. Work closely with

assigned outreach specialists, throughout the course the project; provide input on contract revisions as needed and in relationship to outcome-based measures and provisions.

As the key contact with partners, provide in-depth grant and project operations expertise, policy consultation, technical direction and facilitation. Identify the need for and facilitate needed partner training opportunities; facilitate interactions between partners in order to encourage the sharing of information, strategies, and resources. Coach individuals and meet with partners who may be developing new initiatives and skills based on the grant outcomes. Facilitate resolution of differences between partners. Support project concepts and desired outcomes in interactions with partners. Provide technical direction regarding the development, modification, interpretation and dissemination of policy and procedures related to long-term care services provided at the Resource Centers.

Provide project linkage with staff throughout the agency, with partners, advocates and/or other stakeholders. Collaborate with MBA's Information Officer regarding the release of grant information. Develop referral processes and protocols train team members as necessary and requested, to further the grant outcomes.

Jointly evaluate grant performance and outcomes. Monitor grant outcomes by tracking and assessing data collected about the ARDC Resource Center Grant efforts. Lead grant contracts negotiations and review outcomes, as relevant. Translate findings and outcomes into policy, operations, training, forms, and systems modification recommendations. Based on findings, recommend better strategies for reaching, interacting with, and servicing a more diverse range of individuals and communities through the Resource Centers. Jointly develop future proposals for changes needed to outreach plans used by the partners.

REPORTABILITY: Reports to the supervisor of the Consumer Information and Access Team

BUDGET:

Has oversight responsibility for the use of \$740,000 in grant funds. Work performed by the employee impacts design of systems that will conduct screening for waiver programs and links to the integration of the Minnesotahelp.info web site as well as the state's 15 million dollar Health Match tool.

CLIENTELE:

DHS, MBA and Continuing Care Administration management and staff; Aging and Adult Services Management Team; Area Agencies on Aging, Disability Linkage Line providers; grant partners; grant contractors; project vendors; consumers, communities; and the general public.

RESPONSIBILITIES:

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| | A | 15 % | A/B |
|--|---|------|-----|
1. Provide partners policy, project coordination, and operations management expertise to the three year ARDC Resource Center Grant.
 - A. As lead staff for the ARDC Resource Center Grant Project team, coordinate the implementation of four resource centers in Hennepin that provides long-term care supports and consultation to people who

need long-term care and their families. Assume responsibility for a changing mix of responsibilities and project components as the project expands and evolves through the next three years.

- B. Provide technical support and coordination to partners located in Hennepin County and the rest of the state, as relevant, including providers, county human services agencies, public and community health agencies and private organizations. Monitor the processes used and outcomes produced by partners in order to assure effective use of ARDC Resource Center Grant dollars to meet the intent of the grant.
- C. Serve as a liaison for management as it builds relations with communities, interest groups, and key individuals regarding the development of supports needed to enable targeted eligible seniors and groups to access information and application assistance help. Represent AASD management in interactions with the division's clientele as well as represent the DHS in interactions with the partners.
- D. Orient AASD management and staff to the project's goals and the limited roles and responsibilities of the partners. If and when appropriate, intervene in grant contract-related and performance expectation problems in relationship to any aspect of the Outreach Project. Keep relevant managers and staff informed of relations, progress and issues based on request of Supervisor.
- E. Jointly coordinate across divisions to develop, implement, and refine project processes, procedures, and standards which comply with state and DHS requirements. Collaboratively develop components of the project from organizational and procedural standpoints. Coordinate technical preparation of project documents; develop and tailor streamlined work flows and accountable procedures.
- F. Assemble and steer project work groups, task forces, and committees. Assemble discussion groups.

A 20 % A/B

2. In partnership with Hennepin County, jointly coordinate implementation of the ARDC Resource Center Grant Project and daily operations:

- A. As assigned, monitor and account for the project's daily operations activities.
 - o Assess problematic situations to determine the needed level of response.
 - o Prepare project data and status reports.
 - o Upon request, represent AASD and the project at meetings throughout DHS.
 - o Meet regularly with the project team and associated divisions. Strategically plan for and address project operations problems and issues. Plan and coordinate informal work sessions and meetings.
 - o Initiate needed system changes, if requested, to develop management information reports.
 - As assigned, provide research, report development, and data analysis.
 - Finalize work plans and lead work planning sessions, as necessary.
- B. If and as assigned, coordinate and/or account for the functions listed below.
 - Reports design and production.
 - Project data analysis and monitoring of status reports.
 - o Monitoring of partner/grantee activities

- o Implementation of a daily operations model needed to implement the project, move/process documents, and account for daily activities on grant including ongoing reporting from grantees/partners to MBA and from MBA to AOA and CMS.
- Monitoring to assure appropriate use and prevent misuse of grant funds.
- Prepare programmatic reports and shepherd finalization of financial reports to AOA and CMS.

A 25 % A/B

3. As the ARDC Resource Center Grants Project Coordinator and key contact, provide in-depth operational expertise, policy consultation, and technical direction to partners.

- A. Assist partners developing and implementing .xml data sharing technology between relevant partner databases and deployment of technology.
- B. Identify the need for and facilitate needed partner work planning opportunities; facilitate interactions between partners in order to encourage the sharing of information, strategies, and resources. Coach individuals and meet with groups developing new initiatives and skills. Facilitate resolution of differences between partners and MBA or DHS staff.
- C. Support project concepts and desired outcomes in interactions with partners.
- D. Provide technical direction to partners with respect to the interpretation and dissemination of Resource Center and grant program policy and procedures information. Provide technical support and policy information to partner staff.

A 5 % A/B

4. Develop Referral protocols and procedures to integrate screening and eligibility processes between Resource Center staff and other providers serving persons with disability and seniors, and their families.

- A. Review and modify existing referral protocols between partners.
- B. Monitor implementation of protocols.
- C. Make recommendations for building protocols into technology tools such as Minnesotahelp.info site and other relevant tools used by grant project partners.

A 5 % A/B

5. Promote public acceptance and train/educate partners affected by and/or implementing the ARDC Resource Center Grant Project. Respond to inquiries and requests for information from stakeholders and other interested parties.

- A. Coordinate public awareness, training, work planning and outreach activities associated with the project.
- B. Work with AASD management to develop and coordinate information sharing with internal staff.
- C. Technically assist and inform stakeholders affected by and/or implementing portions of the project. Research and respond to inquiries and the concerns of individuals/entities interested or involved in the project. Research and respond to inquiries referred from other areas and other parties.

- D. In coordination with policy and other outreach staff, develop materials including county bulletins for regional and statewide distribution related to the project for statewide and targeted distribution. If assigned, jointly develop plans and calendars; assist with the production of materials associated with the project.
- E. As assigned, prepare communications and draft responses to policy inquiries including reports to key stakeholders such as the Minnesota Legislature or the governor's office.

A 15 % A/B

6. Jointly evaluate performance and the overall outcomes of the Outreach Project..

- A. Monitor and evaluate project outcomes by tracking and assessing data collected by partners.
- B. Assess situations and partner advocate activities in relationship to the input of and problems reported by county financial worker staff and external clientele. Based on findings and input, identify partners needing additional technical supports and education. Develop intervention plans to correct identified problems associated with the quality and accuracy of information given to potential enrollees and the completion of applications.
- C. Translate grant findings and outcomes into policy, operations, training, forms, and systems modification recommendations.
- E. Continue to refine the grant Project communications. Work with CIAA team to develop new operations strategies and procedures. Based on project findings, recommend better strategies for reaching, interacting with, and servicing a more diverse range of individuals and communities to be served by the Resource Centers.
- F. Jointly develop future proposals for policy and operations changes needed as the project evolves and in relationship to changes in federal and state law.
- G. Based on findings, identify aspects of the Project that should be continued as part of the Minnesota's ongoing rebalancing of long-term care and its reform strategies. As directed by management, refine activities that are to be continued after the project has ended. Assist management with transitions associated with identified changes.
- H. Develop a sustainability plan along with expansion options and investigating funding opportunities for expansion of Resource Centers.

A 5 % A/B

7. Coordinate project data management, reporting, and the introduction of needed systems supports..

- A. Coordinate with assigned appropriate areas in DHS and the MBA to analyze enrollment data in public programs in order to identify trends and opportunities for linkages for consumers, to the Resource Centers. Link with other divisions providing grants management, data management and analysis supports, as necessary.

- B. Account for the locations, formats, and organization for the data, reports, and records collected in relationship to the project. Perform data analysis in relationship to the project and its operations.
- C. Monitor and evaluate the effectiveness of partner data linkages, systems, and procedures developed in association with the project.
- D. Coordinate the use of uniform data element formats and submittal procedures, if and as needed.

A 10 % B

- 8. Manage ad hoc research and administrative support projects assigned by AASD management. Develop and implement strategies for data collection and analysis. Provide administrative support to AASD management.
 - A. Prepare and submit reports needed for management decision-making, budget/statistical analysis, and accountability as it relates to the grant and other activities, as requested. Assist AASD management to define reporting and evaluations needs. Coordinate project data to meet management needs.
 - B. Coordinate with policy and eligibility specialists to develop revised policies, procedures, and systems modification proposals. Jointly research proposed policy changes to determine impact and feasibility. Research operations, procedures, and forms changes needed in relationship new federal and state laws.
 - C. Jointly research, develop, and recommend modified daily operations and work management models, ensuring compliance with state and federal requirements. Develop components from organizational, policy, and procedural standpoints.
 - D. Research long-term care policy and eligibility criteria, as needed to population the Resource Center centers resource database, Minnesotahelp.info.
 - E. Coordinate and account for project work groups, task forces, and committees, as assigned.

RELATIONSHIPS:

This position reports to the Supervisor of the Consumer Information, Assistance and Advocacy Team. S/he has working relationships with management and staff throughout the division, Continuing Care Administration, and associated Administrations. The focus and strength of the working relationship will depend on the mix of assigned project duties at a given point in time. S/he has interaction with and technically consults with grant partners, advocates, consumers, participating and prospective providers, Hennepin County long-term care consultation operations, and other staff associated with the project. S/he has interaction throughout the agency, with other agencies, consumers/interest groups, and provider industries as part of her role as ARDC Grant Project Coordinator.

The incumbent collaborates with and has frequent interaction with assigned grant contract program officers and grant management officers from AOA and CMS both locally and nationally at mandatory conferences.

KNOWLEDGE, SKILLS AND ABILITIES:

S/he thoroughly understands and accurately applies policy provisions and eligibility criteria associated with the provision of long-term care consultation to persons with disabilities, seniors, and their families. S/he has a detailed understanding of: county enrollment operations, application, and enrollment review processes; S/he is familiar with eligibility determination processes and decision-making criteria; required verifications and other financial documents needed to support public program eligibility. S/he can translate this knowledge into technical specifications as necessary in order to build these systems into existing resource and client management databases in order to complete grant requirements.

It is essential the incumbent have in-depth understanding of county long-term care consultation operations and application content/attachment submittal requirements. S/he must be able to instruct with consumers, partners and understand the processes involved with providing assistance to individuals who are seeking assistance with maintaining their independent living status in the community, or those that seek to change their status from a facility based environment to one of independence in the community.

S/he must thoroughly understand the ARDC Grant Project, the intent of AOA and CMS, roles of partners, and the content of associated grant or professional/technical contracts. S/he must have a general understanding of DHS and MBA grant and contract processes, procedures, and documents.

S/he is able to research, develop, and evaluate the effectiveness of systems, procedures, and work flows. S/he is able to monitor and evaluate programs and projects. S/he is able to develop, implement, and evaluate processes, procedures, operations, and systems.

Written communications. Able to write and edit technical documents and monitor the terms of contractual/technical agreements. Basically understands budget and payment aspects of managing grants/contracts.

Program planning, evaluation, and monitoring techniques. Able to design the methodology, develop and use data collection tools, and manage studies and evaluation projects. He/she understands the principles and techniques of program planning and evaluation.

Database management. Principles and techniques of database development and management. Able to set up and manage databases, access and process data, and modify databases while protecting the integrity of the data.

Data needs assessment. Ability to define data and presentation needs, then assemble/collect, analyze, and graphically present data. Ability to assess management's information needs, then collect and analyze data to prepare data for presentation in specified formats.

S/he must have the ability to:

- o Articulate, analyze, interpret, and present policy concepts and provisions; statistical/fiscal data; and technical concepts.
- o Develop and effectively present recommendations and proposals.
- o Develop, document, and instruct individuals on use of technical procedures.
- o Plan and outline procedures necessary to compile and analyze data for studies.
- o Organize, assemble resources, coordinate, and facilitate projects/studies.
- o Effectively facilitate communications between individuals, within and between groups.

- o Steer and account for group activities, decisions, and outcomes.
 - o Organize, set priorities, and manage a widely varied workload.
 - o Solve problems using investigative procedures, complex data analysis, systems design techniques, and sound reasoning.
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PROBLEM SOLVING AND CREATIVITY:

The ARDC grant is a highly visible grant programs, nationally that is being closely watched at both state and federal levels as Minnesota continues to seek out strategies to rebalance the long-term care system and and contain long-term care costs. The incumbent’s challenge will be to creatively use and support the network of Project partners to complex data systems integration efforts in a short period of time, in order to ensure that the appropriate infrastructure is in place to support the Resource Centers. S/he must have strong human relations skills needed to bridge communications gaps that have distanced various groups. S/he must be able to deal with different groups and individuals having diverse perspectives of the project and its goals.

S/he is a grant strategies and objectives problem-solver and is able to define and solve a wide range of impasses and problems with political savvy and understanding of the delicate balance between correcting problems separate from the individual rather than associating the individual with the problem. S/he applies policy with accuracy and understanding of what her interpretations will mean in relationship to local county operations and state operations and the interaction thereof including those that impact consumers who need consultation about their long-term care needs.

FREEDOM TO ACT:

The incumbent reports to the supervisor of the Consumer Information, Assistance and Advocacy Team. S/he consults the supervisor on all policy and grant completion issues and maintains regular contact with the supervisor on complete of grant objectives and reporting requirments. S/he keeps management informed of matters having policy, budget, operations, and/or public relations impact. This person has the freedom to initiate contact and work with other staff throughout DHS, other agencies, and in private sector. S/he develops work plans with deadlines based on grant objectives, grant implementation time lines, and contractual/payment system constraints and deadlines.

Formal review will be provided by the supervisor of the Consumer, Information, Assistance and Advocacy Team.