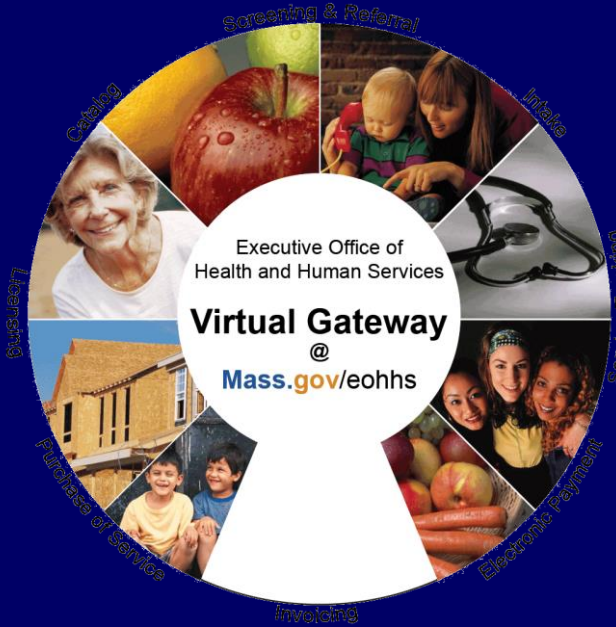


# Massachusetts Rehabilitation Commission (MRC) Department of Developmental Services (DDS)



## ABI-MFP Provider Town Hall

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April 25, 2018





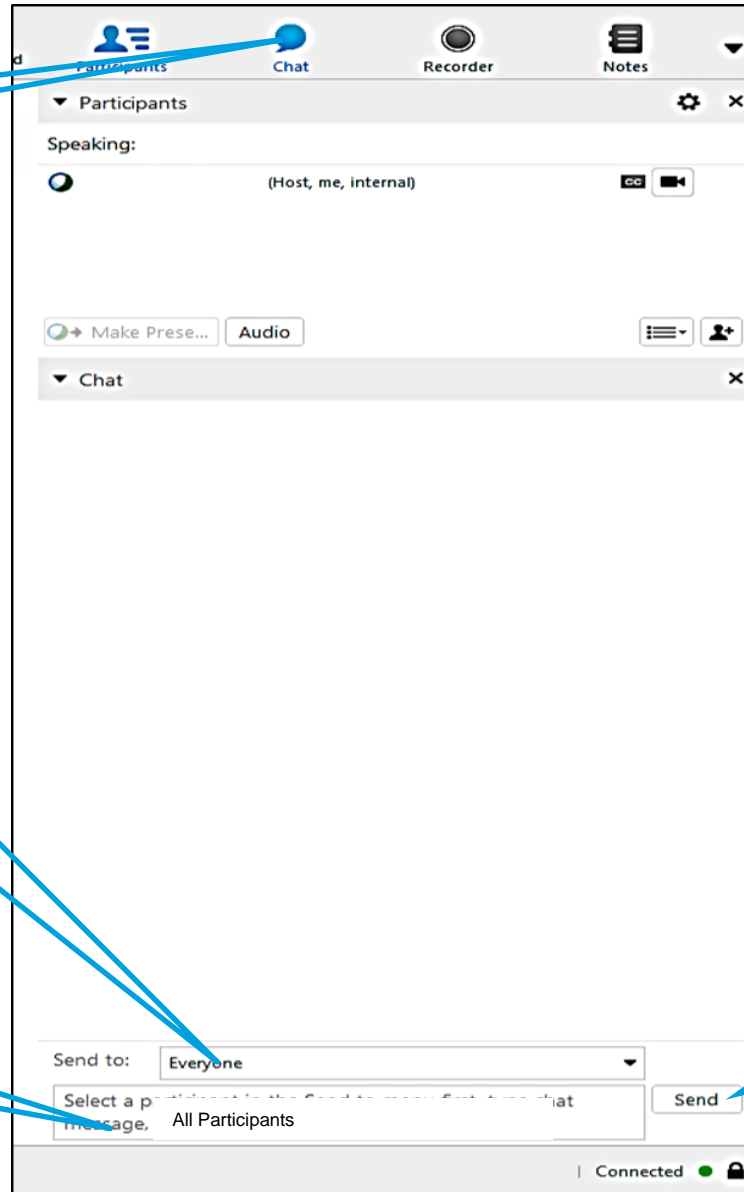
# WebEx: Chat Function

1. Click 'Chat'.

2. Select 'Send to' All Participants.

3. Type your message here.

4. Click 'Send' or use enter on your keyboard.





## Agenda

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- ISP Module Overview
  - Overview of HCSIS
  - ISP Functionality
  - Benefits
  - Roles and Users
- Training Information
- Post Go-Live Support Information
- Business Readiness
- Ambassadors for Provider Agencies
- Q&A

# ISP Module Overview



## Introduction to the ISP Module

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**The ISP Module in HCSIS will be enabled for individuals enrolled to ABI-MFP waivers on June 20, 2018**



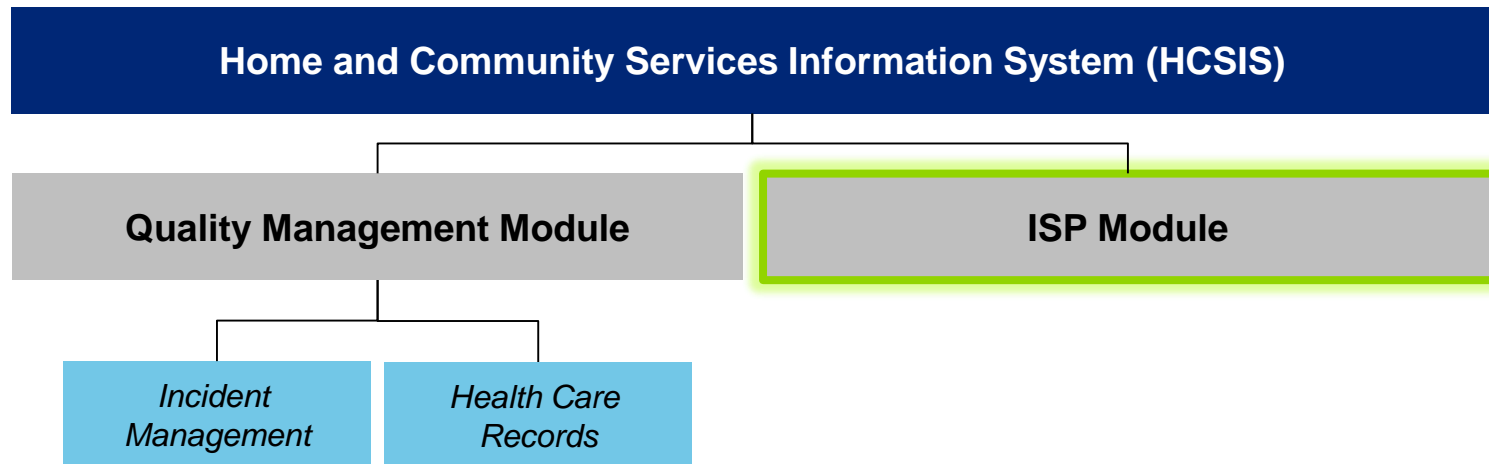
Note: ISP Dashboard shown in this video is applicable to DDS and MRC users



## HCSIS Overview

The Massachusetts Home and Community Services Information System (HCSIS) is a comprehensive system that Provider Staff may already use to support individuals across populations with various developmental disabilities.

Providers who serve individuals in ABI-MFP waivers already use the QM module for managing and reporting incidents for the individuals they support. Provider Staff delivering services to ID population already use a similar ISP module in HCSIS.





# Functionality of the ISP Module in HCSIS

## What is the ISP module?

The Individual Support Plan (**ISP**) module is expanding to include a new tool for Providers, MRC Case Managers, and DDS Service Coordinators to plan the services and supports for individuals in the ABI-MFP population.

*Current ISP paper processes will be done in the ISP module.*



**ISP  
Overview**



Scenarios: Pre-ISP Meeting



Scenarios: Post-ISP Meeting



Q&A and Practice



## Benefits of the ISP Module

The new functionality in the ISP Module will strengthen the collaboration among Providers, MRC Case Managers, DDS Service Coordinators, and individuals by increasing accountability and compliance, improving quality of processes, and ensuring that individuals are paired with supports that meet their unique needs.

### What are the benefits?



#### Improved Data Quality

from **single storage** location of ISP information



#### Expedited Decision-Making

enabled by **immediate access** to historical data



#### Timely Communication & Tracking

among **Providers, DDS, and MRC** through the ISP module



#### Increased Efficiency

by **streamlining and standardizing** the ISP process

**ISP Overview**



Scenarios: Pre-ISP Meeting



Scenarios: Post-ISP Meeting



Q&A and Practice





## Who will use the ISP Module?

### Providers\*



#### Provider Users

- Access specific individuals that receive services
- Complete Goals & Objectives
- Complete Assessments and Upload Supporting Documents
- Complete Progress Summaries and Submit to Case Managers & Service Coordinators
- Access Reports
- Two user roles available: Provider Data entry and Provider Supervisor

### MRC



#### MRC Case Managers

- Share ISP Components with Providers
- Create Goals & Objectives and share them with Providers (optional)
- Review Progress Summaries submitted by Providers
- Change Frequency of Progress Summaries
- Access Reports

### DDS



#### DDS Service Coordinators

- Share Vision and ISP Components with Providers
- Create and Review Goals & Objectives and Request Revisions
- Request, Review, and Approve Assessments and Supporting Documents
- Review Progress Summaries submitted by Providers
- Change Frequency of Progress Summaries
- Access Reports

\*Not all Providers may have access to the ISP Module (e.g. Transportation Services, Specialized Medical Equipment, etc.)

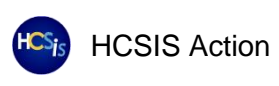
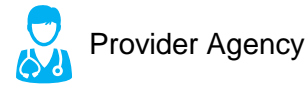
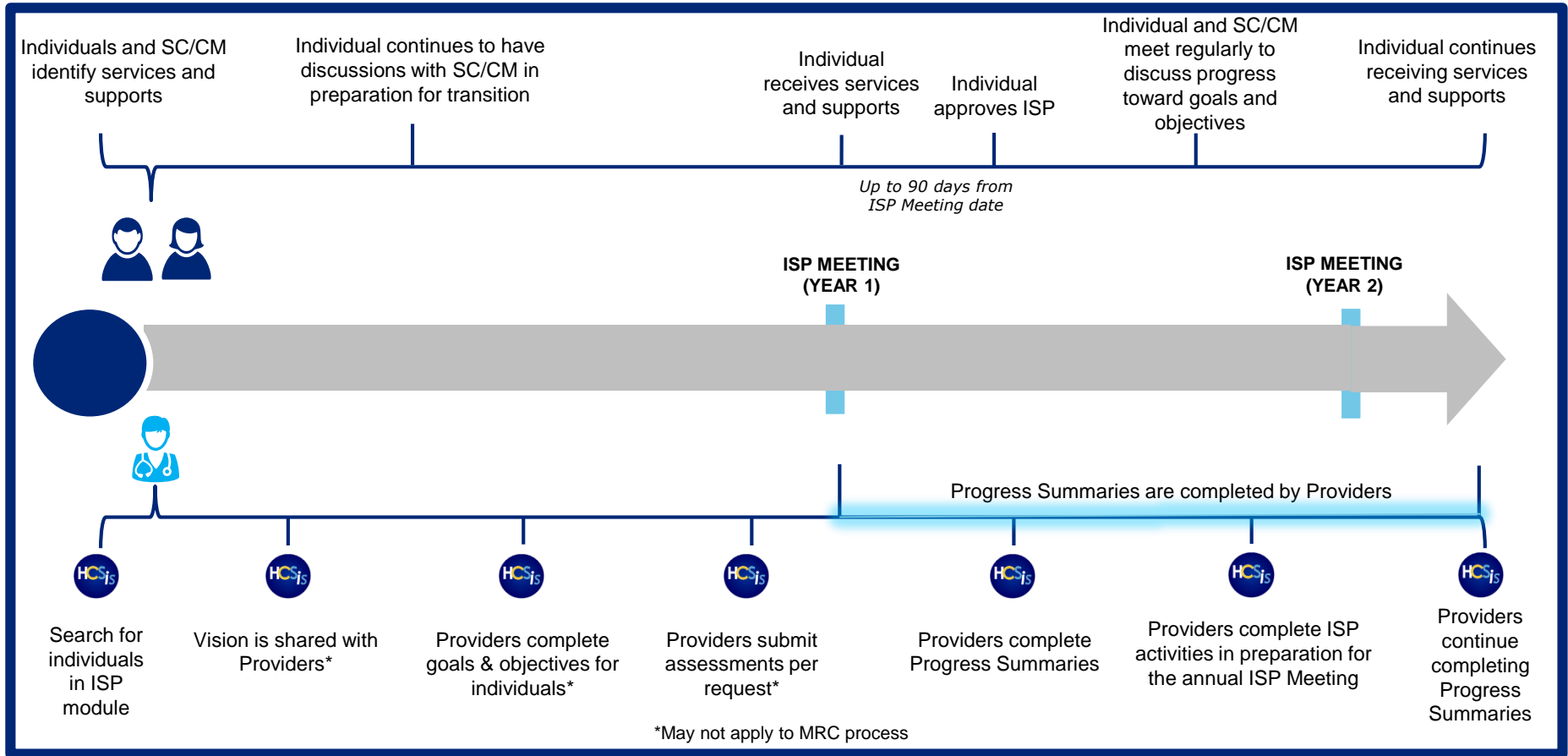
# Training Information



# Activities in the ISP Module

This image represents the journey of an individual in an ABI-MFP waiver. After the ISP module goes live, Provider users will complete several activities in the module to support individuals in their regaining independence.

## Important differences between MRC and DDS process will be called out during training





## Training Lessons (1/2)

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Training will introduce the ISP module by using **several scenarios** involving individuals in ABI-MFP waivers as Provider Staff complete different activities in support of the ISP process.

<i>Lesson</i>	<i>Details</i>
<b>Introduction</b>	
<b>ISP Functionality Overview</b>	<ul style="list-style-type: none"><li>• HCSIS &amp; Virtual Gateway Overview</li><li>• Introduction to the ISP Module</li><li>• Why is the ISP Module being implemented?</li><li>• Benefits of the ISP Module</li></ul>
<b>Pre-ISP Meeting Activities</b>	
<b>Accessing the Individual's Dashboard</b>	<ul style="list-style-type: none"><li>• Accessing HCSIS</li><li>• ISP Dashboard Components &amp; Features</li></ul>
<b>Working with ISPs</b>	<ul style="list-style-type: none"><li>• Viewing the Vision</li></ul>
<b>Goals and Objectives</b>	<ul style="list-style-type: none"><li>• Goals/Objectives Review Process*</li></ul>
<b>Completing Assessments</b>	<ul style="list-style-type: none"><li>• Overview of Assessments*</li><li>• Completing and Submitting Assessments*<ul style="list-style-type: none"><li>• Review Process*</li></ul></li></ul>
<b>ISP Meeting &amp; Editing Goals and Objectives</b>	<ul style="list-style-type: none"><li>• Editing Goals &amp; Objectives</li><li>• Print/View Goals &amp; Objectives</li><li>• Viewing ISP Components</li></ul>

\*Does not apply to MRC process. Important differences between MRC and DDS process will be called out during training



## Training Lessons (2/2)

---

Training will introduce the ISP module by using **several scenarios** involving individuals in ABI-MFP waivers as Provider Staff complete different activities in support of the ISP process.

<i>Lesson</i>	<i>Details</i>
<b>Post-ISP Meeting Activities</b>	
<b>Progress Summaries</b>	<ul style="list-style-type: none"><li>• Completing and Submitting Progress Summaries<ul style="list-style-type: none"><li>• Review Cycle</li></ul></li></ul>
<b>Supporting Documents</b>	<ul style="list-style-type: none"><li>• Uploading Supporting Documents</li></ul>
<b>Working with ISPs in several ISP Years</b>	<ul style="list-style-type: none"><li>• Toggling between ISP years in HCSIS</li><li>• Viewing and Printing Historical Documents</li></ul>
<b>Standard Documents</b>	<ul style="list-style-type: none"><li>• Viewing Standard Documents</li><li>• Completing a 24 Hour Backup Plan*</li></ul>
<b>RPMS &amp; Reports</b>	<ul style="list-style-type: none"><li>• Review Process Management Screen</li><li>• Types of Reports and Functionality</li><li>• Accessing and Downloading Reports</li></ul>
<b>Additional Information</b>	
<b>Reference &amp; Help</b>	<ul style="list-style-type: none"><li>• Quick Guides, Reference Documents, Ambassadors, Help Desk</li></ul>
<b>Business Readiness Information/ Q&amp;A</b>	<ul style="list-style-type: none"><li>• Expectations Leading Up To and After Go-Live</li><li>• Question &amp; Answer</li></ul>
<b>Practice</b>	<ul style="list-style-type: none"><li>• Optional Self-Paced Navigation</li></ul>

\*Does not apply to MRC process. Important differences between MRC and DDS process will be called out during training



## Webinar Training Information for Providers

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Webinar Training will begin on May 16, 2018 for Providers. Registration information was sent out by ISP Ambassadors to Provider Agencies on April 3.

### WEBINAR TRAINING

**Duration:** Estimated 3+ Hrs.

**Dates available:** 2 sessions

**Audience:** All Provider Staff

Date	Location	Time
May 16	Virtual via WebEx	9:00 AM – 12:30 PM
June 21	Virtual via WebEx	9:00 AM – 12:30 PM



# Important Recommendations for Webinar Training

- Capacity is limited. **Register early** to reserve a spot in the webinar training session.
- **Deadline for registration is April 30, 2018 - Updated**
- All Provider Staff who provide services to ABI-MFP individuals are invited to participate in webinar trainings. **Join and watch Webinar Training as one group** to promote collective learning.
- If you have not registered yet, follow these **instructions**:

## Step

1

Click 'Register Here' for chosen date

Date	Registration Link
May 16 <sup>th</sup>	<a href="#">Register Here</a>
June 21 <sup>st</sup>	<a href="#">Register Here</a>

## Step

2

Click 'Register' link on WebEx page

### Event Information: Provider ISP-POC Training Webinar

Registration is required to join this event. If you have not registered, please do so now.

**Event status:** Not started ([Register](#))

**Date and time:** Wednesday, May 16, 2018 9:00 am  
Eastern Daylight Time (New York, GMT-04:00)  
[Change time zone](#)

**Duration:** 3 hours 30 minutes

**Description:**

## Step

3

Enter name, email, and provider agency name. Click 'Submit'

### Register for Provider ISP-POC Training Webinar

Please complete this form to register for the event. An asterisk (\*) indicates required fields.

Please answer the following questions.

\* **First name:**

\* **Email address:**

\* **Confirm email address:**

**Company:**

Remember me on this computer  
[Clear my information](#)

After clicking submit, you will receive an **official Outlook invitation** via email to your chosen training date from WebEx to reserve the time on your calendar and give you **specific information on how to join on the day**.

# Post Go-Live Support





# Post Go-Live Support for Provider Agencies

Several resources will be available for Provider users in order to support adoption of the ISP module in HCSIS.



## Reference Documents

Concise repository of information that include Step-by-Step instructions to complete different activities in the ISP Module.

### HCSIS

Reference Documents will be available in the Reference Tab of the ISP module in HCSIS



## Video Recording

Recording of webinar session available to all Provider users.

### Website

DDS Learning

[ddslearning.com/hcsis-training/](https://ddslearning.com/hcsis-training/)



## DDS Help Desk

Help Desk Representatives will be available to document technical issues. Tickets will be assigned to a HCSIS Business Analyst who will respond to you by phone or email. They will troubleshoot and provide guidance about technical functionality.

**Telephone**  
617-994-5050

### Email

[dds.customerservices@state.ma.us](mailto:dds.customerservices@state.ma.us)

Hours of Operation: Monday – Friday, 7:00am – 4:00pm

**Description**

**Where to find it**

# Business Readiness



## Accessing the ISP Module in HCSIS (1/4)

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Provider Agencies may be required to complete several actions depending on their current access to HCSIS and the Virtual Gateway.

Identify the **specific stage** of your Provider Agency to determine required actions in preparation for go-live



1

### **If your Provider Staff does not currently have access to Virtual Gateway/HCSIS**

1. Complete Provider Registration process conducted by UMass.
2. Provider agencies will obtain access to the Virtual Gateway for the Commonwealth of Massachusetts as part of their registration process.
3. Follow steps outlined in the next slides.



## Accessing the ISP Module in HCSIS (2/4)

Provider Agencies may be required to complete several actions depending on their current access to HCSIS and the Virtual Gateway.

Identify the **specific stage** of your Provider Agency to determine required actions in preparation for go-live



2

### If your Provider Staff has access to the Virtual Gateway, but does not have access to HCSIS

1. Contact DDS Help Desk requesting new user to HCSIS.
2. DDS Help Desk sends ABI-MFP HCSIS User Request Form (URF) for provider access administrator to complete and return.
3. URF should be submitted to the Help Desk by the provider VG Access Administrator.
4. Help Desk will confirm the Access Administrator is accurate, and creates username & password and will assign a Data Entry or Supervisor ISP role to the new user **the day of go-live**.
5. Help Desk sends username and password to new user.
6. New user gains access to HCSIS QM (prior to go-live) and ISP (day of go-live).



## Accessing the ISP Module in HCSIS (3/4)

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Provider Agencies may be required to complete several actions depending on their current access to HCSIS and the Virtual Gateway.

Identify the **specific stage** of your Provider Agency to determine required actions in preparation for go-live



3

### If your provider agency currently has access to HCSIS, but a new user needs to be added for the ISP Module

1. Provider Access Administrator contacts DDS Help Desk requesting new user to HCSIS.
2. DDS Help Desk sends ABI-MFP HCSIS User Request Form for provider access administrator to complete and return.
3. Help Desk creates username & password and will assign a Data Entry or Supervisor ISP role to the new user **the day of go-live**.
4. Help Desk sends username and password to new user.
5. New user gains access to ISP.



## Accessing the ISP Module in HCSIS (4/4)

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Provider Agencies may be required to complete several actions depending on their current access to HCSIS and the Virtual Gateway.

Identify the **specific stage** of your Provider Agency to determine required actions in preparation for go-live



4

**If your staff has access to HCSIS Quality Management module and no new users are needed**

1. Current user's supervisor should contact their provider Access Administrator to assign Data Entry or Supervisor ISP role within HCSIS.
2. Access Administrator assigns ISP role to user the **day of go-live** using the Admin module in HCSIS.



## Assigning Roles in the ISP Module

Provider users may be assigned **one of two roles\***, depending on their responsibilities and the agency's business processes and needs.

**Provider Agencies must determine specific roles for Provider Staff users in preparation for go-live.** While the Provider Data Entry Role is not mandatory, at least one user at the Provider Agency must be assigned a Provider Supervisor Role.

### What are the differences between ISP Data Entry and Supervisor role?



**Provider Data  
Entry Role**

- Access specific individuals to whom they provide services
- Complete and submits Goals & Objectives, Assessments, and Progress Summaries to Provider Supervisor.
- Upload Supporting Documents
- Access reports



**Provider  
Supervisor Role**

- Complete all actions applicable to Provider Data Entry Role
- **Internal review of information prior to submission to DDS/MRC**
- **Submission of Goals & Objectives, Assessments, and Progress Summaries to DDS/MRC**

The **Administrator User** in each Provider Agency is responsible for assigning roles for Provider Users in the ISP the **day of go-live**

# Ambassador Contact Information





## Ambassador Contact Information

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Ambassadors are available to answer questions regarding the implementation of the ISP module for ABI-MFP population and training support heading to go-live.



Tim Cahill  
**DDS** Assistant Commissioner of Field  
Operations  
[timothy.cahill@state.ma.us](mailto:timothy.cahill@state.ma.us)

**Residential Services**

Shannon Burns  
**UMass** Associate Director of Program  
Implementation and Provider Network  
Burns, Shannon (Hall)  
[Shannon.Burns@umassmed.edu](mailto:Shannon.Burns@umassmed.edu)

**Non-Residential and Day  
Services**

**Q&A**

**Thank you**