



# Gaps Analysis Study – Overview

## Purpose and scope

- Gathers local information about the perceived capacity and gaps of the “system” to support all persons:
  - Older adults
  - Persons with disabilities
  - Children with mental health conditions
  - Adults living with mental illness
- Does not measure need for services

## Background

- Conducted every 2 years
- First done in 2001 – older adults only
- Expanded in 2012 to four populations and to include input from local community members
- Qualitative research
- Since 2012, has looked at capacity of the “system” to support all populations (listed above)
- “System” means all services and supports available to all populations as part of the:
  - home and community-based services (HCBS) system AND
  - continuum of mental health services and supports
- The Gaps Analysis study primarily informs the biennial legislative report on long-term services and supports (LTSS) (Minnesota Statutes 2014, section 144A. 351, subd. 1). As such it is to:
  - Provide a summary of county and regional reports on service gaps and surpluses
  - Gather information about the status of LTSS and related mental health services, housing options and other supports by county and region including a) changes in availability, b) access problems, and comparative measures of availability and over time
- The Gaps Analysis study also collects data to inform the brain injury needs and resources assessment and Foster Care Needs Determination annual report (Minnesota Statutes 2014, section 245A.03, subd. 7 (e))

## Prior Study (covering 2013 and 2014 calendar years)

- Wilder Research was hired to conduct the study to streamline and improve the approach for gathering information
- Working in cooperation with DHS subject matter experts, Wilder made the following changes:
  - Integrated all four populations into a common data collection process
  - Expanded scope to collect data to inform statewide brain injury needs and resources assessment, and Foster Care Needs Determination annual report
  - Collected a more robust set of information from stakeholders
- Common data collection process included:
  - Survey of county and tribal lead agencies (an online survey)
  - Feedback opportunity for all Managed Care Organization lead agencies (by email)
  - Interviews with tribal representatives (conducted by phone)

- Interviews with stakeholders (conducted by phone)
- Survey of service providers (an online survey)
- Survey of consumers and caregivers (an online survey with phone option)
- Reporting included:
  - Two types of reports that were shared publically (i.e., posted online)
    1. Individual reports by geographic area which included the actual responses provided by each county or tribal lead agency and comments from managed care organizations serving the same area
    2. A lengthy, comprehensive seven-chapter report on all study findings that included a chapter for each population
  - Reports by Tribal Nation which were only shared with each tribe. This information was summarized throughout the comprehensive report of study findings
    - Individual summary reports for all eleven Tribal Nations which included a summary of actual responses provided by counties or tribal lead agencies that share geographic boundaries with each Tribal Nation, and, where available, a summary of actual responses by the respective Tribal Nation's Health and Human Services representative from a key informant interview. Note, these reports were not shared publically.

## Previous Studies (covering 2011-12 calendar years and all prior studies)

- Study conducted by DHS staff
- Data collection processes
  - County lead agencies completed one or more surveys
  - Managed Care organizations asked to review county lead agencies responses and comment
  - For 2011-12 study, The Improve Group was hired to gather community input
    - Conducted focus groups in 16 communities
    - Conducted group interviews with county personnel, Tribal leaders, and providers
    - Conducted phone interviews with stakeholders
- Reports – all made publically available
  - Individual summary reports by county (Note, raw data or actual responses by county lead agency provided separately)
  - Statewide results summary report
  - For 2011-12, Improve Group provided the following two reports:
    - Community Input Study report
    - Report on Long-Term Services and Supports: Mille Lacs Band of Ojibwe 2013