



Minnesota Department of **Human Services**

Home and Community Based Services
Performance-based Incentive Payment
Program (HCBS PIPP) Webinar

Staff Retention and Support: Part Two



MAY 19TH, 2015
10:30 – 11:30AM

PANELISTS:

Cate Walz, Lakes Homes and Program Development

Catherine Berghoff, The Lutheran Home Association

Nicole Lind, Residential Services of Northeast
Minnesota

MODERATOR:

Maren Hayes, Minnesota Department of Human
Services

Today's Moderator



Maren Hayes, Policy and
Workforce Planning
Coordinator, Minnesota
Department of Human
Services

Email questions to: DHS.HCBSPIPP@state.mn.us

Today's Panelists



Cate Walz, Activities Supervisor - Ottertail County, Lakes Homes and Program Development



Catherine Berghoff, Director of Grant Resource Development and Program Administration, The Lutheran Home Association



Nicole Lind, Program Manager- Iron Range, Residential Services of Northeast Minnesota

Email questions to: DHS.HCBSPIPP@state.mn.us



Introduction to Lakes Homes and Program Development



- Main Focus in HCBS PIPP project: Person Centered Approach
 - ‘One Page Profiles’ - Getting to know your co-workers and the individuals we serve based on their likes and interests. Providing a feeling of being comfortable and aware.
 - Community Activities provide a sense of confidence and ownership. Being appreciated.
 - Rewarding satisfaction of helping and assisting with desired interests of the individuals we serve.



Introduction to Lakes Homes and Program Development Cont...



Email questions to: DHS.HCBSPIPP@state.mn.us



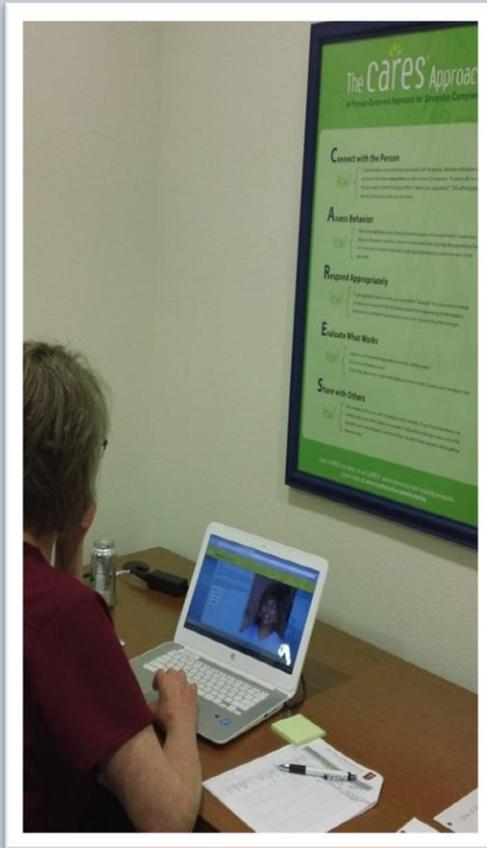
HCBS PIPP Project: An Innovative Model to Promote Caregiver Retention

- Care Well Engagement Technology
- Care Well Mentorship Program
- Care Well Mobile Tablets
- CARES® Training Modules
- Health Technology Solutions



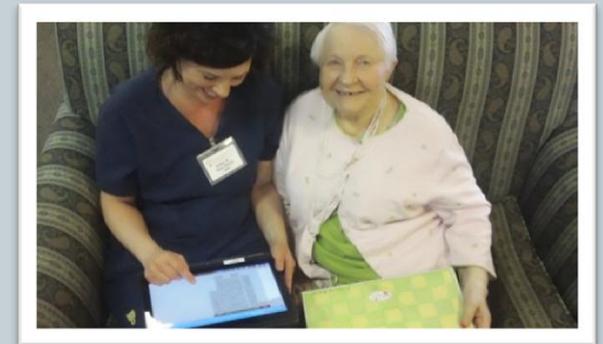


Introduction to The Lutheran Home Association Cont...



Care Well: Innovative Technology Solutions

- CARES® Training Modules
- Care Well Engagement Technology
- Care Well Mobile Tablets
- Care Well Mentorship Program
- Health Technology Solutions





Introduction to Residential Services of Northeast Minnesota

HCBS PIPP Project:

- Agency-wide rollout of Person Centered Planning (PCP) and Positive Behavioral Support (PBS)
- Use knowledge from DHS and University of MN PBS cohort training program to disseminate information organization wide-sandwich approach
- Strategies:
 - Designated Trainers
 - Associate Program Manager
 - Additional Range Program Manager
 - Training tools and support
 - Program Managers and Program Coordinators complete “case studies”

Employee Support and Retention Strategies:

- Designated Trainers
- Career paths-structure
- Better support for DSP's
- Weekly BUZZ sessions
- Employee of the Month/Year
- Kudos program
- Referral bonuses



HCBS PIPP: Staff Support and Retention Panel



Cate Walz

Activities Supervisor - Ottertail
County, Lakes Homes and
Program Development



Catherine Berghoff

Director of Grant Resource
Development and Program
Administration, The Lutheran Home
Association



Nicole Lind

Program Manager- Iron
Range, Residential Services
of Northeast Minnesota

Moderator:

Maren Hayes, Policy and Workforce
Planning Coordinator, Minnesota
Department of Human Services



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Resources



- HCBS PIPP Website:
 - <http://www.DHS.State.MN.US/HCBSPIPP>
- Training Resources:
 - College of Direct Support: <http://directcourseonline.com>
 - Relias Learning: <http://reliaslearning.com>
 - Roy Johnson: <http://putsomegratitudeinyourattitude.com>
 - Person Centered Thinking: <http://rtc.umn.edu/pctp/training>
 - CARES® Training: <http://www.hcinteractive.com/CARES>
- Other Resources:
 - **It's** Never 2 Late: <http://www.in2l.com/>