



MnCHOICES Mentor

Definition and Purpose, Responsibilities and Benefits

The Department of Human Services (DHS) recognizes that lead agencies need to provide support and assistance to their staff who use MnCHOICES. To accomplish this, DHS proposes that all lead agencies identify a person (or persons) that would be considered an “expert” user of the MnCHOICES application, otherwise referred to as a MnCHOICES Mentor.

This document lays out the definition and purpose, responsibilities and potential benefits of a MnCHOICES Mentor. The role of the MnCHOICES Mentor is expected to evolve over time and may be different before and after launch than it will be when MnCHOICES is fully implemented. Each lead agency is encouraged to identify one or more Mentors based on its plan to prepare to use MnCHOICES. The number of Mentors per lead agency will vary according to the size, staffing, resources, etc. Some lead agencies may want to have more MnCHOICES Mentors to help prepare to use MnCHOICES, than in the future. Agencies may choose to use different staff as Mentors during preparation and launch than after full implementation.

Definition and Purpose of a MnCHOICES Mentor

A MnCHOICES Mentor(s) is, or is expected to become, the MnCHOICES “expert” within each lead agency. This does not need to be a new position within agencies. A current staff person such as a Social Services Information System (SSIS) Mentor, a Long Term Care Consultation (LTCC) or Developmental Disabilities (DD) Supervisor, a current or future Certified Assessor, etc., may fulfill this role. This role could also be fulfilled by a designated group of staff if lead agencies would prefer that approach. Agencies with multiple locations may want to consider a Mentor in each location.

The purpose of the MnCHOICES Mentor is to be the agency’s principal contact and resource person who:

- Serves as a communication and training liaison between their lead agency and DHS;
- Supports the MnCHOICES users in their agency; and
- Troubleshoots MnCHOICES policy and technology questions and issues.

Through experience with MnCHOICES, over time, Mentors will gain an understanding about how the technology of MnCHOICES integrates the policies and processes used in the work we do to support people with long-term service and support needs. In turn, Mentors will impart their wisdom and share their knowledge with others.

Responsibilities of a Mentor

The primary functions of a MnCHOICES Mentor are to:

- Receive communications from DHS regarding the use of MnCHOICES and share them with all relevant staff prior to, during and after launch
- Encourage and coach staff in their development of MnCHOICES skills and proficiency
- Provide hands-on support and assistance for staff who use MnCHOICES
- Help staff identify issues and problem solve difficulties staff encounter when using MnCHOICES

Benefits of a Mentor

MnCHOICES Mentors will provide benefits for both lead agencies and DHS. Some expected benefits:

- Streamlines communication and problem-solving between lead agencies and the Help Desk
- Receives and distributes information about the MnCHOICES application
- Furnishes on-site support and assistance to MnCHOICES users
- Provides a communication link to MnCHOICES project management
- Attends meetings (phone, electronic and/or in-person) about MnCHOICES including demonstrations and training when there are system changes. (Note: if an agency has more than one Mentor not all Mentors need attend meetings.)
- Supports collaboration between lead agencies and DHS
- Builds MnCHOICES working relationships within and between agencies
- Supports quality implementation of MnCHOICES and promotes future system updates and enhancements