

# Engagement 4 Summary Report

## New Online Tool

October 23, 2020

The **Improve** Group

## Report purpose

The DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning is being conducted as iterative, ongoing, agile engagement. As a part of this approach, members of the stakeholder groups PIPEin (Professional Input Panel for Employment) and VIP (Virtual Insight Panel) are being invited for several data collection opportunities to help improve products and services. This report summarizes findings from DHS/DEED’s fourth stakeholder activity conducted in October 2020, a survey of VIP members to gather feedback to improve a new online tool that will help people share and access information and more easily communicate with their support teams.

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## Introduction

The DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning's fourth engagement was a survey to gather feedback to improve a new online tool that will help people share and access information and more easily communicate with their support teams. The survey was administered in October 2020 by Disability HUB MN and was analyzed by Disability HUB MN and The Improve Group (IG), a research and evaluation firm based in St. Paul, Minnesota. Disability HUB MN sent an invitation to 273 VIP (Virtual Insight Panel) members. A total of 52 individuals participated. Of these individuals, 32 are currently receiving waiver services and 11 identified as guardians of people receiving waiver services. Key findings and supporting evidence from the survey is provided below.

## Executive Summary

After reading a description of planned tool features, 93 percent of respondents said the tool would be useful or somewhat useful for them. More than 80 percent of respondents said they would or would maybe use the tool for a range of activities, including securing sharing documents, obtaining benefit information, creating contact lists, and storing documents. Similarly, over 80 percent said they would feel comfortable or very comfortable using a device to enter and access information into the tool. If respondents needed assistance with the tool, about half of respondents said they would turn to a support professional or the Disability Hub. Most respondents have access to the Internet, which would be necessary to access the tool. Some participants described concerns about online security and said they would want additional assurance that their data is secure. The survey instrument can be found in Appendix A.

## Survey Findings

Before answering any survey questions, respondents were provided a list of features the tool would provide. The description is found below:

**With this tool:**

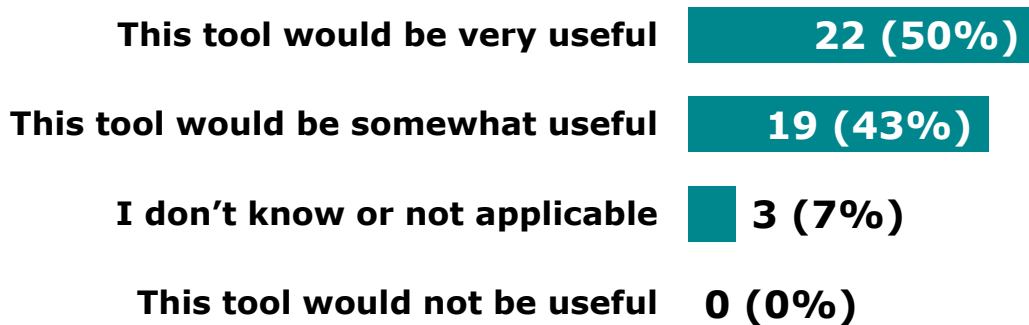
- You own your account
- You create your own account with a password, so it's secure
- You choose what you want to put in the account and who you share it with
- You can get help setting up and using your account from anyone you choose, like your family, friends, case manager or counselors

**Specifically, the tool lets you:**

- Complete activities like creating a personal profile and resume or getting your benefit information
- Store documents like Individual Education Plans, support plans or employment plans
- Create contacts and teams so you know who to contact for what and how to easily share information with people on your team, like your service provider, waiver case manager and VRS counselor
- Securely share documents and activity results with others without being worried if it's safe
- More easily communicate with your team

Question 1: After reading this description, how useful do you believe the tool would be? (n=44)

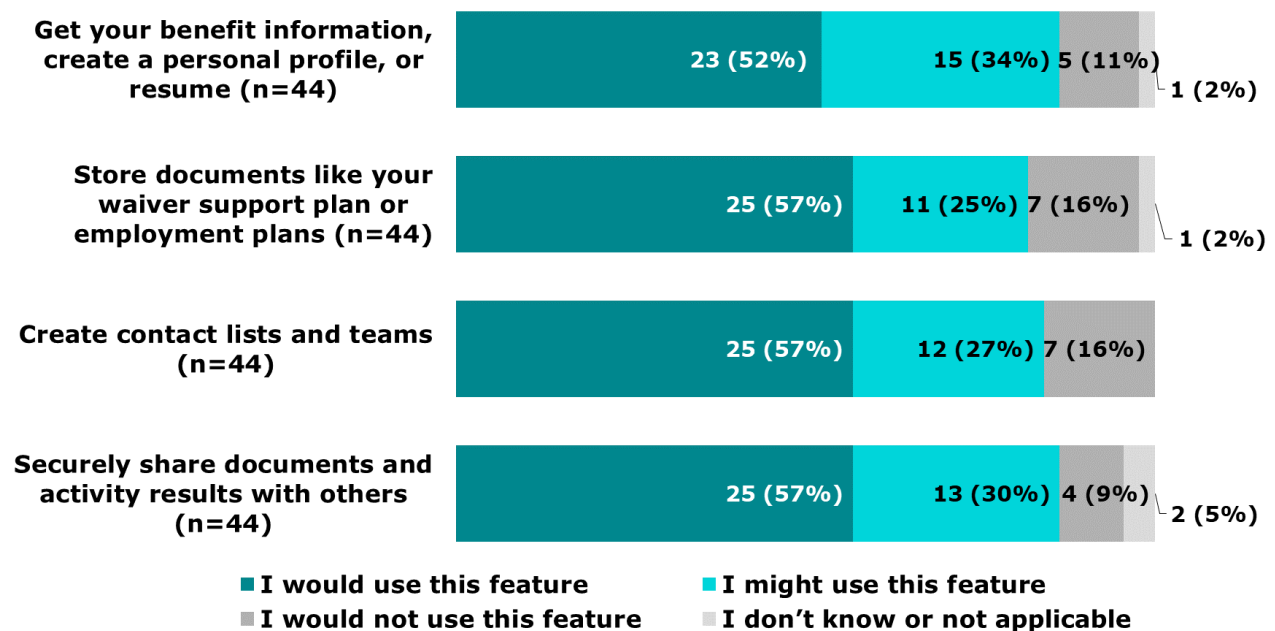
**Ninety-three percent of respondents said the tool would be very or somewhat useful.**



## Questions 2-5: How likely are you to use a feature that would allow you to:

- Question 2: do activities like getting your benefit information, creating a personal profile, or resume? (n=44)
- Question 3: store documents like your waiver support plan or employment plans? (n=44)
- Question 4: create contact lists and teams? (n=44)
- Question 5: securely share documents and activity results with others? (n=44)

More than half of respondents said they would use features to securely share documents, get benefit information, create contact lists or store documents.



## Question 6: What else, if anything, would you like to be able to do with the tool? (n=21)

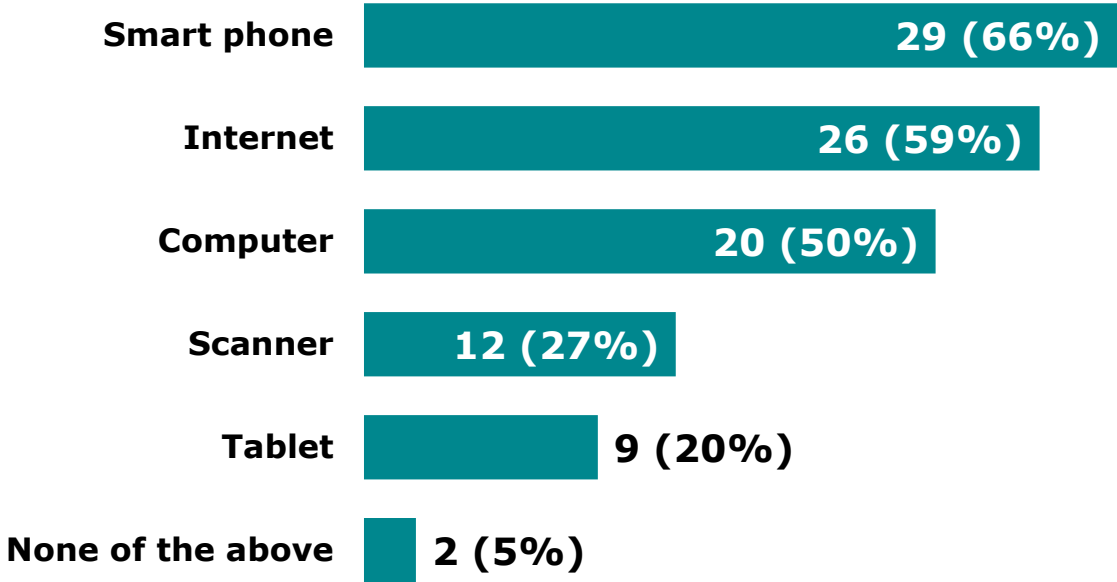
Some features suggested by respondents include the ability to contact case managers, the ability to manage financial information and built-in reminders of annual meetings.

Respondents had a wide range of activities they would like to do with the tool. Overall, these respondents want features that are individualized to their specific needs. A few respondents mentioned they wanted financial information available on the tool; two of these respondents specifically mentioned they want to be able to track their benefits spending. Other features that were suggested include having reminders of annual meetings and paperwork, being able to access

definitions of services, search for local service providers, upload a personal profile video, and the ability to report issues with managers or management companies.

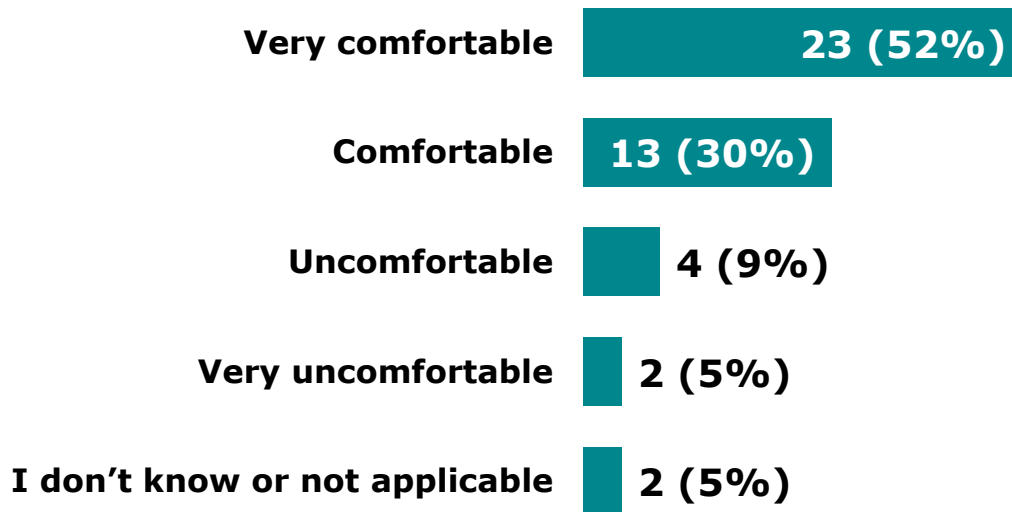
Question 7: Which of the following items do you have access to? (check all that apply). (n=44)

**Most respondents have access to technological devices and the Internet.**



**Question 8: If you knew it were secure, to what extent would you feel comfortable or uncomfortable using a smart phone, tablet or computer to enter and access your information? (n=44)**

**More than 80 percent of respondents said they felt comfortable or very comfortable using a device to enter and access information.**



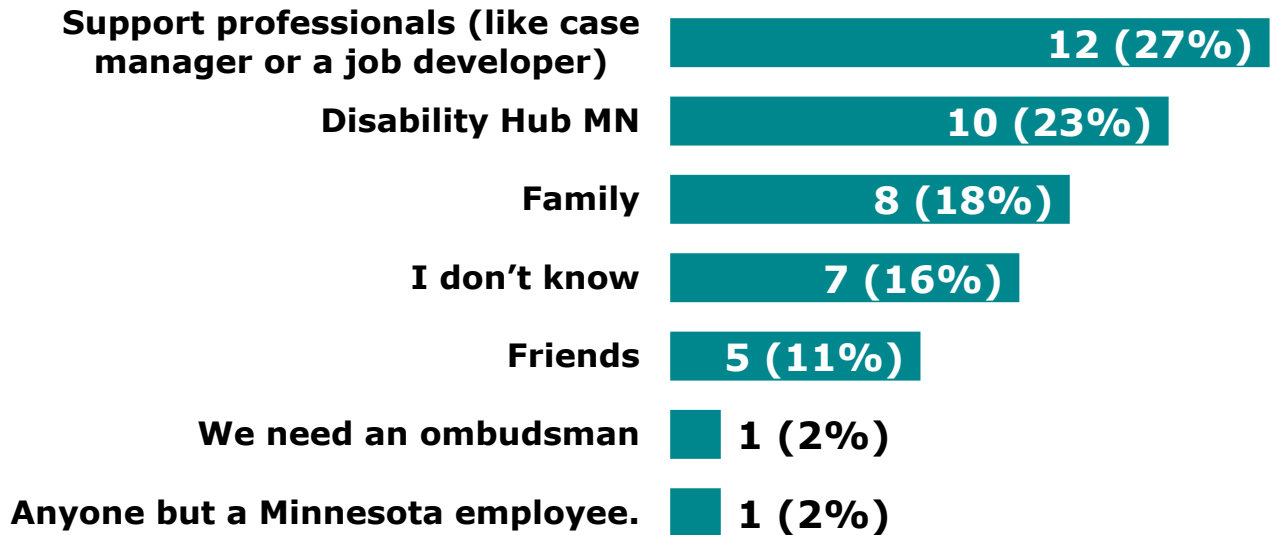
**Question 9: What would help you feel comfortable sharing your information and documents with team members through a tool like this? (n=24)**

**Respondents said ensuring their data was secure would make them more comfortable sharing information.**

Respondents want to know that their data is secure in the tool. Eleven respondents mentioned that they wanted a variety of security features, such as the tool having a lock box in the internet address bar and encryption. A couple participants expressed concern with internet security due to previous negative experiences with online systems. Four respondents mentioned that they want to know who has access to their information. Other respondents said they hope the tool will have password protection and two-factor authentication.

Question 10: If you needed support using this tool, who would you be most likely to ask? (n=44)

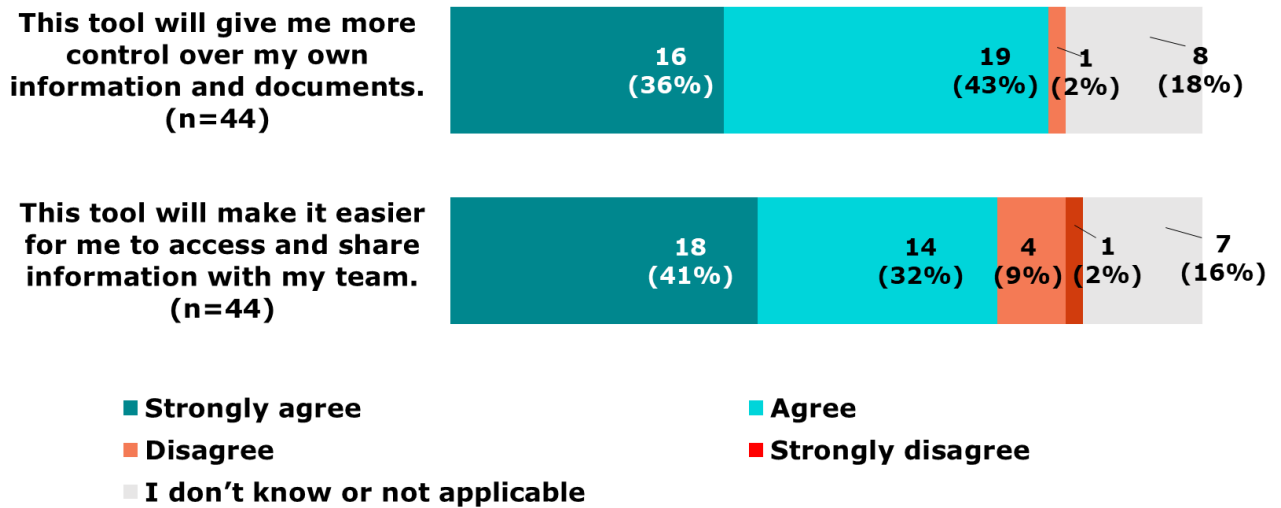
Respondents most frequently said they would turn to support professionals and professional resources if they needed support using the tool.





**Questions 11-12: To what extent do you agree or disagree with the following statements:  
This tool will give me more control over my own information and documents/This tool will make it easier for me to access and share information with my team. (n=44)**

**More than seventy percent of respondents said they strongly agree or agree that the tool will give them more control over their information and make sharing their information easier.**



**Question 13: What should DHS and DEED to make sure the tool is useful and person-centered? (n=26)**

**Some respondents said that the tool should be easy to access and/or personalized to the user.**

Respondents want the tool to be easy to access and/or personalized to each user’s needs. A few respondents made suggestions on how to make the tool easier to access. The suggestions include instructions with no jargon, using a clear set of buttons, and creating an easy-to-use guide with screenshots to which users can refer. A few other respondents said the tool should be individualized and focused on the people being served.

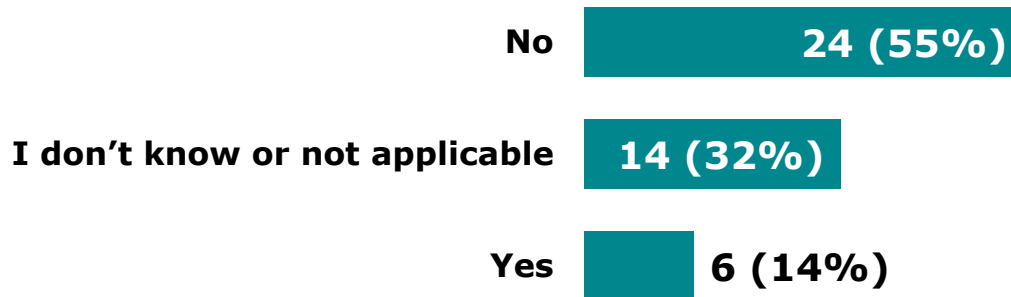
**Question 14: What should DHS and DEED do to make sure the training about the tool is useful and person-centered? (n=25)**

**Some respondents said training materials should come in a variety of different mediums, while a few respondents mentioned the training should be simple and informed by people accessing services.**

Respondents want training to be simple, use everyday language rather than computer jargon, be easy to understand, and be informed by people who are being served. Suggestions were to involve people, their families, and their teams in developing and testing both the tool and the trainings from the start. Trainings should be offered in video, online and in-person formats with both visual and hands-on elements (not large group trainings). There should be different modules to address different levels of knowledge and understanding. Additionally, the tool and training should be user friendly for various populations and ethnic groups and should be tested before roll-out.

**Question 15: Do you have a Vault Account? (n=44)**

**More than half of respondents said they do not have a Vault account.**



# Appendix A: Survey Instrument

## DHS & DEED-VRS/SSB Online Tool Survey

Thank you for taking this survey! Your input will help shape development of a new online tool to help you more easily share and access information and communicate with the people who support you. This survey is anonymous. No one will know whether you took the survey or how you answered any of the questions.

The new online tool is designed to help people on waivers plan for work. It will let you share information, activity results and documents with your team. For example, if you were getting waiver employment exploration services, you could create and share things like a personal profile or a resume. You could also do activities like make an employment plan or see what would happen to your benefits if you went to work. Then you could share those things with your waiver case manager, your Vocational Rehabilitation counselor, your family or whoever might need the information to help you move toward your employment goals.

The goal of the tool is to let you have access to your own information, help you understand and coordinate your services, and give you tools to help create the things you need to move forward in your employment plans. You make your own password for the tool, and anything you save is secure because it is encrypted (scrambled up). No one else can see the information unless you share it with them.

### Features of the tool

With this tool:

- **You own your account**
- You create your own account with a password, so it's secure
- You choose what you want to put in the account and who you share it with
- You can get help setting up and using your account from anyone you choose, like your family, friends, case manager or counselors

Specifically, the tool lets you:

- Complete activities like creating a personal profile and resume or getting your benefit information
- Store documents like Individual Education Plans, support plans or employment plans
- Create contacts and teams so you know who to contact for what and how to easily share information with people on your team, like your service provider, waiver case manager and VRS counselor
- Securely share documents and activity results with others without being worried if it's safe
- More easily communicate with your team

## Demographics

How old are you?

- Under 15 years old
- 16-40 years old
- 41-64 years old
- 65 years old or older

Are you currently receiving waiver services (BI, CAC, CADI, DD)?

- Yes
- No [If 'No' is selected, respondent will be taken to end of survey message]

Are you a guardian or family member of someone who is currently receiving waiver services (BI, CAC, CADI, DD)?

- Yes
- No [If 'No' is selected, respondent will be taken to end of survey message]

## Survey

1. After reading this description, how useful do you believe the tool would be?
  - This tool would be very useful
  - This tool would be somewhat useful
  - This tool would not be useful
  - I don't know or not applicable
2. How likely are you to use a feature that would allow you to **do activities** like getting your benefit information, creating a personal profile, or resume?
  - I would use this feature
  - I might use this feature
  - I would not use this feature
  - I don't know or not applicable
3. How likely are you to use a feature that would allow you to **store documents** like your waiver support plan or employment plans?
  - I would use this feature
  - I might use this feature
  - I would not use this feature
  - I don't know or not applicable
4. How likely are you to use a feature that would allow you to **create contact lists and teams**?
  - I would use this feature
  - I might use this feature
  - I would not use this feature

- I don't know or not applicable
- 5. How likely are you to use a feature that would allow you to **securely share documents and activity results** with others?
  - I would use this feature
  - I might use this feature
  - I would not use this feature
  - I don't know or not applicable
- 6. What else, if anything, would you like to be able to do with the tool?  
[open-ended]

## Barriers

- 7. Which of the following items do you have access to? (*check all that apply*)
  - Internet
  - Computer
  - Tablet
  - Smart phone
  - Scanner
  - None of the above
- 8. If you knew it were secure, to what extent would you feel comfortable or uncomfortable using a smart phone, tablet or computer to enter and access your information?
  - Very comfortable
  - Comfortable
  - Uncomfortable
  - Very uncomfortable
  - I don't know or not applicable
- 9. What would help you feel comfortable sharing your information and documents with team members through a tool like this? [open-ended]
- 10. If you needed support using this tool, who would you be most likely to ask?
  - Family
  - Friends
  - Support professionals (like case manager or a job developer)
  - Disability Hub MN
  - Other: \_\_\_\_\_
  - I don't know

## Value to your life and person-centeredness

To what extent do you agree or disagree with the following statements:

11. This tool will give me more control over my own information and documents.
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree
  - I don't know or not applicable
  
12. This tool will make it easier for me to access and share information with my team.
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly Disagree
  - I don't know or not applicable
  
13. What should DHS and DEED do to make sure **the tool** is useful and person-centered?  
[*open-ended*]
  
14. What should DHS and DEED do to make sure **the training** about the tool is useful and person-centered? [*open-ended*]

## Other questions

15. Do you have a Vault account?
  - Yes
  - No
  - I don't know or not applicable