



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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DATE: May 9, 2016

TO: PIHP CEOs, CMHSP CEOs, and PIHP HSW Coordinators

FROM: Belinda Hawks, Manager 
Federal Compliance Section
Division of Quality Management & Planning
Bureau of Community Based Services

SUBJECT: **Updates on the HCBS Surveys for HSW**

Thank you very much for your assistance in filling out the HCBS contact information in WSA. The Michigan Department of Health and Human Services (MDHHS) launched the HCBS Survey Tools for the HSW for **Phase One (FY16) on Friday 5/6/2016**. MDHHS will be surveying the target population on HSW in two phases. One cohort of respondents will be surveyed in Phase One this year (FY16) and the second cohort of respondents will be surveyed next year (FY 17).

Below are several updates for Phase One (FY16) of the survey:

- The initial survey links that went out on Friday morning did not include the WSA case ID number. The Developmental Disabilities Institute (DDI) re-sent all the surveys out during the past weekend to include the WSA ID number in the cover email for the surveys. The updated (correct) invitation has the subject line of: **UPDATED INVITATION: Michigan Home and Community Based Services (HCBS) Transition Project**. Please notify the supports coordinators and providers to use the survey link from the updated version of the cover email. We apologize for the technical issue.
- All the participants surveys were sent to the supports coordinator contacts. All the provider surveys were sent to the provider contacts that were provided by the PIHPs and CMHs in WSA. The deadline for completing the survey is Monday **8/1/2016**. If any of the supports coordinators or the providers did not receive the survey, please remember to check the junk email folder before contacting DDI.
- Since each survey is unique for the HSW enrollee, we require the survey respondent to enter the WSA number at the beginning of the survey. It is important to identify the HSW enrollee before the provider/supports coordinator starts the survey as the questions are related to the enrollee's own experience.
- Realizing many of the providers and supports coordinators don't have access to the WSA, the email invitation from DDI prompts the respondent to contact the CMH HSW liaison/coordinator to identify the HSW enrollee via the WSA number they received. Please let your CMH HSW liaison/coordinator know of the possible upcoming phone calls and make sure that they verify the

provider/supports coordinator before they give any the HSW enrollees' protected health information to the provider/supports coordinator.

- MDHHS worked with our WSA developers to revise the **HCBS Provider Information Report** and **HCBS Coordinator Information report** in WSA to include client names. PIHPs and CMHs can run the reports and sort the cases by providers. The CMHs may choose to send the client names to the providers instead of going into WSA to search for each case. These two reports are now available in WSA.
- For survey related question, please contact DDI at (888) 978-4334 or via email at hcbs@wayne.edu. For HCBS questions on the HSW, please contact me at HawksB@michigan.gov. If you have any questions about the HCBS project in Michigan, please send an email to HCBSTransition@michigan.gov.

Thank you very much for your continued support on the HSW HCBS project.

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