

Meet Team Mobile Assessments

Jessica Bax is the Director of Division of Senior and Disability Services. She's been with the Division for 14 years in various roles, and has a passion for improving public policy and improving quality of life for Missouri's seniors and disabled adults, as well as the nearly 500 public servants within the Division. Jessica holds a Master's Degree in Public Affairs from University of Missouri Columbia.

Terry Black is the Bureau Chief for Home and Community Based Services. In this capacity he oversees the work of the Adult Protective and Community Workers in the Division. These staff complete the eligibility assessment for Home and Community Based Services. Terry has been in this role since 2016. Prior to that time, Terry worked in the field of Organizational Development in private industry. Terry holds a Master's Degree in Business Administration with an emphasis in Business Management.

Kitty Engler is the Bureau Chief of Long Term Services and Supports Policy and Training. She has worked for the Division for over 5 years and holds a Master's Degree in Social Work from the University of Missouri. Prior to her time with the agency, Kitty worked for Home and Community Based Services providers.

Jake Luebbering is the Deputy Division Director for the Division of Senior and Disability Services. Prior to this position, Jake served as the Chief Financial Manager for the Division and in a variety of other roles for the state of Missouri including Senior Budget and Planning Analyst for Medicaid with the Office of Administration, Division of Budget and Planning as well as Fiscal and Administrative Manager with the Department of Social Services.

Barbara Rueter is the Lead Trainer for Home and Community Based Services assessors. During the Show Me Challenge, she will be playing the part of a participant being visited by a Division of Senior and Disability Services assessor. Prior to becoming an actress, she was the Executive Director of SERVE, Inc. in Fulton, the Marketing Director at Presbyterian Manor of Fulton and was one of the first female members of the Fulton Kiwanis Club.

Kim Toebben is the Chief Financial Manager for the Division. Kim has worked in the financial field for the state of Missouri for 17 years and holds a Master's Degree in Public Affairs from the University of Missouri.

Travis West is the Bureau Chief of Long Term Services and Supports - Systems and Data Reporting for the Division. Previously, Travis served as an Aging Program Specialist in the Policy and Training unit and as a Home and Community Based Services assessor for the Division. The vast majority of Travis' time at the Division has been spent working directly with Home and Community Based Services' participants as they navigate the assessment and care plan development processes as well as within the IT system where participant case records are maintained. Before joining the Division, Travis worked at a Center for Independent Living.

Venice Wood is the Section Administrator for Home and Community Based Services. Venice holds a Master's Degree in Social Work from University of Missouri, Columbia. She has worked in state government for over 22 years serving Missouri's vulnerable populations which has enabled her to fulfill her passion in helping others.

Mobile Assessments The Story Behind the Pitch

Where did the idea come from?

Team Mobile Assessments represents a team of leaders in the Division of Senior and Disability Services that are here to present an idea to you today that did not come from management. Like so many of the best ideas for improvement, the initial concept of Mobile Assessments came from a team of local field staff in the Southeast corner of our state.

For many years now, the Division has fostered an environment of quality improvement by taking the time out to invest in bringing staff from all levels across the state together twice annually. This convening is for the sole purpose of Continuous Quality Improvement. At one of these meetings, a group of Adult Protective and Community Workers suggested an improvement to their job through Mobile Assessment.

Who are Adult Protective and Community Workers? What do they do?

The staff that weren't afraid to speak up about their ideas are Adult Protective and Community Workers. The average salary for one of these workers is \$34,000 annually and it is required they have a college degree in social work, or a social science area. These staff travel to the homes of those Missourians most in need on a daily basis - elderly and disabled Medicaid clients who are no longer able to care for themselves. These workers spend hours and hours of their week on the road – from the most rural areas to the inner cities of our state. Our workers encounter a variety of challenges - including hoarding conditions, bed bugs, and dangerous environments.

Why would anyone choose to do this job you might ask? It's quite simple. Our staff have a passion and heart for helping Missourians most in need. They go to these homes to conduct federally required assessments to determine eligibility for Home and Community Based Services. These services give someone a bath, help prepare their meals, make sure they take their medications and ultimately allow them to remain in their homes and communities and avoid premature entry into a skilled nursing facility.

Not only does Mobile Assessments result in better customer service, efficiency and costs savings in government, but the idea itself is grounded in a program that is intended to save Missouri taxpayers money. Home and Community Based Services offer the opportunity for our neighbors and loved ones who are vulnerable and unable to make it on their own the option of less costly care in the community.

How do Mobile Assessments fit into this?

When a Missourian needs care in the home, they must meet eligibility for a requirement called nursing facility level of care. This level of care eligibility for the services is determined through an assessment process with the individual in their home.

Staff go out to the individual's home with the paper assessment tool, which is 13 pages in length. They ask the individual each question on the assessment, and use a pen to mark their answers. The assessment generally takes 45 minutes to an hour to complete. After completing the assessment in the home, staff must travel back to the office and data enter the entire assessment into the IT system for Home and Community Based Services. This generally takes an hour of staff time.

Mobile Assessments are the answer to So Much Paper and So Much Time.