

Gaps Analysis Process: Developing Strategies and Taking Action to Improve Service Access

What is this effort?

The Gaps Analysis is an ongoing process to understand and improve access to “services systems” for older adults, persons with disabilities, and children, youth and adults living with mental health conditions in Minnesota. It is a collaboration between Minnesota Department of Human Services (DHS), lead agencies (counties, tribes, and managed care organizations), service providers, consumers, and local community members.

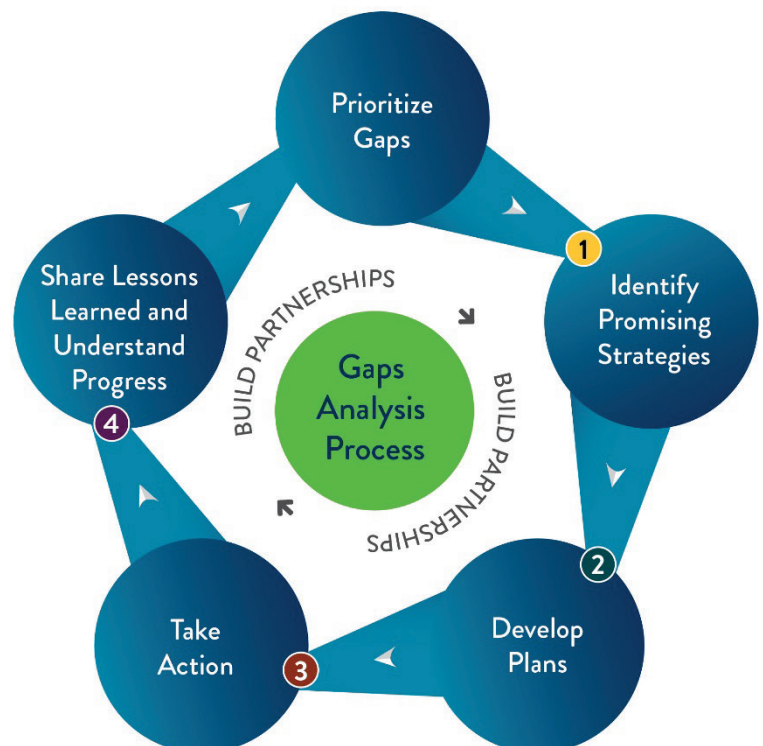
For this effort, “services systems” includes the home and community based services (HCBS) system and the continuum of community mental health services and supports.

This ongoing effort provides support for building partnerships at the local, regional, and state level and includes several core processes in a continuous-improvement cycle. The core processes include: prioritizing gaps in service access, identifying promising strategies, developing plans and taking action to improve access, sharing results continuously, and then beginning again.

In 2017, 357 individuals around the state engaged in **regional meetings to identify and prioritize service access** issues and explore possible strategies to address them. Four issues emerged statewide that will be the focus of 2019 planning, including shortages in:

- crisis services
- housing
- transportation
- workforce

In 2019, DHS will facilitate and support several activities that emphasize taking action to address these four service access issues. See the reverse for additional detail.



Gaps Analysis Process Activities in 2019

Please visit www.mn.gov/dhs/gaps-analysis/ for more information about these activities.

1. Attend promising practices webinars

A series of four webinars, hosted by DHS and Wilder Research, will **highlight potential strategies** to address the four key service access issues identified in 2017. Attendees will learn from panelists who are implementing various approaches to address these issues and discuss what regional stakeholders need to know to do something similar. The webinars will provide **useful insights to inform ideas and actions at the regional level.**

2. Participate in regional facilitated workshops

County representatives, managed care organizations, service providers, and other stakeholders will be invited to participate in regional workshops to **develop and plan action steps** and **identify supports needed** to address service access issues locally. Each regional workshop will focus on two of the four key issues to ensure sufficient time for action planning.

3. Take action using identified supports

Taking action with local, regional, and state partners is likely the most important part of the ongoing Gaps Analysis process. It may also be the hardest. DHS is committed to collaborating with local and regional stakeholders **to implement action plans** developed during the regional workshops.

4. Learn and share

Sharing information about resources, actions, and results is critical to the success of the ongoing Gaps Analysis process.

- DHS will send email updates that include useful resources for those working to address service access issues and key learnings from webinars and workshops. **Sign up to receive email updates** from DHS at www.mn.gov/dhs/gaps-analysis/.
- **Share updates with the DHS** about efforts to address services access issues in your region by emailing dhs.gapsanalysis@state.mn.us.

Stay tuned for other opportunities for local and regional stakeholders to share updates about efforts to address service access issues as well as lessons learned for the future.