Improving lives through supports and services that foster self-determination.

Missouri LEAP Project & Personas
In 2020, the Office of the National Coordinator for Health IT (ONC), under the US Department of Health and Human Services, announced a new opportunity under the Leading Edge Acceleration Projects (LEAP) in Health Information Technology (Health IT) Award.

Address the development and testing of data sharing functionalities to support clinical care, research and improved health outcomes in 3 areas:

- **Area 1:** Advancing Registry Infrastructure for a Modern API-based Health IT Ecosystem
- **Area 2:** Cutting Edge Health IT Tools for Scaling Health Research
- **Area 3:** Integrating Health Care and Human Services Data to Support Improved Outcomes

Grant period: September 2020 to September 2022.
Missouri LEAP Project Summary

- Using the national Electronic Long-Term Service and Supports (eLTSS) data standard, test and implement the exchange of the Missouri Individual Service Plan (ISP) across provider IT systems

- Capture, aggregate and share data elements to support design and implementation of a Supported Employment Value-Based Care Model
Envisioned Use Case
Client Persona

- **Name:** Henry
- **Age:** 28
- **Gender:** Male
- **Environment:** Lives in rural area, in individual supported living with a roommate (due to financial status)

- DD Waiver participant accessing residential/day supports and ABA services
- Terminated from sheltered employment as a result of inappropriate behaviors
- History of law enforcement involvement and inpatient hospitalization services
- Received integrated ABA services and employment services
- Completed behavioral repertoire as part of prevocational group classes and career planning
Employment Consultant Persona

- **Name:** John
- **Age:** 32
- **Gender:** Male
- **Education:** Bachelor’s Degree
- **Family Status:** Married with Children
- **Income Range:** $30-45,000
- **User Environment:** Works from office, has a Chromebook and agency cell phone to work from home as needed.

- Typical work day: Checks calendar, checks in with individuals, varying activities daily. May also work with coaches, finds employers. Supports 1-6 individuals daily.
- Personality traits: patient, compassionate, outgoing, motivated, problem-solver
- Challenges and frustrations: Lack of motivation from others, high absenteeism, paperwork, family is limiting the individual’s potential.
- Day to day goals: Getting individuals closer to their goals by knowing the person well and understanding their likes and dislikes.
Service Coordinator Persona

- **Name:** Stacy
- **Age:** 30
- **Gender:** Female
- **Education:** Master’s Degree
- **Family Status:** Unmarried
- **Income Range:** $35-55,000
- **User Environment:** Office based, can work remotely as needed.

- Typical work day: Planning meetings, visiting on-site providers, meeting with families and consumers, attending IEP meetings at school, advocating and linking of supports and services, secures funding.
- Personality traits + skills needed for job: solutions-focused, resourceful, detail-oriented, flexible, tech savvy, friendly, time manager, critical thinker, strong communicator
- Joys experienced at work: Watch individuals learn how to use technology, when families are engaged and take initiative.
- Challenges and frustrations: Paperwork, no shows, lack of follow through from family, lack of responses, lack of execution.
- Day to day goals: Not missing deadlines by calling and scheduling appointments ahead of time, planning work ahead of time, planning travel routes ahead of time.
Story Summary

- Henry expresses an interest in working.
- Stacy explores Henry’s interest in working, engages in the approval process and helps identify a supported employment services provider.
- John gets assigned to Henry and they work on Henry’s employment pathway and next steps related to the hiring process.
- Henry visits his primary care provider for a physical and discusses a meal plan and sleep plan to support employment goals.
- Henry is offered a job at Home Depot and John assists with on-boarding paperwork.
- Henry begins working at Home Depot with support from John.
- Stacy and John monitor Henry’s performance at Home Depot.
- Gabby from the Department of Mental Health reviews a supported employment services report for VBP model data aggregation and analysis.