



Aging & Disability Services Update



Introduction

- Board approved 80 new Full Time Equivalent (FTEs) for Aging & Disability Services (ADS) on March 18, 2025.
- Today's update covers how positions were filled, onboarded, and operationalized.
- It also covers impacts on reassessment capacity, initial assessment backlogs, and overall service delivery for residents.
- A board workshop is planned for September 22, 2026 for a more in-depth update.

Hired & Trained 80 FTE

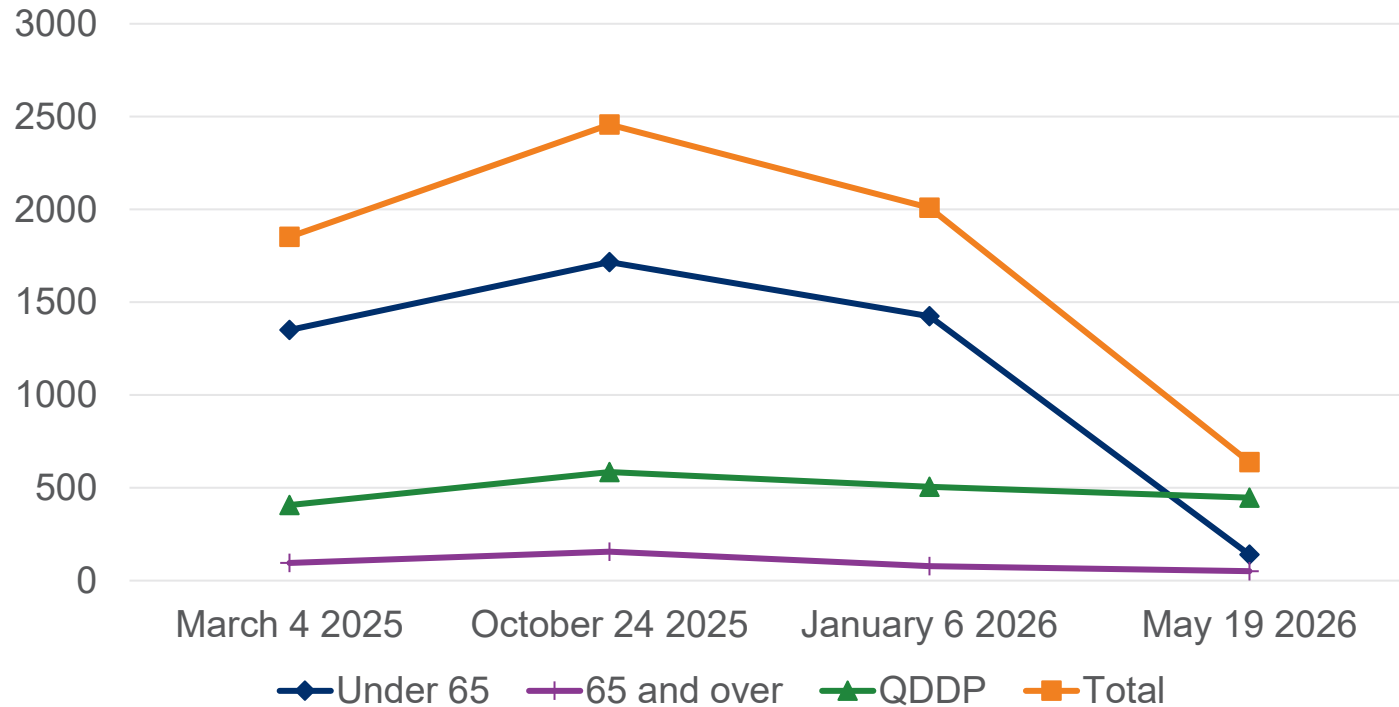
- Hired 80 of 80 new positions, reaching 100% of the hiring target.
- Onboarded 4 cohorts of new employees, including a January 2026 cohort of 7 employees from Detox.
- MnCHOICES assessors and case managers participate in an 8-week onboarding training.
- Staff then join their teams as mobile workers with a graduated caseload.

Operational Impacts

- The 80 new FTEs added staffing capacity that is being used to serve residents more quickly.
- All annual reassessments are now completed on time each month.
- Overtime for urgent assessments and reassessments ended in Q4 2025.
- The division is on track to effectively end the initial assessment backlog by the end of 2026.
- ADS also started a pilot with the Mental Health Division and Financial Assistance Services to expedite MnCHOICES assessments and waiver openings for residents exiting state-operated facilities.

Resident Impacts

Number of Backlogged Initial Assessments



- Initial assessment capacity increased beginning in Q4 2025, resulting in measurable backlog reductions in Q1 2026.
- Reduced the backlog by over 1,819 residents (October 2025 – May 2026).
- Wait times for Under 65 decreased to within 20 working days.
- Wait times for Over 65 decreased to within 20 working days.
- Qualified Developmental Disability Professionals (QDDP) assessors require additional credentials. Wait times are approximately 7.5 months.

Challenges and Next Steps

- Continue shifting staffing capacity within the division to the areas of highest need.
- Continue the pilot with the Mental Health Division and Financial Assistance Services to expedite assessments and waiver openings for residents transitioning from state-operated facilities.
- Address the ongoing Developmental Disability waiver assessment backlog by identifying credentialed assessors to reduce the QDDP backlog.
- Respond to other pressure points, including waiver opening delays, case manager assignment delays and capacity shortages, Community First Services and Supports (CFSS) implementation, and uncertainty from state and federal government.
- Board workshop is scheduled for September 22, 2026 for a deeper update.



Thank you!

Questions?

