

# QUALITY COUNCIL MEETING MINUTES

*Holiday Inn 13351 FL-535 Orlando, Florida 32821*

*9:00 a.m. – 4:00 p.m.*

*Thursday July 13, 2017*

**Type of meeting:**

Quality Council Meeting

**Facilitator(s):**

Theresa Skidmore

**Attendees:**

David Roosa, Family Member

Don Welde, Solo WSC

Jose Hernandez, FDDC

Jill MacAlister, CDC Consultant

Pauline Lipps, Family Care Council Florida

Patty Houghland, Disability Rights Florida

Courtney Swilley, FARF

Veronica Gomez, Agency WSC

**APD Attendees:**

Edwin DeBardleben

Beth Mann Pace

**AHCA Attendees:**

Twila Jowers

**Delmarva Foundation Attendees:**

Bob Foley

Theresa Skidmore

Kristin Allen

Christie Gentry

Susan Kelly

Charlene Henry

Robyn Turlakis

Janet Tynes

**Other Attendees:**

Adrienne Dissis, Waiver Support Coordinator

Merlyne and Manasse Noel, Provider

Janell Pace, Provider  
Mary Smith, FCCF  
Monica Sands, Provider  
Jose Rivera, Provider  
Karen Blanchard, Provider  
Stephanie Giordano, HSRI

**Absent QC Members:**

Shelby Nurse, Self-Advocate  
Tricia Riccardi, Self Advocate  
John Collins, Self-Advocate  
Holly Hohmeister, FDDC  
Kathy Clinton, Family Member

**Scribes:**

Charlene Henry, Delmarva Foundation

**Acronyms:**

ABC- Allocation, Budget and Control System  
ADT- Adult Day Training  
AHCA- Agency for Health Care Administration  
ANE- Abuse, Neglect, and Exploitation  
APD- Agency for Persons with Disabilities  
CDC+-Consumer Directed Care  
CMS- Centers for Medicare and Medicaid Services  
CMS- Consumable Medical Supplies  
DD- Developmental Disability  
DF- Delmarva Foundation  
FARF- Florida Association of Rehabilitation Facilities  
FBI-Federal Bureau of Investigations  
FCCF- Family Care Council Florida  
FDDC- Florida Development Disabilities Council  
FDLE- Florida Department of Law Enforcement  
FSQAP - Florida Statewide Quality Assurance Program  
HCBS-Home and Community Based Services  
HSRI- Human Services Research Institute  
iBudget- Individual Budget  
I/DD- Intellectual and Developmental Disabilities  
II- Individual Interview  
LOC- Level of Care  
NCI- National Core Indicators

PCR - Person Centered Review  
PDR - Provider Discovery Review  
QA-Quality Assurance  
QAR-Quality Assurance Reviewer  
QC-Quality Council  
QI-Quality Improvement  
SSRR -Service Specific Record Reviews  
TRAIN-Training Finder Real-time Affiliate Integrated Network  
WSC- Waiver Support Coordinator

**1. Welcome & Introductions**

Theresa Skidmore, Florida Director – Delmarva

Beginning at approximately 9:00 a.m., Theresa Skidmore opened the meeting. Attendees introduced themselves. Theresa welcomed members and guests.

**2. March 2017 Refresher with Approval of Minutes**

Theresa Skidmore, Florida Director – Delmarva

Robyn Turlakis, DF, provided a refresher from the March 2017 meeting held in Tallahassee, Florida. Please see the March minutes for details. A motion to approve the minutes was made by Veronica Gomez and seconded by Jose Hernandez.

**3. AHCA Update**

Twila Jowers, Program Administrator – AHCA

Twila Jowers, AHCA, gave an AHCA update. Twila noted that Delmarva Foundation has a new contract until 2020. Jill inquired about a bill to collapse 4 waivers into one big waiver. Her concern stemmed from the i-Budget waiver being mentioned as one of the waivers to be collapsed. Twila stated that 3 smaller waivers were to be consolidated into one waiver but APD's i-Budget waiver was not included.

**4. APD Update**

Edwin DeBardeleben, Chief of Quality Assurance and Clinical Supports -APD

Edwin DeBardeleben, APD, gave the APD update. Jill asked about the legal difference between the Developmental Disabilities(DD) waiver and the i-Budget waiver. Ed said DD is the generic term used and i-Budget is specific to Florida. Ed noted the Legislative session results for APD. \$3.7 million for people on the waitlist; rate increase total of \$15 million for Residential Habilitation, Nursing and Personal Supports. This year's total actual budget is \$1.3 billion. As of June 30, 2017, there are 33,950 people receiving services through the waiver. Ed remarked they have added over 6,000 people to the program in the last few years. Mary asked about the status of last year's budget; was APD within it or over it? Patty asked if the rate increase included Intensive Behavior Residential Habilitation. Ed said yes, it does. Ed discussed the

proposed addition of a new residential service called Enhanced Intense Behavior Service. This service would be in direct response to the closing of Carlton Palms. Ed noted that next meeting he would provide data on the number of people who have moved from Carlton Palms. Patty was concerned the money needed for Enhanced Intense Behavior Services will make APD's budget go over.

Ed reported that over 60,000 have signed up to use the TRAIN FL learning system. APD is working on a Train-the-Trainer program for Zero Tolerance and Direct Care Core Competencies so agencies can train their own staff; they are also working on Person-Centered training for Support Coordinators only.

The Evidentiary Report for CMS has been completed and it covered the last 3 years.

The Client Data Management System will be called APD i-Connect. There are workgroups going on now related to how the system will look and what it will deliver. Down the line, APD hoped the system will allow parents/families as well as providers access. Delmarva will eventually be able to utilize it for review activities.

Ed did an overview of the Person Centered Support Plan draft. He noted it is not ready to use at this time but will be rolled out in electronic form on APD i-Connect, Fall 2018. The group did make suggestions for improvement of the document and asked about rolling it out prior to being put on APD i-Connect, to give coordinators a chance to get used to it.

## **5. Delmarva Data Presentation**

Sue Kelly, Senior Scientist - Delmarva Foundation

Sue Kelly, DF, presented an overview of data from Person Centered Reviews (PCR), Interview Settings, Waiver Support Coordination/Consumer Directed Care (WSC/CDC+) Record Reviews, Provider Discovery Reviews (PDR).

On average CDC+/WSC interview responses are scoring higher than individual responses. The greatest difference showed in the community participation and relationship areas. Sue and Theresa discussed the use of yes/no responses versus a Likert scale where responses are based on a 4 point scale for interview questions.

Sue said there were no emerging trends yet, as she only had one quarter of data to report on. There was a discussion regarding the impact on scores when more than 2 people are present for the person's interview. Ed also asked members about the level of individual participation when the support plan meeting has more than 2 people present. It was indicated the person's participation does generally decline, unless more effort is put into making sure all in attendance know the meeting is to be driven by the person. Regarding PDR scores by tool, Sue noted that interview scores are usually higher than the documentation review scores.

Please see slides for more details.

## **6. DF Reliability Presentation**

Christie Gentry, Regional Manager - Delmarva Foundation

Christie Gentry, DF gave an overview of the Florida Internal Quality Assurance Program (FIQAP). She described the continuous quality improvement process, new hire training and

reliability. There was a discussion about satisfaction surveys: PDR feedback surveys via DF and provider surveys via APD. Adrienne asked if an at-large survey could be useful and tied to a provider's review for more truthful answers?

## **7. HSRI Data Presentation**

Stephanie Giordano, Policy Associate – HSRI

Stephanie Giordano, HSRI, gave an overview of the National Core Indicators (NCI). The 2017-18 tool name has changed from Adult Consumer Survey to Adult In-Person Survey. For statistical purposes HSRI needs 400 surveys for the state. The company just finished piloting an electronic version of the feedback survey. Issues recognized during this process include:

- Having to take an extra step by going to a website to do the survey versus completing the paper survey
- Accuracy of email addresses (surveys are completed via a link to people's email)

Ed asked about a mechanism to rule out people being surveyed for back to back years. Stephanie stated she did not know if they have figured that out yet. Stephanie reviewed how the sample is drawn for the NCI survey. She stated that in the coming year HSRI will start looking at survey refusal rates.

All NCI reports can be found at National Core Indicators.org, on the public side of the site. She showed everyone how to go into the site to view data. When viewing and/or using data she noted to think about the significance, what is important, who or what is affected, potential changes that can be made and where, as well as measuring progress. Stephanie rounded out the presentation with a discussion about Abuse, Grievances and Self Advocacy indicators.

## **8. Workgroup Presentations**

QC Workgroup Leads

Jose Hernandez gave an update on Behavior Analyst Recruitment. Jose discussed the barriers (agency pay rates, time allotted for billing and documentation requirements) and next steps (gathering a list of analysts in Florida, getting HSRI to look at behavior data, look at DF health summary data and more discussions with APD (Ed D)). There was discussion about Medicaid State Plan rates – Twila told everyone the rates for Behavior Analysts. Robyn stated APD in Southern region has mentioned that recently analysts seem to be returning to waiver services. Theresa noted maybe the group could look at where the analysts are mostly located and how many of them are waiver providers. Patty talked about Registered Behavior Techs (RBTs) and getting them to provide services since they have to complete 40 hours of training vs. the 20 hours needed for Behavior Assistants. Mary noted that families need training before getting services for their family member, as many aren't familiar enough with behavior service basics to even help their family member when services are implemented.

David Roosa, gave an update on Supported Living. See workgroup report for details. David stated the group wants to do a statewide survey with WSCs to find out what other resources have been tried to assist people in Supported Living with living/moving expenses before utilizing waiver/general revenue funds. Ed (APD) stated that he wanted to use the workgroup's report in his next legislative budget request for next year, which is coming up at the end of the month. QC has to get AHCA's approval before APD can use the information and members need to approve

the report and vote. Robyn is to facilitate getting the report out to all members, moving the voting process along and forwarding to AHCA for approval by next week. Patty commented that maybe the next thing the workgroup can look into is how to make group homes more home-like. She noted that maybe they can start out by talking with APD Licensing to work on this.

**9. Action Items/Adjourn**

Theresa Skidmore, Florida Director – Delmarva

Robyn to facilitate getting the report out to all members, moving the voting process along and forwarding to AHCA for approval, so that APD can use the SL workgroup report in the legislative budget request. Behavioral workgroup to continue gathering a list of analysts in Florida, getting HSRI to look at behavior data, look at DF health summary data and have discussions with APD.

## **Additional Information**

### **2017 Meeting Date Selections:**

**October 12<sup>th</sup>, Tallahassee Florida**

### **Attachments:**

March 2017 Minutes-Word

HSRI NCI Data -PowerPoint

Delmarva Data Presentation- PowerPoint