

## **QUALITY COUNCIL MEETING MINUTES**

*Holiday Inn Lake Buena Vista 13351 State Road 535 Orlando, FL 32821*

*9:00 a.m. – 4:00 p.m.*

*Thursday July 18, 2019*

### **Type of meeting:**

Quality Council Meeting

### **Facilitator(s):**

AndraLica McCorvey

Theresa Skidmore

### **Attendees:**

John Collins, Self-Advocate

Kathy Clinton, Family Member

Latosha Obry, Self-Advocate

Courtney Swilley, FARF

Mary Jo Pirone, Self-Advocate

Theresa Wyres, Small Agency Provider

Jill MacAlister, CDC Consultant

Pauline Lipps, Family Care Council Florida

Veronica Gomez, Agency WSC

Patty Houghland, Disability Rights Florida

### **APD Attendees:**

Edwin DeBardeleben

### **AHCA Attendees:**

AndraLica McCorvey

### **Qlarant Attendees:**

Bob Foley

Theresa Skidmore

Robyn Turlakis

Charlene Henry

Katy Glasgow

Cheryl King

Gladys Brewer

Janet Tynes

**Other Attendees:**

Valerie Bradley, HSRI

Dina Justice, Family Care Council Florida

**Absent QC Members:**

David Roosa, Family Member

Holly Hohmeister, FDDC

**Scribes:**

Charlene Henry, Qlarant

**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

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

QQS - Qlarant Quality Solutions

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 – Qlarant

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

**2. March 2019 Refresher with Approval of Minutes**

Theresa Skidmore, Florida Director – Qlarant

Theresa Skidmore provided a refresher from the March 2019 meeting held in Tallahassee, Florida. Please see the March minutes for details. A motion to approve the minutes was made by John Collins and seconded by Latosha Obry.

**3. AHCA Update**

AndraLica McCorvey, Contract Manager – AHCA

AndraLica said there was no update. A guest mentioned that she is finding very few managed care dental providers in her area. Kathy Clinton stated that people have saved money in their iBudget Cost Plans but can't use it for dental care anymore. Jill MacAlister expressed concern over having a longtime dentist but because the waiver no longer covers the service, the person can't see the dentist anymore. John noted that seeing the dentist is not only about money but dignity and choice. He said his only option now is to go get dental services at the local dental school. Pauline asked about a customer hotline for issues and concerns. The AHCA Complaint Hub number was provided 1-877-254-1055.

**4. APD Update**

Edwin DeBardeleben, Chief, Program Development, Compliance & Policy - APD

Ed DeBardeleben gave the APD update. Ed started out by talking about managed care and dental services in Florida. He mentioned there might be a co-presentation at the next meeting with AHCA on dental services. Regarding the iConnect phase in process which began November 2018, provider phase in will start soon and will be done by procedure code. Therapy service providers will be first. WellSky is doing User Acceptance Testing for the Plan of Remediation

piece for providers now and the plan is to have this section go live a year from now for providers to use. APD is having the iBudget Handbook opened to address the Client Data Management System. They are also developing a Training Rule to get a standardized process put in place for providers who want to be trainers. Pauline asked had the training material been developed yet. Ed said, no. Ed posed a question to the audience; do we need to require those who want to be Supported Living Coaches and WSCs to do preservice training? He went on to say that right now the CMS application only requires preservice training for Supported Employment Coaches. He explained that most employers already do their own training once they hire someone before they start working with people. Ed proposed having these service providers work under an agency for a few years then go solo. Dina expressed that she feels preservice training is needed as opposed to on-the-job training. Pauline mentioned that everyone needs a base of experience. Ed noted that there was a QC workgroup a few years back where they looked at apprenticeships/mentorships for WSCs. A guest said she was for solo and agency coordinators. There are good ones on both sides and linkages are needed to ensure good training but WSCs need to be willing to pay for training. John expressed that WSCs also need to be willing to do the job. Valerie noted that on a national level the case manager does two things essentially, provide person-centered planning and adhere to compliance requirements.

Theresa said there needs to be a balance between training/education and beginning to work in the field. Latosha mentioned that she has had WSCs tell her they feel their caseloads are too high. Ed said he is for caseload limits with gradual increases to those loads over time. Ed went on to speak about the Staff Stability Survey in which approximately, 1700+ providers were invited to participate. There was a high number of providers that have 1099 employees but he did not collect data on how many. He said determining who the agencies were was difficult. 376 agency providers completed the survey. Regarding the CMS settings rule, APD submitted its transition plan at the end of March 2019. CMS expects full compliance by March 2022. They will be revisiting all the presumptively institutional settings to check on compliance with the rule. New settings have been identified since they submitted the plan and they will be working with these entities on compliance as well. The need to discuss an ADT Redesign has come up, as Florida is not in compliance with CMS settings rule now. Ed noted ADT providers would have to come into compliance as well or risk not getting waiver funding. Ed talked about the recent open forum on ways to enhance the waiver in Florida, as there is no funding to address increased costs, there is a need to better predict the budget, and further explore Support Coordination services.

The Agency has to put together a Corrective Action Plan and submit to the Legislature. Patty asked what APD would present to the Legislature. Kathy mentioned putting together a steering committee to give APD information about waste and possible solutions. John asked would there be another meeting on this topic. Ed noted that people have until 7/24/19 to submit comments regarding the meeting from yesterday. Comments can be submitted to [APD.info@apdcares.org](mailto:APD.info@apdcares.org). Jill said she still has concerns regarding centralized residential planning. She noted it is not working very well as there's not enough staff and there are no tailored lists of homes for people to choose from. She also noted that a pilot transportation project in the Suncoast Region has started and it seems to be working well, so far.

## **6. Panel Discussion**

Striking a Balance in the Qlarant Review Process

A panel consisting of a person receiving services, a parent of a person receiving services, WSC provider, ADT provider and provider of other services and a reviewer assembled to discuss the Qlarant review process. Theresa Skidmore, Qlarant facilitated the discussion and began by asking what is important to be assessed for Support Coordinators and providers? Responses suggested that the review is missing the human element and the tools are not capturing the great things providers are doing like spending time with the individuals providing special programs for individuals (e.g., dance and art classes), and provider's attitudes and philosophy for doing business. The group discussed Waiver Support Coordination, CDC Consultant services and the CDC+ program as it relates to the review process. Next, the group weighed in on the interview process, goals/outcomes for people getting services, how providers documents services and iConnect influence on reviews. The support coordinator panelist noted that APD policies often discourage WSCs from being honest about a person's life because of potential losses in funding. A few takeaways were that there are many things that are important to varying entities in the process, providers need to be better prepared for reviews and informed about requirements (e.g., new providers can receive consultation before a review), more consideration needs to be taken when interviewing people so meaningful information is gathered, and progress/lack of progress related to people's goals and outcomes should be a part of the process.

#### **8. Qlarant Data Presentation**

Katy Glasgow, Senior Analyst – Qlarant

Katy Glasgow presented an overview of data from Person Centered Reviews (PCR), Waiver Support Coordination/Consumer Directed Care (WSC/CDC+) Record Reviews and Provider Discovery Reviews (PDR) for July 2018 –June 2019. Katy started by going over the number of PCRs. She pointed out the number of PCRs for Northwest region was low because WSC/CDC Consultants were not reviewed after Hurricane Michael.

Katy discussed the record review results for PCRs and PDRs noting lower scoring standards for Waiver Support Coordination/Consumer Directed Care (WSC/CDC+) and PDRs. Katy finished her presentation with a review of alerts, indicating the Clearinghouse Roster generated the most alerts this past year.

Please see slides for more details.

#### **9. HSRI Data Presentation**

Valerie Bradley, President Emerita – HSRI

Valerie Bradley presented a national and state overview for National Core Indicators. She began by giving a brief summary of what NCI, and the survey tools noting which are used in Florida. Valerie noted that this past year was the first data cycle with the person centered planning questions. This might be something to have a look at during the next meeting. She went on to talk about Self-Advocacy and highlighted notable people of the Self-Advocacy Movement. Valerie discussed the mission of Self-Advocates and went into some Florida findings related to the In-Person Survey for 2017-18. Valerie shared Florida data covering the following

areas: attending a Self-Advocacy group or meeting, where people live, relationships, volunteering, and voting. She ended her presentation with a discussion about ways to encourage Self- Advocacy.

Please see slides for more details.

**12. Quality Council Follow-up & Next Steps**

Theresa Skidmore, Florida Director – Qlarant

Theresa elaborated on the pilot transportation project and WSC Advisory about dental care. Qlarant to send members the information shared.

Members want to look at boosting participation in self-advocacy groups.

The following people will take the lead on gathering information on self-advocacy resources in their region:

Jill MacAlister for Suncoast Region

Patty Houghland for Northwest Region

Latosha Obry for Northeast Region

Sandy Dayton for Central Region

Teresa Wyres and Mary Jo Pirone for Southeast Region

Janet Tynes for Southern Region

**13. Action Items/Adjourn**

Theresa Skidmore, Florida Director – Qlarant

Qlarant to send members information shared on the pilot transportation project in Suncoast Region and WSC Advisory about dental care.

Once the list of resources is collected and compiled, it will be sent out for distribution statewide. Members will be pulled in as needed for this project.

**Attachments:**

March 2019 Minutes -PDF

Qlarant Data Presentation – PowerPoint

HSRI Data Presentation – PowerPoint

Pilot Transportation Project Flyer

