

**2017 Quality Council Meeting Minutes**  
**Holiday Inn**  
**2725 Graves Rd. Tallahassee Florida**  
**March 22nd, 2017 9:00 a.m. – 4:00 p.m.**

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**Type of meeting:**

Quality Council Meeting

**Facilitator(s):**

AndraLica McCorvey, Contract Manager-AHCA

**Attendees:**

David Roosa, Family Member  
Don Welde, Solo WSC  
John Collins, Advocate  
Jose Hernandez, FDDC  
Kathy Clinton, Family Member  
Pauline Lipps, Family Care Council Florida  
Patty Houghland, Disability Rights Florida  
Tricia Riccardi, Advocate  
Veronica Gomez, Agency WSC  
Vicki McCrary, FARF

**APD Attendees:**

Denise Arnold- Morning  
Edwin DeBardeleben  
Beth Mann Pace  
Pamela London

**AHCA Attendees:**

Pamela Kyllonen- Morning  
Andralica McCorvey

**Delmarva Foundation Attendees:**

Bob Foley  
Robyn Turlakis  
Kristin Allen  
Katherine Glasgow  
Susan Kelly

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**Other Attendees:**

Stephanie Giordano , HSRI  
Kristie Daniel, Provider  
Diane Ciccarelli, Parent  
Lisa Lupi, Parent  
Tia Miller, Provider  
Denise Miller, Consultant  
Aaron Nangle  
Vicki Nangle

**Absent QC Members:**

Jill MacAlister, CDC Consultant  
Holly Hohmeister, FDDC  
Shelby Nurse, Advocate

**Scribes:**

Robyn Turlakis, 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  
CDMS- Client Database Management System  
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

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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

### **Agenda Notes**

**1. Welcome & Introductions**

Robyn Turlakis, Delmarva Regional Manager

Beginning at approximately 9:00 a.m., Robyn Turlakis opened the meeting. Attendees introduced themselves. Robyn welcomed members and guests. Robyn shared news of the retirement of Charmaine Pillay. Theresa Skidmore has accepted the DF Florida Director position. Robyn shared Theresa's regrets she was unable to attend this meeting, but was excited to see the membership in July.

**2. Refresher from November 2016 Meeting**

Robyn Turlakis, Delmarva Regional Manager

Robyn Turlakis, DF, provided a refresher from the November 2016 meeting held in Tallahassee, Florida, including the following:

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- Tammy Brannon, Contact Manager, AHCA, provided AHCA Updates. Tammy announced DF's contract renewal had been executed. Members brought up concerns regarding the CMS transition plan.
- Ed DeBardeleben, APD, provided APD updates. Ed discussed the CMS surveys being completed by APD and provided updates on the TRAIN learning system and the CDMS.
- Katherine Glasgow, DF, provided an overview of the review data including background screening compliance, review activity volumes, PDR and PCR individual and staff interview scores, and PDR and SSRR scores.
- Stephanie Giordano, HSRI, presented data from the NCI Family and Guardian Survey. Discussion included voting and supported decision making initiatives. Stephanie worked with members on the next stages for quality improvement projects.
- Dr. Steve Coleman, APD, presented information related to the current status and future plans for behavioral services including additional training coming soon.
- Rhonda Sloan, APD, provided an update on the CDC+ program. There are currently 2,700 enrolled, but there is a CDC+ Consultant shortage statewide.
- Denise Arnold, APD, provided an impromptu question and answer session on the new algorithm via phone as this was a topic requested throughout the day of the meeting.

The meeting adjourned at 4:00pm. For details, please see the full meeting minutes for November 2016.

**3. Review and Approval of November 2016 Minutes**

Robyn Turlakis, Delmarva Regional Manager

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Robyn Turlakis presented the November 2016 minutes for approval. A motion to approve the minutes was made by Jose Hernandez and seconded by Patty Houghland. The November 2016 QC minutes were approved unanimously.

**4. QC Purpose and Roles**

Robyn Turlakis, Delmarva Regional Manager

Robyn Turlakis reviewed the purpose and roles for the QC membership QC exists to provide oversight of quality assurance activities conducted by DF and to monitor compliance with contractual obligations. QC provides a forum for discussion and the development of recommendations and to compare Florida data to national data. QC provides feedback to AHCA and APD on the Delmarva review processes and shares information for health, safety, and quality of life elements, as well as community resources and partnerships. Robyn asked members to think about these purposes as workgroups and data were discussed throughout the day.

**5. APD Update**

Denise Arnold, Deputy Director of Programs- APD

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

Denise Arnold provided the APD Update. Denise discussed the QSI algorithm project occurring at the time of the annual support plan for each individual receiving services. APD has hired temporary positions to assist with the volume statewide. They are also hiring for QSI assessors since QSIs need to be current (every 3 years). John Collins asked how behind schedule administering the QSIs is at this time. Denise indicated approximately 6 months. Denise indicated there is a mandate to implement the algorithm and while it is under a challenge, the challenge is not one which stops APD from proceeding. John asked if the QSI assessment would be updated and if so if it would reinvent the wheel since questions are often vague instead of specific. Denise said it is a possibility it would be updated in 5 years with a new algorithm. John said he would be available to offer feedback on the edits. Don Welde said he feels WSCs should attend the QSI so a family does not try to give a “rosy” feel when there are some areas which need to be addressed.

Denise indicated weekly calls are occurring with the regions and the regions should be aware to prioritize the routine requests and the annual requests for cost plans and funding. Veronica Gomez indicated she has created a tracking list so she knows when request was made and can track it through. Denise felt this was

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a great idea other WSCs should implement. David Roosa stated he has some requests past the deadlines and in a critical status. Denise asked David to email her or his region directly for these. Denise said the process is not perfect, but APD has to have a budget and this is the best projection they have had in a while.

Denise shared the top Legislative Budget Requests for fiscal year 2017-2018. These included continuing the waiver provider rates under the department of labor rule, increasing waiver rates for nursing services, creating waiver intensive behavior models, contract to augment regional staff, CDMS, and enrolling the critical needs individuals from the waiting list. Denise indicated APD is working to create positions for specific functions such as supported living staff, parent training, and forensics. David Roosa discussed the cost of living findings from the supported living workgroup. This workgroup will be working to determine how to make supported living viable for individuals receiving services. Denise indicated if David can gather the data she will look at inclusion for the FY 2018-2019 budget requests.

Denise discussed issues for people transitioning from Carlton Palms. Patty Houghland asked if a tool was available to show choice is respected and John Collins asked if guardians are listening to what the individuals transitioning desire. Denise stated APD will be working on additional language in the client characteristics sections of the waiver and handbook. Don asked about people who transitioned to the community and were not successful and have ended up in unfortunate situations. Denise indicated APD is working to avoid these situations.

Denise is excited about the CDMS. She stated APD needs to build the infrastructure to support new and current people on the waiver. Aaron Nangle asked if the CDMS would have the ability for external items to be attached or a cut and paste function. Denise indicated there would be an upload function for certain things, but the documents would have to match. For example, if a provider used Therap, Therap would need to have an interface with the CDMS to allow them to work together. Denise indicated the system will be user friendly and training will occur when the CDMS is rolled out. Ed indicated DF will have access to the system.

APD, AHCA and DF had a productive meeting last week to discuss data sharing. Mary Smith asked if there would be stakeholder input. Denise indicated this would be coming soon and QC members will be asked for testing and feedback. Aaron Nangle said he would want to test the system. He asked when the documentation would be required to be in the system. Denise stated in order to bill the documentation would need to be present. Aaron indicated some providers do not have computers. Denise indicated a computer would be needed.

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Ed DeBardeleben, APD, thanked ARC of Florida for their placements created to assist with reduction of choking. This was an instance of an identified issue that led to the development of resources to address it.

**6. AHCA Update**

AndraLica McCorvey, Contract Manager-AHCA  
Pamela Kyllonen, AHCA Administrator- AHCA

AndraLica McCorvey, AHCA, introduced Pamela Kyllonen, AHCA, for the AHCA updates. Pam will be working with APD and DF on the evidentiary report for CMS. Pam shared staffing changes with AHCA. Beth Kidder has accepted a new role as the Director of Medicaid for the State of Florida. Chevon Harris has accepted a new role as the Assistant Deputy Secretary. Both are aware of the developmental disability waivers and the importance of quality.

**7. Delmarva Data**

Katherine Glasgow, Analyst II, Delmarva Foundation

Please see slides for more detail.

Katy Glasgow, DF, presented an overview of data from the Person Centered Reviews (PCR), Health Summary, Provider Discovery Reviews (PDR), and alerts for 2016.

Membership discussed the standards measuring community: relationships and participations. These continue to show lower scores than other standards and have been an area targeted for improvement for many years. Members discussed perhaps there has been more education and awareness of community aspects and therefore there is less satisfaction. They also discussed well known barriers such as finances, provider rates, and transportation. There is a workgroup to address community participation, but it is in need of a lead member. This will be discussed later in the meeting. John Collins discussed there is a difference between being in the community and having a meaningful life in the community. Kristin Allen, DF, stated she had heard of a trend in the Southern Region where group homes do not have vans and only use public transportation. The membership discussed how people may go places, but if everyone just goes to the same place and there is no choice, this is not community integration. Patty Houghland indicated expectations for staff are low. Many direct care staff do not have experience in their own lives to be the cream of the crop and to facilitate meaningful experiences for others. Pauline Lipps felt assistance to create a quality infrastructure is needed to really support community life. Ed DeBardeleben

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discussed the importance of working to change the culture about community integration. John Collins asked if we are expecting too much from low paid providers? Ed feels it is crucial and everyone needs to promote individual rights. Community life is crucial to health and safety.

The lowest scoring indicators from the WSC record review were a lack of support coordination pre-support planning activities, the current annual reports not in the record( also low for CDC+), a lack of documentation to ensure services are delivered in accordance with the service plan, and documentation of efforts to assist the person to define ANE ( also low for CDC+).

Katy reviewed data from the health summary including medication utilization. In Individuals who lived in a group home were far more likely to be taking four or more medications (61.4%) than people living in a family home (23.8%) or an independent/supported home setting (31.8%). Katy indicated there could be a selection effect since a group home setting would be more likely to have individuals receiving services with health concerns. Katy shared a list of the top 5 medications used by people on the waiver (Depakote, Risperdal, Klonopin, Synthroid, and Congentin) and CDC+ participants (Keppra, Depakote, Risperdal, Klonopin, and Catapres).

Katy reviewed results from the PDR process including service provider scores, support coordinator scores, record review scores, lowest scoring standards, and billing discrepancies. Compared to last year, SSRR scores have increased for Life Skills Development 1 (Companion), Personal Supports, Respite, and Supported Living Coaching. Residential Habilitation Intensive Behavioral decreased from 2015 to 2016. CDC+ Representative results statewide for 2016 were 93.1%.

Katy included data in an addendum regarding age ranges for the PCR interviews as well as the number of reviews completed by DF in 2016.

**8. HSRI NCI Family and Guardian Survey Data Presentation**

Stephanie Giordano, Policy Associate- HSRI

Please see slides for more detail.

Stephanie Giordano presented data from the National Core Indicators (NCI) to discuss with the workgroups.

Discussion was held regarding community participation and leisure. Community participation findings were lower for people residing in licensed homes. Stephanie said this is representative of what is seen in other states, and did not surprise the members.



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For rights and privacy, David Roosa asked if the survey stratified the data based on guardianship. Patty said there are so many various levels and components to a guardianship that this would be difficult since it would vary per paperwork. Stephanie shared a resource with people- The Riot.

Robyn Turlakis asked about changing language in future versions. The current question asks if you can date, but if the question was changed to do you date it gets at community participation, as well as rights. Patty Houghland said people need to be involved in their life to have true friends. Stephanie shared results of an Arizona study where exercise and community areas of satisfaction were low. The state combined the initiatives and saw satisfaction in both areas increase.

A discussion was held about people having a key to their home. John Collins felt “it is their home; not just a money making organization”. Ed DeBardeleben said it should be documented in support plan and behavior plan if there is a reason they cannot have a key to their home. Kristi Daniels said the CMS Assessor had told their organization a key was needed to their bedroom; not their home. APD and AHCA will look into this interpretation with DF.

Ed DeBardeleben asked members to send him any suggestions for additional questions the State should ask in the NCI.

**9. HSRI NCI Family and Guardian Survey Data Presentation**

Stephanie Giordano, Policy Associate- HSRI

Stephanie facilitated discussion for the workgroups asking the leads to present. Jose Hernandez asked if future QC meetings could leave a chunk of time in the afternoon to discuss the projects and to brainstorm. John Collins prefers the face to face contact. For groups who need a phone line, Beth Mann Pace will check if the APD lines can be utilized and asked workgroup leads to contact her if needed.

David Roosa provided an overview of the affordable housing workgroup. This group includes Patty, David, and Pauline. He had looked at 24 cities and 7 factors with regard to affordable housing in Florida. With those items he then wants to send out a survey to waiver support coordinators asking a series of questions to gather the final data in order to be able to present the information to Denise Arnold for a legislative budget request. He wants to have this completed prior to the next meeting. Patty Houghland added supported living needs to be a service people can use. AndraLica asked Ed to send an ad-hoc request for requests for Delmarva Foundation data showing the Quality of Life outcomes for supported living.

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The community workgroup did not have a lead at this time. The members decided they would informally send resources, suggestions, ideas to Robyn Turlakis who would keep track of them for when the workgroup is ready to proceed.

Jose Hernandez gave an update for the behavioral analyst recruitment workgroup. They had not had a chance to meet. This group includes Jose, Don, and Veronica. The members discussed what to tackle for this group. Discussion was held about the limited availability of behavior analysts and to determine the reasons many are reluctant to work with individuals on the waiver. Veronica will look at Tricare, straight Medicaid and private pay requirements to see what is required, rate, and hours to develop a comparison.

**10. Action Items/Adjourn**

Robyn Turlakis, Regional Manager- Delmarva Foundation

The workgroups will schedule conference calls to move action plans along by the July 2017 meeting in Orlando, Florida. Beth Mann Pace can coordinate the calls utilizing the APD conference lines.

## **Additional Information**

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

**Orlando, July 13<sup>th</sup>**

**Tallahassee, October 12th**

### **Attachments:**

March 2017 Agenda- Word

November 2016 Minutes-Word

QC Purpose and Roles- Word

APD Handout- PDF

Delmarva Data Presentation- PowerPoint

HSRI NCI Data -PowerPoint

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