

## QUALITY COUNCIL MEETING MINUTES

*Hilton Garden Inn Tallahassee Central 1330 Blairstone Road Tallahassee, FL 32301*

*9:00 a.m. – 4:00 p.m.*

*Thursday March 14, 2019*

### **Type of meeting:**

Quality Council Meeting

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

AndraLica McCorvey

Theresa Skidmore

### **Attendees:**

David Roosa, Family Member

John Collins, Self-Advocate

Kathy Clinton, Family Member

Latosha Obry, Self-Advocate

Courtney Swilley, FARF

Mary Jo Pirone, Self-Advocate

Holly Hohmeister, FDDC

Theresa Wyres, Small Agency Provider

### **APD Attendees:**

Edwin DeBardeleben

David Darm

Beth Pace

Pam London

### **AHCA Attendees:**

AndraLica McCorvey

GP Mendie

### **Qlarant Attendees:**

Bob Foley

Theresa Skidmore

Kristin Allen

Sue Kelly

Charlene Henry

Katy Glasgow

Sri Palamoor

**Other Attendees:**

Stephanie Giordano, HSRI

Dina Justice, Family Care Council Florida

Sheila Gritz-Swift, FDDC

**Absent QC Members:**

Jill MacAlister, CDC Consultant

Pauline Lipps, Family Care Council Florida

Veronica Gomez, Agency WSC

Patty Houghland, Disability Rights Florida

**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. There are two new Self-Advocates, Latosha Obry and Mary Jo Pirone. The council also lost Don Welde and Jose Hernandez as members. Theresa welcomed all members and guests.

**2. July 2018 Refresher with Approval of Minutes**

Theresa Skidmore, Florida Director – Qlarant

Theresa Skidmore provided a refresher from the November 2018 meeting held in Tallahassee, Florida. Please see the November 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 McCorvey, gave an AHCA update. AndraLica stated Qlarant has a new contract manager and introduced GP Mendie. Mr. Mendie became the contract manager on 3/11/19. GP Mendie greeted everyone and indicated he looks forward to working with APD and Qlarant.

**4. APD Update**

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

Ed DeBardeleben gave the APD update. Ed stated APD iConnect launched phase I, 12/4/18. They have established a call center for WSCs to assist with the system. Money management functions will be in phase 2 of iConnect rollout in August 2019. APD is currently working with

AHCA on FMMIS interface. APD iConnect workgroups have been meeting since January 2018 and will continue as various parts of the iConnect system rollout.

Ed talked about the renewal of the CMS iBudget Waiver for the State of Florida. The process has been completed and the renewal lasts for the next 5 years. The process is very involved and there were performance measures to be met. Ed suggested it would be good to do an overview of the performance measures during the July 2019 council meeting. APD has a corrective action plan in place to remediate for incident reports; they have developed an Incident Management System to address this area.

APD has chosen to participate in the Staff Stability Survey. APD invited agency providers who render services such as Life Skills Development 3 (ADT) and Residential Services to participate in the survey. No therapy or medical service providers were invited. A few weeks ago, they sent over 2,000 invitations to participate in the survey and they did have some agency invites bounce back. Agencies that only have 1099 subcontractors were not invited to take the survey. John Collins asked if it would be possible for those agencies to be included. Stephanie Giordano, HSRI said not at this time. The deadline for agencies to complete the survey is 6/30/19. To date, 32 agencies have finished the survey; about 1800 have not yet opened the survey. WSCs are not eligible to take the survey. Ed wanted to see at least 25% of the providers invited complete the survey.

Ed talked about the Next Generation QSI (NG-QSI). There are five purposes of the NG QSI – Information Gathering, Supports/Services, Wellness & Health, Activities of Daily Living, Lifestyle/Social/Behavioral and Level of Supports. The field-testing has started; also have started training and certification for assessors. As of now, over 90% of assessors have been trained and certified; however, there were some who did not pass. APD is conducting the field testing to help APD truly see if the tool is assessing what they need. There are 888 people being assessed by random sample; 100 of those sampled will participate in a test/retest and 100 will go through inter-rater reliability. The field test will end 5/30/19. Florida State University will do the reliability study for APD. There will be a replication study once the field test is done and changes made, but this will not occur until next fiscal year. After this phase is complete, the NG QSI will become the official needs assessment tool for APD. Ed said they are working on making the tool feed into the new Support Plan in APD iConnect.

APD is also doing special studies to see how the QSI tool assesses each of the 7 disabilities under APD. David Roosa asked about updating the NG QSI when a person has a major life change since the assessment is only occurring once every 3 years. Ed noted they are looking at an alert component to add to the tool in order to help WSCs know about important life indicators that need attention. GP Mendie asked about language barriers with administering the tool. Ed said they do have bilingual assessors. APD is also looking at language issues related to entering Service Logs, Progress Notes, etc. Latosha Obry commented that maybe WSCs could help assessors if they are bilingual and the assessor is not. Mary Jo Pirone asked diagnosing and reassessing people through the NG QSI. Ed responded that assessors are not diagnosing through administering the tool. Holly Hohmeister asked would the tool be translated in other languages. Ed said the tool would only be in English for now.

## 6. **Quality Council – Mission and Purpose Refresher**

Theresa Skidmore, Florida Director – Qlarant

Charlene Henry, Regional Manager – Qlarant

Theresa talked about the mission and purpose of the Quality Council. Members represent people getting services, providers and WSCs across the state. Family members and advocacy groups can wear dual hats. Theresa led members in identifying areas they think are important to each group. Some areas important to those receiving services (and family members) were:

- employment and transportation to/from work
- accessing Medicaid therapy and the time limits for getting therapy services
- helping people advocate for themselves
- income limits for those employed
- understanding the CMS settings rule and how it pertains to individuals
- future planning
- choices for affordable housing
- continuity of staff.

Some areas important to providers, WSCs and advocacy groups were:

- service rates
- staff wages
- over burdensome requirements
- unfunded mandates
- finding, training and retaining quality staff
- APD iConnect.

GP Mendie commented the state would not have the same impact if they speak up on these issues but individuals can speak up. He gave an example about dental service and how not getting dental now will lead to increased medical needs later. Holly commented on the upcoming DD day and presentations to the legislators. She went on to comment about the difference between studies vs. building relationships with the legislature and putting advocates face to face with them to tell their stories/challenges. John echoed the value of advocate involvement.

## 8. **Qlarant Data Presentation**

Katy Glasgow, Senior Scientist – 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 –December 2018. Katy started by going over the number of PCRs and declines. The low number of PCRs for Northwest region was because WSC/CDC Consultants were not being reviewed after Hurricane Michael. Ed asked if the Foster Home type for living arrangements were certified APD homes. Kristin Allen responded they were. Dina Justice asked if the questions about satisfaction with services used yes/no response and Katy responded they were Likert Scale questions.

Katy spoke specifically about community integration and integrated employment outcome vs. supports data. John asked if supports were just people in the home and Theresa said no, supports would be inside and outside the home. Ed asked about knowing the living setting for persons interviewed as it relates to the health questions. Katy said, yes we know the living setting. GP asked why people went to the emergency room at the hospital and not urgent care. Latosha commented that urgent care does not take Medicaid, so people go to the emergency room instead. Sue noted that we should watch the Baker Act and Abuse percentages as there could be some concerns, even though the percentages are low.

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. GP Mendie asked if the data were trending up or down. Katy responded that over the years data have been trending upward. Katy finished her presentation with a review of alerts, indicating the Clearinghouse Roster continues to generate the most alerts.

Please see slides for more details.

## **9. HSRI Data Presentation**

Stephanie Giordano, Policy Associate – HSRI

Stephanie Giordano presented a national and state overview for National Core Indicators. She began by giving a brief summary of what NCI is, how states use the survey tools in Florida. Stephanie went over results from the In-Person Survey and discussed response rates, noting valid response rates to section I are up 5% from 2016-17. Stephanie reviewed demographics, race and residence type by region and discussed data for the satisfaction with home question. She went over rights and respect by residence and service planning and discussed employment trends for people who have a paid job in the community. There was also discussion about data for other day activities, employment as a service goal and goals for those who do not have a paid community job.

Please see slides for more details.

## **11. Florida Employment Initiatives**

Sheila Gritz-Swift, Deputy Director of Programs - Florida Developmental Disabilities Council  
David Darm, Policy Consultant - APD

Sheila Gritz-Swift presented information on FDDC's work related to employment for persons with IDD. Recently completed employment initiatives include Rural Routes to Employment, Project SEARCH and Support Employment Provider Rate Study. A replication guide is available for the Rural Routes to Employment project. The Project SEARCH had 20 sites across 11 school districts in 2015 and has greatly expanded over the last 3 years.

Regarding the rate study, Florida ranks low in spending per individual for Supported Employment, spending an average of \$2527 per person. She spoke about the FDDC's Active

Employment Initiatives that include Employment First/Employ Me 1<sup>st</sup> and Employment First Collaborative Training, and also the Florida Employment First Act of 2016 and who the partners are in Employment First/Employ Me 1<sup>st</sup>. The Employment Options Informed Choice project is for people 22 years old and up. The goal of this project is to provide job-shadowing experience for participants. Currently funding is being sought for project continuation. Sheila talked about the Employment First Collaborative Training that culminates in ACRE (Association of Community Rehabilitation Educators) certification. John asked the difference in this training versus going through VR. Sheila commented that this program is competency based.

David Darm, presented information regarding APD's Employment Initiatives. He spoke about why employment is important and how persons with IDD can be successful in the life outcome to work. Options that exist for individuals with IDD who require assistance to succeed in the workforce include VR, APD and the school system.

David noted that VR is the primary funder of employment services for persons with disabilities.

David discussed how a person is eligible for VR services and what they offer, which includes career planning, vocational training and on-the-job training. David said APD collaborates with VR in funding Supported Employment services to support individuals who require on-going support. VR generally funds the initial job training services ("Phase 1"), when the provider works with the individual (and sometimes the employer) to develop the skills and identify the unique accommodations needed on the job. After the individual has obtained employment and become stable (usually within 150 days of being on the job), VR closes the case and APD funds the on-going job coaching services ("Phase 2").

David spoke about where Florida is right now with employment for persons with IDD. He pointed out there are approximately 2900+ persons competitively employed and noted that despite the resources available to support individuals in obtaining employment, there continues to be a disparity in income and workforce participation between individuals with disabilities and those without. David discussed APD's support for an increase in competitive employment outcomes. He spoke about supported employment and facility-based/other day services funding. He ended by discussing variables that contribute to successful employment outcomes and how APD is working to address challenges.

Please see slides for more details.

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

Theresa Skidmore, Florida Director – Qlarant

During the November meeting there was a discussion about how to introduce Qlarant through better disseminate of information to providers and providers can get ready for a review. Members reviewed and gave feedback on a draft document Qlarant put together for use by APD regions. Some of the feedback included editing the document to include provider requirements for review participation and moving information regarding where to find review tools. Qlarant will edit the document and pull in members for more feedback as needed. HSRI to pull employment related questions other states have added to the NCI for the council to consider adding to the Florida NCI. John asked about the LBR (Legislative Budget Request) for

affordable housing related to recurring funds for people in Supported Living. Ed stated the committee will meet in the summer and the 2020 legislative session starts in January. Any information the council wants to provide toward a request needs to be submitted to him by the end of May/beginning of June.

**13. Action Items/Adjourn**

Theresa Skidmore, Florida Director – Qlarant

Qlarant to edit the draft document that introduces providers to the organization and how to get ready for a review, and include members for more feedback as needed. HSRI to pull employment related questions other states have added to the NCI for council consideration in adding to the Florida NCI. Group working on affordable housing and Supported Living to update information and submit to Ed if making a request for recurring funds.

**Attachments:**

November 2018 Minutes -PDF

Qlarant Data Presentation – PowerPoint

HSRI Data Presentation – PowerPoint

FDDC Employment Initiatives Presentation – PowerPoint

APD Employment Initiatives Presentation - PowerPoint