

2014 Quality Council Meeting Minutes

Holiday Inn Hotel and Suites 2725 Graves Rd Tallahassee, Florida

9:00 a.m. – 4:00 p.m.

Thursday October 9th 2014

Type of meeting:

Quarterly Quality Council Meeting

Facilitator(s):

Charles Ball, Program Analyst-AHCA

Attendees:

Cydeon Trueblood, FDDC

David Roosa, Family Member

Don Welde, Solo WSC

Jill MacAlister, CDC Consultant

Linda Mabile, Florida ARF

Patrick Driskell, Self Advocate

Patty Houghland, Disability Rights Florida

Paula Whetro, Provider

Pauline Lipps, Family Care Council

Veronica Gomez, Agency WSC

APD Attendees:

Edwin DeBardeleben

Beth Mann Pace

Pamela London

AHCA Attendees:

Charles Ball

Virginia Hardcastle

Marlon Storey

Sophia Whaley

Tammy Brannon

Carol Roberts

Delmarva Foundation Attendees:

Charmaine Pillay
Theresa Skidmore
Sue Kelly
Shawntavia Fletcher

Other Attendees:

Elizabeth Pell, HSRI
Valerie Bradley, HSRI
Ms. Gibson, Provider Guest

QC Members not in attendance:

Tricia Riccardi, Self-Advocate
Jose Hernandez, Provider

Note Taker:

Shawntavia Fletcher, Delmarva Foundation

Acronyms:

ABC- Allocation, Budget and Control System
ADT- Adult Day Training
AHCA- Agency for Health Care Administration
APD- Agency for Persons with Disabilities
CDC-Consumer Directed Care
CMS- Centers for Medicare and Medicaid Services
DD- Developmental Disability
DF- Delmarva Foundation
FARF- Florida Association of Rehabilitation Facilities
FCCF- Family Care Council Florida
FDDC- Florida Development Disabilities Council
FSQAP - Florida Statewide Quality Assurance Program
HCBS-Home and Community Based Services
HS-Health Summary
HSRI- Human Services Research Institute
iBudget- Individual Budget
III -Individual Interview Instrument
ITN- Intent to Negotiate

IQC- Interagency Quality Council

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

WSC- Waiver Support Coordinator

Agenda Notes

Welcome & Introductions

Charles Ball, Program Analyst-AHCA

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

Refresher from June 2014 Meeting

Charmaine Pillay, Florida Director- Delmarva

Charmaine Pillay, DF, provided a refresher from the June 2014 meeting held in Tampa, Florida. Charles covered AHCA updates and explained that the Contract unit is moving to the Quality Improvement Bureau. There was a rule hearing for the draft iBudget handbook and progress is being made toward promulgation. Ed covered APD updates at the last meeting and provided all with information and updates on the Client Database Management System. Ed also spoke about a new secure APD electronic email system with encryption capabilities. Sue Kelly provided data from the first quarter and a summary of data from 2010 to current. Theresa Skidmore discussed person centered interviews and issues surrounding remediation. Elizabeth Pell and Val Bradley presented results from the Adult Consumer Survey report covering 2012-2013. Workgroups presented the status of their efforts. See the June 2014 minutes for details.

Review and Approval of June 2014 Minutes

Charmaine Pillay, Florida Director- Delmarva

Charmaine Pillay presented the June 2014 minutes for approval. A motion to approve the minutes was made by Patty Houghland and seconded by David Roosa. June 2014 QC minutes were approved unanimously.

AHCA Update

Charles Ball, Marlon Storey, Sophia Whaley, & Virginia Hardcastle-AHCA

Contract Manager Charles Ball announced he has accepted another position with AHCA and will be transitioning from his position as Delmarva Contract Manager. He also informed QC of reorganization at AHCA. The contract unit at AHCA will be moving to the Quality Improvement Bureau. Charles introduced Carol Roberts, and Tammy Brannon who will be replacing Charles as contract manager over the Delmarva contract. Charles assured all he would stay on and be assisting during the transition. QC members thanked Charles for his contributions to QC.

Much discussion was held with regard to Billing Discrepancy concerns and provider documentation. AHCA wants to be sure services are meeting the needs of recipients and avoid having providers who render good services being overwhelmed with burdensome recoupment. What is important is that the service was genuinely rendered and appropriately documented. Charmaine Pillay spoke of how documentation does not equal quality and that Delmarva is working on shifting focus back to quality particularly as it relates health, safety and service provision. The revised tools will reflect the move toward quality and also address CMS expectations. Members expressed support for moving toward quality. Patty Houghland asked how QC members can give feedback on any tool revisions. Charmaine stated that Patty and other members can email and call her.

Comments were heard from a guest, Ms. Gibson, who is a provider. She said she struggles with paperwork and stated it takes time away from the individual and is very discouraging. QC member, Paula Whetro, spoke of how she is a vendor for Vocational Rehabilitation (VR) and how VR uses a program called REBA to drive all their documentation. The program helps ensure providers have all their required documentation done. REBA is one of many programs available to providers who need help with documentation. Charles stated

AHCA is talking about developing a form that should be used to assist providers. Linda Mabile suggested we push the form to help providers with understanding what the requirements are. It is good to have as guidance Linda- we push the form as it's good to have as guidance. Charmaine stated, "Delmarva is on board and willing to help create example service logs/forms which we can put on Delmarva's website and make it optional for providers." Per Charles- AHCA supports having options for providers -the handbook gives the context of what is expected. It is really up to the provider to be responsible. Ed stated APD also supports the development of standardized forms.

Don Welde, Solo WSC- raised a question about how the provider report card is being used. Charles- was not sure about report card scores, but did say just the provider PDR score is reported on the Public Reporting Website.

Jill MacAlister asked the status of managed care. Per Charles, people can choose to go the route of managed care. Sophia Whaley said some waivers are in managed care; however, the iBudget waiver is not. Sophia also mentioned that residential and non- residential services must also come into compliance with CMS requirements. The transition plan has been posted but it needs to be more comprehensive. Ed said APD did an outreach to providers and 44% of residential providers did not respond. Elizabeth Pell, HSRI, announced that states are posting their transition plans on a public website (www.hcbs.advocacy.org). The conversation continued with Patty asking about the plan to address homes that are not in compliance with CMS expectations- how does anyone know what the 44% who did not respond have to say? Per Sophia, AHCA has responsibility as well and will be doing reviews with APD. Together AHCA and APD will decide on a plan for providers who are out of compliance. Per Sophia, a link will be posted so anyone can send in information about problem providers. Patty asked if anyone who completed the survey admit to being out of compliance. Per Ed – the results of the surveys are still being reviewed; however, some providers did report non-compliance.

Patty Houghland requested an updated phone list and organization chart from AHCA.

APD Update

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

Ed introduced Pam London and described her role as overseeing the training and remediation process. Ed provided an update on the electronic system, Client Database Management System. Harmony is the vendor selected by APD. There was discussion about a new APD electronic email system for providers. APD submitted a Legislative Budget Request (LBR) on curriculum development but it was not picked up by the legislature. APD can still do curriculum enhancement while they continue to pursue curriculum development. The information provided to APD by the QC workgroup on enhancing support coordinator training falls into curriculum development. APD is looking at a methodology for establishing 'trainers' and for certification for direct service providers (DSPs). Eventually Delmarva will be able to pull up training information (for providers) electronically. There will be no cost associated with training. Don Welde discussed Personal Outcomes training - some Support coordinators and others were not able to take the training because there was no trainer in their region. Delmarva reviewers cite a 'not met' because Support Coordinators did not have evidence of training. Charmaine stated Delmarva has a not met/no fault reason built into tools so the providers do not get cited for something out of their control. The information is accurately captured but the provider is not penalized in their score. Linda Mabile suggested if APD is supposed to provide training and it is out of provider's control then APD needs to locate training for the different training requirements.

Ed- APD is working on Certification training in the different areas and online training will be available. Ms. Gibson, guest, noted it is very difficult to obtain training from APD.

Ed discussed the survey sent to each licensed home and Sophia said we should see a link on the AHCA portal to the transition plan. By next week we should see a new transition plan. There will be an open 30-day comment period. David Roosa wanted to know if there were changes from CMS specific to ADT. Sophia said there will be a link on the AHCA portal notifying so of any changes and updates.

Per Sophia, over the next five years we will address what we can do to get the residential into compliance. Patty asked whom can we email if we have any concern? Patty said she does not trust the survey method and can we email someone if we have a concern. Sophia said you can email AHCA and make comments and we

will address them. Patty also asked if there is a waiver for a facility. Sophia indicated yes, AHCA will name the facility we are going to look into giving a waiver on the website for you to look at all post and comments.

Ed- At the next QC he hopes to show the membership what APD has worked on. Federal Government is excited about hearing from stakeholders. The State has to show the government what they change and what they approve.

HCBS Updates and Transition Plan

Marlon Storey, Medical Health Care Program Analyst- AHCA

Marlon Storey reported a workshop was held for the proposed iBudget Handbook on 9/2/14. AHCA received many comments, which are being reviewed. AHCA anticipates a final Hearing sometime early next year. CDC+ will also have a hearing early next year for their proposed Handbook. Virginia Hardcastle with AHCA spoke of the revisions to the Rate Table, which included increasing the rate for ADT service and explained this will also have to go through the Rule process. Jill Macalister wanted to know who is reviewing the Rate table. Virginia Hardcastle- explained that the Rate table is posted on the website for comments. Charles Ball indicated that he will get this information to Charmaine to hand out to the council. Patty Houglund spoke of Regulations and Department of Labor issues and the impact this is having on rates.

Delmarva Update

Sue Kelly, Senior Scientist- Delmarva

Sue provided the volume of PCRs and PDR from January through June 2014. She explained how providers have every opportunity to comply with the review process. We go ahead and send the PDR report to APD as noncompliant after several efforts of trying to reach the provider, including reaching out to regional APD for assistance. Per Ed-if providers do not respond we proceed with terminating a noncompliant provider.

Data showed there is a higher percentage living in family homes. This is based on our sample. Per Charles, there are fewer people on the waiver from 2011 to 2014. Don Welde noted many reductions to budgets were being made so the reduction makes sense. David Roosa asked to see raw numbers from APD and compare actual numbers from APD with the numbers in the Delmarva sample. There are a small percentage of people

in independent living. The Age group by Year slide showed we are losing ground in the younger ages. Data also revealed a spike in the elderly group (64+).

Patty Houghland wants more information on children and the 700 or so people living in institutions. For future presentations, it will be interesting to see how the younger generation does on the wavier. Charles suggested some of the baby boomers still are not on the wavier system.

Data on services by year was shown for Companion (LSD 1), Supported Employment (LSD 2), and ADT (LSD 3) as well as outcomes present by service. Support employment had the highest outcomes present. Data showing Outcomes present by disability and year did not reveal much of a difference. National Core Indicator Results/Focused Outcomes Areas showed NCI data that has been grouped by Person Centered Approach, Choice, Safety/Security, Rights and Community Inclusion. The most important information in this slide reveals that while most outcome areas remain fairly positive, the Community Inclusion outcome has the highest negative percentage. Discussion among QC members suggested this is an area needing attention. Data was presented showing the percent of providers with at least one billing discrepancy went down from 59.4% in 2010 to 33.0% in 2014. Charles stated Medicaid regulation required that we record documentation and ensure that the quality care is provided to individuals. Other good news showed a positive change in the percent of providers with background screening requirements Met. The percentage of providers meeting background screening requirements went from 75.4% in 2010 to 93.1% in 2014. Linda Mabile asked if APD is in the clearinghouse. Charles said he hopes in a year it will become a reality.

HSRI National Initiatives: Employment and Self-Advocacy

Valerie Bradley & Elizabeth Pell-HSRI

Elizabeth Pell and Val Bradley (HSRI) conducted a presentation on Employment and Social Connections. HSRI also covered new HCBS Setting rule as it relates to people being integrated into their greater communities and having opportunities to seek employment and work in competitive environments in their communities. Elizabeth referenced a September conference call with the employment workgroup where we agreed on employment/community relationship as the main areas to target for improvement. During the call, the group asked for information on what other state are doing to improve quality. Everyone should have the opportunity to direct his or her own lives. What we are interested in is the same as the rest of the nation.

CMS is clear that person centered service plans goals should include preferences related to: relationships, community participation, employment, income and savings, health and wellness and education.

HSRI suggested Dr. Angela Amado as a resource for learning how to connect people. Dr. Amado publishes information on this topic and it is free for anyone to download. Angela Amado's advice is to stop looking at it as an activity and think instead about who you are going to meet in the community. Information on projects from other states, Kentucky New Hampshire, Florida, California, Massachusetts, and Vermont were also presented.

Some examples include:

Lutheran Social Services in Minnesota- Goal was to support social relationships between individual with ID/DD and other members of their communities. A lot of training took place. People thought stood in the way (level of disability, Speech, etc.) but none of this mattered. What made the difference was staff training and dedication; staff stays the same if the managers stay the same.

Florida Self-Directed Care in Behavioral Health, Jacksonville and Southwestern Florida- Adults receive a life coach, 1,600 a year in discretionary funds to meet person centered plan goals. You get to decide how you are going to use this money. Example are starting a business or joining a team.

Community Belonging Project Kentucky DBHDID- They asked providers to be a part of project. 13 agencies were included in different part of states. 50 Individuals were involved. They got training agencies and attended regional meetings. This made a huge difference.

Bureau of Development Services conducted a project in one region to integrate social connections into services delivery. Services plans include at least one goal and 2 expectations.

Close Sheltered workshop Vermont - Over a four-year period, Vermont Developmental Disabilities services Division (DDSD) closed its last Sheltered workshop in 2002. DDSD did this by closing new admissions to sheltered workshops and funding to Sheltered workshops was cut over time.

Move to Employment First: Washington State

In 2007, the Division of Developmental services developed an Employment first policy and redirected public

day program funds to supported employment. Day programs moved to integrated plans.

Massachusetts Blue print for success- Closed front door to workshops January 2014, Closed sheltered workshops 7/2014. Transition workshops participants to IE or CBDS, transition individuals from CBDS to integrated work, and phase out group employment settings that pay less than minimum wage.

There was general group discussion on employment. Paula said individuals are afraid of losing their benefits if their child or person with disability works. Charles stated work incentives need to be looked at. Paula noted many people will not help or attend training to start work. Charmaine suggested families need help from individuals who already have experience with employment. People are more likely to listen to others who have shared experiences. Theresa recommended finding out what the parents' concerns are. Charles said WSCs could call parents and help prepare them, and let them know what is to be expected. Tammy noted whenever you have a change individuals need time to transition. Get success stories from other parents and share these. Patrick spoke about his job. "My job has been going smoothly. I have been working for 15 years. Me and my wife are searching for job coaching. Working is important. I am also walking for people with disabilities."

Florida is a member of the state Employment group. APD developed a supported employment tracking system to gather information on the employment status of individuals participating in the agency's 5-year employment initiative. This allows APD to track the work hours and earning of individuals receiving support. Ed-said we can have someone from APD come out to the next QC meeting and talk to us about employment initiatives. Patty suggested the idea of hiring third party support coaches. They get an upfront payment for placement and if they keep their job its 8,000 for the entire process. Don indicated there are many pieces of this that can be confusing, and it will help to educate individuals on this and the fact that some services do not affect other services. The Lead Center is a collaborative of disability, workforce and economic empowerment organizations led by the National Disability Institute with funding from the U.S Department of Labor's office of Disability Employment policy. There is a Quarterly newsletter about employment, policy and economic advancement across disabilities.

Action Plans- New QI Project Selection

Prior to the workgroups breaking out for discussion David Roosa presented a video on self-advocacy, Cydeon

Trueblood talked about FDDC's work regarding Employment, and Paula Whetro talked about the Governors Commission on employment. David mentioned Broward county tends to be very involved in service delivery. They engage in social activities and family members attend meetings. David showed a video about Kiwanis and Aktion club. This club also meets on a statewide basis to hold annual meetings. The video lasted about 5 minutes and was about a self-advocacy group in SE Florida. It shows a Broward based group through a series of photographs, and shows the group meeting, working on a community donation project, and at a larger Kiwanis meeting. The CD was made by UCP Broward and belongs to the group they assist.

Patty said she visited Sunland Mariana for an open meeting and self-advocates spoke up and said they wanted the potholes fixed. Paula attended the Governor's Commission on Employment in May 2014 and provided information on educating employers about hiring people with intellectual and developmental disabilities (IDD). Paula said employers want 1 contact from VR instead of 20 coaches. QC members could work with their local Chambers of Commerce to encourage opening up opportunities with businesses. Governor's Commission: <http://www.fddc.org/Employment>. Paula said the Governor's Commission is trying to bring together the larger employers to figure out ways to get large companies to employ people with disabilities. Cydeon Trueblood provided a handout and discussed various routes to employment – such as improving employment in rural communities, and having a guide to go out to other communities. Employment first was discussed – nine states have signed on.

Veronica- discussed the status of the workgroup addressing improving support coordinator training. Everything the workgroup could do has been done. It is now in the hands of APD. David wanted a time-line for APD to approve it. Ed said APD could not address training changes that are in the category of budget development, but they can address changes that are considered enhancement. The workgroup asked that whatever can be incorporated from the workgroup recommendations be adopted. Pam London is looking into this.

David provided an update on the dental workgroup progress and status. He and Patty will meet with John Finch from ARC after Halloween. David said it might be necessary to cut down on the number of participants and increase the money. In the course of doing additional research for the dental project, he found as of last December Michigan and Ohio switched funding for dental coverage to their state's Medicaid programs purchasing coverage through Affordable Healthcare Act programs. Don Welde noted Tachachale

wants a program to set up Dental services and they sent a letter to Megan Murray.

Patty noted in order to buy dental insurance for x number of individuals is it going to cost a good amount of money. If you get dental care on a regular basis, it will cut some on the cost. Ed asked if the workgroup included education to the dentists who might be scared to work with individuals with behavior issues.

Patty and David said they have not; however, ARC has done some of that on their own. Ed suggested if we had training events to help dentists to understand it would help. Patty said that ARC is good with training, and working with some dentists to train other dentists. ARC is more interested at getting local dentists to serve the disabled population. Patty suggested that David talk with ARC statewide. The dentists are not going through Medicaid. ARC is paying for dental services after they have exhausted Medicaid. Patty feels like building a center for disabled individuals to see a dentist is a bad idea. The community needs to be a part of these services.

Action Plans – Keeping the Momentum

Val Bradley and Elizabeth Pell facilitated discussion on new projects and keeping the momentum.

It would be great if there was an update on old and new projects between meetings. It will help keep the members in touch. David suggested we do short calls to update each other. Elizabeth Pell suggested a monthly call. All agree. Don will facilitate the employment workgroup/ call.

Val asked how many members and which projects do the groups want to take on? We are familiar with Florida and know we are at a national low with employment. Ed said to keep in mind there are other groups working on employment and it will be better to collaborate with other groups. We should look at the issues that other groups are addressing and not addressing. Charmaine said we do not want to duplicate any work done by other organizations. We want to work with other groups where we would be most effective. Charles felt we are not duplicating anything from other groups but complementing instead.

The group voted on two projects. Patrick Driskell and Don Welde will take the lead on Employment and Tricia and Jill MacAlister will take the lead on Self-advocacy.

Self-Advocacy

Jill will work with Tricia on relationships and self-advocacy. Other members of the workgroup include Patty, Veronica, Cydeon and David.

Many people are not aware that APD website has a list of community resources. We agreed to look at APD website and share at the next meeting. Support Coordinators need to have what new expectations are from CMS so they can address with individuals and providers. WSCs can start including these in services plans. We can use visual story telling (brochures, seeing it and experiencing it).

Employment

Don will work with Patrick in leading the employment workgroup.

Don said we need to recognize employment is very board base and try to narrow down opportunities. The group will coordinate with Nancy to make sure we not taking on something that is a duplicated. A range of understanding is needed with corporate employers and employees. We can begin by finding small businesses that are DD friendly and are willing to create small jobs.

Family education is equally important. It would be good to develop a template for families to educate them.

Vocational Rehab (VR) has two sides:

1. Person with disabilities
2. Person with development Disabilities

They are more equipped to work the individuals with disabilities. More education on what we trying to do is needed with VR. We also need to team up with schools before individuals move into day training programs and sheltered workshops. It would be good to do a presentation for chamber of commerce and small businesses. Perhaps Patrick can present. Next step is to setup a conference call with workgroup so we do not lose momentum.

Topical Questions

QC Members

Veronica asked a question about the process and criteria used to determine eligibility. Jill responded saying WSC's in her Region were given a handout. It was agreed Jill would send this information to Charmaine to verify with APD and AHCA and then information would be sent out.

David Roosa raised a concern that as APD regional staff members leave they are not being replaced leaving regional offices understaffed. David indicated that aside from the hardship this places on APD staff left to pick up the extra workload, regions will be unable to offer required trainings at frequency needed and you will have an entire region out of compliance. Ed confirmed that APD is still under a hiring freeze. They lost 64 positions throughout the state and are working on getting the necessary dollars to fill positions. They are evaluating and doing all they can to alleviate workload concerns and ensure essential work is completed. Don Welde requested information be shared and that he was not aware there was a hiring freeze. Charles referred QC members to Florida.Gov website to learn how agencies are staffed and Ed said he would do what he could to be sure that when information is shared the message in each region is consistent.

David also raised the issues of guardian advocacy and the increase in room and board rates.

Action Items/Next Meeting Agenda/Miscellaneous/Adjourn

Charmaine Pillay, Florida Director- Delmarva& Charles Ball, Program Analyst-AHCA

Ideas and suggestions, please let Charmaine know any ways to improve quality and services.

Additional Information

Future Dates:

Wednesday, March 4th, 2015 in Tallahassee, Florida

Thursday, June 4th, 2015 in Orlando, Florida

Thursday, October 8th, 2015 in Tallahassee, Florida

Attachments:

October 2014 Agenda- Word

June 2014 Minutes-Word

Delmarva Data Presentation- PowerPoint

HSRI Presentation- PowerPoint