

## QUALITY COUNCIL MEETING MINUTES

*9:00 a.m. – 4:00 p.m.*

*Thursday April 4, 2024*

### **Type of meeting:**

Quality Council Meeting

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

Theresa Skidmore

### **Members:**

John Collins, Self-Advocate

Adrienne Dissis, Family Member

Michelle Tolini, Agency Representative

Veronica Gomez, Agency WSC

Jill MacAlister, CDC+ Consultant

Sherona Bryant, Disability Rights Florida

Mary Jo Pirone, Self-Advocate

Theresa Wyres, Small Agency Provider

Dina Justice, The ARC of Florida

Paula James, Family Care Council

Courtney Swilley, FARF

### **Absent Members:**

Latosha Obry, Self-Advocate

Matthew Dyal, Self-Advocate

Yesenia Ramirez, Self-Advocate

Yesenia Leyva, Self-Advocate

### **APD Attendees:**

Lukas Tubeck

Pat Bos

Liesl Ramos

Meghan Torres

### **AHCA Attendees:**

Suzi Kemp

**Qlarant Attendees:**

Bob Foley  
Theresa Skidmore  
Charlene Henry  
Robyn Turlakis  
Kristin Allen  
Shubhangi Vasudeo  
Dr. Katy Glasgow

**Other Attendees:**

Christopher Gomez  
Twanda Ganu

**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  
EVV-Electronic Visit Verification  
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  
FMAP – Federal Medical Assistance Program  
FSQAP - Florida Statewide Quality Assurance Program  
HHS – Health and Human Services

HCBS-Home and Community Based Services  
HSRI- Human Services Research Institute  
iBudget- Individual Budget  
I/DD- Intellectual and Developmental Disabilities  
ICA – Individual Comprehensive Assessment  
II- Individual Interview  
LSD- Life Skills Development  
LRC – Local Review Committee  
LOC- Level of Care  
MLI – My Life Interview  
MWEW – Medicaid Waiver Eligibility Worksheet  
NASDDS - National Association of State Directors of Developmental Disabilities Services  
NCI- National Core Indicators  
NGQSI – Next Generation Questionnaire for Situational Information  
PCR - Person Centered Review  
PDR - Provider Discovery Review  
PS - Personal Supports  
QQS - Qlarant Quality Solutions  
QA-Quality Assurance  
QAR-Quality Assurance Reviewer  
QC-Quality Council  
QI-Quality Improvement  
QO- Qualified Organization  
QSI- Questionnaire for Situational Information  
SAN – Significant Additional Needs  
SLC- Supported Living Coaching  
SSRR -Service Specific Record Reviews  
SC – Support Coordination  
TRAIN FL-Training Finder Real-time Affiliate Integrated Network Florida  
VR – Vocational Rehabilitation  
WSC- Waiver Support Coordinator

## **Welcome & Introductions**

Theresa Skidmore – Qlarant

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

## **Refresher with Approval of Minutes**

Theresa Skidmore – Qlarant

Theresa Skidmore provided a refresher from the October 2023 meeting held in Orlando. Motion to approve the minutes was made by Mary Jo Pirone and a second given by Veronica Gomez. Minutes were approved with edits – Kimberly Houston was present and Courtney Swilley was absent from the October meeting. Please see the October minutes for details.

## **Self-Advocate Project Update**

Theresa Skidmore, Director & Charlene Henry, Regional Manager – Qlarant

Theresa talked through the status of the self-advocate project, to discuss how to best serve people receiving services in various settings. Strategy could be to have Qlarant staff assist with interviews and the technology to pull a video together.

Jill added access and mobility training should be mandatory not optional. Suzi added everyone is different so it is important training stay unique to the individual. Qlarant hopes to have the project underway by July. Katy added this could be used to help people talk with providers before starting their service or when doing an interview. The hope is to help raise the bar so individuals realize they can and should ask for/expect more from service providers.

## **AHCA Updates**

Suzi Kemp, Government Operations Consultant III – AHCA

Pilot program was awarded to provider, Florida Community Care. CDC+ questions are being discussed via leadership, but no additional information at this time. APD is currently sending out interest letters. Medicaid eligibility discussed. If person has been dis-enrolled, 2515 and Level of Care must be faxed to DCF, include whether it is the LTC or DD waiver. Waiver certification of enrollment to be completed by WSC or provider. There is a process to submit a complaint through the Medicaid Helpline for any issues you have. If the person is an APD client, APD is notified, so they can help move along the process. DCF 2505 – Appointment of Designated Representative. Suzi shared a handout for people to get assistance from the Medicaid Helpline.

## **APD iConnect Updates**

Lukas Tubeck, iConnect Business Operations Manager – APD

All services are now in iConnect. External Provider Interface is also live. Plan of Remediation workflow is live; it includes a direct interface with the Qlarant system. Next is the worker portal that'll go live late April – its specific to consumer forms, it will allow staff to download and complete forms that live on the Forms tab while offline then be able to sync and upload once back to an online connection. The forms in the worker portal are web-based. Suzi asked if this would help to have less timed-out issues. Veronica asked what would the History look like, when you make form changes when in the worker portal. You must have internet to get into the portal to open/access forms. Kimberly asked do they need to complete the forms within Forms tab or can they upload their own agency form. Lukas said yes, the forms within iConnect are to be completed; you can also add supporting documentation to it. Reference: Advisory 2024-011 Worker Portal. Adrienne asked about ticklers for upcoming Support Plan due dates and other QA reports. Lukas said they have been working through the issues and hope to have those reports live late April. APD has the access now but providers/QOs will soon. They are concerned about compliance with APD when they are not able to see the same things at the same time. WSC gave examples about missing Support Plans and Cost Plan budget lines in iConnect. Liesl said to send problems to them with iConnect IDs and the issue. Lukas said a provider might be able to give another staff the Service Provider Role to assist with Admin tasks in the system. There are discussions going on about services requiring a time in/time out in iConnect such as transportation; these are time consuming for staff to enter, per Michelle it is taking upwards of 40 hours a week versus one-hour pre-iConnect. Lukas asked Veronica to send a ticket to get an additional Admin role in iConnect for the provider staff and cc: Lukas. Adrienne is now using Good Notes signature program for documents via iPad; it helps to eliminate paper forms. Suzi cautioned to be careful with security for the sake of PHI (protected health information) and use encryption.

Lukas is still doing the provider calls to run discussion about issues and scenarios with the system. Grace Period extended time frame was announced via APD Advisory last week; it has been extended until June 2025.

John expressed his concerns regarding doing admin/clerical computer tasks and WSCs being able to provide services more effectively.

Veronica noted that she would like to see the CDC+ program individuals be in iConnect.

A WSC asked about the Service Authorization and switching roles to finish the form. Lukas noted there is no other way to do this at this time.

## **APD Updates**

Liesl Ramos, Chief of Consumer Supports Bureau of Operations – APD

SB (Senate Bill) 1758 was signed two weeks ago and will go into effect July 1. APD had to offer voluntary application services; this is similar to Hope Navigators in zone 6. It mandates online care plans and applications with confirmation once submitted. Supplemental documents can be submitted online. Eligibility determination and for those in crisis (homelessness, main caregiver issue and behavior) must be done in 15 days from receipt date. The bill also includes that WSCs must inform all waiver individuals about CDC+ program.

Veronica asked about plans to expand CDC+ Consultant staffing to handle possible increase in workload that would be created from this. Each piece of the SB will be forming workgroups to develop implementation plans to get the work started. Jill asked would there be CDC+ Consultants on the workgroups.

Transfer of Unique Abilities from Department of Commerce to APD comes with \$38 million; this will allow for 700 new enrollees. APD is continuing to work on implementation of the managed care pilot program.

Susan Nipper is the new Chief, Program Development, Compliance & Policy – APD.

## **Critical Incident Reporting and Management**

Meghan Torres, Program Administrator for Quality Improvement – APD

Data is from 7/1/23- present

Reviewed total incidents by type (the most for the critical category is life threatening of 537). Jill asked how this compares to the previous year. Meghan said it is quite similar. There has been an increase in the number of incidents that appears to be in line with the growth of those being served on the program. She also shared reportable and critical combined. Meghan talked about some of the variances between entity reporting (providers and hospitals) quickness of reporting and lag time for billing. She also discussed the sexual misconduct category that has three subtypes (client on client, client on community & client on provider); these are all considered critical incidents. Penny Bos talked about diagnosis codes and how APD compares the codes to the incidents. Meghan noted the category Suspected Human Trafficking for Adult has been added. Meghan reviewed the incidents by location. Licensed homes have the most incidents followed by family home. Suncoast has the highest numbers across all categories. Meghan talked about the fact that they were given funds to secure a formal incident management system.

### **Qlarant Data Presentation**

Dr. Katy Glasgow, Scientist - Qlarant

Katy discussed Provider Discovery Reviews (PDRs). She gave a snapshot of FY24, Q1 & Q2. She reviewed data from staff qualifications, background screenings, service specific record reviews and alerts. Katy discussed Person Centered Reviews (PCRs). She gave a snapshot for FY24, Q1 & Q2, and shared data on record reviews, health summary and interview outcomes and supports by year and life area. She rounded out the discussion with a look at My Life Interview Outcomes.

Please see presentation slides for more details.

### **Qlarant Updates**

Theresa Skidmore, Director – Qlarant

Theresa updated everyone on new reviewer staff and those leaving. She shared the training outline and asked for feedback.

### **Quality Council Follow-Up & Next Steps**

Theresa Skidmore, Director – Qlarant

None

### **Attachments:**

Meeting Agenda

Florida Medicaid Helpline Information

Qlarant Data Presentation