

Interagency Quality Council

March 30 - 31, 2006

Minutes

Members Present: Pam Wainwright, Beverly DeStories, Becky Maguire, Linda Mabile, Idelio Valdez, Scott Barrish, Marsha Vollmar, Kim Barger, Susan Robertson, Fay Jackson, William Frets, Pam Kyllonen

Others Present: Steve Dunaway, Ed Rousseau, Martha Martinez, Conney Dahn, Patty Houghland, Sherri McVay, Latarsha Williams, Laurie Harlow, Margaret Buono, Winnie Gayler, Nilda Barreto, Lynne Daw, Brenda Stevens, Charmain Pillay, Linda Tupper, Bob Wessels, Tammi Odom, Anne Buechner, Jill Westring, Bob Foley, Kent Carroll, Lorena Fulcher, Eileen O'Brien, Amy Manning, Betty Busbee, Nell Knott, Cynthia Castro, Lori Reid, Janice Phillips, Vickie Denman, Joanne David, Frank Greenberg, Bill Wright, Jim Mesler, Vicki McCrary, M. Barrera, John Matthews, Suzanne Sewell, Frank Houston, Laura Ezzidio

Welcome and Housekeeping:

Pamela Wainwright

Pamela Wainwright opened the meeting and asked if people had the opportunity to review the minutes. She asked people to read them and that the minutes could be voted on the following day. Linda Mabile announced that there had been a change in the people representing APD on the IQC. Denise Arnold has resigned her position on the IQC, and Becky Maguire (RN from Central Office of APD) will fill that vacancy. Orlando Garcia has retired and Marsha Vollmar, from Area 8 and a long term member of the IQC Advisory Group, will take that position. She noted that Deb Blizzard, who had represented Area 9 on the Advisory Group, has joined the APD staff in the Central Office. Laurie Harlow, from Suncoast Region, Martha Martinez, from Area 10, and Steve Roth, from Area 7, will fill the newly opened positions on the IQC Advisory Group. Pamela Wainwright announced that Faye Jackson will be a new member of IQC from AHCA. The group introduced themselves.

Self Advocacy

Idelio Valdez

Idelio began his presentation saying that he was turning 40 years old this year and decided to make a video of his life as a way of celebrating his birthday and as a tribute to his family and friends who have supported him to become the person he is and to live the life he has envisioned for himself. He showed the video for the IQC meeting titled "40 or Not, Here I Come" (approximately 20 minutes). Idelio explained the changes in his life from a time when he was not expected to live beyond 5 years old and growing to the point where he is now a self-advocate and advocate for all people to live the American dream. Idelio has begun to work both as a motivational speaker and as a lobbyist. He plans to present at the Family CAFÉ conference in June and to continue his advocacy for people with disabilities.

Bob provided an update of Delmarva's work to-date this year. He started by announcing changes in personnel within Delmarva. Among those changes is the resignation of Susan Debeaugrine who has been with the Florida initiative since Delmarva began its activities and partnership with APD and AHCA in Florida.

Bob presented on data refinements, noting that several have been discussed with APD's Area Quality Leaders (AQLs) and new monthly data reports will result. AQLs also now have access to the Delmarva website to be able to use data from that resource. He noted that Delmarva is implementing greater use of its managers in the field, so local folks are likely to have more interaction with them. Bob also discussed ideas presented at the Reinventing Quality Conference, pointing out that Florida seems to be perceived as well in the forefront of innovations in Quality Assurance, Improvement and Management. He announced that Delmarva will be making a number of presentations including at the upcoming CAFÉ conference.

Progress from this year's Delmarva activities was presented, noting production levels and an increase in numbers of consultations and follow up compared to this time last year. Bob noted an increase also in the number of people attending consults from the Area Offices as this may be a sign of increased involvement and partnership. He and Charmaine Pillay announced that several new training offerings are on their website. Five new Quality Improvement studies are being developed. They have been holding a series of stakeholder groups to get input directly from people receiving services on desired improvements to both the Delmarva quality assurance and consultation processes and for the APD service system in general. Bob gave an update on the Support Plan Stakeholder Group, noting that the new process is ready to be piloted and that further revision will be made before implementing statewide.

Sue Kelly provided an update on the Public Reporting workgroup, responsible for modifications in the provider listing website. She noted that language is being revised to make the tool easier to use. A zoomerang survey has been completed, getting nearly 100 hits and 17 responses. Sue gave an overview of results from that survey, pointing out that the information will be used to make further refinements. Most people visiting the website are looking for provider information. Linda Mabile stated that access to the site is available through the APD website. Sue noted that there have been several calls from providers regarding correcting information, and that Delmarva has been directing them to contact ACS to correct any inaccurate provider information as that is where the data source is located. Bob Wessels suggested that new providers also be added to the database so that not just providers who have billed in the last 12 months are listed. This suggestion will be provided to the workgroup. Bob Foley provided the website addresses to access the Public Posting of Provider information (www.flddresources.org; www.dfmc-florida.org and <http://apd.myflorida.com>).

At the end of the Delmarva presentation Connie Dahn raised the issue of "choice" being stated by Delmarva reviewers and others that "allow" people to overeat or indulge in behaviors that have negative consequences. Eileen O'Brien, from APD, noted that all

Americans have the right to make their own choices. Bob explained the position of Delmarva is helping people make choices through an ongoing educational process. Charmaine Pillay added that Delmarva is working hard to help people have all information possible to make decisions of their own choosing. Linda Mabile added that APD may need to involve Area staff to a greater extent to work with providers and families such that people understand how to approach the development of supports one person at a time. Bob volunteered that Delmarva will work with their reviewers to ensure greater sensitivity to the issue of choice and try and help people individualize how to handle suggestions and recommendations made during their reviews and consultations. Melinda Coulter pointed out that much of the choice related issues and educational components are included in the Core Competencies training. That training is mandatory for all direct care staff and will be implemented April 1 with the expectation that all such staff are trained in the Core Competencies by June 30, 2006. Patty Houghland noted that teams and supports around people needing services, need to develop the capacity to work together over time to appropriately assist with decision making processes. Several people spoke to the need for support coordinators to be taking a central role in pulling information and teams together to address individual concerns.

Work Groups to Address Identified Barriers Marion Olivier-Rules & Linda Mabile

Marion started the presentation by reviewing work that had been done at the last IQC meeting to seek out ideas and issues that seem to be barriers to achieving quality outcomes. The purpose of this presentation was to identify the top issues that a work group could take on and report back to the IQC. Linda Mabile noted that there are several quality improvement initiatives that have been ongoing. The two currently ongoing are (1) increasing employment outcomes and (2) the Provider Public Posting project. Linda suggested that IQC select from the ideas identified two more projects for workgroup activity due to limited time and resources.

A review of the ideas from the last IQC included the following (details are in the IQC minutes from December 2005):

- Changing the definition of Medical Necessity for Florida
- Loss of benefits when wages exceed limits of SSA/Medicaid
- How to merge APD activities with Delmarva activities and how to provide families and others with information on Quality Assurance reviews and the fit with Quality Improvement
- Transportation (reliability, choice, scheduling, access, cost, eligibility, etc.)
- Educating consumers and families regarding available services, and enhancing training statewide for all stakeholders.
- Therapeutic equipment and specialist certification

Members of the IQC voiced opinions on the various ideas presented. A vote was taken to select two topics that would be the basis for forming 2 new work groups. The group combined the “Loss of Benefits” issue to be included in the Employment project, and “How to provide Information on QA/QI” with the “Educating Consumers and Families” issue. The vote selected “Education of Consumers and Families” and the “Therapeutic

Equipment Specialist Certification” as the next two QI projects. Participants were asked to sign up for a workgroup. A sign up sheet was posted for the two workgroups – results were:

“Education of Consumers and Families, and enhancing training statewide for all stakeholders” (Martha Martinez, Deb Blizzard, Eileen O’Brien, Anne Buechner, Pam Kyllonin, Charmaine Pillay)

“Therapeutic Equipment Specialist Certification” (Bill Wright, Laurie Harlow, Margaret Buono, Becky Maguire, Larua Altartz, Charm Thometz)

Delmarva Announcement

Julie Tyler

Julie Tyler made an announcement later in the day noting that Delmarva had been awarded the Baldrige Award from the State of Maryland. The considerations for this award are based on evidence of an organization’s commitment to being a “learning organization.” Such an organization must demonstrate that information is used regularly to identify things being done well and spreading that wealth, as well as to identify things that need to be improved and taking action to do so. This distinction makes Delmarva eligible for consideration of similar awards at the national level.

APD: Employment Initiatives

JB Black

JB provided a handout of initiatives as an update on employment related activities. He reminded the IQC that Florida has been awarded a Medicaid Infrastructure Grant (MIG) that will provide resources to help APD to greatly enhance employment outcomes. He noted that John Hall, of ARC Florida, has issued a statement noting the history of ARCs is one to be proud of, but also lays out new expectations that employment outcomes become the priority outcome for all adults.

JB reviewed the handout providing an overview of all activities APD is undertaking related to increasing employment outcomes. He briefly discussed the Florida Freedom Initiative that helps people develop personal assets. Web based training for supported employment providers is available through Dale DiLeo for \$4,500 that can be provided to groups of people.

JB noted that APD has a Supported Employment Tracking System (SETS), a database that to identify growth in employment, as well as, collecting quality indicators such as wages, benefits, hours of work, length of time on the job, etc. He said that APD will develop information requested from IQC that will show the number of people who are accessing employment who are entering the system from the Medicaid Waiver waiting list. Scott Barrish asked whether Florida was helping people get started in their own business, noting that it is a great way for people with disabilities to get into the workforce.

JB presented data collected to date on the APD Five Year Employment initiatives. The membership asked questions and discussed employment issues, barriers, opportunities and linkages between VR and APD.

APD: Freedom Initiative Update & Consumer Directed Care Update Sherry Jackson

Sherry provided the IQC with an overview of The FFI program, including goals as a “System for the Future” as envisioned by the Center for Self-Determination. The outlook is to find cost effective service models but, at the same time, enhance the ability of people with disabilities to have an enhanced quality of life through employment and the accumulation of assets.

Sherry provided an overview of how Social Security is looking to this project as a pilot. There are allowances for people in this program to have much higher income levels and still maintain eligibility under the Medicaid Waiver and maintain SSA benefits. She outlined how the program will be implemented to allow CDC participants to have “Freedom Accounts” that will shelter their financial resources as they save for home ownership, business related expenses, etc. She noted that we currently have only 11 people on the program with a target of 200 over the next year and a half. Sherry noted that the goal is not huge numbers of people in the program but to develop good social policy that will enable people to dramatically enhance their quality of life. This is a state-by-state demonstration project with the expectation of developing federal policy to eventually serve all states.

Sherry noted there is a link between this project and the MIG grant (explained earlier by JB) and the Business Leadership Networks (BLN). Staff hired from the MIG grant will provide a staffing resource to assist in implementation of this project. She discussed implementation of the project as one of providing accurate information to people and building collaboration with VR and other agencies as part of creating and testing a service system to make this policy direction successful.

APD: Enrollment Update, IFS “One Time” Spending, Denise Arnold

Denise provided information about several initiatives within APD designed to enable greater numbers of people to access services. She began by talking about the numbers of people coming off the waiting list. She explained that there are people entering the APD system through the crisis criteria and how that happens. Finally she explained that there are people entering the system through a lawsuit, *Brown v. Bush*. Denise explained the process of how people are offered services, and that if they decline, then APD moves to the next person on the list. She also explained that APD is using a “triage” system to determine which Waiver program best meets the individual’s needs. She noted that if a person comes onto the Family and Supported Living Waiver, which offers only a specific services, the person can still choose to access services from the DD Waiver should they have that need in the future.

Beverly DeStories asked whether APD has received notice related to spending flow and whether there may be funding left at the end of the year. Denise stated that we do not have a report, volunteering to find that information for the IQC. She noted APD is monitoring expenditures closely and it may be possible to surpass the targeted number of people expected to come into the APD service system as long as we stay within the allocation. Scott Barrish asked how APD is keeping track of funding that may be

available due to people only expending a portion of what their individual allocation was for the year. Denise acknowledged that APD is tracking that information, but noted that this phenomenon makes it difficult to track and develop trends that are useful for planning.

Denise also presented a memorandum from APD that outlines how general revenue money is being used to support people through Individual and Family Supports (IFS). She noted there are over 3,000 people who are still on the wait list. These monies will be used as a one-time expenditure to support people as they wait for services. These monies can also be used for people who meet criteria for APD services, but are not eligible under any of the specific Waiver programs.

Denise ended her presentation by talking about Consumer Directed Care (CDC). She noted there are about 1,000 people on that Waiver and that the largest percentage of the group are receiving APD services. She noted that APD is continuing to work on making the payment system work better and will share information as that becomes available. She noted that APD is also working to bring this program under APD (currently operated by Elder Affairs). A survey has been sent to people participating in the CDC program as an effort to determine what issues need to be resolved as this transition occurs. Surveys are due back April 10. Forums were also held in the last month to help gather that information as well.

APD: Quality Symposiums

Linda Mabile

Linda began a discussion of the provider fairs held by APD with the goals of talking with potential new providers. APD is bringing several thousand people into services, and the provider fairs offer an opportunity for the new enrollees to meet and select providers for their services. Linda noted that there is a statewide provider recruiting plan that targets six specific services needed statewide. Each Area also has an individual recruiting plan that targets Area specific provider needs. The statewide plan will be furnished to IQC membership.

Linda noted that APD is sponsoring two Quality Symposiums in June. The first will be in Ocala and the second will be in Ft. Lauderdale. They will be open to people to attend from either the north or south ends of the state. Through the QA/QI Grant, APD will be sponsoring several symposiums in the following year.

APD: Prior Service Authorization, Web Site Implementation

Lorena Fulcher

Lorena introduced the changes that APD is undertaking with the help of a stakeholders work group to revise the support plan. Preliminary training on the pilot will be in April. After piloting and revision, training and implementation is anticipated to be rolled out in July 2006.

As previously presented to the IQC, there is a Part A – focused on individual expectations and preferences for living a quality life. Part A was presented to the IQC at the December 2005 meeting. Lorena provided an overview of Part B. This section will provide a format for support coordinators to request specific services, and gathers

information related to medical necessity for each service. It was noted that much of the information will be collected before the support plan meeting. Beverly Destories commented that she is very concerned this tool will be used to further reduce services. Linda Mabile noted that this was not the purpose of the new support plan. In fact, the tool, as currently designed, is hoped to provide a person centered plan, as well as a more objective and equitable tool for prior service authorization. The draft of the revised support plan (a paper version) could be sent to anyone interested in reviewing the instrument.

Comments and discussion by the IQC participants made it evident that people are very concerned that Support Coordinators be trained and retrained in person-centered planning processes so that they are not only able to implement the new system, but also embrace the philosophy behind it. Linda acknowledged the concern is a valid, and provided some background in what APD is planning in its implementation.

Lorena provided selected examples from Part B of the tool, demonstrating how the tool will be completed. Her demonstration included a view of how the same section of the form, or information for a given service will be responded to and filled out differently depending on the issues or circumstances in each person's life. Janice Phillips noted that the tool should help in sharing information and working with providers.

Day 2 – March 30

The first order of the day was a vote on the approval of the December IQC minutes. Scott Barrish moved they be passed with corrections noted as needed by Linda Mabile. Idelio Valdez moved that the minutes be passed. Approval of the minutes were passed.

AHCA Updates

Pamela Wainwright & Pamela Kyllonen

Pamela Kyllonen introduced herself as the new contract manager from AHCA who will be working with Delmarva. She also noted that both she and Pamela Wainwright will continue on work groups and other activities related to Delmarva.

Pamela Wainwright noted that the new survey instrument is almost finished. This and other activities will be presented at the next IQC meeting.

A question of interest was raised that related to an RFP let by AHCA for consumable medical supplies. Patty Houghland provided an update from her knowledge, noting that AHCA has been directed to do this by the Legislature and that the change will effect recipients from all Medicaid Waivers. Bill Wright, a provider of consumable medical supplies, provided information and stated he has no argument related to cost cutting, but noted that the implementation of this service under only one provider eliminates individual choice. He noted that there has been no press coverage and even APD had no knowledge of this change. Pamela Kyllonen offered to the IQC to get information on how to access the RFP. Beverly Destories suggested that IQC may wish to protest the implementation of this change, noting that the way in which this was handled should be above board and open rather than behind the scenes in the way in which it is coming

forth. Linda Mabile clarified whether Beverly was asking for a letter from IQC and noted that it would require a vote by IQC. Susan Sewell proposed that a lesson learned in this issue is the need to stay well acquainted with what steps are being taken through Medicaid Reform.

Beverly Destories made a motion that a letter be drafted by IQC to express the concerns with the concept. Susan Robinson seconded the motions. Members of IQC from AHCA abstained from the vote. The motion was passed and members were asked to come forward and volunteer to participate in drafting the letter.

APD Update: Overview of Governor's Recommended Budget & Legislative Initiatives

Lucy Mohs

Lucy Mohs, Legislative Affairs Director for APD, provided an overview of legislative issues being considered this year. She noted that there is a bill that would limit and require close monitoring of restraints and seclusion techniques. Other bills up for consideration this year include changes to the forensic programs for people with developmental disabilities, and protections and limitations for administration of prescription medications.

Lucy noted that this year the House of Representatives has final control of the budget. This may be fortunate given that the proposed House budget is more favorable toward APD needs than is the Senate's. She provided handouts that gave the IQC members information on both the bills effecting APD and the budget issues. She pointed out that there are requests for increasing funding for more people to access services from the waiting list, raises for support coordinators, improvements to information technology, etc. Scott Barrish asked if anyone was looking at budget surpluses that were left from last year. Lucy acknowledged that the legislature is looking at that, and stated that there is a great deal of work being done this year to enroll about 6000 people from the waitlist.

Lucy gave out her number (414-0488) and that of her assistant, Mike Dunn (414-5853) to the members. She ended her presentation by thanking everyone who was involved in the "DD Days" at the capitol on March 22.

APD/AOL: AOL Presentations, Steering Committee Reports & Technical Assistance

Joanne David, Nilda Barretto, Vernita Hughes & Brenda Stevens

Anne Buechner began the presentation by giving an overview of the Council on Quality and Leadership and its work in Florida with APD. She gave a presentation on technical assistance visits that is afforded to agencies providing services on how they can reorient their organizational practices to become more person centered in its day-to-day operations. She noted that the TA visit is a 3 day process and described the activities involved in the process. The organization is also responsible for having done some pre-assessment activities that is used as part of the learning experience. The whole process is intended to be transparent so that it is clear where the organization stands currently, but also can provide strategic information on how to move toward greater achievement of outcomes in the lives of people being served. Some of the central components of the TA review come from a CQL tool titled *Basic Assurances*:

- Rights and Protection Promotion
- Dignity and Respect
- Natural Support Networks
- Protection from Abuse, Neglect, Mistreatment and Exploitation
- Best Possible Health
- Safe Environments
- Staff Resources and Supports
- Positive Services and Supports
- Continuity and Personal Security

Anne noted that the Basic Assurances are only one of 7 tools that CQL uses in similar consultations with organizations. She explained that the AQLs being trained in 2006 will learn to use a tool titled *Shared Values Alignment*.

Vernita Hughes, the Area Quality Leader from Area 3, followed Anne by providing information from her experience in a TA review that was conducted with Bradford ARC.

Area Quality Leaders from Areas 1 (Joanne David), 2 (Nilda Barretto), 3 (Vernita Hughes) and 13 (Brenda Stevens) provided an update on how Quality Improvement activities are progressing in their area of the state. The presentation began with Nilda (Area 2) providing an overview of the Area 2 steering committee in their development of a “Medical Passport” as a means of helping improve people’s ability to maintain their best possible health. She provided information to the group on their desire to access grant money to help people access. One of the support coordinators in attendance noted that this would be a great tool, saying that keeping up with personal health information across 36 people is very difficult.

The Area 3 steering committee member, Shelly Volker, provided an overview of how their steering committee worked through the process of deciding on “Exercising Rights” through a review of data. She pointed out committee’s work in identifying reasons behind the lack of success in this area, described the kind of issues that were related exercising rights, and described the processes used to decide how to address improving the opportunities for people to exercise their rights. The steering committee will be undertaking training and information dissemination on rights, will collect information to determine whether there is an improvement, and determine how to make new processes a part of ongoing activities.

Joanne David, the AQL from Area 1, provided a handout for her presentation, noting that Area 1 is also focusing on rights issues and on employment. The steering committee is developing a brochure and a variety of written materials, that they are expanding into Braille, so that there will be a variety of ways in which people can learn about rights issues. In the Employment project, Area 1 has begun an initiative to create transportation alternatives to assist people in getting to and from employment. She provided information on how Area 1 is researching and finding new transportation resources that were previously unknown. The Steering Committee is proving to be an enormous

success in finding alternatives through several work groups. Finally, Joanne pointed out that the Area APD has restructured such that they have a single unit called Leadership for Quality. They have begun pulling data sources together from various resources for analysis and reporting to use in management decisions.

Brenda Stevens, the AQL from Area 13, described the formation of their Steering Committee and noted that Delmarva had provided assistance in deciding their project focus, helping people develop their social roles. The steering committee are working to support people with developmental disabilities become members of organizations in the community. The project will be piloted, focusing on 10 people who will be ask to be part of the group for one year. The participants will assist in mentoring others. The project activities include a variety of ways to educate and provide exposure to different organizations and activities. As people select what they would like to be part of they will then be a member who can sponsor someone else in the future. The Steering Committee is looking at barriers and positives as the project evolves so they can learn and improve the project design.

Wrap Up and Planning for Future Meetings

Pamela Wainright

Members were reminded to sign up for work groups.

Next meeting will be in Tampa.

IOC Elections

Pamela Wainright

Pamela opened the nominations. Nominations included:

Chair:

Beverly Destories

Scott Barrish

Charm Thometz

The nominees left the room to all for member discussion and vote. Beverly Destories was elected Chair. Scott Barrish was elected Vice Chair.

Pamela handed out information received on people interested in IQC and IQC Advisory membership. These individuals had been recommended for membership and had submitted personal information, explaining their interest and history with developmental disabilities and related issues. The second election activity was conducted in order to add self-advocates and family members to the IQC and Advisory Group where there were vacancies. Ballots were taken up at the end of the meeting and results of member voting will be tallied and sent to the IQC and Advisory members.

Results of the election were:

Bob Wessels and Connie Dahn were elected as IQC members. (Family members)
Jean Sherman and Judy Thompson were elected to be Advisory Group members.
(Family members)

In addition, Jane Johnson who represents the Florida Alliance for Assistive Services and Technology (FAAST) has been requested to join the Advisory Group as a resource to the IQC.