

**INTERAGENCY QUALITY COUNCIL**  
**December 8 & 9, 2004**  
**Miami**

**Minutes**

**Attendance**

**IQC Members Present:** Pamela Wainwright (Chair/Family Member/AHCA); Beverly DeStories (Vice-Chair/Family Member); Scott Barrish, William Frets, and Idelio Valdes (Self-Advocates); Kim Barger and Charm Thometz (Family Members); Carol Burch and Margaret Dorceus (AHCA); Linda Mabile (APD Program Office); Orlando Garcia (APD-District 11); Ed DeBardeleben (APD-District 12)

**Advisory Members:** Conney Dahn and Sandra LaCour (Family Members); Debbie Blizzard (APD-District 9); Kim Mitchell (APD Program Office); Marsha Vollmar (APD-District 8); Margaret Buono (American Habilitation Services); Laura Altaratz (Sunrise Community, Inc.) (attended the 2<sup>nd</sup> day); Mark Young (FASC); Ann Millan (FCC); John Hall (ARC Florida) (attended the 1<sup>st</sup> day); Suzanne Sewell (Florida ARF)

**Delmarva Foundation:** Marcia Hill, Bob Foley, Carol McDuff (attended the 1<sup>st</sup> day), Marion Olivier-Ruelas, Linda Tupper, Sue Kelly, Timothy Jones (Delmarva); Janet Kelm and Tony Ascitutto (Medstat); Anne Buechner, Jim Gardner and Cindy Kauffman (The Council on Quality and Leadership); Jeff Leftko, Vince DiGangi and Anna Quintyne (JCR)

**Absent Members:** Susan Robertson (Self-Advocate); Keith Young (AHCA); Denise Arnold and Steve Dunaway (APD Program Office); Bill Marvin and Carolyn Shell (SAC); Art Brown (FARF); Lynne Daw (APD-District 2); Kathy Burton (DD Council); Janice Phillips (FASC); Mark Barry (Arc Nature Coast); Deborah Linton (ARC Florida); Winnie Gayler (Advocacy Center)

**Others Present:** Anita Zervigon-Hakes (FSU Center for Health Equity); Evelyn Alvarez and Hillary Jackson (APD-District 11); Marjorie Swindell (APD Program Office); Mercedes Santiago (ISC); Mildred Rivera (THS); Mariano Ortiz; Maureen Winter (ARC, S. FL.); Judith Shepherd and Rhonda Graves (North Dade Center); Carol Taylor (Delmarva); Laura Maynard (Florida Mentor); Dr. Larry Ruzyla (ARC S. FL.); Paul Parmley (Gallego Adult Home); Vida Sims (Avanti Support Inc.); Roxana Santamaria (Log Cabin Training Center); Elisabeth Arce and Gloria Diaz (Agape WSC); Adilen Cruz (AHS); Sarah H. Blum (APD); Maria Carlisle; Allison Goldberg (Advocacy Center); Carolyn Exeby (APD-District 11); Rene' Johnson (APD Program Office); Ronnie Tourso (APD); Monica Rojas (APD-District 10); Ingrid K. Holmemo and Lourdes Matamoros (Community Habilitation Center, Inc.); Debbie Terenzio (UCP of Miami); Kirk Ryon (APD-District 11); Lydia F. Catalon and Jose Navarro (Joint Commission/Delmarva); Beth Townsend and Carol Taylor (Delmarva); Mark Berg and Dave Robinson (APD-Area 1); Jim Gardner (The Council); Carolyn Eleby (APD); Yolanda Herrera (FCC-District 11); Jacqueline Butler-Wilson (ConsOpp- District 11); Shelly Babington and Corey Manuel (Home At Last, Inc.-District 12)

Pamela welcomed the group and called the meeting to order with a review of the agenda and asked for any changes or additions. There were no changes or additions requested by the group. The minutes from June were approved by the IQC. Pamela also passed around the membership list asking for people to sign in and make corrections to contact information as needed. Introductions were given around the room.

**AHCA****Carol Burch and Pamela Wainwright**Contract Update

Carol Burch gave an overview of AHCA. Contract Review Highlights (SEE HANDOUT). The number of reviews is lower because of a number of different issues (i.e. implementation of the new review process, impact of the hurricanes...). Number of Person-Centered Reviews (PCRs) Invoiced for Year 4 are zero; none have been invoiced yet because of the new review process. John Hall asked if the QA reports were being disseminated to the public yet. Linda Mabile stated that a workgroup would be formed to deal with public reporting. Recommendations from the work group would be looked at and decisions made as to what to do with the information.

John Hall and Beverley DeStories asked that a link be put on the Agency for Persons with Disabilities (APD) website that would go directly to Delmarva's Resource Center page. Linda Mabile also stated that a link to the Medicaid Waiver Handbook would be added to the APD website as well. Linda Mabile and Kim Mitchell will add new links to the APD website. Charm Thometez made a suggestion that the Resources Center be renamed to reflect training.

Under Contract Amendments #5 Marcia Hill stated that the number of providers who were not eligible for a review also impacted the number of reviews for Year 4. Providers of In-Home Supports and Special Home Care services will be included for Year 5 as on-site reviews (currently desk reviewed unless also provide any of the core services)..

Agency Changes

Alexandria Terhorst has joined AHCA and will coordinate the Family and Supported Living Waiver.

Recipient Survey

Pamela Wainwright gave an update on the Recipient Survey (consumers participating in Person Centered Reviews). A work group met (Pamela Wainwright, Beverley DeStories, Ann Millan, Charm Thometz, and Kim Barger) to look at revising the survey so that questions are more pertinent and involves more guardian input. Fifteen percent (15%) of the surveys have been returned. The group would like to see an increase in the number of surveys returned. Generally recipients were satisfied with the review and agreed to participate in other reviews (SEE HANDOUT). The Council accepted the Personal Outcome Measures (POM) results format and recommended that the report be automatically sent out.

### Update Waiver Handbook and Rule Development Statutes

Pamela Wainwright gave an update on the waiver handbook promulgation. A rule challenge was filed on 1/16/04. No ruling has been made. A public hearing was held on 11/2/04 to provide information regarding a proposal for a lower cost regulatory provider. John Hall stated that more information could be found on this on the ARC and FARF web sites. The Family and Supported Living Waiver directory guide for implementation is now on the APD web site.

Carol Burch gave an update on the Medication Review ruling. AHCA legal staff determined that the agency did not have the authority to make a rule. A legislative issue was requested for this session to give AHCA authority to move with the rule policy.

### Independent Evaluation

Anita Hakes gave an update on the Independent Evaluation. The contract was executed on 4/1/04 and ended 6/30/04. Anita discussed the survey findings and recommendations from the Independent Evaluation (SEE HANDOUT). Fourteen recommendations were made. The number one recommendation made was to continue the statewide quality assurance contract with Delmarva. Other recommendations included: Strengthen the APD district level quality assurance and quality improvement activities; enhance critical stakeholder information and input; and improve medical health quality assurance and quality improvement activities.

John Hall asked if the districts had an opportunity to discuss how to make better use of the QA data. Charm Thometz expressed the concern that The Southern Movement for Independence (SMI) was not a part of the Independent Evaluation survey. They need to be a part of future surveys because they are the consumers that receive DD services. Ann Millan raised the concern about the need for more training that came out of the evaluation.

### Delmarva

### WiSCC and CORE Reviewers

A panel of Delmarva reviewers (Jose Navarro, Beth Townsend, Carol Taylor, and Lydia Catalon), Mark Young (Waiver Support Coordinator Provider) and Kirk Ryon from District 11 reported on their experiences with the new review process. Strengths and challenges of the new review process were discussed. Lydia Catalon stated that some challenges with the Collaborative Outcome Review and Enhancement (CORE) process was getting providers to go from compliance to a person oriented process and providers having preconceived notions about consumers' capabilities and not asking them questions. Kirk Ryon reported that there were complaints from providers in the beginning. The feedback now is positive from providers. There is still confusion about the scoring. Linda Mabile asked Kirk about the reports from Delmarva. Kirk stated that the reports were subtler and took more time to study. The reports gave information to back up what the district already knew.

Beth Townsend stated that there were some recurring themes with the Waiver Support Coordination Consultation (WiSCC) process. Waiver Support Coordinators (WSCs) saw WiSCC as a learning process. WSCs were beginning to develop their own work practices to address health and safety. WiSCC was validating to the support coordination process, not necessarily meaning more work but to enhance what they were already doing. Some challenges with the WiSCC process were WSCs not having systems or methods in place, which causes resistance with the WSC. Some WSCs are excited about creating new systems, still a fair

amount are apprehensive. Carol Taylor stated that with the new WiSCC process, the WSC sat in on Personal Outcome Measure interviews, which did not occur with the Person Centered Review process.

Mark Young stated that the new WiSCC process did not make WSCs feel that they were doing things wrong, it was a learning experience. Scheduling was a challenge. The WiSCC process allowed the WSC and agency to share accountability and it showed weaknesses in the system. They were validated on the effort to get the consumer supports they needed instead of whether they put the social security number on the right line.

## **Delmarva**

## **Marcia Hill**

Marcia Hill presented updates from Year 3 and Year 4, results and findings from Quality Improvement Studies and what's on the horizon for Delmarva (SEE HANDOUT). Statewide averages of Provider Performance Reviews for Year 3: Onsite Review – 84% and Desk Reviews – 74%. Statewide averages of Person Centered Reviews for Year 3: 13 or more Outcomes Met – 39.8% and Supports Present – 46%. This represents a decrease of about 10% in both areas from Year 2. Percent of ALL Foundation Outcomes Met – 6.6%. This represents a decrease from 7.8% in Year 2. Chooses Work: Outcomes Met – 23.5% Supports Present – 32.9%. This represents a 6% decrease from Year 2. Chooses Services: Outcomes Met – 23% Supports Present – 30%. This represents a 4% decrease from Year 2. Best Possible Health: Outcomes Met – 39.5% Supports Present – 47.5%. This represents a significant decrease of about 11% in Outcomes and Supports for Best Possible Health with increase in individual recommendations related to health issues.

Year 4 Quarter 1: For data available from 57 CORE reviews, 71.9% were found to be Implementing or Emerging; 16% were Achieving and 9.3% at Not Present level. Average of providers who met Minimum Service Requirements (MSRs) ranged from 68.4% to 75.4%.

### Results and Findings from Quality Improvement Studies

Analysis of Reasons Outcomes are Not Met:

- Standardized reasons that an Outcome is not met is selected and recorded.
- Responses grouped consistent with Expectations included in the WISCC: lack of awareness; inadequate support; limited availability or access; limited choice; rights and other.
- Analyzed by POM areas: Identity; Autonomy; Affiliation; Attainment; Safeguards; Rights and Health and Wellness.
- Across all areas: Awareness: 15-30%; Support: 20-30%; Availability/access: 30-50%; Choice: 10-25%.

Analysis of Desk Review Findings:

There is some evidence to suggest that when a greater number of performance elements are scored, the Percent Met is lower.

- Three services – Companion (845); Personal Care Assistance (1305); and Respite Care (1150) were the services most frequently reviewed.
- There were much fewer reviews of services that were licensed or certified such as therapies (about 50 to 150).

Desk reviews do not improve quality of services for people. It was suggested that the Desk Review category be more detailed.

An approach for Public Reporting:

- System must report reliable and consistent data.
- Must have involvement from “data owner”.
- Value of current provider performance scores not meaningful due to tool and procedure revisions and variation in services of reviewed.
- Performance on specific elements of performance across services can be reported.
- Work group to be formed – composition to include stakeholders as well as users.
- Develop framework that addresses purpose, data to be reported; method and frequency for updating; and timeline for implementation.

The Public Reporting Work group includes: Beverley DeStories, John Hall, Tim Jones, Sue Kelly, Tony Ascutto, Marsha Vollmar, Steve Dunaway and Mark Young (afterwards Pamela Wainwright was added to the group to represent AHCA).

What’s on the Horizon:

- Contract amendment in process to adjust review volume consistent with need and to include ranges for additional deliverables to provide flexibility.
- Revisions to the Quarterly data reports based on new review processes and needs identified through Systems Change project.
- Concurrent revisions to District data reports.
- Continuing focus on consultative review process that focuses provider performance on achieving results important to the person.
- Increased involvement with district quality improvement through the Real Choice Systems Change grant.
- Formal statewide Quality Improvement Studies to support new approach.

Beverley DeStories asked that her presentation on “Provider Qualifications” be moved to the second day. Neither Mark Barry nor a representative for him was present to do the discussion on “Customer Assessment”. The meeting was adjourned.

### **AM Housekeeping**

**Pamela Wainwright**

Pamela Wainwright called the meeting to order and gave welcoming remarks to the group. The membership list was passed around and everyone was encouraged to sign in.

### **The Council**

**James Gardner, PH.D**

James Gardner presented, “Challenges and Visions: The Council’s Leadership Agenda for 2005”. Dr. Gardner discussed Social Capital. He defined social capital as connections and social networks that we develop with one another; social capital depends upon trust; social capital is in your relationships and reciprocity. Dr. Gardner stated that agencies can’t build social capital but can give people with disabilities supports and services to increase their social capital. The best guarantees of health, safety and security are in community connections. The role of organizations is to build social capital for all people; build bridges and connect people to their communities; and to facilitate peoples’ participation in the community. Real changes come

from better communities and not through supports and services. Social capital works for you and people with disabilities and is embedded in all outcome measures.

#### The Council's Community Life Project

- 2005-2007 Collect quantitative and qualitative data on these community life organizational process indicators
- 2007 Determine local, regional, and state data and information capacity and community life norms
- 2008-2010 Identify local, regional, and state norms for community life to serve as benchmarks for community attainment, targets for individual and organizational advocacy, and opportunities for organizational networking

Web Site Information: [www.TheCouncil.org](http://www.TheCouncil.org) and/or [www.Jfgardner@TheCouncil.org](mailto:www.Jfgardner@TheCouncil.org).

#### **By-Laws & Membership Discussion**

**Pamela Wainwright**

Pamela presented the revised by-laws to the group. Changes in section II. Membership had been made as recommended from the March's IQC meeting that the Chair is to be either a consumer or family member. Carol Burch made a motion to accept the by-laws as presented with further addition with revising DD to APD and language for future elections. Linda Mabile seconded the motion. Pamela made the recommendation that a by-laws committee be established to work on the by-laws. Linda suggested that the nominating committee work on the by-laws instead of forming a new group. Everyone agreed to this.

#### Elections

Linda Mabile described the election process for the IQC chair and vice-chair. Nominations were made. Beverley DeStories nominated Pamela Wainwright to continue as the chair for another term. Idelio Valdes seconded. There were no other nominations made for chair. Pamela Wainwright was re-elected as the chair. Pamela nominated Beverley DeStories to continue as the vice-chair for another term. Idelio Valdes seconded. There were no other nominations made for vice-chair. Beverley DeStories was re-elected as the vice-chair.

After a lengthy discussion regarding Pamela's role as an AHCA representative as well as a family member, it was motioned by Linda Mabile to amend the by-laws to reflect that the chair does not have to be a family member or consumer and accept Pamela as the chair. Ed DeBardeleben seconded the motion. The motion was passed. There was concern that the changes in the by-laws would cause the IQC to lose a family member's vote because Pamela would have to vote with the state's position. It was suggested that the language be changed in the by-laws to reflect that the chair is to be either a consumer or family member after Pamela serves her term.

Charm Thometz suggested that individual packets be made for each IQC member with materials that require reviewing and voting. Kim Mitchell agreed to do this for future meetings.

#### **Nominating Committee**

**Kim Mitchell**

Kim Mitchell presented the nominating committee language to the group for comments, revisions, or for approval to become a part of the by-laws. Pamela Wainwright suggested that a

separate section be added to the nominating committee by-laws for elections in the IQC. There are still openings on the IQC (2 family members and 1 self-advocate) and Advisory Group (1 family member). Advertisements will be prepared by the nominating committee to fill vacancies. Also letters of invitation to Vocational Rehabilitation, Children's Medical Services, Department of Education, the Southern Movement for Independence and transportation (transportation analyst from AHCA) to participate on the Advisory Group will be developed by the nominating committee.

### **Provider Qualifications**

**Beverley DeStories**

Beverley discussed an incident with a sub-contractor that was hired by an agency who left her daughter unattended for three hours. There was no investigation of the agency or any consequences for the incident. Beverley feels that screenings for individuals who provide direct services to consumers are not sufficient. Only criminal background screenings are required, providers are no longer screened for abuse charges. It was suggested that these types of incidents are publicized, complaints are given to families by the districts, and agencies share background information to family members. Carol Burch stated that she would talk with the licensure department to see if communication can be improved between the groups (agencies and families).

### **Agency for Persons with Disabilities (APD)**

**Linda Mabile**

#### **Grant Initiative**

Linda Mabile gave a presentation on the Quality Assurance Grant Initiative: A Customer Service Approach to Quality Management (SEE HANDOUT). The grant will provide more training and technical assistance to districts and providers on focusing organizational practices that best meet the needs and preferences of people as they define their desired quality of life. The grant would help develop local steering committees that mirror the IQC makeup and function and to provide that group with training on organizational practices and meeting personal outcomes through focused supports.

#### **Agency Update**

The APD program office has moved to its new location: 4030 Esplanade Way, Suite 380 Tallahassee, FL 32399-0950. Email addresses and telephone numbers have not changed. The transition plan has not been approved. The Interagency Agreement with the Department of Children and Families (DCF) has been approved. DCF will continue to provide support in contracts, human resources, finance, MIS, incident reporting, computers, etc.

#### **Blue Ribbon Task Force (BRTF) Update**

The preliminary report has been sent to staff and the governor. There has been no formal response from the governor. The BRTF are meeting now on the final report that is due 12/15/04. The final report will be available on the Internet.

#### **MAXIMUS Update**

Monthly meetings have been established with Maximus and Delmarva. Evaluation of files, how decisions are made, when Form 2s are being sent out, and if decisions are being made in a timely manner have been conducted. Revisions on Form 1 have been completed and are being used by the districts. All cost plans that do not go to Maximus will be reviewed by a contracted entity.

There was a discussion about the time frames for Maximus to respond. A copy of the Maximus contract was requested by IQC to see times frames for response. If consumer or family has not received a response from Maximus after 30 days, it was suggested that they contact their district Maximus liaison.

It was recommended by IQC that Form 2 letters be sent to families as well as to the support coordinators and letters should be issued Bi-lingual for all APD documents. The Form 1 letter should have a box for primary mode of communication so that the correct Form 2 letter can be sent out if needed. It was recommended that a Maximus representative be invited to participate at the next IQC meeting. Kim Mitchell will email the Maximus handout to IQC.

#### Family and Supported Living (FSL) Waiver

830 consumers and 940 providers are enrolled on the FSL waiver. 1308 provider applications are being processed.

#### Addition of 156 to the DD waiver

Rene' Johnson reported that 61 people have been enrolled on the waiver as of 12/6/04. They had hoped to have all 156 enrolled by 12/1/04 but are unable to get people enrolled.

#### CHAMPS

Marjorie Swindell reported that Eileen O'Brien is the primary contact for CHAMPS. They are not able to collect data because of the distribution of diapers to hurricane victims. Some things they are looking at is how to better use the CHAMPS line and seeking additional funding to handle the calls.

#### AHCA-Contract Renewal

Carol Burch

Brainstorming from IQC discussions for QA/QI improvements to be considered with the contract renewal for Delmarva, and/or other implementation:

- Improve services from direct caregivers.
- Improved interagency communication.
- Changes to DD Handbook regarding background screenings, training, etc.
- Mechanisms for response/follow up (allegations, problems or complaints).
- Provide policy and procedures for follow up when a complaint is given, list of who to go to.
- Provide flow chart of contacts (AHCA, APD and Delmarva) regarding quality, safety and health problems or questions.
- Reallocate funds for education/training of waiver providers.
- Mechanism for where to send family members and self-advocates for help.
- Train reviewers on the same things: Personal Outcome Measures (POM), leadership and organizational training.
- Continue upgrading staff capabilities (not penalize Delmarva for training).
- Continue to work closely with the districts.
- Provide web site training on a broader approach.
- Continue new review process (person-centered approach).
- Provide best business practices on web site.
- Improve the data system to see previous years of scores.

- The first POM review should be between the consumer and the reviewer, the provider should not be involved unless the consumer desires them to be.
- Waiver Support Coordinators should get the POM reports as well as self-advocates and family members. Put on recipient survey the question if it is intrusive for the support coordinator to be involved in the POM interview.
- Take into account that Delmarva's responsibilities (reviews) may be impacted because of their involvement with the QA grant.

## **Wrap Up**

**Pamela Wainwright**

Next meeting:

- (1) The next IQC meeting is March 30 & 31 in Tallahassee.

To Do:

- (1) Email updated copy of IQC membership list to voting members with tenure information.
- (2) Email edited version of IQC by-laws to IQC members.
- (3) Email new APD address to IQC members.
- (4) Email Maximus' Question and Answer Handout to IQC members.
- (5) Request a copy of Maximus contract (time frames for response) from central office Maximus liaison to be shared with IQC.
- (6) Share recommendations from IQC regarding Maximus' Forms 1 and 2 with central office staff.
- (7) Invite Maximus representative to participate at the next IQC meeting.
- (8) Share recommendations from IQC regarding Delmarva's contract renewal with central office staff.