

**Interagency Quality Council (IQC) Notes
December 12-13, 2006 – Orlando, Florida**

Participants: Beverley DeStories, Becky Maguire, Linda Mabile, Idelio Valdes, Scott Barrish, Marsha Vollmar, Ed DeBardleben, Susan Robertson, Charm Thometz, Pam Kyllonen, Conney Dahn, Wynona Holt, Bob Wessels, Steve Dunaway, Martha Martinez, Mark Barry, Patty Hougland, Deborah Linton, Ed Rousseau, Latarsha Williams, Laurie Harlow, Margaret Buono, Winnie Gayler, Steve Roth

Guests: Janice Phillips, Emile Laurino, Laura Altaratz, Suzanne Sewell, Ann Millan, Pam Hinterlong, Bob Foley, Sue Kelly, Charmaine Pillay, Beth Townsend, Anne Buechner, Tammi Odom, Robyn Moorman, Carmen Aponte, Sandra Mills, Carol Solomon, Monica Miranda,

Day One Agenda

Welcome and Introductions

Beverley DeStories

A motion was approved to accept the minutes as amended. No changes to the Agenda were requested. Beverley asked for an update of guests, noting Janice Phillips, Emile Laurino and Wynona Holt were attending either for the first time or first in several meetings. Janice Phillips noted she is recycled onto the IQC advisory group as the FASC representative. Other guests introduced themselves during round table introductions. Beverley asked people to sign in as the registration sheet was passed around the room.

APD Employment Initiatives

JB Black

JB noted that he did not bring a transportation work group summary but that he would provide that to the IQC by sending it out to members.

JB presented that the Employment Work Group met yesterday. He noted that activities around employment are bursting at the seams, becoming very busy with grants and special projects focused on increasing quality employment outcomes. JB gave an overview of grant activities and the Agency for Workforce Development (AWI). He provided handouts on both the Self Employment for Disabled Adults and Youth – U.S. Department of Labor (DOL) funded grant, and the Medicaid Infrastructure Grant (MIG) and Business Leadership Network (BLN) grant updates. Idelio Valdez noted that one of the greatest issues needing to be addressed is to change SSA policy so that people with disabilities can become independent through their employment and earnings without fear of losing Medicaid Eligibility and other benefits. JB stated that Sherry Jackson, from APD's Florida Freedom Initiative, presented at the meeting yesterday. The FFI project is defining a number of problems such as those stated by Idelio. Medicaid buy-in was suggested by Sherry Jackson as a major policy issue, that if adopted, would help solve the issues around SSA barriers to employment.

JB stated another issue cited as a weakness in Florida's employment initiatives is low expectations for people with disabilities to work in competitive employment settings. This is true across families, teachers, and professionals of various types. Another problem is low use of meaningful job matching of people in jobs that meet interests, abilities and expectations of people with developmental disabilities. More supported employment for training and benefits planners is being addressed as activities under APD's employment initiative. Scott Barrish reminded the IQC members that they can view several APD grant initiatives on the APD website. Another item discussed in yesterday's meetings was adding review elements to the Delmarva WiSCC (support coordinator) consults. Another issue addressed by the work group was the possible replication in Florida of the state of Washington's policy that employment is the expected service outcome for adults with developmental disabilities with other day activities provided only by exception. This will be a primary issue that the work group will begin to address. JB stated that APD needs to continue to strengthen Florida's policy related to this issue.

JB updated the IQC on the SETS data being collected to capture information on people receiving services who are in competitive employment. At the present time, approximately 4,600 people in competitive employment settings. This is approximately 30% of the population of people in some kind of meaningful day activities. Steve Dunaway asked JB for an update on data not only where APD stands against a measure established in 2004, but also what is the data when measured also against the entire population after growth since 2004 of people coming into the APD system off the waiting list. JB said he would ask for a data update through APD IT staff. Beverley DeStories asked that APD consider policy directive that encourages or allows people who are only working a few hours a day to also participate in other meaningful activities. She also cautioned against placing people into volunteer work where people could be exploited by not paying a wage for services. Anne Buechner noted that activities such as volunteering helps people, especially in formative years, to build social capital and relationships that can enrich a person's life. Steve Dunaway noted the beginnings for an Inclusion Council in Florida with the aim of building social capital and relationships consistent with Anne's suggestion.

Scott Barrish noted the use of NRSS and positives and negatives associated with community inclusion. Anne Millan asked that we take "program" out of our vocabulary and that we address NRSS to enhance its use as an intended means of creating social relationships, volunteering, and similar activities that builds positive opportunities for people to be participating the community.

The last thing JB presented was Florida's growth in Business Leadership Networks (BLN). This is an initiative that has brought a surge of grant funding and business representatives influencing growth in the number of people with disabilities included in competitive employment. He mentioned the potential of using large employers such as projects for expanding this growth. Scott Barrish asked that we search for data on all persons working in employment throughout Florida (disability neutral).

Linda Mabile requested that Ed Rousseau provide an update re: the Mission and Vision statement for IQC. Anne started the discussion with a reminder of statements that IQC workgroups had developed at the previous meetings. Beginning with a review of those statements, Anne led the IQC through the process of finalizing a consensus statement on each.

The following statements came from the three work groups:

- Bringing resources and ideas together to promote and influence quality improvement initiatives that integrate quality and equality through the service system, improving the lives of individuals.
- Through collaboration of community partners and stakeholders, create an environment where people can reach their dreams.

Linda Mabile stated the intent to work on these statements today, draft a single statement for the mission and vision (each) and finalizing at the next IQC meeting. Anne presented criteria that the IQC may want to consider as a structure in establishing these statements. Some of those values included: (from Anne)

Ideas to consider adding/revising:

- Keep it short
- Quality Services
- Quality outcome – improve the lives of / quality of people’s lives
- Self-determination
- “Improving the lives of individuals” should be first part of the statement, followed by “how”
- Improve communication/open communication/proactive communication
- Oversight of quality

General discussion of a mission statement included attempts to revise the statements drafted during the last meeting by using the ideas suggested above. A statement of consensus to work from was decided to be, “To oversee the quality of services, supports and outcomes for individuals/people/citizens with developmental disabilities.”

A discussion around values:

- Equality
- Self-determination
- Using data
- Choice
- Collaboration
- Proactive information sharing/ Open communication
- Full and abundant life
- Community life/integration
- Changing attitudes

- Informed/responsible for choices and consequences
- Rights
- Continuous learning
- Self evaluation/Self knowledge/analysis
- Raised/High expectations
- Educate
- Opportunities for growth
- Greater independence
- Stakeholder involvement/representation (want better word for stakeholder)
- Dignity and worth
- Self advocacy

Intent is to continue the development process at next IQC meeting. It was requested that members bring their handout on Developing Vision to next meeting in Tallahassee.

Charmaine Pillay suggested eliminating the statement “rule of thumb” from developing vision statement on Anne’s handout, as it has negative etiology.

Agenda Insert: Work Group to Review Services

Patty Houglan

Patty Houglan made a motion to the IQC to have a stakeholders work group forum to focus on services other than Supported Employment and Supported Living to identify why services are not of adequate quality. NRSS, Companion, In-Home supports, Personal Care Assistance and Respite were identified as the focus of this motion. The motion was modified to allow the workgroup to review other services as appropriate. Beverley asked if there were others interested in the work group. Scott Barrish seconded the motion and volunteered to be on the work group. Scott added that quality of staff available to hire as employees has dropped in quality. Linda Mabile suggested that the work group begin by a review of the description of each service and expectations as criteria in determining whether each service type is attaining quality outcomes. The motion was passed as modified. Sue Kelly volunteered to bring data to the work group. Janice Phillips volunteered to appoint someone from FASC. Sue Kelly said she would check with Bob Foley if she would be available to chair per request of the IQC. The work group will be formed once a chair is identified. Providers, support coordinators, APD, Delmarva, parents and consumers were requested to be representative members of the work group.

IQC By-Laws

Linda Mabile/Pam Kyllonen

Pam reminded the IQC members that a suggestion had been made to add proxy voting to the by-laws. The revisions identify specifics for proxy voting such as members having prior knowledge of who is up for election. Additional location sites for IQC quarterly meetings have been added on Page 3. A further addition was to note that all meetings are open to the public and are to be posted on the APD website.

Wynona Holt suggested that there be a means of separating who can vote. Linda Mabile noted that only members are available to vote on by-laws. Mark Berry asked for a point

of clarification. It was clarified that votes are limited to IQC members only. Sue Kelly asked if the by-laws could allow for advisory group members to vote on issues other than items identified as official IQC issues. Bob Wessels stated the feeling that we keep the by-laws as currently limited to IQC members. Beverley DeStories agreed. The decision was to retain voting limited to IQC members.

Bob Wessels asked why we added the word “preferred” to the statement that members attend an IQC before voting on their membership. Attending prior to being voted on as a member could be a financial burden. Patty Houghland brought up a concern over sending a letter to members if a person has missed 2 or more meetings in a row. It was pointed out that it is intended to request the member verify whether they intend to have a continued commitment to attend future meetings. Bob noted that the by-laws are stated in the preamble to include both the IQC and Advisory in voting on the by-laws and later they state only members can vote. For clarification, the group decided to take out reference to both groups. Votes would be by majority of IQC members. Advisory members can suggest changes to the by-laws but that votes would be limited to IQC members. FASC and FISCA are separate parties and each will be represented on the Advisory.

Pam asked for a motion to accept the by-laws with stated changes. The motion passed. Pam will make corrections and send to Ed Rousseau for distribution to the group.

APD Update

Linda Mabile

Linda began her presentation with a set of handouts including draft policy on recoupment, AQL technical assistance and CBC enrollment. Linda noted that Shelly Brantley had announced her resignation at some point after transition to the new governor’s administration. She noted that Kerry Schoolfield had also recently resigned. Mac McCoy is acting as deputy director of APD and that Becky Maguire is acting as head of the Residential and Clinical Supports unit. Also, Vicki Draughon has been promoted to program administrator. Steve Coleman has been hired as lead behavior analyst. Linda suggested bringing Steve Coleman to a future IQC meeting. Don Thomas has become Superintendent of Tachachale. Steve Stoltz has resigned and retired from Area 15 that will be effective in January.

APD staff have been working with Governor elect Crist on transition to his administration and important issues he plans to address. Managed care is one area that is of interest to Governor elect Crist. In response to Susan Sewell, Linda noted that APD has used the paper that he has issued on APD issues. It was noted by Scott Barrish that his statements seems supportive of services to people with developmental disabilities. Patty Houghland and Anne Millan noted that they are receiving continuing questions over whether the move to a separate agency as APD has been beneficial or not.

An enrollment update noted that APD has enrolled 267 people to come onto the APD rolls since the beginning of this fiscal year. An additional 389 people have been approved but all are not yet been enrolled on the waiver. Linda provided an overview of

the CBC served people, noting that APD has funding for 337 people. APD is also targeting approximately 500 people to be enrolled on the waivers through Crisis eligibility. Scott Barrish asked if people on the FSL waiver are still on the waitlist. Linda stated that they would remain on the waitlist if they requested to do so. Bob asked if there is a data breakdown available on categories of people coming into the system through the Crisis process. It appears that a large number of people with forensic needs are being addressed through the Crisis process. Patty Houghland noted that there is good information available about the overall APD system in what is posted on the Website. Anne Millan asked that additional information be provided on timeframes related to people entering the APD service system.

The rollout of the new support plan format has been delayed due to the rate increase implementation. Linda requested that if problems exist regarding having received authorizations that the word gets out to inform Area Offices of those problems. APD is planning rollout of the new support plan process after the first of the year. Most changes requested in application have been completed. More detailed information will follow.

A draft of the Recoupment Policy identifies a means of recouping funding if and when services are not provided as required by handbook or inconsistent with authorizations. The drafts have been sent to Area Offices and are receiving feedback. Linda asked for review and feedback, especially for simplification, from the IQC membership and advisory. Linda volunteered to send FCC or others an electronic version for comment. Linda mentioned that recoupment issues are identified by Delmarva in the provider review processes with specific information then provided to APD Area Offices with as much detail as needed to identify trends and other means of structuring recoupment activities for a given provider as needed. Linda asked that comments from FCC after their next statewide meeting or from other IQC members be sent to her by the end of the 2nd week of January.

APD has begun a review of what quality management functions should be revised in our service system. We have received a number of comments from Area Offices across a number of categories as possible improvements. A leadership discussion with APD Area Administrators led to an internal APD workgroup. IQC participation would be a good compliment. An overview of comments received to date will be sent out around mid January. Mark Barry asked for a timeframe on changes to the Medicaid Handbook service definitions, descriptions, etc. Linda noted that is an ongoing process and asked if there are changes felt to be needed to please send her comments. Once routed and approved through APD and AHCA the handbook will be noticed for public input. It is anticipated that this will occur by mid-March. Margaret Buono suggested that training and timeframes be included in the handbook for ease of reference. Mark noted that the employment work group had discussed several possible changes. Linda asked that ideas along these lines be sent to her. It was noted that rates are a different rule and there is a possibility that changes to service structures may have a cost impact. Linda asked that any costs impacts be identified in suggestions sent to her.

APD Quality Symposiums

Ed Rousseau

Ed noted that APD received approval to expand our quality symposiums. It is planned to conduct six such events beginning March 8th, 2007 in Orlando. Other dates include: May 9th in Ocala, May 15th in Panama City, May 17th in West Palm Beach and May 23rd in Ft. Myers. As the dates become firm we will send information and post the schedule to the APD website.

APD/Delmarva Follow Up & Oversight

Ed Rousseau

APD is working to revise our oversight as a consultation process. Survey to Area Offices for feedback approximately 2x /year. Also a checklist of Central office responsibilities is needed. Also shadowing consultants several times a year (around 10). Last part is a survey to/from providers for suggestions – both/either geographic or statewide. The review tools will be sent to IQC when finalized. Anne Millan asked what the status of the Area Office reviews. Linda noted that Matt Clapps has primary responsibility. New staff are being devoted to that responsibility. Laura Alteratz suggested APD get a representative sample of survey of providers to receive a survey.

Abuse, Neglect and Exploitation Data Sue Kelly/Charmaine Pillay/Anne Buechner

Sue Kelly started a presentation noting that three handouts were provided to the IQC participants and explained the use of each. A fourth handout from Sue was a homework assignment, requesting that participants read from page 6 to review the recommendations from the Barriers studies. That discussion will be held on day two of the IQC.

Anne Buechner noted that Jean Sherman had lead the discussion over concerns that some 15 percent of people receiving APD services who received a full Personal Outcome Measures interviews are determined to lack outcomes in the area of Abuse, Neglect and Exploitation. Anne provided an overview of the conditions and considerations that interviewers use in decision making process in determining the presence or absence of this outcome. She made the point that interpretation of this outcome and the supports surrounding it are broader than the laws on reporting abuse, neglect and exploitations and provided examples of how and why this is addressed more broadly. There is hesitance on the part of potential reporters to make calls, as they might not be reports that re accepted. It is extremely important that each conversation must be individualized to those involved in the interview. It seems that in Florida the “hotline” is not accepting calls from consumers alleging client on client abuse and abuse situations alleged to occur in public school situations. It was noted that these examples should be raised to APD Headquarters so that the staff person (Tom Rice) assigned to work with staff at the Hotline can discuss them in subsequent meetings.

Anne noted that there is a high level of reliability required of Delmarva’s quality improvement consultants who are conducting the interviews. The consultant’s reliability ensures that the data is collected consistently and provides APD a solid source of information. Anne reviewed a set of examples of organizational assurances to ensure

they are implementing practices to address conditions around alleged abuse, neglect and exploitation. She also gave examples of questions raised with organizations in order to determine whether or what conditions exist that need greater supports to proactively address safety around these issues.

Charmaine reviewed the process that Delmarva uses to address abuse, neglect and exploitation. She noted that their process includes staff training on how to work with providers and people receiving services around this topic. Knowing that people with or without disabilities often do not report abuse so staff are assisted to know how to discuss or detect situations that may be indicators of abuse, neglect or exploitation. Delmarva also provides training for provider staff in both face-to-face and on line modules. Delmarva also asks Area Office staff to provide information of issues related to this topic before they go out and conduct a review/consultation with a given provider.

If and when Delmarva uncovers an abuse situation they call the abuse hotline and notify the local APD office of the report. Charmaine reviewed responsibilities of both their consultants and managers related to abuse, neglect and exploitation. Delmarva also has follow up activities with organizations to ensure that they have corrected issues related to any one person, but also creating or revising policy and practice within the organization to safeguard all people being served. Charmaine also noted some positive changes that are being identified. She noted that APD's SunCoast Region has done considerable work in that area of the state to brainstorm and implement ideas that could improve supports provided to ensure outcomes increase improve safeguards around abuse, neglect and exploitation. Winnie Gaylor asked what kind of data Delmarva looks at for desk reviews and was assured that Delmarva looks at incident reports, restraint logs, etc. Charmaine provided a good overview and acknowledged that the desk review process could be updated and improved upon specific to capture more data around abuse and neglect.

Center on Independence Discussion on Delmarva Data Emile Laurino

Emile began his presentation noting that his agency had received a data set report from Delmarva. The scores appeared so low that it was upsetting and no one from the organization could explain the scores. The explanation from Delmarva was that the data reflects what is happening with individuals receiving services, but that because the individual likely receives services from several providers the compilation of the data may not accurately reflect what is provided by any given organization. However, the Delmarva representative did note that all organizations are to coordinate what they do such that people receiving services outcomes will be improved. Emile voiced further concerns over the need for an agency to have to coordinate these services.

Emile asked for assistance from IQC as to how the report could be better used. He suggested a better use of the report would be for families and individuals who participated in the interviews to be the recipients.

Linda Mabile stated that the explanation given by Delmarva, as presented, is inconsistent with the intent of the report. It is to be used as a tool for organizations as a source of

information for improvement. Linda reviewed the overall process of Delmarva consults outlining that there are many sources of information. She also noted there is not the expectation that a provider organization be the coordinator of services, but that they are expected to be a source of referral and asking questions around issues that appear not to be addressed. Charmaine Pillay echoed some of the same information as Linda and stated that the tool is not to be used for 'blame'. Janice Phillips suggested that the tool be revised to eliminate agency names and instead create opportunities for staffings around individuals who need greater supports to improve their overall quality of life as well as to address specific problem areas.

Linda requested whether changing the name of the organization would that make the tool more useful. Emile said that would help but that the basic problem is related to presentation of data that is simply not useful and paints a picture that is inaccurate. Linda reminded the group that the intent was to try and provide organizations with a composite of outcome and supports information from individuals who are receiving services. General feelings expressed were that the reports as formatted are not being interpreted or used within the original intent. Wynona Holt suggested that such a report should be sent with a letter indicating how to interpret the data provided, never to provide names or identifying information, and finally to make the tool make more sense to people receiving the reports. Anne Millan agreed with Wynona's comments and suggested from a parent's standpoint that the tool be used singularly by support coordinators on behalf of the individuals represented in the report. Anne stated the need to look at the use and application of this report as an opportunity for improvements to the quality management system. Linda noted that the reports are shared with support coordinators as the data is generated from their reviews.

Linda reminded the group that one of the central points of work across the past years has been to require cross-provider responsibility. Margaret suggested that demographic data be added to the report so that has greater utility. It was suggested that APD/AHCA/Delmarva review this issue at its upcoming status meeting and bring back recommendations to the IQC at the next meeting. Patty Houghland asked that changes be introduced so that the system looks at people in the whole rather than segmented out by individual services. All people coming into contact with a person receiving services are responsible to ensure quality of life. Becky Maguire reminded participants that in issues such as Abuse and Neglect are all parties involved with an individual are subject to being held responsible and are potentially liable. Laura Alteratz suggested greater involvement of support coordinators. Beverley asked the group to take on revision of the tool and have a presentation at the March meeting.

(a letter from Emile was provided to the group)

Day Two Agenda

Abuse, Neglect and Exploitation (cont.)

Sue Kelly

Charmaine began the discussion with a reminder to the IQC that the data that will be presented comes from the WiSCC reviews. In that process the Delmarva consultants meet with people receiving services and use the Personal Outcome Measures, as explained by Anne Buechner yesterday, as the interview tool. Abuse, Neglect and Exploitation is one area of outcomes and supports of 25 elements in that tool. Charmaine also reminded the group that if and when the consultants identify actual or suspected abuse it is required that the consultant report the situation to the abuse hot line, take detailed information for reporting within Delmarva's report format and provide that information immediately to APD Area offices. Finally, Delmarva goes back and does follow up for how the organization addressed the issue for the person in question and how the organization addressed the situation in policy and practices such that the conditions of abuse, neglect, and exploitation will not reoccur for other people receiving services. Becky Maguire noted that information received by APD is also followed up with providers and with the abuse investigator to track disposition of the report. Charmaine noted again that the practice of SunCoast Region to work directly with the Abuse Registry is a step toward ensuring better communication and coordination between APD and the Abuse Registry. Becky noted that anyone can send an incident report to APD Central Office that will be fed to the Abuse Registry and followed for disposition.

Sue Kelly began her presentation showing data across the past few years noting that the outcome level is remaining fairly constant. Also the frequency of abuse on women is somewhat higher than it is for men. Sue showed how the age group outcome levels and by residential types. Why this outcome is not being met is data captured by the Delmarva consultants. It shows that the most of the reasons have to do with past abuse that is unresolved and continues to be an issue. Sue suggested that we need to dig deeper as a quality improvement study for the current Delmarva contract year. Janice Phillips suggested that the same thing happen at the Area level so that a dialogue is ongoing between APD, support coordinators and the Abuse Registry staff to build trust and better collaboration in resolving situations in which there is a gap between actual abuse, neglect or exploitation where there are changes in policy and practice to fully address these issues. Mark Berry asked that the study identify a comparison of what percentage of situations are not being attended to as founded abuse but are known and/or suspected.

Linda Mabile requested a work group to form a work group on this subject. Bob Foley asked what the purpose of the work group would be and was answered that recommended policy changes, training and a series of recommendations. Sue suggested that the work group would be a beneficial part of the study. Linda asked that the work group take action between meetings and report back at subsequent IQC meetings on those activities. Linda made a motion to establish a work group. Beverley asked for volunteers. Tom Rice, Steve d, Mark Berry, Winnie Gayler, Sue Kelly, Susan Sewell, Jean Sherman, Debra Linton, Wynona Holt. It was suggested that DCF Adult Protective Services, Foster Care, etc as members. It was suggested that Ed Rousseau would check with Jean Sherman and ask if she would chair the work group. The motion was passed.

Pam Kyllonen reported that there have been no staff changes. Pam also reported that the Delmarva contract amendment has been signed and Delmarva is on target with deliverables and correctly submitting billings per spot check. Pamela Wainwright is working closely on the revision of monitoring how Delmarva's work tasks are being carried out. Pamela will be working with Linda Tupper of Delmarva to conduct Medical case management review monitoring quarterly. Becky requested that Michelle Ledbetter (APD) be pulled into reviews with Linda Tupper on the Medical Case Management reviews.

Delmarva Updates

Bob Foley

Bob presented an overview of the evolution of tools used for review of the service delivery system. Staffing updates, POM training, WiSCC and CORE updates, Proposed QI studies and Barriers Analysis are the topics covered in the Delmarva Update.

Staffing updates: Gina Tumelty has been hired as a WiSCC consultant in Area 7; Janet Tynes has been hired as a CORE consultant in Area 11. Both began on December 4, 2006. Delmarva has expanded their inter rater reliability efforts by adding staff from the CORE consultant process and to both the scoring of the CORE tool and WiSCC tool. This process has begun, it is anticipated that this process will be completed by June 30. This will provide Delmarva greater information on where there are certain areas of disagreement and provide training and remediation efforts.

Bob discussed that the CORE consultants are taking a new step in this reliability process by having that group become reliable in the use of the POM training. This is also a big step in creating greater reliability throughout the consultation process. Bob noted this is a challenging process to get all staff through this process, but that Macdonald's Training Center and Florida Mentor have assisted by partnering in the activity. It also allowed staff from these organizations to participate and learn more about the POM process and were receptive as learning organizations to taking feedback to improve their own practices. Bob volunteered to share the results with IQC and put them on the website. Laura Alteratz asked if it would be positive to make any comparisons in reliability of reviewers since the move from the old compliance tools and the implementation of the CORE and WiSCC tool. Bob volunteered to try and provide that kind of information as available and describe the different processes and decision making used as part of the inter-rater reliability. Scott Barrish asked how the process can judge the providers in the differences between solo and agency providers. Bob answered that the system is designed to look at individual outcomes and that there are a number of complexities that have to be integrated into the process and are also based on handbook requirements. Bob noted that turnover is very low, losing about 1-3 of 40 staff each year. As a point of clarification Linda Mabile noted that even though CORE consultants are receiving POM reliability the tool is not using the POM as a decision making tool, where as that is the basis of the WiSCC process.

Laura A wants to know why we're not getting external reliability with the CORE. We will be with the new process with the CORE-Per Bob. Regional managers work with

individual consultants to assure reliability. Laura A maintains that it needs to be external in addition to internal processes. Bob Wessels wants to know how Ed Rousseau's shadowing fits into this. Linda M. said that this is a part of the entire process. Bob said that lots of information will be shared with judgements on scoring of elements as well as the background of the person doing the scoring. Linda M.—there are learning opportunities on both sides. We should get info on both sides before making decisions—Linda M. Bob agrees—fresh eyes are always good and it opens up new doors for learning. Bob Wessels also agreed. There are ongoing activities to improve efficiencies in the system.

On the CORE review process, Bob noted that there is ongoing revision to the CORE tool as part of recommendations from the IQC. The tool is being reduced from 25 to 11 or 12 elements. That is anticipated to be completed by March 13th. Linda noted that comments have been received from Area offices, IQC members, FCC, FASC, etc. Bob noted that the process of revision has been to try and collapse like elements rather than dropping them. Each element will also have greater specificity for providers to have greater information. The groupings of elements will be Person Centered Approach, Health and Safety, Free from Abuse, Neglect and Exploitation, Rights, Choice, Community Life, Collaboration, and Achieving Results. Minimum service requirements will remain the same and consistent with the CORE and WiSCC. Linda mentioned that the process expectations of follow up and timeframes expected have been updated and improved. Consultants will be looking at all required training, not just initial training needed for staff begin services. Charmaine discussed the issue of collaboration, noting that the expectation is that providers are making referrals and discussing how to draw information together across the service and support networks to ensure best outcomes for people receiving services.

Sue did a presentation on proposed Quality Improvement Studies. Some of those proposed include:

- Abuse, Neglect and Exploitation (approved)
- Personal Outcome Measures by CORE services
- Psychotherapeutic Drug study
- Supports

She asked the IQC to provide ideas if they felt other studies are warranted.

Sue discussed the Barriers Analysis study conducted last year. The purpose was to explore (see handout). Participants included focus groups with WiSCC providers, and (see handout). Sometimes the information was very different across the groups represented and often times they comments supported issues addressed across the groups. Several recommendations from the report were made across the following topics:

- Transportation (see notes below as extended contracts)
- Communication (particularly among providers; existing situation is more competitive than cooperative; suggested developing collaboratives; see recommendations)
- Training (limited opportunities by Delmarva/APD/etc.; see recommendations; Susan Sewell asked that there be a look at cost related issues; the IQC workgroup

is addressing the cost issue; Susan will send suggestions to IQC/Linda Mabile; Charm asked that there be a focus on training individuals and families and it was noted this is the major emphasis of the IQC workgroup; Charm volunteered to be part of that workgroup)

- Work load
- WSC (training; new support plan; team captain/team leader designation and training; Charm noted that the consumer should be considered the team captain!! The IQC strongly agreed with Charm.)

Specifics from these topic areas are available in the handout provided. Wynona Holt noted that she hears the same transportation complaints everywhere. She asked why more people who have vans who like to drive don't start the service given the need. Wynona suggested getting people willing to provide such a service together with people needing the service. Scott Barrish noted that people often can't afford liability insurance needed. Linda pointed out that there is a provision in the handbook to be able to pay friends and family as an incidental transportation provider and that there are fewer restrictions and limitations on this type of provider. Pamela noted this is possible when it can be documented that transportation services are not otherwise available. Charm Thometz asked for an update on whether a voucher would be available through APD for transportation. Linda noted that APD and AHCA are working through the particulars, but that JB would send notes on the Transportation work group as clarification and update on decisions on the use of vouchers for this purpose. Pamela Kyllonen noted that Florida is exploring possible ways in which this will be implemented even though not offered under any other state's Medicaid Waiver.

Wynona Holt noted that there are bus passes available to people in low-income categories in Tallahassee. Other communities also provide this service. Other ideas were discussed for exploration. Beverley suggested that IQC be expanded by including Transportation representative on the Advisory Group. Linda noted that APD has a seat on the Transportation Disadvantaged system policy table. She offered to open a seat on the IQC Advisory to a member of that group.

Area Quality Leaders/

Steering Committee Recommendations

Carol Solomon/David Hawthorne

David Hawthorne provided a presentation from the SunCoast Region's Steering Committee. His purpose was to bring recommendations from the steering committee to the IQC as both an information source demonstrating the work being done locally in identifying and promoting improvements to the APD service system and outcomes for people receiving services. Some of the recommendations (see notes/handout):

- To FCC – use website and newsletters as an outlet for communications especially to consumers and families; Beverley DeStories suggested the use of “211” as an additional vehicle.
- To SunCoast Region – Explore the role of the APD liaisons to support coordinators; how can they take a more proactive role in communicating quality expectations?

- To APD Headquarters/IQC members
 1. Make using and accessing natural supports a priority
 2. APD website should have links to natural supports and other resources (Linda asked for specific suggestions of what would be good to have; David will forward suggestions); APD website should contain current and correct information that is user friendly to individuals and families (needs update and language at a more understandable level); Is there a way for APD Area Administrator have access to/establish a website for local communications?

Beverley suggested that if there is a desire to have information posted on the FCC website that it be sent to Anne Millan. She also suggested getting information out on the use of “211” as a resource on the APD website.

Carol Solomon provided an overview of the Area 7 steering committee activities. She provided an update of the make up of the steering committee, noting they are continuing to meet monthly. They have had some drop in participation over the past couple months. The next meeting will be in January to stay away from holiday conflicts. The emphasis of the work of the steering committee is on safety. They have used Delmarva data for comparison of how their trends in attaining Area wide. Seeing a drop in scores was the reason they decided to focus on safety. They also did some analysis of the reasons that safety issues are problematic. They set a goal of people being able to live, work and play safely in all areas of the community. They have taken the following steps:

- Implemented a monthly newsletter and making it available to FCC and other networks to try and get the newsletters out to consumers and families (Charm suggested getting an email distribution list as a means of sending to consumers/families; Area 7 also has worked with the FCC to get authorization from families (due to confidentiality) to build a distribution list.)
- Monthly safety awareness information
- June was designated as safety awareness month and provided information especially around hurricane preparedness (Would like to get more feedback on what WSC, others did around these issues)
- Law enforcement training (approximately 150 spaces; Charm suggested contacting mayor/captains/etc. to try and increase attendance; providing disability related information; asked for information from the IQC/others on presentation ideas; Wynona gave a couple examples how to help people who are falling that would be helpful; Bob suggested a training video that is available for law enforcement on this subject and offered help with information and negotiating rates)
- An upcoming activity will be to work on fire safety; will contact fire departments for similar outreach as that of law enforcement

Carol noted that the Area is beginning to see a small increase in safety data. This is true for both outcome and support data.

Georgia Elliot, from Trinity Group home, participated with Carol in a technical assistance visit using the CQL organizational principals as a consultation model for their organization. Carol provided an overview of how the consultation was conducted that provided an internal assessment and quality improvement plan. Ms. Elliot noted that she was glad to be approached by Carol for the consultation, feeling that day to day services are going well but that the organization needed assistance with paperwork and general organization to make sure they are providing services. One of the areas that is a concern was learning more about rights and how to help people learn about what people receiving services. Some very positive outcomes of community involvement and communication with friends have been through emails. She also noted that sometimes as a provider one feels like throwing up her hands not knowing what to do next or how to improve. However, she noted that the assistance of Carol as an AQL has helped her better understand the expectations of Delmarva reviews. The Board of Directors of the organization now has a consumer as a member based on advice from Carol. Carol provided an overview of areas in which Trinity Group Home has changed its organizational practices. Carol presented a certificate of appreciation to Ms. Elliot for her participation in the consult.

Osceola ARC was a provider organization that Victor Stewart had worked with in a similar consultation. Victor has moved to VR, but Carol provided an overview from his PowerPoint presentation of the highlights of that consultation. The consultation used the CQL Shared Values tools and included 3 other APD staff as members of the consultation team. Carol reviewed the consultation process and the 3-day activities involved. One of the issues raised was a request for APD to be more responsive if/when there were issues that providers raised to the Area Office. As a result Steve Roth, the Area Administrator, has acknowledged the need for APD to improve in this area and directed staff in this manner. The consultation identified both positive attributes of the organization and areas that are opportunities for improvement. The director of the agency is on the local steering committee and is continuing to work on the very strong commitment they have made toward quality improvement.

Wrap Up

Beverley DeStories/Ed Rousseau

Beverley asked for agenda items for the next meeting in March. Wynona Holt stated that she hoped that by March APD Central Office would have a much better user friendly tool to mail to consumers and families. She stated that after hearing what happened regarding the tool discussed yesterday (data set sent to providers) that we all need to keep in mind that people who are disabled are like everyone else – not getting any younger. So when ever any paperwork stops the provider from doing their job, having to take time to understand “what you are talking about” takes time from people receiving services. Any report needs to be usable. Linda stated the next meeting will provide an update and possibly education on using the tool. Wynona suggested that privacy issues sometimes are getting in the way of making communication meaningful.

Pamela Kyllonen announced that Dr. Andrew Agwinobi has been announced as the Secretary of AHCA.

Meeting Adjourned