

INTERAGENCY QUALITY COUNCIL
September 20-21, 2006
Jacksonville, Florida

Members Present:

Beverley DeStories, Pamela Wainwright, Becky Maguire, Linda Mabile, Ed DeBardleben, Kim Barger, Susan Robertson, Charm Thometz, William Frets, Pam Kyllonen, Bob Wessesls, Scott Barrish, Marsha Vollmar

Advisory Members Present: Steve Dunaway, Ed Rousseau, Laurie Harlow, Martha Martinez, Deborah Linton, Mark Barry, Steve Roth, Winnie Gayler, Janice Phillips, Pam Hinterlong, Jean Sherman, Kelli Bloom (FAAST)

Members Absent: Idelio Valdes, Connie Dahn, Fay Jackson

Guests: Bob Foley, Marion Olivier-Ruelas, Charmaine Pillay, Anne Buechner, Tammi Odom, Jamie Bullock, Marshall Patterson, Fay Neuman, Michele Beauregard, Marcia DiGrazia, Carol Solomon, Frank Houston, Larua Ezzidio, Bonnie Florom, Floyd Booth, Jill Westring, Delores Robinson, Vickie Denman, Victor Stewart, Sherndina Moreland, Carolyn Howard, Jameela Abdul-Malik, Kirk Ryon, Sue Kelly, Vernita Hughes, Brenda Stevens, Adonisia Brathwaite, Julie

Welcome and Introductions

Beverley DeStories

Beverley opened the meeting welcoming everyone to Jacksonville. The agenda was adjusted to cover business items after the Shared Values training.

The remainder of the day was devoted to Shared Value Training. Shared Values was described by the Council on Quality and Leadership as one of the methods and assessment tools that may be used to guide agencies in developing values to guide them in supporting outcomes for people. This training was presented by our Area Quality Leaders in concert with Anne Beuchner and Jill Westring from the Council on Quality and Leadership. The ten areas or "factors" covered by this training included:

- Dignity and Worth
- Legal and Human Rights
- Self-Determination and Choice
- Community Settings
- Social Capital
- Community Partnerships
- Shared Leadership
- Continuous Learning
- Open Communication

- and Continuous Improvement.

One of the sessions challenged the IQC to draft a mission statement. The IQC was divided into small groups and each prepared a mission statement. Beverly asked that members consider drafting a mission statement for the IQC. Ed volunteered to type up the statements and pass them out on day two.

September 20, Day Two

IQC Business

The group discussed IQC meetings and the frequency. Both Linda and Beverly want to meet 4 x per year. Fewer meetings may send a signal that IQC is not a necessary stakeholder group. Further discussion continued on proxy voting and attendance via conference calls. Beverly, Linda, Pamela K, and Bob will head up the committee to revise by laws and present to the Council prior to the next meeting

Discussion continued on future dates and locations for IQC meetings for 2006 and 2007:

December 13-14, 2006 – Orlando
March 21-22, 2007 – Tallahassee
June 20-21, 2007 – Ft. Lauderdale
September 26-27 – St. Augustine
December 12-13, 2007 – St. Petersburg

Charm assisted to be sure we did not conflict with FDDC functions.

Linda suggested we move the South Florida date out of high season and it was agreed we move the South Florida date to a different time of the year.

Mission statement: Linda passed out draft of the vision statements created on day one. Members will look over and bring ideas to next meeting.

Draft IQC Mission Statements

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.

- To promote and define quality of services
- Enhance a dynamic service delivery system
- Effect change with a collaborative effort
- Systematic, stakeholders, choice, voice, improve

Assure a foundation for quality that produces positive outcomes for people through education, training and network linkage assuring a culture of quality.

Provider Issues

Scott Barrish

Scott provided a tape-recorded message and handout. His presentation described his agency and its history. Scott expressed his concerns about how we have increased funding and now serve thousands more individuals with DD in Florida. Scott said most WSCs do not understand their job. Some are good, most only do average work for their consumers. He sees this as a huge problem for consumers in Fla. The state is adding thousands of people to the waiver, but people cannot find providers to offer services. Some must wait months to get services as providers cannot find staff. This is becoming more of a problem.

The state needs a system when new people are added we add new providers also. There needs to be a better way to add consumers and providers at the same time

Scott referenced a couple of personal stories he has encountered that affected consumers he works with. He suggested consumers develop a schedule for providers to follow and not rely on providers to be on call all the time. Family and consumers need to be more responsible in how they use services. We have many adults w/DD living with elderly parents who need services Scott reported. Housing issues need to be addressed for our consumers. We have adults 40-50 yrs. of age living with 80 yr. old parents. This does not foster independence for them. Other states have addressed this issue. Many new staff are older minority women who do not speak English very well. Most consumers do speak English and cannot find English speaking providers.

We need all agencies working together to help people with developmental disabilities. Scott commented he felt the quality of services is not being improved by desk reviews or POM reviews.

Linda – we recognize we have had concerns with WSCs, some don't understand their job but we do have some good ones. APD is looking a WSC pre service training and suggested Scott get a copy of the draft,

Scott also suggested we consider a caseload reduction... Linda responded that we are not opposed to that.

Charm mentioned her process for creating a supportive team approach that becomes the driver rather than solely relying on the family or person. Scott mentioned in his home the people who live there make the rules. Those who do not want to follow them suffer consequences

Jean Sherman mentioned she has been trying to find an NRSS provider for a long time, most people sent by the agency do not know what to do. We need to focus on making providers ready to provide services. They have the paperwork etc, but don't know the job.

Marcia Digrazia presented on the future relations of Area Steering committee and IQC. She requested that IQC have set agenda item on Area Steering committee activities and recommendations. The representative from the Area can then report back to their committees. Beverley also asked group to include FCC in the process. The FCC member to IQC can report back to their local FCC and get their input.

Charm suggested we get a punch list of topics or ideas for IQC to address including comments from FCC.

Linda commented that the APD web site has links to each Area Office with relevant information about AQL and steering committee activities. We have regular conference calls with AQLs so we can coordinate better with them on IQC matters.

By consensus the IQC will continue to have regular AQL agenda items.

Delmarva Updates

Bob Foley

General topics included the year 5 data, Data reviews, studies, CORE and Person Centered and Core tool revisions.

Bob reported that Delmarva has hired 3 new consultants. Denese Anderson, Jeniffer Colley and Trudy Acevedo.

Bob presented on year 5 reviews completed. (Refer to your handout)

Sue Kelly next presented on new data. (Refer to your handout)

Pam Kyllonen commented about the concern of increasing # of reviews for Family and Supported Living Waiver. Because of need to increase reviews, plus rate increase, there is not enough funds to do all the technical assistance and Area trainings. These were reduced to fund other priorities.

Linda, we may try to spread out the training across the Areas.

Bob said there no plans for new web based training however the 11 existing ones are up and running. Beverley suggested APD promote the web-based training's via our web site.

Sue commented that the Barriers study was done with focus groups and was not all inclusive of statewide perspective.

Sue Kelly provided an overview of the data.... Highlights included: (please refer to your handout for details)

- Good news about supports being up almost 5 % and Outcomes up 3.4%.
- Desk reviews – average is staying same.... 76% or so. Agency scores are down and solo provider scores are up.
- Area 15 showed the greatest increase. From yr. 4-5. No big changes otherwise.
- Area 14 and 7 showed most improvement in CORE scores.
- Element 10 – develop desired social roles is a key indicator that other outcomes are being met.
- Minimum Services Requirements – process standards, remain consistent for yr. 5. Agencies are more likely to have MSR's met than solo providers.
- Worst element is #19, with 48% met. Element #25 – documentation was also low.
- Best performer was #23 – Authorization for services at 91.3% met. Background screening was at 74% for agency providers and 80% for solo providers.

WiSCC results: (refer to handout)

- Overall improvement 1.68 to 1.84
- Area 10 showed most improvement.
- All six outcome elements showed improvement.
- Elements #2 and #6 were most likely to be not emerging.
- MSR scores are flat, not much change.
- Sue explained that some charts have a scale that make the results seem to be more dramatic than they really are.
- Worst element was #8 (required training) This did not improve in yr. 5
- Element #11 – Documentation requirements for billing came down.

Personal Outcome Measure results:

(Refer to handout)

“Is treated fairly” was the most improved”

Jean Sherman commented that we should not be less than 100% on the element of free of abuse/neglect. Anne B. responded that these are determined on data provided at the interview and as interpreted by the consultant.

Jean said based on data, we have 20% of people not free of abuse - how does that compare to Zero tolerance? Several members on this point voiced concerns.

Steve mentioned situations where client on client abuse is not reportable to DCF.

Charmaine – this is an example where the system needs to change based on the data, system is not responding to need.

Mark and Steve suggested a further study of this area. Linda suggested we do so and get protective services data as well and pull together various things to see what we have and what the findings are.

Linda said we will try to have all the pieces together for next meeting.

Sue continued to report that the Foundational outcomes have increased - 11% met.

Marion presented on CORE policy and procedure revisions
(See handout)

Jean stated that we need to be able to correlate data of abuse neglect after we proposed condensing of elements. Bob replied that we are still going to have the data on 1,400 reviews. Beverley agreed that we need to look at this and noted the IQC concerns on condensing elements so that we do not lose important data and findings.

Charmaine mentioned that all the data will still be collected. We won't be losing the data; it will just be reported differently.

IQC will get to review and comment on the proposed element changes.

The tool will be sent to APD and AHCA by September 27th with comments due back by October 16th.

Application development will begin and complete by January 2007.

Other Business

Beverley motioned we approve the minutes from our last meeting. Motion was seconded and minutes were approved.

New Member Vote

The IQC discussed potential nominees. The IQC has one vacancy for a self-advocate. Bob nominated Wynona Holt for membership. Without objection, Ms. Holt was voted in as a new IQC member.

A self-advocate vacancy also exists on the Advisory Group. Virginia M. (the only other nominee) was not approved for Advisory Group. The IQC recommended we continue to solicit applicants for the Advisory Group.

APD Updates

Linda

Linda reported on rate increase and supplement. There have been some glitches but these are being fixed.

PSA – support plan project. We have delayed this till January. The pilot is continuing and refinement is ongoing. Delays are related to implementation of the provider rate increase.

Delays in PSA reviews are reportedly due to missing information. Decisions are made based on information that is available. If a family or consumer is unhappy with a decision, a reconsideration may be requested. A due process notice, if needed, will be issued. New rule will increase the time from 10 to 20 days to provide additional information for reconsiderations. Linda mentioned this change is to reduce the amount of time families and consumers are in limbo on decisions about service approval.

Linda will research the legal issues on which due process is to be followed that meets federal and state requirements.

Ed gave an update on 6 planned Quality Symposiums. These will be held over the next 12 months in the following general locals: Ocala area, Tampa area, Daytona area, Tallahassee/Pensacola area, Ft. Myers and West Palm/Ft. Pierce area.

Steve mentioned 2nd yr. AQLs are graduating this week. We now have 22 people as AQLs. They will be available for area Quality Management activities.

The group applauded Kirk Ryon who was awarded his AQL certificate.

AHCA Updates

Pam

Pamela W. provided update on recipient surveys – will focus on negative concerns,
Monitoring medical care reviews quarterly. Question? None

Pam K. provided update of AHCA new hires. Jarret Stone is the new program administrator at AHCA. He will join us at the next meeting.

Pam K. provided a status update on the Delmarva contract amendment – it has been slow. It was delayed due to many other contracts on Medicaid reform. Expect it to be completed in the next 3 weeks.

Changes to HCBS DD Coverage and Limitations Handbook. APD filed intent to promulgate a rule for crisis cases. Concurrent workshops will be held. Notice will be posted in the Administrative Weekly.

The proposed rule will move the Appendix F “crisis enrollment “ to an APD rule rather than be in the DD Waiver Handbook.

Rule change notice will also be done for clean up on handbook changes. (name changes, wording from district to area, etc.)

One proposed change will be limitations on the return of people (who left the waiver) from a fiscal year to a calendar year. This will avoid people going to bottom of waitlist if they have to leave state for a while.

We will clean up conflicting information also. Linda asked that members let her know of things they feel need to be added or changed.

Beverly wrapped up meeting and reviewed accomplishments of this week.

She asked for volunteers to assist her with the mission statement. Linda suggested we send out to entire group for comment.

Update from Workgroups

Chamaine - Training and Education group – This group had 2 meetings since our Tampa meeting. There are 13 members. The group has discussed what the objectives and priorities were and how to get it done. She commented that they did not have consumers in the group so we did not have their input. However the group set out to get consumer input. In addition, Delmarva consultants were asked to solicit volunteers. They now have people who will assist. Next meetings will be via conference call and directly following this IQC meeting.

Charm – Therapeutic Equipment workgroup held first meeting last week and identified members (Charm, Laurie, Linda Tupper, Becky Maguire, Pamela

Wainwright and Margaret Bruno) She reported the need for oversight of certification of therapeutic equipment. We need an outside source to identify needs. She referenced Nancy Waglow / Crawford report. Barriers include the fiscal limits on Medicaid funding for equipment. We need quality equipment for our individuals. Laurie Harlow and Suncoast are working on updating the Physical & Nutrition training curriculum. This will be a good tool for providers etc. Group is still gathering information from various sources. Charm mentioned that the quality of certified specialist has declined. Charm also reported how well Scottie is doing now he has a new chair. A study by Advocacy Center is still draft. Scott Barrish requested to be a member of her group. Charm will add him to the group.

Meeting adjourned