



agency for persons with disabilities  
*State of Florida*

## APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Thursday, July 15, 2010 9:30 A.M.

401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
I. CALL TO ORDER	Meeting began at 9:35 a.m. Ms. Hillary Jackson welcomed everyone in attendance and requested that all phones be silenced to avoid interruptions. Ms. Evelyn Alvarez was absent due to pending projects.	
II. STATE / AREA AND APD UPDATE	<ul style="list-style-type: none"><li>• Managers introduced themselves.</li><li>• Mr. Michael Cardelo announced that <b>HMS Host</b>, operations retail company for food and beverage at the Miami Int'l Airport, has agreed to participate and is very interested in hiring consumers with disabilities for employment. Applications may be submitted online and you should notify Mr. Cardelo upon completing, so that he may alert the HR manager for HMS Host. An email was sent out to providers with the website and outlining easy steps to completing and submitting the employment application. Currently, there are three (3) very viable and impressive candidates who have applied. Emails were sent out to supported employment providers with a known an email address.</li><li>❖ Mr. Michael Cardelo has been working diligently in recruiting organizations to participate in Disability Mentoring Day (DMD), to be held on October 20, 2010. A kickoff orientation</li></ul>	<ul style="list-style-type: none"><li>▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.</li></ul>

**CONTINUED STATE /  
AREA AND APD UPDATE**

is being planned for late September, date to be announced at a later time. Definite mentors that are participating in the DMD are: Alvarez & Suarez Employment Providers, Unike Support Services, and Edward Jones Investment in Kendall, Alton Madison Property Management, Miami Dade College, ADAAG Consulting Architects, and A Shred Ahead. Probable mentors are Baptist Health, St. Thomas University, Homestead Hospital, WLRN TV, and Chic-Fil-A. Please advise if any of your consumers are interested in shadowing with any of these companies. DMD is a spirited and valuable day and the companies understand that there is not necessarily a commitment to hire, but it is career exploration and exposure for the consumer.

- Ms. Carolyn Eleby reiterated the importance of DMD, as it gives our consumers an opportunity to be exposed to job experience and mentoring, hoping to lead to employment. Your participation and support is greatly appreciated.
- ❖ We have completed the provider enrollment renewals for agreements that expired June 30, 2010; however, there are still providers, approximately 80, who have not renewed. We are in the process of sending out notices to those providers who have failed to renew their provider enrollment agreement. You can no longer provide services if you do not have a signed, executed agreement within our office. Please check the expiration date on your provider agreements.
- Mrs. Migdalia Diaz-Prado thanked providers for sending the QSI Supported Employment survey sheets back promptly. Your responses allowed for our Agency to make several positive referrals to Vocational Rehabilitation (VR). However, some providers are sending the referrals directly to VR. There is a process by which all referrals are tracked and to prevent loss and misdirected communication please follow the instructions by sending referrals directly to Ms. Montrese Albury.

- ❖ Please be mindful that we can only accept original signatures on the financial profile for Supported Living and Supported Employment. Copies will not be accepted.
- Mrs. Maria Springer announced that the 5<sup>th</sup> quarterly waitlist meeting was held with the families in the South. The meeting was a success and we were able to share a lot of community resources, guest speakers were present who spoke about different topics to include Social Security, Vocational Rehabilitation, and Guardianship.
- ❖ Our General Revenue unit workers are currently contacting all the consumers on the Medwaiver waitlist in order that they complete the prioritization checklist. The Florida Legislation passed a law mandating APD to assign the waitlist consumers to one of seven priority categories by August 31, 2010.
- ❖ We are still updating our community resource tool that can be found on our APD Area office website.
- Ms. Sharon Powell-Thomas reminded those providers who are having difficulties sourcing Psychiatrists or Primary Care Physicians for our consumers that you can always refer to local health centers. For assistance locating a health center in your area, you may contact any of the Medical Case Management staff here in the Area office. CHI and Citrus Health Network are always accepting consumers for care as well.
- ❖ There has been reported dengue fever outbreak in Monroe County, which is likely to migrate here in Miami-Dade County. Dengue fever can be characterized as a viral infection similar to the common cold caused by the bite of an infected mosquito. Symptoms generally include generalized malaise, high fever, and excruciating retro-orbital (eye) pain. Hemorrhagic dengue fever is a severe type consisting of continuous bleeding. Do not hesitate to obtain medical care

when having any of these symptoms. Do not take medications with aspirin, as it can increase the risk of bleeding.

- Mrs. Marcie Brittain announced that the second Person-Centered Planning training was successful, but there are some WSCs who have still not taken this mandatory training. This training has to be taken before the end of September and the last one is scheduled for Sept. 7-8, 2010. She will be contacting the few WSCS who have not taken the training.
- ❖ Family Care Council has 10 members and we are looking for sibling representation. Please contact Mrs. Marcie Brittain if you know of any sibling of a consumer that would be a good voice on the council.
- Mr. Kirk Ryon introduced the 2<sup>nd</sup> annual Gallery of Dreams and encouraged all to visit the exhibition in the lobby of the South Tower of the ROHDE building. These are the same artist from last year's event and they have become more developed in their art. Since we are limited in what we are allowed to do in the building, we are currently looking for more space so that we could be more creative in the presentation of the exhibition in the future.
- ❖ Please be aware of consistent feedback that we have been receiving of Delmarva, is that they will send a letter advising of your upcoming quality assurance review to take place within 30 days and will appear on the very next day to conduct the review. It also seems that Delmarva scoring is being misrepresented. Out of approximately 800+ providers within our agency, Area 11 met with about 30 who had recurring low scores and we worked out strategies to bring the scores up. Delmarva had told them that their scores were fantastic after their review. Please inform Mr. Kirk Ryon if this is happening to you. Unfortunately, Delmarva has not sent any reviews to Area 11 for 2010.

- ❖ We have placed a suggestion box for Area 11 on our website. Please put in any creative suggestions for quality review.
- ❖ We are restarting our Supported Living (SL) monitoring. Non-negotiable appointments will be sent out to the WSC and the monitor simultaneously. Five SL homes will be monitored per month. Preference will be given to homes with minor children.
- ❖ Ms. Carolyn Eleby announced that overall the SL program and its consumers are doing well. There are some concerns and issues that may arise from time to time, but we are here to ensure the health and safety of our SL consumers.
- ❖ Mr. Kirk Ryon informed that the laws for background screening will be changing effective August, 1, 2010. The new law will require a Live Scan, Level 2, background screening of employees and volunteers who come in contact with children, developmentally disabled and vulnerable adults. You will not be able to begin working until the screening has been completed with the results available. Please take the time to educate yourself on this new law and implementing it into your workplace.
- ❖ Ms. Carolyn Eleby announced that background screening done through provider enrollment is **only** for the owner(s) of an agency. It is the responsibility of the owner to have their employees/staff screened.
- Ms. Hillary Jackson announced that the CDC+ has approximately 60 consumers enrolled and managing their own budget. Consultants should please be reminded that your Memorandum of Agreements to provide CDC+ consultant services does not expire and there is no renewal for them.
- ❖ For enrollment questions or statuses for PCA transition, please call 1-800-288-7799, option 4. Please be reminded that temporary approvals for consumers end on 07/31/10. Be sure to follow up with your consumer's providers for their

State Plan enrollment status. There has been no instruction as to how the PCA transition will impact CDC+ consumers.

- ❖ Please check your entire caseload to ensure that the **FY 10-11** cost plans have been approved and issued service authorizations to providers. PSA packets are only to be sent for consumers that appear on the PSA 3 year listing. Compare the ATRBCH and ACLMCP screens. If a tier is not showing correctly on the ACLMCP screen, then place an "R" in the action field.
- ❖ Clarification was given regarding routing PSA packets 20 days prior to the Support Plan effective date. Ms. Hillary Jackson referred to the email sent on 07/06/2010 to WSCs.
- ❖ We do not have figures as yet for an implementation plan for tier reduction, apart from Tier 1 = \$150K.
- ❖ Please be mindful of the importance of the DOAH hearing process below:
  - ✓ For anyone who requested a hearing (Rebasing, Tier etc...) the Agency Clerk has forwarded the request to DOAH via a Notice titled "APD CASE ACTION." This Notice will identify the APD case action that led to a request for hearing. For example it will say "Notice of Hearing Request for Tier Assignment" or "Notice of Hearing Request for Cost Plan Rebase." (Refer to handout letter # 1 or #2). This Notice will be sent to the client and/or his representative AND to the attorney who is representing APD in this proceeding. **This Notice does not require a response but it contains pertinent information which includes contact information for the APD attorney as well as puts the client/representative on notice that his request has been forwarded to DOAH.**
  - ✓ After the Agency Clerk sends out the Notice, DOAH will assign an Administrative Law Judge and case number. The ALJ will now be sending out further documents in the form of "Orders" or "Notices" directly to the APD attorney AND the consumer and/or his representative. These notices and Orders will most likely require a response or further action by both parties (refer to letter #3 handout). These Orders and Notices are time sensitive for the most part. **Should the client and/or their representative need to either file an answer or document or ask any questions regarding their case they MUST follow up with the APD attorney identified in these documents. Information cannot be sent through APD Area 11 Office (Melissa Lopez or Hilda Fluriach) since we are not able to forward it to DOAH.**
  - ✓ There will probably be changes to this procedure for requests for hearings submitted **after July 1st**. However, we will not know anything further until after the training scheduled for next week in APD Central Office.

	<ul style="list-style-type: none"> <li>✓ A request to withdraw a hearing must include which request for hearing is being withdrawn. Some consumers have Rebasing and Tier hearings pending and unless it is stated which hearing is being withdrawn we cannot process it thereby delaying the process. These requests sometimes ask that Melissa Lopez or Hilda Fluriach adjust ABC to reflect the correct tier. <u>The APD Area Office staff do not have the authority to change ABC.</u> Once the withdrawal is received <b>and</b> a Final Order issued then APD Central Office will make the necessary changes in ABC.</li> <li>❖ Effective 07/01/10, DCF will be handling the hearing process as they did years prior. APD staff is attending a training on 07/20-21/2010 in Central Office regarding the process.</li> <li>❖ AHCA is piloting a telephonic home health project for Dade County only. It began on 07/01/10. HHAs will call from the consumer's home upon their arrival and departure times. The following link is the press release about the pilot project: <a href="http://ahca.myflorida.com/docs/2010-05-05-AgencyImprovesOversightofHomeHealthAgencies-PRESSRELEASE.pdf">http://ahca.myflorida.com/docs/2010-05-05-AgencyImprovesOversightofHomeHealthAgencies-PRESSRELEASE.pdf</a></li> </ul>	
	<p><b>IMPORTANT:</b></p> <p><b>OUR ON-CALL PHONE NUMBER IS 305-299-3366.</b></p>	
<p><b>III. ADJOURNMENT</b></p>	<p>Meeting adjourned at 11:07 a.m.</p>	

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**ATTENDANCE:** Sara Cartaya, Ruben Suarez, Carmen suarez, Ivette Sotomayor, Patricia Garcia-Montes, Karen Knoblock, Kathleen Mulkey, Jerome Silverberg, Martha Gonzalez, Diana Perez, Diane Oprandi, Brenda Lowe, Xiomara Benavides, Mario Valdes, Penny Schueneman, Mercedes Franco, Ludmila Senkevich, Crislayne Abraham, Lissette Vera, Breade Baker, Francilla Stanley, Rusty Townsend, Jamie Levin, Paul Parenley, Andres Pacheco, Martine Saint-Aime, Stacy Kirwan, Barbara Smith, Regina Linares, Viveen Brooks, Abner Perodin, Janice Thurston, Christian Chukwuelue, John Mazzarella, Barbara Smith, Dora Guzman, Carlos Quintero, Iliana Polatos, Monica Gomez, Roberto Pire, Haydee Milian, Laura Vinent, Manuel Achong, Melissa Mitchell, Tranisha Moore, Jeanette Williams, Susan Best-Rodriguez, Cristina Schwarz, Carlos Rocha, Dionne Barton, Laurel Notice, Ereida Benitez, Josephine Livingston, Evelin Cancho, William Appleton, Roberto Cuadro, Sharon Bain, Martha Khan, Kristine Fonseca, Timothy Paulk, Arnold Coats, Kenneth Moman, Jorge Villalon, Carmen Gloria Rodriguez, Emmanuel Orizu, LaRonda Smith, Shawntisha McCoun, Luis Rodriguez, Veronica Oliver, Stacey Rodriguez, Eduardo Martin, Cherie O'Geen, Novlet Hudson, Nancy Zamor, Wilma Johnson, Estrelle Fresnell\*, Cristiana Robaina\*, Deborah Safki\*, Audrey Lawrence\*, Derk Green\*, Mayda Wiltz\*, Joan Lee\*, Leticia Zuniga\*.

\* Denotes tardiness of more than 15 minutes