

SUNCOAST REGION QUALITY  
STEERING COMMITTEE

MEETING MINUTES  
MAY 12, 2008

**Attendance:** Patty Rendon (WSC), Betty Beauchaine (FCC), Carl Littlefield (APD), Marcia DiGrazia (AQL), Tom Nurse (Parent), Meghann Dobey (WSC), David Hawthorne (Provider), Rebecca Vasey (Consumer of Service), Debra Morgan (Provider/Support for Ms. Vasey), Denise Oetinger (APD), Glorie Singleton ( APD), Ann Graybeal(Parent),

**Guests:** Judith Redding (APD), Kim Wojick (APD), Kim Houston (APD), Denise Oetinger (APD),

**Not in Attendance:** Jennifer Stone (Provider), David Brown (Consumer of Service), Stephanie Engley (Medicaid), Beth Kelzer (WSC), Diedra Walker (Provider), Deborah Killion (VR),

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The Meeting started at 10:10 AM.

The April 14<sup>th</sup>, 2008 Minutes were approved.

Additional Agenda Items: Request made by Tom Nurse to discuss the Tier System and Area Implementation

Recommendation made by Tom Nurse that a designated conference call-in line be provided for those that would like to participate, but can not attend the monthly Steering meetings. Carl motioned to approve; Betty seconded the motion. Carl will ask Linda Wilkerson to change Tampa meetings to room 517 and meeting in St. Petersburg will be located in the small conference room if the phone is needed.

**Overview of Medicaid Waiver Liaisons – Presented by Denise Oetinger**

- Changes in the role of the WSC have occurred; This includes modification of use for ABC, change of rates, cost plans, etc that are now the responsibility of the APD Liaison. As a result, an increase of workload for each Liaison has occurred which does not allow the Liaison the ability to focus on the needs of the individuals, but rather the influx of data entry that is required.
- Liaisons now have the ability to approve provider changes in cost plans that can be created and completed locally in attempt to expedite this process; however, there is still a 2-3 week delay for provider changes, approvals, amendments, etc to be processed by APD liaisons not just new services..
- New FTE's have been approved and hired and are currently being trained; Crisis Tools will be done by one of these positions.
- SunCoast reviewed Initial Intent vs. Unintended Result: The initial intent was meant to initiate control and eliminate/correct error; The unintended result demonstrates

that the individual needs are not being met due to the tiers that have been created and untimely gaps have been created by back-log issues, cost plans errors, etc.

- Due to changes in the role of the liaison, the training as resource person and advocate has been delayed.

#### **Recommendation to Waiver Unit:**

That the SunCoast region set up a pilot program with a mid-size WSC provider agency to work along side of their APD Liaison to enter in needed ABC cost plans, and/or all cost plan activities. The established outcome for this pilot would be to decrease time to enter cost plans, increase communication between liaison and WSC, provide cross training for both WSC's and liaisons and increase quality of WSC and Liaison's performance and efficiency.

#### **Recommendation to Central Program Office:**

After the pilot is completed if it is found that the result show through education of WSC will decrease errors of cost plans; that the Central Headquarters, the IQC, Fla. Assoc. of Support Coordinators, the Advocacy Center and Florida Assoc. for Rehab. Centers advocate to Medicaid that WSC providers be given back access to ABC cost plans.

**>If accepted Jen Stone will contact Denise Oetinger in August, 2009 to determine the success of pilot.**

#### **Overview of Supported Employment's 5 Year Initiative & Transition from ADT to the Workforce - Presented by Kim Houston**

- Kim provided the committee with handouts showing the number of individuals receiving ADT as of July 1, 2004 and who are employed as of March 4, 2008 within each Area. The report shows that Area 1 and Area 23 are currently exceeding the goal.
- Quantifying results include a FMMIS review of 134 providers with 75 currently billing for services; Technical services are currently being provided with follow-up measures having an increased impact on the overall numbers and billing rendered; Survey was completed, and continued documentation training being provided.
- A survey review concluded the following needs: A). Lack of peer support/interactions within the transition from ADT to Work B). The need for VR to open private agencies vs. CARF/Accredited, non-profit agencies. C). Continued barriers of employers seeing individuals employed as liability factors with a need for more education to the employer.
- There is a meeting to be held on June 27<sup>th</sup> with local ADT providers (only) to discuss the results of the survey and to address concerns within the Suncoast Region.
- Kim discussed that the SE curriculum has been changed to include the transition from ADT to Work with emphasis and focus on community supports and social relations to maintain those supports and increased success.
- October 3<sup>rd</sup>, 2008 is the "kick-off event" for DD Awareness where local vendors, service providers, etc. participating in collaboration with Abilities, Inc.

Patty inquired if the scores for community/social relations for WiSCC review for WSC's were on an overall higher percentage. Marcia advised that the Delmarva findings indicated low scores across the board as a result of WiSCC reviews for community/social relations and recommended that the committee should review these Delmarva reports.

**Recommendation:** As a result of the discussions above, the member stated that the current preservice trainings do not address barriers for employments. There does not seem to be accountability for providers to address the workplace culture, and social benefits of work. Patti Rendon motioned that a universal guide book be developed by APD for Supported Employment and posted on-line with accessibility for all providers, individuals, and family members to utilize. This motion was seconded by Tom Nurse and Dave Hawthorne; No one opposed.

<Jen Stone will submit a letter to the Inter Quality Council with this recommendation. The Central office would have to make a determination of which curriculum to use: Dale Dileo, Leslie Wilson or create a work group to create a combination.

Rebecca discussed that for people with specialized needs that it is very difficult to get and keep a job because Medicaid Waiver does not cover the expense to have support services while working for bathroom, travel, etc.

### **Regional Updates – Presented by Carl Littlefield**

Carl thanked the forum for the stimulating approach to all of the dynamics involved within these discussions. The Steering Committee is to be used as a productive avenue with responsibility to get things right with resolution. It is known that there are some people that are programmed for mediocrity, but this committee with support of APD focuses on the raising that level, and that by challenging others to do the same, will only raise that level higher. The Tier assignment with changes of cost plans are to be submitted by 7/15/08 and all individuals are expected to be enrolled on a tier by the end of August 2008.

### **Recommendation on managed care:**

The committee discussed that managed care activities are dividing the system. The members wanted to go on record to the IQC and Headquarters that they are opposed to a managed care system.

General comments:

A petition of the Administrative Hearing that challenges the Tier System was emailed to all committee members by one of the members. Some members feel that the petition primarily states that we are using the QSI system which has no validity and is not a valid instrument. The petition also discussed that health and safety is being jeopardized and is at stake with the emphasis of moving towards CDC+.

Next meeting: June 9, 2008 at DD Center, 1201 102<sup>nd</sup> Ave. N., St. Petersburg from 10 – 1.