

SUNCOAST REGION QUALITY
STEERING COMMITTEE

Meeting Minutes
July 14, 2008

Attendance: Jennifer Stone (provider), Pat Hayston (Family Member), Joanna H Rydzewski (CDC+), Carl Littlefield (APD), Betty Beauchaine (FCC), Rebecca Vasey (Consumer of Services), Debra Morgan (Provider / support for Rebecca, David Hawthorne (Provider), Ann Graybeal (parent),

Guests: Janis Alberti (provider), June Wilson (parent), Harold Gross (APD), Judith Redding (APD) standing in for Marcia Di Grazia (APD).

Not in attendance: Karlton Ballard (Transition), Deborah Davis (Transition), Marcus Hall (Provider), David Brown (Consumer of Services), Beth Keizer (Provider), Tom Nurse (parent), Cliff Capon (Consumer of Services), Don Mailler (Provider/Support for Cliff, Patty Rendon (WSC), Debra J. Killion (VR).

Meeting began at 10:00 am at the Tampa Office

The minutes were read and accepted by all members.

Our Guest Judith Redding introduced herself and informed us that she would be representing Marcia DiGrazia. We all went around room and re-introduce ourselves to everyone.

Then Judith was asked as guest speaker to tell us about her self and what her job was in APD. She gave us an over all background where she came from and how she got to this position in APD with a well rounded background in special education since 1983, Special Olympics Coach for 10 yrs Provider for 6 yrs, and taught in several states in the past.

She started with an overview of the area called "Provider Enrollment". Provider Enrollment staff included Anne Hendon and Hilda Robertson (secretary).

The unit is called: "Provider Development" now because they felt this better described what they are doing. They are to education the providers about the required training and education and help them with improvements that might be needed to bring them up to the state standards to be successful. They are in the future offering to sit in on a Delmarva reviews if requested, in order, to help understand why a provider might be not up to standards or maybe find a misunderstanding between the provider and Delmarva or even the consumer.

David asked if it really helps that the Provider Development Team from APD attends the meeting and take notes or not? Judith responded that it helps us understand the situation as it occurs and facilitate the communication more effectively. It seems that a lot could be solved if everyone was a team player and all on the same sheet of standards and rules. Judith stated that the bridge is collapsing slowly and we need to rebuild it back up thru team concepts. They want to catch the problem in the early stages then when it is too far to change. If they catch the problem early on maybe it was due to lack of training or understanding or just interpreting it wrong and it needs to be fixed.

Carl stated he sees Delmarva as a "Quality of Assessments" rather than the "Quality of Assurance" which means that they are doing assessments and when it comes to the Assurance we as providers need to check and recheck our work to make sure the documents and reports are completed properly so that the only one who suffers if wrong is the consumers.

Everyone in life is taught to check that all your "T" are crossed and "I" are dotted but we all know that know one is perfect and people can and will make little mistakes. It's the big ones that hurt someone and need to be caught before Delmarva catches them.

Janis Alberti asked if Provider enrollment was on hold as she heard; relative to an agency applying for a transportation rate. Ann Graybeal stated she knows of Med Waiver paying \$31.08 round trip to go approx length of 3 ½ miles to ADT. The local county transportation provider is planning to implement charging ADT agency/social service agencies a reservation fee in the amount of \$2.50 per trip to the ADT Company in addition to having the agency manage the reservations. The ADT Co supposedly will be able to charge \$1.50 per trip for part of the reimbursement towards the \$5.00. This reimbursement will not be possible from individuals traveling via Med-Waiver transportation, only those traveling via the county transportation disadvantaged plan. Carl and Judith and Harold will have someone check into this for Legality. Ann is a parent to a consumer who attends Loveland Center in Sarasota Area. Loveland Center is thinking of maybe becoming Transportation Co for some transportation for their consumers. They asked if they did how could they legally advertize they are going to be providing this service now? Answer was tell your WSC that you are now taking over this task to help consumers.

Again Harold is being asked to check the rules and laws of transportation for fraud in Medicaid Wavier Rules on this problem thru ACHA and check agency rules too per Carl Littlefield.

Ann Graybeal knows of someone in Sarasota who has background as a nurse, working as a Med Waiver in-home support worker, who just got an 11% cut in pay. This worker was interested in becoming an Independent Contractor. There was a discussion on Independent Contractors and the difference in Sole Providers? This individual works for an agency who is giving her an 11% cut due to budget cuts. Carl asked that Harold do some research on this problem and see what he could find and bring back to next

meeting. Harold was to research this agency rules and regulations that they are using while they maybe hiring independent contractors so they do not have to pay all the extra funds to government and make contractors pay it themselves or they get hit at end of year with the taxes because they were not aware of the problem that was going to show up by being a contractor. There was some discussion about whether it was legal or not? Whether they should be getting paid as agency or an independent provider's rates? Carl called Tom Rice during the meeting and was waiting for return call for answers. There could be some problems with whether they are CORE Qualified, training completion, records and files being kept properly? Agency might not be properly supervising Independent contractors or providers? Lots of questions needing answers...

Rebecca asked for a Validation of the PCA rates effective July 1, 2008 since she and Joanna received the same email about this and Carl and Judith think is being misinterpreted by the two of them. The email they received stated that PCA was exempt from more cuts effective July 1, 2008 but did get the cut in Jan 1, 2008 down to \$15.00 per hr or \$3.75 per quarter hr. Joanna son increase was not in Jan but in February when his plan was renewed on anniversary date so she was misinterpreting this email due to the fact the cut off was before his increase. Rebecca had a cut in Jan and now exempt in July from PCA cuts. Carl got someone to research this right away and she brought the answer back to us during the meeting. But Carl also stated he would research this further for clarification to next meeting.

Discussed the update on the Pilot Program:

This was submitted by the Steering Committee thru Chairperson (Jennifer), but the results are that in Denise (APD) thought that it could be completed without the WSC's. The WSC in the future would be given access to the ABC screens for read only purposes to make sure the updates were completed or any questions arise. But clarification still is needed at next meeting because nothing in writing to Jennifer (chairperson) yet.

APD has taken responsibility for H.R. Staff away from Dept of Children and Families in Legal matters now and the Attorney's are all based in Tallahassee for now. They have no local ones anymore until further notice.

There was a question asked about why Agency and sole providers are now the same rate for PCA? Why is there not a difference in the rates due to seriousness of medical conditions of consumer anymore? It went from Dec rate of: \$5.81 to \$4.24 and now \$3.75 whether intense or not. Do the Legislators realize what it is to take care of a disabled intense consumer over a moderate or first level consumer?

Discussion about CDC + and why it is not being opened again in the future? Carl stated that he would love to see the Federal Government open this program up again. He helped start this back when Governor Bush was still in office. If was also asked if someone on CDC+ could hire someone at a higher rate then what is allowed thru this

new program. Answer was no.... you still need to use the rates assigned to the service. You can hire lower than the allocated amount but not higher. When hiring someone at a lower rate than provides you with a saving account for other services that you are qualified for but no longer are available. Joanna gave example of how she uses her saving to provide Dental treatment otherwise not available by accepting the CDC+ funds. The new lower rates are what you are only allowed to pay. The cost plans for new rates are effective Sep 2008 so make sure your consumer and representatives are aware of that change.

Carl wished he could offer people like Joanna and family total freedom to run the CDC+ account with no restrictions as long as they stay in the guide lines with 80% budget. This is how this program should have been run. There was discussion about how this is a pilot program and people did not complete this program properly and went over budgets and did not do all the paperwork required or other departments that had allotments that did not use them and this money just sat there not being used all this time. It should have been given to other dept heads to use in the CDC + program in other parts of the state.

Suggestion was to start writing to your legislators and telling them how successful this program really is, and give them your success stories so they would think about opening more funds in the very near future. But we need to stop putting outside fiscal agents in the picture and let the state do the job where it belongs. They are doing a really great job and lots of success has happened since the team took over the payrolls.