

SUNCOAST REGION QUALITY  
STEERING COMMITTEE

**Meeting Minutes**  
**October 13, 2008**

**Attendance:** Carl Littlefield (APD), Betty Beauchaine (FCC), Joanna H Rydzewski (CDC+), Patricia Hayston (Family), Rebecca Vasey(consumer),Debbie Morgan ( Support for Rebecca), Rebecca's WSC, Tom Nurse (parent), Anne Gabel(parent), Janice Alberti (provider), Marcia DiGrazia (AQL).

**Guest:** Anne Hendon (APD), Gary Hartfield, (Provider), Amber Rosenbaum for Deirdra Walker

**Absent:** Patty Rendon, WSC, Jen Stone (Provider)

Meeting began at 10:10 am at the St. Petersburg office.

**Introductions were made.** . The two new people were Gary Hartfield and standing in for Deidra is Amber Rosenbaum.

The minutes were reviewed and approved.

**Election of Chairperson and Co-Chair:**

Jennifer Stone is stepping down due to high work load at her job. We need a new chairperson to take over. Deidra would like to offer to take over the position as she has been a board member since the first meeting in 2005. Amber is here to accept the nomination for Deidra since she could not make the meeting. Rebecca was nominated but she said no. There was no other member that accepted. Rebecca Vasey made the motion for Deidra Walker to become the SunCoast Area Steering Committee's 3<sup>rd</sup> Chairperson and was seconded by Betty Beauchaine. The members vote was 6 approved and 1 abstained. Co-chair: was tabled for next months meeting since No one that was present volunteered.

**Revision of Delmarva "CORE" Tool:**

Discussion on the change in the tools:

1. 30 hrs per week for meaningful day on item #44.
2. Delmarva reviews it thru service authorization.
3. Support coordinator's job is to make sure that the customer does not exceed the 30 hrs per month. They need to be aware that other services are involved.
4. Recommendation : Janice Alberbti: APD liaisons, and support coordinators should make sure that they all work together to make sure that everything is communicated to each provider all changes in the support plans so that over billing doesn't happen.

**Tom Nurse joined us by teleconference.**

Carl suggested that Janis Alberti send an email to Marcia DiGrazia regarding this issue, so it can be discussed at the regional level and possibly have an answer next month.

Rebecca recommended for providers to call the liaison if there is a question at any time, if the WSC could not answer the questions.

Joanna Rydzewski asked if Delmarva reviews cost plans. She understood that the cost plan is required to be signed by individuals or their guardian and WSC. Marcia DiGrazia will find out my answer.

### **Transportation:**

Anne Hendon updated the members about the SCAT issue with ADT in Sarasota. They are stating it is because ADT's are on a specific route that is guaranteed. Anne stated it is tabled for the next meeting in that county. Anne felt it is still something to discuss with Transportation Disadvantage. They are not doing anything against the Handbook. It would help to have other providers in that county so the individuals attending the ADT's would not have to depend on SCAT solely for their transportation. They are looking for some new providers to see if they would like to come up to the SunCoast area to provide their service.

### **Old Business:**

#### Supported Employment Preservice:

The Steering committee sent a recommendation for supported employment preservice training to be standardized. It went up to the Interagency Quality Council (IQC) (Ed Rousseau and Steve Dunaway, but we have not received a response). Ed. Rousseau stated through email that it will be addressed at the next meeting in November at the IQC. He also sent the recommendation letter to JB Black, the lead support person in employment in the Central Program office. Marcia resent the letter to JB Black for the committee.

Anne Grabel spoke about the employment fair and recommended that everyone get to attend it at least once. There were a lot of topics discussed there. It was very informative and well presented. The providers that showed were consisting of new WSC's and Easter Seals and Loveland group. Speakers were excellent. Kim Houston, Valerie Reed-Martin and their staff did a great job of putting it together. Marcia DiGrazia stated that since it was such a success, our committee needs to think of other ways to advertize about this program for next year.

Marcia DiGrazia noted that she had not gotten a response from Laurie Harlow regarding the independent contractor's contact that was sent to the legal dept for review. She apologized for not following it up and will get with Laurie Harlow by the next meeting.

### **New Business:**

The SunCoast Steering committee is going into its 4<sup>th</sup> year and it was suggested we plan how we may systematically review the different areas or units of the SunCoast, in order, to give to provider over site. Marcia stated that our committee has been very instrumental on

getting the complaint protocol out to our website. We also have been instrumental in helping the SunCoast obtain the data base program needed. Janice Alberti suggested that the next step would be to follow up on establishing a systems and how they are working. How to follow up on complaints and how they are dealt with.

What systems are created thru APD, Delmarva, how they are handled and now they are in place? The members did not have any area of concern; however, they were not sure of all the systems that are in place. Carl offered to bring all process maps to the next meeting. He stated that they are a work in progress but it would give everyone a better understanding of current systems that are in place.

The United Way news letter was sent around for all board members to see. Loveland Adult Center was featured.

It was noted that Art work in the DD Center where the meeting was being held, is for sale. Even if you not buying just look around and see what is out there. Different individuals from different agencies provided the Art. The SunCoast sponsored the Art Show. Purchase money goes toward the individuals and also for more supplies at the various agencies.

Carl Littlefield update:

The surveys from Sarasota forum showed that everyone was very satisfied. Many people were very happy with the program. Kim Houston and Valerie Reed-Martin were complimented and Carl stated they would be back again next year and maybe yrs to come.

Provider Development unit: Anne Hendon is part of it. Carl is very happy with the staff assigned there. Our standards are becoming increasingly higher. They are partnering with providers and Delmarva to become more supportive and work collaborative with each other.

Tier process in the

Tampa Tribune noted that 4,550 hearings were requests and the 20% rule is true that over 1000 fair hearing were located in the SunCoast Area. All the hearing have been requested but not granted as of yet. About 1000 statewide got in after the deadline and their services will be processed in the new tier structure rules. The ones that were in before the deadline will keep the services to the old rules until the hearing.

QSI Assessments:

Cheryl Blackwell-Cox, Michele Tolini and staff are doing corrective action and will be caught up by December 2008.

Quality Assurance monitoring by Delmarva will be up for new contract on appox. June 2009 and an RFP will be sent out. Delmarva will not be the only ones bidding on this job in 2009. The contract is for 20 million dollars over 4 years. It is a process that will work over time and expect a good product and value added to ACHA and APD. Carl has been part of a small workgroup of administrators to develop needed changes for the new contract.

Cost plan and Tier placement were to be completed effective October 16, 2008. The SunCoast Area is not going to meet that deadline but is trying. The new director wants set guide lines and expects areas to meet them. So setting goals by this committee need to be set and hopefully met.

Questions of any of the above:

Gary Hartfield: how many do we serve: 31,000 consumers and 1 out 5 are in SunCoast Area? The SunCoast is one of the largest in the state to serve consumers.

Tom nurse stated it was a pleasure to be able to use the conference call because he was able to get involved even though he was no able to attend.

**Motion to adjourn was approved:**

**Next meeting is November 10, 2008 at Tampa office.**

**CONFERENCE CALL NUMBER IS THE SAME AS LAST TIME:**

**1-888-808-6959 followed by the # key**