



agency for persons with disabilities
State of Florida

APD PROVIDERS & SUPPORT COORDINATORS MEETING

Thursday, April 16, 2009 9:30 A.M.

401 NW 2ND AVENUE, SUITE N-1011, MIAMI, FL 33128

| AGENDA ITEM | ISSUE / DISCUSSION | ACTION / FOLLOW UP |
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| I. CALL TO ORDER | Meeting began at 9:35 a.m. Ms. Evelyn Alvarez welcomed everyone in attendance. | |
| II. STATE / DISTRICT AND APD UPDATE | <ul style="list-style-type: none">• APD staff introduced themselves.• Guest speaker Mr. Nokolai Guzman, Outreach Coordinator from the Switchboard of Miami gave a brief overview of the organization and the various helpline services and community resources that are available for individuals, families and businesses.• Mr. Kirk Ryon is requesting any artwork to display in a public forum in the lobby of the 401 buildings. Undiscovered artists of any kind, musicians, singers, painters, etc., who would like the exposure please contact Mr. Ryon.• Ms. Carolyn Eleby reminded that providers should check to see if their Medwaiver Service Agreements are due to expire.<ul style="list-style-type: none">➤ Mr. Austin Dean is requesting that if assistance is needed for any provider enrollment issues, please email him to request an appointment. Please do not “show up” without an appointment.➤ Please be reminded about the case closure and transfer policy. | <ul style="list-style-type: none">▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478. |

CONTINUED STATE /
DISTRICT AND APD
UPDATE

These type files must be returned to the appropriate area office from which they were initially issued. Please follow the procedures accordingly.

- There are several trainings in progress. ABC Refresher and Security Awareness are mandatory trainings that must be completed by WSC's. The Ticket to Work training opportunity has been emailed to the providers and will begin on May 4, 2009 in the ROHDE building, Room N-423-425. This is a good training in order to assist consumers with seeking employment. Also the Supported Employment training and Benefit Planning training are now hand in hand and is now available for sign-up.
- EMPLOYMENT OPPORTUNITY: OPS Employment Coordinator within the APD office under the Medicaid Infrastructure Grant (MIG). Must have a Bachelor's degree, 2 years experience with persons having developmental disabilities. All interested parties should submit their resume for consideration to Ms. Carolyn Eleby.
- As we approach the end of the fiscal year and SL expenses are being finalized, if there are any SL consumers that have **one-time** funding needs please submit requests to the SL office. Funds that were approved will be distributed toward the end of April or beginning of May.
- Mrs. Marcie Brittain announced that the training calendar and registration is now online. Fax registrations are no longer accepted. Please call Marcie or Genevieve for help with navigating through this.
- There will be an upcoming 5-day Personal Outcome Measures (POMS) training beginning May 5. Some WSC's could use a refresher for completing POMS. Email or call Marcie to sign-up. You must complete 5 days of the training to get credit.
- When receiving letters of due process/final notices you are required to respond by accepting or requesting a hearing for the notices. Do not just ignore the letters. A response is necessary!
- Brochures for the Family Care Council are now available. The Council requires 10 approved members and currently there has only been one approval with 6 applications pending. Congratulations to Mr. Uvaldo Alvarez, who provides services the one consumer who was approved by the Governor.

- Ms. Maria Roqueta announced several trainings:
 - 3-day Pre-service training for SL Coaches on June 22-24, 2009.
 - Team Approach to SL refresher training on May 27, 2009.
 - SL/SE Quarterly Meeting on May 21, 2009.
 - If there are any consumers who wish to change SL/SE coaches, please notify the SL/SE office for assistance. There are appropriate forms that need to be completed and procedures that need to be followed.
 - It is necessary and important the all SL and SE coaches should attend meetings regularly.
 - Hurricane backpacks and supplies were purchased for SL consumers and over 250 were distributed to the coaches.

- Mrs. Maria Springer announced that the month of April is Autism awareness month. An event will take place at the Stephen Clark building to increase awareness and prevention systems that exist.
 - The General Revenue (GR) ABC cleanup is still in progress. Our workers are also assisting with the completion of the QSI's.
 - Julie Corey is retiring after 35 years of service. **WE WILL MISS YOU JULIE!!!** Her position will be advertised.

- Ms. Sharon Powell announced that April is Autism and Cancer awareness month.
 - Death rates from cancer is declining in African Americans, but are diagnosed at a later stage when treatment is not effective. Prostate cancer is the leading cancer among men, black and white. Some steps to reduce the risk of cancer: no tobacco products, eat healthy, plant-based foods, limit your fat intake, drink alcohol in moderation, exercise for at least 30 min., limit your exposure to the sun and use sunscreen, and get immunized.
 - There will be a nursing position available within APD, as our nurse Lily Santos will be no longer be with us. Please refer interested parties to the PeopleFirst website for application completion or call Sharon for assistance at 305-377-7431.

- Ms. Hillary Jackson alerted that the General Revenue (GR) consumers who are on the waitlist are now the targets for QSI completion. The QSI's have been completed at a 99.9% completion rate for those consumers

who are already on the waiver.

- Please use ZIXMAIL!!! Zixmail is used for sending confidential information and/or documentation i.e. S.S.#'s, incident reports, digital dental x-rays. You may obtain a zixmail account via download on the APD website.
- We are leading the state, unfortunately, with "Notice of Intent" for lack of documentation. The average percent for the State is 35% and we are at 45%. This is a problem that will be resolved by returning all PSA packets that are incomplete.
- Call or email APS for the status of your PSA packet submission. Request that the fax server be checked for submission.
- 20 individuals are over the tier-cap. We may contact you regarding hearing requests for these individuals. Untimely hearing request will require that the cost plan be adjusted.
- CDC+ will be expanding statewide in order to accommodate the consumers in using their budgets in a different manner. There will be a two-day training on April 29-30, 2009, for any WSC's who wish to become CDC+ consultants. A refresher consultant training will be held on May 1, 2009. The training will begin at 9am – 5pm. **Please be on time and bring all materials and documents.** The training is currently FULL.
- ABC access for WSC's will be effective May 1, 2009. There will be a mandatory training for all WSC's on April 23 & May 7, 2009. The data input process for ABC has changed. It is imperative and mandatory that **ALL** WSC's attend the training.
- New support plans for 07/01/09 should have already been sent to the Area office for processing!!
- Case notes are true and accurate documentation and should reflect what is really going on with your consumer. They should not be cut, pasted and generalized. The Area office will be monitoring this practice and will be referring it over to Medicaid Program Integrity for possible fraud and billable activity for recoupment.
- There have been some questions raised on backdating service authorizations. There will be a conference call for clarification on this issue and answers will be forwarded as soon as they are received.
- When WSC's are going on leave, please make sure that your acting WSC is aware of your caseload and what's going on with your consumers. Files should be accessible. Voicemails should be

updated, indicating who is acting and how they can be reached. You must also notify your consumers of your leave and whom they should contact for assistance.

- A clarification memo is forthcoming regarding the FSL directory being defunct. Services for FSL waiver consumers are all still applicable, this has not changed.

- Ms. Evelyn Alvarez provided a legislative update indicating a favorable budget from the Governor.

- The 3% provider rate cut is no longer on the table.
- We will be receiving more GR dollars as a result of the stimulus package.
- It appears that state employees will be receiving a 3-5% salary cut as part of the new legislation. There is a hiring freeze until June 30, 2009 and any Career Service positions will not be filled at this time, unless defined as critical.
- There will be a possible reduction to elimination of behavior assistance services in standard and behavior-focused group homes, behavior therapy assessments, specialized mental health assessments and medication reviews. It is still being considered and final language will be forthcoming.
- Other changes include a reprioritization of the waitlist and how individuals will be served or enrolled based on funding and CDC+ expansion.
- Commendations from this office are extended to those who assisted and cooperated with the assessors for the completion of the QSI's.
- Rebasing will be added to Chapter 393 as an annual exercise. Specifics will be further developed, finalized and distributed to you.
- Service analysis is being done for SE, SE coaching and ADT to determine individuals who may or may not be benefiting or thriving from such services.
- Flexible benefits is a new arena that will allow for more flexibility in the provision of the services that individuals can choose from, within the existence of the tier system.
- Multiple workgroups are in place at the state level that are addressing different types of policy in different segments of the APD program. Some include legal issues, supported employment, individual budget and flexible service plans, and the paperwork reduction workgroup was just completed. You can anticipate that

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| | <p>all of the forms with soon become E-forms. Everything will be automated and the paper trail eliminated. Please get on board as this is very soon forthcoming and will be a cost of doing business with the state.</p> <ul style="list-style-type: none"> ➤ CDC+ will be expanded by 2,500 consumers statewide. There will be more training and recruiting for CDC+ consumers. ➤ You are all accountable for meeting the established standards of care and delivery of quality services. Quality assurance efforts are underway to ensure compliance and continues to be an agency priority. The agency will take necessary action. We have noticed that incident reports and calls to the abuse registry are also on the rise. Many of the investigations have resulted in referrals to the Medicaid Program Integrity Fraud Control Unit. | |
| | <p>IMPORTANT:</p> <p>OUR ON-CALL PHONE NUMBER IS 305-299-3366.</p> | |
| <p>III. ADJOURMENT</p> | <p>Meeting adjourned at 11:25 a.m.</p> | |

ATTENDANCE: Haydee Milian, Eldith Tuesta, Sarah Cartaya, Janice Thurston, Irene Khoury, Arnold Coats, Stacey Rodríguez, Penny Schueneman, Joan Lee, Karnine Jean-Joseph, Helene Good, Alicia Alvarez, Cristiana Robaina, Lynne Lejuez-Grey, Evette Johnson, Paulete Leopold, Brenda Lowe, Yolande Florestant, Ivette Sotomayor, Rosaire Olivier, Ubaldo Alvarez, Richard Martin, Mary Jim Martin, Martha Gonzalez, Wayne Pollard, Derrick Harley, Maureen Winter, Ellen Bethel, Luis Cruz, Teresa Lewis, Margarita Colorado, Isis Espino, Mabel Rivera, Xiomara Benavides, Juan Velasquez, Emmanuel Orizu, Laura Vinent, Erika Diaz, William Appleton, Fred Jaime, Susan Windrem, Sara Diaz, Patricia Garcia-Montes, Diane Oprandi, Rene Gomez, Carol Thomas, Gloria Rose, Natalie Jordan, Kathy McDonald, Lissette Vera, Argeo Rodriguez, Kenneth Moman, David McDonald, Roberto Pire, Karen Knoblock, Martha Khan, Carlos Rocha, Martine Saint-Aime, Stacy Kirwan, Aileen Phelan, Manuel Achong, Henry Aghina, Darlene Thomas, Joanna Brown, Veronica Oliver, John Mazzarella, Jacques Thompson, Derk Green, Ally Jalice, Mario Valdes, Isabel Rojas, Carmen Calderon-Roberts, Wilma Johnson, Ella Mayo, Gloria Rodriguez, Jacqueline Butler-Wilson, Kyle Stevens.