

SUNCOAST REGION QUALITY STEERING COMMITTEE

MINUTES May 15, 2006

Attendance: Sharran Alfieri, Betty Beauchaine, David Hawthorne, Carl Littlefield, Marcia DiGrazia, Debra J. Killion Rebecca Vasey, Dawn Schmidt-Browning Joanna H. Rydzewski, , and Patricia Hayston.

Guest: Barbara Hawkins, Delmarva, Ronald Wright, Atina Williams, Alysia McClendon, David Brown and Dirsten Heybrock

Not in Attendance: Karlton Ballard, Sandra Sroka, Karen Rose, Javier Roldan., Deborah Davis, Cliff Capron, Patty Rendon, Tom Nurse and Deirdra Walker.

Meeting began @ 9:00 PM

The minutes from the 4/27/06 meeting were reviewed and approved. The members discussed the recommendations that need to be made. The recommendations were directed to the SunCoast Region, The Central Program Office, The Family Care Council and Delmarva. (See below)

Ronald Wright, David Brown and Kirsten Heybroek participated in a discussion about the services they received what they liked or didn't like. The members appreciated their attendance and candid view of the service system. Each month members are encouraged to ask other service users and providers to attend the meeting and give feedback on the quality of our service system.

The following are comments made by our visitors:

Ron stated that his support coordinator helps him with things, drops in to see him from time to time. He doesn't mind the drop in; sometimes she will make an appointment if she really needs to see him. She asks him lots of questions about what he is doing and how he likes his providers. He is now in his own place. He used to live in a large group home, then a nursing home after he got out of the hospital and now he is in his new place. He really likes it and his supported living coach helps him with everything.

Kristen stated that her support coordinator calls and keeps in touch with her often and asks if she likes her coach. She explained that at one time she had support coordinators that were not helpful but her new support coordinator is great. Her new support coordinator listens to her, she can tell her problems to her, she checks to make sure the provider does her job and she explains things to her. Kristen also has a new supported living coach. The coach gets on her to things she needs to do. She doesn't like her coach to tell private things to her counselor. Kristen doesn't like to be yelled at or embarrassed.

Although reserved in his communications style, **David** let us know that he likes support coordinator. She listens and helps him when he needs it. He shared with the committee, numerous medical issues he has had over the last year but everything is alright now. His supported living coach helped him very much.

Other issues:

The members discussed the need to know which providers are the best. They talked about different ways to identify quality providers. It was suggested that the SunCoast Region could set up a system on the internet that was like a “report card” of provider performance. The individual and family members would then have a place to go to shop for providers. Currently this information can be obtained by calling the support coordinators liaison, who could look up the scores obtained through the provider’s Delmarva review. The area office is working on developing tracking system for incident reports and medication errors reports which will determine which providers need technical support.

It was suggested that individuals and families be given a list of who to call and their number to obtain information for each specific service provider. It was also suggested that a system be set in place to “test drive” provider for a month to determine if the provider fits the job and personality of the person he/she is serving.

The following recommendations were made to Carl Littlefield, Administrator of the SunCoast Region. Members feel that in educating individuals and their families the quality of people making informed choices and accessing their rights will increase.

Recommendations to SunCoast Region:

1. Need more training in Self Determination.
2. Create family friendly workshops on days and times that people could access.
3. WSC Regional specific training should include Mentoring in the 24hrs. Mentoring should be required of all new support coordinators, both agencies and solo providers. The training should also be competency based. Current support coordinator could apply to become a mentor and receive in-service credit for mentoring hours.
4. The SunCoast Region should look at the way the enroll support coordinators are processed and on what basis are they enrolled.
 - a. Possibly the support coordinator could be in an associate level until competency is met and the advance to a specialist level.
 - b. We need to look at how support coordinators are given resources, so that they can access them more readily for individuals and their families.

Recommendations to Central Program Office:

1. Revamp statewide waiver support coordination training to ensure that support coordinators would know how to do their job and how to education people and their families.
2. Statewide training is not functional for learning the basic of support coordination. Philosophy could be woven into the mechanics of the job.
3. The training should be competency based. Too many support coordinators do not know what they need to do to support people. Accountability and competency should be bases for enrolling a support coordinator.
4. Independent support coordinator should have mandatory mentoring.

Recommendations to the Family Care Council:

1. Search the internet to develop a list of workshops, information and newsletters to give to individuals, providers and families that would educate them on self-determination.

Recommendation to Delmarva:

1. Develop a working web site that would share best practice between providers. (Delmarva should be able to address this issue).

The Next Meeting: **June 22, 2006 at 1201 102 Ave. N. St. Petersburg,
9 am – Noon. Send agenda items by June 20, 2006.**