

SUNCOAST REGION QUALITY STEERING COMMITTEE

MINUTES

November 30, 2006

Attendance: Stephanie Egley (Medicaid), Betty Beauchaine (FCC), Carl Littlefield (APD Program Administrator), Marcia DiGrazia (AQL), Deirdra Walker (Provider) Tom Nurse (Parent), Debra J. Killion (VR), and David Hawthorne (Provider),

Guest: Cindy Totten, Wanda Blanton, Pauline Lipps (Parent), Gail Ware (Parent) and Laurie Harlow

Not in Attendance: Karlton Ballard (Transition), Deborah Davis (Transition), Cliff Capron (Consumer of Service), Ronald Wright (Consumer of Services), Susan VanFossen (Delmarva), Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Patty Rendon (WSC), Rebecca Vasey (Consumer of Services), Dawn Schmidt-Browning (Provider), Marcus Hall (Provider), Beth Kelzer (WSC), Richard LaBell and David Brown (Consumer of Services).

No longer on the committee:

Meeting began @ 9:00 AM

The minutes from the **September 28, 2006** meeting were approved after a quorum was reached.

Updates on Recommendations”

Training Plans – Cindy Totten The training calendar will include an evening class for individual’s receiving services and their families. The classes will begin in February, will occur monthly, and rotate from county to county. The topic will include an overview of the APD process for receiving services, rights, and choices.

Dave Hawthorne offered to host an alternative location in Manasota County.

Members were concern about how the information will be disseminating to individuals and families. Cindy noted that the calendar is located on the APD web page and the FCC web page will advertise each class. The advertisement will also go to all WSC’s by e-mail. **Carl offered to get information on developing a phone tree.**

Dave also noted that when his staff are interviewing consumer, they have to spend a lot of time reviewing the Waiver process. Most families are still confused.

QI/QA Update on Data and Systems – Laurie Harlow Laurie gave an overview of the history of the data bank, regarding the computer program ACCESS. The QI/QA unit

has developed 4 areas of data: incident reporting, residential placements and Group Homes, Behavioral Services and Homes and Delmarva delinquent letters and reports. Carl stated that eventually we will be able to send reports to providers. The new system started with the need to respond to Headquarters inquires regarding these areas. Currently the APD office needs to hire a full time person to manage these systems.

- Laurie noted that it is important for the SunCoast Region to respond to incident reports needing follow up or investigation of negligence. The office provided cause and effect analysis training to large agencies who submit the bulk of the reports.
- The data regarding behavioral service is currently being revised to include Behavioral Focus Group Homes.
- The program involving Delmarva reports and delinquent letters is just getting started. After AQL training on the Delmarva process, the reports are more useful. We there is ongoing dialogue with Delmarva over interpretation and discrepancies. We are able to discuss with Headquarters how to improve the process with Delmarva.
- Carl stated that if we were being reviewed, we would be at “Emerging”. We now can see the possibility for improvement. Laurie offered to give monthly updates, review ongoing improvements in our tracking systems.

FCC Updates on List of Workshops – Betty Beauchaine Betty stated that she has finally made contact with the West side FCC but has not received a response. Marcia noted that the FCC liaison contacted her and the FCC has had opportunity to discuss but has not made any decisions.

WSC Preservice (Headquarters) Marcia stated that this issue will be discussed at the next IQC meeting in December. David Hawthorne stated that he would see if he could go to represent the Steering Committee. He will get with Marcia about the dates and times.

WSC Liaison’s Role - Wanda Blanton Wanda provided current data on caseloads sizes and a historical overview of the role of the WSC liaisons. She reviewed the current position descriptions of the WSC Liaisons. That overview showed how the liaison went from the person who approved all services and was therefore closely connected to the WSC and consumer, to a person less involved with the quality of service to the justification of services. This has occurred due to the role of the Prior Services Authorization units and the required review process. Carl shared that his vision of

“coach” may never materialize but would like to see it grow into a more interactive relationship between the Liaison and WSC, resulting in providing more support for the WSC.

Ms. Lipps asked if APD could rate WSC to assist families in the selection process.

Wanda noted that there is not systemic method to do so, but if they call we could share the Delmarva report with them. The Delmarva reports are public knowledge. It was suggested that APD include a list of resources to access which would help families in the selection process. Wanda indicated that a review of the WSC selection packet would be done to determine if added information/resources could be included. Carl noted that the Delmarva report were not definitive in nature due to previous lawsuits.

More discussion occurred regarding the need for systems to be in place for individuals, families and WSC to determine quality rating of providers. **Tom agreed to think about fail safe methods to keep people from flooding their opinions if we went to an open “chat room like” system for rating providers.**

- Wanda noted that WSC are mandated to attend WSC monthly meetings and that new, solo WSC’s are to attend technical support meeting monthly for six months. Although attendance is tracked, there is not system in place to address absences.
- The revised liaison position description included a survey used by supervisors regarding WSC satisfaction with their liaison. The survey is completed by phone with the supervisor and WSC’s. There will be a few small groups of WSC’s that will meet to identify needed improvements and changes. The target time for this activity is January/February.

Regional Update – Carl Littlefield

- Enrollment of HCBS Waiver waitlist has been improved. The General Revenue Support Coordinators and Intake Units have developed a new tracking system.
- There are fewer opportunities for consumers to come off the waitlist.
 - 70 children will come on the waiver through foster care.
 - 50 individuals will come out of Gulfcoast Center.
 - 20% of 50 a month will come on the Waiver through Crisis.
- In reference to having more provider meeting and provider fair, location and funding are the major barriers. The Region will be looking for other resources to possibly have a fair in the spring.

Other Issues:

Tom Nurse suggested that the Steering committee make a presentation at the next FCC Café. There was discussion about cost. Dave Hawthorne said that his Agency would be able to underwrite cost and that he would look into completing the application. Dave reminded everyone that the December meeting would be cancelled.

The Next Meeting: **January 25, 2007 at the Regional Office, 1313 N. Tampa Street, Suite 517, Tampa at 9 am – Noon.**