

SUNCOAST REGION QUALITY STEERING COMMITTEE

Minutes April 26, 2007

Attendance: David Hawthorne (Provider), Betty Beauchaine (FCC), Beth Kelzer (WSC), Carl Littlefield (APD), Rebecca Vasey (Consumer of Service), Debra Morgan, (Provider/Support for Ms. Vasey), Cliff Capron,(Consumer of Services), Don Mailler, (Provider/Support for Ms. Capron), Stepanie Engley (Medicaid), Marcia DiGrazia (AQL)

Guest: Jennifer Stone (), Ann Taylor (Provider), Janis Alberti (Provider), Ann Graybeal (Parent), Chris Kulaga (Delmarva representative)

Not in Attendance: Dierdra Walker (Provider) Karlton Ballard (Transition), Deborah Davis (Transition), (), Marcus Hall (Provider), Richard LaBell(FND), and David Brown (Consumer of Services), Patty Rendon (WSC) , Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Tom Nurse (Parent).

Meeting began @ 9:00 AM

The minutes from the **March** meeting were approved.

Dave discussed the need for member to be able to call into the meetings. Marcy reported that the phone line in St. Pete is no longer available. She will request the phone line be reconnected. Up to two members can be called from the meeting in Tampa. If we know in advance (more than two) needs to call a conference number and code can be made available. Members will need to notify Marcy days in advance of the meeting.

Dave reviewed that the purpose of the steering committee to give recommendations to SunCoast Region and Interagency Quality Council. When looking at the definition of Quality Assurance, Carl noted that it is the systems used to determine if everything is working. Delmarva is an assessment of one of those systems. Carl is looking at systems in place to determine safety of consumer, and output of providers.

Quality Assurance-

Delmarva data was disseminated, there were no comments. Member should look it over to discuss at the next meeting. Supported Employment 5 year plan is updated at least quarterly

Rights and Choices - Carl expanded with an analogy of how to connect this to quality services. We need to look at the larger picture of improving on the communication of the circle of support to access natural supports,

The committee welcomed Cliff Capron back to the meeting. It was pointed out the barriers that existed for Cliff to attend the meeting. He now has a better support system.

Rebecca asked who are the providers and how do we educate them?

Dave talked about need for providers to change, and improve on how to get to know the person. Providers need to listen. Janis stated that medical providers are still a problem with sharing information. Beth stated that we need to get the information to the providers. The SunCoast Region should send more information through the mail. Through newsletters we can encourage individuals and family member to use the internet. Those without computers could use the library. Ann T. noted that many providers have relationships with the school system and we might look into getting information out through the schools. Carl noted that we also must look at the fact that information is in the hands of the people and they may be indifferent or satisfied with services. A new contact number for the Agency is 1-800-APD CARES.

Carl – A solution to communication problem could be the use of a phone tree. As requested by the committee, Carl investigated this issue. It looked like it was cost prohibited so he has been looking into other funding sources. He suggested that a pilot project be developed for emergency communication. The SunCoast Region covers such a vast area that during emergencies such as hurricanes, fires and floods, we have difficult knowing if we have connected with everyone.

Carl noted that the OPS position, Community Liaison, has recently been lost. The good news is that we will be hiring a permanent position for representing the agency in the community, disaster preparedness, especially in the area of supported living. We have a plan but it doesn't go far enough. We need the telephone tree. Thirdly the new staff will be charged with process mapping for all process in the SunCoast region. Carl manages people who manage processes who manage people. This will assist in communication to individuals, families and provider who does what.

Ann Milan discussed a major conference she is coordinating. It is called Synergy with reception for Jane Johnson. Jane will take a section of the day for a closed meeting with providers. Note that this is not to be a gripe session, can't monopolize Jane Johnson.

Ann is putting together topics for a breakout sessions: legislator/what happened, Safety, Guardianship, Self Sufficiency- SSI, Employment, and Advocacy. The conference is May 20, a Sunday at the Windham Hotel on Kennedy in Tampa. Carl is asking for assistance at the event. The brochure will go to everyone on waiting list, and providers. Linda Mabile will be at the conference to represent the APD Central office. The FCC is working to recruit volunteers. There will be a need for knowledgeable people to answer questions; Steering committee should have a table and facilitate this need.

This is an information fair not a provider fair. Emphasis is on family, individuals.

Registration is needed for special needs. Rebecca asked for brochures to hand out. Marcy will send it out to members once it is approved.

Dave suggested the steering committee have a table and also have members floating around with name tags noting who they are and take concerns to filter back to APD staff. Members to listen, people to go around to direct people and maintain appositve attitude.

We will need a list of APD staff and their numbers so member can direct people to source. Use a form to take notes general problems and we will give out list with key persons to call. AM- Make sure the answer is Have you contacted your WSC. Call Emmi Field.

Recommendations:

Beth made a motion to recommend having a table at the reception, Betty 2nds and all were in favor. Beth and Betty offered to meet with Marcy to design a display board and gather the handouts.

Dave made a motion to support the SunCoast Region to submit a grant to the Central office to develop a pilot project using the Telephone tree system. The pilot will address safety needs of individuals and family members. It was second and approved. Dave will draft the recommendation and send to members for approval.

Other issues:

Cliff asked if there is a complaint about WSC what else do we do. We discussed the role of the liaison and Marcy will give cliff a list of WSC and their liaisons.

Janis Alberti asked about whom providers should go to with concerns. The list of unit supervisors is on the APD/SunCoast web site. The provider should talk to the support coordinator and go up the chain of command. Loveland is long standing agency, it's an ongoing challenge to improve. It is concerning that other providers in the area are not knowledgeable about policies and services are not provided adequately. Providers are encouraged to contact the Liaison and if needed David LePere for any complaint.

There are concerns about lack of services and WSC located in the in Venice area.

The meeting ended at noon. The next meeting is on May 24th, at the Tampa office, 1313 N. Tampa Street, Suite 517 from 9 – noon. Contact Marcy DiGrazia by May 21 at 1-800-615-8720 if you can not attend the meeting but can attend by phone.