

SUNCOAST REGION QUALITY
STEERING COMMITTEE

Meeting Minutes
July 26, 2007

Attendance: Carl Littlefield (APD), Rebecca Vasey (Consumer of Service), Deborah Morgan, (Provider/Support for Ms. Vasey), Stepanie Lang (Medicaid), Joanna H. Rydzewski (Parent), Patricia Hayston (Family member), Beth Kelzer (WSC), Betty Beauchaine (FCC), Tom Nurse (Parent), David Hawthorne (Provider), Jennifer Stone (Provider), Marcia DiGrazia (AQL).

Guest: Barbara Hawkins (Delmarva representative), Terry Geiba (FND for Richard LaBell), Glorie Singleton, APD, Community Liaison, Gale Kleine (provider), Frank Vizzione (provider), Everett Ferreira (consumer), Patricia Alderetc (provider), Krystal Jackman (provider).

Not in Attendance: Karlton Ballard (Transition), Deborah Davis (Transition), Marcus Hall (Provider), David Brown (Consumer of Services), Dierdra Walker (Provider), Cliff Capron, (Consumer of Services), and Don Mailler, (Provider/Support for Mr. Capron), Patty Rendon (WSC),

Meeting began @ 9:00 AM at the Regional office.

The minutes from the **June's** meeting were approved.

Introductions were made.

UP DATE ON RECOMMENDATIONS:

The committee had agreed that developing a newsletter may be a possible method to better communicate to individuals and their families. Current activities that are taking place are: Minutes from the steering committee are located on the APD web site, APD disseminates an E-letter on the intranet and in the past the FCC has generated a biannual newsletter.

It was recommended that we work with Family Care Council and the APD office on producing communication through newsletters.

Tom N. stated that he would contact FCC to determine how they would like to be involved. Glorie S., will send a copy of the E-letter to all steering committee members monthly. Jennifer S. volunteered to write an article from the steering

committee to be included in the E-letter. It was also suggested that we explore having the E-letter on the internet.

Tom N. suggested that we get behind the situation and take action on 07/08. Barbara Hawkins suggested that we use the newsletters to teach and advocate.

PHONE TREE

Barbara H. sent David H. a list of provider's email addresses. Carl L. suggested that the FCC may be willing to take on the project of the phone tree.

It was recommended that steering committee members attend FCC meetings to advocate for phone tree. It was suggested that the FCC might be able to match funds with a grant to fund the start of the implementation of a phone tree system.

David Hawthorne will forward a letter proposing to Craig Fugate (Division of Emergency Management Director) and Jane Johnson (Agency Director) a request for grant money to be used to address safety, emergency and other critical information as a pilot. It was asked if the people from an IRIS type company be invited to come for a presentation to next meeting.

The next FCC meeting will be on Aug. 2, 1st sub section of this meeting at Fruitville Public Library at 100 Coburn Road.

Marcy reviewed the implementation of new workshop for providers on building person directed systems.

Carl L. discussed the need for providers to be trained/educated in their respective service.

Beth K. and others, noted that most service providers do not attend any training specific to their service such as Person Care Assistance, Respite and/or Residential Habilitation service providers. They think that all providers should have to attend a service specific class and that it should be competency based.

Barbara H. a provider have come along way.

Concerned about the lack of qualification of providers,

Recommendation: To be forwarded to ICG.

The steering committee continues to recommend all service providers should have to complete a:

Competency based certification before providing services.

There continues to be concerns about the amount of time it take to become a provider. Several members asked if Marcy would find out from APD Headquarters what is needed to streamline background screening.

Recommendation: Where are the delays, what to do to make it faster, and recommendations for improvement?

It was suggested to look at each step of enrollment and develop a process map. Marcy will ask Cindy Totten, supervisor of enrollment, to address this issue.

Rebecca shared with the group her letter regarding the elimination of message therapy services. Carl recommended she send it to CMS.

SunCoast Region Update:

Carl L. stated that the Area offices were meeting in the next month on strategic planning for the first time every. We have also been told to reduce by 4% across the board, \$400,000. And 10% next year (1Million).The are to look at all budget categories. It equals about 1 million in IFS and salaries that could affect consumers. Tom N. asked for details: we do not have any details yet. We have just taken 4% across the more fluid expenses. Salaries and IFS are the two biggest hits.

CDC+ - Tom asked about payment of providers. With Public Partnership there are problems with payment. Carl stated that he has not heard this being an issue on our weekly conference calls with APD.

Glorie S. update on up-coming activities:

FCC meeting Aug. 2

Oct. 6 AFIRE – Information Fair

FDDC- focus group looking for consumers and providers – Tom Nurse, and Beth Kelzer are interested. Contact Glorie if interested. 813-233-4318. The purpose is defining “Medical Necessity”.

Questions:

Krystal J. asked about new training and requirements for providers. Information was given by Beth K. on requirements.

Joanne R.: asked what happens with IRIS systems if all phone go down? Is there a way to have an alternative number listed for contact? This is how we can contact everyone. Barbara H. noted that what ever numbers are list are the number that are contacted.

Betty B.: The next FCC meeting is Aug 22, Tampa and Aug. 20 at UPARC 6:30

Jennifer S. Comment - Competency Based Good.

Frank V. Comment – Many providers had problems with ACS billing this past month. It was noted that most business need to have a back up system to allow for problems. This just happen some times. He also noted that Competency based training is a good idea.

The meeting adjourned: 11:50. The next meeting is September 27, 2007 at the 1313 N. Tampa Street office. From 9 – 12.