

**Interagency Quality Council
June 20-21, 2007
Ft. Lauderdale**

Members Present: Beverley DeStories, Linda Mabile, Kim Barger, Susan Robertson, Marsha Vollmar, Wynona Holt

Members Absent: Pamela Wainwright, Becky Maguire, Idelio Valdez, Jarret Stone, Scott Barrish, Ed DeBardleben, Charm Thomatz, Fay Jackson, William Frets, Pam Kyllonen, Conney Dahn, Bob Wessels

Advisory Group: Steve Dunaway, Ed Rousseau, Jean Sherman, Martha Martinez, Mark Barry, Steve Roth, Laurie Harlow, Margaret Buono, Charmaine Santiago (for Winnie Gaylor), Monica Pavlik, J. Burner

Guests: Bob Foley, Marion Olivier-Ruelas, Sue Kelly, Carol McDuff, Charmaine Pillay, Anne Buechner, Brenda Baker, Phillip Hall, Carmen Aponte, Gerry Driscoll, Todd Ryan, Leah Barger, David Gills, Kathy Coleman, Bonnie Florom, Linda Rubens, Monica Miranda, Carolyn Spessot, Michael Daniels, Lorraine Symon

Welcome and Introductions

Beverley DeStories

Beverly asked for introductions. Ed Rousseau pointed out that there are sign up sheets for members and guests, and asked everyone to sign in. Beverly requested that we have name tags for future meetings. (name tags were prepared for the IQC by Area 10 for day two)

Circle of Support

Wynona Holt

Wynona provided a follow up to comments people raised at the last meeting concerned with what people needing supports and services should do after their parents have died. Wynona said that she has lived without family support for years and years and that the development of a circle of support, a group of friends, who will be there for her in good times and in times of need. She noted that some people do not make friends easily and are not outgoing. She suggested that in younger years the parents and family of someone with disabilities should get to know the neighbors and get deeply involved in organizations like church, pointing out that churches have a purpose in helping people who need help. She asked how many people in the IQC meeting spent time away from work helping other people who need help and noted the importance for all of us to do so and to make an effort to become friends. Wynona pointed out that asking someone for 5 minutes of their time to do simple things, simple for them but not so simple for a person with a disability, makes a huge difference.

Wynona noted that since she has been in advocacy work she has heard workers say that “we serve people.”... She raised the question of how well are we teaching people we serve to also serve other people. Through personal stories, Wynona pointed out that she has noticed through her friendships that often people become dependent on other people doing things for them. She said she draws a line between helping someone with what they need versus doing things that the person could and should do for her/his self. She reinforced that she is not saying stop services or take them off the waiver, etc., but asked that people be challenged to do more than they think they can handle and support them to do so.

Anne Buechner thanked Wynona for her presentation. She also noted that people are often in fear of developing the kind of friendships and supports as well as extending themselves into areas people think they might not be able to accomplish and asked for suggestions to help overcome that kind of issue. The Good Citizens Act is something Wynona pointed out that is in law in Alabama, suggesting that people without disabilities need to be encouraged to provide help and supports. Wynona gave examples from her life where common sense and practical suggestions helped her get the assistance needed. She suggested “simple stuff” are the accommodations most needed. She also pointed out that she might get hurt, but that is part of life. Wynona had a set of slides that helped make the point of her presentation. Ed Rousseau helped

provide a discussion of those slides focusing on “Circles of Support.” Ed also noted that the new Delmarva tools include this concept. Kim Barger asked if the concept of Circles of Support has a curriculum. Wynona said that it is just a way of supporting people and gave examples and pointed out this is no different than helping out your neighbors.

Report on Quality Symposiums

Ed Rousseau

Ed provided an overview of the Quality Symposiums held during the last year. He noted that there is another planned in Lakeland and Pensacola. Sue Kelly raised a question over whether any of the Quality Symposiums focused on the concept of circles of support. Steve Dunaway reported that none of the symposiums had focused specifically on circles of support. Anne Buechner pointed out that this could be a topic of upcoming events depending what the local quality steering committees decided should be their topic. Jane Johnson has been asked to be a keynote speaker at the Lakeland symposium.

APD General Update

Linda Mabile

- Staff Updates

Linda Mabile provided an overview of staff updates in APD, beginning with Jane Johnson coming in as the new director. Mac MacCoy has been promoted in the Deputy Director position, Becky Maguire has moved into Mac’s vacant position as chief of Residential & Clinical Supports, Denise Arnold has been out for some time and Terri McGarrity is acting in her role as the Community Development Unit Chief, Linda is the new chief for the Medicaid Waiver Unit, Chad Barrett is the Administrative Services Director and there is an open position in Budget/Data. APD is reorganizing, but Linda noted that if there are difficulties in accessing anyone to please call the Quality Management team and they could help them get linked to the right person.

- Systems Workgroup Update

The group is looking at system changes and issues such as the service limitations required by this year’s legislature, the development of an individual assessment process. Some of the subgroups that are working include a review of assessments and the service packages offered through the APD service systems. With regard to assessments, Linda noted that the FSTS and ICG are two tools that APD owns and is using as a beginning. She noted that the workgroup has looked at other states and gathered more information about the SIS (Systems Intensity Scales) and are leaning toward bring the SIS on line as a replacement for the ICG. One of the points of interest and strength of the SIS is that it has widespread reliability and validity tests and widely accepted nationally for use with people with cognitive and other developmental disabilities. It is particularly strong in areas such as supported living and supported employment that is beyond existing tools used in Florida. The SIS has also been used as part of a cost predictor that APD needs to strengthen the service system. Implementation of the assessments will likely be done with groups of people, beginning with people living in residential service settings. APD is looking at having the assessment conducted for each person receiving services by an independent entity – rather than support coordinators. General directions are pretty well sketched out but now there is a need to get into details. One of the areas known to be somewhat weak in the SIS is that it does not always get in depth information about health, safety and behavioral. It also does not have a children’s assessment that has been validated. Florida is working with the SIS owners to pilot a children’s assessment validation process in our state. Roll out of the SIS will likely start as early as July of 2008. The new assessment processes may impact the pre-service authorization (PSA) process, diminishing the need for PSA. Planning is being done to revise the PSA contracts accordingly.

Mark Barry raised some concerns that the assessment process and PSA process be linked in such a way that between now and the implementation of the SIS that are current weaknesses not being captured currently by the system. Linda suggested that providers work with their local Area offices if they feel funding approved needs a reconsideration process. Beverley DeStories asked that APD have a system to ensure health and safety of an individual is not jeopardized as described by Mark Berry. Marion Oliver-Reulas asked whether the new support plan system (Part A/B) would help in resolving some of these issues. Linda reported that APD is continuing to pilot the new support plan process in Area 2, agreeing that the new process will likely help a great deal. However, she notes there are continuing reasons to delay widespread implementation. Carol McDuff asked for a purpose of the assessment process and Linda noted that there is

a need to align individual needs of people, matching rates paid for supports needed to meet those needs and to maintain funding growth within limits.

Beverly noted she is pleased that the direction is to use an assessment with people on the waiting list as a means of being able to make accurate projections of funding needed to serve those individuals. She also asked for an update on the budget deficit. Linda noted that the projections have not changed since March, but noted there are activities we can undertake to impact and lessen the deficit. She noted she will discuss some of the possible offsets. Ed Rousseau noted that the legislature funded APD with enough money to cover some of the deficit, but that there is the expectation that APD take certain actions that will impact the remainder of the projected deficit. Linda also described that APD is in the midst of changing the cost plan process to have all cost plans aligned with the current fiscal year as one step toward a spending projection or forecasting spending. Linda pointed out that APD is in search of a tool that captures family circumstances and what family issues tend to put an individual at higher risk of needing increased funding. The desire is to try and identify budgeting projections and what the level of financial need must be expected to be funded. Jean Sherman suggested looking to some of the tools used by Adult and Aging type service models to help in identifying typical trends in services such as changes needed in in-home supports. Sue Kelly suggested the university system may be a place to look for such a tool as well.

- Implementation of Waiver Limitations

Linda provided a handout on service limits and eliminations and described that APD has had good suggestions and models developed through the workgroup as changes to the current rate system. APD is hoping to have the new rate models out for review and implementation by early August. Linda pointed out that these changes are required as recommended in the 2007 legislative session, to be effective July 1, 2007 and that will be implemented over the course of the next year. (see handout)

Linda noted that the due process information for challenges to limitations or service elimination will not provide for typical due process and fair hearings. The reason explained is that these changes are being implemented as a matter of law. However, she also noted that if there is a problem with the law being applied in error such as findings of fact presented are inaccurate then a fair hearing will be available. She also noted that APD will be introducing changes to the handbook needed as a result of these changes. The expected date of notice of changes is July 1, 2007.

Other possible changes suggested by APD include a rate change to companion services at a stepped rate for varying staff:consumer ratios; expansion of In-Home supports to include shopping, cooking and training activities designed by the supported living coach. Jean Sherman pointed out the concern that service changes are, in effect, lowering the staff requirements and urged APD look at the issue with respect to finding qualified people to provide the service and supports and achieve the intended outcome expectations. Linda acknowledged this to be an issue and noted that APD is intending to look at the issue in its larger context and unintended impacts as continuing work goes on. She agreed that some of the changes are not ideal but are where the APD is to begin in making further change.

Linda discussed the implementation of limited waiver support coordination. She noted that 60 days per year can be granted as a move from limited to full support coordination once per year for an emergency. Linda pointed out that the limited support coordination will be funded and considered as a workload as one-half of full support coordination. Linda noted that a set of Questions and Answers (Q&A) is posted on the APD website to help stakeholder become familiar with the changes. Linda volunteered to have the final implementation policy on limited support coordination issues as soon as possible (possibly early next week). Some discussion of projected tiers within the Waiver was provided. Linda asked that as issues are identified the IQC members and others send them to APD to be addressed and worked out as part of the implementation of the new changes. Jean Sherman and others asked that families be asked to be partners in this initiative and receive greater information (e.g., billing information, service authorization pages) to help in the supports and services processes. It was also suggested that billing be looked as a business that is a separate function and gives families/people receiving services the information needed to stay on top of the supports and services. Beverly DeStories suggested that changes to ABC be a priority to improve the APD system in regard to billing and service information to families.

Quality Management Update/Discussion and Recoupment Procedure Ed Rousseau/Steve Dunaway

Ed started the presentation noting the items the Quality Management unit has been devoting time to implement. He noted the Quality Management operating procedure is one of the items the unit has been a primary focus, but has been delayed during the legislative session. The Quality Management Operating Procedure is being implemented and at the same time reviewed for improving the processes. Ed and Steve also provided a review of the Quality Management Operating procedures based on questions from the IQC members related to the new regulations and expectations from the Centers for Medicare and Medicaid Services (CMS) in each state's Medicaid Waiver applications and program implementation.

Steve provided an overview of the Recoupment Operating Procedure noting there has been a series of comments from meetings with Area staff, AHCA's Medicaid Program Integrity unit, the Medicaid Fraud unit and others. Revisions are being made based on comments received and it is anticipated that the policy will be finalized by the end of July. He noted that the Area Offices have been implementing the recoupment policy in its draft for the last six or seven months. Jane Johnson has been very supportive of final implementation of the recoupment activities.

Delmarva Update

Bob Foley & Sue Kelly

• General Update

Bob began by providing information on Delmarva staff changes (see handout). Bob noted that APD provided their staff with an update of systems changes. August 20-24 will be doing their annual staff training.

Bob noted that the WiSSC tool has been updated. There will be a third record reviewed from people receiving support coordination services, effective July 1, 2007. This review will help with determinations on items 9 (cost plan) and 11 (billing documentation) only. This change is to determine whether random choice of a third record makes a difference in determining how well support coordinators are routinely documenting required information. Carol McDuff noted that Delmarva is working with staff to determine changes needed during the initial implementation of the changes. Also, year long revisions are almost complete and clarifications on scoring will be part of the new process.

CORE process updates were presented noting they have been implemented during the last 3 months. They are working to determine clarifications or other issues needed to ensure the tool is clear and understandable to providers. Marion Oliver-Reulas noted the tool is on the Delmarva website along with scoring procedures.

Bob provided a handout updating the number of reviews and other productions. He also noted that Delmarva did three presentations at CAFÉ and shared a booth for discussions and handouts on Delmarva activities in the quality improvement process. Psychotherapeutic medication presentation was particularly well attended and should be expected to expand next year.

• Psychotherapeutic Medication Study Update

Sue noted that it was fitting that there was so much interest in the psychotherapeutic medication at CAFÉ as it is also the topic of her study being presented at this meeting (see handout). As background, Sue noted that a list of high-risk drug profiles used by people with developmental disabilities. Delmarva has produced six years of studies on this topic. Each has had a slightly different focus but each maintains a focus on this list of high-risk medication. In discussion of the results, Anne Buechner asked that we also look at whether supports results are consistent with outcomes results and any correlation drawn out in the study. Other members stated an interest in finding what effect there is between Res Hab and the individuals meeting the drug profile, etc. and looking harder at the reasons for hospitalizations (e.g., Baker Act, other) and other information currently captured in narrative as well as drilling into the data further to answer questions that cannot be addressed within the current study. Sue asked for suggestions from the IQC members on improving or refining the study be sent to her. The study is preliminary as it has not been approved by APD and AHCA but provides a series of recommendations for possible implementation. Mark Barry suggested the recommendation noting an outreach approach is needed to help people using psychotherapeutic medication to access employment. He suggested this data be provided to APD

employment staff and to the Division of Vocational Rehabilitation to help them justify policy and funding that would enhance employment of people using psychotherapeutic medication.

Membership Discussion

Open Discussion

It was noted that there are several need for ensuring that IQC members attend so that there is always at least a quorum of participation needed for any formal decision making needed. Ed noted that several members need to be contacted to determine if they intend to continue as members or if the IQC should be recruiting either primary or advisory members. It was requested that Ed, Linda, Beverly and Steve look at membership/attendance issues and report back at the next meeting.

Work Group Meetings

All Work Groups

DAY TWO

AQL Presentations

- Area 9

Doni Brathwaite from Area 9 began their presentation with information about their Area Project with a focus on students moving from high school and transitioning into adulthood needing services from APD. They have found that a number of students graduate with such needs but have no idea of how to access services they may need and may be eligible for through APD. The Area has developed a quick reference guide for teachers and the school systems are also sharing that with families who can benefit. The Area is trying to develop a real collaboration between APD and the school system and are begin

“My Self, My World, My Dreams” is the title of the Quality Symposium held in Area 9 in collaboration with Area 15. Doni pointed out that the symposium really was devoted to the premise of “nothing about me, without me.” Throughout the planning and implementation of the day people with developmental disabilities were included in a variety of ways including introductions, presentations, a chorus, greeters/information booths and other ways to have prominent roles. The steering committee did a great job in organizing the symposium including getting keynote speakers, an open art exhibit and active display of talent, lunch, trolley transportation, musical entertainment, etc. They had 340 people registered for the symposium and 305 actually were able to attend. The conference included speakers such as Greg Rice, Conney Dahn, and several breakout sessions both in the morning and afternoon and had a letter of welcome from Governor Crist. A video of the conference highlights was shown at the end of the presentation.

Doni pointed out that data from both the WiSSC and Personal Outcome Measures was not performing well in the area of “Free from Abuse, Neglect and Exploitation.” She provided some statistics noting improvement this year in this area in both outcomes and supports. Doni also pointed out new training to emphasize the issues around Abuse, Neglect and exploitation. She believes this is helping providers and others understand the greater need for improvement and protection of people related to abuse, neglect and exploitation. The Area Quality Committee is focusing on improvement for this year and will look forward to seeing data and reporting that during the IQC meeting in the coming year. Their approach includes focus on providers who are not doing well as the year progresses and new Delmarva data reveals who should be the specific focus of training, education, and other improvement efforts.

- Area 10

Bonnie Florom provided a handout on the Area’s activities on improving quality of the APD service system community. She said their Area feels they need to start with APD and APD staff, then others stakeholders. She stated that the Area feels that unless APD demonstrates the attributes of quality they would not be providing the leadership. “Quality is intentional.”

Bonnie noted that in the area of Abuse, Neglect and Exploitation, the Area is doing well in performance data. She noted this is not an accident as they can identify what they are doing that leads to this level of performance. Bonnie pointed in part to the Areas provider enrollment process as a first point of information where information and expectations are addressing the issue of abuse, etc. A provider fair is another way, provider development, etc. (see handout)

Training is another area of importance in high level of quality. The Area has a goal of establishing pre-service training for all services as a requirement. Seeing trends in their data has helped the Area shape what training is provided and the number of sessions provided.

The quality team in Area 10 is made up of and focus... The team tracks trends from both incident reporting and similar reports as well as Delmarva data. Again the trends help focus training and technical assistance. The Area Placement team places on average 15 people per week in residential settings. To address choice the potential residents are offered as many as 3 options a week until they find a place they want to move to.

Area 10 also has a Forensic team which handles cases that are involved with the court system.

The Quality Compliance Specialist, David Gillis, assists with the monitoring of services, offers TA,

Provider Meetings - encourages networking, training and TA is provided.

Development of Specialized Group Homes – The premise is that people will move from these settings into supported living, assuming the individual makes that choice of residence.

Steering Committee – The stability of the committee has been unsteady but has had an ongoing project to address voting participation of people with developmental disabilities.

- Area 8

Todd Ryan, the Area Quality Leader from Area 8, provided a presentation of the activities in Area 8 over the past year. Todd noted that Fay Moten will be joining him as an AQL in the near future. He noted that they have begun to centralize a variety of data sources so that they can analyze and . Their Steering Committee has been reinvigorated and have a set a series of goals that they felt were needed – and lofty (see handout for list).

1. Pre-service training – The Area is now doing a four hour training as an enrollment process so that people know what they are required to do
2. Training for Families – Groups that benefit from these sessions include the Family Care Councils, Parent meetings, All trainings offered through the Area are open to families, One day orientation to Personal Outcomes.
3. Changing Language within State of Florida’s DD/Med-Waiver – eliminate the term “Foster.” This is a policy change that would be required at the state level
4. Nutritional Assessments – This issue was presented as an issue by many families and many support coordinators. A nominal fee \$25 has been implemented
5. Acquisition of Live Scan or Rapid Scan – In conjunction with Family Care Council, looking for options. It was suggested that this be an APD statewide initiative.
6. Abuse, Neglect and Exploitation – Area 8 scored low in performance in this outcome item. Why this is true seems to be due to communications problems. The Area is focusing on people who communicate differently. Data in the Area is showing that people with communication needs are at greater risk of abuse, neglect and exploitation. A September provider meeting is planned to focus on this risk area as a first step of improving the Area 8 performance related to abuse, neglect and exploitation.

Quarterly Provider Meetings have begun to occur on a regular basis.

New Problem Identified – How to provide services funded around medical necessity but focused on how to support people achieve their own hopes, dreams and goals. This dilemma requires “thinking outside of the box.” They have been working with support coordinators, families and providers on support planning through the development and fostering of community resources and natural supports.

Todd drove the point of how the match of medical necessity and supporting people by telling a story of working with someone he worked with who had communication challenges and how she became involved the community through musical activities of her interest and led to linkages to relationships with others in the community.

In closing, Todd noted that he has developed a good working relationship with Delmarva’s representative, Krista McCracken, as part of his work in quality improvement activities. He and Krista work together in

identifying issues related to specific provider as well as common to the Area that need to be worked on as part of their improvement efforts. Todd emphasized that there is often a reluctance on the part of providers to accept reports from Delmarva as providing direction for improvement. He stated that he encourages providers to try and accept the Delmarva findings in the context which they are intended, as a consultation.

- Area 11

Yolanda Rivera was to attend and report on behalf of Kirk Ryon, AQL in Area 11, and the activities of their Steering Committee. However, Ms. Rivera called this morning to advise that she would not be able to attend due to the illness of her daughter. Instead she provided a verbal report to Steve Dunaway by telephone. Steve provided an overview of her comments to the IQC as follows:

- The Steering committee has approximately 20 members. These members consist of self-advocates, family members, providers and agency partners as well as APD staff. She noted that the APD staff have been very supportive of the work of work group. Because the workgroup is focusing on employment outcomes, the Steering Committee also consists of a representative from Vocational Rehabilitation and from the local school system.

Activities the Steering Committee has implemented include:

- The development of a brochure to be used to advise people with developmental disabilities, primarily for both those in school systems and adults in day programs of employment opportunities, supports and benefits;
- Education of people served in ADTs and of ADT staff regarding employment opportunities, supports and benefits;
- Development of curriculums for education of ADT staff and people receiving services;
- Targeting people who are most difficult to support in employment;
- Using strategies that are (a) not attacking but that are aimed at education of systems change and promoting inclusion support and service models over those of segregation; and (b) teaching to let go of “care” models in place of supporting people with developmental disabilities to be everyday citizens;
- New initiatives include supporting people to access self-employment opportunities.

Ms. Rivera suggested that the IQC recommend changes to APD policy that would encourage building bridges from school to work transitions and adopt “discovery models” to help people receiving services in ADTs to access the community for exploration, exposure and education of roles and finding interests that may lead to employment, other contributions and developing new relationships.

As follow up to the AQL reports, Beverley DeStories asked to look closer in the trends cited by Area 10 as forensics and sexual behaviors to determine if there were similar statewide trends. Linda Mabile noted that we are seeing that same information from anecdotal data but that APD does not have data tailored to track those issues. Martha Martinez pointed out that the Area 10 office has identified it as an issue, but agreed that as a system APD is not looking at the issue in such a way that we can identify specific data trends. She noted that the Area does a lot of work with the courts systems to act as a referral source such that when people with developmental disabilities come before the court that the APD office is notified for work with the individual and families.

Charmaine Pillay addressed the Abuse, Neglect data to add information . A critical piece that seems to be missing is that the communications are a one-way street. She suggested that there be a way addressing how well people are actually using the preventive information that is given to people receiving services through education. The suggestion she made is that the direct question is not asked frequently enough to determine if people receiving services and families know what to do and how to address. The question was left as to how to address this issue.

Work Group Updates

All Workgroups

Abuse, Neglect and Exploitation: Jean Sherman reported on the Abuse, Neglect and Exploitation workgroup. She noted that the way of reporting is often fairly passive – meeting the letter of the law, but

not following up in spirit to ensure safety issues. Jean pointed out that the Delmarva report on Abuse, Neglect and Exploitation has recently been completed and is on the Delmarva website. She provided some of the highlights from the report. Jean provided some clarification around the data related to that associated with residential settings. She stated the concern that we should focus on Supported and Independent Living as people who are possibly isolated and more vulnerable. A second large population of abuse, neglect, etc. is also in people living with families. Also people who are receiving specific services the data note a high percentage

Steve Dunaway provided an update of activities since the last IQC meeting. He noted that data breakdowns have been sent to the Area Offices, and detailed data for those Areas that were performing at a particularly low level compared to state averages. He also noted that APD has asked the Hot Line to compare their data with that of the APD system. The data run will be provided in July and we can provide it at the next IQC meeting.

A set of recommendations was made regarding tailoring the data run that the Hot Line can provide. Beverley stated she was very positive about the work being done on this topic and felt we needed to continue to get information so that we can improve safety for supportive living settings and as a means of helping families feel more comfortable with supporting that choice for and with their sons and daughters. Several members spoke to the concept of building strong circles of supports that so greatly enhances people's safety from abuse, neglect and exploitation, complimenting Wynona Holt's presentation on the subject on the first day of this IQC meeting. Wynona supported the concept on the need for circles of support over and above just paid services by providing a personal story from a friend's life. She pointed out that people who are part of circles of support provide a powerful means of enhancing safety of people receiving services, simply by visiting and providing an additional set of eyes and ears.

Training Work Group: Charmaine Pillay provided an update on this workgroup. She noted that APD, through Deb Blizzard and Linda Mabile, has sent out a request to Areas asking about their training offerings. She noted that the group will meet next month to reshape their goals focusing on both individual and systems level training.

An addendum was provided by Deb Blizzard after the IQC meeting as follows:

On March 7, 2007 all Area offices were requested to forward Training Calendars/schedules and suggestions for foundational training by COB March 16, 2007. All received except Area 1, who has no training calendar available. Area 1 reports that majority of their training is accomplished during Quarterly provider meetings and orientation sessions when there are sufficient numbers to conduct a class. Upon reviewing training calendars we realize the calendars did not capture all elements needed. A spreadsheet was devised and submitted to Area offices April 12, 2007 to be returned no later than COB April 23, 2007 and re-submitted May 31, 2007. To date, 3 areas have not responded which has prohibited a final report of findings. Delmarva has provided input as to statewide provider training needs, and recommended specific topics for best practices training. Another reminder has been forwarded to the 3 outstanding Areas for completion. Upon receiving these spreadsheets the completed statewide spreadsheet will be forwarded to the Areas to ensure accuracy in compiling their results and the Workgroup for review. Recommendations for the most qualified training modules and trainers will be identified. We anticipate to have all missing data inputted and report forwarded to Workgroup within the next 2 weeks.

Employment Work Group: There was no representation from the Employment Work Group. Steve noted that the workgroup is still active and has been meeting more by telephone than the day before each IQC meetings in order to save travel funding. Benefits training specialists are being trained from most every APD Area office. Beverly asked for an update on progress toward APD's five-year initiative.

Election of New Chair and Vice Chair

Ed Rousseau

- Plans for Next Meeting - St. Augustine, September 26 and 27, 2007

- Next Agenda

Beverley asked that IQC members send agenda items to Ed in preparation for the September meeting. Wynona asked if there could be timeslots devoted to workgroups each day, depending on who could travel and attend. It was determined that may not be feasible. Beverley asked that we look at the structures and that we give each Area at least 20 minutes on the agenda for AQL presentations.