

INTERAGENCY QUALITY COUNCIL

March 21-22, 2007
Tallahassee, Florida

Members Present:

Pamela Wainwright, Beverley DeStories, Scott Barrish, Marsha Vollmar, Ed DeBardleben, Kim Barber, Susan Robertson, Pam Kyllonen, Conney Dahn, Wynona Holt

Advisory Members and Visitors Present:

Steve Dunaway, Ed Rousseau, Martha Martinez, Jean Sherman, Mark Barry, Patty Hougland, Deborah Linton, Steve Roth, Latarsha Williams, Margaret Buono, Winnie Gayler, Janice Phillips, Bob Foley, Marion Olivier-Ruelas, Sue Kelly, Tammi Odom, Jill Westring, Daisy Ravelo, Rita Hughes, Joanne David, Michael Daniels, John Finch, Julie Tyler, Debbie Blizzard, Carol Solomon, Jim Smith, Floyd Booth, Nilda Barreto, Fred Prat, Suzanne Sewell, Ann Millan,

Welcome and Introductions

Beverley DeStories

Beverley opened the meeting and welcomed everyone to Tallahassee. The agenda was reviewed and member sign in sheets were passed around. Draft minutes were handed out and discussed. No motion was made to adopt the minutes at this time. Ed handed out travel reimbursement forms.

Quality Symposium Report

Ed Rousseau

Ed gave a brief update on the Quality Symposiums. The Orlando symposium was held March 8th and was attended by over 200 people. The highlight was a presentation by Elizabeth Yost, self advocate whose life's story was quite inspirational. Thanks to Carol Solomon, Terry Mothershed Newman, Sherndina Moreland and Sandra Mills for making this a very successful symposium. Future symposiums are planned as follows: May 9th Ocala, May 15th Panama City, May 17th West Palm Beach and May 23rd in Ft. Myers. Information about these will be posted on the APD web site.

APD General Update

Linda Mabile

Linda provided an overview of the systems review work group. She reminded the group that APD has projected a \$104 million deficit this year and that APD, the Governor and Legislature are presently engaged in working through this issue. The agency is trying to put together a systems change to help assure budget efficiencies. It is essential the agency demonstrate we can stay within our allocated budget. Linda reminded the group that our funding request for utilization growth last year was not funded by the Legislature, which has contributed to the problem.

The Systems Review Group is comprised of stakeholders including self-advocates, Family Care Council, ARC, FARF, and APD representatives from the

Area offices. She mentioned the group has been cohesive and dynamic in developing strategies to meet our goals and reduce the waitlist. She briefly discussed the various bills and pilot projects being proposed by various groups. She mentioned the real possibility of some form of Managed Care that may come out of this session. Ann Millan asked if the Legislature was going with “our option.” APD has submitted a proposal to reduce the deficit and create some efficiencies in the waiver. Linda responded that many of the new people enrolled are more costly than those previously enrolled. Crisis cases are also more costly on average. She acknowledged that many things are on the table and cutting \$40 million in state funds was not a pretty picture.

Scott asked what is being done to address persons who (due to age) are losing their parents and family members. He warned of a big disaster in coming years. Wynona replied that she has no immediate family and has depended on her church, co-workers and neighbors for support.

Linda said she would get everyone a copy of the planning document, which includes the proposed changes. She mentioned Florida ARC has assisted us in a nationwide search for an assessment instrument to assess needs and supports. The FSTS and IQC have remained as potential tools that could be updated and web based. Having valid tools to establish levels of need will assist in plans to collapse Residential Habilitation rates. The current system encourages rate increases. Beverley asked if we were looking at the deterioration of family caregivers and their failing health and ability to continue to care for their family member. A brief discussion of the number of providers in the system followed.

A discussion about managed care followed, many members voiced concern that this will result in poorer quality of services for people. This included the concerns that (aging) family members are losing their ability to provide adequate care and that managed care may affect the good care people presently receive.

Ann reminded families they should revive a copy of the support plan to see what is included. Linda added that the Handbook said that families should receive a copy. She added that IQC would be added to the data mail out.

Lorena Fulcher provided an update on the new support plan rollout. Area 2 pilot has identified improvements and continues to work through implementing web-based issues. The pilot will expand to the remainder of Area 2 and begin in Area 11 in the near future.

Delmarva Updates

Sue Kelly provided information regarding Service Predictors. (refer to handout). Scott asked if people in larger Areas had more outcomes met, Sue said this was not the case. Sue reminded everyone that statewide data is available on the Delmarva web site.

Discussion continued regarding problems with the Public Reporting site. There are providers listed twice and showing different names and services. Sue

explained they are working on any fixes they can do but primarily it is due to a provider billing data. FSL and DD waiver providers will show up twice as these are two different waivers and have differences in supports offered. If a provider name is in error, the provider needs to request (ACS) to fix it.

Day 2

Welcome Back

Beverly DeStories

Beverly started the day by asking people to sign the sign-in sheet to indicate that they were in attendance. She then started the day by asking Barney Ray to make a short presentation and update IQC on current issues related to APD.

Barney Ray, APD Interim Director, provided an update beginning with his intention to keep APD moving forward. He thanked the IQC members for the work they are doing to do the same. He noted that he hoped the members could tell there is a lot of work going on by APD to collaborate with many partners to make that happen. He encouraged the membership to send information and concerns to APD as he expects to operate in open communication.

Barney gave an update on the legislative session to date. He pointed out that APD has put together a workgroup of stakeholders to find consensus on better ways to manage the Waiver and APD at large. He noted that APD has presented those ideas to the Legislature. There is hope that the outcome from the legislative session will be support and financial allocations needed to meet the growth and cover a projected deficit. Scott Barrish asked whether there are good advocates on behalf of APD in the legislature. He asked that Scott request that information from Lucy Mohs. Ann Millan asked Barney whether he felt the term "Interim" director is a handicap. He answered that it may be but that he has not gotten that feeling from interactions with the legislature. Connie Dahn raised a question over insufficient supports to get people employed for the amount of time that they would like rather than a limited number of hours outside the individual's choice and control.

Barney pointed out that the IQC members are people he believes are experts in the field and that he can only provide leadership. Bob Foley raised a question over managed care and whether there is a sense that such a system could endanger choice and person-directed control over their lives and services. Barney promised to continue to educate the legislature and others so that they understand the importance of this
Provide services, choice within budget. Mark Berry pointed to a "ticking time bomb" that may exist with the number of cases that are being funded currently by GR where taxpayers are actually paying more without Medicaid Waiver match. Barney asked that Mark and others give that message to the legislators as an additional voice to that APD is sharing around the same message. Mark pointed

out that the stories of individuals are demonstrating limited funding is impacting limited choices and often strains family ties.

Lucy Mohs provided an overview of capital issues that are impacting APD. She began by thanking IQC members for their work in advancing issues on behalf of people with developmental disabilities, noting that advocates make a huge difference. She provided a reference to the projected, pointing out that there is existing language from the legislature requiring APD to adjust within budget anytime there is a projected deficit. She noted APD has presented the stakeholder plan to the legislature. One of the major issues is to address and control utilization of the amount of services used by each person, which would include new limitations. She also noted that the legislature is directing where cuts will be made within the APD programs and services, noting the expectation is to minimize issues that would negatively impact people receiving those services. Pilots are being considered by the legislature including managed care models as well as changes to the rate structures. Much of what are in the pilots are in the APD plan as presented to the legislature. Lucy asked that IQC members contact legislators and ask that they support the governor's recommendations. In answer to Scott Barrish's questions, Lucy pointed out that some of the legislators coming to the support of APD have been Representatives Arron Bean, Fernandina Beach; Bill Galvano, Bradenton; and Senators Kerry Baker; Rhonda Storms; Nan Rich, Broward, Mike Haradoupolis; Durrel Peaden, Fort Walton; Bert Saunders. Lucy noted that APD is tracking around 120 bills that are in some way impacting APD. She provided a handout providing information on some of those key bills (see handout for details). Lucy volunteered to send updates to IQC members through Ed Rousseau and our email distribution list. She also provided her email address in the event that the members would want to contact her.

Ann Millan voiced concerns over the point of view that the legislature is taking the position to limit the program rather than listening to individuals receiving services on how best to meet individual needs. Lucy mentioned that APD is consistently pointing out the potential impact of each of the decisions they are contemplating. She noted that some issues and designs of the legislature are changing accordingly. However, she noted again the importance of advocates making their expectations known, as their will likely be far more powerful than that of APD. Linda Mabile provided some update on recent activities noting that several legislators have mentioned that they are not hearing directly from self-advocates, family members or other advocacy groups. She urged that people share their personal stories as part of contacts with their legislators. She also encouraged members to ask for information and presentation to groups on pilot projects in response to a question from Beverly DeStories. Lucy underscored this point, noting that members can use www.myflorida.com to access the names and contacts for legislators.

Pam Kyllonen provided an overview of AHCA activities related to the Delmarva contract. She noted AHCA has had no staff turnover related to the contract. Jarret Stone could not be in attendance for the IQC meeting due to conflict with the legislative session. Pam was asked about bills that AHCA could be concerned over. She noted similar concerns to the pilots proposes as it would effect Delmarva activities as well as concerns over them being a slower fix to the deficit. She provided a review of how bill legislative analysis works within AHCA and their efforts to ensure that anything that the legislature passes related to the Medicaid Waiver programs fits within Federal requirements. Marion Olivia Ruelas asked if there is a summary that can be provided to the IQC membership. Pamela noted that this has been provided by Linda Mabile in her handout from Day 1 of this meeting.

AQL & Steering Committee Presentations**Areas 1, 2****and 3****Joann David, Nilda Baretto, Floyd Booth, Vernita Hughes,
Delores Robinson and Fred Pratt**

Nilda Baretto and Floyd Booth started the presentation by giving an update from Area 2. They started by pointing out the need for improved communications across a Service Area that spans 14 counties with 5 different service offices or work units. The intent was to improve services to people with developmental disabilities but also with providers and other stakeholders. Information from communications is vital to making this happen. Nilda pointed out means of communications that the Area implemented including regular staff meetings, quarterly management meetings and monthly reports. External communication efforts implemented include increased training opportunities for service providers, more detailed education on relevant topics, quarterly provider meetings (to begin in July '07), and a recently implemented quarterly newsletter for dissemination to stakeholders.

Floyd Booth furthered the presentation by providing data collection and data analysis structures that Area 2 has put in place. The Area provided a handout showing the actual numbers of issues that are presenting themselves in the data and how the Area is using the data to make decisions on focus of attention toward improvement. Floyd noted the Area updates the information to determine progress being made toward improvement and where additional efforts are needed to focus next steps of the ongoing improvement process. This information is used with the Area steering committee to address quality management activities, training, etc. The information is also provided to Delmarva for provider specific review. The data also presents or suggests providers who may be best suited for TA for either corrective measures or quality improvement.

Floyd also gave an overview of Shared Values technical assistance he has used with providers who volunteer to do a self-assessment and quality improvement process. Plans are to conduct at least one a year and hopes to address barriers to complete additional sessions per year. A report is left with the provider. Floyd provided examples of what providers are doing such as updating vision, mission statements, inclusion of people served being involved in planning and evaluation of the organization, and seeking opportunities to include skilled community leaders.

Nilda provided an overview of the Basic Assurances consult with providers. The focus is primarily on health safety and well being of people receiving services. She noted, as Sue Kelly pointed out on Day 1, that people who have social connections generally have the best overall quality of life outcomes. This consult model helps providers structure themselves to attain better social roles in people's lives. Again, the Area is planning to conduct at least one provider consultation of this type each year. Some of the improvements from the provider consult provided to date have included creating self-awareness of operational practices needing improvement, improved staff training practices, inclusion of consumers of services in the Board of Directors, and working on creating a "Rights Committee."

Nilda provided an update of the Area's quality management steering committee. She noted the Area ran into several problems in getting people to serve on the committee. Some of the issues they addressed included creating a committee of manageable size, a commitment from members, travel across such a large Area, etc. The new committee is being formed and the first meeting will occur in July '07.

The Area will be sponsoring a Quality Symposium on May 15, 2007 at Gulf Coast Community College in Panama City. It will feature guest speaker Lou Brown. The emphasis will be on "community inclusion" including supported employment and self-employment. Information will be posted on the APD website along with contact information.

Area 3 was represented in their presentation by Vernita Hughes, Delores Robinson and Fred Pratt (self-advocate and Steering Committee Chair). They presented on their "Right of the Month" project that the Area is implementing in an attempt to improve outcomes related to people exercising rights. Vernita pointed out that Area 3 was one of the lower achievers related to this outcome and that rights attainment are of primary outcome they believe should be present in everyone's life.

Fred Pratt described that a subcommittee was formed to decide upon which rights to begin with and have as running themes from month to month. They began with the Right to Respect, followed by the Right to Vote, the Right to Choose Daily Routine, etc. He noted that the Right of the Month can be found on

the APD website and provided examples of slides from some of the events conducted. They also provided some examples of comments received from stakeholders. The next step they decided on was to try and expand and get the message out further to stakeholders to know about the “Right of the Month” by conducting events at Santa Fe Community College. About 100 people attended. They received comments from people with developmental disabilities asking to do the event again and learn more about rights that they “didn’t even know they had.”

Developing ways to evaluate the effectiveness of the project is the next step in the project. Quality Management oversight will continue to address this activity. The Area is learning new tools with which they will help them in the evaluation process.

Joann David reviewed the activities in Area 1, pointing out they are doing monthly steering committee meetings and people are now asking to be added to the committee. Joann noted the expansion is coming from areas of the community not already represented. They are working on rights issues also, and that this year’s data shows improvement in this area. They are shifting their attention to employment and, as part of that, transportation issues. Michael Callahan is the keynote speaker at an upcoming workshop.

Area 1 is also bringing together a Quality Management team. They are looking at both Delmarva and other needed data sources that will provide a view of the entire APD system, including people served only through General Revenue (GR) funding. The Area has their IT team working on an integrated data spread sheet. This effort will provide data specific to trends in medication issues, behavioral services, etc. to identify what remediation or training may be needed. The data base is intended to show trends provider-by-provider in such a way that the Area can identify who needs technical assistance, training, or other interventions to address and correct problems or expand good practices through replication.

APD Workgroup Updates

(lots of people)

Jean Sherman provided a lead in to the Abuse, Neglect and Exploitation workgroup activities. As a matter of defining the issue Jill Westring provided an overview of the Council on Quality and Leadership (CQL) considerations that the Delmarva staff are using to determine whether this outcome is occurring in people’s lives as well as support of this outcome. She provided a set of handouts with questions and probes that Delmarva staff would use in this process. Jill noted that the Delmarva review process includes whether past abuse has occurred in people’s lives and if so whether it is a hurtful issue still present in their lives. Steve Dunaway provided a handout from the APD and DCF websites that provide definition from Florida statutes. This was described as a narrower definition as it does not include past abuse.

Sue Kelly provided an overview of data from Delmarva consults on the “Free from Abuse and Neglect” from the past 2.5 years. She broke down the data in several ways, including a breakout that provides a view of the number and percent of instances of “not met” outcomes with and without the past abuse issues. The data also provided a breakout by each APD Area. When not looking at past abuse, the state average is around 93% of the outcomes having been met re: Abuse/Neglect. Sue also provided some comments as preliminary looks at further clarifying how the APD system can improve on the percentage of outcomes met in this outcome area. It was suggested that another strategy for improvement would be to access Area level unusual incident reporting and look at comparisons, trends, etc. Jean Sherman asked for the Delmarva include the data charts that Sue provided be included in future semi-annual reports. Linda Mabile asked if Delmarva would also include a “required comment” by their staff so that additional data could be available. Bob Foley mentioned that much of that kind of data is already available. There is a desire to look at that process and determine if we can improve the data collection process so we can better attend improving outcomes in this area.

Ann Millan noted that it would be interesting to look as Supported Living, shown to have a somewhat higher level of “not met” and determining if there is data. Linda Mabile noted that APD has shared the data with the Area offices as a first step in trying to better understand how improvements can be made in this area.

Education and Training Work Group

Deb Blizzard provided an overview of the work group's activities (1) looking at recommendations from the work group and (2) comments from the Area Offices. A spreadsheet is being prepared with all training types being offered statewide. There will also be a review of training modules and an attempt to develop standardized training modules and improve training resources including enhanced trainers. There is a lot of good information from all over the state. A compilation will be sent to the IQC.

Sue Kelly provided an update of this work group. The group met twice and looked at issues such as size of samples to protect anonymity. The group came to the decision not to use the data sets for the CORE providers, primarily due to concerns over confidentiality. It was decided to post Area and State level data from the Personal Outcome Measures and post them on websites so that . Mark Berry thanked Delmarva for making a change quickly. He asked about an item in the data set that raises questions for him, noting the difference in the data from the state to his Service Area related to “Have Friends”. Jill Westring provided clarification primarily noting this is a “type and frequency” issue. It was suggested that this may be a good focus for the Area 13 AQL and local steering committee.

Employment

JB Black provided an update in the employment work group, with “more things than is possible to keep up with.” The Medicaid Infrastructure Grant (MIG) has been approved for a second year. He noted there are 31 states that have a Medicaid Buy-In, allowing people to expand their health-related resources. Florida is not one of those states and JB noted the lack of such a policy tends to “enforce poverty.” The MIG grant in Florida is providing a resource for expanded training and supporting the growth of Business Leadership Networks (BLNs) across the state. A third year will be requested. If Florida is to get funding beyond the 3rd year, the state must have a Medicaid Buy-in provision.

The Agency for Workforce Innovation (AWI) has a collaborative relationship with APD to expand resources for people with developmental disabilities to access competitive employment.

Self-Employment is being expanded in Florida through a grant. A self-employment center is being implemented at the University of South Florida (USF). Also “Start Up Florida” is being implemented as an additional resource from USF. Vocational Rehabilitation is also expanding its resources for supporting self-employment outcomes. Expansion of benefits and economic self-sufficiency opportunities is also being pursued by APD. Pamela Wainwright noted that her son is one of the people being supported by USF’ Center for Self-Employment.

JB ended by noting that data on people entering competitive employment. He pointed out we are doing well in numbers of people accessing competitive employment, but not as well in outcomes of people moving from ADTs into competitive employment. He volunteered to provide data and send it to IQC members.

Wrap Up

Beverly DeStories

A motion was made to accept the IQC minutes as amended. It was passed unanimously.

Beverly noted that the next meeting would be in Ft. Lauderdale on June 20 and 21, 2007.

Beverly then asked for an overview regarding the pilot program the legislature is considering implementing in the Area 1 Service Area. Dave Robinson made a short presentation on Risk Adjusted Rate Structure from Area 1. The concept was to fund those individuals with greatest need at a higher unit rate. Some of the outcomes were to feature opportunities for people to move from segregated program and into supported living and supported employment. The Area’s implementation of this structure ended with the implementation of the rate structure implemented through the legislature’s requirement (Mercer Rates). Dave noted that Governor Bush’s administration called upon Area 1 to construct

a risk adjusted rate structure for the sake of predictability and fiscal stability. Suzanne Sewell provided a handout re: the pilot being considered in the Area 13 Service Area.

The meeting was adjourned.