agency for persons with disabilities
State of Florida

APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Thursday, April 19, 2012 9:30 A.M.

401 NW 2ND AVENUE, SUITE N-1011, MIAMI, FL 33128

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
I. CALL TO ORDER	Meeting began at 9:40 am. Ms. Hillary Jackson welcomed everyone and thanked them for their attendance and being on time and kindly reminded that all phones be silenced to avoid interruptions. Ms. Evelyn Alvarez, Ms. Carolyn Eleby and Mrs. Maria Springer were not in attendance.	
II. STATE / AREA AND APD UPDATE	****Friendly reminder: This room is the DCF District Administrator's conf. room and we are very appreciative that it is made available to APD for our Provider Meetings. However, the room is only available to until about 11:30am. When we adjourn please be reminded to do so promptly, quietly and pick up all of your belongings. If you need to meet with one of your colleagues we ask that you do so in the 4th floor cafeteria. Thank you for your cooperation.** ❖ **Staff Introductions:** Kirk Ryon, Sharon Powell, Ivonne Gonzalez, Hillary Jackson, Montrese Albury, Michael Cardello. ❖ **Announcements:** New Staff Announcements: none New Provider Announcements: Arms of Love Home Health Agency, Inc. – Yanet Escalante Hybrid Healthcare Staffing Agency, LLC - Adetutu Ajagbe	▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.

CONTINUED STATE / AREA AND APD UPDATE	❖ **<u>Guest Speakers:</u>** **Champagne Girten, Senior Staff Attorney – Legal Services of Greater Miami** ⦿ Ms. Girten presented via a Power Point Presentation. Legal Services of Greater Miami provides free civil legal services to the low income populations of Miami-Dade and Monroe Counties, including the areas of housing, public benefits, special education and community development. They also provide both individual case representation and community education. Exceptional student education (ESE) exists to help students who have emotional, behavioral, physical, learning, cognitive, physical, or other disabilities that lead to difficulties in educational achievement. She mentioned different indicators of disabilities. She went over the Individuals with Disabilities Education Act (IDEA), the federal law that ensures all children with a disability are entitled to a free appropriate public education (FAPE) provided in the least restrictive environment (LRE). ⦿ In Florida, ESE is the program used to serve students who need specialized instruction. These programs and services are available for students aged 3-22. ⦿ Each ESE-eligible student's needs are identified in an Individualized Education Plan (IEP). ESE students require different changes to their education depending on their needs. ⦿ Section 504 of the Rehabilitation Act of 1973 requires schools to provide students with disabilities appropriate educational services designed to meet the individual needs of such students to the same extent as the needs of students without disabilities. ⦿ She also went through beginning the process and requesting an evaluation. If a parent suspects that a child may need special education then the parent may request an evaluation IN WRITING. ⦿ The parent will then have to sign consent for the evaluation. Once the consent is signed, the school has 60 <u>school days</u> to complete the initial evaluation. ⦿ She went over the Response to Intervention (RTI) is a process that refers to how well students respond to research-based instruction. There are three tiers. Most children are in tier 1, which is regular instruction. Tier 2 is additional targeted supplemental instruction, and Tier 3 is intensive instruction.	

- She gave some tips on preparing for an IEP meeting and what and who to expect at that meeting. She also mentioned the transition meeting which starts at age 16. She mentioned about expulsion and suspension of ESE students and their rights.

- The floor was open to questions. She distributed her handouts and a survey. She can be contacted at:

Legal Services of Greater Miami, Inc.
3000 Biscayne Blvd, Suite 500
Miami, FL 33137
305-438-2411 or cgirten@lsgmi.org

❖ **Ms. Hillary Jackson spoke about several issues:**

1. Costplan Issues:

- All providers and support coordinators were sent the FY 12-13 costplan instructions yesterday. Please work as quickly as possible to have ABC updated by the deadline Area 11 has issued. This should allow all parties sufficient time to complete the project at hand. Support coordinators please be sure that you review all service authorizations for accuracy prior to issuing it to the provider.
- Our office is working as quickly as we can for the PCA under age 21 requests. Support coordinators, you have been repeatedly been reminded to ensure that you properly plan for a smooth transition. Please track your minor consumers and submit your crisis packet requests **3 months** PRIOR to the consumer's 21st birthday. We thank those of you that have complied.

2. Documentation:

- All service requests require the determination of medical necessity being made by our office. Support coordinators, you are still required to provide us with supporting documentation to justify the service request. Please refer to Attachment A from the PSA requirements.
- Providers, you are again being reminded that you must comply by sending support coordinators with the required documentation in accordance with the Handbook.

	3. Support Plan/Case Note Issues: • A trend has been noticed for standard # 3- distributing the support plan to the person within 10 calendar days. #12 & #29 on the Delmarva reviews for WSCs - current support plan does not identify attempts to access/use available generic resources to meet individual needs. Also, #57, doing self assessments not routinely being done. Please refer to the Delmarva website for the tool and other information. ❖ **Mrs. Ivonne Gonzalez shared the following information:** • **Reminder for the Consumer Direct Care Plus Program**- The consumer's monthly budget for the month of **March 2012** will not appear on their statements until **April 2012** this was due to an unforeseen processing delay of Medicaid funds. Keep this in mind when checking the monthly statements as this might have the consumers have a negative balance. **CDC+ Consumers under 21 who have PCA** on their cost plans will also begin to transition from Waiver to MSP (Medicaid State Plan). The training sessions will be conducted via Webex by AHCA and EQ staff. There will be separate sessions for Representatives and Consultants. The Consultants will participate at their own offices. In the event that a Representative does not have a computer, we've been asked to make a room available at the area office for those Representatives to gather and view the Webex presentation. We will let you know of the date once more information becomes available. **There are 46 consumers in Area 11 that will be impacted with this transition.** The training schedule will begin in our Area in **July** along with **Areas 1, 2**. The transition is expected to be completed **by October 1, 2012**. The expectation is that the Representatives and Consultants will attend the training and know what to do to submit their PCA requests to EQ for review and approval of medical necessity. The service authorization will go into ABC in the amount and duration approved by EQ. The Area will work with the Consultant to determine the new monthly budget (using the Budget Calculation Worksheet) and the Representative will be responsible for writing a PP change and submitting it for processing. **Letters went out to the consumers, Reps, and providers that on May 1, 2012, the CDC+ program will hold payment** for any claims submitted if the	

consumer has insufficient funds to cover those claims. **This is referred to as PEND Solution:** If a submitted claim exceeds the consumers' available balance, that claim will be "held" until additional funds are available. Once held, a claim will be reviewed and processed in the next available scheduled payroll that includes sufficient funds in the account to cover the claims. The CDC+ program will pay claims in the following order: **timesheet claims for directly hired employees, invoice claims, reimbursement requests, and lastly, cash payments.** If a consumer has a **negative balance on May 1, 2012, and is on an approved Corrective Action Plan (CAP),** the consumer will only be able to pay claims to the extent authorized in the CAP. A more user friendly **Purchasing Plan** will be forth coming. We will share it with you, once it is available.

- **QSI**-remember to review the QSI assessments for your consumer and let me know if you find any discrepancies.

❖ **Mr. Kirk Ryon** announced that copies of the Miami-Dade "Example" of a Fire Safety Plan were available for any providers, particularly group home providers who wanted assistance in writing a fire safety plan. Group home monitors will be distributing this document to all of the Area 11 Group Homes during the next month.

- Mr. Ryon noted that the Delmarva review process for 2012 appears to be proceeding smoothly. Virtually no concerns from any providers have been received during the last 4 weeks as regards the Delmarva Monitoring process. Mr. Ryon noted that providers will receive a request from APD for a Quality Improvement Plan or a Plan of Remediation within a few days after they have received their Delmarva results of any score up to 99%.

- Mr. Ryon noted that all residential providers should now have received the information emailed to them regarding Residential Fee Collection. On April 1, 2012, the Agency for Persons With Disabilities began implementing a process that requires some APD customers who receive federal cash benefits and who live in APD-Licensed homes to contribute to the cost of their services. This process is referred to as "Residential Fee Collection". It is legally authorized in 65G-2.16, Florida Administrative Code. A completed Residential Fee Collection form along with any surplus funds must be mailed in check form to Area 11 APD by the 15th of each month as noted in the Rule to:

Miriam Collazo, Budget Manager
Area 11 Agency for Persons with Disabilities
401 NW 2nd Ave., Suite South 811

Miami, Florida 33128

Mr. Ryon made the following clarifications for those present:
1. You may submit one check for the total amount due from your clients as opposed to writing numerous checks.
2. Each group home provider who is a Representative Payee for Clients residing in their Group Home must submit a Residential Fee Collection Form by the 15th of each month. Even if you do not have any surplus funds to submit, you must submit a completed Residential Fee Collection Form.

❖ **Ms. Sharon Powell discussed the following:**

- **Medication Administration training course** – the medication course rule stipulates that medication course should be delivered in no less than 4 hours. If done in a shorter time frame for example 2 hours or 3 hours the course is not valid.
- **Support plan documentation** – please document all medications in the support plan. For consumers living in the family home or supported living, ask to see the medication containers to ensure that all medications, the correct name and purpose are documented.
- **April is Alcohol and STD awareness month** – both conditions impact our consumers, even though it might not be in high concentration.
  - Alcohol – is a depressant. It can damage the part of your brain that controls coordination, memory, judgment and decision making. Each year approximately 5,000 people under the age of 21 die as a result of drinking. More teens are killed by alcohol than by illegal drugs.
  - STD awareness month focuses on getting tested and raising awareness to people both young and old on the importance of getting tested. Most common STDs are Chlamydia, herpes and gonorrhea. STDs like Chlamydia are transmitted through unprotected sex and can be prevented by using condoms. Chlamydia, gonorrhea and syphilis can be treated with antibiotics; however STDs like HIV/AIDS are for life and require continual treatment. It is believed that 1 in 5 Americans living with HIV don't know they have it. Individuals who are infected with STDs are at least two to five times more likely than uninfected individuals to acquire HIV infection if they are exposed to the virus through sexual contact. In addition, if an HIV-infected individual is also infected with another STD, that person is more likely to transmit HIV through sexual contact that other HIV-infected persons.
- **What is our role as caregivers/ providers?** It is our duty to educate our

consumers on transmittal and prevention. It is also important to have routine screening, pap smear and HPV testing for females. Blood tests for Chlamydia and syphilis. As it relates to use of alcohol most of our consumers are taking medications which will interact with alcohol making the medication less effective. The importance of education cannot be over emphasized. Also, seek external interventions when necessary from healthcare workers, family members and support groups. http://www.cdc.gov/std/healthcomm/fact_sheets.htm

- **Supported Employment Liaison, Montrese Albury** asked to please submit any information regarding employment from individuals on the APD wait list or Waiver. Employment of individuals with disabilities is a part of the Governor's initiative to get people with disabilities employed. Use the employment data collection form to report any employment. According to the 5 year Strategic Plan, Area 11's goal this year is to have 76 individuals employed.

- **Michael Cardello, Community Relations Coordinator** spoke about volunteer opportunities at Gold Coast Railroad Museum, located near Zoo Miami. These opportunities include: landscaping, maintenance of railroad cars, greeters in the model train section, etc.
    - Mr. Cardello asked the group to carefully consider which consumers to refer for these, as competitive employment would be the first priority. However, if a consumer would need to have some initial work-related experiences to build their resume, it might be appropriate for them to refer for these volunteer opportunities.
    - Mr. Cardello also spoke about the "Back-Up Receptionist" position available at the Miami Beach Convention Center. The position pays over $12.00 per hour. He advised that the job descriptions (available at this meeting) be reviewed thoroughly and that any referrals of appropriate candidates be referred to him.

- **Supported Living Liaison, Maria Roqueta** announced that during the past 3 months, the Supported Living Unit has been able to assist over 80 Supported Living consumers with "one time funds" to purchase needed items such as of household supplies, furniture, etc.

- WSCs need to remember to follow the guidelines when a consumer wants to be in Supported Living. They need to send a referral to Maria Roqueta **before** they select a SL coach and **before** they request their MedWaiver Specialist to approve

	supported living coaching services. • Also, when a consumer wants to change SL coaching agencies, the WSC needs to contact Maria Roqueta for the list of available coaches **before** they request the change of provider from their MedWaiver Specialist. ❖ **Acting Training Coordinator, Maxine Johnson** announced that a new web page with statewide training is now available. Demonstration on how to access the system to register for training sessions was done. Web page gives the option to register for core classes under 'Required Training' and some providers who need to do 'In-Service Training'. There is a list of all 'Certified Trainers' who have been approved by APD to conduct training on specific topics for their staff, and if noted next to their name, other persons in the community. Delmarva will not accept certificates from unapproved community trainers. We still have to limit the numbers from one agency to allow others to be able to get their core classes in. But if the class is showing full, please send an email to request space in case of cancellations. • We no longer use the tool POMS (Personal Outcomes Measures) but use PCP (Person Centered Planning) instead, and this training presently cannot be conducted by any other than persons other than APD trainers. We're working on getting a procedure, criteria, curriculum, and approval for community train-the-trainer to be able to train their own staff on certain topics. More information will be forthcoming when this is available.	

	IMPORTANT: **OUR ON-CALL PHONE NUMBER IS 305-299-3366.**	
III. ADJOURMENT	Meeting adjourned at 11:35 a.m.	

ATTENDANCE: **Janet Batet, Monica Gomez, Chris Obioha, Carmen Calderon-Roberts, Mildred Tassy, Carmen Hernandez, Josephine Livingston, Audrey Lawrence, Dora Guzman, Isis Espino, Kathleen Childs, Carmen-Gloria Rodriguez, Martha Khan, Lissette Rulan, Maria Zaldivar, Linda Lacy, Mimi Serna, Brenda Lampon, Viveen Brooks, Estefanie Martinez, Gloria Rodriguez, Ally Jalice, Martina Osaghae, Nse Essiet, Susan Windrem, Star Granda, Karen Knoblock, Portia James, Wilma Johnson, Luis Rodriguez, Martha Gonzalez, Laura Vinent, Xiomara Benavides, Dayanei DeArmas, Janice Thurston, Cristina Schwarz, Milagros Aniceto, Jorge Villalon, Carlos Rocha, Jeanette Williams, Penelope Parr, Jo-Ann Haas, Nora Duran, Jerome Silverberg, Susan Best-Rodriguez, Giselle Casanova, Carolina Mugar, Yanisleidys Perez, Ivette Sotomayor, Monica Romero, Gloria Rodriguez, Amanda Ortiz, Tammie Martin, Velma Fulger, Euthera Neal, Adetutu Ajagbe, Mercedes Lopez, Manuel Achong, Aida Zuniga, Travis Davis, Preston Brock, Jackie Butler-Wilson, Amaury Garcia, Emma Diaz, Marianela Wata-Wara, Ludmila Senkevich, Monica Martinez, Mario Valdes, Christopher Mazzarella, William Appleton, Margarita Colorado, Angela Gamazo, Alicia Coll, Catherine Rabbito, Maria Rodriguez, Charles Jacob, Eldith Tuesta, Regina Linares, Yanet Escalante, Bertha Hildalgo, Natalia Laver, Maria Cruz, Diane Gelpi, Yesenia Abraham, Crislayne Abraham, Timothy Paulk, Mayda Wiltz, Gloria Rose*, Carol Thomas*, Linda Atkins-Pratt*, Monique Miller*, Tariya Perez-Valledas*, Pascale Malette*, Veronica Oliver*, Lazaro Garrido*, Elicia Saintygnace*, Mayelin Armas DeLeon*, Vivian Robinson*, Etha Griffith*, Marcos Lopez*, Zek Ofili*, Aqueelah Randle*, Mable Burger*, Arnold Coats*, Maria Cruz*, Gladys Machado*.**

*** Denotes tardiness of more than 15 minutes**