



agency for persons with disabilities  
State of Florida

## SOUTHERN REGION APD PROVIDERS & SUPPORT COORDINATOR MEETING

Thursday, February 27<sup>th</sup>, 2014 9:30 A.M.

401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
<b>I. CALL TO ORDER</b>	<p>Meeting began at 9:42 am. Regional Program Supervisor, Hillary Jackson introduced herself and welcomed participants and acknowledged 3 participants via conference call from Monroe county – Beth Coats, Diana Flenard and Dixie Henkel. She asked that all phones be silenced or placed on vibrate to avoid interruptions. She informed all that meeting minutes are available on the APD website, Southern Region Office.</p> <p>Ms. Jackson announced that Ms. Evelyn Alvarez will not be joining today’s meeting. Mrs. Maria Springer is no longer with APD Southern Region; a new hire will be announced. Additionally, other staff changes were announced within the Southern Region by the managers.</p> <p><b>Management staff introduced themselves:</b></p> <p>Hillary Jackson, Kirk Ryon, Sharon Powell, Tomea Sippio-Smith, Maria Roqueta, and Michael Cardello.</p> <p><b>New Staff:</b></p> <p>-Kirk Ryon (licensing, group home monitoring) – Nicholas Blume, Roland Berthold, Rosa Baerga de Vazquez and Laquawana Roberson, QA Specialist -Hillary Jackson (waiver department) - Kamicha Ferguson, Emma Rodriguez, and Martha Gaviria.</p> <p>Thank you in advance for welcoming and cooperating with our new APD Southern Region Staff!</p>	<p>For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.</p> <p style="text-align: right;">1</p>

**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 until approximately 11:30am. When we adjourn please be reminded to do so promptly, quietly and pickup all of your belongings. If you need to meet with one of your colleagues we ask that you do so in the 4<sup>th</sup> floor cafeteria. Thank you for your cooperation.**

**II. STATE & REGIONAL UPDATE**

- Hillary Jackson discussed the following:**
- Mrs. Sippio-Smith explained to all the Abatement Notices that Moreland consumers received. The audience was provided with a sample Abatement Notice along with a Final Order. Additionally, she clarified the 30 day hearing request process.
  - Ms. Jackson advised that the legislative session begins March 3, 2014. The legislators have been very complimentary of APD and changes that we have made. We thank all providers since you also play a pivotal role in APD’s success.
  - The level of care documentation process is being revisited; APD is addressing this with AHCA. The process has created a workload issue for all parties. Delmarva will not recoup support coordinators for absent level of care documentation, but you will be cited.
  - All providers but more so support coordinators, we ask that you be responsive in completing assignments by the due date given. We understand there are a lot of competing priorities but please do your very best to comply.
  - Providers were asked that you notify our office in writing (Kirk, Hillary and Evelyn) of difficulties you face with challenging consumers or their families.
  - All providers were reminded to sign in when at trainings and at our monthly provider meetings. The audience was also asked to read emails from APD staff as critical information is shared via email.

CONTINUED  
STATE &  
REGIONAL  
UPDATE

**1. CDC+**

- Please refer to CDC+ website for new forms and other documents used in the CDC+ program. Please share this with your CDC+ Representatives/participants.
- Southern Region was commended on a recent conference call in regards to having the lowest citations statewide from Delmarva regarding background screening. GREAT JOB CDC+ Consultants!

As a reminder, Delmarva is monitoring for all background screening results including the CDC+ Representatives if they appear on the CDC+ purchasing plan and all employees as well. Please ensure that all employees have their level 2 screening results on hand. <http://www.dcf.state.fl.us/programs/backgroundscreening/> is the site for providers with an OCA number to access background screening results. Please contact 1-850-717-4454 for DCF Statewide Background Screening helpdesk if you need assistance.

Consultants please request results from my office ahead of having a Quick Update or Purchasing Plan submitted to our office.

**2. iBudget**

- Support coordinators, in an attempt to clarify which type of waiver consumer you are receiving, refer to the red piece of paper being shown to the audience. Each central record file you receive should contain a red checklist paper. Please note only one box should be checked on the checklist for your consumer. Please check the file prior to leaving our office. In the event, you receive a file without this checklist, please contact Ms. Yugoslavia Marte.
- Support coordinators, please complete the AIM worksheets properly. **Both sections must be completed in its entirety.** Please realize that the annualized units and the prorated amounts are not always going to be the same amount. For example: WSC begins 8/1/13 to 6/30/14 for 11 months; the annualized amount is 12 months. Personal supports begin 9/1/13 to 6/30/14 for 1200 hours/120 hours monthly; the annualized amount is 1440 hours.

When you submit the AIM worksheet it should be mirrored in the same manner on the iBudget cost plan. Our office is spending too much time attempting to correct these for you; please pay very close attention to both the cost plan and what the AIM worksheet indicates. Please submit all items as previously advised – do not leave the cost plan in draft, submit the cost plan, AIM documents, support plan, etc. all at once.

- Moreland notices should be mailed out soon to consumers/legal representatives; we do not know the date as yet.

### **3. Cost plan/ABC Issues**

- Ms. Jackson thanked the support coordinators again for diligently updating ABC demographics for consumers on their caseloads.
- Support coordinators it is critical that you update the ABC screen - ACLM3 regarding your worker code for all consumers on your caseload as previously advised. Please update ABC so that you will have access to this consumer in the iBudget system. As you know, it takes 24 hours for this consumer to be viewable by you in iBudget once you have updated ABC ACLM3.
- Ms. Jackson reminded support coordinators to ensure that upon receiving a new consumer to their caseload that you **share** this consumer in the iBudget system with the southern region team; otherwise we will not be able to review anything for this consumer.
- We are receiving complaints from families that changes are being made to the cost plan changing limited support coordination to full support coordination. Please be reminded that you must always seek permission from the consumer or legal guardian when making service plan changes. Please do not make changes arbitrarily.
- Ms. Jackson reminded support coordinators to attempt to address any emergency service needs a consumer has by seeking natural supports or community resources. If that is not an option please look into adjusting services within the cost plan to address the need quickly. Please notify our office so that we can quickly look at this cost plan that you have submitted.
- Ms. Jackson reminded all group home providers and support coordinators that they must always confirm with Cary Dashiff's office individuals receiving respite/personal supports in the group home setting.

### **4. Documentation**

- All service requests require the determination of medical necessity be made by our office. Support coordinators, you are still required to provide us with supporting documentation to justify the service request. Please refer to the Handbook requirements for services or refer to the SFR training held for support coordinators.

## 5. Hearings

- Please remember to withdraw any hearing request accordingly. We ask that you send the withdrawal to not only Melissa Lopez's (on maternity leave) attention but also to the Waiver staff that processed your SFR. During Melissa' absence please send email to Ariadna Martinez at [ariadna.martinez@apdcares.org](mailto:ariadna.martinez@apdcares.org)

## 6. Support Plan/Case Note Issues/Service Requests

### 1. Support plan issues:

- a) Signature page not being submitted with the support plan.
- b) Goals are not identified for services being requested and/or utilized in the support plan.
- c) **Please use spell check/grammar feature to ensure accuracy.**
- d) Medication page must **list all medications being taken along with the reason for using medications** and any side effects experienced.
- e) Many support plans seem to merely be a cut and paste from the prior year changing only the consumer's age. There has to be something new occurring in the consumer's life.
- f) **The HCBS Waiver eligibility form is not submitted and/or not being completed in its entirety.**
- g) New services being requested must be identified in the support plan along with the goal for that service. Supporting documentation/justification must be submitted along with all required documentation.

**Please do not submit support plans with pen/ink changes any longer to our office. This was also emphasized by Mrs. Tomea Sippio-Smith as it creates difficulties for consumers with service requests in which our office may deny/terminate a service. It also poses difficulties for consumers that have upcoming hearings since APD staff are not able to have a clear picture of this consumer.**

2. Again for your consumers under age 21 requests that would need continuation, in order to ensure that you properly plan for a smooth transition, please track your minor consumers and submit your requests 3 months PRIOR to the consumer's 21st birthday. If possible, when submitting requests for consumers turning 21 for their continuation of Medicaid State plan services we ask that you do not add other services into this packet. Please realize that services that were not previously approved via Medicaid State plan will require the submission of a Supplemental Funding Request (SFR). We locally process the turning 21 packets submitted to our office.

3. Documentation will be shared with support coordinators in which the Regional Offices could do some local approvals for certain service requests that may require the consumer's iBudget allocated amount being increased. For example – a consumer transitioning from VR Phase 1 supported employment. The Region will be allowed to approve up to \$2500.00 as an increase to the allocated iBudget amount. Another example – a consumer seeking no more than \$1000.00 above the iBudget allocated amount for a service request.

Regardless of the Region being able to review and approve services, all service requests will require supporting documentation an updated support plan, etc.

**Kirk Ryon discussed the following:**

1. Delmarva Reviews and any future findings of non-compliant claims. He redistributed the AHCA Alert of 11/22/13. This Alert notes that Medicaid providers must “promptly refund monies due to the Agency (AHCA)” also any monies received in error. Providers were reminded that overpaid funds will be recouped by AHCA directly and not by APD. Additional specific repayment instructions will be made available at future meetings.
2. Mandatory provider training: A list of mandatory provider training was distributed to all providers present. Providers were reminded that they must ensure that all staff receive mandatory training in order to provide direct care to APD clients. Employees who have not received all mandatory training may not provide direct care to APD clients. Providers who utilize untrained staff are subject to recoupment for any services billed using untrained staff for any specific service.
3. Background screening: He reminded all present that they need to continue to ensure that all staff have required background screening on file with your agency. All screening must be under 5 years old. Delmarva continues to identify missing FBI, FDLE (level 2), Local, and missing or incomplete Affidavits of good moral character. These are being identified regularly in large established agencies and not always in smaller solo providers. There is some question and confusion concerning how often screenings are to be repeated. SCREENING NEEDS TO BE REPEATED EVERY 5 YEARS AND NO SCREENING IN A STAFF'S RECORD CAN BE MORE THAN 5 YEARS OLD.

**Maria Roqueta discussed the following:**

1. Supported Living: The next SL Quarterly Meeting which will take place next week, March 5th at 11:30 a.m. in Room N423. This is a mandatory meeting for SL Providers and highly encouraged for WSCs who are serving SL consumers.
2. Funding for hurricane preparedness: All SL consumers will be receiving \$400 this year to buy items in preparation for the upcoming Hurricane Season.
3. One time funding: Over 100 SL consumers have been approved for “one time” funds to buy various household items they need. There is still some money available to assist more consumers. The WSC and the SL coach should work together on this and submit the request quickly to our office. During upcoming home visits, the WSC must verify that purchases were made and the approved items (not other things) were obtained. Individuals in SL should not be in need of basic items as APD has been able to approve “one time” needs for the past several years.
4. SL referral: When a consumer needs or desires to be in a SL setting, the WSC must send the referral to our office. It is preferred, but NOT necessary, that the consumer is employed. Our office will make the final determination, as long as health and safety concerns are not present, we will continue to try to welcome more consumers into the SL Program.

**Michael Cardello Supported Employment Specialist discussed:**

1. Supported employment reports: Support Coordinators quarterly employment reports are due to Montrese Albury, Employment Liaison, by February 14, 2014. Report is due to Evelyn Alvarez, Regional Operations Manager, by March 7. This is an important part of the Governor’s employment initiative.
2. Employment Enhancement Project: He explained that the legislature approved \$500,000 statewide for use in supporting 200 individuals on the Wait List, most of whom were transitioning from high school, in finding competitive employment. The allocation for the Southern Region is \$97,500 to assist 39 individuals in finding and maintaining competitive employment. At this point, about \$46,000 has been appropriated in the Southern region for this purpose.
3. Paid internship: Baptist Health South Florida paid internships were going to begin on March 10, 2014 for three APD consumers. The consumers are from CHC, UCP and Professional Coaching Advocates. The internships will last for 12 weeks and there is potential for employment following the internships.

**Sharon Powell-Thomas:**

1. February is Heart month:

Current statistics reveal heart disease is the #1 killer of both men and women in the US, it causes more deaths in women than all forms of cancer combined. With this in mind it is extremely important that we are aware of CPR procedure and that we should all complete a CPR course. This becomes helpful not only with our clients for direct care providers but also as it relates to our friends and families. Data tell us that high quality CPR gives better patient outcomes. We can all recall the aunt of the 5 month old infant that was driving on highway 826, she was able to stop and quickly initiate CPR, the baby is still alive, thanks to the aunt' quick intervention and her knowledge of CPR.

2. Upcoming month:

One provider recommended that I give a synopsis of the disease of the month for the upcoming month in order for her to better educate/inform her clients that she visits early in the month. The disease of the month for March is chronic kidney disease. Studies have shown that millions of Americans are at risk for chronic kidney disease and diabetes. We may be able to prevent the need for dialysis and kidney transplantation with early detection and a dedication to healthy life style. March 8th will be World Kidney Day. The incidence of kidney failure, or end stage renal disease is rising fast in America, with more than 546,000 patients currently receiving treatment. Did you know that diabetes is the leading cause of kidney failure? The kidney is a vital organ without it functioning properly our quality of life is extremely compromised. We will discuss more about chronic kidney disease at the next providers' meeting.

3. Dental provider:

Just a note from a group home provider; she is asking all support coordinators to assist with the continuity of dental care for our population. This is evident when a consumer requires additional dental service and based on the money in the cost plan the support coordinator might request another dental provider provide the service. This results in the client changing to another dental provider, plus it works out costing more because another assessment has to be completed. As much as is feasible we want to reduce the number of different medical providers the clients change to ensure the clients are receiving care from providers that have a relationship with them. This also increase the clients comfort level and reduce anxiety.

	<p>4. QSI: We are asking providers to be active participants in the QSI process. WSC please be responsive when QSI assessors contact you to request support plans, behavioral plans and any other medical information. We would like for WSC to participate either in person or over the phone especially for supplemental fund request. If you have any concern with QSI please do not hesitate to contact me.</p> <p>5. Behavioral: The local review committee meets every 1st and 3rd Friday of the month at 12 noon. We continue to have reactive strategies training and medication overview training. To register for these trainings go to the APD website at <a href="http://www.apd.myflorida.com">www.apd.myflorida.com</a>, go to providers and under provider you will see an option for trainings.</p> <p><b>Tomea Sippio-Smith informed of the following:</b></p> <p>1. Moreland Class suit: Mrs. Sippio-Smith Esq. Senior Attorney, explained to those in attendance that all the members of the Moreland class should have received a Reinstatement Notice. This notice was generated by APD. Those individuals' funding should have been restored to the level it was prior to their transition to I-budget. I have received hearing requests based on this notice. This is not the Amended Notice. Individuals in the Moreland class will receive an Amended Notice that contains a Notice of Hearing Rights. People who requested I-budget hearings may have received notices from the Office of Appeal Hearings to notify them that the Office had received their request. Those individuals may have also received a Motion to Hold Case in Abeyance from the Agency. If there was a motion filed in their case they may have also received an Order Granting Abatement. This does not mean that their hearing will not be heard, it means that the case is on hold at least until the Agency issues an Amended Notice consistent with the terms of the Moreland settlement agreement.</p>	
<p><b>III. ADJOURNMENT</b></p>	<p><b>The meeting was adjourned at approximately 12:02pm.</b></p>	

**Attendance:** Jerome Silverberg, Anelis Altamira, Maria Marquez, Ellen Bethel, Karen Curtis, Aileen Phelan, Gloria Fortune, Pedro Herrera, Natalia Wong, Gladys Jackson, Audrey Lawrence, Hugo Merino, Jacqueline Butler-Wilson, Ludmila Senkevich, Malika Berron, Tammie Martin, Ana Simon, Rene Gomez, Natalia Seguera, Laura Vinent, Carlos Rocha, Desma Walker, Maria Garcia, Marta Varona, Mariette Figueroa, Jorge Montero, Gabriel Lefran, Kathy Childs, Gladys Minino, Dominique Bain, Lola Bain, Veronica Oliver, Gisel Prado, Janet Batet, Clara Martinez, Kibel Quesada, Mable Burger, Jorge Villalon, Cherie O'Geen, Mario Valdes, Cynthia Gay, Luis Rodriguez, Ivette Sotomayor-Adrian, Katha A. Morman, Argeo Rodriguez, Norys Nordarse, Isis Espino, Andres Pacheco, Mayda Wiltz, Rebeca Freeman, Olga Limonte, Cristina Schwarz, Roberto Pire, Portia James, Diane Gelpi, Maria Rodriguez, Jeanette Williams, Melissa Myrthil, Alexa Rivera, James Louis, Elsa Espinosa-Pages, Raima Ramos, Derick Toro, Emma Diaz, Martine Saint-Aime, Manuel Achong, Natalie Jordan, Cassandra Smith, Marcos Lopez, Josephine Livingston, Habeebef Momoh, Herbert Barroso, Sabrina Altidor, Beth Coats, Diana Flenard, Dixie Henkel.

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

Vivian Obiageri\*, Jeanne Pierre\*, Cristina Robaina\*, Shireen Sutherland\*, Jacques Thompson\*, Kathleen Mulkey\*, Pascale Malette\*, Kim Griffith\*, Addoyde Anoyou\*, Mario Osegueda\*, Aida Zuniga\*, Amanda Ortiz\*, Adeyinka Obajimi\*, Martina Osaghae\*