



agency for persons with disabilities  
State of Florida

**SOUTHERN REGION APD PROVIDER & SUPPORT COORDINATOR MEETING**  
**Thursday, March 27, 2014 9:30 A.M.**  
**401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128**

| <b>AGENDA ITEM</b>      | <b>ISSUE / DISCUSSION</b>   | <b>ACTION / FOLLOW UP</b> |
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| <b>I. CALL TO ORDER</b> | <p>Meeting began at 9:40am. Regional Operations Manager Evelyn Alvarez introduced herself and welcomed participants, acknowledged Monroe County participants via conference call, asked for all phones to be silenced to avoid interruptions. Minutes will be available on the APD web page Southern Region Office page. Management staff and other key staff introductions: Hillary Jackson, Kirk Ryon, Sharon Powell, Ms. Alvarez introduced Maria Linares (New Regional Program Supervisor for Community Relations &amp; Employment Work stream), (key staff) Rosa Llaguno, Michael Cardello.</p> <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 to until about 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.</p> <p><b>New Staff Announcements:</b> Arnaldo Ramos, HSPA, Quality Assurance Provider Enrollment. Henry Etienne, QSI Assessor.</p> <p><b>New Provider Announcements:</b> Helping Hands, Inc.</p> <p><b>Guest Speakers:</b> Brenda Lampon, Vocational Rehabilitation Services.</p> <p><b>In-Service Training:</b> Ms. Alvarez asked the providers to send her or Ms. Jackson topics for future in service trainings and or presentations.</p> |                           |

**II. STATE & REGIONAL UPDATE**

**Announcements:**

- Legislative Update:
  - \$20 mil for waitlist (to serve approximately 1,400 individuals)
  - \$4.5 mil workload for fair hearings
  - \$1 mil recurring Employment
  - no reductions taken of vacant positions
  - \$1.3 mil recurring (2% increase to ADT provider rates)
- Cabinet declares March Disability Awareness Month
- HB 1512 more information to follow.

**State of the Region:**

- Vacancies- currently 4, (2 AAI-(OPS), 1 HSPA-(CS) Case Manager, 1 SHSPS-(SES) Provider Enrollment) positions. Will have HSPS-(CS) SL vacancy in June.
- Provider Recruitment priorities: CDC+ Consultants, Behavior Analyst, Therapist (all)

**Agency Redesign Update:**

- Full state-wide Regionalization implementation is in effect. New Table of Organization includes the following 5 work streams:
  1. Administrative Services includes: budget, fiscal contract management and general services
  2. Quality Improvement includes: Licensing, Residential Placements, all Regional QI, i.e., Delmarva Reviews, Incident Reporting, newly added: Provider enrollment, Supported Living and Training
  3. Clinical includes: Medical Case management, QSI assessments, behavioral services, Intake & Eligibility
  4. Waitlist Management & Community Affairs, includes: waiting list case management, Employment services and community resource development
  5. Waiver Operations includes: management of all waiver programs, CDC+, iBudget

**Para transit Transportation Services:**

- Feedback from providers: clients still experiencing early pickups. Providers were instructed to make complaints directly to the county 786-469-5430.

**Family Care Council:** Please continue recruitment efforts. Southern Region FCC has standing meetings every 2<sup>nd</sup> Wednesday of the month at 10am 401 NW 2 Ave. S-811 Conference Room.

**Other:**

- Ms. Alvarez asked for all the WSC to please continue to update ACLM5 employment screen.
- Delmarva Reviews: Providers complained that the Delmarva review scores were unfair and did not reflect the work that was being done in its entirety. That the tool was flawed in that

- For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.

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| <p>CONTINUED<br/>STATE &amp;<br/>REGIONAL<br/>UPDATE</p> | <p>one citation would lower your score and was weighed unfairly. The Providers also complained that they had requested D &amp; E letters from Daliana and that they had not been provided, as a result they had now been cited and their scores affected. “This is not a fair process”, they are requesting for the scores to be corrected for the D &amp; E citation. Ms. Alvarez, explained that this had been discussed and under review by APD state office and AHCA and that the current process of APD issuing a letter was the final process agreed to. However, we had received an overwhelming number of requests from the WSC for 100% of their caseloads. The workload associated for is extreme and there is no designated staff we are doing the best we can. I will meet with staff and see how we can further assist you. Another complaint from the WSC is that the Handbook and the Delmarva Tool are not in line with each other and the requirements. This discrepancy leads to citations. Furthermore, the WSC also complained that every reviewer was different and works the tool differently. Ms. Alvarez expressed that due to all of the concerns that were being raised that she would invite Delmarva Southern Regional Manager and also the Chief of Quality Management to the next provider meeting.</p> |  |
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|  | <p><b>Rosa Llaguno, Key staff</b></p> <p><b>Voter’s Registration:</b> Providers were reminded that the voter’s registration reports are due April 2, 2014 and that they are to use the new reporting form. Any questions or concerns are to be directed to her.</p> <p><b>Hillary Jackson, RPS:</b></p> <ol style="list-style-type: none"> <li>1. <b><u>CDC+</u></b> <ul style="list-style-type: none"> <li>• No new information to share.</li> </ul> </li> <li>2. <b><u>iBudget</u></b> <ul style="list-style-type: none"> <li>• Support coordinators you are again being reminded that 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.</li> <li>• Moreland notices should be mailed out soon to consumers/legal representatives; we do not know the date as yet. In the upcoming months notices will be mailed out to the waitlist to waiver enrolled consumers as well.</li> <li>• Support coordinators, if you do not have a tracking system in place we recommend that you create one immediately. There are several consumers whose Medicaid</li> </ul> </li> </ol> | <p style="text-align: right;">3</p> |
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eligibility has lapsed. Often times the provider of State Office is calling the Region's attention since someone has complained to them. From my understanding the eligibility date is approximately the same time every year so assisting consumers/families should not be a difficulty for you to submit documentation to DCF timely.

3. **Costplan/ABC Issues**

- Ms. Jackson reminded all support coordinators to review their entire caseload and update ABC demographics for consumers.
- 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 costplan to address the need quickly. Please notify our office so that we can quickly look at this costplan that you have submitted.

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. You can contact Ms. Ariadna Martinez at [ariadna.martinez@apdcares.org](mailto:ariadna.martinez@apdcares.org) or 305-377-5022.

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

- a. Please do not submit support plans with pen/ink changes any longer to our office. This was also previously 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.
- b. 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 to our office!** 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. It is critical that you verify all supports/services that your consumer was receiving. It is most helpful if you directly contact the actual provider

and obtain supporting documentation from them. 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.

- c. 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.

- d. When submitting a Supplemental Funding Request (SFR) for your consumer you must submit all supporting documentation for existing services – we recommend the most recent documents for approximately 6 months. Additionally, you must provide justification for the new or increased service you are requesting. Often times schedules are needed to get a complete picture of the consumer's day and to ensure services do not overlap. Documentation for the caregiver is most beneficial when you are indicating the caregiver cannot assist the consumer. Efforts made to secure natural/community resources is critical for you to document in the support plan.

When your consumer will have a QSI done, we ask that you participate or follow up with the QSI Assessor so that you can provide feedback. This can be done via phone or in person, the choice is yours. Once the QSI is completed we ask that you review it in comparison with all your supporting documentation. There are times when a consumer has a high score for behavioral yet the support plan does not reference a lot of psychotropic medication or behavioral issues.

- e. Several of you have not been submitting support plans to our office as required by the Handbook page 2-85. As you are aware support plans are to be submitted to the Region for review and approval. Page 3-3 if the Handbook allows the Region to recoup money from the support coordinator for noncompliance. Providers, you should also take note to the recoupment that can also be done as well.

**Kirk Ryon, RPS:**

1. Kirk Ryon noted that the **Incident Reporting system** in the Southern Region is in the process of going “paperless” and all incident reports must be submitted via the internet. At this time, Mr. Ryon noted that emails are being sent to him or Incident Reports are being FAXED and sometimes faxed to different numbers in the APD office. A memorandum to remind Incident Report writers of the correct email address was distributed. As noted in the memorandum, all Southern Region Incident Reports must be emailed to:

[SouthernRegion.Incident.Report@apdcares.org](mailto:SouthernRegion.Incident.Report@apdcares.org)

2. Kirk Ryon noted that Delmarva has been conducting Provider Discovery Reviews since January 2014 in Southern Region. Some providers may not have received their reviews yet as there have been some delays due to a new reporting format. The new format will emphasize and provide more detail in the reporting of non-compliant citations. APD has not received notices for many of the reviews and has not sent out plans of remediation for the reviews. Mr. Ryon noted that APD will catch up with the mailing of Plans of Remediation over the next weeks and reminded providers that if they have a recoupment noted on their review, they must request a reconsideration within 30 days. Providers cannot wait for APD to send a Plan of Remediation Letter before they request a Reconsideration.

**Sharon Powell, RPS, RN**

March 14 was World Kidney Day

Most people are not aware of the fact that kidney diseases can be silent killers. They may not show any symptoms for a long time until the situation becomes critical. Kidney disease can be acute (sudden onset) or chronic (ongoing). Kidney disease can affect anyone across the life span from the very young to the very old. It is important to recognize the symptoms of kidney disease for early diagnosis. There are many reasons why kidney disease may occur; the most common causes are diabetes and hypertension. Even an unhealthy lifestyle with a high calorie diet, certain medicines, lots of soft drinks and sugar consumption can cause kidney damage.

Signs and symptoms:-

- Changes in urinary function, which can be in the frequency, color and amount of urination. There might be the time when there is an urge but you are unable to do so.
- Difficulty or pain during voiding, this can be in the form of pressure or pain when voiding. Urinary tract infections many cause pain or burning, if this go untreated the infection can

migrate to the kidney causing fever and back pain.

- Blood in the urine
- Swelling, the kidneys' function is to remove waste and excess fluid from the body, if it is not functioning optimally extra fluid will manifest as swelling in hands, feet, ankles and the face.
- Extreme fatigue and generalized weakness, the kidney helps in the formation of red blood cells. This can result in anemia, also reduced distribution of Oxygen to the body causing generalized weakness and extreme fatigue.
- Feeling cold all the time, this can be due to anemia

Foods recommended to reduce the workload on the kidney:

- Cauliflower – helps control diabetes and heart disease which contribute to kidney disease. It is low in potassium and offers nutrients like Vitamin C, folic acid and fiber. It has the ability to eliminate certain toxic substances from the body.
- Carrots – helps with regulating the blood pressure and blood sugar. The only negative is carrot is high in potassium so should limit the amount of raw carrots eaten in one sitting.

April is Parkinson and STD Awareness month

- **Parkinson disease** belongs to a group of conditions called movement disorders. The four main symptoms are tremor, or trembling in hands, arms, legs, jaw, or head; rigidity, or stiffness of the limbs and trunk; bradykinesia, or slowness of movement; and postural instability, or impaired balance. These symptoms usually begin gradually and worsen with time. As they become more pronounced, patients may have difficulty walking, talking, or completing other simple tasks. We will discuss in greater detail Parkinson disease in April and how it impacts the population we serve.

Clinical work stream ongoing:–

#### **QSI:-**

- QSI assessments continue, thank you support coordinators and residential providers who are making the process that much easier and are responsive to our demands. We appreciate the team work, if you have any concern about the process or any suggestion you would like to make please do not hesitate to contact me by calling or emailing.

#### **Reactive strategies & Trainings:-**

- We continue to offer reactive strategies training monthly and LRC meeting twice monthly. Providers are required to submit reactive strategies report by the 10<sup>th</sup> of each month to

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|                         | <p><a href="mailto:southernregion.reactivestrategies@apdcares.org">southernregion.reactivestrategies@apdcares.org</a>.</p> <ul style="list-style-type: none"> <li>Medication administration overview training is done monthly, please to visit the APD website to register for all training.</li> </ul>  |  |
|                         | <p><b><u>Maria Linares, RPS</u></b></p> <p>Ms. Linares reported that there are vacancies in the Family Care Council and reminded all providers to please submit their invoices in a timely manner.</p>   |  |
|                         | <p><b><u>Michael Cardello, SES</u></b></p> <p>Mr. Cardello reported that currently 5 individuals are employed under the Employment Enhancement Project. The goal is 39 by June 30, 2014. Approximately \$75,000 of the \$97,500 for this region has been allocated through submitted proposals.</p> <p>There are currently 5 paid internships matched and funded through this project: 2 at UCP, 1 at APD, 1 at Malanga Café, and 1 at Miami Dade County Courthouse.</p> |  |
| <b>III. ADJOURNMENT</b> | <p>The meeting was adjourned at approximately 11:40am. Ms. Alvarez, commended the SR Staff and the providers for their hard work and thanked them for their attendance and participation, wished them a blessed weekend.</p>   |  |

**Attendance:** Andres Pacheco, Jo-Ann Haas, Jeanette William, Jeanne Pierre, Kathleen Mulkey, Gloria Rodriguez, Manuel Achong, Rene Gomez, Clara Martinez, Martine Saint-Aime, Sophonie Maneus, Haydee Milian, Laura Vinent, Leonardo Inclan, Ludmila Senekevich, Gisel Prado, Cristiana Robaina, Aida Zuniga, Eldith Tuesta, Karita Ahmed, Cary Diaz, Karina Gomez, Muriel Cuadro, Ellen Bethel, Martha Gonzalez, Sara Diaz, Roger Diaz, Sandra Mercado, Gladys Minino, Josephine Livingston, Barbara Smith, Mable Burger, Leonardo Suarez, Carlos Rocha, Chantal Meo, Anthony Spicer, Gloria Fortune, Sherrie Dadvlla, Junie Stinville, Pascale Malette, Brenda Lampon, Antwan Plez, Daniel Mckenzie, Rebeca Freeman, Xiomara Gonzalez, Heilyn Gandia, Marjome Deza, Alejandro Garcia, James Louis, Viveen Brooks, Marianela Wata-Wara, Norys Nodarse, Adelayda Almaguer, Marledis Martin, Natalia Seguera, Karen Knoblock, Jerome Silverberg, Luis Rodriguez, Cherie O’Geen, William Appleton, Margarita Appletin, Glenda Ferrer, Roberto Pire, Mara Martinez, Nereida Babilonia, Dionne Nartun, Dora Guzman, Francisco Sanabria, Marcos Lopez, Penny Schueneman, Cristina Swarz, Jorge Villalon, Charlie Minino, Audrey Lawrence, Portia James, Maria, Giarmonthy, Jessica Sutter, Martha Khan, Veronica Oliver, Gwendolyn Walker, Adrienne Castrillon

**Tardy (15 minutes):** Derk Green, Cynthia Gay, Crislayne Abraham, Maritza Silverio, Julia Mesa, Sabrina Altidor, Cassandra Smith, Carol Thomas, Eartha Mays, Martina Osaghae.