



agency for persons with disabilities
State of Florida

APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Thursday, July 22, 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 9:49 a.m. Ms. Hillary Jackson told all parties that Ms. Evelyn Alvarez is out of the office on leave until 07/31/13.	
II. STATE / AREA AND APD UPDATE	<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 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.</p> <p>❖ <u>Staff Introductions:</u> Hillary Jackson, Kirk Ryon, Sharon Powell, Maria Springer, Carolyn Eleby (excused), Michael Cardello, Montrese Albury, Rosa Llaguno</p> <p>❖ <u>Announcements:</u> none</p> <p>❖ <u>Guest Speakers:</u> none</p>	<ul style="list-style-type: none">▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.

❖ **Mr. Kirk Ryon discussed the following:**

- In the most recent (2013) Delmarva Reviews, Mr. Ryon noted that the Southern Region Providers had achieved, overall, very high scores and should be commended for their performance. 147 providers had achieved scores of over 90%. Very few providers overall scored below 85% relatively few providers received citations or recoupments. Mr. Ryon noted that from July 1, 2013 forward there could be no further remediation of items in the reviews where recoupment was identified. The full recoupment amount cited on the Delmarva Review would have to be adjusted by the provider and the adjustment documentation provided to APD.
- Mr. Ryon discussed upcoming changes in the APD Incident Reporting Procedures. Mr. Ryon noted that from this point forward, all incident reports must be received correctly filled in and typed. Southern Region APD would be establishing a specific email address just for incident reports and providers will need to email incident reports to this single address. Faxed incident reports will no longer be accepted. Any incorrectly filled out incident reports, hand written incident reports or faxed incident reports will be returned to the provider for correction. Mr. Ryon noted that providers will have to adhere strictly to the required times for submission of Critical and Reportable Incidents. The new Incident Reporting Procedures and Form should be available by the August 2013 Southern Region Provider Meeting.
- Mr. Ryon announced the 2013 Gallery of Dreams Exhibition in the Rohde Building, South Tower Lobby. This is the 5th Anniversary for the Gallery of Dreams. The works on display from Faye Clarks New Horizons, Emily Moises ADT, CHC, Sunrise and Angel Heart demonstrate the evolution of skills for some of our clients and their ongoing development as artists.

❖ **Mr. Michael Cardello, Community Relations Coordinator, spoke about several issues:**

- Mr. Cardello announced that Disability Mentoring Day participant applications were e-mailed today to Waiver Support Coordinators and Supported Employment Providers.

- Mr. Cardello stated that the official DMD date is October 16, 2013, but that DMD is occurring on a continuous basis, with the bulk of DMD activities occurring in the month of October.
- Mr. Cardello reminded the group that the five Baptist Health South Florida (BHSF) internships were ending this week. Two interns are definitely being employed and there is a possibility that two more will be. He said that this year, BHSF will mentor 10 APD consumers, and that already, four applications have been submitted to BHSF.
- Mr. Cardello reported that 10 DMD applications have been received by DVR.
- Mr. Cardello informed the group that Royal Caribbean Cruise Lines has recently agreed to partner with APD/Southern Region in the provision of DMD, internship and employment opportunities.

❖ **Ms. Montrese Albury shared:**

- The deadline for the 4th quarter competitive employment report was due July 19, 2013. Please get them in if you have not done so. This is the report due to the governor's office by August 1st.

❖ **Mrs. Sharon Powell-Thomas shared the following information:**

- July is a month with mix emotions, we are happy for the summer, stress free driving in the mornings to work because schools are out, but then we have the fear of hurricane season. But there is more to celebrate than fear. We have endless beach and pool days, hence the focus for the disease of the month, it is eye injury awareness month.
- If you love going to the beach or the pool then you might be affected by dry eyes due to the chlorinated and salt water. There are ways to reduce the negative effect of the exposure which are:
 - ✓ Wear goggles while in the pool.
 - ✓ While in the pool if you start experiencing burning or itching of the eyes, get out and rinse with plain water.
 - ✓ Use eye drops prior to going into the water as a preventative measure

- ✓ Remove contacts prior to going into the water. The contacts can trap harmful germs which otherwise could be washed away.
- ✓ Wear your shades while sitting at the poolside, on the beach or during any outdoor activities.
- ✓ Drink lots of fluid, it is so easy to get dehydrated during the summer, so drink plenty of fluid and avoid alcohol beverages while outdoors.
- ✓ Avoid rubbing your eyes after getting out of the water to reduce irritation.

- We had the first Medication Administration overview training in Monroe county in May, and in Miami July 10th, they were both informative and interactive. Please go to the training website and register, the training is for direct service providers whose job description includes medication administration or supervision of medication administration. Soon it will be a requirement that all direct service providers in this category complete annual continued education before revalidation.

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

- APD Director Barbara Palmer is holding town hall meetings statewide over five months. We will alert you all when the Southern Region meeting will be held.
- Waitlist enrollment is a priority for APD and we need support coordinators full cooperation to assist 85% of our first group (128) of consumers to begin receiving services from the iBudget waiver.
- Support coordinators it is critical that you update the ABC screen - ACLM5 regarding employment for **all consumers on your caseload** as previously advised in prior emails our office has sent to you. This reporting will replace the spreadsheets you currently submit to Montrese Albury.
- Ms. Jackson thanked all parties involved for their patience and cooperation over the past few months during the transition onto the iBudget which was effective 7/1/13 for the Southern Region.
- Providers must read the draft iBudget Handbook for applicable services that are rendered by your agency/business. If further clarification is needed regarding the Handbook please contact Southern Region APD staff.

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.
- Recall that our office does not sign the Quick Update or Purchasing Plan pages. Once we receive them from State Office we try to send them to all CDC+ consultants as soon as possible.
- Everyone should be aware, Delmarva monitors 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. Consultants, it is recommended that you provide CDC+ employees with your OCA information so that you can directly access their screening results. Please contact 1-850-717-4454 for DCF Statewide Background Screening helpdesk if you need assistance.

2. iBudget

- Please read available materials on the iBudget website. We are receiving a lot of inquiries in which answers are readily available in the draft iBudget Handbook or in other documents.
- Several of you are continuing to contact our office regarding the “allocated amount” being wrong. This may or may not be true. Our office is reviewing this on a case by case occurrence beginning first with consumers who requested a hearing. There is a process in order for the “allocated” and/or the “annual corrected cost plan amount” to be updated. We cannot just change money in the system since an Amended Notice will need to be issued. At that point, the consumer can also request a hearing.
- Providers please keep your email addressed updated as this is the primary way that support coordinators will issue service authorizations. If you change your email address you are also to notify our office especially in writing to the provider enrollment area. This information will need to be updated in the ABC system which transfers data into the iBudget system.

3. Documentation

- All service requests require the determination of medical necessity still being made by our office. Support coordinators, you are still required to provide us with supporting documentation to justify the service request. Use the PSA and/or iBudget Handbook requirements.
- Providers, you are all aware that you are **required to provide supporting documentation** for services to the support coordinators **before** you bill. Please ensure compliance as we are still hearing that some of you are not following suit.

4. Support Plan/Costplan/Service Requests

- Support plan issues:
 - a. Please **COMPLETE support plans annually unless you have received instructions otherwise.**
 - b. Do not submit support plans with pen/ink changes with your crisis packets. Crisis packets should be completed and submitted when your consumer has a significant change in need. Central/State Office will not accept them as they are difficult to read or follow in order to have a clear picture of the consumer.
 - c. Support coordinators, we thank you for following up for your consumers under age 21 requests that would need continuation. Again, in order 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.
- Costplan issues:
 - a. Please clearly state in the iBudget WSC Processing comment field exactly what is being requested. Please do not just state review/approve costplan, etc.
 - b. Please realize that services in the costplan must still meet medical necessity requirements. Money remaining in the costplan can be utilized for other services within the confines of the draft iBudget Handbook. We will try to send you some guidelines on this and other iBudget service request matters as soon as possible.

5. Hearings/Final Orders/Letters

- Please pay very close attention to your secure email/Zixmail that contain final order information. You will need to closely follow the instructions within the secure email/Zixmail to ensure that all effected providers receive timely notification along with a new service authorization if required.

6. Disaster Preparedness

- Please make sure you all have a plan in place for yourself and your family. All consumers should have a plan **especially those living on their own.**

7. Abuse/Neglect/Exploitation

- Please pay very close attention to your consumers' surroundings whether that is their living setting, care takers, etc. We are learning of consumers living in deplorable conditions in which the ABUSE registry should have been contacted. Please **do not make decisions** whether or not a consumer is being abused/neglected/exploited in any manner, **your role is to call 1-800-96-ABUSE.**

❖ Mrs. Maria Springer shared the following information:

- For this month's update in the Community Affairs and Waitlist Work Stream please be advised that we have been able to continue offering supported employment services to our waitlist consumers, as well as paid internships.
- We were able to offer a variety of services to our waitlist consumer via IFS Funds; in an estimated amount of over \$500,000.00 this past FY 2012-2013.
- Unit 601 and 603 has successfully completed the first steps of the prioritization enrollment. As you know 754 individuals with the most critical needs are being offered enrollment into the Home and Community-Based Services (HCBS) Medicaid waiver effective July 1. Out of these our Region received 128 consumers that have been offered enrollment to date we have processed an estimated 80 enrollment. Please ensure you follow the directions that Ms. Hillary Jackson forwarded to you on July 3, 2013.

- Our Goal is to have at least 85% of the 128 consumers who have been offered enrollment via the Prioritization Enrollment, receiving all of the services they need by or before August 30, 2013.
- Please be informed that in the case files you have already picked up and/or the ones you will be picking up today you will have the following documents: print out of the FMMIS Screen reflecting the type of Medicaid, in section 4 of the case file you will have heightened in yellow the IB 810 amount, the most current Support Plan Update keep in mind it is not the ones you are used to doing it is a typed sheet, and the most current QSI.
- Please be advised that prior to you leaving this building I will be calling out the names of who are the Waiver Support Coordinators and/or WSC Agencies that need to go see Mrs. Yugoslavia Marte so that you can pick up the files that are ready. The Agencies are the following : Quality Connections, Sunset Developmental, Linking Possibilities, VO Supports, Kindness and Care, Emmark Helping Hands, Access Health, ABC Absolute, Action Supports, Unike Supports Services, AGAPE, Carmen Calderon, Diane Gelpi, Salam Care, KQ Supports Coordination, Robis Inc., and All Direct Services.

	<p>IMPORTANT:</p> <p>OUR ON-CALL PHONE NUMBER IS 305-299-3366.</p>	
<p>III. ADJOURNMENT</p>	<p>Meeting adjourned at 11:25 a.m.</p>	

ATTENDANCE: Diane Gelpi, Kathleen Mulkey, Osasumwen Osaghae, Barbara Smith, Aileen Phelan, Haydee Milian, Laura Vinent, Marianela Wata-Wara, Penny Schueneman, Kathy Root, Martha Khan, Martina Osaghae, Portia James, Chris Obioha, Heilyn Gandia, Tammie Martin, Carlos Duardo, Jackie Butler-Wilson, Diamelys Pordomingo, Janice Thurston, Roberto Pire, Elizabeth Apiau, Jessica Sutter, Mable Burger, Martine St. Aime, Wilma Johnson, Audrey Lawrence, Josephine Livingston, Steven Kuster, Isabel Rojas, Cherie O'Geen, Pascale Mallette, Natalia Seguera, Lola Bain, Dominique Bain, Eartha Fagan, Sabrina Altidor, Judith Rodriguez, Patricia Garcia-Montes, Carmen Calderon-Roberts, Carolina Hernandez, Jerome Silverberg, Vivian Owen, Columba Okpala, Carolina Mugar, Monica Gomez, Dora Guzman, Nahir Cardoso, Manuel Achong, Gloria Fortune, Muriel Cuadro, James Louis, Gladys Jackson, Luis Rodriguez, Natalia Laver, Gloria Rodriguez, Arnold Coats*, Jeanne Pierre*, Veronica Oliver*, Ludmila Senkevich*, Orlando Gay*, Hugo Merino*, Aida Zuniga*, Amanda Ortiz*, Anthony Spicer*, Sophonie Maneus*, Cristiana Robaina*.

* Denotes tardiness of more than 15 minutes