



agency for persons with disabilities
State of Florida

SOUTHERN REGION APD PROVIDERS & SUPPORT COORDINATOR MEETING

Monday, September 23rd, 2013 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	<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 that 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, Maria Springer, (key staff) Carolyn Eleby, Rosa Llaguno, Michael Cardello, Maria Roqueta.</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 4th floor cafeteria. Thank you for your cooperation</p> <p>New Staff Announcements: Promotions: Roland Vializ SHSPS, Arnaldo Ramos, AAI; Career Service employment Martine Saint-Aime, HSPS.</p> <p>New Provider Announcements: none</p> <p>Special Provider & Community Partner Recognition: In appreciation for the team work and leadership you have demonstrated in ensuring positive mentoring and or employment outcomes for APD customers. Jill Brookner & Nick Chang, Miami Dade County Public Schools; Cynthia Gay, Director of Dream Team Group Home; Diane Gelpi, WSC; Marta Bermudez, WSC; Pascale Malette, Director of Maison de St. Joseph Group Home; Kiou, Doris and Lesly Henry of Henry Development Foundation; Raoul San Jose Vocational Rehabilitation Counselor.</p> <p>Guest Speakers: Todd Victor, Cyberonics</p>	

In service Training: none

II. STATE & REGIONAL UPDATE

Announcements:

- **Retirement** - Carolyn Eleby –Will be retiring at the end of this month and has served the state of Florida for 35 years. Congratulations!
- **New Resource Director-** now Features Event Calendar <http://www.apdcares.org/resource> This directory was specifically created to serve Floridians (and their families) with Intellectual and developmental disabilities. With nearly 7,000 resources, zip codes search functionality, local directions and maps, as well as interactive tools for users to communicate with APD, we truly feel this is a great resource for families to locate resources in their community. Please share with families, local partners and you are encouraged to submit events and or resources in your area directly on the website.
- **APD Town Hall Meeting** -September 19, 2013 Governor Scott and Director Palmer hosted a Town Hall Meeting to encourage dialogue with customers, stakeholders, waiver support coordinators, providers and others. The Governor recognized several APD clients for their employment Successes. Over 100 participants attended providing valuable feedback. Only one WSC attended, Special Thanks to Gloria Rodriguez from AGAPE!!

State of the Region:

- Vacancies- currently various ops and career service positions are vacant. The Director has reassigned 7 new career service positions to the Southern Region. We are very Thankful to the Director for her leadership and for the support of the other Region Offices that made these positions possible. Currently being reclassified and advertised. Mostly HSPS for MW, QI, Community Relations Coordinator, Employment Specialist, and Regional Program Administrator. Additionally, we are also filling a MW SHSPS and Contract Manager positions that are currently vacant. Filling these positions has been challenging and we are giving first priority to internal promotions. Expect to complete all hiring by end of October.
- Staff continues to be assigned to priority legislative assignment and other Health and Safety functions. We continue to operate in the provider enrollment and training area with minimal staff. We will continue to assess and shift staff resources accordingly.

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

CONTINUED
STATE &
REGIONAL
UPDATE

- QUALITY CONCERNS: From my experience in supervising recent MW Special Projects, feedback from families and other providers. It has come to my attention that there is a fear of providers to complaint about WSC because clients will be removed from their programs!
 - 1 In general the MW office continues to have a high volume of poor quality work being delivered to the Regional Office by WSC.
 - 2 Primarily, non-responsiveness to deadlines, lack of follow-up with our office phone calls to you, wrong information and or incomplete work.
- 3 There is evident inability to comprehend guidelines and directions being given on multiple occasion either via email or in meetings.
- 4 Providers that have dual employment should please notify Yugoslavia Marte at 305-377-5203.

Regional staff spend too much time and resources chasing some WSCs, correcting their work and ultimately doing the work for them. THIS WILL STOP IMMEDIATELY! I have discussed this matter with the Director and our Legal Department. The Regional Operations Manager will be exercising a more aggressive approach to correct these deficiencies. We will also engage in an aggressive recruitment campaign with local Universities to higher more qualified providers and staff. There will be a remediation mandatory training for those that have demonstrated substandard performance. It is imperative that you develop quality control measure for your and or your agency staff to ensure that the quality of the work being completed is acceptable. The Regional Office is available to train, provide technical assistance as necessary. Please let us know how we can be of assistance. By improving our work product we will reduce the volume of work and better serve our clients.

Ibudget Update:

- Court Rules in Favor of iBudget- The final order stated, “APD method of dealing with this complex issue is reasonable. Proposed rules are not arbitrary or capricious as promulgated”. The order also said, “Proposed Rules 65G-4.0210 through 65G-4.027 are not invalid exercises of delegated legislative authority. Hearing request were held in abatement until the court ruled and are expected to be scheduled promptly. We have approximately 500 hearing requests and will need your cooperation in providing necessary documentation for preparation of hearing packages.

Paratransit Transportation Services Update:

- Follow-up to concerns from, clients, families, providers and community partners regarding the new STS provider Transportation America. The ROM has sent a letter to the Director of Miami Dade Transit and Respective Commissioners Dennis Moss and Bruno Barreiro who Chair the Miami Dade County Transportation and Aviation Committee describing the type of incidents and concerns, how poor service is affecting the life of the individuals that we serve asking for their intervention. Although I did not receive a response I was contacted by MPO staff. This matter was also Discussed at July and September Local Coordinating Board Transportation Disadvantaged Meeting. Furthermore, I have also met with Division Director Chief Mr. Velez several weeks ago regarding contract compliance matters and the lack of improvements made. Please if you are aware of a problem or a positive matter related to this service I urge you to contact 786.469.5000 Miami Dade County STS Complaint and Commendation number. DO NOT MAKE COMPLAINTS TO TRANSPORTATION AMERICA PROVIDER. During the recent Town Hall meeting this matter was voiced by participant riders and the Governor has asked for me to continue escalating this for a resolution. APD will continue to advocate for improvement, monitor this matter and keep you informed of our efforts during the monthly provider meeting.

Family Care Council: several new members appointed by the Governor of which two are APD clients. Please continue recruitment efforts.

Other: If you are aware of any fraud or misconduct please contact any of the following numbers below:

APD Southern Region Office- 305-349-1478 Quality Improvement Unit

Toll-Free: 1-866-APD-CARES (1-866-273-2273)

Office of Program Integrity – email address is being developed at will be shared as soon as it becomes available.

- Mr. Ryon thanked providers present for conforming to the new Incident Reporting Procedures in a timely manner. Over the past 4 weeks, the new Incident Reporting Form and Policy/Procedures have been sent out four times to all Southern Region Providers. Numerous individual providers who did not get the Forms and Policy have been sent copies as well. Several providers had difficulties using the form initially. It appears that some of the larger agencies with numerous homes/ADT have difficulty in receiving emails and distributing them to individual departments. At this time, incident reports that are received in Southern Region and not on the correct form or at the designated email address will be returned for correction. Faxed emails will no longer be accepted.
- Mr. Ryon discussed licensing renewal applications from group home providers who are hiring multiple staff with significant histories of misdemeanor or felony arrests. Mr. Ryon noted that due to the time it takes APD to review these individuals' backgrounds and dispositions, the licensing process can be slowed significantly. Mr. Ryon noted that while some of these individuals with multiple felony arrests may not have disqualifying offenses, it would be in the best interest of the provider to be very careful in proceeding with these hires. This is true particularly in cases such as numerous traffic offenses or welfare fraud which could impact job performance in a group home or as an employee of another category of provider. Group home providers who submit background screenings for staff with histories of numerous arrests will receive a letter from APD cautioning them on this practice.
- Mr. Ryon also noted that providers who submit Exemption Requests for individuals with disqualifying offenses may expect to wait a considerable amount of time for a decision on these requests. Southern Region has no capacity at this time to expedite Exemption Requests. Mr. Ryon reminded providers that individuals may not work with APD clients while awaiting results of an exemption request for an individual with a disqualifying background screening.

- Ms. Powell introduced herself and stated that Seizure disorder awareness is not associated with September but in keeping with Mr. Todd Victor' presentation on Vagal Nerve Stimulator (VNS) she was presenting seizures/epilepsy. This is a common condition found in approximately 50% of the DD population which poses great health and safety risk.
- Epilepsy is a brain disorder in which clusters of nerve cells, or neurons, in the brain sometimes signal abnormally. Neurons normally generate electrochemical impulses that act on other neurons, glands, and muscles to produce human thoughts, feelings, and actions. In epilepsy, the normal pattern of neuronal activity becomes disturbed, causing strange sensations, emotions, and behavior, or sometimes convulsions, muscle spasm, and loss of consciousness. Approximately 6% of the US population will have seizure. Over a half of these occur in early childhood, associated with high fever or head injury. Recurrent of seizures is best predicted with an EEG (electroencephalograms) obtained shortly after the seizure activity.
- Epilepsy is not contagious and is not caused by mental illness or developmental disability. Some people with intellectual disability may experience seizures, but seizures do not necessarily mean the person has or will develop mental impairment.
- About 40% of individuals with epilepsy between the ages of 4 and 15 have one or more additional neurological disorders. The most common ones are intellectual disability, speech-language disabilities and learning disabilities. Approximately 50% of individuals with learning disabilities have epilepsy. Among children with developmental disabilities, the prevalence of seizure disorders is 16% in those with intellectual disability, 25% in children with cerebral palsy, and 25% in children with spina bifida and hydrocephalus. Children with multiple developmental disabilities in addition to seizure disorders often have more complex seizure patterns that are more difficult to control.
- It is extremely important that anti-seizure medications are given as prescribed, and are not stopped abruptly. Also, blood levels are done frequently to identify therapeutic levels and to prevent toxicity.

	<p>Ms. Maria Springer introduced herself saying good morning and proceeded to provide some useful information to the providers:</p> <ul style="list-style-type: none"> • Ms. Springer specified to please be reminded that for those consumers that have Medicare and Medicaid they should have received the gray letter since starting on January 1, 2014 they would no longer automatically qualify for extra help in paying for Medicare prescription drug coverage. They must apply if they were receiving this extra help to continue receiving it. If you have any question on this matter please feel free to contact Ms. Rosa Llaguno at (305)377-5815. • Ms. Springer also stated that we are currently still providing Supported employment to our waitlist consumers. • We also continue to work on expanding our resource list. • We did an outreach activity on Saturday September 21, 2013 and had a good turnout for Festival Educativo. 	
	<ul style="list-style-type: none"> • Michael Cardello, Community Relations Coordinator, announced to the group that the Southern Region was awarded \$2, 333 by the agency for paid internships. The host sites for these internships have been identified as: Seaboard Marine, Habitat for Humanity and University of Miami/Mailman Center for Child Development. Three APD consumers are being considered for these internships. They will occur between October and December, 2013. • Mr. Cardello announced need for mentees for Disability Mentoring Day for: City of Miami Police, FPL, Seaboard Marine, Bill Baggs State Park, Alton Madison Property Management and University of Miami/Miami Project to Cure Paralysis. Most DMD activities will occur in the month of October, 2013. • Ms. Llaguno reminded the providers that the voters registration reports are due October 2nd, if any technical assistance is necessary to please contact her either by phone or email at 305-377-5815 or rosa.llaguno@apdcares.org 	

- Maria Roqueta thanked Carolyn Eleby for all her support throughout the years and wished her a happy retirement.
- Waiver Support Coordinators were reminded of the importance of overseeing their consumer financial needs, particularly when the Supported Living coach is the fiscal agent. WSC must review on a quarterly basis consumers bank statements, bills, expenditures, etc. Fiscal responsibility is crucial to maintain a successful supported living setting.

Ms. Hillary Jackson stated:

1. CDC+

- 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.
- Refer to my email sent regarding your consumers with EQ Health approvals and how you should proceed to update their cost plans.
- 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 and refer to available materials on the iBudget website.
- Waitlist enrollment is a priority for APD and we need all support coordinators' full cooperation to assist consumers to begin receiving services from the iBudget waiver as soon as possible when you receive the consumer's central record file.

- Support coordinators, in an attempt to clarify which type of waiver consumer you are receiving, please refer to the handout we have provided to you in this meeting. Each central record file you receive from this point forward should contain a red checklist paper. Please note only one box should be checked on the checklist for your consumer. In the event, you receive a file without this checklist, please contact Ms. Yugoslavia Marte.
- 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. In some instances you may receive a central record file and ABC may not have been updated to include you as the new support coordinator; 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.
- Support coordinators you must update the cost plan with each service plan screen BEFORE you submit the file to our office to be closed. Please contact all providers to ensure billing has occurred or how much money will need to remain in each service plan. Please share this with your staff accordingly.
- 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 begins 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.

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.

4. Support Plan/Costplan/Service Request

1. Support plan issues:

- Please COMPLETE support plans annually unless you have received instructions otherwise.
- Please do a thorough support plan for consumers who are newly enrolled on the APD waiver.
- Statewide the DSM system will soon be updated with Regions' email addresses for support plans, incident reports, etc. As soon as this is finalized with APD and AHCA we will alert you to the changes for the Southern Region.

2. Costplan issues:

- Please clearly state in the iBudget WSC Processing comment field exactly what is being requested. This includes a request to backdate a service plan, a request for a preapproved service(s). Please send the supporting documentation for the request as needed for that preapproved service to our office. Please do not just state review or for our office to approve cost plan, etc.
- Please realize that services in the cost plan must still meet medical necessity requirements. Money remaining in the cost plan can be utilized for other services within the confines of the draft iBudget Handbook.

5. Hearings/Final Orders/Letters

- Please note that we will be contacting you this week for any supporting documentation that is needed for consumer's within your caseload that requested an iBudget hearing. These items can be faxed or scanned/emailed to us or if you find it is easier to bring the file to our office to obtain the needed items, this is fine. We are checking our office first for all documentation prior to requesting items from you.

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.

<p>III. ADJOURNMENT</p>	<p>The meeting was adjourned at approximately 10:45am.</p>	
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Attendance: Dionne Barton , Roberto Pire , Rafael Abreu Jr , Rosalind Smith , Cesar Cerdan , Cheryl Lopez , Shawntisha McCown, Isis Espino, Mario Valdes , Arces Rodriguez , Martha Bermudez, Viveen Brooks, Dayhr Talanea , Martins Osaguae , Pedro Herrera , Portia James, Audrey Lawrence, Jill Brookner , Gisel Prado , Diane Gelpi , Martha Khan, Haydee Milian, Dulce Tejada , Maria Marquez, Marianela Wata-Wara, Andres Pacheco, Ioan Lee, Pan Miller, Jerone Silverberg, Soraya Lopez, Laura Vivens, Maria Garcia, Hugo Merino, Jackie Butler Wilson, Lori Rosichan, Wilma Johnson, Josephina Livingstone, Barbara Smith, Kelly Patterson, Ubaldo Alvarez, Nayza Hernandez, Luis Rodriguez, Carmen Calderon, Manuel Achong, Cynthia Gay, Lola Baill, Alexander Bain, Nick Chang, Cassandra Smith, Mildred Johnson, Arndo Coeth, Kathleen Mulkey, Xiomara Benavides,

*Denotes tardiness of more than 15 minutes

*Natalia Seguera, *Vivian Owen, *Jorge A Villalon, *Ana Garcia, *Karina Gomez, *Zuil Del Gabo, *Rene Gomez, *Barbara Stone, *James Louis, *Adeyinka Obajimi, *Raoul San Jose, *Pascale Malette, *Penny Schuerneman, *Habebet Momou, *Kathy Childs, *Veronica Oliver, *Siomara El Sabbagh, *Gladys Minino, *Jeanette William