



agency for persons with disabilities
State of Florida

SOUTHERN REGION APD PROVIDERS & SUPPORT COORDINATORS MEETING

Monday, October 21, 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 Program Supervisor, Ms. Hillary Jackson, welcomed everyone, acknowledged Monroe County participants via conference call and requested that phones be silenced to avoid interruptions. Minutes will be available on the APD web page Southern Region Office section. Ms. Jackson began the meeting announcing that Ms. Evelyn Alvarez and Ms. Maria Springer will not be joining us for today's meeting. Management staff other key staff introductions: Kirk Ryon, Sharon Powell, (key staff) Michael Cardello, Rosa Llaguno, and Montrese Albury.</p> <p>On behalf of Ms. Alvarez, Ms. Jackson reminded all of the importance to bring health & safety concerns to Ms. Alvarez's attention especially issues surrounding possible abuse, neglect or exploitation of APD consumers that may not have been accepted by the ABUSE hotline. Ms. Jackson also shared that subgroups have been formed to address input received from the townhall meetings that was held statewide and interested parties should share their feedback to APD accordingly.</p> <p>Friendly reminder: This room is the DCF District Administrator's conference room and we are very appreciative that it is made available to APD for our Provider Meetings. However, the room is only available 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>	1

1. Announcements:

- New Staff Announcements: none
- New Provider Announcements: Joe Welch, The Loran Group Inc.

2. Presentation:

- Ms. Lilie Molano – DCF – Medicaid Eligibility

Ms. Molano, provided support coordinators with pointers in regards to the Medicaid eligibility and the re-determination process. It is recommended that all applications be done via the internet and include contact information for the support coordinator. When applying ensure to only indicate "HCBS" as the type of Medicaid. Be certain to fax (305-278-0334) or mail all supporting documents in timely manner; always indicate the case number if you have it, on faxed items. Note the fax machine is not located in the DCF office; items faxed are sent to a server which is later routed to the consumer's records.

Ms. Molano reminded all support coordinators that it is critical to process eligibility paperwork before the "due date." Ms. Molano offered to assist support coordinators in determining the "due date" for consumers by sending her an email (Lilie_C_Molano@dcf.state.fl.us) indicating the last 4 digits of the consumer's social security number along with the consumer's name or you can provide her with the case number for your consumer(s).

✳ **Rosa Llaguno:**

- On behalf of Maria Springer, Regional Program Supervisor, General Revenue Units/Employment and Community Affairs, Rosa Llaguno, Community Relations Coordinator, reported:
 - The General Revenue units continue to provide Supported Employment Services to the waitlist consumers;
 - We are currently offering to families in need through our community partner branches, Thanksgiving Dinners on a first come first serve basis;
 - We are continuing to build our family care council and members are always welcome
 - We have nominated waitlist consumers to the Miami Herald Wish Book this year; and
 - We are continuing to build our partnerships within our community to provide our consumers with resources.

- Community Relations Coordinator:
 - Many providers did not turn in the voters' registration reports by Oct. 2nd, the due date for the quarter; several providers were still using last year's reporting form. There were also many errors on the reports. As a result, all providers that have not already received one to one training must arrange to receive the training before the next reporting period ends, January 2, 2014, so that we can ensure compliance.
 - The region will begin a new Community Engagement Initiative where APD will be involving itself more visibly in community events, such as the different run, walk events. Providers will be invited to join us in the events if they choose to join APD staff, emails will be forwarded regarding future events.

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

✳ **Michael Cardello:**

- Mr. Cardello Community Relations Coordinator announced to the group that the APD-funded internship will be occurring at Habitat for Humanity and University of Miami/Mailman Center. The intern for Habitat for Humanity started her internship on October 14, 2013 and the intern for University of Miami/Mailman Center will start on November 4, 2013.
- Mr. Cardello informed us that “Disability Mentoring Day” for this year spanned the time from June 14, 2013 to November 5, 2013. Ninety-two (92) DMD mentee referrals were sent to him, of which eighty-four (84) were matched to mentors. There were 8 “invalid” applications due to missing information regarding transportation and/or professional contact.

✳ **Montrese Albury:**

- Ms. Albury informed the WSC’s that the 4th quarter employment report was due on October 18, 2013. If they have not sent in their report please do so by close of business day October 21, 2013. This report will be reviewed by Ms. Alvarez before it is sent to central office.
- Ms. Albury reminded us that the final SSWI benefits training for the WSC’s for this year is November 7 and 8, 2013. There is no training scheduled for 2014 at this time.

✳ **Sharon Powell:**

- Community initiative
 - APD South Florida region kicked off our community event September 12th, 2013 at the Hollywood Beach board walk with a walkathon. It

was a fun activity with APD staff from Southeast and Southern Region interacting with CDC+ consumers, family members and consultant for four and a half hours. We are encouraging providers to participate in other activities; Rosa Llaguno, Community Relations Coordinator will update providers on all upcoming events.

➤ Disease of the month

- October is breast cancer awareness month and eye injury month. Important reminders:-
 - ❖ Breast cancer affects both men and women.
 - ❖ Complete breast self-examination monthly to detect changes.
 - ❖ Mammogram should begin at age 40 and earlier if there is a family history.
 - ❖ Any change with the feel of the breast, pain or unusual discharge should be reported to health care professional immediately.

- Eye injury - October is the beginning of allergy season. One type of eye injury is eye allergies also called allergic conjunctivitis. This occurs when the eye react to something/ allergen that irritates them. The eyes produce histamine to fight off the allergen, resulting in the eyelids and conjunctiva becoming red, swollen and itchy with tearing and burning. Allergic conjunctivitis is not contagious and is usually temporary.
 - ❖ Eye lash extensions can pose health risk for infections and allergic reactions to formaldehyde-based adhesives. Use caution when considering eyelash extensions by ensuring that the aesthetician is certified and working in a reputable establishment, check for adequate hand washing and proper hygiene and check the ingredients in adhesives. Anyone who experiences an infection, allergic reaction or any other irritation should immediately see an ophthalmologist.

➤ Medication error reports

- All medication error reports are to be emailed to Sharon.Powell@APDcares.org and copied to Kamicha.Ferguson@APDcares.org please do not email medication error reports to the incident reporting inbox.

➤ ABC demographics

- QSI demographics reflect information in ABC when the QSI is entered. The assessors do not input diagnosis, race, addresses etc. In order to have the most current ABC information in the QSI report, ABC should be updated ahead of the QSI entry.

- Reactive strategies reports are to be submitted to the office by the 5th of each month. Reports are to be emailed to southernregion.reactivestrategies@apdcares.org you will no longer need to list individuals for the email it will be distributed to all relevant personnel.

* **Mr. Kirk Ryon:**

- Mr. Ryon discussed a recent increase in Delmarva reports of missing background screenings or components of background screenings (FBI, FDLE, Local, Affidavit) identified in their Provider Discovery Reviews. Southern Region will begin sending out a self-inventory for each provider who is determined through a Delmarva "Alert" to be missing background screening or background screening elements. Beginning immediately, each provider with a background screening alert will receive a self-inventory with which they will review the background screening for all of their current staff. The completed background screening inventory will be returned to the Southern Region Office for review.

- Mr. Ryon asked all providers present to contact the waiver support coordinator for any problems or issues that they are having with their supported living clients. Providers should not be contacting the Southern Region Offices for supported living issues, particularly for issues involving funding.
- Mr. Ryon reported that all backlogged applications for new providers have been reviewed and are in the process of being returned with additional requirements. If providers have enrollment questions, they should be referred to access APDCares.Org under "Provider" and "Provider Enrollment" for information.

✱ **Ms. Hillary Jackson:**

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.
- Everyone should be aware, 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. 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

- Support coordinators and providers we thank you all for your

continued patience with all parties involved with becoming more efficient with the iBudget. It is recommended that all parties read the Draft iBudget Handbook for services, flexibility and service limitations. All providers with a provider number must comply with the Handbook requirements; you will be held accountable, not the person that may have given you wrong information.

3. ABC ISSUES

- Congratulations support coordinators in doing a very good job keeping ABC demographics accurate! We need you to continue doing this please.
- On 10/16 & 10/17/13 we met with some support coordinators regarding data that is needed for consumers who were identified as receiving iBudget costplan reductions. These support coordinators will need to complete and return their spreadsheets that was sent to them by 11/5/13 to Ms. Nelly Perry via email. These identified consumers will receive a new iBudget notice; it is anticipated in January 2014.
- The 2nd priority of consumers to have their ABC data updated will be the consumers who were recently enrolled as waitlist priority enrollment consumers. Afterwards it is anticipated the remaining waiver consumers and the waitlist consumers will be updated accordingly within deadlines given by State Office.
- ACLM1 to ACLM3 ABC screens will soon be updated to include a lot more information in order to comply with the Moreland lawsuit. This includes but is not limited to the written and spoken language of the consumer, the written language of the legal representative and other items such as email addresses for the consumer or the legal representative. Support coordinators will receive more details as we receive it from State Office.

4. Documentation

- All service requests continue to 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 this has been sent out to you all via email repeatedly.
- Support coordinators please notify our office if you are not receiving required documentation that you have requested for your consumers from providers. Providers we may refer noncompliance directly to Medicaid Program Integrity; support coordinators you can also refer noncompliance to their attention as well.
- Support coordinators please return requested AIM Forms and AIM Worksheets to Nelly Perry or Tangela Finley as soon as possible based upon their calls or emails to you.

5. Support Plan/Case Note Issues/Service Requests

- 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. In September 2013, Nelly Perry emailed support coordinators with a listing of your consumers who may need service continuations; please ensure you follow up.
- 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 – formerly known

	<p>as a Cost Plan Amendment Request (CPAR). We locally process the turning 21 packets submitted to our office.</p> <p>6. <u>Disaster Preparedness</u></p> <p>➤ All consumers and providers should have a disaster preparedness plan; especially consumers in supported living. Please get a plan in place if you don't have one. Although we are nearing the end of hurricane season, please remain prepared for other types of disasters.</p>	
<p>III. ADJOURNMENT</p>	<p>Meeting adjourned at 11:45 a.m.</p>	

ATTENDANCE: Amanda Ortiz, Vivian Owen, Natalia Seguera, William Appleton, Margarita Appleton, Rusty Townsend, Laura Vincent, Mariette Figueroa, Osasumwen Osaghee, Dionne Barton, Cary Alfonso, Roberto Pine, Obarguha Lee, Aileen Phelan, Rene Gomez, Sabrina Altidor, Kibel Quesada, Argeo Rodriguez, Jose Casanova, Ellen Bethel, Emiisa Lopez, Muria Cuadro, Gladys Minino, Dora Guzman, Heilyn Gandia, Elizabeth Leprau, Hugo Marino, Veronica Oliver, Karina Gomez, Portia James, Evanglina Moreno, Evangeline Doltin, Angelo Stephens, Regina William, Cynthia Gay, Desma Walker, Lissette Menendez, Charlie Minino, Joe Welch, Mayda Wiltz, Isis Espino, James Louis, Gabriel Lefran, Penny Schuenneman, Manuel Achong, Rasjnik Scott Johnson, Tammie Martin, Sophonie Maheus, Critina Schwarz, Mani Valdes, Chantal Meo, Gina Nicoleal, Jorgea Villalon, Haydee Milian, Nayza Hernandez, Martha Khan, Reginald Wheeler, Lola Bain, Lori Rosichan, Andres Pacheco, Josephine Livingston, Ludmila Senkevich, Xiomara Gonzalez, Chantal Cortez, Mark Gordon, Regina Lunares, Jacqueline Louis, Derek Green, Kathleen Childs, Ernesto Perez, Martha Gonzalez, Shawntisha McCoan, Rafael Abreu, Martine Saint Aime, Mable Burger, Pedro Herron, Blondy Moore, Carlos Rocha, Jacqueline Butler-Wilson

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

*Denice Jules, *Kelly Patterson, *Jacqueline Coats, *Malvese Kong, * Aida Zuniga, *Sterling Latona, * Alexander Bain