



agency for persons with disabilities
State of Florida

APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING
Thursday, September 27, 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	<p>Meeting began at 9:40 a.m. Evelyn Alvarez, Southern Region Operations Manager welcomed everyone and requested that all phones be silenced to avoid interruptions. All Management staff and other staff at the front of the room were asked to Introduce themselves: Hillary Jackson, Kirk Ryon, Sharon Powell, Maria Springer, Carolyn Eleby, Montrese Albury, Michael Cardello, Maria Roqueta and Rosa Llaguno.</p> <p>Friendly reminder: This room is the DCF Circuit 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 us 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>Announcements:</p> <p>New Staff: Sharon and Hillary introduced new QSI and cdc+ personnel</p> <p>New Providers: Hillary has information that there were two Guest Speakers: Cal Marshall, DCF Background Screening Unit and Miami Dade County Supervisor of Elections.</p>	
II. STATE / AREA AND APD UPDATE	<p>APD update/ Announcements:</p> <ul style="list-style-type: none"> • Change in Leadership: On August 3, 2012 Gov Scott named Barbara Palmer as director of APD effective Aug. 22, 2012. She previously served as the Chief of Staff since 2011. Michael Hansen the previous director accepted a position with the Florida Senate. • New Chief of Staff: Michael Ayers has joined APD as our new Chief of Staff beginning this past September 10th. • Other Southern Region Staff Announcements: Ivonne Gonzalez, served as the CDC+ Liaison, and also supervised the QSI Project has accepted a position with APD State Office 	1

as the CDC+ State trainer. Ms. Gonzalez will now report to State Office but will continue to work with the Southern Region as well as all other Region in her new role. We wish her well!

- Commendation to SR staff for their hard work and all that they do as well as a special thanks to the provider community for their patience and assistance in paying attention to detail and quality of work.
- AOB 2012-13 – Deficit in several categories i.e. salary dollars both FTE and OPS.
- Agency Redesign: is in full swing the new Table of Organizations have been approved by the Director all Regional Offices will have the same structure. This will also allow uniformity in staff performing the same functions to be in same position titles. We are currently working in how aligning staff to new Titles impacts our salary allocations. This model will be a stronger and leaner model. Business Efficiency plans have been developed for key functions and we will be shifting staff to telework, possible outsourcing and in Regions that merged duplication of functions will be eliminated. Staff may be repurposed or deemed position efficiency.
- In the Southern Region since we have not merged with any other Area Office we do not have any duplication to consider.
- Although the TO are not being implemented at this time state-wide. Here in the Southern Region due to Ivonne's recent separation we have expedited movement towards implementation in two work streams. 1. MW workstream - the cdc+ will now be managed out of the MW Program Area along with the other waivers/ibudget. 2. Clinical Supports workstream will now house QSI, behavioral services, medical case managements.
- The other three work streams will include: Administrative Services, Quality Improvement, Community Affairs and Waitlist. All program functions and staff will be aligned within the 5 work streams.
- We anticipate to have the TO Regional Structure implemented by January 1, 2013 and also the Informational Technology to support these core functions by July 1, 2013

Next Steps: Process Map Core functions: Application, eligibility, waitlist enrollment, prioritization, GR Support Coordinator activity, Community Resource Development, Community Outreach. Develop Informational Technology.

iBudget Florida Update:

- Regions, NW, NE, Central and SC are online or close to implementation. In progress or soon to be are SE followed by SR.
- Wave 6 last implementation has already started and I know that you all have been for the greater part working with Ms. Eleby's shop in taking some necessary steps to prepare. i.e. NARF Form, etc

**CONTINUED STATE /
AREA AND APD
UPDATE**

- The Southern Regional office will start training in December
- The WSC scheduled to start training in January.
- SR full implementation is July 1, 2013.

Disability Mentoring Day: in October Mike will discuss later. I encouraged Providers to be Mentors and also to identify clients for Mentorship opportunities.

Carolyn Eleby reported that Austin Dean continues to be on extended medical leave. Therefore all Provider Enrollment issues should be sent as follows:

- All support Coordinator issues should be sent directly Yugoslavia Marte. You can email inquiries to Yugoslavia_marte@apd.state.fl.us
- All other Provider issues should be sent directly to Carolyn Eleby. Inquiries can be emailed to Carolyn_eleby@apd.state.fl.us, you may also copy or contact Nadia Prado, Administrative Assistant for Carolyn L. Eleby.

Ms. Eleby advised that in order to add services to your provider file, you must should:-

- Submit a letter of intent initially indicating what services you are requesting. The letter should contain as much detail as possible. We will respond with a letter giving the requester 30 days to submit all required documentation. We prefer all information requested be mailed at one time to eliminate having to conduct several document reviews which will cause a delay in the process.
- If documents are not received within the 30 days time frame we will terminate the enrollment process for new applications as well as request for expansions/ or file updates. In order to resume you will need to begin the application process again. Please be aware that if the provider has been monitored by Delmarva, they must have achieved a score of 85% or above in order to expand / or add services. Any request for expansion or addition of services with performance below that level will not be granted.
- Presently, there is backlog in processing requests because of shortage of staff. We appreciate your patience. It is not necessary to call or come by the office to check the status of your request. We will send written notice when we have completed the process for all requests.

iBudget Provider Application.

- 300 iBudget applications were sent out in alphabetical order from A – F enrolled providers completion. Many were returned incorrectly completed. Please read the instructions in detail on the application as very simple errors are being made. The additional application will be mailed out in the next few months in order to comply with the iBudget

implementation activities scheduled for Southern Region beginning in December 2012.

Michael Cardello, Community Relations Coordinator, announced that the "official " Disability Mentoring Day this year is October 17, although some companies and organizations will participate as mentors through November.

He stated that Baptist Health South Florida (BHSF) and Mangrove Mike's Café (In Monroe County) have been selected by APD as "Exceptional Employers of the Year". They will be recognized at an event by APD's State Office on October 18.

Mr. Cardello stated that BHSF has increased the number of consumers they are mentoring to 20 this year.

Although many mentoring slots have been filled, he announced the need to fill the following:

- Eight for City of Miami Police Department
- One for Miami Beach Convention Center in Human Resources Management
- One for Bill Baggs State Park
- One for Loews Miami Beach Hotel
- Two for Seaboard Marine
- Four for University of Miami/Project to Cure Paralysis

Mr. Cardello also announced that one APD-funded internship will be occurring at Gold Coast Railroad Museum. The consumer will start on October 1. He stated the need for an intern for an insurance company in Homestead. Also, there are internships available at Orchestra Miami and employment opportunities at Seaboard Marine.

He reminded the providers that descriptions of these opportunities were available on the table in the back of the conference room. He also gave the providers his phone number and e-mail address in case they should wish to contact him.

Ms. Jackson introduced the new CDC+ data entry staff, Ms. Johanna Orozco-Guzman.

Ms. Jackson expressed to the audience that we must continue to collectively work together to address the consumers needs via community/natural resources. Ms. Jackson indicated that she has and will continue to email community resources or events out to support coordinators.

Ms. Jackson reminded all present that the Steps for Success meeting will be held 10/13/12 from 8:00 a.m. to 1:30 p.m. at Miami Edison High School.

Ms. Jackson shared that if a provider needs to call 911 for intervention by the police due to behavioral issues that the caller should specifically request a crisis intervention officer or someone from that unit in the police department.

1. CDC+

- Please remember to notify our office of consumers that will relocate outside of Area 11/Southern Region or when a consumer will be moving to another Area.
- Purchasing plans and Quick Updates need to be completed as accurately as possible and submitted to our office by the 10th monthly.
- Quick updates being used for replacement of DHE/AVs must have all items match on the existing purchasing plan.
- Please remember to send the respite pool approval form along with your purchasing plan. Remember that the STE section of the purchasing plan dollar amount must match page 1 of the plan. Additionally, please indicate which service the respite pool funding is being used for in the savings plan section.
- All items being saved for should be able to be purchased within one year. Please pay close attention to the unrestricted amount of money that is available in comparison to the amount of items attempting to be saved for as a future purchase. All savings items must be justified in detail within the savings explanation section.
- There are very few EQ Health approvals that have been done for the CDC+ minor consumers. Please be aware that APD CDC+ Office will not allow the system to continue with the existing ongoing budgets past March 2013. Consultants it is critical that you assist in order to have your parents/families secure EQ Health approvals for PCA services for consumers under age 21 quickly to avoid future budgetary problems.
- EQ Health training information is located on the APD CDC+ website if you may have forgotten anything from prior training.
- EQ Health will now allow CDC+ PCA (for minors) approvals to be for 6 months rather than 180 day approvals.
- Consultants, you will receive a special budget calculation worksheet to be used to calculate the monthly budget for consumers under 21 that have received PCA approval.
- Please call the CDC+ Customer Service line at 1-866-761-7043 to verify if Purchasing Plans/Quick updates have been processed. Please do not assume that if our office signed the documents that it was input by the APD CDC+ Office in Tallahassee.

2. Costplan Issues

- The cost plan freeze amount from the 6/30/12 costplan year is what is to be used as the freeze limit unless there was an error for the consumer. At this time, costplan freeze amounts in the 7/1/12 cost plans are showing most consumers with the tier maximum amount which is not accurate. Please use the 6/30/12 costplan frozen amount.

3. Documentation

- Several support coordinators have brought to our attention that some providers are still not submitting documentation for services as required. We are looking into each issue and will be referring it to Medicaid Program Integrity (MPI) and/or Abuse registry may be called

accordingly. Failure to provide supporting documentation unfortunately has resulted in consumers' services being terminated this is certainly not fair to the consumer!

4. ABC/Tier Issues

- Inaccurate ABC demographics is a serious problem that we continue to notice. Program components, competency codes, addresses, etc must be updated along with all other ABC demographic information as you have been advised on numerous occasions more recently via email dated 9/17/12 by me and previously on 9/13/12 by Ms. Alvarez regarding the upkeep of ABC demographics.
- Please note that we have been advised by APD Central/State Office that newly enrolled or consumers that have a tier change will be placed in TBD status since the iBudget will be implemented soon statewide. For example: There will not be a tier change from tier 4 to tier 2 despite service approvals; it will be from tier 4 to TBD.

5. Support Plan/Case Note Issues/Service Requests

- Reminder to support coordinators, when we are reading support plans and in speaking with the consumer and/or their supports/group home providers it is clear that the consumer being depicted in the support plan is not accurate! Support coordinators, this cannot occur. Support plans are to be an accurate reflection of the consumer and the consumer's situation. For example, when submitting a crisis packet please provide specific details about behaviors, physical deterioration, loss of physical functions, why someone is homeless, etc. Not just saying "he has deteriorated " or "he has bad behaviors" indicate exactly what has deteriorated for the consumer or what types of behaviors, how often they occur, etc.
- Cost plan adjustment service requests 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 carefully review the service plans to see how temporary relief can be provided or how you can resolve the consumer's issue.
- 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 Cost Plan Amendment Request (CPAR). We locally process the turning 21 packets submitted to our office.
- Please refer to the 8/22/12 email that I sent regarding the SL vs. Group Home Cost Comparison form in regards to its use with CPAR requests for increase or new request in PCA, IHSS and residential habilitation service requests.
- Please do not submit support plans with pen/ink changes with your crisis packets. 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.
- We are attempting to provide feedback on all back logged crisis packets by next week, we

	<p>appreciate your patience as packet requirements have frequently been changing by Central/State Office.</p> <p>6. <u>Hearings/Final Orders</u></p> <ul style="list-style-type: none"> • Please remember to withdraw hearing requests as soon as possible. Please do not wait until the morning or day for the hearing. • Please read your Zixmails for all final order notifications as it may require your immediate action. <p>Ms. Jackson asked all that receive email from our office to please read items carefully and pay close attention to details contained within that email.</p>	
	<ul style="list-style-type: none"> • Ms. Llaguno introduced Mr. Roger Reyes, from Miami-Dade County Department of Elections. He gave a brief concise training on the use of the Florida Voters Registration Form and procedures for voters registration. Voter registration can be completed online at www.miamidade.gov/elections or the form can be completed and mailed into the office. All individuals that want to vote in the general election must register at least 29 days prior to the date of the election. When completing the voter registration form only a Florida ID should be entered into the form, this is proof of Florida residency. • Everyone received a copy of APD OP 05-002. This OP is currently under review. Until such time as the new OP is made available this OP will be used, it is in full force and effect. • This OP covers state and federal laws, rules and regulations. It applies to APD personnel, Waivers support coordinators and CDC + coordinators, as well as the Developmental Disability Centers. • She also requested the use of the Preference Form when registering your consumers. You have been provided with the links to obtain the preference form online. The Preference form contains the Notice of Rights and the Declination information. This is the information that is kept in the Central Record – within the Legal Section of the client’s record. <u>A few important points that she mentioned:</u> • Do not copy anything related a voter’s registration record – it is exempt. Provide the same assistance for voter’s registration as you would for any other service unless the consumer refuses assistance. Do not influence or discourage a consumer when they are registering or as they choose their parties – be careful what you wear, what you say. <p>A reminder: You are required to report registration information to Ms. Jackson through Tangela Finley quarterly; the next report is due October 1st.</p> <p>If you have any questions, I am the region’s voter registration contact person, please feel free to call me at 305.377.5815 or e-mail me at Rosa_Llaguno@apd.state.fl.us thank you.</p>	

	<p>Background screening:-</p> <ul style="list-style-type: none"> • Cal Marshall, DCF Screening Unit, discussed the new procedure for obtaining background screening results. Mr. Marshall noted that from this point forward, all completed DCF background screening will be posted on the DCF Web Portal. Provider agencies may access the site at http://www.dcf.state.fl.us/programs/backgroundscreening/. You must sign in and have an OCA number issued by APD. If you have issues accessing your background screening results, you may contact the Statewide Background Screening Help Desk at 1-850-717-4454. <p>Kirk Ryon discussed issues with background screening.</p> <ul style="list-style-type: none"> • Mr. Ryon noted that there has been an increase in Alert Notifications as a result of Delmarva Reviews for provider agency and CDC staff. In addition, reviews of 100% of the background screening for direct care staff in group homes has revealed additional issues with background screening documentation. There have been a number of findings of expired or missing FDLE screenings, expired exemptions and mis-spelled names across documentation for the same person. Providers are cautioned to read the FBI clearance letters carefully in order to determine if an FDLE screening is required. Providers must look at the "batch" number on the FDLE results to determine the date on some of the older screenings and the results must be updated every 5 years. Staff with disqualifying events who have had exemptions from APD must have those exemptions reviewed by APD. Any questions on individual cases, please contact Kirk Ryon at 305-377-7436. • The Delmarva "Data Dashboard" was displayed for all providers present. Mr. Ryon noted that the dashboard is updated quarterly and will be shared with providers at monthly meetings. The Overall Review Scores was discussed, of note, the Southern Region has the 5th highest scores overall statewide, somewhat lower than the previous year. 	
	<p>Ms. Springer was happy to report that we have started to offer supported employment services to our waitlist consumer, as well as voluntary opportunities and internships. As part of our outreach efforts we participated in the Children's Trust Expo this past Saturday the 15th, and we were able to provide families with information about APD as well as information about the Family Care Council.</p> <ul style="list-style-type: none"> • Ms. Springer also informed that the Family Care Council is still looking for volunteers and we are eager to attract new families. Please share this information with the families you come in contact with. If anyone has any questions or if anyone is interested please feel free to have them contact either Mrs. Eleby at (305) 377-5440 or herself Maria Springer at (305) 377-5089. 	

Mrs. Sharon Powell-Thomas introduced the four new QSI staff, they are Brenda Duru, Isabella Izquierdo, Rosario Noa and Maria Lunt. Ms Isabella Izquierdo was present at the meeting.

Disease of the month awareness:

- September is national infant mortality month and also peripheral artery disease month (PAD). The American heart disease association reports that approximately eight million people are affected by peripheral artery disease in the United States. Most people do not realize that they are suffering from PAD because the symptoms are similar to muscle fatigue and arthritis or they might believe that it is the aging process.
- Cause:- PAD occurs when fatty deposits accumulate in the arteries that supply oxygen to the arms, legs and feet. This results in blockages that restrict blood flow to various parts of the body. It is important to understand that serious complications, such as heart attack and stroke, can result if PAD is left untreated.
- Signs and symptoms - One of the most common symptoms of PAD is leg pain and cramping during exercise, with the pain subsiding after rest. Other symptoms include muscle fatigue; a feeling of heaviness in the legs and feet; cold or numbness in the limbs; and foot pain that interrupts sleep.
- Risk factors of PAD are:- smoking, diabetes, high blood pressure, history of heart disease or stroke.
- Prevention:- Lifestyle changes focusing on a heart-healthy lifestyle, an exercise regime and low-fat diet to help relieve symptoms as well as prescribe medication to help alleviate pain.
- Infant mortality is a critical issue in our population. We do not have a high mortality rate, but we have significant issues with infant and toddler safety. It is important that we continue to educate on supported living consumers and others with children on safety risk. One example is an infant cannot be left with a six year child or a partner that is abusive for babysitting. Also it is imperative that our consumers with children understand the importance of health care follow-up.
- QSI – There are deadlines for QSI that were done in excess of three years to be completed before the implementation of the iBudget. Please to keep ABC current and provide support plans to assessors in a timely manner. We are also asking for your assistance in facilitating scheduling of appointments for consumers that we are having difficulties scheduling appointments. It is important that we complete all outstanding QSIs by October 31st; the QSI will help to determine the iBudget allocation.

III. ADJOURNMENT

The meeting was adjourned at 12:10 p.m.

Attendance:

Roberto Cuadro, Luis Rodriguez, Derrick Harley, William Appleton , Margarita Appleton, Clara Romero, Sarah Cartaya, Janet Batet, Jennifer Maxwell , Susan Rodriguez, Irene Estevez, Isabella Izquierdo, Carolina Mugar , Elaine Tores , Jeanne Pierre, Feguener Jean Baptiste , James Louis , Pascale Malette ,Muriel Cuadro, Essiet Nse , Octivious Smith, Dwight Henry, Timothy Pauk , Rene Gomez , Montrese Albury, Desma Walker , Gwen Walker, Jeanette Williams , Marcos Lopez, Kathleen Childs , Ivonne Gonzalez, Gloria Fortune , Carlos Rocha , Rusty Tourserd , Ingird Ariza, Tommie Martin , Monica Martinez , Diane Gelpi , Eldith Tuesta ,Maclyn Black , Jacqueline butler Wilson, Carol Thomas, Monique Miller, Viveen Brooks, Manuel Achong, Isis Espino , Mable Burger , Judith Rodriguez, Martha Khan, Kibel Quesada, Erika Diaz, Kathy Root, Etha Griffith, Heilyn Gandia,Jorge Villalon,Vivian Owen, Rosalind Smith, Cherie O'Geen, Gladys Minino, Elsbeth Arce, Marianela Wata Wara , C Martinez, Lori Rosichan, Andres Pacheco, Penny Schneneman, Laurel Notice, Arnold Coats, Alleen Phelan, Gail Parrish, Maria Morales,Christina Schwarz, Dione Barton, Ernesto Perez.

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

*Janice Thurston, *Derk Green , *Karina Gomez, *Cynthia Gay, *Derick Toro, *Mercedes Toro,Mercedes Franco, *Reginald Wheeler, *Sabrina Altidor, *Mathew Zoschnick, *Veronica Oliver, *Vivian Oblageri, *Amanda Ortiz, *Mayelin Armas, *Aida M Zuniga, *Mayda Wiltz, *Jenet Gonzalez, *Kathleen Milkey, *Laura Vivien , *Mimi Serna, *Lazara Ballester