



agency for persons with disabilities  
State of Florida

**APD Southern Region Provider Meeting**  
**Wednesday February 11, 2015 9:30 A.M.**  
**401 NW 2ND AVENUE, SUITE N-1011, MIAMI, FL 33128**

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
<b>I. CALL TO ORDER</b>	<p>Meeting began at 9:45 am. Regional Operations Manager Evelyn Alvarez introduced herself and welcomed participants, requested that all phones be silenced to avoid interruptions.</p> <p><b>Staff Introductions:</b> Kirk Ryon, Maria Linares, Hillary Jackson, Brenda Viera.</p>	
	<p><b>New Staff Announcements:</b></p> <p><b>Brenda Viera</b> has been appointed as the Regional Program Supervisor for the Clinical Workstream/Medical Case Manager. She has oversight of Medical Case Management, Behavioral Services, Intake &amp; Eligibility and QSI Assessments.</p> <p><b>Staff Changes:</b> Miriam Collazo, Administrative Services Work stream lead/Budget Manager has departed from APD after seven years of service. In the interim Maria Linares, who is the Waitlist management Community Affairs Work stream lead has graciously agreed to fill that position until a new person is appointed. Maria will continue Supervising the Employment Enhancement Project working along with staff Montrese and Michael. I will temporarily be Supervising the Waitlist Unit.</p> <p><b>New Provider Announcements: Expression by Lee.</b></p> <p><b>Guest Speaker(s):</b> None</p> <p><b>Announcements:</b></p> <ul style="list-style-type: none"> <li><b>You may recall that Mayor Regalado was on the Program last month to present a Proclamation but unfortunately, had an emergency and was not able to join us. Displaying the City of Miami Proclamation</b> from Mayor Thomas Regalado declaring American With Disabilities Act of 1990 (ADA) 25<sup>th</sup> Year Anniversary Celebration and APD yearlong celebration (Ms. Alvarez read the Proclamation).</li> </ul>	<ul style="list-style-type: none"> <li>For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.</li> </ul>

- **Governor Scott Announces in his Budget Proposal released late January: \$8 Million** to Benefit Individuals with Developmental Disabilities. The proposal also announces an additional \$5 Million for Personal Learning Scholarship Accounts for K-12 Students with Disabilities, the plan prioritizes school choice, setting aside \$23.4 million for scholarships for children with special needs as well as to expand job-training programs for people with developmental disabilities.
- **DD Awareness Day March 5 in Tallahassee**
- **Ms. Wheelchair Florida, Inc. (MWFL)** is currently accepting applications for the 2015 competition through March 15. MWFL serves as a platform for women in all 67 counties in Florida while advocating for the 54 million Americans who are living with disabilities. In addition, MWFL strives to bring awareness to all people with disabilities and the importance of them being included in the communities in which they live and that they are able to have a choice when it comes to employment, education, and housing. When crowned, the winner will have the opportunity to travel for public appearances to advocate and promote awareness in order to eliminate architectural and attitudinal barriers, educating, and heightening awareness to people with and without disabilities of the achievements of people with disabilities across the great state of Florida. For additional competition details and requirements, visit [www.mswheelchairfl.org](http://www.mswheelchairfl.org).
- **MY TAX PARTNERSHIP** Sponsored by the Walmart Foundation, in cooperation with Goodwill Industries International, National Disability Institute, and United Way, MyFreeTaxes Partnership provides Free State and federal tax preparation and filing assistance for qualified individuals. It's easy, safe, secure, and 100 percent free. Tax filing software is provided and powered by H&R Block, and the National Disability Institute has built inclusive disability capacity for individuals and organizations to increase accessibility of free tax filing. This national campaign empowers working individuals and families with a household income of \$60,000 or less to access free tax preparation and filing assistance services online, at home, at a community center, or with the help of a nonprofit partner. Visit [www.myfreetaxes.com](http://www.myfreetaxes.com) or call 1-855-698-9435 for additional information.

**Agency Updates:**

**Chief of Staff:** Michael Ayers has departed from the Agency since his joining the agency in September 2013. The interim Acting Chief of Staff is David Dobbs, and the new Chief of Staff Karen Hagan starts February 16<sup>th</sup>. MS. Hagan joins the agency after serving the American Red Cross as the Chief Administrative Officer. She has 30 years of experience working in various positions with Red Cross and has a wide variety of skills in legislative affairs, finance, grant, disaster relief and personnel management.

**Notice of Meeting/Workshop Hearing** regarding the iBudget algorithm Feb 16, 2015 @ 4pm email was sent to all earlier this week.

**On January 27<sup>th</sup> APD hosted a state-wide seminar with all staff:**

- CDMS-Comprehensive Data Management System is being developed. The agency has signed a contract Dec 2014 with a company called Harmony to develop this information system. This system will be available through the internet. In February 2015 we expect the final approval by the Legislative Office and Project kickoff! The User group implementation plan is:
- Feb 2016 APD
- June 2016 WSC
- Oct 2016 all other providers

**Regional Updates:**

- **Vacancy Update:** We have been authorized to fill 2 QSI Assessor positions and 2 LTRC Monitor positions.
- **The Director has been working tirelessly** along with the Budget Director and other program office staff in meeting with legislative committees to address the agencies critical need to fill positions. We are hopeful that we will have the opportunity to fill some critical positions soon.

**Family Care Council:** Denise Prehay, member was present and introduced herself. Ms. Prehay also announced that she will be attending the upcoming DD Day in Tallahassee and asked for any feedback from the participants.

**Special Commendations:**

**•Thank and commend all staff for their commitment and hard work and also for their collaboration. I greatly appreciate everyone's hard work!**

**Hillary Jackson, RPS:**

**CDC+**

- Consultants please encourage your representatives/consumers to attend training that Ivonne Gonzalez offers. This will be beneficial to the representative and will assist you in guiding them easier.

**1. iBudget/ABC Issues**

- Cancellations of iBudget service plans – support coordinators refrain from doing this!

Again, some of you are cancelling a service plan **without leaving enough units/money** for the provider to properly bill. Or some of you are cancelling a service plan **BEFORE the provider has voided the claim**; these are some issues that causes the service plan to be rejected.

A correctly cancelled service plan/costplan **must be in current APPROVED status BEFORE** you create a new service plan! Please be reminded that you **CANNOT** create a new service plan until 24 hours **AFTER we have approved the cancelled service plan.** Please read applicable pages regarding the rejection codes in the iBudget Waiver Support Coordinator User Guide.

- Support coordinators **please read the Regional comments** that are written when a costplan has been returned to you. We are continually seeing no responses to our questions we've asked. Also, costplans will be returned to you if you are only indicating "please approve" or "no changes", etc. Please be detailed within your WSC processing comments.
- Support Coordinators' Technical Assistance – We have previously offered iBudget and/ABC guidance to support coordinators in the past. There was such a low turn-out and we stopped offering it. We are willing to do this again but are polling you all now to determine the true need. The small group in the audience requested this be offered again. Future dates/times will sent soon.
- Support coordinators, we need your continued support in keeping and maintaining ABC demographics for all your consumers. We have improved tremendously over the years and our office certainly appreciates this since data queries are not in large quantities as before.
- We are finding that a thorough review of the central record file is not being done by all support coordinators. WSC's were asked about their best practice when they receive a new consumer's file which was shared among the audience.

## 2. **Documentation**

- All service requests and **annual support plans** 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 (now SAN) training held for support coordinators.

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

- a. **Please ensure that you are sending AIMs – Waitlist to Waiver documents to the SAN email address [southern.SANs@apdcares.org](mailto:southern.SANs@apdcares.org)**. Please use the same subject line that you were given in prior instructions for this process. More importantly identify the subject line to indicate “Waitlist to Waiver Consumer AIM Documents.” **There is no need to copy other waiver staff on this email since we all have access to receive it.**
- b. When you have a **waitlist to waiver consumer requesting more money than allocated**, you do not need to do a Supplemental Additional Needs (SAN) request as previously explained. You will need to provide all supporting documentation for these services so that our office can submit it to State Office for review. Recall the additional money requested is to be indicated on page 3 of the AIMs documentation.
- c. When submitting a Supplemental Additional Needs (SAN) request (this includes consumers turning 21) please use the **Cost Plan Adjustment Worksheet not the AIM forms**. Remember that you will need to provide all supporting documentation for these services so that our office can submit it to State Office for review as needed.

**Brenda Viera, RPS, RN:**

- I want to thanks Mrs. Alvarez for giving me the opportunity to become the Regional Program Medical Case Manager Supervisor. Looking forward to working together as a team.
- 1. Want discuss the importance of reporting Medication Error reports. And the importance of always double checking the MAR (medication administration record) and practicing the five rights of medication, The right patient, the right medication, the right time, the right dose, and the right route. Following these 5 rights will prevent medication errors that can lead to more serious problems.
- 2. Documentation is also very important. Remember what we do not document we do not do.
- 3. Please feel free to always call me or the trainer if you have any questions on when to do a medication error report or how to do one. 786 457-0138 or (305) 377-7431.
- 4. I wanted to share some booklets the DOH (Department Of Health) shared with us on Disability and Health. It discusses the different diseases there sign and symptoms and what to expect. They are in Spanish and English so please feel free to grab one and share with

consumers' family.

5. I wanted to also mention that I send out literature that the department of health shared with us on the measles outbreak I hope you received it. And let me talk about measles.

➤ This the latest

With the ongoing measles outbreak, it is imperative to review what we know about this highly infectious but vaccine-preventive disease since most clinicians have never seen a case. While there have been no confirmed measles cases in Florida residents, we have seen confirmed cases in visitors, some of who were evaluated by Florida healthcare providers but not tested or diagnosed. We are at 121 cases in 17 states as of 2/10/15. Most of this cases were due to people not vaccinated.

Measles is a highly contagious disease, transmitted by respiratory aerosols when an infected person coughs or sneezes. The virus can live for up to two hours on surfaces or in an airspace where the infected person coughed or sneezed. The incubation period ranges from 7-21 days and an individual can pass the virus to others before feeling ill. The prodromal signs and symptoms of measles include: fever, malaise, cough, conjunctivitis, and rash. Remember the best way to prevent the spread of measles is to ensure full MMR (Measles, Mumps, and Rubella) vaccine. The vaccine are available at your local doctor's office and at all local county Health Departments at minimal cost or free. Usually MMR are given at 12-15 month of age then at 4 years old. The local health department or your doctor's office are offering a boost of the vaccine.

So let us be cautious with identifying signs/symptoms of this highly contiguous virus. It is important to stay up to date on the recent measles outbreaks and exposures.

I will provide copies of chart on how to identify signs and symptoms for measles.

**Kirk Ryon, RPS:**

- Kirk Ryon discussed sending incident reports to the Southern Region APD.
- Mr. Ryon noted that this information was originally discussed at provider meetings in 2014 but there appears to be ongoing confusion about how to send reportable and critical incident reports. Mr. Ryon described how incident reports must be sent to a central email address: [southern.incidentreports@apdcares.org](mailto:southern.incidentreports@apdcares.org) The email must be encrypted. Providers may encrypt their incident reports by using an email sent to them by APD with "Encrypt" in the subject line. Simply attach the incident report as a file to the email with encrypt in the subject line and return to [southern.incidentreports@apdcares.org](mailto:southern.incidentreports@apdcares.org) The email will be automatically encrypted. If you need an email from APD with Encrypt in the subject line, please call Kirk Ryon or Rosa Llaguno at 305-377-5815.

	<p><b>Maria Linares, RPS:</b></p> <ul style="list-style-type: none"> <li>• Employment Enhancement Project, 16 employed! We have been given an additional \$20,000 in order to meet our goal of 38 employed.</li> <li>• The next Special Transportation Service (STS) Meeting will be held on Tuesday, March 3, 2015, 2 to 3 pm at the Overtown Transit Village, 701 NW 1<sup>st</sup> Court, in the 1<sup>st</sup> Floor Training Room.</li> <li>• Unfortunately, because of room scheduling conflicts, the Family Care Council for this month is taking place today, at 10 am to 12 noon, in the South Tower, Suite 811. Next month the meeting will be held on Wednesday, March 11<sup>th</sup>. The meetings are always the 2<sup>nd</sup> Wednesday of the month and are always held in the Conference Room in Suite 811 of the South Tower.</li> <li>• Yesterday while attending a Transition Task Force meeting at Florida Memorial University, we met new providers and learned of a new special transportation service that has started in South Florida. I have contacted them and requested information. Hopefully, I will have something to share with you next month.</li> </ul>	
<p><b>III. ADJOURNMENT</b></p>	<p>Before the meeting was adjourned at 11:15 am Ms. Alvarez thanked everyone for their hard work and commitment to serving the Southern Region community and Happy Valentine's Day weekend!</p>	

**Attendance:** Aileen Rowe, Barbara Divoll, Ellen Collins, Damarys Scranton, Neil McMichael, Christopher Obioha, Haydee Milian, Rene Gomez, Sophonie Maneus, Elizabeth Apia, Ellen Bethel, Jessenia Blanco, Ybeth Baez, Wilma Johnson, Janet Batet, Rafael Abreu, Shawatisha, McCown, Kamicha Ferguson, Jeanette Williams, Arnold Coats, Dionne Barton, Derick Toro, Laura Vinent, Veronica Oliver, Kathy Childs, Gladys Jackson, Mario Valdes, Raquel Loren, Roberto Pire, Gabriel LeFran, Lovely Fameux, Isis Espino, Luis Rodriguez, Luz Ortiz, Yanela Medina, Manuel Achong, Alexander Ajayi, Mercedes Franco, Sherrie Dadulla, Aleyda Patricia Blanco, Gisel Prado, Dora Guzman, Gloria Rodriguez, Tammie Martin, Kibel Quesada, Enrique Molina, Lourdes Matamoros, Nereida Babilonia, Carmen Calderon Roberts, Jacques Thompson, Karina Gomez; Aileen Phelan, Lidice Cohen, Maria Rodriguez, Martha Gonzalez, Alexa Rivera, Cassandra Smith, Xiomara Benavides, Mayrlin Armas, and Cristiana Robaina.

**Tardy (20 minutes):** Mable Burger, Paulette Charles, Pedro Herrera, Helena Osaghae, Pascale Malate, Euthera Neal, Shireen Sutherland, Judith Rodriguez, Selene Elesgaray, Mauren Hanchell, Amanda Ortiz, Darilys Ginebra, Portia James, Josephine Livingston, Audrey Lawrence, Etha Griffith, Eufrania Urena, Yanet Marina, Brian Dijols, Annabel Brewszen, Denise Prehay, Victor Minikwo, Diane Gelpi, and Barbara Smith.