



agency for persons with disabilities
State of Florida

APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Wednesday, August 19, 2015 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. Regional Operations Manager Evelyn Alvarez introduced herself and welcomed participants on site and Monroe County partners participating via conference call, requested that all phones be silenced to avoid interruptions.</p> <p>Management staff introductions: Hillary Jackson, Maria Linares, Kirk Ryon, Brenda Viera (excused special project)</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 to until about 11:30 a.m. 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/staff changes: none</p> <p>New Provider Announcements: none</p> <p>Guest Speakers:</p> <p>➤ Special Olympics-Kerlyn Emile, Mark Thompson, Manager</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.

- Athletic Recruitment
- SEE Foundation- Monique Ferguson , Katena Broussard (Group Home Owner)

II. STATE / AREA AND APD UPDATE

Evelyn Alvarez, ROM

State of the Region:

This legislative session approved:

- APD was approved funding to fill most critical vacant positions. SR will be filling 6 positions in the next week or so.
- Effective 7/1/2015 approved rate increase for the following services: personal supports, QH, Personal Supports Day, Support Coordination and CDC+ Consultant services.
- Funding to serve 2,000 people from the waiting list.
- Funding to help people with disabilities receive on the job training and internships so they are able to seek permanent employment.

FCC has several seats open and are seeking interested individuals to contact them directly information is on APD website Southern Region. Meeting dates are posted on the APD website. Next meeting is September 9th, 10am- 12 noon.

Announcements:

University of Miami Mailman Center for Child Development and Florida Development Disabilities Council are offering FREE training session for professional and family caregivers of individuals with developmental disabilities. A UM registered Dental hygienist will show how to perform oral hygiene techniques like brushing, flossing and positioning in order to help improve the oral health of

CONTINUED STATE / AREA AND APD UPDATE

individuals we care for.

- August 28th 9:30 a.m. – 12:30 pm ENGLISH
- 1:00 p.m. - 4:00 pm SPANISH
- Location: Mailman Center for Child Development
University of Miami Miller School of Medicine
1601 NW 12 Ave. Miami, FL 33136
For information or registration contact 305-243-6135
*FLYERS IN THE BACK TABLE

Disaster Preparedness: We are at the peak of Hurricane Season. There is a Tropical Storm Danny that is very far away but being monitored for development and is of interest. Please stay tuned and review your personal plans as well as the plans for SL clients, group homes, other providers and update contact information, assess supplies, etc. We will share information from EOC as it becomes available.

Client/parents/Legal Representatives not responsive/cooperating to WSC for reasonable amount of time after 2-3 months, services should be documented in the case file and also notified to Hillary Jackson at the Regional Office. Please do not keep a case for months if this is happening. We have seen instances where the WSC has retained a file for upwards of 6 months to one year with no activity due to client/parent/legal rep not being responsive and or cooperative with WSC.

Agency Update:

- CDMS- Client data management systems- is under way. CDMS is a commercial off the shelf software product that will change the way we currently do a lot of our business. Specifically, moving from paper and spreadsheets to the web based product and process.
- September 22-23 is the official kick off.

- The Project Manager is Naru Nayak.
- The chosen vendor is Harmony
- This will not only change internal APD processes but also the way WSC and the entire provider community may be doing part of their business.
- Training, Marketing and Communications, Communications Plan and transfer of knowledge plan are all part of the Organizational Change Management.
- Time lines: rolled out APD, WSC, Providers will be trained (1 yr - 16 months)
- More to follow...

APD wants to hear from all providers regarding topics of interest and request for guest speakers, suggestions for improving future meetings and adding value.

ROM on behalf of the SR Management Team presented a special recognition and certificate of appreciation to Muriel & Roberto Cuadro "Life Options" Waivers Support Coordination Agency for their fourteen years of service to the Southern Region. Muriel and Roberto will be retiring effective September 30, 2015.

Hillary Jackson, RPS

1. Central Record Files

- A reminder to all support coordinators that files are still not organized in accordance with the Central Record file policy/procedures, documents not filed in proper chronological order, etc.
- Please do not wait until assignments or projects are underway to put the central record file in order.

2. Documentation

- Non WSC providers, specifically, behavioral therapy providers, we are receiving complaints that you are not providing the WSCs with the required supporting documentation. As you are aware, you could be jeopardizing services for a consumer since medical necessity is based upon documentation. Please comply in providing the WSCs all documentation required as indicated in the Handbook.

3. Medicaid Redetermination

- Support coordinators, please pay very close attention to the notices and dates that the redetermination must be completed by. You must track this. This can have a very serious consequence for consumers that may not be able to visit the doctor, obtain medication, etc., Please copy me on emails you send to DCF that you have not been able to successfully resolve.
- Our office will email you the updated DCF staff names that can assist you with the redetermination process.
- As a reminder, DCF staff asks that when a new consumer is on your caseload that you submit a 2515 so that DCF is aware of who the new WSC is for this consumers. Please share this with your staff.

4. SANs

- Support coordinators, we have had a very large volume of SANs from several of you seeking continuing services for MSP services during the same month or after the consumer has turned 21 or is no longer received. This is an unacceptable practice and a disservice to your consumers.
- All support coordinators were reminded that there is no need for you to send us SAN packets that are 200 pages or more. We cannot prevent you from sending it. We know that there are some consumers who are medically involved or

behaviorally involved that you can provide us a good amount of history on and not send us every single paper. We understand you do not want to receive a notice for more information but in several cases you still did. But please realize overwhelming us with paper does not justify services being requested. Please indicate in the body of your SAN request email that this consumer has a large volume of medical and/or behavioral documentation that can be reviewed upon request. Please provide us with approximately three months of this consumer's information. If that is voluminous state this in the body of the SAN email.

- When sending supporting/additional documentation to the Southern Region SAN or Support Plan email address, please identify the consumer's name and the reason you are sending the documentation. We ask that the subject line indicate "Additional Documentation Attention (Southern Region Staff name)." Please do not send this documentation to a staff person directly.

5. Support Plans

- Our office has found that many goals for consumers are not individualized for that person. Generic "socialization" goals are not well defined to aid the provider in serving that consumer in the best manner. We have read a vast amount of documentation from companion providers that show a consumer going to the movies three times a week; this does not appear appropriate based upon reading the support plan.

6. AWD

- All potentially effected consumers WSC's have been notified based upon information we received from providers. There is

one large provider who we await information from so that we can notify WSCs.

7. Background Screening

- We commend the Southern Region providers for embracing the new screening process. Our office has not had to assist very many of you through this process. We ask that all providers who have not yet complied with the Clearinghouse registration process to please visit the APD website and view the training materials.

Kirk Ryon, RPS

- Kirk Ryon distributed a handout on the Overview of the Centers for Medicare and Medicaid services, Review of the Home and Community-Based Services Characteristics Tool.
- Mr. Ryon noted that Medicaid was soliciting input on the final rule and that implementation of the rule would probably occur in early 2016.
- Mr. Ryon noted that these changes would affect the operations of APD Group Homes, Residential Habilitation Centers and Adult Day Programs.
- Transition to the new rule will include monitoring providers for compliance for several characteristics including Home-Like Environments, Person-Centered Planning and Community Inclusion. There will be further discussion at future meetings on the specific tool that will be used for compliance monitoring.
- Kirk Ryon discussed issues with provider training in Southern Region. Mr. Ryon requested that if a provider is registered for training and cannot attend that they please notify Maxine Johnson at 305-377-5272 or by email:

maxine.johnson@apdcares.org This will allow another individual to receive required training. Training space is extremely limited and advance notice of cancellation is appreciated.

- Mr. Ryon noted that it is fine for participants in training to use a lap top or i-pad, however, there is no wifi availability in the 401 training room and they should download the handbook or other required documents to their desktop. If you or your staff have attended a training on standby and have not received your certificates, they are available at the APD front desk in South Tower, room 811.

Maria Angeles Linares, RPS

- Employment Enhancement Project FY 2015-16
 - \$1,000,000 allocated state-wide
 - \$100,000 for Southern Region
 - 4 Employed to date
- The next Family Care Council Meeting will be Wednesday, September 9th, at 10 am to 12 noon in the APD, South Tower Conference Room.
- Please submit your invoices in a timely manner. They need to be at APD by the 5th of the new month.

Attendance:

Stephanie Garcia, Sara Gomez-Johns, Gloria Rodriguez, Ellen Bethel, William Appleton, Jose L. Casanova, Katena Broussard, Luis Rodriguez, Cesar Cerdon, Mario Rodriguez, Muriel Cuadro, Jennifer Hernandez, Martha Gaviria, Carlos Rocha, Mercedes Lopez, Ydeth Baez, Shantisha McCown, Pascale Malette, Karina Gomez, Dora Guzman, Darilys Ginebra, Marianela Wata-Wara, Roland Vializ, Sabrina Altidor, Graciela Lorenzo, Chris Suarez, Karilyn Bacallao, Rene Gomez, Sophie Maneus, Nereida Babilonia, Mario Valdez, Manuel Achong, Gladys Minino, Jessica Leconte, Viveen Brooks, Paul Parmley, Gabriel LeFran, Aileen Phelan, Gwen Walker, Gisel Prado, Gina Emmanuel, Jessenia Blanco, Jany Lazo, Cristiana Robaina, Beth Coats, Diana Flenard, Eileen Rowe, Damarys Scranton.

Attendance: LATE

Alberto Reyes, Kathleen Mulkey, and Lesy Duben.

Meeting adjourned at 11:20 a.m.