



agency for persons with disabilities  
State of Florida

**APD PROVIDER JOINT MEETING**  
**Wednesday, September 16, 2015 9:30 A.M.**  
**401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128**

<b>AGENDA ITEM</b>	<b>ISSUE / DISCUSSION</b>	<b>ACTION / FOLLOW UP</b>
<b>I. CALL TO ORDER</b>	<p>Meeting began at 9:40am. Regional Operations Manager Evelyn Alvarez introduced herself and welcomed attendees and also Monroe County partners participating via tele conference. Ms. Alvarez also requested that all phones be silenced to avoid interruptions.</p> <p><b>Friendly reminder:</b> 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 4<sup>th</sup> floor cafeteria. Thank you for your cooperation</p> <p><b>Management staff introductions:</b> Hillary Jackson, Maria Linares, Kirk Ryon, Brenda Viera</p> <p><b>New Staff Announcements/staff changes:</b> Elaine Assad, SR Legal Counsel and Alexandra Pauline, HSPA Waitlist Management Unit joined the SR Team last week.</p> <p><b>New Provider Announcements:</b></p> <p>Mayra Sanabria Success at Work, ADT Services, &amp; Phedette Ray Courage Living Care Services.</p> <p><b>Guest Speakers:</b> David Alexander, Chair of Support Coordination Association of Florida</p> <p><b>Announcements:</b> None</p>	<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>

**Agency Update:**

Waiver Support Coordinators were invited to a forum in Orlando on September 9 sponsored by the Association for Support Coordination Agencies (ASCA) Janice Phillips. APD Director Palmer along with other state office and Regional personnel were in attendance. Ms. Alvarez, thanked the various WSC that attended from the Southern Region and contributed to the dialogue. Ms. Alvarez also and shared with WSC the importance of their participation and encouraged their attendance in future meetings. Some of the subjects covered included:

- APD Vision
- WSC Panel discussion
- Key Issues of Support Coordination: meeting the needs of Children on the Waiver, Person Centered Case Management, Delmarva
- Communication Panel Discussion with ROMS presentation of a proposed Model for improving communication that provides formalized process flow of information from APD to WSC, Provides a process for Questions to be answered, Ensures items needing immediate action are communicated timely, provides a repository of WSC advisories on APD website. WSC feedback included also creating a model to improve communication from WSC to APD.
- Planning for the Future: The Professional WSC, Identifying Training Needs & Options for WSC.
- Next steps and continuing communication & discussion. Your input is very important.
- Overarching theme of TEAM work and improving communication
- Attendants will receive certificates for 3 credit hour training. Region will send out certificates.

**AHCA iBudget Waiver Handbook** - is now final Rule. Training will be announced in the near future (email sent to all providers 9/4/15). Send any questions to Cheryl Smith in State Office.

**iBudget Florida algorithm Update-** The Agency for Persons with Disabilities (APD) held a public workshop on August 19 in Tallahassee to obtain feedback on the new iBudget Florida algorithm. Advocates, stakeholders, parents, service providers, and others attended to hear about the improved algorithm used to predict resource needs for customers enrolled on the iBudget waiver. The agency will be submitting a notice of change in the rule to incorporate some of the comments from the public meeting. APD will not implement the new algorithm until the new rule is final. Additionally, the implementation will occur at the same time as when each customer's annual support plan is updated.

**Waitlist to Waiver Enrollment Update-** in progress updating priority categories before finalizing the list of individuals to be offered waiver enrollment.

**Crisis Waiver Enrollment Update-** New Operating Procedure shifts the crisis approval process to Region (ROM). Final enrollment remains with state office. New process adds a state quality review process, includes performance standards for Region and state office.

**State of the Region:**

Vacancy Update: Southern Region has been funded to fill ten vacant positions.

**STANDING AGENDA ITEMS:**

**Employment First Initiative-** \$1 million to get people on the APD waitlist to find competitive employment or internships for on the job training and is required by Executive Order of the Governor to increase the number of individuals employed that are on the waiver and want to work. Maria will talk more about this initiative and plan of action.

**Emergency Preparedness:** During hurricane season which ends November 30th, you should always be prepared. If you have questions about disaster preparedness, visit Florida Division of Emergency Management. Check out Florida Emergency Preparedness Guide on FloridaHealth.gov. Also check out the Florida Special Needs Registry to receive important information from local emergency management officials. To find out where open shelters are, visit Emergency Shelters.

**FCC Recruitment:** 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 in September.

**OBSERVATIONS:**

- **Review of client central records** case notes reveal need for improvement in the quality of the information that is being captured. We find that the case notes are prepopulated to comply with Delmarva requirements and not specific to client current events and status. Disconnect between what may be health concerns and medical condition and what is reported. Also, there is no follow-up action indicated on case notes even when there are areas of concerns noted ie. Loss of weight, etc. October provider meeting will be mandatory training for WSC only email will be sent out.
- **Incident Reports** are lacking in content, accuracy and timeliness.

**Provider input:** Please let us know your training needs areas of interest for future provider meeting guest speakers and or suggested agenda items.

Ms. Alvarez asked if there were any further questions or comments and having there been none thanked everyone for their attendance, hard work and adjourned the meeting at 11:25am.

❖ **Hillary Jackson, RPS discussed the following:**

1. **Central Record Files**

- Several support plans that have been reviewed have been poorly written. Often times excluding vital medical and/or behavioral information. At times the support plan did not capture an accurate health summary.
- The HCBS Medicaid Waiver Eligibility Worksheet at times is not being completed (not signed by the WSC, not signed/dated by consumer/guardian, not indicating the physical limitations or major life activities section.

- We have reviewed countless case notes and are finding that notes do not contain the standard who, what, where, when and why. The notes tend to be vague not including details about the consumer's appearance or specific names of persons you may have spoken with. Another trend noted is not noting specific names of persons you may have spoken with. Another trend noted is not following up on issues especially medically related matters.
- If you are serving a consumer who has a sibling that may be eligible for APD services please indicate this in the support plan so that we can follow up with you or have someone to contact that family.

2. **Documentation**

WSCs we are continuing to ask that you read the documentation for your consumers. We have received documentation requesting services in certain frequency/duration that do not match the recommendation of the provider. Please share this with your staff.

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.

- It is really important that when an application is submitted the WSC information is provided and in the **comment section it can be noted that the application is for DS**, the more information you provide the better. The workers who assign cases need to be sure that the application is for HCBS because a lot of time people select all benefits and it is impossible for them to know if they are really applying for one benefit or the other.
- 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. **Handbook**

The new Handbook was shared with all providers via email. Additionally, it is posted via a link on the APD website for your use. At this time, I do not know off hand all the updates that have been made to share with you all.

5. **SANs**

Support coordinators, we are continuing to receive 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 receiving services. This is an unacceptable practice and a disservice to your consumers. Please be reminded to submit these types of request **minimally 60 days prior** to the consumer aging out of services.

- 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 one or a specific staff person directly.**

6. **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.**

❖ **Mr. Kirk Ryon, RPS discussed the following:**

**Quality Assurance:**

Kirk Ryon discussed the need for all providers to make sure that level 2 background screenings are completed and that employees are cleared prior to being hired to work with APD Clients. This is a requirement for all types of providers. All staff must have a completed level 2 background screening before they begin work. Individual employees must have a new background screening when their original level 2 screening is 5 years old. Any screening over 5 years is considered invalid. No employee serving APD clients may work without a level 2 background screening which is cleared by DCF.

Kirk Ryon discussed support coordinator health and safety reviews of clients in group homes and other settings. Mr. Ryon noted that it is the primary responsibility of the support coordinator to ensure the safety of their clients and as part of that process, potentially the safety of other disabled clients in a group home or family home or congregate residential setting. Mr. Ryon noted that incidents of clients being repeatedly hospitalized for falls, broken bones or extreme weight loss, cuts and bruises may be an indication that there are health and safety issues. These observations must be reported to Adult Protective Services and APD as required. Mr. Ryon noted that unfortunately, there have been several recent incidents where clients showed such signs of abused or neglect during the time that they should have been seen by their support coordinator or other support coordinators in the home. Mr. Ryon announced that there would be a training for Waiver Support Coordinators at the next provider meeting, on 10/21/15 conducted by Hillary Jackson and Kirk Ryon. This training will focus on health and safety review training for waiver support coordinators whose clients live in group homes. Credit will be offered for this training.

Kirk Ryon Discussed the following information on WSC requests for Medicaid Eligibility documents:

- WSC request for Medicaid Eligibility documents for redetermination (2515 & LOC) should be done by email only.
- If the request is for a Delmarva review and the central record does not have the required documents, please contact [rebeca.garcia-sotelo@apdcares.org](mailto:rebeca.garcia-sotelo@apdcares.org) sending her the completed IBudget eligibility worksheet; names; social; date of review. She'll issue those level of care Medicaid documents.
- Requests for file closure can be done via email. After completing the IBudget changes then request the closure stating the date and reason for the closure.

Kirk Ryon discussed the following information on training.

- State office has not yet started the process for community trainers. No train-the-trainer sessions are scheduled so continue to use the certified list on the website. Persons desirous of becoming a trainer must have the required qualifications as defined in the IBudget handbook. When state office gives the okay all will be advised when we'll start accepting the applications.
- Please allow enough time for parking if attending any of the training sessions here at this building; persons are showing up 30-45 minutes.

❖ **Ms. Maria Linares, RPS discussed the following:**

- Employment Enhancement Project FY 2015-16
  - 6 Employed to date
    - Fulford Christian Pre-school
    - Sbarro Pizzeria
    - Publix
    - De Moya Construction
    - Walgreen's
    - Le Provencal
- Southern Region nominated Miami-Dade County Parks, Recreation and Public Spaces for the Exceptional Employer Award and they have won. The ceremony will take place in Tallahassee on Wednesday, October 7, 2015 at Tallahassee City Hall. We congratulate Miami-Dade County Parks, Recreation and Open Spaces. It is a well-deserved win!

- Please submit your invoices in a timely manner. They need to be at APD by the 5<sup>th</sup> of the new month.
- Disability Mentoring Day will be held in October. More information to come.
- Upcoming Regional Training for “Best Practices in SE” and “Introduction to SSWI”
- Medicaid Waiver Handbook updates:
  - New Passing Score Required of 85% for all Pre-Service Courses (that is being debated and may change)
  - All WSCs and SLCs now required to take SSWI course within a year
  - Updating SE and SSWI Pre-Services course materials
- We are now paying the job coaches for developing the Individual Employment Plan (IEP) for their EEP consumers.

**Monroe County attendees on the phone was:** Beth Coats.

**Attendance:**

Osiris Funez, Judith Rodriguez, Dominique Bain, Lola Bain, Roberto Pire, Julesi Rodriguez, Adulberto Fuentes, Aleyda Blanco, Lovely Fameux, Aileen Phelan, Ellen Bethel, Jose L. Casanova, Gabriel LeFran, Tammie Martin, Arnold Coats, Roland Vializ, Dionne Barton, Nayza Hernandez, Martha Gonzalez, Mercedes Franco, Martine Saint-Aime, Carolina Mugar, Phadette Ray, Karina Gomez, Luiz Rodriguez, Cynthia Gay, Jacques Thompson, Mayra Sanabria, Mario Osegueda, Janet Batet, Etha Griffith, Josephina Livingston, Andrey Lawrence, Ernesto Perez, Sara Diaz, Roger Diaz, Shawtisha McCouw, Jackie Butler-Wilson, Cindy Timbis, Sophie Maneus, Cristiana Robaina, Timothy Paul, Gwendolyn Walker, Maureen Hanchell, Jackie Cartaya, Laura Vinent, and Manuel Achong.

**LATE:**

Ekandem Essiet, Shireen Sutherland, Ludmila Senkevich, Nereida Babilonia, Cristina Schwartz, Kathleen Mulkey, and Armando Ortiz.