

FAMILY CARE COUNCIL FLORIDA
Mary Smith, Chairperson
January 20, 2018
Embassy Suites, Orlando Airport

Members:

Patty Houghland, FCCF Vice Chair, FCC 1
Pauline Lipps, Past Chair, Suncoast East
Ruth Wingate, FCCF Secretary
Paula James, FCCF Treasurer, Suncoast West
Denise Torres, FCC 4
Dan Bayley, FCC 7
Lynn James, FCC 8
Jean Malako, FCC 9
Gilda Pacheco, FCC 10
Sandy Ames, FCC 11
Chris Spears, FCC 12
Karen Huscher, FCC 13
Laura Tacineli, FCC 14
Lisa Lupi, FCC 15

Guests:

Ann Millan
Christina Spears
John Patrick McGlone
Reshawna Johnson
Howard Fetes
Marty Norris

APD FCCD Liaison:

Stephanie Rogers

APD Speakers:

Denise Arnold, Deputy Director of Programs
Sheila Mott, Organizational Change
Management and Training Manager
Katie Strickland, Deputy Communications
Director

Meeting called to order at 8:40 a.m.

Council Action/Committee/Member/Liaison Activity:

- Moved by Paula James, seconded by Karen Huscher to approve phone conference minutes of October 11, 2017 as presented. Motion passed.
- Moved by Pauline Lipps, seconded by Denise Torres to approve phone conference minutes of December 1, 2017 as presented. Motion passed.
- Moved by Sandy Ames, seconded by Paula James to approve phone conference minutes of January 5, 2018 as presented. Motion passed.
- Moved by Sandy Ames, seconded by Chris Spears to approve the November 17, 2017 minutes. Motion passed.
- Moved by Chris Spears, seconded by Karen Huscher to approve the November 18, 2017 minutes as amended. Motion passed.
- By consensus, members agreed to consider FCCF logo selection and rebranding at a later date after consulting their councils, and to maintain the current logo and materials. FCCs may choose to add a sticker to materials to acknowledge the 25th year milestone. A proclamation by Governor Scott was suggested by Howard Fetes to honor the Family Care Council 25th anniversary on July 1. He will investigate this possibility.
- Moved by Pauline Lipps, seconded by Paula James to name Karen Huscher as Chair of the 2018-2019 FCCF officers nominating committee. Sandy Ames and Chris Spears volunteered to assist with the process. Motion passed.
- Moved by Denise Torres, seconded by Jean Malacko to approve the revised bylaws proposed by the Bylaws Committee, led by Chair Karen Huscher. Motion passed.
- Moved by Gilda Pacheco, seconded by Denise Torres to approve the 2018 Legislative Platform as presented. Motion passed.

- Reviewed the support coordinator brochure, amended language by consensus. Liaison Stephanie Rogers will make these changes and present as a draft at the March meeting.
- By consensus, the Council agreed that Paula James will chair the Developmental Disabilities Day FCCF table activity, assisted by Lynn James and Lisa Lupi. Liaison Stephanie Rogers will create a checklist for material distribution to key legislators.
- By consensus, the Council approved the CAFÉ proposal as amended. Discussion led to considering future review of the FCCF mission statement. Patricia Oglesby will chair the 2018 CAFÉ committee, joined by volunteers Karen Huscher, Lisa Lupi, Sandy Ames, Denise Torres and Pauline Lipps. Ideas the committee may consider: video/slideshow of Councils and individuals with disabilities, history of disabilities, disabilities and sexuality, celebratory birthday cake, trials and challenges of the waitlist.
- Member Pauline Lipps will email the DD Day schedule from the arcFlorida website.
- Member Pauline Lipps emailed the Transportation Task Force report to members.
- By consensus, the Council accepted the Treasurer's report with current expenditures identified as \$8,430.31, with a balance of \$6,569.69.

Speakers Denise Arnold, Sheila Mott and Katie Strickland, APD

APD staff discussed iConnect, the new data management system created for customers and providers of APD services.

- All 53,000 APD consumers will be included the iConnect system except those in institutional settings.
- CDC+ participants will have support plans, consultant progress notes and remediation plan data included in iConnect along with QSIs. Other data for the CDC+ program will remain in current systems, with a separate contract for CDC+ at a later date.
- Providers will have increased capacity to manage services, dramatically reduce paper and reduce potential fraud through Electronic Visit Verification for personal support, respite and nursing services.
- Providers, consumers, support coordinators, families, legal guardians and APD will share information through this system. Service logs, attendance logs, trip logs, daily, weekly, monthly and quarterly reports, progress notes, implementation plans and support plan data will be entered and available online in iConnect. Providers can track staff trends through their notes.
- EVV will be connected to mobile apps where service delivery is recorded and geo tracked.
- Consumer/Caregiver portal allows role-based access to their records through secure login. They will be authorized to view certain documents such as current service and support plans and a few other documents such as WSC and provider notes and others being identified by APD. Mediware is the business contracting with APD for iConnect and Harmony is the software package being utilized.
- Support coordinators will be trained on the new strength-based support plan. An education piece to support consumers, families and providers in using this support plan will be initiated in the spring.
- iConnect will change the way providers do business, such as how they submit billing, with documentation submitted directly into the system and EVV. Applicants can submit paperwork to become providers, additional services can be requested by current providers, documentation can be input by monitors, and residential homes can submit licensure renewals.

- Electronic billing and processing of claims will first be utilized by WSCs. iConnect will coordinate with handbook rules and check that documentation is in place to allow claim submission along with verifying current Medicaid eligibility. Providers now bill through the AHCA Florida Medicaid Management Information System. After conversion, all billing will be done electronically through iConnect.
- A provider interface to batch load files is a component of iConnect, because some already utilize an electronic billing system. Smart phones/tablets are required for EVV.
- Rules regarding CDC+ and the Waiver are the same. iConnect is the new data management piece, without rules revision.
- Individual and Family Services billing (IFS) will also use iConnect through FLAIR.
- EVV is required of all states by January 1, 2019, and rolled out initially for Personal Supports and Respite outside of group homes. Nursing will be included by 2023. Service will be documented by electronic mobile devices.
- Delmarva will have access to iConnect for plans of remediation.
- Waiver Support Coordinators can input HCBS eligibility worksheets, support plans, progress notes, SANS requests, iBudget information, cost plans and service authorizations.
- All eligibility determination information input may take up to a year and all QSI assessments three years to be in the system.
- By using iConnect, all data in the system will allow for better reporting features for APD and providers. APD can exhibit compliance and improve accuracy in reporting to the Centers for Medicare and Medicaid Services (CMS).
- Delmarva can view customer and provider records before on-site visits, reducing paperwork and allowing their staff better preparation for interviews.
- APD can capture trends, assess success and monitor and track quality indicators to proactively address potential issues.
- Implementation starts with APD staff/WSCs, then progressively other providers.
- Will be creating a robust help desk for the system from a private entity. It will be located in the APD website under the iConnect tab. Log on questions, computer compatibility requirements to access iConnect and how to navigate the system will be addressed by the help desk. A library of on-demand training for independent study and other assistance for consumers will be included to support the changeover to iConnect.
- APD/WSC training including on-demand modules and classroom training begins Spring/Summer 2018, with implementation starting in Fall/Winter 2018.
- Provider training begins Fall 2018, with implementation beginning Spring/Summer 2019.
- Consumer implementation begins Spring 2020.
- WSCs and providers have separate stakeholder workgroups comprising about 20 members each. They will be kept informed, participate in testing/training and be mentors to others in their region regarding iConnect. FCCF was asked which existing stakeholder workgroup they would like to join.
- Questions to iConnect@apdcares.org.

Speaker Deborah Linton of The Arc of Florida, Inc. at www.arcflorida.org for bill tracking

The Arc of Florida is tracking bills specific to individuals with disabilities, including:

- SB260, HB63 pertaining to use of seclusion and restraints in public schools. Concerns arise about the narrow definition of individuals with disabilities, which currently includes

only those with certified behavior plans. Concern also that there is no prohibition against mechanical restraints. Work continues on the bill.

- SB969, HB242 to broaden definition of disabilities covered in Statute 393 to include individuals with Duchenne's muscular dystrophy in waiver services.
- SB655, HB896 and several other bills are related to nursing homes/assisted living facilities regarding hurricane impact. Regulating bodies of these facilities are expected to provide additional rules on hurricane preparation and reporting requirements. Florida Housing Finance Corporation will assist in installing and wiring non-portable generators in homes they have financed and/or rehabbed to allow individuals to shelter in place.
- SB1280, HB985 regarding involuntary admissions to residential facilities allows a psychologist, not just physicians to sit on the panel, and requires annual reviews to determine if individuals should continue to be remanded to the facility. It also proposes the Court should determine whether the individual should be housed in a secure or non-secure facility.
- SB1788, HB1373, revokes CTEP licenses, impacts medication administration training and verification of medication delivery.
- SB1106, HB855 regarding genetics, removes ability of insurance companies to use genetic information potentially as an indicator of a pre-existing condition to determine insurance coverage.
- Provider rates remain an appropriations issue, with competition from retail at \$10-\$15/hr.

DD Day is February 14 and ArcFlorida will be joined by the transportation group to rally from 11 a.m. to 12 pm, with lunch following. Exhibits on the 2nd floor of the rotunda.

Speaker Ann Millan, Executive Director of Florida Institute on Community and Disability, Inc. www.myFICD.org, and Director.FICD@gmail.com

- Mission is to improve life with community inclusion.
- Ms. Millan visits community organizations to encourage the benefit of participation.
- FICD accounts could allow FCCs to use money they deposit in an FICD account for purchases not approved by Florida expenditure rules. Purchases could include food, door prizes, website development, speakers, room rental and others supporting an account holder's activities. Disbursement of funds from these accounts cannot be used for salaries, only direct benefit of individuals with disabilities.
- Donations can be solicited through the use of an FICD account which holds non-profit status, allowing businesses to identify gifts as taxable deductions.

Meeting adjourned at 2:57 p.m.

Respectfully submitted, Ruth Wingate, FCCF Secretary