



Family Care Council Florida

Agency for Persons with Disabilities

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Pamela Wainwright
Chairperson
Interagency Quality Council (IQC)

Dear Pamela,

I have thoroughly enjoyed being a part of the IQC this past year. The wisdom of the legislature to create this council has been a tremendous benefit to consumers and their families in Florida. The APD staff directed by Linda Mabile and Steve Dunaway has created a smooth network of consumers, families, and professionals. DELMARVA has been an outstanding contractor in accepting the responsibilities and accomplishing goals.

Having said all this, I want to share some concerns and observations I believe could lead to improvements towards a more collaborative council for quality of life improvements.

- I see the IQC meetings mainly as an information gathering arena. Reports are given and usually the only questions come from consumers and family members. I see little interaction of concerns, discussion or input from professionals.
- Outside information pertinent to quality for individuals and families is not forthcoming. An example is the incontinence RFP. Another is the rate structure hearing yesterday! APD updates are given, but where are the updates from ACHA?
- Does DELMARVA contract brainstorming involve the IQC? We are all so locked into the focus of DELMARVA data and the providers. Are we getting the biggest bang for our buck?
 - Statewide Advocacy Council is the only council that investigates specific situations and it continues to be gutted from existence.
 - CHAMPS is not a priority, yet its potential for individuals, families and providers could be critical for quality of life improvements.
 - General Revenue consumers, ALF, CDC+ are exceptions rather than rule for quality of life. Should this change?

Quality is more than the current DELMARVA contract. We need DELMARVA in Florida, but are we using them to the fullest benefit for consumers and families? Providers continue to bill for services not received by consumers. Support plans continue to work on paper but are not followed by the providers. Individuals are being denied choice, self-determination, and inclusion. Perhaps we should begin looking at protecting the consumer rather than the provider?

I listen to FCC chairpersons every month who are frustrated because families call them concerned about these issues and we have no where to turn. When are these quality of life issues going to be addressed? How can the FCCF help? Perhaps we can take the lead on some of these responsibilities?

CC: Denise Arnold
Linda Mabile
Bob Foley
Family Care Councils