

# **FAMILY CARE STATEWIDE COUNCIL**

**DEAN PARKER, CO-CHAIR  
DONNA RAUBER, CO-CHAIR**

**Amerisuites Orlando Airport  
Orlando, Florida  
June 8 th, 2002**

## **MEMBERS PRESENT:**

Patty Houghland, D1 Co-Chair  
Janet Graham, D2 Chair  
Cathy Mitchell, D4 Chair  
Ann Millan, Suncoast Region 5 Co-Chair  
Charm Thometz, Suncoast Region 6 Co-Chair  
Dean Parker, D7 Co-Chair  
Donna Rauber, D7 Co-Chair  
Mary Ellen Jones, D9 Chair  
Joan Hinden, D10 Chair  
Yolanda Herrera, D11-A Interim Chair  
Pamela Wainwright, D13 Chair  
Diane Ciccarelli, D15 Chair

## **STAFF & GUESTS**

Jadene Ransdell, DD – FCSC Liaison  
Joy Frazier, D1 Guest  
Louise Parker, D7 Guest  
Judy O'halloran, D8 Guest  
Adrienne Dissis, D15 Guest  
Beverley DeStories, Suncoast Region Guest  
David Vaughn, Suncoast Region Guest  
Rebecca Varnadore, Florida Respite Coalition  
Marcia Hill, Delmarva

*To unite the Family Care Councils in the State of Florida to represent/advocate for all persons with disabilities and their families.*

## **I. WELCOME AND INTRODUCTIONS**

Dean Parker, co-chair welcomed everyone to the meeting and asked for introductions. Included in the introductions, he asked that each chair share any activities taking place within their district. Janet Graham shared that her council has a standing committee called the "Peoples without Guardians" committee. They have 122 people in there district who can't give informed consent and don't have guardians or have already been adjudicated incompetent and have no guardians to serve for them. All of them are adults, most over 50. They have no one looking out for their best interest. The council is trying to fashion a way to help these people in their district. She shares that this is a statewide issue and people are working on a solution statewide but she doesn't see that it will get solved anytime in the near future.

## **II. REVIEW OF MARCH 9, 2002 MINUTES**

Correction to March minutes: Joan Hinden advised that she did not make a motion to hire a person to file for incorporation. Ann Millan makes a motion to approve the minutes with above referenced change. Joan Hinden seconds the motion. Let the record reflect that the minutes have been approved. Co-chair Rauber asked if anyone has copies of all the minutes from day one. She advised that this is really the only way we can have a history of our group. It would also be beneficial to have copies of all minutes in a folder along with the by-laws to distribute to new chairs when they come on board. Co-chair Rauber will take on responsibility of trying to locate copies of minutes. Co-chair Parker took a minute to thank Donna for all of her work in preparation for this meeting.

### III. FCSC LIAISON UPDATE

Charm asked Jadene to clarify a portion of the proviso language pertaining to the budget for next fiscal year. She advised that at the last redesign meeting, Amy Baker provided the group with a breakdown of the \$60 million funding. Of the \$60 million, \$10 million to cover the deficit from current year funding, \$27 million to insure families currently on waiver would be covered, \$5 million for redesign including RFP for Direct Provider Billing, \$7.5 million for the new waiting list (serving 1,797 individuals), \$1 million DS staff buyback and \$10 million for respite program (not matched funds – Dept. pays ½ and parent pays any additional). Jadene advised that according to the proviso language the respite dollars have been designated for individuals who are not eligible for the Medicaid waiver. Charm’s main concern is if you consider that Governor Bush asked the legislature for \$90 million, the Legislature approved \$60 million, a difference of \$30 million. If you add on the federal match, the department actually has lost \$75 million.

Jadene continued with her update and handed out a memo from Susan Dickerson regarding Expenditure/Purchasing Guidelines and a memo pertaining to Promotional and Food items. She advised that when the department purchased the promotional items for the Family Care Councils that were distributed at Family CAFÉ, this was done illegally. What was purchased is considered promotional items which the Department of Children and Families considers the same as food items. Consequently, unknown by DD department, state funded dollars are not allowed for this purpose. This became a very serious situation within the DD department and almost cost a few employees their jobs. Jadene stressed to us the need to understand that absolutely no food items or promotional items can be paid for with state funded dollars. Regarding the Expenditure/Purchasing Guidelines, Co-Chair Parker asked if the FCC is bound by the same rules as the department, specifically item 1 and 2 pertaining to “all purchases up to \$500 require Bureau Chief approval”, and “Purchases of \$500 or more require approval of the DD program director or authorized designee”. Jadene said she didn’t think so but she would check with the department for clarification.

Jadene advised that she has the Child Care Coalition action guide completed. The guide is written in reference to life span care for children and adults with disabilities. She has mailed a guide to each of the FCC chairs. She reminded us that we did vote to take on this issue within each of our district FCC’s by assigning a person to take on the responsibility of using these guidelines and resources to establish a coalition within each district to provide before and after school day care.

### IV. STAKEHOLDERS’ REDESIGN UPDATE

Charm proceeded with a brief summary of the system redesign. Jadene has done a really wonderful job with the E-Bulletin. Charm is really excited about what is taking place with the system redesign. Pamela and Jadene are also participants. Following is a brief summary of each committee.

1. **Family and Consumer Budget** - Develop individual budgets based on assessment. Recommendations: A reserve emergency fund and “smart cards”. Put on hold. Input needed from RFP contractor for rates.
2. **Rates** - RFP has been advertised. Funding follows the individual. Rates according to level of need.
3. **Flexible Services** - 8 categories (Flexible Service Menu listing service category with primary services within each category provided). Customers have the ability to move vertically and horizontally within some categories. Customers have the ability to change services without going through an extensive approval process.
4. **Assessments** - Develop and improve assessment process accurately and identify support needs. Sensitive and non intrusive. Assessment instrument to be done by either Support Coordinator or trained individual. Workgroup has provided input for draft tool. Part of RFP. Draft due Sept. To be implemented by January, 2003.

5. **Role of Support Coordinator** - Focus on advocacy & uniformity. No longer responsible for billing. Reduce number of forms required. Support Coordination optional. AHCA said support coordination necessary at least 2 times a year. Need for additional training.
6. **Direct Provider Billing** - Independent electronic billing for all providers. Looking into a monthly "For your information" invoice to be sent to individuals & families.
7. **Consumer Feedback Process** - Developing information materials and surveys to gain input. Effective use of networking streams and existing support/advocacy groups.

## V. OLD BUSINESS

**Nominating Committee/By Laws** - Patty Houghland reviewed our by-laws as some items will need to be changed based on our wanting to create a permanent chair position. Changes/additions would consist of:

**Term of Office** - from three months to one year. Term beginning at end of June, 2002 meeting and runs until conclusion of the June, 2003 meeting. Chair may be re-elected for one term.

**Duties** - Set the agenda with input from all district family care councils, facilitate communication among the councils and would have a vote only in the case of a tie.

**Qualifications (addition)** – Candidate must have attended at least one of the statewide Family Care Council meetings. Need a commitment from the candidate that they intend to complete their term.

**Item 3(b)** – To assume the powers and carry out the duties of the chairperson, if that office is vacated through an unexpired term should be eliminated. It was decided to change the name of the co-chairperson to vice chairperson.

**Item 4** – Under any other circumstances that prevent the co-chairperson from serving a full term, the previous co-chair shall serve the remainder of the unexpired term should be eliminated.

The nominating committee was unable to get a slate of nominees for permanent chair. Patty suggests that we can either ask for a volunteer from those in attendance or if no one will volunteer, Patty will take on the permanent chair duties for the next year. The chairs agreed wholeheartedly in favor of Patty taking on the position. They all agreed she will do a wonderful job. Co-chair Parker asked Patty if she had selected a co-chair. Discussion pursued and it was decided to change the name from co-chair to vice chair. **Mary Ellen Jones makes a motion that we change the by-laws to reflect a one year term with the possibility of re-election for an additional term for a one-year chairperson with a vice-chair being elected at the same time.** Pamela Wainwright seconds the motion. Ann asks that we review the minutes carefully to check on the exact wording as we don't have it on paper at this time. Patty asked if we were going to add qualifications to the by-laws? It was decided that qualifications should be a part of the job description not in the by-laws. Co-chair Parker asks those in favor of the motion to raise their right hands. There was no opposition. The motion was approved by consensus. Co-chair Parker asked Patty and nominating committee to fine tune the by-laws and present at next meeting. **Joan Hinden makes a motion to nominate Patty Houghland as Chairperson and Donna Rauber as Vice Chairperson.** Janet Graham seconds the motion. Co-chair Parker asks those in favor of these two people serving as chair and vice chair to please raise their right hands. There was no opposition. The motion was approved by consensus. Pamela Wainwright makes a motion to eliminate Item 4 under duties of co-chairperson. Cathy Mitchell seconds the motion. Co-chair Parker made the suggestion that maybe we would be better off to let the nominating committee continue to look at the by-laws and make the adjustments and then we could vote on them at the next meeting. It was decided to do this. Therefore, previous motion has been voted down.

Joan Hinden asks for the purpose of saving money that we have our next quarterly chair meeting at the statewide family care council conference in Tampa. Co-Chair Rauber reminded everyone that the

conference in Tampa is taking place during the week (Weds. thru Fri.) which could present a problem for some people. Ann suggested we should talk about the conference first. It was decided to delay a decision on the next quarterly meeting until later.

**Policy and Procedures** - The nominating committee will continue to work on this and present at the next meeting.

**Incorporation** - Co-Chair Parker advised the group that based on the letter from John Slye (copy enclosed in packet), it looks like it not something that we're able to do as originally planned. Since we are unable to use state funding, we would have to find another source of funding to accomplish the incorporation and 501(c)3 status. Co-Chair Parker suggested that the permanent chair could address this issue in the future if she wants to pursue it. Discussion followed expressing the advantages and disadvantages of being incorporated as a not for profit corporation. Co-Chair Rauber suggested that maybe we should take a vote. Co-Chair Parker asked those in favor of continuing to pursue incorporation to raise their right hands. Let the record reflect that no one raised their hands. Pamela asks if the statewide council could write a grant or do we have to be a non-profit organization. It depends, some foundations prefer it. Janet was wondering why there has never been any interest in revising the statute 393.502 to include a statewide board. Ann mentioned that at some point in the future the statute will have to be revised to include regions. At that point, this would be an excellent example of something that needs to be repaired/revised. Diane also mentioned that 393.502 states that the Family Care Councils responsibilities are to monitor the family service funds and respite funds. Currently there are none. It doesn't appear there will be any in the Developmental Services program because all funds are allocated for med-waiver matched funds. Maybe we need to establish a committee within the statewide council to pursue these issues that need to be changed within the statute. Diane then read the actual wording in the statute. Then it was determined that the language used in the copy of the statute she read from may have been changed. She will look into this further and report at next meeting.

**FDDC Position Update** – Charm advised that they have started the interview process with solutions position. These were telephone interviews. Soon they will be doing a second interview. Charm indicated 8 candidates are being interviewed. Charm advised that of the 8 applicants 2 are statewide council members, Pamela and Diane. Also included is Patti Lurie, a previous statewide council member. Charm spoke with Sandy Smith at FDDC who is very optimistic they will hire a good individual to take on this position. The subject of job responsibilities was brought up. Charm advised that she had sent out an E-mail with a list of the responsibilities. Co-Chair Rauber mentioned that nothing in the list of responsibilities pertained to Family Care Council. Charm advised that this was correct. They hope to use the Family Care Councils to help them implement the program but the original intent of this position to include FCC coordinator responsibilities has been rejected. Patty found the list of responsibilities and proceeded to read them to the group. It was then determined that this particular list is outdated and has been revised.

Janet asked if anyone knew the latest on the search for a new DD program Director. Diane advised that she E-mailed the Governor (copy sent to all chairs) who in turn forwarded her E-mail to Judge Kearney. She has not heard a word from Judge Kearney's office. She suggested that since we haven't received any response that each of us should E-mail Judge Kearney's representative in personnel so that we can have an input in the hiring of the new DD program director. Ann asked if the department had issued a notice of employment opportunity for this position. The answer was yes and that it supposedly had been sent nationwide. **Charm makes a motion that the Statewide Family Care Council write a letter to Larry Pintacuda, Judge Kathleen Kearney and Governor Bush asking that representatives from the Family Care Councils be involved in the interview process for the new DD program director vacated by Carl Littlefield.** Ann seconds the motion. Co-Chair Parker asks all in favor to raise their right hands. The motion was approved by consensus. Patty and Charm will develop the letter.

**FCC Statewide Conference Update** - Charm shared the latest on the statewide FCC conference. She passed out a document which shows the Family Care Council as an official sponsor of the Florida Government Expo 2002 to be held in Tampa, August 21<sup>st</sup> thru 23<sup>rd</sup>, 2002. She has been very active in promoting this partnership as the Department of Management Services is the business community. Partnering with the business community is a great opportunity for both groups. Businesses can gain reliable workers, and individuals with disabilities can gain employment and economic self sufficiency. This is a way for the Family Care Councils to reach out into the community so they know that we're out there. One scenario is Jadene's after school day care program. This is an opportunity to gain support from the business community and develop a coalition for a program that is so desperately needed. The one drawback is the expo is during the week, Weds, Thurs. and Friday. If we buy the sponsorship package, it will cost \$12,000. Charm asks that we did all agree that each district and region will contribute \$1,000 except the region will contribute \$2,000. She proceeded to share with the group what the council will get for the \$12,000 (listed on handout). Charm shared that the ADA working group, FND, FDLRS and Nova Southeastern University will help us with this project. She then shared a list of possible workshops to educate our consumers and families who attend the conference. Janet asked for clarification of what the expo is all about and who it represents. It is sponsored by The Department of Management Services of which ADA is a part. This gives us a way of reaching out into the community. This would be our statewide conference. The conference is this August and monies will come out of July, 2002 thru June, 2003 funding budget. Jadene is helping to speed up the process of obtaining the \$1,000 per district as soon as possible. Charm also included a list of FCSC joint participation suggestions which included presenting Governor Bush with a plaque at the governor's breakfast, FCC responsible for 1 door prize, FCC chairs encourage participation by at least 1 district legislator for a legislative forum, each chair encourage participation of their program administrator and need suggestions for speakers. Several of the chairs gave some suggestions for workshops and possible speakers. Ann suggested that it would be best if we held our next FCSC meeting in September rather than combining it with the statewide conference in Tampa. Pros and cons followed but decision delayed until later. Charm asks for confirmation that everyone is in favor of moving forward on developing the FCC statewide conference. Co-Chair Parker asks Charm to send out another E-mail to all district chairs asking them to commit to the \$1,000 per district. All chairs in attendance advised they would commit \$1,000 of next fiscal year funding to the statewide conference in Tampa (a few indicated they still needed to obtain a vote of approval from their members but felt this would not be a problem).

**FCC State Website Update** - Dave Vaughn and Ann Millan presented an update on the website. They have spent the last 3 months developing what was the Suncoast Region website into a statewide website with links to a web page for each district. He passed out printed backup information for our review. He stressed the point that the website will not be successful unless we the chairs from each district start providing information to use it as their website. He proceeded to show us how to use the website and access our district web pages. It is set up so the individual can click on a county or city to access information available in that city or county. Each district web page can be developed to include a resource directory of providers and services in their district. It can also be used for member contacts, newsletters, monthly minutes, etc. Pamela asked if there was some kind of access to get the information put into the web page. At this point, E-mail to Ann and she will copy to web page. The website also has a "search" feature. An individual can type in the name of any city and it will bring up that cities district information. Ann asked to get confirmation that we all want to continue with the website and that we want to put information on it from each district. She would like all districts to have something on their web pages by the statewide conference so we can advertise the website capabilities at that time. She also wants us to establish a committee so the whole council is involved in making the decisions. She asked for volunteers. Let the record show that Joan, Yolanda, Donna and Diane volunteered. Co-chair Rauber asked if there would be a statewide page so we could post our minutes. The answer is yes.

The group thanked Dave and Ann for all their efforts. We are very appreciative of all the time and effort involved in this much needed project.

**Summation of FCC information to MDCC** - Diane prepared a listing of answers to their questions and forwarded on to necessary contact person. A copy is included in the information packet. She advised that very few chairs submitted the information so she basically played it my ear. Most of the questions were standard format anyway.

**FCSC questions to Susan Dickerson Update** - Diane shared with the chairs Susan's answers to questions submitted from last FCSC meeting. Co-chair Rauber shared that the answer to Ann's earlier question regarding provider rate compilation per district is included as item number 7.

Diane then proceeded with a list of questions that she is requesting be sent to Susan. They are:

1. Since ACHA is looking into adding the PSA handbook as an appendix, does it have to be promulgated also?
2. Is it required to submit IPP and FSTS documents to the local districts to authorize the support plans? It is understood that if the support cost plan has a trigger the above mentioned documents are needed to go to MAXIMUS only.
3. There needs to be a uniform state policy that each district has an on-call emergency procedure and be appropriately staffed.
4. Layers of authorization are costly and unnecessary. The waiver support coordinators who authorize a service, then the district has to authorize that, then Maximus reviews it, Delmarva reviews it and then if MAXIMUS doesn't agree with it, it goes to Amy Baker. All of these different layers create a basis for unnecessary rumors. An example, rumor control has it that MAXIMUS service will be terminated in July. We need to know if this is true.
5. A recommendation: The Developmental Services program review the Part C program. Review their assessment procedures and the role of their coordinators rather than re-inventing the wheel.
6. Waiver Support coordinators need to play a vital role in the assessment process.
7. Personal outcome measures. Every support coordinator is to develop personal outcome measures and they are supposed to be in each consumer's files. We're not using instrument as it was validated. We're using an adult instrument for children. The consumer should be answering the questions, not family members for the consumer.

Co-Chair Rauber advised that she would submit the questions to Susan Dickerson.

**FCSC Coordinator** - Co-Chair Parker continued on with the agenda and advised that Donna has volunteered to become FCSC coordinator for future meetings. Dean agreed to help with this also. They will work out the arrangements with Jadene on a method of payment so the hotel doesn't have to wait 90 days for payment from the state. In the future, only meeting room accommodations will be needed.

**Dental Grant Workgroup** - Co-Chair Parker asks that all look in our information packets for a copy of a letter which is a generic letter that was written to Secretary Kearney regarding the Dental White Paper. Melinda Coulter asked Dean to write a letter with his signature. He asks everyone to review it and once approved he would like to mail it directly to Melinda today. It was approved by all in attendance. Diane is on this committee. She advised they do want to include an FCC member as she is representing as a parent. Co-Chair Parker wanted to share one thing not mentioned in the FDDC white paper on Oral Health. He and Louise visited a site where they had a mock dental chair with dental tools set up for their clients and did a desensitizing of each consumer before they went to the dentist so they would have some idea as to what to expect at the dentist office. It would be beneficial to get this set up in ICF's and some group homes within the state as it could eliminate the fear factor sometimes encountered by consumers prior to going to the dentist. Co-Chair Parker asked if any of the chairs are interested in becoming the FCC representative. Janet indicated she believes she knows a member that would be interested. She will follow through with this.

## **VI. ADJOURNMENT**

With no further business to come before the council, Co-Chair Parker adjourned the meeting at 4:30.

**RESPECTFULLY SUBMITTED,**

**DONNA RAUBER**

## **VII. GUEST PRESENTATIONS**

**Rebecca Varnadore, Executive Director, Florida Respite Coalition**

Rebecca began by acknowledging that she sees a tremendous partnership ahead between the Respite Coalition and the statewide Family Care Councils. Her Power Point presentation included a brief history of how the coalition was formed in the State of Florida. She shared there is a national group known as ARCH (Access Respite Care and Health). They are a wonderful resource and have a great website, [www.archrespite.org](http://www.archrespite.org). Arch came down and facilitated a conference that had a tremendous turnout of families and it became recognized that there was a critical need for respite in the State of Florida. Thus, Florida Respite Coalition was created. In 2001 the coalition contracted with the State of Florida through the office of Family Safety to put in an infrastructure for respite care services. They look at respite as being a Lifespan respite, a coordinated system of available, affordable, quality, community based respite care services for caregivers and individuals regardless of age, race, ethnicity, special need or situation. The coalition is a collaborative partnership which includes respite care providers, family caregivers, advocates, healthcare professionals, community leaders, educators, and others interested in respite care. What they have recognized is that there is no collaborative, coordinated system. There are many different groups that have needs for respite who have a lot in common but no means of banding together. There are a lot of resources they see that can be shared and also in sharing that they hope to be able to enhance service delivery. They see a need for a central point of access to information and referral. They also see a need for a universal form of a standard of care for respite care providers. As a result of recognizing a number of various needs, the Florida Respite Coalition's purpose is to establish a statewide network of support systems for families and providers which includes: Directory of services and providers, respite information and referral system, quality assurance & technical assistance, enhanced funding availability, education and awareness, advocacy, coordinating and enhancing Florida's respite care system and passage of the Florida Lifespan Bill. Patty wanted to emphasize a point regarding training of respite care providers. Training is necessary for the caregiver and they have to have a baseline of training. What she really strongly believes is that somehow there has to be a rule, a regulation, a law or something that says they have to receive training from the parent prior to coming into the home. Charm and Beverley also shared the need based on experience with respite care providers. Rebecca understood and advised that this type of training will be emphasized as part of the technical assistance program. Rebecca has just regionalized the state of Florida into five regions. She has coordinators in all five regions. Therefore, she wanted us to be aware that we would all have a contact person in our various districts. Rebecca advised they are currently working on developing a statewide comprehensive provider directory. They have just completed a huge RFP process and they have picked an organization out of Gainesville to build a website. They were fortunate to obtain some significant dollars from the state to implement the website. They are currently working on the directory and developing a database that is currently in operation on their system. They have currently identified a little over a 1000 respite care providers. She has coordinators in place in each region that are currently identifying the providers in their regional territories and entering into the database. What this means for us is that we will be able to go into their directory and build a query of personal information. That will be submitted into their program and we would then receive back a

match of respite providers in that specific area. Beverley asked if they have built into the program update capabilities. Rebecca advised that they have included this. There will also be other links which will provide resourceful information. Rebecca then shared with the group information pertaining to Lifespan legislation which is presently in affect in six states. The coalition is currently working to introduce the Florida Lifespan bill in the next legislative session. They will be holding legislative breakfasts beginning in August and extending through the fall in various locations throughout the state to introduce and educate the legislators on what the Lifespan bill is and asking for their support of the bill. Rebecca proceeded to share with us the inter-structure of the statewide organization and what is taking place within each regional office. Each region has established focus groups. She encourages us strongly to participate and to spread the word to families to participate. This is where the developing process of what respite will look like within each area will take place. The end result is that once the state and federal lifespan bills are passed, dollars can be pulled down into these regions to develop pilot projects based on what has been learned within the focus groups of what the respite care needs are in each region. They want to pull together a co-op of respite that is lifespan whereby they can develop pilot projects that families come into, they receive a directory of providers (to be part of the co-op the providers must adhere to the training policies), then develop a vouchering system (new monies), whereby these co-ops then have families come in and they determine the respite needs, then families are able to start receiving services. What Rebecca is hoping for is that they develop consumer driven projects. Within this program, families will have the option to choose respite and how they need respite. Diane asked if people who are on the DD waiting list that aren't getting any services get respite because that is there number one need. She would really like to see them have the opportunity of being part of the pilot projects. **Hopefully, Developmental Disabilities will look at the coalition and look to partner and collaborate with the coalition.** The demand for respite within the DD population is huge. She advised that the pilot projects would be in effect for five years. Rebecca stressed the need to coordinate our advocacy efforts together. This is an opportunity for the Family Care Councils to be a front runner in developing a respite care system that meets the needs of our DD population.

Contract Information: Florida Respite Coalition, 2304 Aloma Avenue, Suite 100, Winter Park, Fl.32792  
Statewide Phone # 1-866-FL-RELIEF Fax: 407-644-6548  
Website: [www.FloridaRespite.org](http://www.FloridaRespite.org)

### **Marcia Hill, Vice President of Florida Programs, Delmarva Foundation**

Marcia began with a Power Point presentation which many of our chairs have heard regarding this project. Marcia provided each chair with a copy of the Power Point presentation. The chairs expressed an interest in being able to ask questions based on what they have previously experienced with the Delmarva project. She provided a brief history which included that there project is a result of a legislative mandate put in place 2 or 3 years ago. It went through a formal competitive bid process that took 2 years to complete. The mandate required that ACHA would contract with a peer review organization. The reason you contract with a "PRO" entity (federal government as changed name to Quality Improvement Organization) is you can pull down 75% federal match. Therefore, whatever the program costs only 25% comes from General Revenue. The contract is with ACHA in partnership with Developmental Services. The 2 programs work closely together and with Delmarva.

Co-Chair Parker wanted to know the qualifications of the review staff. They have to meet the requirements for a qualified Mental Retardation professional and have at least five years experience working in programs for persons with Developmental Disabilities. Ann asked a question regarding an experience that happened with her Daughter this past week. She doesn't see anything in the above definition that they have any experience working with the DD population only working in programs when it's these individuals who are making the calls to the consumers. The call to her daughter proved to be very confusing. Marcia indicated the call probably came from an individual in the Tampa office that has been assisting with some of the scheduling rather than the review staff. She indicated that was good feedback for her so that she can correct the problem. Ann indicated that the questions being asked

of her daughter were not phrased in such a way for her to provide a correct answer. Co-Chair Parker shared a similar experience when his daughter was reviewed by a Delmarva staff member. The problem being the reviewer would accept an answer whether correct or not but didn't pursue with questions that would result in a more accurate response. Marcia indicated that the reviewers are trained to probe and keep asking questions and the council members continue to review with the reviewers to make sure they're being reliable. What's important is an overall of all information obtained not necessarily whether a specific question was answered correctly is not really going to influence the decision. They look for things to occur over and over again. Yolanda commented also on the importance of the first contact made. She stressed it is difficult when the consumer is not accustomed to a certain tone of voice of the interviewer who then reads the question fast thus making it very difficult for the consumer to understand the question. Co-chair Parker again stressed the importance that reviewers be trained to pursue with questions to arrive at the correct answer. Beverley suggested that in the training process of the reviewers that role-playing be performed by someone who is very experienced with first hand knowledge of the DD population. Marcia explained the training process. She continued to share that Delmarva is doing person centered reviews, performance reviews and education/training. At some point during the contract she hopes they will be able to merge the 3 review processes into 1. Things they are not doing are: they do not authorize or terminate any services; they do not dictate any kind of medical treatment for consumers; the criteria used to monitor providers are not standards that Delmarva developed themselves, they are using core assurances and service specific standards that come from the Developmental Disabilities monitoring plan; they are not decertifying providers and they are not authorized to take money back. She continued with a review of the process involved in scheduling the person centered review which consumers/providers are chosen randomly. You can follow this with your copy of the presentation. In regards to the Personal Outcome Measures tool, they provide extensive training to the reviewers, however, she notes that we have given her good feedback to indicate that more training is needed. They do have on-going monitoring of the reviewers within their company. All the information is tabulated into a report which is then distributed to the consumer (if he/she wants one), family/guardian, waiver support coordinator, district office, and ACHA program office. Delmarva has very high standards related to confidentiality. The following provider core services are reviewed: support coordination, residential habilitation, adult day training, non-residential support services, supported living and supported employment. If a provider provides services such as PCA, companion, homemaker which are included in the above mentioned services, they are reviewed as well. Once on-site they review all the services provided by the provider agency. The scoring process consists of a score based on core assurances, a score of specific service and then a grand score. If the score is over 90 they are expected to take action to have an internal plan to correct. If under 89% it is sent to Delmarva. At this time, they are scheduling follow up visits for scores under 70. Two other issues that indicate a review that would require a follow up is if there is an alert item (health & safety issue) or if there is an item that is marked for recoupment (items where documentation you need for reimbursement is not there). The information is provided to the district. The district is responsible for taking action on this or if it seems to be fraud they refer to the fraud unit within Medicaid. This has been a very difficult year for Delmarva as they had a lot of start-up challenges. They are anxious to get all information into the data system so they can devote more time to less process oriented and more oriented towards improving quality. She appreciates all the input received from us. Charm asked if we could receive copies of the provider reports. She advised they have been sending them out and they are available through the district office. Marcia then shared some statistical information regarding on-site reviews. This ended Marcia's presentation. Co-Chair Parker thanked Marcia for a presentation which provided us with a wealth of information.