

# FAMILY CARE COUNCIL FLORIDA

## FRANK CARROLL, CHAIRPERSON

Amerisuites Orlando Airport  
Orlando, Florida  
January 10<sup>th</sup>, 2004

### MEMBERS PRESENT:

Frank Carroll, D3 Chairperson  
Patty Houghland, Past Chairperson  
Joy Frazier, D1 Chair  
Janet Graham, D2 Chair  
Ann Millan, Suncoast Region 5 Chair  
Rhonda Sloan, Suncoast Region 6 Chair  
Donna Rauber, D7 Chair  
Judy O'Halloran, D8 Chair  
Maryellen Jones, D9 Chair  
Joan Hinden, D10 Chair  
Martha Sheldon, D11-A Chair  
Ka Samar, D12 Chair  
Pat Hawk, D13 Co-Chair  
Diane Ciccarelli, D15 Chair

### STAFF & GUESTS

Wilma Lefler, DD Dept. - Guest  
Jadene Ransdell, Suncoast Guest  
Beverley DeStories – Suncoast Guest  
David Vaughn – Suncoast Guest  
Denise Arnold, DD Dept. - Guest  
Susan Kaempher, DD Dept. - Guest  
Loretta Costin, Vocational Rehabilitation  
Annie Morris, District 11-A Guest  
Bradley Hunt, FASC - Guest  
Roger O'Halloran – District 8 - Guest

*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

Chair Frank Carroll called the Family Care Council Florida meeting to order. He welcomed everyone to the meeting. Chair Carroll introduced guests Denise Arnold and Susan Kaempher from Tallahassee DD Central Office. Also, Loretta Costin, Director of Florida Vocational Rehabilitation in Tallahassee. Chair Carroll asked for member introductions.

### II. DISTRICT UPDATES

**Ann Millan, Suncoast Region** shared they hold monthly meetings with from 25 to 30 participants. They are working with all age groups. They added 2 new board members and now have 6 consumers on the council. She shared the state owes her \$633.00 in reimbursements. Denise asked if the self advocates on the council were part of SMI. The answer was no.

**Martha Sheldon, District 11-A** shared they met with the new district administrator. She shared that Margarita Montalvo met with the judge because of one of the six law suits because developmental services are not doing what they are supposed to do. She shared her concerns regarding issues in their district.

### **Diane Ciccarelli, District 15**

Her council was planning on having a town meeting and inviting individuals on the wait list. She shared the district refused to mail out the invitations. Her intent was to develop a list of items needed by those on the wait list and then advertise in the paper for donations to cover the costs. She has received several complaints with regards to individuals in the Center School that are dual diagnosed children. The authorities have arrested and charged several with felony charges because teachers have been threatened. She has been communicating with the sheriff's dept. and ESE dept. She shared, according to Shelly 53 individuals with developmental disabilities are currently in jail. There

are only 8 MR/DD beds in the state so the remaining 45 must be sitting in general population. She would like to see the statewide council do something to make sure these individuals are identified to determine if they need additional resources to solve their problems. She is working with the local sheriff to identify individuals with developmental disabilities who have been arrested and has asked them to provide her with a monthly report.

**Joan Hinden, District 10** shared they met with Delmarva in December. She shared they prepared a newsletter announcing the meeting and had support coordinators distribute to their caseloads. This resulted in a much better turnout. She shared concerns directed to Delmarva representatives and their response. Many examples were the same as expressed in the Delmarva letter written by district seven. She shared that one example expressed by attendees is the parent/guardian are not being contacted to participate in the interview process of non-verbal consumers. A formal complaint has been directed to the Family Care Council. District 10 will be sending a letter to the effect that Delmarva is not complying with the responsibility of contacting the parent and/or guardian of an individual who needs assistance when being interviewed. She shared that Representative Gottlieb and his committee (Rep. Sobel, Rep. Rich, Rep. Davis and Rep. Meadows) held a meeting which focused on developmental disability issues. He is very supportive of the problems within our DD population and has expressed his concerns to the Governor on numerous occasions. They have committed to address the issues of the wait list and need for additional DD funding. They want input from consumers/families. She asked the council to create a really good legislative platform that she can submit to the committee. She reminded the council of upcoming conferences in Broward County, specifically the Emerging Workforce Conference on February 9<sup>th</sup> and 10<sup>th</sup>. Another is Living and Aging with a Disability being sponsored by the National Assn. of Social Workers on February 5<sup>th</sup>.

Chair Carroll reminded the council the district updates are specifically devoted to the activities the councils are promoting, not a detail of meetings, conferences, etc. This part of the agenda is solely dedicated to sharing current activities that other councils may choose to try in their own districts. If council members have a concern to share, there is a dedicated time slot on the agenda for district concerns.

**Judy O'Halloran, District 8** shared their district had the FCC training with Jadene and Wilma in November. She shared how grateful she was to Jadene for doing this on her own time. They did not meet in December. Their focus will be on developing the conference scheduled for May. Judy shared that her son Casey will be participating at the Emerging Workforce Conference. He will be sharing his journey to the courthouse where he works.

**Maryellen Jones, District 9** shared the difficulty they are having finding council members. She will be working closely with United Way as they have received a grant dedicated to persons with disabilities and with the school district. They are preparing a transition workshop for the spring. She shared that Teachers and Parents have started a non-profit organization for working innovations to service micro enterprises for people with disabilities. The major problem they see is finding jobs for persons leaving school.

**Rhonda Sloan, Suncoast Region** shared they participated in a Pathways conference on November 8<sup>th</sup> in Sarasota. They are really concentrating on outreaching in the counties of Hillsborough, Manatee, DeSoto and Sarasota. They are planning on some night as well as day meetings. They have completed Family CAFÉ registrations for families with children who have not attended before. They are preparing for the 6<sup>th</sup> annual Pathways in Partnerships conference in Tampa. Its theme will be a transition conference and family forum on accepting community services. This year it will include 8 counties. She shared how successful these conferences have been and if any other district is

interested in developing a Pathways conference she and Charm will be glad to help. Their next meeting on January 14<sup>th</sup> will focus on Special Needs Trusts.

**Janet Graham, District 2** shared they are continuing their work on people without guardians. She is on the advisory committee with the office of Public Guardian who received a grant from the FDDC to provide services for 40 consumers in judicial district 14 which encompasses district 2A. She shared a group of parents from a local high school came to the FCC interested in transition services. Most of these students graduating from high school are not on the waiver, have not even applied for services or are way down at bottom of wait list. These parents are interested in learning what else is available.

**Joy Frazier, District 1** shared they did not have a December meeting. They will be meeting with the new district administrator in January. They will be working on their goals for 2004. Patty shared that one of their individuals with a disability has obtained employment thus leaving the agency program.

**Donna Rauber, District 7** shared their council had voted in November to support the res-hab and ADT providers in their efforts with regard to the rate reductions. They invited local res-hab and ADT providers to participate at the December meeting. Most did attend and provided the council with examples of how the rates are affecting their programs. She shared it seemed the very programs the dept. is trying to promote are the programs providers are being forced to reduce or eliminate. This includes a supported employment program, a supported living program and numerous community inclusion programs. The council is preparing for the Galaxy of Resources information forum to be held in Brevard Co. on February 21<sup>st</sup>.

**Frank Carroll, District 3** shared they didn't have a December meeting due to the holidays. They held a family information conference in early November in Lake City on Guardianship issues. Dick Bradley of the Governor's task force on guardianship was the presenter and the event was well attended. He shared a major problem they have is getting information to families. The dept. is refusing to give out any contact information because of the HIPPA law. They will be working soon on planning their next forum.

**Pat Hawk, District 13** shared their district program office is operating with a skeleton staff. They are beginning to advertise for a district director. The council is currently working on developing a newsletter they hope will be sent out by the district.

**Housekeeping** - Ann shared she wanted to applaud the council for doing a wonderful job of letting her know that the information she sends out is being received. It has made her job much easier. Ann is continuing on with her "walk on the moon" award which she gave to Rhonda Sloan in recognition of her sharing Tonya's success in obtaining employment. She reminded the members to fill out the evaluation sheet and turn in at the end of the meeting.

### **III. Business Session**

#### **Review of November 1<sup>st</sup> minutes:**

Chair Carroll asked if there were any changes or recommendations to the minutes. **Ann makes a motion to accept the minutes.** Judy seconds the motion. No discussion. The motion was approved by consensus.

#### **FCCF Legislative Platform:**

Ann advised the communication committee submitted the legislative platform to the strategic planning committee. It was suggested to shorten the document. The communications committee is presenting to the council members as is. The council members have had an opportunity to review

and if anyone has any issues, it should be presented at this time. Ann shared learning of the Federal Definition of Underserved which doesn't include the DD population. She advised that Shelly is on the federal committee reviewing this issue. She shared we might want to make an addition to the platform based on further information learned.

Chair Carroll reminded everyone the purpose of this exercise is to determine 2 to 3 items that the FCCF members can come to consensus on and support during the 2004-2005 legislative session. This does not restrict in any way each member's local district council advocating for other issues to the legislators. This is a document that the state representatives of Family Care Council will agree to support to the legislators statewide. Each district has its own concerns.

Ann shared that Beverley DeStories, Jadene Ransdell, Patty Houghland and herself provided their expertise in structuring and creating the document.

Discussion followed pertaining to the employment issue and some alternatives that are being considered among legislators.

Judy asked if the current version was still in draft form. She wondered if solutions were to be included in the final version. Judy asked if the dept. could provide wait list statistics indicating the number of consumers coming on vs. going off per month. Also if statistical data could be generated showing the legislators a breakdown of the numbers of consumers needing a specific service, it might be helpful to them in determining if additional waivers would ease the situation. Susan shared a legislative budget request (LBR) was issued for a supported living waiver. They are looking at expanding this waiver and targeting people on the wait list who want supported living. By expanding the waiver it would include five services. She was asked if this was just for wait list people. Susan replied, currently it's not.

**Ann makes a motion to approve the concept of the legislative platform with a little critiquing.**

Pat seconds the motion. Discussion followed to improve wording in second paragraph of introduction and reduce the content of the introduction to a few sentences. Improve sentence pertaining to Medicaid Buy-in and Ticket to Work. Also in question the paragraphs related to Focused Waiver for children under 18 years of age and CDC language. Joan shared funding for persons with disabilities who rely on para-transit service could be cut totally. This is an issue we need statistics on statewide so we can present in our legislative platform under transportation. Chair Carroll asked if the council can agree on the three items listed being wait list, transportation and supported employment. If so, then the language can be fine tuned later. Additional discussion followed emphasizing the need to improve and make a stronger statement pertaining to the need for transportation and how it relates to employment. A suggestion was to combine the two issues into one. A vote was taken on the motion to accept the items of wait list, transportation and supported employment as the FCCF platform. The motion was approved by consensus. Any comments pertaining to platform structure should be E-mailed to Ann by January 15<sup>th</sup>.

**Teleconference Call – Shelly Brantley**

Shelly shared she, Matt Holder and Henry Hood are meeting with the Centers for Medicare and Medicaid at the end of the month to talk to them about a way to establish dental offices within some ICF/DD facilities that have equipment available. This would allow individuals with developmental disabilities who can't find dentists to go there for services. Another advantage to this would be that dental graduates could work in these facilities and become trained in treating our DD population. Another issue is dentists don't want to go through the hassle of becoming a Medicaid provider. They are looking at figuring out another way to pay them through the waiver. She was asked to provide comments with regard to our legislative platform. She shared the intent to expand the supported living waiver to include persons on the wait list. She was asked if people currently on the HCBS waiver can move to this waiver. Yes, there funds could be moved to the other category. They are also considering expanding it to include children on the wait list and adding respite care to the supported living waiver. She shared the importance of gaining legislative support

in offering more opportunities for individuals who choose employment. She is meeting with VR and DOE representatives to consider having the Center for Self Determination do statewide training with providers, families and individuals to educate them about ways they can assist individuals, even with the most significant disabilities, to achieve employment.

She was asked to share the latest on the CDC+ program. They just received approval to begin enrolling consumers in the control group. The first group to enroll will be consumers who participated in the Choice and Control pilot program. Next will be the control group. The total is approximately 1200. The long term goal is to offer the CDC program to anyone interested who is currently on the DS waiver or supported living waiver.

Chair Carroll thanked Shelly for calling in and providing her expertise on our legislative platform.

**Zones:** Ann shared that at the last meeting Shelly asked the council to provide our comments on the proposed plan to turn statewide districts into zones. Shelly indicated that some depts. could opt out of the change. **Ann makes a motion that the council write a letter asking that the developmental disabilities program opt out of changing to zones.** Janet seconds the motion. No discussion. The motion was approved by consensus.

#### **Publicity Campaign:**

Ann shared the communications committee would like the council to establish a publicity campaign on some positive things going on within the DD community. It's a way of promoting within the community that our individuals do want to work and be independent. She believes the DD dept. and the Governor's office will be willing to work with us in this effort. The important piece of the puzzle is a commitment from each district FCC to work on getting publicity within the districts by finding employment success stories. The target employer is Publix although it's been learned that some districts don't have Publix stores. What has been provided to the council members is a concept paper. Chair Carroll suggested a PR committee be established to further research the concept. The committee members are Ann, Patty, Joan and Maryellen. **Ann makes a motion the council establish a PR campaign on employment.** Diane seconds the motion. No discussion. The motion is approved by consensus.

#### **IV. Family Care Council Orientation Materials – Jadene Ransdell & Wilma Lefler**

Each member received a notebook titled "Trainer's Guide" and a Flip chart presentation. Each FCC and district staff has the ability to conduct training to either a small, large group or individually. Soon each council member will have a CD with all the files that create this documentation. Jadene advised that the web based version of the FCC orientation is on the list to be developed. She spent some time reviewing each portion of the trainer's guide. Each district will receive a total of 15 notebooks plus one for district liaison. The district staff will be responsible for doing the training to new members. The plan has been that once the materials are received in the district offices, a train the trainer video teleconference will take place with the district staff responsible for doing the training. The training will be open to anyone wanting to attend but specifically for the FCC liaison, program administrator, district trainer, FCC chair and current members who want to participate. Jadene suggests the initial video teleconference training will probably take 3 to 4 hours as it will cover all aspects of the documentation. The actual training that took place in district eight took about 2 hours. Jadene is uncertain as to when the video teleconference will take place. She wanted to share in the Family Care Council Overview under interpretative guidelines it specifically states that two district councils are located in Suncoast region. Jadene was given a big round of applause for providing the council with an excellent set of orientation materials. Also, appreciation goes to Wilma for her contributions to the project.

Guest Brad Hunt from Florida Association of Support Coordinators (FASC) was given an opportunity to speak to the council. He shared with the council that he had attended DCF Secretary Regier's presentation to the legislature. Secretary Regier referred to 3 charts on numerous occasions during his presentation. One showed a decline in the number of people served on the HCBS waiver. They aren't adding consumers to replace those coming off the waiver. Another chart showed the rise in increased expenditures. What that represents is even though the number of consumers is decreasing, the expenditures are increasing dramatically. He provided a summary of the Inspector General's audit report that addressed issues that impacted the implementation of the new rate structure and subsequent rate adjustment. The third chart reflected the increase in the wait list. He also shared his concern about the continuing expectations and demands on support coordinators with a continued increase in paper work and data entry. If Maximus takes on the review of all cost plans, it would be a tremendous increase in paper work for SC's. Support Coordinators are currently 9% under the recommended rate Mercer gave to the legislature last year. They are currently 12% over on their caseload size. With the consumers coming on the CDC from the control group and the new limited SC setup they are looking at probably a 3 to 5 million dollar deficit to support coordination once the policy is implemented.

## **V. FCCF Committee Reports**

### **Guardianship:**

Roger O'Halloran reported the Advocacy Center for Persons with Disabilities has made available on their website a summary of the Guardianship Task Force public testimony dated December 4, 2003. The guardianship committee is asking each council chair to obtain a copy, review it and share with each district Family Care Council. He suggests if councils haven't done so already, to find an attorney knowledgeable in guardianship and its alternative options to speak at an FCC meeting. Janet shared it is her understanding that Chapter 393 states that once the incapacity part of the procedure is removed all other requirements follow the same guidelines as Chapter 744. The difference comes from how judges within districts interpret the law and what they request from the guardian. **Janet shared that several members of her council have been compiling information on the guardianship services and decision/support making services in District 2. She feels they have some of the finest access to these types of supports in the state. She would like to present this at a future meeting.** Ann shared that District 4 also has some excellent information.

### **Nominating:**

Judy asks that each chair look for a form titled "Officers for Family Care Council Florida". She asks that we complete and mail to her home no later than Wednesday, January 14<sup>th</sup>. She shared these are suggestions each chair is giving to the nominating committee. The charge of the nominating committee is to present a slate of officers to the council at the March meeting. They will present 1 name per office. At the March meeting, chairs may add names to the slate. The nominating committee will take all names into consideration and a vote will take place at the May meeting. Officers consist of Chairperson, Vice Chairperson, Secretary/Treasurer. She would like the chairs to include comments when choosing candidates. Judy made it clear that all choices/comments will be kept confidential between her and the nominating committee. It was clarified at the strategic planning committee meeting those current members of the council who may be ending their term as district FCC chairs can hold an office at the FCCF. The by-laws do not reference that FCCF officers must be FCC chairpersons.

### **Communications:**

Ann advised the website needs a lot of work. It is well received by many within the DD community. To date, over 8500 hits. In the packet of information is a proposal asking for a motion to submit for a \$10,000 grant. This would be one solution. Chair Carroll will be providing another option in his

strategic planning committee report. Even though she is very busy as Suncoast region co-chairperson and FCCF vice chair, please continue to send district information/updates for input on district web pages. She will see that it is posted. The council members thanked Ann for all her efforts with regard to communications and the website.

**Finance:**

No report from the finance committee

**Policy and Procedure:**

Beverley shared the committee is moving forward with creating the policy and procedure manual. Chair Carroll has provided the committee with additional items to be included. Beverley will work on this and submit to committee members for review.

**Strategic Planning Committee:**

Chair Carroll advised the committee met the night before. The meeting went well with good discussion. In the future the committee will meet on Friday evening and all chairs are invited to attend. A recommendation was made and accepted by the committee regarding the website and communications committee. **Judy makes a motion that each district FCC allocate an amount, to be discussed, at the beginning of each fiscal year to support the website. This would be in addition to current \$500.00 allocated to FCCF.** Maryellen seconds the motion. Discussion followed that it should include software, training, and a stipend to Ann for her services in maintaining the website. The recommendation relates to 2004 fiscal year. Janet wondered why an amount needed to be designated specifically for the website when that is a budget issue. Why not ask for an increase from \$500 to whatever we decide on. Ann shared the current urgent need is the \$700 cost for broad band and yahoo which she has been paying personally the past few years. She was asked what is the total amount needed. She is in need of 2 software programs totaling \$1200 plus the \$700 for a total of \$1900 this current fiscal year. **Joan makes a motion to spend \$1900 of current budget to pay for these items.** Rhonda seconds the motion. No discussion. The motion was approved by consensus. Discussion continued to increase the yearly district FCC allocation. It was shared that any increase in the yearly allocation would have to be approved by each district FCC. It was asked if the chairs could obtain a written justification for the increase. That would have to come from the finance committee. Once each district obtains approval/disapproval and it comes back to the FCCF for a vote, if a majority rules and a district disapproved, but the majority of the FCCF says yes does everyone go with the majority vote? This must be made clear to all district councils. It was decided more information needed to be obtained from the finance committee before an increased amount could be determined. **Therefore motion made by Judy is tabled.**

**VI. FCC District Concerns:**

Diane shared she has a concern with the dual-diagnosis population. The definition of dual-diagnosis is mental health/developmental disability. Many of these individuals end up in jail. She would like the FCCF to write a letter signed by the chairperson to be sent to the sheriff's office asking for a reporting to district FCC's of the monthly arrests and of the victims with regards to this population. She feels it's necessary to start tracking this problem as she is afraid the dept. is not up to date with regards to the severity of the problem. In addition she would like a letter sent to the Dept. of Corrections requesting a number of individuals they have assessed as being developmentally disabled. Susan suggested including the Dept. of Juvenile Justice. It was brought up that this is more than writing a letter, it's a huge project. Chair Carroll suggested that Diane and Pat work on this project and report back to the council.

Joan shared her concern with the tremendous turnover that is taking place in their district program office. She has had at least 5 FCC liaisons in the past year. People are retiring, leaving and the dept. is not hiring people to replace those leaving. It's a statewide problem.

Chair Carroll asks the council to consider reducing the content of the minutes. It is his opinion the important parts of the meeting that should be documented are the business session, district updates and concerns of the districts.

## **VII. Adjournment**

With no further business to come before the council, Chair Carroll officially adjourned the meeting at 3:45.

**NEXT MEETING – MARCH 20<sup>TH</sup>, 2004**

**RESPECTFULLY SUBMITTED,**

**DONNA RAUBER**

### **Presentations – Loretta Costin, Director of Vocational Rehabilitation**

Loretta shared some background information of her experience as a teacher and always working towards helping individuals find employment. For the past several years she has been working on issues pertaining to VR and supported employment. She shared a brief general overview of the VR program. There are definite challenges and issues where the dept. absolutely has to do a better job. Loretta provided information on VR's responsibilities and the process they follow regarding young people in high school. The process should include VR working closely with the school district and family in developing the individuals IEP. The VR representative provides information about employment and career opportunities. The goal is for those young people determined to be eligible for VR services to have their IEP finalized prior to leaving high school. The challenge within VR is not having the staff to serve current customers and attend high school IEP meetings. VR has requested in their legislative budget \$5 million which if approved they can also draw federal dollars of which \$2 million would be used to provide additional staff and resources to work solely with young people with disabilities transitioning from school to the workforce.

She shared VR is very focused on improving the program and services. They are looking at streamlining the rehabilitation process from application to eligibility so it doesn't take so long. VR serves all disability groups except the visually impaired who are covered by the Division of Blind Services. She shared information regarding customer satisfaction surveys that have been compiled over the past 2 years. Loretta described VR's role in the supported employment process which, per the rehab act, is job placement. The FDDC put together a task force on the financing of supported employment. A comprehensive report has been developed based on information obtained by the task force. It's due to be released soon. They are working to develop more providers for the part of the supported employment program VR is involved in so there is more choice. They recognize that micro enterprises and self employment options an important opportunity for people with disabilities. They are revising their self-employment policy. They want to be a leader in the country in their approach to micro enterprises. The chairs had numerous questions for Loretta.

**Question 1** - A client is looking for an office job but VR advises they aren't qualified for employment in this field. Is it policy that the individual has to be educated at a ninth grade level to qualify for an office job? Loretta advises this is not policy. What this probably refers to is the requirement for some of the training programs in their technical schools, community colleges and business education programs. If an individual wants to enter these programs there is a minimum

basic skills level. These are not entrance requirements, they are exit requirements. To enter these training programs, industry has set certain requirements. Individuals are to be tested to determine their skill level, remediate and then have reached that ninth grade level. There are exemptions for students with disabilities. It's not a VR rule but if an individual comes to them wanting an office job the VR representative may think it necessary for the individual to take business ed courses so they would have to go through the process or apply for an exemption. Ann shared her daughter's experience with VR. Loretta shared there is a grievance/appeals process if dissatisfied with VR staff or outcome. The procedure is documented in the VR handbook. She shared if not satisfied with VR counselor you can request another counselor. Joan shared the need for individuals with disabilities to be included in vocational technical programs while in school but they are being left out. Loretta shared much of this is a result of funding cuts to voc-tech and community college tech programs.

**Question 2** - What are legitimate reasons to close cases? Loretta answered; failure to cooperate and not keeping appointments. Counselors keep case notes on all applicants. The largest reason for closing cases is a failure to locate the applicants.

**Question 3** – Have you met with people with significant disabilities who are labeled unemployable? Loretta shared that she has not but can't speak for all VR area directors/supervisors. Martha wanted to share that it might be worthwhile to meet with this population because they really may be employable and also good candidates for micro-enterprise.

### **Denise Arnold – Chief of Community Development, DD program office**

Denise shared the programs under her leadership are support coordination system, supported employment, the programmatic services of Adult Day Training, NRSS, the choice counseling initiative done in the past, quality assurance, quality improvement for our programs both in terms of the depts. liaison with Delmarva and what needs to be done with the districts. Her unit has a lead on the redesign activities specifically rate structure and assessment tool. She shared a brief description of her background which includes 18 years with the dept. Denise shared supported employment is a priority in her unit. The key employment guru's in the unit are Steve Dunaway & J.B. Black. She shared the memo sent out previously of the intent to move 25% of ADT clients, who want to work, into the workforce over the next 5 years. She emphasized this is for people who choose this. She shared that data has been created from the ICG's and Delmarva information gathered from their person centered reviews which will be made available during the district teleconference call. The FCC's were not invited to participate in this conference call but she would like to include them in future calls. Denise shared they purposely changed the way supported employment service is billed. It's now an hourly billing. There is a misunderstanding about what is considered a billable activity. Previously it was a monthly billing. With changing to an hourly billing, the assumption is only billing for time at the workplace with the person. This is not true. She asked that one of the challenges the FCC can help with is to make sure people read what's on the internet about supported employment and the rate guidelines. In reference to employment data from the ICG assessment tool, the data indicates 2300 people stating they want a job. They will be working with the districts to see how they can help facilitate those individuals into employment. She shared there are a number of things she wants to send to the chairs that will provide some resources and a list of initiatives the dept. is working on. Several barriers affecting the DD population and employment relate to a minimum number of hours a person can work or they lose their benefits and there is no employment agency for this population. No access to employment availability. There should be other resources to find employment besides Voc-Rehab. The majority of persons with development disabilities need a job modification. Jobs need to be created, modified for this population.

Denise shared information on ICG update. She believes they're close to having all data in the computer. They are gathering input on employment desires and legal status which will provide Delmarva with necessary information pertaining to who has/hasn't a legal guardian. She was asked

about the client advocate document. This is a newly created document which is an option to individuals who may need someone to help make decisions pertaining to DD services received. It is not a legal document. She shared the problem in looking at resource allocation from the ICG and looking at how that compares to the world today for that person. Determining where the tool is correct or where there may be some misinterpretation either in the way it was answered or the way SC's were trained. It is not a tool to cut anyone's services; its intent is to allow those on this waiver to have more flexibility in the use of their budget. Getting to the point where they're comfortable with the tool and feel its correct is a challenge. There will be several months of analyzing of data. She was asked if they are comparing data from actual cost plans vs. resource allocation. She replied, yes. She shared some information regarding the Inspector General's report. Also, advised that Mercer will be doing another quarterly report on the rates. Districts are required to send any increases in rates to Central Office for review. She was asked about Maximus taking over review of all cost plans. They are looking at expanding the role of Maximus but no final decision yet. Denise advised each chair has been given the packet of training materials used in zero tolerance training. Tom and Sandy Rice are the key contacts on zero tolerance. This program will be on-going and much taking place in the future. Denise advised that Susan Kaempher is the lead on interviewing for Jadene's replacement. Frank Carroll will participate in the interview process representing FCCF. Susan was asked how much of this individuals job description will be allocated to Family Care Council liaison. She indicated it should be a priority and asked that we advise her of our needs. Joan Hinden will attend the February FARF conference in her district.

Denise shared information pertaining to Delmarva contract changes and ACHA contract changes. They are working at revising the provider monitoring tools to be shorter in length and more focused on what's the outcome of the service. They are trying to remove the opinion that Delmarva is just another paper process. They want to involve them more as a partner when interviewing the provider. They're working on how to better notify people who receive the service and when the provider is to be monitored. More training is scheduled for end of month. Also, she shared a new publication created by Delmarva titled "My Personal Compass". It's a great document to help consumers and families determine if their provider is really providing a good service. It's posted on Delmarva's website. She was asked how they would be distributed. Denise replied they will be mailed to consumers and families.

It was requested that a method of evaluating DS employees, Delmarva and Maximus employees be created so that parents can have a mechanism to critique them so the dept. knows how they are performing their job. Denise advised that is what the CHAMPS program was intended to do. Chair Carroll emphasized this would be a tool not done on site with providers, dept., SC's, Delmarva or Maximus. This should be a tool designed specifically for consumers and their families so they don't feel pressured to answer questions a certain way. Denise said they could work on ways to do this but traditionally they haven't received much of a response.

Chair Carroll asked Susan Kaempher to share her job description. She is the bureau chief of the program initiative section. Her bureau handles the administrative pieces of the waiver, they are the liaison between the DD dept. and ACHA, they oversee the contract with Maximus, they are involved in the guardianship issue, they oversee the consumer directed care program, supported living waiver and the family partners unit. She shared a brief description of her background.