

## FAMILY CARE COUNCIL FLORIDA

### ANN MILLAN, CHAIRPERSON

Amerisuites Orlando Airport

Orlando, Florida

October 1, 2005

#### MEMBERS PRESENT:

Ann Millan, FCCF Chairperson  
Patty Houghland, FCCF Past Vice Chair  
Joy Frazier, D1 Chair  
John Stone, D2 Chair  
Frank Carroll, D3 Rep, FCCF Past Chair  
Beverley DeStories, Suncoast Region 5 Chair  
Rhonda Sloan, Suncoast Region 6 Chair  
Donna Rauber, D7 Chair  
Sheryl Soukup, D8 Chair  
Bob Wessels, D10 Chair, FCCF Vice Chair, Treas  
Margarita Montalvo, D11 Chair  
Edith Kagle, D12 Chair  
Betty Kay Clements, D13 Chair  
Pete Wesley, D14 Chair  
Todd Decker, D15 Chair

#### STAFF & GUESTS

Wilma Lefler, APD Central Office  
Eileen O'Brien, APD Central Office  
Terri McGarity, APD Central Office  
Bob Millan, Suncoast Region Guest  
Zoharah Peters, Suncoast Region FCC Liaison  
Jean Sherman, D10 Guest  
Mary Ann Marzulli, D10 Guest  
Rosalind Murvin-King, D7 Guest  
Chris Dugan, D7 Guest  
David Alexander, D7 Guest  
Barbara Wessels, D10 Guest  
Amelia Rauber, D7 Guest

*The mission of the Family Care Council Florida is to advocate, educate, and empower individuals with developmental disabilities and their families, partnering with the Agency for Persons with Disabilities, to bring quality services to individuals for dignity and choice.*

#### I. WELCOME AND INTRODUCTIONS

Chair Millan called the meeting to order. She presented the "Walk on the Moon" award to Rhonda Sloan for all her patience and positive mannerisms with helping families with the CDC+ crisis. Rhonda shared that her daughter will be moving into her own apartment soon. Chair Millan asked for introductions but advised due to time restraints there will be no district updates this month. Chair Millan passed out FCCFlorida name tags. They can order at \$10.00 to \$12.00 a piece if councils are interested in ordering for their members. Chair Millan shared how beneficial they are when attending conferences.

#### II. UPDATES ON CONFERENCES AND MEETINGS

Rhonda had taken the sign-in sheets from Family CAFÉ and separated the contact information by district councils. She asked each chair to take the sheet that belongs to their council.

**Bob Wessels, area 10** shared that today in Broward County the Family Care Council in conjunction with LIFE (Living Inclusively For Everyone) have joined forces to sponsor an Exploring Options for Independence conference on supported/independent living and supported employment. He shared they had 108 people registered to attend. A highlight of the event will be presenting the first annual Ronnie Torso Supported Employment award. She worked for the agency in district 10 and the award is being given in her memory.

**Inclusion Matters Conference** – The July conference took place in Ft. Lauderdale. The Family Care Council had a table and used the FCCFlorida display materials. Bob shared many consumers attended the conference. Patty shared the keynote speakers were John Conroy and Greg Smith. What was most impressive about the conference is the choices weren't so overwhelming and they

did repeat sessions. The conference was sponsored by Florida Developmental Disabilities Council (FDDC) and TASH. Chair Millan heard rave reviews about the conference.

**ADA Conference** - Rob Holl from District Seven represented Family Care Councils at the event. FCC's had a table and used the district seven materials. One guest at today's meeting, Rosalind Murvin-King who is from Orlando attended the conference. She shared the conference was very good. Several sessions were devoted to hurricane issues related to disabilities. She attended a session on housing which provided information on government programs available to help with building housing for individuals with disabilities. Other sessions included one on Medicaid and a motivational speaker from Pennsylvania who spoke on how to accomplish your dreams. Chair Millan reminded everyone of the ADA work sessions that take place throughout the state on a quarterly basis. ADA represents all persons with disabilities. Their focus is housing, employment, education and assistive technology. We need to become more involved with ADA.

**Supported Employment Conference** – Patty shared the 7<sup>th</sup> annual conference was held in Orlando (Disney area). The keynote speaker began by asking how many in attendance were there for the first time. Patty was impressed when almost everyone raised their hands. She shared it was well organized but attendance wasn't as large as she had hoped. One of the keynote speakers was Lou Brown, an excellent speaker who shares his vision on what individuals with disabilities can achieve, how they can live and work independently. He has created 3 DVD's at a total cost of \$150.00. These would be excellent learning tools for parents. Patty shared that she and Joy gave a presentation on celebrate employment and used Chair Millan's PowerPoint. They didn't have a big turnout. They did get some good comments. She shared those in attendance stayed throughout the conference which was good as it conveyed they were committed and interested in the information. Chair Millan indicated the celebrate employment book was inserted in all the conference bags.

**FARF Conference** – Chair Millan and Bob Wessels attended the Florida Association of Rehabilitative Facilities (FARF) quarterly meeting in Tampa. It was their annual meeting and the focus was on Removing the Barriers. They provided a children's forum on the last day and thanks to Rhonda and Chair Millan they had about 50 families in attendance. School board officials from Pinellas and Hillsborough Counties participated in a panel discussion on transition. Also present was a representative from CMS (Center for Medicaid and Medicare) who spoke on the new prescription drug plan. Bob advised at present the DD population is not included in the current Medicaid reform pilot project in Broward and Duval Counties. It will require additional legislation before DD population is added. Bob attended the Government Relations Committee session which focused on creating FARF's legislative platform for 2006. They emphasized the importance of everyone advocating not just with your local legislators but with key legislators on the different committees that are responsible for developmental disability issues. It's important to take your loved ones with you as many legislators have no clue about developmental disabilities.

**Alliance for Full Participation** - Chair Millan attended the summit which was held in Washington D.C. She attended with Denise Arnold. It was sponsored by many national organizations including the Council on Leadership and Quality, ARC, AAMR, UCP and one of the first summits where all the national organizations and states were represented. SABE (Self-Advocates Becoming Empowered) participated. She shared the keynote speakers were excellent. Jean Sherman added it was one of the largest conferences she has attended and felt that about 25% were consumers and self-advocates. Chair Millan gave a brief summary of the sessions she attended which included one on Family Involvement, another represented by people from Arizona who spoke on Co-ops and Micro Boards which are non-profits established for the individual with the disability. The members of the board are the individual's support system.

**Florida Association for Support Coordinators** - Chair Millan attended the FASC conference as it took place in Tampa. The Family Care Council did have a display table. She shared most in attendance came from Broward County and District 4.

### **Upcoming Conferences:**

**2005 TASH conference** will be held in Milwaukee, Wisconsin on November 9<sup>th</sup> – 12<sup>th</sup>. Sheryl Soukup would like to attend on behalf of Family Care Council Florida. Rosalind advised that she will be attending the conference.

**Interagency Quality Council** quarterly meeting will be held in Orlando at October 12<sup>th</sup> & 13<sup>th</sup>.

**Florida Voice on Mental Retardation** annual meeting will be held in Ft. Lauderdale on October 15<sup>th</sup>. Bob shared there will be about 11 legislators in attendance. Sheryl will be attending.

**Business Leadership Network** will be held in Tallahassee on October 18<sup>th</sup>. The Governor will be presenting the three Celebrate Employment awards that morning. The awards will go to employer, Payless Shoe Source, employee Christine Savarese, District Seven; employer, Belks Department Store, employee, Tina Renwick, District 13; and Searcy, Denney, Scarola, Barnhart and Shipley, P.A., employee, Joseph Cain, District 9. Both employers and employees will be present to accept their awards. Chair Millan shared that a celebrate employment booklet and FCCFlorida brochure will be included in all attendee information bags. John advised they expect about 250 in attendance.

**REMINDER:** Family CAFÉ in collaboration with Florida Development Disabilities Council (FDDC) are offering scholarships for individuals with developmental disabilities and their families to attend conferences, public forums and other training opportunities to help become effective advocates and community leaders. It includes travel, accommodations, registration fees and other related costs. To apply call: 1-800-309-CAFÉ (2233).

Chair Millan presented Todd Decker with an autographed copy of Gregg Smith's book titled "On the Roll".

### **III. LOCAL ADVOCACY COUNCIL UPDATE - Barbara Wessels**

Barbara provided everyone with a packet of information pertaining to the Florida Statewide Advocacy Council and the Local Advocacy Councils. The information included the Mission Statement, What are the Councils?, Background information on Local Advocacy Councils with Classifications of LAC Memberships, types of councils and list of issues subject to LAC involvement. It also included a map of councils by service area and contact information. Barbara shared the councils have been in existence about 30 years. She became involved in LAC 2 years ago when learning of LAC at a Family Care Council meeting. She shared her involvement is with the developmental disability council. The councils are run by volunteers. There is a need for more volunteers. They report to the Statewide Advocacy Council (SAC). Any issues a LAC is unable to solve are passed along to SAC for assistance. Barbara shared her LAC meets monthly and they spend about 10 – 15 hours per month working on council related activities. Membership is 7 – 15 persons per council. Within the DD council there is a day monitoring tool and a home monitoring tool. She gave a brief description of the process they follow when visiting a home. The LAC's having been established by the legislature has access to the individual's confidential records. In their district the LAC has a very close relationship with APD. An APD representative always attends their meetings. She shared LAC has a hotline with a poster that includes that number. It's a requirement that each home have a poster on their bulletin board. Consumers are able to report issues of concern to the LAC via this hotline number. This is one way LAC gets information about investigations. The LAC hotline is in addition to the state abuse hotline. Barbara was asked if they monitor ADT's and residential homes on a regular basis without complaints being registered. She advised yes they are supposed to monitor once a year. She was asked if they follow-up after recommendations have been made. She advised yes, both LAC and APD follow up. It was mentioned the need for district Family Care Councils to partner with LAC's because of the power associated with the role of the LAC's. It's unfortunate not all LAC's are as active as others which is due to a lack of volunteers. Chair Millan advised she asked Barbara to attend as Broward County has the best LAC in the state. She wanted everyone in attendance to hear what a good, active role

LAC performs in their community. Each district Family Care Council should include in their support plan to work closely with their LAC if it's not currently well established. Barbara advised the LAC must have a partnership with district APD. It was suggested to discuss this with Kerry Schoolfield. Chair Millan thanked Barbara for her presentation.

#### **IV. BUSINESS**

##### **Review of Minutes:**

Chair Millan asked for a motion to accept the July 15<sup>th</sup> & 16<sup>th</sup> minutes. **Rhonda makes a motion to accept the minutes as submitted.** Joy seconds the motion. No discussion. The motion was approved by consensus.

##### **Treasurer's Report:**

Treasurer Bob Wessels reported he just received from Wilma the expense reports issued by the finance dept. Regarding the FCC expense report, Bob questioned the low balance in district 12. Edith explained they pay \$100.00 per month for office space at Easter Seals. Also the program office charges FCC for secretarial services. Wilma advised she would get a detail listing of monies deducted. Bob and Edith will discuss later.

Bob shared that per FCCFlorida budget, an additional \$7,000 has been received from district family care councils. Chair Millan and Bob thanked everyone for contributing additional dollars.

Bob advised that FICD (Florida Institute on Community and Disabilities) is now a functioning organization within the state of Florida operating as a 501(c)3 non-profit. They are currently electing to become the fiscal agent for FCCFlorida whereby the \$14,500.00 would be transferred from APD to FICD. FICD is opening up this opportunity to any area/district Family Care Council in the future. Suncoast Region West is interested in having their funding dollars transferred. The guidelines established by the state will remain the same using the same forms, same reporting requirements and same approval process. By having FICD as fiscal agent, the process of submitting bills and receiving payment will be on a more timely and efficient basis. As the fiduciary agent, FICD will charge a fee of 10% to provide this service to cover administrative costs. FICD board members are Patty Houghland, President, Ann Millan, Vice President, Joy Frazier, Secretary, Bob Wessels, Treasurer, Frank Carroll and Sheryl Soukup. Involvement is strictly voluntary. **Chair Millan asked for a motion to transfer FCCFlorida funding dollars to FICD.** Sheryl makes the motion and Beverley seconds the motion. Any discussion? Edith asked if FICD is the fiscal agent, would sales tax on purchases such as the room reservations be tax exempt because of FICD non-profit status. Bob advised yes. Wilma advised the funding dollars should be transferred next week. Betty Kay asked if there was a deadline established for councils to decide if they want their dollars transferred. Chair Millan advised no. Rhonda asked if FICD would allow travel advances. Bob advised yes they have to follow state guidelines. Edith asked if Bob would create a document of talking points which would explain the process to council members. Bob advised yes he can do that. John asked about the 10% fee. Chair Millan advised at some point in time a bookkeeper will need to be hired. The fee will cover that cost along with any administrative costs involved as fiscal agent. Chair Millan advised that Bob will provide monthly expense reports for FCCFlorida. The motion was approved by consensus.

Chair Millan shared that during the work session on Friday it was discussed to consider having an FCCFlorida meeting in Tallahassee. It would be a good experience for FCC members to learn the legislative process and meet with their legislators. Some suggestions included having a breakfast in the Capitol Observatory for the legislators that would be strictly for family care council attendees. Also, during the time in Tallahassee, maybe separate meeting at APD with APD staff. It will require a lot of in-depth planning. Chair Millan asked if those attending thought their councils would agree to participate. It would important for all local council's representation. **Chair Millan asked for a motion to have legislative committee explore Family Care Council meeting in**

**Tallahassee during legislative session.** John makes the motion. Sheryl seconds the motion. Any Discussion? John offered to volunteer District 2 Family Care Council to do the legwork involved in organizing an FCC day in Tallahassee. The motion was approved by consensus.

**V. Forum – Support for Individuals with Developmental Disabilities**

**Guests - David Alexander, Waiver Support Coordinator and Chairman of Florida Association of Support Coordinators (FASC)**

**Mary Ann Marzulli – CDC+ Consultant**

Chair Millan advised that Rhonda will give an explanation on the CDC plus program and Patty will give the definition on the Home and Community Based Waiver & Support Living Waiver. The focus will be on the individual and include self-determination, inclusion, choice and outcomes. The concern is that the individual are being advocated appropriately in both programs. The reason for this forum stems from Kerry Schoolfield advising that a future goal of APD is to offer the CDC+ program as an option to everyone on the waiver.

**Home and Community Based Waiver & Family and Support Living Waiver -** Patty gave a brief overview of the waivers and the section having to do with support coordination. Support coordinator is key to everything. Many individuals do not have a natural support system. Patty went to the ACHA website to view the waiver handbooks and discovered the Family and Supported Living waiver handbook is not there. Terri McGarity advised that it hasn't been promulgated yet. It is, however, on the APD website. Patty advised that the requirements for support coordinators are the same on both HCBW and FSL. They both have the same charge. The description reads: Support Coordination is the service of advocating, identifying, developing, coordinating, and accessing supports and services on behalf of the recipient or assisting the recipient. Under the FSL you get supported living and coaching but limited support coordination. Under limited support coordination the coordinator receives the full amount for 1<sup>st</sup> three months and \$45.00 per month for remainder of year. If a support coordinator is working for an agency then agency receives part of these dollars. Patty shared the need to be a little more supportive of support coordinators.

**Consumer Directed Care Plus (CDC+) –** Rhonda provided a summary of how consumer directed care came about. Cash and Counseling is a national program sponsored by the Robert Wood Johnson Foundation. Florida was one of three states participating in the demonstration. Rhonda provided everyone with an overview of the cash and counseling demonstration. Florida was allowed to use the services within its system in the demonstration. Florida is the only state that offers a large number of services. Because of this, Florida is being watched very closely. There are now 15 states offering cash and counseling programs. The goal is to expand this proven model of consumer directed supported services to more states allowing thousands more older adults and people with disabilities to have choice and control over the care they receive. Consumer directed care participants are not required to hire Medicaid waiver providers. Because of its success the future intent is to offer the program as an option for each individual receiving services. It is, however, not for everybody. The consumer drives their supports and services. The consumer has a representative or can act as his/her own representative. The representative acts on behalf of the consumer. Rhonda reviewed some of the data in the handout. She shared that upon completion of the demonstration project, Florida began its own program called Consumer Direct Care Plus in January, 2004. The goal is to provide people with disabilities more options and greater personal autonomy in determining how best to meet their long-term needs in a cost effective manner. There are approximately 1100 consumers in the program. Florida has sent an amendment to CMS to expand the CDC+ program. APD wants CDC+ to be a choice for all. Included in a handout is a comparison of the role of the support coordinator vs. consultant. Rhonda shared there was a congressional briefing held in Washington on July 9<sup>th</sup>. The purpose of the briefing was the Alliance for Healthcare Reform. Kevin Mahoney gave a presentation on the cash and counseling program. Rhonda believes this is the future for healthcare reform.

Chair Millan invited David and Mary Ann to the front table. Mary Ann began by sharing she has 37 CDC+ consumers. She does only CDC+. She provided a comparison between a person on the med-waiver whose services are determined and paid for by the state compared to a person on the CDC+ program who is given money based on a budget prepared by them to offer the services most needed. Under the CDC+ program the person and family are in control of who they can hire and the rate of pay. The program provides choices and self-determination. The consultants are advocates for the consumer as reflected in the Core Assurance document they must sign. As a CDC+ consultant, Mary Ann shared she is more of a technical adviser. Also, she checks all paperwork that goes to Tallahassee, the consumer and family do the work, she checks it for accuracy.

David advised he felt the Home and Community Based Waiver was fairly well covered earlier. He shared another very important role of the support coordinator in addition to those mentioned is promoting health, safety and well-being. He advised the role of advocacy was going to be taken out of Chapter 393 not the handbook. It was a direct result of FASC and their lobbyists finding that it had been left out that they went to work to get it put back in 393. David hears all the time from people that they don't see their support coordinator enough or at all. He shared he is one of the pre-service trainers for the state of Florida. There are clear guidelines for seeing the SC. The handbook specifically states one face to face contact monthly with recipients living in a licensed residential facility or supported living situation. At least one face to face contact every three months living in their family home and two of those contacts per year will be held in the recipient's residence at six month intervals. In supported living a face to face visit must be every three months in the recipient's home but every month outside the home. Bob asked who was responsible for distributing the monthly billing reports. Discussion followed which included that support coordinators do not receive the reports. It was suggested that consumers and families make a point of sharing the report with the SC so that if there are discrepancies the SC can advocate for the consumer to get the issue resolved.

#### **Questions & Answers:**

Within the CDC+ program, are there salary requirements for paying a provider to perform a service? Mary Ann advised they begin by using the Mercer rate schedule as a baseline. Mary Ann works with her clients to determine what rate they want to pay for the service. They can begin with that baseline rate or begin lower and work up to that rate. An example was given if a representative wants to pay a good friend say \$45.00 an hour, is there any accountability to prevent this. Mary Ann advised the consultants have to be trained to represent their clients in a manner that overspending of their dollars doesn't occur. But if the consultant isn't doing their job what prevents it from happening. Rhonda advised you can have the best consultant but you must have a representative who understands how to negotiate rates. She provided some examples.

Chair Millan asked how are support coordinators and consultants able to really monitor the client's safety and well being if they only meet once a month. David shared he has been a support coordinator for 12 years and is a pre-service trainer. He believes there is a need for someone outside of the district program office staff to perform technical assistance with support coordinators. The person would oversee complaints lodged against support coordinators and have the authority to terminate them if they don't improve. He was asked isn't that Delmarva's role. David advised their role is to monitor, they don't have the authority to do anything other than make a recommendation. John asked if there was some way within FASC to recognize the exceptional support coordinators as he realizes they are not all equal. David advised that support coordinators undergo an initial training but there is a lot more to the process than what can be learned in a week's time. As a SC trainer he can almost tell who will not make a good SC but he has no authority to do anymore than train that person. David suggested that Family Care Councils, the agency, the districts and both state SC organizations could take on the role of recognizing the exceptional support coordinators.

Margarita asked that since one of the roles of the support coordinator is advocacy, is it written somewhere that SC's are not allowed to attend the due process hearings. David advised no. It's up to the family to invite the SC to attend. They cannot attend unless they are invited. Margarita shared they have been told SC's aren't allowed to attend.

David was asked if he recommends other support coordinators to families. He advised he asks the family if they have a list of who is available, he will tell them his own personal opinion within limits. He is very careful on what his limits are and what he will share.

Discussion followed pertaining to support coordinators working for agencies compared to independent support coordinators. Terry advised the agency does not support the non-compete clause.

At this time the meeting was adjourned for lunch.

Chair Millan announced that Wilma Lefler will no longer be the APD liaison for FCCFlorida. She shared how much everyone appreciates all her efforts the past few years. Chair Millan presented Wilma with a flamingo shade signed by everyone in attendance. Eileen presented Wilma with a gift in appreciation for all her assistance.

During lunch Ed Rousseau's powerpoint presentation from his supported living training was shown.

Chair Millan opened up the session for discussion and indicated there are a lot of areas not mentioned yet as far as self-determination, inclusion, choice and outcomes being met by individuals. Rhonda expressed concern that in the CDC+ program in some instances these areas are being neglected and can be improved by further training from consultants. She believes if the person being hired to provide services for the consumer does not enhance that persons life, help that person become more self-determined, independent and actually change the persons life to whatever level is their full potential then you are losing by coming on Consumer Directed Care. She hopes that in the future of CDC+ that there is more in the protocol to where if this is not what is accomplished then the person would be further served on the HCBS waiver. Discussion followed emphasizing the need to remember a persons support plan is supposed to be based on what the individual wants to do. Examples were given of parents who keep their loved ones from becoming more independent even when the individual wants to enhance his/her life. The question was asked how does the support coordinator help this person. David shared if the parent is a legal guardian of the person then he can't do anything other than try to encourage the parent to become more open-minded to support the individual in his/her efforts to become more self-sufficient.

Frank asked how come he can't bill in his son's cost plan savings to pay for his provider to have vacation time or sick pay. The waiver only pays for services performed. Chair Millan understands under CDC+ that there is no social security taken out. It's not taken out for services provided by parents, spouses, children under 21 and employees 18 or less. She was reminded that it's not about the family, the program is designed for the individual.

Patty shared concerns with support coordinators leaving the program, not knowing how many are leaving and why they are leaving. There is a directive in the Medicaid handbook stating that the district must be notified when an SC quits. What is needed is an exit survey to develop some data on reasons for termination. She asked Terri if FCCFlorida could form an ad-hoc committee to research this problem. Terri advised that would be ideal. Mary Ann shared one reason for support coordinator's leaving is their frustration with Maximus and APS. The SC works closely with the individual he/she is serving, knows them well and what they need. The SC then has to justify these services needed to people who have never met the individual. It's frustrating for the SC when paperwork is being returned for more information or the service is denied. David reminded everyone that Maximus, APS or the state is not approving what an individual wants, it's a question of if the service is medically necessary. Discussion followed on ways to improve the support plan and the prior authorization process.

Chair Millan thanked David and Mary Ann for participating in the forum. She shared in the packet of information received by those in attendance is a document titled “An Introduction to Support Coordination” which includes some very good information on the role of an SC and how to hire an SC, etc. She indicated she would send out additional copies. Terri shared they are spreading the word throughout the state asking people who are new to the APD system to contact Family Care Council members. She also shared the agency has suggested to individuals/families looking to change support coordinators to contact their Family Care Council members for an unbiased opinion. She was asked if FCC members could receive an updated list of their area support coordinators. It was suggested to contact the area FCC liaison as this information is of public knowledge. Terri stated she would make a note to talk with area offices to make this information available to FCC’s. Rhonda asked how to lodge a complaint against a support coordinator. Terri advised there is a policy titled “Legally Sufficient Complaint Policy”. The contact person in each area office is the Medicaid Waiver Coordinator. She stated she would send a list of area coordinators to Ann to forward on. You contact that person to lodge a complaint. She stated she could send out a copy of the policy. The agency takes this policy very seriously.

**Support Coordinator Recognition** - A new website has been developed which makes available performance and demographic information specific to providers serving individuals on the waivers. It uses Delmarva tools to provide performance areas based on desk review or on site consultations. The website [www.flddresources.org](http://www.flddresources.org) offers a start for support coordination recognition. Terri supports working with FCCFlorida to work on ways to recognize good support coordinators. The agency values good support coordinators.

**Change in Support Coordinators is slow process** – Terri advised this is do able. The agency can direct the area offices to get the information from the family that a change is wanted so the process can begin immediately. She was asked what should be the normal time frame for bringing on a new support coordinator. Probably the beginning of the following month after current SC has been paid. Terri reminded everyone that each area has monthly support coordinator meetings and Family Care Council members are welcome to attend. She encourages attendance. Also, SC’s have been notified that they are welcome to attend Family Care Council meetings.

**Support coordinator attending due process hearing** – The agency encourages support coordinators to attend due process hearings. She asked anyone who knows of SC’s being discouraged from attending these hearings to let her know, send her an E-mail.

**Support coordinator solicitation role** - Terri advised there are some real good reasons why the anti-solicitation guidelines are there. There is no reason why support coordinators can’t send out brochures.

**SC Agency vs. Independent SC** – Terri advised when picking an SC agency you’re choosing the agency not the individual SC.

**AD-HOC Committee to research why SC’s are leaving the program** - Members include Patty Houghland, Margarita Montalvo, Rhonda Sloan, Frank Carroll, Bob Wessels and David Alexander

Rhonda provided all in attendance with a list of CDC+ trainings that will take place throughout the state in October and November.

**Yellow Book trainings** - Chair Millan advised she is disbanding the yellow book committee. She asked each chair to talk with their councils to plan on having a yellow book session between March and June, 2006. She thinks the books will be released by March. She advised she has asked Denise Arnold if some FCC members can review the book prior to going to press. Questions were raised as to who will be in charge of the trainings and if FCC’s have any input and recommendations for the trainings, and can FCC’s choose time and location for training sessions. Chair Millan asked who is interested in reviewing the book. Betty Kay Clements, Rhonda Sloan, Margarita Montalvo (Spanish version) and Jean Sherman volunteered. See Friday minutes for more on yellow book trainings.

**FCCFlorida legislatively mandated** – Discussion took place with the executive board and at Friday meeting pertaining to Family Care Council Florida researching becoming legislatively mandated. It has been decided at this time to leave FCCFlorida as is. APD also came up with the same conclusion. Beverley advised that at some point in the future it might be worthwhile to discuss the pros and cons with an attorney as there may be some benefits that are currently unknown.

**Treasurer’s Report (Continued)** – Bob reported on establishing a budget which now totals \$15,000 to be allocated as follows:

\$7,000 - Administrative includes bi-monthly meeting expenses, secretarial fees, FICD administrative fee, office supplies and printing expenses.

\$7,000 - Travel includes travel, lodging & registration fees FCCFlorida approves for attending conferences

\$1,000 - Reserve

\$15,000 - Total

**Bob asks for a motion to establish a preliminary budget totaling \$15,000 based on the above allocation.** Pete makes the motion. Beverley seconds the motion. Any discussion? Chair Millan shared how beneficial it has been for the statewide council to send representatives to the conferences. The result has been very positive goodwill and outreach for Family Care Councils. The motion was approved by consensus. As a result of approval, Sheryl’s request for travel expenses to TASH conference in November has been approved.

## **VI. NEW BUSINESS**

**Next meeting will be November 18<sup>th</sup> and 19<sup>th</sup> at same location.**

**Ethics** - Chair Millan advised the Family Care Council Florida has no control or responsibility over the FCC chairs. The FCCFlorida’s soul purpose is to meet and share information. She felt the need to bring up the subject of ethics. It’s important that each council follow its charge as set forth in Florida Statute which includes taking minutes of meetings, developing a support plan, establishing a budget and maintaining monthly expense reports. Each council needs to concentrate on outreach as part of its plan. She repeated comments from work session. See Sept. 30<sup>th</sup> minutes for more on subject.

### **Teleconference Call with Gwen Williams, FDGS (Florida Data Government Solutions)**

Rhonda asked what % of payroll went through with no problem. Gwen advised she thought 85%. This is an improvement of about 65% since the first payroll. Gwen shared the procedure that will be used to expedite the process. Discussion followed pertaining to various problems that exist within the CDC+ program. Rhonda asked about monthly statements and who decided to hold up sending the statements until they have been checked for accuracy. Gwen advised FDGS recommended the policy and DOEA approved it. Chair Millan thanked Gwen for calling in.

### **Teleconference Call with Kerry Schoolfield, APD**

Kerry advised that Shelly Brantley and Secretary Green from DOEA had a conference call with FDGS last week. He was included on the call. Shelly asked the representative from FDGS to dedicate many more staff to working individually with consumers and families. He reminded everyone that APD has been taking the 1-800 calls. He believes there are about 300 issues they are working on as of last week. They analyze those issues by category and provided that to FDGS. They identified about 30% of those issues as being a result of consumers/families making some kind of chronic error in their submission. He asked the area CDC+ liaisons and/or consultant to contact these people to personally help them resolve those problems. The remaining percentage results from problems with the contractor and their system. They have committed to setting a deadline to resolve those issues.

**Update from Kerry** - He reminded everyone that APD is planning on enrolling at least 6,000 people from the wait list this year. In addition they plan on serving 90 people coming out of the developmental services institutions (most from Gulf Coast) and 360 people enrolled from crisis. That means an increase of approximately 6,700 people enrolled over and above last year. He is very pleased with the work being done at the area offices to get these people enrolled. The next hurdle is taking them from enrollment to completing cost plans to providing actual services. They estimate this process takes about 3 months to complete. They sent out over 8,000 letters in order to find 6,000 people who were interested in coming off the wait list and onto the waiver. He shared it was interesting that the gap of 2,000 included about 1,000 on the FSL waiver who didn't meet the criteria to move onto the HCBS waiver and the remaining 1,000 were people who didn't respond to the letter which was backed up with a phone call or they just weren't ready at this time or they weren't currently Medicaid eligible. They are ready to send out another 500 letters. Sheryl asked Kerry to address the problem of people who receive the letter who end up declining all services because they think if they select the FSL waiver they lose any chance of getting on the HCBS waiver. Kerry shared he understands this has been a problem which is why they created the frequently asked questions document which is being sent with all letters now. Sheryl asked if they have resent the letter with these questions to the 1,000 people who declined the waiver. He indicated that was a good idea and would check on that.

Patty commented that adding behavior services to the FSL waiver was excellent. However, for many families who are going to want behavior services it's only going to be a service on paper because we don't have capacity and it's a problem across the state. She provided an example of a family who wants their individual out of the institution but because there is no behavioral support he can't come out. She doesn't see anybody addressing the problem. She reminded Kerry that the behavioral supports are so critical to employment, to living in a least restrictive environment and its forcing people back into a more restrictive environment. She emphasized it's a critical issue that must be resolved statewide. Kerry agreed the agency does have a challenge on getting these services accessible. Patty provided another example of elderly parents caring for their 51 year old daughter at home who uses a wheelchair and is on the FSL waiver. They are in desperate need of PCA services and environmental adaptations to the home. The only provider able to do the adaptations is in South Florida and won't get to them for 6 months. This family is in crisis and there is no avenue for them. Access to these services is critical in order to keep the daughter at home.

Kerry asked to bring those in attendance up to date on the 5 year supported employment initiative. The plan is to get 5,800 individuals employed in integrated settings by June 30<sup>th</sup>, 2009. He believes by June 30<sup>th</sup>, 2006 they will have 3,700 employed. They are on target to meet that goal this year. He believes the agencies collaboration with VR and establishing better ties with the school systems are starting to pay off in employment. He also shared that the agency received \$1.5 million from general revenue this year specifically for employment services. These dollars will be used to start employment services for 300 people who are not on the waiver. That money was just allocated to area offices. They are targeting people who are 18 with a general diploma or people 22 and no longer eligible for school services.

Kerry advised the agency has been very concerned about access to transportation services given the current environment with hurricanes, gas and refinery issues. They were hearing of situations where transportation providers were refusing to transport people to ADT programs of choice or take them to wherever they needed to be transported. During the month of October the agency will be entering into new service agreements with all Medicaid waiver transportation providers. They are asking them to provide data that will help the agency analyze transportation rates so they can get them under a uniform rate structure. The agency will be providing a rate increase just for transportation providers to help address the gas issue which will be effective November 1<sup>st</sup>.

**Questions previously sent to Kerry for answers -**

1. How much of the funding received from the legislature is court ordered or settlement related per lawsuits? Chair Millan added that some chairs have received comments that funding received is only a result of the lawsuits. Most know this isn't true but she wanted clarification from Kerry. Kerry advised it is not true and went on to explain. In 1999 when Governor Bush came into office the agency had \$196 million appropriation for the Medicaid waiver and serving approximately 14,000 people. The very next year it jumped to \$383 million. The increase was due to many of those on the wait list were already on the waiver but not being totally served. They used much of those dollars to serve people to get all of their needs met. This is part of what Prado-Steiman lawsuit was about but in no way did the agency submit a legislative budget request nor did the Governor ever say they have to include a big funding increase because of Prado-Steiman. Many tried to connect those dollars but it was really the Governor and legislature's desire to do great things for individuals with developmental disabilities. The following years all saw great increases in funding leading up to this fiscal year of \$748 million. Prado-Steiman lawsuit was settled a few years ago and there are no lawsuits that would compel the agency to do so now. He emphasized it's the commitment of the Governor, the legislature and the strong advocacy of the Family Care Councils to make people aware of the needs of persons with developmental disabilities.

2. What is the latest on limited support coordination? Kerry advised only 20 have chosen the service. At this time, he really doesn't know why there has been little interest but it's something that will require some analysis. Terri shared she thinks a lot of it is because families can't use the money they would save on limited for other services. There is no real incentive.

3. What is the latest on the Family to Family Bridges Grant? Kerry advised they haven't made the progress they would have liked on that. They have run into some contractor problems due to changes within FND (Family Network on Disabilities). They are working closely with Julie Shaw. He will keep us informed.

Kerry provided an update on APS. He is very encouraged that substantial improvements are being made. The data he received is that they will be totally up to date and meeting their 10 day turnaround times by mid-October. The feedback he is receiving from the area offices is that things are improving and the quality is much better. He advised that both APS and Maximus have been under corrective action plans. APS is still under one and has been penalized for it. Maximus is currently up to date and meeting their turnaround times within 10 days. Chair Millan thanked Kerry for calling in.

## **VII. ADJOURNMENT**

Chair Millan thanked everyone for attending the meeting. With no further business to come before the council, she officially adjourned the meeting at 4:05.

**RESPECTFULLY SUBMITTED**

**DONNA RAUBER**