

FAMILY CARE COUNCIL FLORIDA

Patty Houghland, Chairperson

January 19, 2019 Minutes

Embassy Suites, Orlando Airport

Members:

Patty Houghland, FCCF Chair, FCC 1
Patricia Oglesby, FCCF Vice Chair, FCC 8
Paula James, FCCF Treasurer, Suncoast West (5)
Mary Smith, FCCF Past Chair, FCC 4
Dina Justice, FCC 1
Denise Torres, FCC 4
Pauline Lipps, Suncoast East (6)
Susan Andersen Moore, FCC 7
Jean Malacko, FCC 9
Marty Norris, FCC 10
Sandy Ames, FCC 11
Chris Spears, FCC 12
Lisa Lupi, FCC 15

Guests:

Susan Krinsky
DarLing Malacko
Hannah Moore
Christina Spears
Charlene Greene
Tara Grant
Diane Ciccarelli
Melody Hearn
Manyvone Champavannarath
J. Brianoma
Dan Bayley

Speakers from APD: Tom Rankin, Jeff Ivey, Jeannette Estes, Clarence Lewis and Natalie Jean

Speakers: Deborah Linton, The Arc of Florida, Suzanne Sewell, Florida Association of Rehabilitation Facilities

FCCF Liaison: Stephanie Rogers

Meeting called to order at 8:37 a.m.

Council Action and Committee/Member/Liaison Activity

- By Council request, Mr. Rankin will discuss FCCF new logo and the suggestion to refresh the Agency for Persons with Disabilities (APD) website with the State Office.
- Nominating committee for election of 2019-2020 FCCF Executive Board includes Sandy Ames, Lisa Lupi and Paula James.
- **Moved by Dina Justice, seconded by Pauline Lipps to approve the November 16, 2018 minutes as presented. Motion passed.**
- **Moved by Mary Smith, seconded by Denise Torres to approve the November 17, 2018 minutes as amended. Motion passed.**
- The Council received the Treasurer's report from Paula James. Unexpended Council funds are \$ 6,950.20.
- **Moved by Paula James, seconded by Patricia Oglesby to accept the new FCCF logo as proposed. Motion passed.**
- Discussed general FCCF brochure. Dina Justice will revise document as suggested to include room for an FCC sticker, with "Family Strong" removed, and "Serving Individuals Since 1993". **Moved by Dina Justice, seconded by Chris Spears to amend as discussed. Motion passed.**
- Dina Justice will attend the Qlarant meeting on March 14, 2019 in Tallahassee.
- Stephanie Rogers distributed folders supporting APD speaker information and statistics related to the iBudget waiver, including current waiting list figures.

Speaker Natalie Jean, Agency for Persons with Disabilities (APD) State Office Ombudsman

- The Ombudsman serves as primary point of contact for addressing customer, provider and external stakeholder concerns or unresolved issues.
- Coordinates with Regional Ombudsman/APD staff to resolve issues, identify trends and recommend improvements
- Does not regulate, override policies/procedures or execute disciplinary actions

- Resolves issues by (1) determining immediate health/safety is not at issue, and concern is APD-related, (2) Regional office engages in fact finding, (3) Region develops a plan to resolve concern and (4) State Office Ombudsman collaborates to ensure appropriate resolution.
- Tips for customers (1) Be specific and calm, (2) identify who you spoke with, date, phone number and email, (3) when leaving voicemail, include your name and contact number, (4) give the facts, (5) be open to a variety of resolutions that comply with laws/rules/operating procedures.
- Current issues include (1) Managed Medical Assistance, (2) Statewide Dental Managed Care, (3) iBudget Waiting List Status and (4) improving local communication.
- Slide presentation, flow chart and statewide Ombudsman contacts were distributed.

Speaker Clarence Lewis, APD Bureau Chief of Provider Supports

- Discussed community concern that Waiver Support Coordinators (WSCs) are discouraging families to participate in Community Directed Care Plus (CDC+). A limited number of WSCs trained to become CDC+ Consultants. Educating WSCs and families about this program remains a challenge. It was suggested to break case management responsibilities from consultant responsibilities as the federal rules are applied by other states, which could encourage WSCs to become CDC+ consultants. Since APD rules are currently being reviewed, it would be a good time to address this issue. FCCF asked that CDC+ updates be presented by APD because parents are confused if this program is ending, since they can't enroll during this policy/procedure review. Clarence Lewis said this is a temporary hold on enrollment until the new policies/procedures are developed. Will include information on APD website that CDC+ remains a viable options for individuals to access Medicaid Waiver iBudget services.
- Noted that Rish Park remains inoperable due to great damage after Hurricane Michael. Florida received funding for its repair, and APD/Department of Management Services are reviewing the contract process.
- The New Generation-Questions on Situational Information (NG-QSI) will be periodically updated. Field assessors will be trained in February on this revision to the QSI. It will be field tested with 881 individuals from March to May, 2019, with a total of 1,081 assessments after retesting 100 and doing an inter-rater reliability test on 100. Sampling criteria are region, residential placement, lifestyle, primary disability, functional status and gender. This computer input assessment with built-in alerts will identify risk areas for additional questioning. Headquarters will also be aware of the alerts. Concern was raised that communication between APD and Coordinators needs to be clarified regarding timeline and data gathering for the Significant Additional Needs (SANs) process. Also needed is manpower to assure timely emergency assessments due to need. GR funding can be used for immediate health/safety needs during the time the SANs is in process. Florida State University will be conducting reliability/validity testing on NG/QSI. Clarence Lewis recommended contacting Department of Children and Families (DCF) protective services for emergency assistance

Speaker Tom Rankin, APD Deputy Director of Operations

- Distributed APD organization and contact information.
- In 2013 APD began reorganization to better serve families while experiencing a loss of 80 positions, and moved from 14 area offices to 6 regions. Areas were inconsistent, so five workstreams were created: (1) Quality Improvement, (2) Waiver, (3) Community Affairs and Waiting List Management, (4) Clinical and (5) Administrative. At APDs state office the Operations and Programs offices are now aligned. The Agency has received positive feedback on the reorganization. Tom Rankin suggested that the FCCF executive board meet with their new APD contact person to smooth the transition. He will arrange a meeting with APD leadership in Tallahassee to also discuss FCCF/APD expectations for their working relationship.
- iConnect update: The first rollout on December 4, 2018 focused on Agency demographics for WSCs and APD staff. Both consumer and provider demographics required much cleanout prior to input into iConnect. APD contracted with Respect of Florida to create a call center and access to sign up for iConnect. The next rollout in July, 2019 will comprise financial management including service authorizations and SANs, and six additional rollouts will occur in 2019-2020. Tom Rankin will provide a high level rollout timeline to the Council. FCCF recommended continuing guidance from APD to the iConnect vendor on unique needs of APD clients.
- The Agency for Health Care Administration (AHCA) Managed Care Dental program required for all Medicaid clients served by APD was rolled out in December, 2018. The three participating plans are not limited to geographic area. Expansion of services provides comprehensive dental coverage for children and adults. He acknowledges unique challenges with APD clients. Existing cost plans and treatment plans for dental services must continue with waiver funding. Information to dentists has been in part inaccurate or incomplete. Some services not included in these dental plans will be covered by the Waiver. APD is attempting to maintain the existing Medicaid dentist base. APD will present two webinars for WSCs and

dental providers to provide accurate information on this process. Knowing which dentists can sedate patients is imperative for APD clients. Area 15 would like AHCA to speak on this new requirement for Waiver participants at their Transition Fair on March 2, 2019.

Jeff Ivey, APD Legislative Director

- Recently took the position at APD after serving with the DCF legislative office.

Speaker Suzanne Sewell, Florida Association of Rehabilitative Facilities (FARF)

- FARF provides advocacy, information and networking for individuals with disabilities and community agencies serving them.
- Home and Community Based Care Waiver providers make up much of their membership, with RESPECT Employment Centers following second. Their focus includes community supports, employment, government relations, Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), legal advocacy and RESPECT oversight.
- Legislative platform includes (1) addressing the direct care workforce hiring crisis, (2) protecting ICF/IID services and (3) maintaining employment and early intervention services. Talking points to support these issues are located under government relations information on the FARF website at www.floridaarf.org.
- FARF monitors statutory amendments, public policy changes, employment options, and Vocational Rehabilitation services. They track over 200 bills during each session that affect members and individuals they serve.
- iBudget recipients can receive primary care services through a fee-for-service provider or enroll in a managed care plan, however the Nursing Home Diversion Waiver requires Medicaid Managed Care enrollment. Managed Care plans will phase in on 12/01/18, 1/1/19 and 2/1/19.
- AHCA contracted with three Medicaid dental plans. iBudget individuals must select one of the plans. All offer a network requirement for sedation dentistry, comprehensive assessments and direct access to specialists. They promote access to free adult dental expanded benefits, including an introductory visit "Acclimation for adults with individuals with intellectual disabilities. Dental service payment priority is Dental Plan -- State Plan benefits, then Dental Plan -- Expanded benefits followed by iBudget Waiver. Individuals may enroll/change plans at www.flmedicaidmanagedcare.com, or request a fact-to-face meeting. Phase in dates for Managed Care Dental plans are the same as the Managed Care Health plans above.
- Medicaid services were previously retroactive up to 90 days prior to the month application was received. On February 1, 2019, eligibility will begin the first day of the month application was received. Due to health/safety issues it was recommended that anyone on HCBS waivers should remain on the 90-day retroactive eligibility, and APD add Medicaid expiration dates to client support plans.
- FARF is supporting the Direct Support Professional Apprenticeship Initiative to assist providers in enhancing their skills, earnings and professional career paths.
- RESPECT program requires government agencies to purchase from qualified non-profit agencies. Fifty-two Partner Employment Centers serve 1,246 individuals receiving on average \$9.49/hour.
- Jobs for You initiative moves adults from facility-based to integrated jobs paying minimum wage or higher.
- FARF partners with many agencies in the Florida Employment First Initiative seeking change to support integrated employment for individuals with disabilities.
- Eighty-seven ICF/IID community residential care facilities are licensed for a total of 2,071 beds in Florida. They include 38 six-bed, 27 clusters, 6 sixty-four bed campuses and 16 other facilities with more than 12 residents per home. Placements are approved by DCF and APD when appropriate, with almost a quarter of residents requiring 24-hour nursing services and a medical care plan along with service plans. Individuals on the iBudget Waiver waiting list who meet ICF/IID eligibility have the right to choose these facilities. Florida's iBudget serves a total of approximately 34,000 individuals. The ICF/IID population is about 2,000, indicating that 94% of Florida clients with intellectual disabilities are receiving community based services. More at www.floridaarf.org ICF/IID Info Center.

Speaker Deborah Linton, The Arc of Florida

- Wages and Rates for providers are at crisis low levels. Currently there is a thirty-five to forty percent provider turnover rate, with challenges in hiring qualified individuals and Everify is not operating.
- The Arc of Florida presented concerns to the Governor's Transition Team that included concerns along with issues regarding the volume of mandates. A stakeholder group was suggested to review standards of operation. The group would focus on health and safety to bring Florida closer to other states that provide services with a quarter of the mandates.

- A learning management system is being launched on dehydration, sepsis, bowel obstruction, GERD, seizure, pulmonary aspiration, to include 'Know When to Act'. Special situations suggested by FCCF families will also be included for individuals with developmental disabilities, along with choking modules and nutritional/ physical management. This training is free and a link will be available on The Arc of Florida website when it is available.
- Human Rights initiative this year focuses on reduction of seclusion and restraint in public schools. SB 62 and HB 349 address this issue, and federal law is also examining this subject.
- Arc of Florida dental initiative dollars are enhanced by accessing Medicaid State Plan and Medicaid Waiver funds. Three hundred and five dentists participate currently. At this time most are not enrolling as Managed Care providers.

Area Updates

- Area 1 holding evening meetings and "My Money" event will be in March, with their "Sip and Share" event at the brewery in April.
- Area 9 working on member recruitment. Will have a table at "Access Life" event that covers all disabilities on February 23 from 10-2. www.access-life.org for more info.
- Area 4: two upcoming conferences, including Connecting the Dots.
- Suncoast West is preparing for Developmental Disabilities (DD) Day, and a provider evening event on April 26, with a September event in planning stages.
- Area 7 had an AHCA speaker on Medicaid Managed Care Plan, Medicaid Dental Plans and CMS. Suzanne Moore will send information from the event to Stephanie Rogers for distribution to members.
- Area 11 will forward a PowerPoint by one of their members regarding the census. Their membership includes an attorney/guardian/advocate, and a provider is also interested in participating.
- Area 10 recently participated in joint community events, including meeting at Ann Storck Center for a celebration of the holidays. The night event was a start to facilitating meetings in the community with other local organizations. Currently there are no plans to hold another meeting in the community in March. Area 10 will be co-sponsor and joined by CSI (medical staffing entity) at "Air Challenge" on January 26. This event caters to individuals with Developmental Disabilities and their families for a day of fun. They will have the opportunity to fly in one of the volunteer pilot's personal aircrafts. Fort Lauderdale-Hollywood International Airport has donated books and other supplies to Area 10 for the children, as FCC representatives educate the families. APD representatives have been attending and participating at the FCC Area 10 meetings.
- Suncoast East is discussing morning and evening "Meet and Greets" to enhance membership. Approved two new Council Associates, with one possible member. One works with the Developmental Disabilities Council and will update the FCC on their activities. APD requested that a Transportation Pilot Program meeting be hosted by Suncoast East in the Hillsborough/Manatee area on February 14. Pauline Lipps will send members Skype information for this meeting.
- Area 15 members attending Transportation Fair on March 1, a housing retreat in St. Lucie County, Epilepsy Foundation members came to FCC meeting, they met their new Area behavioral analyst and "Night to Shine" will be held in Indian River County on February 8. Hartwick Symposium is offering a Parent and Self-Advocate day at Tampa/Bradenton. All Florida college plans for individuals with disabilities will attend, similar to a college fair. Will attend the Florida Consortium for Inclusive Higher Education, on February 19th to 21.
- Area 12 resident Christina Spears volunteered to produce their minutes. Two new members were appointed, and will represent Area 12 during the FCCF March meeting. Considering a local DD Day in their Area in 2020.
- Area 8 had 25 people attend their "My Money" presentation. Members are participating in "A Night to Shine, DD Day in Tallahassee, the "Promising Pathways" autism conference, "Getting Connected" school board event and met their new APD liaison. Partners in Policymaking will celebrate the graduation of their recent class, including Area 9 Chair and FCCF Vice Chair Patricia Oglesby at the Florida Mall Hotel at 1:30 on February 9.

There were no requests to speak during Citizen Time.

Meeting adjourned at 3:04 p.m.

Respectfully submitted, Ruth Wingate, FCCF Secretary