

# FAMILY CARE COUNCIL FLORIDA

Patty Houghland Chairperson  
November 17, 2018 Minutes  
Embassy Suites, Orlando Airport

## Members:

Patty Houghland, FCCF Chair, FCC 1  
Ruth Wingate, FCCF Secretary  
Paula James, FCCF Treasurer, Suncoast West (5)  
Dina Justice, FCC 1  
Denise Torres, FCC 4  
Pauline Lipps, Suncoast East (6)  
Susan Andersen Moore, FCC 7  
Jean Malacko, FCC 9  
Gilda Pacheco, FCC 10  
Sandy Ames, FCC 11  
Chris Spears, FCC 12  
Karen Huscher, FCC 13  
Laura Tacinelli, FCC 14  
Melody Hearn, FCC 15

## FCCF Liaison:

Stephanie Rogers

## Guests:

Dan Bayley  
DarLing Malacko  
Hannah Moore  
Lucia Berry  
Matthew Hearn  
Lynda Olds  
Reshana Johnson  
Christina Spears

## Speakers:

Karen Hagan and Caleb Hawkes,  
Agency for Persons w/Disabilities  
Deborah and Alicia Linton,  
The Arc of Florida  
Jayson Babel and Danielle McGill,  
Ann Storck Center

Meeting called to order at 8:35 a.m.

## Council Action and Committee/Member/Liaison Activity

- Moved by Pauline Lipps, seconded by Paula James to approve the September 15, 2018 FCCF minutes as amended. Motion passed.
- Received the Treasurer's report from Paula James as presented.
- Dina Justice discussed designing new business cards. She'll send proofs to chairs who order.
- Members recommended speakers including Agency for Health Care Administration (AHCA) on Dental Plans, a behaviorist, the New York resource recommended by Dan Bayley and Howard Fetes, and a transitional medical specialist.
- Paula James offered to reserve rooms for Developmental Disabilities Day. Bus transportation leaving from Seminole to Tallahassee was also offered by contacting her at [paujam7@aol.com](mailto:paujam7@aol.com).
- Members received the "FCCF Recommendations for 2019" from Paula James and committee.
- Requested APD update members on the Next Generation/Questionnaire for Situational Information (NG/QSI) including how it interfaces with the algorithm and iConnect.
- Requested APD include FCCF in NG/QSI assessor training.
- Requested APD follow up with FCCF about the shortage of nursing and behavioral service providers. Provider rates along with the burden of continuing and new training requirements reduces the pool of those who already hold professional licenses.
- Requested APD speak about children under 18 in medical or behavioral crisis offered placement in a group home to access waiver services, without alternative choices. APD will bring options available to families in this situation, and agreed that APD Regions also need this information.
- Requested APD expand on the Legislative Budget Request for 2019.
- Pauline Lipps will continue working on FCCF accomplishments. Members from Areas 15, 12, 11, 14, 9, 2, 4 are reminded to submit them at [p\\_lipps33@comcast.net](mailto:p_lipps33@comcast.net).
- Stephanie Rogers distributed waiver waiting list and enrollment statistics and APD acronyms.
- Members signed up for the APD Transportation Study Executive Steering Committee.

**Speaker Karen Hagan, Chief of Staff, APD and Caleb Hawkes, Director, Legislative Affairs, APD**

- The hurricane damaged much affordable housing in the Panhandle. Some clients had to move from family homes, their group home or independent living to alternate group homes or shelters. APD arranged shower/laundry trailers and mobile feeding facilities for staff. The Panama City APD office was destroyed and is seeking new facilities. Mariana Office in Sunland is back to work. APD is assisting providers/customers/staff in navigating the support systems in place for recovery. Rish Park experienced extensive property and structure damage, including its access road, with no projected date for reopening. APD is pursuing Federal funding for hurricane damage to the park. Providers were required to maintain patient body temperature during power outages. Chattahoochee's damage was primarily to building exteriors, so remained functional. Some small group homes are applying for FEMA grants. Disaster Recovery Centers assisted with FEMA applications. The APD Recovery Toolkit at apdcares.org website includes storm recovery assistance. They anticipate the recovery to take years.
- WellSky is working with APD on iConnect following original project contract terms. First phase rollout is in December for Case Management for Waiver Support Coordinators and APD staff, except authorization claims and Significant Additional Needs requests (SANS). The call center will go live at the same time. User acceptance testing and Support Coordinator training was completed last month. Data migration/validation activity is in process now. Second phase rollout, tentatively scheduled for early Spring 2019, includes financial management, along with authorizations and SANS. Testing of AHCA and FMMIS (Florida Medicaid Management Information System) is in process now. The second rollout includes providers incrementally going live with provider training continuing through January. The external provider data interface will establish a single standardized interface between iConnect and providers to submit service/attendance logs and progress notes. iConnect workgroup has met since January, 2018. Questions can be addressed at the apdcares.org website after it has gone live, and also through the FAQs. Ongoing training is included in the contract for both current and new providers. Complex questions on iConnect will be referred to APD state office. Delay in rollout occurred after ongoing testing indicated need for component improvement.
- Completed NG/QSI pilot and preparing to field test in March-May, 2019 with 500 participants, then retesting of about 100. Five purposes of NG/QSI are (1) identify support needs, (2) allocate resources for meeting support needs, (3) assess/promote social integration, (4) alert staff to avoid hardship, illness or harm and (5) study needs of APD service population, planning services and monitoring trends. Tool can be lengthy depending on answers that trigger additional questions. Reports are generated automatically for future planning. Assessors trained and certified prior to the March field test. Reliability and validity study of the tool will be based on field test data. She asked FCCs for feedback on NG/QSI, especially educational concerns. This feedback originates from FCCs to FCCF to the program administrator. Members noted that lengthy QSIs cause individuals to tune out if longer than they can attend, that some individuals require additional time to accurately reflect needs.
- Caleb Hawes discussed APD's Legislative Budget Request. Agency priorities are (1) funding to meet increased service needs of current waiver clients, (2) \$40 million in recurring funds to enroll 1,800 crisis clients, (3) several priorities regarding behavioral services including matching Medicaid rates, studying crisis stabilization diversions and additional behavioral analyst oversight positions, (4) enhancing nursing services, (5) continuing implementation of iConnect, (6) improving security of client data, (7) continuing development of new client assessment tool and (8) increasing employment for waiting list clients.
- Legislative Chairpersons are posted on myfloridahouse.gov and flsenate.gov, when they are named. Rep. Ray Rodriguez is serving on the Health and Human Services Policy Committee.

#### **Speakers Deborah Linton, The Arc of Florida**

- Screened the short film "Good Life" featuring the artist Alonzo and Robert's dream board.
- Vocational Rehabilitation's (VR) "Discovery" process is a 3-month evaluation in the community. It allows a greater depth of understanding for career choice through life experience.
- Arc of Florida's career counseling initiative provides training for 2,000 individuals a year for those in sheltered workshops earning subminimum wage or those transitioning from school. Twenty providers participate, and curriculum includes self-determination and self-advocacy. Arc of Florida is training counselors at the seven VR Regions. They educate about those with

communication issues. When they train VR supervisors they emphasize importance of dream boards to identify interests and values.

- “Jobapalooza” held 17 events for students 16-22 to exhibit skills at a “job fair” style venue. Generally thirty businesses booths provide job experiences, and about 50 students attend with a peer mentor. Students participate in rounds of competition at the businesses they select. Some have been offered job interviews and employment. Arc of Florida will contract again with VR to coordinate about nine months of events. Members expressed interest in this activity for individuals older than the student age group.
- Some agencies have former Carlton Palms residents in their community. Arc of Florida now has an occupational therapist, and sensory integration and sensory diet training. A mini-grant for TRAP drumming to ameliorate sensory issues will be awarded to four chapters of Arc of Florida.
- Arc of Florida board is asking for an independent investigation of the death in Chattahoochee.
- Legislative priorities are provider rates and use of seclusion/restraints in public schools
- Arc of Florida Dental Program will not have changes this year for services provided through APD. Webinar highlights indicate Medicaid recipients will be enrolled in a state dental plan, can change dental plan, receive assistance from Choice Counselors, can change providers in-network, current appointments/authorizations must be completed in 90 days, first dental exam within 60 days of enrollment and will offer after hours/weekend appointments. Plans choices are DentaQuest, Liberty and MCNA. Webinar for additional Dental Program information is at [ahca.myflorida.com/smmc](http://ahca.myflorida.com/smmc) then clicking “Outreach and Presentations” link.

#### **Speaker Alicia Linton, The Arc of Florida**

- Reviewed the proposed “The Arc of Florida Choking Training Program” from initial discussions with FCCF members concerned that provider training should include this information. Five choking scenarios were identified: morbidly obese individual, obese individual using wheelchair, person with cerebral palsy, person with frail bones/body condition and person with behavioral issues. Alicia Linton connected with Health Risk Solutions (HRS), to develop 30-minute online video training modules with Dr. Craig Escude, Karen Green-McGowan, RN and staff member Hillary. Existing modules, The “Fatal Five +” addressing dehydration, aspiration, bowel obstruction, seizures, GERD, sepsis, knowing when to act, physical/nutritional supports and positioning equipment will also be available. Modules will be free on The Arc of Florida website, with staff certification at no cost. Availability should begin March, 2019. Choking prevention placemats are still available through [deborah@arcflorida.org](mailto:deborah@arcflorida.org). Red Cross also has quick picture reference cards on choking available to carry on a key ring at their website. Members suggested gastrointestinal doctors be included for input on the choking project along with the importance of support staff becoming certified on these modules. An app could also work for access.

#### **Speaker Jayson Babel, Mobility Mgmt. Facilitation Project Mgr. -- [jbabel@annstorckcenter.org](mailto:jbabel@annstorckcenter.org)**

- The purpose of the APD Transportation Study is to assess the existing transportation business model and provide analysis comparing APD transportation rates with other providers and recommending a formal rate structure process. Then design a new model including costs, infrastructure, resource allocation, and a functional implementation timeline. Next webinar study group business model meeting is December 12 from 10-11 a.m., with final report review January 23, from 10-11 a.m. APD will submit this report to the Governor and legislature on February 1.
- The 13-member transportation team is using the Mobility Management (MM) approach to help APD create a sustainable and efficient model to manage mobility options. MM designs start and end with the customer so all providers deliver transportation options that best meet need. MM encourages innovation/flexibility to reach solutions, educates customers on availability and access and incorporates customer feedback to evaluate and adjust services. They are examining data from APD augmented by Transportation Disadvantaged statistics, national models, safety, provider coordination opportunities, rate structure, service gaps and will provide case studies. Current rates are paid by trip, mileage or monthly and can vary from \$2.67 to \$40 per trip, without identifying the structure of rate negotiation. Additional funds and flexibility for Life Sustaining Activities LSA) could avoid purchasing more costly services to access transportation. Funding LSA through APD could help reach the goal of community participation, quality of life and employment. Incentivizing providers by innovative means could also increase availability.
- APD is currently reviewing the 166-page assessment.

**Speaker Danielle McGill, A Ride Away Project, Ann Storck Center – [dmcgill@annstorckcenter.org](mailto:dmcgill@annstorckcenter.org)**

- Project is a subsidiary of the Florida Department of Transportation-funded Mobility Management Facilitation Program at the non-profit Storck Center, and will operate in Broward and Palm Beach. Purpose is to change perceptions and stigma, build confidence in abilities and foster active community roles. The mission is to foster independence, which is “A Ride Away”. It educates individuals on the variety of transportation modes and promotes safety, along with self-advocacy and creates a community of inclusion through use of the “A Ride Away Guide”.
- Additional resources include “A Ride Away Travel Pocket Guide”, “A Ride Away Guide” Travel Experience Workbook, an end user survey on Facebook and Twitter -- @ASCRiderInsider to promote advocacy/use of social media through a peer-to-peer forum and the Rider Insider Transit Diary Videos, which are peer-to-peer instructional tools.
- Program will be activated during 2019.
- Danielle McGill and others, along with the Storck Center drafted a bill to improve cross-county transportation, with a uniform payment system. Will be presented again for the third time during the 2019 legislative session.

**Area Updates**

- Area 4 will host Lynn Powell from Adult Protective Services on November 28, 11am-1pm at the Arc Jacksonville. Will also host a “reverse” job fair on December 29, where individuals have booths and businesses circulate to them. Connect the Dots project is slated for April.
- Suncoast West is holding a provider fair in January. They continue to coordinate rooms for DD Day, and suggested speakers and a dinner the night before this event. They are contracting for a full size bus, with wheelchair accommodation to travel from Seminole to Tallahassee.
- Area 7 hosted APD at an informational meeting, and will host AHCA in January. Dan Bayley was reappointed to FCC.
- Area 9 toured the 211 facility. Working on an updated membership list. Christmas party and gift gathering for facilities in the community has been planned.
- Area 10 held their expo in Broward at Nova University with the Children’s Services Council in October. Will hold their first meeting away from the APD office on December 13, at the Storck Center. In January they plan an APD Skype presentation on CDC+. Gilda Pacheco was reappointed to FCC.
- Area 11 coordinates with other organizations, such as the school system for events. The Chair is on the Disabilities Committee for Dade County schools Advisory Council to the Superintendent, transition committee. APD was invited to their next Transition meeting. Families were encouraged to fill out the 2020 census to pull down funding related to population.
- Area 12 is organizing sponsors for the SANDS conference to keep costs manageable. Two new members were appointed, and additional individuals are encouraged to apply.
- Area 13 had their first evening meeting, and new families participated. They will resume meeting in January, again at night, but a different week. Forums are planned for March and May, separate from their FCC meeting. They welcomed one newly appointed member.
- Area 14 also held an evening meeting. A large Polk County Facebook support group met the week prior, so there is discussion to combine, with FCC business held after the support meeting.
- Suncoast East met at the library in Sarasota with a guest from Easter Seals. A representative from Suncoast East was requested to speak by APD at a Department of Children and Families meeting, and distributed FCC brochures and contact cards.
- Area 15 is represented by their Co-Chair at the ESE Advisory and Transition Interagency Council (TIC). TIC is hosting a fair, with separate parent and self-advocate tracks. St. Lucie County will provide transportation. Kaiser University will provide Facebook interface to watch speakers live and after the event. IRSC postsecondary education program (STAGE) offers certifications in child care, medical, A/C and others. St. Lucie had their first Project Search at Traditions. APD is now a required member of the local Transportation coordinating board. Children’s Services Council activities include peer mentoring, a possible project for FCCs. Updating membership roll.

There were no requests to speak during Citizen Time.

Meeting adjourned at 3:52 p.m.

Respectfully submitted, Ruth Wingate, FCCF Secretary