

Suncoast Region Steering Committee

MEETING NOTES	DATE OF MEETING JANUARY 10, 2011	TIME: 10:00 AM – 12:00N	MEETING LOCATION: Administration Building 1313 Tampa Street Suite #515 Tampa, Florida 33602
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Next Meeting: **February 14, 2011** Location: **Agency for Persons with Disabilities (APD)**
Time: 10:00a-12:00N **1201 102nd Avenue North**
Saint Petersburg, Florida 33716

MEETING CALLED BY	Gary Hartfield, Chairman <u>Approval of Minutes (deferred)</u> Members will receive an electronic copy of the last Steering Committee meeting minutes for review and approval when published.
TYPE OF MEETING	Quality Steering and Advisory Committee Meeting
FACILITATOR	Gary Hartfield, Chairman and Tom Nurse, Co-Chair
NOTE TAKER	Kym Mason, Guest
TIMEKEEPER	Gary Hartfield, Chairman
IN PERSON ATTENDEES:	<ul style="list-style-type: none"> • Gary Hartfield, Chairman • Marcia DiGrazia, Liaison • Rebecca Vasey, Consumer/Member • Betty Beauchane, Parent/Member • Deborah Morgan, Member/Support staff • Tom Nurse, Co-Chair/Special Needs Trust/Financial Planner • Scottie Lacey, Guest • Bud Llewellyn, Contributor • Amy Miller, Guest • Bridgette Johnson, Guest • Geri Williams, <u>Quality Assurance Administrator</u> • Carl Littlefield, Area Administrator • Denise Oetinger, APD Contributor • Kym Mason, Guest
TELECONFERENCE ATTENDEES:	<ul style="list-style-type: none"> • Shaquana Fowler, Member • Janis Alberti, Member

Absent:

- Ann Graybeal, Parent member, Joanne Rydzewski (Parent), Patricia Hayston (Grandparent),

Agenda topics:

- Crisis Application Processing-Time Line & Bench marking Application Process
- CDC Plus Processing –Increasing Communication and Efficiency
- Work-Flow Process
- Outcomes Review (3): Membership, Accountability, Credibility
- Regional Director and/or Quality Assurance Administrator Comments
- Review of Action Items
- Meeting Adjournment

Crisis Application and Processing

Question: "What is the relationship between QSI and Crisis Tool?"

Answer: "Nothing"...Liaisons are the point person for Crisis Application Processing

DISCUSSION	<p><u>Problems Identified</u> The time line for families filing Crisis Application for services is taking too long and is there a way to accelerate the process? Families are reporting a 4 to 6 month wait after they apply without any confirmation or denial of service award.</p> <p><u>Issues that Impact Crisis Applications</u></p> <ul style="list-style-type: none"> ✓ No money is allocated to Crisis Funding –Space becomes available only when someone passes away or leaves ✓ When Approval happens the processing time is fairly short ✓ There seems to be a trend of slower processing in the months of November and December causing a backup and then January catches up ✓ Crisis Tool must be accepted by Tallahassee ✓ Safety Net Federal Funds maybe accessed locally for extreme cases ✓ Waitlist WSC Liaisons assist families in processing Crisis Applications ✓ Established criteria defines “Crisis” this includes: Homelessness, Self Injurious, Danger to Self/Others, Care Issues ✓ Not everyone’s perceived Crisis meets the criteria <p>Committee Attendees received a Crisis packet Stats Sheet for review. Crisis Packet Stats provided data on the number of Crisis Packets sent for the months of October, November, and December. It also provided data on the number of packets approved, denied, and pending.</p>
RECOMMENDATIONS	
<ol style="list-style-type: none"> 1. Explore ways to better communicate status of Application to Families 2. Committee will continue to review Stats to ensure accountability 	
DISCUSSION	CDC Plus Processing
<p><u>Problems Identified</u> Enrollment of new providers in the CDC Plus is taking too long. There seems to be a “disconnect” in the processing and provision of services. CDC Administrators are not kept in the loop of communication. As an example a service that was due to start on January 1, 2011 and had not started as of January 5, 2011. After research it was finally communicated to the Administrator that the Background Screening had not been fully processed.</p> <p><u>Recommendation:</u> Process needs to be reviewed to identify “Stop/Gaps” and the Committee needs to figure out where the problems are.</p> <p>In reference to the recommendation the committee discussed the need to figure out if the problem was anecdotal (hearsay) or systemic. In exploration of this notion, Denise Oetinger, Regional Program Supervisor for APD provided the Committee with an Overview of the current system that APD uses to process and track provider enrollment in CDC Plus. The overview began with a historical account of the old system and it’s deficits that lead to the current system. In the past all CDC Contracts were given directly to Liaisons. This made Contracts impossible to track and provided no accountability. In the current system all CDC Contracts are funneled through one “point person” who tracks the Contract on an Excel Database and sends it out to the liaison. It’s and easier way of tracking the progression and management of the contract.</p> <p>Issues that Impact CDC Plus Processing and Communication</p> <ul style="list-style-type: none"> ✓ If the Contract is “perfect” Tallahassee does not provide feedback. This creates the presumption that the Contract is processing without any problems if not returned. ✓ Communication between Intake and Liaison needs improvement <p>Suggestions Provided by Committee Members:</p> <ul style="list-style-type: none"> ❖ Develop a Time Line Matrix to chart expected tasks; processing; and completion dates ❖ Find a way to proactively engage families ❖ Key Committee Members to meet with Regional Program Supervisors to identify problems and formulate solutions for presentation to the Steering Committee. 	

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE		
1. Gary Hartfield and Tom Nurse will meet with Denise Oetinger And Geri Williams to formulate realistic time lines.	Gary Hartfield, Chair	01/10/11		
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<p>Gary provided the Committee with an overview of the Work Flow Process. He explained that the Crisis Packet Stats is an example of the work flow process. In the past there were recommendations that were sent to APD from the Steering Committee that were not fully answered or lacked follow through. As a result the Steering Committee created a Work Flow Process that features a status review process and items not addressed will be sent back. Special emphasis was noted that the Steering Committee's Recommendations must be "practical and common sensed".</p> <p>A Chart of Suncoast Steering Committee Recommendations that outlined the Responder and the Answer was distributed for Committee Members for review.</p>				
<table border="1"> <tr> <td data-bbox="250 667 505 720">DISCUSSION</td> <td data-bbox="505 667 1367 720">Outcome Review</td> </tr> </table>			DISCUSSION	Outcome Review
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<p>Gary charged the Committee with the task of improving outcomes in the next 12 months in the following areas:</p> <p>1). Membership Recruitment and Sustainability *2). Accountability by using the Work Flow Process and Partnership with the Central Regional Office *3) Increasing Committee's Credibility. At present the Committee is not 100% credible in it's ability to formulate solid solutions and strengthen the region</p> <p>Membership recruitment and sustainability was discussed. A review of the Bylaws states the Committee must have 3 to 4 members who are Consumers of APD Services. The Committee currently only has 2 active members. There is one guest who is interested in applying for membership.</p> <p>To ensure visibility The Committee has worked hard to ensure that promotions of the Committee are visible when APD and other organization conduct training and/or conferences.</p> <p><u>Suggestions to Increase Membership</u></p> <ul style="list-style-type: none"> ✓ Utilize the "Shotgun-Vs-Riffle" approach to promotion and/or recruitment of membership. This means focus efforts on targeting dynamic people who would be a great asset to the Committee ✓ Identify 1 or 2 things that the Committee has done well and use the success to attract others to join. People want to be apart of successful ventures. ✓ Strategic targeting of Consumer Groups to promote Steering Committee ✓ Send promotional information out to providers recognizing that they have more contact with Consumers than WSC ✓ "Fix broken Window" metaphor for identifying the problem and fixing it ✓ Rebecca's reminder calls to members are extremely helpful and should continue. Rebecca pointed out that she leaves messages in most cases and many telephone numbers have changed. ✓ Market to as many groups and businesses as possible. ✓ Members must be held accountable for lack of attendance <p>*Discussion of Outcome tabled for next meeting</p>				
<table border="1"> <tr> <td data-bbox="250 1444 505 1497">DISCUSSION</td> <td data-bbox="505 1444 1367 1497">Regional Director and/or Quality Assurance Administrator Comments</td> </tr> </table>			DISCUSSION	Regional Director and/or Quality Assurance Administrator Comments
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<p><u>Geri Williams, Quality Assurance Administrator</u> Ms. Williams expressed appreciation for the Steering Committee and excitement about where it's going. APD is also reviewing Quality Improvement and looks forward to partnering with the Committee. Ms. Williams thanked Committee members for their participation.</p> <p><u>Carl Littlefield, Area Administrator</u> "This is a valuable group; however its potential is far more valuable". The Committee needs to figure out how to crank this up! Mr. Littlefield advised the Committee to expect" lots of changes in APD". The new administration is looking at everything. There's a lot of uncertainties which includes talk of shake-ups, mergers, streamlining and reductions to maintain efficiency. Although there will be changes, change may not be bad.</p> <p>Mr. Littlefield closed by saying "This Committee can be dynamic if it is willing to step up to the challenge".</p> <p><u>Suggestions</u></p> <ul style="list-style-type: none"> ✓ Committee Members should call local representatives and tell them what's right with Medicaid Waiver 				

CONCLUSIONS	<p><u>Review of Action Items</u></p> <ul style="list-style-type: none">➤ Gary Hartfield and Tom Nurse will meet with Denise Oetinger and Geri Williams➤ Fact Sheet Review➤ Next month Delmarva information➤ Information Loop-Bi-weekly Call –Steering Committee Participation
ADJOURN	The meeting was adjourn by Gary at 12:00pm