

**DRAFT**  
**FAMILY CARE COUNCIL FLORIDA**  
**BETTY KAY CLEMENTS, CHAIRPERSON**  
**Sheraton Suites Orlando Airport**  
**Orlando, Florida**  
**January 23rd, 2010**

**MEMBERS PRESENT:**

Betty Kay Clements, Chairperson  
Frank Carroll, Vice Chairperson, A3 Chair  
Patty Houghland, Past FCCF Chairperson  
Lynn Carper, A1 Representative & FCCF Secretary  
Melinda Willaford, A4 Representative  
Pauline Lipps, Suncoast East Region Chair  
Beverley DeStories, Suncoast West Interim Chair  
Chris Dugan, A7 Co-Chair  
Sharon Berry, A8 Chair  
Jean Sherman, A10 Chair  
Paul Bell, A11 Representative  
Phil Pearson, A12 Representative, FCCF Treasurer  
Isabel S. de Martinez, A13 Chair  
Many Champavannarath, A14 Co-Chair  
Sonja Bielecki, Area 15 Representative

**STAFF & GUESTS**

Dr. Dave Robinson, APD Central Office  
JR Harding, APD Central Office  
Kent Carroll, APD Central Office  
Ann Graybeal, Suncoast East Guest  
Rosa M. Barbara, A11 Chair  
Lynn James, A8 Guest  
Christina DeCaso, A13 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. CALL TO ORDER**

Chair Clements called the meeting to order and welcomed everyone. She reviewed the contents of the information packet, which includes the following:

- FCCF Agenda
- FCCF November, 2009 Minutes
- FCCF Quarterly Budget Report
- e-Buddies Website Homepage – Patty shared e-buddies is an e-mail pen pal program that pairs persons with an intellectual disability in a one-to-one e-mail friendship with a peer volunteer, usually in another state. It is a very secure e-mail situation.
- Copy of iBudget Powerpoint presentation used at iBudget meetings around the state.
- A document categorizing services within various service families
- Information on a new website for the Wait List – [www.floridawaitlist.org](http://www.floridawaitlist.org)
- A note and talking points from Sylvia Smith pertaining to HB 81 – Abusive Restraint and Seclusion use in Florida Schools.
- A copy of Inspirational Quotes

Chair Clements asked for introductions to include area FCC news and specifically what progress is being made with each council's legislative agenda. Chair Clements welcomed Rosa and Paul from Area 11. Rosa shared the area 11 council is a new council as it had been inactive for some time. She said they are in the learning process and thanked Chair Clements for all her advice. They have developed their by-laws and action plan. They are planning on contacting their state legislators. Paul shared they have 7 members with another in the application process.

**Access to family contact information** - It was shared that some councils are having difficulty obtaining consumer and family contact information for their use. Families fill out their contact

information when attending an event (FCC meeting, Wait List meeting, etc.) Some APD staff take this information which should be available to FCC councils. Patty shared their council invited a DCF lawyer to a meeting to review the Sunshine law. All e-mail addresses are of public record. Chris shared in Area Seven, they printed a postcard with name, address, phone #, county and e-mail address. Also included was a box to check if people on the wait list were interested in establishing a wait list support group. They have had a good response. Once a council obtains contact information on their own, it is available for their use, it is public information. Patty mentioned they plan on putting a disclaimer at the bottom of their sign in sheet stating that once they write down their contact information, it becomes public record. Chair Clements advised they need to get this directive from Tallahassee to each of the area program offices.

**Governor Appointments** - Jean mentioned their council has 2 very enthusiastic young mothers who also happen to be service providers who have applied to be FCC members. One mother has excellent leadership qualities and she represents families when attending FCC meetings. The council enthusiastically supported her application only to find out she has been told by the Governor's Office that she could not be a member because she is a provider. Jean had contacted Stephanie asking she bring this to JR's attention. Since JR has joined the council meeting, she is asking him to research this as it is contrary to what APD has stated for years in their manuals. He agreed to do this. Jean quoted the actual wording that appears in the FCC Orientation Manual. JR suggested this wording be included in the letter of recommendation that is sent to the Governor's office along with the application.

**July Meeting** – Chair Clements advised the hotel is requesting the council to change their current meeting date from July 16<sup>th</sup> & 17<sup>th</sup> to either July 9<sup>th</sup> & 10<sup>th</sup> or July 30<sup>th</sup> & 31<sup>st</sup>. Discussion took place during the Friday meeting and it was decided that the 30<sup>th</sup> & 31<sup>st</sup> might be the better choice. Chair Clements asked if anyone was opposed to it. There was none, so she will notify the hotel of the council's choice.

## **II. PUBLIC TRANSPORTATION MEETING - JR HARDING, APD External Affairs**

JR arranged for the Alternative Transportation Providers Public meeting to be held during a portion of the FCCF council meeting. Invited guests included Bobby Jernigan, Executive Director, Commission on Transportation Disadvantaged, Kent Carroll, Management Review Specialist, APD Central Office and Bill Herndon, Area Seven Transportation Representative. There were numerous other guests representing providers involved with transportation disadvantaged. Following is the Agenda:

- Introduction of Public and Attendees
- Brief review of the purpose of this meeting
- Review of the role of APD alternative transportation providers
- Review of possible revisions for the utilization of APD alternative transportation provider
- Input from the public

Attendees received copies of the following documents:

- PowerPoint Presentation titled "The Delivery of Quality, Reliable and Affordable Transportation Services to APD Waiver Customers
- Florida Statute, Chapter 427, Special Transportation and Communications Services
- Commission for the Transportation Disadvantaged, Chapter 41-1 Coordinated Community Transportation Services

The commission arranged for a transcriptionist and minutes will be sent to council members when completed.

### **III. APD Update - Dr. Dave Robinson, APD Special Projects**

Dave introduced himself to the council attendees. He has several updates to share with the council.

**Automated Client Records** - Dave announced that next week, APD will begin piloting this project in Area 2. He updated the council that they have completed a majority of the forms. They are still working on a few forms including nursing forms, payroll forms and some of the more clinical forms. Dave gave an overview, with updated examples, of various pages within the system. He explained the process that parents, providers, support coordinators, Delmarva, Medicaid Integrity, Medicaid Fraud and any of APD partners can follow to access information pertaining to a client. Dave mentioned APD training has been added to the system. This includes the CORE competency training, which will be available to new providers for free, notices of Area trainings on a statewide basis and APD employee training. Another new page will include a listing of area providers, a ranking system for providers and Delmarva rankings of providers. There will be a link to Delmarva's Statewide Florida Quality Assurance website. All of the above is available for the public to access. For security purposes, a person goes behind the firewall and must sign-in to access the confidential side of the system. APD has purchased and installed the security. Dave explained the process a parent would go through to access the client's file. He explained the process a provider would do to access a specific client's record. Dave mentioned that not all APD employees will have access to client records. For example in an area office it would be the Area Administrator, a backup person, the waiver coordinator, a residential person and a nurse. Very few people will have access to all the area records. Dave explained the pilot consists of one caseload with the corresponding providers to determine if the system is working properly. Currently one Area 2 Support Coordinator in Tallahassee is in the piloting process and a later one from Panama City will join the piloting process. This process may continue for some time until they get the program working exactly as they want it. Dave explained how information such as service logs are in the file and cannot be changed, modified or add anything to it. Chair Clements asked Dave how the ABC system correlates with the client records system. Dave explained the ABC system is an invoice system. ABC is the money side. Cost plans will be pulled from the ABC system. The support plan drives the client records system. He gave an overview of a client's support plan and referenced that a provider would only see the forms they are eligible to use. For example, a support coordinator will not see the ADT forms nor will the ADT person see the support coordinator's forms. Dave explained once a support coordinator inputs a client's information into the support plan form, in future years the support plan can be updated rather than prepare a new one each year. Frank asked about CDC+ program. Since he writes the form will he have access to the system? Dave explained he would like to bring the whole CDC+ into a system like this where you log on in one place, input information, and receive a real time report on dollars spent and current balance. Dave continued with the overview of the detailed information included in the support plan. Once completed the support coordinator and client/family review, update where needed and it generates the client's annual report. Dave reviewed the form that would be used for providers who prepare implementation plans. An implementation plan is an abbreviated support plan that is focused on one service. With this new system, a provider can review the client's support plan and learn more about the client's lifestyle, including what he wants to do in the future, what his likes and dislikes are, etc. in order to create a more personalized implementation plan. Dave shared that all providers will put their reports in the system so families can read the whole picture about their child.

**iBudget Update** - Chair Clements thanked Hilary Brazzell, who has joined the council meeting via conference call, for taking the time to call in. Hilary gave an overview of the iBudget presentation that Director DeBeaugrine has been presenting at meetings throughout the state. A

copy of the PowerPoint presentation is included in the information packet. She explained they have done a lot of research reading policy papers and studies currently in existence on this idea. They have talked with representatives from other states using this type of budgeting. They have received a lot of stakeholder inputs, including from FCCFlorida representatives, Betty Kay, Patty and Phil. Also included have been a variety of public meetings throughout the state resulting in good input. One of their key consultants has been a PHD statistician from Florida State University. The key aspect he has helped with is developing the algorithm, the mathematical formula. That is the heart of the whole individual budgeting process. It is designed to imitate funding patterns from before the tiers, specifically years 2007/2008. Hilary shared they believe the process has a great potential for controlling APD costs as well as allowing them to scale back on cost control measures such as the prior service authorization process. They are hopeful this will give consumers and families more control, simplify the system and make it more equitable. People need to keep in mind that initially some budgets will increase, some will decrease and some will stay about the same. Hilary explained the algorithm includes several key factors; the person's age, their living setting, and 2 subsections of the QSI (behavioral and physical) in addition to 3 individual questions, #18 (a person's ability to transfer the supports they need to transfer), #20 (supports people need to maintain their hygiene) and #23 (their ability to protect themselves). These variables have been proven statistically to explain a very high percentage of the variance in people's lives. They know it doesn't explain everything as there are many factors that affect a person's cost. This group of factors explains from about 62% to almost 68% of the variance in people's cost, which is really high for an algorithm. This has been higher than other states have reported. They find this to be very encouraging.

Hilary shared a key change they are proposing is the service array. They are planning to group services into service families. A copy of the proposed changes is in the information packet. Within a service family there would be ability for the consumer and family to make decisions about what services they want. Money within a service family could be changed from service to service without a review process. Some services within a service family, for example, the residential services family might require some level of review. Another key change will be in the role of Waiver Support Coordinators. It would allow them more time to spend with consumers and less time pushing paper. They are looking to change the type level of services allowed. Currently there is limited, full and transitional (for consumers coming out of ICF/DD). They are looking to change the transitional level to enhanced, a higher level of service that would be available for certain people. They are proposing that limited support coordination truly become limited. This would allow people to have more ability to choose between the two. For example, if an adult would get funded for full support coordination but he/she chose to have limited support coordination, the difference in funding could be moved around within the budget. Another key issue will be training provided to consumers and families on iBudget policies and choice making. Hilary shared the plan is posted online. The iBudget draft is due to the legislators on February 1<sup>st</sup>, 2010. They are on target to meet that date. It will be in the legislator's hands to let APD know if this is of interest to them. Hilary shared Director DeBeaugrine did give a presentation on iBudget to a Senate committee on Thursday and received very good feedback. If the legislature approves, APD will seek approval from CMS who have to approve any waivers or waiver amendments. They are continuing to work on enhancing the algorithm and QSI. If the iBudget is approved, they hope to do a pilot in late fall or early winter of this year. Upon evaluation of data from the pilot, make refinements as needed, then begin a wider phase by late 2011 or 2012. Hilary asks people to review the plan on the website and any feedback can be sent via E-mail or leave a message on her voice mail. All comments before and after February 1st are welcome. All the proposals need to be more developed. They want to know of any implementation problems people see or any advice they have. Chair Clements shared how important it is for people to review the plan and also read all the meeting notes that

have been posted on the website. Frank asked about the 8% CDC+ consumers have to pay in order to better manage the services. Under the iBudget which is created first then services are derived from that, will CDC+ still have to give up the 8% if it's an individual budget. Hilary advised no they do not envision the 8% being necessary under iBudgets. Beverley asked Hilary to explain the new service, Family & Guardian Training, listed under the Support Coordination service family. Hilary advised its training a consumer, family member or guardian of a consumer who might be interested in learning more about services and/or advocacy. It's not a requirement. Melinda asked about the algorithm and if there are certain factors that will weigh more heavily in that formulation than others. Hilary advised yes, based on the statistical software they looked at all the factors and determined mathematically what had the most impact on a person's cost. The living setting is weighted the most. Hilary mentioned a breakdown of this information is in the iBudget plan. They want to make a system that is sustainable for the long term. Chair Clements thanked Hilary for calling in on a Saturday and for how much effort she has put into the iBudget project.

**Statewide Quality Assurance Council** - Dave announced the statewide quality assurance council is in the process of being revitalized. Previously it was known as the Interagency Quality Council (IQC). He asked if anyone has any comments on who should be on the council to please let him know. He would like to see some commonality of purpose and some collaboration in helping to get the council started. It will be a totally different orientation in looking at the information they collect from monitoring. They have some funding available in the Delmarva contract for that purpose.

**National Core Indicators** - Dave passed around some copies to attendees. APD has been a member of the Council on Quality, the original outcome group. They have been with them a long time. It's a good group but very expensive. Director DeBeaugrine made the decision to move to the National Core Indicators. It is a product of the National Association of State Directors of Developmental Disability Services (NASDDDS). As we move forward the agency is going to weigh these indicators into the day to day process. They are working through a consultant. No real decisions have been made yet on how to transition. Dave pulled up the website and gave an overview of the data which is comparable to other states. There are 37 states participating. The strengths are that APD can add other outcomes to this. The weaknesses are that the outcomes don't address children. The data represents a lot more of "what is" and a little less of "what could be". To access the website go to [www.hsri.org/nci](http://www.hsri.org/nci). Dave was asked what is the purpose of the data? Dave explained the purpose is to evaluate the system based upon a number of defined goals. It's a quality indicator.

**Delmarva Quality Assurance Contract** – Dave shared it was 14 months ago that he wrote the ITN for a new method of quality assurance. It was a month ago that APD got the contract out. It was awarded to Delmarva without any bid protests. Dave explained it is a new approach in monitoring. It will focus on a different means of monitoring providers. He will be attending another FCCF meeting to provide more detail in the future. Previously there have been different monitoring instruments for support coordinators and providers. What they are trying to accomplish is reduce the measurement of providers to something more similar to the typical Medicaid monitoring instrument. They plan to focus more on the individual. When a Delmarva representative goes to an agency, after they have completed their review, they will pull a file and go directly to the individual for a review. The representative wants to know the person, the person's providers and how all connects in his/her life. The plan is to focus more on the individual, less on outcomes. What Dave is trying to accomplish is construct the methodology in such a way as to really hold Delmarva accountable by talking more to individuals and families. The person centered reviews are the largest part of the contract. They plan on doing random tests of providers. They will be testing them in a very academic way, pulling questions out of their competency base training. They will be giving easily understood ratings of providers. Short

reports will be made public. Eventually, APD will be terminating the prior service authorization. Dave was asked if the Delmarva new practices are in print yet. Dave shared they will be shortly. They are working daily on developing the practices. He estimates they will be completed in about 60 days. APD will be scheduling quality assurance orientation trainings throughout the state in February and March.

**Fair Hearings** - Chair Clements asked Dave about the issue that's been proposed that fair hearings will be going to APD staff. Dave indicated that is one of the realities based on the last lawsuit. He's not fully acquainted with it. He shared it cost a lot of money to do the fair hearing process through DOAH. It is his understanding people will go to their area administrator and talk to them. Chair Clements asked how do you go on a fair appeal to the people that just turned you down. Dave replied that is a good question. Beverley added how do you expect fairness out of that process? That was why DOAH was initiated because Children and Families didn't give families fairness. Dave said this was derived from the last 2 court settlements. He suggested looking at the content of what the court said as a beginning place to understand how it happened and see how that is related to what has been proposed. An informal process is definitely in the works. Jean added that her area administrator will never go against what her staff has recommended. Others agreed.

**Rebasing** - Jean asked about the rebasing hearings. Dave mentioned there are not as many people affected by the rebasing process as there was last year. The data glitch many have heard about, is in favor of the people because it was support coordination that was not included in the dollar amount, in some cases. Rebasing is moving forward. Discussion followed providing examples of how this process is unfair to the consumer. Dave was asked if there is any chance of it going away. Dave replied yes. They are working particularly in terms of the iBudgets, which are incompatible with rebasing. Dave suggested since the fair hearings and rebasing issues are of much interest to the council, he could arrange for the APD attorneys to call in on the by-monthly conference call or FCCF meeting date.

**Behavioral Services** – Chair Clements asked Dave about the behavioral services that are being recommended to be removed from residential group homes. Dave advised the rationale is providers are already being paid for res hab at a fairly significant amount which should include behavioral assistance. He doesn't believe this is going anywhere.

Chair Clements thanked Dave for attending the meeting and shared how much the council appreciates the information he provides to the group. Everyone agreed with their applause. Dave shared he is glad to attend the meetings.

#### **IV. BUSINESS**

**Review of Minutes** – Chair Clements asked if there were any corrections to the minutes. Phil makes a motion to accept the minutes as submitted. Beverley seconds the motion. Jean provided a list of errors she would like to have corrected. The minutes, with corrections, were approved by consensus.

**Nominating Committee** - Chair Clements advised a slate of officers must be submitted at the next meeting so a vote can be taken at the May meeting. She has appointed Isabel, Chris and Lynn to the nominating committee.

**Woodbury Project** – Chair Clements named the area councils and the month they have been designated to work on the project. Previously 3 and 13 have completed the project.

- Area 1 and 2 - January
- Area 4 and 15 – February
- Area 8 and 10 – March
- Area 7 and 14 – April
- Suncoast Region – May

- Area 11 and 12 – June
- Area 9 – July

These dates are subject to change, if need be.

**FCCFlorida Audit** - Chair Clements said the audit was overall pretty good. There were a few issues but she needs to have them clarified before they can respond to them.

**Budget Report** – Phil provided everyone with a copy of the quarterly budget report which is in the information packet. He reviewed the budget and how it is broken down into sections. The projected expenses are \$14,397.64. The total income to date is \$10,500.00. The projected deficit is \$3,897.64. Phil asked if any area council’s have determined they won’t be spending all their dollars or if they have not transferred any dollars yet, if they could do so, it would help in bringing the council’s budget in balance by year end. Some of the council’s have requested dollars be transferred to FCCF and it is not appearing on the budget report. Phil advised he would check into that.

**Wait List Website** - Phil shared FCCF in partnership with APD, Arc of Florida, and FDDC have created a special website for people on the wait list, [www.floridawaitlist.org](http://www.floridawaitlist.org) . He is asking for input, especially from people on the wait list, on what they would like to see included on the website.

## V. LEGISLATIVE COMMITTEE UPDATE

Phil shared the committee met last week via conference call. Members include: Phil, Chair Clements, Tracy, Sharon, Patty and Anna. He stressed upon the importance of visiting legislators, not once but often. He has updated the “Working with our Legislator” link on the FCCFlorida website. Included is a link to Supporting Information from APD data with different age breaks. An example, there are only 1500 people statewide on the wait list over age 45. It includes statistical information pertaining to the tiers and waitlist.

Also, a link to Specific Legislative Requests which includes:

- FCCFlorida’s 2009/2010 Legislative Platform
- The support of a special scratch off lottery ticket (Rep. Proctor has agreed to sponsor the bill. It’s in bill writing in the Senate and House).
- Support the Adult with Disabilities Grant Program, which provides funding to local schools for Adult Education for persons with developmental disabilities.
- Amend 393.065, to eliminate category 5 from the list of the wait list re-prioritization categories.
- Support HB 81 relating to use, prevention and reduction of seclusion and restraints on students with disabilities in public schools.

Phil emphasized the importance for everyone visiting legislators to carry with them our FCCFlorida message which is listed above plus it is on the FCCF website. It’s not about personal complaints, it’s about sharing the same message for as many legislators to hear as possible. They need to be educated on specific issues of importance to all individuals with developmental disabilities. Phil asked for more participation on the legislative committee.

## VI. CITIZENS TIME

**Legislative Website** - Isabel shared an article she found in the Orlando Sentinel. A Florida Legislator has created the website, [www.transparencyflorida.org](http://www.transparencyflorida.org) . Its purpose is to provide the public with unprecedented access to state government spending information by posting Florida operating budgets and associated expenditure records online. Phil will put a link to it on the FCCFlorida website.

**Disney Volunteer project** – Isabel and Cristina shared Disney’s new Give a Day, Get a Day volunteer project. Information can be found at [www.disneyparks.com](http://www.disneyparks.com) website. Click on the

Give a Day, Get a Disney Day link. Enter your zip code to find what organizations are participating in your area. Once you volunteer for a day, you'll receive a free Disney voucher.

**VII. ADJOURNMENT**

Chair Clements asked if there was any further business to come before the council. Phil makes a motion to adjourn the meeting. Pauline seconds the motion. The motion was approved by consensus. Meeting adjourned at 3:10.

The next meeting will be held on March 20th at The Sheraton Suites.

**RESPECTFULLY SUBMITTED,**

**Donna Rauber,  
Florida Institute on Community and Disability (FICD)**