



agency for persons with disabilities
State of Florida

APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING
Wednesday, April 20, 2016 9:30 A.M.
401 NW 2ND AVENUE, SUITE N-1011, MIAMI, FL 33128

| AGENDA ITEM | ISSUE / DISCUSSION | ACTION / FOLLOW UP |
|-------------------------|--|---|
| I. CALL TO ORDER | <p>Meeting began at 9:40am. Regional Operations Manager Evelyn Alvarez introduced herself and welcomed attendees and also Monroe County partners participating via tele conference. Ms. Alvarez also requested that all phones be silenced to avoid interruptions.</p> <p>Friendly reminder: This room is the DCF District Administrator’s conference room and we are very appreciative that it is made available to APD for our Provider Meetings. However, the room is only available to until about 11:30am. When we adjourn please be reminded to do so promptly, quietly and pickup all of your belongings. If you need to meet with one of your colleagues we ask that you do so in the 4th floor cafeteria. Thank you for your cooperation.</p> <p>Sherab Chodron, Deputy ROM (Regional Program Administrator) (Waiver, Waitlist & Community Affairs, Clinical)</p> <ol style="list-style-type: none"> 1. <u>Updates</u> <ul style="list-style-type: none"> ➤ <u>New Provider Introductions.</u> ➤ <u>Provider Meetings.</u> Survey Monkey form is now available online at http://apd.myflorida.com/region/southern/. Please complete this five minute survey if you have not already done so! All provider meeting dates and minutes can be found at http://apd.myflorida.com/region/southern/. Just scroll down the page. Finally, you can attend meetings by conference call at 1-888-670-3525, Caller ID 6656678171. ➤ <u>New Staff Introductions:</u> <ul style="list-style-type: none"> <u>Quality Assurance/Monitoring.</u> <u>Gerald Bastien.</u> Mr. Bastien is working with | <ul style="list-style-type: none"> ▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478. |

the Quality Assurance Unit as a Licensing Specialist, and will be conducting group home monitoring, licensing and CMS reviews in the South Dade County Region. He is a Graduate of Barry University and holds a Bachelors in Health Care Administration, with a Masters in Administration. Mr. Bastien Previously worked at Community Health of South Florida (CHI)(2014-2016) as records specialist, with Belair Retirement home as a resident care assistant and with Catholic Charitie, serving undocumented minors.

Waitlist Unit. Maria Arias has lived in Miami for over 30 years, is bilingual and the newest member of our HSPA waitlist team. Her prior work experience is built on compassion with a strong background in mental health and substance abuse services, particularly with victims, survivors and abusers in the domestic violence context.

Clinical (Medical Case Management & Behavioral Services).

Rebeca Garcia-Sotelo. Ms. Garcia-Sotelo was hired as a Senior Human Service Program Specialist, Supervising the Intake/Eligibility and QSI units. She replaces Ms. Carolyn Hunter who resigned just this month. Rebeca worked with DCF/contract Administration office for 10 years and with APD since 2007 with Eligibility office

Paul Budney. Mr. Budney was hired as a Senior Human Service Program Analyst, and holds a BS in Biological Sciences from Florida International University. His previous experiences are varied in the field of health care as well as social work, most recently as a medical assistant in cardiology and general practice. As a social worker, he held a position as an intake specialist which led him to the promotion as a recovery coordinator.

Itzel Hudek. Ms. Hudek was hired as a Secretary Specialist for QSI, Intake and Eligibility Unit, and has over 12 years of experience with customer service and providing support to executive office and assisting supervisors.

Melinda Gill. Ms. Gill was hired as a Secretary Specialist for Medical Case Management unit, and previously worked for the Department of Children and Families for 6 years, starting as a clerk typist with progressive promotion as an interviewing clerk.

Jaime S. Tallon has been hired as an Operations Management Consultant II. He is both a psychiatrist and psychologist, having received his graduate degrees from the University of Havana Cuba. He previously worked as a clinical intake specialist

at the institute for Child and Family Health, a Clinical Therapist at Healthy Connections, a Domestic violence assessor with Miami Dade Community Services and as Clinical Director

at 4 U counseling services.

- Monroe County New APD Liaison. Janice Posey-Fischer – who prefers to go by “Jan” -- has been hired as an HSPS and will responsible for waitlist case management of consumers in Monroe, identify eligible APD consumers, provider monitoring and technical assistance, and conducting QSI. Jan lives in Marathon, and has a long history working with DD clients in the supported employment, supported living and residential settings. She is a former employee of MARC, and as a result already has established relationships with consumers and local providers in the Keys. Not to mention some pretty good training from her work there.
- New Regional Program Supervisor: Waitlist & Community Affairs. Diana Flores, Ms. Flores will be heading up our waitlist and general revenue unit, overseeing the Employment Enhancement Project and assuming liaison responsibilities for the Family Care Council. Ms. Flores holds dual Masters in Mental Health & Psychology, is a therapist and clinician, and a certified Master trainer in applied suicide intervention and mental health first aid. She is a former supervisor and trainer Manager at Switchboard of Miami, so also understands nonprofits and provider issues. She has already hit the ground running, is reviewing operations and making changes, and has been out and about in the community, talking about APD and beginning to develop consumer resources. Contact info: diana.flores@apdcares.org and 305-810-1016.

2. Waitlist to Waiver & Community Affairs

- Both units were recently transferred to the care of Ms. Flores, and moving forward she will – like Ms. Jackson and Ms. Viera in the Waiver & Clinical streams – report in both areas.
- March. # of waitlist to waiver consumers enrolled = 29. Reminder to WSCs: when you receive an eligibility notice from Medicaid, please immediately communicate with the waitlist unit so that the enrollment can be sent and processed as soon as possible.
- Last month we reviewed 12 Crisis Tools, and 6 consumer’s categories were changed.
- Waitlist & GR will be transferred to the new Regional Program Supervisor in mid-April.
- EEP #s holding steady at 16 employed/engaged, and 5 internships. Michael Cardello has spent a good deal of time in the field this past month, attending transition and community services meetings and events in order to develop more employer and consumer resources. He will be in Monroe County on the 24th at an AoA meeting, and we

will soon begin to expand EEP options to that area as well. We have pending a potential additional hire in SE and we are hopeful she will start in May 2016.

- FCC met this past week on April 13th, and the next meeting is scheduled for May 11th. One member has recently renewed her membership, and we have four new members' applications pending in Tallahassee, and three other individuals are completing applications – including two in Monroe County. Additional information about the FCC can be found on our website, and by contacting Diana Flores directly (see contact information in #1 above.)

3. Contact Information

- Available by email @ sherab.chodron@apdcares.org and @ 305-377-5089.

❖ Ms. Maria Linares, MS discussed the following:

- Call for Invoices!
 - 4th Quarter of the fiscal year, please submit your invoices
- Problems Keeping You from Invoicing?
 - Wait List Client-does not have Medicaid
 - Waiver Client-provider not listed or other difficulties
 - Not sure where to send my invoice
- Who're you Gonna Call?
 - Wait List-contact Niurka Romero or Maria Angeles Linares
 - Waiver-contact Hillary Jackson or her staff
 - Contact info provided to those who need it
- In-Home Subsidy stipends
 - Documentation is submitted quarterly
 - Needs to be complete
 - Incomplete files will not be processed

- What needs to be submitted!
 - Completed In-Home Subsidy Worksheet
 - Income Information for all members of household to include:
 - Employment Wages
 - SSI/SSA statement
 - Unemployment Compensation
 - Child Support
 - Pension
 - Other Income
 - Food Assistance Statement from Access
 - Copy of Lease or Mortgage Statement
 - Utilities bills-water, electric, telephone
- Statements from Access/SSI/SSA cannot be handwritten, must be official report
- We do not take the following expenses into consideration:
 - Cable/Direct TV/Dish Network/Comcast
 - Property Taxes
 - Homeowner's Insurance
 - Auto Insurance
- A reminder that there has been a change in GR invoicing requires that you now spell out the service provided. Abbreviations will no longer be accepted. This is not a new rule, it has been in place for some time now, but never enforced. It is being enforced now. Invoices that were in-house last week will be corrected by my staff, anything that is received now that does not comply will be returned to the provider for correction.

❖ **Ms. Brenda Viera, MCM discussed the following:**

With April being Autism Awareness Month

Causes

There is no known single cause for autism spectrum disorder, but it is generally accepted that it is caused by abnormalities in brain structure or function. Brain scans show differences in the shape and structure of the brain in children with autism compared to in neurotypical children. Researchers do not know the exact cause of autism but are investigating a number of theories, including the links among heredity, genetics and medical problems.

Other researchers are investigating the possibility that under certain conditions, a cluster of unstable genes may interfere with brain development, resulting in autism. Still other researchers are investigating problems during pregnancy or delivery as well as environmental factors such as viral infections, metabolic imbalances and exposure to chemicals.

Genetic Vulnerability

Autism tends to occur more frequently than expected among individuals who have [certain medical conditions](#), including fragile X syndrome, tuberous sclerosis, congenital rubella syndrome and untreated phenylketonuria (PKU). Some harmful substances ingested during pregnancy also have been associated with an increased risk of autism.

Facts and Statistics

About 1 percent of the world population has autism spectrum disorder.

- More than 3.5 million Americans live with an autism spectrum disorder.)
- Autism services cost U.S. citizens \$236-262 billion annually.)
- A majority of costs in the U.S. are in adult services – \$175-196 billion, compared to \$61-66 billion for children.)
- Cost of lifelong care can be reduced by 2/3 with early diagnosis and intervention. (Autism. 2007 Sep;11(5):453-63; the economic consequences of autistic spectrum disorder among children in a Swedish municipality.
- Some available resources are the [Dan Marino Center](#) which is located at Nicklaus Hospital this is a Center for the comprehensive evaluation and treatment of children with autism and other special needs. Since the centers inception in 1998, it has grown rapidly and is

now providing neurological and developmental services to children both nationally and internationally. Recent additions include a state of the art sensory gym, adaptive aquatics center, orthotic division and urgent care center.

Other resources include

- CARD (Center for Autism and Related Disabilities)
- Autism Society of America (celebrating its 50th anniversary)
- Autisms Society of Florida
- Autism Speaks
- Organization for Autism Research

❖ **Mr. Kirk Ryon, RPS discussed the following:**

1. New Provider Enrollment – April 1st through May 31. All applications that have been received have been reviewed. Of 35 applications and expansions submitted, only two have been complete. Applications must be submitted completed or they will be delayed and/or returned. Applications must have affidavits of good moral character with original signatures.
2. 2016 through 2021 Provider Agreements – 380 Agreements were emailed out. If you didn't get your agreement, please check your spam file first! Check your last agreement to determine the expiration date. New agreements will be valid for 5 years. You need to provide us with the original signed document and proof of general or professional insurance listing APD as certificate holder.
3. **Back to Basics** –
 - a. Incident Reports – Please follow instructions. Must be typed. Fill out completely. All Boxes must be filled out. Report Who/What/Where/Why and When.
 - b. Calls to the "On Call Phone" – you only need to call the on call phone for critical incidents. A list of critical incidents can be found on the incident reporting form.
 - c. Verified Abuse – Southern Region had 9 Verified abuse reports in Vehicles in 2015. These incidents involve leaving clients locked in vehicles in the heat and without ventilation. Other regions had far less or no reports of abuse or neglect in vehicles. Anyone transporting clients needs to have a policy on checking cars, vans, buses etc. for clients, before locking them and leaving them unattended.

❖ **Hillary Jackson, RPS discussed the following:**

AIM vs. CPAW

- Please submit the AIM 12/2014 version for all newly enrolled consumers. This is used to request funding within or exceeding the budget allocation. The CPAW is used to request funding increases for existing waiver consumers and for costplan adjustments.

SAN requests - Aging Out

- Please submit requests minimally 60 days prior to the consumer's need for services to transition. We are continuing to receive late submissions 2 weeks before the individual's 21st birthday or a week before aging out of the service. WSCs please be reminded to submit requests for those graduating high school June 2016 no later than May 10, 2016.

Consumable Medical Supplies

- The EQ Health review process seems to be confusing for quite a few parties. I have been in constant communication with APD State Office regarding several of your concerns. Please note that all CMS supplies must be requested through the EQ Health process. If a CMS provider received a service authorization, please do not issue the items as you will be in violation of the iBudget Handbook.

Medicaid Redetermination

- Please utilize Access online to submit your documents for your consumers. Password resets can be done easily by having the consumer/guardian contact Access or you may send me an email with that consumer's DCF case # and other pertinent information so I can try to assist you.

Costplan rejections

- I shared with all WSCs via email on 4/18/16 the process that must be followed so that costplans can be easily reviewed and processed. Please share this with your staff and follow the steps in the iBudget WSC User Manual.

Deceased consumer files

- We are finalizing a process so that you can return any files you may have for deceased consumers. We plan to schedule dates/times with you all to return these files. Please do not submit any files as yet to the Southern Region Office.

Attendance: Karen Lezama, James Hamby Roberto Pire Dr. Gregory Haller, Gabriel Lefran, Judith Rodriguez, Ellen Beshar, Nekesir Paschal, Rene Gomez, Gladys Jackson, Cherie O’Geen, Dianne Barton, Karina Gomez,, Ileana Shook, William Apleton, August Ojomon, Gladis Minino, Monica Gomez, Andres Pacheco, Natalie Jordan, Phedette Courage, Charmaine Richards, Isis Espino, Jose L. Casanova, Marie Filiberta Letana, Michelle Maupin, Marie Steril, Pascale Malette, Dora Gomez, Laura Vinent, Janet Batet, Steven Kuster, Veronica Oliver, Adine Sadin, Haydee Milian, Roxane Tebo, Teresa Crescenzo, Jacqueline Louis, Gisel P. Prado, Xiomara Benavides, Lovely Fameux, Arnold Coats, Kwame Lumumba, Ludmila Senkevich, Nereida Babilonia, Portia James, Andrew Lawrence, Blondy Moore, Derick Toro, Josephine Livingston, Etha Griffith, Cristiana Robaina, Karen Childs, Merlyn Torres, Alexander Ajayi, Jeanne Pierre. Fegusner Jean Batists, Paulette Charles, Heilyn Gandia, Kathleen Mulkey, Christopher Obiola

Attendance by Phone: Beth Coats,Christine McAniff, Gloria Rodriguez, Cindy Timbis, Mercedes Franco, Clara Martinez, Maria Garcia, Jorge Villalon, Miguelina Minino, Diana Flenard, Ellen Collins, Barbara Divoll.