

**GOVERNOR'S COUNCIL ON DISABILITIES AND SPECIAL
EDUCATION**

Developmental Disabilities Committee Meeting

LOCATION

Governor's Council Conference Room
3601 C Street
Anchorage, Alaska

Meeting Date

February 7, 2011

Attendees:

Ric Nelson, Chair
Kathy Fitzgerald, Chair
Art Delaune
Emily Ennis
Steve Lesko
Maureen Harwood
Kaleene Lamb

Guests:

Duane Mayes
Jerri Vansandt
Lynne Keilman-Cruz

Staff:

Carrie Predeger
Jennifer Jones
Millie Ryan, Executive Director

Prepared by: Paula DiPaolo
Peninsula Reporting

Call to Order – 2:00 p.m.
Roll Call

INTRODUCTIONS, ANNOUNCEMENTS OR GOOD NEWS

Kathy Fitzgerald announced that Kara is doing really well, and it is nice to see her gaining old skills. Kara also has a job at Hope doing shredding and she likes it.

Maureen Harwood announced that they have a new HPM III in the DD unit named Missy Williams. She will be the SDS liaison to the DD Committee.

APPROVAL OF THE AGENDA

There were no objections to the agenda as presented.

APPROVAL OF THE PREVIOUS MEETING MINUTES

Ric Nelson MOVED to approve the minutes from the January 10, 2011 meeting. The motion PASSED.

CORRESPONDENCE

Carrie Predeger stated that they resent their letter to SDS about the waiver reapplication process to a couple of individuals at SDS who requested it.

Millie Ryan further explained that last week they realized that the letter that the Council had sent had not gotten incorporated. After Angela Salerno received and reviewed the letter, she felt that the letter was well put together with a lot of good points and good back-up evidence. Angela stated that they may look at the ICAP later, but the pre-vocational services will be added to employment.

Angela Salerno stated that they didn't think it was a good recommendation for children to transition off the CCMC waiver to a different waiver. The feeling was that care coordinators need to be better trained.

Millie Ryan stated that Angela was talking about having a separate meeting to go over the recommendations in more depth.

Lynne Keilman-Cruz discussed the issue of people on APD waivers who also experience a developmental disability. She stated that this will actually become its own waiver. Maureen Harwood stated that they are taking suggestions for a name for this waiver.

Millie Ryan stated that she believes the Council will want to send another letter to SDS regarding supported employment for people on the IDD, APD/DD and OA waivers. Duane Mayes suggested the Council, through the Executive Committee or DD Committee, meet with SDS to review the Council's extensive recommendation letter.

REPORTS

Chair's Report

Kathy Fitzgerald stated that she didn't have anything additional to add.

Developmental Disability Program

Maureen Harwood stated that they don't have a waitlist 2010 report developed yet, but that's something that Kathi Potter and everyone is working on. She noted that they are meeting their target for the waitlist draws in terms of 50 people per quarter, and they did a draw in January. She stated that although the numbers fluctuate, there are currently 837 people on the waitlist.

Maureen stated that they have also been working hard with care coordinators and families to notify people about where they are in the waiver process.

Kathy Fitzgerald asked that when Missy Williams comes to give the reports from now on, that she follow Marcy Rein's process and provide the other figures such as average score, mean score, average age, etc. Duane Mayes asked that Kathy or Carrie specifically identify which benchmarks they would like Missy to report on, and they will make a point of making that happen from month to month. Lynne Keilman-Cruz commented that pulling together that data is very time intensive, and it is something that is on their radar for being able to track within the DS3 system.

The group engaged in a discussion regarding how important it is to be able to track the information regarding a family being approved to actually being provided services.

Lynne Keilman-Cruz stated that one of the things they want to be looking at is an automated service plan where providers actually go in and enter right into the system itself. She stated that there are a lot of great tools out there. Duane Mayes stated that he has heard that this piece is extremely important and they will do what they can to make it happen.

Lynne Keilman-Cruz stated that she and others from SDS met with a representative from Therap, and they have researched many other systems as well. Emily Ennis stated that the Therap system has been phenomenal, though they recognize there are some costs to provider agencies to get their computers networked in.

AADD

Emily Ennis stated that the AADD membership is reviewing the implementation of the new rates, which is effective March 1, and then the ability to begin the rate review process with the methodology tool.

Emily reminded committee members that AADD will be having their winter face-to-face meeting on the 22nd of February in Juneau.

Kathy Fitzgerald asked the group what the money was that the Governor added into the budget for rate implementation. Emily Ennis assumed it was to allow those providers whose rates have been low an opportunity to be paid a 25 percent increment to help bring them up to the aggregate rate. She stated that she will research this and get an answer.

Key Coalition

Steve Lesko stated that their platform will include:

- **Maintaining the waitlist**
- **\$650,000 Hub component**
- **Periodic rate review**
- **House and Senate autism insurance reform bills.**

Steve stated that they should probably send everyone at the State from the commissioner's office on down a list of the things that Key would like to discuss so they are aware of the information ahead of time.

Steve Lesko stated that Johnny Ellis had communications with the rate review coalition where he said that the State is looking to put rate review into regulation, not statute. Steve stated that Key will most likely support this because it's a good start to the process, but he would like to hear how the commissioner and others explain how this process is going to work.

Steve stated that their theme is "Share the Dream", and it is their 24th year of Key. Next year is their silver anniversary.

OLD BUSINESS

Quality Assurance – Division of Senior and Disability Services

Jerri Vansandt stated that they had implemented a critical incident reporting mechanism, worked on and implemented an electronic tracking of critical incidents and put policy and procedure into place, and they were really starting to meet what was expected of them through the corrective action plan.

She stated that the Division split the quality assurance department into two main realms. She stated that she is in the provider quality assurance arm. They are working on putting together quality assurance reviews of providers and on-site reviews. She stated that CMS also expects them to be tracking to make sure that they are not paying for services before people are actually qualified or eligible and that service plans have person-centered goals.

Jerri stated that CMS expects the following assurances: That they have qualified providers, are financially accountable, and that they see to the health and welfare aspects of all the people in their program.

Jerri noted that this past year of looking at all of the different data and information has really provided them into insight into areas where they need to improve their training, both internally and to providers, and it has pointed to a lot of system improvements they could be looking at.

Lynne Keilman-Cruz further explained that CMS has set high guidelines with their performance measures, and SDS is trying to rise to that challenge, even in the current waivers they are applying for. She also noted that there are additional things they are being asked to do now that they never have in the past, such as mortality review.

Lynne stated that in the last few phone calls, CMS has been very happy with their success, and she feels they have come a long way but still have a long way to go. She also noted that the next real big push is to get out into the field and give hands-on technical assistance and ask people about whether or not they are satisfied with their services.

In terms of the site review process, what they want to do is get to folks that are managing and address the areas that are a risk to health and welfare of the participants. They want to talk with both employees and people receiving services from programs as well as look at the overall system of the provider. They also want to review the service plans, their timeliness, how they incorporate choice, and the personal goals and person centeredness that both the State and CMS expect.

Jerri stated that they are hoping to start their review process and on-site reviews in March. They would like to start small and then develop the process. She stated that they currently don't have anyone from the community that will be participating in the review process but the process will evolve.

Kathy Fitzgerald stated that the Council would be interested in reviewing their protocols for the site review process. She also stated that eventually she would like to see the State work with the Council to have family members and self advocates become part of this process.

Lynne Keilman-Cruz stated that the part of quality assurance that she works with is more the certification type work. She stated that what she would really like to be able to do is get to a point where they are doing participant satisfaction surveys or face-to-face interviews. She stated that this is where they would definitely want to include participants and the Council. She also noted that they would probably have to have several types of waiver participants or advocates participate in that process.

Lynne stated that they have several different methods of discovery for getting data for performance measures. They have the DS3 and record review. For the record review they pull sample case records monthly for people from each of the four waivers, and they review the entire file. In doing this they are able to see trends and identify issues.

Lynne Keilman-Cruz stated that the other thing her unit is responsible for is the critical incident reporting. All critical incidents that are filed come right into QA and they are able to ascertain trends and it raises red flags faster than it used to.

She stated that when CMS told them they had to have a mortality review, they reviewed the file of every participant who

had died. They looked for whether or not providers had any issues, whether or not they contributed or whether there was something they didn't do that they should have done. She stated that now they don't review every single file, and quarterly they match everything that was reported to them with the Office of Vital Statistics. She noted that implementing this system helps to make it safer for all program participants.

Lynne stated that they also do internal complaints in her unit, while Jerri's unit tracks outside complaints. Jerri Vansandt explained that there are three areas that they capture within the complaint system, internal SDS or administrative process, provider related, and participant related if a participant misrepresents their needs. She noted that currently the bulk of their complaints are related to senior assisted living homes and some PCA-related services.

Duane Mayes added that the 32 performance measures that were submitted to CMS are posted on their website.

Kathy Fitzgerald asked Lynne and Jerri to think about the fact that if they really want to see quality services, they have to change their philosophy on what they are putting into the plans of care, which are most often based on the ICAP, a tool that is not person-centered.

Lynne Keilman-Cruz stated that she believes that part of the issue at SDS have been not providing enough technical assistance to care coordinators because the ICAP is just one small piece of it. Care coordinators should be using a wide array of other smaller tools to develop the plan and goals for people. She also noted that other people don't always follow through with plans that are crafted by care coordinators.

NEW BUSINESS

Date and Time of Next Meeting

The next DD Committee teleconference is scheduled for March 7, 2011 at 2:00 p.m.

ADJOURN

The DD Committee adjourned at 3:45 p.m.