

**DEPARTMENT OF BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITIES**  
**DIVISION OF DEVELOPMENTAL DISABILITIES**  
**DD ADVISORY COUNCIL (EXECUTIVE) MEETING MINUTES**

**NOVEMBER 20, 2013**

**ADVISORY COUNCIL ATTENDEES:** Debbie Conway (Chair), Estelle Duncan, Eve Bogan, Mitzi Proffitt, Rita Young, Sheryl Arno, Heidi Moore, Lynnette Bragg, Nandi Isaac, Bobby Holcombe, June DiPolito and Twana King (Participated via Conference)

**STATE OFFICE STAFF:** Dr. Charles Li, Sara Case, Eddie Towson, Yan Xiao, Charles Hopkins, Erick Allen and Nikki Douglas (Recorder)

**EXCUSED:** Dr. Bruce Lindemann, William (Scott) Crain, and Nicki Wilson

**GUESTS:** Mary Lou Bourne and Dana Kaminstein (Both with Support Development Associates)

Topic	Outcome
<p>Welcome &amp; Introductions</p> <p>Ms. Debbie Conway</p>	<ul style="list-style-type: none"> <li>❖ The meeting began at 10:10 AM.</li> <li>❖ Ms. Conway welcomed everyone in attendance and asked members to share what is going well in their work and supports of individuals with developmental disabilities.</li> </ul>
<p>Business: Approval of Minutes</p> <p>Ms. Estelle Duncan</p>	<ul style="list-style-type: none"> <li>❖ There was a motion to approve the October 16<sup>th</sup> meeting minutes. <ul style="list-style-type: none"> <li>• Mr. Holcombe motioned to approve the minutes.</li> <li>• Ms. Arno seconded the motion.</li> </ul> </li> </ul>
<p>Training &amp; Development</p> <p>Mr. Erick Allen</p>	<ul style="list-style-type: none"> <li>❖ Mr. Erick Allen, from the Office of Learning and Organizational Development (OLOD), discussed some core elements of required training.</li> <li>❖ There are three training units (Hospital, Behavioral Health and Developmental Disabilities) but the focus will be on the DD training unit and their curriculum.</li> <li>❖ Ms. Case and Mr. Allen have been working on content for core workforce elements.</li> <li>❖ Mr. Allen's counterparts from Michigan developed a new feature called Master Account.</li> <li>❖ The Master Account will provide access to the state level library and people will be able to manage their own content.</li> <li>❖ The library will have additional courses added, which will be the only difference.</li> <li>❖ OLOD will purchase the new content for the library, which hopefully will save money.</li> <li>❖ This will allow us to associate accounts from previous providers to new providers.</li> <li>❖ Mr. Allen asks council members to contact him for any feedback or specific things they would like to discuss.</li> <li>❖ Mr. Allen will keep council members updated.</li> <li>❖ Mr. Allen will encourage his counterparts from Michigan to visit with council to share more information.</li> <li>❖ Self-advocacy training with Georgia State University has been approved; however, Mr. Allen would like more people to participate</li> <li>❖ Ms. Case thanked Mr. Allen for a job well done.</li> </ul>
<p>DD Connection</p>	<ul style="list-style-type: none"> <li>❖ The newsletter will not be distributed in November 2013.</li> <li>❖ Ms. Case asked council members what they believe is working with the newsletter and what could make it more meaningful.</li> </ul>

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<p>(Newsletter)</p> <p>Ms. Sara Case</p>	<ul style="list-style-type: none"> <li>❖ Ms. Case stated she would like modifications made to the December issue.</li> <li>❖ Ms. Moore believes that the newsletter is wonderful and positive; using an individual's face through videos provides a real-life situation and should continue the use of family-friendly language.</li> </ul>
<p>Division Report</p> <p>Dr. Charles Li</p>	<ul style="list-style-type: none"> <li>❖ Dr. Li attended the 2013 National Association of State Directors of Developmental Disabilities Services (NASDDDS) conference in Washington DC and received a lot of new information.</li> <li>❖ There is a potential issue with companionship/workers being used to deliver community living support services.</li> <li>❖ Host Home Providers get a per diem. <ul style="list-style-type: none"> <li>○ DOL considers this an issue and feels that family members in the home are considered employees and should get minimum wage and overtime benefits.</li> <li>○ DOL will decide if the law applies to this issue in January 2014. If it does, this will be a potential financial issue for services.</li> <li>○ Stakeholders will be updated on the decision.</li> </ul> </li> <li>❖ Implementation of the Affordable Care Act should take place next year. <ul style="list-style-type: none"> <li>○ The waiver should be adjusted to reflect increased costs for insurance.</li> <li>○ There is an issue with part-time workers. If they work over 30 hours, they must be offered health insurance. Therefore, agencies are cutting back on number of hours scheduled.</li> <li>○ Another huge issue is that full-time, direct care staff often wants to purchase through the exchange and not the agency, which results in penalization for the agency.</li> <li>○ Dr. Li will review further and provide an update.</li> </ul> </li> <li>❖ CMS will issue a definition for community in January 2014. <ul style="list-style-type: none"> <li>○ CMS will look at "community institution."</li> <li>○ CMS will have a huge impact on community services.</li> <li>○ CMS may make some services non-reimbursable under the waiver.</li> <li>○ Is planned community for people with DD ok or not?</li> <li>○ How much self-control does the individual exercise over his/her living environment? Can they answer the telephone, answer the door or go out by themselves?</li> </ul> </li> <li>❖ DOJ-Olmstead-year of community living in all aspects of life, proclaimed by President Obama. Three areas they will offer are: <ul style="list-style-type: none"> <li>○ Public institutions – closures</li> <li>○ Public facilities – large ICF/MRs and nursing homes serving DD.</li> <li>○ Segregated days – sheltered workshops, day programs</li> <li>○ Are people being segregated? How can we be proactive? How can we make the transition from one module to another?</li> <li>○ Ohio is using DD dollars to get federal match for VR – started with 3 million dollars.</li> <li>○ Resulted in many supported employment slots through VR but only for DD.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>❖ Provider Capacity Development – how can we support individuals safely in the community? Why don't we have the capacity?               <ul style="list-style-type: none"> <li>○ Medically fragile and behaviorally challenged homes are needed.</li> <li>○ DOJ facilitated a presentation – a nurse has a mentally retarded son, quadriplegic, his oxygen level drops immediately if he is not positioned correctly.</li> <li>○ The obligation is to close Southwestern and Craig Center but the right resources in the community are limited; therefore, safe services cannot be provided.</li> <li>○ Craig Center has 45 DD individuals, 48 Mental Health with a total of 93 individuals that will go to nursing homes.</li> <li>○ Craig Center closure date has changed to June 30, 2014.</li> <li>○ Thomasville facility will be closed by December 31, 2013.</li> <li>○ Myers and Stauffer will perform a Medicaid audit.</li> <li>○ Dr. Li is committed to doing it right and assist in making our providers successful, and then DD can be successful as well.</li> <li>○ Support for Dually Diagnosed individuals is a challenge.                   <ol style="list-style-type: none"> <li>1. Dr. McVey, from the Medical College of Georgia, has agreed to come and review the dual diagnoses issues in order to support providers in making placement successful.</li> </ol> </li> </ul> </li> <li>❖ CMS – 1915 c waiver quality requirements have been issued for all of the states.</li> <li>❖ DOJ meeting was held on 11/19/13 (held every month).               <ul style="list-style-type: none"> <li>○ Primarily discussed transition</li> <li>○ DD re-engineering master plan into 3 components:                   <ol style="list-style-type: none"> <li>1. DD Transition Improvement</li> <li>2. System Improvements – fix current issues to make more efficient and effective; how do we change the culture using the quality management approach.                       <ul style="list-style-type: none"> <li>• Exceptional Rates – Renewals will only take one day versus 3 months; changes to tier system.</li> </ul> </li> <li>3. Support Coordination – focus will be on short term and long term individuals.</li> </ol> </li> </ul> </li> <li>❖ Customer Service – still needs significant work. Only one person was hired due to insufficient funds in the budget.</li> <li>❖ System Innovation – What will the system look like in 5-10 years?               <ul style="list-style-type: none"> <li>○ Supported Employment</li> <li>○ Housing</li> <li>○ Day Services</li> <li>○ Organizational structure (state and regional offices)</li> </ul> </li> <li>❖ The vision and goals of the DD master plan will be further defined in January 2014.</li> <li>❖ As Is Report – A courtesy copy has been distributed.               <ul style="list-style-type: none"> <li>○ This report will be utilized for System Improvements &amp; Innovations.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Mr. Towson thanked Ms. Bourne and Mr. Kaminstein.</li> </ul>
<p><b>Customer Focus:</b></p> <p>State Employment Leadership Network (SELN)</p> <p>Ms. Debbie Conway</p>	<ul style="list-style-type: none"> <li>❖ Mr. Charles Hopkins is advocating for funding for young adults to graduate and get into jobs.</li> <li>❖ Mr. Hopkins has requested money for 250 young adults in Special Education.               <ul style="list-style-type: none"> <li>○ Per person, the amount would be at a rate of 10,454.</li> <li>○ In FY15 (July), this will be a 9-month year.</li> <li>○ Annualized amount 2.3 million annually.</li> </ul> </li> <li>❖ “Conversations that Matter” events have been done around the state.</li> <li>❖ SELN group – wants to develop a strategic plan by February. Georgia will be involved in the rate setting group.</li> <li>❖ Mr. Hopkins will report the changes to Dr. Li in February 2014.</li> </ul>
<p><b>System Structure:</b></p> <p>Support Coordination</p> <p>Ms. Sara Case</p>	<ul style="list-style-type: none"> <li>❖ The Support Coordination report will be distributed in January.</li> <li>❖ There will not be a statewide RFP going out in January.</li> <li>❖ Ms. Robin Cooper’s work will be complete in January.</li> <li>❖ They will work with internal groups.</li> <li>❖ They will receive input from Advisory Council members and others to rebuild the process.</li> <li>❖ The division will make some changes to support ‘Support Coordination.’</li> </ul>
<p><b>System Design:</b></p> <p>Exceptional Rate</p> <p>Ms. Sara Case</p>	<ul style="list-style-type: none"> <li>❖ New Process:               <ul style="list-style-type: none"> <li>○ Training has been done on the new process and forms.</li> <li>○ Elimination of the lengthy process for re-approvals.</li> <li>○ Implementation of a quicker renewal process.</li> <li>○ The new process will not include tier rates.</li> <li>○ Providers will get paid for services.</li> </ul> </li> <li>❖ Ms. Case stated that Dr. Li is committed to upholding the support received by an individual.</li> <li>❖ A lot of success has been made within workgroups.</li> </ul>
<p>System Design:</p> <p>Policy Review Protocol</p> <p>Debbie Conway</p>	<ul style="list-style-type: none"> <li>❖ The policy review protocol has been finalized.</li> <li>❖ Ms. Catherine Ivy will review it once she begins employment with DD.</li> </ul>
<p><b>System Performance:</b></p>	<ul style="list-style-type: none"> <li>❖ The quality management project consulting team consisted of the following individuals:               <ul style="list-style-type: none"> <li>○ Dana Kaminstein</li> </ul> </li> </ul>

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<p style="text-align: center;">Quality Management Project</p> <p>Mr. Eddie Towson</p>	<ul style="list-style-type: none"> <li>○ Mary Lou Bourne</li> <li>○ Jerry Lincoln</li> <li>○ Bob Scanlon</li> <li>❖ Mr. Kamenstein stated he was amazed and impressed with DD.               <ul style="list-style-type: none"> <li>○ There were 9 focus groups held, 33 individual and small group interviews.</li> <li>○ Strengths – Director of Quality Management and his dedication to understanding quality.</li> <li>○ Attitudes changed in the division due to new leadership.</li> </ul> </li> <li>❖ Mr. Kamenstein discussed some areas that should be reviewed:               <ul style="list-style-type: none"> <li>○ Need to define quality.</li> <li>○ Continued training and should amplify it.</li> <li>○ Some staff should be more focused.</li> <li>○ Should think about what priorities are.</li> <li>○ Use data to drive improvement</li> <li>○ IT infrastructure and support for data structure.</li> <li>○ Complexity – the system and data are overly complex; should reduce complexity for a quality system.</li> <li>○ Ms. Lincoln developed a matrix, which is a thorough document review of the results.</li> <li>○ Before any policy changes are made, information will be published and vetted through the matrix.</li> </ul> </li> <li>❖ Ms. Mary Lou Bourne:               <ul style="list-style-type: none"> <li>○ Should have collaboration and trust.</li> <li>○ Providers should be able to demonstrate their desire to improve.</li> <li>○ What is quality improvement?                   <ul style="list-style-type: none"> <li>▪ Quality improvement is a science and an art.</li> </ul> </li> <li>○ Data you can act on is called “Actionable Information.”</li> <li>○ How can the quality of work be demonstrated?</li> <li>○ Quality of the entire system should be reviewed...internally and externally.</li> <li>○ Eligibility – there are inconsistencies in the eligibility process.                   <ul style="list-style-type: none"> <li>▪ How long should it take and how much variation is acceptable?</li> </ul> </li> <li>○ The design of requirements and the matrix is very important.</li> <li>○ The department has to define or identify quality; the scope of quality management should be given.</li> <li>○ Quality has so many definitions. How do we come up with a definitive definition? DD must define.</li> <li>○ Quality by Perception: Example-Are you happy with your services?</li> <li>○ Quality by Fact: Example-Don’t change my services. I’m very happy.</li> <li>○ Both quality of perception and fact are different but equally important.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Alignment and Integration – crucial to providers.</li> <li>○ What are the next steps?</li> <li>❖ Updates will be a standing agenda item.</li> <li>❖ Ms. Debbie Conway asked when more specifically could next steps be anticipated and was informed within the next 3 months.</li> </ul>
<p style="text-align: center;">System Performance:</p> <p>Psychotropic Study</p> <p>Mr. Eddie Towson</p>	<ul style="list-style-type: none"> <li>❖ A large amount of psychotropic and anti-seizure medications are being used by people in the community.</li> <li>❖ Medications being taken by the people in the community have been reviewed.</li> <li>❖ Individuals recently transferred to the community were compared to individuals that lived in the community for years.</li> <li>❖ Completed a pharmaceutical and poly-pharmacy review.</li> </ul>
<p style="text-align: center;">Review of Priorities</p> <p>Ms. Debbie Conway</p>	<ul style="list-style-type: none"> <li>❖ Beginning January 2014, meetings will be held on every 4<sup>th</sup> Friday of the month from 9:30 AM until 2:00 PM.</li> <li>❖ Ms. Conway will advise of any changes.</li> <li>❖ Workgroup committees will alternate months for meetings.</li> </ul>
<p style="text-align: center;">Person-Centered Principles</p> <p>What does that look like in Georgia?</p>	<ul style="list-style-type: none"> <li>❖ What is person-centered?</li> <li>❖ The guiding principles were distributed.</li> <li>❖ How do we as Georgians want to define person-centered gathering?</li> <li>❖ How can we provide to Delmarva what we are looking for?</li> <li>❖ There are some definite person-centered principles that can be done.</li> </ul>
<p style="text-align: center;">Public Comment</p>	<ul style="list-style-type: none"> <li>❖ Ms. Sheryl Sterling stated that she had a Delmarva review.</li> <li>❖ Ms. Sterling is impressed with the council's commitment and she was happy to be able to attend this meeting.</li> </ul>
<p style="text-align: center;">Adjournment</p>	<ul style="list-style-type: none"> <li>❖ The meeting adjourned at 3:05 PM. The next meeting is scheduled for January 2014. Council members will be notified of the date, time and location once determined by Ms. Conway.</li> </ul>