

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

**MAY 16, 2014**

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

**STATE OFFICE STAFF:** Dan Howell (Participated via Conference), Sara Case, Judy Fitzgerald, Darlene Meador, Eddie Towson, Mary Price, Byron Sartin, Catherine Ivy, Robert Bell, Veronica Rohrlack, Fatma Ramadan-Jones, Rhonda Flint, Charles Hopkins, Nikki Douglas (**Recorder**)

**GUESTS:** Mary Lou Bourne (Partner w/ Support Development Associates) and Dawn Alford (GCDD)

**EXCUSED:** Eve Bogan, Mitzi Profitt, William (Scott) Crain, and Nicki Wilson

Topic	Outcome
<p><b>Welcome &amp; Introductions</b></p> <p>Ms. Debbie Conway</p>	<ul style="list-style-type: none"> <li>❖ The meeting began at 9:30 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><b>Business: Approval of Minutes</b></p> <p>Ms. Estelle Duncan</p>	<ul style="list-style-type: none"> <li>❖ There was a motion to approve the January 21<sup>st</sup> meeting minutes.               <ul style="list-style-type: none"> <li>• Ms. Issac motioned to approve the minutes.</li> <li>• Mr. Holcombe seconded the motion.</li> </ul> </li> </ul>
<p><b>Division Report General Update</b></p>	<ul style="list-style-type: none"> <li>❖ Mr. Howell has been in his interim role for three weeks.</li> <li>❖ Mr. Howell has had a Senior Leadership role for almost 25 years, with 18 of those years working in developmental disabilities.</li> <li>❖ Mr. Howell wants to make the system as easy to navigate as possible and plans to shorten the time it takes to receive waiver services.               <ul style="list-style-type: none"> <li>• Waiver services should begin as soon as possible after waiver approval.</li> <li>• This issue will be discussed with staff.</li> </ul> </li> <li>❖ There are currently 7,000 individuals on the waiting list.               <ul style="list-style-type: none"> <li>• Mr. Howell stated that he will “work tirelessly to diminish this number and ensure that family members and the people DDAC is advocating for get the proper supports.</li> <li>• Mr. Howell would like support and advice from the DDAC on how to be as effective as possible.</li> </ul> </li> <li>❖ Mr. Howell is currently learning what the role of DDAC is.</li> <li>❖ Communication is very important and DDAC members should discuss any issues with Ms. Conway and she will deliver the information to Mr. Howell.</li> </ul>

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<p style="text-align: center;"><b>CRA Contract/Consultants</b></p> <p style="text-align: center;">Mr. Dan Howell</p>	<ul style="list-style-type: none"> <li>• Communication gaps should be identified and repaired.</li> <li>• Mr. Howell will be responsive to the needs of individuals, families and providers.</li> <li>• Any issues discussed will be resolved as soon as possible.</li> </ul> <ul style="list-style-type: none"> <li>❖ Mr. Howell feels that the DD Division has to be transparent and there should not be any secrets.</li> <li>❖ Ms. Conway and Ms. Case will continue to work closely together.</li> <li>❖ Mr. Howell and other staff members have been contacted by many providers and he has pledged -commitments will not be made that they cannot keep. <ul style="list-style-type: none"> <li>• Staff members will be held accountable for not keeping commitments.</li> </ul> </li> <li>❖ Experts from Community Resource Alliance will come in the week of May 19, 2014 to work with the department in training with providers and assess the current system to ensure adequacy in meeting needs.</li> <li>❖ The division will ensure proper supports for the people we serve and proper training for staff.</li> <li>❖ The Craig Nursing Home is slotted to close on August 31, 2014. <ul style="list-style-type: none"> <li>• Approximately 70 individuals from the Craig Nursing Home will be moved to Georgia Regional Hospital-Atlanta and East Central Regional Hospital. However, these areas will not be the final placement for the individuals.</li> </ul> </li> <li>❖ The system must be working effectively before the moratorium is lifted.</li> <li>❖ A provider who has worked to have homes ready, who has invested money, can call Dan Howell to discuss possible options.</li> </ul>
<p style="text-align: center;"><b>ASO Support Coordination</b></p> <p style="text-align: center;">Ms. Sara Case</p>	<ul style="list-style-type: none"> <li>❖ A public bid has been placed for the Administrative Services Organization (ASO).</li> <li>❖ Currently rebidding contracts that have reached their maximum extension (Delmarva and CIS).</li> <li>❖ Contracts will be reviewed in June.</li> <li>❖ The Go-Live date is scheduled for April 2015.</li> <li>❖ Ms. Mary Lou Bourne provided a report regarding support coordination.</li> <li>❖ Support coordination functions are being reviewed through a matrix. <ul style="list-style-type: none"> <li>○ What support coordination functions are required and necessary and who should be performing the tasks?</li> <li>○ Roles will be redefined – changes identified - shift in job duties/training – letter of agreement</li> <li>○ Reports from Ms. Mary Lou Bourne and Ms. Robyn Cooper were taken into consideration.</li> <li>○ What is a timeline for changes?</li> <li>○ Mr. Robert Bell and Ms. Rhonda Flint should be advised of the current needs of individuals. (Region 3 now has a customer service employee supervised by Mr. Bell).</li> <li>○ Core curriculum has been developed for support coordination. Support Coordinators must pass competency test before they can go out in the field.</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Provider Manual</b></p>	<ul style="list-style-type: none"> <li>❖ The provider manual for state funded services has been under development since summer of 2013.</li> </ul>

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<p><b>for State Funded Services</b></p> <p>Dr. Darlene Meador</p>	<ul style="list-style-type: none"> <li>❖ There are consistent rates for providers across the state.</li> <li>❖ Amounts of funding do not have to align with waiver services.</li> <li>❖ Maximum of \$3000 for Family Support with a process to request permission to exceed.</li> <li>❖ Dr. Meador has met with legal staff and discussed the application process regarding different eligibility criteria for state funded waiver and those with urgent complex needs.</li> <li>❖ Changes have been made based on input from CSB Associations and two providers.</li> <li>❖ If an individual is not eligible for waiver services, they may be eligible for state funded depending on their most complex need.</li> <li>❖ Priorities are to serve those individuals who are on the planning list and those with urgent complex needs.</li> <li>❖ The provider manual will be posted on June 1, 2014 and effective July 1, 2014.</li> <li>❖ Revisions can be made on a quarterly basis.</li> </ul>
<p><b>New Community Standards</b></p> <p><b>Revised Host Home Policy</b></p> <p><b>Supported Employment Pilots/SELN</b></p> <p>Ms. Catherine Ivy</p>	<ul style="list-style-type: none"> <li>❖ Revisions to host home policy.</li> <li>❖ New rates have legislatively been approved.</li> <li>❖ A new waiver amendment must be done to propose new rates (2.5% increase).</li> <li>❖ Additional services will be added. <ul style="list-style-type: none"> <li>○ Intensive support coordination</li> <li>○ Behavioral support services – utilized by many other states.</li> </ul> </li> <li>❖ This will be the last amendment to this waiver because it will expire on April 2015.</li> <li>❖ Separate skilled nursing services – only can get skilled nursing services within CLS.</li> <li>❖ Stand-alone nursing services – services can be ordered and delivered on a stand-alone basis.</li> <li>❖ Trying to keep services as budget neutral as possible.</li> <li>❖ Maximum amount for behavioral supports consultation and behavioral supports services needs to be increased.</li> <li>❖ Supported Employment: <ul style="list-style-type: none"> <li>○ Newly legislated funds – additional 50 slots for individuals leaving high school and going into supported employment.</li> <li>○ Pilot for those on the planning list – there are 150 slots for family support. <ul style="list-style-type: none"> <li>▪ No slots have been assigned yet.</li> </ul> </li> <li>○ Pilot reimbursement model: <ul style="list-style-type: none"> <li>▪ Per member, per month <ul style="list-style-type: none"> <li>● 10 new individuals to support through supported employment</li> <li>● 6 volunteer agencies reimbursement goes down as person’s needs decrease.</li> <li>● 5 will be reimbursed at new rate, 1 at the old rate.</li> </ul> </li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• What happens if support needs do not decrease?</li> <li>❖ Medicaid Advocacy (Care M) – Coalition to Assure Redesign Effectiveness for Medicaid. <ul style="list-style-type: none"> <li>○ Three goals: <ul style="list-style-type: none"> <li>▪ Improve health care outcomes</li> <li>▪ Enhance the appropriate use of services; and</li> <li>▪ To save dollars spent.</li> </ul> </li> </ul> </li> <li>❖ Aging, Blind and Disabled population - 25 % of enrolled members utilize 54 % of expenditures.</li> <li>❖ Single vendor will be selected; DCH is evaluating responses now, with a decision expected by 5/29/14.</li> <li>❖ Implementation and planning will occur from May – October 2014, with a go/no go decision date of 10/1/14. <ul style="list-style-type: none"> <li>○ If approved, it would be implemented on 11/3/14. Care M will not impact existing services and waiver services.</li> </ul> </li> </ul>
<p><b>Georgia Council DD Initiatives</b> Ms. Dawn Alford</p>	<ul style="list-style-type: none"> <li>❖ Legislative Updates: <ul style="list-style-type: none"> <li>• ICWP – received 25 new slots</li> <li>• CCSP received 100 new slots</li> <li>• NOW/COMP received 250 new slots (100 community/150 to move people from the institutions)</li> <li>• DD Services – 1.5 % increase</li> <li>• CCSP and Source – 5 % increase for some of the services</li> <li>• Post- Secondary Education Expansion - \$100,000 in new funding</li> </ul> </li> </ul>
<p><b>Public Comment</b></p>	<ul style="list-style-type: none"> <li>❖ Mr. Steve Corder, board member of SPADD, would like more advanced notice of the agenda to allow time to review and be able to provide any necessary comments. <ul style="list-style-type: none"> <li>○ He also suggested having public comment after each topic.</li> <li>○ He presented concerns related to the changes in the Host Home Policy. He feels that the Host Home Provider ability to change providers will potentially destabilize services.</li> </ul> </li> </ul>
<p><b>Quality Indicators Division of DD</b></p> <p>Sara Case/Mary Lou Bourne/Eddie Towson</p>	<ul style="list-style-type: none"> <li>❖ Mr. Towson discussed the Georgia state performance measures.</li> <li>❖ Indicators will be updated in the next few months.</li> <li>❖ Mr. Towson will provide copies once he has made the updates.</li> <li>❖ Specific domains were reviewed to determine how the numbers can be tracked. <ul style="list-style-type: none"> <li>○ Some domains include: behavioral, health &amp; safety, supported employment, what’s important to/for an individual, home-like setting, community, ER visits and percentage of incidents that require more than first aid.</li> <li>○ Certain indicators for each provider to self-report.</li> </ul> </li> <li>❖ Statewide QI Committee is beginning to look at developing new indicators/performance issues. <ul style="list-style-type: none"> <li>○ Some advisory council members will be involved.</li> </ul> </li> <li>❖ “As Is” Assessment – Do we have good alignment throughout the system and how are we performing?</li> </ul>

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	<ul style="list-style-type: none"> <li>❖ Performance Indicators – 100% compliance is often unrealistic or impossible to attain. What is an acceptable range?</li> <li>❖ A dashboard should be created to give more meaningful data.</li> <li>❖ Regions should be measuring the same data.               <ul style="list-style-type: none"> <li>○ Quality by perception</li> <li>○ Quality by fact</li> </ul> </li> <li>❖ DOJ encourages staff training               <ul style="list-style-type: none"> <li>○ What type of data do we need to indicate that we are doing well?</li> <li>○ How are we doing with the basic performance indicators?                   <ul style="list-style-type: none"> <li>▪ We need an established methodology for the state and skill in the quality management area.</li> <li>▪ We need to provide some basic level knowledge.</li> </ul> </li> </ul> </li> <li>❖ National Core Indicators: surveys will be color coded to separate by regions.</li> <li>❖ Mr. Towson will provide a brief overview of QI council at the next meeting.</li> <li>❖ Ms. Mary Lou Bourne distributed a list of core purpose and member responsibilities for the DD Advisory Council-               <ul style="list-style-type: none"> <li>○ She asked all members to review and make any comments.                   <ul style="list-style-type: none"> <li>▪ Need training on quality</li> <li>▪ Need to review bylaws</li> <li>▪ Now that we have grown, let's review purpose and responsibilities.</li> </ul> </li> </ul> </li> </ul>
<b>Joint Filing Agreement-DOJ</b>	<ul style="list-style-type: none"> <li>❖ The joint filing agreement came about due to Ms. Elizabeth Jones' supplemental report, which was delayed for 6 months.</li> <li>❖ We were not compliant in several areas and Ms. Jones made a number of recommendations on how the system could be improved.</li> <li>❖ Reviews of individuals receiving service: many positive comments were made about efforts; however we were still not compliant with major issues.</li> <li>❖ Not meeting standards – came out in March - many recommendations were made for improvement.</li> <li>❖ Joint filing by both parties, DBHDD &amp; DOJ, negotiated how they would address DOJ's findings. This is not a modification of the agreement and is not binding.</li> <li>❖ Consultants have been invited to assist with the process.</li> <li>❖ July 1, 2015 is the deadline to have 300 individuals transitioned from hospitals to the community.</li> <li>❖ Ms. Fitzgerald discussed the 9 areas of concern submitted by Ms. Jones.               <ul style="list-style-type: none"> <li>○ Support coordination issues</li> <li>○ Transition processes from hospital to the community</li> <li>○ Competent and sufficient health practitioner of medically fragile – nursing oversight is a challenge and has an impact across the state.</li> <li>○ Intensive support coordination</li> </ul> </li> </ul>

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<p style="text-align: center;"><b>DDAC Correspondence/ Communication</b></p> <p style="text-align: center;"><b>DDAC Role-New Executive Director</b></p> <p>Ms. Judy Fitzgerald</p>	<ul style="list-style-type: none"> <li>○ Restructuring roles of regional offices</li> <li>○ Strategies for ongoing monitoring and evaluation</li> <li>○ Recruiting and retaining provider agencies with experience in serving individuals with medical and behavioral complexities.</li> <li>○ Conduct independent mortality reviews – conduct a death review; will hire an independent death reviewer.</li> <li>○ Create exit criteria to enable the state to reach identifiable goals to achieve compliance – legal issue.</li> <li>○ A plan to address all areas must be developed and submitted by 6/30/14.</li> </ul> <ul style="list-style-type: none"> <li>❖ Ms. Fitzgerald stated that the DDAC should reach out to her and the commissioner regarding a recommended plan for enhanced communication at the regional level.</li> <li>❖ She informed and assured the DDAC that they were interested in their input and the recommendations that were made.</li> <li>❖ She also mentioned that similar concerns were mentioned by Elizabeth Jones in the 9 areas of concern.</li> </ul> <ul style="list-style-type: none"> <li>❖ In conducting a national search for a new Executive Director, what attributes are we looking for?</li> <li>❖ Ms. Fitzgerald would like involvement from the council in the role of hiring the DD Assistant Commissioner.</li> </ul>
<p style="text-align: center;"><b>DDAC-Role in Search for Executive Director</b></p>	<ul style="list-style-type: none"> <li>❖ Ms. Mary Lou Bourne asked council members to get in pairs and answer questions that will assist in the search for a new DD Assistant Commissioner. <ul style="list-style-type: none"> <li>○ How do they need to be?</li> <li>○ What knowledge do they need to have?</li> <li>○ What do they need to do?</li> </ul> </li> <li>❖ All attributes discussed were listed and will be distributed to all council members.</li> <li>❖ There was discussion related to the title of the position. It was felt that the title should remain Assistant Deputy Commissioner instead of Executive Director.</li> </ul>
<p style="text-align: center;"><b>Adjournment</b></p>	<ul style="list-style-type: none"> <li>❖ The meeting adjourned at 2:45 PM. The next meeting is scheduled for July 18, 2014. Council members will be notified of the time and location once determined by Ms. Conway.</li> </ul>