

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

MAY 15, 2013

ADVISORY COUNCIL MEMBERS ATTENDEES: Debbie Conway (Chair), Sheryl Arno, Rita Young, Twana King, William (Scott) Crain, June DiPolito, Nandi Isaac, Mitzi Proffitt, Dr. Bruce Lindemann, Heidi Moore, Estelle Duncan, Lynnette Bragg and Bobby Holcombe

STATE OFFICE STAFF: Dr. Charles Li, David Blanchard, Sara Case, Michael Link, Dr. Darlene Meador, Mai Tan, Erick Allen, April Umstead and Nikki Douglas (Recorder)

EXCUSED: Eve Bogan and Nicki Wilson

Topic	Outcome
Welcome & Introductions	<ul style="list-style-type: none"> ❖ The meeting began at 10:09 AM. ❖ Mr. Dan Crimmins, Director at the Center for Leadership in Disability at Georgia State University, welcomed all guests to their facility. ❖ Ms. Conway welcomed all attendees. She introduced two new Council members, Mr. Bobbie Holcombe and Ms. Nicki Wilson. ❖ Dr. Li thanked all members for attending and advised them how valuable they are to this council. ❖ Dr. Li attended the National State DD Director’s Conference. The theme was “supporting families”. ❖ Dr. Li also attended the Director’s Forum to discuss issues/problems. <ul style="list-style-type: none"> • Every state is struggling with challenges • 350 million – 400 million this year – huge deficit. • The federal gov’t passed a bill to give the state money but the bill expires in June. • Many states are trying to find new ideas to deal with the Medicaid deficit. • The managed care model is being used. <ul style="list-style-type: none"> ○ The governmentt manages managed care. ○ The state agency is the managed care fund. ○ The trend is that States are trying to achieve efficiency to raise money with limited resources but increasing costs. ❖ A conference entitled “Supporting families for the Life Span.” The key is to make a connection for the individuals. Dr. Li suggested that more voices are needed from families. ❖ Updates within the Division: <ul style="list-style-type: none"> • There are challenges with the quality of homes. • Currently struggling with ADA Settlement compliance. • DOJ Nurse visited a home, took pictures and found the following... <ul style="list-style-type: none"> ○ No seat belts ○ Antifreeze was sitting on the floor

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	<ul style="list-style-type: none"> ○ Holes in the walls. ○ Trash on the floor. • There is a lack of oversight and changes have to be made. • Temporary reviewers will be hired in the regions. • Providers will be put on notice regarding issues. • Providers should have their own system in place to manage quality. <p>❖ Dr. Li hopes council members are not discouraged but empowered.</p> <ul style="list-style-type: none"> • He asks that council members make an effort to improve the system by having a clear vision, step by step actions and commitment.
Business: Approval of Minutes	<p>❖ Motion to approve the April 17th meeting minutes.</p> <ul style="list-style-type: none"> • Mr. Crain motioned to approve the minutes. • Ms. Arno seconded the motion.
Improving Communication	<p>❖ Perspective from council members were captured by Dr. Lindemann and put into four categories:</p> <ul style="list-style-type: none"> • Department/Division to Families • Region to Families • Support Coordination • Department/Division to Providers <p>❖ The discussion of common themes regarded the following:</p> <ul style="list-style-type: none"> • Policy/procedure changes at the division level that should be vetted with the receivers and providers of services in a public forum. • Regional office communication to receivers and providers of services should be consistent and reflect the opinion and align with relevant policies and procedures of the Division. Different messages have been received from each region. • Communication should be available in alternative formats and presented in such a manner that receivers and providers of services can easily understand. <p>❖ All communication should be routed through the communications office.</p> <p>❖ The policy was revised in 2012 but did not state who it did not apply to; however, Dr. Li had the policy language changed immediately.</p> <p>❖ A communication plan should be created for the division.</p> <p>❖ Mr. Michael Link responded regarding regional communication. He will review all issues/concerns and discuss them with the regional staff.</p> <ul style="list-style-type: none"> • He agrees that information should be consistent when communicating with providers from region to region and that the providers should be responsive.

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	<ul style="list-style-type: none"> • Mr. Link will meet with Mr. Blanchard when a resolution has been reached. • Mr. Link stated that he is committed to making a change for improvements and making a difference. ❖ Dr. Li suggested allowing the community to monitor the following from regional staff: <ul style="list-style-type: none"> • Accountability • Productivity • Efficiency ❖ Mr. Link suggested providing customer service training to all regional staff. ❖ Dr. Li suggested inviting families to the customer service training. ❖ Dr. Lindemann asked for consent to give council members' names regarding comments if asked by DD staff or others. <ul style="list-style-type: none"> • Consent was given. • Dr. Lindemann will create a framework for a communication's plan before distributing any of the data individually. ❖ A customer service representative will be hired to support anyone in need of assistance.
Self-Advocacy	<ul style="list-style-type: none"> ❖ Ms. Susanna Miller, GSU Community Support Specialist for Georgia State University, shared her views on self-advocacy. <ul style="list-style-type: none"> ○ According to Ms. Miller, self-advocacy is growing in equality and she feels people should be prepared as a board member. ○ Training will be held on what it means to be a board member. ○ Training on the curriculum will include council members.
Committee Updates	<ul style="list-style-type: none"> ❖ Customer Focus Committee <ul style="list-style-type: none"> ○ The committee met and discussed 5 focus areas: <ul style="list-style-type: none"> ▪ Communication ▪ Consistency with communication within the regional offices. ▪ Communication from outside agencies ▪ Better communication between state agencies ▪ Consistency is using family-friendly language. ○ Supported Employment Leadership Network (SELN) Update: <ul style="list-style-type: none"> ▪ The SELN team visited and interviewed different groups. ▪ They will discuss recommendations when they return during the week of May 20th. ▪ Three initiatives will be chosen to work on. ▪ The plan is to increase supported employment by 50% in 2015. ❖ System Structure Committee <ul style="list-style-type: none"> ○ Transition: <ul style="list-style-type: none"> ▪ In April, 60 individuals were transitioned into the community.

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	<ul style="list-style-type: none"> ▪ In May, 80 individuals have been transitioned into the community. ▪ We have slowed the process to ensure quality and safety for our individuals. ▪ Ms. Sara Case will meet with regional office staff on May 20th and 21st to discuss the transition process due to inconsistencies. ▪ The rules of the transition process will be discussed with regional staff and they will be expected to follow the rules. ○ Support Coordination <ul style="list-style-type: none"> ▪ Ms. Case asked for volunteers from the council to participate in a workgroup. ▪ Currently members include Support Coordinators and family members. She would like providers to be included. ▪ Ms. Heidi Moore and Ms. Sheryl Arno from the council volunteered to participate on the workgroup. ○ Community Standards <ul style="list-style-type: none"> ▪ Ms. Mai Tan reviewed all the changes and recommendations to the community standards policy made by council members. ▪ Changes were signified by using different colors to represent the following: <ul style="list-style-type: none"> • Red – the first changes that were made to the policy. • Teal – new to the standards • Green – Based on emails from council or information received from meetings. ▪ Ms. Tan distributed the most current version of the policy for review. ▪ When the council approves the policy, it will be posted for public comment. ▪ Effective date for the policy to be posted is October 1, 2013. ▪ The new standards will be more clinical and will emphasize the clinical data to see if it is working. ▪ The plan should be consistent before finalization. ▪ The Residential Provider should be primarily responsible for the behavior support plan (BSP). ▪ The BSP should support the provider, staff and individual. ▪ Ms. Tan will address concerns/changes from Ms. Duncan and Ms. Bogan and incorporate any changes they have addressed. ▪ Ms. Tan will provide a summary of the changes to the providers ▪ Ms. Tan will begin the guidelines once the policy has been approved. ❖ System Design Committee <ul style="list-style-type: none"> ○ FY14 Contracts <ul style="list-style-type: none"> ▪ Met on May 14, 2013 ▪ Service delivery leading to contracts was discussed. ○ Policy Updates

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	<ul style="list-style-type: none"> ▪ Waiver of Standards policy changes will be reflected in the NOW/COMP policies. ▪ Effective date is July 1, 2013 ▪ Documents should be received in advance (no later than 45 days). ▪ Renewals should be received 60 days before the renewal date. ▪ Provider Enrollment policy has shifted tremendously with emphasis on the qualified provider with clinical knowledge, financial stability and with whom has had success. ▪ References will be required. ▪ All pre-qualifiers have to be received by the deadline. If not, they will have to wait until the next enrollment period. ▪ There is a separate policy for renewals. ○ Exceptional Rate Workgroup <ul style="list-style-type: none"> ▪ ER workgroups met and there are currently 6 subcommittees. ▪ Tools, assessments, billing process, policy changes and education were reviewed. ❖ System Performance Committee – The committee has not had a chance to meet since the last meeting; therefore, there is no information to report. <ul style="list-style-type: none"> ○ QMS Improvements <ul style="list-style-type: none"> ▪ The state quality management system was reviewed. ▪ Different ways to review the Divisions quality management system is being reviewed. ▪ A series of interviews have been held. ▪ DCH has been monitoring QM. ▪ Mr. Eddie Towson will schedule interviews with the council in the month of June.
Training Updates	<ul style="list-style-type: none"> ❖ Ms. April Umstead has developed a training program to assist the state in becoming compliant by increasing the standards. ❖ A training program for individuals and families is being developed to increase core competencies. ❖ Tutors may be sent to providers’ homes. ❖ Ms. Umstead distributed a “work in progress” handout to council for review regarding provider development, families, individuals and others involved and asked for feedback from each member. ❖ Mr. Blanchard, Ms. Conway and Mr. Allen will meet to discuss all input received.
Message from Chair	<ul style="list-style-type: none"> ❖ Interest in joining a sub-committee has been expressed by many people. ❖ Ms. Conway has asked the council to get the following information from all interested parties, the council will meet and decide who will participate on a particular committee: <ul style="list-style-type: none"> ○ Interest area ○ Expertise ○ Who they represent

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Public Comment	<ul style="list-style-type: none"> ❖ Ms. Darcy Robb commended the council on their desire to improve communication and suggested looking at good venues for bottoms up communication when creating a communication plan. ❖ Mr. Charles Hopkins would like to know what exactly the council is leading to and where are they doing with the information. ❖ Mr. Darwin Greenley asked who is responsible for choosing members for the council. ❖ Ms. Tarrja Whitley suggested having documents placed on the website before the meeting and she would like the council to consider having public comments possibly during break in addition to the end of the meeting. This will allow guests that are not able to stay until the end of the meeting to share their comments.
Adjournment	<ul style="list-style-type: none"> ❖ The meeting adjourned at 3:45 PM. The next meeting will be held on June 19, 2013. Council members will be notified of the time and location once determined by Ms. Conway.

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