

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

JULY 17, 2013

ADVISORY COUNCIL MEMBERS ATTENDEES: Debbie Conway (Chair), Rita Young, Twana King, June DiPolito, Eve Bogan, Estelle Duncan, Lynnette Bragg, Mitzi Proffitt, and Nicki Wilson

STATE OFFICE STAFF: Dr. Charles Li, Eddie Towson, Charles Hopkins and Nikki Douglas (Recorder)

PARTICIPATED VIA CONFERENCE CALL: Nandi Isaac (Advisory Council)

EXCUSED: Dr. Bruce Lindemann, Heidi Moore, Sheryl Arno, William (Scott) Crain and Bobby Holcombe

VISITOR: Mary Lou Bourne (Partner w/ Support Development Associates)

Topic	Outcome
<p>Welcome & Introductions</p> <p>Ms. Debbie Conway</p>	<ul style="list-style-type: none"> ❖ The meeting began at 10:10 AM. ❖ Ms. Conway welcomed all attendees. ❖ There was an opening round and each council member had the opportunity to share something that is going well in supporting people with disabilities. ❖ Dr. Charles Li appreciates the hard work from council members. ❖ We have placed 1,600 individuals into services. ❖ The division continues to address the individuals waiting for services. <ul style="list-style-type: none"> • Individuals are placed into services to make them better, more independent and integrated. ❖ We want to work closely with council members to have our own quality system within the division.
<p>Business: Approval of Minutes</p> <p>Ms. Estelle Duncan</p>	<ul style="list-style-type: none"> ❖ Motion to approve the June 19th meeting minutes. <ul style="list-style-type: none"> • Ms. Young motioned to approve the minutes. • Ms. DiPolito seconded the motion.
<p>Review of Revision to By-laws</p> <p>Ms. Debbie Conway</p>	<ul style="list-style-type: none"> ❖ Revisions were made to the by-laws and approved by Council.
<p>Quality Management Project –</p>	<ul style="list-style-type: none"> ❖ Data has been gathered for an extensive review and focus groups have been held. ❖ Surveys will be tested the week of July 22nd by several different people. <ul style="list-style-type: none"> • The final product will be given to Ms. Mary Lou Bourne, which she will review the data and provide recommendations.

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<p>Focus Group</p> <p>Mr. Eddie Towson Ms. Mary Lou Bourne</p>	<ul style="list-style-type: none"> ❖ Eddie solicited three volunteers from the council to serve on the Quality Management System Planning Workgroup. <ul style="list-style-type: none"> • Ms. Bogan volunteered to participate on this workgroup. • Mr. Towson feels that Ms. Nandi Isaac will be a great asset to this workgroup. He will consult with her to see if she would like to participate. Ms. Bragg volunteered if no other members were able to participate. • Ms. Conway will assist in locating a third member. • Workgroup meetings will be short-term but intense. <ul style="list-style-type: none"> ○ Meetings will be held possibly all day, once or twice weekly. ○ Timeline for completion is November 2013. ○ Meeting locations will vary to accommodate all attendees. ❖ Ms. Mary Lou Bourne facilitated a presentation on quality management. <ul style="list-style-type: none"> • She requested that council members that are family members answer most of her questions during this segment. • The infrastructure and mechanisms for quality have been put into place to determine how well the system is meeting the people’s needs. • How does quality relate to monitoring, reporting by the provider coordination, regional offices, contractors and all the work that has been done by the division and central office staff? • Ms. Young volunteered to assist with quality and to talk with families to gather information regarding what they believe is critical for quality management. ❖ From the Council’s Perspective: <ul style="list-style-type: none"> • What are the key components of the Quality Management System? <ul style="list-style-type: none"> ○ Some comments to this question were: <ol style="list-style-type: none"> 1. What is the definition of quality management? 2. Quality is anything that is life-changing. 3. Feedback cycle but it is relatively weak right now. 4. Listening to the needs of individuals and families in order to plan better. 5. Being creative and designing outside the box. 6. Remembering who is important...the individual and not the staff. 7. Being connected in your community. • How can we ensure that individuals are getting their ISP? <ul style="list-style-type: none"> ○ Different measures show that input has been given according to the goals. ○ Ms. Bogan: Are individuals meeting ISP goals? The IT systems do not give flexibility. <ol style="list-style-type: none"> 1. The Delmarva review gave flexibility to look at individuals’ quality and has the person-centered piece. The data source was appreciated and quite useful. ○ Ms. Young feels it would be helpful to have separate meetings with family members to discuss ISP goals.

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	<ul style="list-style-type: none"> • Another fiscal agent for self direction besides Acumen is ASI. <ul style="list-style-type: none"> ◦ Suggestions on what should be measured as self-directed are: <ol style="list-style-type: none"> 1. Measuring progress is a challenge 2. There are ongoing developments when self-directing. 3. How are parents made aware of which provider to choose? <ol style="list-style-type: none"> a. Providers have vacancies but there is a long waiting list and no referrals are given. b. More responsiveness is requested by Ms. DiPolito. c. To individualize, customize and self-direct would be easier per Ms. Young. d. Ms. Wilson feels indicators should be changed to measure quality. • What should we know in order to make the quality review successful? <ul style="list-style-type: none"> ◦ Our industry is relationship-based and everyone (customers/suppliers/employees) should equally share in the responsibility of making the system work. <ol style="list-style-type: none"> 1. Customers are the individuals served and suppliers are the providers. <ol style="list-style-type: none"> a. Council feels that quality will be increased by paying attention to providers. 2. Compliance has become the goal. <ol style="list-style-type: none"> a. Council feels compliance should have minimum standards and not be so complex. 3. Consistency – council feels this is a huge requirement and processes have to change.
Communications	<ul style="list-style-type: none"> ❖ Information was gathered regarding the challenges with communication. ❖ Support Coordination has been broken up into three subcommittees. ❖ Mr. Link will meet with council members on August 6, 2013 to discuss updates on regional office communication.
Support Coordination	<ul style="list-style-type: none"> ❖ A conference call was held on July 16th to discuss a quality system structure and what is the ideal system for families. ❖ Mr. Robert Bell's group has been reviewing system design and service recognition. ❖ Information given to Support Coordinators is not documented. <ul style="list-style-type: none"> • A suggestion was made to use only one form entitled the Support Coordination Monitoring Report. • They have tried to mirror the form so people will know what is being monitored. • A draft copy of the report is available for review. ❖ There was a discussion regarding HRST data and ways to not only count but update the data by a certain date and accurately input the information.
State Employment Leadership Network (SELN)	<ul style="list-style-type: none"> ❖ Mr. Charles Hopkins discussed the National Alliance for Full Participation (www.allianceforfullparticipation.org) that was held in November 2011 where many national advocacy organizations make up this organization. More than 4000 attendees participated regarding employment and individuals having a valued role in the community. ❖ The goal of National Alliance is to nationally double the number of people with DD with jobs in Georgia by 2015. ❖ The council agreed and approved to support the goal of SELN to increase supported employment by 100% by 2015.

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	<ul style="list-style-type: none"> ❖ Mr. Hopkins challenged council members to: <ul style="list-style-type: none"> ○ take on the goal ○ how the money will be spent ○ Endorsing the idea of completing an improving request targeting kids coming out and moving into employment.
Policy Revision Process	<ul style="list-style-type: none"> ❖ Ms. Bogan and Ms. Duncan distributed a draft copy of a concept to manage reviews of policies and standards. ❖ Council was advised that changes to waiver policies should only occur once a year.
How Do We Approach “Best Practice”	<ul style="list-style-type: none"> ❖ Best practices will be discussed in more detail at the next meeting when all or most of the members are in attendance. ❖ Ms. Bourne gave a brief overview of what the council should expect since one of their roles is to help the division of DD adhere to best practice. ❖ The council should be concerned with all of Georgia, which is what best practice is. If something does not work for everybody, then it is not best practice. ❖ Ms. Bourne discussed the Center for Best Practice in Minnesota where they post on their website things that are effective or if people are responding really well to the care they receive. She will provide the website for the Center for Best Practice so council can review their brochure.
How Are We Doing? Working/Not Working	<ul style="list-style-type: none"> ❖ The Advisory Council members broke into teams and used the following questions to guide their evaluation of progress. <ul style="list-style-type: none"> ○ what’s working well; ○ what’s not working well; ○ what could be done to address what’s not working? ❖ Next steps were then developed and will be used to guide and develop future work.
Public Comment	<ul style="list-style-type: none"> ❖ Ms. D’Arcy Robb and Mr. Dave Zilles provided comments regarding the involvement of nonmember stakeholders. ❖ Ms. Robb agreed with creating a flowchart for clarity with committees/subcommittees.
Adjournment	<ul style="list-style-type: none"> ❖ The meeting adjourned at 3:15 PM. The next meeting is scheduled for August 21, 2013. Council members will be notified of the time and location once determined by Ms. Conway.