

<b>MINUTES</b>	<b>ADRC WORKGROUP AND PROJECT DIRECTORS MEETING</b>
<b>Minutes by:</b>	Helen King
<b>Location:</b>	AAAPP Offices, St Petersburg
<b>Date and Time:</b>	May 24, 2017 meeting began at 9:40 am
<b>Attendees:</b>	Attendees names captured on sign-in sheet
<b>Agenda Topics</b>	
<b>Welcome and Introductions</b>	Everyone in the room and on the phone introduced themselves.
<b>Announcement of new Executive Director</b>	Helen King, Acting Executive Director, announced that Ann Marie Winter was selected as the new AAAPP Executive Director and she will be starting on July 19. She is currently employed by Gulf Coast Jewish Family and Community Services.
<b>Customer Satisfaction Update</b> <ul style="list-style-type: none"> <li data-bbox="35 600 264 632">• <b>Lead Agencies</b></li> <li data-bbox="35 905 136 936">• <b>IIIE</b></li> <li data-bbox="35 1041 410 1073">• <b>Helpline/Intake/Screening</b></li> </ul>	<p>Tawnya Martino, AAAPP Director of Program Accountability indicated that per contract the AAAPP is required to conduct client satisfaction surveys in addition to our providers. Some surveys are done annually and some are, such as the Lead Agency surveys are done every other year. The Lead Agency surveys, covering CCE, HCE and ADI, were conducted in the Fall of 2016. The survey process, as seen from the length of the report, is very extensive. The survey results are entered in a spreadsheet and analyzed for trends. Each Lead Agency receives a report that provides them a review of their individual survey results. In addition, the AAAPP creates monitoring check lists based on the results from each Lead Agency which are utilized during onsite monitoring visits to ensure items that were identified as areas for improvement are being addressed to promote ongoing improvement.</p> <p>Jason Martino, AAAPP Director of Planning spoke of a very similar process he uses to obtain customer satisfaction on the Older Americans Act Title III-E National Family Caregiver Program. Attendees were provided the last survey done in October 2016. There was very positive feedback received on this program as well as a strong return rate of completed surveys.</p> <p>Beverly Burton, AAAPP ADRC Director spoke of the Customer Satisfaction Surveys for the Helpline and Intake, indicating they are an ongoing process. Surveys are included in every packet mailed to clients who go through the screening process. In addition, the Helpline includes the packet whenever information is mailed to clients. The results continue to show positive feedback for both the Helpline and for Intake/Screening. Clients who give negative feedback and who provide their name (which is optional) are contacted by management to address their concerns. The system for conducting Customer Satisfaction Surveys will change on June 1<sup>st</sup>. The 11 Area Agencies on Aging are starting a statewide system using software that offers all callers the opportunity to be transferred to a survey after completing a Helpline or Intake/Screening call. Callers choose their language (English, Spanish, or Creole), listen to 5 questions and respond by pushing buttons on their telephone. There is no change in the current Intake/Screening questions, but the Helpline questions will now be similar to the Intake/Screening questions. Data entry of answers will no longer be necessary and the system will generate a report.</p>
<b>Adult Protective Services Update</b>	Tawnya Martino spoke of recent changes to Adult Protective Services (APS). In March 2016, changes were made to the Adult Protective Services program that moved to a 7 day 8:00 am to 5 p.m. work week operation, eliminating on-call duties for APS front line staff. DCF staff on the phone, Kitty Kelleher, explained the changes further. The program criteria for a high risk referral was redefined to "Immediate Priority Response". The criteria is more stringent to include: a vulnerable adult who appears to lack capacity; is at immediate risk of serious injury or death; is alone with no caregiver and law enforcement or EMS is present, but unable to take action. The Florida Abuse Hotline continues to accept reports 24 hours a day, 7 days a week and management staff at the local level are on call to respond to any Immediate Response referrals arising outside of normal business hours. DCF also reported that Pinellas County is currently down 7 investigators and 1 in Pasco.
<b>PSA 5 Performance Measure Reports</b>	Bev Burton advised attendees that last year, DOEA created six Statewide Performance Measures that ran quarterly for each PSA. Items are related to meeting required time standards for tasks in the Intake/Screening or Medicaid eligibility process. DOEA is still in the process of reviewing data for several of the items in order to set a standard percent that must be achieved. PSA 5 is successfully meeting the measures, but we wanted to bring one to your attention. Performance Measure 5 looks at the percent of clients who receive their annual rescreening

	<p>within 13 months, defined as 395 days. Attendees were provided a handout showing that in the 4<sup>th</sup> quarter of 2016, PSA 5 was at 96% but in the 1<sup>st</sup> quarter of 2017, we dropped to 82%. This is the result of new contractual requirements. Clients that the ADRC has been unable to reach for screening receive a letter, and the time in the letter for clients to respond changed from 10 days to 30 days. This time difference has impacted the number of screenings completed within the 395 days. We shared this data with DOEA and will see if it brings any change to Performance Measures for the 11 ADRCs.</p>
<p><b>Overview of Statewide ADRC Quality Assurance Process</b></p>	<p>Beverly Burton introduced this topic. The Helpline has QA measures in addition to the Customer Satisfaction Surveys discussed earlier. The Helpline Manager listens to calls and uses database reports to review staff performance.</p> <p>Celeste Johnson, AAAPP Lead Medicaid Waiver Specialist spoke on the more extensive quality assurance that goes on in the Medicaid side. Three different Quality Assurance tools are used for Intake/Medicaid staff created by the statewide ADRC Workgroup:</p> <p>1<sup>st</sup> is a File Review (Medicaid staff only); this review of Medicaid Eligibility process starts with date of release from LTCC wait list to Active status. 2<sup>nd</sup> –is a Long Term Care education call monitoring (again Medicaid staff only). This includes clients contacting ADRC w/ questions regarding Medicaid Long Term Care program and also is used for Long Term Care education provided during a screening call. 3<sup>rd</sup>—is an Initial and Annual Screening call monitoring (Intake and Medicaid staff); the tool is included in materials posted on the website. Whisper function – (dialing in when staff can't hear us, but we can hear them)--challenges with getting into scheduled screenings. The tool itself have a total of 27 questions - 10 questions for listening/communication skills, 12 questions to ensure questions asked according to DOEA 701S training, 5 questions if call completed by Medicaid staff and Long Term Care education was provided.</p> <p>Answer options for each item on this tool – does not meet expectations, partially meets expectations, does meet expectations, and N/A. Overall performance demonstrates staff possess outstanding communication skills as well as a high level of compliance w/ DOEA training materials. There are 2 most commonly missed questions: Item # 13 on the tool is the most challenging for staff to meet criteria – ADL/IADL section due to the extensive scripts for this section and the fact that staff often have a good idea of a client's functional impairment earlier in the call. The other commonly missed item is # 18 and this is in reference to grouping questions together which occurs on occasion when covering the long list of health conditions. The follow up we do with staff regarding Completed QA is meet with Intake/Medicaid staff quarterly to review QA and provide feedback; Staff sign off on this for documentation purposes; Entered into QA database created by PSA 9; and Database produces reports which are sent to DOEA quarterly.</p>
<p><b>ADRC/Medicaid LTC Updates</b></p> <ul style="list-style-type: none"> <li>• <b>NOI for caregiver</b></li> <li>• <b>701S over active assessments</b></li> </ul>	<p>Tawnya Martino discussed some Notices of Instruction (NOIs) that have been sent to the ADRC. At the end of February, we received 2 Notices of Instruction from DOEA. Both are very specific to the ADRC, so they were not shared with the providers. Due to the impact on assessments you may come across in CIRTS, we wanted to make you aware of the changes. The first Notice pertained to Imminent Risk. The only agency that can designate a client as Imminent Risk is the ADRC. The 2nd notice is regarding the caregiver designation. Beverly said that she wanted providers to be aware that they may see differences in how the ADRC completes the caregiver section, specifically the caregiver in crisis section, due to specific DOEA instructions for the ADRC only. Per DOEA, the ADRC is no longer allowed to use professional judgement and so the caregiver status depends on how they answer specific questions. The ADRC is still not putting a 701S over a 701B by case managers or the CARES Unit. OAA providers were asked if they were having any difficulty identifying their annual assessments now that the ADRC puts a 701S over the 701A of an active OAA client. Providers reported no problems.</p>
<p><b>Pinellas County Council for Persons with Disabilities</b></p>	<p>Jody Armstrong with Disability Achievement Center proudly told attendees about her agency's 21 months of efforts to get the Pinellas County Council for Persons with Disabilities. Attendees were given the ordinance that was passed on March 7<sup>th</sup>. Pinellas County Commissioners unanimously approved the creation of the Council. Jody provided some important background information that lead up to the Council being created and indicated that accessibility and inclusion were foremost in the design of purposes for the Council. Jody also indicated that she has appointments with some of the Pasco County Commissioners with a goal of a similar Council being formed in that county. Doug Towne spoke briefly on some early history/activities that were the precursor of the Council creation.</p>
<p><b>Legislative Issues of AAAPP</b></p> <ul style="list-style-type: none"> <li>• <b>State</b></li> </ul>	<p>Helen King reported that she and Jason joined forces together to provide legislative advocacy during the FL Legislative Session. Initially there was concern about aging services and the</p>

<ul style="list-style-type: none"> <li><b>Federal</b></li> </ul>	<p>state being in a deficit with potential of billions of dollars being reduced. As it turned out, we got wins of CCE, ADI, HCE and SMMC workload, and our PSA 5 LSP, that is appropriated out to our providers. Jason reiterated the wins we achieved, but to remain strong advocates as the Governor could still veto line items. On the federal scene, the President put out his “skinny” budget in March; Congress approved FY 17 budget finally; some slight increases happened. Now the President has put out his proposed FY 18 with some large cuts potentially. It leaves OAA at level funding for the most part. SHIP/SHINE is proposed to be eliminated entirely. Congress is expected to fight this.</p>
<p><b>Legislative Issues of Partners</b></p>	<p>Jody Armstrong, Disability Achievement Center said they had a “win”; they were put into the budget to be a pilot for a hotel/housekeeping program. Independent living skills along with requisite housekeeping/hotel skills will provide employment.</p> <p>Sheri Gruden of Empath’s PACE program reported that none of the state’s PACE programs received any additional funding this session. She also indicated that for the first time, Suncoast PACE now has a waiting list.</p> <p>Chris Mathews reported that she had provided testimony to the Senate Committee on Aging on grandparents raising grandkids. Generations United is a strong supporter of kinship programs. Marsha Coke spoke that she has been able to rally caregivers to respond to proposed cuts.</p>
<p><b>Announcements</b></p>	<p>Diane Cunningham reported an update on the Pasco Elderly Nutrition kitchen progress and she gave an update with lots of changes at the Land O Lakes site. Tawnya announced the June 15<sup>th</sup> World Elder Abuse Prevention Day and promoted a special event related to this. She also announced the Older Americans Act timetable—that time of year again! Jason announced the month of May’s Older Americans Month and pointed out the proclamations from municipalities. He also provided to attendees a list of events for the month. Kathy Russell received a grant to provide wheelchair ramps in the City of St Pete. Doug Towne provided bookmarks from Votec, a voter technology company. He encouraged persons to go to the website: <a href="http://www.votecdesignedforall.com">www.votecdesignedforall.com</a> and take the survey to indicate input on accessibility of the entire election system. Jody Armstrong reported they are launching a new website with success stories on the website. Marsha Coke of Neighborly reported on the frozen meals given to higher risk persons on the wait list. Ross Silvers of PSTA announced about an event “free hall pass” for kids in early June; they were awarded a new federal grant to include on-demand DART like service. He also reported a slight increase in Transportation Disadvantaged funding.</p>
<p><b>Adjourn</b></p>	<p>The meeting concluded at 11:15 am.</p>