# The Excellence Network

**Our purpose:**
**Igniting and fueling a passion for living life to the fullest through Learning, Innovation and Collaboration**

## AGENDA

**3/15/19**

**Hosted by the Center for Disability Services**

- **Old Business/Updates**
    - **Open Futures Side-by-Side learning modules-** rolling out to Providers one at a time. You will receive an email from Open Future Learning with a registration link, and it should have a msg. from David with it. Please let us know how the registration process goes, and how the system works for you.
        - Consumer Support Services (Amy Gartner) and Fuse Network (Mary Thompson-Hufford) indicated registration process was easy to use
        - Others interested should be receiving an email from Open Future Learning regarding registration
    - **MUI info. -** was the info. and discussion with MEORC MUI staff useful?
        - Everyone had the training previously, but it was helpful about the annual reports and familiarity with investigator staff
- **New Business**
    - **Trauma De-Briefing-** presentation and discussion with Mike Tomasi
        - CSS uses incident de-briefing form to get a better understanding of trauma-informed care for individuals supported and their staff and develop effective interventions
            - NOT used for disciplining staff
            - Be supportive of the staff person
            - Form is completed by behavior specialist via a phone conversation with staff, helps to talk through the situation because staff may not always recognize causes and contributing factors at the time, may not accurately identify a risk
            - Behavior specialist reviews what staff did <u>right</u> and asks staff for their suggestions about how the outcome could've been different
            - Global perspective – this is how the person interacts with the entire world and they are responding to your job/role, <u>not</u> to you personally
            - Focus on what staff want individuals to do instead
    - **Employment efforts discussion w/ Employment Supports Specialist Chad Strohl** - processes and procedures around employment
        - Distributed helpful information for home staff and day service staff to support the employment process (attached to email)

        - Transit needs at least a 2-3wk lead time; need ISP revisions and selection of follow-along provider. 30-day lead time for ISP revisions; if follow-along provider is already selected, then at least 15-day lead time
        - Chad will be using a team approach to get everyone involved
        - Discussions about the impact on benefits (SSI, food stamps, metro, etc.) at the beginning of the process
    - HPC Providers stressed they HAVE to be included in these discussions, due to myriad impacts on the services they provide to people who find employment

    - **Monthly Rate Calculator**- LCB is just starting to "flip" the first group of people living together and sharing services. Learning process for everyone! What we know so far:
        - Provider will enter their actual hours provided into the system.
        - If services provided for the month are more than 3% higher than projected, Provider will receive an alert in the system.
        - Provider then alerts the Service Coordinator and provides info. on the overage.
        - We have a maximum of 60 days from date of service to make changes for the overage.
        - Will work best if Provider can enter their billing for the month ASAP, and no more than 30 days after the end of the month.
        - Providers can still enter their hours as they go (no need to wait till end of month)

- **Miscellaneous**
    - **EVV – Phase 2 training registration and information distributed**
        - Newark Resident Homes has started using for their nursing services (Phase 1) – have had issues with people opting out of using the supplied device, which individuals have a right to do
        - There is an option of providers calling an 800# instead to clock in and out
        - Sandata – feedback - difficult to find individual you are working with and then the person signs 3 pages of legal language that the person doesn't understand
        - Providers requested Service Coordinators be informed that refusal to use the supplied device needs to be indicated in the ISP
        - David will distribute EVV-specific emails with more information
        - Teresa Whipkey offered to provide instructor-led web-based training – Providers should let Teresa know if they're interested

    - **Boost the Vitality of your Organization! FREE session-** assess your agency's culture and learn ways to make it even better. March 22nd, 9:30-12:30, Newark Library mtg. Rm. A.
        - **Register at:** https://www.signupgenius.com/go/20F044FA8A923A7F49-boosting

    - **DSP appreciation efforts –**

        - **Celebration of DSPs event-**
            - Save the date! Friday, May 10th
                - More info. to come

- **DSP Appreciation week – Family friendly event –** hoping for this summer
  - County board to provide advanced notice

- Shout-out from Amy regarding CB's appreciation/recognition events
- Meagan suggested SC visits to HPC staff just to say "good job" would be meaningful- especially after regular office hrs. (Thought- could be tricky navigating visiting staff in people's homes.)

- ***Imagine* IS meeting w/ DODD staff & Service Coordinators-** April 4th, 11:00 at 565 Industrial Parkway. This is a regional mtg. where Providers can give input about problems in the system. Let David know if you'd like to attend, or just drop in.

- **Changes for Independent Providers**- there are concerns as to who is the employer of record for Independent Providers. This could lead to significant changes for Independents, with a possibility they could need to be employed by an Agency. Will keep you updated as info. becomes available.

## Next Mtg: 10:00, Friday, April 19, 2019
## Location: Consumer Support Services training center