

# THE EXCELLENCE NETWORK

FOSTERING COLLABORATIVE LEADERSHIP  
TO DRIVE AGENCY EXCELLENCE IN  
LICKING COUNTY



## AGENDA

10/18/19

Hosted by Community Living Experiences

### • Old Business/Updates

- **Level One Waiver & Benefit Management funding challenges-** SCs encouraged to plan with teams for how this is going to happen and be paid for. Providers encouraged to bring it up. The SC is responsible to coordinate this service. If you're running out of paid hours, go back to the team.
- **Noting changes in ISPs-** *SCs will bullet-point major changes affecting services in an email.*  
Is this happening?
  - Happening in some cases – Loop David in if it is not happening, so he can offer additional training/support to Service Coordinators. Feedback from TEN sent to SC leadership staff.
- **Excellence Network marketing-** looking for 6 bullet points about your agency (Thanks to everyone who has sent them!) Send to Brandi by Friday, 11/25 to be included in brochure.
  - 3 points you want prospective customers to know
  - 3 points you want potential DSPs to know.

### • New Business

- **Roommate changes/ 30 day notices / openings in congregate settings** – what's your experience around these issues, & how could it be improved?
  - Communication untimely - often communicated from the client not the Service Coordinator or guardian, or family goes around the Service Coordinator or the entire team
  - Ideal situation is that teams would talk openly about possible changes
  - Process/educational material – Discussion with provider (HPC or day service side) regarding issue/concern to give provider an opportunity to respond and address issue (gives individual an opportunity to learn how to address a difficult situation and to advocate for themselves)
    - Accompany Free Choice of Provider signing

- **DODD Waiver Transportation proposal**- review and discussion of proposed changes to NMT and Transportation; most of those present were aware of the proposed changes, so did not feel the need to go into.
  - Is PAS going to automatically update and is the CB going to cover the additional cost and will it automatically kick up to the maximum (preferable)?
    - Concerns about additional team meetings, so hopefully can be completed via email/phone
      - *Initial feedback is that this will need to be a team discussion per person; should not require a mtg. unless one is requested by a team member*
  - Licking County Transit Development Plan -
    - Completing surveys on behalf of the individuals served (collectively)
      - Survey closes 10/31/19
    - Completed paper surveys can come back to David
    - website map didn't work correctly (*LCATS notified of this*)
    - As plan is developed, website will be updated and available for on-going feedback
- **Self-Advocacy grant through LCBDD**- likely to be offered again. Please consider how you could help people learn to be better advocates for themselves.
  - Self-Advocacy grant likely renewed for 2020 pending LCBDD budget approval
  - TEN member suggested an area to target could be helping people learn how to have difficult conversations.
- **Building Innovative Services grant**- through DODD Employment First; \$20K to help Providers migrate their services towards employment. Coming out in 2020, will be on Employment First website
- **Recent Medicaid (CMS) Review** – Ten member shared about a recent CMS review in another county. Outcomes were focus of the review, so learning logs are being looked at closely to ensure they tell of a story of how a person is working on their outcomes and making progress; Service Coordinator monitoring was looked at closely;
  - CMS looked closely at what person got out of doing activities in the community – Not okay to just reflect that the person went to the zoo; focus was on what the person got out of it (made a new friend, joined an animal group, took a friend that doesn't live with, etc.); One person had developed a friendship with a hair stylist and Medicaid was looking for where else has she had been/what other relationships has she developed
  - Sounded like learning log needs to include Medicaid elements
  - TEN members requested more intense training on outcomes and learning logs – Include employment preparation skills and working with challenging individuals
    - Training materials for DSPs about the art of crafting that information on learning logs – Not just took dishes to the sink, but why that is significant/how it relates to Outcome

- DODD reportedly looking to increase # of compliance reviews

- **Miscellaneous**

- **Re-certifications and ISP service listings**- if a new ISP & new service listing crosses the certification end date, may not be able to add the financial info. in the IS until the certification is renewed. (But sometimes does allow them to be added.) It is NOT clear cut.
  - Should start recertification 90 days before expiration because taking a lot of time to process
- **Late ISPs**- Please notify David whenever people's ISPs are late and he'll follow up. (You should receive the completed ISP no less than 14 days before services are to begin.)
  - TEN Members requested to see the tracking data for the last 6 months (*Data requested from SC leadership*)
  - Day services experiencing issues with receiving plan in time to train staff and create documentation prior to starting at day program.
    - One provider tells teams they will set up start date once they receive paperwork (start date is typically scheduled for a week after the paperwork is received).
- **Christmas Dance December 14<sup>th</sup>**! At American Legion, \$6, 6-8:30pm; sponsored by CDS
- **EVV** – DODD posted a new report to view your errors. This is on the eMBS system under Provider Weekly Reports. *Memo from DODD on email with mtg. mins.*
- **Blitz Media Workshop November 14<sup>th</sup>** – Provider Relations staff will be contacting agencies to identify/invite key personnel to attend

**Next Mtg.**  
**To Be Determined!**

(What's Friday, December 6<sup>th</sup> look like?)