

THE EXCELLENCE NETWORK

FOSTERING COLLABORATIVE LEADERSHIP
TO DRIVE AGENCY EXCELLENCE IN
LICKING COUNTY



AGENDA

1/17/20

Hosted by FUSE Network (at E.S. Weiant Center)

• Old Business/Updates

- **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.)
- **How long to wait before adding supervisor to email-** the internal expectation is for SCs to return emails within 1 business day. If you don't receive a response and are re-sending, cc-ing the supervisor is fine.

• New Business

- **New HPC rates-**\$2.68/hr. increase (1:1 rate) on Jan. 1st!
 - Are your billing folks aware and are they billing at the new rates?
 - How are your DSPs benefitting from this increase?
 - "Every HPC Provider in Ohio will be required to submit data on their wages, overtime, and employee-related expenses to DODD."
- CSS raised all hourly staff \$2/hr.
- Alvis gave a percentage raise to all staff, including Site Managers and DSPs
- Gathering Place raised HPC rate to \$12, as well as offering other perks: attendance incentives, bonuses (holiday, b-day, anniversary), and personal and vacation time
- **Non-Medical Transportation and HPC Transportation-** rules are changing on 2/1/20.
 - Who has a handle on how the changes impact their services?
 - Who was able to watch DODD's webinar? Has anyone located the slides?
- Need for a modified vehicle needs reflected in ISPs. Will SCs be adding this so it can be billed?
- When funding is allocated in small increments (weekly, monthly) rather than for the full span, TEN members said it entails additional admin. time to request \$\$ be moved. Suggestion that teams discuss how to allocate funding based on person's needs.
- Level 1 cap has been raised to \$6,750 to accommodate NMT & HPC rate increases
- David will invite DODD staff to talk with us about real-world applications/implications of new rules.

- **Staffing Crisis-** how is your agency handling being short-staffed? How is it impacting services? How are you attempting to address the challenges?
 - Paying lots of overtime, as well as salaried staff working many more hours
 - Hoping the pay increases and efforts around retention will help

 - **EVV status-** how is this going for your agency?
 - Several agencies doing OK, though it's still cumbersome for staff
 - On-site/On-call does not need to be logged to meet EVV requirements. Some alternate systems may require it, though. "Connect-a-Voice" called out as a good system.

 - **Blueprint for Adult Day Services & Employment Work Group-** your chance to give input!
 - Discussed what's working/not working. Additional feedback can be sent to Mary Thompson (mthompson@fuseoh.net)

 - **Medicaid lapses!** We've had multiple people whose Medicaid has lapsed while they continued to receive services. Please bill in a timely manner, and let us know ASAP if your billing kicks out.
 - Some County Boards are refusing to pay for services if the Provider was responsible (in the ISP) for maintaining benefits.
 - If you're agreeing to maintain benefits, consider what needs to be in that agreement. When do you become responsible? Make sure your responsibilities are clearly defined.
 - What are your processes around becoming the authorized rep. and confirming a new person's Medicaid status?
 - Reportedly some County Boards are declining to pay any providers during a Medicaid lapse (!)
 - David will invite someone from DJFS to talk with us about Authorized Rep. questions and other issues.
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- **Late ISP data-** Starting to see better results from the new ISP Process:

December				
Percentage meeting the 15-day timeframe			78.00%	
Percentage meeting span date			93.00%	

- FYI- most Licking County Providers are declining to waive the 15 day rule, except in specific circumstances.
- The group asked if the # of requests to waive the 15-day rule could also be tracked. David will share with SC staff.

● **Miscellaneous**

- **Imagine IS issues-** there have been several reported issues with info. from the SSA side and the Provider Portal not matching. Have you noticed any problems?
- **Licking Co. Coalition for Housing upcoming presentation-**the Coalition plans to share information with Providers (especially Home Managers), CB staff, & families. Date and time to be determined.

- **CB staff recognition**- as you may know, the County Board recognizes staff nominated by their peers or others. If there are CB staff you want to recognize for their work, you can do a nomination on your own or the Excellence Network could do a group nomination.
 - **Requesting changes to an ISP**- Ohio Admin. Code 5123:2-1-11 states, “At the request of the individual or a member of the team, in which case revisions to the individual service plan shall occur within thirty days of the request.” Just FYI.
 - **METRO presentation**- “Helping Those You Support Utilize Metro Vouchers” Jan. 23rd, 2:00, ESW
 - Registration: teresa.whipkey@lcountydd.org or 740-322-6907
- Mary reported that the new state-wide ISP being developed is looking very good!

Next Mtg.
Friday, February 21st, 10:00
PALS hosting @ E.S. Weiant Center