

**Participant Directed Programs Policy Collaborative Meeting
September 28, 2016**

Draft Minutes for Approval at October PDPPC Meeting

(Telephone meeting only)

Executive Summary: This was a relatively short meeting. We discussed the FMS surveys (everyone needs to fill them out), questions for comparison chart, the new shorter ASMP form for changes in allocation or retraining, and FAS progress. Questions were answered about the attendant directory. There is going to be a change in PAR vendors and the FEA transition was discussed.

The meeting was opened at 1:00 pm by Rhyann in John Barry's absence and roll call was taken by calling out names. The following were present: Adam Tucker, Beverly Hirsekorn, Brent Salner, Cheryl Vennerstrom, Conner Macleod, Craig Morrison, David Bolin, Debbie Miller, Erica Weidenfeld, Gerrie Frohne, Heather Jones, Jason Smith, Jennifer Martinez, Julie Reiskin, Kady Hetherington, Kate McGuire, Kathi Sargent, Kelly Brown, Kelly Tobin, Kevin Biln, Kevin Smith, Kirk Miller, Linda Andre, Linda Medina, Louise Apodaca, Mallory Cyr, Margaret Proctor, Maureen Adams, Maria Rodriguez, Marsha Unruh, Matt Dotson, Renee Farmer, Rhyann Lubitz, Ryan Zeiger, Sara Horning, Sharita Richmond, Sivani Rasanayakam, Stephanie Holsinger, Tim Moran, Valerie Baker-E.

The following were excused: Alisha Singleton, Caitlyn Brady, Candie Dalton, Cathey Forbes, Curt Wolff, John Barry, Kelly Morrison, Linda Skafien, Rebecca Sturdevant,

Voting rights were reviewed.

Minutes: The draft minutes for August had been distributed and there were no edits.

Motion to approve Stephanie from Montrose seconded by Heather in Mesa. Passed unanimously.

Open forum #1:

1) Heather in Mesa had a question how HCPF is going to prepare for or extensions in terms of billing. She was informed yesterday that the SEP will not be able to submit PARs for a three week period from 10/7 through 11/1 while a new vendor contract is set up. They are moving from Xerox to HP. She is concerned about 11/1 and 12/1 renewals and new clients. She wanted to know what the plan is to address this. RESPONSE: Rhyann found out about this yesterday. She talked with the HCBS operations manager and learned the Department will be issuing communications. She said that they can still set up services if financial eligibility verified and PARS sent on 11/1. Rhyann will talk to FMS about how this will work. Biggest concern is new clients and 11/1 Renewals. There is website and provider training phone 800-237-0757 and selection option 5 or website in provider area --Provider.questions@state.co.us

Julie expressed concern about the last PAR transition in the acute care side of HCPF which was a disaster. Someone mentioned that we need to be proactive --make sure SEPs are aware. Someone mentioned that this may go better because Xerox is waiting in the wings in case HP fails so HP is likely working hard to avoid this.

Valerie asked will new clients be able to begin services if financial eligibility is established. Answer is YES. The SEP will do a dummy PAR as always, the difference is that the provider will be asked to hold the Dummy PAR for three weeks. This may be harder for smaller providers that cannot wait for three weeks.

2) Louise Apodaca said that we had talked about extended PDPPC outreach. She thought that the FMS should insert PDPPC info in each client

monthly account statement. Julie said she thought we agreed on this already. Kevin asked each FMS to respond.

Jason with ACES\$ said that this should be doable, but may be some work and he thinks it is good idea. It was suggested instead of trying to customize each month say it is every 4th Wednesday and give the call in number --with link to web with brief description of what PDPPC does.

Jennifer with PPL said that it is already there in their statements and Sivanni said that she gets the info about the meetings in the PPL statement. Cheryl with Morning Sun said they can add this to their client account statements and web portal.

ASMP: Attendant Support Management Plan Form:

Rhyann presented on the shortened ASMP--one is in larger font which makes the pages look different. This shorter version is for people with increase or those that have to go to retraining due to over spending. Rhyann reviewed the form.

Julie said that increases and overspending are two separate issues and that for overspending there should be a way to say what happened and how they will mitigate the problem going forward. Also if there were ever an increase of 5% of more people should say how they are going to use it (increase wages, more hours, etc.). Rhyann asked for case manager input. Would it be easier for CM to have one form with breakouts or two forms? Heather said that she would prefer one form that had two options. Rhyann said she would work with Kady and revise it and bring back.

Funds for Additional Services FAS: Rhyann reported that the group had their initial meeting on FAS subcommittee on 9/19. She said that other states are calling this goods and services. The committee is reviewing options and outreaching CMS to ask if we can combine this with allocation or do we need to set up differently. Technical guide seems to make it set up as separate services. The next meeting 10/17 at 2 pm.

Julie asked if Rhyann can ask CMS if we can use this as a cost containment tool because that is what worked so well --even if it has to be separate and

used in the next year Julie would like to have this tied to savings in allocation use and not as additional benefit.

FEA transition:

Rhyann said that we talked last month about transition. At that time we had 600 that still needed to transition. Now we have 250 people. Rhyann is working with leadership on those situations. She is trying to avoid anyone losing services.

16 have FEIN issues they are working on with the IRS

22 quick conversions are almost done.

The main issues remain things like errors on the I-9s. Julie expressed a concern and knew of one person who was just notified for first time yesterday. This person thought the FEA transition was done months ago and only heard yesterday that there was a problem. Heather said from her perspective at SEP things improved. She said there was a drop in clients that still need to finish. Mallory is working closely with SEP and FMS on transitions. She said if there are specific issues or if anyone knows of people not aware of status, they can reach out to her--lots of progress has been made.

If someone does not transition they will get 803 and can file appeal but goal is not to get to that point

CONSUMER DIRECT RESOURCE GUIDE. Curt was going to review this but he was not on the call and no one else had enough information to lead the discussion. *This will be postponed until next meeting.*

PDPPC location: Rhyann said that we have one for October-December but she was not sure where and that *John will update before the next meeting.* Julie announced that Atlantis will be redeveloped and there will be conference room space. They hope to break ground August 17 and it will be about a year and half of work, but after that we have permanent home.

FMS SURVEYS: Kady presented on this:

3325 surveys mailed out --deadline 11/21

Anyone with questions can call consumer direct. The survey is anonymous with space for name if person chooses. Did they go to client or AR?

Answer was they went to client. If you did not get it call consumer direct?

A survey should have gone to every client, if someone did not get it they can call for a new one.

Discussion that we need to promote these and ask people to fill them out.

Last year we did not have enough responses from all FMS vendors to share info so now we need to make sure to get enough. Julie said that CCDC will do communication encouraging people to do survey.

FMS COMPARISON CHART: Kady presented on this. She said that the current FMS provider comparison chart is in the training manual and is a two page chart. It is broken down into questions and answers. She wanted to know what are good topics for the chart. The following suggestions were made and others can reach out to her with ideas.

- Communication (one person vs center)
- Grievance process
- Can you test website
- How they handle workman's comp and unemployment --do they include employer?
- Toll free number for main office?
- How many clients per staff?
- Percentage of board and staff PWD

Open forum #2:

- 1) Kady--Attendant directory launched and is up--a few attendants have registered --a few clients have reached out also--it is moving and going. Kevin said that we need to involve more consumers that receive services to be involved.
- 2) Louise asked can FMS mention the survey in the next statement and remind people to do the surveys?

- 3) Maria asked what is process to use registry without internet access. Answer is that Consumer Direct (CD) has two paper forms. If attendant wants to register they fill out form and CD enters the information. If an employer/client wants to use it, they call and fill out form and send back and CD will enter information and pull names and profiles. They can do this every time we want to search or could they do it automatically every week for a month, or some determined amount of time. They can work with people individually. The main number for Consumer Direct is 844-381-4433. Louise asked if we fill out form and it requires our name does that go to prospect? She said she would not want to give her last name to someone at this stage. Kady said at this time yes, but she can see if we can change that. Louise had some technical questions and Kady was checking on that and responding to Louise directly.
- 4) Kelly Tobin wondered during FEA transition discussion what happens when there is problem with request for reasonable accommodation with communications. She said that it is a problem and happened to her and could that be on the guide comparing FMS agencies. Rhyann said if reasonable accommodation is requested and not acted upon this should be reported to Mallory.cyr@state.co.us. Kelly asked if there was a specific form to make such requests and was told no.
- 5) A new member asked if we could explain the purpose of this group. She said she was new to CDASS and it was a great program and made a big difference in her life. The purpose was explained --this is a group to focus on the rules and systems of CDASS and IHSS --that consumer direction meant having us involved in the overall governance of the program. This is also a place to share your perspective. Someone else said if you have specific problems you can talk to your case manager and questions about the program can be directed to Consumer Direct.

The meeting adjourned at 2:26 pm
Respectfully submitted, Julie Reiskin