

# PDPPC Meeting March 25 2015

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## Final Minutes Approved on April 22, 2015

**Executive Summary:** This was an abbreviated meeting due to the fact that two of the four staff working on our programs (Candie Dalton and Kelly Jepson) have submitted resignations effective April 1 and March 26 respectively. This means there will not be staff to work on new issues or projects for the immediate future. The meeting focused on people expressing appreciation for the departing staff and planning for next steps, including communications for the interim.

The meeting was called to order by the co-chairs Linda Andre and John Barry a few minutes after 1

Introductions were made and the following people were marked present.

Present in room:

Anaya Robinson	Gerrie Frohne	Julie Reiskin
April Boehm	Grace Herbison	Kari Vinopal CD
Barb Ramsey	Jason Smith Acces\$	Keith Coppen
Bonnie Rouse HCPF	Jed Ziegenhagen	Kelly Brown Acces\$
Candie Dalton	Jeff Epp	Kelly Jepson HCPF
Curtis Padilla IHSS	Jeff Pratt CD	Kevin Smith
Ally HC	John Barry	Linda Andre
David Bolin	John Darly CNA	Linda Medina

Linda Skaflen	Renee Kelly Brown	Ryan Zeiger
Mark Simon	MS	Sarah Roberts
Rebecca Sturderant	Rhyann Lubitz	Sueann Hughes
MS	Roberta Aceves	Whitney Ray HCPF

On Phone:

Ann Dyer	Dan ??? Acces\$	Margaret Proctor
Bonnie Silva	Daniel Holder	
Cathy Forbes	Gabrielle Steckman	Maria Rodriguez
Christina Ulmer	George O'Brien	Mark Fenton PPL
Corrinne Lindsay	Heather Jones	Maureen Pepin CoA
Craig Morrison	Janet Pethan	Renee Farmer
Acces\$	Kelly Morrison	Tim Moran Acces\$

Excused Dawn Russell, Julie Farrar, Liz Wuest, Josh Winkler, Tim Thornton

The **attendance and voting policy** has been provided in advance and was available and the list of those eligible to vote was reviewed **–no corrections were made.** Linda S. reiterated that each FMS had one vote and they needed to figure out who would take the vote.

Linda S. moved and Suanne seconded **January minutes are approved.** The only correction was that Linda Medina was present and not listed. Passed unanimously.

**Thank You to Candy Dalton & Kelly Jepson:** As everyone knows both Candie and Kelly have resigned from their positions at HCPF. Kelly is moving to Montana and Candie is going to work for Accent on Independence. The following remarks were made.

- Jed: We cannot go forward without acknowledging the hard work of making PDPPC work and all of the CDASS program Candy and Kelly.
- Julie R. praised Candie for her commitment to consumer direction and support of clients, for getting things done, follow through, etc.
- Linda S. praised Kelly for her work with FMS, told Candie how much respect she has for her work, very organized moved forward, worked with this group that is not easy, we don't often say how much we appreciate but we do—but her being fully embraced into consumer direction is important, and seeing all of us as equal working partner.
- Mark Simon: Candie has been tremendous to work with and moved us forward significantly
- Linda A. expressed appreciation.
- Corrine said it has been an honor to work with someone who has respected culture, differences, incredible that there is person with her knowledge and ability able to work with clients.
- Gabrielle said Candie is great partner, acknowledged Kelly for work with FMS. There have been significant changes and did a great job on steep learning curb.
- April ditto to what Gabrielle said.
- John said Candie has led way to repair consumer trust

- Grace said she had been fortunate to work with Candie and Kelly— Grace will aspire to work with this group in the same way as Candie. She said Kelly has work ethic that is amazing and she appreciates work going into making leaving as smooth as possible
- Kathy Forbes said as a disabled person for 25 years you meet all kinds of people and rarely do you meet someone like Candie who is compassionate and has touched the disabled community.
- Jeff Epp said that Candie Always had open door policy and she always wanted to help people who deserve the program to be on the program, personal view of everyone which is very important.
- Whitney Rey said thanks for everything she has been taught and never had a job like this and appreciates the opportunity

### **Next Steps:**

Jed said that it would be an insult to hard work if we did not have a plan to go forward. Sarah said that losing Kelly was void and last day is 26<sup>th</sup>. Her intent was to involve stakeholders and we usually do but shortly after that Candie put in her resignation. Sarah said that with two people down and all of the changes with FMS she felt it was critical to move swiftly and identify someone who could do cross training with Kelly to make sure the FMS program is functioning. Bonnie Rouse is with HCPF and has been there for 2 years, she has been working on contracts and doing things under the controllers office that Kelly does. Bonnie has aptitude for this work and is getting her Masters' in public administration. Sarah had interviewed her for different position and was thrilled to tap her to step in

and work with Kelly to do transition. Bonnie is replacing Kelly. For the CDASS position to replace Candie, she hopes to post on Friday and will have it open for 10 days for people to apply. John will send it out and Sarah will work with John to decide who amongst us stakeholders to join in interviewing for top six candidates. Currently they are in situation in LTSS with lots of vacancies and Sarah is looking at it as opportunity for renewal.

Sarah is working to figure out how to keep moving things forward while finding replacement for CDASS position while bringing Bonnie up to speed. Kelly said she worked with case managers directly, worked with Consumer Direct to answer general questions and concerns from clients and case managers. People should be directed to contact Consumer Direct if they are not getting answers from case manager and they are not getting needs met through SEP administrator. Kelly will be sending out a communication later today. People need to go to case managers, then to SEP administrator then call consumer direct. Part of their role is customer services. They will not be able to answer detailed policy questions—this resource will not be as available until we get Bonnie up to speed. Sarah asked us to be patient during this difficult transition time.

Julie said in this unusual situation she supported Sarah's decision re moving quickly. She said that keeping CDASS moving especially with FMS changes was most important and that we (PDPPC) expect to have input on the manager position and we (clients/advocates) can help train Bonnie on cultural issues as needed. She said CCDC wanted assurance that while we are being patient there is no client punishment later. Case managers should be told to document issues and have a stay put policy. This means

if something has been allowed it should still be allowed and vis versa. If a case manager documents that client and CM have discussed issue neither should be in trouble later if it turns out they did not interpret policy correctly.

Linda S. agreed with Julie—and she asked Bonnie if she knew consumer direction philosophy and offered to have some of us sit down with her and explain the philosophy and history.

Sarah said she wants to get person centered thinking training for Bonnie and other person who gets hired as part of their move to get everything focused on person centeredness. Julie said she thought that was great but that consumer direction was different and **specific training was necessary for these positions and offered herself and other leaders to help.**

Linda S. asked if it would be helpful to sit with a few people who have been clients and active for a long time.

Bonnie—YES

Sarah learning curve is steep with technical stuff and this should be scheduled. It was also suggested that case managers and supervisors that need help with complex policy issues reach out to Rhyann Lubitz and Colorado Access or Allan Wiley at Adult Care Management as both have a lot of experience and know the detailed policy issues. Rhyann was present and said she was happy to help as needed.

Tim Moran said he wished Candie and Kelly well. He agreed with Julie but said that there are several pressing issues not answered to date. There are contract issues with many open items. He said we (FMS) have obligation to serve clients in the interim. He said that there was a productive meeting this morning, but that we need to have level playing field amongst the FMS agencies.

**Sarah said she will work with team that is here including Grace and will prioritize issues that have come up—she needs help with prioritizing the issues.**

Linda A. said she had a case manager call her for advice yesterday.

Sarah—this is a huge void, communicate with us as this happens, need to continue with PDPPC and move forward and she needs to absorb what is happening

Kelly from Acces\$ said it would help if Sarah and Jed meet with FMS to hear what the urgent issues are.

Mark said that one issue he wanted to raise today is info for clients to compare three FMS and two employer models. He said there was a rough version in December and he has not seen a clean version and he thought Consumer Direct was working on it. Can this keep moving during transition?. Kelly thinks it is developed and is on their website at [www.consumerdirectco.com](http://www.consumerdirectco.com) . She said that if something is not clear or right they (Consumer Direct) are willing to take feedback. We need to get the word out about these documents being available. John will follow up

with Kelly and get this out. Mark suggested that they also get this out to SEPs. **Kelly and Bonnie will make sure letter goes to SEPs.**

Linda S. asked about seeing the transition plan, can we know what is going on with numerous other open issues such as FAS, Audit, IHSS, etc. **Sarah will send us transition plan and discuss priorities with Candie but she needs briefing first.**

George had problem with making rate changes with PPL. He said he did not know what program he was in and was not told—he google searched it and found a form that looked right. Kelly said that CDASS has been around for many years and they are still working at getting documents in one place and updated as quickly as possible. You can get documents most quickly by going to FMS and if you do not know your FMS go to your case manager. **Gabrielle said maybe they can add the model to the client statement and she will look at it.**

### **Public Comment:**

- Julie R: Appreciated Jed and Sarah taking the time to prioritize PDPPC in the midst of numerous issues
- Linda A: Who do clients contact if they have a big issue?  
Answer: First case manager, then consumer direct, then Sarah who will try to respond with response time.  
What will work best is getting someone into this position to devote time and resources to be as responsive as needed. You can go to FMS with detailed complex questions about issues with website,

payroll, etc. Consumer Direct can also field complaints, and they can decide what needs to be escalated.

- Linda S: What are the—steps to post position?

Sarah said these are the steps:

- She reviews position description and send to HR
- HR reviews and make sure it is proper
- HR posts for ten days—when posted John sends email.

Applicants have till 10<sup>th</sup> day but they can stop taking it if they have more than 25 applications.

- HR screens for meeting minimum qualifications.
- Sarah sets up interviews and involves us and we interview top six candidates,
- After selection person has to give notice—often up to a month after selection made—can be two to three months. This has been prioritized by the HR folks.

- **Julie asked that we get a copy of the letter that goes out to case managers so we can help if there are rumors and help assure people that there is nothing wrong with the CDASS or IHSS programs, they are not going away and remain a positive priority for HCPF. Sarah said yes that was a good idea and asked if we would review and we said yes.**

- Mark Simon said that when the job listing is posted we hope it contains language that person should have prior experience working with consumer, advocates, and consumer control to be a good fit. Sarah is going to tweak the announcement that we already vetted

when we got Candie. **She thinks it includes similar language but will double check.**

- Linda Andre said she was thinking of stepping down as co-chair so if someone is interested they should call John or her and they can tell her what is involved with this honor.

The meeting adjourned a few minutes after 2:00 PM. The reason the meeting was short was because due to the staff vacancies it did not make sense to put more projects and work on the docket as there will not be anyone to do it for a couple months.

Respectfully Submitted

Julie Reiskin, PDPPC Member