

DDS North Region
Regional Advisory Council

January 20, 2016
Meeting Minutes

Members Present: Nancy Bilyak, Richard Rothstein, Annette Scully, Tammy Selinger, Andrew Selinger, Elisa Velardo, Claudia Neumann

Guests: Lori Sandora, Brian Reddy, Daniel Micari, Claudine Testani, Kathryn Curran

Elisa Velardo, Regional Director, began the meeting with introductions. Three attendees were welcomed as newly appointed members of the Council. Tammy and Andrew Selinger, as well as Richard Rothstein have been appointed by Commissioner Murray as official members.

- Northeast Parent Group – Brian Reddy, DDS Case Management Supervisor, was asked to attend tonight’s meeting to share information regarding a parents’ group that he is involved with in the Northeast portion of the state. He shared an informational flyer and explained how the group got started. When the group first began, it started out as a group with people who were just self-directing. As more people started attending looking for information regarding services, the group has now grown and is now for any parent who does not have funding or is on the Waiting List. Brian explained that he felt that it could be beneficial to attend the RAC meeting to bring back information to the Putnam group from this meeting. It is difficult for people to attend meetings in this part of the state because it so far for them, which is another reason the group was formed in Putnam. They have had guest presenters at the meetings, and all families are welcome to attend. Brian was asked to share if there are any particular speakers that he feels may also be willing to speak here. He will share information from the RAC meeting with their group which will be meeting again in February.
- RAC Membership Flyer – Elisa shared the informational flyer again about the RAC. It has been slightly revised from the one shared at the last meeting. The intent is that it be shared to get as many people as possible to be aware of the Council and what it does. Information will be shared with the Region so case managers can share with families.
- College of Direct Support – An informational flyer was shared regarding online training that is available for families from the College of Direct Support.
- DDS Budget Update –
 - There have been some additional cuts.
 - Family Grants have not been impacted.
 - Some changes are being made in the Public Sector. We have one home that will be consolidated, and five homes that will be converted from Public to Private in the North Region. Elisa has been meeting with families that will be impacted, and the RFP process has begun to identify new providers. Proposals from providers are due on Friday. We are looking to be completed with the process by May.
 - Mr. Rothstein shared budget information from the advocacy group. Legislative session begins February 3rd. A meeting with the IDD caucus will be held on 2/10. The hearings will be a little different than they have been in the past. Instead of having families just tell their stories, the feeling is that families need to convince the legislators that services need to continue and services need to be available after the age of 21. Also, the Waiting List needs to be addressed.

They are working on ways to increase transparency with DDS, giving families more information, i.e. the PRAT process, what is submitted to PRAT and how it is presented, sharing information about the decision and what is the process if the family disagrees with the decision. They are also working on ways to keep money within DDS and not have it go back into the General Fund.

- Quality Monitoring – Daniel Micari, Director; Claudine Testani, QM Supervisor; and Kathryn Curran, QM Supervisor -
 - Daniel Micari, Director of Quality Management Services, and two of the four Quality Management supervisors, Claudine Testani and Kathryn Curran, attended the meeting to provide some information regarding the licensing and monitoring of different types of programs. Dan provided a handout which explained the division and its responsibilities for each type of setting, as well as the Quality Service Review process. Claudine and Kathy each explained the programs they are responsible for overseeing and how the monitoring and visits are done. Dan also reviewed the Statewide Emergency Management program.

Other Discussion:

- If anyone has suggestions for a speaker or presentation, or a particular area of interest for the meeting in February, please email Claudia.

The next RAC meeting is scheduled for Wednesday, February 17, 2016 at 5:00 p.m.

Respectfully submitted,
Claudia Neumann
Executive Secretary

PLEASE JOIN US FOR OUR NEXT NORTHEAST REGION

DDS SELF-DIRECTION – NEW DIRECTIONS

SUPPORT GROUP

FOR DDS CONSUMERS AND THEIR FAMILIES

DATE: MONDAY, FEBRUARY 1, 2016

TIME: 6-8PM

PLACE: JOHN DEMPSEY REGIONAL CENTER, EVERETT O'KEEFE ROOM
376 POMFRET ST., PUTNAM, CT 06260

PLEASE JOIN OUR EXPANDING GROUP OF CONSUMERS AND FAMILIES AS WE ATTEMPT TO SHARE USEFUL INFORMATION, HIGHLIGHT UNMET NEEDS, STRATEGIZE POSSIBLE SOLUTIONS, AND PROMOTE HELPFUL CONNECTIONS IN AN ECONOMIC CLIMATE OF DWINDLING RESOURCES.

THIS MONTH, WE WELCOME, GUEST PRESENTER, HEATHER GRAVELINE

- PARENT OF 2 SONS WITH COMPLEX NEEDS
- CO-FOUNDER OF C.A.R.E., CT ADVOCACY FOR RESOURCES AND EDUCATION, INC.
- CT FSN (CT FAMILY SUPPORT NETWORK) NORTHEAST COORDINATOR

ALL DDS CONSUMERS & THEIR FAMILIES ARE WELCOME

PLEASE R.S.V.P. TO: BRIAN REDDY, brian.p.reddy@ct.gov, (860)456-6388, or
MONA TREMBLAY, (860)774-7501, ext. 2014, mtremblay@genhealth.org

LIGHT REFRESHMENTS WILL BE SHARED ~ BRING A DISH IF YOU WISH

“Never doubt that a small group of thoughtful committed citizens can change the world; indeed it’s the only thing that ever has.” ~ Margaret Mead

Division of Quality Management Services

Name and Job Title:

Daniel A. Micari, Director of Quality Management Services

Brief description of division:

Quality Management Services is responsible for evaluating the quality of services and supports delivered to individuals across the state by the Department of Developmental Services.

Division staff conduct on-site reviews, using the Quality Service Review (QSR) process and Community Living Arrangements (CLA) and Community Companion Home (CCH) Licensing Regulations to ensure compliance with state and federal regulations, the department's policies and procedures and the requirements of the Centers for Medicare and Medicaid Services (CMS) regarding Connecticut's Home and Community Based and Individual and Family Support Waivers. Information gathered by the Division is shared with other stakeholders as a basis for quality improvement initiatives, so that agreed-upon best practices can be implemented statewide.

Quality Management Services, in conjunction with Resource Management, evaluates and issues the departments' Provider Certification. Provider Certification is defined as the written authorization issued by the Commissioner to a qualified provider to deliver support services to individuals.

Responsibilities of division:

Community Companion Home:

The CCH model offers a family setting to people with intellectual disabilities. Families of diverse cultures, backgrounds and composition are sought for the best possible match. CCHs provide a nurturing home environment where an individual can share responsibilities, develop mutual relationships, be independent and make their own choices. Homes are licensed for three or fewer adults or children with Intellectual disabilities and/or autism, and are supported by either the public division of the applicable region, or by one of the eleven private agencies currently contracted with the DDS to provide oversight/support.

The Community Companion Home (CCH) Unit is responsible for evaluating the quality of services and supports delivered to individuals living in such settings across the state, which are licensed by the Department of Developmental Services. There are currently 287 licensed CCHs, which includes four additional licenses pending. The current licensed capacity of these homes include: 497 adult and 3 child beds, (500). There are an additional four beds pending licensure.

The CCH Unit staff conducts on-site reviews, using the Community Training Home (CTH)/Community Companion Home (CCH) Licensing Regulations to ensure compliance with state and federal regulations, the department's policies and procedures.

Community Living Arrangements:

The Community Living Arrangements, (CLA), Unit is responsible for evaluating the quality of services and supports delivered to individuals living in "group home" settings across the state, which are licensed by the Department of Developmental Services. Reviews based on the CLA regulations evaluate developmental and clinical services provided to individuals living in licensed "group homes". Reviews also identify environmental issues that could affect health and safety, and gauge compliance with department policy.

There are currently 878 licensed CLAs, with eight additional licenses pending. The current licensed capacity of these homes include: 3,956 adults. Homes are licensed and are supported by either the public division of the applicable region, or by one of the 79 private agencies currently certified with the DDS to provide services. Currently there are 39 private providers, with 296 homes in the North Region and 34 public homes in the North Region..

The CLA Licensing Unit staff conducts on-site reviews, using the Community Living Arrangement Licensing Regulations to ensure compliance with state regulations, the department's policies and procedures and the agency's policies and procedures. The reviewers also conduct unannounced reviews to evaluate progress on plans of corrections and ensure that quality systems are in place.

Quality Service Review Overview:

The Quality Service Review (QSR) is the department's quality review system that measures personal outcomes and provider support expectations across all service delivery settings. The QSR evaluates the quality of supports delivered by Qualified Providers and assesses the individual's satisfaction with services and supports. The QSR incorporates elements from pre-existing departmental quality assurance activities as well as new components to address Centers for Medicare and Medicaid Services (CMS)

quality system expectations. It consolidates quality management activities for the variety of services offered to individuals into one review system. All vendors will have services reviewed using the same personal outcomes measures, performance indicators and methods, and will be certified to deliver distinct services as part of the expanded quality oversight process. Provider service performance can be compared, and the results used by individuals and their families to choose from the array of service providers throughout the state. The QSR is also used to provide reviews when requested by families, Case Managers, Resource Managers, Regional Directors, etc., as performance questions or concerns arise.

The QSR includes seven focus areas: 1) Planning and Personal Achievement, 2) Relationships and Community Inclusion, 3) Choice and Control, 4) Rights, Respect, and Dignity, 5) Safety, 6) Health and Wellness, and 7) Satisfaction.

The QSR currently reviews 567 residential placements (including CLA) and 941 employment and/or day services.

Number of staff supervised:

4 Quality Review Specialist Supervisors; 26 Quality Review Specialists; 1 Utilization Review Nurse (RN); 1 Clerical Staff

Key projects and brief description:

Statewide Emergency Management Coordination Function:

To develop, enhance, and coordinate Connecticut's interdepartmental and municipal emergency management mitigation, preparedness, response, and recovery efforts to ensure the functional needs of people with developmental disabilities are met should a natural or man-made emergency occur.

A Quality Review Specialist in the DDS Central Office Division of Quality Management Services, under the direction of the Division Director:

- Studies and advises senior DDS Central Office and Regional staff on emergency mitigation, preparedness, response, and recovery best practices.
- Coordinates training for the Department's Central Office and Regional Incident Management Teams.
- Develops and causes to be issued Safety Alerts and Advisories distributed to private and public service providers informing them of potential health concerns and safety hazards.
- Updates and enhances the Department's Emergency Management Database.
- Reviews and comments on new Department service provider's policies and procedures related to emergency management.
- Promotes, via participation on a number of task forces chaired by the CT Department of Public Services and Protection, Division of Emergency Management and Homeland Security, the development of statewide emergency management policies and procedures that address the needs of people with developmental disabilities in an emergency event.
- Promotes and coordinates the Department's full participation in State and Federal emergency response drills.
- Develops and implements interactive training sessions (as the Department's representative on the Capital Region Council of Governments, Capital Region Emergency Planning Committee's, Emergency Support Function 19 training unit) for state and municipal leaders and first responders across Connecticut in ways of planning for and responding to the needs of people with developmental disabilities and other functional needs in the event of natural or man-made emergencies. To date over 4,600 first responders from dozens of Connecticut municipalities have participated in the training sessions.

Southbury Training School Medical Oversight Project:

The Division of Quality Management was asked to conduct quality review visits at Southbury Training School to review Medical Oversight and Coordination of Care for the individuals residing at the Training School. Quality Management in conjunction with the Director of Nursing, worked collaboratively to develop a quality review tool and database to best evaluate the Training School's corrective action plan based on the recommendation from the Mortality Review Board. A 10 percent sample of 315 individuals residing at Southbury Training School will be evaluated over the next 3 months. The project was implemented in January of 2015 and is ongoing.

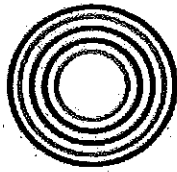
Enhanced Monitoring Reviews:

The Division of Quality Management in conjunction with Regional Directors and Assistant Regional

Directors participate in enhanced monitoring reviews of private provider agencies that are struggling to meet the department's expectations for oversight and implementation of services. Over the past year, the department worked collaboratively with regional staff on two separate enhanced monitoring projects for private providers that were not performing to the Department's standards in terms of adequate care and services to the individuals residing in their community living arrangements (CLA), supported living arrangements and continuous residential support (CRS) programs.

Key issues and brief description:

The Division of Quality Management Services effectively manages the databases for both the CLA and CCH licensing units. The QSR review database is also closely monitored by the department in conjunction with the IT department. The summary of citations for every CLA review is posted on the DDS Website for families and individuals to review. The management of the database systems is a large undertaking and requires careful monitoring and updating to ensure data integrity.



**Community of Practice
for Supporting Families of Individuals
with Intellectual & Developmental Disabilities**

Family Mentoring and Leadership Committee **ANNOUNCEMENT** **FREE ONLINE TRAINING FOR FAMILIES**

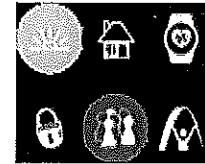


What is College of Direct Support (CDS)?

College of Direct Support is a **FREE** comprehensive web-based learning system for direct support and other professionals who deliver services to individuals receiving support from the department. This web-based curriculum will supplement and in some cases replace classroom-based training, and will be accessible from any computer with an Internet connection.

What is Person Centered Planning?

Core Belief: All people have the right to live, love, work, play and pursue their life aspirations just as others do in their community



Person-centered planning is a set of approaches designed to assist someone to plan their life and supports. It is used most often as a planning model to enable individuals with disabilities to increase their personal self-determination and improve their own independence. Widely used Person-Centered tools include Making Action Plans (MAPS), Planning Alternative Tomorrow's with Hope (PATH), Essential Lifestyle Planning, and Personal Futures Planning

CHARTING the life course



LifeCourse Planning is a universal planning framework that can be accessed at <http://supportstofamilies.org/resources/lifecourse-toolkit/>. It was developed to help individuals and families of all abilities and at any age or stage of life develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to live. Individuals and families may focus on their current situation and stage of life but may also find it helpful to look ahead to start thinking about life experiences now that will help move them toward an inclusive, productive life in the future. The framework is designed to help any citizen think about their life, not just individuals known by the service system. Even though the framework was originally developed for people with disabilities, it is designed universally, and can be used by any family making a life plan, whether they have a member with a disability or not.

Accessing the CDS for families has been an achieved goal for the Family Mentoring and Leadership Committee. Not only does this program provide access to valuable information, but we are also offering families a voice for areas that may need improvement or updates to enhance the overall quality of the program.

If you are interested in enrolling in CDS and can provide input to enhance the program, please contact: dianne.gill@ct.gov
If you like to learn about LifeCourse Planning or the Family Leadership & Mentoring Project, please contact:

PATH 203.234.9554