

DS Council Meeting Transcript

June 20, 2024, 5:02PM

Patti Silva 0:04

Thank you.

So, we do not need to really do any introductions.

Do we have any members of the public who are present?

Who would like to say a few words?

OK, there being none.

We'll move on to the next item agenda, which is the approval of the May meeting minutes.

Did everybody get a chance to look through those?

And also I hope that everybody saw that the email that Jordan had sent out about the structure of the meeting minutes from now on, no.

Umm, were there any comments or corrections?

Christine.

You have to unmute.

Christine (Guest) 0:59

I thought Rick was trying to say something that he was muted.

Patti Silva 1:01

Oh OK, where were you trying to say something?

Rick Lenz 1:06

Said those are the last written minutes we'll see.

Patti Silva 1:10

The full ones.

Yeah.

Well, yeah, yeah.

Now apparently it is a very arduous process, as I'm sure that Wes can relate to us.

Adrienne has her hand up.

Adrienne (Guest) 1:31

I certainly admit I've never been good at minus.
I've tried in the past.
How am I muted?

Jacovino, Shannon 1:40

Adrienne, we can't hear you.

Adrienne (Guest) 1:41

OK, I'm not muted though.

Patti Silva 1:43

I can hear a very, very softly.

Jacovino, Shannon 1:45

Yeah.

Adrienne (Guest) 1:46

OK, I'll get now.

Velardo, Elisa 1:47

Maybe you're connected to headphones.

Adrienne (Guest) 1:50

I don't have headphones.

Velardo, Elisa 1:51

No.

Adrienne (Guest) 1:53

Tech here anyway, I just I'm not sure it's going to be OK.
Fabulous to have minutes like that because it doesn't.
How will we really?
How will the public really know what's going on or if someone misses, you know,

we'll see.

I think it's, I know minutes are really hard.

Not certainly my specialty, but I am concerned.

Tsegai, Wesaneit 2:14

I'm Adrienne.

Do you have a device plugged in by any chance headphones or something?

Adrienne (Guest) 2:19

No, I do not.

Tsegai, Wesaneit 2:21

Umm yeah, it's very quiet, very low.

Adrienne (Guest) 2:25

Sorry, how is that better?

Tsegai, Wesaneit 2:26

It's OK.

Velardo, Elisa 2:30

No.

Tsegai, Wesaneit 2:30

No.

Adrienne (Guest) 2:30

No.

OK, never mind.

Patti Silva 2:36

Umm, just in response to what I could hear from what Adrienne said.

There will be a video on the website.

Is that correct, Wes, that will be posted.

Tsegai, Wesaneit 2:50

Yes.

And then also any presentations will continue to be posted as well.

Patti Silva 2:51

So that.

Right.

And the transcript, which is not always all that accurate because of the cross talk and things like that.

But umm, I think the video would probably be the best thing for people to watch if they're looking for accurate information on what happened during the meetings.

Adrienne.

Adrienne (Guest) 3:16

8.

Patti Silva 3:17

Or do you still have your hand up?

Adrienne (Guest) 3:18

Not, no.

Adrienne (Guest) 3:20

No.

Patti Silva 3:22

Alright, OK.

Adrienne (Guest) 3:22

Alright, OK.

Patti Silva 3:26

Alright, so if there are no other comments on the meeting minutes, I'm going to abstain because I was not at that meeting so.

Adrienne (Guest) 3:27

Alright.

Adrienne (Guest) 3:31

Translate.

That's.

That's it.

At that.

Patti Silva 3:37

I'm all in favor of accepting the meeting minutes, as are say aye.

Adrienne (Guest) 3:39

Aye.

Rick Lenz 3:43

Alright.

Michael Beloff 3:44

Aye.

Kevin Zingler 3:44

Aye.

Patti Silva 3:44

Oh, do we need a motion to accept them?

I forgot. Now.

See, I missed one meeting and.

Kevin B, do we need a motion or?

I think we do.

Rick Lenz 3:57

Typically.

Kevin Zingler 3:58

But on the call, it's just present for my 2024.

Patti Silva 3:58

Yeah, yeah, yeah.

Bronson, Kevin 4:00

Yes.

Patti Silva 4:01

OK, now OK, somebody wanted me to.

Bronson, Kevin 4:05

Motion in a second.

Patti Silva 4:08

Yep.

Did somebody want to make a motion to except the minutes?

Rick Lenz 4:14

So moved.

Patti Silva 4:15

And a second Michael.

Michael Beloff 4:15

2nd.

Patti Silva 4:17

OK, all in favor.

Rick Lenz 4:20

Aye.

Michael Beloff 4:21

Aye.

Patti Silva 4:25

Any opposed?

OK, motion passes.

Minutes are accepted.

Umm, OK.

And then next on our agenda is the ombuds person report.

Shannon, you were up.

Jacovino, Shannon 4:42

Hi, this is Shannon Jacovino.

The DSM buds person I wanted to let you know that I got a just got a text message from Adrienne.

She's having some problems getting into the meeting with teams, so I think she's going to try to reboot her computer and get in.

Umm, so I sent my report out yesterday and I didn't receive any specific questions about the report.

But and Adrienne, you know, had some questions about maybe being able to I think figure out some ways to maybe make the report more understandable in terms of understanding like why maybe some issues are bigger or some other months than others.

Umm.

She had asked me to do a graph.

That's not something I can do, but I can certainly try to talk to you and tell you that.

I mean, I'm going to tell you right now that the number one issue that that really most issues on the report relate back to is the staffing issue and that really you know it creates a lot of the issues that you're seeing around you know the sort of recurring complaints, umm, you know, complaints about providers complaints about DDS you know and I can you know get more specifically into that if people want me to but that really is the number one issue and it's affecting everybody in the system.

You know, obviously the people who need supports, umm, you know, it affects families who are trying to advocate for their loved ones and you know, with providers

who have very limited resources in terms of staffing to be able to sometimes do the things that they need to do.

Umm, you know when it impacts, you know, the DS case managers and the regions who I think really do honestly an amazing job of trying to respond to that.

But the truth is, is that, you know, DS doesn't have the resources they need to probably do everything they knew need to do all the time to address some of the issues that come up and so.

Yeah.

So that's why I think you're seeing an increase and I would say that most problems relate directly to the back to that I thought since there wasn't any other specific questions about the report that I would tell you just a little bit about some of the work that I'm doing with DS around and helping people who have intensive support needs be able to access the supports, you know that they that DDS offers.

I think there are two groups of people.

There are people who have very intensive behavioral needs and then people have very intensive medical needs and you know, I met with the Deputy Commissioner and a group of families whose loved ones have very intensive behavioral needs, people who came to me and the department is working hard right now to look at ways to increase access to clinical supports and other outside supports to help.

There are just a certain group of people who, you know, due to the nature of their disability, I'm really aren't able to fully access the supports that are available to them. And you know, part of the issue is really trying to figure out, umm, what the definition is because not everybody who has a high level of need is someone who falls into that category.

And so, you know, with DS and with the DD Council, we're trying to hone in on that and really try to figure out a way to you to offer families and providers some more supports for those specific groups of people.

Umm.

Another group of individuals that I've been meeting with, the Deputy Commissioner and others in the department about our people who are currently at the Hospital for Special Care, who have a need for sectioning, we have about 14 or 15 people there right now who really can't access, supports in the Community or even at DDS homes right now due to the nature of their medical needs.

And so I'm very grateful that the Deputy Commissioner is kind of pulling together all of the different discussions within the Agency so that we can try to figure out how to

help these people get out of the hospital and get into the community and have the medical care that they need.

And so, you know, those are two of the things that are sort of occupying my time right now.

Umm.

And I'm really grateful that DDS has been so open to trying to work this through and to figure out how to help people you know have access to the community and get the supports they need.

Does anybody have any other questions or any comments for me?

Rick Lenz 10:01

It's.

Jacovino, Shannon 10:07

All right.

Ohh, looks like Christine does.

You have to unmute, yeah.

Christine (Guest) 10:15

And we're working at it.

Teams is not working correctly for me today.

I don't know if it's anybody else have any.

Keeps shifting people around.

I couldn't get in three times.

Yeah.

So I apologize, Christine Haynes, were Strauss council member.

I guess I'm just wondering in your report if also if it were insufficient staffing or the incorrectly trained staff that is more of the issue or is it about even?

Is there a way to measure?

Jacovino, Shannon 10:44

So I think that there's probably a lot of cases where training is an issue.

I think where that's an issue, it's something that can be addressed, you know?

So if you know and I think it is, I think you know where there's situations and homes or in programs where the issue is staff training, then that's something that can be

worked through and figure it out.

Umm, the bigger issue is being able to find staff being able to address high turnover and you know quite frankly, being able to recruit people who come to these jobs prepared to do the work that's involved because they're very difficult jobs and we know that, you know, it's been especially hard to recruit people over the past couple of years.

And so I think that that's the bigger issue, Mike.

Michael Beloff 11:40

I yeah, I think it's.

It's you're. You're right.

A Shannon, I think it's become the issue became more acute with the closing a lot of sheltered workshops, which is where there were some high need individuals that were in a group ish setting.

And with that, close a lot of agencies did not have the ability to create programs.

And I think that's that.

That's also acerbated the situation.

I was wondering if there was a way that TDs could be more creative.

Uh, you know, there are limits on what staff can be paid.

Umm, right now families aren't able to use any of the budget because they're they can't pay off if they have, you know, 20-30 hours at 1725 an hour, they can't get enough.

I wonder if there was the ability to, you know, change that.

And I wonder if families would say I'm using an extreme example that they might be able.

They might take 15 hours and \$34.00 an hour if it meant that their child was engaged for 15 hours a week rather than 30.

And so I wonder if for those families, we can be a little creative giving them the same budget, but perhaps getting them a higher switch to a higher pay rate, which I know is available in some waiver programs and not others to at least get some interaction for those individuals.

Jacovino, Shannon 13:08

So, uh, at least I don't know if you want to take that question.

I know that there is some flexibility when people are self-directing on you know what

they can pay based on what their budget is, but I don't know exactly how that works so.

Velardo, Elisa 13:24

Elisa Velardo Deputy Commissioner, that's correct.

There's probably the most flexibility in terms of what people are paid through self-direction. And Michael, I know some people do exactly that.

They, and if they have hours or shifts or weekend hours that are particularly where they just have not been able to recruit they are not able to get the support at that time that they elevate that hourly wage and they find that and you know that may be it may address the issue.

So there is that flexibility within self-direction.

Michael Beloff 14:15

Could we?

Could we play with the flexibility when there's not self-direction?

Not all families are prepared or able to find their own staff and coordinate.

And again I know you know, I can think of a couple of families that would willingly say, you know what?

Get my kid out for 15 hours a week.

Can we pay double?

But can I do it through an agency and that may be something, maybe it's worth exploring.

Velardo, Elisa 14:36

So I think.

Ohh, I'm sorry.

Umm, I think that is a exactly what Shannon and the group that has been working on that.

With the and folks that have very significant needs is really looking at some of those creative strategies.

They've done an extraordinary amount of work to identify what may be beneficial and offer the flexibility to meet the needs and training has been a piece of that staffing has been a piece of that and so we're not quite.

There in terms of what it'll look like, but there's been some really wonderful work that's happened in that area.

Jacovino, Shannon 15:34

Shannon Jacovino DDS Ombudsperson Adrienne has her hand raised.
Here I'm you Adrienne.

Patti Silva 15:51

Patti Silva, Council chair Adrienne Wes had said in the chat that you're logged into the meeting twice, so that might be the problem with your audio.

Adrienne (Guest) 15:58

Right, not really.
OK, now I get it.
Come back to me.
I'll wait. Wait.

Patti Silva 16:08

But I think you might need to log out one of your people.

Adrienne (Guest) 16:08

I know I know people will do, OK.
OK.

Patti Silva 16:17

In the meantime, we have PM up right next.

Adrienne (Guest) 16:18

Yeah, right next.

Pamela DonAroma 16:20

Pam DonAroma.

Adrienne (Guest) 16:21

Yeah.

Yeah. Umm.

Pamela DonAroma 16:24

I think a number of agencies are looking at providing a differential based on the level of support needs that, you know a consumer may have.

Adrienne (Guest) 16:25

I think number agencies are looking at its differential case some of.

Pamela DonAroma 16:34

I think one of the challenges from a provider perspective is some of the labor, you know, labor challenges, it presents that you may have one family that is willing to do it, but you know other individuals that don't want their budgets to use that way.

And as the employer of record as a provider, then you get into it becomes problematic.

If you're paying, you know somebody's significantly more for the same work.

So, you know, having to be able to address that is going to be.

It's going to be challenging and the other concern I have is you know that the lawn scores for somebody with extreme behavioral issues plateau at a certain level that, I mean, I just had this happen today was, you know, a young girl that I'm guardian of her lawn score.

Can increase even though she's extremely challenging because it's behavioral issues and not medical issues.

And so I think that's something else that that, you know hopefully will be looked at in the future.

Jacovino, Shannon 17:40

So I think that, you know, uh, this is Shannon Jacovino, DDS, ombuds person.

I don't want to take the whole meeting talking about this, but I think that you know, what we've identified is that obviously most of the people that we're talking about do have high lawn scores and the issue is not, I mean I suppose you could continue to create higher levels of need.

But the issue is really that there's a certain subset of people, because there are plenty of people with higher loan scores where that's not an issue, you know, but there's a

certain subset of people.

And I think that that's what we're really trying to get down to.

Who? You know?

Yes, they have high lawn scores, but you know due to the nature of like their disability, their behaviors or whatever, they're just not able to access the supports that you're offering.

And what do you as a provider and does that individual need to be able to access that?

And you know, one of the things that families have identified is that when their loved ones are in school, there's all.

There's access to all kinds of clinical support that can be brought in, you know, as needed to address issues as they come up and that there's more ability to umm to meet more often and to discuss more often and that they're probably is a need to have supervision for certain programs that where people have a higher level of training and education as well.

And so those are some of the things and with that, obviously you have to look at what people are getting paid and what you know whether or not programs can recruit people without looking at what people are getting paid.

So like Lisa said, there's a lot that is being discussed.

Umm, I feel really hopeful that we're moving in the right direction.

But you know you have to consider a lot of different things.

You know it's been great for me as somebody who sort of came from the community.

It's been a great learning process in terms of understanding just how difficult it is to look at significantly changing something within the system because there's so many implications, you know.

But I feel hopeful.

Very hopeful that we're moving in the right direction.

Umm Adrienne.

Do you want to see if you are able to be heard?

Adrienne (Guest) 20:07

OK, I'll give it a try.

Yes, no. Yeah.

Jacovino, Shannon 20:11

Not really.

Adrienne (Guest) 20:14

Am I muted by the system?

My phone says I'm not muted.

Patti Silva 20:19

You're very you're very soft.

The volume is very soft.

Adrienne (Guest) 20:23

OK, I'll be.

I don't mean to.

I'm not like a yeller, but I'll try.

Does that help?

Jacovino, Shannon 20:28

Yeah.

Adrienne (Guest) 20:29

But isn't terribly obnoxious.

I'm sorry.

Umm, OK, so one thing I think would help.

DDS is if they started paying more attention data wise to the percentage of people that have autism.

You know, Down syndrome cases aren't going up.

Fragile X syndrome cases aren't going up.

Autism cases are going through the roof and we know from the data and the American Pediatric Association data, depending on who's right, 35% of people with autism to 27% have severe autism, and those are the kiddos.

Usually the severe behavior.

I'm very lucky that my daughter is a small person.

She is not one of these 200 pound guys who deserve as much as my daughter does.

She's very fortunate.

She weighs 140 pounds.

She's 5 foot one, so even when she's having a behavior, she's easier to manage.

Umm.

And I'm very fortunate that that hark did take a chance on her.

I'm incredibly appreciative, but it's true that without being able to tell the legislature look, we're having this influx of kids whose have needs that are very different from the needs we're used to at least a percentage of them.

And if we could for more money, by the way, and more training, there's the registered behavior.

Technician 40 hour class.

That's all it takes to get an introduction to what is autism.

That's not the same thing as being in order to be an ongoing technician.

RVT technician you have to have supervision, and that's a whole other thing.

But just to start, because when my daughter started and I, I don't know if this has happened to other families, when my daughter started in a group home, no one in that group home had ever worked with anybody that had autism, let alone severe autism.

So DS is a little behind the curve on this and I think it's time look and it's great you all are having these meetings.

It's really encouraging.

I know some of the families you're meeting with and they're very encouraged.

That's a big step forward, but I think is there any reason DDS doesn't track what you know which kids have what diagnosis so that they could have a better sense of what the best practices are?

Is that those types of challenges?

Jacovino, Shannon 23:06

This is Shannon, Jacqueline.

Odds ombuds person.

At least I don't know if you heard what Adrienne said.

I I'm going to just, in a nutshell say that I think Adrienne is saying that she thinks it's important for DDS to track the numbers of people with autism, specifically people with severe autism who are coming into our system because their needs are different than the needs and very specific and that she feels like our system is behind the

curve and being able to be able to address those needs for people with severe autism is that.

Accurate Adrienne.

Yes. OK.

Velardo, Elisa 23:51

Elisa Velardo, deputy Commissioner, thank you, Shannon, and I think I'll when I provide my remarks.

One of the things I was going to touch on is our Children's services division.

I think that maybe.

Critical now that we have our Children Services Division, I think I and certainly that will be one of the things that and at the division will be able to track and now it's all centralized under one division.

So we'll know as these kids are coming into our system, what types of needs they have and we have a centralized division that will be well versed to meet those needs.

Patti Silva 24:48

Thank you, everybody.

Does anybody else have any questions for Shannon?

OK, they're being none.

We'll move on to the next agenda item, which is the Deputy Commissioners update.

Velardo, Elisa 25:05

Thanks, Patty.

Elisa Velardo, deputy Commissioner, since there are new council members and I have.

Yeah, yeah.

Not consulted a meeting previously.

I thought I'd give you a little background information for those of you.

I've worked with most of you in one in one way or another over the years, but I thought I'd give you a little background in terms of who I am and what my background is.

And then I can provide an update in terms of what is been happening within the department recently.

Umm so I have been in the Deputy Commissioner role for just over two years, so we

continue to call me the new Deputy Commissioner, but I do have a couple years under my belt at this point.

Prior to that, I was the regional director for the North region.

I came to DDS in 2015 and so I've been with the department for about 9 years now and prior to that I was in the private sector.

I was and with a private nonprofit agency for about 23 years.

Of course, developed Connecticut services.

And so I created a Connecticut qualified provider agency.

From the ground up and have a pretty in depth understanding of umm the provider structure we were provided the full range of services and some of those challenges that we were just talking about in terms of staffing and training.

Umm uh.

Been in this career.

Bad from college on started as direct support and then have probably worked in just about every area, so respite, family support, employment, residential and now in this role that is the public sector policy and just love what I do so that gives you a little idea about my background.

Umm I looked over the minutes of the previous meeting and I can share with you some of the things that have happened since the Council last met and then come take any questions shortly after the last Council meeting, the Commissioner and I hosted a series of May stakeholder forums, and so we do this a couple times a year. They were pretty well attended.

And they were an opportunity for stakeholders to raise any, any issues, questions really talk about whatever folks felt the need to, to, to discuss.

In addition to that, we held some specific forums that were around the FI transition, so we had.

Forums for case managers and for individuals and families that were specifically focused on the transition to a new fiscal intermediary GT independence.

And we knew that people had a lot of questions around that transition.

And so we held those focused forums to really umm, I discuss any questions that people had around that transition.

We did have GT independence participate so that they were able to directly answer questions and we also.

Took questions after the forums, we've.

Continued to meet with GT almost daily.

Uh, it's a huge undertaking to assume a fiscal intermediary responsibilities for thousands of people.

And so we've been working with them and two fold.

One is there.

We have an escalation process, so if anyone is having difficulty in any area, a staff that didn't get paid, there was something incorrect on the timesheet, a reimbursement, whatever it may be, if they're not able to resolve it directly through GT, then we work with them to escalate it so that it can be resolved.

And then the other is around documenting all the processes and of the new fiscal intermediary.

So a lot of work going on in that in that area.

Umm, we are working now on a series for our case managers so that they can get more information around the new fiscal intermediary will provide them with training.

That's topic specific to make sure that across the state are case managers are well versed and the and the processes of the new fiscal intermediary.

So that's taken an the enormous amount of time, but it's incredibly important.

Self-directions.

Very, very important to us as a department and we're really investing in this transition because as our transitional period ends.

We're very, very hopeful that this will provide the foundation to expand self-direction.

Umm, so there's a those forms that have taken place.

Our 4th Tuesday Forum in May was unsupportive housing, and I must say it may have been our best 4th Tuesday for him so far.

And that's saying something.

We've had them for two years now, but we had a variety of individuals and their family members speak about their experience as they have moved from either their family home or another setting into their own.

Own apartment and.

I would encourage you to, I would encourage you to watch it.

If you haven't had the chance, the range of people really were folks that had a variety of needs from physical support needs accessible housing to.

Support around communication and.

And it really I think highlighted how supportive housing can be.

Umm, adapted to the needs of individuals and individuals that I think we.

Might not initially think of as candidates for supportive housing, so I was really excited to have those participants share their stories.

I think it was a really good forum.

Uh.

See the next thing on my list is workforce development.

It's so to, to piggyback off what Shannon Jacovino said, we are, we are very, very engaged.

Around this, this issue of workforce development, Mary Pat DeCarlo joined DDS.

Uh, I think it's been about nine months now as the Director of Workforce Strategies and has done a lot of work with the provider community.

Most recently, we've been we've been partnering with other state agencies because this workforce issue is not a DBS issue.

It really is a workforce issue.

Unemployment is under 5%.

Umm.

And we're definitely seeing this across the board.

Umm we.

We have.

Uh.

We've been, we're just under a starting the process of working with a consultant and the two areas that we're going to focus on it are around a career ladder.

So I think.

Christine, you may have asked is, you know, is it a training issue or is it a recruitment and retention issue?

And I think they go hand in hand.

Umm.

Certainly.

Retention rates.

Uh, you know, vacancy rates are higher than we want to see.

Turnover rates are higher than we want to see, and so we're really looking at a career ladder.

How can people who like me started in this career?

You know early on and fell in love and have a path to make this a career and not a job.

So that'll look at credentialing and then we're also looking at how we can better,

more effectively market and at that.

The rewarding career of a direct support professional and so looking forward to where it just at the very beginning stages, but getting the word out to people who aren't already in this field from outside of this field, that this is this is.

This is a profession that has really rich rewards and making sure that the general public is aware that there are professional opportunities in this field.

So that's exciting work.

More to come on that.

Umm.

And then I talked a little bit about children services.

So our Children's Services division has been established and the first area of focus was getting the team together and we have an incredible team that that is in place from all areas.

So certainly case manager and case management clinical.

I and UM.

Education.

We have one of our team members with an education background to really focus on cohesive support services for children, particularly through our BSP program.

And those would be kids that have more behavioral support needs and.

And so we had a presentation today I saw on the agenda from the previous meeting there was some discussion of future topics.

I really I think Tammy Venegas, our director of Children's Services, would be a great person to speak at a future meeting because I think I having that division in place will allow us to engage earlier.

Umm and I have some things in place so that when kids age out into adults services that process.

It's smoother and the supports that are in place.

Umm, uh.

Move with them so the children services will coordinate very closely with our regional teams to make sure that there is a coordination and I think that will very much benefit umm young people in our service system.

Ah, let's see.

The last thing I did see, Umm, I didn't have a legislative update.

Umm.

And Kevin, I didn't know if you had anything particularly in that area.

I saw that there was a note around a legislative update that yes, session is over but I don't know if there are any updates you might have Kevin.

Bronson, Kevin 38:16

Kevin Bronson, DDS, I've a couple things, but I'll let you finish with the unless you want me to.

Velardo, Elisa 38:21

So.

So those were my updates.

I'm happy to take any questions that you may have.

Bronson, Kevin 38:25

Uh, well, so Kevin Bronson, DDS.

I'll try him in some a couple things.

And then Alisa, you can fill in maybe, but I didn't add because it'll jog some memory.

So, uh, a couple things that we're also working on.

I believe it's and I attended Lower Fairfield Center, but I believe it's in all of our regional centers.

There's a sensory rooms that just recently opened where individuals can go and test out new sensory light sense, touch sense.

Uh, very interesting.

And it seems like a lot of fun and actually center Duff Bob Duff was down there down Lower Fairfield.

Uh, like I mentioned before, the 3rd Kevin uh, there's Kevin Zingler, Kevin Bronson, myself.

And now we have a Kevin Rivera, who we recently hired.

Lauren Gray.

Uh, why is working here at DDS?

She had a child.

Left and then decide to leave after that and not come back.

And we hired Kevin Rivera, who comes from us from a similar background as me.

He's uh.

Bilingual, though that's a big difference.

And so once he starts getting on boarded and getting used to DS, the hope is to get

a more involved in working on messaging to.

Uh, I guess Spanish speaking individuals.

Umm.

And then the only other thing that I want to mention is or two of the things really quick we're pulling to.

I'm literally putting final the final edits.

It went through the individual and family committee and a few other people, but we have a should be finalized by the end of the week.

A individual and family.

UH-1 pager info sheet for the paid family caregiver.

UMI information that just happened I believe Jordan mentioned that we were working on that and that should go out.

I I'm hoping tomorrow.

I believe Chris has said she's going to send it out tomorrow, and the last thing.

And it.

Felicia wants to expand on anything I mentioned.

The last thing is that we're working with rewarding work is they're the.

I don't know what you want to call them, but they help with connecting employers of record and individuals with who are self-directing their services with direct care support we're actually have.

A good problem.

We have an excess of direct care staff that have signed up for ruining work and we're trying to work on getting more.

Employers of record on rewarding work using rewarding work and connecting them with those direct care staff before they leave and go.

Uh.

Try to find some other stuff, so I'll end there.

At least I don't know if you want to fill in stuff and then you can take questions.

Velardo, Elisa 41:54

I do, Elisa Velardo, Deputy Commissioner.

Yes, that is umm a really good problem to have.

Uh rewarding work has done some interesting recruitment and has gotten a really good response.

And so I think there are meeting regularly with our communications department and

our team to really make sure that those that self-direct are aware of this resource, I think.

And as I mentioned, we're going through this FI transition.

And so I think a lot of the focus has been on getting your employees all set up and pay it and as that kind of settles down and people become more comfortable with the new FBI, we really want to focus on this resource that's available to them.

And that that can help.

And uh, in identifying staff.

And I think we're rewarding work knows that, hey, if somebody signs up with them and then they don't get any bites, they're probably not going to sign up with them in the future.

So it's really a time sensitive.

Need to make sure that those that have registered that have expressed interest are receiving a response in the in the near future.

So that is a very wonderful problem to have.

I did want to.

You did jog my memory, Kevin.

When you mentioned the sensory rooms, we did a sign a contract with three providers that will be providing assistive technology assessments.

This is really going to increase our capacity and to offer assistive technology assessments and offer them not just the assessment but the assessment, the identification of technology, recommended technology, the purchase of that technology, the installation of that technology and the training on that technology.

So that was an RFP that was issued.

And I in 2023 took a little time to go through the RFP process and then it get that contract in place.

But these three agencies cover the whole state and umm, they're up and running.

We have our process, we have trained our trained our case managers and it really should expedite the ability to, to access and assistive technology assessment when that's needed.

That's all I have.

Patti Silva 44:47

OK.

Thank you.

I'm Patty sola.

Umm.

Chair Christine has her hand up, and then Pam.

So Christine?

Christine (Guest) 44:56

I thank you Christine Haynes were Strauss and Council member.

I have three questions.

So one is firstly has the FBI issue gone down and maybe that's more towards Shannon.

Are we starting to see more issues resolved at this point and try to keep going with the questions or do you want me to stop in between direct, OK and the other the other two are with GT I or the fiscal intermediary?

Velardo, Elisa 45:19

Why don't you give us the threat as I really.

Christine (Guest) 45:25

How soon should issues be resolved?

Because if they've been going on for weeks and weeks or months, uh, and they've been escalated once or twice and I've heard this from other people too, they're still not resolved.

What do we do?

Cuz this is just it's taking a while, OK.

And then third one is with through rewarding work, I have myself an individual who has a self-hire self-direct budget.

Could a blast go out to the self-hire self, direct families and let them know that there are people unrewarding work?

I had no idea.

Velardo, Elisa 46:00

So Elisa Velardo, Deputy Commissioner.

I'm going to.

I'll respond to the two GT questions and then Kevin, we can talk about what we're doing with rewarding work and Shannon, if you have any additional data from your

perspective, are the issues going down?

We are, we are.

The initial transition issues, I think we've identified you know how there are certain themes that have been areas of issue.

And so I think people are getting paid pretty regularly.

There was a glitch, not this past Friday, but the Friday before where there was a manual process that's been done that that what was not completed correctly.

So a lot of people did not get paid correctly.

That specific issue aside, because of course that caused a number of questions, I think where?

That, umm, I think a lot of people are getting into a routine.

For those that have complex or unusual.

Needs.

One, and I know the goal of GTA is a single call resolution.

We are not there.

Umm, we're not where we need to be.

I called times.

There was a benchmark for call times.

We are not there call times depending on when that call takes place, is still longer than it should be.

GTA acknowledges that and around escalation at this point, if a call goes into customer service customer support and they're not able to resolve the issue, we do have an escalation process that is working affectively, but we're escalating more calls than we than we should be escalating in the long run.

If you know if 20% of calls need to be escalated then, then that's way too many.

And so we've been working with them.

That's where the training for case managers I think is going to be helpful.

Case managers will be able to offer more support.

What it as they have clarity of the GT processes and you know this form needs to be filled out for this or you find this.

Yeah, resource here.

I think there's been a learning curve.

The transitional period is a three month period.

We're coming to the end of that at the end of June.

Umm, so has.

Have there been gains?

Yeah, there have been gains or there still issues.

Yes, there are still issues that need to be resolved and we're working really tirelessly to address those issues.

One of the big.

Uh.

Tasks ahead of us.

We've had work groups, DDS staff and GT staff working on policies that in a number of areas and so that's been happening over the last several months.

Those policies are in the process of being completed.

I think as we have those policies finalized and shared, that's going to be helpful.

So we're moving from or my goal is that we're moving from umm.

Yeah, fixing the issue of, you know, the issue of the day and really looking more at training and more at processes, making sure that individuals, ER's are case managers are familiar with the processes.

And then I think once that's in place across the board, we'll still have that escalations. We'll still have issues that will need to be escalated, but that really should be the exception and right now it's more issues that are escalated then, then then any of us would like to see.

And then as like rewarding work.

Bronson, Kevin 50:31

And.

Yeah, I would say Kevin Bronson, DDS.

Yeah.

So as we're worrying work, we actually met with them.

I want to say it was yesterday or today.

I don't know.

Everything blends nowadays, right?

But we were at this week I met with rewarding work, and yeah, we're working on uh, seeing that we don't actually have email lists like I don't have email lists.

The email list I have is the email list.

When people sign up so we do put stuff out in our monthly newsletter, there's a few other places that we put stuff out.

Rewarding work is going to be actually, I believe they're paying for it, but we're

going to be sending out a postcard because that's always a good way to reach people, to let people know about, uh, you know, we're rewarding work and it's benefits, at least for the I think I'm getting it right.

The employers of record.

Umm but yeah, I don't know if that answered your question, Christine.

Christine (Guest) 51:38

I think it helps.

Christy needs or stress again.

I think it helps.

I think one of the issues is when you're busy doing everything.

Yeah, and I mean juggling why, you know, with the fiscal intermediary and also trying then to hire someone and then trying to fill spots for someone who's left and they actually doing the work.

It's very hard unless you're basically hit over the head with the information to know that it exists.

And I think that that and maybe there needs to be a way for people to sign up, you know, to say we'd like a blast if you there's something about employment or somebody about, you know, rewarding work or having extra staff that might be available, maybe we sign up for that list and we get a blast.

Bronson, Kevin 52:20

Yeah.

It Kevin Bronson, DDS, we do have that we it's our DNS update list on our website.

You can go online and sign up for it and we do have, you know, we've started it at.

I want to say not a year and a half ago, but a little over a year ago and we're at about 2000.

People signed up.

So you know there are.

Christine (Guest) 52:41

What is that the monthly update?

Because I get that, but I don't.

It's like if you got an issue specific is it, it's just specific.

I've not seen that.

Bronson, Kevin 52:54

Uh, no, no.

Christine (Guest) 52:56

So maybe you could try to separate.

Bronson, Kevin 52:56

But it's the so cause.

So sorry, go ahead.

Christine (Guest) 53:00

No, I just think if we get sign up a separate list for those of us that are like self-hire, we need this and we need this information interfaces right now because this is all we can deal with.

Quite frankly, it's sometimes overwhelming, especially in these processes, overlap.

And you know, we went into a new budget year or going into a new fiscal year.

So it's like all these things are communicating and it's I think would be the easier we make it on the families, the better or the name.

Bronson, Kevin 53:28

I I'm going to let Alisa comment.

They and I agree it's that's the reason why we're, you know, the idea is postcards.

I really were staying away from social media because you have to sign up for social media to get it right and like you said, it has to be delivered to you.

Pamela DonAroma 53:41

Oh.

Christine (Guest) 53:41

Yeah.

Bronson, Kevin 53:43

So I'll.

Christine (Guest) 53:43

And a lot of people have security issues like us that we can't be on, you know, social media.

So I appreciate the postcard concept.

Velardo, Elisa 53:51

Elisa Velardo, Deputy Commissioner. I also met with the team at rewarding work and I, to their credit, they have a list of a list of strategies to connect with ERS and individuals and families.

I think and our communications team, Kevin and Kevin and our bit team are going to work with, meet with them on a regular basis to start to implement those strategies.

And I think, Christine, to your point, we want to be focused.

We want to be focused on people who self-direct.

We don't want to do broad communications that go to people who will see rewarding work, hiring staff.

They don't self-direct and you know it.

Uh, it really needs to be focused on that target audience.

And so I think what they have some great ideas on how to hit people over the head with it, really make sure that they have the information, that it's very, very, umm and simple to follow up.

And so I think you'll see that there is going to be a lot more rewarding work information coming your way in the very near future.

Patti Silva 55:15

OK, uh.

Patty silver, chair.

Next we have Pam.

Pamela DonAroma 55:19

Pamela DonAroma, council member.

I just had a couple of requests.

Kevin, when you're sending out, you mentioned that there would be a one sheet on compensating some families for care if the Council members could be included in receiving that, that would be helpful because I know I've had some families, you

know, inquire about that.

And the other question I had was, uh, with we rewarding work.

I'm a little confused because it's first time I'm hearing about it is that part DS or is that a new agency?

Velardo, Elisa 55:55

Do you want me to take that, Kevin?

Bronson, Kevin 55:57

Uh, yeah, no, this is your thing.

Velardo, Elisa 55:58

Yeah.

Bronson, Kevin 55:59

I'm just here to help you.

Velardo, Elisa 55:59

Yeah.

OK.

Bronson, Kevin 56:00

Go ahead.

I'll answer the first part after.

Velardo, Elisa 56:01

Elisa Velardo, Deputy Commissioner. Rewarding work, has been part of self-direction for a long time and for hey, it's not part of DDS.

It's a separate entity.

And it's an employment platform.

Think of any indeed or something like that, but specific for people who are self-directing to match them with people who are interested in and providing that support about a year ago as part of our ARPA funding, we were able to enhance the platform and so they have umm they have added features.

We have done a couple presentations.

They've presented at the 4th Tuesday Forum.

And I, but I think we need to make sure that people who are self-directing understand that this is not the rewarding work of five years ago.

This is, you know, this has new and that and new features that are able to better provide a staffing resources and so that's what this communication campaign is to make sure that there's targeted outreach for people who are self-directing, who, who and who need you know who need to hire staff and they have a login, they can go in. There's a matching feature and.

Be, you know, get a list of staff in their area and that maybe a compatible.

Pamela DonAroma 57:57

I just found it a little interesting because I see myself as an unusual guardian that self directs and I've never heard of it so.

You know, it's something that I definitely be looking into for, you know, some of the families that that on a personal level that I'm friends with itself direct.

But none of us have ever heard of it.

So it's it.

Velardo, Elisa 58:19

Elisa Velardo, Deputy Commissioner.

Pamela DonAroma 58:20

It sounds like a great resource.

Velardo, Elisa 58:22

That's what we're trying.

That's what we're trying to that's exactly what we're trying to address to make sure that information is out there.

Bronson, Kevin 58:31

And Kevin Browns and DS Pam to answer the first part of your question.

Patti Silva 58:31

Umm.

Bronson, Kevin 58:36

Yes, happy to send it out to you guys and it's good to get posted on our website too and it'll get blasted out and you know the providers and the case managers etcetera, etcetera to that email list that we were talking about UM and before Adrianna asks, it's not going to be in Spanish, but it'll be in not immediately in Spanish, but we're going to get translated.

So it will happen, just not immediately.

Patti Silva 59:10

Patty Silva, Council chair.

Pamela DonAroma 59:10

I'm going to remember.

Oh, could just as well.

Patti Silva 59:12

How could I'm not?

Pamela DonAroma 59:13

Pam DonAroma Council member, could you also send us some information on rewarding work or how they even find it?

Patti Silva 59:22

It's in the chat.

Bronson, Kevin 59:23

Alright, Kevin.

Kevin Bronson, DDS, yes, we can.

Pamela DonAroma 59:24

OK, great.

Bronson, Kevin 59:26

I'll.

I'm going to send.

I'll send stuff over to West and she can send to the group.

Patti Silva 59:32

This is Patty Silva, Council chair.

I think, umm, Adrianna has been posting some things in the chat.

So you could check there they're look.

Looks like there's some links.

Next we had Michael, who's been waiting with his hand up.

And then Adrienne?

Michael Beloff 59:48

Uh Michael Beloff constant person.

Just wanted to get a follow up on the issue with transportation reimbursements.

I think part of what happened when GT I came in, they discovered that the way that families had been reimbursed for Uber rides was not the way it was supposed to be.

But that's some of the TI told us.

And there have been some mentioned that eventually there would be a debit card to be issued for folks who would be in there.

But in the short term, DTI has requested or required families to register as vendors to then submit the Uber receipts and then get reimbursed.

I guess my two questions were a I bet we've asked.

Families have asked and we haven't heard whether we're going to be taxed on these reimbursements, are we, whether we from our tax standpoint, do we have to do like a Schedule C and show we've got these funds in and expenses going out, families have been given no guidance as to what happens and B, is there a time frame from when the debit cards might be issued?

We know that things are slow to go and but some guidance on is it a month, three months, six months, 12 months away?

That would be helpful for families for understanding kind of when things should happen in the correct manner.

Velardo, Elisa 1:01:12

Elisa Velardo, Deputy Commissioner.

Uh, good news on the transportation cards and GT is planning to roll them out by

the end of August there.

Their purchasing cards and eventually will be able to purchase items beyond transportation, but they're going to start with transportation because that's the most common need.

And it's complex and the cards have.

That have to be set up so that they can purchase that transportation need, but not be used to purchase things outside of what's approved.

And so they anticipate they'll have those cards in place around for transportation by the end of August and then we'll work through that process.

And then I believe they're thinking November, well, there will be expanded features with those transportation and with those purchasing cards.

But we will start with transportation as far as the being set up as a vendor, my understanding is the reason for that is that that's so that their system can cut checks and if it's a reimbursement for Uber, Lyft or something like that, my understanding is that's not taxable.

It's a reimbursement.

And there if it, if it's a service provided and I am not the expert on this, but if it's a service provided that per ride kind of service that might be taxable.

But if it's purely a reimbursement for and transportation that's been purchased, something like an Uber or Lyft or transportation tickets, that that's not taxable.

That the reason that I know people were concerned about being set up as a vendor, that's simply so that all of the information is in their system so that they can cut the check.

Michael Beloff 1:03:28

Thank you.

Velardo, Elisa 1:03:29

You're welcome.

Patti Silva 1:03:32

Eddie Silva, Council Chair Adrienne, you're up.

Jacovino, Shannon 1:03:47

We can't hear you Adrienne.

Velardo, Elisa 1:03:53

We can't hear you.

Patti Silva 1:03:57

Adrienne, you're not.

You're not unmuted there.

You go we can hear you very, very softly.

Adrienne (Guest) 1:04:00

I just did it again.

OK does that.

OK, I'll try not to be too soft.

Thank you.

Thank you, Adrienne Benjamin, Council member umm.

I use rewarding work 65 and six years ago.

How did I know about rewarding work?

I had a really good case manager told me about it.

Everybody who's doing self-direction has a case manager.

Yeah.

About if the case manager sent out an email, a text, a phone call, to every single person, they know who self-directing, they're the case manager that I mean, in addition to all the things, but let's at least do that.

I'm sorry, Pam.

You didn't know about this.

I would have told you I didn't know.

You didn't know?

Umm.

And I guess I have a question about hiring consultant to help with hiring because we already hired, I can't remember the woman's name.

I'm sorry I never met her, Mary.

We had.

We did.

He has already hired someone to help with hiring, and now we're going to hire an outside consultant.

I just wonder if that's a great use of funds.

Sorry, I mean, I know I'm from afar.

I'm just a parent.

I don't know the whole machination, but you said she's been there nine months to help with hiring and now we have to hire a consultant.

That sounds sort not great.

Velardo, Elisa 1:05:27

Elisa Velardo, I think I did catch Elisa Velardo, Deputy Commissioner.

So number one is rewarding work.

Umm and Adrienne said the that she used rewarding work five or six years ago, and the way she knew about it was because her case manager told her about it.

And you're absolutely correct.

And I think part of this campaign is going to be some easy, easy to transmit materials that case managers can provide to people on their caseloads.

Umm.

And so thank you for that.

And the second piece was around the consultant.

I want to correct the record.

We didn't hire a consultant.

We are, we've been awarded a grant that provides us with a consultant.

So you are correct, Mary Pat DeCarlo works for DDS.

She is our Director of workforce Strategy, she continues in that role, and she's doing a phenomenal job.

We didn't hire a consultant, but we do have a consultant that that's available to us.

And so she's working with Mary Pat and with our, with our team to, to focus on those areas, that training correct career path and marketing of the direct support professional role.

Patti Silva 1:06:59

OK.

Any other questions for Elise?

Alright, umm, next.

On our agenda, we have topics for future meetings, which is a growing list.

Umm oh, Adrianna.

I see Adrianna has her hand up. Sorry.

Adrianna, we can't hear you.

Try again.

OK.

We're not.

We're not hearing you.

Adrianna 1:07:41

That.

Patti Silva 1:07:42

Ohh Adrianna.

Adrianna 1:07:44

I'm going to try with one more time.

How about now?

Patti Silva 1:07:46

Oh no we got you.

We got you.

Go ahead.

Adrianna 1:07:48

Ohh, good, good teams is not playing nice with me today.

Sorry, in General, Ramirez Council Member, I just had a quick question.

Is it that I know that GTA Forum I was on that one and it was being, if I remember correctly, I think it was being recorded and possibly going to be posted is that is that still happening?

Because I think that will answer a lot of questions.

Or does GT?

I think it would have been great if GT I could have sent an email blast to the families that are submitting with them and providers or the DSP's, I should say, because they have those emails and at least a recap of the video, because there's a lot of angst about budgets, nonpayment.

So a lot of these answers are.

These questions could have been answered in the quick email blast until whether yes or no, the video will be posted and I think it's a great opportunity that they still have a chance to maybe take advantage of because they do have those email lists.

I'm assuming cause they send out to ER and DSP's at least give a recap because families are still struggling with getting pay.

Or I should say DSP's and different things, so there's still I'm in in a few forms and there's still a lot of concerns going on.

Thank you.

Bronson, Kevin 1:09:12

Kevin Bronson, DDS.

I'll take the first part of it and because I think Alisa looks frozen and it could be wrong though, it could just be me, but.

So the problem with so there's two, it's compounded Adrianna.

So two things. 1 the video works, but a good chunk of the audio didn't come through for some reason. I don't know. I'm not doing these webinar, these teams webinars ever again. So first and last? So the other thing is that even if the audio did come through, I can't share them because people shared so much personal information in there that it would be like HIPAA violation. I can't post that so that like twofold, right? The audio just didn't come out. It was garbled and what did come out and what was posted in the chat? It was just I couldn't cut it so. But we did. We did post, I think GTI did email people or they did post on their app. Something uh to alert people of the forum at least, because that's how we got a big uptick in the forum. I don't know how many people actually were able to actually log in because that was the other problem. So what I did was is we emailed, not GTI.

Didn't email out, but we emailed out to everyone who registered and gathered all those questions and comments, and I believe that GTI and DDS are responding. I think that's what Elisa would say.

Adrianna 1:11:01

Sorry, so quick follow up.

Sorry, Adrianna Ramirez, council member.

So Kevin, is it just, is it not?

I mean, at least the presentation from GTI was that clear enough?

Not necessarily the questions, but at least their information on what they are

currently doing and talking about the 80 Employees, the two different offices, how budgets will be their July 1st because these are questions that I see all the time and were answered during this forum.

Bronson, Kevin 1:11:29

Yeah.

Kevin Bronson, DDS, not enough of it.

That's the problem.

It would be one of those sort of things where we would have to just probably ask them to.

Redo it and do a single one or.

I don't know Elisa seems like she just joined back on, Elisa.

I don't.

Did you hear what Adrianna's question was?

Velardo, Elisa 1:11:57

I did.

My power went out, so I'm sorry.

Bronson, Kevin 1:12:00

How?

Velardo, Elisa 1:12:01

Elisa Velardo, Deputy Commissioner, I did.

And Kevin, you explained the difficulties and so I just heard you say perhaps we have a forum where we can record it and have a clean recording and then make that available.

Is that what you were suggesting?

Bronson, Kevin 1:12:21

That was, I said we might be able to do something like that, but I don't know if that would be an easier question.

Velardo, Elisa 1:12:26

I think that that would be great.

I we need to have something that's of a quality where people can benefit from it, and we've seen technology is not our friend tonight, but I think something like that perhaps.

I will bring that back to the group I mentioned that we're doing the training series for case managers, perhaps that there might.

That might be a way that we can I post those recordings.

But yes, Adrianna, I agree with you 100%.

Having those recordings would be very, very beneficial because people could go back and hear what was stated and so some way to replicate that would be.

Umm yeah, I think very helpful.

Adrianna 1:13:21

Thank you.

No, I think Adrianna Ramirez, council member, Kevin, I think that's a great idea, because.

I've seen that with other things like recently supported decision making.

They literally took two days and recorded 5 sessions.

That because of families talking about their personal and if I think it's a great opportunity because you guys have all the questions that families were asking in the chat and in person and to be able to rerecord a brand new video with the presentation and answering those questions without HIPPA problems I think would be very beneficial to both GTID S and families overall to help answer some questions and maybe reduce some frustrations and chaos.

Thank you.

Bronson, Kevin 1:14:01

Right.

Kevin brought in DDS, you just so you know it was mostly the audio recording because half the time someone sounded like Darth Vader from Star Wars.

The other time there was no audio and very minimal amount of time.

There was actually real audio, so yeah.

But we'll see what we can do.

Velardo, Elisa 1:14:23

Yeah. UM.

Elisa Velardo, Deputy Commissioner, Adrianna.

I think that's a great suggestion, and that would really mean a need that I know we've gotten requests for that.

So I will bring that back to the group to see if we and I'll give that example just rerecord a clean copy with the information incorporate the questions.

Patti Silva 1:14:48

Me. Patti Silva, Council chair. Um, I want to make a Star Wars joke, but I'll refrain.

Ah, Christine.

And you have your hand up.

Christine (Guest) 1:14:59

Hi, Christine Hainesworth-Strauss. I did not mention or ask to be put on the agenda because there's, I guess it's not No news is good news, but as the Transportation Committee representative from the Council and I know Pam probably has gotten the same emails, we have not met since October.

We have one meeting in October.

They've been trying to hire an outside consultant and bring them on board.

Since that time, they think they identified somebody in January.

Yeah.

And we're heading into July.

The June meeting was cancelled, so it's kind of frustrating because I know that there was some kind of report that was due to the legislature, but I don't know what they've done about that, if anything, and we just continue to be cancelled every month.

On another note, uh, I hope I'm announcing this correctly.

I know that there are many individuals or there are individuals that do use Lyft and Uber, but we have just created.

We were training with the Kennedy Collective for transportation for members of DDS throughout the state.

So be aware that it has begun.

We have.

We're still working on it, but it is available I believe.

I think after this.

Patti Silva 1:16:28

Kennesaw, the Council chair.

Thank you, Christine.

I'm.

Does anybody have anything else as far as those topics go?

Alright, if not, like I said we are, we want to talk about what we want for our topic, for our next meeting.

There's plenty to pick from.

I know abuse and neglect umm it.

It's always kind of been at the top of our list and we're still waiting to hear if there's been any movement on that.

Umm.

At least I don't know if you'd know anything about that.

Usually we check in with Jordan, he says.

It's still in the approval process or the last.

You know, I don't know, Kevin.

I don't know if you have any input on that as well either.

Velardo, Elisa 1:17:16

Elisa Velardo, Deputy Commissioner, I don't have any update on that.

Bronson, Kevin 1:17:26

Yeah, Kevin Brown, DDS, I don't either.

So I, Jordan would be the person and I know he is going to be back next month so.

Patti Silva 1:17:39

Thank you.

I think maybe what I propose we do is put that up at the top.

I'm for topic for future meetings, so hopefully we can address that when some Jordan is back next month.

Does everyone think that that's OK?

Alright, we'll do that and then.

Any other burning topic that from the from the voluminous list that we have?

That anybody would like to see if we could possibly schedule at least get in the

works.

Christine, you have your hand up.

Christine (Guest) 1:18:22

Yes, I would love to see all of Krista's topics addressed.

This is some all three of them hit up for me, but also, I know lots of people that are having issues with all three of those.

So it'd be great to get her in and get her, get some definitive answers on some of these issues.

Patti Silva 1:18:43

OK, so maybe we could see if Krista might be able to present on at least one of those.

Given our time constraints that we have was, would that be something that you could check on for us?

Tsegai, Wesaneit 1:19:01

Yeah, I can absolutely do that.

Patti Silva 1:19:03

Right.

Yeah.

If there's, I don't know how long each one would take.

I don't know that we could do all three.

So whatever she thinks might fit into a meeting.

If you could.

Tsegai, Wesaneit 1:19:13

Yeah, probably just one.

Patti Silva 1:19:14

Yeah, yeah, yeah.

Keep me posted on that and we'll and we'll get that figured out.

Tsegai, Wesaneit 1:19:18

Yeah.

Patti Silva 1:19:22

Christine, do you still have a question or is that legacy?

OK.

Umm, alright, so if Krista is not able to umm yes.

Bronson, Kevin 1:19:32

Patty.

Sorry, Adrianna has her hand up.

I don't know if you see it or not.

Patti Silva 1:19:39

Oh, I thought she was leaving the meeting. OK.

Bronson, Kevin 1:19:44

I don't know.

I it could be an old hand so.

Patti Silva 1:19:47

OK, she's still there.

Adrianna 1:19:47

I know some Adrienne was leaving.

Adrienne was leaving.

Patti Silva 1:19:51

Ah, gotcha. Gotcha.

Thank you, Adrienne.

Adrianna 1:19:54

Sorry, Adrianna Ramirez council member.

Patti Silva 1:19:55

Go ahead.

Adrianna 1:19:58

It's actually a question I remember just now.

I apologize from earlier when at least was giving us the update supported on the talking about supported housing too.

I just had a quick question for the supported housing.

I know they are like selected with the developer and usually there is a qualified provider attached to that supported the.

I'm sorry I'm confused and support decision made supported housing.

Now what happens when a family or I should say an individual is self-directed and they are not using a provider?

They are actually just using DSP's.

How would that work with them going to apply for supported housing?

Velardo, Elisa 1:20:42

Umm, I think they could still UM, uh express their interest.

I know that and there are a variety of.

Would have housing.

That's where the developer puts in an application they get.

Points by having a provider, partner and DDS and signed the letter of support.

So that provider is the partner, but that doesn't mean that provider necessarily provides all the services.

So for example, I believe in the.

Orange and the New London developments and I, in fact in the 4th Tuesday forum that I mentioned, there's one family that has a combination of agency supports and self supports.

I think that's the case in in orange too, so I don't think that would prohibit them from participating if they needed the.

So the way supportive housing project based is structured.

There may be an overnight available that's available to all of the individuals that are affiliated with that provider.

I think the team process would determine, you know, is there a need for the access

to that overnight support.

But I think that there are ways that in the team process those supports can be configured to meet the needs of the person.

Adrianna 1:22:24

OK.

Thank you.

And I'm just curious, I love data.

Do is there any data on?

As far as I believe the process is DDS gives a list of individuals that are looking for supportive housing and that specific provider goes through the applications and is choosing Umm who is going to be living there or asked to apply for that housing.

Is there any data coming back from the providers as far as how many individuals that are applying for, let's say how many self-directed that don't have that particular qualified provider associated with them that are going into these versus those that already have that qualified provider.

Just to see what variety of individuals are actually being accepted into these applications or into these clustered housing.

Just to understand, just to see what the process is like and then just to get some data around it.

As far as who is getting accepted into these clustered housings?

Thank you.

Velardo, Elisa 1:23:38

Umm Elisa Velardo Deputy Commissioner.

Yes, we can provide that information.

We track, we track the developments, the number of people.

No more than 25% of the apartments are set aside for.

Folks that are affiliated with DDS, but we do keep and we do track referrals and could provide that data.

Anecdotally.

I anyone who is interested in a development where that development may be able to meet their needs, that referral would be forwarded and then yes, there is a process.

It depending on if it's a one bedroom, if it's a 2 bedroom then there's you know that roommate matching issue and but many of the referrals are referrals that are from

outside of the agency.
But I we can get specific data for you.

Adrianna 1:24:46

Thank you so much, Lisa.

Velardo, Elisa 1:24:48

You're welcome.

Patti Silva 1:24:51

Patty saw the chair.

Shannon, do you have your hand up?

Jacovino, Shannon 1:24:54

Hi, yeah, this is Shannon.

Jacobin odds in buds?

Person I also wanted to point out and maybe this is already obvious, but there are people who self-direct who live in their own apartments and receive DDS housing subsidies.

So you don't have to be a part of a supported housing program.

You know, if you're if you self-direct, there are other ways to sort of move out and be in your own apartment and that's certainly something that people should talk to their case managers about if they're interested.

But DDS does have wraps certificates and there are plenty of people who self-direct who are living in their own apartments in the community with housing subsidies.

Velardo, Elisa 1:25:34

This is Elisa Velardo, Deputy Commissioner.

Thank you so much, Shannon.

That is absolutely true.

So there is supportive housing.

And the actual service that people receive is individualized.

Home supports and that can be either.

I just I test which is intermittent, supports or it can be what I mentioned clustered IHS which has that overnight staff available that doesn't that that's not unique to

supportive housing we have IHS we have people in IHS all over the state and we have the ability to create clustered IHS it doesn't have to be part of a supportive housing development.

Patti Silva 1:26:29

Can you Patti silver chair.

Does anybody have anything else on this?

Uh, Christine.

Christine (Guest) 1:26:34

I'm sorry.

It again, it's Christine heads with Ralph.

I saw a message, so I just responding to it that we when I said we created yeah, uh lift or Uber training with Kennedy Center was not part of the committee.

That was a personal we and our family, so.

Just want to clarify.

Velardo, Elisa 1:26:59

Thank you.

Patti Silva 1:27:02

Sure.

OK, Caddy Silva, Council chair.

Does anybody have anything else that they wanted to talk about as far as a future meetings or are we good with what we've forward for next month?

Hopefully, if any, if we weren't any issues where Christa can't come, I will throw it back out there and see what else we can try to get scheduled.

Does that sound OK with everybody?

OK.

Umm, so that is it.

Basically, for our agenda, umm, if anybody?

If nobody has anything else to send, somebody want to make a motion to adjourn.

Pamela DonAroma 1:27:45

I'll make a motion to adjourn, Pam DonAroma Council member.

Patti Silva 1:27:49

Yeah.

OK.

Do we have a second?

Kevin Zingler 1:27:56

I'll second that Kevin's Legler council member.

Patti Silva 1:27:57

Umm, OK.

OK, Kevin.

So all in favor.

Pamela DonAroma 1:28:02

Aye.

Patti Silva 1:28:02

Aye.

Kevin Zingler 1:28:03

Aye.

Patti Silva 1:28:03

OK, so we are adjourned.

It is 630.

Whoa.

Whoa, right.

On the dot.

OK, everyone.

So our next meeting is July 18th at 5:00 PM and thank you all for your patience with the technical issues and I hope everybody stays cool and calm and collected.

Alright, everybody have a really good night and we will be talking to you before the next meeting.

OK, goodbye.

Jacovino, Shannon 1:28:34

Goodnight, everyone. Bye.

Velardo, Elisa 1:28:35

Take care, goodnight.

Adrianna 1:28:35

Thank you.

Goodnight.

Patti Silva 1:28:35

Goodnight, everybody.

Adrianna 1:28:36

It's great conversation.

Patti Silva 1:28:38

Bye.