



**DHCF/LONG-TERM CARE ADMINISTRATION
PARTICIPANT-DIRECTED SERVICES (PDS): ELDERLY AND PERSONS WITH
PHYSICAL DISABILITIES (EPD)
WAIVER PROGRAM – PDS SPECIALIST SERVICES PROJECT**

**PDS Stakeholder Group Meeting #9
Meeting Minutes**

DATE: Friday, February 27, 2015

PROJECT: DCHF/Long-Term Care Administration PDS EPD Waiver Program

RE: Meeting Minutes: Friday, February 27, 2015 /12:30 – 2:00 p.m. EDT

ATTENDEES:

Atlas Research Team: Susan Flanagan, Project Director
Claire Brindley, Project Manager

PDS Stakeholder Group Members: Judy Levy, IONA; Angela Miller, Advocate, Direct Action; Susan Walker, DC LTC Coalition; Sheila Pannell, Legal Counsel for the Elderly; Jessie Kennedy Jackson, Advocate; Raynette Jackson, Advocate; Charles Butler, Advocate; Emily Murray, Policy Intern, LTC.

I. Welcome and Introductions

- Judy Levy (JL) welcomed participants to the meeting.

II. Update and Discussion

- Susan Flanagan (SF) reported that she submitted the PDS Stakeholders Crosswalk and VF/EA FMS-SB Standards to DHCF on Thursday, February 26, 2015 for their review and further enhancement as information becomes available.
 - SF noted that it has been difficult to get feedback from DHCF staff to complete the crosswalk, however, it is an important document because it is the foundation for the PDS Operations Manual, which is the next major deliverable (Deliverable #5) in the Atlas contract. It outlines the roles and responsibilities for major personnel and agencies. SF would like to get more information, but overall the crosswalk is sound.

- SF noted that there are still issues in the VF/EA FMS and Support Broker standards that DHCF needs to address. The Standards will be an Attachment in the RFP for the VF/EA FMS-Support Broker entity.
- By February 28, 2015 SF will finish the Scope of Work for the RFP.
 - Janelle Taylor (JT) is the contracts contact at DHCF, and has provided the DHCF PDS Program team information on timeline for executing the RFP, reviewing proposals and selecting and contracting with a vendor. The RFP will go in to her, and DHCF put the final touches on it.
- SF reported that all PDS forms and agreements have been drafted, and are being reviewed by DHCF legal and put in DHCF format for inclusion in the RFP. DHCF will develop instructions for each form. A number of the forms and agreements will be included in the *Participant/Representative-Employer Packet* and the *Participant-directed Worker Employment and Individual Directed Goods and Services Vendor Engagement Packets*. SF would also like to develop a fraud statement and a Request for Health Information form. She is waiting for a colleague in another state to send an example.
 - The *Consumer Inquiry* form will be completed by individuals interested in using PDS. If the consumer is not already enrolled in the EPD waiver, the ADRC Enrollment Specialist will introduce them to PDS using the standard approach. If they express interest, the Enrollment Specialist will help them complete the *Consumer Inquiry* form, and it will be sent to the PDS Program Coordinator. If the consumer is already in a waiver participant, the waiver case manager will be required to introduce/reintroduce them to PDS at every assessment. If interested, the waiver case manager will send the completed Consumer Inquiry Form to the PDS Program Coordinator. If a waiver participant decides they really want to enroll, they will complete a *Consumer Consent* Form and the waiver participant will send the completed form to the PDS Program Coordinator. Then the PDS Program Coordinator will inform the VF/EA FMS-Support Broker entity of the referral and instruct them to start the enrollment process.
 - Sheila Pannell (SP) noted that home care providers cannot wait for the PDS program because they have a lot of referrals for it. SF will send SP the crosswalk for her to review her section. SF recommended viewing it at 200% zoom for optimal reading on one page. SF suggested that SP will have a role in a number of areas of PDS Program implementation.
- SF reported that the two-month no-cost extension ends Atlas' contract end to April 30, 2015. As of March 2, 2015, SF will concentrate on meetings and developing the PDS Operations Manual and PDS Outreach and Education materials. She would especially like stakeholder feedback on the PDS Outreach and Education materials.
 - For outreach and education materials, SF proposed preparing two documents - a PDS Program Brochure and a PDS Program Consumer Handbook.

- The group thought this suggestion was a good idea.
 - SF noted that New Mexico has a good example of a brochure and consumer handbook. They spell out the most important things about the program along with contacts in a clear and concise way and in language is user-friendly.
 - SF has started looking at different state consumer handbooks. A binder format might be good, so the modules can be updated and switched out instead of redoing the whole handbook.
 - Judy Levy (JL) asked if there was a budget for these materials. SF replied just for development, but not for reproduction. She noted that it would be accessible online, but some paper copies would have to be made.
 - SF noted that both the handbook and brochure would need to be translated into Spanish. Atlas is not doing the translation, just the English prototype. SF mentioned that New Jersey has its brochure in English and Spanish.
- JL asked about the capacity for 140 participants mentioned at the PDS Executive Planning Team Meeting on Monday, February 23, 2015. SF replied that the enrollment number probably not go that high than 140 due to available funding.
- SF reported that she is incorporating comments from the most recent PDS Executive Planning Team Meeting into the PDS Business Rules.
 - This and the crosswalk are pillars of building the program.
 - SF noted that when she drafted the standards and worked on the Business Rules, she forgot to include in the Business Rules that people cannot to be case managers and Support Brokers simultaneously. She will add this provision to the Business Rules (it is already in the standards).
- SF reported that she proposed to DHCF another no-cost extension to June 30 because she is concerned she will not get enough information from DHCF in time to complete the PDS Operations Manual and PDS Outreach and Education Materials by April 30th. She has enough hours to support this.
 - Susan Walker (SW) expressed the concern that once SF leaves, how would this advocacy group oversee that implementation of the PDS Program keeps going?
 - SF replied that “pens down” on the EPD waiver amendment has already happened as of today, and CMS has said that DHCF must implement everything in the waiver. CMS will be monitoring this.
 - SW wants to write to DHCF and ask they establish an Advisory Group for the PDS Program.
- JL asked when the PDS Program Coordinator would be hired. SF replied that the position description is in at HR, and DHCF is beginning to recruit.
 - SW asked whether someone with a disability could apply. SW noted that someone with that background would have a vested interest in its success.
 - SF replied yes, if they meet the qualification and experience to do the job.

- SF noted that the candidate must have program management experience and will have to develop very technical knowledge of areas like the IRS and state tax and insurance requirements.
 - SF commented that the PDS Program Coordinator will need support from knowledgeable DHCF staff in the beginning since he/she probably will not have a lot of prior experience with PDS Programs.
- Raynette Jackson (RJ) noted that she likes the consumer handbooks from New Mexico and Pennsylvania. SF suggested she review three that she likes and tell SF the key features in each she appreciates. SF then will review this information.

III. Questions/Discussion

- SW prepared questions on the minutes from the January 2015 PDS Stakeholder Group Meeting. She also suggested putting page numbers on these documents.
 - Will the training requirements proposed for the PDS program pose a joint employment issue? No.
 - Will the living wage be recommended for worker pay? Yes.
 - SF reported the service will be called *Patient-Directed Services*, and workers will be called *Patient-Directed Workers*.
 - DHCF is working on a list of allowable and non-allowable individual-directed goods and services. They have lists from New Jersey and Rhode Islands for reference in developing DC's list.
 - SP will be involved with the remediation and termination process. During service delivery, she will work with the Support Brokers and waiver case managers to address issues of poor performers.
 - PDS Budget updates: The program will allow quarterly changes unless reassessment is completed. The individual will have a reassessment done annually or more frequently, as needed. Based on the new assessment, the individual's service plan and PDS budget will be updated.
 - SW noted there may just be a learning process at the beginning.
 - SF has been told that DHCF can prosecute agencies but not participants for Medicaid fraud. DHCF will nonetheless uphold a zero tolerance policy on fraud related to the PDS Program. The success of the program is dependent on initial enrollees performing well because they will set the tone.
 - JL noted that a peer mentoring program could be helpful.
 - SW added that she attended a special meeting of United Seniors of Maryland, at which they discussed an advocacy group based on support networks among bush tribes in Africa. They are very informal, but contain processes for future planning. If 15 people are connected as a unit, it becomes a family support network. They meet once a month to discuss how things are going and share ideas. This might be good for PDS.
 - SF noted there was a question at DHCF on whether they would could limit how many people participate in the program. No – there can only be a certain number

of people in the waiver, but once they are in, DHCF cannot limit how many people in are in the program and what services they receive.

- JL reported that there is an oversight hearing for DHCF on Monday, March 9, 2015 at which she is testifying about the EPD waiver.
 - Emily Murray (EM) is helping advocates prepare individual testimony.
 - Angela Miller (AM) is reaching out to other advocates to join.
 - SF noted the importance for each advocate of having a vision statement for PDS, outlining why it is important for DC and for them.
 - SW reported she would do a conference call to get the vision statement together.
- RJ reported that she and Jessie Kennedy Jackson (RKJ) have a meeting with Mayor Muriel Bowser on various issues, including PDS in March.
 - JL added that she has a meeting with Deputy Mayor Brenda Donald in March.
- JL noted that the program still needs a name, and asked stakeholders for their ideas.
 - EM has a list of program names in other states, and will send out. The group will work on this and come up with recommendations for a name.
 - RJ noted that she likes New Jersey's program name, "Personal Preferences."
 - SF noted that the name needs to be short, reflect what the program is about, translatable, and fit on the PDS Brochure.
 - AM came up with several name ideas:
 - Adaptive Decision and Care (ADAC)
 - Decisions Adaptable for Opportunities (DAFO)
 - Decisions According to Actions (DATA)
 - SF advised that when people hear the program name, they need to have an idea about the program and what it does. New Mexico's "Mi Via" is a good example of this. The name needs to be "brandable." Acronyms should be avoided.
- The next meeting will be on Friday, March 27, from 12:30 – 2:00 p.m.

IV. Next Steps

- **SF** will:
 - Complete the Scope of Work by Saturday, February 28, 2015.
 - Send SP, SW and JL the updated PDS Stakeholder Crosswalk.
 - Finalize the minutes from this meeting.
- **SP** will:
 - Review her section of the PDS Stakeholder Crosswalk and provide SF feedback.
- **RJ** will:
 - Identify three consumer handbooks she especially likes and send SF the key features of each she appreciates.

- **SW** will:
 - Hold a conference call to pull the PDS vision statement together.
- **EM** will:
 - Send the list of program names from other states.
- **CB** will:
 - Draft the minutes from this meeting.
- **All** will:
 - Collaborate on recommendations for names for the program.
 - Attend the next meeting on Friday, March 27, from 12:30 – 2:00 p.m.