

Policy Academy Meeting Minutes May 10, 2011

Present: Lucy Hilgendorf, Sue Munger, Allison Gordon, Meagan Sutton, Annette Rollin, Anna Eggebrecht, James Mazzetti, Sharon LaRose, Karla Opatz, Sam Grimes, Cecilia Pohs, Linda Vegoe, JoAnna Richard, Mike Greco

Managers Update

JoAnna/Mike

- RSA Review:
 - Received monitoring report back. No compliance concerns on the program side. Working on addressing on the finance side.
- RSA informed us we are off the corrective action plan (CAP) effective this month.
- State Plan- WRC provided their 7 recommendations. Feel the Plan will be approved.
- DWD 75- Appeal Process. Through new staff training noticed out of compliance with federal standard. Are in the process of updating.
- Budget-
 - Governor has issued his budget. Going to Joint Finance for review. Will then go through both houses of legislature.
 - Monitoring to ensure we get at least our maintenance of effort level.
- As part of the Governors Waste Fraud and Abuse effort, it was recommended by Department that we be more efficient in how we conduct and hold our meetings.
 - Some protocols will come out for meetings, outlining member's roles, expectations, use of video equipment, etc.
- Performance:
 - 59% of year for outcomes and we have achieved 62% of goal. We are ahead of goal!
 - Rehab Rate: 55.8% standard- we are at 61%.
 - 3,868 on waitlist. Over 16,000 plans in our system.
 - Sending out over 1,200 letters to category 3 consumers on waitlist to determine if would like to remain list. Anticipate approx. 700 will choose to have file closed. There is a respond by date to CO. Letter will be sent out electronically to field staff so they are aware of what is sending out.
- Staffing:
 - Just received approval for 38 permanent hires. 25 are counselors and 9 CCCs.
 - If a position is filled by a project position, that project will not be refilled.
 - WDA 3, 5, 11 have all been approved for hire.
 - Hope to move in this direction of looking at employer service representatives in WDAs, and a team with WDA members who will focus on this.
 - Anticipate a 5% vacancy rate.
 - Have had 16-17 staff leave for various reasons. All part of vacancies trying to fill.
 - Working to try to have positions moved through as quickly as possible to allow as much of a seamless fill as possible.
- OJTs - 819,
- Public LTE- 81.

Repeat Consumers

Anna/All

- Anna shared IRIS numbers for a consumer that has had six previous cases.
- Repeat consumers take a lot of time of both the field staff and managers.
- This specific consumer had only had 1 successful closure out of the six cases.
- Discussion:
 - Personality disorders appear to be common repeat cases.
 - Consumer is good at getting job, but self-defeating behaviors that bring consumer back.
 - This has been a topic that has been around. Law permits a consumer to reapply for services.
 - Need to focus on the disability factors to identify supports needed to achieve successful out.
 - Recommendation that DVR has outside expertise on personality disorders assist. Explain can not help unless you agree to neuropsych to identify services you need for us to help you and identify a contract.
 - DBT therapy for individuals with borderline personality disorder has been useful. Is evidenced based.
 - Wellness Recovery Action Plan (WRAP) MAP plans have been helpful resources. Sam will send out information on this.
 - Recommendation to work as a team with these consumers. Ensure working with other agencies and supports the consumer has in place.
 - Recommendation to look at having a process or policy in place for consumers with personality disorders that they do not have access to management. Protocols for how to deal with consumers.
 - Staff should have up to date training on these disabilities.
 - Discuss how to keep up staff stamina. Also, need for managers to receive training on how to be aware of this with staff and how to assist them.
 - Staff need to be aware of appropriate boundaries and techniques when working with individuals with personality disorders.
 - Suggestion: Have workgroup put together some best practices to share with the field. Look at what states are doing, cutting edge treatment/resources, and share with the field.
 - Volunteers to workgroup: Sam, Anna, JoAnna, Cecilia, Allison.

Fiscal Responsibility Video Pilot

Anna

- Purpose was to develop a video for consumers to assist them in understanding our fiscal process and their responsibilities.
- Workgroup looked at possible methods for doing this.
- Options:
 - Webcast done ay DWD, post link.
 - Using professional company such as Monkey Business.
- Anna will put together a summary of findings and share with JoAnna to get on SLT agenda.

Appropriate Receipts

James M.

- Consumers do not always understand what is considered an appropriate receipt.
- WDA developed a handout that explains what an appropriate receipt is and is not.
- Question on why consumers are having difficulties- what is the issue behind the problem (money management, lack of compliance, misunderstanding, etc.):
 - Some lack of compliance, but mostly not understanding what an appropriate receipt is.
- Suggestion to add examples of what an invoice is.
- Look at simplifying for consumer use and explore how to provide and to go over with consumer.
- Suggestion to have Kristin look at.
- Include TG receipt info.
- All agreed it was a useful document and would be helpful for counselors.
- Management will have it run through finance to ensure it complies with their standards of a receipt.

Purchasing Rehabilitation Technology

Linda V.

- Finding some areas are using vendors recommendations for consumer on rehab tech items- trying to sell own equipments versus using a rehab tech specialist and assessment.
 - Reported that rehab tech vendors take too long to schedule appointments.
- Finding some staff only determine equipment based on consumers choice- client talks to vendor and gets sold on their items. Some items are not necessary for IPE achievement.
- Need to ensure getting the best fit for the consumer at the least cost vs. vendor pushing most expensive items.
- Discussion:
 - Sometimes cost of the assessment is high and costs more than services recommended.
 - Could there be a "light" assessment performed by vendors to just look at if there is any updated equipment that could be helpful.
 - If someone has a job and needs equipment ASAP, may not be able to wait time to get an assessment completed.
 - NE side of state has a shortage of rehab tech vendors. One vendor requires they purchase their equipment.
 - Look at Independent Living Centers as a resource.
 - Waukesha has some resources in their area that may be able to travel to other areas to provide services.
 - Informed consumer choice is important.
 - Recommendation to ask consumer what is working with them. Some consumers have found techniques that work well for them.
 - CESA 4 has a decision making tree for RT equipment. Found this helpful.
 - Management recommendation:
 - WDA expertise is needed within the WDA and a back-up.
 - Develop list of resources within the area and in other WDA.
 - Provide training on these services.
 - Next steps:
 - Work with Enid to develop training.
 - Identify resources.
 - Create expertise.

Supported Employment Guidance Piece Review

Allison

- Guidance piece being updated to reflect assessment outside of the IPE and to align with new technical specifications.
- Discussion:
 - Ensure guidance has positive tone. Felt it could be interpreted as moving to close cases.
 - Question raised as to why if no LTS support is identified that could not move forward with SE plan and continue to try natural supports. This will be reviewed further and guidance piece adjusted.
 - Move the section on LTS options up in the document and give more emphasis to these including IRIS.
 - If IRIS is identified as LTS source, make sure consumer understands it needs to be in their IRIS plan and remain in the plan.
 - Place more emphasis on the benefits analysis- include info from new tech specs and link to them.
 - Determine if can still pay the monthly fee even if LTS support not available or need to be hourly.