**Residential Waiver Committee Meeting minutes**

**12-10-19**

One Plan Discussion

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| Fears/Pitfalls | Opportunities | We Believes |
| * County Board won’t follow new plan
* Then more in the plan the more providers will have to document
* Too diluted
* Plan won’t focus on the person
* More burdensome for staff
* Won’t include provider input
* SSA’s not ready won’t have adequate training
 | * A plan that handles liabilities and it is person-centered
* One concise plan over all counties
* Will clearly identify who is responsible for what
* Providers won’t have to supplement plan
* Simplified funding
* An on-line document accessible to County Boards and Providers
* Trauma-informed care based
* Providers and County Boards can see progress in real time.
* Better ways to communicate (besides incident reports)
* An organized document
* Well trained teams and open-lines of communication
 | * The plan should incorporate customer satisfaction
* The document should be on-line and provide for provider input/communication in real time
* The Plan should be specific to how a person is supported and what is important to and for them and specify provider responsibilities
* DODD shall ensure all County Boards follow the one-plan format
* The DSP should be an active part of the team
* Once the plan is finalized, Providers and County Boards should be trained together.
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Wage Verification

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| Fears/Pitfalls | Opportunities | We Believes |
| * How will the data collected be validated by the department?
* County and State may misuse data
* Wages and how rates are used is “out there”
 | * to show in good faith that Providers appropriately applied the rate increase
* to work with the state to study wages and the impact on the workforce crisis
 | * The majority of providers are trustworthy and applying the rates appropriately to benefits their DSP’s
* A providers financial information should be protected and only used to generate a statewide average.
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* MRC Discussion
	+ Issues related to the implementation of MRC
		- Increased administrative cost/burden on Providers
		- It is difficult to provide information with the timelines that are allowed
		- SSA’s don’t fully understand MRC
		- Some providers getting paid the competency based add-on and counties did not change rates
	+ Question: How should a provider document a service that is provide when the person is not present?
	+ Dream: Utilization can be seen in real time.
* EVV
	+ Continued struggles between alternate providers and Sandata
	+ OPRA will continue to collect the issues from our members and share them with the appropriate state agencies
* Training for Front-line Managers
	+ Topics
		- Managing conflicts
		- How to follow through
		- Tools on how to be a good manager
		- A challenge to get middle managers to training
		- May have to use brief, on-line resources
* Possible topics for future meetings
	+ Documentation (what’s wanted vs. what’s needed)
	+ Finding housing
	+ Serving Children (MSY)
	+ Training needs
	+ How to communicate with SSAs
	+ Serving challenging people (intense behavioral needs) in the community