**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. |

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. |

* 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