

**Texas Council on Consumer Direction
Meeting Minutes
Tuesday, December 05, 2017
10:00 a.m.**

**Brown-Heatly Building, Public Hearing Rooms
4900 N. Lamar Blvd., Austin, Texas 78751**

Table 1: Texas Council on Consumer Direction member attendance at the Tuesday, December 05, 2017 meeting.

MEMBER NAME	YES	NO	Phone	MEMBER NAME	YES	NO	Phone
Mr. Diego Astolfo	X			Ms. Deana Jagers		X	
Ms. Helen Baker	X			Ms. Linda Levine	X		
Mr. Ricky Broussard	X			Mr. Dean Pye	X		
Ms. Heidi Davis	X			Ms. Keisia Sobers-Butler			X
Mr. Roger DeLeon	X			Ms. Misty Sullivan	X		
Dr. Diane Felder	X			Mr. James Van Winkle		X	
Mr. Greg Hansch	X			Ms. Nell Walder			X
Mr. Del Hodge	X						

Table 2: Texas Council on Consumer Direction state agency representatives and staff attendance at the Tuesday, December 05, 2017 meeting.

STAFF NAME	YES	NO	STAFF NAME	YES	NO
Ms. Paula Brunson	X		Mr. Peter Dean	X	
Ms. Heatherly Chenet	X		Mr. Michael Roberts		X
Ms. Amanda Dillon		X	Ms. Victoria Washburn		X

Agenda Item 1: Introductions and Vice Chair Updates

Ms. Helen Baker, Vice Chair, called the meeting to order and requested that Council members introduce themselves. Ms. Baker turned the floor over to Ms. Stephanie Gutierrez, Project Manager, HHSC Stakeholder Relations. Ms. Gutierrez called roll and conducted logistics.

Ms. Baker turned the floor over to Ms. Heatherly Chenet for the Vice Chair update. Ms. Chenet updated the Council regarding the Chair position. Ms. Chenet informed the Council that the bylaws would need to be amended in order for the Vice Chair to not become the Chair as it is currently stated in the bylaws when the Chair steps down from position. Ms. Chenet also informed the Council of the three vacancies. The Council discussed the membership process.

Agenda Item 2: Review and approve minutes from September 12, 2017

Ms. Baker requested a motion to approve the September 12, 2017 meeting minutes. Dr. Diane Felder made a motion with Mr. Ricky Broussard seconding. A roll call vote was taken. The motion carried.

Agenda Item 3: Electronic Visit Verification (EVV) Update and Summary of EVV Workgroup Meeting

Ms. Baker introduced Ms. Laura Gutierrez, HHSC EVV Contract Manager. Ms. Gutierrez stated the EVV program has three pilots:

1. GPS Pilot with Data Logic Only
2. Authorization Pilot
3. Visit Maintenance Reduction Pilot

EVV hosted the first CDS workgroup on November 30, 2017. The next meeting is scheduled March 2018. Concerns discussed were:

1. Process improvement to fit CDS needs
2. Whether CDS will be required to use EVV
3. Transportation documentation with EVV
4. Scheduling with EVV
 - a. How many hours worked within a 24 hour period

ACTION ITEM: The Council asked Ms. Gutierrez if the state will be reissuing RFPs for EVV providers because of the Cures Act since the Federal standards are different than State standards. Ms. Gutierrez did not have an answer and stated she would take that back for discussion and update the Council.

Ms. Gutierrez stated that EVV is replacing the paper time sheet with clocking in and out using a mobile application on a personal cell phone. The Council suggested to streamline the process of service delivery within EVV.

ACTION ITEM: The Council asked Ms. Gutierrez about documentation for the use case of GPS in addition to the system architecture to use GPS. Ms. Gutierrez stated she will take it back for discussion and update the Council.

The Council asked Ms. Gutierrez what the success criteria is for the GPS Pilot. Ms. Gutierrez stated that the Pilot is going well and feedback received from the stakeholder meetings have produced positive remarks.

ACTION ITEM: The Council asked Ms. Gutierrez how many people are participating in the GPS Pilot. Ms. Gutierrez stated the Pilot has grown with

more interest but an actual number is not known. Ms. Gutierrez will get the data as well as the feedback from the stakeholder meetings to the Council.

Agenda Item 4: CDS Data Utilization Review

Ms. Baker introduced Mr. Geoffrey Hood, Manager, HHSC Center for Analytics and Decision Support and Ms. Soujanya Yadavelli, Systems Analyst, HHSC Center for Analytics and Decision Support.

Mr. Hood referenced the handout and PowerPoint titled, *Center for Analytics and Decision Support*.

ACTION ITEM: The Council asked Mr. Hood what percentage of the growth is actually CDS. Mr. Hood will get the data for the Council.

The Council asked about Medically Dependent Children Program (MDCP) data. Mr. Hood stated that the Center for Analytics and Decision Support is working on retrieving MDCP data for analysis and distribution.

Mr. Hood stated that a goal is to move fee for service over to managed care. Mr. Hood stated the Center for Analytics and Decision Support will start looking at PAS-HAB and the STAR Plus Waiver.

Mr. Hood stated at the next meeting the data will be set up more clearly so distinctions can be made between quarters.

Agenda Item 1 *Continued*: Introduction and Vice Chair Update *Continued*

Ms. Baker turned the floor over to Ms. Chenet. Ms. Chenet referenced the current bylaws for the Council. The Council stated that it is the responsibility of the Vice Chair to serve as Chair in the absence of the Chair. Mr. Broussard made a motion that if the Vice Chair does not wish to serve as Chair of the Council, a new Chair will be elected. The Council went into discussion. Mr. Greg Hansch seconded the motion. A roll call vote was taken. The motion carried. The amendment to the Council bylaws will be taken to legal for review.

Agenda Item 5: State Agency Representative Updates

Ms. Baker turned the floor over to Ms. Chenet for the CDS update. Ms. Chenet stated the Support Advisor Training for people who want to provide support consultation services to help and manage employer responsibilities has been updated and is on the CDS website. This is an optional service that

can be purchased using funds from the CDS budget, in applicable programs. The link to the online training module is:
<https://apps.hhs.texas.gov/training/cbt/CDSSupportAdvisorTraining>
Ms. Chenet also informed the Council of the CDS Webpage update. There is now a shortened link: hhs.texas.gov/cds

Ms. Chenet noted the CARE update. The CARE development team is revising the system to improve the dollar to unit accounting. The completion is projected for spring 2018. Next year, the development team will present to the Council on the revisions. Ms. Chenet explained that an information letter and training would be provided to FMSAs.

Ms. Chenet updated the Council on the Abuse Neglect and Exploitation project. The CDS rules in Chapter 41 of the Texas Administrative Code regarding Abuse Neglect and Exploitation requirements for reporting incidents will be amended. Ms. Chenet will send a draft to all Council members for informal public comment when it's ready for review.

Ms. Chenet explained that the Training for Service Coordinators, a part of the STAR Plus appendices, is under review as well as the CDS Option Employer Manual. Regarding the Training for Service Coordinator training, Rider 187 directs HHSC to educate STAR+PLUS members who receive home and community based services (HCBS) about the CDS option as well as increase utilization of CDS. HHSC is working on an implementation plan. Ms. Chenet requested feedback and recommendations from the Council regarding completing these tasks.

Ms. Chenet informed the Council that an update of CDS forms is also underway. Also, there is a new CDS outreach video available and a second CDS video is under development:

1. General overview of CDS that explains what CDS is and the benefits- available now at hhs.texas.gov/cds.
2. A focus on the employer and the FMSA in the CDS option- under development.

ACTION ITEM: The Council requested an update regarding the CFC PAS-HAB assessment form. Ms. Chenet stated she will check with the project lead and ask if an update is available for the Council at the next meeting.

Ms. Baker turned the floor over to Ms. Paula Brunson. Ms. Brunson provided an update to the Council regarding the transformation and consolidation of the Blind Services Division and the Rehabilitation Services Division. Both divisions became one and is now known as the Texas Workforce Commission

Vocational Rehabilitation Division. There is a new manual of standards for providers concerning the types of services for all people who are seeking vocational rehabilitation services. The division is currently training staff across Texas. A program called Summer Earn and Learn was launched over the summer of 2017 and will be expanded. Career counseling is also available and ongoing annually if people were not working for subminimum wage prior to July 22, 2016.

The web address for all Vocational Rehabilitation Services is: www.twc.org
The Council asked how subminimum wage is determined. Ms. Brunson explained that it is determined by the Department of Labor but is basically any wage paid that is equal to or less than \$7.20 an hour.

Agenda Item 6: Lunch

Agenda Item 7: Home and Community Based Services (HCBS) Settings

Ms. Baker introduced and turned the floor over to Ms. Kate Layman, Senior Policy Advisory, HHSC Medicaid/CHIP Services Department. Ms. Layman informed the Council on the Home and Community Based Services Settings (HCBS) rule. Ms. Layman referenced the handout and PowerPoint titled, *Home and Community-Based Services Settings: Texas Statewide Transition Plan*.

Ms. Layman stated for the residential part of the survey it was narrowed to individuals receiving residential services which precluded them from CDS. In the rehabilitation part of the survey questions were not asked specifically about CDS.

Ms. Layman is adding how to make sure compliance with EVV regulations is supported to her list of things to consider.

ACTION ITEM: Ms. Layman will take back the discussion of transportation specifically making the day habilitation service consumer directed.

Agenda Item 5 Continued: State Agency Representative Updates Continued

Ms. Baker introduced and turned the floor over to Ms. Dena Stoner, Senior Policy Advisor, HHSC Behavioral Health Services. Ms. Stoner updated the Council on the self-directed care performance improvement project that deals with outpatient mental health services. Ms. Stoner stated the project

will be a performance pre-improvement program in the STAR+PLUS program for members that have a serious mental illness. The program will be implemented in the Travis County area. The name of the project has been renamed to; My Voice, My Choice. The program will be recruiting people for the randomized study in January 2018.

ACTION ITEM: Ms. Stoner will get the Council a list of the number of advocates in the program.

Ms. Baker introduced and turned the floor over to Mr. Peter Dean, TWC. Mr. Dean yielded his time.

Ms. Baker introduced and turned the floor over to Ms. Kari Brock, Medicaid CHIP, HHSC Policy Program and Development. Ms. Brock gave an update to the Council regarding STAR Kids. Ms. Brock stated that Adoption Assistance and Permanency Care Assistance (AAPCA) rolled into STAR Kids September 1, 2017. Twelve hundred kids went into the STAR Program. There are 165,000 enrolled at the one year mark of STAR Kids. There will be a CDS specific call set up with MCOs.

ACTION ITEM: Ms. Brock stated she will bring data back to the Council for their next meeting.

Agenda Item 8: Systems Redesign Advisory Committee (SRAC) Update

Ms. Baker turned the floor over to Mr. Ricky Broussard and Ms. Linda Levine. Mr. Broussard informed the Council that he and Ms. Levine are making sure that CDS is included in everything they are asking for of the SRAC. Mr. Broussard stated the IDD Pilot has terminated. Ms. Levine stated there has been an increase in the utilization of CDS employment services. Individuals that have a job can use consumer directed services and hire a job coach. If an individual does not have a job then the individual would need to go through TWC first.

Agenda Item 9: Subcommittee updates and next steps

a. CDS Processes and Expansion Subcommittee

Ms. Baker introduced Mr. Hansch. Mr. Hansch reminded the Council of the three goals of the subcommittee:

1. By March 2020, identify and correct barriers regarding full budget authority and implement full budget authority in all CDS programs.
 - a. The subcommittee wants to reword the goal to say, how to make the budget more flexible.

2. By March 2020, add the CDS option to all long term services and supports through existing Medicaid waivers and managed care programs administered by HHS.
 - a. By March 2020, identify barriers to the CDS option being offered through all public sector services administered or overseen by HHS.
3. By March 2020, identify barriers to uptake in the CDS option, prioritize and correct process, rules, policy, and procedures that may serve as a barrier to uptake in the CDS option.

The subcommittee reviewed and discussed the CDS forms in the 1500 series, 1581 and 1584 forms. The program will review the recommendations from the subcommittee. The subcommittee had a presentation and discussion of the YES waiver, 1915C. The subcommittee would like to revisit the HCS waiver to make the CDS option more available.

b. Training and Outreach Subcommittee

Ms. Baker introduced Ms. Heidi Davis. Ms. Davis stated the subcommittee would like to catalog different training materials for different groups that are participants, employers, employees, managed care companies, fiscal management agencies, LIDAS, advocacy groups, parents, and various case management groups.

Ms. Davis also stated the subcommittee discussed the website and how to better advertise. Ms. Davis shared the new CDS outreach video with the full committee regarding the CDS option on YouTube. Mr. Broussard recommended the video be available in closed caption and in Spanish. Ms. Chenet stated the video will be made available on disc and with English and Spanish captions. Ms. Davis recommended that the video be shared with every individual during planning meetings when service delivery options are discussed. Ms. Davis notified the Council that the subcommittee will be taking a look at the Service Coordinator Training that MCOs use to train their coordinators and giving the feedback to the program. The subcommittee is looking to revise materials for case management groups.

c. Quality Assessment and Performance Improvement Subcommittee

Ms. Baker introduced Mr. Dean Pye. Mr. Pye reviewed the subcommittee goals with the Council:

1. By 2020, develop a handbook to be followed by all FMSA with a focus on systems that will be beneficial to the overall quality of CDS to include but not limited to Quality Assessment Performance Improvement (QAPI), nursing procedures, and best practices.

2. By 2020, develop a system to assess FMSA and CDS quality rating so individuals can make an informed choice utilizing a standard satisfaction survey.
3. By 2020, develop a requirement for program monitoring for all MCO run programs with real practical data items to ensure quality measures are met.

The subcommittee reviewed and discussed nursing guidance forms that Ms. Baker uses. The subcommittee is waiting from feedback regarding nursing guidelines from HHSC. The subcommittee also reviewed quality assessment procedures of the handbook that would provide guidance for FMSAs to do an internal audit of their program to check for compliance with best practices, this includes the development of a form. The subcommittee would like to add an acronym list to the guide as well as an explanation of the forms that will be used. The subcommittee discussed performance improvement procedures and came up with several recommendations for program approval. The subcommittee is requesting a presentation from an MCO regarding the monitoring process as well as from Mr. Michael Roberts regarding Adult Protective Services.

Ms. Levine brought up a discussion to the Council regarding a \$600 limit for purchasing employer support services and suggested this amount be increased.

ACTION ITEM: Ms. Chenet will research how this number was created and report to the Council her findings.

Ms. Chenet thanked everyone that contributed to the YouTube CDS outreach video.

The Council discussed backup hours being purchased and utilized by completing the Entity Agreement Form.

Agenda Item 10: Public Comment

No public comment was made.

Agenda Item 11: Discuss 2018 meeting, agenda, and action items

Ms. Baker opened the floor up to Council members to discuss what agenda items they would like to have at the next meeting.

Future agenda Items:

1. EVV Update and demonstration with GPS
2. State Agency Updates
3. Update on CFC PAS-HAB assessment

4. Rate Enhancement levels and average
5. APS Presentation
6. \$600 cost
7. CADS update
8. Commissioner Enrique Marquez & Stephanie Muth
9. Bylaws
10. Officer Election Process

Agenda Item 14: Adjournment

Ms. Baker adjourned the meeting at 3:33 p.m.

Webcast address of this meeting: <https://texashsc.swagit.com/play/12052017-671>