

MFP Stakeholders Committee Meeting Minutes

June 11, 2012

Time: 1pm-4pm CST

Location: Pioneer Room: Judicial Wing-State Capitol
Bismarck, North Dakota

Information Provided: Summary of the HUD 811 PRA NOFA, New MFP Brochure, MFP Transitions Report and Meeting Agenda

1. Committee Members were welcomed to the meeting and committee members made their own introductions.
2. Tess Froehlich's retirement was announced to the committee and she was thanked for all of her support to the MFP Grant process and for assisting with addressing the ongoing goal of improving the availability of support service in the home all across the state of ND.
3. Katie Yantzer was introduced to the Committee as the newly hired Direct Service Workforce Development Coordinator. Katie provided an overview of her plans to focus on QSP and DSP development in the near future and to work with the newly formed Workforce Development Committee to develop a more comprehensive approach to addressing direct service workforce development in all facets of the community. The plan is to start in the western half of the state where the shortage is the greatest.

The Committee was made aware of the TV and newspaper ads that placed in April of 2012. They were made aware that this resulted in a 100 percent increase in calls to the Link phone line and the addition of 8-10 new QSPs. It was also noted that calls to the Link also result in referral for support services and to Medical Services to assist potential QSPs with the enrollment process.

The formational Workforce Development Committee meeting was additionally reviewed with the Committee including the more global definition of the direct service workforce to include community services, institutional care services, and health related support services. The intention to not duplicate work being done by other departments with state government, partner with any legislative action being taken, and to facilitate cooperation with service providers to retain care givers in the best environment for the care giver were all discussed.

Concerns identified by the Committee continue to be payment to QSPs for travel time and costs, training, and organization of QSPs.

It was noted that the legislature is address these issues through a study in the Human Services Committee as this time and that they will likely be addressed in the 2013 session.

The Committee was made aware that Ms. Yantzer will be providing technical assistance to QSPs around the state on billing, documentation, application, and how use the authorization forms they are provided. Additionally the Committee was made aware of the online training that is being developed for QSPs related to billing and that other modules will be developed over time.

The need for QSPs to understand how to establish their own business and manage all the related aspects of a business was reviewed. Options to address this need included QSP Association, utilizing retired business owners, NDSH Extension offices, using the RSVP program as a staff member has past HCBS experience.

Documentation of competence and securing training was also reviewed with the QSP training program highlighted as a means to support QSP as were the use of vocational schools for basic CNA training.

It was suggested that recruitment may not be the best alternative to increasing the workforce. It was noted that the approach that the Options CIL in East Grand Forks utilizes is to work with consumers to identify their needs and then to recruit QSPs to address their needs from within their individual social network. It was noted that the issues are more individual addressed especially in more rural areas.

Options staff reported the need to help consumers understand their care options and how to manage their QSPs through skill training on hiring, termination, scheduling, and payment.

QSP also must deal with finding new consumers to support. The linkage between persons who want services and those that provide services has been challenge to develop. DHS has a statewide list of all QSP available online to everyone. The QSP association has a registry but it has not worked as hoped with the linkage needs of QSPs.

The MIG grant funding ends in December of 2012 and they are attempting to find alternatives to funding the QSP Association Coordinator Position and the ongoing activities of the QSP Association. This effort has brought together about 110 QSP and has provided an opportunity to provide a unified voice for QSPs to the ND DHS and the legislature. The MIG QSP study will be sent to the ND MFP workforce coordinator for review along with recommendation on systems change to support community services for her review and use in her efforts.

The NDACP (DD Providers) reported that they work with the ND Long Term Care Association to address wage increase for all care providers and this has resulted in a wage increase each of the last eight years.

It was suggested that a display board be developed to be used during public education events that addresses QSP recruitments.

4. The Committee was made aware that on July 6, 2012 the UND Department of Social Work will be addressing a survey of the impact of the oil boom in Williston at the HSC.
5. The Committee was made aware of the Housing and Urban Development Project Based Rental Assistance grant opportunity that is available. A summary of the project was reviewed and that DHS is reviewing the requirements at this time. The application would be submitted by the ND Housing Finance Agency. The proposed populations to be served by the funding would be people between the ages 18-62 with a disability served by DHS.
6. The MFP Housing Initiative staff provided an update on the development of the ND MFP Housing Data Base. The data base will note affordability, accessibility, and location. The housing staff is working to make this data searchable by city and type of housing. There are currently over 200 entries and more are being added as they are identified.

The housing staff noted that in their work they have found that the vacancy rate for apartments in Bismarck is now at about 1 percent and in Dickinson it is at less than half a percent with homelessness on the rise. There is however affordable housing projects approved or being built in Beach, Bowman, Tioga, Minot, and Dickinson. Housing stock continues to be influenced by oil companies buying apartment buildings, landlords increasing rent, and overuse of available housing.

7. The progress of MFP outreach pilot project was reviewed by each of the four CIL MFP Program staff. It was noted that Minot and Grand Forks have completed their work and Bismarck and Fargo offices still working due to the larger number of nursing facilities in their regions. It was noted that the Medicaid Eligible list alone increase the number of referral to the CIL even before any information was provided to individual consumers.

The CIL staff also noted that they still face challenges with transportation, finding QSPs, and with workload of the Transition Coordinators due to the increasing activity of the MFP Grant.

8. The Committee was made aware the section Q training was completed as planned across the state. They were also made aware that the LCA role will likely be provided only the regional LCA staff employed through the MFP Grant starting 7/1/2012.
9. HCBS outreach and Education continues to be provided by the two regional LCA-Option Counseling staff. Contact continues with consumers, services providers, and medical providers. These positions will be funded by MFP Administrative money starting in October of 2012.

10. The new MFP brochure was provided to the Committee. The TV and newspaper advertising placements were discussed. It was also noted that this effort resulted in a 100 percent increase in call to the Aging and Disability Resource LINK line.
11. The Committee was made aware of the number of transitions for persons with a developmental disability through June 2012 is 5 towards the goal of 8 and that the total number of transitions for older adults or persons with a physical disability through June 2012 is 16 towards the goal of 30.
12. Keith Vavrosky provided an update on the ND Developmental Center including a current census of 89 adults and 3 children at this time for a total of 92 receiving support in an ICF/ID. One MFP transitions planned in the future for later this summer. In addition he noted that 5 moves are planned to a new project being planned by Red River Human Service in West Fargo.

The Committee engaged in much discussion about the closing of the ND State Hospital Children's services unit and that 8-12 children with a developmental disability will be moving to the Developmental Center. This included strong concern about the increase in census at the DC and the challenges of reducing the population to the target numbers set by the DC Transition Task Force. It was agreed that to address this issues more specifically with the Task Force at the next meeting.

13. An update on the Options Counseling (OP) program rollout was provided by the Aging Services Director. It is noted the regional OP is being provided at the human service centers in Williston, Dickinson, and Minot. The OP is provided in Bismarck region through a contract with the senior service providers in the area. Aging Services is in the planning process at this time for the eastern half of ND. It was noted that the ADR Link is being updated to be more consumer friendly.
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15. Next meeting is set for September 11th at 1pm in Bismarck