

## Quarterly Provider Meeting Notes

*Mayme Frederick Building  
1440 Dr. Martin Luther King Jr Blvd, West Palm Beach, FL 33404  
Monday, March 14, 2016  
1:00PM – 3:00PM*

### 1. Welcome –

Sonja Holbrook welcomed everyone to the quarterly provider meeting and gave a quick introduction into the main focus of these meetings, which is to spark a conversation/discussion amongst the providers and the funders.

### 2. Introductions –

Funders in attendance: Channell Wilkins (CSD), David Rafaidus (CSD), Randy Paul (CSD), Amalia Hernandez (CSD), Thomas Eaton (CSD), Sonja Holbrook (CSD), Stessy Cocerez (CSD), Vivian Blackmon-Taylor (CSD)

Providers in attendance: Holly Stewart (ARC PBC), Kris Riedell (ACC), Christina Dickhoff (ACC), Kristin Friedman (Seagull Services), Joyce Hambrick (Seagull Services), Elisha Snyder (Seagull Services), Jessica Perez (Seagull Services), Ligia Hardy (AAA PB/TC), Nancy Yarnall (AAA PB/TC), Kathy Serock (CHSFL), Claressa Midgett (Easter Seals FL), Jessica Kelson (Legal Aid Society), Lynn Eisele (PB Hab), Dayna Morgan (PB Hab), Mike Tomczak (Homesafe), Ron Korec (Volen Center), Beth Wagmeister (Gulfstream Goodwill), Scot Kannel (ARC Glades), Debbie Lee (ARC Glades), Jillian Gaulke (Easter Seals FL), Katy Langemack (Volen Center), Karen Radcliffe (Homesafe), Pat Murphy (UCP), Stephanie Hahn (UCP), Vernon Williams (CILO), Dr. Mary Cauthen (YWCA), Ivan Gastaldo (AVDA)

### 3. Planning & Evaluation Updates (Sonja Holbrook) –

- Sonja Holbrook discussed the RFP process for this upcoming year and briefly went over the tentative timeline. The Public Forums went well and the Summary Reports have been posted on the CSD FAA website.
- All providers using SAMIS CDG appear to be doing a great job entering the clients' demographic data. We will review the outcome evaluation component at the end of the meeting for those who want to stay. For the providers who have outcomes and are not assigned a database like 211 ECO and Food Bank we still expect that you continue tracking outcomes as you have been in the past. We will ask for the data at varying time throughout the year, and use it in the year-end report. The old FAA client data website/system has sunset.
- The agency monitoring started in January. Some of you may have already been monitored. In terms of outcome evaluation, this year we are focusing on what data is currently being collected, how it is being collected and tracked- and internal related policies, the measurement tools being used, the use of the database, and a review of client files.
- Agencies were asked if they have some sort of distinction between “FAA clients” and “non-FAA clients”.
- FACEBOOK announcement - flyer was distributed

### 4. Contract/Monitoring Updates (Amalia Hernandez) –

- Amalia Hernandez briefly spoke about the Non Profits First Certification exemption process; two agencies have been exempt so far.
- Exemptions only apply to FAA agencies; if an agency is required to have the Non Profits First Certification for another funder, then this process will only exempt them from FAA.
- Amalia also discussed the reporting of incidents at the agencies; incident reports must be submitted via the HIPAA secure site, which will be managed by Randy Paul.
- Monitoring has begun and many of the findings so far have to do with record keeping and client files.
- Amalia urged agencies to make sure they are reading the contracts thoroughly and making sure they know what will be expected from them throughout the year and when it comes time to get monitored.

#### 5. Fiscal Updates (Thomas Eaton) –

- Thomas Eaton noted that it appears as though everyone is doing a good job with paperwork overall.
- He encouraged agencies to stay current with their budgets.
- If any changes have to be made, agencies must contact the FAA fiscal staff as soon as they can.
- There has been a new budget form developed and it will get released soon.
- Thomas asked the room if anyone had questions and three questions were asked:
  - Scot Kannel from Arc of the Glades asked for the new universal budget form to get released to everyone.
    - Thomas told him it would be released very soon.
  - Scot Kannel asked what he considered the universal definitions for programmatic and administrative were.
    - Thomas told him that programmatic is anything that is directly servicing the client while administrative is anything that is done behind the scenes or “two steps removed”.
  - Scot Kannel also asked if there would be a separate financial update meeting.
    - Thomas said no because there wouldn’t be a lot of updates on a quarterly basis for fiscal issues.

#### 6. Good News /Concerns –

- The room discussed a few of the problems that the Special Needs community is facing in terms of funding cuts.
- Kris Riedell invited everyone to the Alzheimer’s Educational Conference occurring this Thursday and Friday, March 17<sup>th</sup> and 18<sup>th</sup>, to educate the community and provide networking opportunities.
- The Arc of the Glades was highlighted in their Arc National Blog for their participation in the ArcMLK volunteer project.
- Holly Stewart from The Arc of Palm Beach County told everyone about an upcoming event on April 2<sup>nd</sup> that serves as a type of seminar to prepare those who are about to graduate high school so they can be informed about adult services. She also told everyone about the upcoming Family Fun day that will be on April 9<sup>th</sup> and is for everyone, whether they have a disability or not, to congregate and have a fun day together.
- Beth Wagmeister from Gulfstream Goodwill’s Deaf Services told the room that she was very happy that although Deaf Service Center closed, she was still able to help the deaf community after Goodwill offered to keep the services going; she also mentioned that she was available to provide deaf services and/or training to anyone who may need it in the community.

- United Cerebral Palsy will be having their 5K Walk/Run/Pusher/Rider event at the end of April where volunteers can get paired with people with developmental disabilities to act as a pusher, or they can walk/run or ride to raise money.

7. Announcements / Closing Statements –

- Sonja Holbrook then thanked everyone for attending and reminded them that we would see them again in June, if not sooner.

8. Overview of SAMIS CDG Performance Measure Data Entry –

- Sonja Holbrook informed everyone that there would be a quick tutorial session on the Performance Measure entrance portion of SAMIS and that if anyone was interested in staying because they wanted a refresher, they were encouraged to do so.
- Stessy Cocerez told everyone that she was pleased with what she had been seeing so far in terms of client data entry and that it appeared as though most of the agencies understood that portion quite well.
- She then went through the SAMIS program and described the steps necessary to enter outcomes in for the clients.
- She ended the session by reminding the attendees that if anyone needed extra help with SAMIS, they were more than welcome to contact her to schedule an on-site help session.