

**Financially Assisted Agencies (FAA)**  
**Quarterly Provider Meeting Notes**

*Area Agency on Aging  
4400 North Congress Avenue, West Palm Beach, FL 33407  
Monday, January 9<sup>th</sup>, 2017  
1:30PM – 3:30PM*

1. Welcome –

David Rafaidus welcomed all of the guests in attendance. He gave a brief overview of what the presenters were hoping to achieve with the meeting. The main focus was to update the providers on any changes to contracts and monitoring, fiscal services, and/or planning/evaluation as well as to spark conversation amongst providers and funders. He then proceeded to introduce the staff and the newest agencies to the FAA provider network.

James Greene later introduced himself as the new Department Director of the Palm Beach County Community Services Department (CSD). He is looking forward to working with his CSD family again. He is interested in streamlining many processes in the department in order to make things easier for staff and agencies. Before any official decisions or changes are made, Mr. Green hopes to hold focus groups and distribute surveys to gather community input. Mr. Green wanted to let everyone know that they are free to contact him at any time via phone or email.

2. Introductions –

Funders in attendance: James Green (CSD), David Rafaidus (CSD), Sonja Holbrook (CSD), Amalia Hernandez (CSD), Thomas Eaton (CSD), Julie Dowe (CSD), Mary Woodard (CSD), Vivian Blackmon-Taylor (CSD), Stessy Cocerez (CSD), Randy Paul (CSD)

Providers in attendance: Calvin Phillips (The Lord's Place), Jim Rhoads (The Lord's Place), Heather Sandala (The Lord's Place), Donna Pulda (United Way of PBC), Dora Valdivia (El Sol, JNRC), Karen Clan (El Sol, JNRC), Meriel Perez (El Sol, JNRC), Jocelyn Skolnik (El Sol, JNRC), Victoria Petruzzo (Rales Jewish Family Services), Jeff Kurth (Rales Jewish Family Services), Risa Demato (Rales Jewish Family Services), Joyce Hambrick (Seagull Industries), Jessica Perez (Seagull Industries), Matt Kwarchak (Jeff Industries), Jared Greene (Boystown), Santiago Jimenez (Boystown), LaToya Davenport (Boystown), Kris Riedell (Alzheimer's Community Care), Dianne Bruce (Alzheimer's Community Care), Ita May Hill (The Volen Center), Kristin Ramos (The Volen Center), Kelly Tinghiro (The Volen Center), Vanessa Gutierrez (The Volen Center), Sherry Tucker (The Volen Center), Carol Fiddis (DATA), Dr. Mary Cauthen (YWCA), Jill Sorenson (SEFBHN), Kathy Serock (CHS), Nancy Yarnell (AAA), Angie Peacock (AAA), Brian McCarey (HomeSafe), Karen Radcliffe (HomeSafe), Randee Gabriel (211), Jessica Kelson (Legal Aid Society), Denise Chin (Families First), Megan Johnson (Families First), Maite Reyes-Coles (CILO), Julie Dolan (Community Partners), Pat Murphy (UCP), Kemberly Bush (P2P), LaDonna Wilson (P2P), Stephanie Wallace (Easter Seals), Scot Kannel (Arc of the Glades), Debbie Lee (Arc of the Glades), Ana Languasco (Jerome Golden Center), Vanessa Morgan (Jerome Golden Center), Iftekhar Khan (Jerome Golden Center), Jessica Pagan (Adopt-A-Family), Shayene Weatherspoon (Adopt-A-Family), David Lin (PB Hab Center), Pam Berry (Salvation Army), Tessy LaCroix (AVDA), Monique DelaTorres (Boca Hab Center), Bob DiRocco (Boca Hab Center), Jon Lewandowski (Boca Hab Center), Jose Jesus Zaragoza

(The Glade's Initiative), Beth Wagmeister (Gulfstream Goodwill), Stephanie Thompson (DAF), Vilma Troche (Farmworker Coordinating Council), Dr. Myriam Glemaud (For The Children, Inc.), Linda Houston (Arc of PBC)

3. American Cancer Society (ACS) Presentation (Chris Snyder) –

- This presentation served as an update to the ACS Road to Recovery program.
- Throughout Palm Beach County, about 1,000 patients are utilizing the program through the help of volunteers, Palm Tran, taxis, etc.
- Not all rides can currently be fulfilled and the ACS Road to Recovery program is seeking additional county partnerships.
- ACS is the largest cancer research organization, second only to the Government. They have \$900 million in research within the county through Boca Regional Hospital and SCRIPPS.
- Their goal is to reach an 80% screening rate by 2018; there is currently a \$50,000 grant awarded to Federally Qualified Health Centers (FQHCs) in the county to assist in working towards this goal.
- Early screening and prevention is key to working towards the end of cancer.
- The Cancer Moonshot Initiative, led by Vice President Biden, aims to make more treatments available to more patients while also improving our abilities to prevent cancer.
- The ACS has a Cancer Action Network which works with state legislation to fight for local entities.
- Volunteers for the Road to Recovery program can assist in several different ways, almost anyone can volunteer, and volunteers can decide their own hours.
- There was a driver liability question asked to Mr. Snyder; he was not sure of his response and noted that he would get clarification on the question and would forward the response to David Rafaidus who would distribute accordingly.

4. Planning & Evaluation Updates (Sonja Holbrook) –

- Sonja Holbrook shared the tentative schedule for the upcoming RFP; it is intended to be released late February/Early March.
- Steering committees have been created to plan for the public forum; the official members do not include anyone who has any intention of applying for funding but they do include subject matter experts (SMEs) such as SEFBHN and the Unicorn's Children Foundation. Members have convened, provided and analyzed data, and provided input on the community surveys.
- Public forum flyers have been finalized and translated into three languages: English, Spanish, and Creole. Flyers have been distributed to our Non-profits list, current FAA providers, steering committee members, CAC members, and staff. If you have not received the email, please contact Stessy Cocerez ([scocerez@pbcgov.org](mailto:scocerez@pbcgov.org)) at the Community Services Department.
- Surveys are available online. The link to the survey is in the text of the email as well as the flyer. We are asking all of our providers and community members to spread the word and distribute the flyers as much as they can. The surveys will be open for about another week or so.
- The Unicorn's Children Foundation has done a Special Needs assessment and SouthEast Florida Behavioral Health Network (SEFBHN) through Ronik & Radlauer consulting firm has done a Behavioral Health needs assessment; both entities are hoping to use the survey as extra information to back up their results.
- For the FY16 Year End Report, please respond to Stessy's email regarding the verification of your agency's data as soon as possible, if you have not already done so. Once the report is in final draft

format, it will be distributed to the appropriate agencies and you will have one week to review the information prior to publication.

- If you have referred to the posted SAMIS 2.0 Case Data Gatherer manual and still have any questions or concerns, please contact Stessy Cocerez ([scocerez@pbcgov.org](mailto:scocerez@pbcgov.org)).
- The Indicator Report is currently being updated and is anticipated to be published very soon.

5. Contract/Monitoring Updates (Amalia Hernandez & Mary Woodard) –

- Findings from monitoring should not always be viewed negatively as they assist with overall improvement.
- The monitoring schedule is based on risk assessments and past monitoring reports; high risk agencies indicate those with findings related to systemic issues; medium risk agencies indicate those with isolated findings; and low risk agencies indicate those with minimal or no findings. These findings are primarily based on service delivery as fiscal monitoring yields separate findings.
- Systemic issues are those where policies and procedures are missing or not followed, staff issues are present, etc. These can include repeated offenses; these usually lead to the creation of technical assistance plans in order to help identify agency gaps and improve agencies overall.
- Isolated issues are those where policies and procedures manuals (PPMs) may exist and staff is properly trained on following them, but one or several files are missing essential paperwork, etc. These are one-time simple mistakes.
- Strategic plans for agencies are based on what categories the findings are in.
- Past (2015 and 2016) evaluation forms will be mailed out to all agencies soon.
- New agencies who have not spoken to their Grants Compliance Specialist should reach out to them if they have not already done so.
- Once contracts have gone through, the next point of contact becomes Thomas Eaton, Fiscal Manager.
- It is important for agencies to keep up with their insurance requirements throughout the entire fiscal year to make sure that the process runs as smoothly as possible and to keep up with the monitoring.
- It is also important to understand that contracts go through the approval process in batches and if one is held up, it holds up all the others.
- Insurance compliance can sometimes be out of everyone's control, but logic model submissions and budget completions are on the agencies themselves.
- Insurance Tracking System (ITS) issues should be reported to ITS directly but should also be reported to CSD staff.

6. Fiscal Updates (Thomas Eaton) –

- All agency budgets have been approved as well as most agenda items; at this point, most agencies should be able to receive reimbursements.
- The process from clicking “submit” to actually receiving payment should take about two (2) weeks.
- About 50% of all agencies have been reimbursed already.
- Budgets were much better this year with the new template.

7. Good News Items / Concerns & Announcements –

- The FAA staff thanked the Area Agency on Aging for allowing us to use their facilities for the provider meeting(s).
- Area Agency on Aging staff member, Nancy Yarnell, announced that the Department of Elder Affairs recently monitored AAA and they received no findings for the first time.
- Bob DiRocco, from the Habilitation Center for the Handicapped in Boca Raton, was very grateful towards the county staff for their guidance and assistance throughout the whole FAA funding process.
- Dr. Myriam Glemaud, from For the Children, was very thankful to the FAA monitoring staff for their technical assistance; it greatly helped to improve their program.

- Beth Wagmeister, of Gulfstream Goodwill, informed everyone that Gulfstream Goodwill offered services for those who are deaf or hard of hearing; services include advocacy, assistance, hearing aids, etc.
- David Rafaidus announced the wonderful news that Sonja Holbrook, Manager of Planning & Evaluation, recently adopted a baby boy who was born on the first of January.

8. Adjournment –

- David Rafaidus thanked everyone for attending the FAA Quarterly Provider Meeting.
- The next meeting will be held on Monday, April 10<sup>th</sup> at 1:30pm at the same location.