

Financially Assisted Agencies (FAA)
Quarterly Provider Meeting Notes

Area Agency on Aging
4400 North Congress Avenue, West Palm Beach, FL 33407
Monday, July 10, 2017
1:30PM – 3:30PM

1. Welcome –

Amalia Hernandez welcomed all of the guests in attendance. She 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.

2. Introductions –

Funders in attendance: Amalia Hernandez (CSD), Julie Dowe (CSD), David Rafaidus (CSD), Thomas Eaton (CSD), Vivian Blackmon-Taylor (CSD), Mary Woodward (CSD), Stessy Cocerez (CSD), Randy Paul (CSD), Anna Balla (CSD)

Providers in attendance: Jared Greene (Boystown), Brigitte Niebles (UCP), Naureen Ali (Legal Aid PBC), Susan Eby (Community Partners), Donna James Cooper (Gulfstream Goodwill), Donna Pulda (United Way), LaDonna Wilson (P2P), Jon Lewandowski (Boca Hab Center), Shantel Drayton (P2P), Claudia Roberts (Jeff Industries), Jessica Perez (Seagull Industries), Holly Stewart (Arc of PBC), Tessy LaCroix (AVDA), LaToya Davenport (Boystown), Denise Chin (Families First), Tracy Speranza (Housing Partnership), Patrice Henderson (HomeSafe), Stephanie Hahn (UCP), Stephanie Thompson (DAF), Michael Nadal (Gulfstream Goodwill), Shayene Weatherspoon (AAF), Megan Johnson (Families First), Jay Flicker (DATA), Randee Gabriel (211), Elaine Beckwith (Jerome Golden Center), Jean Marie Moore (PB Hab), David Lin (PB Hab), Jean Claude Dutes (For the Children), Debbie Lee (Arc of the Glades), Jocelyn Skolnik (El Sol), Isabela Abad-Ramirez (Rales JFS), Jill Sorrenson (SEFBHN), Mary Barnes (ACC), Jeff Chapman (PB Hab), Ray Morse (The Lord's Place), Kathy Serock (Children's Home Society), Pam Berry (The Salvation Army), Kelly Tinghino (The Volen Center), Linda Houston (Arc of PBC), Maite Reyes-Coles (CILO), Risa Demato (Rales JFS)

3. Planning & Evaluation Updates (Stessy Cocerez) –

- Stessy Cocerez announced that the FY16 FAA Annual Report has been released and posted to the FAA website.
- Data for the aforementioned report was self-reported by the agencies. They were required to enter client-level data into SAMIS, Client Track, or Concordia.
- Several rounds of checks and balances through data exchange and draft reviews of the reports were conducted between staff and the agencies.

- Data was compiled into demographic tables to show the variety of clients served by each program.
- Outcome percentages were based on the number of clients who achieved their outcome out of the total number of clients measured in the program. Uncollected outcomes were not included.
- Each agency/program had the opportunity to explain any discrepancies, give client success stories, etc. in the highlight section. This was not mandatory but is highly recommended going forward.
- There are still ongoing improvements to be made in terms of data collection, quality, and automated reporting. The collected outcomes and client demographic information would ideally assist the department in:
 - Identifying any variance in the number of clients an agency was contracted to serve versus the number they actually serve year to year
 - Identifying any discrepancies in outcomes from what was proposed in the agency's RFP and/or in their Scope of Work
 - Identifying trends – are the same clients being served repeatedly and why? How are clients navigating through the whole system of care provided by CSD? Where are the majority of the clients geographically located in relation to service provider location? Where are specific services most necessary? Etc.
- This year's FY18 RFP was for Behavioral Health and Special Needs/Developmental Disabilities.
- The general timeline consisted of:
 - The recruitment of steering committee members who provided numerous sources of data on both categories
 - Next, we held Public Forums to invite further input from the community; these results were produced in a report that has also been posted on our FAA website.
 - The RFP was advertised on February 26, 2017 and released to the public on the following day.
 - The Mandatory Bidder's Conference was held on March 6, 2017. Panel reviewers were recruited and trained shortly after.
 - The RFP was due by noon on Friday, March 31, 2017.
 - Panel reviews occurred between April 24-28, 2017.
 - The FAA recommendations were compiled by the CSD staff and reviewed by County administration in June and the FY18 FAA Recommendations will be presented to the BCC on July 11, 2017
- The funding priorities for Behavioral Health were:
 - Services for individuals experiencing the most severe co-occurring disorders
 - Supportive housing, Residential treatment, and Case management
 - Trauma informed care for children and adults
- The funding priorities for Special Needs/Developmental Disabilities aligned with the Special Needs Advisory Coalition (SNAC) outcomes; these included:
 - Maximizing access to information

- Increasing number of respite providers
 - Increasing housing options
 - Improving transitional practices
 - Increase employment opportunities
 - A total of 20 agencies representing 31 programs submitted proposals for Behavioral Health and a total of 15 agencies representing 20 programs submitted proposals for SNDD; under SNDD, one agency submitted their proposal late and was ineligible to move forward in the review process.
 - The CSD staff's recommended funding document has been uploaded to the FAA website.
 - CSD staff would like to get more input from our community partners on the strengths and weaknesses of the FAA program by asking everyone to fill out a brief survey.
 - The link should've been emailed out but if anyone did not receive, please feel free to inform me.
 - The deep dive into the results of the survey will be discussed and presented at the next Quarterly Provider Meeting.
4. Contract/Monitoring Updates (Amalia Hernandez) –
- Amalia Hernandez presented a brief presentation on the new multi-year contracts.
 - The hope is that Community Services can eventually enter into 3-year contracts with all the agencies but this does not mean that this will automatically begin as of this year.
 - In FY17 alone, there were 54 contracts produced where only 14 were actually new programs.
 - The benefits to the multi-year contracts include:
 - The reduction in paperwork and general work for everyone
 - The stabilization of services and contractor relationships
 - This allows us to focus on long-term program and performance expectations
 - This allows services to continue without interruption
 - Only necessary changes that impact the Scope of Work (SOW) will be considered in making amendments
 - Necessary amendments could include funding changes, unit cost changes, changes in SOW, changes in contract verbiage (internal), or emergency situations where an agency is forced to close down and clients must be transferred.
 - Current contracts will stagger until each service category participates in an Request for Proposal (RFP) and catches up to the three-year cycle.
 - These stipulations would go into effect in the following cycles:
 - Amendment 2/3: For 1 year period until new RFP cycle starts (October 1, 2017 – September 30, 2018).
 - Amendment 1: For 2-year period until new RFP cycle starts (October 1, 2017 – September 30, 2019).
 - New Contracts: For 3-year period beginning October 1, 2017 through September 30, 2020.
 - This multi-year idea will be presented to the Board of County Commissioners (BCC) on July 11, 2017.
 - During Monitoring, findings will now be classified under the established management systems so the maximum number of findings can be nine.

- If there are many findings for an Agency or if an Agency feels that they may need technical assistance, they can contact CSD to schedule that.
 - Questions/Concerns:
 - Are RFPs pushed back a year for service categories that started last year?
→ No, the “3-year Contracts” will be staggered until all the RFPs are caught up.
 - Will funding still be increased yearly?
→ No, the pot of money for each service category will be increased each RFP cycle UNLESS a major issue calls for a funding change to occur during the three-year contract.
 - How will outcomes be assessed, over one year or over the three-year period?
→ Program staff is still determining this.
 - How are insurance checks handled?
→ The County’s Insurance Tracking System (ITS) will be checked yearly for compliance; this verbiage is already in this year’s contracts.
 - Will current contracts still be considered renewals?
→ Yes, they will.
5. Fiscal Updates (Thomas Eaton) –
- Thomas Eaton commented that for FY17, most agencies did a good job with reimbursements.
 - Final reimbursements should be turned in by mid-October. If there are any issues with this, please contact Thomas Eaton.
 - For FY18, contract negotiations will occur in July/August. Fiscal, Contracts, and Planning and Evaluation staff will be present for discussions.
 - Renewing agencies should contact Thomas if any changes occur in rates.
 - FY18 contract reimbursements should begin submissions in mid November.
 - FY18 budgets should be sent to Thomas prior to the beginning of the fiscal year – October 1, 2017
6. Good News Items / Concerns –
- Palm Beach Habilitation Center will be holding a retirement party for Tina Philips on July 28, 2017.
 - Amalia Hernandez announced that the CSD staff is currently working to schedule Racial Equity Training.
 - Mary Barnes from Alzheimer’s Community Care mentioned that the Red Cross would no longer be partnering with the county and asked what will be done to compensate for this. Randy Paul from CSD informed her that county employees will be helping to fill this gap through the Emergency Operations Center (EOC). Amalia Hernandez also added that there are provisions to cover cessation of services due to emergencies. Randy Paul also added that the EOC will be in contact with agencies for emergency planning.
7. Announcements –
- Sharon O’Neill announced that this year’s FAA Provider Training will be held during the last week in September.

- Ms. O'Neill added that the meeting documents are still tentative and will be released upon completion.
- It is possible that this year's Provider Training will be half day for seasoned agencies (with the county for more than 2 years). Amalia Hernandez added that monitoring changes from FY17 to FY18 would be beneficial for ALL agencies to know so this is also a tentative thought.
- The next FAA Quarterly Meeting is still To Be Determined and agencies will receive an email blast when details have been finalized.