

Birth to Three Interagency Coordinating Council (ICC)
July 24, 2018
Meeting Minutes

ICC MEMBERS: Susan Mateja, Alison May, Sarah Milner, Bruce Orr, Pam Reuther, Mary Agnes Rutkowski, Ann Woolfolk, Pam Green, Heidi Beck, Dr, Martha Buell, Robin David

INTERESTED PERSONS: Gaye Council (CDW/North), Dr. Judy Gorra (CDW/South), Erik Hochrein (CDW/South), Flo Kinney (Sunny Days), Patty Miller (EBS), Mary Moor, (DPBHS), Lisa Savino (Bayada), Crystal Sherman (DPH), Jamie Walko (OEL), Doreen Brown (Easter Seals), Sybil Brown (GACEC), Patti Burke (DPH), Kathleen Devine (DPH/CDW), Jessica Heesh-Butler (CDW/South), Lisa M.G. Henry (DPH), Rochelle Lazorchak (DSCYF), Deb Simon (CDW/North), Wendy Strauss (GACEC), Fiona Vivar (CDW/North), Helene Diskau (CDW/South), Bill Doolittle (Advocate), Kim Krzanowski (DOE), Katie Megee (Easter Seals), Lisa Rathbun (UD), Jacquie Truluck (UD), Michelle Blankenship (Easter Seals), Jennifer Pulcinella (GACEC), Maryann Mieczkowski (DOE), Jonathan Kirch (AHA/ASA)

STAFF: Sue Campbell, Shebra Hall, Peggy Miller, Hope Rose, Pam Weir

Participated via conference call ~ Dr. Anne Meduri, Patrice Linehan

Introductions: Members & Guests

Approval of ICC Minutes

Bruce Orr called the meeting to order at 12:15 Introductions were done. Minutes were reviewed and approved by Pam Reuther and seconded by Susan Mateja.

Public Comments from Governor's Advisory Council for Exceptional Citizens (GACEC) Meeting

Sybil Brown, Wendy Strauss GACEC

Wendy Strauss, Director for the GACEC, Jennifer Pulcinella, Chair for the Infant and Early Childhood Committee (ECC) and Sybill Brown presented. There is a state and federal mandate under IDEA to oversee special education in the state of Delaware. Under state mandate, they oversee any issue that may impact individuals with disabilities from Birth to twenty-one.

Issues committees:

- Infant and early Childhood
- Children and Youth
- Adult Transition
- Policy and Law

During the May 15th GACEC meeting the council recommended that a letter be sent to Governor Carney recommending the creation of a unified seamless delivery of services from birth to age twenty-one by moving Part C from DHSS to DOE. On May 17th Part C and GACEC met to establish an action plan to include focus groups on transition, personnel development and service delivery. As a result of this collaboration, a letter has not been sent to the governor at this time.

Jennifer Pulcinella presented her personal experience for her child who transitioned from Birth to Three to school district services. She shared that the medical model that was observed until her child was three years old was not recognized with the school district until her child reached the 6th grade. Her opinion is that there is a

need to improve the transition process and better educate professionals that work with children after the age of three.

GACEC is looking for feedback from families who were part of the early intervention process (Part C, Part B 619) within the last three years. The results would be forwarded to focus groups to address. Potential challenges to the family feedback:

- Skewed data: families who receive surveys fall into 2 categories, those who had a good experiences and those who had bad ones. The families with bad experiences are more likely to complete a survey which would cause the data results to lean more to the negative side.

Responses from attendees:

- Issues described are more related to DOE, post CDW transition.
- Moving CDW out from under DHSS, DPH to DOE is not a realistic response to the issues described by the GACEC.
- Stronger collaboration between CDW and DOE is recommended moving forward to stream-line transition process.

Findings from 2018 Title V Stakeholder Survey

Will be presented at October ICC meeting

Functional Family Assessment

Jessica Heesh-Butler CDW, Debbie Simon CDW

As identified in the last ICC meeting and as previously discussed, the Routines Based Interview (RBI), previously developed and integrated, is no longer being utilized in Delaware. The RBI was poorly received and integrated Statewide and did not fit the needs of Delaware's children and families. Now, Delaware Early Intervention will be using a Functional Family Assessment in its place.

The Functional Family Assessment (FFA) is a cohesive effort, with Birth to Three, the Division of Public Health, CDW North and South at the table, building its foundations, processes and procedure. The FFA is strengthening Delaware Early Intervention foundations, building on its current processes and procedures FSC utilize to date and making them stronger to develop functional goals and outcomes and completed IFSP's in a timely manner.

It is important that this evolution of service delivery and Early Intervention happens cohesively and in a full circle assuring all parts of the Early Intervention process are taken into account. From the beginning of referral at Intake, to intervention and services, to the child's end of services with CDW, these things should be strengthened through the FFA process.

FFA Draft process/procedure document and snowball effect was handed out and discussed.

Early Intervention Provider Topics

Insurance Issues

Participation in Family Meetings

Sue Campbell/Open Discussion

Reimbursement rates were discussed, at previous collaboration meetings, to address payment for participation in IFSP and Transition meetings. Currently, working with Medicaid to code the services appropriately. One challenge is that the only codes that were thought to be available required a physician to participate. Pam Reuther and Michelle Blankenship found alternative codes that would work using the developmental taxonomy.

- Billing department collaboration is needed
- Sue Driver will be working with billing departments
- Contracts will need to be amended for Providers as well as DXC/HP

Suggestion for provider participation was for coordinators to try and schedule IFSP and Transition meetings around a therapy visit with the family. This would enable the therapist to not have to reschedule a visit with another family to attend a meeting. Ideally, if one member of the therapy team could be present during the IFSP/Transition meeting, they would be able to take back discussions with the other members, making it so that not all members would need to attend.

Other issues that would need to be addressed were timely start of service: establishing whether the concern is due to communication, insurance, etc.

- MCO calls are available monthly for provider participation, should there be any questions regarding Medicaid insurance concerns
- Potential to have a Provider group meeting before the MCO call to quickly address concerns

Communication and understanding of expectations are primary reasons that services are not being provided in a timely manner. Data is gathered by onsite monitoring via progress notes, services on the service page and claim submissions. The reason for delay should be indicated in the Child Development Watch progress notes. The providers need to be aware that CDW requires the reason why a delay has occurred.

- Clarify for providers what CDW needs for documentation so that they can document appropriately

Parents need to better understand the systems of payments so that they are not billed for a service that should be covered. Statewide training is needed for coordinators on System of Payments.

Birth to Three Updates

Pam Weir, Birth to Three

- Plans to update publications to be more family friendly are underway and will be a collaborative effort between Birth to Three, family members from the ICC and CDW family service coordinators. The Family Guide and professionals brochures are currently being drafted.
- Service Provider meetings have reconvened with the first one taking place from 10-12 immediately before the ICC meeting.
- The updated child outcomes manual has been completed and can be found at the following link: <http://www.dhss.delaware.gov/dhss/dms/epqc/birth3/files/earlychildhoodmanual0518.pdf>
This was a collaborative effort between DOE/619 Program, CDW and Birth to Three.

CDW North Update

Gaye Council, Child Development Watch, shared some data from the Chopin Clinic located at University Plaza, Newark:

CDW – North Exit COSF Data April - June 2018	
Number of children exited	107
Number of COSFs collected	30
Number of outstanding COSFs	77

- This includes children over the age of 3 as of 05/01/2018 whose COSFs are still pending.

- Please remember the 77 children are still receiving services and their EXIT COS will be here after August 31, 2018.
- Kathleen Devine shared CDW will be adding a few more contracted family service coordinators utilizing the Birth to Three Epilogue funds.

CDW South Update

Erik Hochrein, Child Development Watch, shared some data from the Walnut Street Clinic located in Milford:

CDW – South Exit COSF Data April - June 2018	
Number of children exited	235
Number of COS-F’s collected	43
Number of outstanding COS-F’s	3

Final Thoughts: Announcements, Comments & News

Bill Doolittle presented that he is a volunteer advocate for children at risk. He has a lot of different leadership roles for different stakeholder organizations. He deals a lot with system and compliance advocacy. He has taken a personal interest in how to better integrate the education system from birth to employment. Of all the research and individual comments, he has determined that while the people within the system are “great”, the systems themselves are the issue. Policy and practices are not up to date or clearly defined. Best practices are not being upheld. We should be doing more than the minimum in provider services to individuals with disabilities.

Next Meeting: Tuesday, October 23, 2018

12:00 PM - 3:00 PM

400 A Corporate Training Center

DE Technical and Community College, Terry Campus

Dover, DE