**Brain and Spinal Cord Injury Advisory Council**

**Draft Meeting Minutes**

**December 5, 2019**

**Via Webinar/Conference Call**

**Council Members Present:**

* Natalie Alden
* Erick Collazo
* Patricia Dorrell
* Suzanne Doswell
* Kevin Mullen
* Larissa Swan
* Richard Zeidman

**Council Members Absent:**

* Joanne Hoertz
* Marsha Martino
* Sean VanGerena

**DOH Staff:**

* Leah Colston, Chief, Bureau of Emergency Medical Oversight
* Kimberly Robinson, Section Administrator, Brain and Spinal Cord Injury Program
* Teresa George, Statewide Support Services Administrator, Brain and Spinal Cord Injury Program
* Caitlin Burch, Administrative Assistant I, Brain and Spinal Cord Injury Program
* Rob Casavant, System Administrator, Brain and Spinal Cord Injury Program
* Valerie Collins, Regional Manager – Region 1
* Robert Pfister, Regional Manager – Region 2
* Rosalind Myles, Regional Manager – Region 3
* John Wanecski, Regional Manager – Region 4
* Jose Dubrocq, Regional Manager – Region 5

The meeting was called to order at 1:18 p.m. on December 5, 2019 by Leah Colston, Chief, Bureau of Emergency Medical Oversight. Teresa George conducted roll call. A quorum was present.

1. **Introductions**

Richard Zeidman, Council Chair, welcomed the council members to the meeting.

1. **Meeting Minutes for Approval**

Motion to approve pending minutes from June 4th webinar meeting was granted without opposition.

1. **State Updates**

**Program Staffing Update**

 Leah announced the appointment of Kimberly Robinson as the Section Administrator for the program. Kimberly is a longtime Brain and Spinal Cord program employee, working in all areas of the program.

Kimberly announced the new position of a Community Health Nurse Consultant for the program to begin in January 2020. Nancy LaGasse has accepted this position and will assist staff with program eligibility determination, care plan reviews, case note reviews, as well as case reviews to ensure compliance with Florida Statues and our policy and procedures, as well as assisting in training.

**Council Membership and Reappointments**

Leah welcomed back the reappointed council members: Natalie Alden, Suzanne Dowell, Richard Zeidman, and Marsha Martino. She also welcome new council members: Larissa Swan, Patricia Dorrell and Kevin Mullen. It was stated that 2 appointments are pending and there are four vacancies.

**Ombudsman Role and Review of Internal DOH Process**

Leah stated she previously discussed the intent of the ombudsman role with Richard Zeidman and Natalie Alden and found that this role was meant to field complaints within the program. She explained there is a mechanism already in place within the department in which to submit a complaint. Clients and non-clients with complaints regarding denial of eligibly, equipment, or services can request a hearing through the State General’s office to challenge this determination. Therefore, the addition of an ombudsman was deemed unnecessary. Leah expressed the desire for the council members to focus more on helping the program gain visibility throughout the state, making sure anyone eligible is able to receive our services, rather than being a complaint resolver. With the agreement of the council members this item has been resolved, and the ombudsman role will not be pursued further.

**Vendor Enrollment and Directory Project**

Kimberly took over to discuss the Provider/Vendor Enrollment section of the program. She explained that a report is generated weekly listing all vendors enrolled and active at that time and this is sent out to all Regional Managers. This report includes the name of the company, the county or counties that they serve, and the services they provide. If regional employees encounter a vendor that would like to be enrolled in our program, this is immediately sent to the Provider Enrollment position at Headquarters, who then will contact this vendor and send an enrollment form for them to fill out. Kimberly stated we are currently working on reviewing all vendors currently in our vendor directory to make sure all vendors are complying and still eligible.

 **Bill of Rights and Responsibilities for BSCIP Applicants**

The revision of this document was discussed and brought up by the council in previous meetings and was sent out to council members to review prior to the meeting. Richard Zeidman called a motion to adopt the Bill of Rights and Responsibilities by the council without opposition. Leah stated that we as a program will move this into our process as part of the Client’s Comprehensive Case File within RIMS.

**Client Satisfaction Surveys**

Three surveys, as well as a survey process document, were sent out for the council members review prior to the meeting. Kimberly asked for questions regarding these surveys. Members expressed concerned with the wording and client’s ability to understand what is being asked. Leah suggested each council member review the surveys and provide input for what questions might need to be re-worded to avoid confusion by the following week. It was agreed to discuss these surveys at the next meeting of the council.

**BSCIP Website**

Leah introduced the BSCIP website as the one stop shop for everything BSCIP and gave a quick tour via the webinar. She pointed out the Contact Us section, which lists all information to contact staff in the program, the Applicants tab, which includes a Central Registry section for referral to the program, the Annual Reports tab that has all past Annual Reports, the Statutes and Rules tab that lists statutes specific to our program and rules for our program, the Advisory Council tab where all council members are listed along with the application to become a council member and agenda meetings notes, and finally the Program Partners/Other Resources tab which lists both of these items.

**A fifteen-minute break was taken at 2:30 PM. The meeting resumed at 2:45 PM.**

1. **BSCIP Regional Manager Presentations**

Each of the five Regional Managers introduced themselves and gave an overview of their region.

Region 1 – Valerie Collins

Region 2 – Robert Pfister

Region 3 – Rosalind Myles

Region 4 – John Wanecski

Region 5 – Jose Dubrocq

1. **Future Program Goals**

Leah discussed previous goals made under John’s administration, which are still goals we are working towards. This included Vendor/Service Provider Enrollment education and enrollment events, which are currently in progress. Also, working toward developing outreach materials, and a comprehensive outreach network.

1. **Future Client Goals**

Leah discussed future client goals which included the following:

 - Increased client input on all facets of the program.

- Enhanced identification of unmet client needs.

 - Enhanced resource directory for clients who may not qualify for BSCIP.

 - Develop a client portal and messaging platform to provide clients real time information on services, appointments, and other program updates**.**

 - Tracking long-term success of “community reintegrated” clients to determine program effectiveness and identify potential improvements.

1. **Council Recommendations**

The council will meet quarterly, with two of these meetings being face-to-face to satisfy the statutory requirements for the program. At each meeting, the council will be provided with a Quarterly Program Report.

The council would like to see the following on the Quarterly Program Report:

-Regional Manager updates.

-Utilization of funding; to include funding versus expenses by month.

-Number of clients served.

-Types of services being provided.

-Update on satisfaction survey results.

-Update on program activity and progress.

1. **New Business**

Future meeting dates were discussed. It was decided that the dates of March 5-6 and April 9-10 would both be looked at for the next meeting.

1. **Closing Comments**

Mr. Zeidman thanked everyone for their participation in today’s conference call.

The call was ended at 4:27 PM.