

[00:00:00.660] - Kimberly Robinson

So I'm going to go ahead and get started. I do like to let everybody know that these meetings are recorded so that we can take better minutes and so forth for the next meeting. So first, we're going to, you know, take our roll call. And I want to welcome everybody that's been able to attend this morning. It looks like we really only have a couple members on the call, but let's go ahead and do roll call anyways. I do know of a few people who e-mailed me that we're not going to be able to attend. So, Teresa, if you'll take a roll call, I'd appreciate it.

[00:00:34.960] - Teresa George

OK, if you'll just let me know if you're present for the meeting. Natalie Alden.

[00:00:43.200] - Natalie Alden

Here

[00:00:43.270] - Teresa George

Erick Collazo. Erick Collazo. Tina Densley. Tina Densley. Patricia Dorell. Patricia Dorell, Suzanne Doswell. Suzanne Doswell. Joanne Hoertz, Joanne Hoertz. Marsha Martino

[00:01:20.530] - Marsha Martino

Here.

[00:01:22.260] - Teresa George

Thank you. Kevin Mullen. Kevin Mullen. Rhonda Ross. Jeffrey Secure. Jeffrey secure, Larissa Swan. Larissa Swan. Sean VanGerena. Sean VanGerena. Ricky Zeidman. Ricky Zeidman. We have two present out of 13 members.

[00:02:07.310]

OK. All right. Well, I

[00:02:09.570] - Natalie Alden

This was the appropriate time right? And this was the time that they said?

[00:02:16.090] - Kimberly Robinson

yes, there were a few that had made comments that they wouldn't be able to make it and I understood that. Some folks didn't respond at all. But for the ones that did, this was the preferred time. So I don't know what... we may have to think about changing the time. You know, we can discuss that towards the end of this meeting. My goal for today was to actually ask at all the council members if anyone would be willing to step up and take the lead for these surveys like we have for our committees, for the charter.

[00:02:52.690] - Kimberly Robinson

So I was looking for a lead person and I wanted to of, you know, look at the format that were suggested by Dr. Ross. I had sent out three samples of different formats for surveys and to see if there was one of those formats that the council would prefer to use. Other than, you know, how we have them right now. And then I wanted to discuss some of the questions. I did get feedback from Kevin Mullen, which I included on the agenda, some suggestions he had for questions and then to go over dates for upcoming meetings. And so I have them at the bottom of the agenda and we may have to consider changing the time on that. I'm not sure. So I know we only have two council members on this call this morning, but would either of you like to take the lead on this

project for getting our surveys up and going? I think it's really key that we keep moving forward with these.

[00:03:51.370] - Audience
(Silence)

[00:03:56.360] - Kimberly Robinson
OK, I'll take that is a maybe a no.

[00:04:00.660] - Natalie Alden
I got like a lot of time constraints and I don't mind like pushing it until somebody else can help. You know, if there's two of us on here, maybe we can kind of co, you know, push it forward so that, you know, who's the other council member on?

[00:04:16.870] - Marsha Martino
It's Marsha. And I don't mind helping, but I'm the only person in my office doing like everybody's jobs and answering distress calls.

[00:04:26.210] - Audience
Inaudible

[00:04:30.840] - Leah Colston
Kimberly, this is Leah, so what we may want to do, because, you know, this is not like an official advisory council. First of all, it's more of a, you know, work session to kind of get things done. And so it's OK if folks not available this what's going to happen is it is it is going to mean that we're gonna have to send out the product that we all agree on today and put it out there for folks input so that they can weigh in and have the opportunity to provide some input so we can handle it that way. And if no one is available, and I understand everybody's time is crunched up. So if we can just work on pushing this out as a you know, as a product and then, you know, if someone during another meeting wants to take the lead, then we can go ahead and do that. But I think we'll just move forward and get it done.

[00:05:23.120] - Kimberly Robinson
I like that. Thank you. I always appreciate your input. So I'm going to bring up the first survey that we looked at. Let me just begin here.

[00:05:34.980] - Natalie Alden
My computer is not letting me open it up.

[00:05:38.490] - Kimberly Robinson
OK, so this was the first survey and this one is on an eligible applicants. And then as you go down, we have in-service recipients. And then one year closures, and that's all that's on this survey

[00:06:00.040] - Natalie Alden
is designed for...

[00:06:02.810] - Kimberly Robinson
This is actually

[00:06:03.820] - Natalie Alden
This is for the ineligible people.

[00:06:05.980] - Kimberly Robinson

Yeah, well, this is for this is really three different surveys. We just put into one document. So they would be separated out between ineligible clients in service clients and clients that have been closed post closure for one year. So we'll start with the... Go ahead

[00:06:30.340] - Natalie Alden
ineligible. Yeah. And so so I just want to make sure I'm clear. So when somebody applies to get on the program, are they automatically given a case manager until they're determined either eligible or ineligible?

[00:06:42.270] - Kimberly Robinson
Yes, ma'am. So the process is when we when we received the referral. It is assigned to the appropriate regional manager based on where the client's current location is, whether they're in the hospital or at home. That regional manager then assigns it to a case manager, and that's where the case manager picks up and begins the eligibility process. So if it was determined that the client was ineligible because they didn't meet the criteria, you know, Florida resident, maybe it's not a true traumatic injury. I have to say I have to go down through my list of eligibility so it can't be, you have to be a Florida resident. It has to be an injury caused by a traumatic event. Help me out here. I know this is your area.

[00:07:35.430] - Beau Pfister
External. Four or four main keys of eligibility is the medical stability. Is there a viable discharge plan back into the community? Are they medically eligible based off the Rancho score? And do they or do they have the amount of deficits as related to a spinal cord injury?

[00:07:53.500] - Kimberly Robinson
Deficit was the word. Yes, the deficit was what I was trying to recall. So if we determine based on their medical records and any any and all documents that we have on file for them at the time that they're discharged in anything that we request, once they are assigned to a case manager, that they're deemed ineligible, this would then be the survey that would apply to that client.

[00:08:21.430] - Marsha Martino
And This is for brain and spinal cord. This is for both.

[00:08:25.230] - Kimberly Robinson
Yes. Yes.

[00:08:27.110] - Marsha Martino
And how is this survey? Answered. Is it? Is it online? Do they get paper? Did someone call them?

[00:08:37.260] - Kimberly Robinson
No, we had talked about actually having folks call the clients. But then it was brought up in another meeting that maybe we didn't want to do that, maybe we wanted to be able to make it a not so... perhaps they would be mailed to clients. That is something that we need to determine on how we want to deliver and get the responses. Do we want people (Inaudible)

[00:09:06.540] - Natalie Alden
I would suggest that that, you know, you start by mailing and emailing it, you know, maybe we can have a PDF fillable document or two. And then that way you send it out first. And then if there's not a response within so much

time, then somebody would actually call them and follow up to to see if they needed assistance, because it may be that they get it in the mail, but they just feel like they can't do it. I mean, we could have a phone number at the bottom. If you need assistance, please call blah blah blah, you know. But that way they can have three different ways to, you know, get get the survey and, you know, put it back to us because you might have somebody who can, you know, use software in order to fill it out, you know, online and then send it back in an email. You might have somebody who's willing to write it out. It's going to take them longer and they want to do it that way, you know, and then, of course, did follow up if you don't get anything by certain dates.

[00:10:08.580] - Marsha Martino

Yeah, I think that's a good idea. And if we could think of what our target response rate is and if we're not reaching that, then how this could be delivered in a different way. I just think some of the verbiage here is is probably going to be difficult for some people with brain injuries. So I don't know if there's the the option to explain some of the if someone's speaking to them and they're they're not understanding or getting the being able to answer the question that that question could be interpreted. Is that something that's going to be allowed?

[00:10:46.090] - Kimberly Robinson

Yes. So any time that we're talking with a client and it's not just it wouldn't be just for surveys. This is just across the board. Our staff are they're very attuned to being able to reword a question. And it might take three different ways to reword a question to a client so that they understand exactly what we're asking. We we never or just this is the question. And yes or no, if we if we recognize and realize that they are not understanding what we're we're asking, we reword the question that that starts from central registry does it all the way down through to our region. So we're very cognitive of that difficulty that some folks have.

[00:11:37.030] - Marsha Martino

Just sometimes with surveys, people are purist and they want the question to be exactly as it is. So as long as that option's there, that's great thanks.

[00:11:46.450] - Natalie Alden

And I think that if we have something at the bottom of the of each survey, you know, that just says, you know, if you need assistance filling this out, please call, you know, and have a phone number that they can call for assistance.

[00:12:01.810] - Kimberly Robinson

OK. That's an easy fix. OK. So how about the questions for this particular one, are you comfortable with what is here knowing that, you know, staff are able to reword the question for those who may not understand it?

[00:12:24.550] - Natalie Alden

I can see a number three. It should say. Did you feel the case manager communicated clearly.

[00:12:36.060] - Beau Pfister

Number eight, I see as well, even though you are not the term upside, you can never mind sorry, did not see you were not. Good to go.

[00:12:49.410] - Kimberly Robinson

I'm just going to put a note on here to add context. This is just my crib notes. I'll clean this up.

[00:13:05.640] - Marsha Martino

Since you're cleaning up, you capitalized case manager in some places and not in others, so that might want to be consistent with that.

[00:13:14.490] - Kimberly Robinson

OK.

[00:13:16.070] - Natalie Alden

And I would capitalize it for all of it. So it will stand out a little bit better. And then make sure that, you know, especially if you're going to do. I'm assuming you're going to make this into a fillable file and then for each one, you can literally just have like a checkbox for Yes, a checkbox for no. You could even have another one for not applicable if they feel like it wasn't applicable or and then just give like a little comment box where they could type something and if they wanted or write something in. Because some people are just gonna go through it and they're just going to check the boxes. And then other people might want to actually, you know, elaborate on their answer.

[00:13:59.340] - Kimberly Robinson

OK. These are excellent suggestions.

[00:14:05.520] - Marsha Martino

The other thing to consider. Well, just one thing to consider. So someone one who's calling in who's who's receiving this initial interview, these things are done by phone, typically. I'm assuming or not.

[00:14:19.500] - Kimberly Robinson

They have been they have been in the past. But I'm pretty sure majority were done by phone. We had the FSCIRC guys, the Florida Spinal Cord Injury Resource Center. They did a lot of our surveys for us.

[00:14:33.590] - Marsha Martino

And I'm not I don't even meaning the survey. I mean, when someone says if you received an initial interview, how was that? Where would that have been face to face or would that have been over the telephone?

[00:14:46.440] - Kimberly Robinson

Well, before COVID, a lot of them were face to face. Right now, most of them are over the phone or they're getting the applicant application packet mailed to them and then the case manager follows up with a phone call.

[00:15:01.500] - Marsha Martino

OK. So just one thought is I mean, it certainly would be possible to even take the term case manager out because they're not. That could be confusing. You know, it's like if you received an initial interview, was the program clearly explained to you or something like that? Because how do they know that's the case manager? You know, I mean, it's it could make it just more confusing. But that's just a thought. You know, it's once you're in there and working, you know. Oh, yeah. This is my case manager. But, you know, they. So you wouldn't really even have to have that in there.

[00:15:43.640] - Natalie Alden

And I would say programs.

[00:15:44.650] - Beau Pfister

I'm wondering, though. Yeah. Well, OK. And this first question is if you receive the initial interview, is that even necessary in this? Or should this base of the question, say, were the program services explained to you something and that because they're ineligible, the services available to you could be off putting in my head? We're telling you that they're ineligible, are doing the service, that they're ineligible, but at the same time we're saying that we explain the services that are available to you. So maybe explains they were the services that BSCIP provides clearly explained to you? something along those lines.

[00:16:27.110] - Marsha Martino
Yeah.

[00:16:27.590] - Natalie Alden
Yeah.

[00:16:31.240] - Audience
(Inaudible)

[00:16:35.770] - Marsha Martino
Yes. And where are the questions from your family clearly answered? Or, you know, just you, again, could just leave case manager out of these.

[00:16:46.520] - Kimberly Robinson
OK. I'll have to work on the re release.

[00:16:55.440] - Marsha Martino
Yeah, yeah.

[00:16:57.030] - Kimberly Robinson
OK. But this helps me.

[00:16:59.870] - Beau Pfister
The way, you're inquiring about these is pretty good.

[00:17:07.730] - Kimberly Robinson
OK,

[00:17:08.690] - Beau Pfister
You follow me?

[00:17:11.210] - Kimberly Robinson
All right.

[00:17:12.190] - Marsha Martino
So what about seven, were you made aware of the ombudsman hotline for issues?

[00:17:17.940] - Kimberly Robinson
Yes. Well, we haven't. We don't really have an ombudsman. We don't have

[00:17:26.380] - Audience
(Inaudible)

[00:17:26.880] - Marsha Martino

Is this like it's if somebody had they were determined ineligible, but they still had issues who they could call.

[00:17:34.830] - Kimberly Robinson
Yes.

[00:17:39.860] - Audience
(Inaudible)

[00:17:39.980] - Beau Pfister
One thing that we do have for closures is the right to appeal should be included that instead of Ombudsman, were you notified that you're given documentation for your right to appeal your closure decision or something like that.

[00:17:55.010] - Audience
(Inaudible)

[00:17:55.740] - Marsha Martino
I don't I don't know if you guys actually it out, but I know our I know our agency, actually. Does that we we have people who contact us when they gone to the program and they've been determined ineligible and they thought that they should have been eligible. Still sometimes called this deliberate slaughter. And then we actually will go through that process, you know, with contacting you guys to find out why and blah blah blah and all that to, you know, help determine whether or not they should have, you know, should be doing an appeal or whatnot.

[00:18:31.600] - Kimberly Robinson
So typically, like when our client. I'm sorry, go ahead

[00:18:36.670] - Marsha Martino
and say so there's resources. You know, there's resources out there that if they feel like, you know, hey, I don't feel like this, you know, I don't feel like I should should be determined and eligible. You know, it's like where where where are you telling them? What are you telling them?

[00:18:54.370] - Kimberly Robinson
OK. So when we send out our closure letters and we give them resources and the rights to appeal, they're also informed that, you know, they can they can appeal it or they can request to have their case reopened and reviewed again for eligibility. And typically, that letter is coming from the case manager as the point of contact. So sometimes they go back to the case manager. I get emails through these easy feedback when they have questions. Sometimes I get I myself get direct inquiries from clients. They they find me and they call or they send me an email. Typically, they'll come through these easy feedback, but I have had some that call me directly. And so what we do is we just reopen their case to make eligibility determination. Maybe they have some new information that we didn't have at the time. So I'll have to think about how to reword maybe number seven to make that a little more clear on what and who they should contact or can contact. Originally, we were going to have an ombudsman and that was actually going to be Teresa's new position as a contact person because she is the program policy and compliance person.

[00:20:22.070] - Marsha Martino

So are they two different things? One is that you can appeal and the other one is what was the role of the ombudsman going to be to help people question their eligibility or are helping to follow up on resources?

[00:20:37.420] - Beau Pfister

A mediator between the closure decision and the appeal, correct?

[00:20:48.370] - Kimberly Robinson

Yes

[00:20:48.370] - Marsha Martino

So if that doesn't exist, maybe that question just comes out.

[00:20:54.060] - Leah Colston

This is Leah, so I just want to make sure we the ombudsman. I don't think was that in-depth. I think the ombudsman was going to be somebody who if they felt that the program, you know, didn't do something correctly beyond their eligibility determinations. So it could even be for someone who might be eligible. But let's say we declined giving them a service. Then the ombudsman would come in and say, you know, did we make the right decision? Etcetera, etcetera. So we actually already have as an agency, we have basically an ombudsman in in the inspector general. And so for me, I'm looking at questions six. Were you given information on how to appeal the decision? That's one part of it, you know. Then the next question might be where you provided information on, you know, who to contact in the event you disagreed with any program decisions or anything along that line and that you know. And know that's a little bit more complicated than I'd like it to be, but just kind of trying to get the flavor of what that should be, because I know we give them a lot of information on the front end about, you know, what they can do and what their rights are in the setting. The other, but they also have rights while they're receiving services. You know, if we make a decision that they don't like or if they say case manager, just something that they feel is inappropriate or any of those types of things, then, you know, they would be able to we should be able to provide that information on who they should contact. And that would be the DOH inspector general's office.

[00:22:40.190] - Marsha Martino

You have something you give out like a... We always have like a grievance procedure that people get. You've contact this one. Then this one. Then this one. Then this one. And work it on up to the top. Is that something you give out? Something like that. So that would have the whole the whole thing on there.

[00:22:59.950] - Kimberly Robinson

No. Not that I've ever seen. We don't have any kind of grievance when we close them, we send them all the information they need for the appeal process.

[00:23:09.900] - Marsha Martino

But internal if someone is receiving services, you don't have a grievance procedure for that either.

[00:23:16.390] - Kimberly Robinson

No.

[00:23:18.250] - Leah Colston

Well, unofficially, I think we do. I think you can really say no, because it's not like an official process. But for example, if somebody goes through, I think we have that situation. Not too long ago, Kimberly, where there was a client who was asking for services get go above and beyond what we normally provide during the regular course of the case, a care plan and so, you know, we the complaint was brought to you from the case manager and then you brought that to me. So I think there is a process, but I think it's not something that we have published. So, you know, that may be something that we need to think about as a program to make that

[00:23:59.210] - Marsha Martino

Do you give out a right hook letter or a paper on your rights when receiving services.

[00:24:06.630] - Leah Colston

There is a client out of rights, correct? Yes.

[00:24:09.140] - Marsha Martino

So doesn't that have you had a right to file a grievance is not on there and isn't I mean, that's what I always had, was that one of the rights was the grievance and the grievance procedure was with that. I mean, that might be one way to do it then. It's all in one place.

[00:24:23.780] - Leah Colston

Well, depends on what type of grievance we're talking about, I guess, because if they're filing a grievance based on their eligibility determination, then that is I think that's in the letter you guys have to correct, because I don't know what the letter looks like right off hand, but there's a whole

[00:24:38.380] - Marsha Martino

denial letter.

[00:24:39.710] - Leah Colston

Yeah the denial letter that clearly lays out, you know, what you need to do to challenge the decision if you do not agree with it. But as far as during the course of a care plan being executed, I don't know if there is anything where we say I mean, we just say they have the right to X, Y, Z. And typically, if a client is not satisfied, the case manager knows about it. And then as soon as a case manager knows about it, it goes up the chain to the regional manager and then to who would now be Beau Robert would be the next one in line and then if needed, then Kimberly would intervene as well. And so typically, we've handled those things. And I don't believe we've had very many of those instances in my last six years. I don't recall there being many. But, you know, like I said, I think we can maybe make that more clear in some of our documents, maybe even in the Bill of Rights. I don't remember what that looks like. I've seen it, but I don't remember what it looks like. So maybe we can take a look at that and just say

[00:25:39.130] - Audience

(Inaudible)

[00:25:40.210] - Marsha Martino

That has always been a requirement of every funder I've ever had. Like DCF requires that of us now. You know, CARF requires it. I've written grievance procedure that specifically has names and phone numbers.

[00:25:54.100] - Leah Colston

OK.

[00:25:57.340] - Kimberly Robinson

And thank you for correcting me. I was thinking, you know, a specific grievance process in our policies and procedures that I know. I'm I'm certain there is not one in our policies and procedures. And that patient's bill of rights and responsibilities is that. That's the letter that we all discussed back in December. And the council voted on it and agreed to replace it with the agreement of understanding that we were previously sending out in our application packet. I don't have it right at my fingertips that I could pull it up to look at.

[00:26:35.340] - Beau Pfister

I do. I have it up and number 10 does state that the client does have rights right to complete satisfaction survey or file a complaint with the regional manager, Yuda administrator or ombudsman. So I didn't have specific contact information, but that information isn't given enclosure closure decisions. Also, we have a notice of decision if we are within a process and turning down the service, ceasing services or minimizing services to what was originally originally authorized. There's a notice of decision that's in writing to them as well for them to dispute their decision. So there are things laid out in the Bill of Rights for that.

[00:27:20.840] - Kimberly Robinson

Thank you. So then I would agree that we are we are covered on the grievance process because that is given to the clients at the time they fill out their application packet. Now, for those clients that don't fill out an application packet, we may have to go back and revisit. How we provide that information to them. And that can be included in a closure letter. We can include that in our closure letters.

[00:27:51.900] - Beau Pfister

And there's plenty of space under the notice of appeal and things like that where something could be added for that specific point of contact.

[00:28:01.300] - Marsha Martino

I do think it's important to have not just list titles, but to give how to contact them. That really could be beyond the scope of what somebody would be able to do on their own. And again, that I mean, that's a DCF requirement. So it's not a not not far fetched to think it would be good to do.

[00:28:25.220] - Kimberly Robinson

That would be no problem. So we can give, you know, according to what's then that policy that I'm sorry, the letter Beau just was reading off of the patient's responsibilities, Bill of Rights and Responsibilities. We can take that same verbiage and put it in at the end of our closure letter where we talk about appeals processes. And we could easily add we can add each person's name and phone number and email. And for regional managers, we may want to actually maybe think about putting Teresa in there as one point of contact or maybe just the regional manager or the region with the clients being closed from. I'll have to look at that and see what the best practice should be overall for the program. That I will follow up on that. That's a good recommendation. Thank you. Do you see anything else on this particular survey? Or can we move to the next one?

[00:29:31.840] - Marsha Martino

The questioning of at the bottom, is that supposed to be number nine? What recommendations would you suggest in improving service?

[00:29:42.750] - Kimberly Robinson
We can make it actually number nine. I think it was just a general question. But if we... can make it number nine.

[00:29:52.230] - Marsha Martino
I was just gonna say if you're going to have you know, I just think you should have all of them questions, you know, unless you're going to make a box. And, you know, set it up for. And it should be just in improving service or in improving our services or in improving program services, something like that.

[00:30:17.380] - Kimberly Robinson
What recommendations on improving? Something like that?

[00:30:28.490] - Marsha Martino
Yes and I would say services.

[00:30:34.740] - Kimberly Robinson
OK. I like it. So are we good with this?

[00:30:45.410] - Marsha Martino
Yeah, looks good to me.

[00:30:46.530] - Kimberly Robinson
So we're actually going to remove. We're going to remove case manager and all documents. OK?

[00:30:59.240] - Beau Pfister
One more thing on number nine, number nine, Kimberly, should it say, what recommendations would you suggest an improving program services or the eligibility process? Because most of these people aren't going to be receiving program services. I don't know, outside the scope of what we're talking about, though.

[00:31:17.750] - Natalie Alden
Correct. So it should be, yeah. This one should be just in improving the eligibility process. Yep.

[00:31:24.680] - Kimberly Robinson
Good catch Beau.

[00:31:26.280] - Natalie Alden
Nice catch

[00:31:27.470] - Marsha Martino
and for removing case manager as we go on, once someone's receiving services, the case manager, it might be really clear to them that this person is their case manager. So I wouldn't necessarily say in all documents, what if someone just had a screening and was found ineligible, they may not look at that person as a case manager.

[00:31:49.710] - Kimberly Robinson
Just let me highlight that. All right. So I don't lose anything. I didn't want to do that. That's right. OK. Next one in-service recipient survey for

clients that are already in service in researching and researching and receiving services. So there they're active. These are clients that are active with the program. So first one, how often are you in contact with your case manager? Number two, what method of contact?

[00:32:44.390] - Marsha Martino
How often is the case manager supposed to be contacting the individual?

[00:32:50.750] - Kimberly Robinson
When we first received the referral, they have 10, 10 days to reach out to them for the initial contact. After that, they should be contacting them at least two weeks every two weeks. At a minimum.

[00:33:08.920] - Marsha Martino
So should it be more along the lines of how often is your concept, your case manager, in contact with you? Is that where we're trying to find out is how often the case managers contacting them?

[00:33:24.280] - Beau Pfister
I think you should give them the back and forth, including both aspects of the dynamic of the contact, so not just case managers contacting them, but also then contacting the case managers.

[00:33:35.590] - Marsha Martino
About how often do you communicate with your case manager?

[00:33:39.850] - Kimberly Robinson
Oh, I like that better. I like that much better. I like that. That's perfect.

[00:34:01.700] - Beau Pfister
Number two looks good.

[00:34:04.010] - Marsha Martino
So why (Inaudible) is there is there a preferred answer or what is the purpose of asking the second question?

[00:34:14.110] - Kimberly Robinson
For me, it would be because I like case managers to go out and do face to face meetings as much as possible now that we're under a travel restriction. You know, we're not able to do that. But I think it's going to tell us what the most effective way and most common way is that we are reaching out to our clients.

[00:34:35.310] - Natalie Alden
So how often do they get this survey?

[00:34:41.610] - Kimberly Robinson
Hmm. That's a good question,

[00:34:44.390] - Marsha Martino
because chances are if you're doing it like once a year, they're going to answer whatever has happened in the last few weeks, not necessarily over the year. You know, you could try say, what's your preferred method of contact? I don't know. I'm just thinking out loud how to. But again, if you're doing it once a year, it's not going to really give you much information except for the past month.

[00:35:09.390] - Natalie Alden

I think it should go out like quarterly or every six months. Some people might not fill it out every single time, but at least, you know, it is going out more often than we're more likely to get more numbers on, you know, how they feel like their case manager has been in this past. You know,

[00:35:31.260] - Marsha Martino

it could be a checkbox. You know, it could check what is used and maybe check what's used and what's preferred. You know, if they're doing all phone calls and they really don't want someone showing up at their house. I don't know. Again, I'm thinking out loud.

[00:35:49.800] - Natalie Alden

If you have one word like what message was used most, check it, check all that apply and then have one right underneath it that just says, what is your preferred method?

[00:36:02.990] - Kimberly Robinson

OK. So make this a checkbox. What was your preferred method?

[00:36:09.330] - Natalie Alden

So start off with what? Yeah, what method was used most and then check all that apply. So. So phone, email, fax and all that. Oh you already have all of that. OK. It should be what method of contact, was used most.

[00:36:30.570] - Kimberly Robinson

I didn't want that.

[00:36:34.810] - Marsha Martino

But if you're saying the most, you don't say check all that apply. So it's either check all that apply or which one was used most.

[00:36:41.970] - Natalie Alden

Yeah, yeah.

[00:36:42.890] - Audience

(Inaudible)

[00:36:43.780] - Natalie Alden

Well, yeah. Right. Right. So it should be what methods were used in the contact. Check all that apply. And then what is your preferred method? And then you can put checkboxes for that one, too, because it will make it easier for those to, you know, if it's a fillable form and they just have the checkboxes, it'll be easy for them.

[00:37:22.350] - Kimberly Robinson

OK.

[00:37:27.480] - Natalie Alden

And then just make it where if (Inaudible) with the preferred method you can use. You can still allow up boxes to be open. So if they check all of them, then that means they really don't care. Some people may do that and some people may only pick one.

[00:37:52.650] - Kimberly Robinson

So up here, we're going to add. How often do you communicate with your case manager? We're going to add checkboxes up here too, right?

[00:38:03.780] - Natalie Alden

And then you could put a daily, weekly, monthly, biweekly. You could just put a bunch of different options there.

[00:38:16.940] - Kimberly Robinson

All right.

[00:38:18.820] - Marsha Martino

And sorry, not to back up too much, but you're going to change the previous page to some yes and no still right?

[00:38:26.520] - Kimberly Robinson

Yes, yes,

[00:38:27.640] - Natalie Alden

yes, yes. OK. She put that on there

[00:38:30.430] - Marsha Martino

OK. Yes. Oh yes. OK. Sorry. Sorry.

[00:38:34.280] - Kimberly Robinson

Oh that's got to keep me in check. That's all right. Got it down here. I'm good with that. All right, so number three. Do you have effective communication with your case manager when coordinating services? That would be like a yes or no. I'm sorry to be all over the place.

[00:38:53.540] - Beau Pfister

Would it be better this.. Oh, sorry. Go ahead.

[00:38:57.680] - Kimberly Robinson

I just wanted to bring that down here to. Go ahead. I'm sorry Beaue.

[00:39:06.990] - Beau Pfister

I was going to ask should it be more along the lines of your case manager, involve you or supportive. Contact your family, have a real and word it when coordinating services. Were you directly involved in your case manager directly involve you or something along those lines instead of just saying, here's what we're doing, you do this, this, this and this. Good question, though.

[00:39:40.730] - Kimberly Robinson

How about something like that.

[00:39:59.620] - Natalie Alden

Yup

[00:39:59.630] - Beau Pfister

Yeah

[00:39:59.620] - Kimberly Robinson

Number four, the case manager responded or initiated phone calls, e-mails or taxes in a timely manner.

[00:40:07.680] - Natalie Alden

Yes, No. Yes or not applicable if they don't feel like, you know.

[00:40:14.450] - Kimberly Robinson

Yes. That they didn't get anything. Absolutely. And maybe you have a

[00:40:18.260] - Audience

(Inaudible)

[00:40:20.580] - Marsha Martino

The initiated. What would that mean? I like the responded to. But why? How would you know if they initiate a phone call in a timely manner? Like what would an example of that be?

[00:40:34.920] - Audience

(Inaudible)

[00:40:37.210] - Kimberly Robinson

I would say the first 10 days of when they received their referral. That would say they have to initiate that, because most of the time when they get the referral, clients aren't home yet. So they have to reach out to the. No. the case managers in the hospital to see if there they go to rounds. They make visits to the clients while they're in the hospitals. Sometimes if they can't see them, they'll reach out to family members that are a contact or responsible party. So the case manager has to make the initial contact with the client within the first 10 days of receiving the referral. That would be an excellent example of initiation.

[00:41:25.880] - Audience

Gotcha.

[00:41:26.400] - Natalie Alden

So it that something more that is that the only time when you're worried about if they've initiated in in the right amount time, because that could be just a separate question. Case manager contact...

[00:41:37.610] - Beau Pfister

I think the coordination of services would have to be taken in consideration of this. Are they getting a call a week before an appointment from their case manager or they get the call five hours before an appointment saying, oh, don't forget, you have an appointment today? Are we are initiating the reminders? Are we doing those types of things in a timely manner? I think that falls into this.

[00:41:59.990] - Natalie Alden

And if those are the things that that we're talking about, I would suggest putting like a little parentheses and put a example first 10 days was, you know, just give them a couple of different things so that they understand, you know, what what you mean by them initiating you know in responding it's always easy, because you if I call my case manager, you know, are they calling me back in a timely manner? Are they getting back with me in a timely manner? Whereas, you know, the initiated you know. Well, good. Except for the fact if I'm thinking, well, there's risk posed to call me every month. But you're right. If it's more like appointments than this and making sure that they're letting me know, giving me enough lead time, then that. You know. We could base it on each one of those.

[00:42:50.450] - Marsha Martino

What about making it two separate questions?

[00:42:55.170] - Natalie Alden
I was gonna just put a yes and no next to each. Each one of those instead.

[00:43:00.140] - Marsha Martino
Yeah. And for initiate and say like that, you know.

[00:43:05.390] - Beau Pfister
And to compensate for that as well, I feel like we could almost delete number three because number five kind of ask that same question and then move number four directly under number two since they're kind of corresponding. And if we did, I have ...

[00:43:24.300] - Marsha Martino
Three and five are similar

[00:43:25.860] - Natalie Alden
Yes, I agree. Take out 3 and two will be right next to each other.

[00:43:31.910] - Beau Pfister
Five five is really good. So if if we totally deleted three, because I think number five answers number three.

[00:43:40.690] - Natalie Alden
And then everything else will be right and in place as an.

[00:43:47.380] - Beau Pfister
Unless we wanted to move number six, above number five, because that's also about appointments and things like that and planning. So that's that question right there.

[00:44:08.820] - Natalie Alden
Well, and actually, that should be above that should actually be above number four, because, you know, you're asking because it flows in. It flows better if you put it if you put it above number four.

[00:44:24.120] - Kimberly Robinson
Like that?

[00:44:24.750] - Natalie Alden
Cause now you're asking them if they're calling and everything, and then you're saying, are they keeping their appointments? And they are saying, hey, are they responding and everything in a timely manner. OK. That flows really good like that. And then did they include you

[00:44:46.990] - Marsha Martino
looks good That's flows nicely on.

[00:44:51.340] - Kimberly Robinson
And then we have this down number eight again.

[00:44:56.040] - Beau Pfister
Eight you could copy and paste, whatever we are going to put for the one above. Were you made aware?

[00:45:04.230] - Kimberly Robinson
Yeah.

[00:45:04.650] - Beau Pfister
Where he provided a contact. Yeah. That's the civic thing. Perfect. And that could be across all of it.

[00:45:11.150] - Kimberly Robinson
Yeah,

[00:45:11.710] - Natalie Alden
I guess we want to make sure that they always know that they have due process.

[00:45:16.020] - Kimberly Robinson
Correct.

[00:45:18.030] - Beau Pfister
And also that verb is due process is listed in the Bill of Rights as well. Bear with me on all this. I know it looks messy. I'll get it. Improving services. Maybe this should be...

[00:45:49.290] - Natalie Alden
at number seven, I'd really like to see that more... Kind of saying, you know. To this point, kind of to this point, you know, I have watched as the provide the services, I'm trying to just think of how to reword that, saying that is know I'm I'm assuming what you're wanting from that question is saying what's happened to this point right now? Do you think it's helping you reach your goal of community integration?

[00:46:17.300] - Beau Pfister
And the services you have been receiving are appropriate for your goal of community reintegration. Or something along those lines.

[00:46:38.160] - Natalie Alden
And you could try and make it less wordy and just say, are your current services helping you reach your goal of community integration?

[00:46:50.160] - Beau Pfister
And then maybe on this one a yes or no. But then if no and then let them elaborate on the comment section. So you put a yes check checkmark if you want. And then a no checkmark with lines. So if no, they can have a chance to elaborate on what they're not received.

[00:47:05.760] - Kimberly Robinson
Right.

[00:47:16.190] - Natalie Alden
And that should be are your current services. Helping you. Achieve. Your goal?

[00:47:42.140] - Beau Pfister
Yeah, that one's good.

[00:47:48.850] - Natalie Alden
OK

[00:47:48.850]
And then right, say nine would be the same. Nine would be the same way as the other one. And, you know, but you want to tell it more because of mutations,

would you suggest improving. Exactly what? The thing I know about (Inaudible),

[00:48:06.260] - Beau Pfister

This one would be involved in services. So this one actually, you know, something of this sorts would be appropriate because they are and this is the this is the inservice one, correct, Kimberly?

[00:48:18.320] - Natalie Alden

This is a middle one. This is the one that's going on while you're getting services, right?

[00:48:23.170] - Beau Pfister

Yes.

[00:48:28.700] - Kimberly Robinson

(Inaudible). Maybe something like that?

[00:48:39.860] - Marsha Martino

No, I think he could leave that communication out. Maybe better communication might be improving services. But.

[00:48:49.050] - Beau Pfister

What recommendations... What recommendations would you suggest to improve the services you're receiving or services provided? However, we wanted to word that.

[00:49:13.450] - Natalie Alden

And they just need to know that services You know, it is their case management services too, because I think that the services themselves, that's different than case management services. I know working with a lot of people in VR. You know, people always forget that your VR counselor is your case manager, per say, you know, and that's always part of your plan is you're going to be receiving guidance from your, you know, your VR counselor. And it's those services, I think, that we really want to know about improvement versus the actual services services, you know, because I think if you're talking about something other than case management in this question, then the question would be more along the lines of are there additional services that you think should be provided that would help with community integration? I see them as two different question.

[00:50:23.230] - Kimberly Robinson

So, ah, what was that? Are there any other services?

[00:50:31.250] - Natalie Alden

Are there... are there (Inaudible) Are there any other services? Or additional, whichever one you want to use. That you feel. Should be provided. That would help with community integration. And that would be one does that they can write whatever they want. But number nine, I think, should be just Case management. So what recommendations would you suggest to improve? Your case management services. Because then we're getting too totally different... Because then we're getting two totally different things from that, you know. We want to know how they actually if they feel like there's any improvement their case manager should be doing. And we also want to know if there's you know, if they don't have anything for that, then they can simply, you know, is not a threat. And in that way for anybody who actually is going to still

fill this out versus, you know, when the case manager is talking to them, you know, there it'll be more clear.

[00:52:15.460] - Kimberly Robinson

OK. So we're getting close to the end of our time here. So do we want to just cable post closures and think about it and I'll work on these other two? And the only other thing is to talk about the next meeting date.

[00:52:38.510] - Natalie Alden

I mean, I'm I'm fine with this time, you know, and I'm in and we can go ahead and just wait on this last one because it's going to take longer than two minutes.

[00:52:48.460] - Kimberly Robinson

Yes, it is.

[00:52:49.480] - Audience

(Inaudible).

[00:52:53.020] - Natalie Alden

Yeah it'll take to long just to read through it. So I will table this. We'll go ahead and we will. You know, you go ahead and fix the other two for our next meeting and we can only just do it next week at the same time. Same bat channel.

[00:53:11.600] - Kimberly Robinson

Well, I. I have to. I have to notice these meetings and it takes at least a week to get them through. So that's why I put them down at the bottom June 12th and June 26. And I put them every other week because everybody has so much on their plate right now. It gives folks time to prepare and work on projects in between suggestions, an idea

[00:53:35.600] - Natalie Alden

that that works.

[00:53:37.700] - Kimberly Robinson

OK. So the two dates that I've proposed,

[00:53:43.450] - Marsha Martino

they're OK for me at the moment.

[00:53:45.890] - Natalie Alden

And we can call in, too, if we don't have access to our computer at the moment. We can just call into it. Right?

[00:53:52.270] - Kimberly Robinson

Absolutely. Absolutely.

[00:53:54.010] - Marsha Martino

I mean, I feel like we made a lot of progress in an hour.

[00:53:57.040] - Kimberly Robinson

Oh, yes, we did. We did make a lot of progress on this. Well, we have a closure survey, too. There's there's another one. Right. These are the side effect. And then we have. So we have two more surveys to go through. Two more. OK. All right. Excellent. All right. Well, then, thanks. If Everybody agrees will adjourn this meeting and I will get these updated and send them

out to everybody. And I will actually put in a request for June 12th and June 26 for our next meeting for service.

[00:54:35.010] - Natalie Alden
OK, sounds great.

[00:54:36.070] - Marsha Martino
Are you going to send a meeting invitation out for that? Kimberly?

[00:54:40.140] - Kimberly Robinson
Yes, I will. As soon as I have these meetings approved and they're posted out on the administrative page, then I will send out the the meeting notice and.

[00:54:50.710] - Marsha Martino
OK, great. I know I get lazy, I hate to type them in . You can just click accept and they go into my calendar

[00:55:00.570] - Kimberly Robinson
OK. I'll do calendar events. I can do that too. I'm trying to find this date and I appreciate everybody's patients with me as I'm, you know, getting more familiar with all of this process and everything. So I really appreciate your patience. I'm doing a great job. Thank you. All right. Well, then, everybody, thank you for joining today. And during the meeting or actually, Natalie, I'm sorry I stepped on you. You can adjourn the meeting as co chair and we'll just go ahead and adjourn. And thank you and have a great weekend. I appreciate it. Thank you, everybody.