

00:00:00.000 --> 00:00:00.850

Pfister, Robert H

I'm Natalie.

00:00:04.700 --> 00:00:05.810

Pfister, Robert H

Absolutely correct.

00:00:16.390 --> 00:00:16.660

Pfister, Robert H

Right.

00:00:58.090 --> 00:01:04.560

Robinson, Kimberly S

We already got noticed that Ricky wasn't going to be able to be on this call so we already know we, we won't be expecting him.

00:01:07.820 --> 00:01:08.570

Pfister, Robert H

Like this.

00:01:07.940 --> 00:01:11.300

Robinson, Kimberly S

And uh joann won't be coming on this call either.

00:01:11.890 --> 00:01:15.990

Robinson, Kimberly S

She wasn't available today, so we already know those 2 will won't be attending.

00:01:11.980 --> 00:01:12.310

Pfister, Robert H

Yeah.

00:01:43.990 --> 00:01:49.590

Robinson, Kimberly S

Maybe if you wanna give it just till one more minute, Bo and then we'll get started. It'll be 5 after.

00:01:48.290 --> 00:01:48.960

Pfister, Robert H

Elementary.

00:01:50.090 --> 00:01:53.930

Pfister, Robert H

For recording anyway, so they'll be able to review the film.

00:01:56.480 --> 00:01:58.480

Pfister, Robert H

I see Robert E bid that thank you. Rob.

00:01:59.880 --> 00:02:01.120

Pfister, Robert H

Unless Kimberly don't know.

00:02:02.230 --> 00:02:05.870

Robinson, Kimberly S

No robs our superhero on all that he's our wizard.

00:02:08.940 --> 00:02:10.600

Pfister, Robert H

Well, not laptop champion.

00:02:12.310 --> 00:02:13.490

Pfister, Robert H

Phone champion.

00:02:12.600 --> 00:02:12.990

Casavant, Robert

No.

00:02:16.930 --> 00:02:18.620

Pfister, Robert H

Probably just a champion all around.

00:02:31.770 --> 00:02:38.080

Pfister, Robert H

Thank you to the regional managers and managers for come in. I see everybody here. That's here on the Roslyn gone today, but

00:02:38.690 --> 00:02:41.230

Pfister, Robert H

or left, but I see every other manager on that one.

00:02:43.130 --> 00:02:43.440

Pfister, Robert H

Thanks.

00:02:54.660 --> 00:02:55.170

Pfister, Robert H

Hey.

00:02:57.590 --> 00:02:58.330

Pfister, Robert H

Hey Kevin,

00:02:59.350 --> 00:03:00.980

+15\*\*\*\*\*01

Hey good afternoon how are you?

00:03:01.210 --> 00:03:02.070

Pfister, Robert H

good how are you doing?

00:03:03.040 --> 00:03:12.720

+15\*\*\*\*\*01

Good good good, I did try to join up with the video and there was no 1:00 in the meeting or in the lobby. So I just decided to call in.

00:03:13.980 --> 00:03:14.390

Pfister, Robert H

Yes.

00:03:15.960 --> 00:03:19.780

Pfister, Robert H

Or are you on yesterday's meeting by chance, a invite or you.

00:03:18.700 --> 00:03:19.330

+15\*\*\*\*\*01

Net.

00:03:20.230 --> 00:03:21.880

+15\*\*\*\*\*01

No just today's.

00:03:22.270 --> 00:03:22.720

Pfister, Robert H

OK.

00:03:23.810 --> 00:03:24.890

Pfister, Robert H

So I didn't know if you provided.

00:03:24.010 --> 00:03:26.160

+15\*\*\*\*\*01

It's the same meeting room correct.

00:03:26.370 --> 00:03:33.320

Pfister, Robert H

No, the one these would be 2 separate meeting rooms, if I'm correct that. They were set up that way. I believe these were 2 separate teams conferences yet.

00:03:34.780 --> 00:03:37.250

+15\*\*\*\*\*01

OK, maybe that's what the problem is.

00:03:36.080 --> 00:03:41.030

Pfister, Robert H

I think you would still be able to access that one, but it would be empty if you tried to go to it.

00:03:41.500 --> 00:03:53.860

+15\*\*\*\*\*01

Yeah, OK well the good news is at least I can hear right now and I'm part of it and I'm just going to pull up the documents that Kim sent over earlier. It's everybody else in the room.

00:03:55.090 --> 00:03:57.980

Pfister, Robert H

Yeah, we have a few with us and we'll do roll call in just a minute.

00:03:58.650 --> 00:04:00.430

Pfister, Robert H

I actually populate going here.

00:03:58.680 --> 00:03:59.350

+15\*\*\*\*\*01

Excellent.

00:04:01.820 --> 00:04:12.060

Pfister, Robert H

Let's see 123, so 6 of our committee members are 3 out of 6. Uh here, Kimberly when it comes to a quorum to vote on things is that being the members of the committee or the entire council.

00:04:13.850 --> 00:04:14.600

Robinson, Kimberly S

Uh we

00:04:15.200 --> 00:04:18.440

Robinson, Kimberly S

well for our committee meetings. I think it has to be our committee.

00:04:18.790 --> 00:04:19.230

Pfister, Robert H

OK.

00:04:19.430 --> 00:04:19.870

Robinson, Kimberly S

But if

00:04:20.770 --> 00:04:27.390

Robinson, Kimberly S

not only do you do you know for sure it? Can we if they're not part of the committee but those are council can they count as the quorum?

00:04:20.870 --> 00:04:21.390

Pfister, Robert H

I don't think so.

00:04:32.430 --> 00:04:33.110

Robinson, Kimberly S

You're muted.

00:04:33.980 --> 00:04:37.620

Pfister, Robert H

Well, every member here is a committee member so far, so.

00:04:36.410 --> 00:04:39.070

Robinson, Kimberly S

OK, I'm pretty sure it has to be committee.

00:04:40.100 --> 00:04:40.430

Pfister, Robert H

Cool.

00:04:41.060 --> 00:04:44.590

Pfister, Robert H

There were 3 of 6 and it's just 50% I don't remember what?

00:04:45.000 --> 00:04:47.440

Robinson, Kimberly S

Yeah has to be at least half.

00:04:49.010 --> 00:04:49.990

Robinson, Kimberly S

Half or more.

00:04:50.660 --> 00:04:51.400

Robinson, Kimberly S

Can't be less.

00:04:54.440 --> 00:04:54.700

Robinson, Kimberly S

So.

00:04:58.360 --> 00:05:00.130

Robinson, Kimberly S

I'd go ahead and get started Bo.

00:05:00.520 --> 00:05:13.720

Pfister, Robert H

Alright, well, we will go ahead and get started so thank you. Everybody for joining the performance and quality improvement meeting. This is being recorded, if you forgot I just want to make sure I remind that and I know that's easy thing to forget, but it is being recorded for future use.

00:05:13.770 --> 00:05:24.700

Pfister, Robert H

Yes, I guess we'll start it supposed to be welcome roll call, and approval of minutes and I didn't put approval of minutes on that. But we can go ahead and do that. I believe so Kim if you wanna do roll call.

00:05:27.610 --> 00:05:29.690

Schoffel, Kimberly C

Absolutely happy Friday everybody.

00:05:30.960 --> 00:05:32.290

Schoffel, Kimberly C

Natalie Alden.

00:05:33.150 --> 00:05:33.600

Natalie Alden

Here.

00:05:34.890 --> 00:05:35.990

Schoffel, Kimberly C

Pardon Mullen.

00:05:36.850 --> 00:05:37.360

+15\*\*\*\*\*01

Here.

00:05:38.990 --> 00:05:40.260

Schoffel, Kimberly C

Doctor Ronderos.

00:05:43.620 --> 00:05:44.790

Schoffel, Kimberly C

Daniel Nicholson.

00:05:48.190 --> 00:05:49.250

Schoffel, Kimberly C

Jeffrey secure.

00:05:52.370 --> 00:05:53.380

Schoffel, Kimberly C

Richard Feynman.

00:05:56.580 --> 00:05:57.450

Schoffel, Kimberly C

Michael fodder.

00:06:00.410 --> 00:06:01.540

Schoffel, Kimberly C

Joanne Jorts.

00:06:04.470 --> 00:06:05.600

Schoffel, Kimberly C  
Marissa Swann.

00:06:08.680 --> 00:06:09.810

Schoffel, Kimberly C  
Suzanne Doswell.

00:06:10.850 --> 00:06:11.370

+14\*\*\*\*\*73

Here.

00:06:13.140 --> 00:06:14.290

Schoffel, Kimberly C  
Doctor Martino.

00:06:16.740 --> 00:06:18.330

Schoffel, Kimberly C  
And Eric Collazo.

00:06:23.410 --> 00:06:24.050

Pfister, Robert H  
Thank you.

00:06:24.870 --> 00:06:26.890

Pfister, Robert H  
So we do have 3 of 6 members.

00:06:28.070 --> 00:06:37.100

Pfister, Robert H

Uh that are present for today's meeting, uh do. We wanna someone to approve minutes or motion to approve the minutes is that how we would? Do the next step alright.

00:06:38.440 --> 00:06:41.230

Natalie Alden

Hey Natalie will move to approve the minutes.

00:06:38.870 --> 00:06:39.730

+15\*\*\*\*\*01

Kevin Mullen.



00:06:44.280 --> 00:06:44.980

Pfister, Robert H

And second.

00:06:46.280 --> 00:06:47.850

+15\*\*\*\*\*01

Kevin Mullin I'll second that.

00:06:48.240 --> 00:06:49.580

Pfister, Robert H

Thank you very, very much Kevin.

00:06:50.770 --> 00:06:56.590

Pfister, Robert H

Alright so I'm gonna start proof for next meeting. So we'll go ahead and jump on in UM when touch base like this looking.

00:06:55.400 --> 00:06:56.420

Natalie Alden

You still have to vote.

00:06:57.530 --> 00:06:58.110

Pfister, Robert H

What's that?

00:06:57.680 --> 00:07:01.600

Natalie Alden

Rob are you still you just got the motion in the second you still have to actually vote on it.

00:07:02.240 --> 00:07:04.870

Pfister, Robert H

Oh, sorry about that see I'm still learning this too.

00:07:06.550 --> 00:07:10.410

Pfister, Robert H

So would one of y'all be doing that, or do I actually say is there a motion?

00:07:09.910 --> 00:07:19.020

Natalie Alden

If you're chairing the meeting, then you would just say you know you know all those that approve signal by whatever means you're doing on these things.

00:07:19.690 --> 00:07:24.540

Pfister, Robert H

Alright so approval of the minutes at most do I hear a motion to approve the minutes right?

00:07:24.450 --> 00:07:29.500

Natalie Alden

You got that yeah, you got the measure by me, you got the second by Kevin so, so all those in favor.

00:07:26.610 --> 00:07:26.910

Pfister, Robert H

Bye.

00:07:29.710 --> 00:07:30.660

Pfister, Robert H

All those in favor.

00:07:30.470 --> 00:07:30.980

+14\*\*\*\*\*73

I.

00:07:32.170 --> 00:07:32.650

+14\*\*\*\*\*73

Hi.

00:07:32.850 --> 00:07:33.220

Pfister, Robert H

But.

00:07:33.160 --> 00:07:33.610

Natalie Alden

Hi.

00:07:34.240 --> 00:07:34.720

Pfister, Robert H

Thank you.

00:07:34.510 --> 00:07:34.960

+15\*\*\*\*\*01

Uh.

00:07:37.570 --> 00:07:48.150

Pfister, Robert H

Alrighty alright so the first thing that I have on the topic for today or that we briefly discussed but it's discussed last meeting, but it's actually coming to fruition now his family cafe.

00:07:49.490 --> 00:08:16.960

Pfister, Robert H

Well, the biggest and I'm sure some of you have already been doing before just one of the biggest conferences for individuals with disabilities in the state of Florida, so be skip will be represented at Family Cafe. We actually have 7 people that are going to be going 6 staff members and our goal 7 staff members, but one is our vendor coordinator or provider enrollment specialist so she'll be out there working the booths and learning about new vendors potential processing perspective vendors that might benefit our clients.

00:08:18.430 --> 00:08:47.760

Pfister, Robert H

I have a few case managers out there and then both members of our Resource Center. Justin and Robin will also be going and kind of the same thing feeling out different areas, exploring helping with the exhibit table and providing information gathering information and getting it. You know everything that we can possibly do to improve the quality and performance of the services that we provide so you'll see us out there for sure, and with that there's a couple things that were presented yesterday like the new QR code for the program.

00:08:48.060 --> 00:08:51.750

Pfister, Robert H

Uh that Kimberly and the Kims had done and you know.

00:08:52.900 --> 00:09:20.340

Pfister, Robert H

Pretty awesome and it does work I think we tested it. Yesterday that it did work as well. On the on the previous meeting yesterday's meeting, so with that will also have some promotional materials. Some tip sheets and different things that we will be handing out as well as RB skit brochures. So hope to see out there, you know it is free for anybody to register that does have a disability. If we know anybody. So I would spread the word as well, but we will be out there.

00:09:21.630 --> 00:09:23.330

Natalie Alden

And there's also scholarships.

00:09:21.670 --> 00:09:23.260

+14\*\*\*\*\*73

And where and when is that?

00:09:23.760 --> 00:09:25.510

Pfister, Robert H

Oops sorry about that I heard 2 voices.

00:09:25.190 --> 00:09:26.440

Natalie Alden

Memorial Day weekend.

00:09:27.070 --> 00:09:28.540

Pfister, Robert H

Is that Memorial Day weekend?

00:09:28.920 --> 00:09:29.340

Natalie Alden

Yep.

00:09:29.730 --> 00:09:30.090

Pfister, Robert H

Uh-huh.

00:09:31.500 --> 00:10:02.090

Pfister, Robert H

That'll be fun. One then Bowens booking fast. I know that when some of our staff members were reserving prior to registration. Even opening one of our staff members actually got the very last room in the Hyatt Regency that they had so they're using their sister hotels. The Rosen Centre and stuff like that, so if you do know anybody that wants information or needs that I have all of that available for for any of you if you want to. You know take a look at it. It's got all the information for the other hotels that are being utilized for the family cafe.

00:10:02.660 --> 00:10:04.170

Pfister, Robert H

They all you gotta do is mention family.

00:10:03.080 --> 00:10:15.840

Natalie Alden

Thank you for those who don't know a family cafe. It's it's a I. I can't remember how many they've had. But I do know it is more toward people with the ID D.

00:10:16.620 --> 00:10:46.410

Natalie Alden

And so, but the resources that you're going to see the presentations. You're going to see some of them You know, some of them may just be directed for that population, but there's so many more that are going to be just disability related and there's a lot of you know vendors that are going to be there that you know, do cross disability, so you know, even if even if you're not even if you don't serve the idd population. It still is a great place if you're just looking for resources and information.

00:10:47.120 --> 00:11:07.380

Pfister, Robert H

Well, we wanna get you know it's all part about public awareness of our program, 2 and getting it out there and hoping people. You know learn more about us and just trying to make us more of a household name and yesterday as well with the pre. You know, Kimberly and I were just talking about. This this morning and we have the pre screening tool that we're working on and that everybody has been apart of putting together.

00:11:07.640 --> 00:11:23.350

Pfister, Robert H

Uh and we're hoping to maybe even have something set up there where if somebody wants to take the pre screening tool right there that you know they might have been skipped over that they can actually interact and take part in that right, then and there with the staff member or independently and just see if it's something that might benefit them.

00:11:24.230 --> 00:11:33.410

Natalie Alden

And and one of the things that not everybody might know about the the APD waiver is that if you.

00:11:34.760 --> 00:11:38.240

Natalie Alden

Get a traumatic brain injury as a child.

00:11:39.180 --> 00:11:54.110

Natalie Alden

And it is severe enough that it affects your IQ and brings it under that 72 level. Then you would actually still be able to apply for the The developmental disabled waiver versus the long term care waiver.

00:11:54.780 --> 00:12:01.970

Natalie Alden

So, but that but that would only be for traumatic brain injury prior to age 18.

00:11:55.640 --> 00:11:55.990

Pfister, Robert H

Wow.

00:12:03.680 --> 00:12:18.790

Natalie Alden

You know, I have a sister and she was injured traumatic brain injury at the age of 6 and she actually ended up getting onto the developmental disability waiver. They PD waiver versus the long term care waiver and and one of the reasons why that's important.

00:12:19.470 --> 00:12:21.830

Natalie Alden

Is because of the fact that there are?

00:12:22.690 --> 00:12:29.390

Natalie Alden

More services available on the APD waiver than there is on the long term care waiver.

00:12:30.110 --> 00:12:52.940

Natalie Alden

You know more things for employment. There's there's just so many more things that that are available for that for that. Other waiver so I would highly recommend if you know, somebody who was injured. Prior to age 18 and they do have you know that lower IQ is trying to get the information to get them on into onto that waiver instead of the long term care waiver.

00:12:53.950 --> 00:13:05.580

Pfister, Robert H

That's awesome and I just took note of that, so that would definitely be a help with our pediatric population. I'm glad some of the managers are on today to hear that and they can share that with their staff as well so awesome information. Thank you.

00:13:05.980 --> 00:13:25.750

Natalie Alden

Well, it and just one more thing because I did what I deal with that that that waiver and everything. A lot and it would also if they get onto that waiver on the onto the APD waiver versus the long term care waiver. It would also make them eligible. They get a waiver

support coordinator through APD and it would also make them eligible to live in any other group homes.

00:13:07.800 --> 00:13:08.030

Pfister, Robert H

I.

00:13:26.390 --> 00:13:49.850

Natalie Alden

You know as long as they meet the criteria which is really, really good because of the fact that in the group homes your rent is only \$583.42 per month. You automatically get \$133.58 or more for discretionary spending, and then the waiver pays residential habitation to the group home, which is supposed to help teach you life skills and stuff.

00:13:51.990 --> 00:13:52.450

Pfister, Robert H

Awesome.

00:13:53.350 --> 00:14:01.990

Pfister, Robert H

Never never knew that it's always been all we've ever heard is the elder affairs in the long term waiver on that side now that transition from our program a couple of years ago so.

00:14:02.620 --> 00:14:22.340

Natalie Alden

Yeah, and that's for over 18. So so once you turn 18 and you get the traumatic brain injury. You're gonna be stuck with the long term care waiver. But if you happen to be injured as a child and you meet the the developer. You meet the criteria for the lower IQ that's what they look for so it it would be a really traumatic brain injury that's going to keep you you know there.

00:14:25.890 --> 00:14:28.000

+14\*\*\*\*\*73

This is Suzanne I have a question.

00:14:28.600 --> 00:14:36.830

+14\*\*\*\*\*73

For those of us who can't be there, you're gonna pass out materials is there a chance that council members could get those materials.

00:14:34.710 --> 00:14:56.510

Pfister, Robert H

So that's another thing that Kimberly and I were talking about is creating certain packets, creating a biscuit packet to have there and absolutely if we do you know it sounds like we are going to do that? We're trying to kind of figure out? What kind of information. We want disseminated and our packet and we can certainly provide a copy of that to y'all.

00:14:57.570 --> 00:15:00.760

+14\*\*\*\*\*73

I think it would be great for our education. Thank you.

00:15:01.370 --> 00:15:01.860

Pfister, Robert H

Wait.

00:15:02.590 --> 00:15:13.320

Robinson, Kimberly S

Would anybody be interested in the per the provider, enrollment packet that Caitlin is gonna also be having she's gonna have a packet specific for vendors.

00:15:11.440 --> 00:15:11.900

+14\*\*\*\*\*73

Yes.

00:15:13.900 --> 00:15:14.300

Robinson, Kimberly S

OK.

00:15:14.670 --> 00:15:15.360

+14\*\*\*\*\*73

Yes.

00:15:15.910 --> 00:15:16.310

Robinson, Kimberly S

OK.

00:15:19.760 --> 00:15:20.430

Pfister, Robert H

So that

00:15:23.240 --> 00:15:26.040

Pfister, Robert H

any other questions or input for the family cafe.



00:15:30.120 --> 00:15:31.810

Pfister, Robert H

Forever anything feel free to reach out.

00:15:33.140 --> 00:15:40.110

Pfister, Robert H

OK, so obviously you know a major part of this committee is continuing to increase in or you know.

00:15:41.720 --> 00:15:59.380

Pfister, Robert H

Really increase the performance and the output that our staff provides and the the knowledge that they have and that kind of is all encompassing so with that. We always need vendors were always looking for vendors. We have rural areas with no vendors and we have certain vendors in certain.

00:16:00.270 --> 00:16:30.690

Pfister, Robert H

Different types of modalities that are just new and upcoming and new smart home technology and new this and new that so that's one thing that I've been personally seeking out is new, new vendors that are a little different than what you know, we have in this current scope right now and then we had a call in the last couple weeks from a place called simply home and haven't even shared this with all the staff you know the Kimberly got the message sent it to me. I just had a meeting with them a a nice long meeting on Monday and this is just kind of.

00:16:30.980 --> 00:17:01.110

Pfister, Robert H

That we're going to keep pushing so they have a whole new type of technology that's different than the other smart home information that we've received through other vendors that we have in this state, which is more of a monitoring system and that means client monitoring or patient monitoring system and less of the recreational side like the previous the only other vendor. We have with Smart home technology. So we are going to be working on planning and then service very soon with them and making them inactive vendor. They're going through the enrollment process right now, but I did want to bring that up and just.

00:17:01.160 --> 00:17:31.070

Pfister, Robert H

If you have any vendors out there if you know of anybody that our clients would benefit from

that's outside the scope of the norm of what you generally see services provided smart home technologies certain vehicle implementation different things like that, we would be more than interested in hearing about that information so please. Feel free to send anything our way you know, we're always going to be looking for in recruiting new vendors and hopefully that's you know, we actually. I remember going to Family Cafe. A few years ago and getting in meeting a couple new vendors.

00:17:31.370 --> 00:17:33.120

Pfister, Robert H

That have become vendor since then.

00:17:33.810 --> 00:18:04.280

Pfister, Robert H

And I hope that happens again you know just something new, and out there that we don't know about yet 'cause. It's it's has to be out there, I know there's plenty out there that we don't know about as a program and I want to be at the forefront. You know follow the program to be at the forefront of all of the new stuff that's coming. Out is you know as long as technology keeps increasing. I think more implementation of that technology for assisting individuals in relieving caregiver burden is going to be a huge thing and I think Medicaid is going to be looking at that soon.

00:18:04.340 --> 00:18:22.920

Pfister, Robert H

I think it's going to be a full transition because the monitoring software all of that is going to be replacing a lot of the in home care and right now in home care is very hard to find for a lot of people I've been hearing. A lot of that there's a lack of vendors out there across the board. Even with Akka and different entities that utilize home health in.

00:18:23.680 --> 00:18:32.600

Pfister, Robert H

I think they're going to be transitioning soon. It's just going to be a lot more cost effective. So I think if we're on top of that as well, and and have the know about what's happening and.

00:18:33.380 --> 00:18:51.170

Pfister, Robert H

That would be great. I mean, I'd appreciate it and I know that's something our Resource Center is going to be looking forward and just in the Robin. I hope they're on that same boat that we're all trying to push so we would love to hear anything from the Council of anything

that you know that's out there that we might not know of and even if we do have just a reiteration of it.

00:18:52.500 --> 00:18:54.270

Pfister, Robert H

Any questions any thoughts on vendors.

00:19:00.220 --> 00:19:19.330

Pfister, Robert H

Alright so on the last meeting. We talked a little bit or I wasn't on it, but I know it was on the agenda and we were there. Early Cummings of creating some sort of Staff Summit, something for specifically for RB skip staff members to to bring in other entities external agencies different things that might once again benefit our population.

00:19:21.500 --> 00:19:48.680

Pfister, Robert H

Can't do it this fiscal year hoping to have it next fiscal year in the in the budget and being able to coordinate it, but seeing that. It takes a lot to do this. It's going to take a lot and that's why I've kind of I'm hoping to enlist my regional managers and I'd like to. I'd like for them to be a big part of creating this summit with me as well. So look in the hold up in the 2223 fiscal year so sometime between June and next their July in Next June.

00:19:49.290 --> 00:20:14.040

Pfister, Robert H

Uh we definitely just want to bring you know, one identify the deficiencies in the program would come up with a productive way to to present those and have specific training workshops different things. That would benefit our staff and increase their productivity and the things that they're you know their job duties with that also like to learn about external agencies. We have somebody come in and let me push admin.

00:20:16.790 --> 00:20:17.480

Pfister, Robert H

Hi Joanne,

00:20:22.860 --> 00:20:38.270

Pfister, Robert H

or else OK back in the summer, so yeah, So what we're looking for is recommendations on any guest speakers and like I said, This is the early stages of it, but I want to get started on this now. A guest speakers different programs. Natalie I still don't want to get with you and have a?

00:20:38.980 --> 00:21:02.660

Pfister, Robert H

Disability rights you know present something with the program whether it's there whether it's before I would love to have an in service with that and you know where you feel like you know, we could be more specific with certain parts of client care and what we should know you know when we're being an advocate for the injured population that we deal with that, we serve so keep that in mind, if there's different types of trainings.

00:21:03.100 --> 00:21:03.900

Pfister, Robert H

Uhm.

00:21:04.920 --> 00:21:32.840

Pfister, Robert H

Anybody guest speaker I know Ricky had offered the last meeting to possibly tell his story and I would love to hear testimonials and have somebody that's willing to come up and speak and you know, sometimes the staff need to hear it from you know the population themselves so I feel like if we do provide some of that on appear level that that might be something that would be very beneficial and it's just kind of motivating to hear the success story. So I'm hoping to get a lot of those in here as well.

00:21:41.950 --> 00:21:42.500

Pfister, Robert H

Good afternoon.

00:21:44.100 --> 00:21:46.400

Pfister, Robert H

Any questions on the staff submit for right now.

00:21:47.300 --> 00:22:17.580

Pfister, Robert H

So this will be something that's going to be a topic here in the future and something that I'm going to start pulling the managers in kind of a little focus group and round table to start discussing this and putting something together and have a good agenda set up in the hope is a habit in person cannot be guaranteed. No, it cannot. I don't think anybody could guarantee that in the environment right now, but regardless whether it's virtual or in person. There will be something that's going to cover and kind of be a inaugural staff summit and I would hope to have something like this every year.

00:22:18.100 --> 00:22:32.990

Pfister, Robert H

You know, and just to kind of keep it keep the motivation alive and just try to keep pushing for you know, pinpointing certain things and I know there's a lot of other programs that have similar things to this and I see the success that comes from those so I think it's something that we're missing in the program.

00:22:36.450 --> 00:22:37.240

Pfister, Robert H

Any questions.

00:22:40.730 --> 00:23:10.840

Pfister, Robert H

OK let's see field operating procedures and the creation and modification so with our policies and procedures. Manual there's a few things that can be somewhat vague and that aren't particularly applicable to the day-to-day processes that are staff members have to follow whether there are rehabilitation technician, even a regional manager in case managers so one thing that we've implemented over the last few months, is modification and adding fo peas field operating procedures that complement and supplement.

00:23:11.130 --> 00:23:17.360

Pfister, Robert H

Our policies and procedures, but at a more specific nature to them with that what we've been doing is.

00:23:18.590 --> 00:23:28.650

Pfister, Robert H

Inquiring with staff and we want staff to have a part in assisting with the creation and modification of FO peas in the field operating procedures so.

00:23:29.500 --> 00:24:02.830

Pfister, Robert H

What we've done is had a voluntary meeting you know if there is something that's identified and they want to discuss that specifically hold a voluntary meeting talk about the changes that they think we need to be made, and make it more applicable to their day-to-day processes and it's a 100% voluntary and the first one, that we did. We had over 35 staff show up, too, so people? Do want to be heard and they do want to say what you know what's on their mind and we want to hear it. And we try to be as transparent with everything we do right now when it comes with policies and procedures operating procedures things like that.

00:24:03.320 --> 00:24:03.850

Pfister, Robert H

So.

00:24:04.660 --> 00:24:34.790

Pfister, Robert H

Took you know took the advice from them and then we would have a couple reoccurring meetings with those to make the modification to go over it. I would make some modifications to it go over it again. Make sure that I'm catching exactly what they're throwing out so it seems to be successful and we've actually just completed one that I'll be releasing I was trying to do it. Before this meeting, but will be releasing it right after this meeting, but it's just nice that we're making changes that are more like I keep saying more applicable to the processes.

00:24:35.080 --> 00:24:45.050

Pfister, Robert H

Staff have had input to it, and it makes them feel better about it. I think it gives a better understanding and it's going to improve the quality of work, they provide on that aspect.

00:24:45.690 --> 00:24:53.610

Pfister, Robert H

So that's something I hope to keep going with and as long as you know, everybody is happy with it and not being told otherwise I think we're going to proceed so.

00:24:54.290 --> 00:24:55.050

Pfister, Robert H

Any questions.

00:24:58.660 --> 00:24:59.100

Pfister, Robert H

Office.

00:25:02.050 --> 00:25:02.380

Pfister, Robert H

Hey.

00:25:04.490 --> 00:25:28.660

Pfister, Robert H

So these kind of tying together the last thing I have on the agenda is our refresher training is that we're going to start working on time and we have had refresher trainings for specific processes in our program, especially at the end of fiscal year where we have to renew care

plans and there's a particular process that we have to do for our active clients for anybody going into the service. That's at the end of the fiscal year.

00:25:29.270 --> 00:25:29.860

Pfister, Robert H

Uhm.

00:25:30.600 --> 00:26:02.360

Pfister, Robert H

We're trying to pinpoint different things where we can have cyclical refresher trainings, whereas you know something that you can expect every single year. There are first one, that we're going to be working on and I'm gonna pull the managers in this as well as the closure now. I want to work on closure procedures and everybody hasn't understanding and it kind of a refresher reminder of our closure process is there's so many different ways. That case can be closed. So many different statuses based on the circumstances and the dynamic of the case so I think it's important to understand that.

00:26:02.640 --> 00:26:32.710

Pfister, Robert H

Attention and the summarization of what you know comes with case closure so that's one of the first ones. We're going to be working on together and it's going to be something that we're going to start putting together every year for the most for the most used processes in our program so every year. The client or the staff can expect to have a refresher training on particular things. Well, they'll have open windows to talk about you know any issues. They have training issues and just bring up any deficiencies that we see that we notice in the reporting data.

00:26:33.130 --> 00:26:34.780

Pfister, Robert H

Uh that could be improved upon.

00:26:35.810 --> 00:26:40.630

Pfister, Robert H

So that's kind of where we're going, but it continues to improve and.

00:26:41.290 --> 00:26:42.290

Pfister, Robert H

It's about it for.

00:26:43.030 --> 00:26:45.940

Pfister, Robert H

The topics on my list any questions on anything we've discussed.

00:26:47.150 --> 00:26:49.310

Pfister, Robert H

Any input anything anybody wants to add.

00:26:49.770 --> 00:26:50.840

Natalie Alden

I have something Robert.

00:26:51.170 --> 00:26:51.780

Pfister, Robert H

Alright.

00:26:52.080 --> 00:27:15.610

Natalie Alden

I'm sorry I'm multitasking so I wasn't able to say something when you were saying, something in a month ago and I know that that I've been trying to we've been trying to play. You know tag as far as being able to come and present to the staff and and to even the participants and I am still very willing to to you know to do that.

00:27:01.560 --> 00:27:01.810

Pfister, Robert H

Yep.

00:27:11.900 --> 00:27:12.210

Pfister, Robert H

Yeah.

00:27:15.890 --> 00:27:19.630

Natalie Alden

Uh we did do you have a potential date for any of these things?

00:27:20.830 --> 00:27:34.220

Pfister, Robert H

Well, I wanted to work with your schedule for sure. Uh is there would you wanna set some time aside either later today or early next week and we could talk about it and kind of see if we can put something together or at least our brainstorming.

00:27:34.490 --> 00:27:55.240

Natalie Alden

Get that that that works if you wanna call me. After this meeting. That's fine. You know whenever this afternoon. Yeah, 'cause. I know I know that these next few months. I'm going



to be traveling quite a bit so as long as you're you're not trying to do it in March or April. Then I'm good. It's like if it's more like may or June than than that would work out well.

00:27:35.630 --> 00:27:35.910

Pfister, Robert H

Like.

00:27:38.310 --> 00:27:38.570

Pfister, Robert H

Yeah.

00:27:55.600 --> 00:28:23.160

Pfister, Robert H

Well, actually I think that would be very feasible, especially towards going. You know once we have some down time at the end of June. Once everything is on lockdown because of the change that the fiscal year there might be time, there, but I think it will be good with not doing in the next couple months 'cause. I plan on having a closure refresher training and other vendor providing an in service statewide so absolutely if we can work something out. I want it to fit your schedule as well, but we can definitely coordinate that.

00:28:23.710 --> 00:28:24.600

Natalie Alden

OK sounds great.

00:28:25.240 --> 00:28:25.610

Pfister, Robert H

Sweet.

00:28:26.780 --> 00:28:37.360

+19\*\*\*\*\*84

Robert it's Joanne I'm sorry that I was late to the meeting and I wasn't connected when I heard you earlier. So are you, you're looking for speakers for this summit is that what I heard.

00:28:37.990 --> 00:29:00.970

Pfister, Robert H

Pretty much I'm we're just looking I'm just exploring for now. This is our first one like I said, so if anybody is experiencing assignment or something along those lines a conference for an internal for their staff. I would just love to get input and love to see certain things we can pinpoint that's why I really want to talk to my managers about it as well, and say What do you all think you know they would want to hear about her you know what are the best parts whether it's.

00:29:01.610 --> 00:29:16.190

Pfister, Robert H

Uh specific disability talk or whether it's job specific training or case management training or this, or that. Like I'm open to anything just to kind of get the the wheels rolling on this honestly.

00:29:17.180 --> 00:29:17.380

+19\*\*\*\*\*84

I.

00:29:17.450 --> 00:29:19.320

+19\*\*\*\*\*84

I'd be more than happy to be a speaker.

00:29:20.010 --> 00:29:20.420

+19\*\*\*\*\*84

No.

00:29:22.110 --> 00:29:37.630

Robinson, Kimberly S

And So what I was gonna say you know, we don't have to wait until a summit Joanne. If you have something that you could provide and and in service and speak to our staff about you know for education. Knowledge anything like that, we would love to schedule that with you.

00:29:37.030 --> 00:29:37.520

Pfister, Robert H

Absolutely.

00:29:38.440 --> 00:29:42.790

Robinson, Kimberly S

You know it doesn't have to be at the summit. It can be anytime. We're we're always looking for.

00:29:41.900 --> 00:29:42.280

Pfister, Robert H

Eat.

00:29:43.260 --> 00:29:48.930

Robinson, Kimberly S

Uh presenters for staff to keep us keep in the know keep everything going.

00:29:49.630 --> 00:29:55.740

+19\*\*\*\*\*84

Are you looking for things that are very clinical or are you looking for things that are like leadership related motivational related.

00:29:56.790 --> 00:29:58.180

Pfister, Robert H

Well, I don't like something stupid.

00:29:56.840 --> 00:30:22.070

Robinson, Kimberly S

I would say probably more clinical clinical. I mean, motivation is great. We're always they'll tell you I'm always looking for motivation always but we like to we want to make sure that we can continuously provide information to the staff to keep them knowledgeable of what's going on out there services that? Maybe. We aren't aware of or we, we need to know more about that, we can offer to our clients.

00:30:22.760 --> 00:30:27.030

Robinson, Kimberly S

You know, we're very open minded on what we can actually present.

00:30:29.400 --> 00:30:59.420

+15\*\*\*\*\*01

I don't know if this is Kevin. It's if you don't mind. I'll just say one thing I don't know if the staff had an opportunity to speak amongst themselves about areas that they might feel that they might not be fully educated in that you could bring to a traumatic brain injury survivor or spinal cord injury survivor, UM and that with more specifics. I mean, I think any one of us that are living. The condition can speak on various topics to appoint a basically professionalism because we live it on a day to day basis and.

00:30:59.470 --> 00:31:20.160

+15\*\*\*\*\*01

Throughout the activities of daily living skills, but more or less. If we have more specifics. I mean motivation or clinical. I mean are certain aspects. But if we get a little more in depth understanding of what the staff would maybe need. I think more people will be more than advantageous to jump on and be able to provide insight or speak on certain topics. If we had those type of specifics.

00:31:20.610 --> 00:31:43.350

Pfister, Robert H

Absolutely I think that's a great point and that's why I do want to pull the managers together and the first thing that I always think about what's coming to my mind is discharge planning. You know that's a huge part of it and sometimes I feel there's certain aspects of

discharge planning and communication with facilities families and then the initial discussions after discharge so discharge planning and post discharge those first you know.

00:31:43.400 --> 00:31:55.670

Pfister, Robert H

A month before discharge planning and the month after they go home. I feel like there's different things. There that we can learn from both of you on the clinical perspective and the real life perspective of it, you know to say at least Kevin so.

00:31:56.400 --> 00:32:14.750

Pfister, Robert H

I think that that is something that we will be doing is pinpointing exactly where. We wanna prioritize on what we want to prioritize as the top for our certain speakers or anything like that, and then kind of go from there and just open the floodgates and say, Hey, this is kind of what we're looking to focus on is there. Anybody that you know would be interested in this.

00:32:16.030 --> 00:32:16.280

+19\*\*\*\*\*84

OK.

00:32:17.590 --> 00:32:20.140

Pfister, Robert H

So I appreciate it, you're going to bring your equals one.

00:32:19.300 --> 00:32:20.750

+15\*\*\*\*\*01

Yeah, absolutely my question.

00:32:25.330 --> 00:32:26.920

Pfister, Robert H

Anybody else have any other questions.

00:32:29.290 --> 00:32:30.320

Pfister, Robert H

Comments concerns.

00:32:32.930 --> 00:32:38.360

Pfister, Robert H

Any specific committee goal objective recommendations or open floor new business.

00:32:41.310 --> 00:32:41.760

Pfister, Robert H

K.

00:32:42.550 --> 00:32:49.790

Pfister, Robert H

Well then we can talk about our next meeting. I know the committee yesterday. They are going to hold off until after our?

00:32:50.860 --> 00:32:56.940

Pfister, Robert H

I believe it was April meeting can really is that correct April 21st or something along those lines.

00:32:56.330 --> 00:33:00.090

Robinson, Kimberly S

Yes, it's it's April 21st from 12.

00:33:00.690 --> 00:33:31.260

Robinson, Kimberly S

For it will be a teams meeting it won't will it will not be a face to face and so the UM public Awareness Committee. We're going to be working on the pre screening. They had a couple of tweaks. They wanted to make to it. We're going to work on that get that all cleaned up so we can present that at the council meeting to everybody vote on it, and then we'll move forward with that, but that's when they're going to have their next meeting so to speak. We're going to combine it with.

00:33:31.310 --> 00:33:32.900

Robinson, Kimberly S

The council meeting.

00:33:34.150 --> 00:33:40.210

Pfister, Robert H

So would y'all wanna follow suit. With that and kind of stay on the same boat and kind of wait till after the?

00:33:40.810 --> 00:33:42.730

Pfister, Robert H

The next full council meeting.

00:33:43.710 --> 00:33:53.140

+15\*\*\*\*\*01

Kevin Mullin I think we should try to stay can grow in with the other committee meeting.  
That way we're all In Sync or primarily close to Hudson W best.

00:33:54.380 --> 00:34:01.990

Pfister, Robert H

That's what we'll do so we'll get closer to our council meeting and then plan for maybe a  
mid to end of May, meeting after that.

00:34:06.430 --> 00:34:11.630

Pfister, Robert H

Well, if there are any isn't anything else, I guess we could move to adjourn.

00:34:12.300 --> 00:34:14.670

Pfister, Robert H

Anybody else in motion to adjourn.

00:34:18.270 --> 00:34:20.240

+19\*\*\*\*\*84

Motion to adjourn this Joanne.

00:34:21.570 --> 00:34:22.190

Pfister, Robert H

Second.

00:34:27.640 --> 00:34:28.850

Pfister, Robert H

Is there a second to adjourn?

00:34:29.520 --> 00:34:33.310

+15\*\*\*\*\*01

There is the second this is Kevin Mullin, a motion to adjourn.

00:34:33.910 --> 00:34:35.870

Pfister, Robert H

And all in favor right.

00:34:36.290 --> 00:34:36.710

+19\*\*\*\*\*84

Hi.

00:34:39.420 --> 00:34:42.030

Pfister, Robert H

I'm gonna get good at that I'm gonna practice in my mirror.

00:34:42.880 --> 00:34:43.270

+15\*\*\*\*\*01

Uh.

00:34:46.100 --> 00:34:54.250

Pfister, Robert H

Alright, well. Thank you everybody. I appreciate it and like I said doors open. If you have any input for anything that we've discussed and I appreciate your time.

00:34:55.330 --> 00:34:55.760

+19\*\*\*\*\*84

Thank you.

00:34:55.490 --> 00:34:56.610

+15\*\*\*\*\*01

Likewise, thank you all.

00:34:56.970 --> 00:34:57.650

Pfister, Robert H

Have a good one.

00:34:57.220 --> 00:34:57.670

+15\*\*\*\*\*01

We buy.

00:34:58.400 --> 00:34:58.790

+19\*\*\*\*\*84

Bye. Bye.

00:34:58.740 --> 00:34:59.200

Wanecski, John M

Thank you.