

Proposal for Consideration

Model for IDD Waiver Redesign Stakeholder Meetings

Tentatively agreed on – March 12, 2019

The Department offered the information and proposal below for discussion and possible agreement in its meeting on March 12, 2019 with IDD Waiver Redesign (WR) family stakeholders.

The Current PDPPC Model

The Participant-Directed Programs Policy Collaborative (PDPPC) is a monthly stakeholder/HCPF meeting focusing on HCBS waiver-based Participant-Directed Programs. These consist of the Consumer-Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS) programs. The PDPPC is an advisory meeting. Its model has existed since 2012 and has evolved to include the following components:

- **Voting members:**

PDPPC members agreed in 2012 that participants can become “voting members” by meeting stakeholder-determined attendance requirements. Their intent is to prohibit new and uninformed participants from coming into a meeting and taking over decision-making. The stakeholders keep track of voting members through their own attendance-taking. The Department does not participate in these functions.

- **Co-chairs:**

The PDPPC has one Department Co-chair and two Stakeholder Co-chairs. One of the Stakeholder Co-chairs represents CDASS constituents and the other represents IHSS constituents. The Co-chairs share responsibility for meeting facilitation and prep.

- **Meeting preparation:**

The two Stakeholder Co-chairs, the Department Co-chair and the Department Participant-Directed Programs team meet by conference call monthly to review the last meeting, agree on the next agenda and decide upon any actions needed to prepare for the meeting. The PDP team manager, Rhyann Lubitz, leads these calls.

- **Stakeholder Meeting Notes:**

A stakeholder takes meeting notes. The notes are reviewed for accuracy and any changes submitted to the author. The Department distributes draft stakeholder meeting notes to PDPPC members and posts the stakeholder-approved meeting notes.

- **Highly structured stakeholder written recommendation process:**

Stakeholders decided in 2012 to submit stakeholder-approved group recommendations to the Department. The stakeholder-defined process has several steps:

- Stakeholders raise potential recommendations and discuss them in the meeting.
- The Stakeholder Co-chairs create a draft recommendation based on the discussion.
- The group discusses and possibly revises the draft recommendation in the following meeting, where stakeholders with voting "rights" (see below) make motions for a vote. A recommendation must pass by a simple majority.
- If a draft recommendation is approved by the group, one of the Stakeholder Co-Chairs finalizes the document and submits it to the Department.
- Per agreement in 2012, the Department has 20 calendar days to send a written communication to the Stakeholder Co-Chairs, either submitting a response or stating how much more time it needs to make its response.
- At the point the Department submits its response, the PDPPC then has one week after the following PDPPC meeting to respond in turn to the Department, either to ask further questions of the Department or to communicate its disagreement with the Department's decision.
- If the PDPPC disagrees or poses questions, the Department will respond to this by the following meeting.

- **Prioritizing program recipients:**

The meetings are facilitated to prioritize time for program recipients (Medicaid clients) to be heard. Due to physical and financial constraints, almost all the program recipients call into the meetings. The facilitators alternate every comment between the room and the phone, ensuring that recipients have opportunities to speak before any paid professionals, e.g. FMS contractors, IHSS providers, County or CCB personnel, or paid advocates. The beginning of any discussion thread on a topic starts with hearing from program recipients. The co-chairs work together to manage a speaker's queue.

- **Response to disruptive behavior:**

The facilitators intervene when disruptive behavior occurs, including unhelpful conflicts between stakeholders. The Department Co-Chair verbally engages the two Stakeholder Co-chairs during conflictual or disrupted moments, if they are not already engaged, to problem-solve the situation out loud. Though it has never been required, further interventions could include removing certain callers from the call, ending the conference call, or in the extreme, ending the meeting.

PROPOSAL

Adapting the PDPPC Model to serve the WR Meeting Process

- **Move from “voting” to “consensus”:**

The PDPPC voting model is based on attendance. A stakeholder must attend three meetings in a row to attain voting rights. Attendance must be consistent (not 100%) to keep voting rights. This process is important to PDPPC members. The WR process should not use a voting method, for the following reasons:

- It would be too time-consuming to develop.
- It would be confusing to decide who is initially “grandfathered” in as a voter – and who would decide?
- The amount of WR policy decisions that need to be made to meet deadlines do not allow time for a voting/recommendation process.

The Department proposes a consensus or similar model, indicating that the more fully the group can reach consensus, the stronger the advice/request they make to the Department. When a recommendation is made, a quick measurement of the level of consensus/agreement can be made, then the process moves on.

The Stakeholder Co-chairs (see below) should be used as leaders to participate actively in the consensus-seeking process, to give it legitimacy.

- **Stakeholder Co-chairs:**

The Department proposes the appointment of two Stakeholder Co-chairs. We ask today for your input on what attributes are needed for successful Stakeholder Co-chairs. The Department will genuinely collaborate with these Co-chairs as leaders to:

- Prepare for meetings via a monthly meeting prep call
- Work with the primary facilitator during meetings to manage the time to meet the goals of the agreed-upon agenda
- Deal jointly with disruptions during meetings

- Review decisions made, next steps identified, and all “parking lot items” noted before the end of any meetings.

The Department estimates the number of hours required for a Stakeholder Co-chair is 8-10 hours per month.

Having two Stakeholder Co-chairs will increase the likelihood that at least one will be present at all meetings. The agreed-upon stakeholder engagement model and rationale will be reviewed with the new Co-chairs, for their input and agreement, during the appointment and initial planning process.

- **Use a Department staff person, trained in meeting facilitation, as the primary facilitator in meetings:**

The Department proposes John Barry as the primary facilitator of the meetings and the meeting prep calls. John and the entire team will collaborate with the Stakeholder Co-chairs. He will be the contact for any meeting needs, such as accommodation requests, venue issues, tech issues, etc.

- **Meeting Preparation:**

Conference calls will be used to plan the meetings, to include the Co-chairs and the Department IDD WR team.

- **Transparency / Communications:**

- The Department will maintain a running log of parking lot items from meetings
- All WR stakeholder meeting documents will be posted on the Department’s IDD Waiver Redesign webpage.
- The Online Forum Change Log reflecting stakeholder input will be maintained
- The collaborative work process between the Stakeholder Co-chairs and Department staff will be described at each meeting
- The Department will publish a quarterly update to keep stakeholders informed on progress of the IDD Waiver Redesign work.
- A Frequently Asked Questions (FAQ) document and other supporting materials will be posted on the IDD WR webpage.
- Information about how stakeholders can become involved in this work will be clearly stated on the IDD WR webpage and on all meeting agendas.
- The Department commits to having two staff contacts at all times, as follows:
 - John Barry will address any concerns about meeting processes, in collaboration with the Stakeholder Co-chairs.

- An OCL staff will address all policy questions/concerns related to the overall work.
- Any meeting notes will be created by stakeholders. The Department will distribute stakeholder meeting notes agreed upon by the author and the Stakeholder Co-chairs. The Department requests the opportunity to give comments and corrections on the quoted statements of staff in the draft notes, prior to distribution.

Next Steps:

- Confirm acceptance of Stakeholder Co-chair positions - immediately
 - Quickly conduct a brief coordination and planning process with the newly appointed Stakeholder Co-chairs.
- Coordination and agreement on:
- The collaboration between the Stakeholder Co-chairs and the Department
 - The consensus model to be used during meetings
 - Communication materials, methods, and timelines
 - In-meeting modalities for participation (options include WebEx, conference call, chat log, audio recording)
 - Meeting processes, such as ground rules, attendance-taking, meeting notes, and Service Coverage Standards final review process
- Initial planning with the Stakeholder Co-chairs to include:
- Review data for a common understanding of the current status of the work
 - Agree on a strategy for increasing stakeholder participation from all stakeholder types/perspectives (families, advocates, providers, CCBs, etc.)
 - Agreement on an IDD Waiver Redesign timeline and a calendar of meetings
- Communicate the above coordination and planning decisions to all IDD Waiver Redesign stakeholders
 - The Department is pursuing options to help families, advocates, and non-paid individuals participate in this work, such as: off-site meeting locations, potential options for reimbursement for families, individual advocates, and others who are not paid by an employer to participate in the meetings, etc.