

**THI/SCI TRUST FUND
QUARTERLY ADVISORY BOARD MINUTES
May 19, 2011**

Attending Board Members: William E. Moak, Yadi Mark, Carol Harbo, Kenneth Alexander, Anne Olivier, Andrew Kuyoro and John "Jay" Lyles. **Agency Staff:** Program Manager Alicia Smith and assistant Valencia Roberts.

Call To Order. The meeting was called to order by William E. Moak.

Minutes. There were no changes to be made to the previous minutes. Carol Harbo made a motion to approve them as presented, seconded by Yadi Mark, and approved.

Introductions. Everyone in attendance introduced themselves. There were no new members.

Program Updates

Financial Update. Program Manager, Alicia Smith, made mention that we are in the process of moving money in the budget over to client services, in order to continue to process approved goods/services for clients. There will be about \$250,000 moved over for client services. There is no money shown under Building/Parking for Administrative Costs in the financial report right now; it will be shown at the end of the year. Alicia conducted site reviews in North Louisiana; therefore, there will be a change in the figure under Travel. William inquired about the current balance of the trust fund. It had not been calculated on this report; however, Alicia said she will make a column with the balance in the future. Carol commended Alicia for having the program's finances under control and for providing everyone with a financial report.

Caseload. Currently, there are 540 clients that are actively being served by the trust fund. There are 14 cases that have been closed this fiscal year and 191 cases that were transitioned to their Case Manager with the waiver services. Alicia is anticipating opening new cases, with the intent of targeting everyone on the waiting list. After completion of the validation process, there are about 300 individuals on the waiting list. With opening new cases, the program will be monitored closely as to avoid expending all funds. There is no longer a backlog; plans are current. Valencia has worked diligently to bring the plans current, and there was no need to hire an additional staff for this task. Ken Alexander highly commended the DHH staff on such a great job that has been done in the past eleven months after taking over the trust fund program.

Denial letters have been sent out and we have received a number of responses requesting appeals. There has been an estimate of about 200 denials, ranging from various requests such as landscaping, granite countertops, tractors, etc. One of the first areas that were given attention when DHH took over the trust fund was justification for the numerous requests that were submitted. The Case Managers were asked to provide more detailed and specific reasons and not just a blanket statement on all plans. The justifications provided by the Case Managers are really important and relied upon greatly in order for valid decisions on approvals and denials to be made. Andrew Kuyoro suggested that we collect data so as to put some kind of guidelines in place as far as denials are concerned, so that the clients and/or Case Managers will have a better understanding of what may or may not be approved to be paid for by the trust fund. John Lyles asked that they be provided a list of the goods/services that were denied. Ken mentioned that providing this list to the Board may give Alicia support on

her decision to deny these requests. It may help avoid the Board having to micro-manage the program as well, if they are aware of the requests that may hinder approval in the future.

Administrative reviews will be set up in the near future for those who requested an appeal. The Administrative Review Committee will consist of the Program Manager and at least one member of the trust fund Advisory Board. Andrew requested that he be on this committee. John also offered his assistance if his schedule permitted. For convenience to the clients, these reviews will be conducted by way of teleconference.

Provider Contracts. There is not much instruction/guidelines in the current contracts for the Case Managers. The contracts are, however, in the process of being revised which will include specifics regarding home visits, submitting proper information on plans, etc. In addition, we currently conduct bi-weekly trainings with the Case Managers on conference calls, keeping them up-to-date with the program.

The Louisiana Workforce Commission wants to begin charging us for use of the AWARE computer program that we currently use. Alicia has made inquiries to ULL regarding prices and what is involved in order for us to get our own computer system. ULL can build a system to track everything we need it to for the program. Ken and John suggested and made reference to some other companies that they are aware of also.

Resource Center Contract. In March Carol, William, Alicia and Valencia met with the Brain Injury Association of Louisiana to discuss what is needed for the Resource Center. The resulting contract for the Resource Center is in the approval process. Carol passed out **Attachment B** to the proposed BIALA contract which indicates the purpose, deliverables, performance indicators, monitoring plan and payments for the center. Alicia reported that the contract is currently awaiting approval from Division of Administration. William expressed his belief from the March meeting that the Resource Center Contract would have been under way by this time and reiterated the importance to the injured and their families to activate this contract ASAP.

Other. Carol reminded the Board that there is an annual review that is to be done on the case records housed at the trust fund office. Usually, Carol & William have conducted this review in the past, but it is open to any of the Board members. John offered his assistance where needed in this area as well. Alicia will be contacted when they are ready to schedule this review.

The meeting dates for the rest of 2011 are as follows: August 11 and November 10. All meetings begin at 10:00 a.m. and are held at PACE, 7436 Bishop Ott Dr., Baton Rouge, LA 70806.

Public Comment. There was no public present.

Adjourn. There was a motion by John and a second by Andrew to adjourn the meeting.

**THE DATE OF THE NEXT TH/SCI ADVISORY BOARD MEETING IS
August 11, 2011**

Respectfully submitted,
Valencia Roberts, Admin. Prog. Spec.