

WEBVTT

1 "Shelly Brown" (2338860032)

00:00:01.285 --> 00:00:13.975

Team and today we are going to take the opportunity to talk with you about the consultation process, or at least to provide an overview of the consultation process for EA, services or more commonly known as home modification.

2 "Shelly Brown" (2338860032)

00:00:14.305 --> 00:00:26.695

And what we really want to do today is kind of highlight our collaboration with Missouri, inclusive housing, and go over some more of these specific assistants that can be provided some of the experiences we've had since the development of our team.

3 "Shelly Brown" (2338860032)

00:00:26.695 --> 00:00:29.695

And what we feel has been successful and has really, um.

4 "Shelly Brown" (2338860032)

00:00:30.025 --> 00:00:40.225

Get to the successful outcome of utilizing this service. So I'm joined today with Chris Rodriguez who is here and currently works with home modifications with Missouri, inclusive housing.

5 "Shelly Brown" (2338860032)

00:00:40.765 --> 00:00:48.565

So, to begin, we'll give the little quick where, who, when why, um, the IAE service, and why it's become such a focus.

6 "Shelly Brown" (2338860032)

00:00:48.865 --> 00:00:57.715

So, as many of, you know, part of our organizational efficiency, there was the development of the team, which is universal designing assistant technology. Um.

7 "Shelly Brown" (2338860032)

00:00:58.050 --> 00:01:12.085

The universal design is specific to the area or focus of services, and the home and vehicle modification. So last December we implemented a consultation process that is available to anyone who is requesting services.

8 "Shelly Brown" (2338860032)

00:01:12.415 --> 00:01:16.585

Um, we also provide technical assistance at any time. It can be just a quick question.

9 "Shelly Brown" (2338860032)

00:01:16.855 --> 00:01:27.835

Um, it could be multiple questions, but we do have a specific consultation process that is that we do provide that will be a more thorough review of documentation and plans.

10 "Shelly Brown" (2338860032)

00:01:28.050 --> 00:01:40.855

So, with that EA, consultation services, as I stated, it can be for anybody who's requesting EA, services. But we do have a requirement that any service request over 5,000 dollars would be reviewed by our team.

11 "Shelly Brown" (2338860032)

00:01:40.855 --> 00:01:44.545

And this was developed to ensure that we're using statewide consistency.

12 "Shelly Brown" (2338860032)

00:01:44.545 --> 00:01:57.895

And service delivery of EA, and as well as to ensure that we have completion of jobs with optimal satisfaction for families and individuals and this also allows us to provide guidance and education along the way for. for

13 "Shelly Brown" (2338860032)

00:01:58.050 --> 00:02:03.090

Only providers and service coordinators, but also for families of what to expect in the process.

14 "Shelly Brown" (2338860032)

00:02:04.225 --> 00:02:18.565

So 1 of the things, when you begin, with the consultation process, we're going to ask that you provide us with an evaluation, the bid or bids that were received for that with that request.

15 "Shelly Brown" (2338860032)

00:02:18.745 --> 00:02:32.545

And then, of course, the ISP, and within those 3 documentations, we're going to review to ensure that there is matching language and all. So, for instance, if the is recommending a roll in shower, we're going to be sure that the bid.

16 "Shelly Brown" (2338860032)

00:02:33.090 --> 00:02:47.130

So, mimics that we don't want to see that they're installing a bathtub when it was specific to a roll in shower. We're also going to be sure that the ISP addresses those same issues, and that there's justification for the need of that service. So.

17 "Shelly Brown" (2338860032)

00:02:47.130 --> 00:02:59.035

What I will do here in a minute is we'll go to the website, because we do have tools that will review each 1 of these, and some actually sample tools that you can utilize when doing in that planning process.

18 "Shelly Brown" (2338860032)

00:02:59.695 --> 00:03:13.915

The other thing we look at in our initial consultation is to ensure that the modification provides increase independence and accessing the home

and we're doing this to fit within the waiver definition. Sometimes we see that. There are a whole modification requests.

19 "Shelly Brown" (2338860032)
00:03:13.915 --> 00:03:16.945
That are actually more typical maintenance or repair.

20 "Shelly Brown" (2338860032)
00:03:17.155 --> 00:03:30.685
Jobs or maybe they also go in line with what we would consider prohibitive practices as for the division in general. And so we want to be sure that the request actually fits in within that waiver definition. So, some examples might be that.

21 "Shelly Brown" (2338860032)
00:03:30.685 --> 00:03:41.905
We again, we'll go back to that walk in shower. There may be a request for a walk in shower because that individual is not able to utilize that shower for their daily hygiene or some other daily needs.

22 "Shelly Brown" (2338860032)
00:03:42.295 --> 00:03:46.615
Um, that is something that seems to be a legitimate request through home modification.

23 "Shelly Brown" (2338860032)
00:03:47.340 --> 00:03:59.905
1, that may be not be, um, a request that we would want to approve is something, because the, the current shower is not working. We consider that to be a home repair and that would not fall under this category.

24 "Shelly Brown" (2338860032)
00:04:00.235 --> 00:04:14.035
So we do want to go through and make sure that every request is within the waiver definition. And again, we stress that the waiver definition does provide increased independence in accessing their home. So, there may be times when although that as a need in their home.

25 "Shelly Brown" (2338860032)
00:04:14.245 --> 00:04:17.035
It may not fit the definition and it would fall under, um.

26 "Shelly Brown" (2338860032)
00:04:17.340 --> 00:04:22.380
Go home repair or typical maintenance for that for that homeowner. So.

27 "Shelly Brown" (2338860032)
00:04:22.380 --> 00:04:33.055
It is hard to generalize exactly what is covered and what isn't because every request is unique in nature. It's unique to an individual need and that's exactly how it's supposed to work.

28 "Shelly Brown" (2338860032)
00:04:33.355 --> 00:04:39.445

So, we do look at this more thoroughly and ensure that this is present when we go through that consultation process.

29 "Shelly Brown" (2338860032)
00:04:40.584 --> 00:04:51.864

We may also provide, during this process, some reminders or recommendations and recommendations could be that there was mismatched language between those 3 documents it could be that there's not enough clarity in the bid.

30 "Shelly Brown" (2338860032)
00:04:52.074 --> 00:05:02.694

Um, or it could be that we feel like there are some cracks or areas that would allow for an unsuccessful outcome. And so we may ask that those be reviewed or more information, be provided.

31 "Shelly Brown" (2338860032)
00:05:03.024 --> 00:05:09.624

We also may give reminders that are as simple as ensuring that this is not provider owned or controlled. This is within the cap of.

32 "Shelly Brown" (2338860032)
00:05:09.689 --> 00:05:18.534

A waiver, or that, even the landlord has given permission for use of the service in their home. So there are a lot of different ways that we can go through the process.

33 "Shelly Brown" (2338860032)
00:05:18.804 --> 00:05:31.044

Um, but those 3 documents will be the most significant and ensuring that we have the information we need to help you and help guide along that process. So, once you've gone through that, there may be a very easy request.

34 "Shelly Brown" (2338860032)
00:05:31.074 --> 00:05:39.684

Um, and you may find that once we go through that initial process, and we look at the components, the required components, everything is in place, and you can go on to the next phase.

35 "Shelly Brown" (2338860032)
00:05:39.689 --> 00:05:43.829

Which would be for your review and I do want to, um.

36 "Shelly Brown" (2338860032)
00:05:43.829 --> 00:05:56.844

Highlight that we are not you are, we are not going to approve this service, but we're going to ensure everything is in place for that you are review. So if you hear back from us, um, we've done our review and everything's ready for that next step.

37 "Shelly Brown" (2338860032)
00:05:57.054 --> 00:06:02.034

You will go on to that you are review and they will make the determination if that service is approved.

38 "Shelly Brown" (2338860032)

00:06:03.144 --> 00:06:11.574

If this is, maybe 1 of more complex nature, and we see that there's a lot of different a lot of different,

39 "Shelly Brown" (2338860032)

00:06:11.574 --> 00:06:26.514

detailed oriented projects or maybe it's something that we can see that there's been some experiences with it before that we perhaps need to provide some different guidance, we very well at this point may bring in Missouri, inclusive housing.

40 "Shelly Brown" (2338860032)

00:06:26.724 --> 00:06:32.574

So we meet with them weekly to review some of these situations and to review some of these quests requests and.

41 "Shelly Brown" (2338860032)

00:06:32.669 --> 00:06:35.634

That gives us an opportunity to brainstorm on some of the recommendations,

42 "Shelly Brown" (2338860032)

00:06:35.904 --> 00:06:50.604

but it also gives us an opportunity to utilize their services and how they can assist in some of those projects where there there are some concern where there's some been some trouble trying to get it to work out we know that construction is just not as easy as what it looks like in

43 "Shelly Brown" (2338860032)

00:06:50.604 --> 00:07:00.864

paper and sometimes in application those things start to develop some problem areas. So this is an area where we can really bring in Missouri housing, and they can bring in some, um.

44 "Shelly Brown" (2338860032)

00:07:01.199 --> 00:07:10.289

More detailed, direct support, and I'm actually gonna turn that over to Chris to let him go into some more detail about the role that they played in that process.

45 "Cris Rodriguez" (1069069824)

00:07:11.184 --> 00:07:26.154

Thank you, Shelley and good afternoon. Everyone, um, as Shelly mentioned, uh, the process of with the home modifications, when there is consultation, those are going to 1st be reviewed at the, um, group.

46 "Cris Rodriguez" (1069069824)

00:07:26.543 --> 00:07:32.664

And at that point, if they are, there are some complications, or there's some specific request, uh.

47 "Cris Rodriguez" (1069069824)

00:07:33.029 --> 00:07:40.859

Then that can get referred to mow housing and that's where I come in, uh, my job primarily as.

48 "Cris Rodriguez" (1069069824)

00:07:40.859 --> 00:07:50.489

Consulting on these is I'm going to request, like the, uh, or PT evaluation and, uh, any bids and.

49 "Cris Rodriguez" (1069069824)

00:07:50.489 --> 00:08:01.644

A lot of times before it, even goes to bed, um, Mo, housing's gonna look at the and the ISP to ensure it's, it's complete and all the information is there.

50 "Cris Rodriguez" (1069069824)

00:08:02.004 --> 00:08:09.744

Uh, and then it coincides with the, and the needs at that point. Uh, we look to make sure it's very clear that.

51 "Cris Rodriguez" (1069069824)

00:08:10.434 --> 00:08:23.364

Uh, if a contractor gets the evaluation that they clearly know what they're gonna be bidding on at that time. And so it's really important that we look at that prior to, uh, the contractors.

52 "Cris Rodriguez" (1069069824)

00:08:23.364 --> 00:08:30.204

If there's any questions, or there's something new or something different that may come up, uh, in in the bids.

53 "Cris Rodriguez" (1069069824)

00:08:30.654 --> 00:08:40.044

Um, also, I just want to mention to while we're on on the call is that on, um, August, 23rd, Jason and Omar who's also. also

54 "Cris Rodriguez" (1069069824)

00:08:40.074 --> 00:08:54.684

On the universal design and assistive technology group he and I are going to be doing a, uh, training with PT and who are contracted with the state and others that have been providing those evaluations, uh,

55 "Cris Rodriguez" (1069069824)

00:08:54.684 --> 00:09:09.684

just to review what some of the needs are that we have, uh, prior to those, um, evaluations going to contractors so, 1 thing to keep in mind, when you get the evaluation, is that not all contractors may be familiar with.

56 "Cris Rodriguez" (1069069824)

00:09:10.049 --> 00:09:24.599

Our verbiage that's used in an evaluation, so it's really important that we communicate clearly as to what, uh, modifications are gonna be needed in any specifics around that area.

57 "Cris Rodriguez" (1069069824)

00:09:24.924 --> 00:09:37.014

Uh, at that point, when, uh, those go out in the bids, come back, um, we try to work side by side with you, uh, once we're, uh, been requested to do the consultation,

58 "Cris Rodriguez" (1069069824)

00:09:37.044 --> 00:09:48.114

and we'll look at those bids uh, and the consultation from the, uh, to make sure that they coincide and that they're, uh,

59 "Cris Rodriguez" (1069069824)

00:09:48.144 --> 00:09:54.504

comparable to the outcomes that are for the home modification are clearly identified and that.

60 "Cris Rodriguez" (1069069824)

00:09:54.599 --> 00:10:04.679

Also, the contractors bidding on those modifications, uh, that need to be there also whenever there's modifications done. Of course, there's other.

61 "Cris Rodriguez" (1069069824)

00:10:04.704 --> 00:10:09.864

Things that need to happen, sometimes with electrical plumbing flooring, different things like that.

62 "Cris Rodriguez" (1069069824)

00:10:10.104 --> 00:10:22.014

And so we want to clearly look at all those things to make sure that they are in line with the home modification and are going to meet all the requirements around the home modification process.

63 "Cris Rodriguez" (1069069824)

00:10:22.464 --> 00:10:26.994

Uh, this way we don't run into problems later on after the project's completed.

64 "Cris Rodriguez" (1069069824)

00:10:27.239 --> 00:10:30.629

Or there is a price increase or something like that.

65 "Cris Rodriguez" (1069069824)

00:10:30.629 --> 00:10:45.414

Um, and 1 of the things, I mean, most of us know this right now, if any of you've had to do any work or order anything, there are some things around products that sometimes are delayed. Uh, and so we're going to be, um.

66 "Cris Rodriguez" (1069069824)

00:10:45.719 --> 00:10:59.339

Needing to recognize that, sometimes those things may not happen within a week or 2 weeks. Uh, but we want to work with that contractor to ensure that we can get the project done as as quickly as possible.

67 "Cris Rodriguez" (1069069824)

00:10:59.339 --> 00:11:07.739

I think the other thing to remember too, is that not all these contractors, this may not be their primary work and, uh, so we.

68 "Cris Rodriguez" (1069069824)

00:11:07.739 --> 00:11:20.909

I have to work closely with them, uh, in the timeframe when the products come in and the family to ensure that they can get in, get the modification done once they get those products in a timely manner. Um.

69 "Cris Rodriguez" (1069069824)

00:11:20.909 --> 00:11:28.799

So, once those, uh, just to kind of a quick overview, we've been involved in a number of projects, uh, I go on site.

70 "Cris Rodriguez" (1069069824)

00:11:28.799 --> 00:11:36.149

If requested, uh, to meet with the support coordinators, I'll meet with the families and the contractors together.

71 "Cris Rodriguez" (1069069824)

00:11:36.149 --> 00:11:48.864

We'll look and see what the plans are for the modification and the project. Uh, so everybody understands and they have a very clear picture of what's gonna be happening with that home modification.

72 "Cris Rodriguez" (1069069824)

00:11:49.314 --> 00:11:52.704

And that's really important, especially those projects that are fairly.

73 "Cris Rodriguez" (1069069824)

00:11:52.979 --> 00:11:57.804

Involved or complicated, uh, that the family understand what's gonna be happening.

74 "Cris Rodriguez" (1069069824)

00:11:57.804 --> 00:12:12.324

It is their home, their understanding what's going to be happening to their home how that contractor's gonna work and, uh, what that final, uh, modifications gonna, uh, how it's gonna be able to support the individual, uh,

75 "Cris Rodriguez" (1069069824)

00:12:12.414 --> 00:12:13.974

based on what's been recommended.

76 "Cris Rodriguez" (1069069824)

00:12:14.309 --> 00:12:17.609

Recommended, uh, we've also invited.

77 "Cris Rodriguez" (1069069824)

00:12:17.784 --> 00:12:29.754

At times the physical therapist, or the occupational therapist to join us, because sometimes the structure of the home will not accommodate what was mentioned in the evaluation.

78 "Cris Rodriguez" (1069069824)

00:12:29.754 --> 00:12:40.074

So, it's real important that we sit down to look at that to see if there's other options in that, the PT, or, um, is in agreement with those,

79 "Cris Rodriguez" (1069069824)

00:12:40.074 --> 00:12:47.004

and can amend the evaluation cause that's what the providers and the contractors are going to be.

80 "Cris Rodriguez" (1069069824)

00:12:47.609 --> 00:12:55.494

How you waited on when it's finalized is that they met all those outcomes and with the items that the had recommended at that time.

81 "Cris Rodriguez" (1069069824)

00:12:56.484 --> 00:13:06.144

Um, so, uh, the planning, uh, we're, we're here to support you, we'll work side by side even if the ISP, the Pete, and the, uh,

82 "Cris Rodriguez" (1069069824)

00:13:06.174 --> 00:13:17.184

PT and evaluation needs to be somewhat redesign to meet the requirements of the, uh, EA, service.

83 "Cris Rodriguez" (1069069824)

00:13:17.609 --> 00:13:26.729

Prior to it, like Shelley mentioned prior to it, going to utilization review. So we try to clean up everything prior to it going there. So that we know.

84 "Cris Rodriguez" (1069069824)

00:13:26.814 --> 00:13:38.244

And the utilization review team knows exactly. What's gonna be taking place. And it's very, uh, clearly spelled out. We've had some really good um, luck lately I guess. Luck.

85 "Cris Rodriguez" (1069069824)

00:13:38.274 --> 00:13:47.994

But we've had some really good, uh, uh, involvement, uh, with a few of the projects and those that are seem to be successful.

86 "Cris Rodriguez" (1069069824)

00:13:47.994 --> 00:13:56.634

Are those where we meet with everyone, uh, when we get that consultation and and just walk through the whole project make sure everything is.

87 "Cris Rodriguez" (1069069824)
00:13:56.729 --> 00:14:05.334
Is ready to go and, uh, prior to going into utilization review and that the project and the contractor can get started on those.

88 "Cris Rodriguez" (1069069824)
00:14:05.994 --> 00:14:13.884
I do want to mention if you are involved in currently involved in a project that it's really important.

89 "Cris Rodriguez" (1069069824)
00:14:13.974 --> 00:14:22.704
Um, that if they're that people are observing or checking in with the family to ensure that the work that is being done.

90 "Cris Rodriguez" (1069069824)
00:14:23.334 --> 00:14:34.494
Uh, is, what is all agreed upon uh, and if there are any time that there are is a situation that comes up that there's a disagreement or a dispute over something,

91 "Cris Rodriguez" (1069069824)
00:14:34.914 --> 00:14:43.164
if you would please give us a call as soon as possible because we'd like to get involved prior to the project, or prior to people, um,

92 "Cris Rodriguez" (1069069824)
00:14:43.194 --> 00:14:53.004
having some disagreements about how the project's going so that we can go in and help facilitate the rest of that process to get it completed. Um, because the only 1 that's going.

93 "Cris Rodriguez" (1069069824)
00:14:53.009 --> 00:15:05.064
To, uh, really, um, end up, not being supported as the individual if they're continuing to wait because there's a holdup or there's a dispute about something in the home.

94 "Cris Rodriguez" (1069069824)
00:15:05.574 --> 00:15:12.624
Uh, and we have some that that have happened prior to the utilization or prior to the group. Um.

95 "Cris Rodriguez" (1069069824)
00:15:12.989 --> 00:15:27.234
Coming in there were a number of home modifications that had been going on, for we found out for a year or 2 years and, uh, we've had to go in and do some mediation and facilitation with providers and families, uh,

96 "Cris Rodriguez" (1069069824)
00:15:27.234 --> 00:15:32.094
to ensure that we can get the project completed, and so we want to try and avoid those in the future.

97 "Cris Rodriguez" (1069069824)

00:15:32.694 --> 00:15:42.924

Uh, I think the team has been very, very, uh, beneficial in, uh, remediate a lot of those situations that have come up and, uh, getting.

98 "Cris Rodriguez" (1069069824)

00:15:42.989 --> 00:15:47.429

People that supports that they need with their home modifications.

99 "Cris Rodriguez" (1069069824)

00:15:47.429 --> 00:16:00.569

Um, I think at this time, like I said, uh, there's gonna be things on the chat box, uh, that has the, uh, universal design, um, groups email in there.

100 "Cris Rodriguez" (1069069824)

00:16:00.569 --> 00:16:15.294

That's the 1st, place to start. Uh, if you have any questions about your home modifications. Uh, I've also included the MO, Missouri, inclusive housing website and and the email that's in there. If, uh, you need to contact us.

101 "Cris Rodriguez" (1069069824)

00:16:15.654 --> 00:16:30.474

That's fine. But we prefer that. You go through if it's on a home modification, we prefer that you contact the universal design group. 1st. Um, and then that way, we keep kind of keep track of what's going on and we meet weekly with those projects, uh, that.

102 "Cris Rodriguez" (1069069824)

00:16:30.569 --> 00:16:36.029

Going on, so we, uh, can stay on top of those and support the folks out there that need us.

103 "Cris Rodriguez" (1069069824)

00:16:36.029 --> 00:16:41.009

Uh, I think at this time, Shelley, I turn it back over to, you.

104 "Cris Rodriguez" (1069069824)

00:16:41.009 --> 00:16:46.739

Uh, to kind of go over some of that flow charts and different things like that on how things work.

105 "Shelly Brown" (2338860032)

00:16:47.334 --> 00:17:01.344

Right so 1 area we also know is that we do have that consultation once you've acquired bids and once you've acquired your and those those things. But we also recognize that sometimes there needs to be some assistance just in the planning process.

106 "Shelly Brown" (2338860032)

00:17:01.704 --> 00:17:15.054

So absolutely. Contact us at any time during that process. Um, we'll be more than happy to assist you in that. And we've also tried to develop some tools that are available on the websites and I'm going to quickly just go over to where those are located.

107 "Shelly Brown" (2338860032)
00:17:15.594 --> 00:17:16.734
So that you can browse through that.

108 "Shelly Brown" (2338860032)
00:17:16.739 --> 00:17:31.374
Yourself or utilize them, if need be. So we've locate them under case management providers. And if you look under planning and ISP development, we get the 1st spot there. So you can see from the list of documents here.

109 "Shelly Brown" (2338860032)
00:17:31.374 --> 00:17:46.074
You know, you're getting started is going to be an overview of our process as well as, with the waiver definition. And some of the things that we can offer you as a service to the team. Um, we have a home modification flow chart that I'll just quickly bring up and it's going to actually help the service coordinator.

110 "Shelly Brown" (2338860032)
00:17:46.074 --> 00:17:46.734
Go through. What.

111 "Shelly Brown" (2338860032)
00:17:46.739 --> 00:17:56.519
The next steps should be, um, and then what the process is, if it comes through a consultation, or when you may need to acquire some extra assistance, um.

112 "Shelly Brown" (2338860032)
00:17:57.234 --> 00:18:08.664
I got 2 new screens open. Let me pull these down a little bit. Um, we also have located there. I went too far, um, the evaluation. This is actually a tool that can be used.

113 "Shelly Brown" (2338860032)
00:18:08.844 --> 00:18:13.614
We do recognize that most have their own agency. Um.

114 "Shelly Brown" (2338860032)
00:18:14.094 --> 00:18:26.244
Agency tool that is used, which is totally appropriate, but this tool is actually going to allow you to see the content that is required. And so you can go through this and begin to understand what to expect when you do get an review.

115 "Shelly Brown" (2338860032)
00:18:26.424 --> 00:18:34.974

Even if it isn't this identical form, um, and this will help, you also do some of the planning because you can see the content that will be required in the evaluation.

116 "Shelly Brown" (2338860032)
00:18:35.369 --> 00:18:38.879
We also have this for a bid tool.

117 "Shelly Brown" (2338860032)
00:18:39.384 --> 00:18:53.844
Um, that you can see that providers can use again. Most often they do have their own bid estimate tool, but this will show you exactly what is utilized and what required required criteria needs to be included in their bid.

118 "Shelly Brown" (2338860032)
00:18:54.444 --> 00:19:08.784
And then, maybe most importantly is this final walk through checklist um, 1 thing that we know is, we don't have direct contact with the family in this process. So we'll be working with the service coordinator, the provider contract provider and for.

119 "Shelly Brown" (2338860032)
00:19:09.564 --> 00:19:23.574
So, it's really important that the service coordinators still serves as that hub of the communication. And 1 of those things that we have noticed is the service monitoring aspect of home can be difficult sometimes because it seems like it's such a foreign world.

120 "Shelly Brown" (2338860032)
00:19:23.574 --> 00:19:37.224
And so we're not asking, of course, for anybody to go in and approve a construction job or to validate that the, the construction was done appropriately or that it was done within compliance of permit codes and other things like that.

121 "Shelly Brown" (2338860032)
00:19:37.494 --> 00:19:38.724
But what we do want to.

122 "Shelly Brown" (2338860032)
00:19:38.879 --> 00:19:45.324
Is make sure that there is constant contact to ensure that there is satisfaction with the process as it's going.

123 "Shelly Brown" (2338860032)
00:19:45.564 --> 00:19:57.774
So some projects may need really increased amounts of service monitoring and other projects may not need quite as intense, but just as, like, you do with the residential service, and you go out and do a monthly service monitoring.

124 "Shelly Brown" (2338860032)
00:19:58.284 --> 00:20:08.784

This 1 is going to require a service monitoring for completion of the project and this final walk through is something that you can use as a checklist to kind of go through and see if this is.

125 "Shelly Brown" (2338860032)

00:20:08.879 --> 00:20:20.424

If this is something that is done to assess to satisfaction of all those who are involved in the process, we think best practice is always to have this final walk through with the family individual,

126 "Shelly Brown" (2338860032)

00:20:20.904 --> 00:20:35.424

the construction contractor as well as with the service coordinator. So that we are all on the same page of anything that needs resolution, and this also allows everybody to have the opportunity to go through and ask questions or receive additional feedback.

127 "Shelly Brown" (2338860032)

00:20:35.454 --> 00:20:38.814

And some of the warranty or manufacturer information that may be.

128 "Shelly Brown" (2338860032)

00:20:38.879 --> 00:20:53.514

Associated with that home modification. We also find that this phase that sometimes there is the walk through, um, or perhaps through the process. We encounter that. Something has gone wrong. Um, the modification is not going the way.

129 "Shelly Brown" (2338860032)

00:20:53.514 --> 00:21:08.154

The family had interpreted, or the, the interpretation looks differently than the bid. And so what we want to do is is our consultation process is really designed to try to offset those from those opportunities from occurring.

130 "Shelly Brown" (2338860032)

00:21:08.514 --> 00:21:08.724

But.

131 "Shelly Brown" (2338860032)

00:21:08.879 --> 00:21:23.184

That does happen, we do want to be able to provide mediation as quickly as possible because when we can try to get in there and make sure everybody's on the same page, then hopefully we can complete that project before we get to the point where everybody has walked away,

132 "Shelly Brown" (2338860032)

00:21:23.544 --> 00:21:33.804

so 1 of the things I'm going to have Chris talk through as well, is some things that he has seen in that mediation process he has actually gone out to provide that when not everybody is on board.

133 "Shelly Brown" (2338860032)

00:21:34.044 --> 00:21:38.814

Um, not everybody has the same, um, satisfaction level at the end of a project.

134 "Shelly Brown" (2338860032)

00:21:38.879 --> 00:21:45.299

Um, and so he's going to talk a little bit about some of those mediation services that he can provide as a neutral party.

135 "Cris Rodriguez" (1069069824)

00:21:45.714 --> 00:21:59.004

Okay, and 1 quick thing I wanted to mention too, before I talk about that is that on the bid that Shelley put up there earlier there's 2 sheets on that bed on the, uh, sample bed and 1 of the things. That's really important.

136 "Cris Rodriguez" (1069069824)

00:21:59.004 --> 00:22:06.324

I want to stress is that if you're sending out bids and they're coming in over the cap, the waiver cap.

137 "Cris Rodriguez" (1069069824)

00:22:06.864 --> 00:22:12.894

Do not be scared off by that um, those are are really good ones to send to us to look at.

138 "Cris Rodriguez" (1069069824)

00:22:13.644 --> 00:22:28.404

Uh, there are other funding sources out there that we might be able to seek, or the family may even want to contribute towards the cost of that. So that 2nd, sheet on the bid will incorporate any contributions that are being made towards a bid.

139 "Cris Rodriguez" (1069069824)

00:22:28.404 --> 00:22:36.024

So, if it goes over the cap, we can show that that funding is going to come someplace else before it gets final approval through the regional office.

140 "Cris Rodriguez" (1069069824)

00:22:36.539 --> 00:22:47.909

Uh, for the requested amount from the regional office, um, a couple things that Here's some things that I've run into. Just. So you're aware is that there were some projects that were started.

141 "Cris Rodriguez" (1069069824)

00:22:47.909 --> 00:22:58.739

Um, and what we found out is that the, the family wasn't happy with some of the quality of the work that the contractor did. Um.

142 "Cris Rodriguez" (1069069824)

00:22:58.884 --> 00:23:13.164

And the situation where we've had to go in and remediate is that the contractor has already built for that service. Uh, and so basically they were getting paid and it's completed in their eyes that it it was done.

143 "Cris Rodriguez" (1069069824)
00:23:13.434 --> 00:23:15.894
But the family did not like the quality of the work.

144 "Cris Rodriguez" (1069069824)
00:23:16.139 --> 00:23:25.139
So those often come to me to go meet with the contractor, the provider,
uh, we sit down and we look at.

145 "Cris Rodriguez" (1069069824)
00:23:25.139 --> 00:23:38.399
What was done the quality of the work, uh, the expectation and hopefully
we can get the contractor to come back in and fix those items. If it is
something that was truly.

146 "Cris Rodriguez" (1069069824)
00:23:38.399 --> 00:23:48.954
Uh, not done correctly, or with not part of the bid process, or they,
there was a shortcut taken on that process.

147 "Cris Rodriguez" (1069069824)
00:23:48.954 --> 00:23:54.354
We recently had 1 where there was a hole put into a wall to run an
electrical.

148 "Cris Rodriguez" (1069069824)
00:23:54.984 --> 00:24:03.234
And, uh, the situation ended up being that the contractor, and we're
still negotiating on this 1 to some degree.

149 "Cris Rodriguez" (1069069824)
00:24:03.444 --> 00:24:12.504
But the contractor, uh, you know, it was not going to do, they were gonna
patch the hole, but not in paint just where the whole was.

150 "Cris Rodriguez" (1069069824)
00:24:12.504 --> 00:24:24.534
But the family wants the whole room painted, so that's just an example
where we go in and and negotiate those things. Uh, we, um, another 1 that
I recently was involved in and I got a feeling that.

151 "Cris Rodriguez" (1069069824)
00:24:24.629 --> 00:24:36.324
Support coordinators on the phone today is, uh, 1, where we're looking at
a modified, uh, bathroom, uh, to go in and we really looked at what the
needs were because doing the project.

152 "Cris Rodriguez" (1069069824)
00:24:36.324 --> 00:24:44.394
There were a number of things that that eventually the individual may
need but right. Now, they just need the accessible shower.

153 "Cris Rodriguez" (1069069824)

00:24:44.904 --> 00:24:59.484

And so, when the contractor did the bidding, they put a number of other things in there and when we, we sat down and said, what are the true needs of the individual right now we met with the family. They said, we just need the accessible shower. Well, that's definitely going to change the whole bid.

154 "Cris Rodriguez" (1069069824)

00:24:59.789 --> 00:25:11.394

And the amount of that bid and what's going to be done uh, we also work with the support coordinator on the writing of the for the needs to be. So, that they're clearly defined.

155 "Cris Rodriguez" (1069069824)

00:25:12.054 --> 00:25:26.364

Um, we don't, uh, you know, I look closely at those things and see what things are saying when they're talking about being repaired or something like that. Because the word repair in a document indicates that.

156 "Cris Rodriguez" (1069069824)

00:25:27.234 --> 00:25:29.604

You know, it's going to give it a heads up that.

157 "Cris Rodriguez" (1069069824)

00:25:29.604 --> 00:25:43.884

That's probably not going to be part of a home modification service repairs need to be done prior to, uh, also we run into situations where the contractor gets in there and they find out the structure is not going to be able to support,

158 "Cris Rodriguez" (1069069824)

00:25:44.454 --> 00:25:45.714

uh, the current.

159 "Cris Rodriguez" (1069069824)

00:25:46.254 --> 00:25:56.934

Uh, modifications that are being requested, and we may have to set and work out a system or a way to get the structure up to snuff before. The contractor can come in.

160 "Cris Rodriguez" (1069069824)

00:25:57.474 --> 00:26:02.544

Uh, we recently had 1 where the home within really not in a very good shape.

161 "Cris Rodriguez" (1069069824)

00:26:02.544 --> 00:26:15.144

And actually had to, we had to have somebody come in and do some fumigation, uh, and cleaning another company, come in and do all this cleaning prior to the contractor even being able to start the work.

162 "Cris Rodriguez" (1069069824)

00:26:15.989 --> 00:26:29.579

So those are the kinds of things that I often get called in on to walk through discuss those things, work out a plan on how it's going to get done uh, and, and also negotiate and mediate.

163 "Cris Rodriguez" (1069069824)

00:26:29.579 --> 00:26:33.119

A situation where there's been some disputes.

164 "Cris Rodriguez" (1069069824)

00:26:33.119 --> 00:26:36.749

So, it it's, it's, um.

165 "Cris Rodriguez" (1069069824)

00:26:36.749 --> 00:26:43.584

You know, it, it's really great to be able to, uh, provide this service for individuals. It help keep the individual in their home.

166 "Cris Rodriguez" (1069069824)

00:26:43.944 --> 00:26:58.884

It can help the caregivers, uh, with their jobs and supporting the individual, and we want to make, uh, the project and the modification, uh, available. So that it supports everyone that's gonna be caring for the individual.

167 "Shelly Brown" (2338860032)

00:27:02.424 --> 00:27:16.554

Okay, I see that we are creeping up on the 1230, Mark, and we can just keep going and going and going and talking more and more detail but I hope that provided some overview and some real life application is to, um, experiences we've had with working with folks,

168 "Shelly Brown" (2338860032)

00:27:16.554 --> 00:27:31.434

and maybe how our team can be utilized. So no matter where you are, are in the phase of it if you want us to come on in the planning phase, we're more than happy to help assist and provide some guidance in that area. Um, or if it's something where it's through the consultation phase. phase

169 "Shelly Brown" (2338860032)

00:27:31.439 --> 00:27:45.654

You know, um, that you because there's that criteria for 5,000 over, and that's how we get involved, you know, totally appropriate. We really want to be of a support to you guys in our last minute, Chris. I see a couple of questions in the chat that maybe we can address quickly.

170 "Shelly Brown" (2338860032)

00:27:45.654 --> 00:28:00.204

Um, 1, being that kinda consultation process, be used for a vehicle modification. And the answer is yes, absolutely. This is the same thing. It falls under the IAE umbrella, so we would absolutely follow that same process and provide any guidance at any time. time

171 "Shelly Brown" (2338860032)

00:28:01.439 --> 00:28:13.464

Another quick question, which is a great question, because this is so pertinent to our world today. How long is it? A reasonable wait time for the contractor to begin. I was told 4 months. Then it turned into 689 months.

172 "Shelly Brown" (2338860032)

00:28:13.464 --> 00:28:27.534

That is an area where, like, Chris Chris is defined that, you know, these are contractors are private sector folks, um, unlike some of our other waiver services where that, that we are their primary funding in these situations.

173 "Shelly Brown" (2338860032)

00:28:27.534 --> 00:28:31.344

We are not. So, we go on more or less what I'm going to. going to

174 "Shelly Brown" (2338860032)

00:28:31.439 --> 00:28:46.134

To as a waitlist along with the private sector and right now we know they're experiencing supply demands. Um, we know that they're having employee difficulty and for whatever reason, the, um, the entire world is using construction workers right now to remodel.

175 "Shelly Brown" (2338860032)

00:28:46.134 --> 00:28:46.884

And what not.

176 "Shelly Brown" (2338860032)

00:28:47.184 --> 00:29:01.224

So, what used to be maybe a couple month process is, is now extending longer and longer and unfortunately, we, we can't control that we can maybe call and help provide some assistance in trying to see and navigate that process.

177 "Shelly Brown" (2338860032)

00:29:01.439 --> 00:29:15.504

How quickly it could occur, but ultimately we're not going to be able to control that. So, I think that's 1 thing to really be aware of when you're working with families is to let them know the current situation, um, worldwide it's not specific to just our division.

178 "Shelly Brown" (2338860032)

00:29:15.894 --> 00:29:21.624

Um, that is going on and so it's really a very important part of the planning process.

179 "Shelly Brown" (2338860032)

00:29:21.959 --> 00:29:25.289

Um, I think.

180 "Cris Rodriguez" (1069069824)

00:29:25.314 --> 00:29:37.044

Oh, I was like, I was just gonna mention to another situation that we are recently that we most recently gotten involved in is that when you look at the definition of environmental accessibility,

181 "Cris Rodriguez" (1069069824)

00:29:37.044 --> 00:29:40.674

it talks about those physical adaptations required by the ISP.

182 "Cris Rodriguez" (1069069824)

00:29:41.429 --> 00:29:44.429

To ensure the health welfare and safety.

183 "Cris Rodriguez" (1069069824)

00:29:44.429 --> 00:29:51.149

We have seen a few that are coming through for behavioral needs, uh, in the homes.

184 "Cris Rodriguez" (1069069824)

00:29:51.149 --> 00:30:00.869

And modifications in the home, so we're really having to take a closer look at that. And if you, if there are some of those, it's really important that there's also a.

185 "Cris Rodriguez" (1069069824)

00:30:00.869 --> 00:30:06.689

Uh, behavior support plan that goes along with those that indicates those needs. Um.

186 "Cris Rodriguez" (1069069824)

00:30:06.689 --> 00:30:09.719

And so we clearly understand what we're.

187 "Cris Rodriguez" (1069069824)

00:30:09.719 --> 00:30:18.209

Uh, doing there, because a lot of the contractors are not used to working, uh, on behavioral modifications in a home. Uh, and, uh.

188 "Cris Rodriguez" (1069069824)

00:30:18.209 --> 00:30:22.739

Sometimes that will hold up the process as well until we work through that.

189 "Shelly Brown" (2338860032)

00:30:22.739 --> 00:30:37.374

Yeah, and a lot of those behavior concerns may actually fall under prohibitive practices and so therefore it would not be something that waiver dollars could be used on either. So again, that's why we have some, the inability to give generalized responses.

190 "Shelly Brown" (2338860032)

00:30:37.374 --> 00:30:40.194

Because every situation is going to be looked at uniquely.

191 "Shelly Brown" (2338860032)

00:30:40.529 --> 00:30:47.849

I think our last question, because we're just a little bit over. So we'll try to rush through it is for required reviews.

192 "Shelly Brown" (2338860032)

00:30:47.849 --> 00:31:02.244

Does you don't have authority to deny a request or do they just make recommendations that you are as likely to follow? And while we are not the process to ultimately say your name, we do review those components to ensure that the criteria is present.

193 "Shelly Brown" (2338860032)

00:31:02.244 --> 00:31:14.844

And so it's somewhat of a Pre review for you are. So, if they do see that those components aren't present or that, the, um, uh, it doesn't fit within the waiver definition a lot of times they do take our recommendation.

194 "Shelly Brown" (2338860032)

00:31:15.144 --> 00:31:17.784

However, I can also say that there's been situations where.

195 "Shelly Brown" (2338860032)

00:31:17.849 --> 00:31:31.764

We, where everything was in place, it looked like it would be something that was approved, but you are, did not feel that there was enough justification for the service so they denied so it can definitely go both ways. But there are some coordinators that I work pretty closely with.

196 "Shelly Brown" (2338860032)

00:31:32.094 --> 00:31:44.274

Um, and they, we do have a lot of communication, and they can see the form that we send back to talk about, which areas we have recommendations. And then what areas maybe don't fit within some of those required components.

197 "Shelly Brown" (2338860032)

00:31:44.549 --> 00:31:51.029

So, if you guys have additional questions, we encourage you to.

198 "Shelly Brown" (2338860032)

00:31:51.954 --> 00:32:03.714

Reach out to us through that email the technology. 1st and universal design will be more than happy to continue to do some of these webinars or these lunch and learns. Um, we are gearing up.

199 "Shelly Brown" (2338860032)

00:32:03.714 --> 00:32:18.654

Like Chris said to do an evaluation webinar. And then what we're looking to do next is also 1 that is more specific to service coordination, and maybe the role and supports that we can provide in in those specific areas. So we know we went a little bit over.

200 "Shelly Brown" (2338860032)

00:32:18.684 --> 00:32:20.874

Um, we're sorry about that, but we appreciate you.

201 "Shelly Brown" (2338860032)

00:32:21.209 --> 00:32:31.494

I was hanging on, um, and again, if you have any questions or any feedback that you can provide us to how we can better provide assistance for you guys, let us know, because we are absolutely happy to do that.

202 "Shelly Brown" (2338860032)

00:32:31.524 --> 00:32:37.524

So, um, have a great rest of your day and let us know if you have any kinds of questions. Thank you.

203 "Shelly Brown" (2338860032)

00:32:37.889 --> 00:32:38.819

Thank you.