

Dear Friends of ACT,

In January, the Missouri Medicaid Audit and Compliance (MMAC) Unit paid ACT a visit. They arrived with little advanced notice and asked for an enormous amount of documentation related to being a provider under a Medicaid Home and Community Based Services Waiver.

This audit, and the others I describe below, are routine. They are not triggered by problems at ACT. Other providers like ACT are subject to the same audits and reviews.

After that visit, we caught a brief break that gave us time to prepare for CARF accreditation. That survey in May occurs every three years. We invite them to come in.

We were accredited once again just like we have since 1987. We have always received the maximum three-year award. We're proud of our CARF accreditation. It's important.

Approved providers of Vocational Rehabilitation services must be accredited by CARF. Missouri Rehabilitation Services for the Blind also requires CARF accreditation.

Next we received notice that the Central Missouri Regional Office would come by in June for a fiscal review. They are a part of the Department of Mental Health, Division of Developmental Disabilities.

Melody Troesser, our Director of Financial Operations, sent a note out in May saying the review was going to "...affect more than just accounting!"

It did. They looked at attendance records, monthly notes, daily progress notes, and details about our direct care staff. They looked at the personal funds of some people we support in our individualized supported living homes. It was an extensive review.

Next came an audit of our retirement plans. Brian Tveitnes, Director of Human Resources, was the main contact for this review, which also occurred in June. An annual audit is required of employers who have 100 or more eligible participants in retirement plans like ours. An independent auditor, in this case the local firm Williams-Keepers, performs the audit.

If you've been through an audit, you know there's a lag between the on-site evaluation and the final report of findings and conclusions. The auditors arrive and review records and ask questions. Then they go away to analyze what they've found. We often don't know the results until months later. We hope to have a draft of this audit report soon.

Our friends from Williams-Keepers (same firm, different people) came back to see us in August, this time, for our annual fiscal audit. Melody Troesser, our DFO was again called upon to prepare for their visit. A ton of work goes into getting ready

for this audit prior to their visit. Thankfully, this year we had our new Fund Accounting Software in place. It proved to be invaluable. And, it should only get better in the future.

This is a rigorous review, as it should be, with about \$8.5 million dollars received during the previous fiscal year.

Our goal is to have these audit results ready to present to our Board of Directors on October 18th.

In August, the Regional Office folks came back again, this time to do a Provider Relations Review.

We had to provide documentation showing:

staff are qualified and trained to meet people's needs, a system is in place to ensure that individuals' documentation contain required components, required policies and procedures are in place that support compliance with the Medicaid Home and Community Based Services Rule, a system is in place to ensure that staff support is provided as contracted, and our adherence to contract-specific requirements.

For accredited providers like ACT, this review occurs every three years.

All of these audits/reviews take place in addition to routine monitoring by the State or County that occurs either monthly or quarterly on a continuous basis.

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Mark Hassemer
Executive Director

Last year, ACT and other provider organizations that belong to the Missouri Association of Rehabilitation Facilities (MARF) asked MARF to send a letter to the Director of the Division of Developmental Disabilities questioning the redundancy of the PR

MARK'S LETTER

CONTINUED...

Review for accredited organizations, since accredited organizations have deemed status. These audits and reviews cost money and use staff time. Costs could be reduced if we didn't have to repeat certain parts of them.

Division Director Valerie Huhn responded that the provider review process is utilized to meet Waiver requirements, as required by Federal law. Further, when a provider signs a contract with the Department of Mental Health, the Department is allowed to access information to assure the Centers for Medicare and Medicaid Services (CMS) that providers meet requirements.

Director Huhn said that without a side-by-side comparison of accreditation requirements against Missouri-specific Waiver requirements, they can't know whether CARF requirements are sufficient to meet Missouri's.

Provider reviews will continue.

I don't question the need for oversight of public funds that are used to purchase services. But I am questioning the redundancy that exists across the regulatory bodies to which we are accountable.

There are requirements in each that already exist in at least one other review. Perhaps it is an expensive undertaking, but I believe funds could be made available to support an effort to explore these overlaps. Eliminating a review step that is duplicated in another required review process could save significant money and time.

Even the Governor has recognized and acknowledged that some of the work required in State regulations is unnecessary, too costly, overly burdensome, or repetitive. In Executive Order 17-03, signed by Governor Greitens on January 10, 2017, he called for all State agencies to undertake a thorough process, including public comments and hearings, to identify rules whose costs outweigh the benefits or are adversely affecting Missouri citizens. State agencies are required to take action to repeal these regulations no later than June 30, 2018.

We are partners with these agencies and credentialing bodies in this effort to provide services and responsibly spend public funds. Let's seek new approaches that allow us to complement each other, while promoting productive solutions that result in accountable and efficient outcomes.

Until next month,



P.S. The eclipse on August 21st was awesome. After the two and a half minutes of totality, Heath, an individual in our Day Program, looked over at us with a broad smile on his face and exclaimed, "Wicked."

BEN TILLEY JOINS ACT AS HR TRAINING SPECIALIST



We are happy to have Ben Tilley on board at ACT as our new Human Resources Training Specialist. He started August 21st.

Ben moved to Columbia in 1979 and worked for the Nowell's company. Almost 20 years later he started working at Fairview Elementary to follow his true passion of being a teacher.

He worked with Columbia's school district for 21 years -he's been a second grade teacher, an assistant principal, a principal, assistant director of research, supervisor of Title I programs, and the director of summer school.

Most recently, he was the assistant superintendent for Columbia Public Schools.

In his new role at ACT, Ben will be responsible for all training. He will track everyone's training, develop new training materials, and serve as a

back-up trainer. He will also work with management to help train employees who are struggling in certain areas.

Ben will also administer the College of Direct Support (an online training tool ACT uses) and all other online trainings.

ACT has more than 200 employees. Nineteen mandatory trainings are required for most of these workers. Given this huge volume of training, it became obvious recently that this position is an absolute necessity. We are excited to have Ben step in to accomplish this important work.

"We are excited to have Ben in this role. We pride ourselves on the training we provide our employees to ensure the best care for the individuals we serve," Brian Tvietnes, HR Director, says.

Ben has been married for 34 years to his wife, Janet. They have two children, Chris and Laura, who both live in Fayetteville, Arkansas.

"I am thrilled to be a part of the ACT community and to be able to use the skills that I learned over a number of years while working in business and in education," Ben says.

ACT WILL PARTICIPATE IN THE 2017 COMOGIVES CAMPAIGN IN DECEMBER



During the last three years ACT has raised over \$50,000 through CoMoGives for people with disabilities.

Medical needs were met, lifelong memories were created, and first time experiences were made possible through this campaign.

Funds from last year have continued to be a lifeline for many people who receive ACT's services

CoMoGives donations helped Gary, Dennis, Derrick and Kelly go to Camp Wonderland, an unforgettable experience for people with disabilities.

Josh, who struggles with his weight, bought a new kitchen table, chairs, and a pedometer. A behavior therapist suggested these items to aid him on his road to health. He is now down more than 11 pounds!



Gabrielle needs a particular vitamin not covered by insurance. She has it every day now thanks to CoMoGives.

Veronica bought a new mattress; Allan, new bedding.

And we are just halfway through the year!

Thank you! Thank you to everyone who has supported ACT through the years. None of this would have happened without your generosity.

Beginning December 1 and extending through the end of the month the CoMoGives campaign will be active and accepting donations once again. We are excited to be a part the 2017 campaign. We are anticipating tremendous community support, and, of course, the good work that will be done.

FOUR HIGH SCHOOL SENIORS PARTICIPATE SUMMER WORK PROGRAM

For six weeks this summer four high school seniors participated in a Summer Work Program sponsored by ACT and hosted by the Country Club of Missouri (CCMO). The teenagers worked in various positions at Country Club of Missouri.

One person was hired for golf course maintenance. Another performed clubhouse housekeeping. The other two did pool and tennis court maintenance.

Compensation for their work was made available through funds provided by Vocational Rehabilitation (VR). The program allowed ACT to employ the four participants. They applied and interviewed for their jobs at CCMO. Once hired, they were paid by ACT for their work.

This program targets high school students who are prepared for full-time work upon graduation. They have experience, skills, and the will, but need a more substantial experience on their resumes. VR assesses the individuals and refers them for the

program. Agencies like ACT work to find employment, provide proper supports, and then issue their pay when the work is done. In addition to the on-site component, the students also met once weekly in a classroom format to explore employment skills.

Two of the participants enjoyed the work so much that they sought part time employment at the Club at the Program's end. Both were hired on the spot. One for the same job he had throughout the summer, the other student landed a different position that her and the CCMO staff agreed was a better fit.

This is the first time ACT has participated in this program. It was such a success, ACT plans to participate again next year.

HELP GRANT AMY'S FINAL WISH

In May we lost a valued member of our team to Huntington's Disease.

Amy Bussing began as a live-in staff, working her way up to supervisor in the 10+ years that she worked with ACT. Amy provided quality care to adults with developmental disabilities in their homes during that time.

Amy's wish was to be cremated and laid to rest with her mother. However, there was nothing in place for Amy's final expenses. She was unable to work and disability had not been approved yet.



SHOP AND DONATE

You can now donate to ACT by shopping at **Gerbes, Schnucks, and AmazonSmile and JustGive.org!**

At Gerbes and Schnucks, simply apply for their community/rewards program, pick ACT as your designated charity, and shop away!

When shopping at AmazonSmile, create an account, pick ACT as your charity, and again, shop away!

JustGive makes donating to charitable organizations easy. Go to their website and search Alternative Community Training to donate. You can even pick to give one time, monthly, or to put on a registry.

THANK YOU FOR SUPPORTING ACT!



DSP WEEK RECEPTION

SEPTEMBER 12, 2017
2:30 PM - 4:00 PM

PROGRAM BEGINS AT 3:00 PM
Refreshments will be served.

WOODHAVEN

Billy J. Palmer Health & Training Center
1403 Hathman Place | Columbia, MO



SAGER | BRAUDIS GALLERY
1025 E WALNUT ST

2017 LATE SUMMER EXHIBIT
THURSDAY, SEPTEMBER 14
6PM-9PM

WINE • CRAFT BEER • APPS

WIN \$2500 IN GALLERY CREDITS BY PURCHASING RAFFLE TICKETS AT THE EVENT OR PRIOR TO AT ACT OR SAGER BRAUDIS

TO BENEFIT ACT



SPONSORED BY DON & SUZANNE HOWSER



SEPTEMBER

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ACT facility based programs/ offices closed for Labor Day

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DSP Week

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ACT Event at Sager Braudis

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Autumn begins

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Check our Twitter @ACTofCoMo and our Facebook fb.com/ACTofCoMo for more details

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