

Meeting Agenda
Thursday, March 10, 2011
10:00 a.m. – 3:00 p.m.



Johnston Public Library
6700 Merle Hay Road
Johnston, IA 50131

Advisory Council and Committee Members

Matthew Clevenger, Direct Care Professional
Greg DeMoss, Iowa Department of Inspections and Appeals
Erin Drinnin, Iowa Department of Public Health
Marcia Driscoll, Kirkwood Community College
Di Findley, Iowa CareGivers Association
Vicky Garske, Direct Care Professional
Terry Hornbuckle, Iowa Department on Aging
Melanie Kempf, Local Long Term Care Ombudsman
Ann Peters, Home Instead
Ann Riley, Center for Disabilities and Development
Lin Salasberry, Direct Care Professional
Anita Stineman, University of Iowa College of Nursing
Teresa Tekolste, Mosaic
Lisa Uhlenkamp, Iowa Center for Assisted Living
Amy Wallman Madden, H.O.P.E.

Guests

Marvin Firch, IDPH Bureau of Professional Licensure
Barb Huey, Bureau Chief - IDPH Bureau of Professional Licensure
Anne Porter
Pat Thieben, Department of Education

SPPG

Stacie Bendixen
Erin Davison-Rippey
Jennifer Furler
Arlinda McKeen
Michelle Rich

Welcome and Overview of Agenda

Jennifer Furler welcomed the council and gave an overview of the day's schedule, which provides time for committees to meet.

Matthew Clevenger gave an overview of the article he wrote in *My Caregiver*, a national publication.

Pilot Update

An ad hoc committee of the Council reviewed applications for the new DCP Education Review Committee. Vicky Garske shared that the group has narrowed the selection down to 6 applications, and will likely go with these 6 DCPs. The committee plans to meet with the individual applicants and provide the selected DCPs with an orientation to the work of the Council. All applicants will be contacted, even if they were not selected, and the committee will share with them other opportunities to be involved in this work.

Erin Drinnin noted that the RFP for the Pilot has been released and is due April 26th. The Department is looking forward to responses in Regions 11 and 15; Drinnin asked the Council to assist in spreading the word about the RFP.

Anita Stineman shared that grant curriculum committee met in February and is working on the Home and Community Living module. This module is close to being ready to share, but is not finished. The curriculum committee will have a teleconference, then a retreat in March to work on the other modules. They are also working on teaching toolbox activities - each module will have activities for the instructors to use. Stineman clarified that the curriculum is for use by the instructors, and will include other resources and websites for their reference.

Drinnin said the grant team is gearing up to prepare for the planning time; the first 6 months of the grant, starting in June, will be spent planning. The grant team consists of Drinnin – project manager, Julie McMahon(IDPH) – project director, Stineman – curriculum director, Iowa CareGivers Association – DCP Outreach and Supports, Evaluators – National Center for Family Centered Practice at University of Iowa, SPPG – regional project coordinator.

Furler introduced to the Council Erin Davison-Rippey, a new staff member at SPPG.

Committee Work Sessions (Data, Outreach, and Governance/Curriculum)
Council members broke into committees for work sessions.

Functions and Responsibilities of Credentialing Boards

Following the committee work sessions, Furler introduced Marvin Firch from the IDPH Bureau of Professional Licensure. Firch explained that the purpose of his presentation was to provide an overview of licensure in the state of Iowa. He noted that while the Council is working on a credentialing process, he will use the term "licensure" in his presentation. Related to the information in his presentation, the terms have the same implications.

Firch discussed the board member selection process. He noted that the Council will not be directly involved in the selection of individuals to serve on the credentialing board. There is an application process and board members are ultimately selected by the governor. As with other boards, this one will likely include both licensees and members of the general public.

Firch explained that the purpose of licensing/credentialing is to protect the public, govern the profession, and to assure that rules and regulations reflect professional standards. State law gives the board the charge of setting their own guidelines – the work of this advisory council will greatly assist the board in their effort, and many documents produced by the Council will translate easily into administrative rules. Firch reviewed the benefits of licensure, including that it provides the public with a sense of assurance, and it also protects the licensee. Employers

benefit from licensure by providing a common language, competent and trained staff, and increased levels of trust. Also, employers can use the rules to ensure that employee doesn't practice outside of their license, and it also assists in developing better job descriptions. Employees benefit because their colleagues are trained and competent, and there are levels of accountability for both employer and employee. This can also create higher rates of job satisfaction.

While licensure boards have a disciplinary role, Firch explained that it is not their main role. There are currently 19 boards and approximately 48,000 licensees. Out of these, approximately 400 complaints are filed per year, and action is taken on 200. The ability to use discipline when necessary enables the board to govern and deal with problems that arise.

Firch walked through the complaint process. Anyone can initiate a complaint, and all complaints are documented and taken to the board. Often, boards have a discipline committee who will review the complaint first. If disciplinary action is recommended, discipline can be informal (confidential) or formal (public). Board actions include: case closed, statement of charges with settlement, or a statement of charges. If a case is closed, it can also be closed with a letter of education sent to the licensee. Closed cases are not available to the public as they are considered unfounded. Firch was asked about the composition of discipline committees, and he responded that discipline committees are comprised of board members and they meet in a closed session. Their reports to the board are also done in a closed session. Board members sometimes have to recuse themselves if they know the subject of the complaint. There are 3.5 staff investigators at the Bureau who investigate cases. Firch clarified that the investigators are not members of the board – they are staff members.

If a case is not closed, formal sanctions may be issued. The options for formal sanctions are in the common chapter of board rules, and therefore used by all boards. These sanctions are: revocation of license, suspension, probation, or an order to cease and desist. Cease and desist only applies to a complaint filed against someone who is not licensed – county attorneys are responsible for enforcing cease and desist orders. Firch stated that for this reason, boards would prefer that individuals are licensed because then the board can take action. Boards can't take action on non-licensed individuals. Firch reiterated that a complaint is not the end of the world – sometimes problems happen, but the board process can help the individual improve their practice.

Regarding the license application process, Firch explained that some elements will be unique to the credential and board, but certain elements are required for all applications: demographics, criminal history, training and experience verification form (until the grandfathering time period expires). Standard licensure applications can be approved by staff, and a licensure committee of the board reviews non-conforming applications. An example of a non-conforming application would be if an applicant indicated that he/she has been convicted of a felony – in that case, board would likely make the determination on that application. Drinnin asked if the board sets standards for approving or denying non-conforming applications. Firch responded that the board can provide guidance to staff on which applications should be brought to the board.

Firch discussed grandfathering and explained that there will be a large group of people with varied backgrounds who go through the grandfathering process. Until the grandfathering period ends, applications will complete both the application and verification. Firch suggested

that there should be a reasonable end-date to the grandfathering period because this ensures that through attrition, there will be fewer grandfathered professionals over time.

Furler raised a point about voluntary credentials and how it relates to this process. Firch noted that voluntary licensure causes unique challenges for a board. He suggested that the board consider providing a date in the future where everyone providing direct care would be required to be credentialed. He suggested that would give the board more authority to govern.

Firch reviewed important elements that the Council is already working to address, including ensuring that training is provided by licensed instructors and requirements for continuing education for licensees. He also discussed practice chapters, which are included in administrative rules. They provide guidance on functions within the profession, and typically include a section related to ethics. Firch noted that the specializations the Council has defined would fit nicely into practice chapters. He also noted that while it may seem unnecessary to explicitly address ethics, this will assist the board in their work, as well as provide guidance to licensees.

Firch asked the Council for any questions about the presentation. Lin Salasberry asked for additional clarification about creation of the board. Firch said that when the board is created, the legislature will define size and make-up. Once that process is complete, the governor decides who will fill the slots. Interested individuals complete an application, and generally related associations are asked to encourage their members to apply. Firch noted that associations work closely with the board, and if members of an association serve on the board, they have to shift their focus from ensuring the interests for the members of the association to ensuring protection of the general public. Appointments are made annually, and terms start May 1st. Staff at the bureau have a responsibility to give board members information about what it means to serve on a board. The Bureau's standards dictate that members can only serve 3 terms, for a total of 9 years. Appointments are staggered so as to avoid significant changes in membership all at once. Firch cautioned the Council about definitions for the make-up of the board – if slots are too specific, it can be a challenge to find individuals to fill that slot.

The Council is recommending a 9 member board, and Firch said that sounded like a reasonable number. While the current board sizes range from 5-7, this board will have a much larger workforce than any other board.

Ann Riley asked about the definitions for board members slots to be filled by the general public and asked if those slots are defined as an end-user of services. Firch responded that generally those slots are defined as a non-licensed person, but consideration of an end-user may be made in the application process. Firch mentioned that the idea of having members of the general public on boards is new practice, only happening in the last few years. It is important that board members are committed to the responsibility; a sufficient number of board members must attend meetings in order to meet quorum requirements.

Salasberry asked Firch to explain the time commitment needed from a DCP serving on the board. Firch explained that most boards meet quarterly, although this board will likely meet more frequently due to high numbers in the workforce. Since every complaint goes to the board, meeting more frequently helps to keep volume of complaints at a manageable level.

Meetings occasionally occur over conference call; in-person meetings are generally a day-long meeting. Members are provided \$50 per meeting plus travel expenses.

Recommendations for Instructor Requirements – Discussion and Consensus

The governance and curriculum committees met jointly earlier in the day and reviewed requirements for instructors. Furler reported that the group made minor revisions to the requirements. The requirements clarify that trainers must first be an instructor with experience before becoming a trainer, and that trainers will have advanced training on principals of adult learning. The Council made a few additional suggestions, including the clarification that some requirements will have to be waived during the implementation phase. The Council reached consensus and Furler will incorporate the changes into the final document.

Furler handed out the grandfathering diagram illustrating the process.

There was a brief discussion about the certification titles and abbreviations. Members discussed that there will be a learning curve for individuals, employers and the general public to adjust to the terminology, and the Council will play a role in educating people about the terms. Council members have already made a few presentations, and more are scheduled. If members know of other presentation opportunities, please notify staff. The outreach committee is developing materials to assist with presentations.

Following this work, the Council will receive the instructor requirements and grandfathering documents that incorporate the consensus decisions made during the meeting. Furler will also send out the career pathway as a separate document; it is also included in the interim report. Furler concluded the day by thanking everyone for their hard work and participation.

Public Comment Period

No public comments.

Upcoming Meetings: Second Thursday every month for either Council or Committee Meetings. All meetings will be scheduled from 10am to 3pm, unless otherwise noted.

April 14, 2011 – Full council meeting canceled. Curriculum committee will meet.

May 12, 2011

June 9, 2011