

West Virginia Quality Improvement Advisory Council Meeting	April 16, 2014 10:00am-4:00pm Bureau of Senior Services
Members Present:	
Mary Lea Wilson (provider representative), Craig Greening (provider representative), Steve Wiseman (general stakeholder), Marian Layne (general stakeholder), Richard Covert (general stakeholder), Jayne Lakes (member/family representative), Jeanie Elkins (member/family representative), Christine Dickson (provider representative)	
Members Not Present:	
Debra Higgins, Robin Hatcher, Jon Sassi, Clarice Hausch, Norma McKee, Debra Higgins, Robin Hatcher, Darrell Alt, Marian Layne, Sam Walker-Matthews, Susan Striar May	
Other Representatives Present:	
April Goebel-APS Healthcare, Pat Nisbet-BMS, Nora Dillard-APS Healthcare, Nicole Holliday – APS Healthcare, Steve Wiseman-DD Council, Jim Cooper – OHFLAC, Rose Lowther-Bherman – WV Advocates, Pat Moss-WVU CED, Marcus Canaday-BMS, Steve Brady (BBHFF), Randy Hill-PPL	
WVDHHR and ASO Representatives Not Present:	
Jane McCallister-BCF, Beth Morrison-BBHHF	
Ancillary Members Present:	
Jane Ketcham (ancillary representative)	
Ancillary Members Not Present:	
Susan Striar-May	
Public Present:	
Marilyn Nichols, Amber Hinkle, Johanna McDermott – PPL,	
Meeting Minutes from January 2014 were approved.	

MINUTES

Agenda Item	Welcome, Approval of January 2014 Minutes, Announcements	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> <u>Welcome:</u> Co - Chair Jeanie Elkins welcomed everyone to the April 2014 meeting. Introductions were made of all parties in attendance. 			
Action Items	Person Responsible	Deadline	
E-mail Roster for QIA Council to group	April Goebel	July 2014 Meeting	
E-mail information about Senate Bill 2089 to group	Pat Moss	July 2014 Meeting	

Agenda Item	BMS	Presenter	Pat Nisbet
Discussion and Conclusions:			
<ul style="list-style-type: none"> <u>Difficulty of Care Exemption:</u> IRS sent a memo in April 2010 that stated this exemption 			

does not apply to I/DD Waiver family members. In January 2014, the decision was reversed, which may result in some I/DD Waiver families qualifying for this exemption. Pat Nisbet received information that family members may also be exempt from WV state taxes and will clarify in the future when additional information is received. BMS does not provide tax advice and recommends that providers and families work with their tax preparers to determine how to proceed.

- Companionship Exemption: A Department of Labor ruling that goes into effect January 2015 will result in a requirement that individual staff persons who work over 40 hours per week must be paid overtime.
- CMS: Pat reviewed the CMS Home and Community Based Settings ruling, which went into effect March 17, 2014. Some important information included in this ruling:
 - Day programs must be integrated, though further clarification on CMS’ definition of integration in this setting has been requested.
 - Independent Service Coordination – if direct care services are provided through one agency, service coordination must be provided through a different agency. BMS is seeking additional guidance/direction from CMS at this time.

Action Items	Person Responsible	Deadline
N/A	N/A	N/A

Agenda Item	OHFLAC	Presenter	Jim Cooper
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Discussion and Conclusions:

- Jim Cooper reviewed “ACTS Complaint/Incident Allegation History” report for January 1, 2014 – March 31, 2014. The Council requested that OHFLAC continue to provide this report for review at Council meetings. Mr. Cooper agreed to provide the same type of data, which includes trends, in future QIA meetings.
- In order to develop a report that meets the Council’s needs, April Goebel will request via email from members what information they would like to receive, compile the information, and forward to Mr. Cooper. Mr. Cooper will identify which information can be provided and do so in future reports.
- Craig Greening requested that Mr. Cooper attend the next Quarterly Provider Meeting to present same data to I/DD Waiver providers.
- Mr. Cooper reviewed potential new providers:
 - 6 new providers are ready for survey, but have not yet been surveyed by OHFLAC
 - 1 did not pass life safety assessment
 - 1 provider issued an initial license for 6 months had to be issued a 3 month provisional license because they have not seen any members
- Mr. Cooper reported that SC does not meet the licensing criteria for a behavioral health service, so SC agencies that are ONLY providing SC may not have to be licensed. This is under further review and BMS will follow up.
- 16 total surveys received citations.
- Average of 37 complaints per month – but those may have several allegations (average of 49 allegations).
- Craig Greening asked about OHFLAC including unlicensed settings in surveys – what are the

boundaries? Mr. Cooper indicated that if the service is provided, and the person owning the home agrees, OHFLAC is allowed to enter. If the member is self-directing, OHFLAC will not enter the private dwelling. OHFLAC will only survey services for which agencies are responsible.

Action Items	Person Responsible	Deadline
Request from group items they would like OHFLAC to report on in the future	April Goebel, all members	July 2014 Meeting
Identify which items can be reported on and develop report	Jim Cooper	July 2014 Meeting

Agenda Item	FACTS and SAMS	Presenter	Carla Harper, Bureau for Children & Families
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Discussion and Conclusions:

- FACTS – Families and Children Tracking System was developed in 1997, and tracks information for BCF about public welfare, such as individual diagnosis, family composition, services being received, reports of abuse/neglect/exploitation, etc. It does not track family assistance or child support.
- FACTs does not identify incidents of abuse by type or report on diagnosis of I/DD, therefore it would not be possible for this system to generate a report of individuals with I/DD who have been sexually abused, for example.
- SAMS – Safety Assessment Management System, is not a database, rather it is a progressive model used to investigate abuse/neglect referrals.
 - After the family assessment, family strengths and weaknesses are identified and then workers continue to move through the model.
- SAMS is what the Bureau for Children and Families (BCF) does, and FACTs is how they track what has been and is being done.
- Protective Services Record Check (PSRC) is conducted through FACTs. In the past, workers could only search if there was a substantiation as a maltreater; currently, if there are several referrals for one person, the report will indicate, “No substantiation; however, x # of referrals for ____, etc.”
- BCF now has the ability to link with the Department of Education – WVIS (DOE Tracking system) to track IEPs, etc.
- BCF has started working with Maternal Family Health – if Early and Periodic Screening, Diagnosis and Treatment (EPSDT) indicates a special screening is needed (Clay and Roane Co), follow up treatment is documented.

Action Items	Person Responsible	Deadline
N/A	N/A	N/A

Agenda Item	Abuse/Neglect/Exploitation Training Sub-Committee	Presenter	Christine Dickson
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Discussion and Conclusions:

- This sub-committee convened to discuss and develop recommended objectives for a

standardized abuse/neglect/exploitation training for the 2015 I/DD Waiver renewal.

- Members of the sub-committee have been in discussion with Dr. Nora Baladerian, who indicated that the #1 way to reduce risk is team integration.
- Christine Dickson discussed sub-committee’s recommendations for objectives for required trainings and reducing risk for abuse neglect exploitation.
- Recommendations:
 - Training be provided by a certified, trained provider. How and who certifies the trainers to be determined.
 - Initial training should be an all-day, comprehensive training.
 - For follow-up (subsequent years after the initial training), retraining for at least half a day should occur annually, and should be a refresher of the initial information as well as include any updated information.
 - Pre, Post, and intermittent testing should occur during the training
 - Individual Response Plan – team identifying risk and coming up with a plan to address risk
 - Adding a risk scale to IPP
- Ms. Dickson’s sub-committee is willing to continue working with this initiative and is willing to develop the curriculum as well.
- BMS is considering three options for the required training on this topic:
 - 1. Developing a standardized training and making it available to providers
 - 2. Developing a standardized training and requiring providers to use that training
 - 3. Developing a list of required training objectives providers will use to develop training

Action Items	Person Responsible	Deadline
N/A	N/A	N/A

Agenda Item	APS Updates	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> • April reviewed and discussed “CMS Quality Assurances: I/DD Waiver Discovery & Remediation Report” for February 2014. • <u>Subcommittees:</u> <ul style="list-style-type: none"> ○ A Council sub-committee is currently working with APS and BMS to make recommendations for the upcoming 2015 I/DD Waiver Renewal. This sub-committee meets via conference call weekly and addresses a section of the manual for each call. ○ A Council sub-committee is currently working with APS and BMS to make recommendations for addressing how to determine when 1-person ISS/24-hr per day 1:1 services are appropriate for members. This sub-committee will make recommendations on how to determine who would qualify for an ISS in the future and will submit written recommendations to BMS. Richard Covert has agreed to chair this sub-committee. ○ A Council sub-committee is currently working with APS and BMS to make recommendations for a required Abuse/Neglect/Exploitation Training. Christine 			

Dickson presented to the Council the progress and recommendations of the sub-committee thus far.

- A sub-committee comprised of WV APBS Network members has been working on recommendations for TC/BSP services for the upcoming renewal, and will be prepared to present those recommendations in the near future.
- “March 2014 Group Home/Day Habilitation Program/ISS Survey Results” report was reviewed, which includes numbers as reported by providers. Note that these numbers are being verified as it appears that some of the data may be inaccurate. An updated report will be provided to the group once information has been verified and corrected if needed.
 - 39 providers operate 57 Facility-Based Day Habilitation programs in the state.
 - Capacity for Day Habilitation programs in the state ranges from the ability to serve 8 to 300 I/DD Waiver members.
 - 11 providers operate 23 Group Homes in the state.
 - Capacity for Group Homes in the state ranges from the ability to serve 4-22 I/DD Waiver members.
 - 11 providers operate 63 Agency Owned Intensively Supported Settings (ISS.)
- Ms. Goebel has followed-up with APS Service Support Facilitators, who conduct the members’ Annual Functional Assessments. The facilitators reported that the biggest I/DD Waiver unmet need, as identified by members and their supports, is speech, occupational and physical therapies. Additional unmet needs include dental care for adults, and iPads for educational/therapy purposes. The group has requested that the report identifying unmet needs provided during the January 2014 council meeting be updated and re-sent.
 - The Council discussed possible next steps to reducing unmet needs:
 - Link with licensing boards in order to determine location of therapy providers
 - Identify counties with highest reported needs and work to reduce those

Action Items	Person Responsible	Deadline
E-mail “Unmet Service Needs Reported by County and Service” document to group	April Goebel	July 2014 Meeting

Agenda Item	Public Comment	Public
<ul style="list-style-type: none"> ● Marilyn Nichols requested information regarding a parent becoming AMAP certified, and will follow up with OHFLAC for additional information. 		

Agenda Item	PPL Update	Presenter	Randy Hill
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● Council reviewed “Personal Options Referred, Enrolled and Active Participants (July 2012 – March 2014)” report. ● Randy Hill stated that some agencies have indicated they will no longer employ family members who provide Person-Centered Support: Family services. As such, those agencies will be required to inform participants who receive that service of other options. ● PPL identifies any timesheet on which an employee of a member reports he/she worked 			

16 or more hours in one day. This allows PPL to address employees who are working excessive hours.

- Companionship Exemption – This ruling requires that any employee who does not live in the home must receive overtime pay for hours worked over 40 per week. For those employees who live in the home, in order to be exempt from receiving overtime pay, they must meet the criteria set forth by the US Department of Labor. It does not appear that PCS: Personal Options providers will meet the exemption requirements.

Action Items	Person Responsible	Deadline
N/A	N/A	N/A

Agenda Item	APS Annual Functional Assessments Training	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> • April Goebel presented an overview of Annual Functional Assessments for the group. The group requested this training at the January 2014 meeting. 			
Action Items	Person Responsible	Deadline	
N/A	N/A	N/A	

Agenda Item	Development of Annual Quality Improvement Plan	Presenter	All Members
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Annual Quality Improvement Plan: <ul style="list-style-type: none"> ○ Goal One - Reduce Abuse/Neglect/Exploitation in the Program (continuing goal) <ul style="list-style-type: none"> ▪ 1A – Recommend objectives to be identified in the upcoming policy manual as required for Recognition/Reporting of Abuse/Neglect/ Exploitation training <ul style="list-style-type: none"> • The sub-committee working on this topic will finalize and present recommended objectives by October 2014. See notes above. ▪ 1B – Recommend method of tracking numbers of reports of abuse/neglect/exploitation for those with I/DD <ul style="list-style-type: none"> • Carla Harper, from BCF, conducted a presentation on FACTs and SAMs Systems. See notes above. • Jim Cooper, from OHFLAC, reviewed ACTS reports. See notes above. ○ Goal Two - Reduce Unmet Needs by Geographical Region for Members Statewide (new goal) <ul style="list-style-type: none"> ▪ April Goebel presented to the Council information regarding unmet needs, as gathered by service support facilitators. Council discussed next steps for reducing unmet needs. See notes above. ○ Goal Three - Continually Enhance Knowledge of QIA Council (continuing goal) <ul style="list-style-type: none"> ▪ 3A – Expand group’s knowledge of APS Annual Functional Assessment process 			

- April conducted presentation on APS Annual Functional Assessments. See notes above.
 - 3B - Expand knowledge about Person-Centered Planning.
 - The Council suggested inviting appropriate guest speaker for this topic at the next meeting. Pat Moss indicated she would request that someone from WVU CED speak at the July meeting.
 - CMS will be coming out with additional guidance regarding person-centered planning.
- Goal Four - Identify How Dreams/Goals of Members are Attained or Constrained by Program Requirements/Limitations (existing 2013 goal)
 - This goal will be tabled until CMS provides additional information on requirements for Person-Centered Planning.
- Goal Five - Advocate for Creating/Acknowledging Career Ladder for Direct Service Personnel
 - Council agreed to change goal to “Recruiting/Development/Retention of Quality Workforce”.
 - Council agreed to include objective to identify how to maintain a work environment that is appealing to potential employees.
 - Council discussed minimum wage increase vs. rates and suggested having a guest speaker to attend next meeting and to answer questions as to whether or not rates will increase with the minimum wage.
 - Council discussed that one state has funded career advancement and startup costs for job related expenses. Jane Ketcham agreed to further research this issue and identify the state.

Action Items	Person Responsible	Deadline
Gather recent data regarding unmet needs by county (July 1, 2013 – December 31, 2013)	April Goebel	July 2014 Meeting
Review Unmet Needs by County document and come up with two ideas to help reduce unmet needs	All Members	July 2014 Meeting
Invite guest speaker from WVU-CED to present information about person-centered planning	Pat Moss	July 2014 Meeting
Invite guest speaker to discuss rates	Pat Nisbet	July 2014 Meeting
Research state funding career advancement and startup cost for job-related expenses	Jane Ketcham	July 2014 Meeting

Agenda Item	Wrap-up/Confirmation of Next Meeting	Presenter	Jeanie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> • July 16, 2014; location TBA 			

Minutes submitted by April Goebel