

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting</b>	<b>DATE: November 17, 2022 TIME: 9:30 am-1:00pm</b>
<b>Members Present:</b>	
Rodney Smith, Delena Arthur, Terry Edgar, Heather Velez, Carolyn Lecco, Regina Desmond, Nichole Wills	
<b>Members Not Present:</b>	
Leslie Slack, Lindsey Secrist, Brad Anderson	
<b>Others Present:</b>	
Teresa McDonough (BMS), Angela Morales (WVU-CED TBI Services), Carissa Davis (Olmstead), Lisa Brooks (PPL), Katharine Randal, Jennifer Logan (Kepro), Barbara Recknagel (Kepro)	
<b>Meeting Minutes from the 08/18/2022 QIA Council meeting were approved.</b> <b>*Edits requested by Angela Morales completed*</b> <b>Motion to approve: Regina Desmond</b> <b>Motion to Second Delena Arthur</b> <b>Motion Carried</b>	

## MINUTES

Agenda Item	Welcome/ Introductions/Old, New Business	Presenter	Rodney Smith, Chair Barb Recknagel
<b>Discussion and Conclusions:</b>			
<b>Old business:</b>			
Council Handbook was updated and will be sent to BMS for placement on the website. Kepro will email copies to Council Members.			
Special thanks were given to Council Members Heather Velez (Provider) and Terry Edgar (Provider) for their involvement on the Council and extended their term during COVID 19.			
The following Council Members agreed to continue the Council:			
Rodney Smith Term: 2026, Carolyn Lecco Term: 2028 and Nichole Wills Term:2028			
Kepro requested that WVU CED TBI Services be offered the stakeholder with experience with child with TBI /member with child on the program. Angela agreed to follow up with her supervisor.			
<b><u>New Business</u></b>			
The following voting positions remain open: two (2) TBI Waiver Providers, one (1) stakeholder.			

Action Items	Person Responsible	Deadline
Continue efforts to fill voting vacancies	All Council Members and Stakeholders	On-going

Agenda Item	Program Updates	Presenter	Teresa McDonough—BMS Katharine Randal /Lisa Brooks—PPL Barb Recknagel—Kepro
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**Discussion and Conclusions:**

**Discussion/Follow-up:**

**BMS Updates:** Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program.

The TBIW program had eighty-five (85) active members at the end of September 2022. Forty-three (43) of those members have selected self-direction as their Service Delivery Model (SDM).

**State Fiscal Year (SFY) 2023**

July 1, 2022, started the new SFY with an approved number of funded slots at ninety-six (96). This resulted in a total of twelve (12) open funded slots, four (4) are reserved for the Take Me Home Program and the remaining eight (8) are for non TMH applicants. Five (5) of the eight (8) Non-Take Me Home slots have been awarded to eligible applicants.

**TBIW Application:**

The TBIW application amendment was received and placed on hold by CMS. Two areas of correction/clarification were requested of BMS. Those items included Appendix J, rate methodology and Appendix C, regarding the new service code Environmental Accessibility Adaptions (EAA) for the Home and/or Vehicle. The application was resubmitted to CMS on 11/16/2022.

**Conflict Free Case Management (CFCM):**

Implementation of CFCM is to begin roll out in January of 2023. BMS has instructed the UMC that Member’s with a January 1<sup>st</sup> anchor date, will be required to have nonconflictual selections or have agency expectation documents in place if the Case Management Agency is the one and only qualified provider of both services

**Face-to-Face Home visits and Kepro Eligibility Determination Assessment**

BMS has informed Case Management Agencies (CMA) that quarterly in person home visits (CMA) will start in January of 2023.

BMS has informed Kepro that in person assessments (Initial and reevaluation) will be offered and provided upon applicant/ member’s request.

**Electronic Visit Verification (EVV):**

Full implementation of EVV has been postponed till December 1<sup>st</sup> of this year. Full implementations include the final phase where Provider Claims will be submitted to HHAeXchange for verification/comparison of system information (time in/time-out) for

Personal Attendant (PA) staff tied to that member's claim. Delays have been a result of data issues with and among the state vendors.

**Rate Increases:**

Effective October 2022, a temporary rate increase for Personal Attendant Services was announced. The increase in funding is to help recruit and retain the direct care work force. As required with previous rate increase with American Rescue Plan Act (ARPA), a minimum of 85% of the rate increases must be passed on to direct care workers in the form of wages increase, bonuses and/or increased benefits. Agencies have until March 31, 2025, to expend this rate increase. The TBI Waiver Personal Attendant Service Code for the Traditional Service delivery Model for both live in and non-live in workers increased from \$4.73 to \$7.10 per units (15 minute).

**Incident Management System-New System:** The state agency responsible for operating the current WV IMS no longer wished to oversee the system. Notice was given to BMS and an extension was granted. BMS contracted with WellSky with ARP funds for solution, Project team has been meeting weekly on Mondays. A selected number of ADW providers have agreed to participate in testing activities.

**PPL Updates:** Katharine and Lisa provided an update to the Council Members on the self-direction service delivery model. There were forty-three (43) active program members, self-directing his/her Personal Attendant Services. A Quality Review was completed by Kepro for Calendar Year 2022 earlier this month. PPL reports that spending plan configurations have been complete in preparation for new covered services of EAA.

**UMC updates:**

Barb provided an update to the Council members on Kepro functions for the TBI Waiver program.

**Kepro and CNSI**

Kepro and CNSI have announced an agreement to merge. The combined company will bring complementary opportunities for growth and scale that benefit both our employees and our clients.

**About CNSI:** CNSI delivers a broad range of health information technology enterprise solutions and products to a diverse base of state and federal agencies in the United States that help clients achieve their mission, enhance business performance, reduce costs, and improve the health of individuals and communities. Headquartered in McLean, VA. CNSI's workforce includes 1,200 employees, including a world-class team of technologists, program managers, and subject matter experts with large-scale, mission-

critical information technology implementation experience.

<https://www.kepro.com/press-room/kepro-and-cnsi-announce-merger?hsLang=en>

**Atrezzo Next Generation (ANG):**

The ANG UM Provider view will have a refresh slated for December of 2022. The refresh is designed for easy of submission and review of UM Cases on the provider portal.

Barb presented the first quarter (July-September 2022) Quality Management Data Summary to the Council.

The following Service Planning Performance Measures fell below the quality threshold for the 1<sup>st</sup> Quarter: **D-4** Percent of files of people receiving services whose service plans was updated at least annually and revised as needed, achievement was at 81%  
No Participant Safeguard Performance Measure fell below the quality threshold for the 1<sup>st</sup> Quarter.

Barb reviewed the Critical incidents reported in the WV IMS for the review period with the added data requested from the Council. Six (6) critical incidents were reported in the WV IMS. The data showed that all six of the reported critical incidents had formal staff delivering services during the month the incident occurred.

**National Center on Advancing Person-Centered Practices and Systems’ Beyond Compliance Leadership Learning Collaborative:**

The NCAPPS Beyond Compliance Leadership Learning Collaborative started in February of 2022. There have been nine (9) sessions held to date. Leaders within BMS HCBS unit, BoSS, stakeholders and Kepro have been attending.

**Money Follows the Person (Take Me Home WV) updates:** No updates were provided during today’s meeting.

Action Items	Person Responsible	Deadline
Complete quarter data reports for Council	Barb Recknagel	On-going

Agenda Item	Presenter
Council Quality Management Plan (QMP) Report 2020- CAHPS® HCBS-TBIW Findings * 2021 CAHPS® HCBS-TBIW Findings* *Attached	Barb Recknagel

**Discussion and Conclusions:**

**Discussion/Follow-up:**

Barb presented findings from members' surveys and trainees' evaluation forms as means to measure performance for strategies # 1 and # 2 from the Council Quality Management Plan (QMP).

#### Feedback Findings

Strategy # 1- Incorporating and improving person-centered needs identification in the TBI Waiver Program.

#### Members Feedback

Kepro staff reviewed twenty-six Service Requests from April 2022-August 2022. All Service requests reviewed included the completion of the two (2) Person Centered discovery tools. Kepro attempted to contact and conduct the phone interviews with all twenty-six members. Fourteen (14) members agreed and completed the phone interview.

#### Findings

- 85%** of members surveyed stated that their service plan included **“All of things that are important to you”**
- 85%** % of members responded **“Yes”** that the Morning Ritual Tool was helpful
- 85%** of members responded **“Yes”** that the Good Day/Bad Day Tool was helpful
- When asked, do you believe that your case manager understood what was important to you, **93%** of the members surveyed responded **“Yes”**

Strategy # 2 Establishing person-centered planning best practice in the TBI Waiver Program.

#### Training Attendees Feedback

Training Evaluation forms were sent to each register attendee for four (4) sessions held. The training evaluation focus on two (2) main areas of learning: enhancing the trainee's knowledge and skills.

October 13, 2022, Building Our Person -Centered Thinking Skill: Management Tools  
Number of Attendees: 16

The training session has better prepared me to perform my job.

64% of the trainees strongly agreed

36% of the trainees agreed

My knowledge of the topic improved from this training.

64% of the trainees strongly agreed

36% of the trainees agreed

Barb briefly presented the findings from the Consumer Assessment of Healthcare Providers and Systems® (CAHPS®) Home and Community Based Services (HCBS) Survey-for the TBI Waiver program for 2020 and 2021. Copies of the reports were displayed for those Council Members attending virtually. The reports are located on the TBIW BMS website here:

<https://dhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Documents/Final%20->

[CAHPS%20HCBS-%20TBI%20Waiver%20Survey%20Summary%20Report%20Findings%202020%20.pdf](#)

[Consumer Assessment of Healthcare Providers and Systems® \(CAHPS®\) Home and Community Based Services \(HCBS\) Survey-2021 Findings WV Traumatic Brain Injury Waiver Program](#)

Action Items	Person Responsible	Deadline
None currently		

Agenda Item	Lunch Public Comment Stakeholder Updates	Presenter	Angela Morales-WVU CED TBI Services Regina Desmond-Disability Rights of West Virginia Carissa Davis Olmstead

**Discussion and Conclusions:**

**Lunch provided by Kepro.**

**Public Comment Period:** There was no public comment offered during the allotted time

**WVU CED TBI Services Update**

Angie Morales provided an update to the Council regarding WVU-CED TBI Services program. The data reflects the months of July 1, 2022, through October 2022. Forty (40) FUNDS for You applications were received. Efforts by the Outreach Coordinator has resulted in an increase in inquiries received at CED. Sixty-five (65) packets which includes the Self Advocacy brochures has been sent out. A new social worker, Tara Dotson has been hired. Angie shared the new brochures that focus on the four(4) Victims of Partner Violence, Homelessness, Military and Veteran, Reentry into Society, and general brochure for the public.

**Disability Rights of WV Updates**

Gina Desmond provided an update to the Council regarding the one (1) advocacy referral discussed at last meeting. Gina reported that three (3) self-advocacy brochures have been distribute by her agency this quarter.

**Olmstead Updates**

Carissa Davis provided an update to the Council. She reported that the Olmstead Council will be reviewing and updating the Olmstead Plan. She is soliciting feedback on the plan which can be found here:

**[https://www.wvdhhr.org/oig/pdf/OLMSTEAD/Olmstead Plan Update FINAL May 2](https://www.wvdhhr.org/oig/pdf/OLMSTEAD/Olmstead%20Plan%20Update%20FINAL%20May%202022.pdf)**

<b><u>020.pdf</u></b>		
Action Items	Person Responsible	Deadline
None at this time		

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
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**Discussion and Conclusions:**

Accepted Council Meeting dates for 2023  
 February 16<sup>th</sup>, May 18<sup>th</sup>, August 17<sup>th</sup>, and November 16<sup>th</sup>  
 10:00am-1:00 pm  
 In person and remote meeting options will be available.

**Meeting Adjourn**  
**Motion Made by Carolyn Lecco**  
**No second required**  
**Meeting ended at 1:10 pm**

Action Items	Person Responsible	Deadline
<b>Prepare and send reports to Council Member and Stakeholders</b>	Barb Recknagel	On-going
Secure Meeting Location for 2023 and inform Council	Barb Recknagel	

Minutes taken by: Barbara Recknagel, MSW, LGSW, CBIS, Manager-Kepro