

TBIW CFCM Stakeholder Group Meeting Minutes

March 29, 2019 from 10AM-12:00 PM

Location: KEPRO Offices, 1007 Bullitt Street, Suite 200, Charleston, WV 25301

Welcome and Introductions- Present: Michelle Pratt, Taniua Hardy, Barbara Recknagel, Liz Bragg, David Wilson, Megan Ramsburg (via phone)

Distribution of approved flyer -

- **Discussed distribution of the flyer to participants. Group says that flyer should be mailed and the TBIW membership is manageable for a mailing, provider agencies indicate they have regular mailings which could include the flyer as an insert. Will ask provider agencies to include in routine mailing that they already are sending out. Case manager should call after the mailing and seek clarification if there are any questions. Liz will send communication to Barbara with specific instruction. Barbara will send out the Flyer and instructions to the Case Management Providers. Copy Teresa.**

Update on agency self-survey via survey monkey.

- **Liz gave update on survey status. Jennifer said changes requested could be made and once changes are made a link will be forwarded to Liz, Teresa and Barbara for review and approval of the final survey prior to the link going out to providers. Liz will send copy of email that went out with IDD survey to Teresa and Barb for review to determine if language is appropriate for the TBIW agency survey.**

WVCFCM system chart continued

- **Engaging and identifying family members/participants who participate in stakeholder group meetings either in person or by phone. Discussed methods for outreach to family members,**

suggestion for Posting on Facebook. QAI Council, TBI Conference can be used to disseminate program updates on CFCM as well as asking Brad Anderson to distribute to various support groups he is aware of.

Discussed at length potential need for clear exceptions process after review intent of provider self-survey to be initiated. Specifically, what safeguards would be in place to ensure Conflict Free Case Management for the member, when he/she receives both services from the same Provider. Two scenarios were discussed including 1. New Case Management Providers coming into the County (where there was one) and 2. Only one qualified Provider in the geographic area how do we ensure quality of services? What firewalls are needed? (refer to WV CFCM TBIW document for details)

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CM Agency certification process -

- **Group began to review agency initial and continuing certification process to be required for those agencies who apply to be Case Management agency. This will become important as, moving forward, there may be an increase in those who make application to provide CM for IDD, TBI and ADW waiver members. Stakeholder group should provide input on specifics required of agencies to provide specifically TBIW waiver CM with quality.**

Wrap up

- **Identified potential dates for meetings in May which may need to be on alternate dates due to scheduling of conference room at BoSS. Liz will confirm availability of room after meeting with ADW group this afternoon and send out calendar invites to group.**

