

ADW CFCM Stakeholder Group Meeting Minutes

March 29, 2019 from 1PM to 3 PM

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

Welcome and Introductions

- **Present for today's meeting include Arlene Hudson, David Maynard, LuAnn Summers, Regina Pancake, Stephanie Thorn, Tania Hardy, Mary Jenkins (by phone), Pam Miller (by phone), Liz Bragg**

Discussion of distribution of approved flyer:

- **Liz announced that the approved flyer is now on the CFCM page on DHHR/BMS Waivers webpage which could assist in soliciting additional members in the Family/member category on this stakeholder group. Discussion follow up regarding not mailing flyer, however members of group believe it is important to ensure the family/family members of the ADW group receive the information in order to prevent misinformation. Providers of the group indicate they have mailings which go out regardless and stakeholder group suggests that agencies be asked to insert the flyer into the next mailing which will be going out to their member families served by case managers for their agencies. BoSS will add survey to mailing to be going out related to survey they are conducting (if survey hasn't already gone out) . BoSS's mailing could get the survey to over 1000 of the members of ADW. Additionally, a question will be added to the self-survey to be administered with existing CM agencies asking if they would be willing insert flyer into mailings that they will be mailing out regardless. Agencies can post at their locations however many of the members never come to the agency sites.**

WV CFCM system chart was completed during today's meeting.

- **Increased family /member participation in ADW stakeholder group . Discussed potentially having Margaret B post flyer on social media. Discussed possibility of taking meetings to various locations in the state for increase family participation. Also discussed having Case Manager ask families if they would like to participate in the stakeholder meetings. The flyer gives contact information for those families who may be interested.**

Review Agency Self-Survey questions

- **Group reviewed survey questions and provided suggestions for questions specific to ADW. Use of term homemaker or personal attendant is good.**
- **Question 6 may need to provide an example**
- **Insert definitions of rural or cultural exemptions with question 8**
- **Added 2 questions at end of survey related to ownership of residential sites and distribution of flyer/information.**
- **Ran out of time but members of stakeholder group were asked to email Liz any further suggestions.**

Agency sustainability of CM data

- **Follow up discussion related to sustainability of Case Management services for agencies who choose to provide case management. Providers have indicated the amount of reimbursement per month does not meet cost of providing the service. Liz provided copy of cost analysis document provided by Evelyn and a summary document which includes only total revenue generated during quarter and expenses of Case management service. The stakeholder provider agencies are being asked to complete the summary document and bring results to next meeting.**

Satisfaction survey

- Pam Miller, stakeholder member, shared satisfaction survey utilized by her agency which provides excellent frame for questions specific for case management agency satisfaction survey. This document, the group agrees, is an excellent resource. Discussed adding question related to asking if the personal attendant is coming in as decided/determined in Service plan (i.e. – agreed upon times, staying full shift etc.)

Set items for next scheduled meeting;

- Review/follow up items from previous meeting
- Certification process for CMA agencies
- Training curriculum requirements for CM
 - Person centered planning
 - What specific requirement for ADW expertise.
 - Waiver manual language specific

- Waiver manual language recommendations specific to Case Management
 - Person centered planning

Schedule for upcoming meetings:

Date:	Location:	Time:
April 12, 2019	BoSS ,3rd floor of Town Center Mall	10:00AM – 3:00PM
April 26, 2019	KEPRO Offices, 1007 Bullitt Street	10:00AM – 3:00PM
May 10, 2019	BoSS ,3rd floor of Town Center Mall	10:00AM – 3:00PM
May 24, 2019	BoSS ,3rd floor of Town Center Mall	10:00AM – 3:00PM

