

IDD Waiver CFCM Stakeholder Meeting Agenda

July, 11 2019 from 10AM-12:00 PM

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

- **Welcome/introductions** – Present for today’s meeting include: Joyel Finley, Pretera; Megan Ramsburg, WVU/CED; April Goebel, Kepro; Randy Hill, MFP; Jennifer Eva, BMS; Stacy Broce, BMS; Bob Henrich, Family Member; Peg Henrich, Family Member; Josh Ruppert, Kepro ; Liz Bragg, BMS
 - **On phone:** Barb Leshner, ASC; Brad Blackburn, ResCare; Chris Chrytzer, Unlimited Possibilities; Rachel Akers, CCIL; Tedi Ferrel, Northwood; JW Stevenson, Stevenson WV; Sharon Stephen, PAIS.

Discussed concerns from provider association regarding some DHHR guardians preselecting case management agencies without input from IDT or member coming to the table with decision made. Group noted that this impacts the member’s choice and the process should be driven by the member. Group discussed how we could address this problem globally including suggestions of improving requirements over disagreeing with the IPP. Can BMS have the latitude to render an IPP invalid if other members of the IDT (other than individual or guardian) disagree in a way that makes all IDT members more equal. Legally guardians have the final say so. Options will be explored.

Other concerns noted were agencies making backdoor agreements with each other to take each other’s case management clients. A suggestion was made to have DHHR guardians participate in a statewide webinar to better understand the conflict free case management process/purpose. Another option noted was for this to be added to the training Jen Eva is currently doing with DHHR offices on the new CSED Waiver. A module in the curriculum for guardians as required training is another option. It was also noted that during policy discussions, cross referencing the conflict free case management policies with other sections such as the IPP agreements would take place. Liz will talk more with Pat and Randy about a module or a webinar training for guardians.

Group discussed new flyer that clarifies the July 1, 2020 start date for conflict free case management since there was some confusion about the compliance date. Flyer will be distributed in mass mailing and at annual Kepro assessments.

- **Case Management Credentialing/Training – continue review/discussion of draft curriculum outline for input from stakeholder group**

– iSpring will be the platform for the case management curriculum. The first module is currently being written. Some questions regarding grandfathering case managers have come up. Everyone will be trained that is unlicensed. There is a possibility of having a certain percentage of staff trained each month after July 2020 if there will be too much of an administrative burden. It was asked if current SCs could possibly test out of certain modules. The group discussed options and noted that all SCs should take the curriculum initially, then have the option to test out in subsequent years. It was noted that topics will be added ongoing basis and a certain number of CEUs will be required for case managers annually or every 2 years. If modules/curriculum is available before July 1 then case managers will be able to go ahead and start it even though it wouldn't be in the policy manual yet. The curriculum will be approximately 32-40 hours to complete self-paced. The group discussed if any topics were missing in the current plan – suggestions were made for topics on acronyms, specific budgeting training (how to purchase, what documents need to go to Kepro, timelines, math portion, services available, etc.). The group noted that it's important to point out that agency specific training will be separate. Suggested that the parent handbook for new members could be useful when looking at curriculum. There were some questions regarding why this curriculum is needed – group noted that not all agencies currently have the same level of quality training so this is needed to level the playing field and get quality services for all members. It was asked if there could be a comprehensive exam to determine areas of training based on results of the exam rather than have everyone trained the same. It was noted that everyone taking the curriculum as a baseline would be needed because it would be difficult to test on all topics, however someone with 20+ years of experience might not take all 40 hours to complete because of their background knowledge. There is also some concern over having the curriculum be web-based because in person training has the ability to ask questions and discussion. The group noted the questions on the test should be randomized to prevent group test taking. The group discussed a mentoring component like the BSPs do to help with those discussion/question pieces. A sample mentoring plan will be brought to the group next month.

The group needs to consider how to handle mentoring for independent case managers without a supervisor. Some ideas discussed were requiring a certain number of year of experience to be an independent case manager or having peer support groups like the BSP curriculum. It was also brought up the idea of requiring a certain number of hours of small business mentoring for anyone who will start a new case management agency. This could also address concerns about what happens to members if an agency just closes because it was not sustainable business. It was noted that the state has small business development center workshops for a small fee or free held all over the state so we could just link that person with that resource. This could fit in with the agency certification process.

- **WV CFCM system planning** Will be further discussed and developed in our next stakeholder meeting in August.
- **Memorandum of Understanding/Interagency Agreements** Examples distributed, and further discussion will occur at our next stakeholder meeting in August

It was suggested that a grievance board be established to have an objective 3rd party to mitigate interagency issues before it escalates to Kepro or BMS. Also suggested was to have a crosswalk of case management/direct service responsibilities like was developed for SC/PPL responsibilities.

Discussed geographic/cultural exemptions process form/application currently being developed in another stakeholder group, this stakeholder group will review draft version and provide input as we develop final tool. Agencies which submit an application for exemption due to geographic limitations will be reviewed on a case by case basis that must be approved by BMS/CMS and will be time limited.

- **Revisit PATH Strategic plan at next meeting in August**

Next scheduled meetings :

September 12, 2019 10am to 12 noon