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| West Virginia TBI Quality Improvement Advisory Council Council Meeting Minutes | DATE: November 18, 2021 TIME: 9:00 am-Noon |
| Members Present: | |
| Rodney Smith, Terry Edgar, Brad Anderson, Jodi Calissie (poxy for Gina Desmond) | |
| Members Not Present: | |
| Mark Holmes, Heather Velez, Nikki Wills, Carolyn Lecco | |
| Others Present: | |
| Teresa McDonough, Katharine Randall, Lisa Bishop, Angela Morales, Carissa Davis, Marcus Canaday, Barb Recknagel | |
| Meeting Minutes from the 08/12/2021 QIA Council meeting were approved. | |
| Motion to approve: Brad Anderson | |
| Motion to Second: Rodney Smith | |
| Motion Carried | |

MINUTES

| Agenda Item | Welcome/ Introductions/Old Business | Presenter | Rodney Smith Barb Recknagel |
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| Discussion and Conclusions: | | | |
| <u>Old Business:</u> | | | |
| <ul style="list-style-type: none"> • <u>Membership Vacancies:</u> Kepro staff shared recruitment efforts in obtaining members for the open and coming open positions now and in 2022. Three positions remain open. Brad suggested that application adaptations be offered to assist people with lived experience in completing the written application. Kepro agreed to do so with the program member interested in applying. • <u>Membership Recruitment:</u> Kepro staff requested Council members and stakeholders to continue to explore possible individuals for membership position on the Council. Three positions open are: Stakeholder (2) and Parent of a minor child with TBI. • <u>HCR 137 House Study Resolution:</u> Council member Brad stated some movement has occurred with the study resolution. Brad was successful in scheduling a meet and greet between Neuro Restorative and committee members. Brad and others will be developing a video series on the difficulties of obtaining head injury rehabilitation services in the state. He hopes to have the video done to present during interims. | | | |
| <u>New Business:</u> | | | |
| Extended membership terms were discussed, all members in attendance with an ending term of 2021, agreed to extend for one more year. It was determined that such a motion required a vote. | | | |

Motion to approve: Brad Anderson
Motion to Second: Jodi Calissie
Motion Carried

| Agenda Item | Program Updates | Presenters | Teresa McDonough—BMS Marcus Canaday - MFP/TMH Katharine Randall/Lisa Bishop —PPL Barb Recknagel—Kepro |
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Discussion and Conclusions:

Discussion/Follow-up:

BMS Updates: Teresa provided program numbers as of September 30, 2021 enrolled member- 86 and 43 members are self-directing their services. Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program.

COVID 19 and Appendix K:

CMS allows states to waive or extend certain requirements during a pandemic if the state completes the required document called Appendix K. BMS completed and received approval from CMS on its' Appendix K. West Virginia can keep the Appendix K revisions in place up to six (6) months once the public health emergency has ended. Please refer to link below to review a copy of the approved Appendix K.
<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/ADWProgram/Documents/WV%20Combined%20Appendix%20K%207-21-2020.pdf>

Bi-weekly Provider Calls:

BMS continues to hold biweekly calls with the ADW/PCS and TBIW providers. These calls have expanded outside of COVID 19 and are used to hold updates/discussions about policy and project implementations that directly impact providers of home and community-based services. BMS is maintaining a Frequently Asked Question (FAQ) log from those meetings located here:
<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/Member-and-Provider-Info.aspx>

Electronic Visit Verification (EVV):

Implementation of EVV continues. Personal Attendant (PA) staff who do not live in the home with the member will be required to use EVV. Case Managers will be subject to use EVV, later in the implementation phase. The second phase of EVV implementation involving submission of claims started in October 2021. There have been issues with data transfers between the Fiscal Claims Payor and the EVV vendor that are being addressed.

Conflict Free Case Management (CFCM): Full implementation of CFCM is on hold while the state is operating under Appendix K. However, BMS has asked Kepro to assist applicants and member's transferring services to make nonconflictual selections.

American Rescue Plan (ARP): Since last Council meeting, West Virginia's Spending Plan for Implementation of American Rescue Plan Act of 2021, Section 9817, additional support for Medicaid Home and Community Based Services during the COVID-19 Emergency has been accepted by CMS. Funds from the ARP will be used to support a new service code, Environmental Accessibility Adaptations (EAA) home and vehicle for TBI and AD Waiver programs. BMS and Kepro staff developed draft language for both the CMS application and policy to include this new code. The spending plan can be found here:

<https://dhhr.wv.gov/bms/News/Documents/WV%20State%20ARP%20HCBS%20Spending%20Plan.pdf>

Direct Care Worker Shortage -Work Group: The AD Waiver QIA Council Work Group: Teresa and Barb have joined this work group and have actively participated in the development of a survey for paid caregivers in West Virginia The survey which focusses on recruitment, training and supervision, wages and benefits, job satisfaction and basic demographic information of the paid caregiver. BMS is exploring methods for survey implementation and reporting.

Council members and stakeholders asked questions about the current shortage and BMS provided information on both short and long-term strategies to combat the workforce issues. Funds from ARP have been designated for immediate usage to increase rates and offer providers flexibility in using funds for staff bonus.

BMS Website/Resource Tab: Teresa displayed and navigate the Resource Tab from the DHHR BMS TBIW website for the Council Members. The Resource Tab can be located here:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Resources/Pages/default.aspx>

Teresa shared a recent addition to the website that has information on caregiver burnout. The information can be found here:

<https://www.theseniorlist.com/caregiving/caregiver-burnout/>

PPL Updates: Lisa Brooks provided an update to the Council Members on the self-direction service delivery model. There are forty-one (41) active TBI Waiver program members, self-directing his/her Personal Attendant Services. Katharine shared with the Council that the PERS vendor for self-directed members will be Medical Guardian. PPL reported to the Council that this vendor will provide data points based on members usages. Currently there are two (2) TBI Waiver members self-directing that has requested and been approved for a PERS unit.

Kepro conducts yearly review of PPL compliance with its' contract requirements with BMS. This review has occurred this month.

Money Follows the Person (Take Me Home WV) updates: Marcus Canady provided the following data points; the TMH/MFP program has transitioned its' five hundredth person this month since the program started. Three hundred and twenty (320) individuals have completed three hundred and sixty-five days in the community without reinstitution.

The number of transitions is lower than predicated, census in nursing homes is down, nursing home social worker turnover is high, and most of the Transition work is being completed remotely.

CMS just issued a directive that visitation at the pre pandemic status can reassume at nursing homes. Visitors must adhere to COVID 19 protocols and guidance.

Marcus reported that the state's submission on the Capacity Building Grant available to states with MFP grants was approved by CMS. Some of the major projects to be funded included:

No Wrong Door (NWD)

Support the staffing and operations of the NWD Initiative, funding for a consultant to assess the Long-Term Care (LTC) services in the State and develop a strategic plan based on its' findings and funding for a media consultant to brand the NWD system.

Telehealth

Continue to support and expand the efforts for telehealth services and programs that was piloted last year.

On-Line Case Management and Incident Management System

Provide funding for the development of an online Case Management system.

Funding to Support WV BI LC

Provide funding for development of a training video focused on person centered planning.

UMC updates: Kepro presented the Quality Management Data for the 1st quarter July 1, 2021-September 30, 2021. Service Planning Performance Measures achieved 100% for the reporting quarter. Participant Safeguard Performance Measures achieved 100% for the reporting quarter. During the 1st quarter there were fourteen (14) critical incidents reported in the WV IMS. There was one (1) reported Abuse, Neglect and /or Exploitation referral made by member's family and one (1) member died during the quarter. There were zero (0) unexplained deaths during the reporting period. Angela Morales inquired if any of the reported incidents were members without paid Personal Attendants during the time of the incident. Jodi Calissie inquired if the Case Manager contacted a follow up home visit because of the incident. Kepro agreed to review the critical incident reporting data adding that additional data element for future reporting. Kepro explained that CMA Face to face home visits is on hold under Appendix K. Follow up on any incident is required under policy. CMA can choose to conduct an in person visit if safety concerns are present.

| Action Items | Person Responsible | Deadline |
|---|--------------------|------------------------------|
| Review reported Incidents to determine if formal paid staff were in place | Barb Recknagel | On-going Reports for Council |

| Agenda Item | Council Quality Management Plan (QMP) | Presenter | Barb Recknagel |
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Discussion and Conclusions:

Discussion/Follow-up: Barb Recknagel presented the Quality Management Plan (QMP) to the Council. The QMP reflects the continuance of the WV Brain Injury Learning Collaborative. The QPM goal is to: Improve service delivery in the TBI Waiver program with person centered thinking, planning, and practices.

1st Quarter Report: Strategies # 1 and #2
 Effective September 1st, all initial and annual service Plans will have the PCD tools
 Effective October 1st, Kepro staff will conduct a survey with members on their service planning experiences.
 Training event on building knowledge and skills occurred on September 9, 2021. Fourteen (14) attended. Brad Anderson provided an excellent segment on his life experience before and after his TBI and gave examples of how staff helped or didn't help during his recovery.

Strategy # 3. Disability Rights of WV reported that they sent out six self-advocacy brochures during the first quarter. WVU-CED will provide the information for 1st and 2nd quarter at the next Council Meeting.

| Action Items | Person Responsible | Deadline |
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| None currently | | |

| Agenda Item | Public Comment/ TBI Stakeholder Updates | Presenters | Angela Morales Jodi Calissie for Regina Desmond Carissa Davis |
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Discussion and Conclusions:

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

Discussion/Follow-up:
WVU- TBI Services-CED Updates Angela provided an update to the Council Members on WVU CED TBI Services for July 1, 2021-September 30, 2021.
 Forty (40) new Funds for You applications have been received. Thirty-one (31) requests for neuropsychological evaluations have been made. Three (3) virtual support groups (Statewide) are being held: Caregivers Group-last Friday of the month;

Monthly Mindfulness Sessions, third Friday of the month and a Morgantown location group held on the first Thursday of the month.

Disability Rights of WV Updates

Jodi Calissie provided the following data for the Council from their TBI Grant: twenty-six individuals self-reporting with a TBI access services. Two (2) of those cases were individuals on the TBIW program. Of those case 18 received Information and referral services from DR WV.

Olmstead Updates Carissa provided an update to the Council; there is currently no funding available for transitions. The lack of funds is due to the new start of the federal fiscal year. Applications are still being accepted. Carissa stated that there is an opening on the Council for a TBI Waiver provider.

| Action Items | Person Responsible | Deadline |
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| None currently. | | |

| Agenda Item | Wrap Up/ Confirm 2022 Council: Meeting Dates/Time/Location | Presenter | All |
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Discussion and Conclusions:

2022 Council meeting times/dates and remote access was discussed. It was determined that Google Meet (BMS) platform will be used in 2022. This platform allows for call in options. The Council agreed to start time of 9:00 am and the meeting dates below were approved.

February 17th

May 19th

August 18th

November 17th

Motion to Adjourn: the motion was made by Terry Edgar at 11:43 am.

| Action Items | Person Responsible | Deadline |
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| Meeting Agenda and Handouts prior to Council Meetings | Kepto-Barb Recknagel | 2 weeks prior to meeting date |

Minutes taken by Barbara Recknagel.