West Virginia Quality Improvement Advisory Council Meeting	October 23, 2013 10:00am-4:00pm Bureau of Senior Services
Members Present:	
Jayne Lakes, Norma McKee, Jeannie Elkins, Darrel Alt, Richard Covert, Clarice Hausch, Christine Dickson, Craig Greening, Mary Lea Wilson	
Members Not Present:	
Debra Higgins, Robin Hatcher, Sam Walker-Matthews (reported absence), Tahnee Bryant (absence reported), Jon Sassi	
WV DHHR and ASO Representatives Present:	
April Goebel-APS Healthcare, Pat Nisbet-BMS, Marcus Canaday-BMS, Jim Cooper-OHFLAC, Nora Dillard-APS Healthcare, Lori McGurty-APS Healthcare, Tiffany Angel-APS Healthcare, Steve Brady (for Beth Morrison)-BHHF, Steve Wiseman-DD Council	
WVDHHR and ASO Representatives Not Present:	
Pat Moss-BMS, Jane McCallister-BCF (reported absence), Tina Maher-Olmstead (reported absence)	
Ancillary Members Present:	
Jane Ketcham, Susan Striar May	
Ancillary Members Not Present:	
None.	
Public Present:	
Marilyn Nichols.	
Meeting Minutes from July 2013 were approved.	

MINUTES

Agenda Item	Welcome, Approval of July 2013 Minutes, Announcements	Presenter	Jeannie Elkins
Discussion and Conclusions:			

- Welcome: Jeannie Elkins welcomes everyone. Since there are many new members, all Council members introduce themselves.
- Subcommittees: At July's meeting the need for sub-committees to address 1-person ISS and to advise BMS on the upcoming 2015 Waiver renewal was identified and volunteers solicited (volunteers were asked to send an email indicating their interest before today's meeting.) The following individuals volunteered:
  - ISS 1-Person - Tina Maher (Chair), Christine Dickson, Clarice Hausch, Steve Wiseman, Jane Ketcham, Marilyn Nichols, Richard Covert, Mary Lea Wilson
  - 2015 Waiver Renewal - Jane Ketcham (Chair), Marcus Canaday, Tina Maher, Liz Bragg, Libby Collins, Steve Wiseman, Christine Dickson, Tahnee Bryant, Norma McKee
  - Pat will contact the chairs of each sub-committee with how to proceed in

January.
- <u>Announcements:</u> Reminder that 3 missed meetings will result your seat on the QIA Council to be vacated.

Action Items	Person Responsible	Deadline
None		

Agenda Item	BMS		Presenter	Pat Nisbet

Discussion and Conclusions:

- <u>Companionship Exemption:</u> Pat presented a power-point on the new companionship and live-in worker exemption rules. April will forward the power-point to members post-meeting. Live-in Exemption Law released by the Department of Labor on 9/17/13. The law clarifies the FLSA classification of a companion/live-in worker. Law will go into effect January 1, 2015. This law will impact Person-Centered Support-Agency, Person-Centered Support-Family, Person-Centered Support-Personal Options, Respite-Agency Traditional Option, Respite - Personal Options. Will be presenting more at the Quarterly Provider Meeting.

- <u>I/DD Waiver:</u>
    - 791 - Approved Individuals on Wait List
    - 162 - Slots Released July 1

- <u>A/D Waiver:</u>
    - 2388 - Approved Individuals on Wait List

- <u>TBI Waiver:</u>
    - 100 Slots available
    - 26 - Active members

- <u>Questions/Follow-up:</u> If a member is employed and receiving retirement benefits, the State Economic Service policy considers this an asset. DD Council wrote to CMS about it and they wrote back and quoted State Medicaid Financial Eligibility policy. Steve Wiseman wants to continue getting information on this issue.

Action Items	Person Responsible	Deadline
Forward Live-in Exemption Law and link to QIA members	April Goebel	Next Council Meeting

Agenda Item	OHFLAC		Presenter	Jim Cooper

Discussion and Conclusions:

- Jim has replaced Rose Lowther-Berman as OHFLAC's Behavioral Health Director. APS to forward data requested by council for OHFLAC for presentation at future council meetings.
- Complaints:

	o Sept 2013 - 363 complaints (not broken down in any area or any division) o 153 - substantiated o 148 - not substantiated o 62 - waiting on info/investigations from provider		
Action Items		**Person Responsible**	**Deadline**
Forward needed OHFLAC information to Jim Cooper		April Goebel	Next Meeting

Agenda Item	CMS Quality Assurances: Discovery and Remediation Report, Open Forum Data, Unmet Waiver Service Needs by County	Presenter	April Goebel
Discussion and Conclusions:			

- CMS Quality Assurances: Discovery & Remediation Report: April presents data to group, pointing out areas of interest including staff training/qualification data.
    - Questions/Follow-up: Some council members indicate they support a state-wide, standard curriculum for trainings such as Confidentiality, Member Rights, Recognition and Reporting of Abuse/Neglect/Exploitation.

- Marcus Canaday explains that CMS is funding a project to develop core competencies for training of direct care service staff. Some of the goals were to develop skill sets, competencies, and these would apply to all arenas around community based service settings.

- Open Forum Data: Completed in July and August. Conducted forums with members/families and providers in separate meetings. Covered 12 survey items. in preparation for the Renewal in 2015. April reviews Presentation.
    - Questions/Follow-up: None

- Unmet Waiver Service Needs by County: April reviews data. This information is broken down by county and age (under- and over- 21). It is gathered by APS during the Annual Functional Assessment as reported by members/families in the Structured Interview.
    - Questions/Follow-up: During Annual Functional Assessment, the question of unmet needs is presented in an "open-ended" manner; the group feels as though a checklist may better assist members/families in identifying their unmet needs.

Action Items	Person Responsible	Deadline
Send Core Competency information to members	April Goebel/Marcus Canaday	Next Meeting
Send CMS Active Treatment Letter to members	April Goebel	Next Meeting

Send out second tab of Unmet Needs info to members	April Goebel	Next Meeting

Agenda Item	PPL Update	Presenter	Randy Hill

Discussion and Conclusions:

- Monthly Activity Report: Randy reviews PPL report for FY 2013 and 2014 (thus far.) This includes the number of referrals received, withdrawn, Status of those referred, enrolled, and active, as well as those transferred, and the number of active employees.

- Questions/Follow-up:
    - Can someone living in an ISS have a roommate who is not on Waiver and can that person provide services? They can have a non-waiver roommate if they use the Traditional with Personal Options SDM and the roommate can bill Waiver services. This is not allowed for members who use Traditional Services.
    - Has there been any thought regarding the Affordable Care Act and how it will impact agencies in regards to family members who are billing for the members and work as agency staff? No official word but have heard rates are not going to be increased. Is BMS leaning toward not paying a family member to provide services unless they are on Personal Options? The same options will still be put into the application.

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Money Follows the Person Update	Presenter	Marcus Canaday

Discussion and Conclusions:

- Money Follows the Person: This program supports state Medicaid agencies to expand home- and community- based options for members who want to receive services in the community. There are 3 basic requirements - 1. be in qualifying institution for at least 90 consecutive days; 2. receive in-patient services the last day in that institution; 3. be moving into a qualifying residence (own home in the community). In addition individuals must wish to receive long-term services in the community. Money can be provided for start-up funding, food purchases, goods and services, furniture, etc. Launched program in February 2013. Services began in April. Of the 164 intakes thus far, 157 were eligible to participate. There are 131 active participants.

- IMS: Being delayed for 3 months. Lead developer has left and this has pushed the system back. It is in the coding stage and is moving forward.

- Questions/Follow-up: None

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Child Advocacy Centers	Presenter	Emily Chittenden-Laird

Discussion and Conclusions:

Emily Chittenden-Laird presented to the group on Child Advocacy Centers (CACs) who work with child sexual abuse cases, including working with children with I/DD. Statistics: 1 in 4 girls and 1 in 6 boys will be sexually abused before they turn 18. There is not much data available for individuals with I/DD.

The presentation included: Barriers to Disclosure, Barriers to Investigations, and a case-study that illustrated the number of community members a child must talk to when disclosing. With the advent and use of CACs, children speak to fewer people and have more psychological safety, feel believed, etc.

CACs want to change how victims of sexual abuse are interviewed. Once abuse is reported, CACs can intervene to ensure trained personnel conduct interviews with law enforcement and other involved parties viewing via closed-circuit tv. This, as well as the child-friendly environment offered by the CAC, promote a level of comfort for the disclosing victim.

There are 900 programs nationally. Several centers are reviewing data to identify areas that need improved. In West Virginia, one of those areas is children with I/DD.

There are 20 centers that provide active outreach to agencies and staff and are serving 35 counties in WV.

How can we collaborate and work better together?
Emily encouraged the group to provide ideas on how the CAC and the QIA Council can work together.

Emily's e-mail:
elaird@wvcan.org

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Development of Annual Quality Improvement Plan	Presenter	All Members

Discussion and Conclusions:

- April reviewed and made changes to the Annual Quality Improvement plan. Today's Work-plan session was used to identify goals for the 2014 plan by reviewing the 2013 plan:
  - Goal One - Reduce Abuse/Neglect/Exploitation in the Program (existing 2013 goal)

o Goal Two - Reduce Unmet Needs by Geographical Region for Members Statewide (new goal)	

- o Goal Two - Reduce Unmet Needs by Geographical Region for Members Statewide (new goal)
- o Goal Three - Continually Enhance Knowledge of QIA Council (this is an existing 2013 goal but the group expressed that many new educational opportunities are likely to arise over the coming year)
- o Goal Four - Identify How Dreams/Goals of Members are Attained or Constrained by Program Requirements/Limitations (existing 2013 goal)
- o Goal Five - Advocate for Creating/Acknowledging Career Ladder for Direct Service Personnel

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Wrap-up/Confirmation of Next Meeting	Presenter	Jane Ketcham
Discussion and Conclusions:			
January 15, 2014 at BoSS			
Minutes submitted by April Goebel			