

West Virginia Quality Improvement Advisory Council Meeting	July 16, 2014 10:00am-4:00pm Bureau of Senior Services
Members Present:	
Jayne Lakes (member/family representative,) Jeannie Elkins (member/family representative,) Norma McKee (by telephone, member/family representative,) Darrell Alt (general stakeholder representative,) Marian Layne (general stakeholder representative,) Richard Covert (general stakeholder representative,) Clarice Hausch (general stakeholder representative,) Jim Cremeans (representing Steve Wiseman and WV DD Council, general stakeholder representative,) Christine Dickson (provider representative,) Craig Greening (provider representative,) Mary Lea Wilson (provider representative)	
Members Not Present:	
None.	
Other Representatives Present:	
Patricia Nisbet (BMS,) Tania Hardy (BMS,) Samantha Robinson (representing Beth Morrison and BBHF,) Pat Moss (representing Teresa McCourt and WVU CED,) Jane McCallister (BCF,) Jim Cooper (OHFLAC,) Lori McGurty (APS,) Nora Dillard (APS,) Nicole Holliday (APS)	
WVDHHR and ASO Representatives Not Present:	
Marcus Canaday	
Ancillary Members Present:	
Jane Ketcham (ancillary representative,) Jon Sassi (ancillary representative)	
Ancillary Members Not Present:	
Susan Striar-May	
Public Present:	
Marilyn Nichols, Amber Hinkle, Liz Bragg	
Meeting Minutes from April 2014 approved with changes	

MINUTES

Agenda Item	Welcome, Approval of April 2014 Minutes, Announcements	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> • <u>Welcome:</u> <ul style="list-style-type: none"> ○ Co - Chair Jeanie Elkins: <ul style="list-style-type: none"> ▪ Welcomed everyone and introductions were made of all parties in attendance. ▪ Read the resignation letter from provider representative and chair-person Sam Walker-Matthews. ○ April Goebel: <ul style="list-style-type: none"> ▪ Announced that in addition to Sam Walker-Matthews' resignation, Debra 			

Higgins and Robin Hatcher, both member/family representatives, resigned and that elections would be held in the afternoon to replace the 3 members as well as to elect a new chair-person.

- Circulated membership applications for review.

Action Items	Person Responsible	Deadline
N/A	N/A	N/A

Agenda Item	BMS	Presenter	Pat Nisbet
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Discussion and Conclusions:

- The new BMS I/DD Waiver Program Manager, Taniua Hardy, was introduced. Ms.Hardy briefly described her background and provided her contact information: email address is taniua.r.hardy@wv.gov and telephone number is 304-356-4853.
- All current QIA Council meeting minutes have been posted to BMS' website.
- The recent CMS audit for the state went well; WV was in the 90% range for compliance on most requirements.
- It is anticipated that the application for the 2015 I/DD Waiver renewal will be put out for public comment by BMS no later than 12/1/14 and that the manual will be out for public comment by 3/1/15.
- Due to new Home and Community Based Services (HCBS) regulations for person-centered planning and integrated settings, it is necessary for states to develop a transition plan for implementation, to accompany the 2015 renewal. BMS has hired a consultant to assist with development of the transition plan. CMS has provided additional guidance on person-centered planning, which was received by BMS this week and will be forwarded to the Council.

Action Items	Person Responsible	Deadline
Forward CMS information regarding person-centered planning	April Goebel	October 2014 Meeting

Agenda Item	OHFLAC	Presenter	Jim Cooper
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Discussion and Conclusions:

- "ACTS Complaint/Incident Allegation History" report for April 1-June 30, 2014 was reviewed.
- Information specific to I/DD Waiver providers during the same quarter was provided in addition to the ACTs report:
 - 2 admissions bans were lifted;
 - 1 provider was licensed;
 - 76 allegations of abuse/neglect with 11 pending investigation, 46 substantiated.
- Clarice Hausch identified that a report on the number of deaths that occurred with members would be helpful. Mary Lea Wilson requested that the specific I/DD Waiver information be provided in writing prior to the next meeting and the group agreed that this also would be helpful. Mr. Cooper agreed to provide the number of deaths with his next report; April Goebel will request that he also provide a written report of the information prior to the next meeting.
- OHFLAC has implemented a new Informal Dispute Resolution process, which has been

forwarded to providers. Mr. Cooper will also forward the notification of this new process to April Goebel, who will provide to the group.

- The providers in the group expressed that training on how to complete an OHFLAC Plan of Correction would be beneficial; however, Mr. Cooper stated that OHFLAC does not do technical assistance. He indicated that there are 5 self-explanatory questions on the Plan of Correction that must be answered and that in the event the POC is not satisfactory it will be sent back to the provider for corrections. Pat Nisbet recommended that, if the Council would like training to be conducted with providers on this issue, a letter be drafted to BMS requesting such. Ms. Nisbet also indicated that a reminder to complete the Plan of Correction by thoroughly and correctly answering the questions will be provided at the next monthly provider conference call.
- Jane Ketcham moved that the Council develop a letter to BMS requesting training on completion of Plans of Correction; all were in favor and Jane will draft the letter.

Action Items	Person Responsible	Deadline
Items provided in oral report be put into a written report and disseminated to group prior to meeting	Jim Cooper, April Goebel	October 2014 Meeting
Forward Informal Dispute Resolution letter to group members	Jim Cooper, April Goebel	October 2014 Meeting
Remind providers that, when completing an OHFLAC POC all 5 questions must be answered thoroughly	Jim Cooper, April Goebel	August 2014 Conference Call
Write a letter to BMS to request training on OHFLAC Plans of Correction	Jane Ketcham	October 2014 Meeting

Agenda Item	Development of Annual Quality Improvement Plan	Presenter	All Members
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Discussion and Conclusions:

- Annual Quality Improvement Plan:
 - Goal One - Reduce Abuse/Neglect/Exploitation in the Program (continuing goal)
 - 1A – Recommend objectives to be identified in the upcoming policy manual as required for Recognition/Reporting of Abuse/Neglect/ Exploitation training
 - The sub-committee working on this project will finalize and present recommended objectives by October 2014.
 - Craig Greening suggested that APS continue to address the issue of abuse and neglect at the quarterly provider meetings.
 - 1B – Recommend method of tracking numbers of reports of abuse/neglect/exploitation for those with I/DD
 - The group indicated they would like to know which categories on the ACTs report OHFLAC can report on specific to the I/DD Waiver population. April Goebel agreed to request this information.
 - The group indicated during the discussion that they are interested in seeing abuse/neglect/exploitation trends over time so they can be

addressed. Pat Nisbet indicated it may be possible to track trends with the new IMS system; she will provide an update at the meeting in October.

- Goal Two - Reduce Unmet Needs by Geographical Region for Members Statewide (new goal)
 - Craig Greening expressed that a report identifying the number and percentage of members by county who identified unmet needs may be more useful to the group than the current report, which only identifies the number of individuals who identified unmet needs by service and county.
 - Jim Cremeans said that the DD Council has previously surveyed individuals regarding unmet needs. He will forward that report to April Goebel for dissemination.
- Goal Three - Continually Enhance Knowledge of QIA Council (continuing goal)
 - 3A – Expand group’s knowledge of APS Annual Functional Assessment process
 - The group discussed whether development of a script for the APS Healthcare Service Support Facilitators to read from would be helpful. The Council did not volunteer to develop a script at this time, but may choose to revisit in the future.
 - 3B - Expand knowledge about Person-Centered Planning.
 - LaShanna Brunson, with WVU CED was originally scheduled to present on this topic at the October 2014 meeting but is unable to do so. April Goebel offered to contact Dr. Francis Clark, who has volunteered to do a similar presentation in the past. The group stated, however, that they would prefer technical assistance and guidance instead of a speaker.
 - Pat Nisbet indicated that the CMS guidelines for person-centered planning are now available and will be provided to the group for review. The group can review these guidelines and additional discussion on this topic can occur at the October 2014 meeting.
- Goal Four - Identify How Dreams/Goals of Members are Attained or Constrained by Program Requirements/Limitations (existing 2013 goal)
 - Tabled until clarification on CMS person-centered planning is provided.
- Goal Five - Recruiting/Development/Retention of Quality Workforce.
 - Pat Nisbet indicated she was unable to obtain the information because Tina Bailes is no longer employed with the Recruitment Deputy Commission on Finance.
 - The group agreed that at the current rate competing with other employers will be difficult. The Council discussed having lobbying group to start going to the legislature to get the changes needed for the increase.

Action Items	Person Responsible	Deadline
Gather data regarding unmet needs by county indicating how many waiver participants are in the county and the	April Goebel	October 2014 Meeting

percentage with unmet needs		
Update on new IMS system to track specific information on abuse, neglect, and exploitation	Pat Nisbet	October 2014 Meeting
Disseminate the CMS guidelines for the group to review on person-centered planning	Pat Nisbet, April Goebel	October 2014 Meeting

Agenda Item	Elections	Presenter	Jeanie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> Ballots were provided to the voting members of the group for election of new members. Election results: to make their determination on Chair, a Provider Representative and the two member/family representatives. Craig Greening and Richard Covert seconded nominations for the elections. All were in favor, the results of the election are listed below: <ul style="list-style-type: none"> Provider Representative- Georgette Hensley Member/Family Representatives – Thomas Mark Cooper and Marilyn Nichols Jeannie Elkins was nominated for chair-person and the nomination was seconded. There were no other nominations for chair-person. Ms. Elkins was elected and agreed to serve. Craig Greening was nominated for co-chair and the nomination was seconded. There were no additional nominations for co-chair. Mr. Green was elected and agreed to serve. 			
Action Items	Person Responsible	Deadline	
<ul style="list-style-type: none"> Send welcome letters, and provide the Council’s Policy and Procedure Handbook and recent meeting minutes to new members 	April Goebel	October 2014 Meeting	

Agenda Item	Public Comment	Public
<ul style="list-style-type: none"> Craig Greening suggested that the Quarterly Provider meeting be held more frequently and face-to-face. He also recommended a committee be started to assist with the planning of these meetings. 		

Agenda Item	PPL Update	Presenter	Randy Hill
Discussion and Conclusions:			
<ul style="list-style-type: none"> The Council reviewed “Personal Options Referred, Enrolled and Active Participants (July 2013 – June 2014)” report. Randy Hill stated the increase for May and June was largely due to the Arc of Three Rivers no longer employing families. Those individuals who received slots July 1 and chose Personal Options are included in this report, as well. Jane Ketcham asked Randy if he had any new, definite information on the Companionship Exemption. Mr. Hill stated he is awaiting information from the Secretary of State. If it is determined that the Exemption applies to those employed by members via Personal 			

Options, live in companions will be exempt from overtime but respite works will not.		
Action Items	Person Responsible	Deadline
N/A	N/A	N/A

Agenda Item	ISS Sub-Committee	Presenter	Richard Covert and Marilyn Nichols
Discussion and Conclusions:			
<ul style="list-style-type: none"> This sub-committee met to develop recommendations for criteria for members to be authorized to utilize 1:1 direct-care service 24 hours per day (typically to those who live in 1-person ISS.) Sub-committee chair, Richard Covert introduced Marilyn Nichols, who presented recommendations. Those recommendations include establishing guidelines that: <ul style="list-style-type: none"> Ensure transitions, if necessary, allow for member choice of compatible house-mate. Allow for a transition period. Support the member having their own bedroom and personal belongings. Additional recommendations are included in the document provided, which will also be disseminated to the Council. 			
Action Items	Person Responsible	Deadline	
Provide recommendations document to Council members	April Goebel	October 2014 Meeting	

Agenda Item	Respite Sub- Committee	Presenter	Liz Bragg
Discussion and Conclusions:			
<ul style="list-style-type: none"> This sub-committee met to develop recommendations for criteria for family members to be allowed to provide respite care in their homes with fewer restrictions and requirements than non-family respite providers. Sub-committee chair, Liz Bragg stated that the sub-committee recommends an expedited authorization process. In addition, the sub-committee agreed the definition of “family member” for this purpose must be clear and recommended that the definition include grandparents, siblings, aunts, uncles, and foster and step-relatives. 			
Action Items	Person Responsible	Deadline	
N/A	N/A	N/A	

Agenda Item	General Renewal Sub-Committee	Presenter	Nora Dillard
Discussion and Conclusions:			
<ul style="list-style-type: none"> This sub-committee met weekly to discuss sections of the current policy manual and develop recommendations for each. Sub-committee facilitator, Nora Dillard provided a written summary of the group’s recommendations. The sub-committee recommendations include: <ul style="list-style-type: none"> Web-based trainings and annual refresher courses be available for required trainings 			

(Member Rights, Infectious Disease Control, Recognition and Reporting of Abuse/Neglect/Exploitation and Confidentiality.)

- Items included in the definition section of the manual be in bold throughout.
 - “I/DD Waiver Program” be shortened to IDDW Program” throughout.
 - Clarification on crisis plan requirements.
 - Utilization Guidelines include a requirement that members may only transfer SC agencies at the beginning of a service year if the current provider has utilized all authorized units for the current service year.
 - SC caseload limit increase.
 - IPP to include how members’ assessed and identified needs will be met if paid supports are not utilized.
 - Clarification that PCS services can be used while the member is doing volunteer activities.
 - Placing a service limit on respite for children, OR adding respite into the overall service limit for direct care services.
 - Adding language to the manual that Crisis Services must be provided in a site licensed by OHFLAC.
 - Crisis Respite directory be removed.
 - Make additional mileage available for those individuals engaged in supported employment.
- Additional recommendations are included in the document, which will be provided to the Council.

Action Items	Person Responsible	Deadline
Provide recommendations document to Council members	April Goebel	October 2014 Meeting

Agenda Item	Training Components Sub-Committee	Presenter	Christine Dickson
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Discussion and Conclusions:

- This sub-committee met weekly to develop recommendations for required components of a Recognition and Reporting Abuse/Neglect/Exploitation training.
- Sub-committee chair, Christine Dickson presented recommendations, which include:
 - Requiring a full day of training on this topic for all staff.
 - That the training be competency based.
- Ms. Dickson indicated that the group was willing to develop a training in addition to the components. All were in favor.
- Additional recommendations are included in the document, which will be provided to the Council.

Action Items	Person Responsible	Deadline
Provide recommendations document to Council members	April Goebel	October 2014 Meeting

Agenda Item	Wrap-up/Confirmation of Next Meeting	Presenter	Jeanie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> The next meeting will be on October 15th, 2014 at the Bureau of Senior Services (BoSS) located on the 3rd floor of the Charleston Town Center Mall. 			
Minutes submitted by April Goebel			