

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting</b>	<b>DATE: February 16, 2023 TIME: 10:00 am-1:20 pm</b>
<b>Members Present:</b>	
Gina Desmond (Chair), Regina Westfall, Kim Auton, Rodney Smith, Nikki Wills, Carolyn Lecco, Delena Arthur, Angela Morales	
<b>Members Not Present:</b>	
Leslie Slack, Lindsey Secrist, Brad Anderson	
<b>Others Present:</b>	
Teresa McDonough, Barb Recknagel, Mark E Fordyce, Katharine Randall	
<b>Meeting Minutes from the 11/17/2022 QIA Council meeting were approved.</b>	
<b>Motion to approve:</b> Delena Arthur	
<b>Motion to second:</b> Gina Desmond	
<b>Motion Carried</b>	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Regina Desmond
<b>Discussion and Conclusions:</b>			
Introductions were made.			
<b>Old business:</b>			
<b>Email Vote for Provider Positions</b>			
<b>Motion to approve:</b> Carolyn Lecco made the motion to vote on two applications for council membership, Regina Westfall, and Kimberly Auton.			
<b>Motion to second:</b> Nikki Willis			
<b>Vote and motion carried</b>			
<b>Email Vote for Stakeholder</b>			
<b>Motion to approve:</b> Rodney Smith made the motion to vote on the Stakeholder application for council membership, Angela Morales			
<b>Motion to second:</b> Carolyn Lecco			
<b>Vote and motion carried</b>			
<b>New Business:</b> There was no new business presented to the Council.			

Agenda Item	TBIW QIA Annual Report 2022	Presenter	Barb Recknagel
<b>Discussion and Conclusions:</b>			
<b>Discussion/Follow-up:</b> The UMC presented the draft 2022 annual report to the Council for review. One (1) correction noted before posting on BMS website.			
<b>Action</b>	<b>Person Responsible</b>	<b>Deadline</b>	

Items		
Finalize report	Barb Recknagel	Report corrected and sent to BMS for placement on website on 2/16/2023.

Agenda Item	Program Updates	Presenters	
			Teresa McDonough—BMS Marcus Canaday Sara Martin—MFP/TMH Lisa Brooks/Katharine Randall—PPL Barb Recknagel—Kepto

**Discussion and Conclusions:**

**Discussion/Follow-up:**

**BMS Updates:** Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program. The TBIW program had eighty-nine (89) active members at the end of December 2022. Forty-three (43) of those members have selected self-direction as their Service Delivery Model (SDM).

**State Fiscal Year (SFY) 2023**

July 1, 2022, started the new SFY with an approved number of funded slots at ninety-six (96). This resulted in a total of twelve (12) open funded slots, four (4) are reserved for the Take Me Home Program and the remaining eight (8) are for non TMH applicants. As of December 2022: Eighty-nine (89) actively enrolled members, one (1) eligible applicant is pending enrollment.

**American Rescue Plan Act (ARPA):** The temporary rate for Personal Attendant Services that went into effective October 2022 ends June 30, 2023.

**Draft TBIW Policy Manual:** The TBIW draft policy manual is currently with BMS leadership prior to release for public comment. Teresa encouraged the Council members to refer to the Change Log at the end of the manual as a reference to changes in the policy manual, this will allow for the user to have a targeted review of the changes.

**Medicaid Continuous Coverage Ending:** HCBS Waiver members, no longer medically eligible for the Waiver Medicaid may lose their Medicaid coverage after March 31, 2023. The Medicaid Continuous Coverage is ending March 31, 2023. This will have a minimal impact on program members in the TBIW program.

**Incident Management System-New System:** The state agency responsible for operating the current WV IMS no longer wished to oversee the system. Notice was given to BMS and an extension was granted. BMS contracted with WellSky with ARP funds for

solution, Project team has been meeting weekly on Mondays. A selected number of ADW providers have agreed to participate in testing activities for late February. The State is working with BerryDunn in the development of the RFP requirements for the development of a new Incident/Case Management System (ICMS).

**End of COVID-19 Public Health Emergency Announced** : White House announced it will be ending the COVID-19 Public Health Emergency (PHE) on May 11, 2023. The PHE was first declared in early 2020 in response to the COVID-19 pandemic.

**Case Management and Statewide Transition Training:** Training modules have been designed and placed on the BMS Learning Management System (LMS) platform. The training modules were necessary to meet CMS initiative and requirements for Conflict Free Case Management and Statewide Transition Plans/Setting Rules.

**Reinstating Face to Face visits:** BMS has instructed Case Management Providers for the TBIW program that effective January 1<sup>st</sup> 2023, each TBIW member will be required to have a in home visit by his/her Case Manager quarterly. Teresa asked the providers on the Council how the implementation is going. One (1) provider indicated that they had not completely stopped with in home contact. The other provider indicated that for the most part, the members seem to be happy to have the in-home contact.

**PPL Updates:** Katharine provided an update to the Council Members on the self-direction service delivery model. There are forty-three (43) active program members, self-directing his/her Personal Attendant Services. There are three (3) members in the process of completing self-direction steps for service activation. The program staff have returned to conducting the 6-month visits in person and had been completing the enrollment meetings in person with the member since June of 2022. Katharine has agreed to provide data to the Council on the use of the PERS service for TBIW members who self-direct.

**UMC updates:** Barb presented the second quarter (October -December 2022) Quality Management Data Summary to the Council.

The following Service Planning Performance Measures fell below the quality threshold for the 2<sup>nd</sup> Quarter.

**D-3** Percent of files of people receiving services whose service plan reflects identified health/safety risks, achievement was at 71%

**D-4** Percent of files of people receiving services whose service plans was updated at least annually and revised as needed, achievement was at 71%

No Participant Safeguard Performance Measure fell below the quality threshold for the 2<sup>nd</sup> Quarter.

Barb reviewed the Critical incidents reported in the WV IMS for the review period with the added data requested from the Council. Eight (8) critical incidents were reported in the WV IMS. The data showed that all eight of the reported critical incidents had formal staff delivering services during the month the incident occurred.

<b>Money Follows the Person (Take Me Home WV) updates:</b> No updates provided at this time.		
Action Items	Person Responsible	Deadline
Complete quarter data reports for Council	Barb Recknagel	ongoing

Agenda Item	Council Quality Management Plan	Presenter	Barb Recknagel
-------------	---------------------------------	-----------	----------------

**Discussion and Conclusions:**

**Discussion/Follow-up:** Barb presented findings from members’ surveys measure performance for strategy # 1 from the Council Quality Management Plan (QMP).

**Members Feedback**  
 Kepro staff reviewed twenty-eight Service Requests from September 2022-December 2022. All Service requests reviewed included the completion of the two (2) Person Centered discovery tools. Kepro attempted to contact and conduct the phone interviews with all twenty-eight members. Twenty-two (22) members /family agreed and completed the phone interview.

**Findings**

- 90%** of members surveyed stated that their service plan included **“All of things that are important to you”**
- 5%** of members surveyed stated that their service plan included **“Some of things that are important to you”**
- 5%** of members surveyed stated that member was unsure at this time since they just got enrolled
- 90%** of members responded **“Yes”** that the Morning Ritual Tool was helpful
- 10 %** of members responded **“No”** that the Morning Ritual Tool was helpful
- 90%** of members responded **“Yes”** that the Good Day/Bad Day Tool was helpful
- 10%** of members responded **“No”** that the Good Day/Bad Day Tool was helpful
- When asked, do you believe that your case manager understood what was important to you, **95%** of the members surveyed responded **“Yes”**

The data for strategy # 1 has been collected and reported to the Council for 2021 and 2022. It is evident by the responses that the Members feel that the PCD tools currently part of Assessment and Service Planning is beneficial.

The Council requested the following data for the next Council meeting: a summary of any Member’s responses that indicated that the PCD tools were scored as No or Somewhat helpful.

Kepro will also provide a summary of the Feedback from the Field survey conducted with Case Managers in 2021/2022.

Kepro will also review the NCAPPS BI Learning Collaborative Change Package for a new secondary strategy to support incorporating and improving person-centered needs identification in the TBI Waiver Program.

Action Items	Person Responsible	Deadline
Data review and reporting.	Barb Recknagel	May 11 <sup>th</sup>
Webinar on HCBS Waiver and Participant-Centered Service Planning and Delivery	Barb Recknagel Council Members Stakeholders	February 21 <sup>st</sup>
Review NCAPPS Collaborative Change Package	Barb Recknagel Council Members Stakeholders	Before next meeting

Agenda Item	Lunch Public Comment Stakeholders Updates	Presenter	Carissa Davis Angie Morales Regina Desmond

**Discussion and Conclusions:**

**Lunch provided by Kepro.**

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

**Discussion/Follow-up:**

**Updates from Olmstead:** No updates currently.

**Updates from WVU-CED TBI Services** Angie Morales provided an update to the Council regarding WVU-CED TBI Services program since last reported in November of 2022: Forty-one (41) packets which includes the Self Advocacy brochures has been sent out, Forty-six (46) Funds for You applications received, and One hundred and thirty-two (132) individual visits had occurred.

The new social worker position has been filled with Delena Arthur, and Angie reported that the WVU CED TBI program is now fully staffed.

March 29<sup>th</sup> is the date for the 2023 WV TBI Conference: Knowledge is Power. The event will be held at the Bridgeport Conference Center. In-person and virtual options will be offered. E mail [tbi@hsc.wvu.edu](mailto:tbi@hsc.wvu.edu) or call 877-724-8244 with questions.

**Update from Disability Rights of WV** Gina Desmond provided an update to the Council regarding the one (1) advocacy referral (TBIW) as still active. Gina reported that one (1) self-advocacy brochure was handing out by her agency the past quarter. Gina shared an active initiative with her agency and residents at Sharpe and/or Highland Clarksburg hospitals that have or were on HCBS waiver programs and are remaining inpatient. Gina discussed Waiver providers unable and/or unwilling to assist with discharge efforts. Gina agreed to keep this Council informed. Questions were asked about service needs for people with TBI. A brief discussion was held, and the important of data/numbers to support any new services was emphasized by BMS.

Action Items	Person Responsible	Deadline
None currently.		

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
-------------	------------------------------------	-----------	-----

**Discussion and Conclusions:**

**Next Council Meeting:** May 18<sup>th</sup> 2023 (Virtual only) 9:30 am-Noon.

**Meeting Adjourn**

**Motion Made by Delena Arthur**

**No second required.**

**Meeting ended at 1:20 pm**

Action Items	Person Responsible	Deadline
Prepare and send reports to Council Member and Stakeholders	Barb Recknagel	On-going

Minutes taken by: Barbara Recknagel, MSW, LGSW, CBIS, Manager-Kepto