

<b>West Virginia Intellectual and Developmental Disability (I/DDW) Quality Improvement Advisory (QIA) Council Meeting Minutes</b>	<b>DATE: 1.14.2026</b> <b>TIME: 10:00 AM – 1:30 PM</b> <b>Virtual Meeting</b>
---	---

**Members Present:**

Ashley Skeens  
 Ken Hudnall  
 Marc Wilson  
 Mary Gibbs  
 Mark Spradlin  
 Angela Signore  
 Stephanie White  
 Sissy Johnson  
 Carissa Davis  
 Misha McShane  
 Brett Ballangee  
 Susan Given  
 Stacy Broce  
 Christine Dickson  
 Kristi Schwartz  
 Marilyn Wolfingbarger

**Members Not Present:**

Cynthia Parsons  
 Tania Hardy  
 Steve Brady

**Others Present:**

Gillian McCarthy  
 Delmer Davis  
 Josh Ruppert

**MINUTES**

**Meeting called to order at 10:00 am by Ashley Skeens, Vice Chair**

**Welcome and Introduction**

- 18 present (virtually)
- October 2025, Meeting Minutes were presented, no questions or corrections:
  - **Motion to approve: Kristi Schwartz**
  - **Motion to Second: Angela Signore**
  - **Motion Carried**

**Old Business:**

None noted/discussed

**New Business:**

- IDDW Agency closures:
  - Stephanie White discussed cuts in Medicaid funding that are causing ISS (24 hr settings) closings and/or decreases in referral acceptances across

the State

- Ashley Skeens indicated that an agency in Kanawha County had just referred out all their ISS individuals
- Gillian McGarthy believes that ResCare and REM will be most likely to take referrals as they are larger corporate agencies
- There have been at least 3-5 agencies in the State – Seneca, PAIS, Westbrook, Hopewell, Valley Summit, Southern Highlands who no longer provide ISS services d/t staffing, budgeting, funding, etc.
- Kristi Schwartz indicated that rates are not comparable to surround States, specifically PA coming into WV and transferring people out because they can pay more money d/t higher rates. She reported that other States use contracting staffing agencies which is very pricey. It is a daily struggle to pay staff specifically in the Northern WV area.
- Ken Hudnall reported that based off of the IMS system there is a wide cycling through of staff
- Staffing Crisis:
  - Conversation surrounding staffing crisis reasons and how handled agency-by-agency
  - Mark Spradlin indicated that agencies are getting away from ISS due to limited resources, too many things, and easier to focus on other services (i.e., Westbrook)
  - Domino effect that falls onto all jobs in agencies (i.e., BSP, CM, RN)
  - Are there grants for staff training and retention?
  - Is there funding for leadership training? Supervision training? Possibly contracted through the State
  - BBH – Mark and Stakeholders have a workgroup that meets a couple times/month to discuss workforce shortages and get ahead to address these issues. If people are interested or have input, then email Mark
  - Certifications for training to decrease onboarding for providers and new staff?
  - Week of hands on training? Be covered under grant options? Shadow between 8-16 hours with other Staff prior to orientation – this F2F can gauge if a potential staff is a good fit for a specific home. Possible vignettes during interview process to provide examples of people that are in ISS sites and their needs.
  - Ashley Skeens recommended that a Committee be formed to discuss the options provided. Ashley and Ken to work on this together.
- Waitlist Grant training to be provided by Steve Brady during an IDDW PC. Mark Spradlin indicated that BBH has a small pot of money that is used for the Waitlist (smaller amount of services and what can be gained).
  - How many people is served? Probably under 50 people utilize it right now. Cap based around funding available and what type of services that will be utilized
  - Sissy Johnson indicated that even though Acentra sends out grants that can be applied for she still receives phone calls from families who do not even know about it. She believes that the families are not reading the

information provided.

- The member roster was reviewed. Will be sent to members for complete update.

**BMS Updates:**

Angela Signore presented the following BMS updates:

- Policy manual continues to move along – with Deputy Commissioner for review then moves to Cabinet Secretary’s Office then to the Governor’s Office. Should be implemented March 1, 2026. Unsure if 30-day public comment is between these reviews with other offices. No set timeframe for each department to review the manual.

**Palco Update:**

Ashley Quinn/Stacy Broce in attendance.

- No updates

**UMC/Acentra Health General Update:**

Emily Proctor provided the following updates:

- Courtney is still out – will be back and PEs will let everyone know
- PE continue to do work
- Gillian – IPN list is with Jessica Looney; Sissy indicates that Jessica is over that, but anyone can help with this because everyone has the list

**UMC/Acentra Health General Update – ISS/GH:**

Misha McShane provided the following updates:

- 53 sites 92% remediation for compliance (can be only 1 item)
- Given education for remediation
- Compliance reports provided to agency – 30 days to respond to remediation efforts
- 2 Providers – high risk – AMAP, med failures, restrictive, IMS
- 3 – moderate risk
- 1 – low risk
- All files reviewed 55% AMAP files met all requirements (1 issue means not meeting requirements)
- Compliance low 6% lease agreement – missing, expired, lacked all signatures
- Rights/freedoms 72% compliance – lack of privacy, missing door locks, restrictions on visitors
- MARs 6% compliance (1 issue means not meeting requirements) – missed doc,

mix matched Physician orders, no RN approval or oversight, RN initials missing from changes

- PBSP 59% compliance, Behavior Plans 100% - vague instructions
- IMS 54% compliance – unreported critical incidents with 8 members at 3 different provider agencies includes threat with weapon (discussion with questions by Ashley)
- 16% compliance for member settings – water temps, broken appliance, missing evac plans, inadequate smoke detectors
- Ken had details on screen for Council Members to see details
- Gillian indicates that an individual that she has is not sleeping at his own home or staying in his home most days – discussion more about DSSLA. Misha indicates that her team does not review DSSLA but do see if it's accurate and ask questions about the service environment. Would have an idea if spending time in the home. Gillian indicates that this person did not even have a bed in the home until recently. Concern that staffing issues are happening all over the State – this cannot be the only example of this happening. Allowed to continue to go on because person was grandfathered into the 1:1 setting and no one wants to take away. Wants to ensure that it's a safe environment to live in rather than spending time elsewhere. Emily – put concerns in writing and forward to specific parties for review, individual rights being negated, discussed in prior meetings so contact Advocates.
- Gillian asked if all rooms are looked at when visiting. Misha indicates that all rooms are looked at when visiting rather than just the person who is being reviewed.

**Bureau for Behavioral Health Update:**

Mark Spradlin in attendance.

- January increase 22.75/day SFC
- Gillian NF charging SFC and then person cannot qualify for SNAP – is this family to follow this rate as well? Mark set for SFC homes and non-ICF/IDD homes, not for NF.
- Mark will discuss with Steve and bring to next meeting or email Ken with that information

**OHFLAC Update:**

Jim Patterson was not in attendance. No update.

**Requested Council Discussion Topics:**

None provided.

**Newly Requested Council Discussion Topics for Next Meeting:**

- Crisis Centers in the State
- Financial Support for ISS individuals who are hospitalized for extended periods of time
- Statewide Leadership trainings for Supervisors (CM, BSP, RN, staffing, etc.)

**Public Comment:**

- Asked if anyone was here for public comment. No one responded. Council agreed to adjourn meeting

Action Items	Person Responsible	Deadline
Membership Committee Review	Mike Pushkin	On-going
Send applications for review to QIA members	Ken Hudnall	On-going – sent with council minutes
QIA Membership Roster	Ken Hudnall	To be sent immediately for update
Distribute current D&R report to QIA members	Ken Hudnall	With council minutes
Distribute current ISS/GH update to QIA members	Ken Hudnall	With council minutes
Coordinating presenters outlined for next QIA council topics	Ken Hudnall/Courtney Sites	Before the next meeting in April 2026

**Council Meeting Dates and Time:**

April 8, 2026 (hybrid)  
Meeting Time: 10:00AM – 2:00PM

**Motion to Adjourn:** Gillian McCarthy

**Second:** Marc Wilson

**Meeting adjourned at 1:00pm**

Minutes taken by Ashley Skeens, Vice Chair