

West Virginia I/DD Waiver Quality Improvement Advisory Council Meeting Minutes		January 8, 2025 10:00am-1:48pm Virtual Meeting
Voting Members Present:		
CHAIR Mike Pushkin Provider Term exp: 4/10/2026	<input checked="" type="checkbox"/> Christine Dickson Provider Term exp: 6/30/27	
<input checked="" type="checkbox"/> Clyde Delmer Davis Program M/F Term exp: 9/30/25	<input checked="" type="checkbox"/> Gillian Burns Stakeholder Term exp: 12/31/2025	
Michael Hite Program M/F Term exp: 3/31/2025	Judy Burgess Stakeholder Term exp: 4/10/2027	
<input checked="" type="checkbox"/> Jason Jones VICE-CHAIR Provider Term exp: 9/30/25	Julianna Hayden Provider Term exp: 10/31/2027	
<input checked="" type="checkbox"/> Marian Layne Provider, Term Exp: 12/31/2027	Mary Gibbs WVU CED SFCP Prg	
Marc Wilson, Family, Term exp: 12/31/2028	<input checked="" type="checkbox"/> Tina Wiseman DD Council	
<input checked="" type="checkbox"/> Taniua Hardy DRWV		
Ancillary Members Present:		
Other Representatives Present:		
<input checked="" type="checkbox"/> Stacy Broce BMS	<input checked="" type="checkbox"/> Ken Hudnall Acentra Health	<input checked="" type="checkbox"/> Steve Brady BBH
<input checked="" type="checkbox"/> Emily Proctor Acentra Health	<input checked="" type="checkbox"/> Courtney Sites Acentra Health	<input checked="" type="checkbox"/> Misha McShane Acentra Health
<input checked="" type="checkbox"/> Lisa Purkey PALCO	Jim Patterson OHFLAC	<input checked="" type="checkbox"/> Sissy Johnson Acentra Health
Ashley Quinn PALCO	<input checked="" type="checkbox"/> Carissa Davis Olmstead Coordinator	Tracy Bowman WVU CED SFCP Prg
Public Present:		
Marilyn Nichols Wolfingburger		

MINUTES			
Agenda Item	Welcome	Presenter	Jason Jones Council Vice-Chair
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Jason Jones for M. Pushkin (Chair), called to order at 10:09am • Second by Delmar Davis • Review of October 9, 2024 Meeting Minutes <p>Discussion: Taniua Hardy asked a question about ISS/GH attachment from last meeting. Sent out as an attachment on October 31, 2024 to QIA council email group.</p> <p>Motion to Accept: Jason Jones</p> <p>Second: Taniua Hardy</p> <p>Motion passes</p>			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	General Discussion Items	Presenter	Council
Discussion and Conclusions:			
Action Items	Person Responsible	Deadline	

Agenda Item	Membership Status Update	Presenter	Jason Jones
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Application from Marc Wilson – forwarded to Jason Jones, Mike Pushkin and Courtney Sites on November 12, 2024. • Application was shared with the committee before voting proceeded. • Jason Jones mentioned that the applicant has been on the committee before and has no issues with accepting the applicant. • Steve Brady asked which position is the applicant applying for on the council. No clear distinction on application. Ken Hudnall recommended family membership. • Motion to approve: Jason Jones • Second: Taniua Hardy • Motion passes and applicant approved. • VACANCIES for the council include: <ul style="list-style-type: none"> <i>Member/Family Representative – 2</i> <i>Provider Representation – 3</i> <i>General Stakeholder – 1</i> 			

Ancillary - 3

- Jason Jones asked if Marilyn Wolfingburger could serve as Ancillary member. According to the handbook, Ms. Wolfingburger must sit out one year due to just exiting the QIA council.
- Taniau Hardy asked about member/family number presented on the agenda. The number reported is before the acceptance of Marc Wilson.
- Jason Jones asked if applications could be sent to the council for approval between meetings after reviewed by membership committee. This is acceptable.
- Taniau Hardy requested the application be sent to the group again. Ken Hudnall will send the application to the group.

Action Items	Person Responsible	Deadline
Membership Committee Send Application to members	Mike Pushkin/Jason Jones Ken Hudnall	Continuing To be sent with council minutes

Agenda Item	Amended Budgets	Presenter	Sissy Johnson, Acentra
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Sissy Johnson presented the new budgetary and add on amounts for members on the I/DD Waiver. • The new amounts went into effect on October 1, 2024. • Budgets for members with an October, November, December, and January anchor date were amended by Acentra Health staff. • All member budgets, moving forward, will be calculated with the new amounts. 			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	General Program Updates	Presenter	Stacy Broce BMS
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Waitlist – 847 as of January 6, 2025. • One (1) BEN H Youth was released in January 2025. • Other releases: Four (4) regular slots January 1st; five (5) regular slots December 1st; one (1) Ben H Adult slot November 1st; 109 regular slots November 1st. • Mortality report: Since August 1, 2025, 20 deaths have been reported. All were listed as natural deaths. None of the reported deaths warranted an investigation as most were from chronic disease. Stacy Broce will send out detailed list after the council meeting. • Since budgets have been increased, BMS has been receiving phone calls/emails about running out of budget with personal options. This was caused by a system glitch. As these are coming to light, they are working with Palco for adjustments. 			

<ul style="list-style-type: none"> • Randy Hill has retired from BMS as of 12.27.2024; April Goebel has left BMS as well. Positions have/will be posted soon. • Application – Stacy Broce met with CMS on 1.7.2025. Amendments are needed due to the rate increase. The five (5) year renewal is coming very soon. 		
Action Items	Person Responsible	Deadline
Detailed Mortality Report	Stacy Broce	

Agenda Item	General Update – Acentra	Presenter	Courtney Sites
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Courtney Sites reviewed the handouts sent to the council. • Finalized Review Committee Outcomes (10.31.2024-12.31.2024); Eighteen (18) to have possible disallowance after reports completed; six (6) will not. • D&R report reviewed. This report does not include December 2024 data as this still being gathered and reported to BMS. • Gillian Burns gave kudos to Acentra Health RCs with their quickness of processing authorization/modification requests. • Questions: Discussion about new IMS system. • Taniua asked about the threshold and said that there still needs to be a review of the numbers to determine why so low. • Courtney Sites and Misha McShane explained these are retro-reviews and could be the reason for the lower numbers. • Jason Jones asked about an informed date relating to an incident and entering the information into the IMS system. Courtney Sites explained that date the CM is informed begins Day 1 for all follow-up, etc. • Delmar gave thanks to the program as a whole and is very pleased with the program 			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	General Update – ISS/GH	Presenter	Misha McShane
Discussion and Conclusions:			
<ul style="list-style-type: none"> • For FY 2024-2025 Q1: 13 providers reviewed; 286 members served; 169 sites visited; 7 compliant sites; 162 compliant w/remediation. • No APS reports completed for any issues found in review. • WV I/DD Waiver Provider Agencies were given technical assistance and education for any sites requiring remediation. Additionally, WV I/DD Waiver Provider Agencies issued a Plan of Compliance report detailing items that required remediation. Agencies were given 30 days to respond with details of the remediation efforts. 			

- Misha McShane covered the deficiency and remediation summary for the issues found.
- Rights Restriction Training in development tentatively to be provided at the upcoming Policy Clarification Call. The intention of this training is to provide an overview of member rights as well as how rights modifications and restrictions impact member care, safety, & well-being.
- WV I/DD Waiver Site Change Notification & New ISS Site Certification Form was developed. This will allow for monitoring of new sites opening and site closures both on an agency level and for ISS/GH sites. This process was launched for site changes occurring as of 12/1/2024. So far, volume of new ISS/GH settings form submission is low.
- Taniau Hardy asked if it has been long enough to go back to a provider and determine if the same issues first reported are still present. Misha said it has been long enough and there are some providers that have repeated issues. Taniau asked about any conversations that can be completed to curb these repeat issues. Misha stated there were no current measures on compliance at this time.
- Taniau Hardy requested the report be sent to the council before the meeting for review. Misha said can complete that for future meetings.

Action Items	Person Responsible	Deadline
Distribute current ISS/GH update to council	Ken Hudnall	To be sent with council minutes

Agenda Item	Requested Council Discussion Topics	Presenter	Council Members unless noted
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Discussion and Conclusions:

- **Border Counties/Lack of Resources:** Courtney Sites opened the floor for discussion.
- Gillian Burns asked if there was a way to have a respite or day hab facility without licensure. Jason Jones questioned why someone would want an agency without licensure.
- Staffing shortages across the state were discussed. Westbrook will be closing their residential sites. New Hope will be closing and is in process of exiting members to new agencies. Workable merged with Job Squad as of December 31, 2024. Tina Wiseman asked if someone would be taking over the residential sites from Westbrook. Courtney Sites stated that there was a plan for ResCare to take over the sites through a letter from Westbrook. Acentra Health and BMS were working together to determine if residents were being given a choice of residential services and not just informed that ResCare would be the residential provider. Currently being reviewed by BMS.
- **Closing Gaps in Policy:** Taniau Hardy stated items were brought up, during the last meeting, that was occurring between agencies and how to correct. Taniau

requested the information to be sent to the group for review and members could be ready for discussion. Courtney Sites stated this could be tied to the next topic.

- **Review Issues:** Courtney Sites presented information concerning issues found in reviews. Reviewed forms completed and issues found on these forms. Taniua requested a possible list of top-level issues for the next meeting for discussion. Courtney agreed to gather data for distribution and discussion for April QIA Council meeting. Further discussion concerning possible sanctions, etc., to address these issues.
- **Budget Fact Sheet for Families:** Courtney Sites presented a possible new form for families in relation to the budgets. It has three different sheets: Youth, Adult, and ISS settings. Jason Jones requested adding something along the lines of 8 hrs/day along with the units. Courtney added the information, in parentheses, of the total number of hours allowed. Taniua Hardy asked about the possible breakdown of traditional/traditional person options. Courtney showed the handbook and discussed giving the handbooks and breakdowns together to families.
- **Behaviors Related to Dental Care/UTI:** Misha McShane asked if the council would prefer PowerPoint, the narrated PowerPoint, or send out presentation concerning these topics. The general concise is to send out the training to the group. Gillian Burns suggested something to be developed for the families concerning these issues. General discussion on a one-page handout for families concerning these and future items. Misha requested any further ideas to be sent to her.
- **Staffing Issues/Ways to Improve/College Recruitment:** Statewide issue throughout all industries. Courtney Sites would like to see colleges make it a requirement for hand-on experience, especially regarding I/DDW, for certain majors. Stacy discussed WVU's on going recruitment/training DCS program. Unsure of overall outcome but numbers thus far are not favorable.

Action Items	Person Responsible	Deadline
List of top issues found during reviews	Courtney Sites	QIA Meeting April 2025
Dissemination of budget spreadsheets to providers	Courtney Sites/Stacy Broce	QPM in February 2025
Gathering/developing/dissemination of training information concerning behavioral issues	Misha McShane	Ongoing

Agenda Item	New Requested Council Discussion Topics for Next QIA Meeting	Presenter	QIA Council
Discussion and Conclusions:			

<ul style="list-style-type: none"> • Crisis Planning/Future Planning Issues Discussion – Council • Follow up with Audit Information and Recommendations – Courtney Sites • Common Mistakes found in audits – possible discussion • Email Ken with any further topics after meeting 		
Action Items	Person Responsible	Deadline
None		

Agenda Item	PALCO	Presenter	Lisa Purkey
Discussion and Conclusions:			
No report			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	OHFLAC	Presenter	Jim Paterson
Discussion and Conclusions:			
Not in attendance; no report			
Action Items	Person Responsible	Deadline	

Agenda Item	Public Comment	Presenter	Public
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Marilyn Wolfingburger wanted to thank the Acentra Health staff who completed the ISS/GH setting review for her loved one. She stated the reviewer did a very thorough review and asked a lot of questions during the review. Marilyn mentioned one major issue concerning her loved one’s bathroom needing to be fixed. Marilyn states it has been two years, and she cannot find anyone to complete the work. Council members gave her recommendations concerning individuals that could complete this work for her. • Marilyn would also still like to be informed concerning the home reviews and have that information relayed to the families. Misha spoke about that it has been added items to the reviews that CM/Residential Provider are expected to relate to families any issues found on reviews. 			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	Discussion/Adjournment	Presenter	Jason Jones Vice Council Chair
Discussion and Conclusions:			
Motion to Adjourn by Jason Jones			

Second by Taniua Hardy
Meeting adjourned at 1:48pm

Meeting Minutes Submitted by: Sissy Johnson