

West Virginia Traumatic Brain Injury Waiver (TBIW) Quality Improvement Advisory (QIA) Approved Council Meeting Minutes	DATE: 5/21/2026 TIME: 10:00AM – 2:00PM
Members Present:	
Rodney Smith, Chair, Consumer Representative Leslie Slack, Consumer Representative William Jones, Consumer Representative Sam Aloï, Consumer Representative Delena Arthur, Community Stakeholder Regina Westfall, Provider Representative Kimberly Auton, Provider Representative Angela Morales, West Virginia University Center for Excellence in Disabilities (WVU CED) TBI Services Taniua Hardy, Disabilities Rights of WV	
Members Not Present:	
Brad Anderson, Consumer Representative Carolyn Lecco, Consumer Representative Nichole Wills, Provider Representative	
Others Present:	
Teresa McDonough, Bureau for Medical Services (BMS) Shari Heinaman, BMS Joshua Phillips, BMS Carissa Davis, Olmstead Office/Council Ashley Quinn, Palco Stace Broce, Palco Laura Teasdale, Palco Nikki Tennis, Acentra Health Kathryne Smith, Acentra Health Sarina Cutlip, Acentra Health Kaitlyn Lucas, Acentra Health Jasper Smith, Acentra Health	
MINUTES	
Welcome and Introductions - Rodney Smith, Chair, had the voting and non-voting members introduce themselves. Old Business February 19, 2025, meeting minutes were presented and approved - Motion to approve: William Jones - Motion to Second: Angela Morales and Delena Arthur - Motion Carried	

New Business

- Sam and Tara Alois are new voting members and parents of a youth with TBI.
- The updated member list includes the Alois and extends members' terms to 2032.

BMS Update

Teresa McDonough presented the following update:

1. TBIW enrollment and recruitment

- TBIW has 94 active/enrolled members and no managed enrollment/waiting list. About half of the members are self-directing.
- Efforts to increase TBIW awareness and membership include a new pilot referral process with CAMC, vending at conferences, and a [press release](#) during Brain Injury Awareness Month.
- QIA Council members' suggestions for recruiting more TBIW members included the following:
 - Leslie Slack said great DoHS workers like Carol Martin in Putnam may help prospective members if they know more of what we have available.
 - Leslie and Teresa recommended collaboration with the WV Coalition Against Domestic Violence and local domestic violence programs. Nikki Tennis will follow up.
 - Kaitlyn Lucas said TBIW brochures could be placed in event bags, such as Girls Night Out, a benefit for local DV program.
 - Sarina Cutlip and Kathryne Smith discussed plans to make packets to take to local rehabilitation (e.g., Encompass), long-term care, and other medical facilities.
 - The group suggested sending information to other places that refer individuals to services, including out-of-state Shepherd Center, Cleveland Clinic, etc.
 - Teresa said staff could set up tables outside Walmart, while Angela Morale suggested restaurants

2. TBIW policy

Teresa said current TBIW policy will need to be updated to match the most recent BMS Centers for Medicare & Medicaid (CMS) waiver application. One change is that financial and medical determination will take place concurrently, which the Acentra Health clinical assessors are already practicing. The updated policy will go out for public comment before taking effect, and TBIW providers will be trained on the new policy. Teresa and Nikki will keep the council posted.

3. BMS staff changes

- As announced at the last council meeting, Teresa now manages Applied Behavior Analysis, in addition to TBIW.
- LuAnn Summers, who managed the Aged and Disabled Waiver (ADW) and Personal Care (PC), was promoted to Randy Hill's old position. Interviews are underway for a new ADW/PC program manager.
- Randy Hill is back at BMS overseeing the electronic visit verification (EVV)

project.

Money Follows the Person/Take Me Home WV (MFP/TMH) Update

Joshua Phillips reported that TMH has not used its TBIW slots, and there are no prospective TBIW members in the pipeline.

Palco Update

Ashley Quinn presented the following update:

- The non-medical transportation mileage rate increased from \$.50 to \$.56 on April 1 for both traditional and self-directed TBIW services.
- Palco is preparing for its annual retrospective quality review by Acentra Health in June. She asked if provider quality review results are shared with the council, and Nikki explained that the quarterly report includes performance measures based on de-identified provider reviews.
- Ashley gave the council an overview of Palco, which serves as the financial management services (FMS) agency for the Personal Options program, having transitioned from Public Partnerships LLC (PPL). She described [self-direction](#) or personal options, with which members have more flexibility and choice in staffing with the assistance of resource consultants
- Feedback from the council's consumer representatives included:
 - Palco provides a safety net with spending plans and other waiver requirements.
 - The transition from PPL to Palco was smooth.
 - The timesheet changes took some adjustment. Ashley said multi-factor authentication (MFA) is now required for security.

Acentra Health Update

Nikki Tennis provided the following updates:

- The quarterly report (January–March 2026) included performance measures and critical incidents. The clinical assessors continue to provide technical assistance to providers who receive plans of correction following their quality reviews. From January to April 2026, there were 12 critical incidents. The group discussed whether staff were present, who reported the incidents, and what follow-up members received in situations such as suicidal ideation.
- She gave highlights of legislative bills passed during the 2026 WV regular session related to brain injury or disabilities generally, including the Blue Envelope Program ([HB 4053](#)) and Joanna Phillips Domestic Violence Prevention Act ([HB 5101](#)). All completed legislation is posted [here](#).

WVU CED TBI Services Program Update

Angela Morales presented the following update:

- In the last quarter, the program sent 37 self-advocacy brochures, disbursed 49 [Funds for You](#) payments, and processed nine neuropsychological requests.

- The TBI Brain Injury Awareness Month webinars in collaboration with the Rockefeller Neuroscience Institute ([RNI](#)) in March were successful. More webinars will take place this fall.
- The next [Mountain State Conference on Disabilities](#) will take place April 15-17, 2027, at Oglebay Resort in Wheeling.
- New [TBI support groups](#) are starting in the Charleston and Huntington areas.
- Jeremy Dixon is leading the [REAP](#) (Remove/Reduce, Educate, Adjust/Accommodate, Pace) and [TACT](#) (Teacher Acute Concussion Tool) programs.

Disability Rights of WV (DRWV) Update

Taniua Hardy presented the following update:

- DRWV is not receiving many calls from individuals with TBI, so she just wanted to confirm that DRWV information is still listed as a referring agency.
- DRWV is doing an education blast for our Protection and Advocacy for Assistive Technology ([PAAT](#)) program and educating individuals about Early Periodic Screening, Diagnostic, and Treatment (EPSDT). PAAT was created in 1994 when Congress expanded the Technology-Related Assistance for Individuals with disabilities Act (Tech Act). This program was formed to help individuals with disabilities obtain assistive technology devices and services.

Olmstead Update

Carissa Davis gave the following updates:

- The FY26 transition/diversion funds are available through September 30. No one from the TBIW program applied this round.
- If anyone is aware of someone transitioning from a nursing home or long-term care facility, please let her know.
- The [Olmstead Office](#) is working on a new grant application and Olmstead plan.

Public Comment

Delena Arthur expressed concern about TBIW applicants and members in rural areas, where staffing can be challenging. She said members worry that they may be removed from the program if they cannot find personal attendants. Nikki and Teresa explained that Acentra Health and BMS review members without services for 30, 60, 120, and 180 days and follow up to help get their services started. Members are not usually removed from the program for lack of personal attendant service availability. The group discussed how allowing spouses to be paid as personal attendants would decrease workforce challenges. Teresa said it would require a state code change for waivers other than the Intellectual and/or Developmental Disabilities Waiver (IDDW).

Next Meeting

The next quarterly meeting will be on August 20, 2026, from 10 a.m. to 2 p.m. Members may participate by Google Meet or in person at a location to be determined.

Action Items	Person Responsible	Deadline
Reach out to the West Virginia Coalition Against Domestic Violence for collaboration.	Nikki Tennis	June 1, 2026
<u>Remaining 2026 Council Meeting Dates</u> August 20, 2026 (hybrid) November 19, 2026 (virtual) Please complete the meeting evaluation here . Minutes taken by Nikki Tennis		