

Mi Via Advisory Committee

Meeting Minutes for January 29, 2015

Approved April 23, 2015

Location: Toney Anaya Building 2550 Cerrillos Road, Santa Fe NM 87505

Attendees (in person): Rebecca Shuman, Jacob Patterson (member of the public), Jon Peterson, Leslie Martinez, Imelda Garcia, Gerald Garcia (member of the public), Daniel DePaula (member of the public), Melanie Buenviaje, Stevie Bass, Christine Wester

Via Telephone: Kim Shipman, Brittney Foss, Althea Mcluckie, Catalina Saavedra

Unable to attend and notified Department of Health/Developmental Disabilities Supports Division (DOH/DDSD): Doris Husted, Tony Chavez. As this meeting was rescheduled due to weather, meeting attendance requirements will not apply to those unable to attend.

1. Welcome and Introductions:

Mi Via Advisory Committee (MVAC) members and members of the public present introduced themselves and those calling in introduced themselves as they joined the meeting.

2. Review Agenda and Announcements:

- Guy Surdi has announced his resignation from the Mi Via Advisory Committee (MVAC) which will be discussed further under the below Nomination agenda item.

3. Approved Minutes

- A motion was made to approve the minutes from the meeting held on October 23, 2014. With the revision of the date from 2104 to 2014.

4. Discussion of Nominations:

- The Committee needs to fill three vacancies on the Committee. Two positions remain open after the last round and one is open due to Guy's resignation.
- Members of the MVAC do have the ability to recruit Committee members and should feel free to do so.
- There was mention of the Call for Nominations going into the Round the Roundhouse newspaper. The Call for Nominations does go into the XEROX monthly newsletter which is already part of this process. This can be put into the Newsletter for March and April 2015.
- There are individuals from the metro area that have shown interested in becoming members. One individual submitted a Nomination form already after the last deadline which could be re-submitted for consideration if that

party wishes to do so.

- Rebecca Shuman is aware of another party that might be interested and will discuss the opportunity to become involved with them.
- The Committee would still like to have nominations from areas that are lacking representation which include the NE, SE and NW but agreed to open nominations back up statewide.
- The Committee shared ideas of how to solicit these nominations. One idea was for Consultant Agencies represented at MVAC speak to participants from the areas they serve in.
- Stevie Bass opened up discussion for another Consultant Agency to be represented in the Committee Membership.
- Althea McLuckie expressed her concerns and reservations about this stating that the Committee should maintain its membership as the majority being advocates, participants, and family members, rather than leaning toward a professional membership.
- It was agreed that Consultants on the MVAC should be speaking to the participants they work with about Mi Via issues and bringing those issues with them to meetings.
- Other Committee Members raised concerns with keeping the Committee focused on individual needs/issues/participant representation and it was felt that it would be a good idea to have another Consultant agency be represented to speak to systems concerns such as issues with the Third Party Assessor and Fiscal Management Agency.
- Rebecca volunteered to recruit for Nominations from her contacts.
- It was agreed the Committee will fill three positions on the Committee with one of those positions becoming a position for another Consultant Agency.
- Christine Wester will develop another announcement to go out in the Mi Via Newsletter in March and April 2015. Nominations will be due April 3, 2015.
- Article V, #2 in the Bylaws was discussed and the decision was made to revise the last sentence for clarity to indicate that there will be two Consultant Agency Positions each having a 2 year term. Althea suggested that the proposed change will be made via email by Stevie for approval by MVAC members.
- Guy Surdi with the Governor's Commission on Disabilities, has resigned from the Mi Via Committee. This is a huge loss for the Committee. Stevie will respond to Guy's email thanking him for support thus far and will inquire about whether or not anyone else from the Commission might be interested in replacing him on the Mi Via Advisory Committee. Imelda Garcia will also follow up on the issue via telephone. The Committee feels it's critical to have someone from this Commission supporting and advocating for the Mi Via Program. A new nominee from the Commission will also go through the nomination process.
- The new Third Party Assessor has been notified of the next MVAC meeting on April 23, 2015 as today will be the last MVAC meeting

Molina will attend as the Third Party Assessor.

- Christine will contact the Consultant Agency who had submitted a Nomination form in the past as well as a family member who submitted the form after the prior deadline. She will also send one to a family member who contacted her a few days prior to this MVAC meeting to inquire about the Committee.
- The Nomination Committee will remain with Althea as Chair, Nadine, Kim, Stevie and Leslie.

5. Review of Acronym List:

- The new list was presented to the Committee. Stevie recommended adding New Mexico Technology Assistance Program (NMTAP).
- Leslie Martinez volunteered to add contact numbers to the Acronyms that were associated with a department. Christine will add NMTAP and send the document to Leslie.

6. Discussion of MVAC Projects:

- Now that MVAC is fully working as a committee of the Advisory Committee on Quality Supports for People with Developmental Disabilities and their Families (ACQ) the MVAC has the opportunity to take on work projects they feel would be beneficial to Mi Via.
- Agendas put together by the Committee rather than an agenda generated by the State to address State issues would help with opening up ideas of issues that Committee Members/Stakeholders deem important to their work on the MVAC.
- Topics raised at ACQ meetings that the MVAC could take on include Service and Support Plan (SSP) Improvements and peer mentorship.
- **Peer Mentoring:** Committee focused on the peer mentoring topic and many members were supportive of the idea.
 - i. Imelda recommended that Consultant Agency could pair a new Mi Via Member with someone from the committee
 - ii. Althea reminded all the members that volunteering in a mentoring position can be very overwhelming and very time consuming. The Committee agreed there should be some thought to whether this would be volunteer, paid position, stipend etc...
 - iii. Leslie suggested that peer mentoring is needed even prior to a person becoming part of Mi Via.
 - iv. It was agreed that training would be necessary for peer mentors. All members agreed. Peer mentors need to be up to speed with current regulations and policies. Peer mentors are also NOT to take the on the responsibilities of a Consultant Agency which includes Consultant and Support Guide Services.
 - v. Ideas for how to get the word out to others that peer mentoring is available could include developing a flyer that other departments (i.e. ARC) could hand out or having a flyer at Disability Rights New Mexico Day at the State Capital.

- vi. Another idea was for the Allocation Letter to include a list of trained peer mentors.
 - vii. Rebecca indicated she does connect participants supported by her agency as a form of peer mentoring.
 - viii. There was a recommendation that the “New Allocant” meetings held in the NW Region should be held throughout the Regions or some type of fair held in all the Regions.
 - ix. Althea introduced the idea of setting up the infrastructure for a Phone App to access a pool of peer mentoring volunteers.
 - x. DOH/DDSD Regional Offices and Consultants may at some point pair up a peer mentor with a Mi Via Participant or refer someone to a peer mentor.
 - xi. MVAC members shared their experience with a lack of knowledge/support through their initial set up with Mi Via.
 - xii. Peer mentors should not be doing the job that Consultants and Support Guide Services are required to do per the Mi Via Standards in terms of supporting participants to be successful with the system of support through Mi Via. Their role would need to be well defined.
 - xiii. Health Insurance Portability and Accountability Act (HIPAA) would also have to be taken into account with confidentiality and using peer mentors
- Ideas for sharing “tips” or “advice” included publishing a different one each month in the Newsletter that could be highlighted as the first article. Each Committee member would provide a different statement of advice or a tip each month. There are 12 members so each member to take one month out of the year. This information would be routed through Stevie whom would then submit it to Christine. These would typically be needed by the 2nd week of each and every month so that they can make it into monthly circulation.
 - Christine Wester reminded Committee Members that participants are to be provided Mi Via Standards by their Consultant. Participants should have familiarity of the Standards that guide the services they are receiving so they know they are getting what they are paying for and set the tone of the expectation with their employees/vendors.

7. Break

8. ACQ Request: Mi Via Public Relations Project

- Regina sent word with Christine that ACQ is seeking volunteers from the Mi Via Committee to assist with the development of a brochure for the three (3) Waivers operated through the Department of Health (Developmental Disabilities Waiver, Medically Fragile Waiver and the Mi Via Waiver).
- The brochure would encompass a comparison of the different waivers,

contact information and things participants could consider prior to selecting a waiver program once allocated. The Informational Sheet would cover questions, myth busting etc.. about the Mi Via Program. The Self Directed Support Guide would offer helpful suggestions around Service and Support Plan Development, Hiring/Firing, access to Fiscal Management Agency (FMA) information etc...

- The brochure would also support those using the Flexible Support Model the Department of Health is introducing to support people on the Central Registry to access some services and support while waiting for an allocation to the Waiver program.
- Regina is putting together a meeting of interested stakeholders in February to generate ideas and information that should be included in material development.
- The deadline for the brochure is June 30, 2015. The State is currently putting together a small purchase agreement to use a professional publishing company to put the materials together.
- Volunteers signed up on a sheet and Regina will be contacting them to schedule a work group meeting. Those volunteering were Stevie, Althea, Leslie, Jacob Patterson and Rebecca.

9. Fiscal Management Agency Update (XEROX):

- Kim Shipman is now the new MVAC representative for Xerox. Gratitude for her support on the Committee as a Molina representative was expressed.
- Kim indicated she was working on improving/streamlining various processes. One that was briefly mentioned was the automated system for mileage and the Return to Participant (RTP) process.
- It was stated that it would be appreciated if XEROX solicited input from Mi Via participants for specific issues and questions.
- Stevie brought to Kim's attention several emails and letters that contained errors. Stevie expressed frustration with XEROX email indicating that they were unable to reach the EOR. Stevie expressed concern with the way the language was in the letters and emails as in some cases XEROX did make contact with the EOR, however, the email indicates no contact was made. It was mentioned the letter may be considered offensive and is frustrating when the contact was actually made weeks prior to the email going out. It was stated the current form letter does not always fit the circumstance.
- Stevie also expressed concern with the Subject line of the emails "Please Do Not Respond" as emails with this type of subject line are typically treated as SPAM.
- Kim indicated that she would address these concerns, that changes will take time but improvements will be coming.
- Imelda stated it would be helpful to families if the pay schedule took into account the holidays. It was stated that XEROX does take the holidays into account when processing payroll and ending pay periods to

accommodate for the holidays. Checks were mailed out prior to the holidays however, XEROX is at the mercy of the mail system and checks are sent from Oregon. All participants are encouraged to have their employees utilize direct deposit for this reason.

10. Third Party Assessor Update (Molina):

- Gratitude was expressed from Brittney and also from the Committee to Britney.
- Level of Care deadlines are 1/30/15 due to the transition of the TPA from Molina to Qualis.
- Level of Care closure letters were received due to a glitch in the ASPEN system. 33 Mi Via participants were affected and it is not clear what occurred, however, corrections are currently occurring with ISD and Molina to resolve this.
- It was mentioned the state is looking to overhaul to a new system in the next few years as it is recognized that the current system could be improved to manage information.

11. Human Services Department/Department of Health (HSD/DOH) Update (Melanie Buenviaje, HSD and Christine Wester, DOH)

- HSD is promulgating the new Regulations to go along with the new Mi Via Waiver.
- All MVAC members received the notice of the changes to the Regulations as well as the public comment/hearing dates.
- Melanie Buenviaje reminded the Committee that the New Waiver was submitted on 11/14/14. The Centers for Medicaid and Medicare have 90 days to approve the Waiver or request additional information.
- Christine emphasized that Mi Via participants are expected to be familiar with the Regulations and Standards of their program to assure they are receiving what they are wanting from Mi Via. This also is to assure that their employees/vendors are providing the services as outlined in the Regulations/Standards.
- Melanie informed the committee that Christine Baca will be the new XEROX contract Manager and the training for the new Third Party Assessor (TPA) is on-going.
- It was mentioned that the Public Hearing is not a time to review the Regulations with the public but rather a time for public comment about the Regulations.
- Public Comment is scheduled for February 16, 2015 @10AM to receive comments regarding changes to the regulations. Leslie inquired if there were any huge impacts that would affect Mi Via participants. Melanie shared that the largest changes include but are not limited to:
 - i. Environmental Modifications and the change from \$7000 every 5 years to \$5000 every 5 years.
 - ii. Section on assisted living was removed
 - iii. The qualifications for being a provider were revised.

- iv. The sections on additional funding was revised
- v. Language regarding the EOR is clarified
- vi. Qualifications for Hippotherapy has changed
- vii. Language reiterates that Mi Via does not permit the use of restrictive interventions, restraint, seclusion in the delivery of Mi Via services.

12. Public Comment

- Imelda informed members of Disability Rights Awareness Day Events occurring in Santa Fe. Events are scheduled for February 2-3, 2015. Interested parties can contact the ARC of NM at 505-883-4630 or 1-800-358-6493 for more information or register at www.arcnm.org.
- Leslie's comments were in regard to participants being dropped from Medicaid due to them not receiving the participants LOC. Melanie addressed the issue and indicated that 33 participants were affected and that it was a systemic issue.
- Althea discussed a two year national research project that is occurring currently to determine how long term self-directed programs work for caregivers and how it affects their life.
 - i. Althea was wanting information from the MVAC as to how to gather information about this in NM.
 - ii. This research is being conducted by the National Participant Network in association with Snyder (research group).
 - iii. She stated some of the research is showing that self-directed programs allow caregivers to provide input and to be creative.
 - iv. Participants have a better quality of life with self-direction
 - v. MVAC members suggested that those conducting the research could send emails/letters to Consultant Agencies and they could pass on contact information to participants/caregivers.
 - vi. Preliminary findings are positive with regards to self-direction
 - vii. Those interviewed have been in self-directed programs for at least 5 years.
 - viii. Interested parties can also contact Althea at 575-776-1755.
 - ix. Althea will reach out to Mi Via Consultant agencies to request their consideration/cooperation in passing on this information.
 - x. Jacob indicated it would be helpful to have talking points about the research available to share with participants.

13. Action Items:

- Christine Wester will develop another announcement to go out in the Mi Via Newsletter in March and April 2015 regarding MVAC membership nominations that will be due April 3, 2015.
- Stevie agreed to make the proposed changes to the By Laws to clarify MVAC Committee membership to include two Consultant Agencies as members and she will complete this with Althea's consultation.

14. Closing:

- Future meeting schedules:
 - April 23, 2015 1pm-4pm in Albuquerque at the DOH/DDSD office
 - July 23, 2015 1pm-4pm in Santa Fe, location to be determined
 - October 22, 2015 1pm-4pm in Albuquerque at the DOH/DDSD office