

The Advisory Council on Quality Supports for Individuals with Developmental Disabilities and Their Families Meeting Minutes October 15, 2015

ACQ Members: Bill Myers, Danny Palma, Jim Copeland, Joyce Munoz, June Montoya, Lily Martinez, Sallie Van Curen, Kathleen Holmes Cates, Lisa Rossignol and Stevie Bass,

State Staff: Chris Futey, Gayla Delgado, Jen Rodriguez, Les Swisher, Roberta Duran, Annabelle Martinez, Karen Peterson and Regina Lewis

Guests: Fritz Hardy, Mark Taylor, Debbie Kenny and Dan Depala

TOPIC	DISCUSSION	OUTCOME
<ul style="list-style-type: none"> a) Call to Order: b) Welcome and Introductions c) Review/Approve Previous ACQ Summaries d) Approve Agenda 	<ul style="list-style-type: none"> a. Bill Myers called to meeting to order and notified everyone we now have guest seating along the wall b. Welcome and Introductions c. Reviewed the summary from the August meeting. The following needs corrected: <ul style="list-style-type: none"> ▪ On page 5 DDSD Regional office should read DDSD Contract Management Policy and Procedure ▪ The top of page 2 reads Linda DeAnda should read Lori DeAnda. Motion to approve by Sallie Van Curen and second by Danny Palma d. Reviewed the Agenda 	
<p>ACQ Chair updates</p>	<p><u>Partner Form:</u> Bill reviewed the evaluation scores from the last meeting. The Partner form was updated by the Executive Committee with some minor changes to simplify the form and make it read better. It was also discussed the Partner Form is for ACQ Members only. If there is someone outside of the ACQ who believes there is an issue, they would need to notify a member and that member can bring the issues to the ACQ via the Partner Form.</p> <p>There have been three Partner Forms submitted. One pertaining to the Waitlist has been closed. Two remain open. They pertain to Provider “cherry picking” and the “Waitlist”. DDSD is finalizing the</p>	

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	<p>SFOC Policy and Procedure which will address the concerns brought forth from the “provider cherry picking” Partner form.</p> <p><u>Southwest Conference on Disability:</u> The ACQ had presence at this year’s Southwest Disability Conference. Patrick Anaya represented the ACQ and reported there was minimal activity at the booth. A brochure on the ACQ was available for interested people to take.</p> <p><u>Meeting with Secretary Ward on vetting process for self-advocates:</u> Bill reported that the Executive Committee: Bill and Lori, along with DDS Division Director, Cathy Stevenson, met with Secretary Ward regarding the barrier of the vetting process and self-advocate membership on the ACQ. Secretary Ward was responsive and understood the issues of the length of time it takes to complete the vetting process and challenges in recruiting self-advocates. Secretary Ward committed to work with the Governor’s office to see if the vetting process can be eliminated for self-advocates. If this cannot be done she is willing to look at other ways we can get self-advocate membership on the ACQ. At this time we do not have any updates from Secretary Ward as it has only been a couple of weeks since the meeting occurred.</p> <p><u>Membership:</u> Membership discussion identified additional potential barriers such as travel and overnight accommodations. It was suggested that the ACQ reach out to people on the Central Registry to provide information about the ACQ as another opportunity to increase membership (possibly mail information with the DDS Keeping in Touch Letters) and with the allocation letters. It was also suggested to reach out to people who are part of the Flexible Supports Model.</p> <p><u>ACQ Progress:</u> Bill reviewed progress the ACQ has achieved this past year which includes creating the ACQ brochure, having a presence at the Southwest Conference on Disability, work on streamlining the vetting process, writing a newsletter article for the DDS quarterly newsletter, working with DDS on their strategic “Wise Plan” and</p>	<p>Executive Committee to explore alternate ways people can participate in ACQ meetings</p>
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	<p>beginning development of an ACQ “Wise Plan” to define ACQ goals and objectives.</p> <p><u>Subcommittees:</u> A Discussion on the subcommittees took place and it was requested that the Executive Committee identify what the subcommittees were, who were the Chairs and who were the members.</p> <ul style="list-style-type: none"> ▪ Lisa Rossignol volunteered to be a member of each subcommittee. ▪ Policy and Quality is chaired by Chris Futey and Lori DeAnda, (Chris will verify with Lori that she is a co-chair with him) members include Bill Myers, Jim Copeland and Doris Husted. ▪ Executive Committee is Bill Myers, Lori DeAnda, Patrick Anaya, Roberta Duran, Jen Rodriguez and Gayla Delgado ▪ Membership Committee is the Executive Committee ▪ By-Laws Committee was chaired by Randy Costales members were Bill Myers, Lori DeAnda and Danny Palma ▪ Mi Via is chaired by Stevia Bass. Christine Wester and Regina Lewis are members. <p>Not all subcommittee meetings are face to face meetings. Some are done by conference calls which makes it easier for folks to attend.</p> <p>It was recommended that the Membership Committee tackle the vetting issue and work with the Governor’s office to get recognition on the Governor’s website. The By-laws read that the vetting process goes through the Department’s Secretary not the Governor’s office. The Committee will follow up with Secretary Ward on this. It was also recommended that the Membership Committee reach out to members who have not been present. There was discussion around voting members and non-voting members and compliance with the by-laws. The Executive Committee/Membership Committee will discuss at the next Executive Committee meeting in November.</p>	<p>Send list of all subcommittees and members of those committees to the full ACQ</p> <p>Chairs of sub-committees need to inform all ACQ members Of scheduled meeting times and locations.</p> <p>Executive Committee will discuss lack of attendance by current members at their next meeting and will discuss writing letters to members regarding continued interest and attendance expectations.</p>
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	<p>A recommendation was made to possibly reconvene the By-Laws Committee as discrepancies and inconsistencies were pointed out that may need to be addressed.</p> <p>It was suggested that the Family/Children Sub-Committee be reestablished. Lisa Rossignol is interested in this committee.</p> <ul style="list-style-type: none">▪ <u>DDW Renewal subcommittee</u>: Jen Rodriguez, DDS, stated this committee has not meet as the State needed to focus their time on the Outside Review Process. The DDW Renewal Subcommittee will be re-established in the near future. The Division will be asking CMS for an extension to the current Waiver. Extensions are granted from CMS in 90 day increments.▪ Waitlist committee is chaired by Les Swisher and Doris Husted.▪ Lilly Martinez requested that ACQ members be notified when each subcommittees are holding their meetings. She also suggested that folks could use skype. <p><u>Policy and Quality Subcommittee Report</u>: Chris Futey The P&Q Subcommittee reviewed the scorecard from New York State and what New Mexico will use for our Scorecard. Incident Management Bureau (IMB) data was reviewed. Steve Schan, DDS, was there to explain how data would be scored. A Consultant that is working with New Mexico suggested using percentiles. We are also looking at a way to use Z scores combined with percentiles for total scoring.</p> <p>Recommendations were made on taking a look how we score late and failures. We could receive a report of all late a failures. Another issue was Abuse Neglect and Exploitation (ANE). It was suggested that these be broken out so they can be scored individually, not altogether.</p>	
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	<p>The P&Q subcommittee also reviewed the Transportation Safety Guidelines from 1999. There was a lot of feedback on this and the P&Q Subcommittee recommended these guidelines be discontinued as NMAC already covers transportation safety. This recommendation was taken to the Division’s Bureau Chief meeting and they agreed to discontinue these guidelines.</p> <p><u>Waitlist Subcommittee Report:</u> Les Swisher Les Swisher and Doris Husted met. There are approximately 6400 people on the waitlist.</p> <p>The Intake and Eligibility Bureau (IEB) has received access to Vital Records. IEB staff can now compare the waitlist to death records and will do this annually. There were 90 people who have died and been removed from the waitlist. IEB is also looking into using information received from HSD to update demographic information for people they are having trouble contacting. This can be done prior to allocations. The Division will use the proposed reporting format from Senate Bill 216, even though the bill was not passed, to report on the waiting list. Data has been collected and is in rough form. A final report should be completed within the next couple of months.</p> <p>House Bill 2 passed allowing 1.1 million dollars from last year to be transferred over to the current year for Waitlist activities and Provider Capacity. The Division has started plans for activities to clean up the waitlist. We will assess the needs for provider capacity for persons on the waitlist. The Division has worked on getting a “Keeping in Touch” letter for people on the waitlist to complete. This will allow the division to survey what services and supports people currently receive and what services and supports they are interested in. This will also help determine provider capacity. The Subcommittee asked to have input in this process.</p> <p>The \$1.1 million appropriation came from the Senate Memorial 20 from 2013 legislative session. There were 4 major recommendations.</p>	
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	<p>1. Wait list clean up and needs assessment for people on the Central Registry</p> <p>2. Mini grants to providers to increase systems capacity- a onetime \$500,000.00.</p> <p>3. Outreach to young people on the Central Registry. The School to Work Pipeline for people between 17- 25 years of age is an initiative to support this outcome. There are about 1400 individuals in this age group where we might be able to provide up to 10 hours of service a month: possibly transportation or drivers education.</p> <p>4. Outreach and communication- brochure for individuals on the waitlist to include services that are available through the waivers (DDW, MV and MF), support guides, information on State General Funds, Respite, State plan benefits including the community benefits option, and the Specialty Seating Clinic.</p> <p>\$41,000.00 for cleaning up the Central Registry \$500,000.00. for System capacity one time grants to providers \$400,000.00. for the School to work pilot \$60,000.00 for Outreach and communication We have set aside 100,000 for miscellaneous costs</p> <p>There was discussion about having members submit information now on what the proposals should include for the one time mini grants to Providers. Lisa Rossignol stated that Parents Reaching Out has expertise in public education they could take grants and focus on outreach contracts and propose how to access funds. There was concern about the return rate and continuing to use methods that are not accessible to people and don't provide much response. Providers can assist with this as they can communicate in different ways.</p> <p>Roberta requested input on how to structure the process for the mini grants:</p> <ul style="list-style-type: none"> ▪ What will the process be for submission? ▪ How does the provider get chosen for the mini grants? 	<p>Les will follow up with subcommittee to allow for input with HB 2.</p> <p>Ask Carrie Roberts to provide information on the School to Work initiative</p>
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	<ul style="list-style-type: none"> ▪ What will the mini grants be used for. ▪ Examples: bonuses, computers, training ▪ Find out from providers what causes provider capacity issues. <p>Lilly Martinez was against providers receiving money to provide a bonus for long term employees which could be given to the Directors of Provider Agencies.</p> <p style="text-align: center;">Kathleen Cates recommended the following Motion:</p> <p>The State send an email out to consumers, guardians, advocacy groups and providers to send a 4 page proposal for a mini grant addressing the 4 goals stated in Senate Memorial 20. The State will require financials, budget and a end of year report. Applications will be due December 24th 2015. A committee created by DDS will include Parents, Consumers, DDS and an Advocacy Group. Will have a criteria created to evaluate. Awards will be announced February 1, 2016 for March 1, 2016 implementation.</p> <p>Danny Palma seconded the motion. Jim Copeland would like to amend the motion to include that funds need to be spent by June 30, 2016. A vote was taken all were in favor no one opposed.</p> <p><u>Mi Via Subcommittee Report-Stevie Bass</u> The Mi Via Advisory Council (MVAC) had a retreat facilitated by Mark Bennett. There were six focus areas that were addressed at their retreat.</p> <ol style="list-style-type: none"> 1. What is the purpose of Mi Via? - having flexibility and freedom, providing knowledge, participant can make their own decision and design their own life styles. 2. What will success in Mi Via look like in two years? - Program sustainability, have more people served, make program more streamlined and make it more participant friendly. 3. How can Mi Via become more person centered? 	
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Roberta will meet with Kathleen Cates, Doris Husted and Lisa Rossignol sometime in the next week to discuss alternative ideas for assessing needs of people on the Central Registry.

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	<p>4. Prioritize what is really do able?</p> <p>5. How to improve accessibility for participants? - Communication, training between all parties improve data management, streamline and simplify.</p> <p>6. What program improvement can be made?- Improve the TPA Communication, Improve training of the TPA Consultants, stiffer oversight of contractors, Stevie will provide what they consider the doable to the full ACQ.</p> <p><u>DDW Report</u>-Jen Rodriguez Jen introduced Renee Lombardo, Program Specialist, and Diane Dahl, Administrative Assistant, from UNM Continuum of Care- the Outside Reviewer. Renee stated the OR process is due to go live on November 1st, 2015. They are receiving training and finalizing their processes. Soft live review will begin next week. They are working with live data within the next 10 days to determine if they have holes in their process. Request For Information (RFI) will only be sent on those items that are pending approval. Approvals, partial approvals or denial letters will go to the Case Managers via email and be mailed to the guardian and individual. Qualis will review the Level of Care for everyone, Children, Adults and Jackson Class members. The adults that go through the OR process will only have data entry done by Qualis</p> <p><u>Mi Via Report</u>-Regina Lewis Regina Lewis updated the committee that the Mi Via waiver was approved for another five years. Effective this month there were adjustments to the standards Mi Via participants use. Mi Via Standards are written for participants versus Providers as in the DDW. They are revising the Mi Via Standards and they will be placed on the Mi Via website for public comment by November 1, 2015. Feedback must be submitted by November 30th, 2015.</p> <p><u>Human Service Department Report</u>-Annabelle Martinez Annabel Martinez from HSD stated that Qualis has been staying within their turnaround time. Qualis is contacting Case Management</p>	<p>Send ACQ Members the memo on billing issues</p>
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	<p>Agency directors to gather information and improve customer service. ICD-10 codes are in effect and “timing out” issues have caused denials. Xerox will come up with a table to make it easy for billing to go through correctly. HSD is still in communication with CMS on the transition of the Medically Fragile Waiver to Centennial Care. The transition was to occur by January 1, 2016 and this might be delayed until July 1, 2016. Information sessions are happening now with the MF families.</p> <p>Annabelle also stated that there was a systemic issue identified in Xerox where the units billed were not being subtracted from the total number of units in the system. There is a system fix in process. ACQ members requested a copy of the memo regarding billing issues be sent to them.</p>	
	<p>Bill Myers asked if the ACQ still wanted to use the goals that were decided at the August meeting for the ACQ Wise Plan. Since there was not a quorum ACQ members present felt they could not continue this work. Kathleen Cates recommended the ACQ receive the final document from DDS before the ACQ works on their Wise Plan. ACQ needs to know what the non-negotiables are. Mark Bennett will be asked to assist the ACQ in finalizing their Wise Plan at the December 10th meeting.</p>	<p>Mark Bennet will be contacted to schedule facilitation of the Wise Plan for the December ACQ meeting.</p>
<p><u>Public Comment:</u></p>		
<p>1. Future Agenda items</p>		
<p>2. Closing:</p>		