



DDSD Advisory Council on Quality (ACQ) Meeting Notes April 8, 2021

MEMBERS PRESENT

Lisa Blue (Co-chair), Daniel Ekman Co-chair), Veronica Chavez-Neuman, Lily Martinez, Cathy Salazar, Patrick Anaya, Virginia Lynch, Stevie Bass, Joyce Munoz, Allyson Rhatigan, Dan De Paula, Gabriela Ramos, Tracy Perry, Angelique Tafoya, April Spaulding, Laura Matthews, Jennifer Bartz

MEMBERS ABSENT

Sandra Woodward, Sandy Skaar

STATE AGENCY NON-VOTING PARTNERS PRESENT

Brad Hill, Amira Rasheed, Alice Liu McCoy

STATE AGENCIES PRESENT

Scott Doan, Marc Kolman, Teresa Larson, Iris Clevenger, Marie Velasco, Kresta Opperman, Cassandra DeCamp, Christina Hill, Victoria Herrera, Jennifer Roth, Margaret Bost, Casilda Gallegos, Casey Stone-Romero, Evangeline Yanez, Linnea Forsythe, Anyisia Fernandez, David Espinosa, Chris Futey, Charles Canada

GUESTS

Lourdes Vizcarra Wurzel, Jessica Gutierrez, Tim Gardner, Elisheva Levin, Christina Barden, Lori Steward, Katherine Leyba, Jacqueline Mares, Alicia Bernal, Peter Crespín, Vail Woodard, Angela Ortega

ACQ ADMINISTRATOR

Wendy Corry

WELCOME/ ANNOUNCEMENTS

- Feb. 18th ACQ member orientation- The PowerPoint is available on the ACQ's website at <https://www.nmhealth.org/about/ddsd/coco/acq/>.
- Reminder- during ACQ meetings only members, including pending members, are encouraged to speak, guests are welcome to speak during Q and A and Public Comment. It is harder to do this on ZOOM. The Committees are open to all as a public forum

REVIEW OF MINUTES FROM FEBRUARY 2021

- Minutes were approved with no revisions. Allison moved to approve the minutes. Joyce seconded the motion.

COVID-19 UPDATE/DIRECTOR'S UPDATE- Scott Doan

COVID Update

- Scott provided the details of NM waivers COVID numbers including vaccine data which are attached to the minutes.
- Per the Governors Mandate, DDSD and DOH are highly encouraged to take the vaccine, but it isn't required. DDSD issued a memo on April 1 to increase vaccine effort on all waivers. DDSD described the various steps they have taken to encourage and increase vaccination efforts.
- Department of Health has moved into phase 2 of the vaccine efforts. All individuals 16 and over are eligible for the vaccine (only Pfizer-BioNTech is authorized for those 16 and over). Continuing to prioritize people ages 75 and over along with 60 and over with chronic conditions. They can schedule their vaccine without an event code.
- Please notify Scott if you need assistance with vaccines.
- DDSD released a memo on April 1 on therapy and behavioral support consultation. Provided guidance to therapist, behavioral health consultants and family members/individuals on how to receive services in the community. Therapy and behavioral health visits are allowed in the community, at the person's home and virtually, as long as individuals are following COVID-19 safe guidelines.
- DDSD is continuing to re-open cautiously, safely, and slowly. Memo issued on March 15 specific to day services for DD, Mi Via, SGF and Supports Waivers. Facility based day programs continue to be closed until further notice. Day services are still allowed in the home, in the community, or virtually.
- A few parents discussed the impact of the pandemic on their medically fragile children and the difficulties involved in weighing the risk of continued isolation versus the medical risk if people return to school/community outings.
- Discussion on family's desire to know the vaccination status of staff versus the staff's right to privacy.

Non COVID Updates

- The Jackson litigation: 7 out of 10 areas have been disengaged with 3 areas remaining.
- The DD waiver renewal application has been submitted to CMS.
- The Medically Fragile waiver renewal application has also been submitted. DDSD and HSD are incorporating things learned from the pandemic on remote services- expanding the use of assistive technology and remote technology- and building this into the waivers going forward.

Standing Committee Updates as Requested:

- MI Via Matters-Stevie Bass. This will be an ongoing agenda item. Mi Via contacts for this committee are Stevie Bass, Brad Hill, and Amira Rasheed.
- One of the purposes of this committee is to assist the state with policy recommendations.
- A concern was raised regarding a possible State policy change for Mi Via participants that is resulting in service reductions to some people. Scott and other senior DDSD

leadership will meet with Disability Rights as soon as possible to discuss specifics and resolve this issue. DDS emphasized there has not been a policy change and is not aware of reductions in service. A status report on this concern will be put on the agenda for the next ACQ meeting.

- There was a question for the Waitlist Comm. regarding the expected number of waiver allocations and also offer letters that will be sent next year for the Supports Waiver. Answer- there is no information yet as DOH is waiting for the state's FY22 budget approval.

Electronic Visit Verification (EVV) update- Marc Kolman and HSD

- There is currently a high percentage of compliance using Interactive Voice Recognition for EVV. Agencies are using it and using it fairly effectively. A couple of issues.
- There were concerns about NM payroll tax; all those payments have been made as of March 25.
- The coordination between DDS, HSD and a number of vendors to respond to individual questions has improved.
- Weekly updates are now provided for multiple waiver groups.
- Agencies were surveyed about a month ago to get contact information for EVV. Now have an EVV distribution list to ensure the right people are receiving updates.
- Phase 2 was scheduled to begin as soon as April but will be delayed until late Summer/early Fall to ensure more effective implementation.
- Discussion on whether or not to have a separate newsletter for Mi Via participants. Having information on all the waivers can be confusing, however some providers do need information on all the waivers. DDS will work on providing more clarity in the newsletters. The HSD community education bureau will now assist with this. The use of acronyms is still a problem.

DISCUSSION ON MCO ENGAGEMENT WITH THE ACQ

- The ACQ Exec. Comm. met with HSD to brainstorm options of how we can all address this ongoing concern. The following ideas were presented to the ACQ:
- HSD can present data quarterly on DD waitlist community benefits enrollment
- Ask MCOs to present information on community benefits services utilized by their DD waitlist members (quarterly? semi-annual?)
- Ask MCOs to present information on trainings conducted or received in the area of supporting members with (both waiver and non-waiver). Could include brainstorming on how trainings could be more effective, possible collaboration with the ACQ.
- HSD (and MCO's?) could do a presentation on the basics of MCO's and Community Benefits, roles, and responsibilities, who does what, relationship with HSD, etc.
- Invite MCO's as guests to all ACQ meetings so they become more familiar with the ACQ and the issues coming up but not as presenters
- Host two "Coordination of Benefits" meetings to include the MCO's, DDS and HSD, open to all, to identify barriers and discuss outreach efforts/strategies to inform DD waitlist members of community benefits. Possibly also brainstorm other training ideas.
- Ask the ACQ Wait List Comm. to add coordination of benefits as a regular agenda item at their meetings to address outreach efforts/strategies to inform DD waitlist members of community benefits

- People stated they liked the idea of HSD presenting data quarterly on Community Benefits enrollment.
- There was some discussion about the Waitlist Committee being an appropriate place for discussion on community benefits as DDS. The Wait list Comm. would welcome MCO's but are not sure they have the relationships and connections to influence the MCO's.
- The intent was if there is a representative if someone who is a regular part of the committee, then people could come to that committee and ask questions and get them answered. The issue has been recurring for years.
- The Medically Fragile Comm. stated they have a very strong relationship with MCO coordinators, and they are a very integral part of their services. They recommended that the MCOs need to be involved with other waivers through the ACQ and should be our allies. If they are not allies, this should be addressed and resolved.
- A request was made for a monthly update on who the MCO contact people are. There is a lot of turnover and it can be difficult to know who to contact. Would be helpful to have a list every month as a part of the paperwork we get with the name and contact information for the MCOs.

QUESTIONS AND ANSWERS

- The DDS Intake and Eligibility Bureau have a new alphabet breakdown within Metro for intake workers. The new alphabet split in Metro is
- Kathryn Lesarley (last name begins A - D): 505-372-8022
- Moses Martinez (last name begins E - K): 505-362-8613
- Myles Winter (last name begins L - Q): 505-372-8020
- Micky Cariño (last name begins R - Z): 505-372-8021

PUBLIC COMMENT:

- No public comments
- Public Comments are recorded through ZOOM and are available through the ACQ website at <https://www.nmhealth.org/about/dds/coco/acq/> The meeting was adjourned at 11:20 a.m. Gabriella moved to adjourn the meeting and Allyson seconded the motion.

ACTION ITEMS:

- A status report on the Mi Via possible service reductions concern will be put on the agenda for the next ACQ meeting.
- A request was made for a monthly update on who the MCO contact people are. There is a lot of turnover and it can be difficult to know who to contact. Would be helpful to have a list every month as a part of the paperwork we get with the name and contact information for the MCOs.
- Need an action plan to engage MCOs with the ACQ.
- Discussed having MCOs invited as regular guests at ACQ meetings.
- Suggestion was made to end each ACQ meeting sharing positive stories of what is happening in people's lives.

The next ACQ meeting will be Thursday, June 10, 2021