



## **DDSD Advisory Council on Quality (ACQ) Meeting Notes Feb. 11, 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, Sandy Skaar, Dan De Paula, Gabriela Ramos, Tracy Perry, Angelique Tafoya, April Spaulding, Laura Matthews

### **MEMBERS ABSENT**

Sandra Woodward

### **STATE AGENCY NON-VOTING PARTNERS PRESENT**

Tanya Baker-McCue, Brad Hill, Amira Rasheed

### **STATE AGENCIES PRESENT**

Scott Doan, Marc Kolman, Teresa Larson, Iris Clevenger, Marie Velasco, Kresta Opperman, Cassandra DeCamp, Christina Hill, Victoria Herrera, Jennifer Roth, Shari Roanhorse, Melanie Buenviaje, Margaret Bost, Jen Bartz, Michael Driskell, Casilda Gallegos, Casey Stone-Romero, Lorie Pacheco, Linnea Forsythe, Anyisia Fernandez, Sally Karingada, Cheryl Frazine, Daniel Lucero, Betsy Finley

### **GUESTS**

Whashin Lee, Lourdes Vizcarra Wurzel, Elizabeth Garcia, Jessica Gutierrez, Tim Gardner, Peter Cubra, Ron Voorhees, Elisheva Levin, Christina Barden, Judy Sanchez, Lindsay Sloan

### **ACQ ADMINISTRATOR**

Wendy Corry

### **WELCOME/ ANNOUNCEMENTS**

- There will be a ACQ Orientation on Feb. 18 for all current members, pending members and non-voting members. They have all received invitations.
- The orientation will be recorded and made available to everyone along with the PowerPoint presentation.
- ACQ members approved a change in committee reporting during ACQ meetings. Written reports will continue to be distributed prior to ACQ meetings but instead of verbal committee reports there will be a time on the agenda for any questions from the ACQ or a request for input from committee chairs.
- The Exec. Committee decided not to invite MCO's to today's ACQ because requests were made to all ACQ members for info they would like from the MCO's specific to Community Benefits and none was requested. There was a request by

an ACQ member for contact info on MCO care coordinators which has been provided.

## **DISCUSSION ON MCO ENGAGEMENT WITH THE ACQ**

- How to effectively integrate MCO's into ACQ meetings was discussed at length.
- Consensus that they are critical partners and there are ongoing significant concerns reading utilization of Community Benefits by people on the DD Waiver wait list.
- Request was made for ongoing data on the utilization of Community benefits at every ACQ meeting. HSD agreed to provide this data going forward at all ACQ meetings.
- Strategized how to incorporate MCO's into the ACQ meetings. Ideas included 1) inviting them to every ACQ meeting (Shari and Wendy to follow-up) and 2) invite them to be members but this was decided to be unworkable at this time.
- Agreement that there is a need for more effective outreach to DD waiver participants to understand the benefits of community benefits.
- DDSD and HSD provided training to MCO's on Dec. 16. A concern was raised that providers were not included in this. This will be taken back to DDSD to review. Another training is scheduled for April 2021.
- The ACQ Exec. Comm. will discuss all of these ideas with HSD and come back to the ACQ with options of how we can all address this ongoing concern.

## **REVIEW OF MINUTES FROM DECEMBER 2020**

- Minutes were approved with one revision. Joyce moved to approve the minutes. Lisa seconded the motion.

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

### COVID Update

- In general, the number of COVID cases in NM are starting to trend down.
- Scott provided a detailed summary of COVID cases related to people on the waivers in addition to data on vaccines. (Document is attached)
- DDSD is in the process of gathering vaccine info. on agency staff. There is not currently a requirement for staff to be vaccinated.
- All 53 Supported living and intensive medical living providers are currently signed up with federal pharmacy vaccine program.
- 2,657 individuals have not yet registered via the vaccine website. DDSD will conduct outreach to cases managers and consultants to see if they need help registering or have chosen not to register.
- The Dept. of Health recently added a check box for "Intellectual /Developmental Disabilities" to the health list so please update a person's profile if appropriate.
- Caregivers can check the "Healthcare worker" box to hopefully have access to vaccines quicker.
- Schedule the vaccine immediately once you receive a text as the scheduled fill up very quickly.

## Non COVID Updates

### Day Programs:

- DDSD has not decided yet when day programs will open
- Options for opening day programs include 1) following the county guidelines for opening 2) opening before county oks with all COVID safe protocols 3) a hybrid model of half of participants attending Mon and Tues., clean the facility on Wed. and then have other half of participants on Thursday and Friday.
- DDSD welcomes input on when and how to open. DDSD is currently collecting info from providers.
- Some people expressed desire to open day programs quickly due to isolation
- Some people expressed concern about opening too quickly: people don't always wear masks, staff not safe, etc.
- Provider recommended focusing on 1-1 supports so a person can be out in the community safely
- Concern about pay rate if the minimum wage increases. DDSD reminded everyone there was a pay increase in Oct. 2019
- Suggestions of meeting outside for picnics socially distanced

### Guardian visitation:

- Some members encouraged DDSD to permit face-to-face visitations as soon as possible
- In addition to the damaging effects of social isolation, guardians need to ensure health and safety.
- Concern that guardians are unable to meet their mandatory court order visiting requirements
- DDSD offered to convene a small group to consider guardianship visitation and how to determine safe protocols

### **Electronic Visit Verification (EVV) update- Marc Kolman and Melanie Buenviaje**

- Over 21,000 EVV claims submitted. Over 90% of those are using Authenticare EVV systems as intended and voice recognition.
- The EVV implementation has been extremely challenging for many people
- There have been significant payment issues. HSD is aware of the concerns and is working with individuals to resolve these.
- Please contact Melanie Buenviaje at [Melanie.Buenviaje@state.nm.us](mailto:Melanie.Buenviaje@state.nm.us) or Lorie Pacheco at [LorieA.Pacheco2@state.nm.us](mailto:LorieA.Pacheco2@state.nm.us) directly if assistance is needed.

### **ANNUAL MORTALITY REVIEW COMMITTEE PRESENTATION- Daniel Lucero and Ron Voorhees**

- Power Point presentation is attached

## **QUESTIONS AND ANSWERS**

- Question regarding the availability of computers to staff in residential homes. DDS will include providers on a Taskforce to address this.
- DDS has mailed out 1,500 Supports Waiver offer letters. To date, 175 individuals have accepted the offer letter. DDS is still on track to allocate 2,000 this first fiscal year as was the original plan.
- Is there any talk about raising the rate for compensation for state general funds to stay consistent with what the state is doing for minimum wage? Response: No, not currently. DDS is not planning on increasing state general fund reimbursement rates.

**PUBLIC COMMENT:**

- No public comments
- Public Comments are recorded through ZOOM and will be made available asap.

The meeting was adjourned at 12:50 p.m.

The next ACQ meeting will be Thursday, April 8, 2021