



DDSD Advisory Council on Quality (ACQ) Meeting Notes April 14, 2022

Revised and Approved June 9, 2022

MEMBERS PRESENT

Lisa Blue (Co-chair), Daniel Ekman (Co-chair), Tim Gardner proxy for Lily Martinez, Cathy Salazar, Allyson Rhatigan, Stevie Bass, Dan De Paula, Tracy Perry, Angelique Tafoya, April Spaulding, Laura Matthews, Sandy Skaar, Jessica Gutierrez, Christina Barden, Cynthia Chavez, Judy Sena, Elisheva Levin, Gabriela Ramos, Christine Bragg, Peter Crespín, Siri Guru Nam Khalsa, Valerie Dewbre, Roel Adamson, Peggy O'Neill, Crystal Garcia

MEMBERS ABSENT

Patrick Anaya

Joyce Munoz- Excused absence

Veronica Chavez-Neuman - Excused absence

STATE AGENCY NON-VOTING PARTNERS PRESENT

Alice Liu McCoy, Amira Rasheed, Gay Finlayson

STATE AGENCIES PRESENT

Jason Cornwell, Marc Kolman, Marie Velasco, Victoria Herrera, Evangeline Yanez, Michael Driskell, Scott Doan, Anysia Fernandez, Lisa Storti, Elizabeth Finley, Alicia Bernal, Melanie Buenviaje, Jenni McNabb, Teresa Larson

GUESTS

Kristin Dark, Angela Ortega, Krystal Ortiz, Susan Forbes, Jim Copeland, Erika Tode, Ann Marie Parmenter, Leo Saenz, Dwanna Cooper/Matthew Molina, Evonne Romero, Jacob Patterson, Jan Martin, Kate Nash, Jane/Greg Smithers, Chris, Jacqueline Mares, Justin Naylor, Vail Woodard

ACQ ADMINISTRATOR Wendy Corry

WELCOME/ ANNOUNCEMENTS

- Welcome to new DDSD staff: Vangie Yanez- Bureau Chief for the Community Programs Bureau 2) Elaine Hill- Mi Via Waiver Program Manager
- DDSD is looking for a new ACQ Administrator for FY 23. Contact Marc Kolman for more information.
- ACQ Exec. Comm. agendas and minutes will be posted on the DOH/DDSD website. The link is: [Advisory Council on Quality \(nmhealth.org\)](https://www.nmhealth.org/Advisory-Council-on-Quality)

- If you have any concerns you want to bring to the attention of the ACQ Exec. Comm. please contact any ACQ Exec. Comm. member (Daniel Ekman (daniel.ekman@state.nm.us), Lisa Blue (tblue11@comcast.net), Tracy Perry (tracy@directtherapyservices.com), Peter Crespin (petercr@consumerdirectcare.com), Marc Kolman (Marc.Kolman@state.nm.us) or Wendy Corry (wendy@corryconsulting.com)

REVIEW OF MINUTES FROM FEBRUARY 2022

- Minutes were approved with minor revisions. Peter Crespin moved to approve the minutes and Lisa Blue seconded the motion.

PUBLIC COMMENT:

- No public comment today.
- Public Comments are recorded through ZOOM and are available through the ACQ website at <https://www.nmhealth.org/about/ddsd/coco/acq/>

ELECTION to Re-appoint ACQ member

- ACQ members voted unanimously to re-appoint Dan DePaula as an ACQ member

DIRECTOR'S UPDATE:

- Jason Cornwell, the DDS Director provided a presentation on a variety of topics including: Temporary COVID Economic Recovery Payments, Impending Permanent Rate Increases, Home and community Based Services Provider Rate & Capacity Study, Status of the Provider Network, State General Funded Programs and Super Allocation Plan Update.
- This PowerPoint is included with the notes and were sent to all ACQ Interested Parties.

DISCUSSION ON SHORTAGE OF THERAPISTS STATEWIDE

- The DDS Director provided numerous graphs during his presentation highlighting significant areas of therapist shortages.
- Many participants shared personal experiences of the lack of therapists in the state and the difficulties this poses.
- The state recognizes the magnitude of this problem. The current back-up is a safety net of one therapist in each discipline hired by the state to travel to people as needed.
- The process to address these concerns individually is through the state's Regional Office Request for Assistance (RORA) form
- The link to the current RORA form. <https://www.nmhealth.org/about/ddsd/region/> (Be sure to scroll to the bottom of the page to get to the RORA form).

DISCUSSION ON CHILD PEND

- Feedback from a parent of a young child on Child Pend - not all children in need of therapies are served through their schools.

- Not all children under 9 in child pend have access to Medicaid.
- The DDS Director will schedule a follow-up meeting with ACQ members Cathy Salazar and Allyson Rhatigan, as well as others, to better understand these issues.

ATTORNEY GENERAL’S OFFICE CONNECTIVITY PROJECT UPDATE:

- The Attorney General’s Office teamed up with the Federal Communications Commission (FCC) in January 2022 for a program that enables individuals and family members to get assistance with their internet service through their internet provider.
- Important to distribute the information to the ACQ and beyond. Wendy will send these out again.
- The application is on the FCC’s website, and you can also ask your internet provider for assistance with the program.
- www.fcc.gov/ACP

MI VIA ADVISORY COMMITTEE (MVAC) REPORT:

- The MVAC is struggling as it is comprised of family members who are incredibly stressed/burned out taking care of their family members, especially with the ongoing pandemic.
- Finding consistent support staff is extremely difficult in today’s economy.
- ACQ would like to support this committee and provide some relief for family members.
- Elaine Hill is the state coordinator for MVAC and will follow-up on how to support MVAC, possibly getting some new members in some of the openings who have the time and energy to participate.

NURSING SHORTAGE DISCUSSION:

- There is an enormous shortage of nurses in NM as well as the country; numerous examples were provided.
- There are lots of reasons for this, which were explored.
- There are several groups meeting to brainstorm solutions.
- One group is the Professional Advisory Committee, and another is the Medically Fragile Case Management Committee.
- The FAB is meeting May 9 to brainstorm ideas and avenues to explore including training and recruiting.
- Dr. Jan Martin of UNM shared some of the strategies currently being implemented.
- Numerous connections were made during this conversation and contact info shared.
- The ACQ Exec. Comm. will invite FAB to conduct a presentation at the June ACQ meeting regarding their ideas and how people that are interested can partner.

ELECTRONIC VISIT VERIFICATION (EVV) UPDATE:

- The ACQ Exec. Comm, Human Services Dept. (HSD) and DDS D are hosting a listening session this afternoon.
- Someone from Netlogic who was one of the Project Managers for EVV will participate
- HSD has received a lot of feedback on EVV trainings. Contractors will have targeted workshops for different user groups. Will be held closer to the end of April with a live presentation of the system.
- On Phase 2 of data migration. The FOCUS system is going to go away and the PALCO Connect System is going to go live.
- Wanted to ensure that participants have the opportunity to respond to any request for information or administration connections in the system.
- Have the ability to deal with one-off cases on a one-off basis by contacting Melanie Buenviaje, Elaine Hill, or Jennifer McNabb.
- Now have Mi Via Stakeholder Meetings every other month.
- **Big announcement- In-home living supports will be excluded as an EVV service moving forward. HSD and DDS D heard the concerns from this group and responded.**
- Clarification that the Employee of Record (EOR) can make changes when in the EVV system before they are submitted for payment.
- Moving for implementation for 2023. All home and health aid services need to be an EVV service by then. HSD met with (Center for Medicare and Medicaid) CMS two weeks ago. A service which is provided in the home and has some type of Activities of Daily Living (ADL) component to it that is not distinct from the available state plan therapy services, it must be an EVV service.

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ADJOURNMENT:

- Meeting adjourned at 1:03 pm to begin the Electronic Visit Verification Listening Session.

NEXT MEETING June 9, 2022