



## **DDSD Advisory Council on Quality (ACQ) Meeting Notes**

**April 13, 2023**

**FINAL**

### **MEMBERS PRESENT**

Lisa Blue (Co-chair), Daniel Ekman (Co-chair), Stevie Bass, Dan De Paula, Tracy Perry, Angelique Tafoya, April Spaulding, Jessica Gutierrez, Elisheva Levin, Laura Matthews, Siri Guru Nam Khalsa, Christine Bragg, Gabriela Ramos, Peggy O'Neill, Cynthia Chavez, Sandy Skaar, Judy Sena, Vashad Frink, Valerie Dewbre, Tim Gardner, Jim Copeland, Jacqueline Mares, Ann Marie Parmenter

### **MEMBERS ABSENT**

Roel Adamson, Crystal Garcia and Christine Bragg

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

Alice Liu McCoy, Gay Finlayson

### **STATE AGENCIES PRESENT**

DOH Cabinet Sec. Patrick Allen, Mark Kolman, Scott Doan, Dominic Jaramillo, Nicole Hernandez, Evangeline Yanez, Deanna DeHerrera, Elaine Hill, Jennifer Rodriguez, Victoria Herrera, Renee Valerio, Melanie Buenviaje, Daniel Lucero, Joseph Tighe, Michael Driskell

### **GUESTS**

Evonne Romero, Shannon, Kate Nash, Peter Crespín, Robert Kegal, Scott Good, Adrienne Smith, Susan Forbes, Danny Palma, Amanda Montano, Cathy Salazar, Bruce Wetherbee, Cassandra DeCamp, Jennifer Rose Stubbs, A Cruz, Chris Leroi

### **ACQ ADMINISTRATOR**

Wendy Corry

### **WELCOME/ ANNOUNCEMENTS**

- Introductions will be made by printing names and agencies in the chat box. A reminder that everyone is invited to participate during Public Comment periods but otherwise the discussions are for ACQ members. ACQ BOD members, please list this on ZOOM with your name (not just in the chat) so the ACQ co-chairs can easily identify BOD members.
- A reminder that the ACQ is a safe, respectful place for all. Please direct all comments to the issues, not about specific individuals.
- We recognize this is a special ACQ meeting. Today's agenda will be flexible.
- Welcome to our new and renewing ACQ BOD members!! Daniel Ekman, Lisa Blue, Sandy Skaar, Laura Matthews, Vashad Frink, Tim Gardner, Jim Copeland, Jacqueline Mares, and Ann Marie Parmenter.

- An orientation to the ACQ will follow this meeting today from 1:30-3:00 using the same ZOOM link.
- Conflict of Interest Forms will be distributed to all ACQ members after approval of the revised ACQ By-Laws (in case the Conflict-of-Interest Form needs to be updated to be consistent with the By-Laws).
- Marc Kolman, DDS Deputy Dir. will be retiring on May 31. He has been a strong, consistent leader of the ACQ and will be greatly missed!
- 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@ddc.nm.gov), Lisa Blue (tblue11@comcast.net), Tracy Perry (tracy@directtherapyservices.com), Marc Kolman (Marc.Kolman@doh.nm.gov) or Wendy Corry (wendy@corryconsulting.com)

#### **SUMMARY OF DDS STATUS: DOH CABINET SECRETARY PATRICK ALLEN**

- The current set of events started in March with the discovery of an extreme case of ANE of someone being served under waiver program.
- 4 contracts were terminated due to this case.
- This incident initiated a visit to conduct a basic wellness check to all 6,800 individuals receiving DD waiver services.
- The timeline to visit all people receiving services is within 30 days.
- Visitors have become aware of a small number of potential violations (60-70 sites) which will be pursued.
- Most of these concerns are environmental circumstances (ex. no batteries in the smoke detector) but there are some more serious allegations.
- At the beginning of this process, the DDS Director submitted his resignation.
- Sec. Hotrum-Lopez has been tasked to be the interim DDS director.
- ACQ members expressed inconsistent experiences with the visits. Some people reported visits that went very well, others expressed concern over the intrusive nature of the visits and lack of training of the staff conducting the visits.

#### **DISCUSSION ON TELEHEALTH**

- People are very concerned about telehealth (Appendix A) being eliminated as a service.
- People understand that in-person visits are preferable to remote, but the rural nature of NM means some people will be without any service at all.
- DDS will review this as part of a systems review regarding health and safety.
- ACQ members would like to draft a statement supporting telehealth to send to senior leadership.

#### **REVIEW OF MINUTES FROM FEBRUARY 2023**

- Peggy O'Neill moved to approve the minutes with amendments. Judy Sena seconded; the motion passed unanimously.

## **PUBLIC COMMENT**

- Public Comments are recorded through ZOOM and are available through the ACQ website at <https://www.nmhealth.org/about/ddsd/coco/acq/>

## **REVIEW OF DRAFT ACQ BY-LAWS POSTPONED TO JUNE MEETING**

- Please review the draft by-laws and email Daniel Ekman (daniel.ekman@ddc.nm.gov), and Wendy Corry (wendy@corryconsulting.com) with any recommendations/ comments.

## **UPDATE ON THE CONCERN ABOUT THE MCO'S LACK OF TIMELY ASSIGNMENT OF PEOPLE TO CASE MANAGERS: HSD, TIM GARDNER, and SANDY SKAAR**

- HSD had a productive meeting with Mr. Gardner and Ms. Skaar as well as a meeting with the Deputy Sec. of contracts to discuss resolution of this concern.
- People expressed appreciation for the work being done.

## **RECENT LEGISLATION UPDATE**

- Concern was expressed regarding the recent legislation moving DDS and HSD under a new department, The HealthCare Authority.
- The logistics involved, including changing software systems to transition to a new department, would be very costly to providers.
- Recommendation that the ACQ draft a statement on this transition to senior leadership.
- We will put updates on this item as a standing agenda item for the ACQ.

## **DDSD UPDATE: JEN RODRIGUEZ**

- Waiver recipients that have been affected by the provider closures are being transitioned to other agencies, hopefully will be completed by the end of April.
- The DD Waiver Standards revisions have been temporarily postponed with a new target date for the summer.
- The COVID report is attached to the April ACQ minutes.

## **MI VIA ADVISORY COMMITTEE (MVAC) UPDATE-STEVE BASS/MVAC REP AND ELAINE HILL/DDSD**

- The report from DDS is attached.
- The MVAC provided feedback to the state regarding the Vineland Assessment Tool discussion.
- The group is looking at the Employee of Record requirements.
- MVAC requested training resources.

## **STATUS OF THE ACQ RATE STUDY/PROVIDER CAPACITY COMM.- EVANGELINE YANEZ**

- PCG is currently in Phase 4 and 5 of their process, which is reviewing all the data they have received.

- Many thanks to all who have so generously volunteered their time if this work.

**PALCO/ELECTRONIC VISIT VERIFICATION (EVV) UPDATE- MELANIE BUENVIAJE/HSD**

- FOCoS on-line services will not transfer to PALCO connect.
- Thank everyone that provided input; it was invaluable to whole process.

**PUBLIC COMMENT:**

- Public Comments are recorded through ZOOM and are available through the ACQ website at <https://www.nmhealth.org/about/ddsd/coco/acq/>.

**POSITIVE STORIES:**

- DDSD staff stated how much they are enjoying reconnecting with people during the visits. It is a reminder of why they do this work.
- Parent reported that her visit went really well and was quick.
- A provider shared that a person they support is an amazing artist who recently shared her artwork at Graceland!

**ADJOURNMENT:**

- Meeting adjourned at 12:35 pm

**NEXT MEETING:** June 8, 2023