

# Mi Via Advisory Committee

## Meeting Minutes for October 22, 2015

Approved January 28, 2016

Location: Department of Health/Developmental Disabilities Supports Division  
(DOH/DDSD) -5301 Central NE Suite 203, Albuquerque NM 87108

Attendees (in person): Christine Baca (HSD-Human Services Department), Brad Hill, Sandra Woodward (Consumer Direct Personal Care), Nadine Maes, Stevie Bass, Rebecca Shuman (AAA Participant Direction), Darlene Hunter, Regina Lewis (DOH-Department of Health), Christine Wester, DOH.

Via Telephone: Kim Shipman (XEROX), Brittney Foss (XEROX), Catalina Saavedra

Unable to attend and notified DOH/DDSD: Tony Chavez, Michael Romero, Shayla Spolidoro

### **1. Welcome and Introductions:**

Mi Via Advisory Committee (MVAC) members and members of the public present introduced themselves and those calling in introduced themselves as well.

### **2. Review Agenda and Announcements:**

- Agenda approved to proceed as written

### **3. Approved Minutes**

- A motion was made to approve the minutes from the meeting held on 7-23-15. These will be submitted to the Mi Via website with corrections to correct the spelling of Brittney Foss's name as well as to include Darlene Hunter by the Mi Via Unit.
- A draft of this meeting's minutes will be reviewed and approved by Stevie and then will be provided to Committee Members prior to the next meeting. At the next meeting January 28, 2016 they will be approved by the Committee and submitted to the Mi Via website.

### **4. New Officers/Member Attendance:**

- Everyone involved including, the state, feels strongly about the success of Mi Via. There is an expectation that Committee Members commit to attendance at meetings and the structure of the Committee in order for there to be a solid membership structure.
- Committee Members were reminded about the Stipend they can request for attending the MVAC through the ARC of New Mexico.
- Bylaws were reviewed:
  - Article XIV #3 "Bylaws Revision" indicates Bylaws should

be reviewed as needed and at least annually by the Committee at the second meeting of each year. This schedule was not followed so the Committee will begin reviewing at this meeting for proposed changes.

- Article VI “Term Duration” was reviewed. The Committee agreed that when the three (3) year term is up for a Committee member, that member can choose to reapply and there will be a new election. Currently Doris Husted is the only member with a term ending in November 2015. Christine Wester will contact Doris to let her know and inform her of the nomination process coming up.
- The Committee discussed the refill process for those with expired terms and those who resign. It was agreed that vacancies for those with expired terms will be filled through the nomination process and vacancies for those who resign will be filled through the nomination forms kept on file through any prior round of nominations (if there are any).
- HSD indicated they would like to remove the standing membership from the Third Party Assessor (TPA-Qualis) and the Fiscal Management Agency (FMA-XEROX) in order to open up two positions for members of the community. HSD indicated that XEROX and Qualis would still be required to attend MVAC meetings and provide updates as they have done so in the past.
- Committee members strongly expressed they believe XEROX and Qualis should be mandated to attend in order to assist with issues and concerns raised during MVAC meetings.
- It was stated that the success of Mi Via and the MVAC is only as good as the conversations had between stakeholders. It was mentioned the less opportunity to have conversation affects the success of the program. Committee members agreed they do not feel there can be success without a good level of dialogue occurring between all parties involved.
- Kim Shipman, XEROX, stated her commitment to attend the MVAC. Qualis was not represented at the MVAC meeting.
- The distinction was made between Mi Via contracted entities in terms of the consultant role, the role of XEROX and Qualis.
- The Committee agreed the request to remove membership from XEROX/Qualis should be considered and be proposed through a by laws change voted on by members. This would open up two vacancies on the Committee.

Committee members believe the requirement to participate with the MVAC should be imposed on the TPA/FMA through contract.

- Article V Membership was also reviewed. This will be modified for Committee vote to reflect the Membership with FMA/TPA being adjusted to reflect they are not members and the manner in which vacancies will be filled.
- Stevie Bass volunteered to revise the Bylaws based on this discussion, send out to the Committee members for review and vote to make the changes.
- Article VII “Officers” was reviewed. Stevie and Doris Husted have exceeded their terms as Chair and Vice Chair, therefore new Officers will need to be elected at the meeting on January 28, 2016.
- An officer, typically the Chair, has to be a member of the ACQ
- The Bylaws indicate it is preferred Officers would have served at least one year. Stevie proposed this language be loosened up as there are not currently any members who have served a full year of their term yet.
- The Advisory Council on Quality for Individuals with Developmental Disabilities and their Families (ACQ), of which MVAC is a Committee, has “co-chair” positions vs. the MVAC which has “Chair and Vice Chair”. Stevie made the recommendation that the MVAC consider co-chair positions so that the responsibilities of the MVAC does not fall on just one person. She stated this may help with filling the officer positions with two individuals carrying the workload.
- The Committee agreed Stevie will revise the Bylaws in this section to indicate it is “preferred” that officers have served one year on the MVAC. The intent is not also to preclude Consultants from becoming officers given they only serve a two year term.
- Christine Wester will send an email out to Committee members to get everyone considering the officer positions.
- Article 11 “Attendance” #2 was also reviewed. Attendance requirements have not been adhered to this year. It was agreed Stevie will also revise this section of the Bylaws to indicate that those with attendance issues on the Committee “may” be asked to resign instead of “will” be asked to resign.
- It was requested that DOH include in the emails to Committee members a reminder of this section of the Bylaws of the MVAC in terms of attendance.
- Article XII “Subcommittees” was reviewed. The process

to review nominations to the Committee was reviewed. The Committee agreed to keep the membership at 17. The Call for Nominations is advertised in the Mi Via Newsletter two months in advance of the Nomination due date. Once Nominations are received by the DOH, they are numbered, identifiable information removed, copies are made and distributed to the Nomination Committee for scoring with 100 being perfect.

- The Nomination Committee was identified as Nadine Maes (Chair), Stevie, Catalina “Jolene” Saavedra, Darlene Hunter and Brad Hill.
- Stevie will revise the proposed changes to the Bylaws and get them out to Committee members for review and vote prior to the next meeting on January 28, 2016.
- Officers will be voted in at the next meeting on January 28, 2016.
- Christine will place The Call for Nominations in the Mi Via Newsletter December/January/February with a February 29-16 due date and get information posted on the Mi Via website.
- Christine Wester will call those still with nominations on file to see if they are still interested for consideration with the new round of nominations.

#### **5. MVAC Retreat:**

- All who attended the MVAC Retreat on October 6, 2015 indicated it went well.
- Committee members in attendance stated it provided an opportunity to brain storm ideas, thoughts and identify opportunities to improve Mi Via.
- Mark Bennett, Retreat Facilitator, provided notes and Stevie organized them into categories.
- It was agreed the document should be kept alive to continue recommendations to improve Mi Via.
- It was stated this was a great experience for members and that most felt all things that were talked about were of importance. It was mentioned it was difficult to follow on the phone for those in attendance through speakerphone.
- Committee members reviewed information from the Retreat and discussed the usefulness of the document. It was agreed it was a document the Committee could use over the course of the next year to prioritize and make recommendations for improvements or next steps to planning that the state could use.
- It was mentioned that suggestions could be spread out over a number of aspects of Mi Via.
- Some Committee members indicated they enjoyed getting to know other Committee Members and understand what is important to them.
- It was expressed that Committee Members were concerned that XEROX

and Qualis were not present at the retreat. Committee members expressed the importance for everyone to work together and if all parties involved are not sitting and talking with each other, success is stifled. XEROX and Qualis were identified as very important parts of Mi Via.

- It was stated that the State has had good dialogue in the past with Mi Via Stakeholders. Meetings with Stakeholders across the state were helpful. Those stakeholder meetings evolved into the MVAC.
- Committee members indicated it is important for XEROX and Qualis to learn how committed participants and the MVAC are to Mi Via. It was mentioned that goals should be the same.
- It was stated that some of the same obstacles with XEROX and Qualis are still there and about the time things start to work out with all grasping the Mi Via philosophy the TPA/FMA changes.
- Committee members agree that it is nice to come together with Participants, talk about what is important to them, have follow up on issues, identify issues.
- It was stated that the Committee can use the ideas from the Retreat not to just identify issues but have specifics shared about what needs to be fixed and have recommendations regarding the approach to solve issues.
- Concerns were raised that some things are approved for some participants and not others. Social connections are being lost with all parts of Mi Via and the Waiver is not a medical model. It was stated that what may be considered “entertainment” is not always “entertainment” rather social, habilitative strategies to connect participants to their community.
- It was stated that HSD advised XEROX and Qualis they did not have to attend the MVAC Retreat. This concerned some Committee Members, who would expect XEROX and Qualis to attend both MVAC meetings and retreats. Committee members expressed disappointment with this direction.
- All Committee Members were asked to review the Retreat notes, prioritize what they believe to be important in order for the group to move forward with managing the information in the document to prioritize recommendations to the state.
- It was stated that relationships are important in Mi Via. Coming together to talk, share information builds respect. With no opportunity to work out issues, relationships fail and the Committee has lost the opportunity to problem solve.
- It was reiterated that the Committee feels strongly the FMA and TPA should commit to the MVAC and actively participate in the meetings.

## **6. Presentation by Tony Chavez, MVAC member**

- Tony was not present at this meeting.

## **7. Break**

## **8. Participant Issues**

- Issues were raised during the XEROX update listed below

## **9. Fiscal Management Update (XEROX):**

- Kim offered her direct number to Committee Members (924-2002) and email (kim.shipman@xerox.com)
- Call volume has increased above 60% and they are averaging 600 calls per day due to Centennial Care Self-Direction.
- They are opening new positions for additional self-direction call center staff. It was stated there should be improvements in the call center by the first week of November.
- Committee members stated that in the past, they were asked to look at forms, new forms etc.. for input. MVAC should continue to be accessed to review forms, streamline etc..
- It was stated that simplifying and streamlining processes were a theme that came out of the retreat.
- It was stated that Employees are not renewing agreements every year, only if the EOR or pay rate is changing. Additionally, abbreviations should not be used on forms unless the person completing the forms provides a clear “Key” on the form.

## **10. Third Party Assessor (Qualis) Update:**

- No update was provided as there was not a representative from Qualis at the meeting.

## **11. Human Services Department/Department of Health (HSD/DOH) Update (Christine Baca, HSD and Christine Wester, DOH):**

- The Waiver was approved effective October 1, 2015 for a five (5) year cycle. There will be a lot of activity with Standards and Regulations renewing with ample opportunity for public comment in November for Standards and December/January for the Regulations. All are encouraged to read these documents and provide feedback.
- It was stated there were still plans in place to transition the Medically Fragile Waiver to Centennial Care in January 2016 but this may be delayed due to stakeholder feedback. Public Comment information will be posted in the Mi Via Newsletter.
- If a delay is granted from Centers for Medicare and Medicaid (CMS) then there will be further information to come. If not, participants will carry forward their Service and Support Plan (SSP) until the Level of Care or SSP expires (whichever occurs first).
- Eligibility requirements will not change
- Some services may not be available under Centennial Care that those receiving Medically Fragile services currently receive.

## **12. Action Items:**

- Stevie Bass will revise the Bylaws and submit to Committee members prior to the January 28, 2016 meeting for review and vote.
- Christine Wester will place call for nomination in the Mi Via Newsletter and on the website.
- Christine Wester will contact those with nominations on file to determine if they would like to go through another round of nominations.

## **13. Closing:**

- Future meeting schedules:
  - January 28, 2016 1pm-4pm in Santa Fe, Toney Anaya Building, Hearing Room 1, 2550 Cerrillos Road, Santa Fe NM
  - April 28, 2016 1pm-4pm in Albuquerque at the DOH/DDSD office 5301 Central NE Suite 1700 Albuquerque NM 87108
  - July 28, 2016 In Santa Fe, Location to be determined
  - October 27, 2016 In Albuquerque, Location to be determined