

# Mi Via Advisory Committee

## Meeting Notes for October 26, 2017

### Approved January 25, 2018

**Location:** Department of Health 5301 Central NE Albuquerque, NM 87108

**Attendees (in person):** Keytha Jones, Raemon Gurule, E. Regina Lewis (DOH /DDSD), Kresta Opperman (MAD/HSD), LaRisa Rodges (MAD/HSD), Stevie Bass, Melvin Brown, Brad Hill, Kimberly Riebsomer (Consultant member of public), Fleur Dahl (DOH/ DDSD), Stephanie Mojica (MAD/HSD), Rebecca Shuman, Darlene Hunter, Jeanette Bundy, Leslie Martinez, Keytha Jones, Shayla Spolidoro, Kimberly Scott(Qualis), Ramona Yanez (member of the public) , Michael Romero

**Via Telephone:** Althea McLuckie, Nadine Maes, Deanna Rickerd(Conduent)

**Unable to attend and notified:** Cathy Salazar, Catalina Saavedra, Sandy Skaar

#### 1. Welcome and Roll Call

- Mi Via Advisory Committee member and members of the public introduced themselves and those on the phone introduced themselves.

#### 2. Review agenda and Announcements

- Agenda to remain the same without any changes.
- Ground rules were reviewed.

#### 3. Review/Approve notes 10-26-17 & Action Items Follow-up

- Meeting notes were approved for the July 2017 meeting. The meeting notes will be submitted to the Mi Via Website.
- Follow-up action items were discussed briefly. A draft of the notes from 10-26-17 will be reviewed and approved by Chair/Vice Chair and then will be provided to Committee Members prior to the next meeting.

#### **4. MVAC membership**

- There will be a nomination of officers in January. The Committee will have an opportunity to submit names for the nomination of the Chair and Vice Chair from October up until the January MVAC meeting where the ballot sheets will be tallied for the Chair and Vice- Chair. The Committee discussed anyone interested in becoming Chair or Vice-Chair can announce this at today's meeting. Brad Hill indicated he is interested in being the Chair again. Althea Mcluckie expressed an interest in becoming Vice -Chair. The nomination committee for the Committee terms ending in October will be Cathy Salazar (Chair), Keytha Jones, Raemon Gurule, Brad Hill. Rebecca Shuman indicated she wants to join this nomination committee. The call for nominations will go out in November and December. Members will be nominated at the January 2018 MVAC meeting. The Committee discussed that there will be another round of nominations in February and March as Leslie Martinez's term ends in January. The committee will decide in January which committee members will be on the nomination committee for the round of nominations in February and March.

#### **5. Purchasing Issues**

- HSD continues to work on the issues with the checks.
- HSD did a review of the number of checks not cashed within one year. There were 150 checks not cashed which included Mi Via and the Centennial Care Self Directed Benefits program.
- Participants can request to have a check sent to Conduent and to have Conduent convert it to a cashier's check.
- ACQ does have an open partner form for this issue.
- Conduent is reaching out to the big box stores regarding the checks through TNT. Conduent is reaching out to the Store Managers asking if their store will except a cashier's check or a TNT check. They will also be reaching out to the smaller cities contacting the stores. Conduent will be doing this on a quarterly basis. Conduent is hoping to get a point of contact for the stores.
- HSD (Human Services Department) is looking at other states to see how they handle the checks. There are states that use a purchasing order process.
- It was mentioned that a complaint can be filed with the Attorney General's office if a business will not comply with cashing a check.

#### **6. Planning meeting goals for MVAC over the next 2 years.**

- MVAC needs to identify what the issues are that are most common and pressing for Mi Via.
- MVAC: can send Fleur Dahl, DOH Mi Via Unit an e-mail of issues they would address at the next MVAC meeting. Some topics were brought up at today's meeting.
- It was brought up that people do not know how to access the system.
- Vendors are assuming the role of the Employer of Record.

- MVAC needs to be a vital part of the ACQ (Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities).

#### **7. Partner Form for ACQ ( Advisory Council on Quality Supports for People with Intellectual/ Developmental Disabilities)**

- Kathleen Holmes Cates from the ACQ Executive Committee presented to the MVAC that she would like to have a planning session with the MVAC to have more of a crossover between the ACQ and MVAC.
- The planning session can help improve communication and requires documentation of the feedback. The MVAC can work on objectives through this planning process.
- Kathleen is asking to come back to talk with the MVAC going through what are the 3 most important issues the MVAC would like to work on.
- Kathleen discussed 3 areas to work on.
- Quality services
- System Capacity
- Improve communication with stakeholders
- As a part of this planning meeting the ACQ Partner Form would be reviewed with the action steps identified.

#### **8. Break**

#### **9. Update from recent ACQ Meeting**

- Stevie Bass gave an update of the recent ACQ meeting.
- The Developmentally Disabled Waiver issues were discussed at the ACQ meeting.
- The Waldrop and Jackson lawsuits were discussed at the ACQ meeting.
- There has been a name change for the ACQ. The name is now Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities.
- It was brought up at the ACQ that the Jackson Plaintiffs are taking an active interest in the Jacksons who are on Mi Via. There are 14 Jackson class members on Mi Via.
- The Family/Children Committee is no longer a standing committee of the ACQ. There are four standing committees.
- Executive Committee
- Policy and Quality Committee
- By Laws Committee
- Mi Via Advisory Committee.

#### **10. Discussion of 2015 Retreat, Priorities and Direction**

- MVAC needs to review the retreat priorities

- MVAC needs to look at the future of Mi Via reviewing the past and looking at the present needs.

#### **11. Participant Issues/Experiences**

- There was some discussion about educating people about Mi Via.
- Vendors do not understand Mi Via.
- From the Consultant perspective it is very challenging to deal with Vendors. Vendors have a lot of control over the budgets and services and want to take over rather than having the understanding that the participant is in charge.
- It was brought up if services are not appropriate the Attorney General's Office can be contacted about this issue. The Attorney General's office approaches issues in a positive manner.
- There are people who transition to Mi Via and still want their Vendor to complete tasks for them.
- Vendors like to get the maximum rate for In-Home Living services.
- Training to participants regarding the day to day issues of Mi Via would be helpful to the participants.

#### **12. Break**

#### **13. Fiscal Management Agency Update (Conduent)**

- Conduent will resume the FOCoS training once their presentation is approved by the state.
- Conduent has asked TNT to give them information regarding how other states handle the Vendor checks.
- Conduent has been contacting the store managers in the larger cities to establish a point of contact and find out if a cashier check or TNT check will be accepted. Conduent will also be contacting the smaller city stores to establish a point of contact and explore the check options.
- It was suggested that the note section in FOCoS could be used to indicate a store's check options.

#### **14. Third Party Assessor Update (Qualis)**

- Qualis has been in the process of implementing the portal.
- Mi Via participants can still fax in paper work to Qualis .
- Qualis indicated the communication between Qualis and the Consultants has improved with the use of the portal.
- Qualis is reaching out to the participants calling the participants 97 days before the LOC expires. They are reminding the participant the IHA (In Home Assessment) needs to be scheduled and confirming the participants contact information.

### **15. HSD/DOH Update**

- HSD- ISD is working on closing overdue recertification's. Cases had been open in the Aspen computer system past the due dates. ISD is working on going through the cases contacting participants letting them know what information is needed.
- There will be updates to the NMAC. HSD will have public hearing dates in the future.
- DOH – A handout of the Person- Centered Thinking, Planning and Practice presentation was given out. There was a presentation of Person -Centered Thinking, Planning and Practice at the Southwest Disability conference. At this presentation Self Advocates were giving feedback to people who were asking questions about their rights.
- As a part of Person Centered Planning participants assessments are to be included and identified in the participants SSP (Service and Support Plan).

### **16. Public comment**

- No public comment.

### **17. Wrap Up of Meeting (discussion of meeting time, longer agenda items for next meeting, etc.)**

#### **Action items:**

- The new meeting time frame is working out.
- It was brought up that the DDPC (Developmental Disability Planning Council) is looking into guardianship issues.
- There will be a standard discussion about the ACQ on the agenda. Brad Hill (Chair) plans to meet with Kathleen Holmes Cates, ACQ Executive Committee member to discuss MVAC's involvement with the ACQ.
- Stevie Bass brought up the need to review the Mi Via website. She did ask for MVAC volunteers to look at the website. The volunteers to review the website are, Stevie Bass, Jeanette Bundy and her son, Shayla Spolidoro, Keytha Jones, Rebecca Shuman, Ramone Gurule, Michael Romero. Stevie will contact the volunteers giving them a link and a deadline for completion of the review.
- It was mentioned that Consultants are charged with educating, guiding and assisting participants on the use of the website. DOH did go through the website at the last Consultant meeting.

#### **Next agenda items:**

- Membership and election of Officers
- ACQ update
- Purchasing issues
- Prioritizing agenda items for next year's MVAC
- Potential EOR (Employer of Record) inquiries

### **18. Close**

- a. **Next Meeting:** January 25, 2018 Department of Human Services 2025 South Pacheco, Santa Fe, NM 87505