

Mi Via Consultant Meeting
06/13/2023 1:30 PM - 3:30 PM

Speaker/Topic	Notes
Attendees	Kimberly Riebsomer, Jaime Lopes, Shay Gallegos, Vonnie Sache, Charles Clayton, Leo Sainz, Frank Aquila, Cassandra DeCamp, Johanna Armendariz, Clinton Galloway, Alicia Sisneros, Michelle Rutt, Sarah Martinez, Jacob Patterson, Eloisa Sanchez, Tony Cahill, Janelle Torres-Grover, Jacqueline, Alicia Sisneros, Rose Estrada, Evangeline Yanez, Jennifer Rodriguez, Elaine Hill, Selina Leyba
UNM CDD Training Hub (Elaine) Appendix G Included in attachments	<p>All Participants will be given the New Mexico department of Health Reporting Suspected Abuse, Neglect and Exploitation Flyer (ANE) and will review it with their consultant. To sign the ANE acknowledgement, the participants will sign into the training hub using their unique ID which will prompt them to review the flyer and complete the ANE acknowledgement form. The link and the brochure have been attached for your reference. As a reminder everyone must take ANE before working with participants. There is no extension for ANE. Compliance due date for all other training has been extended to July 1, 2023. The link to access the training is below: https://www.cdd.unm.edu/other-disability-programs/disability-health-policy/pdfs/mv-participants-ane-brochure.pdf</p> <p><u>Q: Does the consultant acknowledge with a signature?</u></p> <ul style="list-style-type: none">a. MV unit will track via the attestation in the Hub. <p>Q: Do we create our own acknowledgement forms?</p> <ul style="list-style-type: none">a. No- the acknowledgement will be tracked in the hub. <p>Q: What if the participant is the EOR?</p> <ul style="list-style-type: none">a. The EOR role must complete the EOR training. <p>Q: We have individuals who are under 18, do they complete the ANE or does the parent?</p> <ul style="list-style-type: none">a. The parent or the guardian needs to complete the acknowledgement.

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Q: There is no place for signatures, where do we capture the signatures?

- a. The Unique ID captures their information and the acknowledgement.

Q: Do natural supports have to take the training?

- a. They can take the training if they'd like. Some do so that they can be aware of what is in the hub, but it is not required. Please remember that you do not need a login to take the training, you only need it if you want/need the credit. Consultants can see their participants. Admins can see all users related to their agencies.

Q: Is it ok to print the flyers and have the participant sign the flyer to keep in consultant's file?

- a. If the consultant wishes to track the completion that way, it is fine to do so for their own records. However, this is not required.

Tony Cahill- UNM CDD Training Hub



Job Aid - How a Mi Via Consultant Ente



Guide - Allowing Pop-ups for the NM

If consultants have any issues related to the content of the training needs to be reported to Selina at SelinaT.Leyba@doh.nm.org. Tony is here to provide support with issues about functionality of the UNM CDD Training Hub.

- Login issues
 - Many EORs and service providers are going to the wrong URL (the login that users of the system such as consultants use) to try and take courses. They see that a password is required and get confused. Please share with them that the correct URL to access online courses is <http://www.cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/index.html>
 - no password is needed – they use their unique DDSd to sign into the competency.

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- Error messages when adding participants.
 - If consultants get a message that a participant they've entered is already in the system, they should contact Hub at
 - CDD-
NMWaiverTrainingHub@salud.unm.edu
 - This message appears for one of three reasons, all of which can be fixed by Hub staff.
 - The participants is already active in the system with a consultant from another agency – we can change the participant to you as the consultant.
 - The participant is in the system but inactive, often associated with the Support Waiver – we can make them active, change the waiver to Mi Via and assign you as the consultant.
 - There is already someone else with the same name in the system. We can check for you and if this is the case, you'll enter the participant with a slightly different name – “Anthony G. Cahill” instead of “Anthony Cahill”.
- Completion Certificates:
 - EORs and service providers are calling saying that they took and competency and didn't pass, but didn't see the pop-up box with the questions they got wrong. This is because pop-up boxes aren't enabled on their browser. A job aid is attached which shows how to enable pop-up boxes on all major browsers.

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	<p>Q: Employees who are CS and IH through an agency what happens?</p> <ul style="list-style-type: none">a. Some people do have different roles. Please make sure that the correct boxes are marked when choosing. <p>Q. Several requests have been made to translate all DDS state required trainings and form to Spanish, can this be done?</p> <ul style="list-style-type: none">a. UNM is working on translating trainings into Spanish <p>UNM is also working on specific error messages so that when consultants are requesting technical assistance they can provide the error code, which will expedite the resolution.</p>
	<p>DDS has updated the Rights and Responsibilities Form. It has been updated to reflect the changes within Mi Via. It is now being vetted by leadership. Changes include:</p> <ul style="list-style-type: none">• 12 monthly face-to-face visits• Attestation that the participant understands that they cannot be in a romantic relationship with a paid provider.
<p>Updated Service and Support Plan/ Updated Emergency Backup plan (Elaine)</p>	<p>The updated SSP is being programmed in the FOCOS system and has addressed all the edits and suggestions that were provided by Mi Via Consultants and the Self-Directed Provider Association to include the monthly face-to-face visits and the backup plan. Consultants will start submitting SSP's July 1, 2023, in the FOCOS system. The SSP will be live on June 19, 2023, if you would like to go in and get familiar, please do so. The Mi Via unit will provide two separate training dates for consultant agencies this month. The dates are listed below:</p> <ul style="list-style-type: none">• Wednesday June 21, 2023, 1:00pm to 2:30pm• Thursday June 29, 2023, 9:30am to 11:00pm

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	<p>During this training we will cover each section that was updated as well as the updated emergency backup plan that has been updated to align with standards.</p> <p>Q: If consultants have submitted SSPs on the last version, what do we do?</p> <ul style="list-style-type: none">a. Information is still available. If you do not see your information, please contact Conduent and they will have a way to pull the information that has been entered. <p>Q. There's new space for IHLS, What about other vendors?</p> <ul style="list-style-type: none">a. This includes all vendors and will be covered in the training. This is the box that identifies vendors and providers in the emergency back up plan. <p>Q. What is the role of the IHA in the back up plan?</p> <ul style="list-style-type: none">a. We will cover this in depth at the SSP training. NMAC identifies that a vendor agency does have to provide care if their employee is sick and cannot work.
Super Allocation Plan Update (Selina)	<p>We still have approximately 1,400 individuals currently completing the allocation process. These are individuals that have completed PFOCs and agencies. If you need any assistance, please reach out to DDSD.</p>
Mi Via Monthly Contact Forms in Therap (Selina)	<p>DDSD is implementing the Mi Via Monthly Contact forms in Therap. We have a projected start date of August 1, 2023. This date is tentative as we still need to get final approval on the functionality of the form in Therap and Consultant training. There will be a demo period where consultants can try out the new form to ensure that the form works properly. DDSD will also allow feedback after the form is released via Smartsheet.</p>

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	<p>This will allow DDS to have access to and see every contact Consultants have with Mi Via Participants.</p> <p>DDS will use data from Therap to identify issues participants may be experiencing such as services/supports, staffing, or health and safety issues. It also provides a way to assure quality consulting services.</p> <p>With this update there will be some additions to questions related to the health and safety of the participant. To be proactive, it would help to write a narrative using the following questions:</p> <ul style="list-style-type: none">• What does the participant look like?• What does the home look like?• Ask questions that really help you get an idea of the person's health and safety? For example, does the participant have enough food? <p>If you or anyone on your team is experiencing issues with Therap please submit a ticket to the Therap unit via Scomm at DDS, Therap Unit/Therap Unit Team (DOH-DDS). The memo related to Therap Unit Account Management and Technical Assistance has been attached for your reference.</p>
<p>Abuse Neglect and Exploitation Reports</p> <p>Appendix F will be included.</p>	<p>I want to take some time to say thank you for all the work that you and your teams have done. We know how much work it takes and appreciate the hard work that you do for the people we serve.</p> <p>As a reminder, please continue to report any suspected abuse, neglect, or exploitation. Reports can be filed with DHI at 800-445-6242 or APS at 866-654-3219 or 505-476-4912.</p> <p>When there is an incident of abuse, neglect, or exploitation, you are responsible for developing</p>

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	<p>the immediate action and safety plan. If the incident involves in home living supports (IHLS) the IHLS agency assists in developing the IASP. The plan must be provided to DHI verbally, at time of reporting, and in writing within 24 hours. Revisions may be needed according to DHI's direction. Be sure to capture all necessary changes. You will also be responsible to follow and not change or deviate from the accepted IASP, without DHI approval.</p> <p>If any assistance is needed, please complete a RORA. You can always contact DDS staff if needed.</p>
Rate Study Update (Selina)	<p>The Public Consulting group (PCG) will present the final report on the recommended rate models by June 30, 2023, to DDS.</p> <p>Q: Is the Rate Study and Provider Capacity together?</p> <ul style="list-style-type: none">a. No, the information may be referenced, but the Rate Study is due to DDS 06/30/2023 separate from the Provider Capacity Assessment Report which is due to DDS 09/30/2023.
Provider Capacity Assessment (Selina)	<p>PCG has sent out three different Provider Capacity Assessment Surveys. One survey was created for the Participant/Guardian, one for the Case Managers and Consultants, and one for the Developmental Disability/Mi Via Waiver providers. These surveys are confidential and PCG will not be collecting identifying information. People can complete the surveys now through July 5, 2023. The survey will only remain open on the 5th until 5:00pm. Please complete the survey if you have not already done so. Also please remind your participants or assist your participants with completing the participant/guardian survey. PCG will present the provider capacity assessment report, to DDS, by September 30, 2023.</p> <p>Consultants/CM do need to identify which agency they work for. This helps PCG identify which agencies have participated in the survey.</p>

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	Participants do not need to provide any identifying information.
ISD IC Waiver Unit- (Deanna)	<p>Consolidated Service Center:</p> <ul style="list-style-type: none">• Phone number: 800-283-4465• Fax number: 855-804-8960 <p>If customers need to file a complaint, they can contact Constituent Services at:</p> <ul style="list-style-type: none">• Phone number: 505-709-5788• Fax number: 505-827-7241
DDW Close out Budgets for Waiver Transitions	If consultants are experiencing issues related to DDW close out budgets not being completed before Mi Via budget start date, please contact Selina Leyba at SelinaT.Leyba@doh.nm.gov or 505-372-9624.
Consultant Meeting Schedule: <ul style="list-style-type: none">• Next Meeting Scheduled: August 8, 2023.	