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Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities (ACQ) Orientation

April 4, 2024

Welcome and Introductions

- Executive Committee
- ACQ Board Members
- Guests

- **Statutory Authority**

- The Advisory Council on Quality is authorized in accordance with the New Mexico Developmental Disabilities Act of 2017 (Section 28-16A-13 NMSA 2017) (C.3). “The department shall... convene and maintain a family infant toddler inter-agency coordinating council and a statewide adult support and services task force that shall, at a minimum, address quality assurance.”

- **Centers for Medicaid and Medicare Services (CMS) Waiver Applications (7/1/2021, p. 199) (included for all DD waivers)**

- “The Advisory Council on Quality Supports for Individuals with Developmental Disabilities and their Families (ACQ) is also statutorily required to advise the DOH on policy related to the programs administered by DOH. The ACQ meets regularly and is comprised of waiver stakeholders, which can include individual participants and their families.”

Mission and Vision

Mission: The Advisory Council advises the New Mexico Department of Health on the systems guiding the provision of services and supports that assist people with Intellectual/Developmental Disabilities (I/DD) of all ages to be fully included in New Mexico communities

Vision: People with I/DD of all ages receive the supports and services needed to live inclusively and as independently as possible within their community

Values

- Families and Support Networks: In order to maximize their rights in receiving and accessing services and being fully included in their communities, individuals with I/DD count on families and natural support networks.
- Community Inclusion: People with I/DD of all ages are fully included in community life, are able to secure and maintain naturally occurring support, and are able to rely upon services and supports that enhance life choices in relationships, school, work, where to live and how to participate in community;
- Everyone is Valued: People with I/DD have gifts and strengths and are valued members of New Mexico communities;
- Self-Determination: People with I/DD have the freedom to make life choices, are able to self-direct supports and services, have access to the information necessary to make informed decisions regarding available supports and services, and are accountable and responsible for their choices and decisions;
- Respect: The diversity, culture, differences, history and privacy of people with I/DD are respected;
- Quality of Life: Quality of life is individually determined by persons with I/DD;
- Quality of Services: Good quality services and supports are readily available, adequate and appropriate, ethical, person-centered and holistic;
- Dignity of Risk: People with I/DD, together with their support network and families can determine how they want to balance safety with the opportunities they wish to pursue. Regulation and monitoring should be utilized to ensure the safety of people with I/DD, not be intrusive and should not deter people and their support networks from deciding how they will balance safety and opportunity; and
- Support Networks: Those providing supports and services respect the choices and the self-direction of people with I/DD. Providers of supports and services are respected for the good work they do.

Purpose of the ACQ

- The purpose of the Advisory Council is to provide advisory counsel to the Department with regard to the needs of people with I/DD.



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Membership

- The Advisory Council shall consist of a minimum of fifteen (15) voting members with a maximum of thirty-six (36) members and have seventeen be either family members or individuals with disabilities.
- Over 50% of the ACQ shall consist of individuals with disabilities and family members.

Voting Members

- Fifteen People with I/DD and members of their families – Individuals with a diagnosis, either in childhood or adulthood, of an intellectual or developmental disability or family members or family guardians. One member shall receive services at an Intermediate Care Facility/IDD.
- Three Direct Support Professionals – Individuals who work hands-on directly with individuals with intellectual or developmental disabilities who are NOT therapists, consultants, family members or case managers.
- Ten Providers of Services – The following categories are required: At least one case manager, one therapist, one behavior support consultant and one representative of an Intermediate Care Facility/IDD

Voting Members

- Two Self Advocacy Organizations and networks – Organizations or networks where the majority of the membership includes individuals with disabilities and the primary goal is to advocate for the needs and wants of individuals with I/DD.
- Three Advocacy Organizations and networks – Organizations who do NOT provide services to people with disabilities and whose primary goal is to represent the interests of people with I/DD and their family members either as individuals or as a group of individuals.
- One designee of the Family Infant Toddler Interagency Coordinating Council as appointed by the membership of the Family Infant Toddler Interagency Coordinating Council;
- One designee of the Mi Via Advisory Committee as appointed by the membership of the Mi Via Advisory Committee; and
- One designee of the Medically Fragile Waiver Family Advisory Board as appointed by the membership of the committee Medically Fragile Waiver Family Advisory Board

State Agency Non-Voting Partners

- Human Services Department - Medical Assistance Division;
- Department of Health - Division of Health Improvement;
- Department of Health - Developmental Disabilities Supports Division;
- Center for Development and Disability; ▪ Governor's Commission on Disability;
- Developmental Disabilities Council;
- Attorney General's Office;
- Children Youth and Families Department:
- Division of Vocational Rehabilitation;
- Public Education Department;
- Early Childhood Education and Care Department

Officers – Co-Chairs

- Elected for a two (2) year term and can serve a maximum of two (2) consecutive terms
- At least one co-chair shall be an individual with intellectual/developmental disability or a parent or family member
- Daniel Ekman and Lisa Blue are serving the end of their 2 terms and new co-chairs will be elected at the April 8, 2024 ACQ meeting.

Duties of the ACQ

- Conduct meetings every other month.
- Advise and assist the Department in reviewing outcomes regarding the quality assurance system for people with I/DD and their support networks.
- Provide information and feedback about service availability and current needs with regard to people with I/DD and their support networks.
- Participate in any statewide needs assessment processes.
- Recommend priorities for the development, modification, and expansion of services to meet the needs of people with I/DD.

Duties of the ACQ

- Advise and assist the Division in planning for services to people with I/DD.
- Promote collaboration efforts among state agencies and community-based programs serving people with I/DD.
- Advocate for system change to improve on the quality of services addressing the specialized and individual needs of people with I/DD; and
- Advise the Division on policy changes and policy development.

Attendance

- The members shall notify a co-chair or the designated Division secretary/administrative assistant when unable to attend a scheduled Advisory Council meeting prior to the meeting time, in order to be excused from the meeting.
- Any member who misses three unexcused, consecutive, regularly scheduled meetings may be removed from membership.
- The Director of the Division, and as appropriate, other representatives from the key organizational units within the Department will be routinely invited to Advisory Council meetings.

Designees

- When unable to attend an Advisory Council meeting, a member may assign a designee to attend the meeting and represent the member.
- Notice of designee assignment shall be presented to the cochairs prior to the meeting. The Advisory Council shall recognize the designee as authorized to speak, including the right to vote, on behalf of the Advisory Council member.

Meetings

- The Advisory Council on Quality shall meet every other month and at other times as deemed necessary by the Division Director and/or the Advisory Council on Quality co-chairs.
- 2nd Thursday of every other month (February, April, June, August, October, & December)
- Currently meets via Zoom from 9:00 am until about 1:00 pm

ACQ Meeting Format

- ACQ members only are invited to speak during the ACQ meetings.
- Everyone is invited and encouraged to speak during the public comment period.
- The ACQ Exec. Comm. initiated Listening Sessions to meet the need for everyone to be able to discuss their concerns/recommendations/input, etc. in an ongoing format.

ACQ Executive Committee Listening Sessions

- The listening sessions are hosted bi-monthly, in between the regularly schedule bi- monthly ACQ meetings.
- These meetings are open to everyone and everyone in attendance is invited to speak.
- The purpose of these sessions is for people to share thoughts/ideas on how to improve the ACQ meetings and the NM DD system.



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Committees

Standing Committees

- There shall be six (6) standing committees:

The Executive Committee, the Policy and Quality Committee, the Nominating Committee, the By-Laws Committee, the Mi Via Advisory Committee, the Family Advisory Board, and other sub-committees or workgroups as determined by the Advisory Council membership

Executive Committee

- Develops the agenda for ACQ meetings
- Composed of the Co-Chairs, the Co-Chairs-elect (if applicable), the Division Director or designee, and two (2) members from the Advisory Council at-large
- At-large member(s): Tracy Perry and Siri Guru Nam Khalsa
- DDSD Designee: Scott Doan
- Meets two weeks before every ACQ meeting and one week after every ACQ meeting.

ACQ Administrative Coordinator

- Wendy Corry of Corry Consulting, LLC

- Contact information:

wendy@corryconsulting.com

(505) 238-0047

Policy and Quality Committee

- Review and offer recommendations on DDSD policy for the full Advisory Council.
 - Review and offer recommendations on procedural/process documents as requested.
 - Review and offer recommendations on DDSD quality improvement initiatives.
 - May hold special sessions to review documents as requested by DDSD units and bureaus
 - Committee Chair: Chris Futey
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- Contact- Chris Futey
Christopher.Futey@doh.nm.gov

Mi Via Advisory Committee (MVAC)

Supports the Mi Via Self-Directed Waiver program in the following ways:

- To reinforce the Mi Via philosophy of self-direction.
- To engage “on the ground floor” in providing input and recommendations during policy considerations.
- To assist the State Mi Via Waiver Program with the on-going evaluation and improvement of the Mi Via program.
- To help identify ways to simplify the Mi Via processes.

Contact- Elaine Hill Elaine.Hill@doh.nm.gov

Contact- Denise Balderas denise.balderas5@gmail.com

Medically Fragile Family Advisory Board (FAB)

- The MF FAB (Medically Fragile Family Advisory, Board) is a bi-monthly meeting between families, advocates and individuals who are medically fragile and other stakeholders (state representatives, providers, MCO's, etc).
- These meetings focus on waiver related issues, problem solving, and updates.
- Vision: Voices of families leading the way....Advising and working with families and professionals by caring and supporting individuals who are medically fragile.
- Mission: The mission of the FAB is to improve the quality of life for individuals who are medically fragile and their families.
- Contact for Medically Fragile Case Management Program/Center for Development and Disability – Ann Marie Parmenter; AMParmenter@salud.unm.edu

Bylaws Committee:

Shall review the bylaws as needed, make recommendations for changes, and the Bylaws Committee will meet at least once every other year to review the by-laws

Nominating Committee:

Shall manage the recruitment and election of members and officers of the Advisory Council

Partner Committee

Family Infant Toddler Interagency Coordinating Council (ICC)

- Mission: To address the needs of families of infants and toddlers with or at risk for developmental delay, the New Mexico Interagency Coordinating Council (ICC) will advise and assist in the implementation of a coordinated and family-centered early childhood service system.
- For more information, meeting schedule and minutes: <https://www.nmeccd.org/interagency-coordinating-council-icc/>
- Contact- April Spaulding aprils@abrazos.org

Compensation/Stipends

- Members of the Advisory Committee with I/DD, family members, and Direct Support Professionals shall be eligible for a stipend for all scheduled meetings of the Advisory Council and Advisory Committees.
- Stipends shall be made in accordance with the State Mileage and Per-Diem Act [10-8-1 through 10-8-8 NMSA 1978].
- Compensation Request Forms must be completed and submitted after each meeting to the contractor or individual designated by DDSD.

Bylaws

The ACQ currently operates under the Bylaws approved in October, 2023

See

<https://www.nmhealth.org/about/ddsd/coco/acq/>

ACQ Website

<https://www.nmhealth.org/about/ddsd/coco/acq/>

DDSD Website

<https://www.nmhealth.org/about/ddsd>

MENU

Developmental Disabilities

Constituent Support

Councils and Committees

Director's Office

Intake and Eligibility

Litigation and Fair Hearings

Programs and Services

Provider Enrollment

Regional Offices

Training

NEED SOME HELP?

Transition to the new NM Health Care Authority (HCA)

- DHI and DDSD will be under the Health Care Authority effective 7/1/2024.
- All program operations are expected to remain uninterrupted or have no major changes for at least the first year.



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Department of Health/Developmental Disabilities Supports Division

DDSD Mission and Vision

To serve those with intellectual and developmental disabilities by providing a comprehensive system of person-centered community supports so that individuals live the lives they prefer, where they are respected, empowered, and free from abuse, neglect, and exploitation.

DDSD Guiding Principles

To Act With:

- Accountability
- Demonstrate honesty, integrity and honor commitments to each other and persons supported by our waiver programs.
- Collaboration
- Partner with people with intellectual and developmental disabilities, internal and external stakeholders to share expertise and ideas to work toward common goals.
- Respect
- Appreciate the dignity, knowledge, and contributions of all persons.
- Transparency
- Promote trust through clear and direct communication with internal and external stakeholders.

To Be:

- Person-Centered
- Cultivate a safe and trusted system that is designed around individual needs.
- Proactive
- Identify and address risks before they become issues. Prevent isolated issues from becoming systemic.
- Innovative
- Implement creative solutions that anticipate individuals' evolving needs.
- Inclusive
- Work with providers and educate communities in providing services that meet individuals where they are.

DDSD Senior Leadership

- Jennifer Rodriguez, Interim Director
 - jennifer.rodriguez@doh.nm.gov
- Chris Futey, Deputy Director
 - christopher.futey@doh.nm.gov
- Joseph Tighe, Deputy Director
 - joseph.tighe@doh.nm.gov
- Scott Doan, Deputy Director
 - scott.doan@doh.nm.gov

DDSD Bureaus and Unit Contacts

- Administrative Supports Bureau
 - Daniel Varela, Bureau Chief daniel.varela@doh.nm.gov
- Bureau of Behavioral Support
 - Susan Seefeldt, Bureau Chief susan.seefeldt@doh.nm.gov
- Bureau of Systems Improvement
 - Justin Stewart, Bureau Chief justin.stewart@doh.nm.gov
- Clinical Services Bureau
 - Alecia Pulu, Bureau Chief alecia.pulu@doh.nm.gov
- Community Inclusion Unit
 - Frank Gaona, Statewide Employment Lead frank.gaona@doh.nm.gov
- Community Programs Bureau
 - Evangeline Yanez, Bureau Chief evangeline.yanez@doh.nm.gov
- Human Resources Bureau:
 - Joseph Anaya, HR Manager joseph.anaya1@doh.nm.gov
- Intake and Eligibility Bureau
 - Teresa Larson, Bureau Chief teresa.larson@doh.nm.gov
- Litigation Management Bureau
 - Daniel Lucero, Bureau Chief daniel.Lucero@doh.nm.gov
- Regional Office Bureau
 - Angie Brooks, Bureau Chief angie.brooks@dohm.nm.gov
- State General Fund Program
 - Juanita Salas, Program Manager juanita.salas@doh.nm.gov

Developmental Disabilities System Quality Improvement Committee (DDSQI)

- The DDSQI committee was established to drive effective management practices at DDSD and DHI that lead to sustained improvement in the programs for individuals with intellectual and developmental disabilities operated by DOH.
- DDSQI Structure and Membership:
 - DDSD and DHI Division Directors (Co-Chairs)
 - DDSD and DHI Deputies
 - DHI IMB and QMB Bureau Chiefs
 - DDSD Bureau of Systems Improvement Bureau Chief
 - HSD Deputy Director and Exempt Services Bureau Chief
- Meets the first Thursday of each month to review program quality improvement data, receive and act on systemic issues identified, track and analyze provider performance data, etc.



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Human Services Department/Medical Assistance Division

HSD Mission and Vision

Mission: We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety net services.

Vision: Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system

New Mexico Turquoise Care

- **Turquoise Care is the new name for the New Mexico Medicaid Managed Care program that will begin on July 1, 2024. Turquoise Care services are provided through Managed Care Organizations (MCOs). Blue Cross Blue Shield, Molina Healthcare, Presbyterian Health Plan, and United Healthcare.**
- **Covered services include physical health (medical, dental, and vision), behavioral health (to help with issues such as stress, depression, anxiety, and addictions), long-term care, and Community Benefit (services like adult day health, respite care and personal care services).**

- Turquoise Care Members receive an initial Health Risk Assessment (HRA) to obtain basic health and demographic information and determine the need for a Comprehensive Needs Assessment (CNA).
- Members may be assigned to a care coordinator or request one, should they need additional assistance.
- A care coordinator is someone who looks at a Member's physical and/or behavioral health needs and works directly with the Member and their family to get the services the Member needs. These services may include housing, transportation, employment, financial assistance and connecting with community resources.
- Community Benefit is an option for Members who meet a nursing facility level of care, meaning they need assistance with activities such as dressing, bathing, brushing teeth, toileting, etc. Services like adult day health, personal care services, and respite care are included in this option.
- Community Benefit is available for people on the DD Wait List, whereby the Member works with their MCO to access home and community-based services while waiting for the DD Waiver or Mi Via.



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Programs for Individuals with Intellectual and Developmental Disabilities

Home and Community Based Waiver Eligibility Definition; Effective 10/1/2020

Developmental disabilities waiver services are intended for eligible recipients who have developmental disabilities limited to intellectual disability (ID) or a related condition as determined by DOH/DDSD.

Complete details of the eligibility definition can be found at:

nmhealth.org/publication/view/help/3881/

DDSD Home and Community Based Waivers and State General Fund

- Developmental Disabilities Waiver
- Mi Via Waiver
- Medically Fragile Waiver
- Supports Waiver
- State General Fund Program

Developmental Disabilities Waiver (DDW) or Traditional Waiver

The Developmental Disabilities (DD) Waiver program also known in New Mexico as the “traditional DD waiver” is designed to provide Services and Supports that assist eligible children and adults with Intellectual and Developmental Disabilities (IDD) to participate as active members of their communities. The DD Waiver is one of several waivers available in New Mexico. The program serves as an alternative to institutional care.

Mi Via Waiver or Self-Directed Waiver

Mi Via, which means ‘my path,’ ‘my way,’ or ‘my road,’ is New Mexico’s Medicaid self-directed home and community-based services (HCBS) waiver program. Mi Via is the result of the efforts of many individuals and groups state-wide, starting in 1999, to realize the inclusion of self-direction as an option in New Mexico’s HCBS waivers. Mi Via is intended to provide a community-based alternative to institutional care that facilitates greater participant choice, direction and control over services and supports. Mi Via is about choosing self-direction over your home and community-based services, support and goods within your approved plan and budget.

Medically Fragile Waiver

The Medically Fragile Waiver (MFW) program is intended for individuals who have been determined to have both a medically fragile condition and a developmental disability to live in their homes. The Medically Fragile Waiver Program provides case management (by Registered Nurses only), private duty nursing (RN & LPN), home health aides, physical therapy, speech therapy, occupational therapy, psychosocial counseling, nutritional counseling and specialized medical equipment.

Supports Waiver

New Mexico's Supports Waiver is a Home and Community Based Services (HCBS) waiver that is designed to provide an option for support to individuals who are on the Developmental Disabilities (DD) Waiver Wait List. Supports Waiver services are intended to complement unpaid supports that are provided to individuals by family and others. Supports Waiver services are not intended to, nor do they provide twenty-four (24) hour paid supports.

State General Funds

The State General Fund (SGF) program offers through provider agreements with the Developmental Disabilities Supports Division of the Department of Health. The following services are offered through the SGF program.

- Adult Residential Services
 - Not a 24/7 service.
 - For individuals 22 and older (changing to 18 and over).
- Day Services
 - For individuals 22 and older (changing to 18 and over).
 - Community Inclusion and Employment supports and services
- Respite Services
- SGF services are not available to those individuals who are receiving Home and Community Based Waiver services.

ACQ Executive Committee Contacts

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- Scott Doan- scott.doan@doh.nm.gov
- Wendy Corry- wendy@corryconsulting.com



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