

**Mi Via Advisory Committee (MVAC) Quarterly Meeting Minutes
 October 24th, 2024 from 12:30-3:30
 Meeting Location: Teleconference**

1-Attendance and Introductions, Chair 12:30 -12:35

- ◆ **Members are asked to state their name and role in Mi Via. Keep in mind each person will only have approximately 20 seconds to do this.**
 - **Althea M. requested introductions from Developmental Disabilities Supports Division (DDSD) and Medical Assistance Division (MAD) staff to include the staff’s role with Mi Via in meetings moving forward.**
 - **Stevie B. requested cameras be on for all meeting attendees for the complete duration of the meeting.**
 - **Elaine H. explained the meeting link is available to the public so not all attendees may have video capabilities; however, the MVAC was informed cameras must be on for all DDSD staff during meetings.**

Member	State Staff	Absent
Judy Sena	Elaine Hill, DDSD Mi Via Waiver Program Manager	Brad Hill
Yvette Griego	Krystal Armijo, DDSD Mi Via Program Coordinator	Margaret Keane
Patricia Gull	Anthony Bonarrigo, DDSD Mi Via Program Coordinator	Shannon Eckert
Allison Salazar	Alicia Otoló, DDSD Mi Via Program Coordinator	Chinda Lucoski
Stevie Bass	Inez Dominguez, DDSD Mi Via Program Coordinator	Denise Balderas
Tim Gardner	Kimberley Scott, Comagine Third Party Assessor (TPA) Director	Deanna DeHerrera, MAD Mi Via Program Manager
Donna Brooks	Deborah Archibeque, Conduent Operations Manager	
Althea McLuckie		

Charles Clayton		
-----------------	--	--

2-Review Agenda & Previous Meeting Minutes, Chair 12:35-12:40

- ◆ Members will amend or approve agenda as needed and vote.

Althea M. motioned to approve the 7/25/24 agenda as written. Stevie B. requested to amend the agenda to include the work underway to improve Palco pay stubs, to correct errors in the Vendor Payment Request form, and to make communication more efficient between Employers of Record (EORs) and New Mexico Workforce Solutions. Althea M. and Elaine H. stated Stevie B. would have the opportunity to address this in agenda item #6. Judy S. seconded
No further discussion or opposition.
Motion passed.

- ◆ Members will amend meeting minutes as previously submitted prior to meeting as needed and vote on changes.
The Committee recommended the following amendments to the minutes of 7/25/24:
 - Stevie B. noted the fourth bullet point of item #6 was incorrect and stated communications from Workforce Solutions to EORs via Palco and Conduent is not timely.

Althea M. motioned to approve the minutes with the changes above. Judy S. seconded.
No discussion or opposition.
Motion passed.

3-Housekeeping, Chair 12:40-12:45

- ◆ Public comment sign up
 - Cassandra DeCamp
 - Donna B. suggested distributing flyers to give to families to recruit new MVAC members. Donna B. asked if more transparency can be given to those who apply to the MVAC.
 - Donna B. also asked if there are MVAC membership openings. Elaine stated, “Yes.”

- Cassandra D. expressed the University of New Mexico Center for Development and Disability (UNM-CDD) interest in joining the MVAC.
- Stevie B. brought up issues with stipends for MVAC members. Stevie B. stated stipends would make MVAC membership more desirable.
- Stevie B. explained the ACQ bylaws would need to be rewritten to make membership stipends a possibility. Stevie B. stated she and Denise B. would make this formal request with DDSD. Stevie B. also explained a letter from the MVAC Chair would need to be sent to Scott Doan requesting stipends.

4-Membership/Bylaws Committees Updates, Chair 12:45-1:00

◆ Vote on new members

- Althea M. has retired from the position as the MVAC Chair. Judy S. nominated Trish G. as the new MVAC Chair. Yvette G. and Stevie B. seconded.
- Steve B. called for the vote for Vice MVAC Chair. Judy S. nominated Donna B. as the Vice MVAC chair. Stevie B. seconded.

Judy S. motioned.
 Stevie B. seconded.
 No discussion or opposition.
 Motion passed.

5-Member Response to Updates from MAD/DDSD, Chair 1:00-1:20

◆ Members will have a chance to provide their feedback on prepared summaries sent by MAD and DDSD

- Stevie B. requested written job descriptions for the Mi Via Program Coordinators and Mi Via Program Manager.
- Althea M. requested a general timeline for follow-up from DDSD for this request.
- Elaine H. stated the descriptions would be made available to the MVAC by the next quarterly meeting.

6-Current/Upcoming Issues facing Mi Via, Chair 1:20-1:35

◆ **Members will have a chance to ask questions and provide feedback**

- Stevie B. reported she had a meeting following the 7/25/24 MVAC meeting with Deanna D. and Sandra Woodward at Palco to discuss the vendor payment schedule, paystubs, and Workforce Solutions. Stevie B. reported Sandra W. has since left Palco and Gabrielle Steckman and Jacqueline Mares are taking the place of Sandra W.
- Stevie B. stated a request for the vendor payment schedule to be corrected and simplified was made, which was completed by Palco.
- Stevie B. reported a request was made for Palco paystubs to be made easier to interpret. Tax earnings and non-tax earnings were reported to not be labeled as such on current stubs. Stevie B. stated Palco is “working on it” but said she was told the various suggestions made to improve the pay stubs request may be difficult to complete because of the way the pay stub data is received.
- Stevie B. explained Gabrielle S. and Jacqueline M. are reportedly working “to set policy on how to reduce communication time between New Mexico Workforce Solutions and EORs via Palco and Conduent.
- Donna B. stated unemployment claims have always had a problem with turnaround times. Stevie B. mentioned a Palco representative stated timely claims are “doable.”
- Althea M. praised Stevie B. for working five years to get changes implemented and asked if there is anything MVAC can do to support her with the stipend project or Workforce Solutions requests. Stevie B. stated she will work with Denise B. on the stipend project.
- Althea M. spoke to Kimberley S. and Deborah A. stating the MVAC would be a “much more effective body” with Palco and Conduent in attendance consistently.
- Kimberley S. stated she would “be glad” to attend the quarterly MVAC meetings. Deborah A. did not provide a response.
- Althea M. discussed lack of accountability for contractors and asked what the repercussions are and what would incentivize contractors to perform their duties.

- Stevie B. asked about contracts and if there is any information within them that would hold contractors accountable.
- Elaine H. stated these questions would be sent to the MAD.
- Althea M. explained she regularly discusses issues with Deanna D. and only receives “vague responses” and wants “concrete answers.”
- Elaine H. stated she will forward these concerns to DDSD/MAD Leadership.
- Charles C. agreed and stated he would like Palco and Conduent representation at meetings.
- Althea M. spoke about a concern with a money network card that was hacked a year ago. She stated she was distressed to find there was no process in place to report fraudulent activity. Althea M. stated she would like guidance on how to restore and access funds from a previous budget year. Althea M. explained the item system is “broken completely,” which is now “life threatening.”
- Althea M. stated this concern would be considered a substantiated Abuse, Neglect, and Exploitation (ANE) if the State and contractors were held accountable.
- Elaine H. requested examples be emailed, so they can be sent to Deanna D. for a response.
- Charles C. stated the same issues are coming up every meeting and “the ball is being dropped.”
- Althea M. requested a presentation at the next MVAC meeting from MAD on policies and practices.
- Tim G. spoke to accountability of contractors and legislature view. He reminded the MVAC of an individual’s right to request a fair hearing.

7-Member Recommendations for Mi Via, Chair 1:35-1:45

- ◆ **Members will have the opportunity to share ways they have identified that Mi Via might be improved and/or simplified. Members are asked to make sure their suggestions are framed in a positive way, and to include potential solutions. Members are asked to make sure their improvements address issues affected by multiple participants, and not just one individual.**

- Charles C. reported there is a process being developed to simplify level of care (LOC).
- Selina L. explained that LOC medical eligibility will be changing. If this is approved, a waiver amendment will be completed.
- Althea M. asked where this process is currently. Selina L. stated DDS is taking stakeholder feedback.
- Althea M. recommended conducting a participant small group review before anything is implemented. Selina L. agreed to take the suggestion to DDS Leadership.

8-ACQ Liaison Update, Denise 1:45-2:00

- ◆ Members will hear about topics at recent ACQ meetings that are of interest to Mi Via participants
- ◆ Members will have the opportunity to propose topics that the ACQ liaison will share on behalf of the MVAC at the next meeting of the ACQ
 - Denise B. was not present for the meeting, so an update was not provided.
 - Stevie B. did not have additional details about the ACQ meeting other than what Denise B. had previously mentioned regarding the stipend project.

9-Public Comment, Elaine 2:00-2:10

- Non-members who have signed up for comment at the beginning of the meeting will have an opportunity to speak
- Cassandra DeCamp addressed concerns about MVAC information not being on the HCA website. She expressed the meeting link should be “distributed more widely” and stated guests should have easier access to it.
- Cassandra D. also mentioned underlying problems with the new Legally Responsible Individual (LRI) process and stated there has been mixed information released from the State on the new Individual budget Allotment (IBA).
- Althea M. stated she has not seen recent MVAC updates on the website and requested a timeline for when this would be completed.
- Elaine H. stated she would request a timeline from Christina Hill.

10-Presentation by DVR (Department of Vocational Rehabilitation)

as requested during 10/23 MVAC meeting- 2:10-2:40

- **DDSD staff was not available to complete the presentation. Elaine H. stated she will request the presentation be put on the next MVAC meeting agenda.**

11-Proposed New Business, Chair 2:40-3:00

- **Members will have an opportunity to suggest topics of interest for future MVAC meetings to include special guests, training, areas of concern or celebration, etc.**
- **Allison S. requested an update on how “corporate” Employers of Record (EORs) will work.**
- **Elaine H. provided feedback on EORs collected from Mi Via Waiver Renewal Town Halls and reviewed the DDSD MVAC Meeting updates.**
- **Stevie B. expressed the two options for EORs were “unclear” and requested information be added regarding EORs being paid. Elaine H. asked Stevie B. to send the DDSD Mi Via Unit the language she wants added to EOR descriptions.**

12-Final Comments and meeting adjourned, Chair 3:00-3:30

- **Members will have an opportunity to say any last comments not already addressed in the meeting**
- **Stevie B. commended Trish G. on a good first meeting as MVAC Chair.**
- **Althea M. pointed out that this is the second time this year a planned presentation from the State hasn’t occurred and stated communication from presenters is important. She stated the MVAC should be treated as if it is “valued.”**
- **Judy S. and Allison S. said they did not receive the email with the meeting link, agenda, and supporting documents. Elaine H. stated email addresses would be confirmed.**
- **Stevie B. recognized that the email was sent out by DDSD two days prior to the meeting.**
- **Members will vote to adjourn meeting**

**Althea M. motioned to adjourn the meeting.
Charles C. seconded the motion.
No discussion or opposition.
Meeting adjourned at 2:36 pm**