



## ADVISORY COUNCIL ON QUALITY SUPPORTS (ACQ) FOR PEOPLE WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES NEW BOARD MEMBERS ORIENTATION

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## Executive Committee

## ACQ Board Members

## New ACQ Board Members

WELCOME AND INTRODUCTIONS

# 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.



## 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 HCA on policy related to the programs administered by HCA. 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 on Quality Supports for People with Intellectual/Developmental Disabilities (I/DD) advises the New Mexico Health Care Authority on the systems guiding the provision of services and supports that assist people with Intellectual/Developmental Disabilities (I/DD) of all ages and their families 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

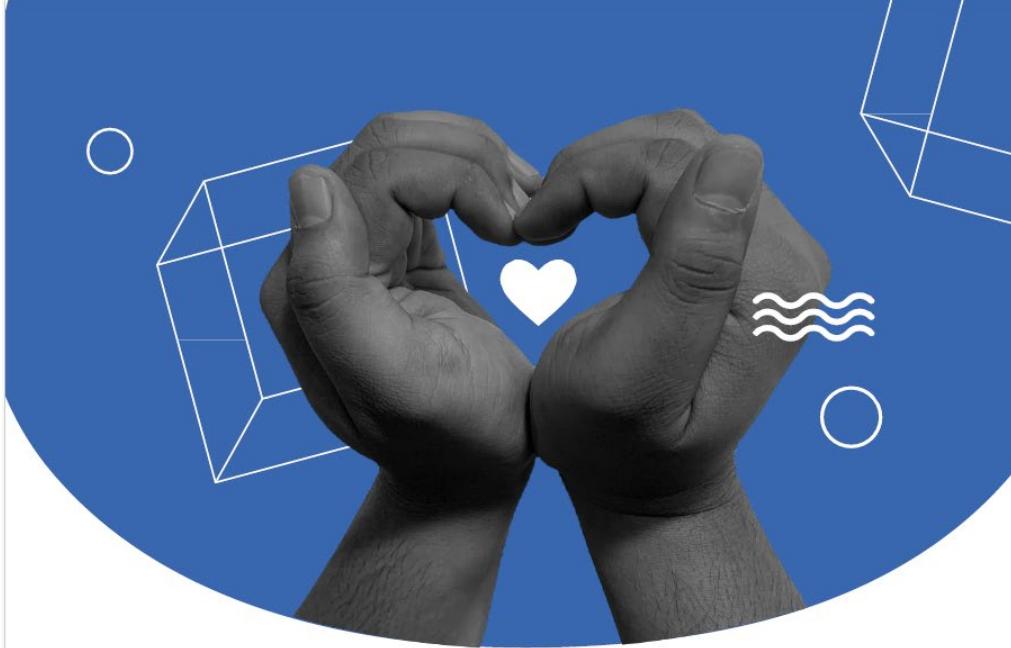


# VALUES

<b><i>Families and Support Networks</i></b>	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.
<b><i>Community Inclusion</i></b>	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;
<b><i>Everyone is Valued</i></b>	People with I/DD have gifts and strengths and are valued members of New Mexico communities;
<b><i>Self-Determination</i></b>	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;
<b><i>Respect</i></b>	The diversity, culture, differences, history and privacy of people with I/DD are respected;
<b><i>Quality of Services</i></b>	Good quality services and supports are readily available, adequate and appropriate, ethical, person-centered and holistic;
<b><i>Quality of Life</i></b>	Quality of life is individually determined by persons with I/DD;
<b><i>Dignity of Risk</i></b>	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
<b><i>Support Networks</i></b>	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.



# MEMBERSHIP



## Join Advisory Council on Quality (ACQ)

The ACQ Council on Quality Supports for People with Intellectual/Developmental Disabilities (IDD) advises the New Mexico Health Care Authority on the systems that provides services and supports for people with Intellectual/Developmental Disabilities (IDD) of all ages and their families to be fully included in their communities.

### What does an ACQ Member do?

- Attends one meeting every two months.
- Assist with developing and monitoring a system to monitor the quality of the services for people with IDD.
- Recommending service priorities and advising on State Plan development.
- Promoting collaboration among agencies and community programs.
- Suggesting legislative actions to expand and improve services.
- Advocating for cost-effective, specialized services and advising on policy changes.



[Learn More](#)

<https://www.hca.nm.gov/advisory-council-on-quality/>

# ACQ 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.
- Members of the Advisory Council shall be appointed for terms of three years.
- To ensure ACQ membership meets the requirements of the by-laws:
  - The ACQ will vote by a majority of members representing a quorum of the full Advisory Council to approve candidates for membership.
  - All nominations and applications for Advisory Council membership will be submitted to DDSD who will forward to the Governor's office for review, vetting purposes and appointment.
  - Any member appointed to the ACQ shall be allowed to serve the duration of their term.



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# 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 (i.e., not corporate guardian) of that individual. 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** – Service professionals NOT covered by the direct care staff category including case managers, consultants, therapists, corporate guardians, and other providers to individuals with I/DD. 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.
- **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.



# VOTING MEMBERS *CONTINUED...*

- **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



# 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

Siri GuruNam Kaur Khalsa and Tracy Perry are currently serving as the ACQ Co-Chairs



# 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.
- ✓ 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



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.



2<sup>nd</sup> Thursday of every other month

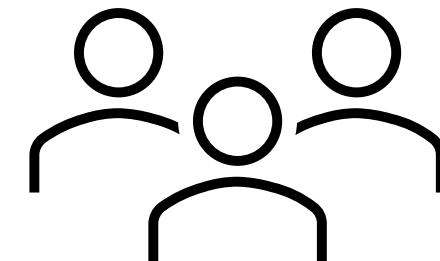
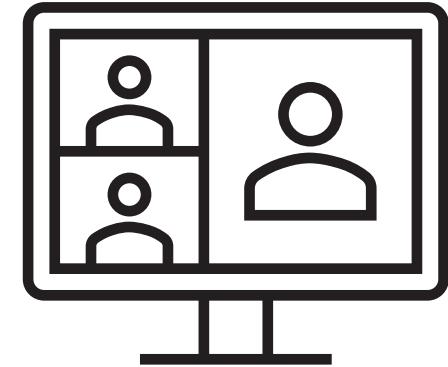


Currently meets via Zoom generally from 9:00 a.m. to 1:00 p.m.

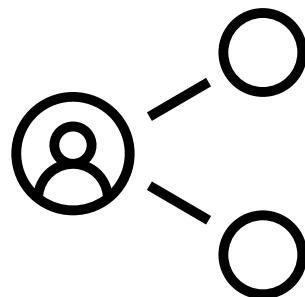


# ACQ MEETING FORMAT

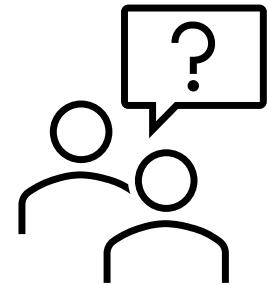
- ACQ members only are invited to speak during the ACQ meetings.
- Everyone is invited and encouraged to speak during the public comment period.
- The ACQ Exec. Comm. initiated Listening Sessions to meet the need for everyone to be able to discuss their concerns/recommendations/input, etc. in an ongoing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



# ACQ EXECUTIVE COMMITTEE LISTENING SESSIONS



- The listening sessions are hosted bi-monthly, in between the regularly scheduled 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 Developmental Disabilities system.



# 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**

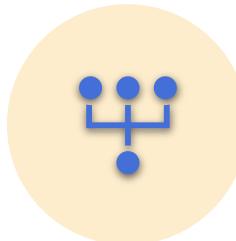
**Other sub-committees or workgroups as determined by the Advisory Council membership**



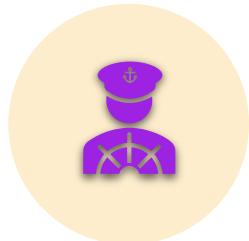
# EXECUTIVE COMMITTEE



**Develops the agenda for ACQ meetings**



**Composed of the Co-Chairs, the Co-Chairs-elect (if applicable), the Division Director or designee**



**At-large member(s):**  
**Daniel Ekman and 1 open vacant position**



**DDSD Designee: Scott Doan**



**Meets two weeks before every ACQ meeting and one week after every ACQ meeting.**



# ACQ EXECUTIVE COMMITTEE CONTACTS

## Scott Doan, DDSD Deputy Director

- [scott.doan@hca.nm.gov](mailto:scott.doan@hca.nm.gov)

## Tracy Perry

- [tracy@directtherapyservices.com](mailto:tracy@directtherapyservices.com)

## Siri GuruNam Khalsa

- [sirigurunamkaur@hotmail.com](mailto:sirigurunamkaur@hotmail.com)

## Daniel Ekman

- [Daniel.Ekman@ddc.nm.gov](mailto:Daniel.Ekman@ddc.nm.gov)

## Vacant position



# ACQ ADMINISTRATIVE COORDINATOR



**Kelley Harvey of ATA Services**



**Contact Information:**

[Kbethharvey@gmail.com](mailto:Kbethharvey@gmail.com)

Cell: 425-505-3030



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# 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:  
Elana Gonzales, DDSD Research and Policy Analyst



# 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.



Patricia Gull, MVAC Chair [trishagull58@gmail.com](mailto:trishagull58@gmail.com)



# MEDICALLY FRAGILE FAMILY ADVISORY BOARD (FAB)

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Tracy

The 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).

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These meetings focus on waiver related issues, problem solving, and updates.

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**Vision:** Voices of families leading the way. Advising and working with families and professionals by caring and supporting individuals who are medically fragile.

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**Mission:** The mission of the FAB is to improve the quality of life for individuals who are medically fragile and their families.

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**Contact for Medically Fragile Case Management Program/Center for Development and Disability –**

*Ann Marie Parmenter; AMParmenter@salud.unm.edu*



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# BY-LAWS COMMITTEE

Tracy

## **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



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# PARTNER COMMITTEE

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## Family Infant Toddler Interagency Coordinating Council (ICC)

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**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.

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For more information, meeting schedule and minutes:

<https://www.nmeecd.org/interagency-coordinating-council-icc/>

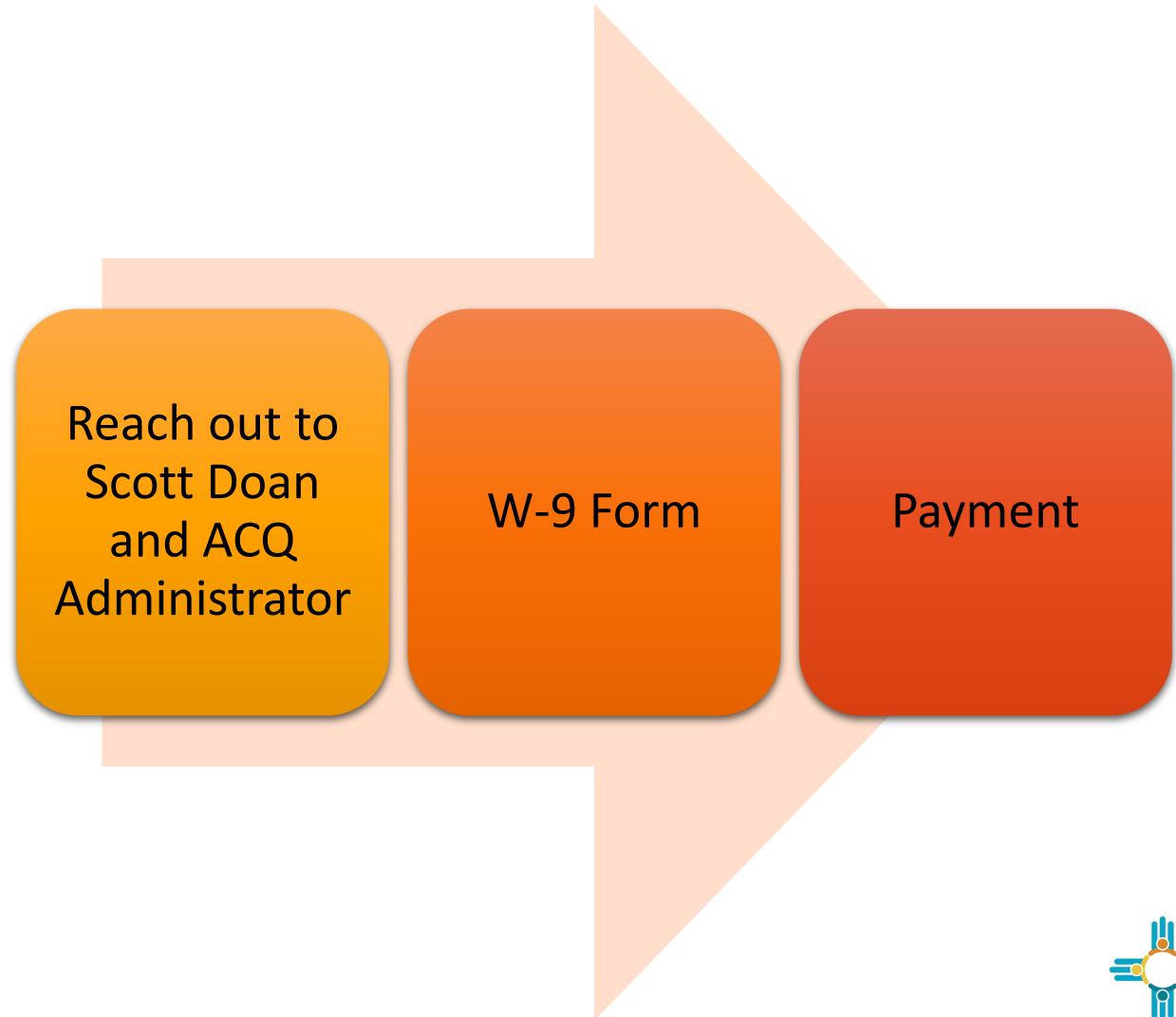
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*Contact- April Spaulding [aprils@abrazos.org](mailto:aprils@abrazos.org)*



# 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.



# BY LAWS

The ACQ currently operates under the Bylaws approved in July 2024. To learn more, visit:

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







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This groundbreaking development is the result of merging the New Mexico Human Services Department, the State Employee Benefits team from the General Services Department, and the Developmental Disabilities Supports Division and Division of Health Improvement from the New Mexico Department of Health, and the Health Care Affordability Fund from the Office of Superintendent of Insurance.

**NEW MEXICO HEALTH CARE AUTHORITY**

**NEW AGENCY LAUNCHED ON JULY 1, 2024**

# Vision

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



## NEW MEXICO HEALTH CARE AUTHORITY

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# Mission

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



## NEW MEXICO HEALTH CARE AUTHORITY

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# Goals

- ❑ Leverage purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.
- ❑ Achieve health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.
- ❑ Implement innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.
- ❑ Build the best team in state government by supporting employees' continuous growth and wellness.



## NEW MEXICO HEALTH CARE AUTHORITY

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# 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.



# 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



# GUIDING PRINCIPLES (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 LEADERSHIP

## Jennifer Rodriguez, Director, Santa Fe Central Office

- [jennifer.rodriguez@hca.nm.gov](mailto:jennifer.rodriguez@hca.nm.gov)

## Scott Doan, Deputy Director, Las Cruces Office

- [scott.doan@hca.nm.gov](mailto:scott.doan@hca.nm.gov)

### Responsibilities

- Bureau of Individual Safety and Advocacy
- Regional Office Bureau

## Melanie Buenviaje, Deputy Director, Santa Fe Central Office

- [melanie.buenviaje@hca.nm.gov](mailto:melanie.buenviaje@hca.nm.gov)

### Responsibilities

- Community Programs Bureau
- Pre- Service Intake Bureau
- Bureau of Behavior Supports

## Christopher Futey, Deputy Director, ABQ Office

- [christopher.futey@hca.nm.gov](mailto:christopher.futey@hca.nm.gov)

### Responsibilities

- Systems and Data Bureau
- Clinical Services Bureau
- Dental Clinic

## Joseph Tighe, Deputy Director, Santa Fe Central Office

- [joseph.tighe@hca.nm.gov](mailto:joseph.tighe@hca.nm.gov)

### Responsibilities

- Finance and Business Operations Bureau



# DDSD BUREAUS AND UNIT CONTACTS

Bureau and Unit	Contact Name, Title	Email
Finance and Business Operations Bureau	Vacant	Vacant
Bureau of Behavioral Support	Gabriel Vigil, Bureau Chief	<a href="mailto:gabriel.vigil@hca.nm.gov">gabriel.vigil@hca.nm.gov</a>
Systems and Data Bureau	Justin Stewart, Bureau Chief	<a href="mailto:justin.stewart@hca.nm.gov">justin.stewart@hca.nm.gov</a>
Clinical Services Bureau	Melissa McBride, Bureau Chief	<a href="mailto:melissa.mcbride@hca.nm.gov">melissa.mcbride@hca.nm.gov</a>
Community Programs Bureau	Selina Leyba, Bureau Chief	<a href="mailto:selina.leyba@hca.nm.gov">selina.leyba@hca.nm.gov</a>
Human Resources Bureau	Joseph Anaya, HR Manager	<a href="mailto:joseph.anaya1@hca.nm.gov">joseph.anaya1@hca.nm.gov</a>
Pre-Service Intake Bureau	Nicole Hernandez, Bureau Chief	<a href="mailto:nicole.hernandez3@hca.nm.gov">nicole.hernandez3@hca.nm.gov</a>
Bureau of Individual Safety and Advocacy	Daniel Lucero, Bureau Chief	<a href="mailto:daniel.Lucero@hca.nm.gov">daniel.Lucero@hca.nm.gov</a>
Regional Office Bureau	Angie Brooks, Bureau Chief	<a href="mailto:angie.brooks@hca.nm.gov">angie.brooks@hca.nm.gov</a>
State General Fund Program	Brandi Rede, Program Manager	<a href="mailto:brandi.rede@hca.nm.gov">brandi.rede@hca.nm.gov</a>



# DEVELOPMENTAL DISABILITIES SYSTEM QUALITY IMPROVEMENT COMMITTEE (DDSQI)

Scott

- 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 HCA.
- DDSQI Structure and Membership:
  - DDSD and DHI Division Directors (Co-Chairs)
  - DDSD and DHI Deputies
  - DHI Incident Management Bureau Chief
  - DHI Quality Management Bureau Chief
  - DDSD System and Data Bureau Chief
  - DDSD Bureau of Individual Safety and Advocacy Chief
  - DDSD Bureau of Behavioral Supports Chief
  - DDSD Community Programs Bureau Chief
  - DDSD Clinical Services Bureau Chief
  - DDSD Regional Office Bureau Chief
- Meets every other month to review program quality improvement data, receive and act on systemic issues identified, track and analyze provider performance data, etc.



# 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 HCA/DDSD.

Complete details of the eligibility definition can be found at  
[Pre-Service Intake Bureau – New Mexico Health Care Authority](#)



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## Developmental Disabilities 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

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.

## State General Fund Program

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

- Adult Residential Services: Not a 24/7 service and for individuals 22 and older (changing to 18 and over)
- Day Services: For individuals 22 and older (changing 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





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