

Advisory Council on Quality (ACQ) Policy and Quality Subcommittee Meeting Summary

Interim Meeting: 4/30/2026, 1:00 – 3:00 PM

Co-Chairs: Elana Gonzales (DDSD), Winton Wood (Salud NM)

Attendees: Johanna Armendariz (CNRAG), Jim Copeland (ADDCP), Valerie Dewbre (ENMRSH, Inc.), Cassandra DeCamp (UNM CDD), Sarah Marsh (Parents Reaching Out), Kate Nash (BCBSNM), Shoshana Perry (Project Shield), Tracy Perry (Direct Therapy Services), Angelique Tafoya (Alta Mira NM), Frank Villegas (GRU Inc.), Tonya Lynn Abernathy (PMSNM), Aura Gonzales (Consumer Direct Care), Cristalina Ford (CNRAG), Clara Hardgrave, Chirstina Ayoub (Consumer Direct Care), Jim Copeland, Peter Michaels (DDSD), Christina Hill (DDSD), Claudia Rice (DDSD).

AGENDA ITEMS

1. Introduction – Elana Gonzales, Winton Wood

- Co-chair and attendee introductions
- Statement of Purpose:
 - The Policy and Quality Subcommittee of the Advisory Council on Quality (ACQ) serves as an advisory group focused on improving policies and service quality for individuals with intellectual and developmental disabilities (IDD). This subcommittee:
 - Reviews and recommends Developmental Disabilities Supports Division (DDSD) policies to the full Advisory Council.
 - Focuses on quality improvement in service delivery systems.
 - Incorporates input from external and internal stakeholders.
 - Meets regularly (bi-monthly) to address ongoing policy and quality initiatives.
 - It contributes to DDSD’s broader commitment to service quality, performance measurement, and collaboration with providers through efforts including service standards, clinical initiatives, and quality assurance activities.
 - The attending group should be balanced and include self-advocates, families, provider agencies, advocacy agencies and

other interested parties. Attendance is not limited to ACQ members.

2. Overview of Agenda- Elana Gonzales

3. Updates from prior meeting- Elana Gonzales

- Training Compliance Policy
 - To be finalized shortly
 - Letterhead corrected
 - It was suggested that the term “qualified” should be changed to “training compliant” because there are other required qualifications to consider.
 - Language changed from “qualified” personnel to “personnel compliant with training requirements”
 - It was discussed whether Employer of Record (EOR) should get access to the training hub to monitor compliance. While some attendees were in favor, others noted that EOR’s are unpaid, making it less appropriate to add additional responsibility to the role.
 - EOR’s will not be granted direct access to the Training Hub at this time. EOR’s are still encouraged to collaborate with consultants to stay informed on the completion of training.
 - It was suggested that DDS should contact Mi Via vendor agencies (In-Home Living Supports agencies, specifically), or even specific staff members directly about non-compliance in addition to EOR’s and consultants.
 - Vendors, when applicable, have been added to the list of contacts that will receive notice of non-compliance for Mi Via.

4. Mi Via Service and Support Plan (SSP) & Instructional Guide- Claudia Rice

- Overview of documents and opportunity for feedback.
- Suggest placing the instructional guide in FOCOS Online, making it more succinct, and creating accessible tip sheets for recipients and consultants.
- Multiple wording changes requested: first person to second person, add authorized agent/power of attorney/legal representative, add activities of daily living (ADL) acronym, add banking, add spiritual, reword employment questions including Question 19, remove vision for work and employment-discovery language, remove family-view questions, reword health questions, revise or remove substance-use questions, remove duplicative questions.
- Clarify which SSP sections are required and allow participants to mark items as not applicable rather than completing every section.
- Concern that N/A may not be accepted by Third Party Assessors (TPAs) and suggestion to train TPAs to accept it.

- Align the 60-day expiration reference with the 30-day guideline; one consultant already provides plans 60 days early.
- Remove guidance directing participants to contact DDS directly and instead direct them to consultants.
- Revise demographic-box dates and consider using SSP Effective Year or Implementation Date; Medicaid renewal and Level of Care (LOC) dates may be duplicative.
- Suggest moving the health section of Section 2 into the safety and risk section.
- Request to remove the education-status section.
- Suggest eliminating duplicative transportation questions.
- Concerns about the scope of health and safety questions and concerns about right-to-privacy camera and Settings Rule content.
- Remove duplicate surrogate-decision-maker question and remove or combine duplicate Do Not Resuscitate (DNR) reference.
- Change hours per month to hours per week across all service tables.
- Clarify expectations around durable medical equipment since denials elsewhere may lead to Mi Via but may exceed SSP scope.
- Revise the EOR questionnaire because minors cannot be EORs and prompt users to skip when applicable.

5. Wrap Up- Elana Gonzales

- Constituents are encouraged to submit further feedback to Claudia Rice by EOB on May 7th, 2026 via email (Claudia.Rice@hca.nm.gov)
- Future meetings will continue with the usual schedule (bi-monthly, 2nd Wednesday of the month from 1:00-3:00 pm). Interim meetings can be called when needed.
- The next sub-committee meeting will take place on Wednesday, June 10th, 2026 from 1:00-3:00 pm.