

Mi Via Advisory Committee (MVAC) Quarterly Meeting Minutes
October 23, 2025, 12:30-3:30 PM
Meeting Location: Teleconference

1-Attendance and Introductions, Patricia “Trish” Gull 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.
 - The meeting was officially brought to attention by Committee Chair Patricia “Trish” G. at 12:31 PM.

Member	State Staff	Absent	Presenter/Guest
Judy Sena	Selina Leyba, DDSD Community Programs Bureau Chief	Charles Clayton	
Yvette Griego	Elaine Hill, DDSD Mi Via Waiver Program Manager	Manuel Lardizabal	
Patricia “Trish” Gull	Krystal Armijo, DDSD Mi Via Program Coordinator	Deanna DeHerrera, DDSD Social Services Supervisor	
Shannon Eckert	Alicia Otodo, DDSD Mi Via Program Coordinator		
Chinda Lucoski	Inez Dominguez, DDSD Mi Via Program Coordinator		
Denise Balderas	Ana Orona, DDSD Mi Via Program Coordinator		
Stevie Bass	Rachel Gonzales, DDSD Mi Via Billing Specialist		
Tim Gardner	Claudia Rice, DDSD Constituent Support Manager		
Donna Brooks	Christina Lucero, TPA Staff Manager		

Elaine Palma	Chris Garcia, TPA Senior Health Care Coordinator		
Leon Revel			

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

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

Judy S. motioned to approve the 10/23/25 agenda as written.

Yvette G. seconded.

All voted in favor.

Stevie B. requested the acronym for SSE (Socialization and Sexual Education) be spelled out under agenda item #6, bullet point #5.

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 07/24/25:

- Stevie B. requested that a correction be made on page 2, agenda item #2. Stevie B. asked for bullet point #4 to state “any and all” claims need to go from New Mexico Workforce Solutions to the Employer of Record (EOR) in two days.
- Stevie B. requested for specific language to be used for clarity on page 8, agenda item #9. Stevie B. stated the wording of bullet point #5 should be revised to state “not with assistance.”
- Stevie B. noted bullet point #1 on page 9 required a correction to the spelling of a MVAC member’s name.

Donna B. motioned to approve the minutes with the changes above.

Stevie B. seconded.

All voted in favor.

No discussion or opposition.

Motion passed.

3-Housekeeping, Elaine Hill 12:40-12:45

- ◆ Public comment sign-up
 - No requests were made to speak during the public comment

period.

4-Membership Committee Updates, Donna Brooks 12:45-12:55

- Donna B. stated no new membership applications have been received since the July MVAC meeting.
- Donna B. stated there are currently 13 MVAC members and four open MVAC membership positions.
- Donna B. requested that a notice be placed in the Mi Via participant newsletter encouraging individuals to consider joining the MVAC. Donna B. stated she is unsure whether a membership notice has been published.
- Selina L. clarified that the newsletter has been temporarily placed on hold for redesign.
- Stevie B. asked whether the state could issue a reminder to Mi Via consultants to share information about MVAC membership opportunities.
- Elaine H. confirmed a reminder can be sent.

5-Member Response to Updates from the Health Care Authority/Developmental Disabilities Supports Division (HCA/DDSD), Trish 12:55-1:25

- ◆ Members will have a chance to provide their feedback on prepared summaries sent by HCA/DDSD
 - Stevie B. inquired whether the “summaries” listed on the agenda were the same as the HCA/DDSD PowerPoint presentation that had been sent to the MVAC.
 - Elaine H. clarified that the HCA/DDSD updates were emailed to the MVAC on 10/22/25 and were included in a PowerPoint file rather than a Word document.
 - Elaine P. requested that updates be provided more than 24 hours prior to a meeting to provide MVAC members with ample review time.
 - Elaine H. acknowledged the request.
 - Elaine H. encouraged MVAC members to review the PowerPoint after the meeting and to submit any questions in one consolidated email through the MVAC Chair.
 - Leon R. asked for guidance from the MVAC and HCA/DDSD on the appropriate process for submitting information for the meeting.
 - Elaine H. explained that an email request for agenda items is sent to the MVAC by the Chair and members should submit

their items at that time.

- Stevie B. referred to a suggestion made at the last MVAC meeting of a to-do list or action plan. Stevie B. stated that having a formal to-do list would help ensure follow-through on issues and questions raised at meetings.
- Stevie B. noted that certain items have not received responses and appear to be “falling through the cracks.”
- Stevie B. reiterated her recommendation for clearer, more informative pay stubs from Palco.
- Stevie B. stated that if Palco will not make changes she would like that stated clearly so she does not continue to raise the concern.
- Stevie B. also referenced prior discussion on changes to additional funding procedures, specifically a shift from a three-year cycle to an annual basis.
- Trish G. proposed holding an informal meeting for MVAC members only (without state staff) prior to the next official meeting. Trish G. stated the purpose of the meeting would be to review questions/issues raised.
- Leon R. suggested training should be offered for new MVAC members and staff to ensure everyone understands procedures, communication methods, and expectations.
- Trish G. stated she would send an email following the meeting to begin planning next steps.
- Trish G. stated that the MVAC had no responses to the HCA/DDSD updates at this meeting and noted that the committee would be prepared to revisit those items at the next meeting.

6-Current/Upcoming Issues facing Mi Via, Trish 1:25-1:55

- ◆ Members will have a chance to ask questions and provide feedback
 - Unemployment issues between Palco and Conduent regarding timely communication
 - Trish G. asked for updates regarding the unemployment claim process between Palco and Conduent.
 - Selina L. stated Conduent has updated its unemployment claim notification procedures effective immediately. Selina L. explained that when Palco is notified of an unemployment claim:

1. An email will be sent to the Employer of Record (EOR) and the Mi Via participant.
2. A phone call will be made to both parties.
3. A standard mailed letter will continue to be issued.

- Stevie B. asked within what timeframe the EOR will be notified of an unemployment claim.
- Selina L. confirmed that notifications will be made within 24 hours of Palco receiving notice from the Department of Workforce Solutions.

- **Stipends for MVAC members**
 - Trish G. asked for volunteers to serve on the MVAC Bylaws Committee. The following members expressed interest: Donna B., Stevie B., Elaine P., Leon R., and Trish G.
 - Donna B. and Leon R. agreed to serve as Co-Chairs.
 - Trish G. stated she requested stipends for MVAC members from Scott Doan, DDSD Deputy Director.
 - Trish G. stated Scott D. requested the total number of individuals who would be eligible and interested in receiving stipends.
 - Trish G. explained that she was informed that stipend funding would need to be included in the next fiscal year's budget.
 - Tim G. questioned the stipend requirements and budgeting timeline.
 - Tim G. stated that stipends have been included in the Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities (ACQ) bylaws for many years, and that the need to wait until a future fiscal cycle seems inconsistent with that longstanding requirement.
 - Stevie B. noted that within the ACQ, stipend requests are handled through a standardized form that members complete after attending a meeting.
 - Stevie B. explained the form records the duration of attendance (half-day, full-day, or multiple days) and includes instructions for calculating the reimbursement amount, which is then submitted to a designated ACQ contact.
 - Stevie B. stated the MVAC needs clear guidance on the following:
 1. How to obtain the appropriate stipend request form,
 2. Who is responsible for distributing the form to MVAC members, and

3. Where MVAC members should send completed forms for processing.

- Trish G. stated she would send Scott D. an email requesting this information.

- **Vineland administrative requirements**

- Elaine P. stated she reviewed the Vineland assessment manual and prepared a summary for Trish G. outlining general administration practices, scoring procedures, and the responsibilities of the person conducting the assessment.
- Elaine P. asked how the MVAC should move forward with the information that was summarized.
- Elaine H. requested the summary be provided to HCA/DDSD so that a formal response could be developed.
- Stevie B. asked what the concern is regarding Vineland assessments.
- Elaine H. explained that the concern arose when it was reported assessors were administering the exam questions incorrectly, which can significantly alter scores.

- **Mi Via reauthorization and removal of the Socialization and Sexuality Education (SSE) service**

- Elaine P. noted that two items (SSE class and EOR) originally included in the Mi Via Waiver renewal were removed.
- Elaine P. stressed the importance of families understanding the purpose and benefits of this class for the community integration and mental well-being of participants.
- Elaine H. stated the removal pertained to an attempt to streamline the class as a waiver service to align with DD Waiver services, which was not approved by the Centers for Medicare & Medicaid Services (CMS).
- Elaine H. announced that an amendment request is being submitted to CMS to include the SSE class and EOR as waiver services.
- Leon R. asked for clarification on whether the SSE class is still available and if it is a requirement or prerequisite for Mi Via participants.
- Elaine H. confirmed the class is available through using the Mi Via goods and services budget code.
- Selina L. reiterated that DDSD is actively working to get the class approved as a standalone waiver service.

- **Immigration and Customs Enforcement (ICE) discussion/concerns**

- Elaine P. shared information regarding a family receiving Mi Via services who experienced a distressing encounter with ICE agents.
- Elaine P. stated the incident involved masked ICE agents visiting the family's home early in the morning, requesting to see their child because her name was on a "list."
- Elaine P. noted that she emailed Jennifer Rodriguez, DDSD Director, to bring awareness to the incident.
- **Medicaid Waiver cuts**
 - Elaine H. reported that there is no new information to share regarding Medicaid waiver cuts and confirmed that the MVAC will be notified immediately if any updates arise.
 - Selina L. reiterated that there are currently no changes to the waiver programs.
 - Tim asked about the public comment process for the updated Mi Via Waiver service standards.
 - Selina L. explained that the drafted service standards will be distributed to the MVAC, consultant agency directors, and Mi Via Vendor Association for a two-week review period.
 - Tim G. asked for clarification on whether DDSD is only reaching out to specific stakeholders for public comment on the updated service standards.
 - Selina L. clarified that service standards typically do not go through a full public hearing process, which is reserved for waiver applications and the New Mexico Administrative Code (NMAC).
 - Chinda L. asked whether new federal requirements, that propose that Medicaid recipients work or volunteer 20 hours per week to receive benefits, would apply to individuals receiving waiver services.
 - Tim G. stated that, based on current information, the vast majority, if not all waiver participants would be exempt from such requirements.
 - Selina L. confirmed that most waiver recipients do not fall into the categories that would be affected by work or volunteer requirements.

7-Member Recommendations for Mi Via 1:55-2:10

- ◆ 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.

- Leon R. stated he would email his full list recommendations to Trish G. to be distributed to the MVAC.
- Leon R. explained that navigating the Mi Via program can be challenging and that policy and funding updates, such as waiver renewal information are often difficult for families to understand.
- Leon R. asked whether clearer, simpler communication could be provided to help all participants stay informed and reduce confusion or anxiety. Leon R. suggested including short summaries, explanations of acronyms, and visual guides to help families better understand their options and responsibilities.

8-Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities (ACQ) Liaison Update, Tim Gardner 2:10-2:25

- ◆ 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
 - Tim G. stated he could not attend the last ACQ meeting; however, a brief written report was submitted indicating that there were no new updates to share from the MVAC, aside from the ongoing issue regarding stipends.
 - Stevie B. provided context regarding the relationship between the MVAC and the ACQ.
 - Stevie B. explained that the role of the MVAC Liaison to the ACQ includes attending ACQ meetings, listening to updates, reporting back to the MVAC, and providing the ACQ with information about MVAC activities and issues affecting the Mi Via program.
 - Stevie B. stated the ACQ Liaison position is open as Tim G. had previously agreed to serve as the temporary liaison.
 - Stevie B. encouraged MVAC members with interest to consider volunteering. Leon R. expressed interest and stated his desire to serve as a bridge between the MVAC and

ACQ.

9-Public Comment, Elaine Hill 2:25-2:40

- ◆ Nonmembers who have signed up for comment at the beginning of the meeting will have an opportunity to speak
 - No requests were made to speak during the public comment period.

10-New Mexico Stable Account Program Presentation, Denise Balderas 2:40-3:10

- Denise B. stated a PowerPoint presentation was emailed to MVAC members.
- Stevie B. asked what's the difference is between ABLE and STABLE accounts.
- Denise B. explained that when the platform launched in New Mexico, it was called ABLE (Achieving a Better Life Experience) but last year, the platform underwent a rebranding to STABLE, with "ST" standing for State Treasurers, Achieving a Better Life Experience.
- Tim G. asked whether the \$5 monthly fee for using the STABLE debit card would be waived again as it was previously waived for several years.
- Denise B. explained that the fee was originally waived because the Ohio State Treasurer's Office covered the cost for all 12 participating states; however, Ohio later determined it could not continue funding the fee equitably, so responsibility shifted back to each state.
- Chinda L. asked whether a parent could be listed jointly on the STABLE account.
- Denise B. explained the Legislation governing STABLE accounts specifies that the account must be owned solely by the individual with a disability, which is why parents or representatives cannot be added as joint account holders.

11-Proposed New Business, Trish 3:10-3:25

- ◆ Members will have an opportunity to suggest topics of interest for future MVAC meetings to include special guests, trainings, areas of concern or celebration, etc.
 - Stevie B. requested that a representative from Palco be invited to a future meeting to discuss how pay stubs could be made more effective and informative for Mi Via participants and families.

- Stevie B. emphasized the need for clearer communication and improved pay stub functionality, noting ongoing issues with federal income tax withholding for caregivers.
- Stevie B. stated that there is a lack of communication from Palco regarding corrections or guidance on completing the W-4 form.
- Stevie B. requested a discussion regarding additional funding at the next MVAC meeting. Stevie B. asked whether additional funding needs to be reviewed every year or every three years.
- Elaine H. confirmed that she does not have current information but will add it to the list of agenda items.
- Leon R. shared that he sought clarification on the role of his consultant in the waiver process and asked whether the consultant could be kept in the loop regarding communications.
- Leon R. suggested the idea of including an optional “communication consent checkbox” in the application process that would allow participants to authorize their consultants to receive certain updates.
- Claudia R. reintroduced herself and announced that the process to revise the Mi Via Services and Support Plan (SSP) will begin soon.
- Claudia R.’s contact information (name, phone, email) was provided in the chat for feedback submissions.
- Denise B. shared a detailed experience regarding the pre-fair hearing for additional funding for her daughter’s Speech-Language Pathology (SLP) services.
- Denise B. emphasized the importance of being legally precise in SSP documentation, particularly regarding extreme risks to personal safety or potential harm.
- Tim G. stated families are encouraged to contact Disability Rights New Mexico for advocacy and support.

12-Final Comments and meeting adjourned, Trish 3:25-3:30

- ◆ Members will have an opportunity to say any last comments not already addressed in the meeting
 - Denise B. asked whether an attorney could be invited to discuss first-party and third-party trusts. Denise B. stated many families are unaware that assets must be properly placed in a trust to avoid disqualification from Medicaid or other benefits.

- Donna B. recommended an attorney and stated she would contact her to see if she would be willing to present at the next MVAC meeting.
- Chinda L. suggested that Mi Via participants or their family members be required to connect with a state-run support group on at least a monthly or quarterly basis to ensure they fully understand the waiver program and the reasons they are receiving services.

◆ **Members will vote to adjourn meeting**

Leon R. motioned to adjourn the meeting.
Tim G. seconded the motion.
No discussion or opposition.
Meeting adjourned at 3:12 pm