

**Statewide Community Supports Coordinator Director Quarterly Meeting Minutes
10/26/2023**

Speaker/Topic	Notes
Attendees	<p>DDSD: Jennifer Rodriguez, Selina Leyba, Anysia Fernandez, Lizette Lujan, Debra Medina, Juana Bravo</p> <p>HSD: Victoria Herrera</p> <p>CSC Directors: Gabriela Ramos, Dawnmarie Martinez, Dolly Richards, Daniel Romero, Charles Clayton, Winton Wood, Cassandra DeCamp, Janelle Groover</p>
Statewide Case Management Coordinator- Selina Leyba	<p>As the Statewide Case Manager Coordinator, Selina's role is to partner with Anysia and focus on the "case management" system. Her duties include:</p> <ul style="list-style-type: none"> - She will review the CSC provider applications, - She is part of the Mortality Review Committee, - She will address any issues, concerns or questions related to systemic issues that are related to budget submissions and/ processes. - She is the lead for contract management activities.
Supports Waiver Offer Reporting	<p>Supports Waiver Unit began sending offers in September.</p> <ul style="list-style-type: none"> - In September 371 offers were mailed. <ul style="list-style-type: none"> o 89 have accepted o 28 have refused the Supports Waiver o 254 still have not responded - In October 34 offers have been mail as of 10/26/2023. <ul style="list-style-type: none"> o 1 has accepted o 33 have not responded <p>Supports waiver unit sends an average of 10 offers per week.</p> <p>Consultant Request- Suggests the H&P be sent out with the offer packet.</p> <ul style="list-style-type: none"> - The H&P is not a standardized form but could be added as an example. <p>Consultant Question-Offers going out.</p> <ul style="list-style-type: none"> - How many offers will be going out? <ul style="list-style-type: none"> o On average 10 offers will be released each week. On average we are looking at about 520 Support

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	<p>Waiver Offers every year. Based on historical data we have no reason to believe it will change through next year and every person who is eligible and placed on the wait list will receive SW. We have no more major batches like we did in September. Everyone who is waiting will be steady and slowly coming on to SW. We want to avoid a lengthy waiting list and asking for appropriations to support 400 new people every year with our annual budget. We will always have a wait list; it could be cleared today and we will have someone on the waitlist tomorrow. DDSD is planned accordingly.</p>
Support Waiver Changes or Updates	<p>A new change this year is that the Supports Waiver Unit is now mailing the Supports Waiver offers and packets and Intake and Eligibility no longer mails out the offers or packets.</p> <p>The reason that the September mailing was a large group is because DDSD had not sent any Supports Waiver Offers at the beginning of this year and were focusing on the Super Allocation Plan.</p> <p>Currently the response rate is under 15%.</p> <p>For most of the individuals who chose to “refuse” is because they are receiving Community Benefits, Natural Supports or Live/moving out of state.</p> <ul style="list-style-type: none">- The Support Waiver Unit will continue to track the refusal reasons and provide update.
Accepted Offers	<p>When Supports Waiver Unit receives a signed PFOC they do the following:</p> <ul style="list-style-type: none">- Send an offer packet to individual containing an offer letter, their signed PFOC, MAD 378 form with scoring instructions, and the HSD-100.

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	<ul style="list-style-type: none"> - Send signed PFOC, Yes Match Letter, and supporting documents to CSC agency. - Send PFOC to Third Party Assessor (TPA) and Income Support Division (ISD). - Complete Therap referral.
<p>NM Training Hub</p>	<p>Supports Waiver is requesting feedback regarding the NM Training Hub.</p> <ul style="list-style-type: none"> - DDSD is proposing that we have a parallel process to Mi Via. - Please review the attached directions on how to add participants and EOR's into the NM Training Hub. - Please provide feedback by the end of day 11/13/2023.
<p>Frequently Asked Question</p>	<p>Some frequently asked questions that the Supports Waiver Unit receives are:</p> <ul style="list-style-type: none"> - General information on Supports Waiver services. - Guardians/Participants are unsure if they currently receive Community Benefit. - Can Children receive SW and EPSDT? - Requests for explanation of PFOC and documents sent to participant. - Providing information on Community Benefit, State General Funds (SGF), and Intermediate Care Facilities for Individuals with Intellectual Disability (ICF-IID).
<p>Supports Waiver Resources and Reminders</p>	<p>DDSD wanted to provide some reminders on tools that are available to CSCs.</p> <ul style="list-style-type: none"> - Supports Waiver process Table for Agency Based and Participant Directed Service Delivery. <ul style="list-style-type: none"> o https://www.nmhealth.org/publication/view/general/7913/ - CSCs can access forms at the below link: <ul style="list-style-type: none"> o https://www.nmhealth.org/about/dsd/pgsv/csw/spb/ <p>To create FOCOS shells, please send FOCOS forms via SCOMM to Supports Waiver Unit, Anyisia Fernandez and Lizette Lujan.</p>

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	<p>Please let SW Unit know of New CSC's so a link to SW orientation quiz can be provided.</p>
Supports Waiver Program Updates	<p>DDSD and HSD are starting to prepare the timeline for SW renewal work and would like to hear of any ideas or changes that would enhance the Supports Waiver. Please send any ideas to Anysia Fernandez.</p> <ul style="list-style-type: none">- Renewal is July 1, 2025 <p>Consultant Question- Is EOR going to be added as a service for Supports Waiver?</p> <ul style="list-style-type: none">- EOR as a service is being looked at for SW and Mi Via Waiver. <p>Amendments:</p> <ul style="list-style-type: none">- We are looking at an amendment for Supports Waiver to include the Vineland assessments as part of the annual level of care. <p>Abuse, Neglect and Exploitation is a top priority at DDSD.</p> <p>Consultant Question- Can consultants get an overview of ANE for SW?</p> <ul style="list-style-type: none">- ANE Brochure attached.
DDSD Wellness Visits	<p>As a part of an ongoing process to prevent abuse, neglect, and exploitation DDSD will continue wellness checks.</p> <p>Visits will be completed to identify:</p> <ul style="list-style-type: none">- Gaps in services- Abuse, Neglect and Exploitation (ANE)- Connect with Participants and families. <p>Starting October 1, 2023, DDSD began home visits with a goal to visit every individual receiving waiver services two (2) times a year.</p>

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	<p>Consultant Request: Can Consultants have access to the DDSD Wellness Visit Reports?</p> <ul style="list-style-type: none">- At this time DDSD cannot provide reports to consultants however DDSD is working on being able to run a report starting in January. This report request can be retro to include visit information back to October 2023.
Spanish Forms	<p>The following forms have been translated to Spanish and are attached for your use:</p> <ul style="list-style-type: none">- ANE Brochure- ANE Reporting Poster- ANE Reporting Cards <p>Consultant Request:</p> <ul style="list-style-type: none">- Can more forms be translated to Spanish?<ul style="list-style-type: none">o DDSD is requesting consultant provide the top 3 forms that they feel should be translated first. These are forms that consultants use frequently. Please provide a response to DDSD by end of day 11/13/2023.
Open Discussion	<p>Refreshers:</p> <ul style="list-style-type: none">- Reminders will go out to remind consultants about specific waiver processes. <p>Phone Numbers:</p> <ul style="list-style-type: none">- Consultants are requesting a list of individuals that can be contacted and when it would be appropriate when to contact each individual.- DDSD will compile a list of individuals and provide examples of when to contact no later than end of day November 13, 2023. <p>Meetings:</p> <ul style="list-style-type: none">- It may be beneficial to have CSC Director's meetings every other month. DDSD will update the invite for every other month.

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Supports Waiver Unit

Contacts:

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