

<b>Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) Policy</b>	<b>Policy Number:</b>
	<b>Supersedes:</b> New
<b>Policy Title:</b> Regional Office Request for Intervention and Technical Assistance Policy	
<b>Effective Date:</b> 18 September 2008	
<b>Approved:</b>  Signature on file	<b>Date:</b> September 18, 2008

### **I. PURPOSE**

The purpose of this policy is to formalize a standard process for DDSD Regional Offices to address Regional Office Requests for Intervention in a standardized format and to provide Technical Assistance for Interdisciplinary Teams in a manner that ensures Standards Compliance.

### **II. POLICY STATEMENT**

It is the policy of DDSD that all Technical Assistance provided by DDSD Regional Office Staff to address either Regional Office Requests for Intervention or other concerns is provided in a way that is consistent with DDSD Standard, Policy and Regulation.

### **III. APPLICABILITY**

DDSD Regional Office Managers and Staff  
DDSD Central Office Staff  
DDSD Contractors and Providers

### **IV. DEFINITIONS**

**Administrative Closure:** Closure of RORI referral by Regional Office Manager due to either the referral falling outside the scope of DDSD or refusal of the submitter of the RORI to approve closure, although the issue has been resolved per DDSD Standards, Policies and Regulations. Only Regional Office Managers have the authority to use this type of closure.

**Civil Monetary Penalties:** Sanction of a DDSD Contractor or Provider for failure to comply with the Standards, Policies, Regulations, or DDSD Directive.

**DDSD Regional Office RORI Mailbox:** Mailbox established for each DDSD Regional Office to receive RORI forms electronically.

**Division of Health Improvement (DHI):** Division of the Department of Health charged with ensuring compliance by DDSD Providers with Standards and Regulations.

DHI Interpretive Guideline: Tool developed by DHI to interpret the DDS Standards and Service Definitions during QMB reviews.

Electronic TA form: Form in the RORI/TA Database to be filled out by Regional Office Staff indicating what issues have been reported, what Standard, Policy or Regulations is involved, what Interpretive Guideline applies, and what actions are taken to resolve the issue.

Incident Management Bureau: The bureau within Department of Health Division of Health Improvement that reviews reported incidents to make determinations regarding abuse, neglect and exploitation.

Internal Review Committee: Joint committee of DDS and DHI managers who accept referrals on Providers who refuse to comply with DDS Standards, Policies and Regulations despite all efforts of the Department of Health.

Jackson Class Member: Individuals who formerly resided at either Los Lunas Hospital & Training School and/or Fort Stanton Hospital & Training School who are named by the court as part of the Jackson Class Lawsuit.

Quality Management Bureau (QMB): The bureau with Department of Health Division of Health Improvement that reviews providers to ensure compliance with DDS Standards, Policies and Regulations.

QUEST (Quality Enhancement Survey Team): Unit within QMB that is charged with overseeing the services and care of Jackson Class Members to ensure all needs are being addressed by the team.

Regional Office Mailbox Manager: Regional Office Staff assigned by the Regional Office Manager to manage the Regional Office RORI Mailbox, assign referrals as necessary and assure that Regional Office Staff are adequately addressing each referral in a timely manner.

Regional Office Request for Intervention form (RORI): Form to be utilized by Providers, Individuals, Guardians and Natural Supports to request DDS Technical Assistance to resolve issues surrounding individuals in DDS funded services; or to notify the regional offices of out of home placements of individuals served through the DD Waiver.

RORI/TA Database: Database designed as a central data point for all referrals coming into DDS through use of the RORI form. This database provides a centralized information tracking and trending point for DDS.

Technical Assistance: The process by which DDS interprets Standards, Policies and Regulations in order to provide guidance and support to DDS providers in the support of individuals in DDS funded services.

- V. REFERENCE**  
DDSD DD Waiver Service Standards and Definitions  
NMAC 26.7  
DDSD Policies