



Developmental Disabilities Supports Division (DDSD)

SEPTEMBER 2014

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Partners for Employment: Advancing Promising Practices for Inclusive Employment

Partners for Employment is a training and resource program designed to build capacity within the service system(s) that supports individuals with intellectual and developmental disabilities to achieve employment outcomes. In other words, we provide training and resources to providers, individuals with developmental disabilities, family members, business community partners, educators and anybody that is interested in seeing people with intellectual disabilities have inclusive, meaningful employment for real wages. We are not a service provider within the DD Waiver system.

Partners for Employment is a program under the Family and Community Partnerships Division within the Center for Development and Disability at the University of New Mexico. PFE is funded through DDSD, DVR, UNMH and DDPC. In addition PFE has established a partnership with UNM's Anderson School of Management.



Partners for Employment offers resources (information tip sheets and video shorts) on a variety of topics related to employment outcomes including information on social security, micro-enterprises, and tax credits. You may access those resources at: <http://www.cdd.unm.edu/infonet/infotipsheets/index.html>.

Partners for Employment is sponsoring training throughout the state bringing in nationally recognized presenters and local experts. Training topics include Customized Employment, Systematic Training, Visual Resumes, and Job Development. Please email Lomontoya@salud.unm.edu for more information on trainings coming to your region.

Partners for Employment is coordinating Project Search Transition Teams across the state. Project Search is a nationally recognized model of high school transition to work which allows the Search participants to rotate through internships at a business site during their last year with the school system. The goal is placement in jobs in the community upon graduation. Albuquerque Public Schools and Best Buddies is beginning with a group of interns at the University of New Mexico Hospital this Fall. *Partners for Employment* will be forming teams to expand this model in communities across the state.

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Partners for Employment: Advancing Promising Practices for Inclusive Employment in New Mexico

Continued from page 1 —

Partners for Employment is providing targeted technical assistance by national consultation for selected Jackson class members throughout the state. Consultants are providing Technical assistance on Customized Employment utilizing the ODEP Competency model of Customized Employment. Agencies involved with the selected class members have the opportunity for in-house training for all staff and for side by side mentorship of their staff working with the class member by a highly regarded national expert. In the last year we also piloted a Marc Gold & Associates Discovery Demonstration Model in Albuquerque. This pilot was open to any job seeker on the waiver and was not limited to Jackson class members.

If you have questions regarding achieving employment outcomes for individuals with Intellectual or developmental disabilities, training topics you want to suggest, or questions about Partners for Employment, please contact Pamela Stafford, Education and Outreach Manager, at pjstafford@salud.unm.edu.

*Contributor: Pamela Stafford , Education and Outreach Manager,
UNM Health Sciences Center/Center for Development and Disability*



National DSP Recognition Week!

For the seventh consecutive year, The United States Senate has proclaimed National Direct Support Professional Recognition week to be September 7th thru 13th, 2014. Also, Governor Susana Martinez signed a proclamation on August 29th declaring this week as "Direct Support Professionals Recognition Week".

DSP's are the back-bone of providing support and services to people. Whether in a DD Waiver funded program, a nursing home, day care center, privately or another type of situation, DSP's are the people who are there in the forefront making a difference in people's lives. It is DSP's who connect people with their families, friends, and communities. Their efforts promote meaningful, productive lives and personal successes for the people they work with/for. Being a DSP is often the first role a person has when entering the social services field and this becomes a benchmark into a lifelong career. The Department of Health, Developmental Disabilities Support Division, appreciates and wants to thank each and everyone Direct Support Professional for their efforts.

Contributor: Sally Karingada, Community Network Coordinator, DDS Newsletter Assistant Editor

Mi Via Waiver Program

The Mi Via program is now providing waiver supports to 752 individuals. The Mi Via Unit has grown to include an additional staff member, the Mi Via Program Coordinator, Regina Lewis.



Waiver renewal activities are continuing towards submission of the renewal to the Centers for Medicare and Medicaid Services (CMS) in early November 2014. Upcoming renewal activities will include tribal notification provided and public notices for input in early September 2014. There will be a public comment period with a public hearing scheduled and the renewal will be posted on the HSD website prior to submission to CMS during the public comment period.

Christine Wester is the Mi Via Waiver Program Manager and can be reached at 505-841-5510 or christine.wester@state.nm.us. Regina Lewis is the Mi Via Waiver Program Coordinator and can be reached at 505-841-5519 or regina.lewis@state.nm.us.

Please visit the Mi Via website for more information: www.mivianm.org.

Contributor: Christine Wester, Mi Via Waiver, Program Manager

DD Waiver Changes

As a result of rate increases to Supported Living, Customized In-Home Support, Supported Employment, Customized Community Support (Group), the DDSD is required to amend the DDW to reflect the changes. The Community Programs Bureau in collaboration with the Medical Assistance Division (MAD) have been working on making the necessary changes to the waiver.

In addition, the state must include a transition plan to comply with the CMS final rule that went into effect on March 15, 2014 as part of the waiver amendment. The CMS final rule, requires that all home and community based settings meet certain qualifications including that settings are integrated in and supports full access to the greater community; is select by the individuals from among setting options; ensure individual rights of privacy, dignity and respect, and freedom from coercion and restraint; optimized autonomy and independence in making life choices; and facilitates choice regarding services and who provides them. The rule also includes additional requirements for provider owned or controlled home and community based residential settings.

The state plans to submit the waiver amendment to CMS by mid to late November. However, prior to the submission, the state is required to conduct tribal notification and public notices. There will also be a public comment period with a public hearing date. As part of the public comment period, the waiver amendment will be available on the HSD and DDSD website for review. The public comment and tribal notification must be complete prior to the submission of the amendment to CMS. We are currently working with MAD to schedule the dates of public notice, comment period, and the public hearing. Once we have a schedule, it will be sent to interested parties.



For more information on the DDW, please visit the ACT NM website at: <http://www.actnewmexico.org/index.html>.

Contributor: Roberta Duran, DDSD Community Programs, Bureau Chief

ACT New Mexico

Access Community Together

Land Ho, The Destination is near!

At the Division of Health Improvement (DHI) with each new day, a new policy is finalized or a new flow-chart is approved. The old outmoded system is being discarded and replaced in favor of a more outcome-based, person-first approach. Some years ago, the SS-DHI launched into stormy uncharted waters. There have been numerous course corrections, fits and starts - but with time, our ability to navigate appears to have improved and the wind is now blowing at our backs and our destination appears just beyond the horizon.

A relatively minor change can sometimes serve to illustrate the kinds of broader transformations being made. A seemingly small adjustment such as no longer requiring provider agencies to hang IMB posters on the walls of consumers' homes but rather only requiring them to have this information available on-site, demonstrates that DHI is not only concerned with the safety of individuals but is now more than ever conscientious of the individual's right to live autonomously and free from unnecessary intrusion. How we and our partners treat the individuals we serve is what we honor most.

Here are just a few of the Division's recent accomplishments:

- The Incident Management Bureau (IMB) has re-written much of their New Mexico Administrative Code
- IMB has also initiated a 24/7, on-call system for immediate reporting of abuse, neglect and exploitation
- The Quality Management Bureau (QMB) has reviewed records for 1,560 consumers receiving services in the DDW, MFW, Mi Via Waiver and FIT and BH programs
- IMB has developed and launched a new online provider training, which can be accessed from the Department's website

The journey has been both painstaking and labor intensive. All stakeholders involved have a deep respect and passion for the mission, which has sometimes resulted in conflict but if there is no struggle, there is no progress. DHI has learned to listen to those who disagree. It has been said that things can be learned most from those you don't understand.

Beyond the horizon is a better system; a system that can significantly improve the lives of people with disabilities. A culture of teamwork, courage and thoughtfulness, a focus on measurable outcomes, and a passionate commitment to service - these are the true indicators of success and if the winds and currents allow, DHI's new legacy.

Contributor: Daniel M. Lucero, Incident Management Bureau, Metro Regional Supervisor

"We all want progress, but if you're on the wrong road, progress means doing an about-turn and walking back to the right road; in that case, the man who turns back soonest is the most progressive."

-- C. S. Lewis



Race To the Top – Early Learning Challenge shifts into high gear!

The Race To the Top – Early Learning Challenge (RTT-ELC) grant challenges states to develop a cross-agency early childhood system. The work under each of the RTT-ELC projects in New Mexico is requiring early childhood program staff from the Public Education Department, Children Youth and Families Department, and the Department of Health to work together like never before. And with staff hired and contracts in place the work has really begun and has shifted into high gear.

One of the key projects is the development of a Tiered Quality Rating and Improvement System (TQRIS), known in New Mexico as “FOCUS on Young Children’s Learning”. CYFD has published the criteria for FOCUS for classroom based programs and 150 center based programs are now participating in the pilot. A number of meetings have been held between staff from Prek, Head Start, child care, Home visiting, the FIT Program and Preschool Special Education, to align the FOCUS TQRIS across programs. The FIT Program has hired a FOCUS TQRIS manager and has begun engaging stakeholders to develop criteria — i.e. those elements of quality that will be measured. FOCUS on Young Children’s Learning is a paradigm shift in that it involves providers assessing their agency’s quality through a Continuous Quality Improvement (CQI) process with verification from the state.

The data project team has been busy determining the data elements that each program are currently collecting and assessing them against the national Common Educational Data Standards (CEDs). The data team has been working on the matching criteria in order to develop a master identification for each child served. This work forms the foundation for the development of an integrated early childhood data system that will allow unduplicated data of children served across programs and longitudinal data that shows the outcomes for children over time. The integrated early childhood data system will allow reporting on the quality of early childhood programs and the status and capacity of the early childhood workforce.

The RTT-ELC is addressing professional development, investment zones and the development of a universal Kindergarten Entry Assessment. An “Early Learning New Mexico” website is in the process of being developed that will include updates and documents regarding each of the RTT-ELC projects, as well as showcase the early learning programs in New Mexico, including the FIT Program, that promote the development of young children and support families.

The federal project managers were in New Mexico in August to look at the progress made under the grant and visit a child care and PreK provider that has achieved a 3-star rating under FOCUS. The photo below shows members of the New Mexico leadership team with Health and Human Services Secretary Kathleen Sebelius at a recent meeting in Bethesda, Maryland.

Contributor: Andrew Gomm, Program Manager, Family Infant Toddler Program



Family Infant Toddler Program Annual Meeting

The Family Infant Toddler (FIT) Program held its annual meeting this year at the Nativo Lodge on June 18th and 19th, 2014. We had all of our 34 providers from across the state join us for an exciting 2 day World Cup themed meeting.

Providers learned about The FIT Program's new Individualized Family Service Plan (IFSP) that will be launched statewide Fall 2014, as well as attending workshops on Race to the Top, Autism Services, Lifespan Services in DDSD, Reflective Supervision, and Parent Support.

The FIT Program had been fortunate to have two great keynote speakers join us this year; Victor Bernstein Ph.D., from the University of Chicago and Larry Edelman from the University of Colorado.

Dr. Bernstein teaches in the Family Support Program in the School of Social Service Administration at the University of Chicago. He provides reflective consultation to program managers, supervisors and staff from a variety of family support, Early Head Start, early intervention birth-to-three, special education, child welfare, and drug treatment programs.

Larry Edelman is a Senior Clinical Instructor in the Department of Pediatrics in the University Of Colorado School Of Medicine. Currently, the emphasis of Larry's work is on the use of digital video and other technology to enhance early childhood service



Provider staff and Program staff enjoying the FIT Annual Meeting

delivery, professional development, technical assistance, dissemination, and strategic communication activities.

We would like to thank all the FIT Staff and Providers for making this a successful Annual Meeting!

Special thanks to Cathy Stevenson for providing the welcome speech to our FIT Providers, Jennifer Thorn-Lehman for providing a wealth of information to our providers about the DD Waiver, and Marc Kolman for your support .



FIT Provider Panel at the FIT Program Annual Provider Meeting

*Contributor: Yvette Dominquez,
FIT Program Regional Manager*

DDSD would like to welcome our new DD Waiver Provider Agencies!

BEST BUDDIES INTERNATIONAL, INC. will be providing Community Integrated Employment-Individual in Bernalillo County.

CREATIVE EMPLOYMENT SOLUTIONS LLC will be providing Community Integrated Employment-Individual and Community Integrated Employment-Group in Bernalillo and Sandoval Counties.

RESTORE PHYSICAL THERAPY will be providing Physical Therapy in Bernalillo County.

SYLVESTER & CO., LLC will be providing Physical Therapy in the Metro Region and Socorro County.

Contributor: Tammy M. Barth, Provider Enrollment Unit

Quality Management Summit - “Are People Better Off?”

We are asking for your help to make changes. Do you have ideas and recommendations to make changes to the developmental disabilities system in New Mexico? We want to hear from you! Come to the second annual Quality Management Summit which will be held on September 23, 2014. We are looking forward to the collaboration of minds to answer the question... **Are People Better Off?**

The first QM Summit was held last year and collaboratively recommendations were made by a variety of shareholders – individuals, providers, families, state employees, therapists, guardians, and advocates. The Department of Health reviewed those recommendations and took action. Wendy Cory will be presenting exactly what changes have been made and what has been worked on in the past year. The Department of Health will be providing QM Summit participants with resource information so that vested individuals in the quality movement are able to reach out and make contact towards that effort. The ARC of New Mexico is putting together a panel of seven self-advocates to present about their lives, DD Waiver services, community, employment, and more to provide a personal connection to what everyone is and/or should be striving for.

Quality management can be defined in many ways. The English Thesaurus equates “quality” with excellence, value, worth, superiority and eminence. What’s your definition? Now push your definition forward... ..how would you recommend we collectively move in that direction? If you are involved with the DD Waiver in some way (or not), your voice deserves to be heard. Let your inspiration and ideas propel the quality management movement forward to a higher level, improve individualized services, and increase efficiency in systems management.

Morning break-out groups will clarify what is important to people and the *disconnect* in achieving this. Afternoon break-out group topics will be determined by the morning session outcomes. All groups will be responsible to come up with recommendations to move the quality management initiative forward. These recommendations will be presented in the afternoon. The DOH Bureau of Systems Improvement will explore ways to initiate some of these recommendations in the next year.

The QM Summit is being sponsored by New Mexico Department of Health, United Health Care, ARC of New Mexico, Allies of New Mexico, Developmental Disabilities Council, Dr Pepper Snapple Group, and Community Outreach Program for the Deaf.

If you would like to participate in this year’s free Quality Management Summit, please contact Sally Karingada for an application at sally.karingada@state.nm.us or (505) 841-5823. Deadline is Friday, September 5th so register today!

Contributor: Sally Karingada, Community Network Coordinator, DDS D Newsletter Assistant Editor

Community Resource Column

There are some wonderful resources for individuals with disabilities and their families in New Mexico. This column will provide information regarding these organizations. Additionally, there are Community Resource Booklets available now at the DDSD Regional Offices to assist people looking for resources in their community.

Parents Reaching Out

1920 Columbia Dr SE, Albuquerque, NM 87106
(505) 247-0192

parentsreachingout.org/contact-us/

Parents Reaching Out is a New Mexico non-profit organization that works with parents, caregivers, educators, and other professionals to promote healthy, positive and caring experiences for families and children. This includes information and referral for special education, early childhood services, healthcare, and advocacy.

The New Mexico Developmental Disabilities Planning Council (NMDDPC) includes the following programs:

Federal Program: The Federal Program provides funding to designs & funds innovative initiatives that promote community inclusion and improve services and supports. The Federal Five Year Plan focuses on bringing about lasting improvements in five areas: Self-Advocacy, Education/Early Intervention, Leadership/Quality Assurance, Community Action and Support.

Guardianship Program: The purpose of the Guardianship Program is to provide guardianship services to income and resource eligible mentally incapacitated persons over the age of eighteen (18) years.

Center for Self Advocacy: The Center for Self Advocacy service as a hub for self-advocacy and for the citizens statewide to facilitate the inclusion of persons with developmental disabilities in the community and development of self determination skills.

<http://www.nmddpc.com/programs>

The Developmental Disabilities Planning Council has moved to Downtown Albuquerque. The new address is:

625 Silver Avenue SW, Suite 100, Albuquerque, NM 87102
Phone: (505) 841-4519 Our Fax Number is (505) 841-4590

The New Mexico Governor's Commission on Disability

The GCD is committed to improving the quality of life of all New Mexicans with disabilities by addressing social integration, economic self-sufficiency, political resolve, physical and program accessibility, and full participation in the benefits of life and rights of all individuals.

GCD addresses physical, sensory, programmatic and attitudinal barriers to forward its mission. Such barriers may keep a person with a disability from enjoying the full aspects of community living.

GCD works to improve the quality of life of New Mexicans with disabilities through progressive systems advocacy.

GCD promotes community living and access to: employment opportunities; universal access to information; appropriate, available assistive technology; accessible education; accessible, affordable, universally designed housing (rental and single family); accessible, available transportation (rural and urban); available home and community-based services based on functional need; and access to social and recreational settings.

GCD serves as liaison and advisor to the Governor and Legislature on disability issues.

New Mexico Governor's Commission on Disability
491 Old Santa Fe Trail, Santa Fe, New Mexico 87501-2753
Phone/TTY (505) 476-0412, Fax (505) 827-6328,

Toll Free (in state only) 1-877-696-1470
email gcd@state.nm.us.

Contributor: Lisa Storti, DDSD Office of Constituent Support



Six Keys to Effective Positive Behavior Support – Part 2

Part one of this article presented three core ideas at the heart of an effective Positive Behavior Support (PBS) practice. In this concluding section I will briefly examine the final three components.

Key Four: Any proposed intervention should be something you would accept in your own life.

The connection between stress and behavioral challenges is clear – the more stress an individual encounters, the more times s/he will end up apologizing for missteps in trying to lessen the burdens of daily life. Think about the last time you ‘had a behavior’ - an incident which you later had to apologize for, felt badly about, or would be embarrassed to share. Certainly you wish you had done better, stayed calm, or spoken in a reasonable fashion. From the perspective of PBS, as outlined in the part one of this article, we would assume that you were doing the best you could with the tools you have and the stress you were under. Now consider how you might respond if the mandated intervention from those around you included removal of important items or loss of a favored but unconnected activity such as going out to eat or meeting with friends. What would this type of intervention do to your stress level? Might you ‘have another behavior’? The practice of PBS is not just for individuals labeled as intellectually disabled – it applies to all of us. Take a step back, ask yourself how you might respond if under the gaze of an ever increasing hierarchy of staff, managers, coordinators, teams, guardians, and courts. It is amazing we do not encounter more behavioral challenges.

Key Five: Punishment comes with a series of side-effects. It can almost always be avoided.

Consider this - when we ‘take control’ of a situation – the person at the center of this interaction is automatically ‘not in control’. Therefore, we should not be surprised when these types of interventions end up with people acting ‘out of control’. Further, what skills does a person learn from punishment? Anxiety-based compliance is no way to help an individual build a life. We should never be surprised when an individual encounters regular punishment s/he learns to be a good punisher. The problem here is that individuals with intellectual or developmental disability are, by virtue of the diagnostic label and position in the system, at risk of being overtly controlled and covertly ‘managed’ with little access to recourse. Individuals’ attempts to ‘get around’ aversive programs are often framed as ‘manipulative’ and ‘non-compliant’ rather than sometimes reasonable expressions of distaste for a situation that any of us might find paternalistic and offensive. The good news here is that every punishment program is a reinforcement program waiting to happen. Instead of thinking about what we want less of – think about what skills we can increase to take the place of the ‘problem’. We know from years of research and experience that the same goals met via punishment-based programming can almost always be achieved without ever pressing the lever of threat and control.

Key Six: Over time - successful PBS programs seek balance between and benefit for everyone involved – especially Direct Support Personnel (DSP)

As described above, our approach to PBS insists that we are vigilant about a respectful focus on individual interests, preferences and desires. At times, however an individual’s wishes may be contrary to social norms, community expectations, or outside of resource allocations. As described by Michael Smull, a leader in positive approaches, the heart of our work is to find the balance between what is important to a person and what is important for a person. These two small words often define the important differences between the concerns of service recipients and those of providers. OBS consultant, Chris Heimerl, contends that “an essential aspect of our approach to PBS is that all parties experience their working relationship as safe, fun, and nurturing”. Indeed, the most powerful and inspiring outcomes we witness arise when DSP have a place and a voice at the planning table and when the same regard is extended toward them as they are expected to extend to those they support.

As shown in this two part article, when we (a) focus on building a person’s life, (b) see ourselves as teachers rather than managers, (c) adjust our own intentions and behavior first, (d) carefully consider how we would respond if placed under the same behavioral programs, and (e) remember the need for balance and respect for all involved - we can hope to build an individualized system of behavioral supports which creates community rather than chaos .

Contributor: Jason Buckles, Clinical Director of the Office of Behavior Supports

Shining Star

The beautiful scenery and grounds of the Red Rock State Park in the Northwest Region, Gallup, was the setting for the two day Shining Star Event. There were six artists who completed their art boards in great detail using beautiful color, printed designs, magazine cutouts, and quotes. Each brought their own personal item; such as



own art work,

places they are currently working at, or pictures of friends and family. The event included basket dancers, story tellers, and from the Navajo Tribe, an inspirational speaker, Dolores Donald. Another wonderful speaker, Gilbert John, described his life on the Navajo reservation and his writing career. Lunch consisted of Navajo Tacos on the first day and the second day was donated pizza and Frito pies. Beth Mount was the main presenter for Shining Star. Volunteers and staff committed their time and energy into this event to make it successful.

Thanks to all the staff. The two hosts for the event were Orlinda Charleston and Katherine Johnson from our Community Inclusion Team. They spent many hours planning, obtaining donations, setting up and participating in the event. Thanks to our Community Inclusion Team!

Contributor: Orlinda Charleston, DDS Community Inclusion Coordinator



Mission Statements:

The Mission of the New Mexico Department of Health is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.

The Mission of the Developmental Disabilities Supports Division is to effectively administer a system of person-centered community supports and services that promotes positive outcomes for all stakeholders with a primary focus on assisting individuals with developmental disabilities and their families to exercise their right to make choices, grow and contribute to their community.

ABOUT US:

The New Mexico Developmental Disabilities Supports Division is located at 810 San Mateo PO Box 26110 Santa Fe, New Mexico 87502-6110. Our website:

www.nmhealth.org/ddsd

For Information Call: (505) 476-8973 or Toll Free: 1-877-696-1472 or email us at SANTAFEmailbox.ddsd@state.nm.us

DDSD Newsletter Staff:

Editor-in-Chief:
Marc Kolman
Assistant Editor:
Sally Karingada
Layout: Albert Ericson

If you would like to write an article for the next issue of the DDSD Newsletter, have suggestions or comments, please contact Sally Karingada, DDSD Newsletter Assistant Editor at 505-841-5823 or

sally.karingada@state.nm.us

DDSD Personnel Changes

Jennifer Rodriguez has accepted the Statewide Community Inclusion Staff Manager position and started that position on May 10th.

David Espinosa started on June 21st as a Training Coordinator and is located in the Metro Office.

Jason Lavy started June 21 as a Management Analyst with the Bureau of Systems Improvement in the Metro Office.

Linda Askew accepted a position as the FIT TQRIS Manager and started on June 21st. She is in the Metro office.

Amy Fox has accepted and transferred on June 21st to a Service Coordinator position in the Las Cruces Southwest Regional Office.

Loretta Lopez-Branch started on July 5th as a Training & Labor Specialist. She is located in the Santa Fe Office.

Carrie Roberts started on July 19th as a Service Coordinator Supervisor in the Albuquerque Metro Office.

Kathy Kunkel started July 19th in the new Deputy Director position. Right now she is in the Metro Office but soon be located in Santa Fe.

Susan Baum accepted the position as the Medical Director. She started on July 19th in the Albuquerque Metro Office.

Felix Leon started on July 19th as a Medical Appliance Tech. He is at the Albuquerque Seating Clinic.

Ella Regina Lewis accepted the Service Coordinator position with Mi Via and began on August 2nd. She is located in the Albuquerque Metro Office.

Michael Chavez started on August 18th as a Management Analyst with the Bureau of Systems Improvement in the Metro Office.

Petulia Vandever accepted a Service Coordinator position with the Office of Behavioral Support. She started on August 18th and is located in the Metro Office .

Contributor: Joe Anaya, DDS Human Resources