



DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION NEWSLETTER

IN THIS ISSUE:

- 1 DDSD Waiver Standards to Promote Collaboration
- 2 DDSD COVID-19 Memo
- 4 COVID-19 Status Report: New Mexico I/DD Population
- 5 Rate Study, HSRI, and Waiver Updates
- 6 What Your Medicaid Care Coordinator Can Do for You
- 7 Lo que su coordinador de atención de Medicaid puede hacer por usted
- 8 Best Practice for Use of Enabling Technology on the Horizon in New Mexico
- 9 DD and Mi Via Waiver Allocations
- 9 Hub Highlights
- 10 Advisory Council on Quality (ACQ) Update
- 10 E-Blasts
- 11 New Hires, Promotions & Retirements
- 11 Supports Waiver
- 11 About Us

DDSD Updates Waiver Standards to Promote Collaboration

Submitted by Iris Clevenger, RN MA BSN CCM

The Developmental Disabilities Waiver (DDW) Service Standards were updated in November 2021 for all waiver providers serving individuals with a developmental disability with a Medicaid eligibility code of 95. The update to the standards included emphasizing communication and collaboration among various waiver providers including that of nurses with other nurses, clinical and non-clinical partners to support the individual and their needs. You may view the Standards at:

<https://www.nmhealth.org/publication/view/policy/7012/>.

Individuals on the waiver may receive home care or hospice services through Medicare and Medicaid and live in a variety of settings including with family, in a home with additional supports or with other individuals on the waiver. Nurses are not typically on site in the individual's residence. The nurse serves many people and typically is not in the individual's home but may be reached by phone. There will be a DD Waiver primary provider nurse to work with the home care, hospice or palliative care team. You may ask for the nurse's name and contact information and provide the best contact information to be given to the nurse.

The primary provider nurse has designated responsibilities including assessments and updating of documents. It is important to share information with the nurse so that s/he can update plans and documents to ensure their accuracy. S/he must ensure that medication information is correct, and staff understand tasks assigned. Key tasks that are performed by home care, hospice or palliative care staff need to be integrated into the individual's plan for care.

The new standards specifically state that the "DD Waiver agency nurse must communicate and collaborate with the Hospice nurse regarding the person's status and overall response to all routine or PRN medications or treatments that are used. This is needed to assure that medications for comfort, anxiety, and pain relief are effective and appropriately used."

If you have concerns or questions, please contact the waiver agency nurse, case manager or the DDSD Regional Office in your community. You may also contact Elizabeth Finley RN, Clinical Services Bureau Chief at elizabeth.finley@state.nm.us or Iris Clevenger RN at Iris.Clevenger@state.nm.us.

DDSD COVID-19 Memo - August 15, 2022



MICHELLE LUJAN GRISHAM
Governor

DAVID R. SCRASE, M.D.
Acting Cabinet Secretary

Date: August 15, 2022

To: All DD Waiver, Mi Via Waiver, Medically Fragile Waiver, Supports Waiver, State General Fund Agencies and Stakeholders

From: Jason Cornwell, Director 
Developmental Disabilities Supports Division

Subject: All DDSD COVID-19 Directives Rescinded across all Services and Programs

Pursuant to the most recent health order dated August 12, 2022, providers of programs and services regulated by DDSD are no longer subject to certain COVID safety requirements.

The recent Public Health Order denotes that all settings licensed by CMS are required to continue following COVID measures. This designation includes settings such as nursing homes, assisted living facilities, and intermediate care facilities. Services and programs regulated by DDSD, however, do not fall under this jurisdiction as these settings are not licensed by CMS.

Therefore, in conjunction with the New Mexico Department of Health's amended Public Health Order dated August 12, 2022 (please see attached), services and programs regulated by DDSD will no longer be required to adhere to COVID measures.

DDSD strongly advises providers to evaluate the necessity of imposing vaccination, masking, and screening requirements for all personnel and visitors who may come in contact with individuals in services. Community Homes and Congregate Care Settings regulated by DDSD are responsible for evaluating and imposing appropriate safety measures to protect the clients and staff.

General Events Reporting (GER) regarding COVID-19 related events are still required for the Developmental Disabilities Waiver and Supports Waiver. Reporting to DDSD on COVID-19 positive cases are still required for the Mi Via Waiver, Medically Fragile Waiver, and State General Fund program. All Appendix K allowances remain in place and unchanged. Furthermore, exception requests related to COVID-19 exposures, positive cases, requests to combine homes due to lack of staffing, requests to complete remote visits, etc. remain in place, unchanged, and must continue to be submitted to DDSD for consideration of approval.

Agencies may elect to implement more stringent restrictions than those required by DDSD or the Public Health Order. Please see page 5, section (8) of the attached Public Health Order.

As a reminder, any Tribal orders issued supersede requirements in this memo.

Additional Resources:

- NM DOH COVID-19 Site: <https://cv.nmhealth.org/>
- DDS D COVID-19 Site: <https://nmhealth.org/about/ddsd/diro/ddcv/>
- NM DOH COVID-19 Safe Practices: <https://cv.nmhealth.org/covid-safe-practices/>
- Report a Public Health Order Violation: <https://www.newmexico.gov/2020/03/25/how-to-report-non-compliance-within-a-business-a-violation-of-the-mass-gatherings-ban-or-other-violations-of-the-public-order/>
- NM DOH COVID-19 Vaccine General Information: <https://cv.nmhealth.org/covid-vaccine/>
- NM DOH COVID-19 Vaccine Site: <https://cvvaccine.nmhealth.org/>
- New Mexico Notify [NM Notify | Help New Mexico Stop The Spread](#)
- Vault COVID-19 Testing Resource learn.vaulthealth.com/nm/
- COVID-19 testing at Curative sites, which can be located through the NMDOH website: <https://findatestnm.org/>
- New Mexico Crisis and Access Line | www.nmcrisisline.com
- Crisis and Access Line | 1-855-NMCRISIS | 1-855-662-7474
- Peer-to-Peer Warmline | 1-855-4NM-7100 | 1-855-466-7100
- Healthcare Worker and First Responder Support Line | 1-855-507-5509
- Link to free at home testing kits <https://www.covidtests.gov/>

If you have questions, please contact the following DDS D Staff:

- DD Waiver Program Manager, Marie Velasco (marie.velasco@state.nm.us)
- Mi Via Waiver Program Manager, Elaine Hill (elaine.hill@state.nm.us)
- Medically Fragile Waiver Program Manager, Iris Clevenger (iris.clevenger@state.nm.us)
- Supports Waiver, Christina Hill (christina.hill@state.nm.us)
- State General Fund Program Manager, Juanita Salas (juanita.salas@state.nm.us)
- Regional Office Bureau Chief, Angie Brooks (angie.brooks@state.nm.us)
- Regional Office Director(s)
 - Metro: Michael Driskell (michael.driskell@state.nm.us)
 - NWRO: Michele Groblebe (michele.groblebe@state.nm.us)
 - NERO: Angela Pacheco (angela.pacheco@state.nm.us)
 - SERO: Michelle Lyon (michelle.lyon@state.nm.us)
 - SWRO: Isabel Casaus (isabel.casaus@state.nm.us)
- Deputy Director, Scott Doan (scott.doan@state.nm.us)

Get Vaccinated



Find COVID-19 vaccines and boosters near you at vaccinenm.org



Schedule an appointment by phone by calling 1-855-600-3453, option 3 (any day from 8AM to 8PM)



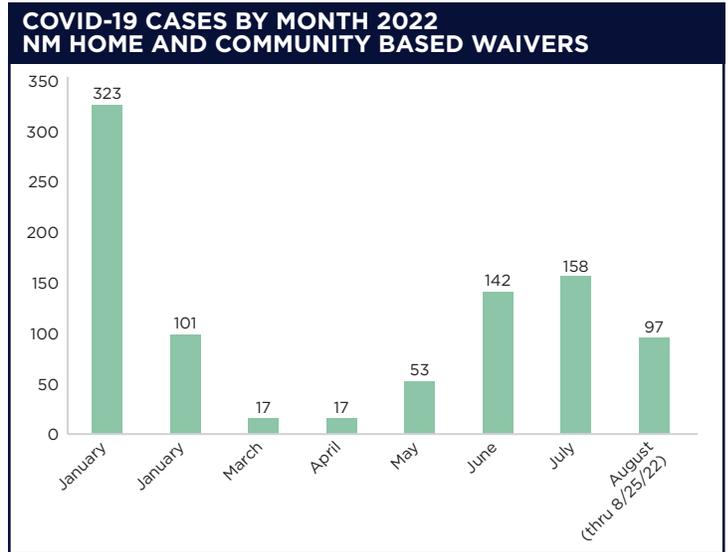
See the latest info on vaccine events in your area at vaccinenm.org/public-calendar.html

COVID-19 Status Report: New Mexico I/DD Population

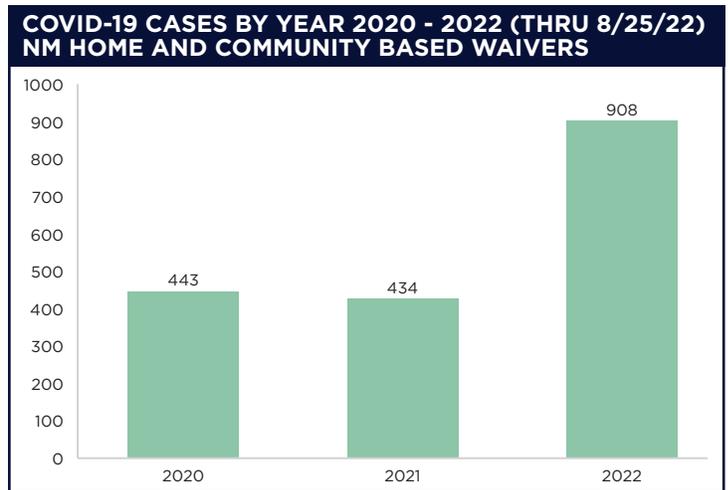
Submitted by Marc Kolman, Deputy Director

The following data is current through August 25, 2022, and reflects individuals receiving Home and Community Based Waiver services.

COVID-19 POSITIVE CASES	
DD Waiver	1,233
Mi Via Waiver	478
Medically Fragile Waiver	57
State General Funded	6
Supports Waiver Services	11
Total	1,785
(Includes 100 individuals re-infected) (Includes 104 former Jackson Class Members)	



COVID-19 RELATED DEATHS		Last death reported July 24, 2022
DD Waiver	29	(including 4 Jackson Class Members)
Mi Via Waiver	15	
Medically Fragile Waiver	3	
State General Fund Services	0	
Supports Waiver Services	0	
Total	47	(44 adults and 3 children)



COVID-19 POSITIVE CASES & DEATHS BY YEAR		
	CASES	DEATHS
2020	443	21
2021	434	16
2022 (through August 25, 2022)	908	10

People who reported always wearing a mask in indoor public settings were less likely to test positive for COVID-19 than people who didn't

WEARING A MASK LOWERED THE ODDS OF TESTING POSITIVE
Among 534 participants reporting mask type*

NO MASK: 0% lower odds

CLOTH MASK†: 56% lower odds

SURGICAL MASK: 66% lower odds

RESPIRATOR (N95/KN95): 83% lower odds

CDC

*Matched case-control study, 1,828 people, Feb 10-Dec 1, 2021
 †Compared people with similar characteristics (e.g., vaccination)
 ‡Not statistically significant

Rate Study, HSRI, and Waiver Updates

Rate Study and Provider Capacity Review

Submitted by: Anysia Fernandez, SW Program Manager and Christina Hill, Deputy Bureau Chief

- DDSD is in the process of awarding the Rate Study and Provider Capacity contract to a vendor.
- Stakeholder engagement and participation is critical, and required, to ensure we capture the information needed to make the best decisions for our service delivery system. Stay tuned for more information and ways to participate in the upcoming months.

Human Services Research Institute (HSRI)

DDSD is contracted with the Human Services Research Institute (HSRI) to utilize national experts and incorporate best practices in our system of support for citizens of New Mexico with Intellectual and Developmental Disabilities. DDSD is currently involved in projects looking at:

- Implementing waivers during and post-Covid pandemic;
- Supports Waivers;
- Supports for people to remain in their homes across the lifespan;
- Peer mentoring and advocacy supports.

Supports Waiver-Collecting Feedback for the Next Chapter

- DDSD Supports Waiver has been in operation since July 2020. Several hundred participants have received Supports Waiver services anywhere from a few months to a year so far. From September through mid-October of this year, DDSD will be reaching out to Community Supports Coordinators (CSC's), Guardians and Participants to ask for their feedback about what is working well, what the challenges are, and asking for suggestions for improvement for the Supports Waiver.
- Links are also available to a questionnaire that can be completed online. There will be two questionnaires: 1) Community Supports Coordinator/Corporate Guardian Questionnaire 2) Supports Waiver Participant/Guardian Questionnaire. SWU will send out more communication regarding these questionnaires.
- This is just one of the steps in gathering information to determine improvement and the Next Chapter for the Supports Waiver. Other input opportunities and research will be conducted in the coming year.

Please feel free to contact Anysia Fernandez anysia.fernandez@state.nm.us, Supports Waiver Manager, (505) 629-7476, at any time with your input.

Developmental Disabilities Waiver

Submitted by: Marie Velasco, DDW Program Manager

- DDW program is looking at how to decrease the number of Requests for Information (RFI) that are coming from the Outside Reviewers (OR). There will be a training on the Budget Submission Process for Case Managers that will address some issues with RFI's, as well as provide guidance on submitting a budget. Dates and times for the budget submission process training will be in October. Please look out for Save the Date flyers.
- Upcoming Initiatives:
 - o DD Waiver is looking at ways to improve the Individual Service Plan (ISP) and potentially streamline the document. This is still in the brainstorming phase. Please look for invites to participate in the discussion.
 - o The DD Waiver Service Standards was released on 11-1-2021. We have received comments and suggestions on discrepancies found in the DDW Service Standards, and we are looking at simplifying DDW Service Standards as well as correcting those discrepancies. Enhancements will not be made without input and feedback from stakeholders.

Mi Via

Submitted by: Elaine Hill, Mi Via Program Manager

- The Mi Via Advisory Committee (**MVAC**) is a subcommittee of the Advisory Council on Quality (ACQ) and supports the **Mi Via Self-Directed Waiver** program in the following ways:
 - o Role of the Mi Via Advisory Committee
 - To reinforce the Mi Via philosophy of self-direction;
 - To engage "on the ground floor" in providing input and recommendations during policy considerations;
 - To assist the State with the on-going evaluation and improvement of Mi Via;
 - To help identify ways to simplify the Mi Via processes;
 - Commitment to attend quarterly meetings.
- **MVAC - We need members!** Please reach out to Elaine Hill at 505-506-6103 or elaine.hill@state.nm.us for a nomination form or if you have any questions.

You do not need to be a member to attend the MVAC meeting. Feel free to join in and listen on October 27th from 12:30 pm – 3:30 pm if you are interested in learning more about MVAC. The link will be available on the DDSD/MV website.

What Your Medicaid Care Coordinator Can Do for You

Submitted by Margaret Bost, Quality Bureau Care Coordination Staff Manager, Medical Assistance Division



Your care coordinator will be your main point of contact for information about services covered by your Medicaid insurance company, also called a Managed Care Organization (MCO). These services include medications, doctor's appointments, physical therapy, medical equipment, and hospital visits.

1. Your care coordinator can explain in plain terms what services you may get from your MCO.
2. Your care coordinator can help set up services covered by your MCO. These services may include check-ups, physical therapy, occupational therapy, speech therapy, talk therapy, psychiatry, dental visits, transportation, and personal care services.
3. Your care coordinator can help you find out if you qualify for Community Benefits. These benefits might include someone coming to your home to help you prepare meals or make home repairs that you need to stay safe.
4. Your care coordinator will check in with you every month or every few months by telephone or in person*.
5. Your care coordinator will visit you in your home at least once a year*.
6. Your care coordinator will work with you and those who care for you to create a care plan. A care plan can help you meet your health goals.
7. Your care coordinator will work with all the people on your care team to help you meet your goals. Your team might include your family, case manager, doctor, or someone else you choose.
8. Your care coordinator will work with your care team to plan in-home or telehealth visits.
9. Your care coordinator will help you find extra care and services from providers or community programs that are not covered by your MCO.
10. Your care coordinator can explain, in plain terms, what services you can get if you are offered the Supports Waiver (see the enclosed flyer on the Supports Waiver).

**During the COVID-19 Public Health Emergency (PHE), in-person Care Coordination visits have been suspended. At home, in-person visits will resume when the PHE has ended.*



**Blue Cross and Blue Shield
of New Mexico**

Care Coordination Unit:
1-877-232-5518, option 3

Transportation [ModivCare (formerly
Logisticare)]: **1-866-913-4342**

bcbsnm.com/community-centennial



Care Coordination Unit:
505-923-8858

Transportation:
1-855-774-7737

phs.org/CentennialCare



Care Coordination Unit:
1-844-543-8996, option 4

Transportation (Secure):
1-844-543-8996

westernskycommunitycare.com

Lo que su coordinador de atención de Medicaid puede hacer por usted



Su coordinador de atención será su principal punto de contacto para obtener información sobre los servicios cubiertos por su compañía de seguros de Medicaid, también llamada Organización de Atención Administrada (MCO). Estos servicios incluyen medicamentos, citas médicas, fisioterapia, equipo médico y visitas al hospital.

1. Su coordinador de atención puede explicarle en términos sencillos qué servicios puede recibir de su MCO.
2. Su coordinador de atención puede ayudar a establecer los servicios cubiertos por su MCO. Estos servicios pueden incluir chequeos, fisioterapia, terapia ocupacional, terapia del habla, psiquiatría, visitas al dentista, transporte y servicios de cuidado personal.
3. Su coordinador de atención puede ayudarlo a averiguar si califica para Community Benefits. Estos beneficios pueden incluir que alguien venga a su hogar para ayudarlo a preparar comidas o hacer reparaciones en el hogar que necesita para mantenerse a salvo.
4. Su coordinador de atención se comunicará con usted cada mes o cada pocos meses por teléfono o en persona*.
5. Su coordinador de atención lo visitará en su hogar al menos una vez al año*.
6. Su coordinador de atención trabajará con usted y quienes lo cuidan para crear un plan de atención. Un plan de atención puede ayudarlo a alcanzar sus objetivos de salud.
7. Su coordinador de atención trabajará con todas las personas de su equipo de atención para ayudarlo a alcanzar sus metas. Su equipo puede incluir a su familia, administrador de casos, médico u otra persona que usted elija.
8. Su coordinador de atención trabajará con su equipo de atención para planificar visitas domiciliarias o de telesalud.
9. Su coordinador de atención lo ayudará a encontrar atención y servicios adicionales de proveedores o programas comunitarios que no estén cubiertos por su MCO.
10. Su coordinador de atención puede explicarle, en términos sencillos, qué servicios puede obtener si se le ofrece la Exención de apoyos (consulte el folleto adjunto sobre la Exención de apoyos).

**Durante la Emergencia de Salud Pública (PHE) por el COVID-19, se han suspendido las visitas presenciales de Coordinación de Atención. En el domicilio, las visitas presenciales se reanudarán cuando finalice el PHE.*



**Blue Cross and Blue Shield
of New Mexico**

Unidad de Coordinación de Cuidados:
1-877-232-5518, option 3

Transportación [ModivCare
(anteriormente Logisticare)]:
1-866-913-4342

bcbsnm.com/community-centennial



Unidad de Coordinación de Cuidados:
505-923-8858

Transportación:
1-855-774-7737

phs.org/CentennialCare



Unidad de Coordinación de Cuidados:
1-844-543-8996, option 4

Transportación (Seguro):
1-844-543-8996

westernskycommunitycare.com

Best Practice for Use of Enabling Technology on the Horizon in New Mexico

Submitted by Christina Hill and Angie Brooks

DDSD Technology Task Force is excited to announce the launch of Fiscal Year 23 Enabling Technology Pilot Project. Eight provider agencies and eight national technology vendors have enrolled.

The year-long project is front loaded with education from SHIFT funded through DDSD. SHIFT is an online educational platform and learning community. SHIFT is designed to advance the Tech First movement through standardized best practices.

The second half of the project involves the DDSD task force members guiding agencies through planning and implementing more use of enabling technology with interested waiver participants.

During this project, DDSD Task Force will also explore the use of remote staffing models of support to help address the Direct Support Professional Crisis. DDSD will look at other state models and talk with providers who use call centers and remote staff support as part of an individual's overall support plan.

The project will end with lessons learned and potential recommendations to edit the approved waiver or service standards.



New Mexico Enabling Technology Pilot Timeline

2022 - 2023 Fiscal Year

July - Aug 2022

Pilot Kickoff

Providers and Vendors express interest in participating in the pilot program.



Sept - Dec 2022

Education and Training

Education and Training for participating Providers. Education will be provided by Shift, and is tailored to provider type and staff roles.

Monthly meetings will be held to support Provider preparedness. Technology Vendors will educate Providers on the possibilities enabling technology creates.



Jan - June 2023

Implementation

Participating providers help to identify individuals to participate in the pilot program.

Technology assessments and recommendations are completed.

Technology solutions are implemented in accordance with their Enabling Technology Integration Plan.



June 2023

Recommendations

DDSD Technology Task Force will review outcomes and feedback to demonstrate Enabling Technology efficacy.

The DDSD Technology Task Force will make recommendations on areas of improvement related to the procurement, utilization, and support of enabling technologies.

DD and Mi Via Waiver Allocations

Submitted by Teresa Larson, Intake & Eligibility/Central Registry/PASRR Bureau Chief

DDSD continues to make progress toward the goal of eliminating the Wait List for the DD and Mi Via Waivers. The Intake & Eligibility Bureau (IEB) has sent out over thirty-four hundred Letters of Interest (LOI) and Primary Freedom of Choice (PFOC) forms since November 2021. These letters go to the individuals on the Wait List with the oldest registration dates who are awaiting an allocation. The most recent batch of 665 letters was mailed on September 6, 2022. These were sent to individuals on the Wait List with registration dates through December 31, 2017.

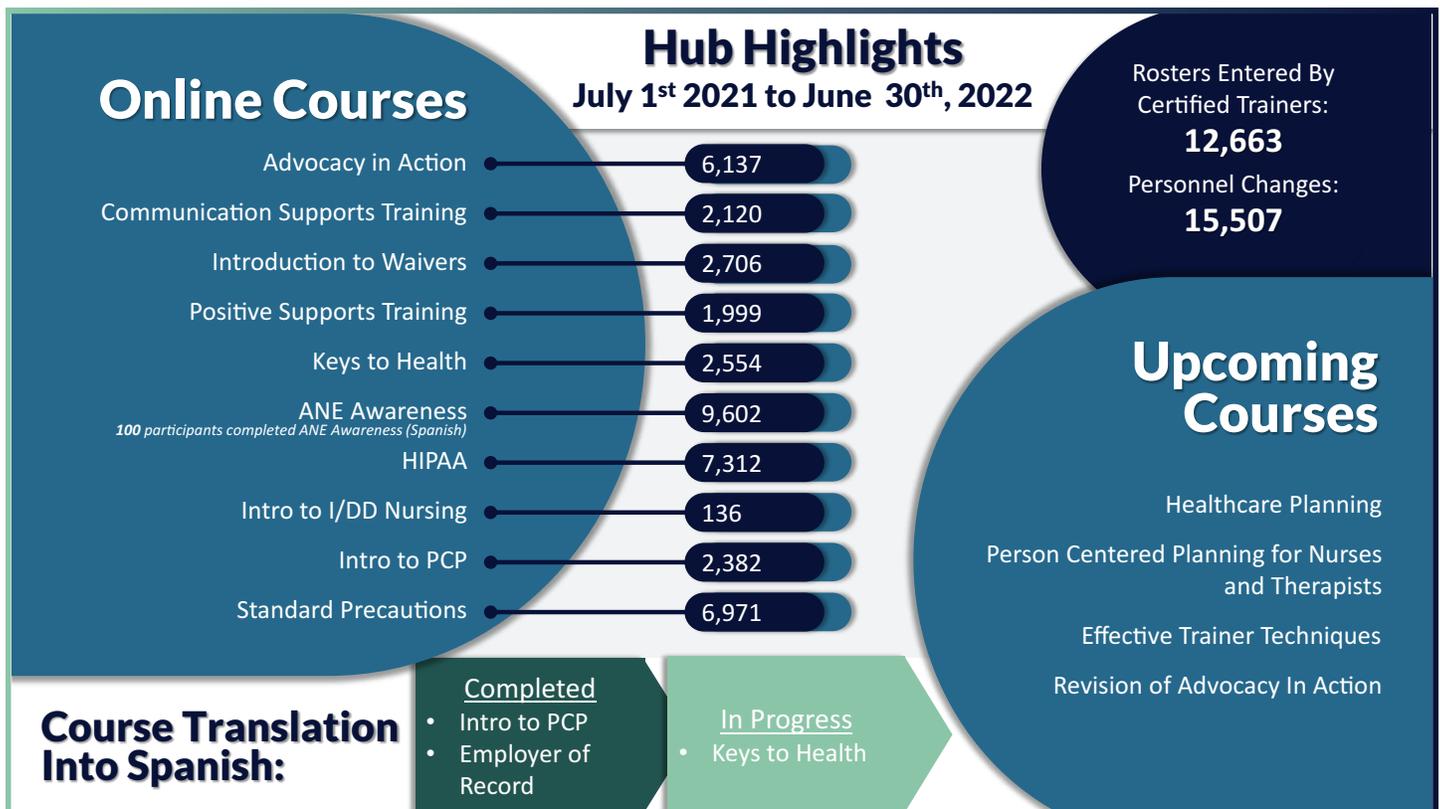
When an individual receives a Letter of Interest/Primary Freedom of Choice (PFOC), they have the option of accepting the allocation (if they meet HSD eligibility criteria), placing the allocation on hold or refusing the allocation completely. Placing an allocation on hold means the individual stays on the Wait List with their registration date until a time when they would benefit from waiver

services. If in doubt about whether to place the allocation on hold or refuse, the Intake & Eligibility Bureau will always recommend placing the allocation on hold.

All of these allocations are an incredible amount of work for the Intake & Eligibility Bureau. We appreciate any assistance we can get with encouraging individuals and/or guardians to return their completed PFOC in a timely manner. We also ask for your patience when you call or e-mail us as we are probably already on the phone, responding to other e-mails, or processing new registrations and applications for more individuals to be added to the Wait List.

The Intake and Eligibility Bureau hopes our letters find all of their intended recipients healthy and well. A quick response to the Letter of Interest/PFOC will keep the allocation process moving toward the goal of that individual finally receiving waiver services.

Hub Highlights



Advisory Council on Quality (ACQ) Update

Submitted by The ACQ Executive Committee (Lisa Blue, Wendy Corry, Peter Crespin, Daniel Eckman, Marc Kolman, and Tracy Perry)

The ACQ is open to anyone who would like to learn more about the DD system in New Mexico. Meetings are held bi-monthly on the second Thursday of the month from 9:00 am to 1:00 pm. Currently, meetings are conducted on ZOOM.

The ACQ is also seeking a direct service professional to join the ACQ membership. Please contact Wendy Corry, the ACQ administrator at wendy@corryconsulting.com if you would like more information. The meeting agenda and notes can be found on the ACQ website at: www.nmhealth.org/about/ddsd/coco/acq/.

E-Blasts

Submitted by Tammy Barth, Provider Enrollment Unit Manager

EVV and Transition Provider Communication - Sent 8.24.2022
DDSD Document Distribution - Sent 8.15.2022
EVV and Transition Newsletter for 8.10.2022 - Sent 8.15.2022
EVV Memo - Sent 8.12.2022
EVV Memo - Sent 8.9.2022
REMINDER - FW: New Mexico Work Force Stability Survey - PLEASE RESPOND BY 8.12.2022 - Sent 8.4.2022
DDSD Document Distribution - Sent 8.1.2022
EVV and Transition Provider Communication 7.27.2022 - Sent 7.28.2022
REMINDER OF UPCOMING DEADLINE - FW: New Mexico Work Force Stability Survey Due 7.29.2022 - Sent 7.27.2022
Medically Fragile Waiver Service Standards July 2022 - Sent 7.25.2022
DDSD Document Distribution - Sent 7.18.2022
EVV and Transition Newsletter - Sent 7.13.2022

Mixed Caseload Memo - Sent 7.11.2022
Rate Increases Update - Sent 7.8.2022
Memo for EVV Providers - Sent 7.5.2022
Mi Via Standards 2022 Distribution - Sent 7.1.2022
Tech Pilot Project - Correction - Update with July 13 Webinar Link - Sent 7.1.2022
New Mexico Work Force Stability Survey - Sent 7.1.2022
DDSD Document Distribution - Sent 7.1.2022
EVV and Transition Provider Communication - Sent 6.29.2022
Mi Via Waiver Service Standards - Effective July 1, 2022 - Sent 6.24.2022
EVV Reviewing and Clearing Critical Exceptions - Sent 6.23.2022
EVV Memo - Using the Correct Service Codes - Sent 6.23.2022
EVV and Transition Provider Communication - Sent 6.22.2022



New Hires, Promotions & Retirements

Submitted by Joseph Anaya, Human Resources

New Hires:

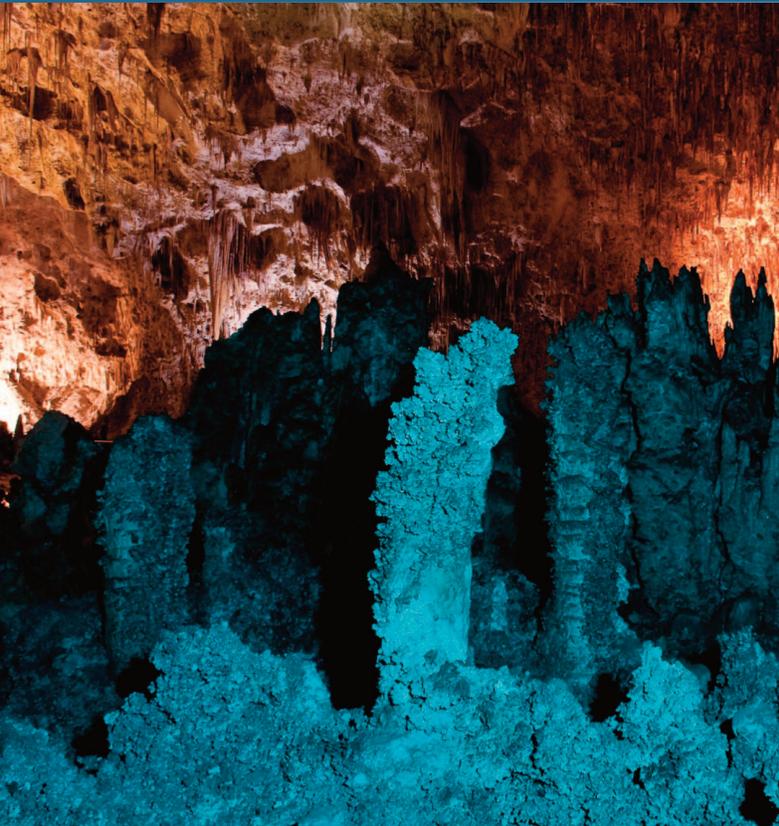
Anysia Fernandez, Supports Waiver Staff Manager, Santa Fe, 6/25/22
Presley Quintanilla, Legal Support Worker, AO-A, Albuquerque, 7/9/22
Kim Hamstra, Social & Community Service Coordinator-O, Taos, starts 7/23/22
Beverly Estrada, Social & Community Service Coordinator-O, Las Cruces, starts 8/20/22
Luke Marquez, Social & Community Service Coordinator-O, Albuquerque, starts 9/17/22
Romelia Mendoza, EXEC SEC& ADM ASST-O Albuquerque Intake & Eligibility Bureau, starts 8/20/22
Renee Valerio, Central Registry Staff Manager, Albuquerque, starts 9/3/22
Anthony Bonarrigo, Social/Community Service Coord. - O, Community Programs, Santa Fe, starts 10/1/22

Retirements:

Suzanne Welch 7/29/22

Appreciation for years of service:

Rosa Lopez-Madrid-1 year
Jaekisha Lewis-1 year
Cheryle Anderson-5 years
Anysia Fernandez-5 years



About Us

The New Mexico Developmental Disabilities Supports Division is located at
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Santa Fe, New Mexico 87505
Our website: www.nmhealth.org

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DDSD NEWSLETTER STAFF

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If you would like to write an article for the next issue of the DDSD Newsletter, have suggestions or comments, please contact Marc Kolman, DDSD Newsletter **Editor-in-Chief at Marc.Kolman@state.nm.us**.