

# DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION NEWSLETTER



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## A message from the Director of Developmental Disabilities Supports Division Dr. José A. Acosta

Dear stakeholders, staff at DDSD and individuals in all our DDSD waiver programs,

As you may already know I have recently accepted the position of director of the Public Health Division at the Department of Health. Although my time at DDSD has been relatively short, I’m truly grateful for the achievements we have made together.

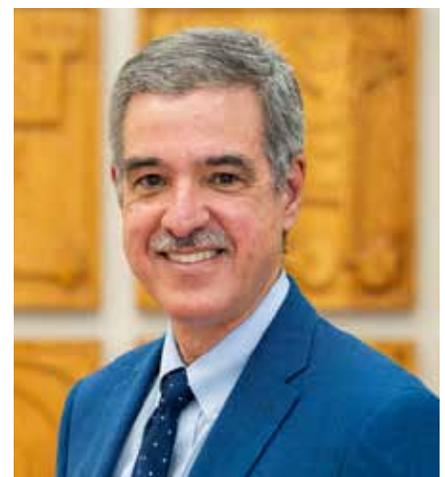
I want to extend my heartfelt appreciation to each one of you for your valuable contributions. Your commitment to the well-being and success of the individuals in our program is commendable. We have accomplished significant things, but it is important to acknowledge that there is still much more to be done.

Our focus remains on the individuals with developmental disabilities that we serve as well as the prevention of abuse neglect and exploitation within our program. By continuing to prioritize their needs and safety we can make a lasting impact on their lives and create a supportive environment where they can thrive. I recognize that the accomplishments we have achieved this far are a result of your dedication, hard work, and unwavering support. Your efforts have not gone unnoticed, and I am truly grateful for the commitment you have shown to our shared mission.

As we move forward, I encourage each of you to remain focused on the individuals in our program and the goals we have set to prevent abuse, neglect, and exploitation. Together, we can continue to make a difference in their lives and ensure their well-being.

Once again thank you for all that you do. Your supporting contributions are invaluable, and I’m honored to have worked alongside such dedicated individuals.

Warm regards,



# DDSD Has a Refreshed Mission Statement and Guiding Principles!

Submitted by Jennifer Rodriguez, Deputy Director

In April 2023 the State of New Mexico Department of Health (DOH) engaged a contracting agency, Accenture, to provide an unbiased assessment of two of our home and community-based services waivers, the Developmental Disabilities (DD) Waiver and the Mi Via Waiver. This assessment was intended to identify systemic failures and deficiencies that contributed to abuse, neglect, and exploitation of people in our programs. Accenture's approach concentrated on understanding how DDSD could strengthen purpose-driven and person-centered operations. DDSD and Accenture partnered and set out to achieve the following objectives:

- Build a high-performing organization and culture through optimized leadership and team practices, behaviors, and mindsets that forward the mission of DDSD.
- Create departmental visibility through aligned practices, comprehensive reporting, technology, and structures the entire organization uses throughout their day-to-day responsibilities to protect and support waiver recipients, while monitoring the performance of service providers to improve support and safety.
- Drive successful and sustained change efforts through human-centered project management, change management, and coaching that builds an ongoing conversation to adopt the desired change.

DDSD has taken action over the last 9 months to make key changes in our culture and business processes. We have refreshed and combined our mission and vision statements, as well as guiding principles and actions to have a concise list of behaviors to which employees can recite and anchor.

## **New Mission Statement:**

*To serve those with intellectual and developmental disabilities by providing a comprehensive system of person-centered community supports so that individuals live the lives they prefer, where they are respected, empowered, and free from abuse, neglect, and exploitation.*

## **Guiding Principles:**

### **To Act With:**

**Accountability:** Demonstrate honesty, integrity and honor commitments to each other and persons supported by our waiver programs.

**Collaboration:** Partner with people with intellectual and developmental disabilities, internal and external stakeholders to share expertise and ideas to work toward common goals. Respect-Appreciate the dignity, knowledge, and contributions of all persons.

**Transparency:** Promote trust through clear and direct communication with internal and external stakeholders.

### **To Be:**

**Person-Centered:** Cultivate a safe and trusted system that is designed around individual needs.

**Proactive:** Identify and address risks before they become issues. Prevent isolated issues from becoming systemic.

**Innovative:** Implement creative solutions that anticipate individuals' evolving needs.

**Inclusive:** Work with providers and educate communities in providing services that meet individuals where they are.

DDSD has also been building tools and processes to prevent and respond to reports of Abuse, Neglect, and Exploitation, rebalancing our workforce across Deputy Directors, and future-proofing our organization by building new areas of focus and expertise more effectively. We know our work is just beginning, and our team is committed to excellence as we move forward in serving New Mexicans.

# DDSD's Abuse, Neglect, and Exploitation Prevention Strategies

Submitted by Jennifer Rodriguez, Deputy Director

Over the last year DDSD has prioritized Abuse, Neglect, and Exploitation (ANE) prevention. Our ANE prevention strategy consists of the following:

- Revised DDSD Mission Statement and Guiding Principles to incorporate ANE prevention as a priority.
- Transitioned Litigation Management Bureau to the Bureau of Individual Safety and Advocacy (BISA) to focus on risk management and ANE prevention.
- On-going Wellness Visits by DDSD staff: Number of visits completed > 13,000 since March 2023
- Modified waiver service standards to assure in-person visits and visits in the home by providers.
- Predictive risk model development to utilize for visit scheduling.
- Formalized DDSD ANE Response process and developed corresponding training.
- Normalized collaboration and cultivated partnerships between law enforcement, Crisis Intervention Unit, University of New Mexico Hospital and Presbyterian Hospital, the Attorney General's office, and the the Division of Health Improvement (DHI) to mitigate risk and support health and safety of people in our programs.
- Put into practice using our electronic record to capture information from all waivers.
- Utilized \$10.2 million dollars for a Cost-of-Living Adjustment (COLA) rate increase for all providers.
- Incorporated DDSD programmatic and re-organizational recommendations to increase efficiencies and align organizational structure with organizational priorities and needs.
- Approved \$67 million over FY24 budget to cover:
  - Offering allocations to all on waitlist
  - Rate increases based on rate study
  - All supports services



# Introducing the Bureau of Individual Safety and Advocacy

Submitted by Jennifer Rodriguez, Deputy Director

On April 1, DDSD will stand up its newest bureau within the organization, the Bureau of Individual Safety and Advocacy (BISA.) BISA will be led by Daniel Lucero, Bureau Chief and veteran DDSD employee. DDSD thoughtfully decided to repurpose the Litigation Management Bureau and create a new bureau to meet the changing priorities within our division. The BISA will have three key functions within the division.

## **ANE:**

- Develop and oversee risk management processes primarily focused on preventing abuse, neglect, and exploitation (ANE).
- Lead efforts in identifying and mitigating risks associated with the care of individuals.
- Collaborate with the Systems & Data team to implement the predictive model for Wellness Visit planning.
- Collaborate with external stakeholders to enhance abuse, neglect, and exploitation prevention strategies.
- Prepare and present reports on risk assessment findings and recommendations.
- Coordinate and manage ANE responses.
- Support monthly meetings with the Division of Health Improvement (DHI)
- Provide operational support to regional office teams, subject matter experts in ANE prevention and follow-up activities.

## **Operations:**

- Receive, review, and handle Regional Office Requests for Assistance (RORAs) triaging, document collection, and entry of information in database.
- Support Regional Offices in data preparation, scheduling, and coordinating Wellness Visits and relevant documentation and follow-ups.

## **Legal:**

- Oversee the Fair Hearings process, coordinate with legal teams, handle legal documentation, and schedule and attend Agency Review Conferences (ARCs)
- Schedule and conduct visits, monitor health and safety for individuals involved in litigation and assist them in obtaining services and support.

As we roll out the Bureau of Individual Safety and Advocacy, DDSD will continue to rely on the “Plan, Do, Study, Act” continuous quality improvement framework to make improvements and promote sustainability.



# DDSD Transitions to the Health Care Authority Department

Submitted by Jennifer Rodriguez, Deputy Director

As of July 1, DDSD will formally transition from the Department of Health into the new Health Care Authority. This new agency will include the Human Services Department, DDSD and the Division of Health improvement from the Department of Health, the Employee Benefits Bureau (EBB) from the General Services Department; and the Health Care Affordability Fund (HCAF) team from the Office of the Superintendent of Insurance.

**Through the Health Care Authority (HCA), New Mexico is building a foundation for inclusive, affordable access to health care and social services with the goal of creating a healthier New Mexico.**

The health of our community members improves with connected access to health care, food, family support, and other critical resources.



**By bringing together health care and social services in one place, the HCA will create a one-stop-shop for care.**

What does this mean for you?

- What is changing on July 1?
  - o HSD, DDSD, DHI, EBB, AND HCAF will all become part of the Health Care Authority (HCA).
  - o Administrative rules, contracts, building signs, envelopes, letterhead, notices, and other identifying materials will refer to the HCA. Look out for our new name on public-facing materials!
- What is not changing on July 1?
  - o Any supports you receive from DDSD will continue without interruption on July 1. We have a new agency name, but service delivery will remain the same.

For additional information, please visit the [HCA Website](#) or contact [hcatransition@hsd.nm.gov](mailto:hcatransition@hsd.nm.gov) with any questions, concerns, or feedback.

# House Bill 395

Submitted by Jennifer Rodriguez, Deputy Director

During the 2023 Legislative Session House Bill (HB) 395 was signed requiring the Developmental Disabilities Supports Division (DDSD) to collect and report demographic and compensation data on direct support professionals and contingent upon available funding, and conduct biennial cost studies for the purpose of recommending reimbursement rates for all service providers.

## The information required by HB 395 includes:

### 1. Data regarding Direct Support Professionals (DSP) employment:

- a) number of full or part-time employees at any time during the year
- b) percentage of the year that the employees were employed
- c) total length of time that the employees had been employed as of the end of the year

### 2. Disaggregated demographic information on DSPs:

- a) age
- b) gender
- c) race and ethnicity
- d) educational level
- e) work experience
- f) wages paid during 2023
- g) employee benefits provided
- h) number of DSP vacancies on December 31, 2023
- i) DSP turnover rate for 2023

## DDSD defined DSPs by waiver service below:

### DD Waiver

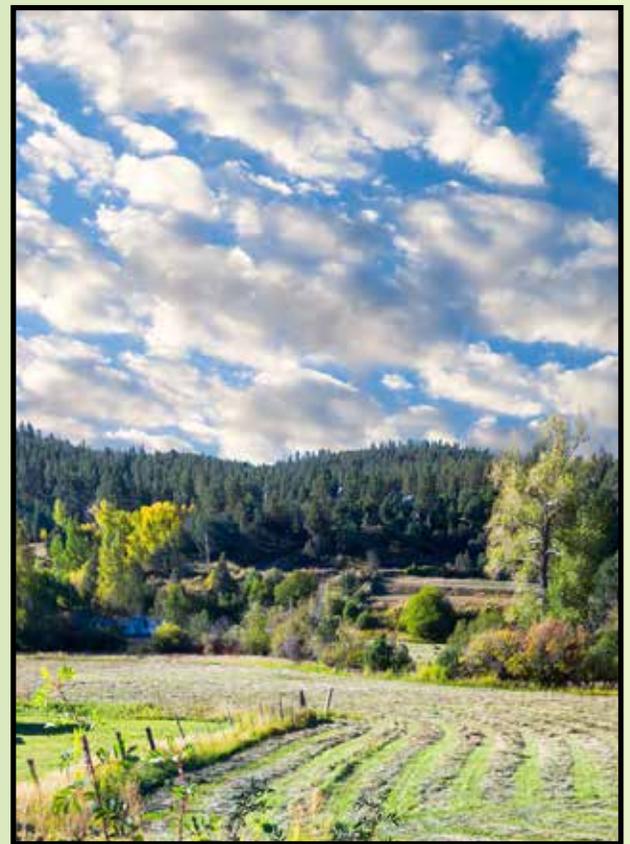
- Community Integrated Employment Services
- Customized Community Supports
- Customized In-Home Supports
- Family Living Services
- Intensive Medical Living Services
- Respite
- Supported Living Services

### Medically Fragile Waiver

- Community Supports
- Home Health Aide
- Respite

### Mi Via Waiver

- Employment Supports
- Home Health Aide
- Homemaker Direct Support
- Respite
- In Home Living Supports
- Community Direct Supports



DDSD is collecting data from our providers and will report on the findings to the Legislative Health and Human Service Committee in the fall of 2024.

A Request for Proposals (RFP) is expected to be issued in late spring of 2024 for the next rate study to take place in 2025. The last rate study occurred in 2023.

# Simon Gomez - Employment Success Story

Submitted by Eugene Vigil, South East Region

Simon is a 42-year-old hardworking young man. He resides in Alto, New Mexico with his parents Simon & Rose Gomez, and has three siblings. Simon is a hunter and fisherman who enjoys participating in these outdoor activities with his father. He attends Church services on Sundays and is part of the Church Praise Team and enjoys playing the drums for them. In speaking with him, you get a good sense of his spirituality as he constantly praises his lord and savior and gives him all the glory for being here today. He is "blessed" in his words and would like to become a cross maker. He is an avid movie collector and loves watching Western movies featuring his favorite actor, John Wayne. He is a Special Olympian bowler and enjoys bowling with his dad. He is also a Green Bay Packers Fan! Simon mentioned a goal of his is to one day get married.

Simon has been employed with Furr's, Lawrence Brothers, IGA, and now Albertsons Market for the past 23 years. He works Monday – Thursday from 9am – 4pm and Fridays from 9am – 5pm. Simon works independently with only natural support from his fellow employee's. Simon and his mom said that he receives work benefits such as retirement, vacation, and occasionally attends work meetings and functions outside of work hours such as pizza parties and potlucks. His workday begins every morning by eating breakfast with his parents at El Paraiso Mexican Restaurant. Once finished he will walk over to his workplace, usually a little early. He clocks in for work and begins his shift by performing job duties that consist of collecting carts, emptying trash, and cleaning the parking lot. He also loads freezers with ice, works in produce, and helps with courtesy clerk tasks such as bagging groceries, loading them into customers vehicles, and sometimes times working the cash register. His coworkers value him as an employee and team member. Markus, the Albertson's Store Director, spoke highly of Simon and was proud that his employment story was being recognized.



Simon is considered to be somewhat of a supervisor who is tasked with training new courtesy clerks when they are hired. Simon mentioned that at times work can become a bit stressful as some of the customers don't understand his limitations and can get a bit frustrated or upset. He has learned how to manage these situations and does the best he can, but he has fellow coworkers to assist him when needed.

When asked what the biggest reward of his job was or what he was most proud of, Simon emphasised helping and greeting his customers. His Mom mentioned that many of the store customers show him gratitude and appreciation. She also mentioned that the Ruidoso community genuinely loves and advocates for him and he is recognized by many people of his community. Simon received a Certificate of Achievement for outstanding effort and work in the Job Training Partnership Act (JTPA) he completed in 1997. Simon also received recognition by the local Chamber of Commerce "Vallery Greeters" who presented

him with a Champion of Service Award for his service to his community. In August of 2023, The Ruidoso Police Department came to their family jewelry store and told his parents that they wanted to bless Simon and present him with an appreciation award. Simon's parents attended the recognition ceremony at his workplace, where members of the police department, fire department, and the Mayor of Ruidoso presented him with the award, along with some candy and balloons. His Mom said that Simon wasn't expecting this recognition, so it came as a big surprise to him! He is also a recipient of continual appreciation at his workplace, earning gift cards when customers inform his supervisor of the courtesy, hard work, and service he provides.

Simon is a true representation of a hardworking, inspirational, and beloved member of his community!!!



# Compassion Fatigue is Real: Caregiver Resilience Through Self-Care

Contributor : Christina Hill, Deputy Bureau Chief, Community Programs Bureau

Talking about fatigue or burnout from a job where you are helping others can feel uncomfortable. What does it say about the caregiver if they are complaining about their loved one who has experienced trauma? The stigma or fear of admitting fatigue can keep people silent and alone. On the other hand, acknowledging that compassion fatigue is a real risk, common among helping professionals, and family caregivers provides a sense of hope and a pathway to resilience.

Compassion fatigue was termed in 1995 by psychologist Charles Figley. After ten years of research as a first responder and psychologist during the Vietnam War, Dr. Figley first began noticing that he was experiencing an extreme state of tension and preoccupation over those he was helping. He called this compassion fatigue, and it has become its own legitimate field of study in psychology. In fact, there are assessments to identify signs of compassion fatigue and even certifications for Compassion Fatigue Professionals to help people bounce back from or even prevent it through self-care strategies.

Compassion fatigue is a condition of emotional and physical exhaustion resulting from providing a high degree of empathy and care. It relates to exposure to others experiencing trauma in one instance or cumulatively. It affects the health and wellbeing of caregivers and the recipients of care.

People who are susceptible to compassion fatigue are the those who are drawn to the helping professions or family caregivers and those who have a natural propensity for empathy. Those drawn to helping and who are naturally empathic gain satisfaction when connecting and empathizing with others. *Compassion Satisfaction* is the positive, healthy side of helping. However, there is a tipping point where people might experience compassion fatigue.

PERMA is a model of well-being that can help prevent or help move past compassion fatigue. PERMA stands for: positive emotions, engagement, relationships, meaning, and achievement.

Self-care strategies such as meditation, journaling, gratitude, losing yourself in activities, contact with loved ones, social relationships, and support, spiritual or cultural practice, and activities to promote physical health help build PERMA. Basics such as adequate sleep, healthy eating, active relaxation, and movement and exercise build PERMA +. Let's acknowledge our network of empathic, kindhearted, and supportive caregivers, but also remember they are susceptible to compassion fatigue and deserve support for their own routine self-care. For more information about compassion fatigue and building resilience, visit the Compassion Fatigue Awareness Project <https://compassionfatigue.org/cfap-materials.html>.

## Signs and Symptoms Checklist: Compassion fatigue, burnout and other stress related illness.

- Physical and emotional exhaustion
- Avoidance or dread of working
- Frequent use of sick days
- Lack of joyfulness
- Headaches
- Digestive problems: diarrhea, constipation, upset stomach
- Muscle tension
- Sleep disturbances: too much/too little
- Cardiac: chest pain/pressure, palpitations, tachycardia
- Mood swings
- Restlessness
- Irritability
- Oversensitivity
- Anxiety
- Excessive use of substances: nicotine, alcohol, illicit drugs
- Depression
- Anger and resentment
- Loss of objectivity
- Memory issues
- Poor concentration, focus, and judgment



# The Supports Waiver Re-energized and Ready for Renewal

Submitted by Anysia Fernandez, Supports Waiver Program Manager

The Supports Waiver (SW) is a Home and Community Based Services (HCBS) waiver, put into place July 1, 2020. It was designed to provide an option to support individuals who are on the Developmental Disabilities (DD) Waiver waitlist. SW services are intended to complement unpaid support provided by family and others. SW offers two service delivery models, agency-based and participant-directed. SW participants can switch between service delivery models. There are ten services to mix and match within an annual \$10,000 budget.

SW offers paused during Developmental Disabilities Supports Division's (DDSD) super allocation initiative to allocate everyone on the waitlist. Everyone on the SW during the super allocation received a DD waiver allocation and transitioned to the DD Waiver or the Mi Via Waiver.

SW offers resumed in September 2023. Offers are sent out each week to individuals newly added to the waitlist. Since September 2023, 648 offers for the SW have been sent and of those; 165 individuals have accepted the SW offer. It appears the SW is very appealing to a younger population. Approximately half of the SW participants range in age from 5 to 18 years old.

## What Does The Supports Waiver Offer?

- Assistive Technology
- Behavior Support Consultation
- Customized Community Supports - Group
- Customized Community Supports - Individual
- Employment Services
- Environmental Modifications
- Homemaker/Personal Care
- Non-Medical Transportation
- Respite
- Vehicle Modifications

The SW program is on a 5-year approval cycle with Centers for Medicare and Medicaid Services (CMS). The SW is due to renew approval from CMS on July 1, 2025. DDSD will be reaching out by phone in the next few months to a sample of prior and current participants for feedback on their experiences on the SW program.

If you have any recommendations regarding the SW program, please reach out to Supports Waiver Program Manager, Anysia Fernandez at (505) 629-7476/ [anysia.fernandez@doh.nm.gov](mailto:anysia.fernandez@doh.nm.gov) or Supports Waiver Program Coordinator, Lizette Lujan at (505) 470-0279/ [lizette.lujan@doh.nm.gov](mailto:lizette.lujan@doh.nm.gov) For more information about the SW, please visit [Supports Waiver \(nmhealth.org\)](https://www.nmhealth.org/supports-waiver)



# Paying Family Caregivers: Benefits and Safeguards

Contributor : Christina Hill, Deputy Bureau Chief, Community Programs Bureau

Family caregivers are an essential and valuable part of the system of care for individuals with IDD. They bring unique understanding of their family member’s needs and a loving connection to the care. Payment to family caregivers has proven beneficial to waiver program participants and their families and has bolstered the workforce especially during the COVID-19 Public Health Emergency. Many states including New Mexico are seeking to expand payment to family caregivers in their Home and Community Based Services waiver programs.



While payment to family caregivers through the waiver programs support both the caregiver and the participant in services, safeguards are important to put into policy. For example, heavy or sole reliance on family could actually limit the safety net for participants. If a family member is sick or suffers from burnout, how do services continue? How is back up and quality assured in these real circumstances? In addition, when a family caregiver is the decision maker over the participant’s selection of providers, how is individual’s choice and their best interest assured over a potential financial conflict of interest?

There are also specific Medicaid restrictions related to personal care. Medicaid does not allow federal reimbursement for personal care support provided by a Legally Responsible Individual (LRI). An LRI is defined as a person who has a duty under state law to care for another person. In short, an LRI is the parent or guardian of a minor child or the spouse of an eligible recipient. However, payment to LRIs for personal care is allowable when there is a method for determining that the amount of personal care or similar services provided by the LRI is “extraordinary care”. Extraordinary care exceeds the ordinary care that would be provided to a person without a disability of the same age.

Since workforce shortages continue to plague the New Mexico waiver system, the Developmental Disabilities Supports Division (DDSD) in partnership with the Human Services Department is seeking to expand services and waiver programs where payment to LRIs, relatives and legal guardians is allowed. While this has been allowed in the Mi Via Waiver for many years with use of a DDSD approval form, DDSD will be providing more information and opportunities for stakeholder engagement to solicit your input as we develop safeguards according to the Centers for Medicare and Medicaid Services requirements.

## Waiver

## Services with Allowable Payments to LRI - Relative - Legal Guardian

### DD Waiver

Family Living  
Customized In Home Supports  
Customized Community Supports  
Community Integrated Employment  
Respite

### Mi Via Waiver

All Mi Via Waiver Services, (except consultant services, transportation of a minor by an LRI, customized group supports services, and Individual Directed Goods and Services.)

### Supports Waiver

Customized Community Supports  
Supported Employment  
Personal Care  
Respite  
\*Only if family or guardian is not an LRI.

### Medically Fragile Waiver

Home Health Aide  
Private Duty Nursing  
Respite

# José Takes On the Food Service Industry and Achieves Great Success!

Submitted by: Patricia Garcia, Project SEARCH Instructor

José Catarino is one of our awesome Project SEARCH interns. He is a kind and hard-working young man who has set great life-long goals for himself, and has achieved many accomplishments since entering the Project SEARCH program. Under the Project Search model, each intern is placed in a variety of job settings through rotations and is supported by a mentor at our host business, The Hive Education Center. José was placed in the kitchen as a kitchen-aid under the mentorship of Chef Chong. José has learned proper handling of a cutting knife, how to take grocery inventories, and proper serving portions of lunch, dinner, and snacks. He also assists with getting a daily student count, distribution of meals, food storage, and collecting and washing dishes. José has learned how to check in groceries and take inventory on his own. Through the Project SEARCH program José has received his Food Handlers Certificate which can be used for employment in any kitchen setting!

During our first employment planning meeting José stated that he wanted help to find a place of his own. With the support of the Project SEARCH team and his Department of Vocational Rehabilitation (DVR) stipends, José learned how to budget his money to prepare and save money to be self-sufficient and more independent. José learned to travel to work independently utilizing the city bus for transportation. He has also applied to be allocated to the Developmental Disabilities (DD) Waiver. With his first stipend check, José paid off some debts and was able to re-open his savings/checking account. With his second stipend, José secured a studio apartment and paid his rent and part of his deposit and now lives on his own. He is waiting for his next stipend to buy other items, such as a cell phone and plan. José has exhibited great gains in maturity and independence. José's future plans include applying for permanent employment at The Hive Education Center as a Teacher's Aide.

Project SEARCH has been a pivotal point to Jose's success and growth. The program afforded him the opportunity to be placed at the host business (The Hive Education Center) get hands-on training, instruction time to develop appropriate social/behavioral skills, and learn life skills that can be transferrable to his home life, community, and future work environments. "I am beyond proud of all the interns, but José has really gone above and beyond to prepare himself for his future and attain his goals," states Patricia Garcia, Project Search Instructor.

The Project SEARCH Transition-to-Work program is a unique, business-led, one-year employment preparation program that takes place entirely at the workplace. The goal for each participant is competitive employment. To reach that goal, the program provides real-life work experience combined with training in employability and independent-living skills to help young people with significant disabilities make successful transitions to productive adult life. The Project SEARCH model involves an extensive period of skills training and career exploration, innovative adaptations, long-term job coaching, and continuous feedback from teachers, skills trainers, and employers. As a result, at the completion of the training program, students with intellectual disabilities are employed in nontraditional, complex and rewarding jobs.

In addition, the presence of a Project SEARCH program can bring about long-term changes in business culture that have far-reaching positive effects on attitudes about hiring people with disabilities and the range of jobs in which they can be successful.



# Enabling Technology - Technology First

## Enabling Technology: Solutions for Increased Independence

Contributors DDSD Task Force Co Chairs Angie Brooks and Christina Hill and Jason Ray, Owner SimplyHome

### Task Prompting

#### The Challenge

Manuel currently works at a grocery store doing cleaning and restocking shelves. For the last two years, his job coach has been present to help support Manuel to make sure that he stays on task, knows what to do next, and to provide any additional support throughout his shift.

Manuel has recently expressed that he would like to be more independent while working. He has worked extensively for the last few months on the skills he needs to be more independent at work, and his employer fully supports his vision. Manuel still requires support to stay on task and gets anxious occasionally while working alone.



#### Solutions

Using a task prompting application on his phone, Manuel and his job coach build out routines that he commonly completes on a shift. This includes pictures and / or videos for each step from his actual employment setting. This app also has the ability for Manuel to connect virtually with his job coach. At the push of a button, Manuel can have a video chat to receive any support he needs. His job coach can also see routines that he completes, and he can be notified if Manuel is stuck on a particular task. He can then reach out directly to Manuel or check in with his employer.



#### Vendors



Create Ability  
[www.createabilityinc.com](http://www.createabilityinc.com)

Avail by Central Reach  
[www.availsupport.com](http://www.availsupport.com)

LifeSherpa  
[www.lifesherpapp.com](http://www.lifesherpapp.com)

AbleLink Smart Living Technology  
[www.ablelinktech.com](http://www.ablelinktech.com)

### Waivers and Service Definitions

Developmental Disability  
Waiver (DDW)

Assistive Technology or Remote Personal  
Support Technology

Supports Waiver

Assistive Technology

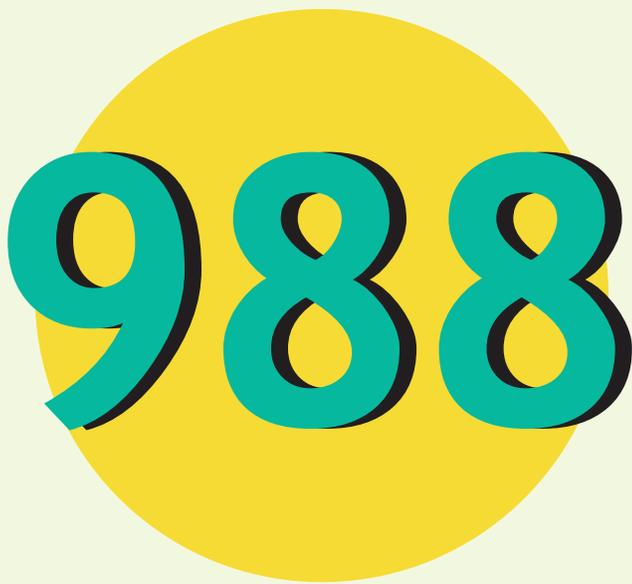
Mi Via Waiver

Related Goods and Services

DDSD has embarked on the Technology First Initiative. The Technology Spotlight Series and Community of Practice meets virtually on the first Wednesday of the month at this link: [Technology Spotlight Series and Community of Practice Meeting](#). Meetings showcase national leaders in the technology first movement, exciting technology demonstrations from national vendors, and success stories for individuals benefiting from enabling technology in New Mexico. Resources from the series along with other important Technology First information is available here on the

DDSD Enabling Technology Webpage [Enabling Technology \(nmhealth.org\)](http://EnablingTechnology(nmhealth.org)).

# Call 988 - Talk to Someone - Free and Confidential



## Reasons to Call 988

- Worried about your safety or someone you know?
- Having a hard time managing strong emotions?
- Feeling hopeless, confused or angry?
- Worried about alcohol or drug use?
- Need help finding local community services?

## How is 988 different from 911?

**A behavioral health crisis needs a behavioral health response.**

988 improves access for all New Mexicans who may be in emotional, mental health or substance use distress. 988 provides easier access to local network resources, which are different from 911.

**988 is Someone to Talk to Free & Confidential**



## E-Blasts

### Submitted by Tammy Barth, Provider Enrollment Unit Manager

February 15, 2024

New Mexico Technology First flyer for the next meeting on March 6, 2024. Please note that the DDS Provider Enrollment Unit (PEU) fax machine is down. Email requests to: Tammy.Barth@doh.nm.us or Theodore.Jackson@doh.nm.gov.

February 1, 2024

Memo from the Human Services Department & DDS regarding Medicaid Institutional Care and Waiver Applications/Renewals & the End of the Public Health Emergency.

DDS numbered memo regarding the discontinuation of the Client Individual Assessment (CIA).

DDS numbered memo regarding Supports Waiver & New Mexico Training Hub. Recognizing and Overcoming Compassion Fatigue flyer includes link for the webinar.

January 16, 2024

February 2024 New Mexico Tech First Series flyer. Please view some of the videos at links below and see how exciting Enabling Technology is to support independence and join us for the welcome to the Tech First Series on the first Wed of each month.

- o Brad's Story
- o Community Navigation
- o Induction Cooktop Example
- o CreateAbility Task Prompting

Behavior Support Consultant training update flyer.

January 9, 2024

Recognizing and Overcoming Compassion Fatigue Webinar

January 3, 2024

DDS numbered memo regarding the Conclusion of Jackson Class Members of Working Age Pilot activities.

DDS numbered memo regarding Outside Review Transition to Medicaid Third Party Assessor.

DDS numbered memo regarding the Revision and Reissue of the DDS Transition Plan Checklist.

DDS Transition Plan Checklist revised December 22, 2023.

Imminent Review process guidance document for DD Waiver Case Managers, effective January 1, 2024.

Case Management training PowerPoint on the New Budget Submission and Review Process.

Abuse, Neglect, and Exploitation Verification Form Instruction Guide.

Abuse, Neglect, and Exploitation Verification form.

## New Hires and Promotions

### Submitted by Joseph Anaya, Human Resources

Leslie Porter, SOC/COM SV COORD-O, Las Cruces SWRO - 1/11/23

Sarah Duron-Montuon, SOC/COM SV COORD-O, Roswell SERO - 2/11/23

Martin Flores, Purchasing Agent, Santa Fe - 11/11/23

Yvonne Ramos, Registered Nurse Level III, Albuquerque - 11/25/23

Jessica Romero, Business OPS Specialist-O, Santa Fe - 11/25/23

Robert Ward, SOC/COM SV COORD-O Albuquerque -11/25/23

Laura Mixon, SOC/COM SV COORD-O, Toas NERO - 12/9/23

Peter Michaels, CPB Administrative Assistant, Santa Fe - 12/11/23

Krystal Barela, SOC/COM SV COORD-O, Toas NERO -12/11/23

Aaron Joplin, Staff Manager, Gallup NWRO - 12/11/23

Justin Stewart, Bureau of Systems Improvement, A/O II Albuquerque -12/26/23

Cara Latil, SOC/COM SV COORD-A Santa Fe - 1/6/24

Anthony Bonarrigo, SOC/COM SV COORD-O-Generalist Albuquerque - 1/6/24

Jonyce Cordova, Financial Specialist A/O-A- Santa Fe - 1/22/24

Alicia Otolu, SOC/COM SV COORD-O, Albuquerque - 2/3/24

Presley Quintanilla, Legal Support Worker, AO SUPV - 2/3/24

Kimberly Hamstra, NERO Office Staff Manager - 2/3/24

Isabelle Dominguez, Behavioral Health Therapist II - 2/17/24

Starla Montoya, Dental Hygienist-Advanced - 3/2/24

Jeffery Kushner, SOC/COM SV COORD-O - 3/2/24

Eryn Bailey, Training Unit Staff Manager - 3/16/24

Brittany Xavier, SEC, EX LGL/MED/EXE-A - 3/16/24

Claudia Rice, Research and Policy Staff Manager - 3/22/24

Kim Prescott-Englehardt, SOC/COM SV COORD-O Albuquerque - 3/30/24

Alexandra Blue, Training & Development Specialist-A Albuquerque - 3/30/24

Adrian Montoya, Healthcare Surveyor-O, Albuquerque - 4/13/24

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