

Developmental Disabilities Supports Division (DDSD)



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DDSD is now in the process of revising the *DD Waiver Service Standards*. The *DD Waiver Service Standards* govern the provision of services for all eligible individuals receiving services. DDSD has been seeking provider and stakeholder feedback on various aspects of the revisions to the standards since April 2017.

Draft revisions to the *DD Waiver Service Standards* include updates and enhancements such as:

- Simplification and readability;
- Removing duplication;
- Indexing for quick access to specific information;
- Additional content areas and chapters to incorporate relevant policy, procedure, Director's Releases, and other guidance into one document;
- Alignment with Centers for Medicare and Medicaid Services (CMS) requirements in the Waiver application submitted on March 1, 2017; and
- Alignment with New Mexico's Statewide Transition Plan related to the CMS Final Rule - to include additional chapters specific to Person Centered Planning and Human Rights and Settings Requirements.

DDSD has been seeking public feedback since April 2017 through electronic surveys, small focus groups and four *Feedback Forums* held in Albuquerque and via webinar. There has been positive response and productive collaboration and feedback, including many written comments and good discussions. Each *Feedback Forum* was well attended with over 25 people. Numerous DDSD and Division of Health Improvement staff were also present to hear the comments made by the public. DDSD also received written comments after each forum through electronic survey or emails.



DDSD appreciates all who contributed much work to improve the DD Waiver Service Standards at Monthly Feedback

What's Next? Important Dates to Remember

December 14, 2017: Webinar summarizing edits made from suggestions and comments received during the feedback period

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DEVELOPMENTAL DISABILITIES WAIVER SERVICE STANDARDS (CONT.)

December 26, 2017: Deadline to e-mail any final comments directly to Christina Hill at Christina.Hill@state.nm.us

January 2, 2018: The *DD Waiver Service Standards* will be finalized, issued and posted on the DOH Website (www.nmhealth.org/about/DDSD)

January 15, 2018 to February 28, 2018: Statewide training on the revised *DD Waiver Service Standards* and any associated changes to Clinical Criteria

March 1, 2018: Effective date for the *DD Waiver Services Standards* along with any associated changes to Clinical Criteria and the Budget Worksheet

June 1, 2018: New Clinical Criteria will be applied for use with annual budget submissions for Individual Service Plans that begin on and after June 1, 2018

Look for e-blasts from DDSD and postings on DDSD's website (www.nmhealth.org/about/DDSD) for the most up to date information. This collaboration will undoubtedly improve the system of services provided through the DD Waiver.

Contributor: Christina Hill, DDSD DD Waiver Manager

DIRECTOR'S CORNER

How is everybody doing now that Thanksgiving is over, and the end of the year is almost here? For the 8+ months I have been in this position, there are several things I am thankful for. I am thankful for the opportunity I have been given to work with the great employees of the New Mexico Department of Health. This position is not just confined to DDSD. I get to participate in the Senior Management Team of DOH. It helps to know that any issue that we face is supported and backed by the leadership of the Department. The Department of Health is the largest department in state government. It is comforting to know that the Secretary and Deputy Secretaries are just a phone call or e-mail away. I say this to let you know that we are not in this work alone.

I am thankful that the Waldrop litigation has been dismissed. I am thankful that the FIT Program is completing a rate study to review and revise rates that are 13 years old. I am thankful that our 2018 DD Waiver Standards project is almost completed. I am thankful that we are almost ready to write a Request for Proposals for a data management system for DDSD. I am thankful that our Statewide Transition Plan for the CMS Final Settings Rule will be moving toward final approval. I am thankful that the final implementation of that plan has been extended to 2022 so we can continue to work together to come into compliance. (The plan must receive final approval by March 2019. The plan must be fully implemented by March 2022.) I am thankful for all the employees of DDSD who approach their positions and responsibilities with compassion and respect for the families that are our privilege to serve. I am thankful for the willingness of overworked employees who take on a little more to make the system work more efficiently or respond more positively to their co-workers.

It is easy to focus on the things that make our lives more difficult. During this ongoing holiday season, let's all commit to focusing on one thing each day that we are truly grateful for or that makes it easier to do the difficult jobs that we do. I think it will make a difference in our attitude and in our job performance.

I close with the following quote from Albert Schweitzer:

"At times, our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us."

Let's all light a flame in someone else this holiday season.

Contributor: Jim Copeland, DDSD Division Director

KNOW YOUR RIGHTS CAMPAIGN



Know Your Rights Highlighted at the 2017 Southwest Conference on Disability

On October 11th and 12th, the New Mexico Department of Health/Developmental Disabilities Supports Division sponsored a special two-day symposium on “Know Your Rights: The CMS Final Rule Comes to New Mexico” at the University of New Mexico’s Center for Development and Disability’s annual Southwest Conference on Disability. This consisted of a series of eight (8) interactive breakout sessions facilitated by DDSD program experts and DDSD partners in the NM I/DD system including: people receiving waiver services, advocates, the New Mexico Developmental Disabilities Planning Council, New Mexico Allies for Advocacy, Benchmark Human Services, ARCA, All Individuals First, the DDPC Office of Guardianship, the Human Services Department, the DOH Division of Health Improvement, UNM/CDD Partners for Employment, the Department of Vocational Rehabilitation, the NM Attorney General’s Office, LifeROOTS and program specialists from the DDSD Developmental Disabilities Waiver and Mi Via Waiver units. This informative and exciting collaboration shared information, best practices, experiences from early adopters in our system and visions of the future for people with I/DD. The eight presentations are listed below and materials from the presentations can be found at www.nmhealth.org/about/ddsd.

- * NM Know Your Rights: Why This is Important for You!
- * Know Your Rights: The Future of Non-Residential Services in the New Mexico I/DD Service System
- * Person-Centered Thinking, Planning & Practice: Making it Real
- * The Roles and Responsibilities of Guardians in the CMS Final Rule
- * Realigning Regulations as the CMS Final Settings Rule is Implemented: What’s Changing and How?
- * Employment Practices and the CMS Final Rule
- * Surviving Change Financially in the NM I/DD System: Do Rights and Choices Cost Money?
- * Know Your Rights Town Hall Forum

Contributor: Jennifer Rodriguez, DDSD Community Programs Bureau Chief

CAN YOU HEAR ME NOW?

Many of us can remember a time when we did not feel heard or understood. No matter how carefully we try to be clear in our communication, at times the message we send is not the message that is received. When I first recognized this disconnect between the intended message and what is received, I channeled some of my professional experience as a trainer.

Early exposure to Stephen Covey's 7 Habits of Highly Effective People reminded me to seek first to understand before being understood. A good sender of communication is also required to be a good listener. I began asking if I was clear in my communication or if the listener had any questions about what was said. Sometimes I would feel the need to add a question like "what is your understanding of"? This shifted the responsibility as a good communicator to include being a better listener.

In the last several years I have noticed an emphasis on listening in a number of professional trainings. This was emphasized in the MIT U.Lab course on *Leading from the Emerging Future*, in their concept of the 'Listening Journey'. One aspect of the 'Listening Journey' is to give people a safe place to talk about their concerns. In applying this to one of the projects I was involved with at DDSD, I asked participants to feel free to voice any concerns they had and would like to bring to the attention of those involved in managing and administering our system or care and support. It was important to be sure participants knew I would be adding no content or judgments, but rather would be acting as a conduit of this information. The importance of this silent listening was apparent when one participant commented that this 'Listening Journey' was perhaps the strongest support he had ever felt from DDSD.

The popular TED Talk videos by Brene Brown on empathy and vulnerability also focus on the importance of "holding the space" when listening, rather than listening to respond. In situations requiring empathy, giving advice or adding personal experience is seldom beneficial. This idea of adding no content is a key concept in trainings for mediators and I was surprised to find how many ways I would habitually respond when listening that wasn't productive or supportive (e.g., identifying, problem solving, placating). Mediation training expanded the focus of our listening to help clarify, reframe, acknowledge emotions, and in general, "listen someone into their own wisdom".

The Department of Health's new "Idea Portal" asks department staff for ideas for new and better ways of doing things providing an opportunity for management and leadership to listen.

The following are a few tips to support listening...

- ◆ Maintain a sense of curiosity. Rather than coming in loaded with baggage, ask 'what will I learn?' and 'how can I help?'
- ◆ In dialogue, prevent debates by viewing others' opinions as stakeholder comments rather than points in competition with my opinion. Note that every voice matters. Focus on commonalities, shared interests, and the issue at hand.
- ◆ Be present to "hold the space" as opposed to listening to respond.
- ◆ Listen patiently before offering or jumping to solutions.
- ◆ Create a culture of listening that encourages sharing ideas. Remember to be clear with feedback. When listening to concerns, respond quickly to those things that can easily be addressed and clarify where you are in the process of addressing concerns that take longer.



Contributor: Doug Wooldridge, DDSD Statewide Training & Development Specialist,
Lisa Storti, DDSD Constituent Supports Manager,
& Marc Kolman, DDSD Deputy Director



DON'T LET YOUR MEDICAID NUMBER BE TERMINATED

The Provider Enrollment Unit (PEU) would like to remind all providers of upcoming annual requirements for their agreement with Conduent. Each year, Conduent sends two notices to providers. One notice is a request for an updated license and the other is a Turn-Around Document (TAD). When these notices are received, providers must respond within 90 days to ensure their Medicaid number is not automatically terminated.

The notice requesting an updated license requires a current **business license**. Professional licensure may also be submitted, if it has been renewed.

The Turn-Around Document (TAD) helps Medicaid keep records current. When filling out the TAD, answer every question on the form and sign the document prior to mailing. If a question is not answered or the form is not signed, Conduent will send a courtesy email or phone call requesting the missing information.

Failure to respond to Conduent's request will cause a Medicaid number to be terminated. Many providers have experienced difficulties when submitting documentation to Conduent and later find out that paper work was either not received or not processed in a timely manner. Providers may have even been contacted by a third-party notifying them of a terminated Medicaid number. If you receive such a call or would like assistance with ensuring your business license and/or TAD is received and processed by Conduent, please feel free to contact Tammy M. Barth with the PEU at (505) 476-8910 or via email at Tammy.Barth@state.nm.us for assistance. Thank you.

Contributor: Tammy Barth, DDS Provider Enrollment Manager

EMPLOYMENT FIRST—WHAT A YEAR!

A year ago, DDS introduced our Employment First Policy establishing procedures for working age adults to have access to valued employment opportunities as the preferred service in New Mexico. What a year it has been! In the last year we have presented the Employment First Policy to over 800 individuals and more than 40 different organizations statewide! Kudos to our presenters for providing a valuable resource in a face-to-face format.

We are excited to announce that we are also offering Employment First online training which is available through Partners for Employment, University of New Mexico Center for Development and Disabilities (PFE, UNM/CDD).

To access the course, visit <https://hscmoodle.health.unm.edu/course/view.php?id=537>, sign up for a Moodle account, and self-enroll in the Employment First on-demand webcast. Once the webcast is completed, take a short quiz and receive a certificate of completion.

For more information on the Employment First Policy and Procedure, please visit <https://nmhealth.org/about/ddsd/pgsv/cmin/spe/>.

If you would like to schedule a presentation, please contact Casey Stone-Romero, DDS Supported Employment Lead at Casey.Stone-Romero@state.nm.us or 505-827-1626.

Contributor: Casey Stone-Romero, DDS Supported Employment Lead



WALDROP DISMISSAL AND CHANGES TO THE OUTSIDE REVIEW

On October 13, 2017, the *Waldrop Settlement Agreement* was dismissed with prejudice by the Honorable Judith Herrera, United States District Judge. For the last year, DDSD has been working with stakeholders and the Outside Review (OR) team to streamline the Outside Review process.

Once an individual's service plan and budget have been authorized through the Outside Review process, additional clinical review by the OR will not be routinely required for each subsequent ISP cycle.

Clinical review by the OR will continue to be required for the following circumstances:

1. There is a change in the individual's support needs;
2. A new service is being requested that has not been previously reviewed by the OR;
3. Additional units are being requested for services beyond those that have been previously approved by the OR; and
4. Other circumstances that are determined necessary by DDSD, established in collaboration with stakeholders.

Stay tuned for opportunities to provide input on a draft proposal on how the frequency of annual submissions will be adjusted, how clinical reviews will be decreased, and how RFI's and revisions will be reduced in the new year.

The OR in

2018

A new year

A new idea

A new chapter

A new and improved process

(A change that will be premier) or That will be better than ever before



ADAPTIVE SPORTS

In this issue of the DDSD Quarterly Newsletter we explore resources for participating in sports and activities, specifically - Adaptive Sports programs which provide fun and exercise for those with I/DD across the state.

Since 1985, the Adaptive Sports Program New Mexico (ASPNM), has offered therapeutic recreational activities to children and adults with I/DD. Today, ASPNM proudly offers a wide variety of adaptive sports year round, including skiing, snowboarding, watersports, river rafting, yoga, rock climbing, and more. Programs are open to children (ages 6 and up) and adults with disabilities at locations throughout New Mexico. Some programs are open to family members and caregivers. Veteran-specific programs are offered periodically throughout the year. If you are interested in getting involved as an athlete, volunteer or supporter please contact them at www.adaptivesportsprogram.org.

As we approach the winter season, Adaptive Ski Programs are available at different alpine locations around the state. Information is at the link above, or you can call 505-570-5710. Information may also be available at a ski area near you.

Additional resources and programs can be found on the State of New Mexico Governor's Commission on Disability website, at <http://www.gcd.state.nm.us> or Phone: 505-476-0412 or Toll-free (in state only): 1-877-696-1470.

Contributor: Lisa Storti, DDSD Constituent Supports Manager

ADVISORY COUNCIL ON QUALITY (ACQ)

The Advisory Council on Quality would like to thank Bill Myers for his vision and leadership over the many years he has served as an ACQ Member and Co-Chair. Bill has been serving on the ACQ council since 2012. In the last two years the ACQ has been able to work with the DDSD and other State partners to:

- develop a strategic plan for the ACQ;
- develop a process for stakeholders to communicate with state partners and provide feedback and concerns (PARTNER Form);
- create an open process to provide feedback from all stakeholders regarding DDW renewal;
- build communication between parents, participants, advocacy groups, providers and state agencies to better serve people with developmental and intellectual disabilities.

Bill is currently the State Director and has accepted a Regional Director position with Dungarvin. His region will cover Connecticut, New Jersey and North Carolina. The ACQ would like to thank him for his service in New Mexico and wish him the best of luck advocating for those we serve. Don't forget to stock up on the green chile!

Contributor: ACQ Executive Committee

WE WANT TO HEAR FROM YOU.....

We've been producing the DDSD Quarterly Newsletter for over three years. Now, we want to hear from you about the newsletter... Do you read it? What do you like? What would you like more (or less) of? And, any other comments you might have.

Please complete a short survey at:
www.surveymonkey.com/r/ddsdnewsletter.

Thank you!!!!!!



BHS, INC. BECOMES NEWEST MEMBER OF SANTA FE CHAMBER OF COMMERCE

Benchmark Human Services, Inc. (BHSI) recently became new members of the Santa Fe Chamber of Commerce. The move to enhance community connections with the business world has been on the mind of Benchmark Human Services' Supported Employment Coordinator, Jerry Bartley, for a while and he has finally made it a reality. It is his hope that through membership in this organization, they will increase integrated employment opportunities for the individuals with I/DD that they serve.



A ribbon cutting ceremony to add BHSI to the membership rolls at SF Chamber of Commerce was held on October 24, 2017 at 5:30 at BHSI's new administrative offices at 2945 Rodeo Drive East, Suite 8A, Santa Fe, NM 87505.

Congratulations Benchmark Human Services!

MI VIA—WHAT IS AN EMPLOYER OF RECORD?

The Employer of Record (EOR) is the individual who is responsible for directing and overseeing the work of Mi Via employees and the direct support offered by vendor agencies. The EOR makes important determinations about what is in the best interest of the Mi Via participant, free of conflict of interest.

The EOR is directly responsible for recruiting, hiring, managing and terminating employees hired by the Mi Via participant. Additionally, the EOR is responsible for establishing work schedules and responsibilities, providing ANE training and other individual-specific training, as applicable, and determining payment rates, within the State-determined range of rates.

With assistance from the Mi Via Consultant, the EOR keeps track of money spent on payment to employees and expenditures for services and goods, if a vendor agency is used for services. The EOR authorizes payment of timesheets by the fiscal management agent (FMA) and/or signs the Payment Request Form (PRF). The EOR timesheet authorization and/or signature to the PRF attests that services have been rendered, as agreed upon, in accordance with the Mi Via Waiver program rules.

The EOR is a voluntary, non-paid role. Non-payment of the EOR function is a CMS waiver assurance to mitigate the risks of financial exploitation. Furthermore, the EOR may not be paid to provide any other services for the participant, whether as an employee of the participant, a vendor of the participant, or an employee or subcontractor of a vendor agency who is serving the participant.

A Mi Via participant may be their own EOR, unless they are a minor or have a legal guardian. A Mi Via participant may also designate an individual of their choice to serve in the role of an EOR, subject to the EOR meeting the qualifications as specified in the Mi Via Regulations.

You can find additional information about EOR roles and responsibilities in the Mi Via Waiver Service Standards at <https://nmhealth.org/publication/view/regulation/3380/> and the Mi Via Regulations at <http://164.64.110.239/nmac/parts/title08/08.314.0006.htm>.

Contributor: Regina Lewis, DDSD Mi Via Program Coordinator

DDSD'S NEW WEBSITE

DDSD's website migration project is nearing completion and we are excited to share our new website with you! All of the division's website contents have been moved to the new location. Please don't worry as all content from the old websites, including www.actnewmexico.org, will be available on the new site. We are confident the needed material, information, and resources will be more easily accessible.

Please visit our website at www.nmhealth.org/about/ddsd.

Contributor: Marc Kolman, DDSD Deputy Director



NEW HIRES

New Hires:



The Family Infant Toddler (FIT) Program has acquired two new employees, Angelica Roybal and Lisa Rohleder. Welcome to our DDSD family!

Heather Clark came on board as the Statewide Clinical Director for the Bureau of Behavioral Supports in Albuquerque.

The Litigation Management Bureau added Connie Farnsworth to their team as the Healthcare Surveyor.

Mandy Chavez is the new PASRR Social Worker at our Metro office.

Crunching numbers in Santa Fe as the Administrative Services Bureau Chief is Ivie Vigil. Glad you are on board Ivie!

Renee Valerio joins the Northeast Regional office in Intake & Eligibility.

Our new Metro Assistant Regional Manager is Linda Clark. Everyone stop by and say hello to Linda.

Contributor: Joe Anaya, DDSD Human Resources



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

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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 Chris Futey, DDSD Newsletter Assistant Editor at 505-841-5507 or Christopher.Futey@state.nm.us.