

Activities, exercises & tips	Standards/ Regulations/ DDSD Policies and Procedures & Process	Resources and Links
 <p><b>TIP</b> Go to the DDSD website and download the standards for both the Developmental Disabilities Waiver and (if you are a State General Funds provider) the State General Funds standards.</p> <p>Also check out the Frequently Asked Questions and the training tab at the top of the page.</p>	<ul style="list-style-type: none"> <li>❖ <b>Overview</b>-This area can be an overwhelming mass of information. Every agency is tasked with reading, understanding, then following all of these requirements down to each small detail. There is a rule, regulation or requirement for almost everything you and your staff do everyday with the individuals you support; from assisting someone with getting ready in the morning to documenting an incident (or documenting anything for that matter!). Understanding what is asked of your agency will give you and your staff a clearer picture of your responsibilities. Having a good understanding of these responsibilities can also give you confidence when people outside of your agency (or sometimes your own staff) challenge your decisions or ask you why you do things the way you do.</li> <li>❖ Often people just refer to “the standards” to mean all of the regulations, standards, policies/procedures and rules an agency is responsible to implement.</li> <li>❖ Here is a brief explanation of the many layers of “the standards”: <ul style="list-style-type: none"> <li>▶ <b>DDSD Waiver Standards-</b> These standards are the guidebook for agencies to follow. They explain all of the requirements of each service. The standards give more information and are more specific than the law.</li> <li>▶ <b>Regulations-</b> Regulations are any requirements that are stated in the Federal or State Law. In New Mexico, we call our laws “NMAC” (New Mexico Administrative Code). These regulations are the foundation for the DDSD Standards.</li> </ul> </li> </ul>	<p>You can find links to most all of the regulations, standards, etc. on the DDSD website.</p> <p><a href="http://www.health.state.nm.us/ddsd">http://www.health.state.nm.us/ddsd</a></p> <p>Check out the “Onion diagram” in the appendix to see a visual display of the many layers of requirements we must meet.</p>

<p style="text-align: center;"><b>ACTIVITY</b></p> <p>The website link on the right of the page is a direct path to the specific body of laws and regulations enacted by the Legislature of the State of New Mexico. We invite you to explore for yourself the directions and reasons for implementation of services and opportunities that have been put into action in New Mexico.</p>	<ul style="list-style-type: none"> <li>▶ <b>DDSD Policies/Procedures</b> – Policies and Procedures are often written when the Standards are not clear or do not give enough information on a topic. Policies and Procedures can be written and approved more easily than Standards or Laws/Regulations can. Often DDSD will create a Policy/Procedure around an issue that needs more clarification or specific directions.</li> <li>▶ <b>DDSD New Initiatives, Memos, Director's Releases and Standards/Regulations-</b> These other forms of “rules” are created while a Policy/Procedure, Regulation or Standard is in the process of being drafted. Each time there are revisions to the standards, many of the memos/releases/etc... are incorporated into the revision.</li> <li>▶ <b>Accrediting Organizations-</b> Each agency is required to be accredited by either CARF or The Council (also known as The Council on Quality and Leadership (CQL)). Both of these accrediting bodies have requirements the agency is to follow. Our DDSD Standards closely match the requirements of CARF.</li> <li>▶ <b>Agency Policies/Procedures-</b> These are the practices that are specific to your agency. For example, each agency completes documentation on the MAR in a slightly different way (you may have seen this if you have worked for more than one agency). Each agency creates their Policies/Procedures based on their understanding of each layer above.</li> </ul> <p>❖ <b><u>Developmental Disabilities Supports Division (DDSD) Regulations:</u></b>  Below is a brief purpose statement that represents the Division's concern for persons with developmental disabilities and what they should have as opportunities and supports within their communities.</p> <ul style="list-style-type: none"> <li>▶ <i>It is the purpose of the Legislature in enacting the Developmental Disabilities Act [28-16A-1 to 28-16A-18 NMSA 1978] to promote opportunities for all persons with developmental disabilities to live, work and participate with their peers in New Mexico communities. Priority shall be given to the development and implementation of support and</i></li> </ul>	<p>Take a look at the NMAC regulations. The Health, Social Services, and Human Rights categories are most pertinent to our system :</p> <p><a href="http://www.nmcpr.state.nm.us/nmac/_titles.htm">Http://www.nmcpr.state.nm.us/nmac/_titles.htm</a></p>
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<p style="text-align: center;"><b>ACTIVITY</b></p> <p><i>Supervisor Requirements are found on page 13 of the DD Waiver Standards. Check them out and make sure you are following them!</i></p>	<p><i>services for persons with developmental disabilities that will enable and encourage them to:</i></p> <ul style="list-style-type: none"> <li><i>(1) exert control and choice over their own lives;</i></li> <li><i>(2) achieve their greatest potential for independent and productive living by participating in inclusive community activities; and</i></li> <li><i>(3) live in their own homes and apartments or in facilities located within their own communities and in contact with other persons living in their communities.</i></li> </ul> <ul style="list-style-type: none"> <li>❖ <b>The Developmental Disabilities Act</b> authorizes the Department of Health to plan, provide and coordinate support and services to persons with developmental disabilities.</li> <li>❖ <b>The current DD Waiver Standards</b> provide service definitions and detail all service requirements for each DD Waiver services. Individuals with developmental disabilities and their families can expect to receive services that meet these standards.</li> <li>❖ These are also the standards that are used to review your agency by the DHI/QMB survey process (aka “audit”).</li> <li>❖ Here are a few highlights that especially pertain to you as a supervisor for your agency: <ul style="list-style-type: none"> <li>▶ <i>Orientation and training for direct support staff and supervisors shall comply with the DDSD/DOH Policy Governing the training Requirements. This policy outlines all the training requirements that you and your staff must complete.</i></li> <li>▶ <i>Provide, at a minimum of once every thirty (30) calendar days, a supervisory residence visit and a face-to-face interview with the individual served which documents the safety of the service and the</i></li> </ul> </li> </ul>	
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	<p><i>quality of care provided in the individual case record.</i></p> <ul style="list-style-type: none"> <li>▶ <i>Arrange regular staff meetings and training programs (i.e. individual specific training).</i></li> <li>▶ <i>Case Managers will notify you if concerns are noted during their monitoring or assessments. It is your responsibility to remedy their concerns. If the concerns are not addressed the case manger may notify DDSD or DHI.</i></li> </ul> <p>❖ <i>Some Supervisor duties vary from service to service:</i></p> <ul style="list-style-type: none"> <li>▶ <i>Supervisory staff of the <b>Community Living Provider Agency</b> shall:</i> <ul style="list-style-type: none"> <li>✓ <i>Conduct and document routine monthly visits to the residence.</i></li> <li>✓ <i>Meet privately with individuals and contact families/guardians to acquire information about individual and family/guardian satisfaction with his or her Community Living Services.</i></li> <li>✓ <i>Document and report on a quarterly basis that the monthly review of each service recipient's home has been conducted to identify any service related deficiencies. See standards for the required elements in the quarterly report</i></li> </ul> </li> <li>▶ <i>Under <b>Family Living Services</b>, you or the internal service coordinator shall:</i> <ul style="list-style-type: none"> <li>✓ <i>Review, revise and prompt the implementation of the individual's ISP, Action Plans, schedule of activities and appointments.</i></li> <li>✓ <i>Assist with service or support issues raised by the direct support provider or observed by supervisor, service coordinator or other IDT members.</i></li> </ul> </li> <li>▶ <i>Day Program supervisors, Community Living supervisors and Supported Employment supervisors are required to notify therapists ASAP if new staff members need to be trained.</i></li> </ul>	
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<p style="text-align: center;"><b>ACTIVITY</b></p> <p><i>Go to the DDSD website and read the policies you are charged to implement and support your staff to understand their role to carry out these policies.</i></p>	<p>❖ <b>The DDSD Policies</b> are the general principle or plan that guides the standards and gives more detail for providers to implement services and clarify DDSD staff responsibilities. It also gives the Division an opportunity to emphasize values and principals. Here is a list of the current policies that are located on the DDSD website:</p> <ul style="list-style-type: none"> <li>• Access to Employment</li> <li>• Accreditation of Long Term Services Division Funded Providers</li> <li>• Aversive Intervention Prohibitions</li> <li>• Behavior Support Service Provisions</li> <li>• Crisis Prevention/Intervention Plan</li> <li>• Expedited Allocation to the Developmental Disability Waiver Program</li> <li>• Human Rights Committee Requirements</li> <li>• Improper Solicitation of Business</li> <li>• Medication Administration Assessment</li> <li>• Medical Immobilization/Protective Stabilization and Pre-Sedation</li> <li>• Policy Governing Primary Record Documentation Requirements (NOTE: This has been replaced by the 12/11/09 Director's Release Titled: Consumer Records Requirements. DDSD will soon issue a proposed regulation on this topic)</li> <li>• Psychotropic Medication Use</li> <li>• Referral to the Division of Vocational Rehabilitation for Employment</li> <li>• Regional Office Role in Utilization Review</li> <li>• Socialization and Sexuality Education for Individuals with Intellectual/Developmental Disabilities (I/DD)</li> <li>• State General Fund (SGF) and Family Infant Toddler (FIT) Billing Policy</li> <li>• Support for Individuals With Intellectual/Developmental Disabilities (I/DD) Who Exhibit or Have Exhibited Sexually Inappropriate/Offending Behavior</li> <li>• Supported Living Conditions Policy</li> <li>• Supporting People on the DD Waiver with Dysphagia/Risk for Aspiration (NOTE: DDSD will soon issue a proposed regulation on this topic)</li> <li>• Self-Imposed Moratorium</li> <li>• Reporting and Documentation of DDSD Training Requirements</li> <li>• Training Requirements for Case Management Agency Staff</li> </ul>	<p><i>Check out the DDSD website:</i></p> <p><a href="http://www.health.state.nm.us/ddsd">http://www.health.state.nm.us/ddsd</a></p>
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<p style="text-align: center;"><b>ACTIVITY</b></p> <p><i>Go to the DDSD website and read the procedures you are charged to implement and support your staff to understand their role to carry out these procedures.</i></p>  <p style="text-align: center;"><b>TIP</b></p> <p><i>Check out additional laws that pertain to disability support services such as:</i></p> <ul style="list-style-type: none"> <li>• <i>The Americans with Disabilities Act (ADA)</i></li> <li>• <i>The Individuals with Disabilities Education Act (IDEA)</i></li> </ul>	<p>❖ <b>The DDSD Procedures</b> give the provider agency the instructions to implement the policies. It is a series of steps to guide your agency and DDSD staff. Usually, a procedure has a policy referring to the same topic. Here are the current procedures that are located on the DDSD website:</p> <ul style="list-style-type: none"> <li>• Centralized Admission and Discharge Process for New Mexicans with Developmental Disabilities</li> <li>• Expedited Allocation to the Developmental Disability Waiver Program</li> <li>• Medication Administration Assessment Procedure</li> <li>• Medication Administration Assessment Tool (MAAT)</li> <li>• Referral to DVR for Employment-Related Services</li> <li>• State General Fund (SGF) and Family Infant Toddler (FIT) Billing Procedure</li> <li>• Supporting People on the DD Waiver with Dysphagia/Risk for Aspiration (<b>NOTE:</b> DDSD will soon issue a proposed regulation on this topic)</li> <li>• DDSD Request for Regional Office Intervention form (RORI)</li> <li>• Vocational Assessment Profile Procedure for Individuals on the Developmental Disabilities Waiver Who Are and Who Are Not Jackson Class Members</li> </ul>	<p><a href="http://www.health.state.nm.us/ddsd">http://www.health.state.nm.us/ddsd</a></p> <p><i>Americans with Disabilities Act website:</i> <a href="http://www.ada.gov/">http://www.ada.gov/</a></p> <p><i>Individuals with Disabilities Education Act website</i> <a href="http://idea.ed.gov/">http://idea.ed.gov/</a></p>
<p style="text-align: center;"><b>ACTIVITY</b></p> <p><i>Find copies of your agency policies and procedures and review them with your staff helping them see the 'bigger picture' and understand their role.</i></p>	<p>❖ <b>Agency Policies and Procedures-</b> Each agency interprets the above regulations, standards, policies, and procedures to create a “rule book” that helps to guide their staff.</p>	