


Activities, exercises & tips	WHO ARE THE PLAYERS	Resources and Links
<p style="text-align: center;">Activity</p> <p><i>Check out the DDSD website link in the resource column and learn more about all the resources from the division that are available to you.</i></p> <div style="text-align: center;">  <p>TIP</p> </div> <p><i>You should get to know your regional office staff. They are a great resource!</i></p>	<p>The Developmental Disabilities Supports Division (DDSD) is the New Mexico state office under the Department of Health that provides leadership for the direction, funding, and operation of services and supports to persons with developmental disabilities in NM. DDSD oversees the various Medicaid home-and community-based waiver programs that are designed to help people with developmental disabilities obtain services and supports based on individual preference, capabilities and needs, and which promote everyday activities, routines and relationships common to the general public. DDSD also administers a variety of state general funded services to individuals with DD of all ages.</p> <p>How do we do this ...?</p> <ul style="list-style-type: none"> ❖ DDSD supports all service providers in effective service delivery through technical assistance to agencies, training for staff and specialized support to providers and individuals served in the areas of employment, community access, day supports, living supports, team facilitation, mediation, behavior/clinical consultation, evaluation services and more. ❖ DDSD is made up of multiple bureaus/offices which oversee the different programs and services. Here are some of these you may come in contact with: <ul style="list-style-type: none"> ▶ <i>There are 5 Regional Offices; Northeast, Northwest, Metro, Southeast and Southwest. The staff in these offices provides the technical assistance, training and guidance to providers in order to ensure a quality system of service provision. (See resource column for contact information).</i> 	<p style="text-align: center;"><i>DDSD Website</i></p> <p>http://www.health.state.nm.us/ddsd/</p> <p>DDSD Regional Offices:</p> <p>Metro Regional Office 5301 Central Avenue NE Suite 1700 Albuquerque, NM 87108 Main: (505) 841-5500 Toll Free: (800) 283-5548</p> <p>Northeast Regional Office 224 Cruz Alta Suite B Taos, NM 87571 Main: (575) 758-5934 Toll Free: (866) 315-7123</p> <p>Northwest Regional Office 2910 E 66 Gallup, NM 87301 Main: (505) 863-9937 Toll Free: (866) 862-0448</p> <p>Southeast Regional Office 726 South Sunset Suite B Roswell, NM 88023 Main: (575) 624-6100 Toll Free: (866) 895-9138</p> <p>Southwest Regional Office 1170 N. Solano Suite g Las Cruces, NM 88001 Main: (575) 528-5180 Toll Free: (866) 742-5226</p>



TIP
The Clinical Services Bureau

is a wonderful resource in addition to your regional office nurse(s) for medical and therapy related issues and concerns! They can be contacted for questions pertaining to the Statewide Aspiration Risk List and the Assistive Technology (AT) Fund.



TIP
Your regional office Behavior Specialist and Crisis Specialist can assist you with behavioral concerns and can train IDT members and direct support staff.

- ▶ **Clinical Services Bureau (CSB)** provides resources and supports for nursing and therapy specialty services throughout the state, including the Specialty Seating Clinic, Assistive Technology and Augmentative Communication resources, and Aspiration Risk Management Supports. This Bureau also coordinates medically-related resources available through University of New Mexico School of Medicine and provides training and technical assistance to teams.
- ▶ **Training Unit** provides training and technical assistance, module development and updates, trainer and mentor certification and training oversight in order to ensure that individuals with developmental disabilities receive services from competent and qualified staff. Training and technical assistance topics may include how to provide staff training, ISP preparation, development and documentation, and how to encourage greater involvement of the individual in their planning process.
- ▶ **Office of Behavioral Services (OBS)** provides training and technical assistance for teams and Behavior Support Consultants, review of Positive Behavior Support Plans, Relationship training for individuals and provides supports for crisis services throughout the state.
- ▶ **Community Inclusion Team (CI)** partners with community agencies providing DDSD Community Inclusion Services to help support meaningful day and employment outcomes, negotiating and overseeing performance contracts with deliverables for each person receiving these services. The team offers technical assistance, best practice learning opportunities, and other resources to achieve individual's desired outcomes.
- ▶ **Individual Assistance and Advocacy Unit (IAA)** provides mediation, training, advocacy and technical assistance regarding guardianship, healthcare, end of life decisions, team facilitation

Clinical Services Bureau:
<http://www.health.state.nm.us/ddsd/ClinicalSvcsBur/CSBIndex.htm>

Call: (505) 841-2948
Toll Free: 1-800-283-8415

For questions about assistive technology
Email: AT.Coord@state.nm.us

For questions about aspiration:
Email: Aspiration.Coord@state.nm.us

Check out all the training resources on the DDSD website:

<http://www.health.state.nm.us/ddsd/training/trainingpg1.htm>

The Meaningful Day Idea Book has great information and ideas for helping individuals lead meaningful lives.
http://www.health.state.nm.us/DDSD/meaningfullife/documents/MD_IdeaBookIntro.pdf



TIP

The Individual Assistance & Advocacy Unit is a great resource for teams when the team has difficulty reaching consensus.



TIP

You and your staff may be contacted by the JCT, CCIC Team to address repeat recommendations from the CPR. Working to resolve the issues that relate to individual recommendations will not only improve the quality of life for that individual but for all individuals in your services.

and conflict resolution to individuals, teams and guardians.

- ▶ **Case Management Unit** provides services and resources to the DDS independent case management system in New Mexico. The Case Management Coordinators in each regional office provide technical assistance to teams, facilitate transitions, conduct budget reviews and follow-up on audits, aspiration reviews and mortality reviews. The coordinators also assist agency staff in understanding changes and additions to state standards, policies and procedures that affect the ISP process.
- ▶ **Adult State General Funds (SGF)** are broken down into standard services (residential, vocational and self-directed) for those who are not served through the DD Waiver and special projects (Prader-Willi, Parenting Skills, Office Worker Program, Autism programs, etc.). Each year a request for proposal is announced to determine which agencies will be awarded a SGF contract.
- ▶ **Jackson Compliance Team (JCT)** focuses on meeting the State’s remaining obligations under the Jackson Lawsuit. The team is made up of 2 subgroups:
 - The Community Practice Review Core Team (CPRC) responsible for conducting the Community Practice Review (CPR), commonly known as “the audit”, and providing feedback to providers and teams to help them understand and address the findings of the review in order to enhance services and supports for class members.
 - The Continuous Improvement and Care Coordination Team (CCIC) provides support to providers and teams to address and problem solve around CPR recommendations that have not been resolved or continue to be issues.

All of these bureaus/offices provide technical assistance intended to enhance the ability of Interdisciplinary Teams to help individuals in

You can contact the IAA Unit at: 1-800-283-5548 or 505-841-5529.

Find out more information about Case Management at: <http://www.health.state.nm.us/DDSD/programswaiversandstatefunding/CaseManagement.htm>

For more information about the Jackson Lawsuit see section 1- Philosophy and Values



DID YOU KNOW...

In order to support the national trend toward moving people out of long-term care institutions and into the community, the federal government created the Title XIX Home and Community-Based Services Program in 1981.

- **Waivers** are programs that allow the Secretary of Health and Human Services to permit individual states to receive federal matching funds without complying with certain Medicaid rules. Unlike regular Medicaid services, Waiver services can be provided to specific targeted populations such as people with DD.
- Every five years the state must reapply for this funding by presenting an operation plan that becomes the DD Waiver Standards for administering this program.

services improve their quality of life and increase their independence.

DD Waiver – The Medicaid Developmental Disabilities Home and Community-Based Medicaid Waiver Program. DD Waiver funded services are **not** replacements for the family system, informal caregiver support or other community services, but are **supplements** to them. The DD Waiver Standards provide service definitions and detail all service requirements for current DD Waiver services.

- ▶ **The Developmental Disabilities Medicaid Waiver** (DD Waiver) provides an array of residential, day/employment, therapy and other services to people of all ages. DDS D maintains a central registry of applicants who are added to the program as the Legislature makes new general fund dollars available and the federal government matches this state funding with federal funds. Once an individual is allocated to the DD Waiver, he/she selects a service provider(s) by completing a “Freedom of Choice” form.
- ▶ **Medically Fragile Waiver** program is intended for individuals who have been determined to have both a medically fragile condition and a developmental disability. Case Management (by Registered Nurses only), private duty nursing (RN & LPN), home health aides, physical therapy, speech therapy, occupational therapy, psychosocial counseling and nutritional counseling are offered through this program.
- ▶ **Mi Via Waiver** is a self-directed option where participants are allowed even more choice, control, flexibility and freedom in planning, budgeting and managing their own services and supports. The money follows the person from the traditional waivers to the Mi Via Waiver, allowing a participant to return to the traditional waivers at any time.

***If you are interested in giving input into the upcoming Waiver Standards contact your regional office.**

Check out this link to learn more about the DD Waiver Program:

<http://www.health.state.nm.us/DDSD/developmentaldisabilities/programddwaiverpg1.htm>

Check out the DDS D website page for more information regarding the Medically Fragile Waiver:

<http://www.health.state.nm.us/DDSD/medicallyfragilewaiver/programmfwwaiverpg1.htm>

or call: **1-877-696-1472**

Check out this link to learn more about the Mi Via Waiver Program:

http://www.health.state.nm.us/DDSD/programsWaiversandstatefunding/Mi_Via.htm



TIP

Reviewing incident reporting with your staff on a regular basis will help them become more comfortable with the reporting process. Stage a roll play of an incident and instruct staff to complete an incident report. See who comes closest to accurately documenting the incident.



TIP

Review the Self-Assessment tool (see link in right column) in your agency to ensure that you have the required policies, procedures and systems in place to provide quality services. Review these with your staff so they know what to expect during a survey.



TIP

Surveyors from QMB will want to see evidence of adherence to the DD Waiver standards and NM regulations.

Division of Health Improvement (DHI) - One of the Department of Health divisions, DHI “assures safety and quality care in New Mexico’s health care facilities and community-based programs in collaboration with consumers, providers, advocates and other agencies”.

How do they do this...?

Conducting surveys and program reviews and taking appropriate actions up to and including possible sanctions; identifying trends and patterns, assuring licensing and other requirements are met and responding to complaints of abuse, neglect, and exploitation.

- ▶ **The Incident Management Bureau (IMB)** is one of DHI’s programs. IMB along with Adult Protective Services will follow up when a State Incident Report is filed. Each year, this program provides training to providers regarding the required procedures for preventing and reporting Abuse, Neglect and Exploitation.

★★★ **Your agency is required to provide initial new-hire training and yearly refresher training to all staff. Your agency can attend an annual update training provided by IMB in each region or check out the DHI website to learn about any changes and updates to the incident management system.**

- ▶ **Quality Management Bureau (QMB)** works in close coordination with other divisions of the Department of Health and with other state agencies to assure accountability and compliance with program, contractual and quality standards. QMB performs unannounced on-site surveys of all DD Waiver Providers in order to monitor program quality and compliance of DD Waiver Standards and state and federal regulations that apply to the DD Waiver.

Check out this link to learn more about DHI:


<http://dhi.health.state.nm.us/index.php>



You can find incident management information, reporting wallet cards and forms on the DHI website:

<http://dhi.health.state.nm.us/IMB/index.php>

Follow this link to learn more about the Provider Survey process and to access the Service Provider Self-Assessment tool.

<http://dhi.health.state.nm.us/QMB/DDWs/survey.php>

 <p>TIP If you have questions about an individual's ISP and/or the services they have chosen on their budget call the case manager.</p>	<p>Case Management (CM) is a service available to eligible individuals who have developmental disabilities. All participants in the DD Waiver must select a case management agency. The CM agencies do not provide any other types of DD Waiver services so they are free to advocate on behalf of the individual with providers.</p> <ul style="list-style-type: none"> ▶ <i>The case manager's role is to support the individual to make as many of their own decisions as possible and to ensure that the individual's desires and preferences are known and understood. This is important even if the individual has a guardian.</i> ▶ <i>Case managers are responsible for facilitating and/or encouraging the individual to facilitate the team meetings. They are also responsible for coordinating efforts of all team members, writing the ISP developed by the team, including the budget, and maintaining a "master file" for each individual.</i> 	<p>Find out more about case management on the DDSD website: http://www.health.state.nm.us/ddsd/programs/waiversandstatefunding/CaseManagement.htm</p>
	<p>New Mexico Developmental Disabilities Planning Council (DDPC) engages in advocacy, capacity building, and systemic change activities that enable individuals with developmental disabilities to exercise self-determination, be independent, productive and integrated and included in all facets of community life. DDPC consists of five divisions:</p> <ul style="list-style-type: none"> ▶ Brain Injury Advisory Council ▶ Developmental Disabilities Planning Council ▶ Center for Self Advocacy ▶ Information Center for New Mexicans with Disabilities and Babynet ▶ Office of Guardianship 	<p>Developmental Disabilities Planning Council: http://nmddpc.com/home http://www.nmddpc.com/biac http://www.nmddpc.com/csa http://nmddpc.com/info-center http://nmddpc.com/office-of-guardianship</p> <p>Here are some links to other state agencies that you may find useful: Human Services Department: http://www.hsd.state.nm.us/</p>
	<p>The New Mexico Employment Institute (NMEI) is contracted by the</p>	

 <p>TIP You can make a referral to NMEI through your Regional Office Supported Employment Coordinator for this technical assistance and training.</p>	<p>Department of Health/DDSD to provide the following:</p> <ul style="list-style-type: none"> ▶ Assist individuals with acquiring, maintaining and improving employment. This may include vocational assessments, team participation, job development, staff training, working with employers and assisting individuals with developing customized employment, micro-enterprises and self-employment. 	<p>Here is a link to NMEI:</p> <p>http://www.newmexicoemploymentinstitute.org/index.html</p>
 <p>TIP DVR services can also be accessed by individuals who are not currently receiving Waiver services.</p>	<p>New Mexico Division of Vocational Rehabilitation (DVR) helps people with disabilities to achieve a suitable employment outcome. DVR can help eligible customers with planning, evaluation (including Vocational Assessment Profiles), training and job searching.</p> <p>★★★ If you are a provider of employment services you will be involved with your local DVR office. Individuals funded by the DD Waiver program must be referred to DVR prior to accessing DD Waiver Supported Employment Services.</p>	<p>Division of Vocational Rehabilitation Website:</p> <p>http://www.dvrgetsjobs.com/dvrinternet/Pages/Index.aspx</p>
	<p>Center for Developmental Disabilities (CDD) is New Mexico's University Center for Excellence in Developmental Disabilities Education, Research and Service. Their primary purpose is to build the capacities of states and communities to respond to the needs of individuals with developmental disabilities and their families. The CDD has an online Disability Resource Directory and a Library and Information Network for the Community (LINC).</p> <ul style="list-style-type: none"> ▶ Autism Programs at the CDD- The CDD offers a variety of programs for people with Autism and those who support them. They also offer statewide and computer based trainings in autism related topics. ▶ The CDD also developed and maintains the DDSD Training Database that tracks all DDSD required trainings for you and your staff. 	<p>CDD Website:</p> <p>http://cdd.unm.edu/index.asp</p> <p>The CDD has a web-based catalogue of comprehensive resources (books, video cassettes, audio cassettes, training manuals & periodicals) that address the information needs of individuals with disabilities, their families, providers and advocates.</p> <p>http://cdd.unm.edu/InfoCenterNM</p> <p>Autism Programs at the CDD:</p> <p>http://cdd.unm.edu/SWAN/</p>



TIP

Remember, most guardians know how to be effective team members and try to do what they believe is in the best interest of the individual. The guardian may not understand the DD Waiver system or supports and may also have different beliefs about what the individual should be achieving in their life. Put yourself in their shoes before discussing difficult issues with them and try to see it from both sides.



TIP

The Individual Assistance & Advocacy Unit may be helpful if there is an unresolved conflict between the guardian and other team members.

Guardianship is a legal decision-making role granted by the courts for individuals who are unable to make decisions on their own. It is a legal process that is governed by law as to type, duration and role of the person who is to be the legal guardian of an alleged incapacitated adult. **When an individual reaches the age of 18, they automatically become their own guardian;** the law in New Mexico assumes individuals have decision-making capacity until it is proven otherwise.

- A full guardian (also known as “plenary guardian”) of an individual has a similar role as that of a parent of a minor child with a few exceptions; the guardian is not financially responsible for the individual (as a parent is for a child), the guardian is not responsible for the actions of the individual, and a guardian is supposed to discuss decisions with the individual and take into consideration what the individual wants as well. The guardian’s role is to protect the rights of the individual and to advocate for the individual by being involved in many different areas of decision making as well as in the planning of services and development of the Individual Service Plan (ISP).
- A limited guardianship is a type of guardianship where the individual retains all decision-making power except for the types of decisions specifically given to the guardian in the guardianship order.

★★★ It is critical that you be aware of guardianship status for each individual you support. You should become familiar with the types of decisions the guardian can and cannot make. You can find this information specifically stated on the Guardianship Orders from the court. It is very helpful to have a copy of the Guardianship Orders.

★★★One of your roles is to also advocate for the individual. But when there is disagreement you will be more successful if you can address the concerns/fears of the guardian that have influenced his/her decisions.

The Developmental Disabilities Planning Council’s Office of Guardianship (1-800-311-2229)

The NM Guardianship Association (505-881-3338)

DDSD technical assistance guidelines for guardians:



<http://www.health.state.nm.us/ddsd/documents/Guardianship02062008r.pdf>

www.guardianshipnm.org

The following are publications about guardianship that can be informative for both you and for guardians who want more information:

“The Handbook for Guardians and Conservators A Practical Guide to New Mexico Law (2007)” (Note: this is also available in Spanish).

“DDSD Technical Assistance Guidelines on Guardianship (Feb 2008)”

 <p>TIP <i>The Continuum of Care website has great health and medically-related material to use to train your staff. They also provide medical consultants in each region called “Local Champions” who provide support to teams. Contact your regional office to connect with your “local champion”.</i></p>	<p>University of NM - Continuum of Care (COC) focuses on increasing the capacity of New Mexico's health care system to provide lifelong quality healthcare for people with developmental disabilities and related chronic conditions through medical services and outreach education. Continuum of Care offers a variety of important medical resources including identifying physicians who accept Medicaid and are interested in providing care to individuals with DD, training for health practitioners that expands their medical knowledge and sensitivity in the area of developmental disabilities, and consultation to teams regarding medical conditions experienced by the individuals they serve.</p>	<p><i>Continuum of Care Website:</i> http://unmcoc.org/</p> <p><i>Check out this Web Manual of chronic medical conditions, mental health conditions, and congenital syndromes:</i> http://hsc.unm.edu/som/coc/resources/Medical_Manual/manual.shtml</p> <p>or call: 505-925-2350 or 1877-684-5259</p> <p>For additional information about COC see Section 6- Health and Wellness</p>
	<p>University of NM - School of Medicine Transdisciplinary Evaluation and Support Clinic- (TEASC) is a team that includes family practice providers, psychiatrists, experts in social services and health care systems, and a clinical social worker offering consultation to adults with developmental disabilities and complex medical, mental health, and support system needs.</p>	<p><i>TEASC Website:</i> http://hsc.unm.edu/som/fcm/teasc/teascindex.shtml</p> <p>or call: 505-272-5158</p>
 <p>TIP <i>DRNM represents the individuals who are part of the Jackson Class Lawsuit in NM. As part of that representation, you may be visited by an attorney who is following up on the quality of service delivery for class members.</i></p>	<p>The Protection and Advocacy System (P&A) now called Disability Rights New Mexico (DRNM) is a private, non-profit organization which protects and promotes the rights of people with disabilities in New Mexico. DRNM is the state's only legal rights center for people with disabilities. They provide information/referral, client advocacy and training on legal rights issues.</p> <p>► Client Assistance Program (CAP): <i>Advocates for people who have questions or concerns about the services offered by Division of Vocational Rehabilitation, the Commission for the Blind, and Centers for Independent Living.</i></p>	<p><i>Disability Rights NM (Protection and Advocacy) Website:</i> www.nmpanda.org/</p>

	<p>► Protection and Advocacy for Beneficiaries of Social Security (PABSS): Promotes and protects the rights of persons with disabilities who receive SSI/SSDI and who want to return to work. The goal is to overcome barriers to maintaining employment or to return to work</p>	
	<p>The Advisory Council on Quality Supports for Individuals with Developmental Disabilities and Their Families (ACQ) advises the NM Department of Health on the provision of services and supports to promote full community inclusion. ACQ is made up of representatives from self-advocacy and advocacy organizations, providers, individuals with developmental disabilities and their families and other related organizations.</p>	<p>Read more about the ACQ on the DDSD website:</p> <p>http://www.health.state.nm.us/DDSD/PromisingPractices/ACQ/ACQ.htm</p>