

Date: 11/27/18**DDSD-DDW Numbered Memo 2018-17**

To: Adult DD Waiver Participants, Families, Guardians, and Providers
From: Christina Hill, DD Waiver Manager
CC: Jennifer Rodriguez, Community Programs Bureau Chief
Subject: Case Management Monitoring Activities Documented in Therap

Case managers are required to conduct monthly monitoring activities and site visits for individuals receiving DD Waiver services. The Developmental Disabilities Supports Division (DDSD) with input from a Case Management Task Force and other stakeholders is issuing a new form to document the site visits.

As always, during the site visit, case managers must cover questions through document review, observations, and/or interview with the person in services, direct support personnel, family or natural support and any other service providers present at the time of the visit. The new site visit form contains questions related to:

- Rights
- Individual Satisfaction
- Environment
- Equipment
- Health
- Behavior
- Service Delivery
- Individual Service Plan (ISP)
- Abuse, neglect, and exploitation (ANE)

DDSD is requiring that case managers document the site visit using Therap, the electronic web based system required for a variety of individualized documentation in the DD Waiver program. DDSD made the decision to require documentation in Therap to allow for efficient coordination of care and quality assurance/improvement activities to benefit the person in services as well as the system as a whole.

Implementation of the new site visit form in Therap will begin 12/1/2018. In order to document information efficiently, case managers may conduct visits using a laptop or mobile devices and may request guest WIFI access, if this is possible.

As always, please cooperate with case managers during site visits and follow up timely with any requested action for the benefit of the person in services.

If you have any questions regarding the use of the new DDSD Case Management Monthly Site Visit form in Therap, please contact Christina Hill, DD Waiver Manager at 505-476-8836 or christina.hill@state.nm.us.