

Date: October 1, 2020

From: Scott Doan, Deputy Director
Developmental Disabilities Supports Division

To: DD Waiver Case Managers and DDW Providers of Supported Living, Family Living,
and Intensive Medical Living Services

Subject: Video Visitation and Monitoring

On June 4, 2020, DDS issued COVID Response Memo #19 instructing Developmental Disabilities Waiver residential providers to assure that residential homes have internet capability and to update internal practices to reduce barriers to obtaining internet service by July 1, 2020.

This internet requirement, along with an increase in funds for assistive technology, was instituted to support the delivery of telehealth and remote based service availability. The DDS is now requesting Case Managers to utilize this technology to perform at least one monthly site visit each month for persons receiving Supported Living (SL), Family Living (FL), and Intensive Medical Living Supports (IMLS) utilizing a video platform. The DDS is also requesting Residential Providers of SL, FL, and IMLS to complete their monthly monitoring utilizing a video platform.

This request is intended to allow Case Managers to enhance monitoring of the individuals they serve, to stay connected to the people on their caseload, “see” waiver recipients and a snapshot of their environment, and to help reduce the effects of social isolation.

If you have question please contact Marie Velasco, DD Waiver Program Manager at marie.velasco@state.nm.us

Thank you.