


Date: August 2, 2021

To: All DD Waiver, Mi Via Waiver, Medically Fragile Waiver, Supports Waiver, State General Fund Agencies and Stakeholders

From: Jason Cornwell, Director 
Developmental Disabilities Supports Division

Subject: Face to face In Person Visits

On June 29, 2021; DDSD issued a memo to all Case Management, Community Support Coordinator, and Consultant agencies regarding the resumption of in person, face to face visits effective July 1, 2021. The purpose of this memorandum is to serve as a reminder of the requirement for disciplines to complete in person, face to face visits. The Department of Health, as well as DDSD, are monitoring the recent increase in COVID-19 in New Mexico very closely; should there be a change in directives regarding in person, face to face visits, due to the increase in cases, DDSD will notify the field immediately.

DD Waiver Case Managers in compliance with Service Standards, are required to complete in person, face to face visits one time per month for Adult Non-Jackson Class Members and twice per month for Jackson Class Members.

Mi Via Waiver Consultants in compliance with Service Standards, are required to complete in person, face to face visits once per quarter.

Supports Waiver Community Support Coordinators in compliance with Service Standards, are required to complete in person, face to face visits once per quarter.

Medically Fragile Waiver Case Managers in compliance with Service Standards, are required to document monthly contact and every other month in person visits.

DD Waiver Agency Supervisors or Service Coordinators in compliance with Service Standards, for Supported Living, Family Living, and Customized In-Home Supports, are required to provide and document monthly face-to-face consultation in the home conducted with the DSP and the person receiving services.

DD Waiver Therapists (OT, PT, SLP) can conduct clinical sessions/visits/assessments in the home, community, or remotely at the discretion and approval of the individual and/or their guardian. The preference as to how the service is delivered cannot be at the preference or convenience of the individual therapist or agency.

DD Waiver Nurses and Registered Dietitians/Licensed Nutritionists can complete clinical visits/assessments in the home, community, or remotely at the discretion and approval of the individual and/or their guardian. The preference of how the service is delivered cannot be at the preference or convenience of the individual nurse, dietician/nutritionist or agency.

DD Waiver Behavior Support Consultants can conduct clinical sessions/visits/assessments in the home, community, or remotely at the discretion and approval of the individual and/or their guardian. The preference of how the service is delivered cannot be at the preference or convenience of the individual behavior support consultant or agency.

DDSD Jackson 11a (Nurses) and 11b (Bureau of Behavioral Support) will continue to complete in person face to face visits with Jackson Class Members and provider agencies.

DDSD Jackson 11c (Case Management) will continue to complete in person face to face visits with case management agencies.

DDSD Staff (Generalists, Social and Community Service Coordinators, Community Inclusion Coordinators, Regional Office Nurses, etc.); effective August 2nd, will resume in person face to face monitoring visits for all programs administered by DDSD.

All visits must be completed using COVID-19 Safe Practices, social distancing to the extent possible while completing the visit, and by properly wearing face masks (covering the nose and mouth) throughout the duration of the visit.

If you have questions, please contact the following DDSD Staff:

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