

Developmental Disabilities Supports Division



(DDSD)



MARCH 2018

PUTTING DD WAIVER SERVICE STANDARDS INTO PRACTICE

In this issue:

DD Waiver Service Standards	1	March 1, 2018 is upon us and is the official implementation date of the new DD Waiver Service Standards. DDSD, together with many stakeholders, has worked on revising the DD Waiver Service Standards for over a year. The DD Waiver Service Standards now incorporate all requirements that provider agencies must adhere to; it is a one-stop shop for provider information. People in services and their families can also use the standards to better understand what to expect from the DD Waiver program and from service providers.
Director's Corner	2	As with any change, there can be challenges getting started and transforming old practices. With the help of stakeholders, DDSD has already corrected and modified a few items since the version issued on January 2, 2018. DDSD reissued the DD Waiver Service Standards one more time prior to March 1, 2018 and the reissue includes a summary of the edits made since January.
PEU Reminder	2	Here are some tips and resources to answer questions, learn about the roll-out, and to stay abreast of updates.
Community Resources Column	3	1. Check the DD Waiver page on the DOH website https://nmhealth.org/about/ddsd/pgsv/ddw/ . Numbered memos are listed by date of issue and subject and provide guidance on many important issues. Upcoming and previously held webinars are also posted under public events.
FIT Updates	4	2. Reach out to individual case managers. The case manager facilitates person centered planning, submits budgets for prior authorization, and monitors service delivery. The case manager is an advocate and can explain how the DD Waiver works.
Transition to Employment Grant	4	3. Look for more information about what is important for families and advocates to know about the DD Waiver Standards. For starters, contact Daniel Eckman at 505-670-5698 at the Developmental Disabilities Planning Council for information on the Summit on Advocacy. The summit is being held on April 18, 2018 and will include a family-friendly workshop on the DD Waiver Service Standards.
NM Launches ABLE Program	5	4. Reach out to the DDSD Regional Offices for technical assistance and use the Regional Office Request for Assistance (RORA) form to formally request assistance. The new form and instructions will be issued and posted on the DDSD website soon.
Challenging Behaviors	6-7	5. Submit your name and email to Tammy Barth (Tammy.barth@state.nm.us) to get on DDSD's interested parties list and get important updates by e-blast.
ACQ	7	
New Hires	7	In summary, DDSD is excited to embark on the implementation of the DD Waiver Service Standards, especially as the enhanced standards support progress in assuring the rights and inclusion of people with DD in the communities where we all live and work.

Contributor: Christina Hill, DDSD DD Waiver Manager

DIRECTOR'S CORNER

WOW, does time fly! By the time you read this, I will have been the DDSD Director for almost a year. It has been an amazing time for me. I have learned so much. My knowledge of legal issues has increased 100-fold. My knowledge of legislative issues has increased greatly as well. My knowledge of DDSD's collective knowledge is off the charts. I have come to know so many dedicated and professional members of the DDSD workforce.

I attended the Shining Stars event for the Northeast Region on October 19. I am attending the Shining Stars event for the Metro Region on March 22. These events are a beautiful example of the work that is done every day in the lives of the Shining Stars that we support. When we assist in giving a voice to the voiceless and being advocates for the people we work for, it should be a source of pride and accomplishment for all of us.

We have just completed the monumental task of developing the 2018 standards that will be effective March 1. That was another learning experience for me. The amount of work that went into that effort was incredible. A special "THANK YOU" to the Community Programs Bureau staff for their diligence in working with the subject matter experts and coordinating this massive project. The webinars for the new standards seemed to be appreciated as well. They allowed providers to cut down on time and travel costs and expose more staff to the training.

We continue to work in many different areas. We completed a rate study in December for the Family Infant Toddler Program. We are working on a Request for Proposals for a rate study for the Developmental Disabilities and Medically Fragile Waivers. This rate study will also include one Mi Via Waiver service. We hope to select a vendor and award a contract for the rate study in July 2018.

We are working on several projects with the Information Technology Services Division of the Department of Health. These include the Client Data Management System, changes to the RORI/RORA database, changes to the Central Registry database and on-going ad hoc data requests. These projects re-emphasize the collaborative nature of the Department of Health. No division functions totally unto itself. DDSD is a part of a large organization responsible for improving the health of New Mexicans.

As we look at the work ahead of us and the results we wish to accomplish, we must remember the following anonymous quote. Variations of this quote have been attributed to different people –

"To get what we've never had, we must do what we've never done."

Contributor: Jim Copeland, DDSD Division Director

PROVIDER ENROLLMENT UNIT (PEU) REMINDER!!

Providers are required to notify the PEU of any changes in licensure, such as a newly hired licensee or a licensee who has left the agency. This can be done via fax at 505-476-8894 or via email at Tammy.Barth@state.nm.us to ensure the provider file is current.

Many providers have their insurance company automatically send a copy of the renewed insurance certificate to the PEU. For providers who do not have that process set up, please fax or email a copy of the new certificate summary sheet that displays:

- ◆ Policy effective dates,
- ◆ Type of insurance,
- ◆ Dollar amount, and
- ◆ NMDOH as an additional insured for liability insurance and loss payee for bond insurance.

Contributor: Tammy Barth, DDSD PEU Manager

COMMUNITY RESOURCES COLUMN

There are some wonderful resources for individuals with disabilities & their families in New Mexico. In this newsletter we are highlighting access to on-line community resources.

One such resource is the University of New Mexico (UNM), Center for Development and Disability (CDD). UNM-CDD serves individuals with developmental disabilities and their families, as well as professionals, by providing information and referral to resources throughout New Mexico and the US. Located at the University of New Mexico campus in Albuquerque, they maintain trained staff who assist individuals via phone, internet or walk-in. The following services are provided by the CDD:

Library: The CDD library contains a specialized collection of books, videos, DVDs, periodicals and journals that are available for check-out or on-site use by the public and have information on research, education, rights, and topics related to child development and developmental disabilities.

Information Network: The Information Network provides information to individuals with disabilities, families, and professionals on local, state, and national resources. Information Specialists are available to assist individuals both on the phone and on-site to find the information they seek.

Resource Database: The CDD maintains the Disability Resource Directory (DRD), which is a database of New Mexico programs, agencies and organizations that provide services to persons with disabilities. You may search the database by category, service name or service type.

Autism Resources: Autism Resources are available through the CDD's Autism Program. The mission of the Autism Program is to provide requested support to individuals with autism spectrum disorders and their families.

Early Childhood Home and Family Services Division: The Early Childhood Home and Family Services Division is dedicated to supporting strong communities through the support of children and families, working to promote positive futures and prevent delay, disability, and risk of disability.

Early Childhood Learning Network: The Early Childhood Learning Network offers training to Early Intervention Providers, Service Coordinators, Teachers, Home Visitors and Preschool Personnel around New Mexico.

The above programs at the CDD may be accessed as follows: To speak with an Information Specialist at the UNM-CDD Information Network regarding disability related resources, call the Information Network at 1-800-552-8195 or 505-272-8549. Or, to access the online Disability Resource Directory, their website is located at: <http://www.cdd.unm.edu/Infonet/index.html>.



Contributor: Lisa Storti, DDSD Constituent Supports Manager

FIT UPDATES

The Family Infant Toddler Program is pleased to welcome our newest staff members: Angelica Roybal, Office Manager, Lisa Rohleder, Family Service Coordination Lead and Region I Coordinator and Karen Burrow, Community Based Assessment Lead and Metro Regional Coordinator. We are excited about our new staff as they bring direct early intervention experience to their role.

The Family Infant Toddler Program has completed the 5-year Race to the Top FIT Focus Project and is now in the process of analyzing the data and planning its implementation. We are also looking forward to the PRO (Parent's Reaching Out) Leadership Conference in April (see <http://parentsreachingout.org/>) and are planning for our FIT Annual Meeting in June (contact the FIT Program toll-free at 877-696-1472). The theme of the FIT Annual meeting is: Building Capacity: Supporting Providers, Supporting Families. Dr. Andy Hsi will be our keynote speaker. We will be featuring presentations from many of our provider agencies and are thrilled to be showcasing our providers' talent.



Contributor: Jeanne DuRivage, DDSD FIT Program Manager

TRANSITION TO EMPLOYMENT GRANT— REFUNDED!

The Transition to Employment Grant, originally funded in State Fiscal Year (SFY) 2017, has been refunded! This Grant is designed to provide opportunities for employment to individuals who might not otherwise have access to employment supports. The grant allows for up to 10 hours per month of follow-along supports and/or up to \$460 for transportation supports to/from work.

The Transition to Employment Grant targets individuals who are between ages 17-25, have graduated from or are preparing to exit/graduate high school, and who are on the Department of Health/ Developmental Disabilities Supports Division Central Registry. If an individual is already receiving supports through the Developmental Disabilities (DD) waiver or the Mi Via waiver they are not eligible for this grant.

Visit our website at <https://nmhealth.org/about/ddsd/> to obtain the specific grant requirements and the application. Questions can be directed to Casey Stone-Romero at Casey.Stone-Romero@state.nm.us or Juanita Salas at Juanita.Salas@state.nm.us.



Contributor: Casey Stone-Romero, DDSD Supported Employment Lead

NEW MEXICO LAUNCHES ABLE PROGRAM

The ABLE National Resource Center, managed by National Disability Institute (NDI), is excited to congratulate the State of New Mexico on becoming the 30th state to launch an ABLE program. The New Mexico ABLE program, named ABLE New Mexico, will be administered through a partnership with Ohio STABLE Accounts, which are backed by Intuition ABLE Solutions, LLC, and will be managed by Vanguard Group, Inc. and Fifth Third Bank. New Mexico STABLE Accounts will only be available to eligible New Mexico residents with disabilities.

New Mexico ABLE allows qualified individuals with disabilities to save up to \$15,000 a year in an ABLE account without jeopardizing their eligibility for federally-funded means tested benefits, such as Supplemental Security Income (SSI) and Medicaid. The funds in the account can be used for disability-related expenses that assist the beneficiary in increasing and/or maintaining his or her health, independence or quality of life.

Millions of individuals with disabilities and their families are often relegated to a life of poverty as a result of not being allowed to build even the most modest levels of financial resources. Individuals receiving supports through Social Security, Medicaid and other publicly-funded programs are often disqualified from those supports if they have more than \$2,000 worth of resources or assets. Now, with the launch of ABLE programs nationwide, individuals with disabilities and their families will be able to take a step to better secure their financial futures and to help offset the often significant financial challenges that can accompany living with a disability.

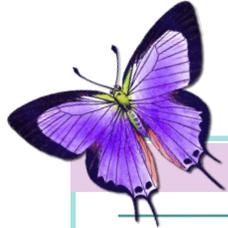
Like other ABLE programs across the country, the New Mexico ABLE program focuses its efforts to ensure minimal costs associated with establishing and maintaining an ABLE account (which can be completed online). The New Mexico ABLE program has an annual account fee of \$30, charged on a monthly basis. Fees associated with investment options range from 0.19% - 0.34%.

In addition to New Mexico ABLE, there are 29 other states and DC, that have launched ABLE programs: Alabama, Alaska, Colorado, District of Columbia, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New York, New Hampshire, North Carolina, Ohio, Oregon, Pennsylvania, Rhode Island, Tennessee, Vermont, and Virginia. Most of these ABLE programs are open for enrollment by eligible individuals nationwide.

For more information on the New Mexico ABLE program and how to enroll, please visit <https://ablenewmexico.com/>.

Source: ABLE National Resource Center, <http://www.ablenrc.org/>





LOOKING AT CHALLENGING BEHAVIORS THROUGH A SENSORY LENS

Behavioral Support Consultants (BSCs) are skilled at looking at the ABC's of behavior but also focus on determining what the function of the challenging behavior is for the individual. What is the individual trying to tell us through use of a challenging behavior such as hitting, yelling, fleeing, pushing, whining, retreating, self-injurious behaviors, or other challenging behaviors? Is the behavior a means of communicating a need, a want or physical/psychological discomfort? Is the behavior a means of avoiding an activity or situation? In my experience BSCs really focus on what the individual/staff/family can do to prevent challenging behaviors before they happen. They also work to get to know that individual and their environment well enough to promote successful activities and social interaction patterns that enhance that person's positive experiences in life and their overall quality of life.

Occupational Therapists (OTs) may look at various challenging behaviors through a slightly different lens. Of course, OTs look at how the individual can participate in fulfilling daily activities and this can go a long way toward replacing challenging behaviors. But although OTs look at what the function of the behavior is such as communication, we also look to determine if the behavior might be meeting a need to avoid certain sensory input or to obtain sensory input that the individual needs to feel alert and/or calm or to just feel "right in my skin". All OTs have an educational background in Sensory Processing Disorders (SPDs). SI is a frame of reference utilized by many OTs that was developed by OT and neuropsychologist Jean Ayres beginning in the 1960s and that continues to be a focus of research and development by OTs and other professionals.

Sensory Processing refers to the way our nervous systems receive information from the senses, and processes and integrates this information to produce a functional response. All of us have strategies that we use to fine-tune our sensory systems throughout the day that helps us to stay in the "just right" area between alert and calm. We may chew gum, exercise, or fidget to stay alert. We may retreat, listen to music, or swaddle in our favorite blanket to help calm ourselves. Individuals with SPD perceive and/or respond to sensory information differently than most people. Life presents a myriad of challenges for the individual who lives with SPD. In the words of one person with SPD, life always felt like they were "walking through a dark alley at night". Temple Grandin, an accomplished animal behaviorist and autism spokesperson constructed a "squeeze machine" so she could feel right in her skin and calm herself when needed. Studies in the prevalence of SPD indicate that from 5% to 16% of children may have varying degrees of SPD. Studies also suggest that at least 75% of children with autism spectrum disorder (ASD) have significant symptoms of SPD. Individuals with FXS or a history of abuse/neglect also have a higher prevalence of SPD.

Although SPD is notoriously difficult to study given myriad variables, more recent studies have demonstrated that children with SPD have different physiological (i.e., electrodermal) responses to sensory stimuli when compared to typically developing control children. Children with over-responsive SPD have a larger number of and a larger degree of electrodermal responses to sensory stimuli as well as slower rates of habituation to sensory stimuli. More recent studies have also found that individuals with SPD have atypical white matter connecting regions related to sensory processing. The fact that real and measurable brain connectivity differences have been found is an important discovery advancing clinical support for identifying SPD as a "real" disorder.

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LOOKING AT CHALLENGING BEHAVIORS THROUGH A SENSORY LENS (CONT.)

Hopefully this article has contributed to the understanding of when the OT might be a helpful professional to collaborate with when helping individuals with challenging behaviors live more comfortable and fulfilling lives.

Resources: Murray-Slutsky, C., Paris, B. 2005. *Is It Sensory or Is It Behavior?* San Antonio: Harcourt Assessment. www.spdstar.org or www.sensory-processing-disorder.com

Contributor: Julie Mehrl, MOT, OTR/L, Occupational Therapy Consultant to DDSD CSB

ADVISORY COUNCIL ON QUALITY (ACQ)

Do you want to know more about residential services or in home supports offered through all of the Disability Waiver Services?

ACQ's Goal 1: Ensure Quality Services
Objective 2: Expand Residential Service Options

The ACQ has created a "menu" of residential options for a sub committee to review, research and request input on how to expand quality or options. If you would like to know more and provide the sub-committee input please contact Lecie Langille at lecie@visionsnm.com.

Contributor: Kathleen Cates-Holms ACQ Member

NEW HIRES

Vivian De La-O, Healthcare Surveyor-Operational, Santa Fe, January 27, 2018
Elizabeth Duran, Eligibility Worker, Albuquerque, January 27, 2018
Sarah Winter, Training Unit Staff Manager, Albuquerque, February 24, 2018
Karen Burrow, Regional FIT Manager, Albuquerque, January 27, 2018
James Valdez, ASB Staff Manager, Santa Fe, February 10, 2018
Michelle Bruce, Social & Community Service Coordinator-Operational, Albuquerque February 24, 2018
Angela Brooks, Manager, SW Regional Office, Las Cruces, February 10, 2018
Fleur Dahl, Social & Community Service Coordinator-Operational, Albuquerque March 10, 18
Jason Lavy, Management Analyst-Advanced, FIT Program, Albuquerque, February 10, 2018
Elaine Hill, Social & Community Service Coordinator-Operational, Albuquerque March 10, 18

Retirements:

Jose Montoya, Social & Community Service Coordinator-Basic, Taos, February 01, 2018

Contributor: Joseph Anaya, DDSD HR & Labor Specialist

Mission Statements:

The Mission of the New Mexico Department of Health is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.

The Mission of the Developmental Disabilities Supports Division is to effectively administer a system of person-centered community supports and services that promotes positive outcomes for all stakeholders with a primary focus on assisting individuals with developmental disabilities and their families to exercise their right to make choices, grow and contribute to their community.

ABOUT US:

The New Mexico Developmental Disabilities Supports Division is located at 810 San Mateo PO Box 26110 Santa Fe, New Mexico 87502-6110. Our website: www.nmhealth.org
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If you would like to write an article for the next issue of the DDSD Newsletter, have suggestions or comments, please contact Lisa Storti, DDSD Newsletter Assistant Editor at 505-476-8972 or Lisa.Storti@state.nm.us.