



MICHELLE LUJAN GRISHAM
Governor

DAVID R. SCRASE, M.D.
Acting Cabinet Secretary

Date: October 12, 2021

To: Sandra Skaar, Statewide Director and Owner

Provider: Self – Directed Choices, LLC
Address: 3909 Juan Tabo Blvd. NE, Suite 2
State/Zip: Albuquerque, New Mexico 87111

E-mail Address: sandy@sdchoices.com

Region: Metro, Northeast, Northwest, Southeast, and Southwest
Survey Date: September 27 – October 6, 2021

Program Surveyed: Supports Waiver

Service Surveyed: Community Support Coordination

Survey Type: Initial

Team Leader: Jamie Pond, BS, QMB Staff Manager, Division of Health Improvement/Quality Management Bureau

Team Members: Valerie V. Valdez, MS, QMB Bureau Chief, Division of Health Improvement/Quality Management Bureau; Wolf Krusemark, BFA, Healthcare Surveyor Supervisor, Division of Health Improvement/Quality Management Bureau; Amanda Casteneda-Holguin, MPA, Healthcare Surveyor Supervisor, Division of Health Improvement/Quality Management Bureau; Jennifer Roth, Supports Waiver Program Manager, Developmental Disabilities Supports Division

Dear Ms. Skaar;

The Division of Health Improvement/Quality Management Bureau has completed a compliance survey of the services identified above. The purpose of the survey was to determine compliance with federal and state standards; to assure the health, safety, and welfare of Participants receiving services through the Support Waiver; and to identify opportunities for improvement. This Report of Findings will be shared with the Developmental Disabilities Supports Division for their use in determining your current and future provider agreements.

QMB would like to congratulate your agency on having **No Deficiencies** during your initial Supports Waiver survey. Please continue with your performance and we thank you for the services and supports you provided to individuals on the waiver throughout New Mexico.

There were no deficiencies noted, therefore your Initial Survey process is now complete, and no Plan of Correction is required. Thank you for your cooperation and for the work you perform.

DIVISION OF HEALTH IMPROVEMENT
5301 Central Avenue NE, Suite 400 • Albuquerque, New Mexico • 87108
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QMB Report of Findings – Self-Directed Choices, LLC – Metro, NW, NE, SE, SW – September 27 – October 6, 2021

Survey Report #: Q.22.2.SW.09285211.1/2/3/4/5.INT.01.21.285

Sincerely,

Jamie Pond

Jamie Pond, BS
Team Lead/QMB Staff Manager
Division of Health Improvement
Quality Management Bureau

Survey Process Employed:

Administrative Review Start Date: September 27, 2021

Contact: **Self – Directed Choices, LLC**
Jacob Patterson, Program Manager

DOH/DHI/QMB
Jamie Pond, BS, Team Lead/QMB Staff Manager

On-site Entrance Conference Date: September 27, 2021

Present: **Self – Directed Choices, LLC**
Jacob Patterson, Program Manager
Sandra Skaar, Statewide Director and Owner
Evonne Romero, Trainer
Hayley Menapace, Community Support Coordinator
Liz Novar, Coordinator / Consultant

DOH/DHI/QMB
Jamie Pond, BS, Team Lead/QMB Staff Manager
Valerie V. Valdez, MS, QMB Bureau Chief
Wolf Krusemark, BFA, Healthcare Surveyor Supervisor
Amanda Casteneda-Holguin, MPA, Healthcare Surveyor Supervisor

DDSD
Jennifer Roth, Supports Waiver Program Manager

Exit Conference Date: October 6, 2021

Present: **Self – Directed Choices, LLC**
Jacob Patterson, Program Manager
Sandra Skaar, Statewide Director and Owner
Evonne Romero, Trainer
Hayley Menapace, Community Support Coordinator

DOH/DHI/QMB
Jamie Pond, BS, Team Lead/QMB Staff Manager
Valerie V. Valdez, MS, QMB Bureau Chief
Wolf Krusemark, BFA, Healthcare Surveyor Supervisor
Amanda Casteneda-Holguin, MPA, Healthcare Surveyor Supervisor

DDSD
Jennifer Roth, Supports Waiver Program Manager

Administrative Locations Visited: 0

Total Sample Size: 4

Persons Served Records Reviewed 4

Total Number of *Secondary Freedom of Choices*
Reviewed: 0

Community Support Coordinator Personnel
Records Reviewed: 2

Administrative Interviews:

1 (Note: Interviews conducted by video / phone due to COVID- 19 Public Health Emergency)

Administrative Processes and Records Reviewed:

- Medicaid Billing/Reimbursement Records for all Services Provided
- Participant Program Case Files, including, but not limited to:
 - Individual Service Plans
 - Monthly contact notes
 - Other required information
- Personnel Files, including subcontracted staff
- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement
DOH - Developmental Disabilities Supports Division
DOH - Office of Internal Audit
HSD - Medical Assistance Division
NM Attorney General's Office