



Developmental Disabilities Supports Division (DDSD)

MARCH 2014

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DDSD launches updated ACT-New Mexico Website

Act-New Mexico launched an updated website, www.actnewmexico.org, with information for both Individuals and Families and Service Providers. It includes information in a single easy-to-use location such as:



ACT New Mexico
Access Community Together

- For Individuals and Families: Accessing services, Assessing service support needs, Getting a budget and service package, Creating a service plan, and Reviewing results and making adjustments to your service plan. This also includes information on Safeguards such as SIS Reassessments, Group H, and Fair Hearing Rights.
- For Service Providers: Forms and Instructions for Case Managers, Therapies and Behavioral Support Consultation, Adult Nursing, Living Supports, and Community Supports and Employment.
- For Everyone: DD Waiver Service Standards, Administrative Codes, Rates for all DD Waiver services, links to Policies and Procedures, and all Director's Releases.

ACT-New Mexico is a person-centered, community-oriented approach to deliver services for adults with intellectual and developmental disabilities (IDD). The approach emphasizes:

- That people with IDD be in charge of their lives as much as possible.
- That people with IDD have opportunities to use resources in ways that enhance their lives and help them participate in their communities.
- A shared responsibility for the wise use of public dollars and the contribution that people with IDD and their families can make.
- That the system is managed in a way that is efficient and fair to everyone.

Please see www.actnewmexico.org.

Contributor: Marc Kolman, DDSD Deputy Director

2013 DDSD Director's Conference Update

Michael Kendrick, an international consultant in disability, mental health and aging, provided a keynote address as part of DDSD's Director's Meeting in December 2013. He has extensive involvement with innovators, leaders and pioneers in service quality improvements in many countries including the United States, Canada, Australia, New Zealand, Ireland, the United Kingdom, Korea, the Netherlands, and more. His interests are on "leading edge" practices: how these can be initiated, sustained and safeguarded. He held a one day workshop on successful application of emerging and promising practices in the field of developmental disabilities. This was followed by a second one day workshop in January 2014, which expanded on the preceding conference day. He presented on The Use of Natural Supports, Key Considerations in Supported Decision-Making, Autonomy and The Methodology of Social Inclusion.

Unlike other events dealing with emerging best practices in the field, this two day event focused on a discussion of the many operational issues that have arisen with people who have attempted to adopt these leading edge approaches. The intent was not to promote such practices but rather to clarify what is involved in achieving positive results. There is often a tendency to deal only with the good intentions or goals of these emerging or leading edge areas of practice rather than to illuminate the difficulties, challenges and limitations that affect what people actually do in practice. The event provided an opportunity to hear more about what has been learned from the various attempts to make headway with these challenges. More specifically, it added clarity to how these practices commonly work, what their limitations are and how they might be taken up most usefully.

Contributor: Gayla Delgado, DOH/DDSD/PEU

Self-advocacy on the Move in New Mexico — NM Center for Self-Advocacy



In many ways, the self-advocacy movement in New Mexico has gotten off to a fast start. Many groups throughout the state have continued to grow and new groups are establishing themselves as essential parts of the self-advocacy movement. An exciting piece of news came near the end of 2012, when we received a \$5,000 grant from the Association of University Centers on Disabilities Allies in Self-Advocacy project. Prior to the grant, we had to rely on funding from partner organizations.

This money has already been put to good use. We held presentations in Silver City, NM, where we reached 1100 students and local state senator, Howie Morales. We collaborated with numerous disability advocacy groups including Bing Bang, Boom and New Mexico Disability Youth Leaders. We are also using the money to help our group get more permanent funding. We have already filed the paperwork to become a 501(c)3 group and are in the process of conducting interviews. Overall, the grant has allowed our group to unleash our ideas and creativity, which have been a great benefit both to our group and the self-advocacy movement in New Mexico. We have also continued to hold monthly meetings uninterrupted since the 2011 summit in Los Angeles.

New Mexico Disability Youth Leaders wrote a disability awareness curriculum for elementary school students, helped pass a Senate Joint Memorial declaring October as Disability History Awareness Month, and are beginning peer mentor training for transition students. They continue to do outreach through educating students and conducting an anti-bullying campaign. People First, under The Arc of New Mexico, has nine chapters and plan to add two more chapters. They held a regional statewide summit in Roswell, NM that attracted 150 people. In June, they will hold their statewide Summit on Social Equality in Albuquerque and anticipate about 200 people in attendance. Other outreach events have taken place including Disability Rights Awareness Day at our state capital. This won't stop, as New Mexico will conduct a Take Your Legislator to Work Campaign starting in June.

The New Mexico Center for Self Advocacy continues to train new self-advocates each year and allows them to partner with graduate student teachers, come up with their own presentations, and become public speakers. The Arc of New Mexico also mentors many public speakers and self-advocates. They spearheaded a DD Waiver Waitlist Campaign to attempt to decrease the waitlist for DD Waiver services. The waitlist is currently at over 6,000 people and projected to grow. The campaign collects stories throughout the state to help put a face on the issue, raises public awareness of the waitlist, holds town hall meetings on the issue, and even goes to our state capital to testify on the issue in front of elected officials.

Many other People First chapters, advocacy groups and determined individuals have worked hard to make positive changes in both their local community and the state as a whole. The future of self-advocacy in New Mexico is bright with the determined group of advocates along with help from national organizations such as Allies in Self-Advocacy and Self-Advocates Becoming Empowered.

Contributor: Daniel Ekman, New Mexico Center for Self Advocacy

"It had long since come to my attention that people of accomplishment rarely sat back and let things happen to them. They went out and happened to things."

-- Leonardo da Vinci

DDSD would like to welcome our newest DD Waiver provider:

Advocates of New Mexico, LLC.

They will be providing Case Management services in the Metro Region.

-- from Tammy M. Barth, Provider Enrollment Unit

Implementing a “Tiered Quality Rating and Improvement System” in the FIT Program

As previously reported in this newsletter, New Mexico received a \$37.5 million Race To the Top – Early Learning Challenge (RTT-ELC) grant in 2013. One of the key requirements of the grant is for states to develop a Tiered Quality Rating and Improvement System (TQRIS) to measure and promote quality across early care and learning programs. These programs include: child care; Head Start and Early Head Start; PreK; home visiting, preschool special education (IDEA 619) and the Family Infant Toddler (FIT) Program (IDEA Part C). These early care and learning programs are administered through the Public Education Department, Children Youth and Families Department, and the Department of Health.

The concept of a Tiered Quality Rating and Improvement System came from the child care system, which nationally has promoted TQRIS as a way to raise the quality of child care services. For a number of years New Mexico has operated the Aim High TQRIS system which assigns child care providers a 1 to 5 star rating system that results in a state subsidy differential i.e. the higher the star rating the higher the subsidy payment received.

The new FOCUS TQRIS, which is being developed under the RTT-ELC grant, is focusing on evidence based early childhood education practices and procedures that have been shown to make a difference in children’s learning and development. New Mexico’s FOCUS TQRIS will have a number of Essential Elements of Quality that will be common across the early care and learning programs. Within those essential elements of quality each program will have “criteria” or measures that are specific for their program.

Over the next year the FIT Program will be working with the Interagency Coordinating Council (ICC) quality committee to develop the criteria under FOCUS TQRIS for FIT Program early intervention services. Additionally, we will be developing tools to measure the quality under each criterion. For example, the FIT Program has already begun developing a tool to measure the quality of Individualized Family Service Plans (IFSP) being developed, e.g. are outcomes and strategies functional? Do the early intervention services address the needs of the child and family? etc. Another example is the development of a tool to measure the quality of early intervention practices conducted with the child and family in the home or at an inclusive classroom setting if the child is in child care or Early

Head Start setting. The FIT Program has begun some initial conversations with a national technical assistance organization about the possibility of developing an early intervention practices tool jointly and to partner in validating the tool.

One of the core concepts of the FOCUS TQRIS is that provider agencies conduct an ongoing self assessment of their quality, utilizing the tools provided, for which they have received training. While the provider agency makes a determination of their own star rating in accordance with the criteria for each level, the FIT program will review the agency to verify the star level achieved. No decisions have been made as to whether the star rating will result in reimbursement differentials or whether it will be used for quality improvement i.e. targeting resources to improve the quality of those lower rated providers.

In recent years, with an increased focus on accountability, there has been a focus on measuring compliance e.g. was a timeline met? was a particular process completed? The FOCUS TQRIS gives us the opportunity to focus on measuring the quality of early intervention, while still measuring compliance with standards and regulations. The FOCUS TQRIS development process will include helping providers imbed these quality measures into their existing quality assurance processes.

The FIT program will begin piloting the FOCUS TQRIS process with 5-6 provider agencies across the state in 2015 and begin to implement statewide in 2016.

For more information contact Andy Gomm at andrew.gomm@state.nm.us or Patti Ramsey patricia.ramsey@state.nm.us or at 1.877.696.1472

Contributor: Andrew Gomm, FIT Program Manager



DDSD Metro Regional Office Annual Cookie Contest

As a way to motivate provider staff and individuals to build their skills and interest in baking, the Metro Regional Office started the Annual Cookie Contest in 2007. The Contest is always held in the fall to coincide with the State Fair. People are encouraged to enter their cookies in the State Fair baking contests as well. Just two years ago, the State Fair's 1st and 2nd place winners were two participants who are on the DD Waiver! The Cookie contest is also a fun way for participants on the DD Waiver to interface with the Regional Office staff. This year's contest was held in October.



Congratulations to the men from Mandy's Lakeview site; Brandon, Eddie, Rich and Will who won the contest this year with an impressive creamy peanut butter sandwich cookie. We understand there was a lot of research for the perfect cookie and competition between Mandy's residential and day services. The winners competed against 35 other contestants representing eight provider agencies.

The 1st place winners won Master Cookie Crafter T-shirts designed by Ellen Hardman from the regional office, and a pizza party with the regional manager and assistant regional manager at IT'Z Family Food & Fun. We all had a blast eating from the pizza bar and playing arcade games. With the overwhelming support from our sponsors we were able to give prizes to nearly every participant.

Prize sponsors: Hinkle Family Fun Center, Albuquerque Balloon Fiesta Museum, IT'Z Family Food & Fun, Music Theater Southwest, New Mexico Philharmonics, Accounting Solutions of NM, Inc., Putt-Putt Golf & Games, Movies 8, & Leisure Bowl. Thanks go out to Tanya Frazer, Marie Velasco and Selma Dodson for organizing and collecting some amazing prizes.

Contributor: Kathleen Linnehan, Metro Regional Office Manager

DDSD's New Office of Constituent Support

The Office of Constituent Support has been recently established by DDSD in order to respond to, as well as reach out to, the people and communities we serve in New Mexico. The scope of work for this office includes the following:

- Providing a timely and thorough response to constituent concerns received by DDSD central or regional offices, as well those forwarded from the Governor's office, or legislator's offices.
- Gathering constituent feedback- including ideas on how to improve our system- and disseminate this feedback for DDSD review and discussion.
- Providing information regarding resources and supports for individuals with disabilities across the state, in addition to the waiver services, making this information accessible to individuals on the waivers, those on the waitlist, and the general public.
- Participation in community outreach events.
- Collaborating with the DDSD regional office staff to ensure they have timely information and access to information regarding available resources.

For more information, contact Lisa Storti at (505) 476-8972 or email at Lisa.Storti@state.nm.us.

Contributor: Lisa Storti, Manager, Office of Constituent Affairs

DDSD Community Inclusion Directors Awards 2013

Our Statewide Community Inclusion Director's Award ceremony was held at our 2013 Annual DDSD Directors Meeting on December 12th & 13th, 2013 at the Embassy Suites in Albuquerque. The primary focus of the DDSD Directors Meeting was Quality and Sustainability of the DD system in New Mexico. Approximately 250 people attended and the event was reported as a tremendous success.

Each Regional Community Inclusion Coordinator sent out the official Nomination forms for the five categories to the provider agencies in their regions. Once the nominations were received, the DDSD awards committee reviewed and then voted for the top candidates for the 2013 Directors Community Inclusion Awards. The following individuals and their employers were honored with an award for their outstanding services along with their employers statewide:

(Note: Client awardee names are not listed to protect their privacy)

Category 1: SELF-EMPLOYMENT

BUSINESS OWNER OF THE YEAR: Client at Vistas Sin Limitas, NE Region

OUTSTANDING SUPPORT:
Pete Gogue — Staff at Vistas Sin Limitas, NE Region

Category 2: SUCCESSFUL TRANSITION TO COMMUNITY EMPLOYMENT

EMPLOYEE SUCCESS OF THE YEAR:

Client at Adelante, Metro Region
Client at Albuquerque Services for the Deaf, Metro Region
Client at Coyote Canyon Rehabilitation Center Inc.

TEAM SUPPORT TO SUCCESS:

Pam Wilson & Felipa Jaramillo — Staff at Adelante, Metro Region
Ava Gutierrez — DVR Counselor
Steve Henning — Albuquerque Services for the Deaf, Metro Region
Thomas Tischler, Keith Bollinger — Texas Road House
Coyote Canyon Rehabilitation Center Inc.

Category 3: COMMUNITY EMPLOYER/EMPLOYEE PARTNERSHIP

EMPLOYEE OF THE YEAR:

Client at Family Options, NE Region
Client at Presbyterian Medical Services, Project Shield, NW Region

EMPLOYER OF THE YEAR:

BTU "Do It Best" — NE Region
Zebadiahs & Grounds Guy — NW Region

Category 4: COMMUNITY BASED PROMISING PRACTISES

INDIVIDUAL SUCCESS:

Client at Progressive Residential Services (PRS), SW Region

PROVIDER SUCCESS:

Progressive Residential Services (PRS), SW Region

Category 5: FULL COMMUNITY INCLUSION

COMMUNITY CITIZEN OF THE YEAR:

Client at Tobosa, SE Region

BEST TEAM SUPPORT:

Valerie Villarreal, Susie Rand, Debbie Duron, Brenda Bachman, Tony Strange & Linda Kisselburg — Staff at Tobosa, SE Region

"When community, business, and government collaborate, all New Mexicans with abilities can work."

— Southwest Disability Conference 2013

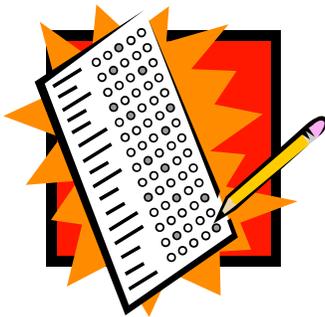
On behalf of the Community Inclusion Unit, we would like to congratulate and kindly thank everyone for their participation and contribution in moving employment forward for New Mexicans with most amazing "abilities!"

For more information on upcoming employment initiatives at the New Mexico Department of Health, Developmental Disabilities Support Division, Please Contact:

Mila Mansaram, Community Inclusion Statewide Lead for Supportive Employment, Mila.Mansaram@state.nm.us, 505 841-6620

Contributor: Mila Mansaram, Community Inclusion Statewide Lead for Supportive Employment

CDD Selected as Single Statewide Provider of SIS Assessments in New Mexico: Due to Start Assessments by July 1, 2014



The Department of Health (DOH) has been engaging in planning efforts to build in-state capacity to provide Supports Intensity Scale® (SIS) assessment for adult recipients of Developmental Disabilities Waiver (DDW) services. The Center for Development and Disability (CDD), established in 1990, is New Mexico's University Center for Excellence in Developmental Disabilities Education, Research and Service. The DOH is working closely with the CDD to administer all SIS assessments for the DDW by July 2014. The CDD has a history of excellence in the field of disability and has a successful track record working with the DOH on other statewide initiatives as well.

Based on CDD's history of excellence in the field of disability, engaging with the Center on this project is a good fit to ensure quality and there is not a conflict of interest and to increase capacity in New Mexico.

A single statewide provider of SIS interviews is preferable to multiple providers to assure quality. Administering the SIS according to standard guidelines requires significant start-up training, consistent and regular quality assurance efforts, and an unwavering familiarity with the tool. A large number of trained interviewers across multiple entities can result in duplicate and costly training efforts and can dilute quality and consistency of the administration of the SIS across the state.

The CDD also meets the following criteria to mitigate any real or perceived conflict of interest:

- public credibility
- a history of demonstrable excellence in the field of disability
- understanding of unique NM culture and history
- no practical influence on NM's DDW group assignments, rate structures and service package options
- no real or perceived financial incentive to influence NM's DDW group distribution (i. e. provider of another DDW funded service)

The CDD has demonstrated a commitment to start-up and to develop long term capacity to provide SIS assessments statewide. Start-up resources related to technology needs, administrative resources and selection and training of interviewers are significant in direct costs as well as staff resources required from DDSD. A multi-year agreement with strong timelines and accountability is planned.

The DOH is excited to collaborate with the CDD on this project and counts on quality, consistency and sensitivity to NM's unique needs to administer SIS assessments statewide.

Contributor: Christina Hill, SIS Program Manager, DDSD

“Soft Skills to Pay the Bills!”

Born and raised in Albuquerque, J2 Cents (Jerry Espino) music echoes his pride in his heritage and of his home – state, New Mexico. Inspiration and determination have given this 30 year rap artist & song writer, J2 Cents the desire to prove that anyone can have a dream, can overcome any obstacle and not be kept down. Jerry Espino performed “Soft Skills Rap,” at our 2013 Annual DDSD Annual Directors Meeting which was held on December 12th & 13th, 2013 in Albuquerque. His music comes from within himself and he puts the lyrics together from his own challenges and successes. Jerry currently possesses an Associate’s Degree and he is looking forward to opening his own recording studio and creating his own label. When asked, he said one of his greatest hopes is “to inspire others in achieving their goals in employment.” Jerry further explained that, “soft skills really define who we are and how we interact with co-workers, friends, and family. We use these skills both at work and in our social life. We need to think of soft skills as personal competencies such as; problem-solving, critical thinking, communication, work ethic, collaboration and so forth.” Jerry truly believes that “these invaluable skills can make the difference and help us be successful and independent in not only our careers but in our lives.” Jerry’s performance received a standing ovation and was a collaborative effort between J2Cents,



Caspian Fever Band, A Center for Function and Creativity, and DDSD.

For more information on upcoming employment initiatives at the New Mexico Department of Health, Developmental Disabilities Support Division, Please Contact:

Mila Mansaram- Community Inclusion Supported Employment Statewide Lead

Mila.Mansaram@state.nm.us, 505 841-6620

Contributor: Mila Mansaram, Community Inclusion Statewide Lead for Supported Employment

“If music be the food of love, play on.”

-- William Shakespeare

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/ddsd

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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 Sally Karingada, DDSD Newsletter Assistant Editor at 505-841-5823 or sally.karingada@state.nm.us

DDSD Personnel Changes

Jeana Caruthers has been promoted to Staff Manager in the Las Cruces Southwest Regional Office (SWRO). Jeana’s promotion was effective February 1, 2014.

Steve Schan joined DDSD February 1, 2014 as a Healthcare Surveyor in the Albuquerque Metro Regional Office.

Yvette Juana Dominguez joined the FIT program in Santa Fe on February 1, 2014 as a Regional Manager.

Pauline Mares accepted a position as a Management Analyst with the DDSD Santa Fe Office, starting on February 15, 2014.

Hernando Martinez has accepted the position of Community Network Coordinator for the Office of System Improvement in the Albuquerque Metro Regional Office, effective February 15, 2014.

Beverly Nagy has accepted a position of SIS Lead for the Santa Fe Office. Beverly will start with DDSD March 29, 2014.

David Naranjo joined DDSD as a Community Network Coordinator on December 21, 2013. David is in the Taos Northeast Regional Office.

Jeanette Frias joined DDSD as a Financial Specialist in the Santa Fe Office with the Administrative Supports Bureau (ASB). Jeanette started on January 6, 2014.

Pamela Madrid will join DDSD in the position of Administrative Assistant in the Specialty Seating Clinic in Albuquerque on March 15, 2014. Pamela is transferring from DOH Public Health.

Contributor: Joe Anaya, DDSD Human Resources

