



# Developmental Disabilities Supports Division

SEPTEMBER 2013

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## Department of Health Secretary Retta Ward tours DDSD providers in Albuquerque

In August, Department of Health Secretary, Retta Ward, along with several DDSD managers, went on a tour of DDSD providers in Albuquerque. This included day and supported employment programs; a supported living home; a woman living in her own apartment with independent living supports; a family living home; and two Family Infant Toddler (FIT) early intervention visits in the families' homes. So the tour showed the diversity of folks supported through DDSD, from infants and toddlers to seniors; as well as folks with a high level of independence to folks with significant support and medical needs.

Secretary Ward got to meet families, individuals served and the staff that support them and after the long day crisscrossing Albuquerque she said "I certainly have a much better idea of the

diversity of DD needs and services, and it was an honor to meet with families, individuals and providers. I really appreciate the time staff spent with us and their dedication to the people we

serve".

A big thanks to ADDPC, Alta Mira, Adelante and ARCA and NAPPR for the time and effort they put into making this tour possible!

**Contributor: Andrew Gomm, DDSD Family Infant Toddler Program**





### Family Infant Toddler (FIT) Program receives high marks nationally

For the third year in a row, the Family Infant Toddler Program has received the prestigious federal determination of “Meets Requirements.” When making determinations at a federal level, “Meets Requirements” is the highest recognition possible by the federal Office of Special Education Program (OSEP) for a state to receive. It’s amazing to think that just 5 years ago, the FIT Program was in a much lower determination category of “Needs Intervention.”

The FIT Program requires local provider agencies to conduct an Annual Performance Report (APR) for their agency that parallel the statewide APR. Provider agencies must monitor and report their own agency’s performance on the indicators, with much of the data being generated through the Family Infant Toddler Key Information Data System (FIT-KIDS) online database. Provider agencies analyze their data and develop improvement activities if needed.

**Some Indicators used in the APR:**

**Children and families who may benefit from FIT Program services are being adequately identified.**

In FY 12, New Mexico served 3.0% of children birth to one residing in the state. This was the highest percentage compared to all other states’. The FIT Program rated third in the nation for serving 5.46% of children birth to three in the state.

**Referred families are evaluated and, if needed, have an Individual Family Service Plan (IFSP) developed in a timely manner.**

FIT Program Provider Agencies have only 45 days from the date a referral is received to do a full intake, conduct a comprehensive multidisciplinary evaluation, and develop an initial IFSP. In New Mexico, 98.8% of initial IFSPs were developed within 45 days of the referral, which is quite an achievement.

**Services on the IFSP are provided timely.** Once the IFSP is

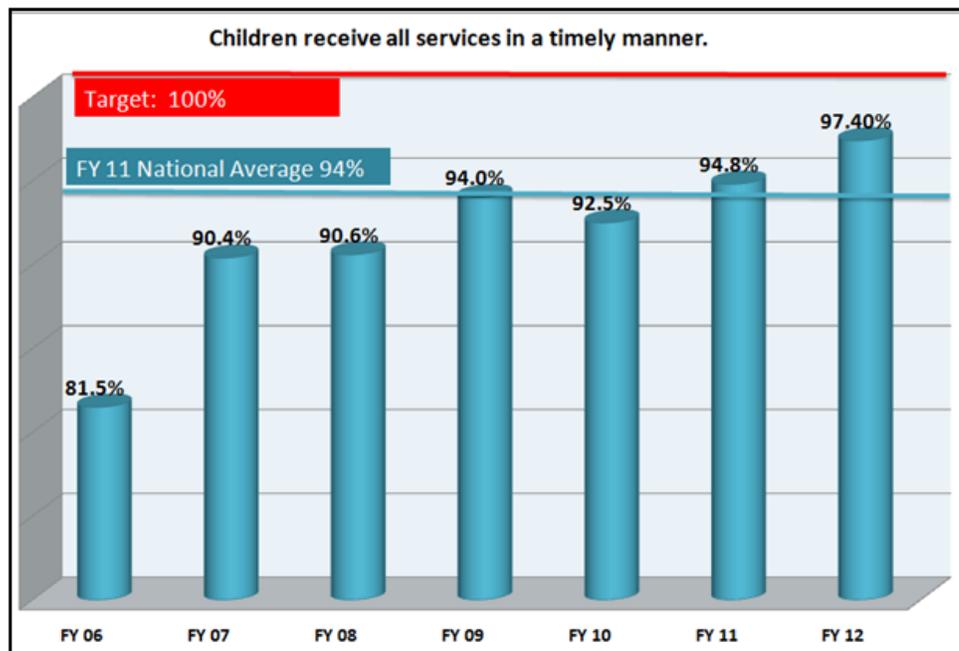
developed, all services on the IFSP must be provided within 30 days of the IFSP start date. This continues to be the most challenging indicator for the FIT Program. Nevertheless, greater efforts toward this indicator have resulted in vast improvements since FY 06 where performance was only at 81.5%. As illustrated in the chart, the FY 12 performance for the FIT Program was 97.4%. The national average was only 94%.

While the above indicators are only a small portion of the measurements used to make determinations, it gives some idea of the data collected and reported to OSEP each year. For more information, please visit the FIT website at <http://nmhealth.org/ddsd/nmfit/Documents/documents/NMAPR2013rev.pdf> to review the federal Annual Performance Report.

**Contributor: Patti Ramsey, DDS**  
**Family Infant Toddler Program**

“Grown-ups never understand anything for themselves, and it is tiresome for children to be always and forever explaining things to them.”

-Antoine de Saint-Exupery





“Heaven wheels above  
you, displaying to you her  
eternal glories, and still  
your eyes are on the  
ground.”

-Dante Alighieri

## Quality Management Summit

DOH/DDSD hosted a Quality Management Summit in June with over 125 participants from across the state. A great diversity of stakeholders including people with disabilities, family members, providers, advocates, state personnel, guardians etc. shared their experience, expertise and creativity in reviewing and making recommendations to improve the DD system in NM. Michael Kendrick, PhD, an internationally recognized consultant in the fields of disability, mental health and aging facilitated the day-long meeting. Intense small group work was done focusing on Quality Management at the individual, programmatic and system level. An additional event was held the following day to synthesize the input and make recommendations moving forward.

Based on the evaluations, some of the most positive experiences of the summit were the opportunity to connect and network with a great variety of people and hear different people's viewpoints.

Common themes from the summit for follow-up are:

**Individual Choice:** We need a more individualized system to maximize independence, allow for dignity of risk and increase involvement of people with disabilities and their families in the process to make their own choices. We need to increase flexibility and create an environment for people to be creative.

**Networking/Partnering:** We need more collaboration and openness, consistency, adaptability regionally, strong supervision/ leadership at all levels and an environment that encourages anyone to make suggestions for improvement/development.

**Communication:** We need consistent, accurate, real-time information, clearer timelines/ expectations, ensure that decisions are communicated to all stakeholders and increase alignment between DDSD and DHI. We need to create a person centered not a fear based system.

**Simplicity:** We need a more streamlined system including paperwork and processes. “People not Paper” was a common refrain.

**Funding/Finances:** This needs to be reviewed as providers have more requirements with the same or less reimbursement

**Adequate Resources (regional differences in resources):** We need more access to electronic communication, agencies and data.

**Health and Safety:** We need for people to feel secure and safe in their homes and communities.

Many thanks to all the participants who generously gave their time and energy to help us all move forward in developing a more creative, robust, life giving, quality system for people with intellectual/ developmental disabilities

**Contributor: Wendy Corry, DDSD Office of Systems Improvement**



## Self Determination Program for Individuals with Down Syndrome

The Arc of New Mexico now has stipends for individuals with Down syndrome to:

- attend the National Arc Convention
- attend the National Down Syndrome Convention
- attend the Arc of New Mexico on Social Equality and State Conference
- do a Self Determination Plan
- participate in Public Policy (application required)

Here is how:

- Call the Arc today and fill out interest form and return it
- Priority will be given to individuals waiting for services.
- The program is for individuals with Down syndrome.
- Priority will be given to those individuals who have not participated in the past.

**Contributor: Arc of New Mexico**

### The Arc of New Mexico Locations:

3655 Carlisle NE  
Albuquerque, New Mexico  
87110-1644  
Phone: 505-883-4630  
Toll Free: 1-800-358-6493  
[www.arcnm.org](http://www.arcnm.org)

Southern New Mexico Arc Office  
950 Anthony Dr., Ste 4  
Anthony, NM 88021  
575-822-9208  
Toll Free: 866-882-9208  
Santa Fe Community Advocate —  
505-438-0231  
Grant County Community Advocate—  
575-590-7957  
San Juan County Community Advocate—  
505-632-0978

## Tapping into a Pool of Qualified Candidates with Abilities

Our first Employer Symposium was held on August 13th, 2013 at the African-American Performing Arts Center in Albuquerque. This was a collaborative effort between the Southwest Conference on Disability, New Mexico Department of Health, UNM Center for Development and Disability, Transcend, VA Healthcare System, United Healthcare, New Mexico Workforce Connection, Department of Vocational Rehabilitation, US Forest Service, and Kirtland Air force Base. The goal of our Employer Symposium was to foster and build an 'inclusive workforce' by dispelling employment myths in hiring individuals with disabilities, as well as to supporting and connecting businesses to resources in recruiting, hiring, and retaining employees with Abilities!

The event was reported as a successful start to moving employment forward for individuals with developmental disabilities. Approximately, 140 individuals attended. There were public and

private sector employers who also attended that included various Human Resource Managers, Supervisors, and Business & Franchise Owners. In addition, other attendees included many service agency providers, individuals that are actively seeking competitive employment, self-advocates, job coaches, job developers, and guardians. Also, members & dignitaries from State and Federal government such as Senator Michael Padilla, Rep. Crystal Romero, From Martin Heinrich's Office, Ralph Vigil from DVR, Jim Parker from the Governor's Commission on Disability, and Deputy Director Marc Kolman from DDSD, all provided keynote opening & closing remarks to show their support to this very unique opportunity in supporting businesses in their efforts to employ people with various talents and skills here in the State of New Mexico.

A Special Thanks to Chick-fil-A, Starbucks, Krispy-Kreme, Costco, and Jason's Deli for their generous

donations to this event!

The Employer Symposium will be followed up by future events such as the Career Expo & Ticket to Work Job Fair to be held on Tuesday, October 8th, 2013 at the Southwest Disability Conference. This will be a collaborative effort that will have multiple employers with various job openings specifically for individuals with intellectual and developmental disabilities who are seeking competitive employment.

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

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

**Contributor: Mila Mansaram ,  
DDSD Supported Employment**



“When community, business, and government collaborate, all new Mexicans with abilities can work”

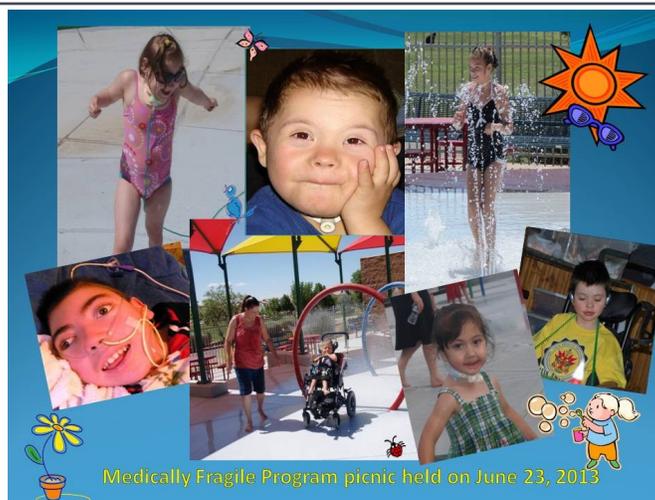
## The Medically Fragile Program picnic

The Medically Fragile Program picnic held, June 23, 2013. An annual event held at the Manzano Mesa Multigenerational Center Water Spray Park. The weather was a perfect day for the event! 49 people attended, 11 families. The city of Albuquerque's public facility is kind enough every year to accommodate our program and open the facility specifically for our event. It is wonderful opportunity for families to get together and to mingle amongst each other. It is a fun activity for everyone to enjoy!

Please take a look on our Facebook page at other activities and pictures from our program.

<https://www.facebook.com/CDD.MFCMP>

**Contributor: Suzanne Shaffer, DDSD Medically Fragile Waiver Program**



Medically Fragile Program picnic held on June 23, 2013

“Give light, and the darkness will disappear of itself.”

-Desiderius Erasmus

## Communication Team Activities

In one of the first communications by Secretary Retta Ward detailing her DOH goals and expectations for 2013, she made a few statements regarding respect: "Treating one another with care, trust and respect is a cornerstone of our values, and essential for building an open and honest spirit in our workplace. Our culture allows us to depend on each other, and communicate openly and honestly. We also respect our community." In alignment with these values, DDSDD held a state-wide meeting in January of this year to help identify concerns/issues with communication. The Communication Team was formed to help address these concerns. Initial meetings helped clarify the scope of this team to include internal and external communications in all DDSDD program areas with the role of this team to include analyzing communication flow as well as our current communication mechanisms and technologies.

In developing strategies and interventions to improve our communications, the team's efforts have included streamlining new Directors releases to occur on the 1st and 15th of the month. The team also guided the clarification of purpose and the restructuring of

our internal communication "bullets". Projects have included publishing the DDSDD Newsletter and updating the DDSDD Organizational Chart, phone lists, and Regional Office resource lists identifying program experts. Products in development include the DD Waiver Manual and New Employee Orientation. In efforts to improve access to and accuracy in our information technologies, the Communication Team is also working with our data systems, websites, and web conferencing capabilities.

The Communication Team initiated a clinic with the intent to provide all staff an understanding of our guiding principles and values as well as tools to enhance communication skills. This clinic is being provided in all regions and is addressing regionally specific concerns through regionally approved action plans. Additional or unresolved concerns are being brought back to the Communication Team for consideration and action. Other training projects include Email use/etiquette, phone etiquette, and use of technology.

The activities of the Communication Team are in support of DDSDD's efforts

in promoting the values that guide our behavior as listed in Secretary Ward's DOH goals and expectations for 2013:

- We work together to achieve our goals.
- We enjoy our work
- We communicate well with each other.
- Teams have the skills, resources, information and authority to self-manage both customer and technical issues.
- Roles and responsibilities are defined and understood.
- Adaptability, flexibility and initiative are expected from all.
- Decisions are made: at the source; based on input from those affected; considering both department and individual needs.
- We encourage activities that build teamwork and high morale.
- We genuinely care for each other and our constituents.

**Contributor: Doug Wooldridge ,  
DDSDD Training Unit**

"When we honestly ask ourselves which person in our lives means the most to us, we often find that it is those who, instead of giving advice, solutions, or cures, have chosen rather to share our pain and touch our wounds with a warm and tender hand."

-Henri Nouwen

## BackInUse Program

The BackInUse program is a durable medical equipment (DME) and computer reuse and recycling program headquartered in Albuquerque, with certain services provided statewide. The BackInUse program receives a major portion of its funding from NMTAP, run by the Governor's Commission. The program is part of Adelante Development Center, Inc. , a major provider of services to persons with disabilities throughout New Mexico. Our offices, and computer refurbishing area is located at 3900 Osuna Rd (El Centro). We also have a donated space of approximately 9,000 square feet that is the sanitizing, storage, and customer pickup location for DME. Donations can be dropped off, and we do pickups of certain equipment as possible. Through the [www.backinuse.com](http://www.backinuse.com) website, individuals can request equipment, or

contact us regarding a donation. During April, May, June of 2013 the program gave out 314 equipment items. This included 78 computers. (17 of which were the final laptops from the DVR Navigator program.) In July of 2013 68 items were distributed, including 11 computers. Since Adelante took over the NMTAP Reutilization program in the fall of 2009, we have given out 1,929 pieces of equipment, for an estimated fair market value of \$344,000. The program has seen a huge growth in both donations and requests for equipment. We receive an average of 5 calls a day to the 341-7171 phone number, and many requests come through the [www.backinuse.com](http://www.backinuse.com) web site. The vast majority of durable medical equipment donated and requested is for mobility equipment, and for equipment to help with daily living and personal hygiene. We

reserve Thursday afternoons as a time for customers to pickup equipment at our downtown warehouse. Most recent weeks have seen over a dozen individuals come to pick up equipment each Thursday. The program collects customer satisfaction surveys on all recipients of equipment. We provide a written survey in a self-addressed envelope, and also make follow-up calls. Out of 194 recipients recently contacted, we have received responses from 138 (71%). 91% were highly satisfied, 9 were satisfied, 2 were somewhat or not satisfied.

**Contributor: BackInUse  
Program. Adelante  
Development Center, Inc**





### After Ten Years...

After ten years, DDSD is saying Good Bye to Two Case Management Agencies in the Metro Region. Blue Sky and Friends Forever both opened their doors in 2003 and both will be closing their doors on September 30, 2013.

Blue Sky Case Management is owned by Randy and Nancy Parsons. Between the two of them, they have 45 years of DD Case Management experience. They wanted to ensure they worked towards the highest quality service they could and wanted true client centered services. Over the 10 years, there have been 8 subcontractors plus Randy and Nancy. Tracey Pratt came in 2006, Mike Thompson in 2007, and Kevin in 2010. Nancy states that her legacy will be in leaving well educated case managers behind who will set good examples with skills and presence in other agencies

they are contracting with soon. Nancy and Randy leave to retire partially in Mexico. With more time on their hands, Randy will go into ministerial passions and Nancy plans to continue her passion in the DD world by advocating on the legislative level in Santa Fe.

Friends Forever is owned by Selinda Turner. Her daughter, Kimberly DeJongh, is a case manager. They bring 35 years of DD Case Management experience. Over the 10 years, there have been 8 case managers, as well as 2 for D&E. Kimberly will be subcontracting with another case management agency. Selinda will be retiring with her husband, who retired from Sandia Labs in November, 2012. They plan to do more work at an orphanage in Mexico, which has been their passion for years.

On 7/18/2013, at the Statewide Case Management Meeting, Wanda Durant, Metro RCMC spoke about overseeing both agencies for the last four years. Kathleen Linnehan, Metro Regional Case Manager presented both agencies with a certificate for their 10 years of services to individuals with developmental disabilities and the DD Waiver.

For Blue Sky, Paul St. Germaine, RN, dressed up like Frank Sinatra and sang to her with "Blue Skies". For Friends Forever, Anthony Vincent, RN read the chorus from the Graduation song, which ended with, "We will still be, friends forever", and everybody said Friends Forever together. A wonderful send off for Blue Sky's and Friend Forever's service to the DDW individuals.

**Contributor: Kathleen Linnehan, DDSD Metro Region**

"Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world."

-Harriet Tubman



## A story of perseverance and vision

This was meant to be a story with a joyful ending. A story of perseverance and vision. A reminder that things that circle may move closer to the center. A story about the sweetness of second, and hundredth, chances. A story about redemption. It was to begin with, "They are my heart," the photograph of Kathy King with her grandbabies a testament to her words. Now, in one day, in one moment, it has become a story about the fragile and tenuous nature of things. It is now a story with unfinished chapters and an uncertain outcome.

Kathy has emerged from chaos and violence resilient and resourceful. She has burdens, she has scars. She gets in her own way trying to get her way and can make offering support confounding and maddening. She is demanding and forgiving, manipulative and generous, volatile and charming. She has urged us out of comfort zones. She has compelled us to examine ourselves. She has received the best of what can be offered and has held us accountable for failures. Twenty years ago, she tossed me from an IDT before being introduced. Yesterday, she handed me her treasured grandbabies. She has grown. So have we. There are reasons that people become part of her life for decades.

Kathy's dearest and most painful memories and experiences are wrapped in family. She bounced around as a child, endured unspeakable abuse, and was offered little education. She had

two kids in her early twenties and struggled to provide a safe, nurturing home as a single mom. The children were removed from her custody and her rights as a parent were terminated. Years and looping miles later, she began building relationships with her teen-aged children. She took parenting classes, she took anger management classes, she participated in individual and group therapy. Her kids came to rely on her and she immersed herself in their lives. The circle of things arced toward its origins 16 months ago when Kathy became a granny, as she refers to herself. She is baby Quintavon's principal, and often sole, parent figure. He is positively bonded with her. He is a delightful and easily delighted baby who readily goes to acquaintances to babble and giggle as long as Granny is near. His distress is evident when she isn't near.

Kathy has benefitted from a wealth of creative support over the years. Many members of her team have abided with her for the long haul; surfing the drama, battling through hard times and providing therapeutic support to each other as well as Kathy. Ling Faith-Huertz, her guardian; Amy Quintana, who recently stepped away from her role as case manager into natural support; Lanthia Mile, who also assumed a natural support role after serving as Kathy's DVR counselor; and DDSD's Christine Wester, wearing many hats, in particular have proven seaworthy. Kathleen Linnehan shimmied out to the end of the limb years ago to

enable an unprecedented living arrangement through Optihealth that contributed immeasurably to Kathy grasping for independence. More recently ARCA stepped in for Kathy and Liferoots for the baby. She was working hard to negotiate her role with baby Q and his mom. Things seemed to be moving toward formal custody arrangements following the recent birth of a second grandchild, Eric. Yes, their were complications with her adjudicated status and her history. No, she does not have formal custody or claim to either child.

And then . . .

And then, CYFD made a visit. I don't know what they found, but it was enough for them to take the kids.

Things have gone full circle. I recall how devastated she was when she lost her kids-a decision she believes in retrospect was correct. Today, CYFD revealed their intention to seek custody of both children. Kathy's heart is broken. Right now, all we know how to do is stand near and stay the course.

We all need people in our lives willing to take the wild rides with us. Some more than others, some wilder than others. Knowing when to step onto and off the frequently careening tilt-a-whirl of other's making can be a challenge. Seems pretty clear right now.

**Contributor: Chris Heimerl, Consultant, DDSD Office of Behavioral Supports Services**

"Out of suffering have emerged the strongest souls; the most massive characters are seared with scars."

-Khalil Gibran



## ADA Celebration

On July 26, the second annual ADA Celebration kicked off with our own local emcee, Cory Valencia providing opening remarks and introducing Dona Ana County Commissioner Garcia and our local celebrities and guests to the celebration. Numerous vendors provided information and spoke with community members about their organizations and supports they provide to the local community. Door prizes were given out throughout the event and several local artists showcased their work.

Miss New Mexico, Alexis Duprey, mingled with the crowd and visited with the vendors.

A full line up of entertainment kept the crowd upbeat and enthusiastic as they browsed the numerous vendors. Leticia Martinez, local Olympian, kicked off the afternoon with a speech that encouraged us not to give up on your dreams, no matter what the obstacles are. Team Rage, a cheer team from the ARC of NM in Anthony, NM,

performed an awesome cheer that culminated in a very large pyramid. Mariachi Aguilas and Angeles Del Valle provided music and dancing. Drum Soloist Rosa Herrera performed a solo and then joined Percussion Discussion, a local drumming group sponsored through Progressive Residential Services-NM. The group passed out instruments to the crowd who gladly joined in the drumming.

**Contributor: DDSD Southwest Region**

## DDSD Personnel Changes

**Jeana Caruthers** — hired June 22, 2013 as a Social Community Service Service Coordinator-Operational in the Las Cruces (SWRO) office. Her Supervisor is Scott Doan.

**Consuelo Montano** — hired July 6, 2013 as a Healthcare-Surveyor-Operational in the Albuquerque (Metro) regional Office. Her Supervisor is Camille Jaramillo.

**Chloe Tischler-Kaune** — hired June 22, 2013 as a Social Community Service Coordinator-Advanced in the Albuquerque (Metro) regional office. Her Supervisor is Wendy Corry.

**Raychel Castellano** — hired July 6, 2013 as a Purchasing Agent-Advanced in the Santa Fe (ASB) office. At present there is no supervisor but reporting to Cathy Stevenson.

**Allison Byrnes** — hired June 8, 2013 as a Registered Nurse-Advanced in the Gallup (NWRO) North West

Regional Office. Her Supervisor is Crystal Wright.

**Cyndy Hoefs** — hired July 6, 2013 as a Social Community Service Service Coordinator-Operational in the Roswell (SERO) Southeast Regional Office. Her Supervisor is Michelle Lyon.

**Lydia Ortega** — hired July 6, 2013 as a Social Community Service Service Coordinator-Operational in the Taos (NERO) Northeast Regional Office. Her Supervisor is Les Swisher.

**Steven Moyers** — hired July 6, 2013 as a Social Community Service Service Coordinator-Operational in the Albuquerque (Metro) Regional Office. His Supervisor is Kathleen Linnehan.

**Angela Pacheco** — promoted on July 6, 2013 to Staff Manager for the Taos (NERO) Northeast Re-

gional Office. Her Supervisor is Paul Schwalje.

**Yvette Tenorio** — hired July 6, 2013 as a Social Community Service Service Coordinator-Operational in the Albuquerque (Metro) Regional Office. Her Supervisor is Kathleen Linnehan.

**Sally Karingada** — hired July 6, 2013 as a Healthcare-Surveyor-Operational in the Albuquerque (Metro) regional Office. Her Supervisor is Chris Futey.

**Christyn Faggion** — hired August 3, 2013 as a Training & Development Specialist-Operational for the Roseell (SERO) Southeast Regional Office. Her Supervisor will be Kristin Hansen.

**Theresa Noedel** — hired and will start August 17, 2013 as a SEC, EX LGL/MED/EXE-A for the Seating Clinic in the Albuquerque area. Her Supervisor will be Scott Gifford.

**Contributor: Joseph Anaya, DDSD Human Resources**

## 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](http://www.nmhealth.org/ddsd)

**For Information Call:** (505) 476-8973 or Toll Free: 1-877-696-1472 or you can email us at [SANTAFEMAILBOX.ddsd@state.nm.us](mailto:SANTAFEMAILBOX.ddsd@state.nm.us)