



Developmental Disabilities Supports Division (DDSD)

JUNE 2014

In this issue:

- Senate Memorial 20 Update** 1
- Mi Via** 2
- Trainings and Resources in Positive Behavior Support** 3
- Community Inclusion** 3
- Shining Stars Project** 4
- FIT Program Receives Increased Funding** 5
- ARC of New Mexico 2014 Summit** 5
- NM School for the Deaf and FIT Sign MOU** 5
- New DD Waiver Providers** 5
- The Office of Constituent Support** 6
- ACT New Mexico** 6
- Constructive Feedback: Let's Make it Work for Everyone** 7
- Six Keys to Effective Positive Behavior Support – Part 1** 8
- SIS and Person Centered Planning** 9
- SAFE Clinic** 10
- DDSD Personnel Changes** 10

Senate Memorial 20 Update

Senate Memorial (SM) 20 was introduced by Senator William Soules (D – Dona Ana District 37) during the 2013 Legislative session in response to the length of time individuals are waiting for the Developmental Disabilities Waiver Program (currently approximately 10 years). Senate Memorial 20 requested the Department of Health (DOH) establish a subcommittee of the Advisory Council on Quality (ACQ) and submit a report addressing: a) what would be needed to reduce the waiting period to not more than 3 years (inclusive of effective use of current programs and resources), b) critical components for success with detailed action steps, c) potential obstacles, and d) projection of additional resources needed.

The Subcommittee submitted that report last fall with the following recommendations:

1. Expand Developmental Disabilities Home and Community-Based Medicaid Waiver;
2. Increase attractiveness of Mi Via Home and Community-Based Medicaid Waiver;
3. Improve intake, information referral, and community navigation;
4. Create a State General Fund Flexible Supports Model.

(To view the full report, please go to: <http://www.nmhealth.org/opa/documents/NMDOH-OPA-Memorial-20-EN.pdf>)

Since the report was submitted the following has occurred:

- As a result of the 2013 legislative appropriation, beginning in May 2013, DDSD allocated over 400 individuals to the DD Waiver for fiscal year (FY14). The majority of those are now in services, though some are still in process. As a result, the total number of individuals in complete status on the Central Registry as of 4/1/14 was 3,813 as compared to 4,029 on 7/1/13.
- Of the FY14 allocation groups, (not including expedited allocations), 300 selected traditional DD Waiver and 101 selected Mi Via. In addition, 35 individuals offered a DD Waiver allocation chose to place their allocation on hold; another 58 declined the allocation and were therefore closed on the Central Registry.
- Because allocations have been prioritized, the Intake & Eligibility Bureau is delayed in processing new applications to DD Waiver to determine if applicants meet the I/DD definition. Therefore, individuals in "start status" have increased to 1,427 as of 4/1/14 as compared to 1,297 on 7/1/13.

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Senate Memorial 20 Update (continued)

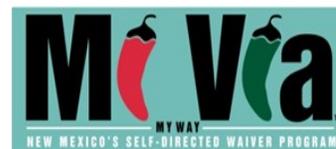
- DDSD sent letters of interest to 100 individuals in January 2014 in order to allocate anticipated FY15 attrition up front instead of after attrition occurs.
- DDSD called individuals who had placed their allocation on hold more than two years ago, to determine if they wished to remain in “on hold status”, or return to “complete status” in order to be included in the next allocation group. Only a dozen requested to change from on hold to complete status as a result of these calls.
- Work has begun with DOH Information Technology Services Division to modernize the Central Registry Database.
- Work has begun to update contact information for those on the Central Registry.
- The 2014 Legislature appropriated just over \$3,000,000 to bring additional people off the waiting list in FY15; this is projected to support 155 people. DDSD mailed letters of interest in March 2014 to more quickly meet this FY15 allocation goal.
- The 2014 Legislature also appropriated \$500,000 to implement one time only pilot projects related to flexible supports recommended in the report. A request for proposals (RFP) is currently being prepared related to this funding.
- DDSD is in process of expanding FTE assigned to support the Mi Via Waiver.

In addition, the ACQ established a Central Registry Subcommittee on April 10, 2014 to provide ongoing support and advice to DDSD as efforts to implement SM20 recommendations continue. This committee met on May 1st to hear an update on progress and to provide DDSD with input needed for the RFP being developed. They are scheduled to meet again on May 21st to identify performance measures for the pilot projects as well as continue to work on challenges related to systems capacity. Systems capacity is an important challenge to address so that when additional funding becomes available in the future, allocations can be processed more quickly and there are adequate providers available to deliver services to significantly more individuals. Questions regarding this initiative can be directed to Jennifer.Thorne-Lehman@state.nm.us.

Contributor: Jennifer Lehman, DDSD Deputy Director

Mi Via

Mi Via, which means “my path,” “my way” or “my road,” is designed for participants who have intellectual/ developmental disabilities to manage their own services and supports. Mi Via is about choosing to self-direct home and community-based services, supports and goods within an approved plan and budget. Upon meeting medical and financial eligibility for Medicaid waiver services, a participant may choose Mi Via. With the assistance of a Consultant, participants develop their own Service and Support Plan (SSP) to meet their functional, medical, and social needs. Participants decide what services they need and how to spend their Mi Via budget. A Mi Via participant (or other designated person) becomes an employer and manages all employment functions to include hiring/firing employees, submitting enrollment and tax paperwork, and approving timesheets and invoices. Participants also have the option to utilize vendors/community based service providers to provide services as well.



To receive services through Mi Via an individual must be receiving waiver services, or receive a notice of allocation from the Developmental Disabilities (DD) Waiver or Medically Fragile (MF) Waiver. Upon allocation for services, an individual can then select Mi Via, New Mexico’s Self-Directed Waiver Program, by filling out a Primary Freedom of Choice form and choosing a Consultant Agency to assist with self directing services. Applicants must meet the Medicaid medical and financial eligibility requirements of the program they are applying for. An individual can transfer from the HCBS DD or Medically Fragile Waiver programs by filling out a Waiver Change Form (WCF). This form can be requested from the DDSD Regional Offices or the MF Waiver Program Manager. There are a number of services and supports available through Mi Via which can address an individual’s needs through Living Supports, Community Membership Supports, Health and Wellness Supports and through related Goods and Services. Mi Via is currently going through the Centers for Medicare and Medicaid Waiver Renewal process. The Mi Via Waiver is set to renew October 1, 2014. The Mi Via Waiver Program continues to grow. At this time, there are 605 participants actively receiving Mi Via Services. Christine Wester is the Mi Via Program Manager with the Department of Health/ Developmental Disabilities Supports Division and can be reached at 505-841-5510 or christine.wester@state.nm.us. Or visit the Mi Via website for more information: www.mivianm.org.

Contributor: Christine Wester, Mi Via Program Manager

DDSD Trainings and Resources in Positive Behavior Support

Positive Behavior Support (PBS) can be a complicated topic to understand and apply. Thankfully, the DDSD training unit has several courses that speak to the foundations of PBS. Classes in Advocacy Strategies, Person Centered Planning, Positive Behavior Support Strategies, and Participatory Communication all may help to start the PBS process. These trainings can be found via www.trainnewmexico.com. For related questions or information you may contact the training unit Manager, Kristin Hansen at kristin.hansen@state.nm.us or 505-383-0120.

For those interested in further or more intensive training about specific considerations in PBS, the Office of Behavior Support (OBS) offers a variety of resources that all are welcome to access. Please feel free to contact OBS Clinical Director Jason Buckles at jason.buckles@state.nm.us or 505-841-5539 about any of the following:

Beyond the ABCs –Facilitated by Chris Heimerl and Jason Buckles, this three day program is the core training offered by OBS for all Behavior Support Consultants working on the Waiver. Anyone is welcome to attend and the feedback from DDSD employees who attended in January 2014 was very positive. We have upcoming dates in Las Cruces, Santa Fe, and Albuquerque.

Introduction to Positive Behavior Support – This is a 3-hour training that covers the history and basics of PBS in New Mexico. Facilitated by Jason Buckles this training has been conducted at Regional Provider Meetings, provider agencies, and agencies external to the waiver. It can be customized to fit your particular group’s preferences/needs and has been particularly useful for Direct Support Personnel.

Dynamic Behavioral Crisis Prevention and Intervention – This training focuses on specific methods of understanding and responding to behavioral crisis situations. It can be done as a general topic or specifically customized to individual situations.

Other Training Topics – Co-Occurring Diagnoses: Mental Health and Intellectual/Developmental Disabilities; Who’s ‘Problem’ is it?: The Social Construction of Disability; PBS in New Mexico: A Statewide System of Supports; Sexual Boundary Concerns for People with IDD: Screening and Planning Considerations; Clinical Judgment, Ethics, and Consensus Decision-Making in Behavior Consultation; Community Mental Health and the DD Waiver; Person-Centered Planning and PBS in a Long-Term Care Facility; Essential Skills in PBS for Direct Support Professionals; Autism and PBS: An Individualized Perspective.

Customized Trainings – The Office of Behavioral Services can also tailor trainings to your specific agency or individual needs. Please feel free to contact using the information above to discuss and arrange.

Contributor: Jason Buckles, Clinical Director of the Office of Behavior Supports

"You are never too old to set another goal or to dream a new dream."

-- C. S. Lewis



Community Inclusion Update

In order to strengthen the Community Inclusion presence at the regional level, Community Inclusion regional staff are now directly supervised by their respective Regional Director in DDSD’s five regions. They had previously reported to statewide leads for Employment and for Meaningful Day who are located in Albuquerque. The two statewide leads are transitioning to the Regional Office Bureau and will be supervised by Paul Schwalje.

Contributor: Paul Schwalje, Regional Office Bureau Chief

Shining Stars Project



On April 8 and 9, 2014, the DDSD Northeast Region Office hosted the Shining Stars Portrait Project highlighting 13 people with disabilities served by the Developmental Disability Waiver (DDW) services, Mi Via and State General Fund Programs. The purpose of the project was to create individual portraits of these citizens while telling their inspirational stories of how they have contributed to their communities through their own unique capacities and passions. They accomplished this by utilizing Theory U's Five Accomplishments Guide of telling their best stories by:

- **Belonging** in a diverse variety of relationships and memberships.
- **Being respected** as whole persons whose history, capacities and futures are worthy of attention and whose gifts engage them in valued social roles.
- **Sharing** ordinary places and activities with other citizens, neighbors, classmates, and co-workers.
- **Contributing** by discovering, developing and giving their gifts and investing their capacities and energy in pursuits that make a positive difference to other people.
- **Choosing** what they want in everyday situations in ways that reflect their highest purpose.

Beth Mount, artist, advocate for people with disabilities and consultant with DDSD from New York City, helped to facilitate this two-day creative process utilizing personal photos, collage materials, and fabric to tell their stories of resilience, capacity and courage. These individuals were supported by direct service personnel, family members, and staff at the regional and central offices of DDSD. This event also included music, presentation of artwork by local artists (much of the art belonging to the individuals who participated) and good conversation about each individual and what is important to them.

Others who made the event a success included those who contributed the space (Llano Quemado Community Center) and the food (DDSD Northeast Region Office staff, agencies in the Northeast Region and various local pizzerias). First Community Bank of Taos also opened their place of business to host an art show and reception for our Shining Stars participants on May 16, 2014.

Through it all, we learned much about the remarkable stories of the people who participated. It was an opportunity for us to step out of our professional roles and to support the creative potential of each individual in their artwork. The event was opened and closed by a spiritual reflection of our greater purpose in life by the reading of words by a Navajo Healer that said: "To walk in beauty is to live a life of inner tranquility and fulfillment. The Beauty Way enables you to tap into the good that is all around you, to peel back your layers of lost hopes, fears, and drudgery, and live your dreams again. The healer of Hataalii teaches you to call on the power of the good forces all around us anytime anywhere."

We were all changed by this beautiful experience.

Contributor: Carolyn Lavadie, Community Inclusion Coordinator/DDSD, Northeast Region

FIT Program Receives Increased Funding

The FIT Program received \$500,000 in increased revenue from the legislature for rate increases as a result of advocacy from the Association for DD Community providers (ADDCP) and the Interagency Coordinating Council (ICC), which includes parents, provider and state agencies. The FIT Program has worked with the ICC to get recommendations regarding which rates to increase. These recommendations are currently going through the approval process in order to be effective July 01st. The FIT Program also received \$4.5 million in additional funding from the legislature to address the growth in the number of infants and toddlers (birth to age three) and their families served over the past several years. This increase in funding includes the match paid to Medicaid for those children who are Medicaid eligible.

Contributor: Andrew Gomm, FIT Program Manager

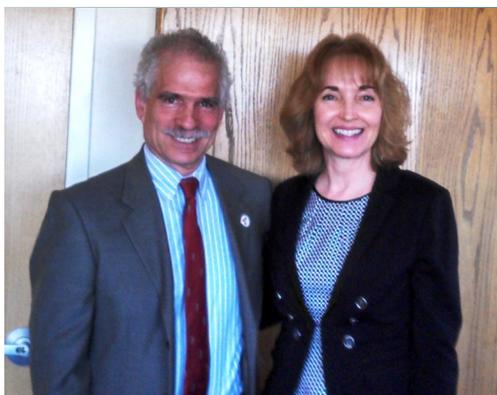


The ARC of New Mexico 2014 Summit – Work Hard, Play Hard

The ARC is hosting the 2014 Summit on Social Equality this month on June 20th & 21st. Speakers will be presenting on a wide variety of topics such as; Self Determination, Cerebral Palsy, Down Syndrome, Health and Finances, Life Priorities, Working and Living Independently, Hidden Disabilities, Services, ARC NM Highlights, Assistive Technology, Development of Capacity Building Initiative, Adaptive Kayaking, Fitness, Customized Employment, Recreation, Discovery Demonstration Project, Social

Networking and Digital Media, and Fun in Albuquerque. We will have dinner, awards, music, dancing, performances and fun at the indoor water park pool. If you haven't already signed up, see the flyer sent out by Tammy Barth for details!

Contributor: Sally Karingada, Assistant Editor for DDSD Newsletter



New Mexico School for the Deaf Signs Memorandum of Understanding with FIT Program

Secretary Retta Ward met with Superintendent Dr. Ronald Stern and some of his staff to sign the ongoing Memorandum of Understanding between the NM School for the Deaf (NMSD) and the Department of Health's Family Infant Toddler (FIT) Program regarding the coordination and collaboration of resources to services infants and toddlers (birth to age three) who are deaf or hard of hearing and their families. This strong and effective relationship has been recognized nationally in articles and conferences.

Contributor: Andrew Gomm, FIT Program Manager

DDSD would like to welcome our new DD Waiver Provider Agencies

ALL INDIVIDUALS FIRST, LLC – Will be providing Customized Community Supports-Group in Los Alamos County.

ARROW BEHAVIORAL HEALTH LLC – Provides Behavioral Support Consultation in Bernalillo and Sandoval Counties.

ASPIRE DEVELOPMENTAL SERVICES, LLC – Provides Living Supports-Family Living in Chaves, Eddy, Lea and Lincoln Counties.

FUNCTIONAL AQUATICS THERAPY, LLC – Will be providing Occupational, Physical and Speech Therapies in Bernalillo, Sandoval and Valencia Counties.

PAMELA WILSON DBA HEALTHY TOUCH THERAPIES – Provides Occupational Therapy in Bernalillo County.

Contributor: Tammy M. Barth, Provider Enrollment Unit

The Office of Constituent Support

The Office of Constituent Support is currently working to make sure that individuals with IDD and their families have access to the information they need regarding resources in their community. There are several projects happening concurrently to ensure this happens:

A booklet of resources across the state, which will include organizations that have extensive databases, as well as locations of public computers to access those databases, is in development, and will be distributed to Regional Offices, IDT teams, and DDSD staff at the end of May. This booklet contains the location of information resources for Advocacy and Support, Brain Injury, Assistive Technology/Medical, Equipment, Autism Resources, Basic Needs, Behavioral Health/Mental Health, Early Childhood Services, Education, Employment and Vocational Training, Family and Community Services, Financial Assistance, Health Care and Therapies, Housing/Shelter and Accessibility, Legal Services, Senior Services, Transportation, and Waiver and Medicaid Services. DDSD will be participating in the ARC Summit on Social Equality in June. A booth will be manned by DDSD staff, from which will be distributed materials on the Developmental Disabilities and Mi Via Waivers, as well as materials on community resources.

This office continues to receive direct calls and referrals from other agencies/departments regarding individuals who would like information regarding services and supports, or who are on the waitlist for waiver services, or who have questions about the services they are receiving. Information is provided, and/or direct contact information given to each person who calls. This data is being tracked to provide information to DDSD regarding frequently asked questions and specific issues.

DDSD is participating in a recently formed Resource Group, hosted by the Center for Developmental Disability at UNM. This group includes state agencies, and private organizations, such as ARC NM, Aging and Long Term Services Dept., Parents Reaching Out, and representatives from Managed Care Organizations (MCOs) such as Blue Cross Blue Shield of New Mexico, and Molina Healthcare- among many others. This group is interested in exchanging information, and developing materials regarding services and supports in New Mexico, as well as exploring other collaborative efforts.

As part of this outreach initiative, presentations on the Developmental Disabilities Waiver and Mi Via Waiver were delivered to both the Resource Group, as well as 30 Care Coordinators at BCBS of NM. Both of these presentations concluded with excellent question and answer sessions. A webinar is scheduled at CDD-UNM, May 23rd, as well.

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 Support

ACT New Mexico: Expanding Resource Information: Getting DD Waiver Services for Adults

DDSD is refreshing and expanding resource information for all audiences interested in the NM DD Waiver implementation. The ACT website stands for Access New Mexico Together and was first published in 2013 to include resource information and tools related to implementation of the DD Waiver for adults. DDSD recently upgraded the ACT New Mexico website to include a variety of information about the Supports Intensity Scale and planning resources for individuals, families, providers, and advocates. DDSD is regularly posting updates, including informative webinars related to person centered planning which are available to view at your convenience. Check out www.actnewmexico.org!



ACT New Mexico

Access Community Together

Contributor: Christina Hill, SIS Program Manager, DDSD

Constructive Feedback: Let's Make it Work for Everyone

Who reading this loves to give constructive feedback? (Nod your head if you do.) Who reading this believes they always receive constructive feedback openly and graciously? (Raise your eyebrows if you do.) Giving and receiving constructive feedback is tough stuff. It is, however, necessary from time to time. It's not that we give and receive it that creates issues; it's how we give and receive it that's important.

Respect is so very important in our field. I know in training we can't use the term "dignity and respect" enough regarding the people we support. I'm not always convinced we put enough emphasis on that concept when it comes to how we treat one another. Constructive feedback can and should be provided in a way that is both respectful and effective.

Here are a few pointers if you are the person who is providing the feedback:

- Provide it in person if at all possible; if that's not possible use the phone
- Avoid giving constructive feedback via email
- Don't let too much time pass between the event(s) and providing the feedback
- Provide constructive feedback in private
- Be concise
- Focus on specific actions and the result of those actions
- Give the person an opportunity to respond
- Let the person participate in problem-solving (there may be multiple ways to get to a mutually desired outcome)
- Be supportive
- Stay calm
- Avoid language or voice tone that is threatening, judging or demeaning
- Ask for help if you're not sure how to approach a person or a situation

Here are some tips for the occasion when you are on the receiving end:

- Focus on the content of what's being said, not the person saying it
- Don't take it personally (one of THE hardest things to avoid, but it's important)
- Stay calm
- Ask for clarification
- Offer clarification if you are being presented with information that isn't accurate
- Focus on solutions
- Welcome suggestions
- Avoid taking a defensive stance

"The essence of good government is trust."

-- Kathleen Sebelius

Every one of us is on a journey of growth and development. It is really difficult to improve ourselves, our performance, or some other given situation if we don't get specific feedback. In DDS, as in many other agencies or places of business, there is a chain of command. It is important to use this chain appropriately. What we don't want to get caught up in, however, is a culture where we can't communicate with one another directly if there's an issue that needs to be addressed. We need to be able to give feedback to each other – both positive and constructive. And we need to be able to hear it from each other, too. Feedback doesn't just go one direction. It's a conversation that travels up, down and all around. How well we deliver and receive it has an impact on those around us and thus the environment(s) in which we interact.

Finally, moving forward, let's all make a commitment to actively seek out opportunities to provide each other with sincere positive feedback. Everyone deserves recognition for the hard work they're doing, and for both big and small successes.

Contributor: Kristin Hansen, Training Unit Manager

Six Keys to Effective Positive Behavior Support – Part 1

The practice of Positive Behavior Support (PBS) in New Mexico's DD Waiver system can be demanding for both behavior support consultants and the providers or families asked to follow the plans. These tasks may be eased if one remembers some of the principles that guide our work with individuals who can, at times, challenge our system. In this two-part article I will present six of the key philosophies common to effective behavior support planning.

Key One: Our guiding task must be to help individuals build a life rather than be their life

At its root, the practice of PBS must stem from the individual's desired outcomes – not our own. This is nothing new in our system, but it can often be difficult to move from idealistic philosophy to applied practice. When we consistently focus on assessing an individual's preferences and teach the skills necessary to achieve those ends, we often find that the 'larger' behavioral concerns simply go away. This is easy when the individual's desired outcomes align with the common ideals of the members of family or IDT. It becomes more complicated when individuals tend toward choices that are contrary to the values of those who provide support. Nevertheless – the guiding beacon must come from the individual's perspective. Psychologist Herb Lovett reminded, "as long as a group feels it is responsible for another group rather than responsible to them, its peace of mind necessarily depends on the passivity of the controlled people". A primary goal of PBS is to encourage individuals to become active agents of change in their own lives rather than passive recipients of prescribed care. The first steps of course correction lay on the foundation of skill-building and communication of preference. As we move farther along, it becomes evident that it is our own behaviors we are most in control of and often need to adjust.



Key Two: If you want to change someone else's behavior – change your own first.

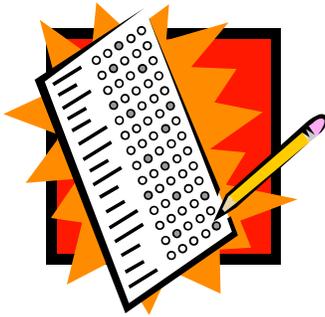
Too often we keep trying the same interventions and yet expect a different result. Instead of getting creative – we get louder. Many of the suggestions made in a well-crafted positive behavior support plan are not directed at the individual receiving support, but are aimed at adjusting the reaction and style of the providers who compose the interdisciplinary team. To be blunt, at times the 'disability' does not reside in the individual so labeled, but in the deficits of the environment and skills of the people around the individual. When we concentrate on honing our own skills and meeting goals of personal change, we have set up a scenario that is much more achievable. In this regard, the practice of PBS is grounded in a notion of life-long education for all members of the system. Instead of everyone getting louder about what an individual should do – everyone gets better at what they do.

Key Three: Everyone (including you) is doing the best they can with the tools they have. If they could do better – they would.

From the PBS perspective, our job is to help individuals gain and learn to use new tools. Almost all behavioral events that challenge our system are an attempt at communication and self advocacy. We must attempt to figure out what an individual is trying to communicate, provide it (within reason), and then move on to teach new ways of asking/communicating. Yes, this sometimes means 'giving in' but always with the aim to learn more, make fewer mistakes, and help the individual advocate more effectively and appropriately in the future. As bumps and potholes are encountered, it is important to keep in mind that risk and mistakes are cornerstones of learning. When a person stumbles, the task is to help them up, look back at where the error was made, and look forward to the next opportunity to improve. Interventions based in education, rather than control, are what we all prefer in our own lives.

Come back next time for the final three keys to the practice of PBS!

Creating Conversations: SIS and Person Centered Planning in New Mexico



Exciting and innovative things are happening in our DD Waiver system! The DOH/DDSD has embarked on a system transformation that promotes independence, is cost effective, is fair and equitable, and ensures its viability and sustainability for current users and individuals on the waiting list.

Change can be difficult and when it happens, the tendency to retreat to the familiar is natural. Talking about it helps. DDSD's recent webinar, **Creating Conversations: SIS and Person Centered Planning in NM** does just that!

Person Centered Planning is one of the core constructs of the New Mexico DD Waiver. This encompasses what is important to a person and their desires and preferences to lead the life they prefer in their community. Core values include empowerment, self-determination, autonomy and valued social roles that result in meaningful lives, increased quality of life, contribution and ultimately inclusion. No single tool or viewpoint should be used in isolation when embarking on the planning process. Combining person centered planning principals while using a supports needs assessment process will ensure the best outcomes. Better planning decisions are made when you have access to more information.

Part of our effort to transform the waiver system was to use a valid and reliable supports needs assessment tool. The Supports Intensity Scale (SIS) is the tool that New Mexico has selected. The SIS measures the intensity of supports a person requires to lead a good everyday life. The challenge we are now faced with is how to use the person centered planning principles in combination with the data provided by this normed instrument.

Identifying desired life experiences and goals combined with determining the intensity of support needs will yield an individual support plan tailored to a person's specific preferences and needs. DDSD wants the best for the people served through the DD Waiver Program, and that is why we are changing and creating value through innovation. Assisting teams in their planning process and cultivating resources to arrange the right kind of supports is essential to the planning process. We want to break through the barriers that stop creative planning and create new conversations for planning. DDSD is committed to continuous quality improvement and we hope we have given teams something to talk about! Please visit the ACT New Mexico website for a recording of the recent webinar as well as the slideshow. www.actnewmexico.org.

Contributors: Bev Nagy, Supports Intensity Scale (SIS) Coordinator, DDSD

Jen Rodriguez, Statewide Case Management Coordinator, DDSD

"In order to succeed, we must first believe that we can."

-- Nikos Kazantzakis

SAFE Clinic

Need help with issues related to oral eating and/or tube feeding? Is aspiration risk management an area where support is needed? A free clinic which addresses these health challenges is available to any New Mexican with an Intellectual and Developmental Disability. It is named the SAFE Clinic and the acronym is taken from: Supports and Assessment for Feeding and Eating. Individuals, team members and/or family members may make a referral to this clinic and consult with experienced professionals who will assess and identify methods to assist with eating and tube feeding. A medical doctor, registered dietitian, physical therapist and speech-language pathologist make up a team that will meet with individuals, family members and interdisciplinary team members to review and observe challenging issues regarding nutrition and hydration management. Medically related issues, nutritional challenges, positioning and oral eating, and swallowing function will be discussed. A variety of supportive strategies will be offered and applied at the clinic. Referrals to other professionals and services may be suggested. Individuals and their family and/or interdisciplinary team members will leave the SAFE Clinic appointment with a list of recommendations.

A professional report will be distributed, as requested, following the Clinic.

This Clinic is available to children and adults. Adult appointments are available with short notice. Please call Deirdre Muldoon, SAFE Clinic Program Manager at 505-272-0285 to gain additional information or to make an appointment.

**Contributor: Lourie Pohl, SLP Clinical Consultant,
Clinical Services Bureau**

"The will to win, the desire to succeed, the urge to reach your full potential... these are the keys that will unlock the door to personal excellence."

-- Confucius

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

For Information Call: (505) 476-8973 or Toll Free: 1-877-696-1472 or email us at SANTAFEmailbox.ddsd@state.nm.us

DDSD Newsletter Staff:

Editor-in-Chief:
Marc Kolman
Assistant Editor:
Sally Karingada
Layout: Albert Ericson

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

Christine Wester was promoted on March 15, 2014 to the Mi Via Program Manager position. Christine is at the Albuquerque Metro Regional Office.

Pamela Madrid joined DDSD as a Secretary in the Albuquerque Metro Regional Office. Pamela started on March 15, 2014.

Bernice Rivera is a Social and Community Services Coordinator in the Las Cruces Southwest Regional Office (SWRO). Bernice started on March 29, 2014.

Nancy Laney is a Social and Community Services Coordinator in the Santa Fe Office. Nancy started on April 12, 2014.

Fleur Dahl joined DDSD as a Social and Community Services Coordinator in the Albuquerque Metro Regional Office on April 26, 2014.

Wanda Durant was promoted on March 15, 2014 as a Behavioral Health Therapist. Wanda is at the Albuquerque Metro Regional Office.

Beverly Nagy joined DDSD as a Social and Community Services Coordinator in the Santa Fe Office on April 12, 2014.

Mikki Garnenez joined DDSD as a Social and Community Services Coordinator in the Gallup Northwest Regional Office (NERO). Mikki started on April 26, 2014.

Anita Tavasci joined DDSD as an Executive Secretary and Administrative Assistant on April 26, 2014.

Marie Sanders returned to DDSD as a Registered Nurse in the Roswell Southeast Regional Office (SERO). Marie started on April 26, 2014.

Orlinda Charleston joined DDSD as a Social and Community Services Coordinator in the Gallup Northwest Regional Office (NERO) on March 1, 2014.

Yvette Tenorio joined DDSD as an Executive Secretary and Administrative Assistant in the Metro Regional Office. She started on March 1, 2014.

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