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DDSD's Wise Strategic Plan

Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world. — Joel Barker, Futurist

A Wise Strategic Plan charts the course for the future. Almost all organizations do strategic planning. The Developmental Disabilities Supports Division is doing just that using the support of Mark Bennett as facilitator. DDSD's three-year Wise Strategic Plan covers the period 2015 through 2018. The Division obtained input in the form of SPOCK analyses. SPOCK stands for Strengths, Problems, Opportunities, and Challenges resulting in Knowledge and were conducted earlier this year with each of DDSD's bureaus, DDSD Senior Management, the Advisory Council on Quality (ACQ), and a group of individuals with intellectual and developmental disabilities. DDSD Management Staff have taken this input to develop DDSD's 2015 to 2018 Wise Strategic Plan.

Key Elements of DDSD's Wise Strategic

- Mission Statement
- Guiding Principles
- Major Strategic Goals
- Key Elements of a 3-Year Vision
- Measureable Objectives
- Detailed Action Plan for each Objective
- Success Indicators



DDSD's Wise Strategic Plan Goals

- Goal 1:** System Capacity: Improve the system's capacity to produce positive outcomes for New Mexicans with disabilities (wellness independence, community involvement)
- Goal 2:** Improve DDSD Administrative support processes through the Division
- Goal 3:** Improve DDSD organizational effectiveness through increasing staff capacity and engagement

As a division of the New Mexico Department of Health, DDSD's plan fits within DOH's 2017 to 2019 Strategic Plan. Results planned for through DOH's FY17-19 Strategic Plan are:

- Result 1:** Improved health status for New Mexicans
- Result 2:** An engaged, empowered, and high-performing workforce that supports health status improvement
- Result 3:** Simple and effective administrative processes that support health status improvement

What's Next?

Before finalizing its Wise Strategic Plan, DDSD will present a final draft of the plan to the Advisory Council on Quality (ACQ) for input and feedback. This meeting will be on Monday, September 21st from 1 to 3 pm on the 17th floor of the Bank of the West Building at 5301 Central Avenue, NE in Albuquerque. This meeting is open to the public.

Contributor: Marc Kolman, Deputy Director, DDSD

Champions of the ADA: Celebrating Direct Support Workers

This year the United States celebrates the 25-year anniversary of the passage of the Americans with Disabilities Act (ADA). The landmark legislation, signed on July 26, 1990, was the by-product of decades of advocacy aimed at ending exclusion, discrimination, and the social disregard experienced by Americans with disabilities. In 1992, disability rights activist, Arlene Mayerson, wrote, “The ADA owes its birthright not to any one person, or any few, but to the many thousands of people who make up the disability rights movement... Without the work of so many – without the disability rights movement – there would be no ADA.”

A quarter-century later, Mayerson’s sentiment could just as easily be applied to the successful execution of the ADA. Without the consistent efforts of thousands of “front line” workers, ensuring people with Intellectual and Developmental Disabilities (IDD) have access to and are granted their full civil rights—and that society witnesses this transformation—the ADA could have become little more than a footnote in U.S. history—like prohibition or separate but equal laws.

In New Mexico, thousands of direct support professionals (DSPs) are currently working in our communities with our IDD population. In the last 25 years, the shift from institutional to community-based living for persons with IDD has significantly impacted the job responsibilities of the DSPs. To provide the community-inclusive support needed by those in their care, DSPs face increasing demands with less direct supervision and substantially greater responsibility than DSPs in institutional settings. A survey of DSP job expectations in NM reveals a list of over 30 responsibilities for the average DSP. From assisting with basic hygiene tasks to teaching relationship-building skills: from effectively handling a crisis to performing daily record keeping, DSPs face increasing levels of responsibility—all while earning one of the lowest wages paid in the healthcare industry. In short: DSPs do more for less than just about any other occupation in healthcare.

In honor of their contributions to society, the U.S Senate has declared September 13 – 19, 2015 as Direct Support Professionals (DSP) Week. This is the seventh year the resolution has been passed in order to “... thank direct support professionals for all they do and to remind the public just how vital our nation’s direct support professionals are to the health and well-being of society (OPA News Release, 09/16/2010).”

Communities from coast to coast pay homage to their direct support workers in a number of ways. In past years, these staff have been treated to special lunches, paid time off, spa certificates, car washes, family nights, and events with invited elected officials. The [American Network of Community Options and Resources \(ANCOR\)](#) and the [National Alliance of Direct Support Professionals \(NADSP\)](#) offer suggestions for events and provide media resources as a way to publicize the celebration of gratitude in local .

We in New Mexico are fortunate to have a DSP workforce that consistently demonstrates how they put their hearts and souls into their important work. DDSD is proud to have these committed and dedicated DSPs on our teams and working in our communities. Not only do our DSPs provide professional, compassionate services for those in their care, but by ensuring that the civil rights of people with IDD are respected, they have helped ensure that the civil rights of us all remain sacrosanct.

Contributors: Kelly Wright & Christina Hill, DDSD

Department of Health is on multiple social media platforms!

You can link to all of these social media sites for news and information from the NM Department of Health. Just click on the icon:



Add these websites to your favorites for the most up to date information on Developmental Disabilities Supports Division (DDSD) Programs:



The Family Infant Toddler Program Website is a resource of information for parents and professionals for Early Intervention services for children birth to age three. URL: www.fitprogram.org



The Early Learning NM website promotes quality early learning experiences for children prenatal to age five, so that kids are ready to thrive when they get to Kindergarten. Early Learning NM also has resources for parents to support their child's early development and is funded in part through the Race To the Top – Early Learning Challenge grant. URL: www.earlylearningnm.org



ACT - New Mexico is a person-centered, community-oriented approach to deliver services for adults with intellectual and developmental disabilities (IDD) receiving services through the traditional DD Waiver. ACT stands for Access Community Together. URL: www.actnewmexico.org/



Mi Via which means “my path,” “my way” or “my road,” is New Mexico's self-directed Waiver. URL: <http://archive.mivianm.org/>



The Developmental Disabilities Supports Division (DDSD) is part of the Department of Health. The DDSD is responsible for overseeing various Medicaid home-and community-based waiver programs that are designed to help people with disabilities live as independently as possible. URL: <http://nmhealth.org/about/ddsd/>

Clinical Services Bureau Update – Summer 2015

New Aspiration Risk Management Nurse: We are happy to announce that Vivian Frazier, RN has joined our team as the newest CSB Nurse Consultant. Vivian's primary role is the Aspiration Risk Management Initiative. She can be contacted at 505-841-6188 and at vivian.frazier@state.nm.us. Vivian has a strong background in nursing including over 7 years of experience working with individuals with I/DD at Carrie Tingley. Vivian is also taking the lead on coordinating appointments at the Adult SAFE clinic.

Adult SAFE Clinic: The Adult SAFE Clinic has moved to 7905 Marble, N.E. Albuquerque, New Mexico. Adult SAFE Clinic will be sharing space in the same building with the Specialty Seating and Dental Clinics.

The Adult SAFE Clinic is intended for individuals with I/DD, age 18 and older, who may need assessment and supports for a variety of issues related to eating or tube feeding. We are happy to announce that our team of clinicians includes Dr. Benton and Dr. Vizcarra; nurse Vivian Frazier; therapists Fran Dorman and Lourie Pohl and a nutritionist team led by Jennifer Pas of Global Nutrition. This is an experienced team with a strong background in supporting individuals with I/DD. Remember, this clinic is free and we are beginning to schedule appointments on Fridays beginning in mid- September. Brochures are being developed and will be distributed as soon as possible. If you have any questions or would like to make a referral to the Adult SAFE Clinic, please contact Vivian E Frazier, RN Tel # 1- 505- 841-6188. **Please note:** Children ages 0-17 will continue to be seen at the Pediatric SAFE Clinic hosted by the UNM Center for Development & Disability (CDD) on Menaul. Call 1-505-272-3000 for more information regarding appointments for children.

Therapy Services Update: The Therapy Unit (Julie Mehrl, Fran Dorman and Lourie Pohl) send out updates to therapists in the field at least every other month. The latest issue has information about long- planned edits to the TSPAR form and upcoming trainings for Participatory Approach and Aspiration Risk Management. See the list below and remember: sign up on trainnewmexico.com Share this information in your office and with providers.

Las Cruces

ARM Thursday, September 10

PA/Standards ... Friday, September 11

Santa Fe

PA/Standards ... Thursday, October 1

ARMFriday, October 2

Gallup

PA/Standards ... Thursday, November 5

ARM..... Friday, November 6

Roswell

PA/Standards ... Thursday, November 12

ARM Friday, November 13



Contributor: Betsy Finley, Clinical Services Bureau

Customized Employment – A Success Story in Northern New Mexico

Although the concept of Customized Employment has been around for almost two decades (<http://tash.org/blog/Nº#/53/> *The critical importance of customized employment and discovery*), it appears that agencies are just now beginning to realize the potential of the Customized Employment model as a successful means for finding jobs for the most severely disabled.

So what is “Customized Employment?” The US Department of Labor defines it this way: “Customized employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Customized Employment utilizes an individualized approach to employment planning and job development—one person at a time...one employer at a time.” (<http://www.dol.gov/odep/categories/workforce/CustomizedEmployment/what/index.htm>).

Alex Ortiz of Española, New Mexico is one of those individuals whose success story with Customized Employment cannot be ignored. Alex began the Customized Employment process for finding a job through the Discovery Project in October 2014. His IDT agreed that, although he was affected with a severe Intellectual and Developmental Disability and could not speak, he could find meaningful work and be a contributing member of society. It was an exciting venture for Benchmark Human Services, the agency supporting Alex, to undertake since they had only heard about Customized Employment through a training offered by UNM’s Center for Development and Disability in Albuquerque earlier in the year. Sharon Sanchez-Lopez, the Supported Employment Coordinator for Benchmark Human Services, was willing to take the lead on learning the Discovery process and make it work for Alex.

It all began by “Discovering” who Alex was. The Discovery approach to Customized Employment begins with gathering already existing information in a non-evaluative manner. It involved activities of interviews with people who knew Alex the best and interactions with Alex in familiar settings and unfamiliar settings to be able to truly “discover” who he is. He was observed in his usual routine settings, hobbies, and activities of his day with an emphasis on describing how he reacted to people, environments and activities. A profile was developed and his IDT met to discuss the information gathered and how this information could be translated to an employment setting. A formal Employment Plan meeting took place and the team brainstormed on what jobs tasks, environments and personal needs were “negotiable” or “non-negotiable” for Alex. The team then came up with a variety of places where Alex’s job skills, interests, and strengths could be matched to potential employers.

Informational interviews were conducted with potential employers whereby business owners or human resource individuals were asked questions about how they operated their business and in so doing, they were able to “discover” what unmet needs they had that might match the skills of the individual (Alex) looking for a job. If it appeared that there could be a job match between the individual and the potential employer, a Visual Résumé was presented to them telling what the individual had to offer and how he would be supported during the work day.



It was determined that Alex is strong and liked the outdoors and being around farm animals. He and his staff were able to find him a job at a Z-4 Tractor Supply in Alcalde, NM, not far from where he lives in La Mesilla, north of Española. His job tasks are picking up debris around the farm, feeding the chickens and cleaning the chicken coop. He loves going to the Tractor Supply because he loves the open space and engaging with others who work there. He is looking at increasing his work time and learning new tasks. He will be working indoors in the winter months, perhaps stacking bags of feed and organizing other products that are sold there. Way to go Team Alex!

Contributor: Carolyn Lavadie, SE Coordinator, Northeast Region

Uniting New Mexicans Against Adult Abuse Conference

Save the date... The 67rd Annual *Uniting New Mexicans Against Adult Abuse* Conference is coming soon. UNMAAA is an all-volunteer working Board who works year-round to create this conference. This year's conference, with the theme of Peace, Love and Pay it Forward, will feature 40 workshops as well as offer CEUs. We are proud to announce our featured keynote speaker this year is Radio Producer Paul Ingles. Paul, who received the Paul Bartlett Ré Peace Prize in 2010 and 2012 for his radio show Peace Talks, will present highlights from his radio series about peacemaking and nonviolent conflict resolution. The program, heard locally on KUNM, is a broad, non-partisan and non-political look at what everyone says they want more of in their lives: peace. Hear about inspiring peacemakers throughout history and listen to excerpts from conversations with experts about conflict resolution strategies that you can apply to daily life. Plan to come away with an abundance of resources and contacts in a variety of disciplines and, perhaps, discover support from unexpected new colleagues. For more information regarding registration look us up on Facebook, Twitter and/or contact: Suzanne Welch (suzanne.welch@state.nm.us), (575) 758-5934.



Contributor: Suzanne Welch, DDSD, NE Regional Office

Join Us at the 2015 Southwest Conference on Disability: Disability Rights Are Civil Rights!

Every year, over 1,000 people from New Mexico and across the country come together for the Southwest Conference on Disability. This year, the conference will be held October 6th – 9th at the Albuquerque Convention Center. During the four days of the conference, over ninety breakout sessions will address topics including :

- Employment As A Right For People With Disabilities: Knowledge, Actions, Tools
- Using Assistive Technology To Promote Equal Rights For People With Disabilities
- Life After a Brain Injury: Pathways to Increasing Quality of Life

Special events this year include Artisan's Showcase, at which artisans with disabilities display and sell their original work; and the fifth annual Disability Film Festival. This year, the film festival will show four powerful documentaries followed by panel discussions conversations with the director or star. These include

- The Power of Two and a conversation with Isabel Stenzel Byrnes
- Lives Worth Living and discussion with Julie Ballinger of the Southwest ADA Center
- Should Tomorrow Be followed by a panel discussion on Aid-In-Dying for people with disabilities
- Homesick followed by a Conversation about multiple chemical sensitivities with the Director and Star, Susan Abod

A limited number of scholarships are available for New Mexicans with disabilities, their family members and caregivers. For more information or to register, visit the conference web site: <http://www.cdd.unm.edu/swconf/>.

Contributor: Anthony Cahill, UNM CDD



Community Resource Column

There are some wonderful resources for individuals with disabilities and their families in New Mexico. In this newsletter we are highlighting access to on-line community resources. Additionally, there are Community Resource Booklets available at the DDSD Regional Offices to assist people looking for resources in their community.

In this newsletter I am again highlighting resources in the community, specifically access to assistive equipment, including home health and mobility equipment. This information will be available at the beginning of September, in the updated edition of the **DDSD Community Resource Booklet**. These booklets are available at DDSD Regional Offices to assist people looking for resources in their community.

Adelante, Inc. of Albuquerque, operates a program called **Back in Use**. This program collects and refurbishes donated equipment, and provides it to individuals who need it. Back in Use helps recycle assistive technology in New Mexico by taking in donations of items like wheelchairs, walkers, hospital beds, and communication devices and connecting those items to seniors and people with disabilities who need them. Adelante Back in Use provides equipment for free to people who need them so donations of equipment and funds are crucial for this service to continue. Each piece of equipment donated is inspected, cleaned and posted online.

Visit www.backinuse.com to donate assistive devices or get connected to something you need. Back in Use is a win-win situation for the community, because items that were formerly sitting unused in spare bedrooms and garages can now benefit others in the community. Plus recycling is gaining momentum nationally as a cost-saving way to get people the items they need. For more information contact: **505.341.7171** or www.backinuse.com.

"Without a sense of caring, there can be no sense of community."

-- Anthony J. D'Angelo

Another great source for equipment is the **New Mexico Technology Assistance Program, NM TAP**. NM TAP is a program of the Governor's Council on Disability. NMTAP offers free services to New Mexicans with disabilities to help them get the assistive technology (AT) services they need. NMTAP is a statewide program designed to increase knowledge of, access to, and acquisition of assistive or adaptive technology for anyone with any disability, anywhere in the state, of any age.

NM TAP also has the **ABLE Device Loan Program** which offers individuals with disabilities, teachers, therapists, case managers, and counselors the opportunity to try out assistive devices/software prior to purchase. We work closely with schools, agencies, and counselors to both identify and try out the most practical and efficient technology solutions that match user needs.

Additionally, NM TAP has an active **computer and durable medical equipment donation program** that places "gently used" assistive devices in the homes and offices of New Mexicans with disabilities. Equipment donations are also accepted as well. The NM TAP program can be contacted at: (505) 841-4464, fax (505) 841-4467, Toll Free GCD (in state only) 1-877-696-1470 or email at: Tracy.Agiovlasitis@state.nm.us.

Contributor: Lisa Storti, DDSD Office of Constituent Support

What are the National Core Indicators?

New Mexico has been participating in the National Core Indicators (NCI) project for the several years. This article talks about what the National Core Indicators (NCI) are and why it is important for us to participate in the NCI surveys.

About the National Core Indicators

NCI is a collaborative effort between the **National Association of State Directors of Developmental Disabilities Services (NASDDDS)** and the **Human Services Research Institute (HSRI)**. The primary aim of NCI is to collect and maintain valid and reliable data about the performance of public developmental disabilities service systems. The purpose of the program, which began in 1997, is to support NASDDDS member agencies (including New Mexico) to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks. NCI states and project partners continue to work toward a broader vision of utilizing NCI data not only to improve practice at the state level but also to add knowledge to the field, and to influence state and national policy.

NCI data is collected through several surveys. The *Adult Consumer Survey* is a face-to-face survey conducted by trained interviewers. The *Family Guardian Survey* asks information of guardians and is conducted by mail. The survey questions address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety. The **core indicators** are standard measures used by participating states to assess the outcomes of services provided to individuals and families. The survey responses are compiled and reported anonymously. After analysis, the survey results are used to support state efforts to strengthen policy, improve quality of services, and compare New Mexico's performance with other states and the nation. NCI data have also been used to create articles on specific areas such as employment, dual diagnosis, self-directed services, and autism spectrum disorders, and the results of analyses of the multi-state dataset have been published in academic research journals and presented at conferences.

Why it is important to participate in the National Core Indicators surveys?

The information collected by the NCI surveys helps the state to improve services and supports for people with development and intellectual disabilities and their families. The surveys provide information on several important areas reflecting the quality of the lives of those served and the quality of the services provided by New Mexico's developmental disabilities services system. Information from each state is used to compare family outcomes and satisfaction with services nationally. Participation is **voluntary** and all responses are **confidential** so no one knows the answers from an individual who responds to the survey.

For more information about NCI, see <http://www.nationalcoreindicators.org/>.

Contributor: Marc Kolman, Deputy Director, DDSD

Provider Selection Guide Update

DDSD has recently updated its Provider Selection Guide, available on the ACT New Mexico website, at <http://www.actnewmexico.org/>, this tool has been updated to reflect the valuable input of stakeholders, including the Advisory Council on Quality, ACQ. The Provider Selection Guide is a tool to assist individuals and their families/guardians to identify and choose the right provider for the services they receive.

Additionally, the Provider Selection Guide Interview Questions Form may be downloaded from the website, and personalized with the addition of individual-specific questions or concerns. The PSG has sections on Health and Safety, Agency Integrity, Staffing, Communication, as well as Service Specific Questions. There is also a link to the Provider Database, where a list of agencies offering specific services in the individual's region, can be obtained.

The purpose of this initiative is to support individuals and families to ensure that the service provider chosen is a good match for the needs and goals of the individual. It is also hoped that that making a successful choice initially will reduce the occurrence and stress of transitioning between agencies.

Contributor: Lisa Storti, DDSD Office of Constituent Support

Please enjoy our featured art from Ronnie Barnett



DDSD Data Hub

This spring DDSD initiated a Data Hub. What is a Data Hub? The Data Hub is a diverse group of DDSD staff who meet on a regular basis to discuss and address data related issues. It is designed to encourage the use of high quality data in the decision making process. In addition, the group helps to ensure that data is accessible to those who need it throughout the organization.

The Data Hub is coordinated by the Bureau of Systems Improvement (BSI). The group includes employees who produce and distribute data as well as program directors who use data. While the group is focused on data it hopes to promote an appropriate balance of data use to avoid over-reliance. Our ultimate goal is to promote rational decision making that ultimately has a positive impact on the consumers, families and communities we serve.

Contributor: Steve Schan, Bureau of Systems Improvement, DDSD



DDSD Personnel Changes

Vivian Frazier

Please welcome Vivian Frazier. Vivian is a RN who has joined our team as the newest CSB Nurse Consultant.

Martin Melendrez

Please Welcome Martin to the CPR Team.

Amanda Wolfenbarger

Please Welcome Amanda to DDSD in the Northwest regional office.

Cassandra Decamp

Welcome Cassandra Decamp to DDSD as the new Central Registry Unit Manager.

Marsia Santistevan

Welcome Marsia to the Intake and Eligibility Unit.

Michael Carino

Please Welcome Michael to DDSD.

Roberta Duran

Please join us in congratulating Roberta as our new Deputy Director at DDSD. Roberta is located in the Santa Fe office.

Scott Doan

Congratulations to Scott for becoming the new Regional Office Bureau Chief. Scott is located in the Las Cruces office.

Lucy Rendon

Please Welcome Lucy as our new Contracts Manager at ASB in Santa Fe.

Debra Hendricks

Congratulations to Debra on her position as Staff Manager with the Eligibility Unit.

Please welcome all of these staff and congratulations on joining our team!!

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

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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 Chris Futey, DDSD Newsletter Assistant Editor at 505-841-5507 or Christopher.Futey@state.nm.us.

