

DDSD-DDW Numbered Memo 2024-08

DDSD-SW Numbered Memo 2024-02

TO: Developmental Disabilities Waiver (DDW) Case Manager, Medically Fragile Waiver (MFW) Case Manager, Mi Via Waiver (MVW) Consultant and Supports Waiver (SW) Community Supports Coordinators

FROM: Evangeline Yanez, Community Programs Bureau Chief *Evangeline Yanez*

RE: Client Rights, Grievance Process and ANE Reporting Acknowledgment Form

DATE: May 1, 2024

---

The purpose of this memo is to notify DDW Case Managers, MFW Case Managers, MV Consultants and SW Community Supports Coordinators of a new Client Rights, Grievance Process and ANE Reporting Acknowledgment form. This form is intended to be used to inform waiver participants of their rights, how to file grievances, and how to report abuse, neglect, or exploitation (ANE).

Case Managers, Consultants, and Community Supports Coordinators are required to review the form and all the information included on the form with participants annually. The participant or their guardian, as applicable, signs the form at their initial and annual Individual Service Plan (ISP)/Service and Support Plan (SSP) meeting after all information is reviewed acknowledging that they received the information.

The Division of Health Improvement (DHI) brochure related to ANE reporting is also to be distributed to all participants during the annual ISP/SSP meeting.

The Client Rights, Grievance Process and ANE Reporting Acknowledgment form replaces previous procedures related to acknowledgement of client rights, complaint procedures and ANE reporting effective July 1, 2024. This procedure is effective for all initial and annual planning meetings (ISP/SSP) beginning July 1, 2024.

For any questions or concerns please contact the applicable DDSD waiver program manager as listed below:

- DD Waiver- Marie Velasco at [marie.velasco@doh.nm.gov](mailto:marie.velasco@doh.nm.gov) or (505) 660-0766
- Medically Fragile- Melissa McBride at [Melissa.McBride@doh.nm.gov](mailto:Melissa.McBride@doh.nm.gov) or (505) 231-2304
- Mi Via Waiver- Elaine Hill at [elaine.hill@doh.nm.gov](mailto:elaine.hill@doh.nm.gov) or (505) 506-6103
- Supports Waiver- Anysia Fernandez at [ansysia.fernandez@doh.nm.gov](mailto:ansysia.fernandez@doh.nm.gov) or (505) 629-7476