



Investing for tomorrow, delivering today.

DD Waiver Steering Committee

June 7, 2023

Agenda

- Review of DOH system wide wellness checks & discussion questions
- Review of provider (case management and service coordinators) home visit requirements & discussion questions
- Next Steps

Overview of Systemwide Home Visits in March – April 2023

- 6800 + home visits completed
- Analysis of findings and lessons learned to inform on-going visits occurring
- Medicaid contractor conducting analysis of systems and will produce short-term and long-term recommendations
- 290 RORAs filed (all waivers)
- Potential ANE cases being investigated
 - Number of substantiations TBD

Scope of Wellness Visits

- Health and safety
 - Signs of abuse neglect or exploitation
 - Adequate food
 - Observable hazards in environment
 - Observable injury or healthcare concerns not being addressed
 - Do the individual and their supports present at visit know how to report ANE

Complaints We Heard

- Seemed threatening and were fear-based
- Demanding participants-return home when someone showed up unannounced
- Need Spanish speaking people to do visits
- Low-income families felt profiled and targeted
- People showing up with no form of identification
- Demands to see bedrooms felt like searches
- Fear of retaliation for not letting people in the home, i.e calling police
- Violation of human rights

Positive Feedback We Heard

- Appreciated by most families
- Observed many people in services living safe lives in the community
- Identified potential problems that could be corrected before bigger issues arise (RORAs)
- Able to implement immediate action and safety plans for any potential ANE cases

Sample Issues Observed by Visitors

- Families did not understand waiver program (e.g., questions about payment)
- DSP did not know individual well or how to report ANE
- Homelessness and poor housing conditions
- Home safety issues brewing (e.g., dirt -mold, leaky faucets, tripping hazards, missing interior doorknob)
- Supports that need verification of HRC and ISP (e.g., locked fridge)

Future of DOH Wellness Checks

- What do you think should be included during a wellness check and/or captured on the forms?
- How frequently ? Scheduled or Unscheduled?
- Other Suggestions

Current Monitoring Practices in Home Setting by Providers

Case Management

- Monthly face to face visits for adults /quarterly for children
- At least quarterly in home for SL, IMLS, FL and CIHS
- Missing a required home visit for children and adults without a paid LCA (i.e. respite only)

Service Coordinators

- Monthly for SL, IMLS, FL and CIHS

Future of Monitoring from Providers for Health and Wellness

- What do you think should be included in Case Management and Service Coordinator visits and forms ?
- Who else plays a role and what should they be looking for?
- How frequently? Scheduled or Unscheduled?
- Other suggestions

Next Steps

- Ongoing analysis of findings and lessons learned from Home Visits
- Review of report from Medicaid contractor
- DDSD is consolidating RORA information
- IMB analysis of findings on ANE reports
- Adjustments to waiver and standards as necessary

Resources

- RORA Submissions [Regional Offices \(nmhealth.org\)](https://nmhealth.org)
- DD Waiver Standards Input Opportunity coming soon [Developmental Disabilities Waiver \(nmhealth.org\)](https://nmhealth.org)
- ANE Reporting Resources [Abuse, Neglect & Exploitation \(nmhealth.org\)](https://nmhealth.org)

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