

# DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION NEWSLETTER

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## DIRECTOR'S CORNER

*Submitted by:  
 Jason Cornwell, Director*

This year continues to be an extremely busy time for the staff at DDSD, as well as our partners in the community!

The DD Waiver Steering Committee has been formed. The DD Waiver Steering Committee is a subcommittee of the Advisory Council on Quality (ACQ) and supports the traditional DD Waiver Program. The DD Waiver Steering Committee will meet as needed depending on renewal process and timelines with Centers for Medicare and Medicaid Services (CMS). The current DD waiver term is 7/1/2016 through 6/30/2021.

DDSD has also undertaken Validation Surveys of Home and Community Based Services administered by DDSD, including the Developmental Disabilities Waiver, Mi Via Waiver, and Medically Fragile Waiver programs. This Survey has assisted DDSD to ascertain compliance with the CMS Final Rule, and to inform the remediation process as necessary.

DDSD allocated 330 individuals to the DD Waiver in May. 201 of those folks opted to accept the allocation. Of those who are being allocated, 68% chose the traditional DD Waiver, while 32% chose to receive services through the Mi Via Waiver. Currently 22 individuals are in service. Help us get the word out that Allocation Fairs held in each region are important sources of information about the process of allocation, and choosing providers and services. Please encourage individuals and their families to contact their regional DDSD Office Intake and Eligibility Staff for any questions they may have.

Earlier this year, Public Consulting Group, Inc. (PCG) was contracted by the New Mexico Department of Health (DOH), Developmental Disabilities Supports Division (DDSD), to calculate statewide payment rates for providers that contract with DDSD to provide services to individuals with intellectual and developmental disabilities through three 1915(c) Medicaid home- and community-based services (HCBS) waiver programs: Developmental Disabilities (DD); Mi Via (MV); and Medically Fragile (MF). This information is crucial in determining cost and reimbursement, and we would like to thank everyone who participated in this important project.

The Supports Waiver has taken shape! The Governor's Office has directed DDSD to implement a Supports Waiver for 7-1-2019. Earlier this calendar year DDSD surveyed the waiting list, and asked individuals and families what services mattered most. Over 600 persons responded! At this point in time based on the feedback received, the proposed service array is: Assistive technology, community navigation, BSC, Employment, Personal Care/Homemaker and Chore Services, Environmental Modification, Vehicle Modification, Respite, and Non-Medical Transportation.

Implementing this waiver will cost money. DDSD has asked the LFC for a total of 6.4 million dollars for financing and assessments to fund this effort.

# KNOW YOUR RIGHTS BUILDING A FUTURE TOGETHER

Submitted by:  
Jennifer Rodriguez, Chief, Community Programs Bureau



NEW MEXICO  
**DEVELOPMENTAL DISABILITIES**  
PLANNING COUNCIL



The Developmental Disabilities Planning Council (DDPC) and DDS are very excited to announce the third year of the “Know Your Rights” campaign! Each year we continue to build on the success and momentum of this important movement of bringing all advocate voices together to empower the people we serve to live the lives they choose.

In the first year of this campaign, DDS focused on educating providers and the Town Halls focused on educating self-advocates/families/guardians as well as providers, about the rights specified in the Centers for Medicare and Medicaid (CMS) Final Rule. The CMS Final Rule is a powerful mandate that people receiving home and community-based waiver services across the country have the right to choose how they spend their time, with whom, etc. Using a town hall format, over 600 people participated in the first year’s statewide campaign to engage people with disabilities and advocates to strengthen advocacy, raise awareness, and educate communities across the state that people with disabilities are entitled to rights like everyone else.

The second year of the “Know Your Rights” campaign focused on Advocate Rights and Responsibilities. In addition to providing information about the rights of people, we expanded the

discussion to include advocate responsibilities. The feedback received during the first year’s campaign was that self-advocates were very interested in learning about their rights but were equally concerned about talking about their responsibilities, such as taking care of their homes, taking care of each other, being respectful to people, speaking up for other people, being on time to work or other activities etc. There was a clear mandate from the disability community to engage with self-advocates about understanding we are all part of the community and as such we all have responsibilities to be kind, respectful, speak up for ourselves and others, etc. During this campaign another 600 people participated statewide in the Town Hall outreach around the state.

Mari Gonzales, an advocate who receives services through the DD Waiver said about KYR, “I love having choices because it makes me feel independent.” Shana Heath, another strong advocate on the DD Waiver describes the importance of having choices this way, “(i)t means I have my own independence. I can do things on my own. I can take Sun Van. I have the support of others if I need it, but I can mostly do it on my own.” Stories like these point to the importance of choice in everyone’s lives and leads us to the importance of being aware of the responsibilities that come with those choices.

This third year, the focus of the Town Halls will be bringing together all advocates: self-advocates, family members, guardians, providers, agencies and interested community members to build the future together. How do we all partner together to create a system that empowers people to live the lives they choose? The main purpose of the CMS Final Rule is to make sure waiver participants can exercise their right to be part of the community where they live and work. This Rule says everyone has the right to choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with. How do we make that a reality? Our hope is to have panels of self-advocates and providers to discuss how we can best work together to make our system truly person centered. What are some success stories? Are there barriers that we can work on together?

We are looking for providers across New Mexico who would like to partner with us on this year’s Town Halls. We would love to collaborate with you.

Please contact Wendy Corry at [wendy@corryconsulting.com](mailto:wendy@corryconsulting.com) or 505-238-0047.

# FAMILY INFANT TODDLER PROGRAM

## Interagency Coordinating Council

Submitted by:  
*Kathy Phoenix-Doyle, Provider Co-Chair Family Infant Toddler Interagency Coordinating Council*



The Family Infant Toddler Program - Interagency Coordination Council is federally mandated under the Individuals with Disabilities Education Act (IDEA) Part C to advise and assist the Family Infant Toddler Program. The NM ICC is Governor-appointed and comprised of members who are parents, FIT providers, state agencies, state supported schools (NM School for the Deaf & NM School for the Blind & Visually Impaired) and other ancillary services representation. Each representative brings their knowledge forward to guide and assist the FIT Program.

The mission of the ICC is to address the needs of families of infants and toddlers with or at risk for developmental delay and will advise and assist in the implementation of a coordinated and family-centered early childhood service system. The ICC develops a 3-year strategic plan that provides the direction and goals for the work of ICC's committees.

The ICC executive committee was pleased to represent the State of NM at the recent 2019 Federal OSEP (Office of Special Education Programs) Leadership Conference in Arlington, VA along with Marc Kolman, DDSD Deputy Director. We learned that the NM ICC is highly effective compared to ICCs in other states as we have productive, impactful meetings with rich conversations to examine multiple facets of the FIT Program.

The ICC is currently preparing for the FIT Program to move from DDSD to the new Early Childhood Education and Care Department in July 2020. As we experience our final year within DDSD we want to thank everyone in the department for your support of the FIT Program.

To find out more:

<https://nmhealth.org/about/ddsd/coco/icc/>

## MEDICALLY FRAGILE WAIVER AUGUST NEWS

The Department of Health has updated the Medically Fragile Waiver (MFW) Provider page. See <https://nmhealth.org/about/ddsd/pgsv/mfw/provider/>

I am happy to announce that the amendment adding the Environmental Modifications benefit was approved as of July 1, 2019. I have also posted the updated fee schedule for MFW providers on the DOH website. Please review these updates and consider expanding services to Medically Fragile Waiver participants.

At this time, you are invited to comment on the draft MFW standard for Environmental Modification Services. This is a new benefit and the standards support the benefit and the process for obtaining Environmental Modification Services. Please provide your feedback to me by August 16th. Responses may be sent to:

Iris Clevenger, RN MA BSN CCM  
Medically Fragile Waiver Manager  
5301 Central NE Suite 1700  
Albuquerque, NM 87108  
[iris.clevenger@state.nm.us](mailto:iris.clevenger@state.nm.us)  
ph: (505) 841-2913  
fax: (505) 841-2987

The MFW is also scheduled for renewal in July of 2020. In August and September, I will be conducting teleconferences to discuss the MFW Renewal in order to obtain provider feedback.

This is an exciting time for the Medically Fragile Waiver as we look for ways to improve services to support our participants. Please participate so that we can create a workable benefit package to fit our medically fragile population of varying ages. As always, please contact me with your questions or ideas at [iris.clevenger@state.nm.us](mailto:iris.clevenger@state.nm.us) or at 505-841-2913.

Submitted by:  
*Iris Clevenger, Director, Medically Waiver Program*

# STEERING COMMITTEE DEVELOPMENT

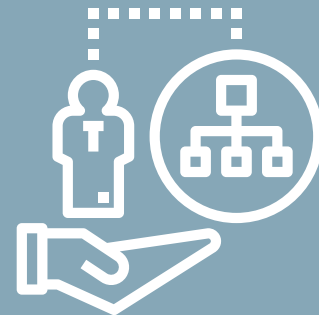
## ACQ DD Waiver Steering Committee and DD Waiver Renewal with Centers for Medicare and Medicaid Services (CMS)

Submitted by:  
Wendy Corry, Corry Consulting and Christina Hill, Community Programs Bureau

DDSD is excited to announce the development of the DD Waiver Steering Committee. The DD Waiver Steering Committee is a subcommittee of the Department of Health (DOH) Advisory Council on Quality Supports for People with Intellectual and Developmental Disabilities and their Families (ACQ). The DD Waiver Steering Committee will meet as needed depending on the renewal process and federal timelines for the state to renew its application for approval by the Centers for Medicare and Medicaid Services (CMS). The current term of CMS approval for the state's operation of the DD waiver program is from 7/1/16-6/30/21. The 23-person committee is comprised of roughly 50% provider agencies and 50% self-advocates, advocate agencies, family members and guardians.

The work of this committee will focus on reinforcing the state's person-centered philosophy through the DD Waiver renewal process by gathering input and feedback from a variety of stakeholders. DDSD has contracted with Corry Consulting to assist with stakeholder engagement and will host focus groups in Albuquerque on specific topic areas in the fall of 2019. Some of the topic areas include: next steps for the Outside Review process, use of a standardized assessment, and review of some service definitions (e.g., assistive technology, personal support technology, non-ambulatory stipend and customized community supports - Individual intensive behavior support). DDSD will also host remote Town Hall meetings which will include informational sessions about waiver renewal and opportunities to ask questions remotely or give feedback through an electronic or hard copy survey.

In the spring of 2020, in-person Town Hall meetings will be conducted around the state to share the draft Waiver Renewal based on feedback received during the fall. The Waiver Renewal application is scheduled to be submitted to CMS in October 2020 for approval by July 1, 2021. More information and continuing updates can be found on the DOH-DDSD website at:  
<https://nmhealth.org/about/ddsd/coco/acq/ddwsc>



## The Advisory Council on Quality (ACQ) is Recruiting Members

The ACQ is DDSD's primary advisory group. The ACQ advises DDSD and the Department of Health on the systems guiding the provision of services and supports that assist people with Intellectual and Developmental Disabilities (IDD) of all ages and their families to be fully included in New Mexico communities. Its membership includes individuals with disabilities, family members, caregivers, providers, and advocacy groups. The ACQ meets every other month in Albuquerque and its meetings are open to the public.

The ACQ is recruiting new members. Specifically, the ACQ seeks applications for membership from individuals with developmental disabilities and their family members.

For more information about the ACQ or to download application forms, please see <https://nmhealth.org/about/ddsd/coco/acq/>

If you need assistance, please contact Kathy Baker in the Developmental Disabilities Supports Division by email at [kathy.baker@state.nm.us](mailto:kathy.baker@state.nm.us) or by phone at 505-841-5524.

Submitted by:  
Marc Kolman, Deputy Director

# “MEET AT THE MOUNTAIN”

## Partners For Employment Leadership Summit, 2019

Submitted by:  
Casey Stone-Romero, Community Inclusion Manager

Partners for Employment (PFE), a collaborative effort between DDSD, NM Division of Vocational Rehabilitation (DVR) and the University of New Mexico/Center for Development and Disability (UNM/CDD) held its Second Annual “Meet at the Mountain” - Leadership Summit in Bernalillo, NM on June 25-26, 2019. The Summit was attended by 64 professionals including, Job Coaches, Job Developers, Self-Advocates, Directors, Managers, Supervisors, Educators and Case Managers.

Jason Cornwell, DDSD Director, opened the Summit by welcoming all participants and thanking them for the invaluable work they do related to supported employment. Casey Stone-Romero, Community Inclusion Manager, DDSD, and John Fullinwider, Field Operations

Director, NMDVR, discussed the collaborative efforts and projects the two agencies partner on, outside of PFE. Ces Coulson of the Washington Institute for Supported Employment (WISE) and Karen Williams of Trilium Employment Services provided a robust discussion and interactive training that included breakout work on Recruiting, Training and Retaining staff. Attendees left with valuable tools to assess their organizational culture, build intentional cultures in their agencies, and declarations for future work within their organizations.

PFE continues to offer exciting training, technical assistance, networking and hands-on learning opportunities through its many offerings from the College of Employment Supports a 13 week online and in-person training,

Supported Employment Local Leaders (SELL) Meetings, two-day Discovery Workshops, and, coming next year, an exciting large conference collaboration between Supported Employment, Leadership and School to Work Transition. Stay tuned for more information on this large conference and hold the dates of May 27-29, 2020.

For more information on the offerings and networking opportunities available through PFE, please visit their website at <http://cdd.unm.edu/pfe/index.html> or contact Carrie Roberts at 505-272-4647. A special thanks to the presenters and extra kudos to all the PFE staff who organized the event and worked tirelessly to make it an amazing experience for all attendees.



John Fullinwider, Jason Cornwell, Casey Stone-Romero, Carrie Roberts, and Tanya Baker-McCue (podium) present at the 2nd Annual Meet at the Mountain-Leadership Summit



A group photo of attendees at the 2nd Annual Meet at the Mountain-Leadership Summit

# ELECTRONIC VISIT VERIFICATION

## What Is Electronic Visit Verification (EVV)?

Submitted by:  
Marc Kolman, Deputy Director

EVV is a telephone and computer-based system that electronically verifies that the direct care worker visits occur and documents the time the service begins and ends. EVV is required by the 21st Century Cures Act that was enacted by Congress in December 2016 and mandates that states require EVV use for Medicaid-funded Personal Care Services (PCS) by 1/1/20 and Home Health Care Services (HHCS) by 1/1/23 for in-home visits by a provider.

The federal Centers for Medicare & Medicaid Services (CMS) and the Office of Inspector General (OIG) have identified personal care and home health services as situations in which Medicaid recipients are particularly vulnerable to fraud, abuse, neglect, and exploitation. EVV data will assist both providers' and the State's efforts to protect the health and safety of Medicaid recipients who use these services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

### DD Waiver Services Requiring EVV

- Customized In Home Supports (S5215 HB & S5215 HB UA)
- Respite (T1005, T1005 HB, T1005 U1, T1005 HB HQ)

### Mi Via Waiver Services Requiring EVV

- Homemaker (99509 & 99509 E)
- In Home Living Supports (T2033 & T2033 E)
- Respite Standard (T1005 SD & T1005 SD E)

### What EVV Does and Does Not Do?

- EVV does not restrict individuals from participating in activities in which they choose to participate. For example, EVV does not require an individual to stay at home.
- EVV systems are designed with the ability to collect data in rural areas that do not have internet connectivity by recording and storing the information and uploading it when the individual enters an area with connectivity.
- EVV data may also be documented using a landline phone.

- We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use.

### Survey of New Mexico Medicaid Waiver Providers

- In June 2019, DDS completed a survey of providers that will be affected by EVV. Highlights of the results show that 35 providers responded to the survey of a total of 63 providers of CIHS and Respite. 19.4% currently collect EVV data using five different EVV systems, including Therap and iTherapyDocs.

### EVV Systems Currently Used in New Mexico Medicaid

- All Centennial Care PCS agency based providers use the same EVV system managed by the MCO's. The AuthentiCare System is managed by FirstData. Services are authorized, scheduled, and billed through the EVV system.

### Next Steps

- The Human Services Division (HSD) and the Department of Health's Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements PCS EVV in 2020.
- HSD intends to submit an application for a Good Faith Effort (GFE) exemption that would provide for an extension of up to one year of the required date of implementation.
- As HSD and DDSD move forward in implementation of EVV, additional information including timelines, training opportunities, and implementation date will be shared.

#### For More Information

Extensive information is available from the Centers for Medicare and Medicaid Services (CMS) available at:

<https://www.medicare.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>

# DDSD HOSTS DELEGATION OF DISABILITY ADVOCATES FROM THAILAND

Submitted by:  
Jennifer Rodriguez, Chief Community Programs Bureau

On June 17, the Developmental Disabilities Supports Division (DDSD) hosted a delegation of educators and disability advocates from Thailand, participating in the State Department's diplomacy program on Disability Services in the U.S. The roundtable discussion fostered interesting dialogue related to topics such as policy making, governmental and cultural differences, service provision, community education and inclusion, and financing accessibility initiatives. With vast geographical, political and cultural differences between our countries, disability advocacy aligns us as we face similar challenges, while being able to celebrate successes in other areas.

The Council on International Relations (CIR), and DDSD have partnered for two years to host foreign disability advocacy leaders from around the world



## RESOURCE COLUMN

Submitted by:  
Lisa Storti, Constituent Supports Coordinator

The New Mexico Technology Assistance Program (NMTAP) offers free services to New Mexicans with disabilities to help them get the Assistive Technology (AT) they need.

NMTAP has been an active program under the NM Governor's Commission on Disability since 2014 and it provides a variety of services. The main office is located in Albuquerque, a central location, but there are two satellite offices for easier access in southwestern and northeastern areas of New Mexico.

NMTAP has devices/software that can be borrowed on a short term basis for individuals with disabilities through the Device Loan Program. There are

approximately 1,800 assistive technology devices for loan. NMTAP's motto is, "We have over a thousand devices with infinite possibilities of how they might be configured for each individual!"

The Device Loan library is designed for individuals with disabilities and professionals assisting them to provide an opportunity to borrow equipment from the Device Loan Program. Device loans can serve as a trial of equipment prior to purchasing, a temporary replacement of a device in repair, or a short term accommodation allowing independent completion of activities in daily school, work, or home life.

**For more information on the NMTAP program, including their Device Loan Program, as well as their other programs, contact NM Technology Assistance Program.**

**625 Silver Ave. SW Ste. 100 B  
Albuquerque, NM 87102  
Office: 505-841-4464  
Fax: 505-841-4467  
Toll-free: GCD (in state only)  
1-877-696-1470  
Tracy.Agiovlasitis@state.nm.us**

# VALIDATION FINDINGS

Submitted by:  
Jen Rodriguez, Chief Community Programs Bureau

DDSD contracted with ATA Services, Inc., to complete the second round of Provider Validation Surveys, required to achieve compliance with the CMS Final Rule. All states were required to develop a statewide transition plan (STP) outlining necessary steps to achieve compliance by 2022. New Mexico received an initial approval of the STP on January 13, 2017. As required in the STP, and to obtain final approval from CMS, providers completed a self-assessment (2014) and the state is required to validate those findings from the provider self-assessment.

ATA conducted over 900 provider/vendor validations for the three (3) Home and Community Based Services (HCBS) waiver programs administered by the Department between January and April 2019. This included the Medically Fragile, Mi Via, and Developmental Disabilities Medicaid Waiver Programs. Fifty-three (53) different providers statewide participated in the residential survey and forty (40) different providers statewide participated in the non-residential survey. All settings required some areas to be improved. New Mexico's providers are currently working on remedying identified areas in each setting to assist NM to be fully compliant and meet our timelines. Settings must be compliant by March 2022 across the country. Tribal notification and a formal public comment period will take place this fall, prior to NM submitting its final STP to CMS.

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

### FOR INFORMATION CALL:

(505) 476-8973 or Toll Free: 1-877-696-1472 or email us at [SANTAFEmailbox.ddsd@state.nm.us](mailto:SANTAFEmailbox.ddsd@state.nm.us)

### DDSD NEWSLETTER STAFF

Editor-in-Chief: Marc Kolman  
Assistant Editor: Lisa Storti  
Layout: André Walker

If you would like to write an article for the next issue of the DDSD Newsletter, have suggestions or comments, please contact Lisa Storti, DDSD Newsletter Assistant Editor at 505-476-8972 or [Lisa.Storti@state.nm.us](mailto:Lisa.Storti@state.nm.us).

## STAFF RECOGNITION

Lisa Storti (Office of Constituent Supports) was recently asked to represent DDSD at the "Governor's Cabinet in Your Community Day" event that took place on Saturday August 10, 2019 in Albuquerque. Lisa met with people who had questions about DDSD and the DD Waiver. One of those asking for information was a "Secret Shopper" from the Governor's Office who singled out Lisa for excellent customer service and knowledge of our division. Lisa's exceptional service was recognized by the Office of the Governor. Secretary Kathyleen Kunkel, recognizing Lisa's contributions said, "Congratulations Lisa! You made DOH proud."

### NEW HIRES & PROMOTIONS

Steven Gutierrez, SOC/COM SV COORD-O,  
Metro Regional Office, June 29, 2019

Veronica Espinoza, Healthcare Surveyor-O,  
Metro Regional Office, June 29, 2019

Selva Thompson, Mortality Review Registered  
Nurse-A, Metro Regional Office, July 13, 2019

Connie Farnsworth, Staff Manager  
(Community Practice Review), Metro Regional  
Office, July 13, 2019

Jacqueline Marquez, Office & Admin  
Support-A, Southwest Regional Office,  
August 24, 2019

Myles Winter, SOC/COM SV COORD-O,  
Metro Regional Office, August 24, 2019

### RETIREMENTS:

Shirley Marin, June 29, 2019  
Amy Fox, September 20, 2019