

DDW Therapy Update – Special Edition January 2023

DDSD Clinical Services Bureau

<https://www.nmhealth.org/about/ddsd/pgsv/clinical>

NOTICE: All therapy provider agencies are **REQUIRED** to distribute this publication in a timely manner to **ALL practitioners** contracted or employed by your agency. Thank you!

Therapy Consultants 'Drop In' Office Hours

**Weds. Feb. 8th
3:30-5:00pm**

** new regular day/time
2nd Weds of the month **

- All disciplines welcome
- Join whenever you can
- Questions about DSP trainings? Documentation Requirements? CARMP strategies?

Zoom Meeting ID: 979 5695 8455 Passcode: office
<https://zoom.us/j/97956958455?pwd=SmZ1STZ3WTJCMGtWY3poV2pFU3lOZz09>
breakout rooms available for client specific issues



Announcement from Betsy

To Everyone:

I am retiring from my position as the Clinical Services Bureau (CSB) Chief of the DDSD.

As many of you know, a back injury has made things difficult for the last year. I believe that retirement will speed my healing process.

It was an honor to create the Clinical Services Bureau in 2005 in order to maintain the focus on health for persons with disabilities.

I value the opportunity to have worked with you all on behalf of our clients and their families. I know we have made a positive impact on people's lives.

I am taking extended leave until the end of February.

Thank you all for the creative thinking, problem solving, support, hard work and wonderful memories.

Love, Betsy



Therapy Agency Provider Annual Reports
due by 2/15/23

* new this year * submit online:

<https://app.smartsheet.com/b/form/dd83a4186bff4507ab4491e92236e264>

Assistive Technology Fund (ATF) Application – revised 1/5/23

- An updated version of the DDW (Budget-Based) Assistive Technology Fund Application is posted online on the Therapy Services webpage
- Bookmark this link to easily find the current version whenever needed: <https://www.nmhealth.org/publication/view/form/4512/>
- As of 2/1/23, all previous versions of the DDW ATF application are no longer valid

DDW ATF Application fillable form hints:

- Boxes 10-13 of this fillable form auto calculate for you.
- Enter a number in the 'quantity' column on the far left and an amount in the 'price each' column. The 'total per item' will then fill in automatically.
- It will zero out if you add an amount directly into the 'total per item' box.
- For Box 12, you do need to calculate the Purchasing Agent fee and enter that directly. Everything else should calculate and add up automatically.
- Pages 1-2 are the application. See page 3 for instructions.
- Contact Robin @ robin.leinwand@doh.nm.gov for assistance.

DDW Therapy Update

December 2022



DDSD Clinical Services Bureau

<https://www.nmhealth.org/about/ddsd/pgsv/clinical>

Special Edition:
Effective Remote
Trainings
see pgs. 2-4....

Therapy
Consultants
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Greetings from Betsy at CSB

Happy December. We are wrapping up this year as busy as ever. The move to the 5300 Homestead building is complete and we are settling in. Please look for the notice of the AT fund rate increase from Felicia Vidro. DDSD is busy with preparing for provider rate studies and planning amendments to the Developmental Disabilities Waiver and Standards. Your input will be sought as we work to improve our system.

Along with lots of projects, we also face increased cases of COVID 19, flu, and RSV. Please take care of yourself and be mindful of staying healthy and keeping others safe before during and after the Holidays.

December has brought us clear nighttime skies with beautiful views of the moon, planets, and winter constellations. Despite the stress of our daily lives - and the holidays - please take a peaceful moment some night and just look up. We are blessed.

Wishing you the happiest of holidays with your friends and loved ones. Betsy

2022 CARMP and IDDSI:

- Thank you to all the therapists that have worked hard to advocate for International Dysphagia Diet Standardization Initiative (IDDSI).
- If you and or your team need help understanding the CARMP sections or mapping diet texture and liquid consistency from the National Dysphagia Diet (NDD) to IDDSI, please contact Demarre Sanchez for support.
- Reminder that all teams should be using the 2/10/22 CARMP Template by March 1, 2023.

PHE and COVID-19

- ◆ The national Public Health Emergency (PHE) has been extended until **April 11th 2023**
- ◆ Therapy service delivery may be fully in-person, fully remote, or a combination per individual and guardian preference
- ◆ Residential and day program provider agencies may have different masking requirements
- ◆ See 11/15/22 DDSD memo re: contingency staffing/DSP working while COVID+



Please double check that you have an approved budget before starting an evaluation or doing any work. This is especially important for new allocations or transfers between agencies.

Reminder... please contact a therapy consultant or CSB with questions



Hints and Tips for Effective Remote Trainings



Remote trainings may include audio, video, verbal responses, chat responses, screen sharing, etc. Trainings to awareness, knowledge, and skill level can be completed remotely.

**Goal = informed, competent and confident DSP, effective use of time, DSP and individual's safety
It is up to each therapist to determine when DSP have demonstrated the required level for each individual (awareness, knowledge, skill).**

Before trainings

- Send a confirmation email, SCOMM, or text reminder about training, topics to be covered, and items to have nearby
- Include the house lead, service coordinator, and/or CM when you send the link and info
- Clearly state expectations of participants. Examples include:
 - have shadowed others who have been trained
 - will have read the WDSI/CARMP documents
 - will be in person with individual
 - will have their video on
 - will not be doing other things at same time (including driving!)
 - will have needed materials/equipment ready
 - will be able to talk or type in chat to demonstrate engagement and understanding (for awareness or knowledge level)
 - will be ready for hands-on components with individual (for skill level)
- Trainer needs to receive confirmation of planned training the day before with approx. how many participants
- Trainer will remain in online meeting room 10 minutes after scheduled time – if no one has joined, training will be cancelled and rescheduled

Strategies that

work:

Suggestions from DDW Therapists' experiences over the past few years

Did you know.....

Demonstration of **AWARENESS** level: may be accomplished by reading plans; trainee is expected to be familiar with information related to a person's specific condition

⇒ Awareness level of competence can be verified by verbal or written recall of basic information or knowing where to access the information

Demonstration of **KNOWLEDGE** level: may be accomplished through trainee observing a plan in action, reading a plan more thoroughly, or having a plan described by the author or their designee

⇒ Knowledge level of competence can be verified by verbal or written recall or demonstration

Demonstration of **SKILL** level: involves being trained by a therapist, nurse, or experienced designated trainer. The trainer shall demonstrate the techniques according to the plan. *The trainer must observe and provide feedback to the trainee as they implement the techniques.* This should be repeated until competence is demonstrated.

⇒ Skill level of competence can be verified by demonstration of skill or observed implementation of the techniques or strategies by the trainee

⇒ Trainees should be observed on more than one occasion to ensure appropriate techniques are maintained and to provide additional coaching/feedback.

Reference: DDW Standards 11/2021 pages 270-271.

Phrases, recommendations, & suggestions from your fellow DDW therapists:

During trainings:

“Tell everyone at the beginning that if your video is not on, you will not get credit for the training.”

“I let them know they can stay on the link, but we’ll need to reschedule when they are able to be on video.”

“If I’ve asked someone to turn on their video, and it’s still off, I say “your video needs to be on, or I will not sign you off on the roster”.

- It is critical that we expect participation during trainings. This aligns with our ethical responsibility and ensures safety and health needs are addressed.

When you turn on video, we’ll keep going.

“Ask participants to show you they have the current WDSI and/or CARMP documents”

“If they cannot locate documents related to the training topics, reschedule the training. Be sure to ask the SC to let you know when the document is in the home.”

It looks like you are busy with another person. When can we reschedule?

- Having the written document available aids in understanding and comprehension. The pictures included in WDSI’s and CARMP’s are especially helpful for training at all levels. It is important to know where the plans are kept for future reference.

I don’t see their adapted plate/cup/spoon, can you go get it?

“I do a verbal Q&A as part of every training and if the participant can’t answer them, then another training will need to be done.”

- Using short quiz questions throughout trainings is a great way to support engagement and check for understanding of the topics.

Please show me how you put the gait belt on (the person, another DSP, themselves...)

- For everyone’s safety, let participants know what training level they should achieve before working alone with the individual (what does the ISP/IST say?). It is important for everyone assisting the person to have essential information and skills.

Can you set up their communication device and then we’ll get started?

Let participants know when they sign a roster, it means they:

- have read the WDSI plans and CARMP discussed
- understand the WDSI plan/topic/skill/recommendations given
- agree to implement as discussed to support the individual’s needs, comfort, and/or safety, and
- know where to find the written plan for reference, and
- will ask the therapist or their supervisor if they need more information or need help to use the equipment and strategies in the plans

Show me how you help _____ with this activity?
Is this how it usually goes for you?

Another hint: These are all good strategies to use during in-person trainings too!

2021 DDW Standards that support therapists in developing quality trainings and expectations for participation by DSP and other IDT members during trainings

<p><u>12.4.7.5 Collaboration and Consultation</u> (p. 173)</p>	<p>#4. <i>(therapist activities include...)</i> Collaborating with agencies on the IDT, when requested, to schedule appropriate training and support regarding WDSI implementation in sessions that are mutually beneficial and maximize time efficiency for all participants. Scheduling additional one to one training may be needed to ensure competence for strategies that could impact health and safety.</p>	<ul style="list-style-type: none"> • Most effective time for participants, individual, and therapist needs to be discussed. • Achieving IST level needed may require more than one training time and/or 1:1 to support different trainee learning styles and understanding.
<p><u>12.4.7.7 Training of IDT members by Therapists</u> (p. 174)</p>	<p>#1: Training frequency is required at least annually according to the individual ISP term on all WDSIs. Training may occur more frequently, as needed, according to the therapist's judgment or as requested by family, DSP, or IDT.</p>	<ul style="list-style-type: none"> • Therapist's use clinical knowledge and judgement to determine if additional training is needed. • IDT members can request more training
<p>(p. 174)</p>	<p>#2: Therapists may, according to their clinical judgement, designate an agency staff...</p>	<ul style="list-style-type: none"> • 'May' means designating a trainer is allowed, not that it is required
<p><u>17.1 Training Requirements for DSP and Supervisors</u> (p. 260)</p>	<p>#1a: DSP/DSS must successfully complete IST requirements as described in the ISP of each person supported within 30 calendar days...and prior to working alone with a person...</p>	<ul style="list-style-type: none"> • Reinforces the expectation that all new DSP will complete training as specified in the ISP/IST
<p>(p. 261)</p>	<p>#2: Any staff being used in an emergency to fill in or cover a shift must have at a minimum ... and be on shift with a DSP who has completed the relevant IST.</p>	<ul style="list-style-type: none"> • Yes, emergencies happen; this does not over-ride the expectation that someone working has the required IST
<p><u>17.9 Individual Specific Training</u> (p. 271)</p>	<p>#6: Provider Agencies must arrange and ensure DSP's ... are trained on the contents of plans according to timelines indicated on IST... and to notify plan authors when new DSP are hired to arrange for trainings.</p>	<ul style="list-style-type: none"> • See Standards p. 270-271 for detailed descriptions of awareness, knowledge, and skill training levels • Scheduling should be collaborative
<p><u>5.5 Aspiration Risk Management</u> (p. 52)</p>	<p>#4: The CARMP training is competency-based. DSP may not implement CARMP strategies independently until skill level of competence is demonstrated. DSP with a knowledge level of competence may implement the CARMP if they are working with a DSP who has achieved a skill level of competence and who directly observes and provides in person ongoing support and oversight.</p>	<ul style="list-style-type: none"> • A floater or someone covering may assist with strategies as instructed in the CARMP <i>only</i> if they have knowledge level training <i>and</i> someone with skill level training is present to observe and provide support.
<p><u>10.3.2 Supporting Technology</u> (p. 106)</p>	<p>Agencies must have plan to support the technology needs of an individual. #4. The agency supports telehealth...</p>	<ul style="list-style-type: none"> • Agency is responsible for ensuring tech is in place for trainings
<p><u>12.4.3 Delivery of Therapy Services/Service Setting</u> (p. 167)</p>	<p>#4: Therapy services, including training and monitoring may be delivered in person (face to face), via telehealth (remote), or through a combination of both methods, based on the task to be completed, the condition of the individual and the therapist's assessment of the situation.</p>	<ul style="list-style-type: none"> • Multiple service delivery locations and methods are allowed

The Specialty Seating Clinic (SSC), with support from DOH-DDSD, hosted 100 participants at the annual **Mobility and Positioning (MAP) Conference** October 17-18, 2022. The MAP Conference provided hands-on and lecture-based educational opportunities for therapists and other professionals who serve individuals across all waiver programs. Attendance at the conference provided up to 11 CE credits for Physical and Occupational Therapists in New Mexico. The results of a post-conference survey showed the conference met or exceeded expectations of those in attendance. Many of the participants commented on the organization, applicability, and learning experiences of the conference, with more than 91% saying they will attend the conference again in 2023! Thank you to all who participated and made the conference a huge success! If you would like to be sure you receive announcements about the 2023 MAP conference, please contact specialty.seating@doh.nm.gov.

"Quality of speakers was exceptional. Loved having the positioning lab...this really helped clarify and cement the 'how to'."

"It was very well run, and all the classes provided information I can apply in my daily PT practice."

**THERAPY AGENCY NEWS:
INFORMATION AND RESOURCES FOR
THERAPY AGENCY OWNERS AND
ADMINISTRATORS**

**Therapist/Agency Survey
Preliminary Results:
Agency Owner Responses
(n = 30)**

Each Therapy Agency is responsible for:

- Sharing all DDSD communication with all providers
- Monitoring SIM status – *your agency will be back on SFOC after 6 months unless you renew*
- Ensuring all providers have access to Therap, know how to use SCOMM, and know how to do ongoing caseload updates – ‘how-to’ [handout](https://www.nmhealth.org/publication/view/form/7459/)

Important Note:

- Children, under 21, do not get therapy services through DDW.
- Agencies should not accept an SFOC for anyone under 21, UNLESS it is for ARM related services for 18–20-year-olds.
- See 2021 DDW Standards 7.2.1 Services Available for Children (pg. 76)

Therapists needed in all regions across the state!



Please contact:

Felicia Vidro, Therapy Services Coordinator
felicia.vidro@doh.nm.gov
Tammy Barth, Provider Enrollment
tammy.barth@doh.nm.gov

Do you have a formal internal orientation to DDW for new therapists?

Yes **58%** No **42%**

Do you have a formal internal orientation to your agency for new therapists?

Yes **63%** No **37%**

Do therapists in your agency have access to a mentor for ongoing support?

Yes **84%** No **16%**



What does mentorship look like for your agency?

- Scheduled times with experienced colleague(s) **63%**
- Assigned to an experienced colleague **27%**
- Informal, open-ended, as needed, and initiated by the newer therapist **67%**
- Available during the first 6 months – 1 year **17%**
- Available anytime for the duration of employment **87%**
- The mentor receives supplemental pay for this activity **20%**

Comments related to mentorship activities:

- We have a shared google drive with intervention ideas and organizational documents
- New therapists can observe a "typical" therapy session so they can see the diversity of the clients we serve
- Can be scheduled on a consistent basis if the new therapist desires
- We do regular check-ins with the therapist to see how things are going

DDW Therapy Services Resource List 2023

Important information –
keep this somewhere for
quick reference

FREQUENTLY USED DOCUMENTS

DDSD DDW SERVICE STANDARDS: effective 11/1/2021 <https://www.nmhealth.org/publication/view/policy/7012/>

CLINICAL REVIEW AND CLINICAL/SERVICE CRITERIA V6: criteria used to approve budget requests
<https://www.nmhealth.org/publication/view/general/7016/>

DDW THERAPIST TRAINING REQUIREMENTS

<https://www.cdd.unm.edu/cddlearn/ddsd/JobRequirementsByJobClassification.pdf>

SECONDARY FREEDOM OF CHOICE FORMS (SFOC) <http://sfoc.health.state.nm.us/>

RORA FORM: DDSD REGIONAL OFFICE REQUEST FOR ASSISTANCE

<https://www.nmhealth.org/publication/view/form/4574/>

or submit electronically [Regional Office Request for Assistance \(RORA\) Form \(smartsheet.com\)](#)

DDSD/CLINICAL SERVICES BUREAU (CSB) THERAPY SERVICES PAGE

<https://www.nmhealth.org/about/ddsd/pgsv/clinical/therapy/>

DDW Standards

- 2021 Standards Therapy Updates - Recorded Webinar
- Therapy Specific Q&A and Crosswalk

Therapy Service Provision

- Therap Caseload: How-To Check, Add, and Remove Individuals

Documentation

- Therapy Documentation Form and Instructions
- Therapy Documentation Table (what is due when and to whom) <https://www.nmhealth.org/publication/view/general/4566/>
- Discontinuation of Therapy Report (template)
- Ongoing Therapy Discharge Planning Form

Assistive Technology Inventory

- Guidelines, Instructions, and Example
- AT Inventory Monitoring Form

Assistive Technology Fund

- [AT General Fund Application and Instructions](#) (fillable PDF)
- [AT DDW \(Budget-Based\) Fund Application Form and Instructions](#) (fillable PDF)
- *Note:* The forms may not 'appear' fillable on a mobile device. The link will open as a fillable PDF on a computer. *Hint:* Fill in the information on the form *in the web browser*, and then use 'save as' to save the completed form for your files. You can open the PDF and edit/re-save later as needed.

Therapy Services for Former Jackson Class Members (JCM)

- JCM exception request ([required](#) for any request over 232 units)

Documentation/Evaluation Templates

- OT, PT, SLP: Initial Evaluation, Annual Re-Evaluation, and WDSIs

Training Rosters

- Sample general and competency specific training rosters and a trainer designation form can be found here in the Direct Support Personnel section <https://www.nmhealth.org/about/ddsd/train/csbtr/>

Therapist Update Newsletters (read them all 2017-current)

Occupational Therapy Section even more resources including essential information for Assessment, Addressing Eating and Vision Needs, Home Evaluation, and Environmental Access, and instructions for the Use of Occupational Therapy Assistant Services through DDW <https://www.nmhealth.org/about/ddsd/pgsv/clinical/therapy/ot/>

Aspiration Risk Management – CARMP section <https://www.nmhealth.org/about/ddsd/pgsv/clinical/cinit/arm/>

- 2022 CARMP Template, Instructional Guide
- Case Study Examples
- Recording of complete CARMP Template Training (3/31/22)
- IDDSI Toolkit for NM DDW Providers [click here](#)



Scan QR Code to go to
the Therapy Services
Page for these
resources

CSB Trainings

ALL TRAININGS ARE ONLINE UNTIL FURTHER NOTICE

Please see the [DDW Therapist Training Requirements by Job Classification](#) to learn more about the training requirements for all therapists

Live stream, online trainings (not recorded) 2023 dates (through June)

Aspiration Risk Management 9:00am -4:30pm 1/13, 3/10, 5/5, 6/9

Participatory Approach 9:00am -4:30pm 1/23, 3/15, 4/6, 5/8

Pre-register for on-line trainings at: <https://ddsdtrain.cdd.unm.edu/Calendar.aspx>
Please use your own email when registering to ensure you get the meeting link and documents

Other trainings required for Therapists

Introduction to Waivers

Person-Centered Planning for Therapists

DDSD CDD Online Courses (available anytime)

Subtle Signs of Illness and Injury

formerly 'Indications of Illness and Injury'

<http://www.cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/index.html>

ANE REFRESHER Training 'ANE Awareness'

Effective Individual Specific Training Techniques - "EIST-Live Stream"

not recorded – see training calendar for dates

(not the Effective Trainer Techniques Part 1 course)

<https://ddsdtrain.cdd.unm.edu/Calendar.aspx>

ANE Training DOH – Live Stream Course

Note: All versions of the DOH - ANE courses will count during the COVID-19 PHE

Clinical Services Bureau Contact Information

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Robin Leinwand Occupational Therapy Robin.Leinwand@doh.nm.gov 505-239-1768 (c)

Resources - Clinics

SAFE Clinic - Supports and Assessment for Feeding and Eating

Any adult with I/DD who is experiencing challenges related to oral eating and/or tube feeding can be referred for specialized assessment and recommendations regarding eating/feeding, nutrition, positioning, and associated medical needs to support health, safety, and independence. SAFE Clinic appointments are currently occurring via remote technology.

Contact: Demarre Sanchez
SAFE Clinic Coordinator
(505) 417-5264 (cell)
Demarre.Sanchez@doh.nm.gov

Specialty Seating Clinic

Referrals for wheelchair, positioning, and adaptive equipment evaluations are being processed. Appointments are being made for remote and in-person evaluations or wheelchair fittings, dependent on the need of the individual as assessed by SSC clinicians.

Contact: Jason Lavy
Specialty Seating Clinic Manager
(505) 222-4610
Specialty.Seating@doh.nm.gov