



# Reporting an Issue or Concern

## Moderate Issues

If you have a problem or concern that is not abuse, neglect, or exploitation (ANE), you have different ways to speak up. Choose the option that feels best for you.

- Talk to your staff
- Speak to your staff supervisor or supervisor on-site
- Call your guardian or another person you trust
- Call your case manager
- Call your team

For example:

- *“I keep being taken to places I don’t want to go. I want to choose where I go in the community, not have others decide for me.”*
- *“My home only has food I don’t like. I want to help pick the meals.”*

For these cases, talk with staff, a supervisor, your case manager, or team.

## Significant Issues

If you do not want to report your problem to your staff, guardian, case manager, or team, you can file a grievance with the Developmental Disabilities Supports Division (DDSD). To file a grievance:

- Call: 505-699-6775
- Email: [DDSD.Constituents@hca.nm.gov](mailto:DDSD.Constituents@hca.nm.gov)
- Mail your grievance to DDSD at: PO Box 2348, Santa Fe, NM 87504-2348
- File your issue online at:  
<https://app.smartsheet.com/b/form/b2de329d2c5044e58b898f2dd52147fd>

## Critical Issues

If you are having a crisis, or need mental health help:

- Call or text New Mexico’s 24-hour mental health crisis line, 988
- Call the New Mexico Crisis and Access line at 1-855-NMCRISIS or 1-855-662-7474
- Talk to your MCO Care Coordinator about other resources available to you for mental health counseling and therapy

If there is an emergency, call 911

## Reporting ANE

**If you think you are being abused, neglected, or exploited, report it right away by calling: 866-654-3219**