

# DDW Therapy Update

DDSD Clinical Services Bureau July 2025

<https://www.hca.nm.gov/clinical-services/>

**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!

**Welcome to Melissa McBride,  
MBA, MSN, RN  
CSB Bureau Chief**  
[Melissa.Mcbride@hca.nm.gov](mailto:Melissa.Mcbride@hca.nm.gov)

**Welcome to Kyle Cottrell**  
CSB Therapy Services Coordinator -  
Supervisor  
[Kyle.Cottrell@hca.nm.gov](mailto:Kyle.Cottrell@hca.nm.gov)

Melissa McBride is the “not-so-new” Bureau Chief for DDSD Clinical Services Bureau. She has over 25 years of rich experience in the medical field. She describes her journey through various facets of the healthcare industry being responsible for honing her clinical skills and deepening her commitment to advocating for those who need it most.

In 2024 she completed a master’s in nursing, complementing her master’s in business administration (2018). The unique blend of expertise empowers her to lead effectively while maintaining a patient-centered approach that is crucial to today’s ever-evolving healthcare landscape.

Mentorship is at the heart of her professionalism. She thrives on helping others grow and develop their potential, fostering an environment where everyone feels valued and inspired. As a leader, she believes true success comes from lifting others up.

When she’s not at work, you can find her enjoying the outdoors or spending quality time with her family and her two beloved cats, Bunny and Kit Kat. Whether it’s exploring nature trails or cozying up at home, these moments recharge her spirit and fuel her passion for life and work alike.

The Clinical Services Bureau is excited to welcome Kyle Cottrell to the role of Therapy Services Coordinator - Supervisor. Kyle’s professional experience includes 12 years working as an occupational therapy assistant. Prior to moving to New Mexico, Kyle was the program manager for a hospital-based summer camp supporting children with developmental disabilities.

Kyle first came to work for the State of New Mexico as a Healthcare Surveyor for the Department of Health and joined DDSD’s Clinical Services Bureau in January of 2025.

If you have questions or concerns about the provision of therapy services in DD Waiver or related to therapy agency enrollment, **Kyle** is the person to contact!

For issues related to overall DD Waiver or Medically Fragile Waiver policies, standards, or therapy/nursing services, **Melissa** is your best point of contact!



HEALTH CARE  
AUTHORITY

## What’s Inside?

- Training Tips & Tricks
- CARMP Corner
- Upcoming CSB Therapist Trainings
- Therapy Services Resources, Weblinks, and Contact Information
- Statewide Clinics and Resources
- CoC Trainings Online
- Technology Spotlight/Monthly CoP
- DDW Age Requirements

## Therapy Consultants ‘Drop In’ Office Hours

2<sup>nd</sup> Wednesday of every month 3:30-5:00pm

- All disciplines welcome
- Join whenever you can
- Breakout rooms available for person specific issues

Zoom Meeting ID: 979 5695 8455

Passcode: office

<https://zoom.us/j/97956958455?pwd=SmZ1STZ3WTJCMGtWY3poV2pFU3lOZz09>

## 2025 Save the date!

NMOTA Annual Conference - Saturday, August 23

APTA NM Fall Conference – Saturday and Sunday, September 6 and 7

Mobility and Positioning Conference - Friday and Saturday, November 7 and 8

## WDSI or CARMP Training struggles? Tips & Tricks for Effective Training

Many therapists' express difficulty with the struggles they face when completing mandatory training with caregivers (DSP, FLP, agency staff, other IDT members, etc.). One main concern is "how to empower staff to follow plans."

During training it is important to REPEAT important information! Adult learners need repetition to learn new skills and concepts. Some additional strategies that might be helpful include:

- Review the information – as often as needed to ensure caregivers are comfortable with the knowledge
- Demonstrate strategies with the person present
- Observe the caregivers completing the strategies with the person
- Take photos that you can then use to revise the WDSI or CARMP in the future

**Remember, training doesn't end with the first session!**  
**Monitoring of plan implementation is needed on an ongoing basis.**

### Monitoring - check in

- Observe implementation at home AND at day program/in the community.
- Are the WDSI or CARMP strategies being followed as taught or as expected?
- *If not, what barriers exist?*
  1. Does your training approach need to be adjusted?
  2. Is the person not liking the intervention?
  3. Do caregivers have suggestions to help with the process or need additional training?
  4. Would visuals (photos, objects, video) assist with implementation or for reminders?
  5. Are the concepts too complex?
  6. What can you, as the trainer, do to make the plan easier to follow or understand?

REMINDER: You are training staff in things that took years to develop as part of your repertoire. You are responsible for giving concrete guidance to assist the person who the caregivers are with daily.

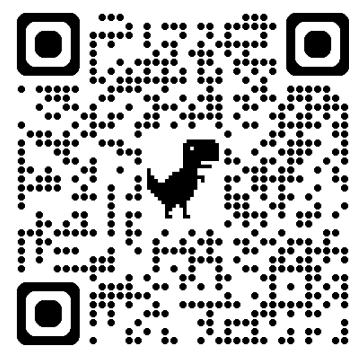
### **Test your training knowledge...True or False? See page 5 for answers**

	True or False?
All WDSI's can and should be trained to skill level if there is a risk of injury or lack of communication/frustration or if the activity is something caregivers must know how to implement before working alone with the person.	
Trained to 'Skill Level' means the person can implement the tasks competently and consistently to assist the person with whom they are working.	
All attending the training must sign the roster (typed names do not count).	
All WDSI and CARMP trainings can be completed via telehealth.	
Annual re-training cannot be completed before the ISP year starts.	
It is preferred the person receiving services is present when skill level training is completed.	

## **HCA DDS THERAPY SERVICES PAGE**

<https://www.hca.nm.gov/therapy-services/>

- All things therapy related
- DDW Therapy Documents
- Assistive Technology Fund Forms
- And much more!



### **Other HCA DDW Webpages**

**Services and Supports – Standards** <https://www.hca.nm.gov/ddw-services-and-supports/>

**Official Numbered Memos** <https://www.hca.nm.gov/developmental-disabilities-waiver/>

**Enabling Technology** <https://www.hca.nm.gov/enabling-technology/>

**Rate Studies** <https://www.hca.nm.gov/directors-office-rate-studies/>

## **Clinical Services Bureau Contact Information**

<b>Melissa McBride</b> <a href="mailto:Melissa.McBride@hca.nm.gov">Melissa.McBride@hca.nm.gov</a>	Bureau Chief 505-231-2304	<b>Mary (Nettie) DeBerry</b> <a href="mailto:Mary.DeBerry@hca.nm.gov">Mary.DeBerry@hca.nm.gov</a>	Aspiration Risk Nurse Coordinator 505-250-6433
<b>Adamaris Iguado</b> <a href="mailto:Adamaris.Iguado@hca.nm.gov">Adamaris.Iguado@hca.nm.gov</a>	Administrative Assistant 505-328-6081	<b>Kyle Cottrell</b> <a href="mailto:Kyle.Cottrell@hca.nm.gov">Kyle.Cottrell@hca.nm.gov</a>	Therapy Services Coordinator-Supervisor 505-527-3611
<b><u>Clinical Consultants</u></b> <i>contact us via email, text, or phone</i>			
<b>Mary Beth Schubauer</b>	Physical Therapy	<a href="mailto:MaryBeth.Schubauer@hca.nm.gov">MaryBeth.Schubauer@hca.nm.gov</a>	505-238-2247 (c)
<b>Demarre Sanchez</b>	Speech-Language Pathology	<a href="mailto:Demarre.Sanchez@hca.nm.gov">Demarre.Sanchez@hca.nm.gov</a>	505-417-5264 (c)
<b>Robin Leinwand</b>	Occupational Therapy	<a href="mailto:Robin.Leinwand@hca.nm.gov">Robin.Leinwand@hca.nm.gov</a>	505-239-1768 (c)

**QUESTIONS? Contact a therapy consultant or CSB**

# CARMP Corner

DDSD Aspiration Risk Management <https://www.hca.nm.gov/aspiration-risk-management/>

- CARMP template (PDF version only)
- CARMP Instructional Guide
- CARMP Case Study Examples

Email your therapy consultant to get a current CARMP template in word format

## CARMP Process – IDT Communication

All CARMP authors need to meet for a **team review EVERY year before the new ISP starts**

- o Discuss any medical changes, aspiration incidents, ARST level, new concerns, strategies to be revised, if any lead contacts need/should be changed, etc.

Ask the CM to let the team know after they review the final DRAFT CARMP so everyone can double check the document.

- o Is all the information accurate? Are pictures in the correct sections? Is there only one Lead Contact per section?

Ask the CM to send the whole team an SCOMM when the CARMP has been submitted.

## CARMP Strategies - Reminders

- This is a ‘collaborative WDSI’ with instructions for staff or family
- Bullet points, lists, and pictures make it easier to understand (and implement)
- This is not the place to explain, justify, or include extra clinical documentation

~~Positioning of person assisting with all food or fluids: The person who is assisting Sara to eat should be positioned at her level, on her right side. She does not need to bend her head or neck back to receive food into her mouth and she can see the person on her eye level. Throughout meal Sara may need to be prompted to keep her head up while eating. Verbal prompts plus a tap on her right cheek remind her to lift her head and open her mouth to receive a bite of food. Other physical prompt of a gentle tap under her chin plus minimal chin support can be used to assist Sara in lifting her head and maintaining an upright position for safer eating. She had trouble in the past with coughing if she had food in her mouth with extreme head down position then lifted her head quickly. The person assisting Sara may place a flat hand on her shoulder near the base of her neck as a cue to lift/keep her head in an upright position – just leaving it there for a few minutes can warm her muscles and help her relax. You can also feel the muscles move when she swallows.~~

### Positioning of person assisting with all food or fluids

- should be seated on Sara’s right side
- Sara needs to see the person on her eye level
- may place a flat hand on her shoulder, near the base of her neck, as a cue to lift/keep her head in an upright position

### NOT Reader Friendly

### Reader Friendly

Sit upright to maximize managing his oral secretions within the oral cavity

Sit upright so saliva flows out of his mouth

Observe for residue or pocketing

Look for food on tongue, teeth, or cheeks

To provide adequate bolus cohesion for more efficient transit through the oral cavity to the pharyngeal stage of the swallow with minimal residue

Coat food with sauce so it stays together while swallowing

- Brush 30-seconds for each quadrant, move to next quadrant when the 30-second timer beeps.
- Brush at 45-degree angle on gumline and pay attention to the buccal area of the mouth.
- Provide tactile cues to ensure he is appropriately brushing all teeth and gum surfaces and reaching his rear molars.

Remind him to

- switch to the next section when the timer beeps
- brush the sides of his teeth by his cheek

If he misses any parts, touch his cheek to let him know where to brush.

Place nose cup on central incisors and fill anterior cavity with 2 ounces of fluid

Place nose cup on his bottom lip, pour a small amount of liquid into the front of his mouth, wait for lip closure, and watch for swallow

- The spine in a functional upright position (thoracic and lumbar extension).
- The cervical spine in a chin tuck position.
- The head upright with slight neck flexion. Chin slightly downward and inward.

- Sit upright with head and neck relaxed at midline.
- If he tips his head back, remind him to tuck his chin a little.

## **CARMP Training**

- Please only train on CARMPs that have been submitted.
- Annual training/re-training must be done each year within 30 days following the ISP start date.
- For any section where you are the Lead Contact, you can designate another CARMP author to train. This is a *designated trainer*, not a second lead contact.

SLP, OT **NO**

SLP **YES**

2/5/25: Bob Smith, OT, designated trainer



**Did you know??** All CARMP training and monitoring can be completed in person *or* via telehealth! Yes, training to skill level *can* be done remotely.

## **CSB Trainings Required for Therapists – Remaining 2025 Dates**

### **Aspiration Risk Management**

Fridays — July 18, Aug. 15, Sept. 26, Oct. 24

### **Participatory Approach to Therapy/Related DDW Standards**

Thur. Aug. 21, Wed. Sept. 17, Thur. Nov. 20

Pre-register for these trainings at: <https://ddsctrain.cdd.unm.edu/Calendar.aspx>  
Please register using your own email to ensure you get the meeting link and documents

## **Clinical Resources**

### **Specialty Seating Clinic**

Anyone can make a referral for wheelchair, positioning, and adaptive equipment evaluations to the Specialty Seating Clinic. There is no charge for this evaluation service.

For more information, please contact:  
Jason Lavy  
Specialty Seating Clinic Manager  
(505) 222-4610  
[Jason.Lavy@hca.nm.gov](mailto:Jason.Lavy@hca.nm.gov)

### **DDSD Equipment Loan Bank**

Have you been wondering if someone you serve could benefit from a stander, shower chair, or gait trainer?

Did you know that a variety of manufacturers have donated adaptive equipment to the DDSD Specialty Seating Clinic for trial on a short-term basis?

You can request equipment for trial from the list found at:  
[SSC Equipment Loan Request \(https://forms.gle/1EBV7zM6LsiYZBCQ6\)](https://forms.gle/1EBV7zM6LsiYZBCQ6)

### **SAFE Clinic (Supports & Assessment for Feeding & Eating)**

Adults with I/DD experiencing challenges related to oral eating and/or tube feeding can be referred for specialized multidisciplinary assessment. Concerns can include eating/feeding, nutrition, positioning, and associated medical needs to support health, safety, and independence.

For more information, please contact:  
Demarre Sanchez, CCC-SLP  
SAFE Clinic Coordinator  
(505) 417-5264  
[Demarre.Sanchez@hca.nm.gov](mailto:Demarre.Sanchez@hca.nm.gov)

## **Continuum of Care Clinics**

### **Developmental Disabilities and Mental Illnesses (DDMI) Clinics**

Clinics are held at various times, on a recurring basis in Roswell, Shiprock, Taos, Silver City, and Las Cruces for people who have co-occurring developmental disabilities and mental illnesses (DDMI).

Please call 505-925-2378 to learn more about the clinic model.

### **Adult Neurology Clinic, Clovis**

This clinic specializes in the treatment of seizure disorders in adults with developmental disabilities.

The clinic is held semi-annually. For more information call 505-925-2378, press option 3.

### **Adult CP Clinic**

Life's issues change with age, and people with Cerebral Palsy often benefit from a comprehensive approach to medical care that is sensitive to these changing needs.

Adult CP Clinics are held every third Thursday of the month, from 9 a.m. to 12 p.m. in Albuquerque. Call 505-925-2378 for more information.

### **TEASC – Adult Special Needs Clinic, Albuquerque**

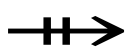
This multidisciplinary clinic provides consultations for adults with developmental disabilities. The clinic is particularly useful in complex situations which require diagnostic clarification, addressing medical care questions, or assistance with support systems. Patients must complete an intake over the phone or in person before being scheduled in the clinic.

The clinic is held twice a month. Call 505-272-5158 for further information.

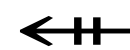
## **Be sure to check your SCOMMs regularly!!**

Main Therap Support Page for DDSD Providers <https://help.therapservices.net/s/new-mexico-ddsd-providers>

**Use this guide to learn how to set up email notifications** [Therap - How to Configure Notifications](#)



# CHECK IT OUT



**The Annual Continuum of CP Care Through Adulthood Virtual Conference** was held online 4/11/25.

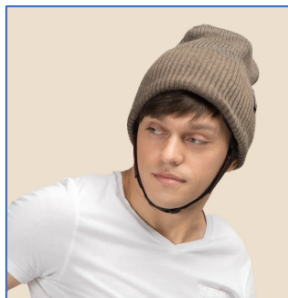
Although CEUs are not available for viewing the recording, there is a great deal of very valuable information!

[2025 Adult CP Virtual Conference Recording](#)

See all Continuum of Care trainings available: [CoC Trainings Page](#)

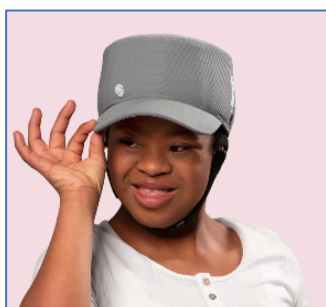
**Answers - Training True or False? from p. 2: All statements are true.**

Have you seen the **Ribcap?**



Fashionable Medical Protective Headgear

<https://ribcap.com/>



**Technology Spotlight Series Community of Practice**  
1<sup>st</sup> Wednesday of every month @ 10:00am  
Link to join:

[Technology Spotlight Series and Community of Practice Meeting](#)

## Why Should I Attend

- Learn about experiences and outcomes created through Enabling Technology for individuals in New Mexico.
- Participate in a live demonstration from a technology vendor.
- Engage with other members of the New Mexico disability community on technology first approaches.

Know a person that would like to share their 'technology story' for an upcoming spotlight?

Contact Robin

[Robin.Leinwand@hca.nm.gov](mailto:Robin.Leinwand@hca.nm.gov)

## Note: Age Requirements for DD Waiver

When you get a signed SFOC for a new person - please ask the Case Manager what is needed - initial therapy evaluation, ongoing services/transfer to new agency, CARMP development/monitoring only, environmental modification evaluation only...?  
**AND** ask the age of the person

### DDW Children's Services

- Case Management
- Behavior Support Consultation (BSC)
- Crisis Supports
- Customized Community Support, Individual (CCS-I)
  - outside of school hours only
- Respite
- Non-Medical Transportation
- Nutritional Counseling
- Environmental Modification
- Assistive Technology (AT)
- Remote Personal Support Technology (RPST)
- Socialization and Sexuality Education (SSE)

**DDW OT, PT, or SLP therapy services are NOT permissible for those under 18.**

See current DDW Standards pgs. 78-79 for details.

### DDW Adult Services

Adult Category services are available to individuals aged 18 and older. Young adults aged 18-20 may have some service limitations in this category based on their ability to access the EPSDT benefit until age 21.

- Case Management
- Community Integrated Employment (CIE)
- Customized Community Supports (CCS-G, CCS-I)
- Living Care Arrangements (CIHS, FL, SL, IMLS)
- Professional and Clinical Services
  - Adult Nursing, BSC, Nutrition Counseling, PRSC, Therapy (OT, PT, SLP)
- Assistive Technology (AT)
- Crisis Supports
- Environmental Modification
- Independent Living Transition
- Non-Medical Transportation
- Nutritional Counseling
- Remote Personal Support Technology (RPST)
- Respite
- Socialization and Sexuality Education (SSE)

**Ages 18-20 can have an OT, PT, and SLP budget for aspiration risk management ONLY - CARMP development, training, monitoring.**