



## **To Our Wonderful Families:**

The New Mexico Department of Health/Developmental Disabilities Supports Division welcomes you to the Mi Via Waiver! We are excited to work with you, and will strive to build the best services and supports possible for your family. Here are our Mission, Vision, and Guiding Principles statements:

**MISSION:** The mission of DDS is to effectively administer a system of person-centered community supports and services that promote positive outcomes for all stakeholders with a primary focus on assisting individuals with developmental disabilities and their families to exercise their right to make choices, grow and contribute to their community.

**VISION:** We strive to accomplish this mission by adhering to our vision, which is for people with intellectual and developmental disabilities to live the lives they prefer in their communities.

**GUIDING PRINCIPLES:** Our guiding principles at DDS are to include but are not limited to working in partnership with all stakeholders, a commitment to a person and family centered philosophy, promote choice, and to emphasize prevention of abuse, neglect, and/or exploitation.

**As part of an ongoing process to identify potential service gaps, reduce abuse, neglect, and exploitation (ANE), and connect with our families, DDS conducts 'Wellness Checks' approximately twice per year to all families accessing services on our four Home and Community-Based Services (HCBS) Waivers. Here's what to expect:**

### **What We Will Do:**

- ✓ Call you to announce our visit, a day or two in advance. If you need more time or have a situation that comes up that delays the visit, we will be flexible.
- ✓ Wear identification as DDS employees.
- ✓ Respect your home, your individual needs, and privacy.
- ✓ Ask questions to see how things are going.
- ✓ Ask to see the individual receiving services.
- ✓ Focus on the health and safety of the individual.
- ✓ Ask if you know how to report ANE.

### **What We Won't Do:**

- x Ask to see records or Protected Health Information (PHI).
- x Be pushy, demanding, or rude.
- x Ask to look through your personal belongings.
- x Complete head-to-toe checks or ask to see body parts covered by clothes.
- x Visit unannounced, unless there have been multiple failed attempts to contact you directly or through your team.
- x Visit you multiple times within a short period.