

---

DDSD-DDW Numbered Memo 2025-18

Date: October 31, 2025  
To: Developmental Disabilities Waiver Case Management and Provider Agencies  
From: Justin Stewart, Systems and Data Bureau Chief,  
Developmental Disabilities Supports Division  
Subject: Completion and Distribution of the ISP, Chapter 6.9

---

Beginning January 1, 2026, the Developmental Disabilities Supports Division (DDSD) will require all Developmental Disabilities Waiver (DDW) Individual Service Plans (ISPs) to be stored in Therap. This applies to all DDW ISPs with a start or revision effective date on or after January 1, 2026. This change is being implemented in response to Provider requests for improved accessibility and streamlined access to ISP documentation.

**What's Changing:**

- Case Managers must upload the ISP and related documents in PDF format to Therap's Individual Plan module including Signatures page; Client Rights, Grievance, Abuse Neglect and Exploitation (ANE) Reporting Acknowledgment Form; Assessment Tracking Sheet; and Budget Worksheet. Case Managers must upload other individual specific documents as required
- Once all documents are uploaded, the Case Manager will approve the plan in Therap.
- After approval, the ISP will be visible to all Therap users with access to the person's record.
- Case Managers will notify interdisciplinary team members via SComm when the ISP is available as required.
- This process must be completed at least 14 calendar days prior to the ISP effective date, annual or revision.
- Case Managers will no longer need to send a copy of the DDW ISP to DDSD regional offices.

**Access Requirements:**

- Case Management Agencies must ensure Case Managers have full access to all ISP Plan roles.
- All DDW Providers must assign Therap Super Role privileges so users can view the ISP.

**Case Managers and Providers can begin implementing this new process now. Please use the Therap link below for instructions on this process.**

Visit this Therap Help Page for useful guidance:

<https://help.therapservices.net/s/article/7402>

For any additional questions, contact Julie Pierce, [Julie.Pierce2@hca.nm.gov](mailto:Julie.Pierce2@hca.nm.gov).