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Date: August 14, 2026 **DDSD-DDW Memo 2026-12**

To: All Developmental Disabilities Waiver Providers

From: Moses Martinez, Therapy Coordinator Supervisor, Developmental Disabilities Supports Division (DDSD), Clinical Services Bureau Moses Martinez
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Subject: Strengthening Collaboration and Communication Among Developmental Disabilities (DD) Waiver Providers

The Clinical Services Bureau (CSB) encourages all DD Waiver providers to foster a culture of collaboration, professionalism, and open communication. When concerns arise regarding service delivery or coordination of care, providers are encouraged to communicate directly with one another and seek assistance from their CSB Therapy Consultant or the Clinical Services Bureau. Many issues can be resolved through discussion, technical assistance, or consultation during provider meetings, virtual office hours, or other collaborative forums.

When DDSD involvement is needed, the Regional Office Request for Assistance (RORA) process remains an important resource. The purpose of the RORA process is to provide an avenue for providers to request assistance when challenges arise. Its intent is to promote effective problem-solving, improve service coordination, and ensure participants receive needed services. The RORA process is not intended to create conflict among providers, but rather to foster communication, cooperation, and solutions that support positive outcomes.

Reporting concerns related to Abuse, Neglect, and Exploitation (ANE) is another important safeguard that helps ensure the health, safety, and well-being of the individuals we serve. As mandated reporters, all providers and professionals have a legal and ethical responsibility to report any reasonable suspicion of abuse, neglect, or exploitation.

Making a report does not mean that an individual, provider, or agency has acted improperly. It simply initiates a review process to determine whether concerns are substantiated. Reporting helps protect vulnerable individuals by ensuring concerns are evaluated fairly, thoroughly, and objectively, and is an important part of DDSD's abuse, neglect, and exploitation prevention efforts.

DDSD is committed to fostering an environment where providers can raise concerns in good faith without fear of retaliation. If you believe DDSD's participation in a meeting would be helpful, please do not hesitate to reach out.

Additionally, Claudia Rice, through DDSD's Office of Constituent Support, is available to assist teams in addressing concerns and exploring mediation or other collaborative approaches when appropriate. Our goal is to support constructive dialogue and effective resolution of issues whenever possible.

By working together and utilizing available DDSD resources, we can strengthen our provider network and continue providing high-quality services to individuals enrolled in the DD Waiver program, even when disagreements or concerns arise. Through collaboration, open communication, and a shared commitment to those we serve, we can address challenges constructively and maintain a strong, person-centered service system.

If you have any questions, please contact Moses Martinez, Therapy Coordinator-Supervisor, 505-527.3611 or via email at Moses.Martinez@hca.nm.gov or Melissa McBride, Clinical Services Bureau Chief, 505.231.2304 or via email at Melissa.McBride@hca.nm.gov