

625 Silver Avenue SW, Suite 100 SW
Albuquerque, New Mexico 87102
Phone (505)841-4519 Fax (505) 841-4590
www.nmddpc.com

Susana Martinez, Governor
Amira Rasheed, Chair
Barbara Ibáñez, Interim Executive Director

Strategic Plan for DDPC's Office of Guardianship for FY20 – FY21

Developmental Disabilities Planning Council's Guardianship Program (GP) Strategic Plan for the next two years is outlined below. The Strategic Plan is to ensure the DDPC/GP activities consistently adhere to all statutory and regulatory requirements. The results: Quality legal and/or corporate guardianship services provided to eligible New Mexicans, who may need a Guardian.

The purpose of the Office of Guardianship is to enter into, monitor and enforce guardianship contracts for income-eligible person and to help file, investigate and resolved complaints about guardianship services provided by contractors to maintain the dignity, safety and security of the indigent and incapacitated adults of the state.

Goal #1: Ensure Complaints are processed in accordance with 9.4.21 NMAC.

GP Policy statement: Ensure the contract Guardians consistently respond to complaints while adhering to statutory and regulatory requirements. If necessary, the Guardianship Program may intervene to facilitate any unresolved complaints. The results: Complaints resolved as defined per 9.4.21 NMAC.

Measurement: Report number of corporate guardianship contractor complaints received by the contractor and number of corporate guardianship contractor complaints processed by office of guardianship within state rule guidelines.

Goal #2: Conduct Comprehensive Service Reviews statewide.

GP Policy statement: Ensure the DDPC/Guardianship Program consistently monitors contract services through oversight. The results: Contractors in compliance with their contracts and the law.

Measurement: Report number of comprehensive service reviews conducted.

Goal #3: Reduce the Wait List for Legal and Corporate Guardianship Services.

GP Policy statements: Ensure the DDPC/Guardianship Program receives and processes applications to request a court-appointed Guardian. The results: Applications reviewed and eligibility determination made as defined per 9.4.21 NMAC. Ensure the DDPC/Guardianship Program assigns legal and/or corporate guardianship services to eligible New Mexicans. The results: Services assigned to eligible New Mexicans.

Goal 3 (Continued)

Measurement: Report average amount of time spent on the wait list and the average number of people on the wait list, monthly.

Goal #4: Increase Outreach and Education to community stakeholders about Guardianship.

GP Policy statement: Ensure the DDPC/Guardianship Program coordinates statewide outreach and educational activities focused on current information about alternatives to guardianship and guardianship. The results: New Mexicans able to make informed decisions about alternatives to guardianship and/or guardianship.

Measurement: Track number of outreach and educational opportunities conducted statewide by the Guardianship Program.

Goal #5: Increase rates for contractors to address the changes required by Senate Bill 19 and to address the increased number of New Mexicans requesting guardianship services.

Measurement: Track contractor rate increases. Track increased costs and amount of work required to appoint a guardian for the Protected Person.

Goal #6: Improve of the quality of services for Protected Persons by providing support and outreach to New Mexicans receiving Guardianship services.

GP Policy statement: Ensure the DDPC/Guardianship Program implements and maintains a quality improvement process, as outlined in the Standard Operational Procedure (SOP) Manual. The results: SOP Manual reviewed and revised annually by the DDPC/Guardianship Program Staff and approved by the DDPC Executive Director.

Measurement: Request to change status of the current "Term" Social Worker position to permanent status; Request expansion of additional permanent Social Worker positions to visit the over 900 Protected Persons statewide and provide training on compliance and quality of services to all contractors; Reclassify a Compliance Officer position to a Compliance supervisor.

Goal #7: Increase Medicaid Reimbursement amount.

GP Policy statement: Ensure the DDPC/Guardianship Program compiles and submits a quarterly report based on information received from participating guardianship Contractors. The results: Complete and accurate Medicaid reports submitted as per 9.4.21 NMAC to Human Services Department (HSD) who provides reimbursement according to the DDPC/HSD Agreement.

Goal 7 (Continued)

Measurement: Request expansion for a staff position to manage Medicaid reimbursement and provide training related to Medicaid reimbursement to contractors. Track Medicaid reimbursement amounts.

Goal #8: Increase Staff Training and Education to conduct training based on best practices with contractors.

GP Policy Statement: Ensure the DDPC/Guardianship Program implements and maintains a quality improvement process, as outlined in the Standard Operational Procedure (SOP) Manual. The results: SOP Manual reviewed and revised annually by the DDPC/Guardianship Program Staff and approved by the DDPC Executive Director.

Measurement: Request out of state travel to attend Education and Training on national best practices.

Goal #9: Increase efficiency of the Guardianship Program.

Measurement: Request update of Guardianship Management System (GMS) Database; Request change of status of the current "Term" Paralegal position to permanent status as this position ensures the time effective submission of petitioning documents to the courts for guardianship.