

**New Mexico Department of Health / Division of Health Improvement
Case Manager Interview**

Agency/Region:

Service: DD Waiver Case Management

Case Manager Interviewed:

Surveyor:

Date/Time:

General Interview

1. Chapter 4.IV.G.(1) Case Manager Staff Ratio: (4C19)

- How long have you been a Case Manager?
- How long with this Agency?
- What is your total caseload size?
- How many JCM on your caseload?
- Do you provide case management for any other waivers or programs (FIT)?
- When you take leave how do you ensure coverage for the Individual's you serve?

2. NMAC 7.26.5.12.9 (4C08 - CoP)

What do you do when an Individual has a significant life change? *(such as the death of a loved one; transition to a new agency, etc.)*

3. Chapter 4.III.D. (4C06 - CoP)

What happens if you don't submit your LOC to NMMUR annually?

4. Describe how you ensure the following:

- The “**Employment First Principle**” for each individual you serve (4C08 -6.- CoP)
- A “**Meaningful Day**” for each individual you serve (4C08 - 7. - CoP)
- The IDT explores the least restrictive Community Living Setting appropriate for the Individual. (4C07)

5. Describe your system to ensure timelines are met for the following:

- Eligibility (4C04 - CoP) -
- Budget approval (4C10 - CoP) -

6. How do you monitor the following:

- Implementation of the ISP (4C15) -
- Services Needed by the Individual are Received (4C02 - C) -
- Services are being provided to the Individual (4C15) -
- The Individual's Health & Safety (4C15) -

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7. What steps do you take regarding the following: (4C12 - e - CoP)

- When there is an issue or concern regarding an individual's health & safety?

- When the individual's provider agency does not resolve the issue?

- When you are unable to acquire needed documents or proof of action (i.e. appointments) from other providers?

8. Please answer the following questions related to Incident Management:

- What do you do if you suspect Abuse, Neglect and/or Exploitation? (1A28)

- What state agencies to report to? (1A28)

- Can you give me examples of Abuse, Neglect or Exploitation? (1A28)

- Have you ever had to file an incident report on behalf of an individual you serve? What were the circumstances? (1A28)

- Have you ever submitted a State incident report or verbally reported an incident report to your supervisor that did NOT get reported? (1A28)

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Individual Specific Interview

Individual Name & Identifier:

Does the Case Manager “know” the Individual served? (1A22 - Competency) ***All topics may not apply to the individual, your probing to identify what the case manager is aware of. This is not an all inclusive list.*

- How long have you been (Individual's) Case Manager?
- How do you ensure (Individual) is Involved in Developing their ISP? (4C08-CoP)
- How do you ensure (Individual) most current annual ISP in place prior to the expiration of their old one? (4C15)
- Was (Individual) most current annual ISP distributed to the IDT within the required time frame (i.e. within 14-days of the IDT Meeting/ISP Approval)? (4C16-CoP)
 - Where do you document this was done? *Surveyor: Ask to see document?*
- Does the IDT have an appropriate expectation of growth for (Individual)?
 - *If Yes, please give me examples:*
 - *If Not, how is the IDT addressing this:*
- What Progress has (Individual) made over the last year?
- Have you had to change (Individual) ISP during the ISP year due to Significant Conditions they may have experienced? (4C07)
- Tell me about (Individual), i.e. Likes / Dislikes, Services (CL & CI), Medical Conditions, Employment, etc.
- Does (Individual) receive any therapies (PBP, OT, PT & SLP), if so, which ones, do you know what they work on?
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