

DOH/DHI Incident Management System
Annual Report DD Wavier Residential, Respite, Employment and Habilitation Providers
SFY 2009 - 7/1/08 - 6/30/09

Responsible Provider	CLIENTS				ANE CASE TOTALS		ABUSE		NEGLECT		EXPLOITATION		Emergency Services	Law Enforcement Involvement	DEATHS		LATE REPORTS		CASES Not Reported by Responsible Provider		TOTAL CASES REPORTED
	Hab	Res	Employ	Respite	Confirmed ANE	Reported ANE	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported			Expected	Unexpected	Lates Confirmed ANE	Total Late Reports	Cases Confirmed ANE	Cases Not Reported	
A Better Way of Living	13	13	*	*	1	6	0	3	1	1	0	2	13	3	0	0	1	3	0	2	22
Ability First, LLC	*	58	*	57	0	2	0	1	0	1	0	0	9	5	0	0	0	3	0	0	16
Abrazos Family Support Services	*	*	*	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Above and Beyond, Inc	18	26	*	*	8	13	1	4	7	9	0	0	18	6	0	0	0	4	1	1	37
Achievements Inc	8	16	*	*	1	3	0	0	1	3	0	0	10	6	0	0	0	3	0	2	19
Active Solutions Incorporated	48	94	19	108	4	14	1	5	3	7	0	2	28	15	0	0	0	5	0	3	57
Adelante Development Center	342	174	186	18	13	55	4	23	9	30	0	2	49	4	1	1	3	7	4	31	110
Advantage Communication	*	1	12	*	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advantageous Community Services (Imagine)	51	53	*	22	15	37	2	13	12	17	1	7	34	15	0	1	1	13	4	6	87
Advocacy Partners	*	42	*	56	1	2	0	0	1	2	0	0	10	3	0	0	0	4	0	1	15
Alianza Family Services	*	14	*	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Alta Mira Specialized Family Services	*	120	*	201	0	2	0	1	0	1	0	0	30	4	0	0	0	5	0	2	36
Alternative Personal Care	4	5	*	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Amor Para Todos	*	21	*	23	1	1	0	0	1	1	0	0	5	1	1	0	0	0	0	0	8
Angel Care of New Mexico	23	11	6	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Atencion Family Services	*	8	*	0	0	2	0	1	0	0	0	1	0	0	0	0	0	0	0	1	2
ARCA	111	268	66	109	13	30	1	6	11	22	1	2	93	12	4	0	6	14	1	6	139
At Home Advocacy	*	4	*	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AW Holdings of New Mexico LLC	21	24	*	*	5	6	0	0	5	6	0	0	6	0	0	0	0	0	2	2	12
Bright Horizons, Inc	1	15	*	*	1	1	0	0	1	1	0	0	4	2	0	0	0	0	0	0	7
Campo Behavioral Health	26	25	*	*	17	22	1	1	16	20	0	1	25	23	0	0	3	4	3	8	70
Carlacare Inc	*	1	*	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CARC	19	11	11	9	13	19	0	5	12	13	1	1	7	3	0	0	8	8	1	2	29
Case Alegre (MEND)	13	13	4	1	0	0	0	0	0	0	0	0	3	1	1	0	0	1	0	0	5
Casaconnect	1	2	*	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Casa de Esperanza	*	*	*	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Citizens for the Developmentally Disabled	32	29	2	23	6	9	0	0	6	9	0	0	17	9	0	0	1	4	0	4	35
Community Options, Inc	60	16	27	7	13	23	1	4	11	16	1	3	17	9	0	0	4	8	1	4	49
Connections, LLC	40	*	23	*	3	6	0	1	3	4	0	1	3	4	0	0	2	2	0	1	13
Cornucopia, Inc.	28	*	*	*	2	3	0	0	2	3	0	0	9	1	0	0	1	1	0	0	13
Coyote Canyon Rehabilitation Center	21	25	11	*	8	15	0	2	8	12	0	1	35	4	0	0	0	7	0	2	54
Creative Careers	*	*	34	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cuidando Las Familias Inc.	*	90	*	94	2	3	0	1	2	2	0	0	29	1	0	0	0	0	1	1	33
Disability Services, Inc	*	24	19	7	4	9	0	0	4	8	0	1	4	1	1	0	2	2	0	1	15
Door of Opportunity	29	29	20	6	6	5	0	1	6	3	0	1	9	5	0	0	0	1	0	1	19
Dungarvin New Mexico, Inc.	31	54	*	*	25	53	0	9	22	34	3	10	81	31	4	0	1	10	2	7	169
ENMRSH	85	84	52	6	20	30	0	6	19	22	1	2	66	35	0	1	0	11	6	15	132

Refer to Data Souces
* Service Not Provided

June 4, 2010

1 of 5

DOH/DHI Incident Management System
Annual Report DD Wavier Residential, Respite, Employment and Habilitation Providers
SFY 2009 - 7/1/08 - 6/30/09

Responsible Provider	CLIENTS				ANE CASE TOTALS		ABUSE		NEGLECT		EXPLOITATION		Emergency Services	Law Enforcement Involvement	DEATHS		LATE REPORTS		CASES Not Reported by Responsible Provider		TOTAL CASES REPORTED
	Hab	Res	Employ	Respite	Confirmed ANE	Reported ANE	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported			Expected	Unexpected	Lates Confirmed ANE	Total Late Reports	Cases Confirmed ANE	Cases Not Reported	
Esperanza Developmental Services	62	67	28	47	35	55	2	20	29	23	4	12	66	21	0	1	2	9	0	2	143
Eve L. Wedeen	*	*	1	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Expressions of Life	*	121	*	148	3	7	1	2	2	4	0	1	18	9	0	0	0	5	1	2	34
Expressions Unlimited	*	3	*	*	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Families Plus, Inc.	*	135	9	171	3	8	0	1	3	5	0	2	22	9	1	1	0	7	1	4	41
Family Options	33	21	*	11	1	3	0	1	1	2	0	0	13	2	0	1	1	2	0	2	19
Goodwill Industries of NM	*	*	41	*	1	1	0	0	1	1	0	0	3	0	0	0	1	2	0	0	4
Grace Requires Understanding, Inc.	*	111	*	110	1	5	0	2	1	3	0	0	14	4	0	1	0	3	0	4	24
Great Livin LLC	*	2	*	*	1	2	0	0	1	2	0	0	4	3	0	0	0	1	0	0	9
Heritage Home Healthcare Services	*	*	*	8	0	1	0	0	0	0	0	1	1	0	0	0	2	0	0	2	2
High Desert Family Services, Inc.	12	98	30	116	19	31	1	9	17	19	1	3	32	8	0	0	1	8	6	11	71
Journeys Day Program Inc.	26	46	*	46	1	5	0	1	1	4	0	0	8	2	0	0	0	1	0	1	15
Larry K Maxey (Alegria Family Svc)	6	30	6	28	0	3	0	1	0	2	0	0	11	2	0	0	0	0	0	2	16
La Vida Felicidad	28	42	*	60	5	11	0	2	5	7	0	2	17	4	0	1	0	4	3	4	33
Las Cumbres Learning Ctr.	20	14	27	10	2	2	0	0	2	2	0	0	10	0	0	0	1	0	1	1	12
Leaders Industries	51	38	25	*	12	17	0	0	12	16	0	1	14	5	0	2	0	0	3	4	38
Lessons of Life	*	25	12	26	1	2	0	1	1	1	0	0	5	0	0	0	1	1	0	0	7
Life Quest	40	32	26	17	29	49	3	8	23	32	3	9	21	3	0	0	1	9	14	18	73
Los Lunas Ctr. For Persons with DD	92	109	24	*	88	191	4	41	73	125	11	25	126	51	1	1	32	61	10	25	370
Mandys Special Farm	*	2	*	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Maxcare Inc.	24	23	0	0	1	3	0	2	1	1	0	0	10	3	0	0	0	0	0	1	16
Mosaic, Inc.	118	129	13	56	85	168	3	22	76	126	6	20	107	32	1	2	14	41	30	73	310
New Beginnings	44	121	*	101	17	32	1	7	15	23	1	2	39	16	0	2	5	13	3	7	89
New Mexico Highlands University	*	*	7	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Pathways, Inc	64	134	*	116	15	38	1	9	13	21	1	8	32	11	0	3	0	4	2	12	84
Nezzy Care of Las Cruces	*	10	*	12	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Northern NM Quality Care	*	38	*	40	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Northern NM Voc Training Co	*	*	3	*	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1
Nursefinders Inc	*	*	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optihealth, Inc.	17	36	*	*	7	23	1	9	6	12	0	2	51	30	0	0	0	10	1	10	104
Opportunity Center	21	21	0	*	8	22	2	3	6	15	0	4	10	4	0	0	0	1	1	5	36
Otero County ARC	*	*	8	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
People Centered Day Habilitation Services	41	*	2	2	1	11	0	0	1	5	0	6	1	0	0	0	1	1	0	3	12
PHAME, Inc.	31	*	1	*	2	3	0	1	2	2	0	0	0	0	0	0	1	1	0	0	3
PMS	33	*	23	*	3	8	0	2	3	6	0	0	4	0	0	0	1	1	1	3	12
Progressive Residential Services	56	45	24	*	35	69	2	15	31	42	2	12	60	11	0	1	11	19	0	11	141

Refer to Data Souces
* Service Not Provided

June 4, 2010

2 of 5

DOH/DHI Incident Management System
Annual Report DD Wavier Residential, Respite, Employment and Habilitation Providers
SFY 2009 - 7/1/08 - 6/30/09

Responsible Provider	CLIENTS				ANE CASE TOTALS		ABUSE		NEGLECT		EXPLOITATION		Emergency Services	Law Enforcement Involvement	DEATHS		LATE REPORTS		CASES Not Reported by Responsible Provider		TOTAL CASES REPORTED
	Hab	Res	Employ	Respite	Confirmed ANE	Reported ANE	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported			Expected	Unexpected	Lates Confirmed ANE	Total Late Reports	Cases Confirmed ANE	Cases Not Reported	
Providence Support Services, Inc	16	20	*	*	0	6	0	1	0	5	0	0	5	2	0	0	0	0	0	11	13
R-Way	*	90	*	*	7	10	1	1	5	7	1	2	41	8	0	0	0	11	1	2	59
Ramah Care Services,	*	11	*	*	1	1	0	0	1	1	0	0	3	1	0	0	0	1	0	0	5
RCI, Inc.	97	*	40	*	1	2	0	0	1	2	0	0	7	0	0	0	0	0	4	9	
Rocking K Employment Agency	*	*	17	*	1	1	0	0	1	1	0	0	0	0	0	0	0	0	1	1	1
Safe Harbor, Inc.	7	7	*	*	2	3	0	0	2	3	0	0	2	3	0	0	0	1	0	1	8
Salas Care, Inc.	1	3	*	*	3	3	0	0	3	3	0	0	6	2	0	0	0	1	0	0	11
Santa Lucia	*	15	*	*	0	0	0	0	0	0	0	0	7	1	0	0	0	0	0	0	8
Santa Maria El Mirador	11	6	3	*	2	4	0	0	2	3	0	1	1	1	0	0	0	0	2	2	6
Share Your Care, Inc	59	*	*	*	4	8	0	0	4	8	0	0	13	1	0	0	1	3	2	3	22
Silver Lining Services Inc	2	3	*	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Su Vida Services Inc	42	98	*	*	4	11	0	2	4	8	0	1	23	1	0	0	0	7	0	1	35
Supporting Hands	6	9	*	*	1	3	0	0	1	3	0	0	5	3	0	0	0	0	0	0	11
Southwest Services F/T Death	3	*	*	*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Taos County Arc	31	21	14	*	3	5	0	2	2	2	1	1	10	1	0	0	0	0	0	0	16
Tobosa Developmental	42	39	25	*	24	37	1	5	23	29	0	3	31	10	0	0	9	13	5	18	78
Tohatchi Area of Opportunity	19	19	3	*	9	20	0	1	9	13	0	6	8	0	0	0	2	4	5	28	
Transitional Lifestyles Comm.	*	76	*	*	9	22	0	6	9	15	0	1	27	12	1	0	2	5	3	12	62
Tresco, Inc.	92	103	71	*	38	63	3	11	34	49	1	3	41	15	1	2	6	16	11	26	122
VSA Arts of NM	169	*	*	*	0	1	0	0	0	0	0	1	2	1	0	0	0	0	0	1	4
Wilson Residential Care	4	5	*	*	1	3	0	2	1	1	0	0	1	1	0	0	0	1	0	0	5
WNG, Inc., Community Living Services	75	57	27	*	44	77	3	9	32	49	9	19	16	10	0	1	6	13	17	30	104
Zia Therapy Ctr.	29	11	7	*	3	4	0	0	3	4	0	0	4	2	0	0	0	2	1	1	10
Zuni Entrepreneurial Enterprises	24	15	17	*	6	10	0	2	6	7	0	1	14	5	0	0	1	2	0	0	29
TOTALS	2573	3431	1026	1923	722	1436	40	288	633	962	49	186	1593	514	17	22	130	405	149	426	3582

Refer to Data Sources
* Service Not Provided

June 4, 2010

3 of 5

DOH/DHI Incident Management System
 Annual Report DD Wavier Residential, Respite, Employment and Habilitation Providers
 SFY 2009 - 7/1/08 - 6/30/09

Responsible Provider	CLIENTS				ANE CASE TOTALS		ABUSE		NEGLECT		EXPLOITATION		Emergency Services	Law Enforcement Involvement	DEATHS		LATE REPORTS		CASES Not Reported by Responsible Provider		TOTAL CASES REPORTED
	Hab	Res	Employ	Respite	Confirmed ANE	Reported ANE	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported			Expected	Unexpected	Lates Confirmed ANE	Total Late Reports	Cases Confirmed ANE	Cases Not Reported	

DATA SOURCES

PROVIDER

- A private entity that has entered into a contract or Provider Agency agreement with the Department of Health (DOH) for the purpose of providing DDW supports and services to individuals with developmental disabilities. The Provider Agency may be a corporation, or sole proprietor or other legal business entity.
- Responsible Providers included are those who provided a service to the client when the incident occurred.

CLIENTS

- Numbers in the CLIENTS column are derived from Medicaid paid claims data for the listed provider and include all residential (Res), habilitation (Hab), employment (Employ) and Respite clients for whom a claim had been paid through October 2009 for services provided during the specified time period.
- Hab includes Adult Habilitation services.
- Res includes Supported Living, Family Living and Independent Living residential services.
- Employ includes Supported Employment services.
- Respite includes Respite services.
- Clients who changed providers during the specified time period are counted in the CLIENTS column for all providers from which they received services.
- Clients who received more than one services from the same provider during the specified time period are counted in all applicable service columns for that provider.
- Clients who received a service other than the services listed from the listed provider are not counted in the CLIENTS column for that provider.
- Totals in the CLIENTS column do not add up to the total client numbers for the Developmental Disabilities Waiver.

DOH/DHI Incident Management System
 Annual Report DD Wavier Residential, Respite, Employment and Habilitation Providers
 SFY 2009 - 7/1/08 - 6/30/09

Responsible Provider	CLIENTS				ANE CASE TOTALS		ABUSE		NEGLECT		EXPLOITATION		Emergency Services	Law Enforcement Involvement	DEATHS		LATE REPORTS		CASES Not Reported by Responsible Provider		TOTAL CASES REPORTED
	Hab	Res	Employ	Respite	Confirmed ANE	Reported ANE	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported	Cases Confirmed	Cases Reported			Expected	Unexpected	Lates Confirmed ANE	Total Late Reports	Cases Confirmed ANE	Cases Not Reported	

CASES

- ANE includes Abuse (A), Neglect (N) and Exploitation (E) cases as defined in 7.1.13 NMAC.
- Abuse means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish.
- Neglect means the failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness.
- Exploitation (Misappropriation of property) means the deliberate misplacement of consumer's property, or wrongful, temporary or permanent use of a consumer's belongings or money without the consumer's consent.
- Confirmed means the verification of an incident allegation based upon a preponderance of reliable evidence obtained from an appropriate investigation of an allegation of abuse, neglect, or exploitation.
- Reported means the reporter (person or entity) that reports possible abuse, neglect or exploitation to the department's incident management system.
- Emergency Services means admission to a hospital or psychiatric facility or the provision of emergency services that results in medical care which is unanticipated or unscheduled for the consumer and which would not routinely be provided by a community based service provider.
- Law Enforcement means the arrest or detention of a person by law enforcement, involvement of law enforcement in an incident or event, or placement of a person in a correctional facility.
- Only closed cases are included.
- For providers who provide services other than those listed, the total case numbers reported and confirmed listed in each category include cases from clients receiving other services. (These clients are not counted in the "CLIENTS").
- A single case with multiple allegations is listed in each column for which an allegation was made. For example, a single case reported as emergency services and neglect is counted in both the Emergency and the NEGLECT columns.
- A single case with multiple confirmations is listed in all columns for which a confirmation is made, regardless of whether the initial report included the area of confirmation. For example, if a single case was reported as emergency services and neglect was added and confirmed by the investigator, the case would be counted in both the Emergency Services and NEGLECT/Cases Reported + Cases Confirmed columns.

DEATHS

- Expected Death is any death caused by a long-term illness, a diagnosed chronic medical condition, or other natural/expected conditions resulting in death.
- Unexpected Death is any death caused by an accident, unknown or unanticipated cause.
- Totals in the Death column are identified by the reporter as expected or unexpected, and the total are those deaths that are jurisdictional and have been reported.

LATE REPORTS

- The responsible provider reports an incident after the 24-hour timeframe for reporting has expired of when incident occurred.

CASES NOT REPORTED BY RESPONSIBLE PROVIDER

- Incidents reported by someone other than the responsible provider.

TOTAL CASES REPORTED: The number is derived from adding the numbers in the columns of reported abuse, neglect, exploitation, emergency services, law enforcement, and deaths.