HEALTH CARE AUTHORITY

Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alex Castillo Smith, Deputy Secretary
Kathy Slater Huff, Deputy Secretary
Kyra Ochoa, Deputy Secretary
Dana Flannery, Medicaid Director

Date:	March 14, 2025
To:	Joyce Munoz, Chief Executive Officer
Provider:	J & J Home Care, Inc
Address:	1301 W, Grande Avenue
State/Zip:	Artesia, New Mexico, 88210
E-mail Address:	joycem@jjhc.org
CC:	Darlene Richards, Supports Waiver Director
E-Mail Address:	darlener@jjhc.org
Region:	Southeast
Survey Date:	February 10 – 19, 2025
Program Surveyed:	Supports Waiver
Service Surveyed:	Community Support Coordination
Survey Type:	Routine
Team Leader:	Heather Driscoll, AA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau
Team Members:	Kayla Benally, BSW Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau; Jamie Pond, BS, Staff Manager, Division of Health Improvement/Quality Management Bureau

Dear Ms. Munoz,

The Division of Health Improvement/Quality Management Bureau has completed a compliance survey of the services identified above. The purpose of the survey was to determine compliance with federal and state standards; to assure the health, safety, and welfare of Participants receiving services through the Supports Waiver; and to identify opportunities for improvement. This Report of Findings will be shared with the Developmental Disabilities Supports Division for their use in determining your current and future provider agreements.

No deficiencies were identified during your survey and no plan of correction is required. Thank you for your cooperation with the survey process and for helping to provide for the health, safety and personal growth of the Individuals you serve.

This concludes your Survey process. Please call the Plan of Correction Coordinator Monica Valdez at 505-273-1930 or email at: MonicaE.Valdez@hca.nm.gov, if you have questions about the survey or the report. Thank you for your cooperation and for the work you perform.

Sincerely,

Heather Driscoll, AA

Heather Driscoll, AA
Team Lead/Healthcare Surveyor
Division of Health Improvement
Quality Management Bureau

Survey Process Employed:

Administrative Review Start Date:	February 10, 2025
Contact:	**J & J Home Care, Inc** Joyce Munoz, Chief Executive Officer **HCA/DHI/QMB** Heather Driscoll, AA, Team Lead/Healthcare Surveyor
On-site Entrance Conference Date:	February 10, 2025
Present:	**J & J Home Care, Inc** Darlene Richards, Supports Waiver Director Joyce Munoz, Chief Executive Officer **HCA/DHI/QMB** Heather Driscoll, AA, Team Lead/Healthcare Surveyor Jamie Pond, BS, Staff Manager
Exit Conference Date:	February 19, 2025
Present:	**J & J Home Care, Inc** Darlene Richards, Supports Waiver Director **HCA/DHI/QMB** Heather Driscoll, AA, Team Lead/Healthcare Surveyor Jamie Pond, BS, Staff Manager **DDSD – Supports Waiver Unit** Anysia Fernandez, Supports Waiver Program Manager
Administrative Locations Visited:	0 *(Administrative portion of survey completed remotely*)
Total Sample Size:	4
Persons Served Records Reviewed	4
Total Number of *Secondary Freedom of Choices* Reviewed:	N/A *(Note: No SFOC's were required for 4 participants in the sample, as they were in pre-eligibility.)*
Community Support Coordinator Personnel Records Reviewed:	2
Administrative Interviews:	1

Administrative Processes and Records Reviewed:

- Medicaid Billing/Reimbursement Records for all Services Provided
- Participant Program Case Files, including, but not limited to:
  - Individual Service Plans

- Personnel Files, including subcontracted staff
- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Quality Assurance / Improvement Plan

CC: Distribution List: HCA - Division of Health Improvement
HCA - Developmental Disabilities Supports Division
HCA - Medical Assistance Division