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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
***DIVISION OF LONG TERM SUPPORTS AND SERVICES***  
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August 1, 2023

NH Quality Council

Re: Individualized Services agreements (ISA) and Person Centered Planning (PCP)

Thank you for your letter dated June 6, 2023 extending the offer to assist Bureau of Developmental Services (BDS) and New Hampshire provider agencies in developing an approach to person center planning and service agreements. BDS values the relationship with and recommendations from the Quality Council. The importance of the topics and nuances between person-centered practices and how they relate to but are different than the development of the Individual Support Agreement (ISA) are noted.

BDS agrees that working collaboratively and in partnership with the Quality Council and other stakeholders to define person-centered practices, identify opportunities to improve person-centered planning and identify mechanisms to support access to person-centered approaches is a key next step as our system continues to evolve. Given the breadth and importance of these topics, we know no one organization can achieve these things alone. We welcome the opportunity to partner with the Quality Council in this work to support individuals in New Hampshire in living their best lives.

Notably, as an initial step, BDS has begun to include some of the Quality Council's suggestions and feedback in the initial proposal of He-M 504. This includes person-centered training requirements for service provider leadership and staff, as well as BDS receiving ongoing technical assistance from organizations recognized by the National Center on Advancing Person-Centered Practices and Systems (NCAPPS).

In addition, BDS is currently in the process of procuring a vendor to conduct a statewide assessment of case management/service coordination and make recommendations for a statewide approach to the development, quality, and execution of the individualized service agreement.

BDS is also working on a procurement for a vendor to develop and provide statewide training to service coordinators, including person-centered planning. Of course, there will be opportunities for these vendors to collaborate with the Quality Council throughout the process. These contractors will be required to work with the Quality Council and other stakeholders to inform the process.

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While initial steps have been taken, we know that completing this work the right way will be an iterative process with many partners. We value our partnership with the Quality Council and welcome the continued input from our stakeholders to improve the lives of every individual in our service system. BDS looks forward to providing updates, continuing this conversation in future Quality Council meetings and specifically, working to identify meaningful ways for us to partner directly in this work.

We look forward to ongoing engagement with the council and the development of statewide resources that will benefit the individuals and families that we all support.

Many Thanks,

A handwritten signature in black ink, appearing to read "Sandy L. Feroz". The signature is fluid and cursive, with the first name "Sandy" being the most prominent.

Sandy L. Feroz