



The Developmental Services Quality Council provides leadership for consistent, systemic review and improvement of the developmental disability and acquired brain disorder services provided within New Hampshire’s developmental services system

Annual Report

October 2018 – September 2019

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HISTORY OF QUALITY COUNCIL

In 2009 the New Hampshire legislature passed, and Governor Lynch signed into law, HB 483 establishing the New Hampshire Developmental Services Quality Council (hereafter referred to as the Quality Council). The creation of the Quality Council came about as a result of the State Legislature's repeated consideration of issues affecting New Hampshire's developmental services system. In 2007 the New Hampshire Legislature passed SB 138 providing funding for the developmental services wait list, proposed increasing salaries for certain direct care workers, and establishing a broadly representative committee (known as the SB 138 Committee) to improve the capacity of New Hampshire's developmental services system to address workforce and quality assurance issues. In its final report, *SB 138 Quality Improvement Committee Report*, issued in November 2008 the committee recommended establishing, in statute, an ongoing council to review quality assurance efforts and make recommendations to improve the ability of the developmental services system to meet the needs and goals of the individuals it serves. The purpose of the Quality Council would be "to provide leadership for consistent, systemic review and improvement of the developmental disability and acquired brain disorder services provided within New Hampshire's developmental services system." (See Addendum #1 – *RSA 171-A:33*). By statute, the Quality Council is required to report to the New Hampshire Legislature. This is the Council's report; it covers the Quality Council's work from October 2018 through September 2019.

ORGANIZATIONAL STRUCTURE AND SUPPORT

In its first year, the Quality Council created an organizational structure and adopted by-laws. A subcommittee of the QC began to review the QC by-laws to ensure they were up to date. The by-laws call for the Quality Council to meet at least six times a year with an annual meeting in September. The meetings are open to the public and a period for public comment is included on every Council agenda. The Council's meeting schedule, agenda, and meeting minutes are posted on the Department of Health and Human Services (DHHS) website at <http://www.dhhs.nh.gov/dcbcs/bds/qualitycouncil/>

In accordance with its bylaws, the Quality Council has two elected offices, Chair and Vice-Chair. These seats were voted on at the September 2019 Meeting Sarah Aiken and Johnathan Routhier were again elected Co-Chairs and Stephanie Patrick was elected Vice Chair. Cathy Spinney will continue to remain on the executive committee as Immediate Past Chair.

During this reporting period, the Quality Council held regular monthly meetings beginning in January. Quality Council subcommittees during this reporting period included: Workforce, Transparency, and Rules Review & Recommendations. The Quality Council also got regular updates on the Living Well Quality Frameworks Grant and the Corrective Action Plan

NH Family Voices continued to provide administrative support to the Quality Council for this reporting period. During this reporting period the Quality Council Co-Chairs were a part of a process to identify a shared staff person for the Quality Council. This position would through a contract with Community Partners and be shared with the Council on Youth with Chronic Conditions and the NH Council on Autism Spectrum Disorders. There were updates on this process given at each meeting.

The Bureau of Developmental Services provides administrative support to the Quality Council, including: 1) researching issues that come before the Council 2) access to eStudio (a secure on-line workspace used by Council members to post information and share materials) and 3) maintaining a Quality Council link on the DHHS website.

The Quality Council meetings were held at a Concord, NH location with Council members who were unable to travel to Concord having the option of participating in the meetings via teleconference or zoom.

QUALITY COUNCIL MEMBERSHIP

The membership of the Quality Council as defined in the statute includes representation from the Bureau of Developmental Services; Area Agency Board of Directors; Family Support Councils; Institute on Disability; Brain Injury Association of New Hampshire; New Hampshire Council on Developmental Disabilities; Disability Rights Center; NH Council on Autism Spectrum Disorders; People First of New Hampshire; ABLE NH and Private Provider Network. The statute also calls for one direct support professional and one enhanced family care provider, appointed by the New Hampshire Council on Developmental Disabilities. At least 51% of the Council members shall be individuals served by the State's developmental system or parents of individuals who are served by the system.

The Quality Council has a committed and active membership. During this reporting period there has been a quorum at every Quality Council meeting. The amount of time volunteered, and the quality of professional experience and expertise provided by Council members has been exceptional. During this reporting period (not including subcommittee hours), members have put in over 360 hours of service to the Council. In addition to the bimonthly meetings, nearly all members serve on at least one Quality Council subcommittee. The membership list is regularly updated as representation changes. (See Addendum #2 – *New Hampshire Developmental Services Quality Council Members*)

While more than half of the Quality Council's active members are individuals with developmental disabilities or parents of individuals with disabilities, the Council has had difficulty maintaining consistent representation from these representatives. During this reporting period there was no identified representation from Enhanced Family Care Providers. The Quality Council has in the past struggled to fill all the seats from the Family Support Councils, Board of Directors. The Council's enabling legislation calls for three (3) representatives from local Family Support Councils appointed by the State Family Support Council and three (3) representatives from the Area Agency Board of Directors appointed by CSNI. During this reporting period there was one vacant seat for FS Councils and AA boards. The Quality Council maintains membership as a standing agenda item and continues to work on filling these seats.

QUALITY COUNCIL FOCUS AND PRIORITIES

By statute, the Quality Council is charged with reviewing rules to ensure that the state's developmental services system works as intended in RSA 171-A:1. To meet this obligation, the Council reviews all proposed changes in developmental services regulations. The Quality Council also tracks proposed legislation that could impact individuals with developmental disabilities and acquired brain disorders and their families and receives a legislative update at most meetings.

The Quality Council also reviews data from regularly issued and special governmental reports and makes recommendations as needed.

STRATEGIC PLANNING PROCESS

During this reporting period the Quality Council engaged in a strategic planning process. This process included creating an RFP to select a facilitator for the process. Through this process Postrain Consulting was selected as the facilitator. The Living Well Quality Framework Grant provided financial support for this process. A full day strategic planning process retreat was held in June. Prior to the retreat the facilitator worked with the executive committee on the process, there was also a survey that was sent out to members as well as stakeholders. During the SP retreat Quality Council members reviewed with Quality Council Charter and survey results. They participated in a SWOT exercise led by the facilitator. They also participated in breakout groups that focused on Back to Basics there what does the council want to do to get there; what is most important to the Charter of the Quality Council; what are the potential themes, initiatives, and subject areas the QC wanted to see in the Strategic Plan. These information from the retreat was used to begin creating a strategic plan and work plan.

PRESENTATIONS AND UPDATES PROVIDED TO THE QUALITY COUNCIL

The Quality Council had various presentations and updates throughout this reporting period.

OUT OF STATE PLACEMENTS PRESENTATION

The Quality Council asked for data on Out of State Placements and was presented with information from the BDS representative. This included reviewing the Intensive Treatment Services (ITS) definition as well as information around the Community of Practice that exists on this subject. At the time of the report there was a bill in the legislature (HB86) that proposed a commission that would look at this issue and supports these individuals receive to ensure their rights are protected. This bill was a collaborative process.

CORRECTIVE ACTION PLAN UPDATES

The state of NH entered a corrective action plan (CAP) with CMS. The Bureau representative continued updating the Quality Council on this issue at each meeting. The Quality Council continues to have a seat on the CAP Stakeholder Advisory Group. The Quality Council consistently reviewed information and data pertaining the Corrective Action Plan, including information from the stakeholder meetings and the subcommittees of the stakeholder group.

LIVING WELL QUALITY FRAMEWORK GRANT UPDATES

At the March 2018 QC meeting the Institute on Disability reported they had received the LWQF Grant, The Quality Council continued to receive monthly updates on the work of this grant through its second year. This included updates from the Council on Developmental Disabilities, Disabilities Rights Center, ABLE NH, and CSNI on the work, including holding focus groups, they were conducting through the grant process as part of the steering committee. They continued to look at quality indicator tools, as well as training needs for families and direct support professionals. During this reporting period the Quality Council participated in the NH Quality Indicators Self-Assessment Tool. The purpose of the self-assessment was to ensure the community at large is collecting data and able to report it in a transparent way. The QC also looked to gain clarity on their advisory role within the LWQFG. The LWQFG also supported the QC in the facilitation of a strategic plan.

SUB-COMMITTEES OF THE QUALITY COUNCIL

During this reporting period the Quality Council had 3 committees. When possible, the committees meet between the Quality Council meetings. The committees were created to address issues the Quality Council was looking to further focus on. These committees are Workforce, Transparency, and Rules Review and Recommendations.

WORKFORCE

The purpose of the workforce committee is to address issues related to Direct Support Professionals (DSPs), including the shortage of DSP's, increased pay, and increased access to trained DSP's. This workgroup reviewed and presented data collected by CSNI regarding workforce. During this reporting period this committee had difficulty retaining members.

TRANSPARENCY

The Quality Council believes that for families and individuals to be able to make informed decisions about their supports and services, they need to have better access to information. The Council formed a Transparency Subcommittee to improve accessibility to information and general transparency in New Hampshire's Developmental Services System. During this reporting period the transparency committee continued to work on a training for families and service coordinators that would give a basic overview of the system and services.

REVIEW OF RULES AND REGULATIONS

The Quality Council reviews state developmental services regulations as they come up for renewal and recommends changes to ensure that the regulations retain their relevancy for the current service system.

The Quality Council receives regular updates, typically from council membership, during the legislative session regarding the budget status and process, elections, and any relevant legislation. In this reporting period this committee reviewed and presented to the council He-M 525, He-M519, and He-M 202.

The Quality Council consistently reviews upcoming legislation and rules related to the DD/ABD System.

IN SUMMARY

New Hampshire Developmental Services Quality Council continues to provide leadership for the review and improvement of New Hampshire's services for individuals with developmental disabilities and acquired brain injuries. The Quality Council has a diverse and active membership; those serving on the Council have given their time and talents and are committed to helping New Hampshire provide the best possible services for individuals and their families.

ADDENDA

ADDENDUM #1 – RSA 171-A:33

Developmental Services Quality Council

Section 171-A:33

171-A:33 Developmental Services Quality Council Established; Membership; Duties. –

I. There is established the developmental services quality council to provide leadership for consistent, systemic review and improvement of the quality of the developmental disability and acquired brain disorder services provided within New Hampshire's developmental services system. At least 51 percent of the members of the council shall be individuals with disabilities served by the system or parents of individuals served by the system. The members of the council shall be as follows:

- (a) The commissioner of the department of health and human services, or designee.
- (b) A representative of People First of New Hampshire, appointed by such organization.
- (c) A representative of Advocates Building Lasting Equality in New Hampshire (ABLE NH), appointed by such organization.
- (d) A representative of the New Hampshire council on autism spectrum disorders who shall be either the individual who has an autism spectrum disorder or the family member of a person who has an autism spectrum disorder, appointed by the council.
- (e) A representative of the Brain Injury Association of New Hampshire, appointed by the association.
- (f) Two representatives of the New Hampshire Developmental Disabilities Council, at least one of whom shall be a person with a developmental disability, appointed by the council.
- (g) Three representatives of local Family Support Councils, appointed by the state Family Support Council.
- (h) One direct support professional and one enhanced family care provider, appointed by the New Hampshire Developmental Disabilities Council.
- (i) Three representatives of area agency boards of directors including at least 2 persons with a developmental disability or family members of such persons, appointed by the Community Support Network Incorporated.
- (j) A representative of the Community Support Network Incorporated, appointed by such organization.
- (k) A representative of the Private Provider Network, appointed by such organization.
- (l) The director of the Institute on Disability, University of New Hampshire, or designee.
- (m) A representative of the Disabilities Rights Center, appointed by the center.

II. The groups represented under paragraph I are encouraged to provide, according to their ability, the in-kind and other resources necessary for the council to succeed. The council may request information and analysis on quality from the department of health and human services, area agencies, and providers. The council shall have access to all non-confidential information on quality for services funded all or in part by public funds.

III. The council shall regularly review information on the quality of developmental services in New Hampshire and make recommendations for improving service quality and the quality

assurance and continuous improvement systems, including but not limited to:

- (a) Standards of quality and performance expected of area agencies and provider agencies.
- (b) Types of data to be collected, analyzed, and disseminated to determine whether standards are being met.
- (c) Quality assurance and oversight mechanisms to be used to gather data and information.
- (d) Content, frequency, and recipients of quality evaluation and improvement reports.
- (e) Expectations and procedures for following up on identified areas where improvements are needed.
- (f) Structures, policies, rules, and practices, including staffing or organizational changes, to ensure that the developmental services system works as intended in RSA 171-A:1, including:
 - (1) Ways of supporting values-based and person-centered service planning and provision, as well as problem solving, innovation, and learning;
 - (2) Recognizing and disseminating what is working well (best/model practices); and
 - (3) Reviewing, interpreting, and disseminating data and information on a regular basis to bring about transparency for all stakeholders and the public.

IV. The council shall make an annual report beginning on November 1, 2010 that includes its recommendations and an assessment of the actions taken in response to previous recommendations to the governor, the speaker of the house of representatives, the president of the senate, the members of the house committee on health, human services and elderly affairs and the members of the senate committee on health and human services.

V. The meetings shall be convened by the commissioner of the department of health and human services, or designee, and shall meet regularly as determined by the council. The meetings shall be open to the public and subject to the provisions of RSA 91-A, the right-to-know law. The council may establish bylaws for governing its meetings, decisions, and other operations.

Source. 2009, 104:1, eff. Aug. 14, 2009. 2014, 102:1, eff. Aug. 10, 2014.

ADDENDUM #2 – NEW HAMPSHIRE DEVELOPMENTAL SERVICES QUALITY COUNCIL MEMBER LIST SEPTEMBER 2019

<p>NH Department of Health & Human Services</p> <p><i>Nominating entity = LTSS Director</i></p>	<p>Sandy Hunt, Bureau Chief, BDS</p> <p>Bureau of Developmental Services 105 Pleasant Street, Concord NH 03301</p>
<p>People First of NH</p> <p><i>Nominating entity = People First of NH</i></p>	<p>Tammy Mills</p>
<p>Advocates Building Lasting Equality in NH (ABLE NH)</p> <p><i>Nominating entity = ABLE NH</i></p>	<p>Lisa Beaudoin</p> <p>ABLE NH 2 ½ Beacon Street, Concord NH 03301</p>
<p>New Hampshire Council on Autism Spectrum Disorders</p> <p><i>Nominating entity = NH Council on ASD</i></p>	<p>Adrienne Evans</p> <p>NH Council on Autism Spectrum Disorders 2 ½ Beacon Street, Concord NH 03301</p>
<p>Brain Injury Association of NH</p> <p><i>Nominating Entity = BIA of NH</i></p>	<p>Sandrine Iyizire</p>
<p>Direct Support Provider</p> <p>Nominating entity = NH Council on DD</p>	<p>Debra Orman</p>
<p>Enhanced Family Care Provider</p> <p><i>Nominating entity = NH Council on DD</i></p>	<p>VACANT</p>

<p>NH Council on Developmental Disabilities</p> <p><i>Nominating Entity: NH Council on DD</i></p>	<p>Isadora-Rodriguez-Legendre Executive Director, NH Council on DD 2 ½ Beacon Street, Suite 10, Concord NH 03301</p> <p>James C. Piet, MS Public Relations Specialist New Hampshire Department of Education, Vocational Rehabilitation Walker Building 21 South Fruit St, Suite # 20, Concord, NH 03301</p>
<p>NH Family Support Councils</p> <p><i>Nominating Entity = State FS Council</i></p>	<p>Debra Opramolla Region 5</p> <p>Karen Blake Mosman Region 1</p> <p>VACANT</p> <p>Alternate: Laurie Giguere-Thomas Region 10</p>
<p>Area Agency Board of Director Members</p> <p><i>Nominating Entity = CSNI</i></p>	<p>Cathy Spinney Region 10</p> <p>Sarah Aiken (Co-Chair) Region 4</p> <p>VACANT</p>
<p>Community Support Network Incorporated (CSNI)</p> <p><i>Nominating entity = CSNI</i></p>	<p>Jonathan Routhier (Co-Chair) Community Support Network INC 10 Ferry Street, Suite 401, Concord NH 03301</p>

<p>Private Provider Network (PPN)</p> <p><i>Nominating entity =PPN Board Chair</i></p>	<p>Emily Manire</p> <p>Nashua Center</p> <p>18 Simon Street, Nashua, NH 03060</p>
<p>Institute on Disability</p> <p><i>Nominating entity = IOD Associate Director</i></p>	<p>Linda Bimbo</p> <p>Institute on Disability</p> <p>56 Old Suncook Rd, Concord, NH 03301</p>
<p>Disabilities Right Center</p> <p><i>Nominating entity = DRC Director</i></p>	<p>Stephanie Patrick (Vice Chair)</p> <p>Disabilities Rights Center</p> <p>18 Low Avenue, Concord, NH 03301</p>