



Meeting Minutes
October 18, 2023

In Person Meeting Location:
UNH Conference Room, 5 Chenell Drive, Concord, NH 03301
Online location: ZOOM

Agenda

Welcome, Introductions and Approval of Minutes – July 19, 2023, September 20, 2023

BDS Update: Direct Billing, HB 642 Update (Legacy Budgets), Update on Two-Tiered Waiver System, PDMS Guidelines Update, NH Easy System Update

Service Coordinator Position Training and New Job Expectations

Committee Updates:

- **Data (Emily)**
- **Rules and Regulations (Stephanie)**
 - **Waiver Services Update**
- **Members Relations (Adrienne)**
- **Person Centered Planning (Isadora)**
- **CIS/Recreation (Chair)**

Other Business and Announcements

- **Planning the November meeting**
- **Accommodations and Supports**
- **Membership Review**
- **Other Business**

(Please Note: IP = In-Person)

Voting Members Present:

- Stephanie Patrick (IP)
 Disability Rights Center (DRC)
 - Quality Council Chairperson
- Sarah Tollefsen, (IP)
 ABLE NH
- Jim Piet (Virtual, due to no DSP support)
 NHCDD
- Emily Manire (Virtual)
 Provide Provider Network
 - Data Committee Chair
- Rich Crocker (Virtual)
 LRCS Board Member
- Cathy Spinney (Virtual)
 Community Crossroads Board Member
- Ann Sanok (IP)
 One Sky Board Member
- Jessica Gorton (IP), Bureau of Developmental Services
- Lisa Steadman (IP) State Family Support Council
- Karen Hatch (Not Present)
 State Family Support Council
- Adrienne Evans (Virtual)
 Autism Council
 - Member Relations Chair
- Marissa Berg (Virtual, illness)
 Community Support Network Incorporated, CSNI
- Mary St. Jacques (IP)
 Institute on Disability, IOD
- Donna Corriveau (IP)
 Direct Support Provider
- Tammy Mills (IP)
 People First, Individual
- Pam Stiles, NHCDD Alternate (Virtual)
- Adam Schrier, Brain Injury Association Alternate (IP)

Members Not Present

- Isadora Rodriguez-Legendre
 NHCDD
 - Quality Council Co-Chair
- Krystal Chase, Brain Injury Association

Alternates:

- Kelly Ehrhart (Virtual)
People First
- Laurie Vachon (Present)
- Jennifer Sulewski, IOD, (Virtual)

Online Guests:

Irene Tyler, Lakes Region Community Services

Sarah Koutrobous, Parent

Brianna Barnes, Region 5, Individual

Julie Hilliard, Region 2, Parent

Abby Conger, BDS, Guest speaker

In-Person Guests:

Lisa Beaudoin, member of the public

Quality Council Administrator

Carrie Duran (IP)

Acceptance of the Meeting Minutes

Motion to Approve the minutes from the September 20, 2023 Quality Council meeting:

Mary St. Jacques

Seconded the Motion to Approve the September 20, 2023 minutes.: Pamela Stiles

Discussion: No discussion

Roll Call Vote was done by Council Admin:

- Cathy Spinney Yes
- Jim Piet Yes
- Rich Crocker Yes
- Adrienne Evans (no response)

- Emily Manire Yes
- Marissa Berg Yes
- Adam Schrier Abstain
- Anna Sonok Yes
- Sarah Tollefsen Yes
- Donna Corriveau Yes
- Pamela Stiles Yes
- Mary St. Jacques Yes
- Tammy Mills Yes
- Lisa Steadman Yes
- Jessica Gorton Yes

Note: Minutes from the July 19, 2023 were not available for consideration by the Council and the vote has been postponed to November 2023.

New Hampshire Bureau of Developmental Services Update

Abby Conger, BDS:

Direct Bill Transition Update

- Through October 6th Billing
- Since July 2023 BDS has paid out \$91.1 million dollars in services
 - \$46.8 million dollars for direct bill services.
 - \$44.3 million dollars for providers, area agencies having billing issues (manually issued those payments)
 - We still have a few providers who need assistance.
 - Council members requested:
 - Comparison of the dollars paid out this year and last year:
 - What has been authorized since 7/1/23, what has been billed, what has been paid?
 - How many service authorizations still outstanding?
 - BDS: We are pulling the data. We have identified the challenges for billing for PDMS and IHS in the Area Agencies. BDS is working with Deloitte to put together a solution.
 - Council Member: We should have BETA tested these changes ahead of time to avoid issues. When things affect the area agencies, this affects families.
- A Council Member stated she is not able to access Zoom and another member offered to try to help.

- Member of the Public stated that the Medicaid appeals phone number is not working.

Laurie Vachon, BDS Update:

- HB642 – Legacy Budgets – Enabling families/individuals to request funding without a crisis if they have not had an increase in 24 months.
- Foundation being developed on how to distribute funds
- BDS is designing a request form and the reporting form for providers. Meeting on October 30th with providers and coordinators to finalize forms and documentation required once monies are received.
- Families are not able to access it currently, but it will be retroactive 8/4/23.
- Council Member: It's important that the process is not too complicated. This is taking too long. Families should not have to wait
- BDS: We want to be sure to have a strong system in place so the process is clear.
- Member of the Public: Memo sent to service coordinators: Requirements for reporting and monthly report of use of funds is cumbersome. HB 642 does not require this much information.

Jessica Gorton, BDS Update

- Two-Tiered Waiver System – We currently do not have a two tiered waiver system. We are looking to add services to current waivers.
- Waiver Workgroup (BDS Redesign) has researched this process. This group ended in September 2023. QC has started a waiver committee to review recommended added services.
- Council Member question: Is BDS currently working on a two-tiered waiver? BDS Response: No.
- NH has worked with other states and national organizations to develop our waivers. NH has worked with NASDDS (National Association of State Directors of Developmental Disability Services).

Abby Conger: BDS, PDMS Guidelines Update

- A monthly group meets to discuss a self-assessment tool for self-directed services. Concentrating on In-Home Supports (IHS).
- IOD is involved and assisting with Person Centered Families
- We are working on an In-Home Supports manual for families and coordinators/service providers: we will adapt the manual for adult services and DD services
- We need more input from families and individuals who receive PDMS.
- Developing a PDMS outreach strategy

- Families have requested to have one person as a contact person for the program.
- FMS (Fiscal Management Services)
- PDMS Stakeholder Group: Meeting every month
- OTR: Orientation Training and Retention
- Council Member: Who is the Quality Council member representing on the committee?
- Council Member: We need to consider the families who are more capable of providing case management to their loved ones.
- BDS: Support Broker – If you are in self-directed services, you do not need to have a support broker, but you must have a fiscal management agency. We cannot contract with families for FMS. CMS: Monitor of Service Agreement is a requirement. BDS is working on addressing a compromise for families.

Laurie Vachon: Service Coordination and Training

- Service Coordination Function List
 - Changes and Expectations: Clarify expectations of the roles within NH.
 - Service Authorizations now submitted by Service Coordinator
 - Using NH Easy for submission – Gives BDS and Service Coordinator the ability to see the full picture of what is needed.
 - Service coordinator meetings happening every month.
 - BDS meets weekly with each service entity (17 active service providers)

Guest Member stated in the chat the information shared at the Quality Council Meeting is overwhelming. QC Chair recommended member follow up with QC Admin to see how we can support member with the information.

- BDS Website: We have a list of all providers and Area Agencies who are currently providing services.
- QC Member Question: Service Coordinator, Providers, BDS should all be working as a team. BDS: Agreed.
- Service Authorizations: The new system will show how many service authorizations are still outstanding. This is being monitored weekly. We are more aware of systems and gaps in services.
- QC Guest Comment: Family member concern. Budget for service coordinator is not used because there is no staff. Should be used for other parts of my budget. Too much turnover in the position. BDS Response: Unfortunately, so many families in same position of no staff. Service Coordinator role is critical as a gateway to families. Addressing turnover: engaging in frequent meeting with coordinators to offer support and training.
- HRSI (<https://www.hrsi.org/>) is an organization BDS has contracted with to conduct an assessment of our service coordinator trainings and job

description. Promise made to involve stakeholders and those served by the system.

- Council Guest: 3% wage increase is not enough for service coordinators. We need to pay them a living wage to increase retention. The Quality Council devised a training course four years ago for coordinators. What happened to that? We could have already been conducting training.
- Council Member: QC identified this problem and developed a solution and brought it to BDS. BDS did not work with the QC on this problem.
- QC Chair: Proposed the development of a subcommittee to work on service coordinator training and assessment.
 -IOD will be involved in the HRSI work.

A motion was made by Jessica Gorton to form a committee to focus the service coordinator training and assessment and review previous recommendations. Motion Seconded: Donna Corriveau.

Discussion? QC Council Member: recommended people with experience be on this subcommittee.

Roll Call Vote was done by Council Admin:

Cathy Spinney	Yes
Jim Piet	Yes
Rich Crocker	Yes
Adrienne Evans	(not available)
Emily Manire	Yes
Marissa Berg	Yes
Adam Schrier	Yes
Anna Sanok	Yes
Sarah Tollefsen	Yes
Donna Corriveau	Yes
Pam Stiles	Yes
Mary St. Jacques	Yes
Tammy Mills	Yes
Lisa Steadman	Yes
Jessica Gorton	Yes

Members who would like to join this subcommittee:

Adrienne Evans, Kelly Erhart, Jessica Gorton, Marissa Berg, Mary St. Jacques

Guests and Alternates who would like to join this subcommittee:

Julie Hillard, Laurie Vachon, Jennifer Sulewski, Abby Conger

Committee Updates

Data Committee: Emily

- Employment Data: Abby Conger
 - Employment Reports available on our website
 - NH Leeds – CSNI – IOD to analyze and put together a report
 - We asked Area Agencies to put in all information again in July to make sure everyone was updated. NH LEEDS are having issues so we are not able to get most updated employment information.
 - Deloitte is trying to fix the issues between New Heights – NH LEEDS and NH EASY.
 - The Employment Leadership Committee is looking to restructure the report.
<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/bds-employment-elc-fact-sheet.pdf>
- Waitlist Data: Laurie Vachon and Jessica Gorton
 - Members reviewed and discussed the DHHS Oversight Report
 - Who are fully funded but have not yet received services
 - Emily and DATA Committee invited to members to join the committee. Then there was a robust discussion on how the reports and information gathered.

DATA Committee Meets: 1st Tuesday of the Month from 9 a.m. to 10 a.m. on Zoom

Member Relations: Adrienne

- Has not met.
- If anyone needs any accommodation to participate in the QC monthly meeting, please let the Member Relations Committee know.

Person Centered Planning: Isadora Rodriguez-Legendre

- No updates

Community Integrated Services (CIS) Recreation Letter

- No updates.

Housing Committee: Ann Sonok

- The first meeting was brainstorming and learning what the needs are.

- Several contracts are being voted on by the Executive Council regarding housing.
- No Chair chosen yet. Will choose one this month.
- Josh Daily from BDS would like to join.

Rules Committee: Stephanie Patrick

- Committee has set up a meeting schedule to review the new waiver services over the next three months.
- Contact Stephanie if you would like to participate in this discussion.

Other Business

- Once a Quarter letter to the Commissioner of DHHS
 - As needed? What information should be included in the letter?
 - How do we want to use this tool?
- The Council should consider this at future meetings.

Meeting extended for 15 Minutes.

- Member of the Public, Lisa Beaudoin reported that some families were dropped from Medicaid without notice.
- She asked if it is due to the redesign and how can we help families?
- BDS Response: This is not related to BDS Redesign. It is likely related to the end of the public health emergency and the end of the Appendix K exceptions to Medicaid eligibility requirements. Medicaid tried to reach out to everyone who may lose their eligibility by a “yellow letter” campaign. Suggest go through service coordinator to follow up.
- Council Member asked what kind of compensation will the state be offering the area agencies and providers for all the systems/direct billing work? Navigating and overseeing all of the changes has become a full-time job for many. What is the state doing to compensate for those hours?

Public Comment

No Public Comments Received

November Meeting Suggestions

- Send the Council Administrator your suggestions for meeting topics.

Mary St. Jacques made the motion to adjourn, Tammy Mills Seconded the motion. The meeting adjourned at 12:14 p.m.

*Minutes Respectfully submitted by:
Carrie Duran, Council Administrator
November 6, 2023*