



NHDSQC Meeting Minutes

May 15, 2024

In Person Meeting Location: UNH Institute on Disability, Concord, NH

AGENDA

Online: ZOOM Welcome and Introductions

Waiver Comments Discussion: (Stephanie Patrick)

BDS Update: (Jessica Gorton)

Workforce Shortage Discussion Update

Committee Updates:

- Data (Emily Manire)
- Rules and Regulations (Stephanie Patrick)
- Members Relations (Isadora Rodriguez-Legendre)
- Person Centered Planning (Isadora Rodriguez-Legendre)
- CIS/Recreation (Karen Hatch)

-Update on HB 1593

- Housing (Marissa Berg)

- Update on Housing Bills

Review of Annual Report Draft: (Carrie Duran)

Other Business and Announcements

- Chair/Vice Chair Position (12:00 p.m. Position Overview next mtg.)
- Stipend reminder
- Planning the June meeting
- Meeting logistics
- Pre-Meeting: Tuesday prior to full meeting at 10:00 a.m. on Zoom.

Public Comment

Members and Attendance

Quality Council Members Meeting Status

Name	Organization/Representing	Meeting Status
Jessica Gorton	Bureau of Developmental Services	Present Virtual
Tammy Mills *	People First of New Hampshire	Present In-Person
Krystan Evans	ABLE NH	Present In-Person
Alternate TBD	ABLE NH	
TBD	Autism Council	n/a
Alternate TBD	Autism Council	n/a
Adam Schrier	Brain Injury Association, BIA	
Krystal Chase (Alternate)	Brain Injury Association, BIA	Present In-Person
Isadora Rodriguez-Legendre QC Vice Chairperson	NH Council on Developmental Disabilities (NHCDD)	Not Present
Pamela Stiles (Alternate) *	NH Council on Developmental Disabilities (NHCDD)	Present Virtual
Jim Piet *	NH Council on Developmental Disabilities (NHCDD)	Present In-Person
Lisa Steadman *	State Family Support Council	Present Virtual
Karen Hatch *	State Family Support Council	Not Present
Debra Opramolla *	State Family Support Council	Not Present
Donna Corriveau	Direct Support Provider	Present In Person
Rich Crocker	Area Agency Board, Lakes Region Community Services	Present Virtual
Cathy Spinney *	Area Agency Board, Community Crossroads	Present, Virtual
Ann Sanok *	Area Agency Board, One Sky	Not Present
Marissa Berg Housing Committee Chair	Community Support Network Inc. (CSNI)	Present In-Person
Emily Manire Data Committee Chair	Private Provider Network	Present In-Person
Mary St. Jacques	UNH Institute on Disability, IOD	Present In-Person
Jennifer Sulewski (Alternate)	UNH Institute on Disability, IOD	Not Present
Stephanie Patrick QC Chairperson	Disability Rights Center (DRC)	Present In-Person
Kelly Ernhart *	At Large Member Self-Advocate	Present Virtual
A QUORUM WAS REACHED		
(*) delineates family member of/or individual with a disability which counts toward an in-person quorum.		
Guests or Members of the Public		

Abby Conger	DHHS, BDS	Virtual
Sarah Koutroubus	Member of the Public	Virtual
Karen Blake	Member of the Public	Virtual
Julie Lago	Member of the Public	Virtual
Tracey Walbridge	Member of the Public	Virtual

Introductions and Welcome

Stephanie welcomed everyone and members and guests introduced themselves. Stephanie let everyone know that Carrie Duran, administrative assistant to the Council, is not available for the meeting today. Lisa Steadman will be assisting with the virtual meeting. She asked members for their patience and to let her know if there were issues accessing the meeting or participating

Discussion and Approval of Minutes

Notes:

- Stephanie noted that the minutes were distributed with the meeting materials but a vote on the minutes was not included on the agenda. She let members know that it was okay to delay the vote if needed.
- Krystal noted that Kristin Clark attended the meeting but was not included on the attendance list. Also, her name was misspelled at a later vote.
- Stephanie noted that Karen Rosenberg was present at the meeting and was not included on the attendance list.

Motion: Jim Piet made a motion to approve the minutes from April 15, 2024 with the proposed changes. The motion was seconded by Kelly Erhart.

Present QC Voting Member Name	
Jessica Gorton	Yes
Tammy Mills	Yes
Krystan Evans	Yes
Krystal Chase	Yes
Pamela Stiles	Yes
Jim Piet	Yes
Lisa Steadman	Yes
Donna Corriveau	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Marissa Berg	Abstain
Emily Manire	Yes
Mary St. Jacques	Yes
Kelly Erhart	Yes

Motion passes.

Additional Comments: Sarah Koutroubus noted that the agenda and meeting materials were not available on the NH Quality Council website when she checked. She reminded members that RSA 191 A requires that the meeting notice/agenda is to be posted in advance of the meeting. Stephanie thanked her for her feedback.

Waiver Comments Discussion

Stephanie Patrick, Chairperson

1. Marissa Berg suggested we look more at the lack of accessible or affordable transportation
- Stephanie agreed and suggested it may be a topic for the June meeting agenda.
2. Kelly Erhart asked the definition of “Low incident disabilities”.
-Stephanie explained it is a rare disability that is not as common as others.
3. Tammy Mills asked about accommodations to assist in understanding what another council member was saying. The council member said they are in the process of hiring an interpreter to assist with his disability at meetings. Stephanie reiterated that the council can support accommodations and offer financial support. Please contact Carrie Duran, Council Administrator, to assist.
4. Stephanie asked the council if you wanted to vote on the waiver comments this meeting?
-Donna Corriveau suggested we wait to vote until more time has been given to review.

Bureau of Developmental Disabilities Update

Jessica Gorton, BDS

Center for Medicaid Services is visiting NH to audit DD services and Acquired Brain Injury services. A report will be available at the end and she will provide an update to the Council in June.

1. Webinar held to start a conversation about the listening sessions feedback.
 - Communication Plan and Strategy
 - Individual and Family resource webpage is under construction. Please forward your suggestions to Jessica.
 - Webinar feedback resulted in four major feedback areas: Communication, Workforce investment, Person Directed Managed Services, Access to services, trainings and resources.
3. Follow-up from April Meeting: Payments to Private Provider Agencies.
 - DHHS Finance will be reaching out to providers this month. Emily Manire invited BDS to Private Provider Network (PPN) meeting to discuss.
4. Jim Piet asked when this process of the re-design will be completed.
 - Jessica Gorton: Corrective Action Plan is back to 2017 concluded July 2023
 - Jessica stated it is an ongoing process to ensure we have the services families and individuals want. Communication Plan is important to continue with.
5. Pass Through Services: Abby Conger
 - Reimbursement for gym memberships
 - Pass through providers are our Area Agencies
 - Individuals team would evaluate need for pass through services. Family/Service Coordinator identifies the community-based provider and let the Pass Through/Area Agency know and then the Area Agency works directly with the pass-through community organization. Area Agency directly pays the gym or reimbursement to the family. BDS has not been informed about any issues.
 - 10 Area Agencies are the deliverer or BDS's organized healthcare delivery system. Families and individuals can choose between any of the ten area agencies to provide the passthrough services.
 - CMS states only area agencies can be a pass-through provider.
 - Stephanie Patrick: Concern is for access to organizations like Planet Fitness who only take direct withdrawal every month. Is it the area agencies responsibility to work out payment?
 - Abby Conger: Area Agency needs to negotiate that process.
 - Stephanie Patrick encouraged members to let BDS know about any problems.
 - Marissa Berg: What are the proofs needed to get approval for pass-through services to show proof of billing?
 - Jessica Gorton: We will be working with services coordinators directly to have a check list of what needs to be sent in for reimbursement.
 - Tammy Mills: Person Centered Plans and Action Plan are two different plans.

6. Area Agency Liaisons: Abby Conger:

What is the role of the Area Agency Liaisons?

BDS Regional Liaisons and Program Coordinators.

They are there to provide support all families and providers in the region as needed.

We have five regional liaisons. They are responsible for any and all calls from families

4-5 area agencies they are meeting with to discuss service authorizations

The role of the liaison has grown over the years.

Workforce Shortage Discussion

Emily Manire:

1. Mary St. Jacques to present national data on best practices other states on this issue at the June Data Committee Meeting. How can we ensure as a QC the shortage stays on our radar, make recommendations on how to combat the crisis and is there statewide committee work currently going on? We did not want to start our own committee and duplicate efforts.
2. Jessica Gorton: Direct Care Workforce Strategies group will offer technical assistance to BDS. . Only one meeting so far.

Stephanie Patrick:

1. We will consider having a robust discussion at the June meeting or another meeting soon to about this issue. She reminded the Council that they agreed to partner with BDS on the Direct Care Workforce project. She asked Jessica for more information about this partnership. Should a Council member be assigned to represent the Council on this project. They should report out to the council regularly.

Committee Updates

Data Committee: Emily Manire

1. Complaint Data: August 2023-January 2024
 - Melissa Nemeth can come to the Data June Meeting on 6/12/24. How does BDS track and follow up on the founded reports?
 - Please email any questions about complaints to me before the 12th meeting.
 - Melissa Berg: Is there a way to see by agency/provider what the complaint breakdown is? Sarah Koutroubas agreed.
 - Jessica Gorton suggested we look at how to better represent the data
 - Stephanie Patrick: Can the data include how many people served?
 - Mary St. Jacques: Number of complaints that are high may be positive because incidents are being reported.

Member Relations: Isadora-Rodriguez-Legendre, Interim Chair

Pamela Stiles provided the report as Isadora was unable to attend the meeting. The committee is:

1. Reviewing previously submitted applications, criteria for interview process and will be voting on candidates.
2. All applications submitted in the last year will be reviewed and an interview arranged for applicants who are still interested.

Stephanie Patrick asked for more members to join the Membership Committee. The committee will be meeting several times this month to consider all applications. Member Relations Committee will give their recommendations at the June or July meeting and then disband until spring to look at future applicants.

Cathy Spinney: Clarification on how many seats we are filling of at-large members. Sarah Koutroubas is taking the Autism Council seat. The Member Relations Committee understood new application process differently than leadership and did not conduct interviews. Now we will be more consistent and have interviews for everyone.

Stephanie Patrick: We need a consistent process to consider new members to ensure everyone has a fair chance to join and the earlier process was inconsistent. It is important to have a clear and fair process to all who apply. We are taking a step back and considering all our applicants. The Autism Council seat is determined by the Autism Council. Sarah would be welcomed but we need a letter or email from the Autism Council's representative (typically the chair) stating they have chosen Sarah as their representative. Sarah Koutroubas disagrees and believes she is the appointed member of the Autism Council.

Person Centered Planning: Isadora Rodriguez-Legendre

- This committee is on pause until June. Mary St. Jacque is working on the PCP training for coordinators.

Community Integrated Services (CIS) Recreation Letter, Karen Hatch

Marissa Berg: HB 1593 Recreation Services: A non-germane amendment added for Medicaid funding for hospitals. We are still following and advocating for the original bill and the intended purpose.

Housing Committee: Marissa Berg

Marissa Berg: We have not yet sent out the survey due to a lack of emails. We need email contacts. Jessica Gorton discussed the possibility of sharing email contacts. Potential social media campaign on what housing for persons with disabilities looks like. Housing bill is a legislative study committee. We are not sure what the committee will be asking for information. Jim Piet asked if housing study will only look at income-based housing or all housing. The Housing Committee meets on the second Wednesday of each month.

Rules Committee: Stephanie Patrick

Please give feedback on waiver comments. Our next meeting will be looking at the 1201 Nursing Rules and the 517's. All council members and guests are welcome to join the discussion.

Other Business

- Chair/Vice Chair Position ○ Anyone interested in learning more about the Chair and Vice Chair position to contact Stephanie Patrick or Carrie Duran for more information. Next meeting stay after for 30 minutes to learn more.
- There is a pre-meeting held the Tuesday before the meeting. Carrie Duran will hold one each month to review the agenda and answer any questions before the full meeting.
- Stipend: Reminder to send paperwork to Stephanie Patrick and contact Carrie Duran for support in completing the forms. Kelly Erhart received a memo about stipends going paperless. Stephanie to follow up.
- June meeting: Workforce and vehicle modification, complaint data

Public Comments

No public comments

Meeting Adjourned

Jim Piet made the motion to adjourn. Marissa Berg seconded the motion.
The meeting adjourned at 12:06 p.m.

*Minutes Respectfully submitted by: Carrie Duran, Council Administrator; nhcasqc@gmail.com
nhqualitycouncil.org*