



July 6, 2023

Melissa Hardy, Director  
Division of Long-Term Services and Support  
NH Department of Health and Human Services  
105 Pleasant Street  
Concord, NH 03301

Via Email:  
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Sandy Feroz, Bureau Chief  
Bureau of Developmental Services  
NH Department of Health and Human Services  
105 Pleasant Street  
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Via Email:  
[Sandy.L.Feroz@dhhs.nh.gov](mailto:Sandy.L.Feroz@dhhs.nh.gov)

Re: Person Centered Service Agreements and Person-Centered Plans (PCP)

Dear Director Hardy and Bureau Chief Feroz,

The NH Developmental Service Quality Council (Quality Council) is committed to supporting policies and practices that ensure that individuals with disabilities can obtain a meaningful life in the community. Based on recent exchanges involving the Bureau of Developmental Services related to person-centered planning for individuals with intellectual and developmental disabilities, we are reaching out to provide some clarification and support to aid the delivery of superior services to individuals and their families in supporting this vision of community integration.

We want to work with you to ensure that individuals have access to both person-centered service agreements necessary for identifying needs and supports that contribute to a community-based life, as well as Person-Centered Plans (PCP) that capture an individual's hopes, dreams and vision for their life in the community, which may include things that can't be funded through Medicaid. Each of these is philosophically different and serves a fundamentally different purpose. We are asking for your support in messaging the clear difference between these two things:

Person-centered Individualized Service Agreements (ISA) - We recognize that assessing support needs and providing service agreements following the principles of person-centered planning is necessary to inform a person's individual requirements for supports allowable and provided through Medicaid and other funds. We agree that it's important to ensure that service agreements are created using person-centered thinking/planning tools and resources, and that a template may be a good way to drive this assurance for service coordinators. We would like to also recommend that all service coordinators receive training in person-centered thinking and planning to support the creation

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of service agreements that are truly utilizing the principles of person-centered planning.

Person-Centered Plans (PCP) - Person-centered planning is a discovery process that involves a trained facilitator, necessitates group planning sessions that include the individual and people identified by the individual, and yields a tangible Person-Centered Plan as a work product. The opportunity to develop a PCP should be made available to all individuals with disabilities who want it, separate and apart from a person-centered service agreement. The financial resources needed for PCP facilitation, development and monitoring should be made available through state-funded services for people with disabilities. We believe it's important to point out that a true PCP includes all the elements necessary for an individual to have an integrated and meaningful community-based life. This includes a person's hopes, dreams and participation in community-based groups and activities that may or may not involve Medicaid-funded services. A PCP includes an expectation for someone to have authentic community inclusion and self-determination.

We want to collaborate with you to ensure that individuals with developmental disabilities have access to both person-centered service agreements for the provision of paid supports and services, and true Person-Centered Plans that support their vision for a good life in every possible way. It is especially important to us that individuals and families impacted by disabilities have clear information about how these are different and be made aware of the opportunity to request a Person-Centered Plan. It is also important that the facilitators of those PCPs be appropriately trained in facilitation skills using Nationally recognized models and best practices identified by the National Center on Advancing Person-Centered Practices and Systems (NCAPPS), such as:

- Charting the Life Course Frameworks
- The Learning Community for Person Centered Practices
- Graphic Facilitation, Organizing, Recording, and/or Communication

We would be happy to work with you to identify additional resources regarding minimum standards and best practices, as well as training resources to aid this work. We would also like to collaborate in informing individuals with disabilities and their families about how they can request a Person-Centered Plan in NH. Please let us know your availability for discussing the requested actions and how we can assist. We would like to hear from you by August 1<sup>st</sup>, 2023 so we can schedule a meeting with the person-centered planning work group of the Quality Council and create an action plan.

We look forward to working together on communication strategies that can reinforce the difference between person-centered service agreements and Person-Centered Plans, and in developing resources for communicating the availability of PCPs to individuals and families impacted by disabilities.

Sincerely,



Stephanie Patrick, Council Chair



Isadora Rodriguez-Legendre, Council Vice Chair