



Stephanie Patrick, Chair  
*Disability Rights Center - NH*

Lisa Beaudoin, Vice-Chair  
*ABLE New Hampshire*

Members

Carrie Duran  
*Family Support Council Member*

Mary St. Jacques  
*Institute on Disability*

Ellen McCahon  
*Community Support Network, Inc*

Rich Crocker  
*Area Agency Board Member*

Adrienne Evans  
*NH Council on ASD Member*

Jessica Gorton  
*Bureau of Developmental Services*

Liz Prior  
*Brain Injury Association of NH*

Emily Manire  
*Private Provider Network*

Tammy Mills  
*People First of New Hampshire*

Deb Opramolla  
*Family Support Council Member*

Jim Piet  
*NH Council on  
Developmental Disabilities*

Isadora  
Rodriguez-Legendre  
*NH Council on  
Developmental Disabilities*

Cathy Spinney  
*Area Agency Board Member*

November 10, 2022

Sandy Feroz via mail and email Sandy.L.Hunt@dhhs.nh.gov  
Bureau Chief, Bureau of Developmental Services  
NH Department of Health and Human Services  
105 Pleasant Street  
Concord, NH 03301

Re: Training

Dear Bureau Chief Feroz,

The NH Quality Council recently performed the exercise of identifying core and fundamental trainings that are believed to be essential for individuals, families, and related staff in the developmental disabilities service delivery system. These trainings are considered to be the backbone of understanding and implementing essential services and would serve to protect the rights of individuals. Additionally, these trainings should inform key stakeholders, as users and performers of services, with the goal of enhancing quality and performance.

It is the request of the NH DD/ABD Quality Council that the Bureau of Developmental Services earmark a portion of its annual resources so as to offer the trainings that are listed below for all stakeholders within the developmental disability service delivery system. Offering these core trainings in a statewide manner with would strengthen consistency, accuracy, uniformity, and regularity of crucial training elements. Furthermore, regular and comprehensive trainings in these fundamental areas would enhance transparency and base level knowledge of the service delivery expectations and critical decision-making components.

The following trainings are recommended to be offered at a statewide level:

- Area Agency 101 – A high level training on the historical components that have led to our present-day service delivery model. Training would also entail the role and responsibilities of the Area Agencies, RSA171:A, the hierarchy of decision-making and contracting, and tips and tools for successfully accessing and navigating services and funding.
- Participant Directed and Managed Services (PDMS) 101 – Training for families and individuals who are considering the PDMS model, including how to design services within this model, proper employer of record protocols and procedures, training expectations, and how to appropriately and effectively budget for services.
- Human Rights – Training related to He-M 202 and 310.
- Benefits training and understanding Medicaid/SSI/SSDI.

- Person Centered Planning – Comprehensive training on Chartering the Life Course, key milestones and decisions-making moments, and how to engage a wrap-around network of supports.
- Social Role Valorization – Comprehensive training on the importance and critical components of Social Role Valorization.

It is the position of the NH Quality Council that many of these trainings were once offered with regularity to stakeholders. These trainings have gradually disappeared and eroded over time, thus negatively impacting the quality of training for all stakeholders of the service delivery system. The NH Quality Council would like to see the Bureau of Developmental Services dedicate annual resources to ensure that these critical trainings are offered with regularity and uniformity.

It is the request of the NH Quality Council that the Bureau of Developmental Services respond no later than November 30<sup>th</sup> with a decision on whether resources can and will be utilized and committed for these essential trainings that would benefit all stakeholders and providers within the service delivery system.

Respectfully submitted,

*Emily Manire*

Emily Manire  
NH Quality Council Data Committee Chair

cc: Melissa Hardy, Director, Division of Long Term Supports and Services NH Department of Health and Human Services Via Email: [Melissa.A.Hardy@dhhs.nh.gov](mailto:Melissa.A.Hardy@dhhs.nh.gov)

Jessica Gorton, HCBS Waiver Administrator III, NH Department of Health and Human Services Bureau of Developmental Services Via Email: [Jessica.D.Gorton@dhhs.nh.gov](mailto:Jessica.D.Gorton@dhhs.nh.gov)

Stephanie Patrick, NH Quality Council Chair Via Email: [StephanieP@drcnh.org](mailto:StephanieP@drcnh.org)