



Meeting Minutes
September 20, 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 and August 9, 2023 (Vote)

BDS Update: End of Appendix K Flexibilities, Direct Bill Transition, Contracts for Residential Supports

Follow up on Commissioner Meeting and Discussion of Next Steps

Election of Chair and Vice Chair

Committee Updates:

- **Data (Emily)**
- **Rules and Regulations (Stephanie)**
 - **HeM 517 Letter (Vote)**
- **Members Relations (Adrienne)**
- **Person Centered Planning (Isadora)**
- **CIS/Recreation (Chair)**
 - **Letter outlining concerns (Vote)**

Other Business and Announcements

- **Planning the October meeting**
- **Administrative Support Person Update**
- **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 (IP)
 NHCDD
- Emily Manire (IP)
 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 (Virtual)
 Bureau of Developmental Services
- Lisa Steadman (IP)
 State Family Support Council
- Karen Hatch (Virtual)
 State Family Support Council
- Adrienne Evans (Virtual)
 Autism Council
 - Member Relations Chair
- Marissa Berg (IP)
 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
- Krystal Chase (IP)
 Brain Injury Association

Alternates:

- Kelly Ehrhart (Virtual)
 People First, Individual
- Pam Stiles (Not Present)
- Karen Blake (Not Present)
- Dennis Greenwood (Not Present)
- Laurie Vachon (Not Present)
- Krysten Evans (Not Present)
- Jennifer Sulewski (Not Present)
- Karen Rosenburg (Not Present)

Members Not Present

- Isadora Rodriguez-Legendre
 NHCDD
 - Quality Council Co-Chair

Guests:

- Abby Conger (Virtual), BDS

Online Guests:

Irene Tyler, Lakes Region Community Services

Shelly Kelleher, Lakes Region Community Services

Sarah Koutrabous, Community Bridges, Parent

Quality Council Administrator

Carrie Duran (IP)

Acceptance of the Meeting Minutes

Stephanie let members know that the minutes from the July 19, 2023, meeting are still being prepared and will not be considered today.

Motion to Approve the meeting minutes from the August 9, 2023, Quality Council meeting: Mary St. Jacques

Seconded the Motion to Approve: Emily Manire

Discussion: No discussion

Roll Call Vote:

- Mary St. Jacques Yes
- Marissa Berg Yes
- Tammy Mills Yes
- Lisa Steadman Yes
- Krystal Chase Abstain

- Donna Corriveau Yes
- Sara Tollesfson Abstain
- Ann Sanok Yes
- Emily Manire Yes
- Jim Piet Abstain
- Rich Crocker Yes
- Cathy Spinney Yes
- Karen Hatch Yes
- Adriene Evans Abstain
- Jessica Gorton Yes

The motion passed.

New Hampshire Bureau of Developmental Services Update

Abby Conger, BDS:

Direct Bill Transition Update

- Since July 2023 BDS has paid out \$69 million dollars in services
 - \$24.7 million dollars is direct bill services.
 - \$44 million dollars is providers, area agencies having billing issues (manually issued those payments)
- Steady incline of billing by providers is happening.
- Residential services may bill twice a month.
- Providers are still working on correcting service authorizations.
 - Changes in provider listing and or names.
 - Challenges in conversions within the system
 - Not fully enrolled providers, backdating enrollment
 - Converting residential services authorizations
 - Trying to make corrections with service coordinators and be flexible with the needs of the individuals.
 - Meeting with service coordinators for an hour per week
 - Discussing service authorizations in NH EASY
- BDS is cutting manual checks to ensure providers are not at risk financially.

A Council member requested week to week comparison as compared to last year or before the 7/1/23 Conversion and gaps and BDS agreed to send.

The Council discussed variables in authorizations. BDS said they extended some authorizations if billing was not put into the system before the conversion.

The Council asked about any services not being approved this year that were being approved last year. BDS said to please contact your regional agency liaisons for that information.

Jessica Gorton BDS Update:

Contracts for Residential Supports: There were no questions about this topic.

- Appendix K:
 - Historically not flexible
 - Recommendations such as remote service provision, additional support were included in the 2021 waiver renewal after Appendix K was authorized.
 - Some items were put in an amendment in 2022 such as out of state service provision.
 - Some recommendations were put into the State of NH Administrative Rules.
 - Offering a 90 Day attestation for new staff in case there was a delay in background checks or DCYF checks was included in HEM 507
- BDS Question: Are there any flexibilities you would like to discuss that you are utilizing, and you are worried will not continue?
- BDS has a chart to be released soon. It was reviewed by the Data committee and can be shared with the Council when it is ready.

Council Feedback:

- Option for Telehealth has been important.
- Option for Providers to do the day services has been helpful due to workforce shortage.
- Person Centered Service Planning
 - Services in home, online, and in the community in Community Participations Schedule.
 - We need to have it in the waiver and rules.
- Did BDS bring in stakeholders to discuss what families need?
 - BDS: Public Input sessions did happen before the waivers were completed.

- Council: CMS is offering the state an opportunity to ensure the waivers are flexible. We ask that you discuss this with more families.
- BDS: CMS Memo requires public input on any new waiver amendments making Appendix K changes permanent by 11/11/23. We have already incorporated all public input when the waivers were approved in 2021. We are not planning additional waiver amendments at this time, so this is not relevant to us.
- CIS Activities:
 - Can the state request a change Under 43 CFR Section 4401 and make sure recreation is approved and covered and that RSA 171 and community access under Olmstead is followed.
 - BDS: CMS will not cover recreational activities in the context of Appendix K.
- Will Parent Pay be affected by Appendix K?
 BDS: Under 524 parents are paid for provisional in-home residential services. I do not see an impact there.
 - 524 has details of the criteria for parents to be paid.
 - What map is being used by DHHS to determine a rural area?
 - Rural: Department of Public Health Rural Map is used.
 - What about parent pay for PDMS families? There are no regulations about parent pay? What is the thought process for parents?
 - BDS: Over eighteen it is called Relative Pay. We must differentiate the difference between a child and an adult paid provider.
 - Parents or a Relative of an adult person needs to meet qualifications under 504, 505. Any provider needs to do background checks.
- What is the state doing to ensure CIS is funded with state plan and general funds?
 - Council Chair: This discussion is tabled until the Recreation Letter goes Out and get a response as this is not part of the Appendix K.
- BDS asked that Council members review the chart and provide feedback. Hopefully it will be released soon.

Meeting with the Commissioner Follow Up and Next Steps

- Follow up on the letter to the Commissioner from the council.
 - (to be voted at today's meeting)
- Housing

- Council is interested in moving the discussion further with residential services and housing including Intensive Treatment Services (ITS)
- Members suggested a work group around it.
- Motion was made by Ann Sonok to form a committee to focus on housing.
 Motion Seconded: Marissa Berg
 No Discussion

Roll Call Vote

Mary St. Jacques	Yes
Marissa Berg	Yes
Tammy Mills	Yes
Lisa Steadman	Yes
Krystal Chase	Yes
Donna Corriveau	Yes
Sara Tollesfson	Yes
Ann Sanok	Yes
Emily Manire	Yes
Jim Piet	Abstain
Rich Crocker	Yes
Cathy Spinney	Yes
Karen Hatch	Yes
Adriene Evans	Abstain
Jessica Gorton	Yes

The motion passed.

- Marissa Berg, Ann Sanok, and Sara Tollesfson have volunteered to serve on this committee.
- Clarification on including BDS in sub-committee meetings.
 QC Chair encourages Quality Council sub-committees to reach out to Jessica Gorton, BDS to invite BDS to come to sub-committee meetings.

Council members discussed inviting DHHS Commissioner to come to Quality Council meetings once a quarter.

- Member Feedback on 8/9/23 Meeting
 - Members were frustrated that there was not more substantive discussion and suggested inviting associate commissioners to more meetings.

Officer Elections

- Election of the Chair and Vice Chair. Stephanie and Isadora are willing to serve one more year, but the Council members should be considering others to take

over in 2024. Over the next year, Stephanie and Isadora want to prepare other members to serve. Reach out to Stephanie if you are interested in learning more about serving as chair or vice chair. Training available to prepare for service. Members suggested Stephanie outlines a job description and present at a future meeting.

- Members felt it is important to have consistent and stable leadership for the Quality Council amidst the BDS Re-design. Would like Stephanie to serve one more year as chair.

Ann Sanok made motion to nominate Stephanie Patrick for Chair of the Quality Council. Motion was seconded by Lisa Steadman.

Motion was made to by Stephanie Patrick to nominate Isadora Rodriguez Legendre for Vice Chair of the Quality Council. Motion was seconded by Lisa Steadman.

No discussion

Roll Call Vote:

Mary St. Jacques	Yes
Marissa Berg	Yes
Tammy Mills	Yes
Lisa Steadman	Yes
Krystal Chase	Yes
Donna Corriveau	Yes
Sara Tollesfson	Yes
Ann Sanok	Yes
Emily Manire	Yes
Jim Piet	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Karen Hatch	Yes
Adriene Evans	Abstain
Jessica Gorton	Yes

Motion Passed.

Committee Updates

Data Committee: Emily

- Summer focused on the Redesign Questions, which deviated on our typical Data Requests. We are now re-focused our usual timeline.

- The committee requested Employment Data from Abby Conger, BDS
 - Quarter One and Quarter Two
 - January - July
- Waitlist
 - Info around those who are funded but are underserved because of workforce shortage
 - Jessica Gordon, BDS and Emily Manire, made a request to Melissa Hardy for this information which BDS is reporting out to DHHS Legislative Oversight Committee.
- Question from Guest:
 - Is BDS looking at NH LEEDS and E-Studio?
 - E-Studio is no longer up and running.
 - Follow up needed on the information in E-Studio
 - 40-50 Budgets were put in E-Studio. Information is not accessible.

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

Member Relations: Adrienne

- Nominations of Sarah and Kelly are still pending appointment by the Governor.
Committee did not meet. No update.

Person Centered Planning: Stephanie as Isadora Rodriguez-Legendre was absent.

- Letter from BDS about Person Centered Planning received and shared with the Council.
- Stephanie will follow up with Isadora and the committee about next steps.
- BDS would like input from this Committee regarding information about person centered planning in HeM 504 rule.

Community Integrated Services (CIS) Recreation Letter:

- The committee is proposing a letter to the Commissioner which was sent with meeting materials. It was put together as a response to the meeting with the DHHS Commissioner in August.
- Jessica Gorton recommended the letter be addressed to Melissa Hardy as well.
- Member: Important to co-address letter to commissioner as she requested the feedback.
- Member: Self-Advocates have an opportunity to use their voices and crush the barriers down. People with disabilities should be able to stay in their homes and live their life.

Motion made by Emily Manire to send the letter with the addition of adding Melissa Hardy as a co-addressee. Emily added to the motion- to add to the letter: *The Council*

looks forward to your response to this letter within 30 days. And we work to create a calendar of on-going meetings on this issue.

Motion seconded by: Jim Piet

No Discussion

Roll Call Vote:

Mary St. Jacques	Yes
Marissa Berg	Yes
Tammy Mills	Yes
Lisa Steadman	Yes
Krystal Chase	Abstain
Donna Corriveau	Yes
Sara Tolleson	Yes
Ann Sanok	Yes
Emily Manire	Yes
Jim Piet	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Karen Hatch	Yes
Adrienne Evans	Abstain
Jessica Gorton	Abstain

Motion Passed.

Rules Committee: Stephanie Patrick

- The Rules Committee is volunteering to take the lead on drafting comments on all the Waiver services coming up for renewal on behalf of the Council.

Motion Made by Mary St. Jacques to allow the Rules Committee to take the lead on drafting comments on behalf of the Quality Council to BDS.

Motion Seconded by Jim Piet.

Roll Call Vote:

Mary St. Jacques	Yes
Marissa Berg	Yes
Tammy Mills	Yes
Lisa Steadman	Yes
Krystal Chase	Yes
Donna Corriveau	Yes
Sara Tollefson	Yes

Ann Sanok	Yes
Emily Manire	Yes
Jim Piet	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Karen Hatch	Yes
Adrienne Evans	Abstain
Jessica Gorton	Yes

Motion Passed.

- A total of seven 2-hour meetings have been scheduled over the next 3 months to look at the services.
- Stephanie Patrick to send out a chart with the details.
- All Quality Council Members and guests are welcome. Four services per meeting will be discussed.
- The Rules Committee will present a draft of comments to the full Council in January to send to BDS.
- Jessica Gorton: BDS welcomes robust comments from Quality Council
- **HEM 517 Comments to be submitted to BDS.**

Motion made by Jim Piet to send the letter to BDS regarding HEM 517 Comments.
 Motion Seconded by Mary St. Jacques.

Discussion? No Discussion

Roll Call Vote:

Mary St. Jacques	Yes
Marissa Berg	Yes
Tammy Mills	Yes
Lisa Steadman	Yes
Krystal Chase	Abstain
Donna Corriveau	Yes
Sara Tollefson	Yes

Ann Sonok	Yes
Emily Manire	Yes
Jim Piet	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Karen Hatch	Yes
Adrienne Evans	Abstain
Jessica Gorton	Yes
Motion Passed.	

Other Business

- Quality Council Administrator
 - Introduction of Carrie Duran. Carrie wants to support all members to fully participate in the Council. Contact her with any requests and suggestions.
- Membership Updates
 - The QC Administrator will be updating all appointments and alternate appointments. Be on the lookout for emails from her.
- New Legislation about Virtual Meetings and member participation will change expectations for in person members to constitute a quorum.
 - One third of the members must be in person to make a quorum.
 - Individuals and family members can be remote and still be counted as part of the quorum.
 - Stephanie will send more details before the next meeting.

Public Comment

No Public Comments Received

October Meeting Suggestions

- Job Description and outline of the QC Chair and Vice Chair Positions
- DHHS Oversight Committee Report

- Follow up discussion on Direct Support Professional raises including when money will be released.
- Quality Council Feedback regarding the work of other organizations
- Legislation Updates: Sarah Koutrabous
- State Family Support Council Update
- Getting the word out about the Quality Council
 - Spreading the word on Facebook or email list

Follow-up Tasks

- BDS, Abby Conger: Data Pull of a comparison of billing and approvals from last year to this year.
- Appendix K Spreadsheet
- Annual Reports

Meeting adjourned at 12:01 p.m.

*Minutes Respectfully submitted by:
Carrie Duran, Council Administrator
October 18, 2023*