



NHDSQC Meeting Minutes for October 15, 2025

Hybrid Meeting and In-Person.

Agenda:

Welcome and introduction (Emily Manire, Chair)

Chair Update & Announcements (Emily Manire, Chair)

- Rich Crocker
- Jennifer Bertrand

Approve September Meeting Minutes (Vote)

Strategic Planning IOD (Beth Gross)

Bureau of Developmental Services Update (Jessica Gorton)

Committee Updates:

- Data (Chair, Emily Manire)
- Rules & Regulations (Chair, Stephanie Patrick)
- Self-Advocacy Groups (Kelly Ehrhart, Louis Esposito)
- Membership (Isadora Rodriguez-Legendre)
Lisa Beaudoin (Vote)

Other Business and Announcements:

- Looking at Bylaws (Committee)
- Family Support Conference Workshop Suggestions (Karen Blake, Lisa Steadman)
- Let Shanon know if you would like to receive a stipend

Planning the November 19th Meeting

Public Comment

Quality Council Members and Attendance:

Jessica Gorton	Bureau of Developmental Services	Present In-Person
Abigail Conger (Alternate)	Bureau of Developmental Services	Present Virtual
Tammy Mills *	People First of New Hampshire	Present In-Person
Roseann Tardiff * (Alternate)	People First of New Hampshire	Present Virtual
Krysten Evans (Alternate)	ABLE NH	Not Present
Louis Esposito *	ABLE NH	Present In-Person
Gina Cannon*	NH Council on Autism Spectrum Disorders	Present Virtual
Tammy Drew	Brain Injury Association, BIA	Not Present
Adam Schrier (Alternate)	Brain Injury Association, BIA	Present In-Person
Isadora Rodriguez-Legendre Chair of Membership Committee	NH Council on Developmental Disabilities (NHCDD)	Present In-Person
Jim Piet *	NH Council on Developmental Disabilities (NHCDD)	Present Virtual
Lisa Steadman * QC Vice Chair	State Family Support Council	Present In-Person
Karen Hatch * Chair of Recreation Committee	State Family Support Council	Not Present
Karen Blake*	State Family Support Council	Not Present
Donna Corriveau	Direct Support Provider	Not Present
Ann Sanok *	Area Agency Board, One Sky	Not Present
VACANT	Area Agency Board	Position VACANT
VACANT	Area Agency Board	Position VACANT
Marissa Berg Housing Committee Chair	Community Support Network Inc. (CSNI)	Present In-Person
Emily Manire QC Chair & Data Committee Chair	Private Provider Network	Present In-Person
Kenda Howell (Alternate)	Private Provider Network	Not Present
Mary St. Jacques	UNH Institute on Disability, IOD	Not Present
Jen Sulewski (Alternate)	UNH Institute on Disability, IOD	Present Virtual
Stephanie Patrick	Disability Rights Center (DRC)	Present In-Person
Kelly Ehrhart *	At Large Member Self-Advocate	Present Virtual
Jennifer Bertrand	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:

Guests; Lisa Beaudion, Lesley Blecharczyk & Beth Grosso

Welcome and introduction

All Council members and guests introduced themselves.

Chair Update & Announcements - Emily Manire

- Rich Crocker, representing the Area Agency Board, has stepped down from the Quality Council as of October. He has been a long-serving member of the council. We will need some alternative.
 - ✓ Marissa shared that two individuals, both members of the Area Agency Board, who have expressed interest in joining.
The appointing authority for these seats is CSNI. There is no formal application process required.
- Jennifer Bertrand is now officially a member of the Quality Council and has received her appointment letter from the Governor.

Approval of September Meeting Minutes

Lisa motioned to approve the minutes as written. Tammy second the motion.

- ✓ Motion passed with all in favor: Jessica Gorton, Tammy Mills, Louis Esposito, Gina Cannon, Adam Schrier, Isadora Rodrigues-Legendre, Jim Piet, Lisa Steadman, Marissa Berg, Emily Manire, Stephanie Patrick & Kelly Ehrhart
- ✓ Abstain: Jan Sulewski & Jennifer Bertrand

Strategic Planning IOD (Beth Gross)

Last spring, we issued several RFPs for strategic planning; however, we were unable to use funds as intended. Since then, the Institute on Disability expressed interest in partnering with the Quality Council to support our strategic planning efforts.

Beth is the Director of Training at the Institute on Disability and serves as the Director of Training for the National Center for START Services, a program within the IOD.

Council memberships have evolved, and partnerships with many community organizations have strengthened. The work of the Council continues to play a vital role in improving services and support for individuals with developmental disabilities and their families across New Hampshire. The strategic planning process will build on the Quality Council's strong foundation. The goal is to help the Quality Council develop a clear and practical three-year strategic plan that reflects the Council's priorities, aligns with its mission and provides a realistic and actionable roadmap for the years ahead.

The plan is to kick off the strategic planning process in January, with completion expected by the end of March. This timeline will position the Quality Council to share the new plan and identify priorities over the summer, providing an opportunity to highlight its renewed focus and direction. While the Council's mission has been established, through the Governors' appointment, we will take time to explore the group's core values and how they are reflected in the committee's work and how they can use that to guide decisions and actions moving forward. Several priority committees are already in place. The strategic plan will just help clarify where energy and attention should focus. Ensuring that committee efforts align with and support the Council's broader priorities. A brief pre-survey will be distributed to gather individual perspectives, interests, and ideas in advance. This will help ensure our planning sessions are focused and efficient, allowing us to make the most in the three-month timeline.

Beth and Lesley take pride in delivering facilitation that is both interactive and engaging. There will be no lengthy or detective lectures, they use an inclusive and interactive facilitation approach, to help the group see your ideas as they take shape and ensure that every voice is heard and represented in the final plan. By the end of March, the council will have a straightforward and strategic plan that will outline the council's priorities, goals, and specific steps and timelines needed to achieve them. The plan will also include methods for tracking progress.

Committee Priorities:

What should the core priorities be for each committee?

Will we have sufficient membership and engagement to support active, ongoing committee work? How can we sustain participation over time?

Relationship Building and Influence:

Leverage existing relationships effectively?

Build new partnerships that bring the right people to the table?

Strengthening current relationships to improve communication and collaboration?

Ensure we're engaging the right stakeholders to move ideas forward and create meaningful impact?

Questions & Comments

- Will this be a time commitment to the council members and will they be compensated for the time commitment?
 - ✓ At this time, details regarding time commitment and potential compensation for Council members have not been finalized, however there should be a stipend for individuals who are dedicating their time.
 - ✓ It was noted that, based on the member survey conducted last spring, the majority of Council members expressed interest in participating in a full-day strategic planning session. The Council may consider re-surveying members to confirm continued interest in this format. Additionally, concerns were raised about holding an in-person session during the winter months due to potential weather-related challenges.
 - ✓ We would like as many council members as possible to attend in person; however, a hybrid option will still be necessary.

- Will the hybrid option and accessibility accommodation include breakout groups and work sessions?
 - ✓ Yes, when you have a hybrid event you have two plans- the in-person plan and then online plan. So, the individuals online feel like they are part of it and also have access to break out groups when there are small group discussions.
 - ✓ The location has not yet been determined. If we move forward with breakout sessions, we'll need to ensure that each group has access to its own screen and/or laptop to support effective participation.
- Some members were not on the council when the survey was conducted, and others may not recall the results. Could you please circulate the original survey and its results to everyone?
 - ✓ Yes, Emily still has access to these and will send them out to the council and Beth. She feels it's worth wild to make sure everyone is still wanting that format.
- Between now and strategic planning will we still have a focus on what the council is doing?
 - ✓ Yes, the committee will continue their work over the next three months. Data, Rules and Regulations, Self-Advocacy, and Membership are all expected to remain active and will likely continue to be strong even after the strategic planning process.
- The sooner a date could be scheduled would be helpful to ensure council members can attend.
 - ✓ It was proposed that a date is selected today.
 - ✓ Suggestion made to hold it on the regular council day and then everyone could just extend their day.
- Would the regular council meeting be pushed off?
 - ✓ Under 91A we would meet requirements, as it states: required to meet every other month.

Strategic Planning Date

Louis motioned holding the strategic planning on January 21, 2026, from 9am to 3pm to be held at the CSNI office (11 S. Main Street Concord NH) with February 18, 2026, from 9am to 3pm as a snow date. This meeting will be under 91A, we will have open quorum and minutes. Marissa second the motion.

- ✓ Motion passed with all in favor: Jessica Gorton, Tammy Mills, Louis Esposito, Gina Cannon, Adam Schrier, Isadora Rodrigues-Legendre, Jim Piet, Lisa Steadman, Marissa Berg, Emily Manire, Jan Sulewski, Stephanie Patrick, Kelly Ehrhart & Jennifer Bertrand.

Bureau of Developmental Services (BDS) Update - Jessica Gorton

- The Commissioner's Roadmap was just released, and I'm really pleased to see how her BDS (Bureau of Developmental Services) commitments align with the vision statement created by the Quality Council. It's clear that there's a strong emphasis on encouraging and maintaining meaningful partnerships. I was especially happy to see that the phrase "Nothing about us without us" is included in the roadmap, this is such an important value, and it's being formally recognized. The roadmap emphasizes transparency and a continued commitment to involving people with lived experience in any decisions or changes, whether they are required or inspired by the community. The full document is available on the website.

There are many commitments listed in the roadmap, and one area that's come up often, both in this group and others, is Medicaid eligibility. While this issue isn't directly addressed in the BDS commitments, it's on DHS's (Department of Health and Human Services) radar more broadly. The Commissioner has committed to continuing efforts to improve Medicaid eligibility, particularly related to long-term care services. You may have seen a recent RFP from the state seeking support in this area, specifically for eligibility in nursing facilities and all four of our 1915(c) HCBS waiver services. There is an internal LEAN process currently underway to streamline eligibility with the goal of "making eligibility easier." While the external roadmap doesn't include our full vision statement, note that the internal documentation, used to provide feedback to the Commissioner, has the full vision statement that the Quality Council created.

- Lindsey and Ashley are still compiling a significant amount of information, as they move deeper, In Home Supports (IHS) has been submitted. There has been a cycle of Request for Additional Information (RAI) from CMS, these have been going back and forth right on time to even within the federal impacts going on. So, there is no reason to anticipate IHS will go off its time or timetable once that has settled ABD and DD writing really begins.
- One of the recurring themes raised continues to be challenges related to the Medicaid application process, particularly regarding the look-back period. While the Bureau of Developmental Services (BDS) may not have directly done something to impact that, they bring this information back to share. BDS and Division of Long Term Supports and Services (LTSS), are at the table, though many of these conversations. They can also help advocate on a case-by-case basis, when providers or families reach out to report issues with Medicaid eligibility or case closures, they work to troubleshoot, support communication, and help facilitate the reopening or resolution of cases when possible.

- There's been feedback characterizing a significant lack of transition planning services, specifically for youth moving from IHS to adult services, or transitioning out of high school. This is something we BDS has been asked to take a closer look at. While it may not be something we can fully address within the waiver itself, it's still valuable information for all of us to consider. It could help inform our group's strategic planning and broader discussions around available supports, how the waiver might help, and whether there are any gaps it could fill. Additionally, we might want to consider whether more specific requirements should be included in the rule.
- In this group, we have also heard confusion around the naming of services, specifically, the frequent use of the word "*community*" in multiple service titles. While it is not necessarily a bad thing, since we do want to emphasize the community-based nature of our services, at the same time what people are saying is confusing. The difference between community participation services, community support services, and community integration services. A request to BDS to look at some of the definitions and streamline.
- Housing challenges continue to be a concern, particularly the lack of suitable housing options that truly support individuals in living as independently as possible. When appropriate housing is not available, it directly impacts people's ability to live full, self-directed lives. This issue compounded by ongoing workforce shortages, which affect both housing support and access to needed services.
- Last month there was an update regarding BDS hearing from some neighborhoods that may not be so welcoming to the notion of community residents, for instance family care residents or enhanced family care in their neighborhood. If everyone could watch and let BDS know if you are starting to hear anything that sounds like "Not in my backyard." We can either help inform when representatives reach out, we try to provide education what our services are what our services are not. There have been a couple of different articles regarding this.
- Last month when we had attended the meeting we updated that we had a regional liaison that was leading us so it was actually she hadn't notified all of her regions yet so at the meeting we hadn't said you know exactly who it was but she has since notified everyone she has since left so Ashley Wilson has left BDS. BDS has restructured our regions among our remaining liaisons they currently have. They have 3 current liaison positions and two open liaison positions, with Abby and Melissa helping to support the liaison work. It has only been about 2 1/2 weeks, but it seems so far feedback from agencies as well as reviewing service authorization processing has remained steady and there has been no noticeable impact.

- Service file reviews started 10/14/25, Abby, as well as the liaison team and Alyssa, the BDS quality administrator, will be conducting over the course of the next six weeks those file reviews and audits at the agencies for the different providers and individuals selected from the random selection for the audit.
- Earlier this spring the quality council had made some recommendations regarding self-directed services and PDMS and members from the quality council rules committee attended the July PDMS committee meeting, representatives across the state from the different area agencies, some service coordination providers, as well as some individuals and families, attend that meeting and we reviewed the letter and the recommendations that were presented. At the last two meetings so August and September the PMS committee have gone through those recommendations and reviewed what are some tools that maybe are in existence in some agencies but not others or what are some tools we've been developing statewide that we think would meet some of those recommendations. Where are there gaps that needs to be focused on. They will be looking at the top four areas which they want to focus on and will be creating subcommittees around those four areas to begin some work and look at those recommendations.

Question

- Are service categories posted to BDS website so that all family members, case manager, and service coordinators can have the same access to the same titles and definitions of services?
 - ✓ Yes, we have different training options we have the menu of member services we have an extended menu of waiver service, CSNI has also helped with the easy to find portion, because the state website systems can be confusing to navigate. There are two formats; an extended version if someone wants to sit thought the whole presentation or there are the simpler videos, that you can click on each video to see the overview of each service. Service Coordinators should have this information, and they are encouraged to share this information with others, including families. CSNI has also created links to get these videos and information.
- Is BDS seeking a waiver to recruit for both of those open positions?
 - ✓ No, they are not seeking two waivers, just one.
- Will the final reviews happen at individual providers or at the area agencies or both?
 - ✓ They happen at the area agencies. The area agencies are utilized as the central location for the audits. The names and information of the individuals selected go to the area agency and their role as the as our designated area agency delivery system they then contact the individual providers, and request the documentation needed so they kind of the agency then gather everything have everything prepared and ready for BDS to review for their onsite review date.



- Sometime ago, the Quality Council had extensive conversations about audit results and other forms of oversight related to area agencies and providers. However, it was never fully resolved, with what information would be public, what the Quality Council is allowed to access, and what remains internal. At the time, some of this information was posted on the DHHS website, but other parts were difficult to locate or interpret. Could you give the Quality Council an overview of what will be available of this outcome and what the Quality Council should be able to see.
 - ✓ The 372 report is the annual quality report submitted to CMS, summarizing data from the Data Committee. CMS has informed BDS that the structure of this report is changing. 372 is the annual quality reporting to CMS. The audit question that are asking on each of the file reviews, informs the quality reporting that we do to CMS. This include some of the initiatives that have happened over the last couple of years, the very quick turnaround announced health and welfare review that they last spring and then the quality reviews that they did on all three of the waivers, two of which maybe still in process. These are all a result of some of our performance, particularly around provider qualifications.
- Is there any kind of public information about area agency performance or provider performance?
 - ✓ Provider performance results from file reviews are not currently available to the public. In the past, performance data may have been requested because Medicaid providers were more centralized, area agencies either delivered services directly or subcontracted them, including service coordination. However, due to recent restructuring, area agencies can now also function as provider agencies. As a result, audits, and performance data, now treated as part of general provider oversight, including service coordination. Five-year redesignation reviews are public and available on the BDS website, with two conducted each year.

<https://www.dhhs.nh.gov/reports-regulations-statistics/dhhs-roadmap-2025-2027>

[Individual and Family Information and Resources | New Hampshire Department of Health and Human Services](#)

<https://csni.org/resources-for-families>

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/developmental-services-policies-guidance>

Committee Updates:

Data (Chair, Emily Manire)

- **Proposed Data Review Calendar**
 - ✓ **November:** Human Rights Complaints – Melissa Nemeth
 - ✓ **December:** Certification Status – Peter Bacon
 - ✓ **January:** Employment Data for individuals served.
 - ✓ **February:** Rules and Regulations in-depth review
 - ✓ **March:** ITS – Intensive Treatment Service – Joshua Gehling
 - ✓ **April:** 327 reports – Annual report to CMS (IHS/June, DD/Feb, ABD/April)
 - ✓ **May:** Commissioner Weaver
 - ✓ **June:** Wait list data – BDS and DHHS report.
 - ✓ **July:** Workforce development related to DSPs (suggested – unknown how collected)
 - ✓ **August:** Medicaid Implementation - Olivia May
 - ✓ **September:** Setting overview – Mary St. Jacques

It can be challenging to fully explore these data points during full Council meetings. Moving forward, our plan is to have speakers first present to the Data Committee, where a deeper dive into the data analysis can take place. Following that, they may be invited to present a shorter summary to the full Council. If there are specific topics that are especially important to you or that you want to be directly involved in, you are encouraged to attend the Data Committee meeting for that month. Data committee meetings are held on the first Tuesday of every month at 9am. Any of the PowerPoints or information that is covered will be shared with the full Quality Council materials that go out that month. We would look to have Commissioner Weaver and Olivia May. If a shift needs to happen the council will receive notification.

Rules & Regulations (Chair, Stephanie Patrick)

- Rules and Regulations, currently focused on public comments related to the DD waiver. Comments on proposed waiver services had been done about a year ago. BDS may have limited ability to add new waivered services but is working to think creatively about how to provide needed support within existing services, prioritizing those seen as most important. This month and next month the Quality Council rules committee will continue to focus on comments on the waiver as it exists now, based on the comments that have previously been done. Next meeting will be in November; the plan is to have a draft of this letter to BDS with comments on the DD waiver for consideration of the Quality Council at the November meeting. Rules Committee meets on the 2nd Friday of the month, everyone is welcome.

Self-Advocacy Groups (Kelly Ehrhart, Louis Esposito)

- Excited about the upcoming conference this Friday with IOD and People First. A lot of energy has gone into planning. Reflecting on our last in-person training in Concord with their advocacy group in September, we found that in-person sessions are incredibly valuable, providing a shared experience and time for participants to connect and process the information together.
- The other areas are not recruiting as many self-advocates, currently working to brainstorm on running the training in various locations. In hopes to recruit anyone who wants to learn about advocacy, not just individuals with disabilities and make it fully inclusive. Meet each Tuesday at 2pm
- Advocate yourself out of Nasha, meets every two weeks on Wednesday, in-person. Anyone who is a Plus client can attend the advocacy meeting next meeting will be on November 22nd.
- When private providers host self-advocacy events, it can create confusion, especially for individuals outside the provider network. The uncertainty about whether they are allowed to attend can be a barrier and may discourage participation. That is one of the reasons we want to broaden our approach and clearly communicate that these opportunities are open to everyone.
- There is a statewide list of advocacy groups, and with the exception of Aspire, all listed groups are open to anyone. These groups are typically run by area agencies, which are not providers, helping to ensure a more neutral and inclusive environment. If there are providers who do run advocacy programs, please let Marissa know and she will reach out to see if they can be added to the list.
 - ✓ People First need to be added to that list.
 - ✓ Not sure if SALT needs to be listed separately.
- It would be nice to start growing some leaders within the advocacy groups, it should not be staffed based, they should be coming to support. Members of the advocacy group should be doing the agenda and running the meetings.
- Lisa Beaudionis is holding a four-part community organizing training series Tuesday November 11 and 18, Monday November 24 and Tuesday December 2. This will be open to everyone and held online. It is under the umbrella of the New Hampshire Council of Churches. Everyone is welcome.

Membership Committee – Isadora Rodriguez-Legendre

- Although a Membership Committee meeting was scheduled, a quorum was not met. However, during the previous meeting, the committee reviewed the current open seats and developed a plan to engage those responsible for filling the vacancies. There are currently three open area agency board member seats.
- The Community Support Network, Inc. (CSNI) has identified a couple potential candidates to fill these roles.
- The committee addressed recent vacancies resulting from several individuals who, although previously approved by the Council, were unable to move forward due to not receiving gubernatorial appointments.
- In response, the committee revisited the existing roster of previously submitted applicants. After review, the committee identified Lisa Beaudoin as a candidate. All committee members should have received her original application for review. Following a recent conversation with Lisa Beaudoin, she confirmed that there have been no substantial changes to her background or qualifications since her initial application.
- The committee has identified one additional candidate from the existing list of previous applicants. At this time, no action has been taken, as the committee is awaiting consensus whether that application needs to be resubmitted or warrants an interview.
- Both Sam and Julie, who had previously been put forward to the Governor’s Office as candidates for the At-Large seat, have since experienced changes in their availability or status. Neither individual received a gubernatorial appointment

The Membership Committee is formally recommending Lisa Beaudoin to be submitted to the Governor’s Office for appointment to the Council. The timeline for appointments will depend upon the Governor’s appointment process.

Lisa Steadman motioned to forward Lisa Beaudoin nomination to the Governor for appointment for an At-Large seat. Emily Manier second the motion.

- ✓ Motion passed with the following in favor: Tammy Mills, Louis Esposito, Gina Cannon, Adam Schrier, Isadora Rodriguez-Legendre, Lisa Steadman, Marissa Berg, Emily Manire, Jan Sulewski, Stephanie Patrick, Kelly Ehrhart & Jennifer Bertrand.
- ✓ Abstain: Jessica Gorton
- ✓ Jim Piet left the meeting.

Other Business and Announcements:

- Looking at Bylaws (Committee)
We're overdue in reviewing and updating our bylaws, looking to form a small committee who should only have to meet two to three times, to review, propose edits and then bring suggestions to the council. Marissa Berg, Gina Cannon, Lisa Steadman, Kelly Ehrhart, and Emily Manire.
A copy of the Bylaws will be sent out.
- Family Support Conference Workshop Suggestions (Karen Blake, Lisa Steadman)
 - ✓ April 25, 2026
 - ✓ Working to kick things off with an opening session on Friday evening, with pizza provided by the Unified Family Councils. Hoping to host at the planetarium again.
 - ✓ If the councils are fully on board with this, then the conference will be able to cover a meal on Saturday, either during the day or in the evening, for those who stick around.
 - ✓ For Sunday, we're planning casual, pay-your-own-way group outings. Looking to designate a central meetup location so folks can gather and then head off together to a museum or other activity. It's all optional but a great chance to keep connecting informally.
 - ✓ If anyone has any suggestions on workshops or would like to run one.
- Let Shanon know if you would like to receive a stipend.
- The DD Council has approved draft version of the five-year plan for release. Isadora would like to review at the next meeting and receive feedback to see if anything is missing or if there are any specific areas that are not called out that should be. This would start in 2026 and run until 2030.
- CSNI has a survey open right now, this closes on Friday. This has been on the BDS website. This Data will be used in a presentation to the Policy Institute next that is about 1/5 of the people who go to that or legislators, so important to be able to provide information.
- Lisa Beaudoin shared - Legislators have passed legislation to try to turn the CFI waiver over to MCO's and that there have been coalition meetings on this.

Public Comment

Lisa Beaudoin was actively involved in the Step 2 battle around MCOs and can provide valuable historical context if anyone is interested. She has deep knowledge of the legislation, the key legislators involved, the coalition partners, and the multi-pronged strategy that was used to keep managed care organizations (MCOs) out of long-term services and supports.

Marissa made a motion to adjourn the meeting. Lisa seconded the motion.

The meeting was adjourned at 12:00 PM.

Minutes Approved November 17, 2025 meeting. -SS