



Meeting Minutes November 15, 2023

In Person Meeting Location: NH Department of Education, Walker Building, Room 100
Online location: ZOOM

Agenda

Welcome, Introductions and Approval of Minutes – July 19, 2023, October 18, 2023

BDS Update (Jessica)

- **Direct Billing Implementation especially the short- and long-term costs to system for the transition and new requirements**
- **Implementation of HB 642 (Funding for Legacy Budgets)**
- **Provider access to NH Easy System**
- **Projected calendar for implementation of new waiver services and other systems changes – What are the current dates?**
- **Update on the 18-21 Pilot Program**
- **Details of the upcoming individual and family feedback plan**

Report on HB 608 Work Session including plan for two-tiered waiver. (Marissa)

Priorities for the New BDS Director (Vote)

- **Data (Emily)**
 - **Review of complaint data**
 - **Upcoming priorities for committee**
- **Rules and Regulations (Stephanie)**
 - **Waiver Services Update**
- **Members Relations (Adrienne)**
- **Person Centered Planning (Isadora)**
- **CIS/Recreation (Chair)**
- **Housing (Chair)**
- **Support Coordination (Chair)**

(Please Note: IP = In-Person, MP = Not Present)

Voting Members Present:

- Stephanie Patrick (IP)
 Disability Rights Center (DRC)
 - Quality Council Chairperson
- Isadora Rodriguez-Legendre (IP)
 NHCDD
 - Quality Council Co-Chair
- Sarah Tollefsen, (Virtual)
 ABLE NH
- Jim Piet (IP)
 NHCDD
- Emily Manire (IP)
 Provide Provider Network
- Cathy Spinney (Virtual)
 Community Crossroads Board
 Member Counted toward the in person
 quorum based on disability.
- Ann Sanok (Virtual)
 One Sky Board Member
- Jessica Gorton (IP)
 Bureau of Developmental Services
- Rebecca Bryant, (IP) Community
 Support Network Incorporated, CSNI
- Lisa Steadman (Virtual) State
 Family Support Council
 Counted toward the in person
 quorum based on disability
- Karen Hatch (Virtual)
 State Family Support Council
 Counted toward the in person
 quorum based on disability
- Adrienne Evans (Virtual)
 Autism Council
- Mary St. Jacques (Virtual)
 Institute on Disability, IOD
- Donna Corriveau (IP)
 Direct Support Provider
- Tammy Mills (Virtual)
 People First, Individual
- Kelly Ehrhart (Virtual)
 Individual Counted toward the
 in person based on disability.
- Adam Schrier, Brain Injury
 Association (IP)

Members of the Public:

Sarah Koutrobous, Parent (Virtual)

Rose, People First Alternate, (Virtual)

Abby Conger, BDS, (Virtual)

Julie Hilliard, (Virtual)

Laurie Vachon, BDS, Alternate
(Virtual)

Lisa Beaudoin, (In Person)

Other:

Carrie Duran, (Virtual) Quality Council
Administrator

Chair: We have a quorum.

Acceptance of the Meeting Minutes

Motion to Approve the Minutes from the November 15, 2023 meeting by Jim Piet

Seconded the Motion to Approve: Mary St. Jacques

Discussion: No discussion

Roll Call Vote was done by Council Admin:

- Emily Manire: Yes
- Jessica Gorton: Yes
- Adam Schrier: Yes
- Isadora Rodriguez-Legendre: Abstain
- Jim Piet: Yes
- Donna Corriveau: Yes
- Rebecca Bryant: Abstain
- Ann Sanok: Yes
- Mary St. Jacques: Yes
- Cathy Spinney: Yes
- Kelly Elhart: Yes
- Sarah Tollefsen: Yes
- Adrienne Evans: Unable to vote because not able to be seen and heard
- Tammy Mills: Yes
- Karen Hatch: Abstain
- Rebecca Bryant: Abstain

New Hampshire Bureau of Developmental Services Update

Abby Conger, BDS:

FY 23 and FY 24: Quarter One and Quarter Two Billing Comparison Reviewed
(Historical Billing document to be shared with Council Members)

- Member Question: What are the outstanding payments?
 - BDS to get a comparison as to what has been paid and what has been billed.
- LRCS stated they are 80% off of their billing from last year.
 - BDS is working with agencies and vendors.
 - LRCS does not have financial statements due to changes in billing at BDS.
- Member Question: Are vendors taking out lines of credit in order to survive?
 - BDS stated they are willing to work with all providers on cash flow issues
- Member Question: Provider perspective is financial reporting is all over the place. What is the cause of these financial reporting issues from BDS?

Laurie Vachon, BDS Update:

- HB642 – Legacy Budgets – Enabling families/individuals to request funding if they have not had an increase in 24 months.
 - Memo on 9/15/23 to support coordinators.
 - Two meetings in October and a draft request form developed and reviewed at State-Wide Support Coordinators Meeting.
 - BDS is addressing the appeal process, how to access funds and how to report out.
 - Will be reviewed at Provider meeting on 11/21/23.
 - Families and individuals need to contact their support coordinators to find out more information.
 - Member question: Can QC members attend the provider and/or support coordinator meeting? Informational Email will be sent to Quality Council.
 - Chair asked that the forms to be forwarded to council.

Abby Conger, NH EASY, IT Update

- Phase 3: Deloitte is working on a timeline for what screens will look like.
- Phase 3 components introduced in March 2024
- Member Question: What is in Phase 3? Provider search function added. Can we have a list of what is in it?
 - Yes we can get you a list of what is in Phase 3
 - BDS: We are listening to feedback. Suggestion: Have stakeholders attend meetings with Deloitte for provider access feedback

Jessica Gorton, BDS Update

- Calendar and Timeline are constantly changing.
 - BDS listening to feedback and adjusting priorities.
 - BDS is committed to listening to families and stakeholders
 - Collective voice listened to before taking action
 - Waiver renewal is 2025 – changes implemented then unless there is a need or demand to implement changes earlier
- Listening sessions:
 - Member Question: What is different than past listening sessions? How are you using the information given before?
 - BDS: We intend to compile the feedback and post it on our website.

Member Statement: Information fatigue from families, providers stakeholders is happening.

- 7/1 deadline was a challenge now families are now feeling the difficulties that providers are facing and they are worried.
- Stakeholder feedback: Feedback sessions and information needs to be accessible.
- Members are concerned about the impact of what is happening now. This makes it hard to give feedback on the future.

Chair Statement: QC would like to give feedback on the next phase on how to organize accessible listening sessions and how to organize the feedback from families in reports about sessions. BDS is in support to change format and structure .

Laurie Vachon: 18-21 Update: BDS, PDMS Guidelines Update

- 13 Individuals in the pilot program
- Working in partnership through Area Agency to secure residential services
- Common referral: DCYF and Educational Services
- Member Question: What is the pilot program?
 - Program developed for persons 18-21 who need assistance with residential services outside of living in their family home.
- Partnership with schools regarding educational services through

HB 608: Cathy Spinney

- HB 608 was referred for interim study but active and collaboration between legislature and BDS will continue.
- Chair: We welcome any committee members who are part of the study to report out to the council at future meetings.

Committee Updates

Data Committee: Emily

- Emily shared data from Melissa Nemeth on Human Rights Complaints January – June 2023 before the meeting.
- The committee wants to look at what is trending and developing; track potential issues with providers and/or agencies.
- The committee is looking for more information and analysis..
- Historically tracking response and follow up if recommendations followed.
- Committee is requesting that Melissa comes to a Data Committee meeting.
- Wait List: Asking for number of underserved individuals and what State is doing to serve them.
- Requested CMS quality reports to be presented.
- Data Committee meets on the first Tuesday of each month at 9:00 a.m. on Zoom.
Area Agencies are interested in how the flow of complaint Data will go.

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

Rules Committee: Stephanie

- At the January QC Meeting, the committee will present a comprehensive report on recommendations related to new waiver services. It will be important that members review the recommendations in advance and be prepared to discuss.
- HEM 518 (Employment): Response to draft changes to the rule are due by December 11, 2023, which is not enough time for us to give our feedback. In the past DHHS has given us a longer turnaround time.
- QC Member suggested comparison of new suggested rule and previous recommendations of 2021 by the Quality Council.
 - BDS: has previous recommendations and will accept recommendations at any time.
- QC Member asked what is the best way to give feedback on Rules to BDS?
 - You can meet with BDS staff anytime.

Member Relations: Adrienne

- Has not met recently but plan to meet in the next few weeks.
- We are required to have 51% of the Council be individuals served by the system or family members of individuals receiving services. It is unclear how this has been monitored in the past.
 - Lisa Steadman: State Council seats are family members and go toward the 51%.
 - Does the language in the law say individual family or family, served? Or just with a disability? It does say served by the system.
 - The chair clarified that this criteria is separate from the designated seats.
 - The membership committee will look into this as new members are considered.

Person Centered Planning: Isadora Rodriguez-Legendre

- Has not yet met. More volunteers needed.
 - Kelly, Donna, Stephanie, Jessica, and Karen volunteered.
- Next phase of this subcommittee to look of DHHS response letter and discuss what our next steps are.

Community Integrated Services (CIS) Recreation Letter

- Committee has not yet met. Plan is to set up a meeting with BDS.
- Committee members: Donna, Cathy, Karen.
- Karen Hatch is the Chairperson

Housing Committee: Ann Sanok

- Council Admin read notes from Marissa Berg, member of the committee.
- **Members are Marissa, Sarah, Ann Josh Gehling, Lisa DiMartino**
- The committee is concerned about the upcoming cliff of aging parents whose adult children need staff in residence.
- Long term room and board shortage
- Federal barriers
- Scarcity of Data outside of ITS programs. Trying to understand what data we do have to move their work forward.
- Home Possible is a new program. Lisa DiMartino is working on the development.

Service and Support Coordination Sub-Committee: Adrienne Evans

Members: Marissa Berg, Stephanie Patrick, Julie Hillard, Kelly Ehrhart, Abby Conger, Laurie Vachon, Jessica Gorton, Sarah Koutroubas, Mary St. Jacques, Donna Courevea

- First meeting a review of processes met
- We do not have a date for December yet.

Other Business

- If you are a volunteer, please fill out your stipend and send it to Stephanie.
- Member Jim Piet announced his retirement from Vocational Rehab. He will continue as a member of this committee. Jim Piet's new email address: jcpiet61@gmail.com

Jessica Gorton left the meeting. All other BDS staff left the meeting earlier. No BDS staff members were present for the discussion below.

Bureau Chief Qualifications Letter

- Quality Council Members put together a list of qualifications for the new Bureau Chief position. Members brainstormed suggestions that were typed on the screen. Letter will be mailed to BDS.

- Jim Piet made a motion to send Quality Council recommendations to BDS. Isadora Rodriguez-Legendre seconded.
- Discussion: Isadora suggested we group the recommendations within skills and attributes.
- Jim amended his motion: The council gives permission for Council Chair and Council Admin to tighten up the wording, organize the suggestions, develop a letter and mail it out on behalf of the council.
 Rebecca made a motion to reword recommendation #21 to read Individual Choice.

Roll Call Vote: On Amendment to recommendation #21 on Individual Choice

Name	Vote
Emily Manire	Yes
Jessica Gorton	Not Present
Adam Schrier	Abstain
Isadora Rodriguez-Legendre	No
Ann Sanok	Not Present
Jim Piet	Yes
Becky Bryant	Yes
Donna Corriveau	Yes
Mary St. Jacques	Not Present
Cathy Spiney	Yes
Kelly Erhart	Yes
Sarah Tollesfsen	Not Present
Adrienne Evans	Unable to Vote
Tammy Mills (Joined by phone. Not on Camera due to lack of internet)	Unable to Vote

Karen Hatch	Yes
Lisa Steadman	Yes
	Motion Passes

Roll Call Vote: On Chair and Council Admin sending letter to BDS as amended.

<i>Name</i>	<i>Vote</i>
Emily Manire	Yes
Jessica Gorton	Not Present
Adam Grier	Abstain
Isadora Rodriquez-Legendre	No
Ann Sanok	Not Present
Donna Corriveau	Yes
Becky Bryant	Yes
Jim Piet	Yes
Mary St. Jacques	Not Present
Cathy Spiney	Yes
Kelly Erhart	Yes
Sarah Tollesfsen	Not Present
Adrienne Evans (Camera not working)	Unable to Vote
Tammy Mills (joined by phone as an individual. Not on camera due to internet issues)	Unable to Vote

Karen Hatch	Yes
Lisa Steadman	Yes
	Motion Passes
Isadora Rodriquez- Legendre made the motion to adjourn. Jim Piet Seconded the motion. The meeting adjourned at 12:03 p.m.	
Public Comments	
No Public Comments Received	
December Meeting Suggestions	
<ul style="list-style-type: none"> Send Carrie Duran, Council Administrator your suggestions for meeting topics at nhcasdqc@gmail.com. 	

*Minutes Respectfully submitted by:
 Carrie Duran, Council Administrator
 December 10, 2023*