

NHDSQC Meeting Minutes

April 15, 2024

In Person Meeting Location: UNH Institute on Disability, Concord, NH
Online: ZOOM

Agenda

Welcome and Introductions, Approval of Minutes

VOTE on Council participation: (Isadora Rodriguez-Legendre)

- Care Workforce Strategies Center, 2024 State Systems Change Technical Assistance Program

BDS Updates: (Jessica Gorton)

- Elimination of the “C’s” on the waitlist
- Plan for persons receiving partial or no services (2/24 DHHS Oversight Committee Report)
- Waitlist for persons receiving services.
- Rate Setting Update
- Repayment Plan to providers – Timeline and methodology

Review Housing Survey – (Marissa Berg, Chair of Housing Committee)

VOTE on survey and survey distribution

Workforce Shortage Discussion: (Isadora Rodriguez-Legendre and Marissa Berg)

- How does housing, current data and rate increases affect the workforce shortage? Where do we go from here?

Committee Updates: Submitted in writing ahead of meeting.

- Data (Emily Manire)
- Rules and Regulations (Stephanie Patrick)
- Members Relations (Adrienne Evans)
- Person Centered Planning (Isadora Rodriguez-Legendre)
- CIS/Recreation (Karen Hatch)
- Housing (Marissa Berg)

- Support Coordination (Adrienne Evans)

Other Business and Announcements

- Chair/Vice Chair Position
- Stipend reminder
- Planning the May meeting
- Pre-Meeting: Tuesday prior to full meeting at 10:00 a.m. on Zoom.

Public Comment

Introductions

Quality Council Members Meeting Status

Name	Organization/Representing	Meeting Status
Jessica Gorton	Bureau of Developmental Services	Present In-Person
Tammy Mills *	People First of New Hampshire	Present In-Person
Krystan Evans	ABLE NH	Not Present
Alternate TBD	ABLE NH	
TBD	Autism Council	
Alternate TBD	Autism Council	
Adam Schrier	Brain Injury Association, BIA	Not Present
Krystal Chase (Alternate)	Brain Injury Association, BIA	Present Virtual
Isadora Rodriguez-Legendre QC Vice Chairperson	NH Council on Developmental Disabilities (NHCDD)	Present In-Person (Serving as Chair)
Pamela Stiles (Alternate) *	NH Council on Developmental Disabilities (NHCDD)	Not Present
Jim Piet *	NH Council on Developmental Disabilities (NHCDD)	Present Virtual
Lisa Steadman *	State Family Support Council	Present Virtual
Karen Hatch *	State Family Support Council	Present Virtual
Debra Opramolla *	State Family Support Council	Not Present
Donna Corriveau	Direct Support Provider	Present Virtual
Rich Crocker	Area Agency Board, Lakes Region Community Services	Present Virtual
Cathy Spinney *	Area Agency Board, Community Crossroads	Present, Virtual
Ann Sanok *	Area Agency Board, One Sky	Present In-Person
Marissa Berg Housing Committee Chair	Community Support Network Inc. (CSNI)	Present In-Person
Emily Manire Data Committee Chair	Private Provider Network	Present In-Person
Mary St. Jacques	UNH Institute on Disability, IOD	Not Present

Jennifer Sulewski (Alternate)	UNH Institute on Disability, IOD	Present In-Person
Stephanie Patrick QC Chairperson	Disability Rights Center (DRC)	Not Present
Kelly Ehrhart *	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 in Attendance

Abby Conger	DHHS, BDS	Virtual
Irene Tyler	Member of the Public	Virtual
Lisa Beaudoin	Member of the Public	In-Person
Karen Blake	Member of the Public	Virtual
Julie Hillard	Member of the Public	Virtual
Julie Lago	Member of the Public	Virtual
Tracey Walbridge	Member of the Public	Virtual
Maureen Tracey	Member of the Public	Virtual
Carrie Duran	Quality Council Administrator	Virtual

Approval of March Minutes

Emily motioned, Kelly Erhart Seconded

Discussion: Isadora Rodriguez-Legendre noted her name was misspelled.

Present QC Voting Member Name	Vote
Jessica Gorton	Yes
Tammy Mills	Yes
Isadora Rodriguez-Legendre	Yes
Jim Piet	Yes
Lisa Steadman	Yes
Donna Corriveau	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Ann Sanok	Abstain
Marissa Berg	Yes
Emily Manire	Yes
Jennifer Sulewski	Abstain
Kelly Erhart	Abstain
Karen Rosenburg	Abstain

VOTE on Council participation: Care Workforce Strategies Center, 2024 State Systems Change Technical Assistance Program

Jim Piet moved to support the motion. Cathy Spinney seconded the motion. No discussion.

Jessica Gorton	Yes
Tammy Mills	Yes
Krystan Clark	Yes
Isadora Rodriguez-Legendre	Yes
Jim Piet	Yes
Lisa Steadman	Yes
Donna Corriveau	Abstain
Rich Crocker	Yes

Cathy Spinney	Yes
Ann Sanok	Yes
Marissa Berg	Yes
Emily Manire	Yes
Jennifer Sulewski	Yes
Karen Rosenburg	Yes
Kelly Erhart	Yes

New Hampshire Bureau of Developmental Services Update

Jessica Gorton, BDS

Announcements:

- Abby Conger is now the Utilization Administrator of Bureau of Developmental Services
1. CMS is coming the week of May 13th to Audit DD Services and Acquired Brain Injury to audit. Will give an update to the council in June as to the outcome of the review.
 2. Wrapping up feedback and putting the data together from family, service coordination, provider listening sessions.
 - Communication to community on results: Webinar and multiple opportunities to give feedback and give resources.
 - Isadora asked if BDS would utilize the BDS Communication Committee as a resource.
 - Jessica stated it would.
 - Tammy asked if the webinar information could be written in plain language for advocates in advance for access.
 - Jessica stated yes.
 3. HHS Oversight Report: What is the plan still cover C’s on the waitlist.
 - Donna Corriveau asked to review what a A, B, or C is under the umbrella of services.
 - (supplemental document provided for discussion purposes)
 - Jessica Gorton reviewed the document and explained the difference between A, B, or C services.
 - Lisa Beaudin asked how this will be tracked.
 - Kelly Erhart: Full services and partial services needed to be separate data points.
 - Jessica Gorton stated collecting and interpreting data is an ongoing improvement project.
 - Jessica Gorton stated NH EASY will have the ability to store and interpret data by July.
 - Isadora concerned the B’s are not fully captured because some do not receive all of their services.
 - Karen Rosenburg: HB 642 Legacy Budgets – What is the status?
 - Jessica stated we have received some budgets.
 - Jessica Gorton will provide the numbers and who has been provided services.

- Cathy Spinney: What is the status of information that was lost during data transition and how will vendors and agency staff be paid for this clerical task?
- Jessica Gorton: BDS is looking at ways NH EASY can self-populate the information before we ask vendors or area agency staff to enter the information.
- Marissa Berg recommends BDS reach out to Area Agency business managers to find missing information and check the HRST system as well.
- Karen Hatch: Are you tracking unspent budget dollars for individual budgets due to workforce shortage and lack of services?
- Jessica Gorton: We are gathering that information. HHS Oversight Committee wants the data as well.
- Marissa Berg: Data Set's: DSP vacancies and PDMS vacancies. How to get information from families such as when a parent fills shifts because they do not have staff.
- Karen Roseberg: Implementation Medicaid Rate Increases: What is the status?
- Jessica Gorton: Yes they have been implemented per HB 2. However, we are looking to potentially increase rates due to cost-of-living challenges. The work will continue this summer.
- Isadora: Timeline for Rates?
- Jessica Gorton: Using a "Brick Base Methodology" We stopped the work of the Rate Committee in November and are hoping to begin this committee again in May.
- Karen Hatch: How are unspent funds being utilized if families are not able to spend their budgets.
- Jessica Gorton: We are working towards utilizing funds to support DD Services.
- Lisa Beaudin: QC and Public should know the numbers and percentages of what is unspent.
- Jessica Gorton: DHHS Oversight asked for the same information. The Quality Council has been asking for this data as well. We will work on it.
- Karen Rosenberg: 171 A - Establishes accounting units for where unspent funds are housed. Available under Right to Know Law.
- Donna: Corriveau: Family members and coordinators need more education on this issue.
- Jessica Gorton: Repayment to Vendors: We have not had a conversation regarding this information at this point. We will be meeting with providers.
- Emily: Vendors are concerned about the reimbursement timeline.
- Jessica Gorton: I will reach out to our finance department and get an update.

Housing Subcommittee: Vote on Housing Survey

Housing Chair Marissa Berg reviewed the purpose of the survey.
 Kelly Erhart made a motion to accept. Ann Sanok seconds the motion.
 Discussion: Jessica Gorton suggested right out the acronyms.

Voting Member	Vote
Jessica Gorton	Yes
Tammy Mills	Yes
Krystan Clark	Yes
Isadora Rodriguez-Legendre	Yes
Jim Piet	Yes
Lisa Steadman	Yes

Karen Hatch	Yes
Donna Corriveau	Yes
Rich Crocker	Yes
Cathy Spinney	Yes
Ann Sonok	Yes
Marissa Berg	Yes
Emily Manire	Yes
Karen Rosenberg	Yes
Kelly Erhart	Yes
Jennifer	Yes

Workforce Shortage Discussion

- Emily Manire: Data Committee is gathering data from other states as to their challenges and success's.
- Jennifer Sulewski: The Workforce collaboration voted on earlier in the meeting will be a great resource. We need a national data set.
- Isadora Rodriguez-Legendre: NHCDD this is a national issue. We need to be multifaceted in our approach such as rates, affordable housing – come at it from many ways.
- Marissa Berg: Follow up on the housing grant. Request a report from BDS next meeting.
- Ann Sonok: What is the wage for DSP's in NH?
- Jessica Gorton: Not a set amount for the state. Each Area Agency provider has their own rate.
- Tammy Mills: Sharing her preferences for an ideal living situation in order to be independent.
- Isadora Rodriguez-Legendre: We need more accessible housing for all disabilities. It has been difficult to incentivize builders.
- Jennifer Sulewski: Remote Support and technology is needed.
- Jessica Gorton: In our waiver review we have a new section on remote support.
- Karen Rosenberg: Pay rates are important and voluntary certification for DSP's is important. Job satisfaction is important. DRC is convening a workgroup on this issue.
- Marissa Berg: Assistive Technology discussion in New Hampshire needs to have a subcommittee for developmental disabilities.
- Jessica Gorton: We are considering more remote technology opportunities in the waiver.
- Maureen Tracey: Massachusetts's pay rate is \$45 to \$50 per hour. 45% of my daughter's budget goes to provider's insurance. Area agencies should pay for insurance. We need to value the people doing the work (DSP)
- Kelly Erhart: I use my iPad, iPhone as my technology. I think having the proper technology is helpful. As a state we need to look into this further.
- Lisa Beaudoin: We need to get creative as a state to find solutions for staff and housing.

- Marissa Berg: Supported Independent Living Model; There are barriers due to licensing and funding. We need to look at rules for certification and licensing to keep up with the changing landscape.
- Julie Lago: Cross systems work is important. The education of staff is important for success and make them feel supported. Scope of practice. What is the data between regarding providing education for DSP's and not with turnover.
- Donna Corriveau : Why are individuals are not able to find staff and why are we not paying them enough? Barrier with using staff's own vehicle.
- Emily Manire: Insurance: How do we work together across organizations to pool insurance rates?
- Marissa Berg: Cost of insurance is preventing the ability for providers to grow.
- Cathy Spinney: PDMS families and staff need health insurance as well.
- Julie Lago: Person Centered Services training for staff.

Committee Updates

Data Committee: Emily Manire

Focus is on workforce. IOD to provide data points around workforce. Data regarding employee turnover in area agency systems.

Member Relations: (Chair TBD)

Adrienne Evans resigned from the Quality Council. The Member Relations Committee needs a chairperson. Isadora Rodriguez-Legendre asked if anyone was interested in chairing. No one responded, Isadora volunteered to become interim chair. Will set up a meeting date. Important to set up a regular meeting day and time to encourage more members. Members are currently, Cathy Spinney and Mary St. Jacques.

Person Centered Planning: Isadora Rodriguez-Legendre

- This committee is on pause until June.
- Tammy Mills offered a couple of resources. A publication for review and asked if it could be enlarged for access. Conversation to Action, IPP (Individual Program Planning)

Support Coordination: (Chair TBD)

Committee has not met. Call for a chair for this group. If anyone is interested, please reach out to Carrie Duran, Admin.

Community Integrated Services (CIS) Recreation Letter, Karen Hatch

Submitted via email: The quality council letter dated March 1, 2024 was sent to DHHS Commissioner and BDS and a response from BDS Chris Santaniello was sent March 18, 2024. (See attached letters). The letter referenced the status of HB 1593. Since receiving the letter from BDS, the bill was heard by the NH House Finance Division III committee and passed with an ought to pass action. It is now anticipated to be heard by the full house on April 11, 2024. BDS did not discuss contact with CMS in the letter. At this time, it has been advised that continued advocacy for this would entail working with The Arc and other entities in DC vs. working with the local CMS office as the state is concerned about possible claw backs for prior reimbursement for CIS activities now being interpreted as recreational and diversional.

Housing Committee: Marissa Berg

Updated given earlier in meeting. Discussed Housing Survey.

Rules Committee: Stephanie Patrick

Update provided in writing and read aloud to the full council by Isadora Rodriguez-Legendre.

The Rules committee met on April 12, 2024 to plan for a meeting to consider additional comments and edits on the QC DD waiver comments and to continue its review of the HeM 1201 rule. The Rules committee will be meeting on April 29, 2024 at 1:00 pm to finalize any additional edits to the comments on the DD waiver that will be submitted to the QC for consideration at the May meeting. All Council members are welcome to submit any suggestions in writing and/or attend the meeting. The hope is that the Rules committee and any additional QC members will use this meeting to dive deeply into the comments as there is not time for wordsmithing at the full QC meeting. The QC also continued to develop comments on the He-M 1201 HEALTHCARE COORDINATION AND ADMINISTRATION OF MEDICATIONS. The committee will continue to consider this rule at its regular meeting on May 10 at 11am. The next rule to be considered by the committee is HeM 521 CERTIFICATION OF RESIDENTIAL SERVICES OR COMBINED RESIDENTIAL AND COMMUNITY PARTICIPATION SERVICES PROVIDED IN THE FAMILY HOME. Visit <https://www.dhhs.nh.gov/doing-business-dhhs/legal-services/administrative-rules/nh-administrative-rules-public-comment> to see rules that are currently in the formal comment process.

Other Business

- Kelly Erhart: Recommendation to ensure we have self-advocacy groups across the state. We have a lack of organizations for self-advocates. How do we ensure there are advocacy groups to assist us in becoming strong advocates.
 - * Lisa Steadman offered ABLENH is ready to help set up a meeting.
 - * Isadora Rodriguez-Legendre prefaced her ask is based upon the state requirement Area Agencies must provide a self-advocacy group.

- Chair/Vice Chair Position
 - Anyone interested in learning more about the Chair and Vice Chair position to contact Stephanie Patrick or Carrie Duran for more information. Pre-Meeting
 - First pre-meeting held the Tuesday before the meeting. Carrie Duran will hold one each month to review the agenda and answer any questions before the full meeting.
- Stipend: Reminder to send paperwork to Stephanie Patrick and contact Carrie Duran for support in completing the forms.
- May Meeting Topics

Public Comments

No public comments.

Meeting Adjourned

Jennifer Sulewski the motion to adjourn. Kelly Erhart seconded the motion.
The meeting adjourned at 12:00 p.m.

*Minutes Respectfully submitted by:
Carrie Duran, Council Administrator
May 7, 2024*