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September 14, 202

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Re: Comments on He-M 518 Rule

The Quality Council appreciates the opportunity to comment on the He-M 518 Rules, which protect the rights of all people with developmental disabilities across the state.

These comments were developed after numerous discussions at both the Quality Council’s Rules and Regulations’ Committee and at the full Council. They are based on the current He-M 518 Rule. The Council hopes to provide additional comments on draft revisions to the rule in the future

Please see the recommendations below from the NH Developmental Services Quality Council on Rule He-M 518 regarding Employment Services.

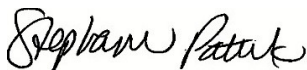
He-M 518 Recommendations:

- 1) There is currently not a way to bill for training staff to get their training for job coaching or Job Developer training, yet it is a requirement. It is recommended that training become an allowable billable service.
- 2) Under the section of employment planning for ages 14 - 20, it is recommended that deeper consideration go into what is “best practice” for employment planning to encourage consistency among Area Agencies. Additionally, much of the employment planning will take place alongside the SAU’s. It is unclear if this portion of the regulation can be enforced given the necessity of that partnership.
- 3) Under the section of records and reporting, the removal of a requirement for a weekly schedule or calendar is recommended. Employment is based upon the relationship with an employer and what the business needs are. Requiring a weekly fixed calendar is not necessarily realistic or possible with business partners.
 - Under this same section, it is required to have an annual employer interview. This should be between the individual and the employer, along with the support team to ensure this happens. It should not be a regulation driven by HeM
- 4) Under the section of staff qualifications, it is recommended that more flexibility and leniency be provided under the waiver process.
 - (h) training needs to be more readily available for Job Coaches and Job Developers
 - (i) annual training for Job Coaches in the seven areas currently outlined should be more flexible.
- 5) In the section for oversight and quality, it is recommended that the participation of a Service Coordinator being a part of annual review of the employer and employment agreement be removed. Service Coordinators are often very loosely, if at all, involved in the employment agreement and

support, and this is an unnecessary step and can also be an interruption or impediment to the natural flow of employment and supports that are implemented all throughout the year.

- 6) Under the section of individual planning process, it is recommended that “On the Job (OJT)” be delineated and there is no overlap with potential Vocational Rehabilitation services when this service is included or involved f(4).
 - Transportation and logistics related to such needs to include a team and not just the employment vendor. This should start earlier with the employment planning process, and the team needs to identify natural supports, as well as contracted supports, to have solid and comprehensive planning for success.
- 7) There is an MOU that was once drafted, and is currently being revised between BDS and NHVR for employment supports. It is recommended that this be thoroughly vetted and incorporated for more robust supports that allows for comprehensive reach, less overlap, and more targeted supports.
- 8) Under the section of covered services, add “transportation planning”
 - Add “follow-along” services in this section. Very often, the success of employment placement is due to follow-along services provided to the individual and employer. This can be in the form of calls, emails, visits, etc. It is often not when in the presence of the person receiving the support because it entails contact with the employer to touch base, check in, and to fix any arising problems. This is not currently a billable service unless the support is in-person, and with the individual who is employed being present.
- 9) Supported Employment Program (SEP) rates need to be much more flexibility. For example, rates can be lower when providing education and planning ro employment, but should be higher when working 1:1 with an individual. As a system, we should be able to customize billing to go along with customized services. Rather than one fixed rate for everything, have different rates for different services.

Sarah Aiken, Chair



Stephanie Patrick, Vice Chair