



The Developmental Services Quality Council provides leadership for consistent, systemic review and improvement of the developmental disability and acquired brain disorder services provided within New Hampshire's developmental services system

Annual Report

October 2017 – September 2018

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HISTORY OF QUALITY COUNCIL

In 2009 the New Hampshire legislature passed, and Governor Lynch signed into law, HB 483 establishing the New Hampshire Developmental Services Quality Council (hereafter referred to as the Quality Council). The creation of the Quality Council came about as a result of the State Legislature's repeated consideration of issues affecting New Hampshire's developmental services system. In 2007 the New Hampshire Legislature passed SB 138 providing funding for the developmental services wait list, proposed increasing salaries for certain direct care workers, and establishing a broadly representative committee (known as the SB 138 Committee) to improve the capacity of New Hampshire's developmental services system to address workforce and quality assurance issues. In its final report, *SB 138 Quality Improvement Committee Report*, issued in November 2008 the committee recommended establishing, in statute, an ongoing council to review quality assurance efforts and make recommendations to improve the ability of the developmental services system to meet the needs and goals of the individuals it serves. The purpose of the Quality Council would be "to provide leadership for consistent, systemic review and improvement of the developmental disability and acquired brain disorder services provided within New Hampshire's developmental services system." (See Addendum #1 – RSA 171-A:33) By statute the Quality Council is required to report to the New Hampshire Legislature. This is the Council's report; it covers the Quality Council's work from October 2017 through September 2018.

ORGANIZATIONAL STRUCTURE AND SUPPORT

In its first year, the Quality Council created an organizational structure and adopted by-laws. The by-laws call for the Quality Council to meet at least six times a year with an annual meeting in September. The meetings are open to the public and a period for public comment is included on every Council agenda. The Council's meeting schedule, agenda, and meeting minutes are posted on the Department of Health and Human Services (DHHS) website at <http://www.dhhs.nh.gov/dcbcs/bds/qualitycouncil/>

In accordance with its bylaws, the Quality Council has two elected offices, Chair and Vice-Chair. These seats were voted on at the September 2018 Meeting Sarah Aiken and Johnathan Routhier were elected Co-Chairs and Stephanie Patrick was elected Vice Chair. Cathy Spinney will remain on the executive committee as Immediate Past Chair.

During this reporting period, the Quality Council held regular bimonthly meetings. Quality Council subcommittees during this reporting period included: Workforce, Transparency, and Rules Review & Recommendations. The Quality Council also got regular updates on the Living Well Quality Frameworks Grant, SB553 Workgroup, and on the Corrective Action Plan

NH Family Voices continued to provide administrative support to the Quality Council for this reporting period. The Bureau of Developmental Services provides administrative support to the Quality Council, including: 1) researching issues that come before the Council 2) access to eStudio (a secure on-line workspace used by Council members to post information and share materials) and 3) maintaining a Quality Council link on the DHHS website.

The Quality Council meetings are held at a Concord, NH location. Council members who are unable to travel to Concord have the option of participating in the meetings via teleconference or zoom.

QUALITY COUNCIL MEMBERSHIP

The membership of the Quality Council as defined in the statute includes representation from the Bureau of Developmental Services; Area Agency Board of Directors; Family Support Councils; Institute on Disability; Brain Injury Association of New Hampshire; New Hampshire Council on Developmental Disabilities; Disability Rights Center; NH Council on Autism Spectrum Disorders; People First of New Hampshire; ABLE NH and Private Provider Network. The statute also calls for one direct support professional and one enhanced family care provider, appointed by the New Hampshire Council on Developmental Disabilities. At least 51% of the Council members shall be individuals served by the State's developmental system or parents of individuals who are served by the system.

The Quality Council has a committed and active membership. During this reporting period there has been a quorum at every Quality Council meeting. The amount of time volunteered, and the quality of professional experience and expertise provided by Council members has been exceptional. During this reporting period (not including subcommittee hours), members have donated over 234 hours of service to the Council. In addition to the bimonthly meetings, nearly all members serve on at least one Quality Council subcommittee. The membership list is regularly updated as representation changes. (See Addendum #2 – *New Hampshire Developmental Services Quality Council Members*)

While more than half of the Quality Council's active members are individuals with developmental disabilities or parents of individuals with disabilities, the Council has had difficulty maintaining consistent representation from these representatives. During this reporting period there was no identified representation from People First and Enhanced Family Care Providers. The Quality Council has in the past struggled to fill all the seats from the Family Support Councils, Board of Directors. The Council's enabling legislation calls for three (3) representatives from local Family Support Councils appointed by the State Family Support Council and three (3) representatives from the Area Agency Board of Directors appointed by CSNI. During this reporting period these positions all had seated members. The Quality Council maintains membership as a standing agenda item and continues to work on filling these seats.

QUALITY COUNCIL FOCUS AND PRIORITIES

By statute, the Quality Council is charged with reviewing rules to ensure that the state's developmental services system works as intended in RSA 171-A:1. To meet this obligation, the Council reviews all proposed changes in developmental services regulations. The Quality Council also tracks proposed legislation that could impact individuals with developmental disabilities and acquired brain disorders and their families.

The Quality Council also reviews data from regularly issued and special governmental reports and makes recommendations as needed. The Quality Council also began the process of creating a Strategic Work Plan for the Council to enable the QC to be more proactive in its work and recommendations. The QC created an RFP to solicit proposals for a strategic planning process for the council, this RFP was re-issued during this reporting period. The QC created an ad-hoc committee to continue to work on the Strategic Planning Process. The Quality Council continued this work through this reporting period in an effort to obtain funding and find the best suited facilitator for a strategic plan.

PRESENTATIONS AND UPDATES PROVIDED TO THE QUALITY COUNCIL

The Quality Council had various presentations throughout this reporting period.

EMPLOYMENT PRESENTATION

The Quality Council also received updates on the NH Employment Data Reports from the Employment Leadership Committee. This report and data were presented to the Quality Council at the September 2018 meeting by Sandy Hunt. There is an Employment Data Subcommittee at BDS. The subcommittee is looking at pulling out data points they want to focus on and making graphics for those data points. They also wanted to address the concern that many individuals have that if they work they lose their benefits and how to get the correct information out to families and individuals. The data was all presented and reviewed by the Quality Council.

GATEWAYS AUTISM CENTER PRESENTATION

Nzenalu Obinelo, Crystal Seagle, and Michael Blau from Gateways presented to the Quality Council at its September 2018 meeting. They had presented to the Council on Autism Spectrum Disorders and were recommended to also present to the Quality Council. They presented on their services as well as challenges they are facing in services adults with ASD.

CORRECTIVE ACTION PLAN UPDATES

The state of NH entered a corrective action plan (CAP) with CMS. The Bureau representative began updating the Quality Council on this issue at each meeting. There was a Stakeholder Advisory Group formed around this issue and the QC does have a seat on this group. The Quality Council consistently reviewed information and data pertaining to the Corrective Action Plan, including information from the stakeholder meetings and the subcommittees of the stakeholder group.

LIVING WELL QUALITY FRAMEWORK GRANT UPDATES

At the March 2018 QC meeting the Institute on Disability reported they had received the LWQF Grant. The Quality Council received monthly updates on the work of this grant. They continued to look at quality indicator tools, as well as training needs for families and direct support professionals.

SB553 WORK GROUP UPDATES

Medicaid managed care has been a top priority of the Council since June 2011, when the Governor Lynch signed into law Senate Bill 147 requiring the Department of Health and Human Services (DHHS) to implement a managed care model for financing and delivering all of its Medicaid-funded services. New Hampshire's developmental services system is funded almost entirely by Medicaid. From the outset, the Quality Council has been deeply concerned about the potential impact that managed care will have on the availability and quality of long-term supports and services for New Hampshire residents with developmental disabilities and acquired brain injuries. The Council has continued to formally oppose DHHS's plan to contract with commercial managed care organizations (MCOs) to deliver long-term services and supports for individuals served by the State's developmental services system. The Quality Council continued to receive updates until May 2018.

SUB-COMMITTEES OF THE QUALITY COUNCIL

During this reporting period the Quality Council had 3 committees. When possible, the committees meet between the Quality Council meetings. The committees were created to address issues the Quality Council was looking to further focus on. These committees are Workforce, Transparency, and Rules Review and Recommendations.

WORKFORCE

The purpose of the workforce committee is to address issues related to Direct Support Professionals (DSPs), including the shortage of DSP's, increased pay, and increased access to trained DSP's. This workgroup reviewed and presented data collected by CSNI regarding workforce. During this reporting period this committee had difficulty retaining members.

TRANSPARENCY

The Quality Council believes that for families and individuals to be able to make informed decisions about their supports and services, they need to have better access to information. The Council formed a Transparency Subcommittee to improve accessibility to information and general transparency in New Hampshire's Developmental Services System. During this reporting period, the transparency committee began working on creating a central location for policies and information with the goal of creating a transparent process for families to get information in one place. Additionally they began working on training for families and service coordinators.

REVIEW OF RULES AND REGULATIONS

The Quality Council reviews state developmental services regulations as they come up for renewal and recommends changes to ensure that the regulations retain their relevancy for the current service system.

The Quality Council receives regular updates, typically from council membership, during the legislative session regarding the budget status and process, elections, and any relevant legislation. In this reporting period this committee reviewed and presented to the Quality Council He-M 101, HB-1434, Rule 1001, and Rule 522.

The Quality Council consistently reviews upcoming legislation and rules related to the DD/ABD System.

Melissa Nemeth presented at the March 2018 meeting to discuss the process that the Bureau of Developmental Services follows when rule revision and renewals come up. This information will be used to allow the Quality Council to make rule comments as early as possible to be included in the process. BDS welcomed the QC participation in any part of the process.

IN SUMMARY

New Hampshire Developmental Services Quality Council continues to provide leadership for the review and improvement of New Hampshire's services for individuals with developmental disabilities and acquired brain injuries. The Quality Council has a diverse and active membership; those serving on the Council have given generously of their time and talents and are committed to helping New Hampshire provide the best possible services for individuals and their families.

ADDENDA

ADDENDUM #1 – RSA 171-A:33

Developmental Services Quality Council

Section 171-A:33

171-A:33 Developmental Services Quality Council Established; Membership; Duties. –

I. There is established the developmental services quality council to provide leadership for consistent, systemic review and improvement of the quality of the developmental disability and acquired brain disorder services provided within New Hampshire's developmental services system. At least 51 percent of the members of the council shall be individuals with disabilities served by the system or parents of individuals served by the system. The members of the council shall be as follows:

- (a) The commissioner of the department of health and human services, or designee.
- (b) A representative of People First of New Hampshire, appointed by such organization.
- (c) A representative of Advocates Building Lasting Equality in New Hampshire (ABLE NH), appointed by such organization.
- (d) A representative of the New Hampshire council on autism spectrum disorders who shall be either the individual who has an autism spectrum disorder or the family member of a person who has an autism spectrum disorder, appointed by the council.
- (e) A representative of the Brain Injury Association of New Hampshire, appointed by the association.
- (f) Two representatives of the New Hampshire Developmental Disabilities Council, at least one of whom shall be a person with a developmental disability, appointed by the council.
- (g) Three representatives of local Family Support Councils, appointed by the state Family Support Council.
- (h) One direct support professional and one enhanced family care provider, appointed by the New Hampshire Developmental Disabilities Council.
- (i) Three representatives of area agency boards of directors including at least 2 persons with a developmental disability or family members of such persons, appointed by the Community Support Network Incorporated.
- (j) A representative of the Community Support Network Incorporated, appointed by such organization.
- (k) A representative of the Private Provider Network, appointed by such organization.
- (l) The director of the Institute on Disability, University of New Hampshire, or designee.
- (m) A representative of the Disabilities Rights Center, appointed by the center.

II. The groups represented under paragraph I are encouraged to provide, according to their ability, the in-kind and other resources necessary for the council to succeed. The council may request information and analysis on quality from the department of health and human services, area agencies, and providers. The council shall have access to all non-confidential information on quality for services funded all or in part by public funds.

III. The council shall regularly review information on the quality of developmental services in New Hampshire and make recommendations for improving service quality and the quality

assurance and continuous improvement systems, including but not limited to:

- (a) Standards of quality and performance expected of area agencies and provider agencies.
- (b) Types of data to be collected, analyzed, and disseminated to determine whether standards are being met.
- (c) Quality assurance and oversight mechanisms to be used to gather data and information.
- (d) Content, frequency, and recipients of quality evaluation and improvement reports.
- (e) Expectations and procedures for following up on identified areas where improvements are needed.
- (f) Structures, policies, rules, and practices, including staffing or organizational changes, to ensure that the developmental services system works as intended in RSA 171-A:1, including:
 - (1) Ways of supporting values-based and person-centered service planning and provision, as well as problem solving, innovation, and learning;
 - (2) Recognizing and disseminating what is working well (best/model practices); and
 - (3) Reviewing, interpreting, and disseminating data and information on a regular basis to bring about transparency for all stakeholders and the public.

IV. The council shall make an annual report beginning on November 1, 2010 that includes its recommendations and an assessment of the actions taken in response to previous recommendations to the governor, the speaker of the house of representatives, the president of the senate, the members of the house committee on health, human services and elderly affairs and the members of the senate committee on health and human services.

V. The meetings shall be convened by the commissioner of the department of health and human services, or designee, and shall meet regularly as determined by the council. The meetings shall be open to the public and subject to the provisions of RSA 91-A, the right-to-know law. The council may establish bylaws for governing its meetings, decisions, and other operations.

Source. 2009, 104:1, eff. Aug. 14, 2009. 2014, 102:1, eff. Aug. 10, 2014.

ADDENDUM #2 – NEW HAMPSHIRE DEVELOPMENTAL SERVICES QUALITY COUNCIL MEMBER LIST SEPTEMBER 2018

<p>NH Department of Health & Human Services</p> <p><i>Nominating entity = LTSS Director Term Expires: 9/2020</i></p>	<p>Karla Weston</p> <p>Bureau of Developmental Services 105 Pleasant Street, Concord NH 03301</p> <p>Sandy Hunt, Bureau Chief, BDS Alternate - Reporting on Employment</p>
<p>People First of NH</p> <p><i>Nominating entity = People First of NH Term Expires: 09/2020</i></p>	<p>Tammy Mills</p> <p>Alternate: Chrystal Johnson</p>
<p>Advocates Building Lasting Equality in NH (ABLE NH)</p> <p><i>Nominating entity = ABLE NH Term Expires: 9/2020</i></p>	<p>Lisa Beaudoin</p> <p>ABLE NH 2 ½ Beacon Street, Concord NH 03301</p>
<p>New Hampshire Council on Autism Spectrum Disorders</p> <p><i>Nominating entity = NH Council on ASD Term Expires: 9/2020</i></p>	<p>Adrienne Evans</p> <p>NH Council on Autism Spectrum Disorders 2 ½ Beacon Street, Concord NH 03301</p>
<p>Brain Injury Association of NH</p> <p><i>Nominating Entity = BIA of NH Term Expires 9/2020</i></p>	<p>John Richards</p> <p>Alternate: Lisa DiMartino</p>
<p>Direct Support Provider</p> <p><i>Nominating entity = NH Council on DD Term Expires: 09/2019</i></p>	<p>Debra Orman</p>
<p>Enhanced Family Care Provider</p> <p><i>Nominating entity = NH Council on DD Term Expires: 09/2019</i></p>	<p>VACANT</p>

<p>NH Council on Developmental Disabilities</p> <p><i>Nominating Entity: NH Council on DD Term Expires 9/2020</i></p>	<p>Isadora-Rodriguez-Legendre Executive Director, NH Council on DD 2 ½ Beacon Street, Suite 10, Concord NH 03301</p> <p>James C. Piet, MS Public Relations Specialist New Hampshire Department of Education, Vocational Rehabilitation Walker Building 21 South Fruit St, Suite # 20, Concord, NH 03301</p>
<p>NH Family Support Councils</p> <p>Term Expires 9/2019</p> <p><i>Nominating Entity = State FS Council</i></p>	<p>Debra Opramolla Region 5</p> <p>Karen Blake Mosman Region 1</p> <p>VACANT</p> <p>Alternate: Laurie Giguere-Thomas Region 10</p>
<p>Area Agency Board of Director Members</p> <p><i>Nominating Entity = CSNI Term Expires 9/2019</i></p>	<p>Cathy Spinney Region 10</p> <p>Sarah Aiken (Co-Chair) Region 4</p> <p>Ken Ferreira Region 10</p>
<p>Community Support Network Incorporated (CSNI)</p> <p><i>Nominating entity = CSNI Term Expires: 09/2020</i></p>	<p>Jonathan Routhier (Co-Chair) Community Support Network INC 10 Ferry Street, Suite 401, Concord NH 03301</p>

<p>Private Provider Network (PPN)</p> <p><i>Nominating entity =PPN Board Chair</i> Term Expires: 9/2019</p>	<p>Emily Manire Nashua Center 18 Simon Street, Nashua, NH 03060</p>
<p>Institute on Disability</p> <p><i>Nominating entity = IOD Associate Director</i> Term Expires: 9/2019</p>	<p>Mary St. Jacques Institute on Disability 56 Old Suncook Rd, Concord, NH 03301</p> <p>Alternate: Linda Bimbo</p>
<p>Disabilities Right Center</p> <p><i>Nominating entity = DRC Director</i> Term Expires: 9/2019</p>	<p>Stephanie Patrick (Vice Chair) Disabilities Rights Center 18 Low Avenue, Concord, NH 03301</p>