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*DIVISION OF LONG TERM SUPPORTS AND SERVICES*  
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January 25, 2023

New Hampshire Developmental Services Quality Council, Data Committee  
Ms. Emily Manire, NH Quality Council Data Committee Chair  
Delivered via email: [Emanire@nashuacenter.org](mailto:Emanire@nashuacenter.org)

Re: Training

Dear Ms. Manire:

The Bureau of Developmental Services (BDS) received the New Hampshire Developmental Services Quality Council (QC) Data Committee's letter regarding recommendations for statewide trainings. BDS shares the perspective that appropriate and thorough training is essential to ensure quality in service planning and delivery as well as to ensure the health and welfare of individuals participating in New Hampshire's Developmental Services system.

In review of the recommendations, we are pleased to advise that many of the recommended trainings are already in development, including *Participant Directed and Managed Services*, *Human Rights* and *Person Centered Planning* (to include topics including social role valorization). While we are not yet able to provide details on these trainings, Jessica Gorton, the BDS Waiver Administrator and designee to the QC, will keep the Data Committee updated as these trainings develop.

Benefits training and understanding Medicaid/SSI/SSDI is outside of BDS' subject matter expertise, as these programs are overseen by the Bureau of Family Assistance and the Social Security Administration, respectively. Regarding the final recommendation, *Area Agency 101* training, there are current resources available on the NHCarepath website that offer information about our service delivery system including modules such as, *A Snapshot of New Hampshire's Developmental Services System*, *Lost in Laconia* and *A Brief History of Community Based Services in NH*. While BDS did not create these trainings, we encourage the QC to review these resources at <https://www.nhcarepath.dhhs.nh.gov/partner-resources/training.htm> .

We appreciate the QC's time, consideration and collaboration in making these recommendations. We look forward to ongoing conversations regarding training.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandy Feroz".

Sandy Feroz, Bureau Chief, Bureau of Developmental Services  
State of New Hampshire Department of Health and Human Services