

NHDSQC Meeting Minutes

January 17, 2024

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

Agenda

Welcome, Introductions and Approval of Minutes from the December 20, 2023 meeting

Consideration of Feedback BDS Director Search Process

Proposed Waiver Services Overview - Consideration of Draft Quality Council Comments
(Stephanie Patrick)

Timeline for Developmental Services System Changes (Jessica)

BDS Updates

Committee Updates:

- Data (Emily Manire)
- Rules and Regulations (Stephanie Patrick)
- He-M 506 Comments (Vote)
- 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
- Pre-Meeting Reminder
- Stipend reminder , Planning the February meeting, Public Comment

Feedback to HRSI and the Institute on Disability on Support Coordination/Case Management Services

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	Present Virtual
Sarah Tollefson	ABLE NH	Present Virtual
Adrienne Evans Member Relations Committee Chair	Autism Council	Present Virtual
Adam Schrier	Brain Injury Association, BIA	Not Present
Krystal Chase (Alternate)	Brain Injury Association, BIA	Present In Person
Isadora Rodriquez-Legendre QC Vice Chairperson	NH Council on Developmental Disabilities (NHCDD)	Present Virtual
Jim Piet	NH Council on Developmental Disabilities (NHCDD)	Present Virtual
Lisa Steadman *	State Family Support Council	Present Virtual
Karen Hatch *	State Family Support Council	Not Present
Debra Opramolla	State Family Support Council	Present In-Person
Donna Corriveau	Direct Support Provider	Present Virtual
Rich Crocker	Area Agency Board, Lakes Region Community Services	Not Present
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
Emily Manire Data Committee Chair	Private Provider Network	Present, Virtual
Mary St. Jacques	UNH Institute on Disability, IOD	Not Present
Jennifer Sulewski (Alternate)	UNH Institute on Disability, IOD	Not Present
Stephanie Patrick QC Chairperson	Disability Rights Center (DRC)	Present In-Person
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

Irene Tyler	Lakes Region Community Services	Virtual
Sarah Koutroubous	Self	In Person

Karen Blake	Community Crossroads	Virtual
Seanna Hallburg	Lend Trainee and Parent	Virtual
Lisa Beaudoin	Self	Virtual
Carrie Duran	Quality Council Administrator	In-Person

Acceptance of the Meeting Minutes from December 20, 2023 and Agenda Update

- Stephanie Patrick, QC Chair shared the minutes were not completed yet due to technical issues with the meeting recording. December 2023 minutes will be ready to approve at the February 2024 meeting.
- Review of new BDS Bureau Chief Interview Process
 - * A council member shared their feedback and concern regarding the transparency of the interview process and proposed the question of the QC sending a letter to BDS about a lack of transparency with the interview process.
 - * A motion and a second motion were made to write a letter. QC discussed the motion and upon hearing the feedback the council members who made the motions decided to withdraw their motions. QC members felt this was not a concern at this time and felt the access given by BDS through the hiring process was more than ever given in the past and a great step forward in continuing to build a strong relationship.
- Quality Council Chair, discussed the process of reviewing and giving comments of Rules and Regulations as well as reviewing and giving comments regarding waivers.

New Hampshire Bureau of Developmental Services Update

Jessica Gorton, BDS

Developmental Disabilities Waiver

- BDS and Stakeholder Waiver Workgroup reviewed best practices and services in many states to see what could be brought to New Hampshire.
- WW reviewed current waivers to see what updates needed to be made
- Reviewed Power Point: Page 8 and 9. (See Meeting Materials on nhqualitycouncil.com to review slides.) These are the recommendations from the Waiver Workgroup – Not BDS.
- Page 8 of slide deck: Residential Services and Day services
 - Reviewed what the State of Connecticut is doing and if it would work for NH.
- Page 9 of slide deck: Current and proposed support services.
 - Will review with Center for Medicaid Services (CMS)
- Stephanie Patrick: Slide deck reviewed by the Rules and Regulations Committee. The comment letter will be reviewed by Quality Council over the next month.
- Member Question: What is the difference between Waiver Renewal Process and Rules Process: Waiver: September 2026 – We have two years to make comments. Rules changes and comments happen each year on a timeline.
- Member question: Do these services pertain to self-advocates? Answer: Yes

- Member question: Peer Support needs to be added. Also, non-medical transportation is an issue for individuals.
- Stephanie Patrick is asking for council members to send their feedback on drafted comments to her and the Rules and Regulations committee.

BDS Redesign Timeline:

- Taking a breath and listening to feedback:
- Family listening Sessions
- Family survey: over 200 responses
- What are the hot topics?
- BIA report being considered.
- How do we communicate effectively what we are doing?
- We need your feedback further on what is working and what is not.

Council Concerns:

Rates: Temporarily on pause due to transparency with legislature and communication with vendors. Data is coming in to support the financial ask with the budget and to the legislature.

- Guest: We need to pay staff and providers what they need ASAP. Families are in crisis due to workforce shortage and lack of training.
- Member: How are the voices of BIPOC community being heard and considered?
 - BDS: Access issues, communication is a top priority. Office of Diversity, Equity and Inclusion has been consulted on how we can improve.
- Member: NH EASY is having issues. Providers do not have easy access.
- Member: Providers asking for a timeline for rates and services and expectations. Pay increases, visibility around budgets in NH EASY.
- Member: Thank you for taking the feedback and concerns from families. Consider reaching out to individuals who do not have families to advocate for them and lean on People First of New Hampshire and other advocacy groups.
- Member: Feedback from staff and employees is important and valuable voices.
 - DD families and individuals in crisis at New Hampshire Hospitals in regard to mental health – what is the protocol from BDS to help these individuals? Hospitals should have a DD provider on staff and be required to accept individuals with developmental disabilities.
- Member: Agency structures in place to work with providers is concerning.

Committee Updates

Data Committee: Emily Manire

- Director Hardy responded to the letter inviting her to our next council meeting.

- She will be able to join us in March.
- Emily asks the council for any questions they may have for Director Hardy around workforce shortage and solutions.
- CMS Quality Reports will be reviewed next month and shared with QC in March.
- First Tuesday of the Month: Anyone is welcome to join.

Member Relations: Adrienne Evans

- Has not met. It is difficult finding a date that works for everyone.

Person Centered Planning: Isadora Rodriguez-Legendre

- Did not meet in January.
- Committee would like to meet with new Bureau Chief before moving forward.
- Will meet in February to discuss next steps.

Community Integrated Services (CIS) Recreation Letter, Karen Hatch

- Hearing on HB 1593FN on Recreational Services the previous week
- Successful hearing, great turn out and testimony given.
- Committee will be following this bill.
- Member: Shared the importance of outdoor biking for people with disabilities.

Housing Committee: Marissa Berg

- Setting goals: Formalizing a survey to all provider agencies to see what the roadblocks are to housing.
- Stephanie Patrick: requested the survey be brought to the full council at the February Meeting.
- Committee meets the second Wednesday of each month.

Service and Support Coordination Sub-Committee: Adrienne Evans

- Did not meet due to not finding a day that worked for everyone.

Rules Committee: Stephanie Patrick

- Stephanie reviewed letter regarding Rule He-M 506.02.
- Member: He-M 522 has similar language
- Definition of Family:
 - Member: Concern this could potentially put people vulnerable members of the population at risk. Items to consider: Guardianship, self-determination, family determination.
 - *Member: Supported Decision Making must be upheld and respected.
 - BDS: This definition is related to training and who to speak with.

- Member: HEM 519 is followed by family support – if we change it in this rule it could impact HEM 519 or cause confusion.
- Guest: Legal definition of family should be considered.
- Training:
 - Guest: Quality of the training matters. We need to address biased views and ableism.
- Stephanie: Due to time constraints and robust discussion, review of letter and comments paused until next meeting.

Other Business

- 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.
 - Chair position is a wonderful opportunity for leadership skills.
- 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.
- Reminder to stay after full QC meeting to give feedback to: HRSI and the Institute on Disability regarding Support Coordination/Case Management Services (Please note this section of the meeting was not recorded)

Public Comments

No Public Comments Received

Meeting Adjourned

Kelly Erhart made the motion to adjourn. Marissa Berg seconded the motion.
The meeting adjourned at 11:53 a.m.

*Minutes Respectfully submitted by:
Carrie Duran, Council Administrator
January 18, 2024*