



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

New Services Summary

2023

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Service Summary

Residential Services

Community Residence – Staffed Services

Community Residence- Apartment

Community Residence – Intensive Treatment Services

Shared Living

Supported Living

Community Support Services

Live-In Caregiver Supports

In-Home Personal Care

Stabilization Services – Out of Home

Stabilization Services – In Home

Transitional Assistance Services

Chore Services

We will start our discussion with staffed residence like services.

Then, we will talk about services where individuals live in a home with another person who provides support.

We will also discuss in-home personal care.

Finally, we will review provider qualifications for stabilization services.

Services that are likely to be passthrough services will not be discussed today.

Existing Provider Qualifications

Many provider qualifications exist in state regulations. Let's review those...

HE-M 506

Developmental Service Agencies

- Requires applicants to meet minimum standards in the applicable job description
- Requires a TB test prior to employment
- Requires staff be at least 18
- Requires the provider agency to obtain references, complete criminal record checks
- Prohibits employment by people with felony convictions or people with some misdemeanors

HE-M 1001

Certified Community Residences

- Staff must be at least 18
- Requires TB test
- Requires orientation that includes information about rights and communication
- Inexperienced staff must have direct oversight and support within the first 16 hours
- Within the first 6 months, staff must be trained on everyday health, elements that contribute to an individual's quality of life, skill building strategies, behavioral support, and consumer choice

Residential Services Provider Qualifications

Community Residence Related Services

Community Residence
–Staffed Services

Community Residence
–Apartment

Community Residence
–Intensive Treatment
Services

For similar services, the DD waiver currently relies on certification and licensing rules and statutes to set standards. No additional qualifications beyond certification or licensing are required.

- Peer states do not typically require qualifications beyond licensing, high-school education, background check clearances, emergency skills, privacy skills, and communication skills.
- **For Discussion:** Are there any characteristics of a specific Community Residence service that would require unique provider qualifications?

Residential Services Provider Qualifications

Shared Home Services

Shared Living

Supported Living

Community
Support Services

Live-in Caregiver
Supports

For similar services, Massachusetts and Connecticut require that staff demonstrate proficiency in competencies needed to support an individual as described in their Individual Service Agreement.

- **For Discussion:** Are there any characteristics of a specific Shared Home service that would require unique provider qualifications?

Residential Services Provider Qualifications

Personal Care

In-Home Personal
Care

In-Home Personal Care would be new to the waiver.

- Massachusetts requires a certification for this service.
- **For Discussion:** What skills are needed for a staff to be able to provide quality In-home Personal Care services?

Residential Services Provider Qualifications

Stabilization Services

Stabilization Services
– In Home

Stabilization Services-
Out of Home

Stabilization Services would be new to the waiver. No similar service exists upon which to base provider qualifications.

- Connecticut requires stabilization staff to have two years experience in the provision of mental health services (may include special education and/or services to persons with developmental disabilities).
- **For Discussion:** What skills are needed for a staff to be able to provide quality stabilization support?