

Division Director's Update

I hope this message finds you well. My name is Melissa Hardy. I am the Director of Long Term Supports and Services at the Department of Health and Human Services. I wanted to take a moment to share some exciting updates about ongoing efforts within the Bureau of Developmental Services (BDS).

New Hampshire has recently made significant updates to its service delivery system in compliance with the Center for Medicare and Medicaid Services' (CMS) Home and Community Based Services (HCBS) waiver Conflict of Interest and Direct Billing requirements. These changes represent a shift throughout the system, reinforcing the foundation for providing the best possible support to people and their families across their lifespan, both today and in the future.

Now that we have reached this compliance milestone, our focus is to listen to you, the people that we are privileged to serve. We are entering a new phase of system innovation and we are eager to collaborate with you to shape its' direction. Your input and experiences will play a crucial role in guiding the future of New Hampshire's service delivery system.

Thank you for your continued advocacy and engagement. We look forward to working together to support the health and well-being of people in New Hampshire.

Warm regards,
Melissa Hardy
Director, Long Term Supports and Services
Department of Health and Human Services

Individual and Family Engagement Survey

Individuals and Families in New Hampshire: Your Feedback Matters!

BDS has created an Individuals and Family Engagement Survey in order to hear directly from you. We want to know what's working well for you and your family and what could be working better. We also want to learn what topics or resources you want to learn more about. We remain committed to working together to find the best ways to support and engage with families. Please take a few minutes to answer the survey questions by scanning the QR code or by following the link below to a SurveyMonkey. If you are not able to complete the survey electronically, please email BDS at bds@dhhs.nh.gov or call (603) 271-5034.

<https://www.surveymonkey.com/r/IndividualFamilyEngagement>



SCAN ME

The survey will close on 12/29/23

National Disability Employment Awareness Month

We recognize National Disability Employment Awareness Month (NDEAM) each October to celebrate the many contributions of people with disabilities to America's workplaces and economy. The theme for NDEAM 2023 was Advancing Access and Equity. [2023 National Disability Employment Awareness Month Video](#)

Employment Leadership Committee

BDS continues to collaborate with Area Agencies, service providers, Bureau of Vocational Rehabilitation, vendors, and businesses to increase employment opportunities for people with disabilities. There are a variety of resources and support services available for both people with disabilities and employers, working toward a joint vision of a fully inclusive workforce in New Hampshire.

BDS established the New Hampshire Employment Leadership Committee (ELC) more than a decade ago. The committee brings together Area Agency staff, service providers and has recently expanded to include partners including the Bureau of Behavioral Health and the Bureau of Vocational Rehabilitation. The mission of the ELC is to advance inclusion of people with disabilities in the workforce through collaboration, education and outreach.

2023 Employment Leadership Awards

The Employment Leadership Awards are presented each year to New Hampshire businesses who demonstrate their commitment to the skills and contributions that people with disabilities bring to the workforce. These businesses are promoting and adopting inclusive policies and hiring practices that enable people with disabilities, to succeed and excel in paid, meaningful employment. This year there were 5 award recipients. Below, you will find links to this year's award winners, as well as a photo of the Employment Leadership Awards Committee that is responsible for planning and executing the annual award ceremony.

AVI Food Systems - <https://youtu.be/7DWnzkYDbaQ?si=ggAi-WSi9IbNw3-q>

CVS Health - <https://youtu.be/rvwznFOgSTM>

Taylor Community - <https://youtu.be/J9SwTbj9nBM>

Jake's Old Fashioned Ice Cream - <https://www.youtube.com/watch?v=TkigwHs5s40>

WIN Waste Innovations - <https://youtu.be/iJK7yGDTG84>



Policy and Rule Spotlight

Remote Service Participation Evaluation

Remote service participation was initially granted as a flexibility during the public health emergency due to the COVID-19 pandemic. Since then, remote service participation has been incorporated in the Developmental Disabilities, Acquired Brain Disorder, and In Home Supports Waivers to promote choice and protect against isolation.

The evaluation will be completed by a person's Service Coordinator along with the team, to determine if remote service participation is an appropriate way to access services. This evaluation will be completed initially when a remote service participation is requested and it will be reviewed quarterly by the service coordinator to ensure remote service participation is still meeting the needs of the person.

The Remote Services Participation evaluation reviews several requirements that must be met for a service to be provided remotely. These requirements include:

- General Expectation
- Individual Choice
- Planning for Remote Service Participation
- Service Delivery and Monitoring

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/remoteserviceparticipationevaluation.pdf>

Rules

Recently Adopted

- He-M 504, *PROVIDER AND PROVIDER AGENCY OPERATIONS*

Upcoming

- Watch for formal public input on:
 - He-M 1001, *CERTIFICATION STANDARDS FOR DEVELOPMENTAL SERVICES COMMUNITY RESIDENCES*
 - He-M 522, *ELIGIBILITY AND THE PROCESS OF PROVIDING SERVICES FOR INDIVIDUALS WITH AN ACQUIRED BRAIN DISORDER*
- Watch for Informal public comment on:
 - He-M 506, *STAFF QUALIFICATIONS AND STAFF DEVELOPMENT REQUIREMENTS FOR DEVELOPMENTAL SERVICE AGENCIES*
- Watch for review throughout the winter by the Joint Legislative Committee on Administrative Rules for:
 - He-M 505, *ESTABLISHMENT AND OPERATION OF AREA AGENCIES*
 - He-M 503, *ELIGIBILITY AND THE PROCESS OF PROVIDING SERVICES*
 - He-M 507, *COMMUNITY PARTICIPATION SERVICES*
 - He-M 517, *MEDICAID-COVERED HOME AND COMMUNITY-BASED CARE SERVICES FOR PERSONS WITH DEVELOPMENTAL DISABILITIES AND ACQUIRED BRAIN DISORDERS*

Stay Connected!

BDS remains committed to strong connections with people. To enhance our communication, DHHS is implementing GovDelivery, a tool designed to streamline and strengthen communication between BDS and the community.

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