

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.

**DEVELOPMENTAL SERVICES QUALITY COUNCIL
MINUTES**

Wednesday, January 20, 2016

NH Council on Developmental Disabilities

2 ½ Beacon Street, Concord, NH 03301

ATTENDING MEMBERS:

Cathy Spinney – CHAIR – Area Agency Board–Region X
Sarah Aiken – CO-VICE-CHAIR – New Hampshire Autism Council
David Ouellette – NH Council on Developmental Disabilities
Denise Colby – Advocates Building Lasting Equality in NH (ABLE)
Jennifer Pineo – Area Agency Board – Region I
Linda Bimbo – Institute on Disability
Debra McClure – Family Support Council
Alan Emerson – People First NH
Kathy Bates – NH Council on Developmental Disabilities
Ellen Edgerly alternate for John Richards – Brain Injury Association of NH
Lynne Clay alternate for Amy Messer – Disabilities Rights Center
Robin Carlson – Enhanced Family Care Provider

ABSENT MEMBER(S):

Brian Young – CO-VICE-CHAIR – Private Provider Network
Denise Sleeper – Department of Health and Human Services
Chris Santaniello – Community Support Network Inc.

VIA PHONE:

Laurie Giguere – Region X Family Support Council

OTHER ATTENDEES:

April Samenfeld – Community Bridges
Robert Arnold – Great Bay Services
Laura Main – Public
David Yeiter – DSP Course
Mark Roberts – Public
Alyssa Thiem – Public
Jeff Symes – Public
Marianne Morse – Public
Linda Fletcher – Public
Kathryn Wallenstein - Public

NOVEMBER 2015 MINUTES

Debra McClure motioned to accept the minutes as written.

David Ouellette seconded the motion.

Laurie Giguere abstained from the vote.

Motion unanimously passed to accept minutes as written.

LEGISLATIVE UPDATE PRESENTED BY SARAH AIKEN

Sarah discussed the bill allowing additional dwellings on property if that dwelling is to be used to house a caretaker or a person with a disability. There are still many items which need to be worked out. Sarah feels this is a good piece of legislation, but how to operate is still up for debate.

Sarah discussed House Bill 1550-FN which would add to the duties of the Ombudsman to HHS. Sarah stated this was flawed because it didn't address concerns. She has met with the bill's sponsor. There were a few folks who spoke in favor and several who spoke in opposition during the hearing. The bill has not been voted on and it is Sarah's belief that the bill would be killed.

Sarah is also watching other bills relating to the nursing shortage. There is currently a Senate Bill to study the issue about private duty nursing. More specifically for families who have children who should receive private duty nursing as part of their State Plan benefits. There is going to be a meeting with Commissioner Jeff Meyers next week to discuss a potential solution, but the solution would need legislation. Sarah feels the Department may support the solution as well. One of the problems is the rate of pay for private duty nursing. The potential solution would be that every year there is a budget where it is determined how much money is needed for private duty nursing. There are currently 125 individuals who need private duty nursing. On average there is between 40-80 support hours within their budgets. There are only about 30 individuals who are receiving those hours and of those, not all are getting the full hours. Therefore there is money in the line item not being utilized. If there is money in the line item and we are already 7-10 months into the budget, suggest using that unspent money to allow 13 months at an increase pay rate until this can be figured out. It is a temporary fix, but we believe it will work. We will hopefully be able to explain to the new Commissioner why this is beneficial. If he agrees to the rate increase, then the Medicaid Managed Care companies would need to also approve the rate increase. It is a trickle effect because the Managed Care Companies need a percentage and then the organization/company needs their cut so example to give a private duty nurse a \$7 raise, we would need to increase the rate to almost \$17 to allow all parties to receive their cut. Or if we want the nurse to get \$32 an hour we need to increase the rate to \$62 an hour. We are also looking at ways we can better utilize the dollars.

Sarah is also watching other pieces of legislation about transportation and special education funding.

CSNI is tracking about 40 pieces of legislation with a few being high priority. Sarah will post the tracking sheet to eStudio. If members of the Quality Council see anything is missing, please let her know.

Cathy Spinney asked if Jeanie Forrester's bill had a number yet. Sarah answer no, it does not yet have a number. Sarah stated this has not become public yet, but Senator Forrester had put forth a bill which would prohibit DHHS from moving forward with Step II until July 1, 2016. It would require that in order to move forward with Step II every decision would have to go through fiscal and be approved. When the State of NH did the contract with the Managed Care companies they had a 3-year contract (which has since expired) and two 1-year contracts. When that 1-year contract was made, the companies did not have to come back and bid again. We are currently in the middle of the first 1-year contract and we have one more 1-year contract which begins on July 1, 2016 and will run through June 30, 2017. More or less a year from now New Hampshire will have to put out to bid again our Managed Care program. Anyone in the country can bid and new decision can be made. The current companies could stay or leave, new companies could come in. Federal Law requires we have at least 2 companies. This bill would make it very difficult to bid out Step II services because the contract will need to be written prior to the bid and the bid(s) would need to be received prior to that and the bill does not allow it to be put into contract until fiscal has approved everything. This could potentially put us many years out for Step II. Those in Step II Phase 1 who are already scheduled to have their acute services start on February 1, 2016, this may still happen. Those in Step II Phase 2 are those individuals on the CFI waiver, Step II Phase 3 for individuals in nursing homes and Step II Phase 4 are for services provided through Area Agencies services. The reason for this piece of legislation (Area Agencies had nothing to do with this bill) was actually a work through between nursing homes and Senator Forrester. There is support from both sides of the Senate. There are sponsors in the Senate on both sides. This may come down to a House fight. It is noted that New Hampshire has not saved any money on services.

DSP/WORKFORCE COMMITTEE DISCUSSION PRESENTED BY ROBIN CARLSON

A PowerPoint presentation was shown and Robin discussed the findings of the Direct Support Workforce survey and further discussed the Direct Support Professional Certificate Program (20-week course) and also discussed the NH Chapter of NADSP.

Graduates of the program and their learning partners, Marianne Morse and Linda Fletcher and Alyssa Them and Mark Roberts gave testimonials.

Robin has not had much enrollment in the class.

Public comments included:

- The number ratios are a big issue. It is hard to give good support when one DSP is working with 5-8 individuals at the same time.
- Although the DSP Council can bring the workers together to discuss issues, wages etc. most DSP's cannot find the time to come to a meeting. There are issues getting people together when they are just trying to make it through the day.
- The online CDS course was all I needed to do to become a DSP. You can take a test, fail and just take the again. This doesn't work. Has anyone spoken to Area Agency Directors?
- Issues when a DSP takes a client to interview for a job and that DSP finds out they could find a job which may pay more than they are making, that DSP may leave as well. Turnover is so high in this field.

- We should find a way to partner with families. They are a strong way to advocate. We all agree, but how do we figure out how to all come together?
- DSP's are not aware there is a DSP Committee or even a DSP Conference happening and the conference has been going on for 20 years! It is hard for those who work and do not want to lose care-givers during the day to attend the conference.
- The State of New Hampshire has a rate cap. There is nothing the Area Agencies can do, this needs to be addressed federally.
- It is our job to educate the people who can make changes

Cathy Spinney noted that at Region 10 (Community Crossroads) there is a program Policy Partners which is a one-to-one mentoring program. You are paired with an advocate and you can meet online, by phone, in person. This helps teach how to build relationships with representatives, how to write letters. If anyone is interested, please give her the contact information and she will forward to Jennifer Bertrand. We accept people from any region. This is a free resource.

- Sarah Aiken noted Community Bridges is looking to duplicate this program as well.

QC members discussed the DSP pay cap. Medicaid has a specific rate determined federally. If you want to pay a DSP over \$12.44 then you need to give written reasons why they need to be paid more and you need approval by DHHS-BDS. The increase must be medically, forensic or need driven.

- Sarah will show Cathy Spinney the numbers.

Denise asked if Robin had partnered with the Area Agencies and Bureau Liaisons to have collaborative meetings. Can we help get the ball rolling? Can we reach out to make sure DSPs are coming to all meetings? We need to bring forces together instead of going in circles. Let's do what we can to help.

David Ouellette noted that 5 years ago there was legislation to raise the DSP rate by 0.25¢. There was also legislation to raise the State Employee Union rate by 5%. The State Employees got their raise; DSP did not because there was no one fighting for the rate increase. We need to get out there and get the DSPs to speak.

Robin noted that with SB-138 if 300-400 people come off the waitlist, can the workforce support them?

Jenn Pineo noted about mileage reimbursement. In Region 1, if the Area Agency increased the rate by a penny, it would then in turn increase the budget by one hundred thousand dollars, to raise the mileage reimbursement rate by 0.10¢ would increase the budget by a million dollars. When they do raises it is tiered. Those who make the lowest get the highest raises and sometimes those who make more money will pass on their raises. Each Area Agency is managed by different boards and therefore are managed differently.

Marianne Morse handed out flyers for the 22nd Annual Direct Support Professionals Conference to be held on Friday, October 21 & 22, 2016.

Cathy Spinney thanked Robin for the presentation and asked Robin to keep the Quality Council in mind if she needed any help or assistance.

HIPP PRESENTATION PRESENTED BY MARILEE NIHAN AND TASHA BLANCHARD

HIPP stands for Health Insurance Premium Program.

This is a financial program for individuals who are enrolled in Medicaid and have access to commercial coverage.

The insurance coverage can be from employment, spouse employment etc.

Calculates monthly premiums vs medical cost and when it is financially advantageous to do so, the HIPP program will pay the commercial coverage premiums.

The coverage needs to be a group plan, not a self-plan. If you currently have private insurance you can still maintain insurance and go into managed care. You do not have to come off private insurance due to an approval or denial into the HIPP program.

Cathy Spinney noted that there is a lot of confusion around this program and lots of miscommunication. This is important from a quality perspective because she has attended dozens of informational sessions, forums etc. and the issue of private insurance was never mentioned. If you are accepted into the HIPP program you can opt out of Medicaid Managed Care. Why this was never mentioned? It is important because it is an option for some individuals. Cathy feels the Department has not been forthcoming with this information and she would like to see the Department do a better job at forums and not keep this program a secret.

Marilee noted if you are enrolled in the HIPP program and are getting your premiums paid by the Medicaid program for commercial coverage, you are in a category that is not mandated into the managed care program. The presumption was that an individual's care is already being coordinated by their primary payor. Therefore did not want the managed care companies paying for a service that a client was already receiving through their primary coverage.

If an individual has access to commercial coverage they can apply and see if they'd be approved for the HIPP program before signing up for the private insurance. This does apply to individuals and families.

- Cathy stated she has heard if you are an individual who gets Medicaid because of a developmental disability and you are receiving services under a waiver then you are not eligible for this program is this true?
 - Tasha answered this is incorrect. Marilee noted if you are on a waiver it does not disqualify you for the HIPP program. Commercial insurance covers primarily acute services, but not necessarily waiver services. This could be where the confusion is.
 - We do encourage those with commercial coverage to test for the HIPP program.
- Cathy Spinney asked how long this program has been in place.
 - Tasha answered since 1999.
- Sarah Aiken noted that she feels the Quality Council is a good conduit.

- Sarah Aiken spoke of her personal issues and feels that if she is having issues, others may be having issues as well.
- Jenn Pineo spoke of another program named HIPP which also may have added to some confusion.
- Cathy Spinney asked why there is not a question about HIPP during the Medicaid eligibility application/renewal process.
 - When applying/renewing for child services the question is there but they will check about the process for applying/renewing for adult services.
- Ellen Edgerly noted that she has had a positive experience with the District Office explaining this program and her daughter has been on HIPP for years.
- Debra McClure asked about Medicare/Medicaid and co-pays.
 - Co-pays for Medicare are handled at the federal level. If you have Medicare then you would not be eligible for HIPP. This is a program which allows New Hampshire to help those who qualify, access Medicaid and save tax payers money because those individuals will have commercial insurance so Medicaid becomes the payor of last resort.

Cathy Spinney noted that the Quality Council will encourage families to apply for the HIPP program.

Sarah Aiken suggested the Quality Council do an education forum at Area Agencies in order to work in conjunction with the Department because it is so worthwhile and it is something the Council should consider.

David Ouellette suggested an article in Stepping Stones publication.

Applications for the HIPP program were distributed to the Quality Council members.

SUBCOMMITTEE REPORTS

Cathy Spinney asked the Quality Council Sub-Committee Chairs to present bullet points of what your sub-committee should be addressing over the course of the next six months. Please present these bullets by the January Quality Council meeting.

Reminders – subcommittees should be meeting or at least touch base during the off months the Quality Council does not meet. We want to make sure that these sub-committees remain active. This was the purpose of moving the Quality Council to an every other month schedule. Looking for recommitment to the sub-committees and all members of the Quality Council should be on at least one sub-committee. If you want to join a sub-committee or move from a sub-committee, please let Maureen DiTomaso know and she will put you in touch with the appropriate chair(s).

Managed Care – *Chris Santaniello - Chair*

- This meeting is normally a conference call
- Next meeting will be February 8, 2016 at 10AM
 - Debra McClure asked that it be reviewed to make sure she is on the contact list.
- Last meeting talked about the information on the Step II bill. But felt that until the bill is public, we cannot act on it.
- So there is work being done behind the screens at CSNI with lobbyist and sponsors of the bill regarding what will be brought to the table.
- This bill was brought by nursing homes and we want to have a coordinated effort. School of thought is that potentially the legislator may be sick of hearing from Area Agencies, yet may be sympathetic towards nursing homes. There may be benefits and it may be strategic not to show up, but people can attend as they so choose.

Domains – *Needs Chair*

- Not Reporting

Transparency- *Needs Chair*

- Not Reporting

Workforce – *Robin Carlson*

- Not Reporting

Rules – *Amy Messer*

- Not Reporting

OLD/NEW BUSINESS

David Ouellette noted the Advocacy Learn It, Live it, Love It 4th annual conference is being held on Saturday, June 11, 2016 at the Grappone Conference Center in Concord, NH and distributed flyers to the Quality Council members.

Sarah Aiken noted that there is an event tonight “Understood” Understanding that 1 in 5 children learn differently. We encourage everyone to attend. It will be held at the UNH Law School tonight from 5PM-8PM.

This event is free and food is provided. It is well worth it for educators and parents. There will be school staff members, attorneys, State Reps etc.

Ellen Egerly noted that on February 6, 2016 they will be hosting a legislative training from 8:30AM-3PM. This is an all-day event including a State House tour and a meet the legislator panel. This training is to teach advocacy for individuals with disabilities. Lunch is provided. Please call Ellen for additional information.

Denise Colby noted that ABLE NH will have an event Soaring Towards the Stars on January 29, 2016 from 5PM-8PM to celebrate 25 years since Laconia State School closed. Dave Habib will preview his documentary. This is a free event and should be lots of fun. Go to the ABLE website for additional information.

Jenn Pineo noted that this is her last meeting as she is stepping down from the council.

OTHER / ANNOUNCEMENTS / PUBLIC COMMENT

None

PUBLIC COMMENT

None

Sarah Aiken motioned to adjourn
Denise Colby seconded the motion
Motion unanimously passed.

Meeting adjourned.

Next Meeting: Wednesday, March 16, 2016 from 10:00AM – 1:00PM

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**DEVELOPMENTAL SERVICES QUALITY COUNCIL
MINUTES**

Wednesday, March 16, 2016

NH Council on Developmental Disabilities

2 ½ Beacon Street, Concord, NH 03301

ATTENDING MEMBERS:

Cathy Spinney – CHAIR – Area Agency Board–Region X
Sarah Aiken – CO-VICE-CHAIR – New Hampshire Autism Council
Brian Young – CO-VICE-CHAIR – Private Provider Network
John Capuco (alternate for Denise Sleeper) – Department of Health and Human Services
David Ouellette – NH Council on Developmental Disabilities
Isadora Rodriguez-Legendres – NH Council on Developmental Disabilities
Denise Colby – Advocates Building Lasting Equality in NH (ABLE)
Ann Potoczak – Community Support Network Inc.
Mary St. Jacques – (alternate for Linda Bimbo) – Institute on Disability
Debra McClure – Family Support Council
Alan Emerson – People First NH
Robin Carlson – Enhanced Family Care Provider

ABSENT MEMBER(S):

Kathy Bates – NH Council on Developmental Disabilities
John Richards – Brain Injury Association of NH
Amy Messer – Disabilities Rights Center

VIA PHONE:

Laurie Giguere – Region X Family Support Council

OTHER ATTENDEES:

Mary Castelli – Department of Health & Human Services
Marilee Nihan – Department of Health & Human Services
Lorene Reagan – Bureau of Developmental Services
Jan Skoby – Bureau of Developmental Services
Amanda Reichard – IOD / University of New Hampshire
Richard Royse – Director Community Bridges
Beth Gauthier – Great Bay Service
Bobbi Gross – PathWays Region 2

JANUARY 2016 MINUTES

Debra McClure motioned to accept the minutes as written.

Brian Young seconded the motion.

Motion unanimously passed to accept minutes as written.

REVIEW OF REAPPOINTMENTS FOR OPEN COUNCIL SEATS

Sarah noted that while she will currently maintain her seat representing the New Hampshire Autism Council, in the future she may be on the Area Agency Board of Directors and may switch to that seat on the QC.

David Ouellette stated that Isadora Rodriguez-Legendres will be taking over the NH Council on Developmental Disabilities seat on the QC and that he will be the alternate.

The Direct Support Provider vacant seat was filled and David Ouellette will send the individual's name and contact information to Cathy Spinney and Maureen DiTomaso.

There are still 2 vacant Area Agency Board of Directors seats and CSNI is still working to try to get those filled.

Bobbi Gross was attending this QC meeting to see if she may want to fill the NH Family Support Council vacant seat but has not made a determination yet.

There continues to be 3 vacancies on the QC. NH Family Support Council has 1 vacant seat and the Area Agency Board of Directors has 2 vacant seats.

LAKEVIEW UPDATE – MARY CASTELLI

Mary Castelli is the DHHS Senior Division Director. Her office worked very closely with BDS regarding Lakeview.

Lakeview was an 88 bed residential treatment & rehab facility.

In October 2014, 79 beds were filled when the Governor put a moratorium on further New Hampshire placements at Lakeview.

The facility was watched closely until they voluntarily closed after losing their special education license. There were 51 residents at that time (21 of them were NH residents).

All individuals had discharged the facility by September 2015.

In December 2015 the Department revoked the license and denied renewal. Lakeview appealed and had plans to continue operations.

Lakeview applied for a license for one of their stand-alone buildings under an affiliated business name. This application was denied. They can still appeal this decision.

Under the concept that every problem area is an opportunity for improvement, the Department is now working to improve processes across multiple Departments and offices. The Department has reviewed areas which can be improved and is reviewing how to make changes internally and also getting assistance from external entities to collaborate for their perspectives as well. There will most likely be structural changes in health facility certifications, licensing processes, improved protocols and a better use of quality assurance within all of the steps. The Department is also looking at rule changes, not only regarding the neurobehavioral system but within all licensing programs. Also they are looking at staff training needs.

It will take a significant amount of time to reach and achieve all the changes needed. The Department is beginning to work on changing some steps in the interim. They are currently working to improve communications cross departmentally to involve many offices (ex. BDS, licensing, complaints, certified residence, DCYF). The Department is also working to improve the communications regarding the delivery system and to have better response when issues do arise within the community. The Department was collaborated with CSNI & the area agencies to work towards solutions to issues when identified. Internally looking at training to see what we can do to improve our own abilities internally. One example was a training John Capuco and the Brain Injury Association had regarding brain injuries and the effects and impacts on an individual and how to handle such issues for the client. The Department is also working on developing a quality assurance curriculum and apply it across the board for all licensing.

- Cathy Spinney asked if the Department had identified how it allowed Lakeview to get that way in the first place.
 - There were many contributing factors, including staffing, training, etc. Lakeview was a complex facility which housed not only New Hampshire residents; there were gaps on the problematic issues not just the licensing issues.
- Brian Young asked if any New Hampshire residents were placed out of state.
 - Yes, 2 individuals were placed out of state. One of those individuals already had plans to become a resident of Florida and that has since happened. So there is 1 remaining individual. BDS has monthly meetings regarding all out of state placements and we have comprehensive process in place to track those individuals.

Mary Catelli had business cards which she offer to member of the Quality Council if they should have any further questions for her.

IDD TOOLKIT DEVELOPMENT – AMANDA REICHARD

The Bureau of Developmental Services has a contract with IOD to provide training and support. One of the projects is to develop a QA toolkit which would help to track the satisfaction of services provided by area agencies.

We are currently working with the Family Support Councils and People First to have input into the development of the toolkit. We are trying to help the councils to be able to better assess satisfaction within their agencies. To help explain what individuals are or are not satisfied with and how to better communicate that information back to the area agencies and BDS.

We have requested the surveys and tools currently being used and who then receives the information gathered from those tools.

After collecting all the data we can then go back to the Family Support Councils and People First and the area agency Board of Directors to discuss what is currently being used and if they want to continue to use some/all/none or if new tools need to be developed or do we create processes to allow the information gathered to be summarized and shared appropriately so that families voices are heard. There could be areas we have not tapped into yet, such as electronically, focus groups, café style workgroups etc. There will hopefully be multiple tools created. We need to find out avenues to reach out to everyone. There will be multiple difference approaches suggested.

Further down the line we will come back to the Quality Council to ask for input into the development of the final product.

- Cathy Spinney asked if it has been discussed that when a family receives the survey will that survey state who it is from.
 - Amanda said it will say it is coming from the Family Support Council.
- Cathy Spinney noted that many families still have a fear of retaliation and loss of services if they state how they truly feel. She suggested if the survey's stated that they came from the IOD or a different independent entity, rather than one which has control over your program and/or services, it could illicit better feedback.
- Sarah Aiken stated that what she has been hearing from community members that while there are plenty of opportunities in which to file a complaint, many people do not know where or how. Is there some sort of tree to explain how the complaint process works and could that be included?
 - Lorene Reagan noted that yes that could be done.
- Richard Royse suggested checking with the Center for Excellence, Elizabeth Boggs from New Jersey and the survey tools that they use in Kansas.

LAPSE UPDATE – LORENE REAGAN

A PowerPoint presentation was distributed to the QC members.

This PowerPoint uses the information submitted to the Bureau of Developmental Services by the Area Agencies.

Lapse occurs when there is a difference between BTS (Projected Revenues) and provided/billed services. The information submitted showed a lapse in FY 2013, which significantly grew in FY 2014. Towards the end of FY 14 is when questions began to arise and this is when an in-depth review and analysis begun.

During the Medicaid lapse analysis the Department broke down the lapse average by service categories which helped determined which service category had a higher percent of the lapse overall and would need further review.

The Department worked with the Area Agencies to discuss the findings and there was a great deal of analysis. Area Agencies needed to look internally at their own processes.

Marilee Nihan has encouraged each area agency to reach out to and possibly look to build single technology/operations which would collaborate with each other instead of each area agency building their own system. This is not suggesting merging local levels, but integrating the systems across all area agencies. The more efficient we can all be, the more money can go towards those individuals who are in need of services. Marilee asked the Quality Council to think about ways that the area agencies could be more coordinated and share best practices.

- Richard Royse noted that his area agency alone has 3 different systems which data is inputted into and the systems do not “speak” to each other. He was used to having technology systems where he would input data, push a button and the information was submitted to all parties needing that information. He has found that some area agencies are even doing it all on paper still. This in and of itself creates inefficiencies. Not all systems are linked.

The Bureau has had multiple individual meetings with the area agencies and statewide meetings. Each area agency’s lapse is different. There needs to be better tracking and management of vacancies, better tracking for utilization and billing as well.

- Cathy Spinney asked if there was going to be a look at raising the cap for the wages.
 - Jan Skoby noted that there is not a cap, but guidelines.
 - Lorene noted that the 1115 waiver will fully explore and will be a major workforce development.
 - Brian Young noted that the workforce in general is in a critical place. You can’t find people and/or staff. Workers cannot provide for their own families on the DSP wage.

Lorene continued to review the statewide lapse analysis findings.

Lorene asked if there were any questions from the QC regarding the lapse presentation. No questions were asked at this time.

Marilee assured the Quality Council that the issues with the lapse is concerning to the Department and we want to continue to make improvements and will further discuss plans with the QC in the future.

- Cathy Spinney asked that with all the fixes noted, there will need to be oversight within the Department and asked if BDS has the staff?
 - Lorene agreed that right now we do not, but the Department is working on solutions to filling the positions.

WAIT LIST ALLOCATION FORMULA – LORENE REAGAN

PowerPoint presentation regarding the Wait List Allocation Formula was distributed to the members of the Quality Council.

Lorene reviewed the 3 factors used in the formula with the Quality Council.

- Sarah Aiken noted that using the regional population according to the census does not adequately show the number of people within the community who have disabilities. Asked why the census was used instead of the number of known people with disabilities.
 - Lorene stated that if there is a way statistically to show a difference between the distribution of those with a disability throughout the state we'd be willing to look at that.

There is a significant variability in the data and the way the different area agencies manage the wait list. If we added in a 4th element to the formula, at any moment in time, there could be a modest difference for some regions and higher differences for others.

- Cathy Spinney stated that she has concerns. While she understands the desire to give incentives to area agencies that use the consumer directed model because it is cost-effective, but then families do the work for free. What about using employment to free up money? She feels like people on the waitlist do not receive services they deserve because of an artificial formula and she does not feel this matches up with the legally required services. She noted that she is bothered by what is involved in the formula.

Lorene asked if anyone had questions regarding the Wait List Allocation Formula. No questions were asked at this time.

LAPSE ISSUE; CSNI RESPONSE; Q&A – ANN POTOCZAK

Although the lapse issue has been a systematic issue for a long time, the word lapse was not used until last June.

It has been an interesting year to look at the system as a whole. We've been working hard with the Bureau about the system and there are monthly reports. What has become very apparent is that you build a budget and you work to the budget.

- Cathy Spinney noted that her board gets regular updates. One of the key tools has been the high level of reallocation. Business managers notice a request to move funds and it allowed our lapse to be lower.

Reallocations were based on what we had. Budget cuts looked at underutilized funds. This system fluctuates; people come and go, so it is important to have funds as needed.

There are now spreadsheets which look systemically at systems. CSNI is watching this closely. There needs to be more flexibility and tracking needs more work. The first discussions have gone well, but until we see how things are going operationally, we don't see the whole picture.

- Brian Young noted that the LBA Audit report was a slam on the system.
 - CSNI is working with the Bureau and we are trying to not have such a huge lapse. If you are providing the services, you should be collecting the funds and it should be equal. There is work to further minimize the differences.
- Brian Young asked about the Waitlist Allocation.
 - Spoken with Sheri Rockburn and they take a snapshot from the DHHS level. But it's just a snap in time. At that time there could be a specific number of individuals on the waitlist, but this system is always changing and so it could change quickly. Therefore we work on average cost per person, but each individual is different so to state an average is difficult. We could less for some and more for others.
- Brian Young stated that they increase the budgeted amount for day service program based on previous usage/absences. We front load the budget. Would it be as simple as that on the residential side as well? If it's taking 6 months to place an individual could you adjust that amount for the billing once it starts?
 - We cannot do an annualized amount instead of pro-rated. We can only bill once an individual is in a facility. While that works while a budget is in play, it cannot be done on a waitlist. We might not hear until August that the funds are available. There are some vendors who will not look for providers until they have approvals in place.
- Sarah Aiken asked if the Bureau counts on a certain amount of lapse. Are all Departments trained to think of lapse at the end of the year so that they will have clean up funds?
 - John Capuco replied that it is not true, there were times when we did not have lapse. The Department does not allocate funds so that they would then get the money back.

LEGISLATIVE UPDATE – SARAH AIKEN

Sarah Aiken stated that lapse is a word we hadn't really heard before. Lapse is the amount of money available in unspent dollars. We've been hearing this more and more in the last 6-12 months. So we've questioned how did that tie into the audit and findings? But prior to the lapse becoming newsworthy, BDS had been on target to have an audit done of their systems anyways, the last audit had been done in 1991. The audit did not come about because of the lapse. No one did anything which caused this audit. But once the people doing the audit looked closer at the lapse, they determined that is what they needed to focus on. That was the biggest issue in front of them.

Sarah distributed the Executive Summary and recommendations from the LBA Audit to the members of the council.

The audit itself can be found in eStudio and online:

www.gencourt.state.nh.us/LBA/AuditReports/PerformanceReports/DHHS_Dev_svcs_2016.pdf

All agencies go through audits. Area Agencies, human resources, financial, state, federal, CSNI etc. They all become public knowledge. I think it shows that this is a complex system. Lorene just did an excellent job explaining it. We are talking about human lives whose needs, desires and circumstances change. It is an ever changing system. People can fall through the cracks or push through them.

The LBA Audit recommendations are listed by observation number and are listed in the order the auditors found most concerning.

It is important to read the audit in full. If you do not read it in depth then it can look like finger pointing and that was not the purpose. It was done to make the system better.

It shows that BDS is dedicated to make a good working system.

Recommendations #2 and #7 required legislative action. Rep. Weyler sponsored HB-1394. When we took a look at some of the recommendations, we worked with members of Legislature & John Williams from DHHS. We needed to attach an amendment to all for funds which weren't spent in the first year of the biennium to be able to be used in the 2nd year. Rep. Weyler agreed to a non-germane amendment, although it was not related to the current language of the bill. It will allow during the current budget that we won't lapse unused waitlist dollars, they'll roll over. This was passed in the House and Committee and is going to Senate. We believe the Senate will be supportive. We also have the support of the Department and the Commissioner.

- Cathy Spinney noted that this speaks to the flexibility.

There have been countless meetings with all fractions Governor's Office, Commissioner, Bureau, Area Agencies etc. to hash out some of these things. To help the folks making decisions to understand the complexity of these issues. We all have a responsibility. Think of the fact that DHHS has to make decisions, not only to changes to the Developmental Disability services, but to all fractions of DHHS services across the board. Often it is difficult to know how the intricate details of Area Agencies need to work in order to get individual's services. We are trying to create better communication and set up information across the board. No one wants a lapse. It's bad for everyone involved. It's not as if the Area Agencies get handed a check on July 1st and can just spend it or give it back. Money doesn't go to them until they bill for services. They bill in the rears, the money is not in a bank account somewhere.

Sarah noted that she would be happy to answer any questions people have.

Legislation currently being watched include:

- HB-1145, which would establishing a committee to study suspensions and expulsions in licensed preschools and in kindergarten through grade 3.
- HB-1246, which would exempt certain persons employed as speech language assistants from requirements for certification by the governing board of speech language pathologists.
 - Laurie asked who sponsored this.
 - Rep. C. McGuire.
 - This went out to pass on an open voice and no one opposed it. Sarah encourages members to testify on this hearing if possible.
- HB-1324, which changes the house members of the oversight committee on health and human services. They want to have a parent seated on the committee. The bill was killed, but John Williams and Senator Reagan will have a sub-committee to oversee what impacts families and report out on a regular basis.

- HB-1150, which would require the office of the ombudsman within the department of health and human services to investigate complaints relative to funding within the New Hampshire developmental disability system. This bill was killed. But families remain confused on who to contact with complaints.
- SB-439, which would establish a commission to study the shortage of nurses for pediatric home health services. There are other groups who have noted shortages as well. We will be looking at the proposed language of this bill.

Cathy Spinney asked Sarah to put a list of all items she is watching out to eStudio so all members of the Quality Council can see.

SUBCOMMITTEE REPORTS

Cathy Spinney noted to all sub-committee chairs that sub-committees can include members who are not voting members of the Quality Council. You can bring others into these sub-committees.

Managed Care – Ann Potoczak - Chair

SB-553 (sponsored by Sen. Forrester), this bill declares that step 2 of the Medicaid managed care program shall not be implemented until July 1, 2017 and until it is approved by the legislative fiscal committee. There was a public hearing 03/15/16. It was done at the end of the session and there were only 2 Senators. Sanborn had to leave, but made an impassioned speech of his support. The Commissioner came in and he feels strongly that this bill should not move forward and that it is unnecessary because it is unlikely Step II will be moving forward before July 1st. A number of families have had issues with Step I. They heard our concerns, but once public hearing closed, it went to Executive Session. They invited the managed care lobbyist to come. Although the managed care lobbyist did not speak during the public hearing. It was as if they dismissed what families had said that they are not typical and the program is working very well.

- Cathy Spinney asked – what would the difference had been if it would have passed if the Commissioner doesn't think the plans will be in place to move forward in July 2017 anyways?
 - Sarah stated that the Commissioner strongly believes any delays in moving forward without Legislative mandate is workable.
 - Cathy noted but Legislative is about hearing the public's voice.
 - Sarah noted that as a lobbyist it is her job to protect the Area Agencies. The Managed Care Companies lobbyists have their jobs to do. They are doing their jobs. They have also threatened a lawsuit and the state is concerned about that. They could spend a significant amount of money and they could lose. So it was very unlikely that the Governor would have signed this bill. In fact she may have vetoed it. Sarah encourages all members of the Quality Council to get to know the new Commissioner, build a relationship with him. So far he has been helpful and she feels we are on the right track.

Sarah noted that Step II has not been legally defined. There needs to be a floor amendment. On 03/18/16, we will send out information to the Liaisons and families regarding what the bill does and what we want it to do. Instructions will be included on how to contact Senators.

Domains – Needs Chair

- Not Reporting

Transparency- Needs Chair

- Not Reporting

Workforce – Robin Carlson - Chair

Although we have not met since the last Quality Council meeting, the RAP sheet has helped to clarify some issues.

- Cathy Spinney asked if the National Alliance for Direct Support Professionals had begun to build relationships with the Legislators.
 - The newsletter to DSP vendors is used to give staff information. We also put out to our policy partners that the advocacy program is open for them to apply. There have been 2 interested, but they have not applied. Please feel free to share that the program is open to anyone in the state.

There are classes coming up in April at Great Bay Community College, Crotched Mountain will be sending 15 people to the course. Possibility of classes started up in Nashua, NH as well.

Policy Partners is Community Crossroads' exclusive advocacy training program. It teaches by using a combination of several targeted trainings and one -on-one mentoring. I encourage you to pick a Representative or two and begin to build relationships with them. Anyone with questions on the training program can contact Jennifer Bertrand at Community Crossroads (603) 930-1235. Robin asked if members of the Quality Council could reach out to Life Share and other agencies you vendor with.

- Sarah Aiken noted that there has been a request made to all Area Agencies to replicate this training.
- Cathy Spinney noted that they had shared with their vendors, but not sure if those vendors had then shared.
- Denise Colby noted that Region 3 will be having Legislative training in May and then again in the fall, this is an open invite.

The DSP Conference will be held on October 21st and 22nd. Beth Mount will be the keynote speaker.

Turnover rates have been one of the hardest things to track. DSP's should be surveyed to see if they feel well supported.

- Cathy Spinney noted that as an action item of this subcommittee, to come up with questions that could be asked of DSP which would be meaningful and able to determine how well they feel supported. Bring those questions back to the Quality Council for our input and thoughts.

Rules – Amy Messer

- Not Reporting

OLD/NEW BUSINESS

None

OTHER / ANNOUNCEMENTS /

Cathy Spinney asked all members of the Quality Council to RSVP to the meetings, so that she will know ahead of time if there will be enough members in attendance to form a quorum. If there will not be a quorum she would then have the ability to cancel the meeting ahead of time.

PUBLIC COMMENT

None

Meeting adjourned.

Next Meeting: Wednesday, May 18, 2016 from 10:00AM – 1:00PM

Minutes: Maureen DiTomaso – Bureau of Developmental Services

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.

**DEVELOPMENTAL SERVICES QUALITY COUNCIL
MINUTES**

MAY 18, 2016

NH Council on Developmental Disabilities
2 ½ Beacon Street, Concord, NH 03301

ATTENDING MEMBERS:

DEB MCCLURE, BRIAN YOUNG, ISADORA RODRIGUEZ-LEGENDRE, CATHY SPINNEY, JOHN CAPUTO, LINDA BIMBO, ROBIN CARLSON, ADRIENNE EVENS, BENJAMIN SAHL, ANN POCZAK, DENISE COLBY
JENNIFER PINEO, NHFV ADMIN SUPPORT TO QC (NON-VOTING MEMBER)

VIA PHONE:

KATHY BATES, LAURIE GIGUERE-THOMAS

ABSENT MEMBER(S):

JOHN RICHARDS,

ACCEPTANCE OF MARCH 2016 MINUTES -

Denise motions to accept minutes, Deb seconds. All in favor, with Adrienne and Ben abstaining, (as they did not attend march meeting). Motion passes

Review any remaining reappointments or open council seats

Jenn Pineo as administrative support to the council - she will be taking Maureen's place as an admin.

LEGISLATIVE UPDATE AND CURRENT STATUS OF SB553

Discussion on Future role for Quality Council

Early June the QC will draft a letter to Commissioner Meyers to request a seat on this committee. The bill does state "at a minimum". Once letter goes out and if we get a response we will discuss who could be on the committee and we would have a nomination process.

Who will be providing future DD/ABD Legislative Updates?

DISCUSSION AROUND ROLE OF STATEWIDE AND LOCAL FAMILY SUPPORT COUNCILS IN EDUCATING/MOTIVATING INDIVIDUALS AND THEIR FAMILIES AROUND GREATER INVOLVEMENT IN ADVOCACY FOR A GREATER VOICE IN ANY "BACK ROOM" OR NON-PUBLIC DECISION RELATING TO OUR SERVICE DELIVERY SYSTEM

Should we Establish a Family Support (FS) Education Committee?

There is a lot more that FS councils can do to get families engaged in general not just advocacy, including bringing families knowledge. FS was near and dear to Jan Larsen's heart and she was instrumental in putting that into place. Cathy hears often that decisions are being made behind families' backs, and are not being consulted until decisions are made. This is a concern because of the nothing about us without us. FS Council has the opportunity to take a more active assertive role.

Linda asked about clarification about if we are discussing federal, state, or area agency level? Cathy is talking systems level. Things that once operationalized will effect the day to day lives of families.

Example is SB 553 – amendment bottom of first page lists the stake holders that will be a part of this committee there is no one that is front line work force, families, or quality council. If at least quality council, it is all of us.

These are the things that are easily missed if we do not pay attention and have a way to communicate this down the line.

Denise – this came up in the legislative liaison meeting. DD Council is asking for a seat. Should the Quality Council ask for a seat?

Deb and Laurie – is this something the Family Support Councils could take on. Could we create a Family Support education committee? The way this is done could be different for each Area Agency. Quality comes back to being aware and asking

Deb put on her Family Support Council agenda for her Area Agency. She thinks this is a good idea. Region 5 does not currently have a legislative liaison. Denise – there are currently only 5 legislative liaisons.

Laurie – it is difficult to reach families and get them to read the information and get it out. How do we get families more involved and how important it is to get this information out and to families?

Cathy looking for some consistency across the state.

Denise – each area agency runs things differently. Not all legislative liaisons can get to the families or have access to families. Need to first have access to families.

Cathy – all area agency directors have their heart in the right place. It is the board that runs the company not the directors. The directors run the day to day. She would encourage that the families go to the board meeting to voice this concern. There are ways to do this if there is a concern about HIPPA. People cannot act if they do not have access to the information. The agencies are the dissemination mechanism.

Cathy asked Ann to let CSNI board these requests will be coming.

Region 4 new executive director is looking to Family Support Council to engage and educate families.

Executive Director is very involved with them.

In regards to the state fs council will Laurie and Deb bring this to the state FS council come back with some bullet points of what they agreed with at the State FS Council.

NEED TO RESURRECT THE “TRANSPARENCY” COMMITTEE AS A MEANS FOR SUPPLYING INDIVIDUALS AND FAMILIES WITH THE INFORMATION THEY NEED TO MAKE QUALITY DECISION. CATHY

Possible action item – create a “did you know...?” flyer

Used to have transparency committee – this stopped do to the lack of a chair. How does an individual with disability and their family know where to go if they have an issue, concern, or question?

In past asked that quality council make recommendations.

Individually and collectively from the area agency is when quality council makes a request is there global buy in and if not what is in the way? Important that we are philosophically on the same page. When things are asked to be done, we don’t typically follow up to see if it has been done. These requests went from the CSNI representative and then to the CSNI board.

Brian referred to discussion at the last meeting to have the area agency give information. Said Richard (Region 4) discussed pulling back from doing services and going back to what the aa were originally meant to be.

Private providers are at the table for some issues, such as working around the DSP issue of wage range. We are supposed to make recommendations.

Ann- quality council is charged with making recommendations. Is the issue they are only recommendations and no teeth to make them be followed. Cathy – everyone has the same goal, there may be a different path and she assumes there is cooperation among the quality council entities to do get to the same goal. Part of quality exists in being knowledgeable.

How do we do a better job to get the information into the hands of the families. How do we do this better?

Quality Council is seated under RSA 171:A. We cannot mandate but are legislatively seated so we get more credibility.

Wouldn't it be great to have the bureau, department, or legislative committee, to stop when there are discussions to have them stop and think wait where is the quality council? That is the goal is to be thought of first not an after thought.

How does the Quality Council become more well know and respected so we are included in the conversation?

Transparency could have a did you know flyer that could be given out that has general information that families could give.

Adrienne is on a state wide resource – families are familiar with their rights not the hidden rules. These are things that are policy that are not available to the public. So the family will be told no by area agency and they say it is the bureau when you call the bureau they say it is the area agency The in home support waive is the wild west.

Brian – Mary Lee in march said BDS and AA are viewed as one department.

Laurie asks who the primary contact is. There is not a clear person to contact. There is no clear rule to deny a request.

Families do not have access to the internal policies that effect their budgets. This is what Cathy wants the transparency committee to address. If there is not a policy then how do we address it.

How do the families, area agencies, and rule makers sit down and make a policy and work it out.

In the short term it could be addressed one agency at a time,.

The transparency committee would be making these recommendations.

When the family is asking for a waiver is there is no way to ask for an appeal. Families need to have a clear fluid answer.

BDS may have been a unique situation and they may have made a decision. They can appeal.

Transparency committee – Adrienne Evans is willing to chair this committee. Laurie and Denise will join. Ann will join as well.

Cathy asked Robin for some Work force information – homes ask for waivers. A house is given a waiver and then needed to have another waiver. Was told they did not do more than one waiver on the home. Asked for AA policy there was no policy. State can get blamed, but who is the state?

How do we make the information accessible to families that do not have the connections to figure it out?

Ann – what kind of influence does this Quality Council have on Medicaid. How do we help families with accessing Medicaid?

Brian – private vendors are also affected by the transparency.

Kathy – supporting people with disabilities to read and understand the regulations, in a way that works best for their learning style. It is important for people with disabilities to understand their rights.

Laurie – people may not realize what the options are until they are going through it.

SUBCOMMITTEE REPORTS

Managed Care – *Ann Potoczak - Chair*

Met last month by phone. Lots of activity with the bill, and resubmission with the language that was provided
[Reference SB553 Language in EStudio](#)

Domains – *Needs Chair*

No report

Transparency- *Needs Chair*

See notes above – Adrienne will chair.

Workforce – *Robin Carlson - Chair*

Subcommittee was going to come up with meaningful questions to ask DSP, do they feel supported and how can they be supported ([Reference March 2016 meeting minutes page 10](#))
Robin will look into this.

Linda Bimbo asked to clarify thought about the survey

Rules – *Amy Messer*

Ben will now be chair

Ann and Isadora will also be on this committee.

OLD / NEW BUSINESS

Asked if John could in the future give updates on the lapse issue. Ann noted there is a monthly report at this time

Denise asked if the Area Agencies will be able to roll the money into the next fiscal year. There may be some areas they can, but there does not appear to be any funds to roll.

Ann -Waitlist was always rolled, trying to figure out the maintenance budget.

OTHER / ANNOUNCEMENTS

Who needs access to estudio? Ben, John, Adrienne, Isadora,

Please review rededication and revitalize. Brian could we have someone that could facilitate to help us to revitalize since we have such new faces.

Robin – Governor Hassan issued an exec order to create a commission on health care work force and there is no work force or recipient on the task force.

Denise – ABLE/NHLS golf tournament Sept 23, 2016 Friday 1:30 at Windham country club. They will have a cannon this year.

Brian – Eva Kiriga, DSP was named the State DSP. Gateways and Brian supported her to go to Chicago for the national ACORE conference. She said it was inspirational and there is so much more work to do.

PUBLIC COMMENT No Public Comment

Meeting adjourned.

Linda motioned, Ben seconded – all in favor.

Next Meeting: July 18th from 10:00AM – 1:00PM

Minutes taken by: Jennifer Pineo, NH Family Voices. Approved at the July 18th Quality Council Meeting

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.

**DEVELOPMENTAL SERVICES QUALITY COUNCIL
MINUTES
July 2016**

NH Council on Developmental Disabilities
2 ½ Beacon Street, Concord, NH 03301

ATTENDING MEMBERS:

John Capuco, Adrienne Evans, Sarah Aiken, Ann Potoczak, David Oulette, Cathy Spinney Alan Emerson, Brian Young, Isadora –Rodriguez-Legendre
Jenn Pineo Admin Support NHFV (non-voting)

VIA PHONE:

Denise Colby, Laurie Giguere, ,

ATTENDING PUBLIC MEMBERS AND OTHER ATTENDEES :

Sandy Hunt, Jenn Cook, Karen Kimball, Heather Donnell, Deb Opramolla

ABSENT MEMBER(S):

John Richards, Kathy Bates, Deb McClure, Linda Bimbo, Benjamin Sahl

Approval of May minutes

Motion to approve Brian Young , Second Denise Colby All in favor David and Alan abstain. Motion Passes

Review any remaining reappointments or open Council Seats

VACANT SEATS – CSNI BOARD and STATE COUNCIL

Council seat on SB553 workgroup – need alternate

Cathy explained the SB533 Workgroup. She met with Commissioner and got the Quality Council.
Denise recommended Sarah Aiken as the alternate, Sarah will be the alternate

SB553 Workgroup update and QC input – Denise Colby

Commissioner Meyers wanted as much public as possible. He wanted other stakeholders. Not a formal meeting that would be voting, he wants it to have a group meeting and have everyone feel like they are involved.

August 23rd is the next meeting

First thing the committee will be looking at is CFI, then nursing home, then IHS and DD Waivers.

Commissioner wanted input from group on what the group was looking to get out of these meetings

General consensus from crowd family input and having families truly involved in the process.

Concerned about gov commission on MC and they have talked about issues but where they heard.

Denise brought up the QC recommendations – she will be presenting on the exec summary on the QC recommendations.

Joyce Butterworth is the CMS representative is present at these meetings as well.

Most of meeting was based on info gathering for what people want and how they want to share information.

Denise and Sarah will call Cathy before next meeting to discuss the background of the QC recommendations

Employment Report and Update – Jen Cook, BDS

Jen is the chair of the Employment Leadership Committee.

IOD has the contract to clean the employment data.

Work of committee is charged with following HEM-518

The committee had created an employment planning guide. It had different categories and questions to help understand where the individual is at with employment to support planning. Includes support questions after having the job and being able to grow the job.

Other activities this committee is responsible for – broke it into tables so they could track the information easier and support planning ahead and membership. Includes helping to provide training across the state.

Worked on creating a training around funding for supported employment. Currently on hold Varying understanding across area agency for supported employment funding and time lines related to that.

Committee will be making recommendations to BDS in regards to supported employment

Looking to have more collaboration (such as including VR).

There were lots of initiative related to Medicaid Initiative Grants (MIG), wanted to support communication with programs around this to support each other.

Want to develop a repository of all the information of the committee in a way that is easily accessible.

Working on succession planning for the committee. Jen explained the committee. They want to ensure they have a plan as members change positions/jobs and leave the committee.

Cathy asked if there were any users of the system – Jen said they may want to include users when they look at trainings. Cathy asked them to consider having that on their committee.

Deb O asked about statistics related to level of support needed. Employment database does live in LEADS. This is not covered.

Ann asked if the data invalid because it looks at anyone in the services that Medicaid is billed on. It is difficult to find work for those that may not want to work due to challenges or cannot work in a broader sense. Data does not look at the entire picture

Jen committee wants to look at data collected including what data is collected once included and what goes into getting employment.

John – what information do we need to collect or add to the analysis. Are there other assessments such as SIS & HRST data that could be included.

How do we look at data for what it means to us and doing it in a way that is non duplicative.

HEM are written in a way that has some vagueness because they are made to become operational for non-profits that have different structure.

There is a lot to figure out. Purpose at the moment to continue what you are doing and to define.

Jenn will be at the Sept meeting to present the report.

Lapse update – John Capuco and Sandy Hook

Law changed to bring forward the waiver maintenance line.

Essentially the money was allowed to move forward.

When sandy stepped into interim role she met with each AA to work on ways to track the information. There is a subgroup that meets with the commissioner and discuss issues related to reallocation and waitlist.

Sandy feels that relationships are positive with Area Agency.

Sarah asked what line items were allowed to roll over (as not all could such as FS Council dollars).

Sarah will email Sandy questions and cc Jenn Pineo

Sandy has put into to fill the vacancy for Denise Sleeper's position.

Family Support Council Update initiatives from last meeting – Laurie Guiguere

FS Council meets in August.

What to present to the FS Council in regards to the FS Council Initiative to involve other FS Councils.

Laurie will talk about the Policy Partner training that Region 10 does.

Reference March and May Minutes

Sub-Committee Reports

❖ Managed Care – (Ann Potoczak)

Ann asked where this committee sits needing to report on the SB553 meeting.

Sarah recommended that Denise and Sarah report and work with Ann to report out on this.

There will still be a conference call every other monthly

❖ Domains – Needs new Chair (not reporting)

No report

❖ Transparency – Adrienne

The committee has not met yet due to summer schedules. They plan to meet prior to the next council meeting. Strategy to increase membership – will ask committee to reach out to the groups they work on. Brain will get someone from Private Providers. Was brought up to the FS Council.

❖ Workforce Training – Update on March’s Action Item (Robin)

There are a lot of workforce workgroups. At minimum there will be a white paper coming out from the private provider network including high/low wage, age range of workers etc. Cathy asked if the committee could vet the white paper and if it could be presented to the QC and if we vote to endorse it and write a letter of support.

Sarah recommended that Brian speak to Heather Donnell who is working with Alex Koutroubas.

Survey was just done on DSP by NADSP.

❖ Rules Review and Recommendations (Ben Sahl)

No Update

Old/New Business

Questions for Governor Candidates (attach the documents)

Is there consensus this is a good idea? Yes there is consensus.

Question#4

This isn’t about access but more about payment reform.

Change wording to include payment reform. Access is not an issue.

Sarah asked if DD Council could do a forum. Sarah will work with someone to work on a forum.

Sarah will draft a letter to ask anyone that wants to participate and work on the forum.

Send feedback on letter to Cathy.

Other/Announcements/Public Comment

Next meeting will be the annual meeting. Will have recommitment to the Quality Council.

Will define priorities and initiatives for QC

Election time. Nominations will be sent to Jenn Pineo

Public Input

Karen gave some feedback on the SB553 committee meeting. It was standing room only.

Next Meeting: Wednesday, Sept 21, 2016 from 10:00AM – 1:00PM

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.

**DEVELOPMENTAL SERVICES QUALITY COUNCIL
MINUTES**

September 20, 2016

NH Council on Developmental Disabilities
2 ½ Beacon Street, Concord, NH 03301

ATTENDANCE

ATTENDING MEMBERS: Ben, Isadora, John R. Deb, Sandy, Brian, Sarah, Mary St Jaques (For Linda Bimbo), Cathy, Alan, Ann,

VIA PHONE: Laurie Giguere, Robin Carlson

ABSENT MEMBER(S): Adrienne Evans, Denise Colby, Kathy Bates,

PUBLIC ATTENDEES: Johnathon Routhier, Heather Donnell, Karen Kimball

Approve July minutes

Sarah Motion to approve, Brian Second. All in favor motion passed.

Review any remaining reappointments or open Council Seats

DD Council – DSP Seat – follow up with Isadora to fill.

FS Council Seat , CSNI – Board Member , DD Council Member

Cathy noted that the Council has continually struggled to fill the seats on the council. She asked that entities really make this a high priority.

Employment report

Employment Report was deferred until the November meeting due to the report not yet being completed.

SB553 Workgroup update and QC input Heather Donnell

SB553 Met last week. The commissioner has been very open with the public and wants info from public. Info is on CFI and Nursing homes right now. They have outlined what the next few meetings will look like.

SB 553 meeting held on September 15, 2016:

Notes from the SB 553 meeting provided by Heather Donnell

- *The Commissioner formally announced Chris Santaniello as Director of BDS and Sandy Hunt as Deputy Director.*
- *They have sent up tentative schedules and presentations on the following dates. He mentioned multiple times that they are tentative and there may be a few changes:*
 - *10/4 Camille Dobson from NASUAD to summarize MLTSS in other states: lessons learned*
 - *10/20 DHHS MMC Final Rule Presentation: about 1400 pages so they will summarize*
 - *11/1 Millimen Presentation (audit company) to discuss rate settings, how iit works, how to deal with issues with step 2 rates, etc. (may need more than 90 minutes for this presentation)*
 - *11/15 Joint presentation possibly with MCAC, MCO Commission on quarterly MCM Quality Management*
 - *12/9 DHHS presentation on current contracts with MCOs*
 - *Have/don't have*
 - *Care coordination/case management*
 - *Network adequacy*
 - *Quality*
 - *Payment reform*

- Value driven
- Economically driven
 - Possibly adding a speaker on dual-eligibility. Also rescheduling CFI as they could not present today.
- Brendan Williams, NH Health Care Association, and Mike Lehrman, Catholic Charities New Hampshire, presented on Nursing Facilities overview and some lessons learned from around the country. He mentioned some other states around the country that have, or have not implemented step 2 of managed care.
- Commissioner Meyers briefly spoke on after the presentations over the next few months he could see the group breaking up into subgroups that he is hoping is “self-recommended” and expects that those meetings will be held with public notice. He would like for the public to be involved in those meetings as well. First these subgroups will need to identify the outlines and then actually work on the components. He hopes to have a convenient place that they meetings will be held each time at the same location, knowing that it will be a busier time in the LOB.

The next SB 553 meeting will be held on October 4 from 10:30-12pm at LOB, room 210-211

The first few months will be to get the information out.

It is very general right now, they will eventually break into work groups and who are the key people to sit on these work groups. They are currently meeting 2x a month right to begin the work. They are talking about extending the contracts to the MCO’s for one year

Question: Has anyone on this commission discussed where they expect the savings to come from – this may be covered in upcoming meetings.

Question: Is there any entertainment of the possibility out of this work group that the recommendation may be that this is a bad idea? Or is the group looking at just moving forward. It is a concern if this is not even considered to be an option. Commissioner has stated that he does not know what route this is going to go, but the option to not have it be the only option has not come out yet.

Question Will the savings be on the backs on the parents? We need to start having these conversations.

As we get closer we will talk about what we will want Denise, as the QC member to focus on.

Question is Workforce represented. Meaning those that do the work not those that hire them.

Sarah met with commissioner and new Medicaid director to talk about the alternatives to managed care. They understand this is a huge issue and one of the most important issues to the DD Community. Where we are at right now is what is in front of us is taking a long time to take a healthy look at CFI and Nursing Homes and then we will look at it at a future date. They were not saying don’t talk to us, just that it is not coming for a while.

After they re-procure this contract for one year, they will then be looking at the new language. That would be the time to talk about this contract and ask them to leave us out. It is easier to add services later than it is to have it in and try to take it out.

Question – can the next contract round not have long term care in it since it is a large amount of Medicaid dollars? This may be dependent on who is the governor and legislature at the time that this comes to the table. CFI and Nursing Home groups feel more comfortable being put in together (they are not comfortable being in but if they have to be in they want to go in) .

Until LTSS are in imminent threat to be in to MC we cannot go back and ask for judgment on that.

Sub-Committee Reports

Managed Care – Ann Potoczak No Update

Sarah Aiken is the new Chair

Transparency – Adrienne Evans No Update

Laurie will connect with Adrienne to set a meeting before the next meeting.

Workforce Training *Robin Carlson* No Update

Pockets of activity is happening relative to the work force. They are starting to connect the dots. This will become part of other committees. There was a great celebration on Sept 9 for DSP Celebration.

Rules Review and Recommendations *Ben Sahl*

Ben is still getting his feet on the ground. Cathy noted that when this was done by Dick Cohen he would mark up and then bring to the council to review and work on giving recommendations. DRC is in the best position to make the recommendations and then bring them to council. This should be viewed as a collaboration vs. as two parallel tracks.

Domains – *Needs new Chair (not reporting)* No update

Legislative Update

SB 439 Study commission on the nursing shortage. This is a follow up to getting the nursing rate increased for the first time in 10 years. They have a Nov 1st deadline to make recommendations. Their first meeting is next week so not a lot of time to make recommendations.

Was there any effort to broaden this to look at DSP shortage. There is another commission that will be holding public forum.

Question on why this is so quick. To get the recommendations in for the next legislative session.

DSP Workforce Initiatives AA priorities is budget, early intervention, systemic rate increase.

Budget comes up every two years. Heather will be the contact for that.

Early intervention looking at legislation and have a potential sponsor. 16 entities (not all AA) are asking for 1.35 million to increase services in early intervention. There has not been a rate increase since 2007 and before that it was 1996.

Systemic Rate Increase Budget is done by waiver there is no line item for direct support workforce so asking for an increase in direct support workforce is difficult so they will ask for rate increase.

HHS Oversight LBA Audit Subcommittee – very robust committee looking at the audit report. October 6 11am is the next meeting. CSNI has done a lot of analysis on the Lapse and worked with BDS on what happened and how to prevent it from reoccurring. CSNI is working to help legislature understand the workforce needs. Cathy noted that families that completely manage (525) need to be included in the conversation they are an untapped voice.

Question was asked on the issue of data – what is collected and what needs to be collected and what is being done around this. If there is an insufficient data how is this being looked at to rectify this. There are multiple systems that do not talk to each other and they are not a unified capturing place. There is an archaic computer system.

Quality Council. Revisit of the SB138 recommendations? Consideration, Reflection and Recommitment

Time Commitment. the role of the quality council – should there be more time commitment to really look at what the QC is charged with. QC is to make recommendations (vs decision making authority).

How do we ensure that the work we do is given some weight and is heard and not just filed.

It has been beneficial to have all of the players in the same room, but has not been as effective outside of the qc.

It is frustrating to go to this meeting and feel like there is any follow through after the meeting and am wondering about the effectiveness of this council.

The time of the meeting is difficult for families to attend the meetings

If we had a ½ staff member to do research and write letters and get information and do the leg work for the quality council.

We should not stop striving to get more value, but we should not beat ourselves up for not getting more notoriety.

If we meet every month it could be one month is qc meeting and the other month is the subcommittee meetings.

QC presentations has gotten positive feedback – so putting our self out there to present as needed.

Continue to engage people that are interested. Include them on emails regarding the Quality Council.

Goal is to have the QC thought about when conversations come up about ABD/DD. Push the AA to post the minutes of the QC on their site and to help educate families. It needs to be known that we are here to have this happen and to have us thought about. We would need to have a staff person.

Need to set up goals and objectives for the coming year.

Is there a disconnect because everything happens in concord?

Future discussion on having the spring, summer, and fall meeting in other areas of the state.

When we send letter and annual report how do we follow up with this to ensure it was received and to get feedback around it. How do we define the follow up strategies

How do we increase our visibility in a state.

Work on more targeted outreach and information sharing.

The council is together because of people with disabilities, and families and then direct support workers. The work is not trickling down to people with disabilities, families and direct support workers.

Suggestion of a retreat to delve into these issues and to create a 3 year plan (strategic plan or work plan).

Sarah will create a skeleton plan.

Another thought Form B a form that was done previously by Area Agency – would need a business manager to present form B background to the QC.

Nominations and Election of Officers

After a nomination and secret ballot election process the election results were Cathy Spinney as Chair and Sarah Aiken and Brian Young as Vice Chair.

Old/New Business

QC Annual Report – Who will prepare? Deadline. Jenn will do for the November Meeting

Try to send out the week before for review.

Other/Announcements/Public Comment

Sarah gave an update about what happened with the governor forum.

We can invite each candidate to a meeting and have a meeting with them. Sarah will contact both candidates and try to get a date.

October 21st and 22nd is the DSP conference

Supporting people in community living certificate will be happening at Nashua Community College

New Bureau Director – Chris Santaniello on October 14th and Sandy will be the deputy director

Public Comment

Next Meeting: Wednesday, November 16, 2016 from 10:00AM – 1:00PM

Meeting adjourned

Minutes taken by Jennifer Pineo NH Family Voices – Admin Support