

**Home and Community Based Services – Waiver Settings Transition Project**  
**Advisory Taskforce Meeting**  
**July 8, 2015 – 10am to 12 noon**  
**UNH Institute on Disability, 56 Old Suncook Rd. Suite 2, Concord, NH**  
**Minutes**

**Deb Fournier, Mary St. Jacques, Adrienne, Ryan, Kaarla, Cynthia Gaudreault, John Fenley, Heather Hannafin, John Richards, Linda Bimbo, Lisa DiMartino**

- Introduction of Mary St. Jacques
  
- Provider Self-Assessment update
  - Received both via paper and electronically. Mary is entering the paper ones
  - Have received many phone calls from family, mostly on how to answer questions.
  - Many people were afraid of losing funding; we have been assuring them that is not the case.
  - Assuring folks that no information will be shared, info will be evaluated by UNH and shared in aggregate.
  - Linda met with a provider who does some service provision, but mostly with ABD, and had a helpful conversation on how to address the questions, and review questions included and not included in this review.
  - Scope is very specific to services in NH that are funded by CMS that are not in people's homes.
  - Had hoped to be able to match up information on surveys with master list; however, we haven't been able to be that specific. We will not be able to have an exact count by service type. This will not hurt analysis, but we will not have as specific data by waiver.
  - Once all the information is entered and cleaned, we will forward to the evaluator to review.
  
- Participant Survey – update
  - Received questions from folks concerned about anonymity.
  - So far, we have 443 surveys collected.
  - A request was made to case managers to help facilitate these surveys; many were not able to do this. Time could be a factor. Many case managers do not work full-time, and it takes about an hour to complete.
  - A concern was expressed that not enough participants were given the chance to complete it. This experience is very important data to gather. We will look at a process to do a second round of the survey so that we have a opportunity to get a larger sample, and do a staggered analysis.

- It was suggested that the state use their database and mail the survey to every individual who is receiving included waivers. Linda will follow up with Darlene to see if the Ombudsman's office can help. We will meet with Lorene to see what other options we have.
- We will reach out to self advocacy groups to help get the word out and distribute the survey, but there needs to be some way to ensure that only people receiving the specific waivers that are part of this settings rule fill out the survey.
- A request was made to add a question regarding which region the participant is from, so we can better follow up.
  
- Validation Process
  - Surveyors. We are identifying people now. Some are former agency and/or Bureau employees. Some Leadership grads. UNH will hire them as independent contractors. Mary will be their direct supervisor, and will assign sites. Surveyors will make appointments prior to going out to sites.
  - All sites and participants will be part of the selection pool for validation, regardless of whether they completed a survey.
  - Will be using the exact same tool for the validation as was used for the initial survey.
  - Mary and Linda will be meeting with people next week to interview and provide training in interview techniques. We want to make sure information is collected that will help in the process while creating a level of comfort in the folks being interviewed, providing an atmosphere that is relaxed and conversational, easing anxiety of any fears or concerns of funding and/or service loss.
  - Suggestions from Taskforce for surveyor training:
    - Ensure that surveyors ask questions just as they are written. Give examples if people ask for them.
    - It will be important for surveyors to be familiar with terminologies
    - Surveyors need to be sensitive to those being interviewed because there is a sense of fear. Need to communicate that this is a process of gathering information so we can identify steps for reaching compliance.
    - It was noted that some of the expectations are facility based, some are not (ie. Liability for people going into the kitchen at an assisted living facility)
    - Under activities it is important to emphasize that it's when people want to do activities, not when they're available.
    - Meals/Snacks is a sensitive topic in CFI settings
    - The surveyors will meet with the providers and then meet with the participants; they will go back to the provider if clarification is needed.

- At the end of the visit there will be closure with the provider. It will not be to provide information, rather to let them know the surveyor is finished.
  
- Timelines
  - All of the validation interviews need to be completed by October 2.
  - Intention is to conduct 450 site interviews (about 26% of the sites). This will impact at least 1500 participants.
  - Interviews with the participants will be coordinated during site visits.
  - All the data needs to be analyzed and a report written and a draft plan ready for review by this Advisory Taskforce and DHHS leadership.
  - Public comment needs to be completed by February 12.
  - Final report to CMS March 16, 2016.
  
- Other Business
  - Next Advisory Taskforce Meeting, August 12, 10am-12noon at the IOD in Concord.