

New Hampshire Developmental Disabilities and Acquired Brain Disorders Quality Council

**An Introduction for Families,
Individuals with Disabilities, Area
Agency Boards and Staff, and
Providers**

2010-2011

Quality Council

- Overall mission is to provide leadership and recommendations to the DHHS/BDS and the regional service delivery system on assuring quality service and lives
- One of its main responsibilities is to develop standards of quality and methods to make sure those standards are met
- Why is the Q.C needed; how did it come about?

How Did We Get Here ?

- Creation of Area Agency-community based service system under State supervision (with individual and family involvement and choice) (1981)
- Laconia State School closed (1991)
- Increasingly inadequate funding beginning around 1995 contributed to
 - Growing waitlists
 - The decreased availability of services
 - Increasing difficulty to hire, train, keep qualified staff at all levels

Some Solutions and Developments

- SB 138 provides for end of adult waitlists (2007)
- SB 138 provides for some minimal wage increases in 2008
- SB 138 creates Workforce and Service Quality Committees
- Committee Recommendation for Quality Council enacted by the Legislature and Governor (2009)

Some Solutions and Developments (cont.)

- Other recommendations in process of being implemented:
 - Ability to specify in service agreement additional training for individual's staff.
 - Investigations of Abuse and Neglect being transferred from Area Agency level to DHHS
 - Development of a Guidebook for Consumer Directed Services for individuals and families

Some Solutions and Developments (cont.)

- Most of Committee's other recommendations to address work force and quality issues not implemented yet, including significant wage increases and health benefits package to bring direct support staff to similar level of state workers at NH Hospital.
- Initial efforts to require standardized skills training for DSP's.
(DirectConnect-DoL grant & employment professional competencies)

Composition of the Council

- Taken from the law – stakeholder representatives including:
 - (a) The commissioner of DHHS
 - (b) People First of New Hampshire
 - (c) Advocates Building Lasting Equality in New Hampshire (ABLE NH)
 - (d) Autism Society of New Hampshire
 - (e) Brain Injury Association of New Hampshire
 - (f) Two from the New Hampshire Developmental Disabilities Council, at least one of whom shall be a person with a developmental disability
 - (g) Three from local Family Support Councils
 - (h) One direct support professional and one enhanced family care provider
 - (i) Three representatives of area agency boards of directors including at least 2 persons with a developmental disability or family members of such persons
 - (j) Community Support Network Incorporated
 - (k) Private Provider Network
 - (l) The Institute on Disability, University of New Hampshire
 - (m) The Disabilities Rights Center

Quality Council Purpose

- Catalyst to assure that quality services equal quality lives
- Commitment to monitoring “Best Practices”
- Develop and recommend measures and means to assure quality services and quality outcomes and lives
- Listen to the needs of those served and their families

Concepts of Quality

- Basic Human Existence
 - Feel safe
 - Basic needs are met
 - Sense of overall well-being

- Meaningful Lives
 - Varies from person to person
 - Encompasses higher ideals, goals and desires
 - Life, Liberty and the Pursuit of Happiness as defined by the individual

What We've Done

- Since September 2009 we have;
 - Adopted Guiding Principles (copies available)
 - Elected a Chair and Vice-Chair
 - Reviewing Rules that relate to issues of Quality as they come up for renewal.
 - Performed a comprehensive review of He-M 202, complaint investigation process.

Some Of The Things We Are Doing Now

- Defining areas of quality we will explore in the coming year
- Reviewing and monitoring initiatives related to enhancing employment opportunities
- Reaching out to stakeholders through the Area Agencies to keep them informed and involved

Future Work

- Recommend to the Department an online, user-friendly resource center for families to compare services and providers
- Make recommendations to the Legislature for meaningful improvements in the service delivery system
- Review the NCI (National Core Indicators) data when it becomes available
- Develop standards of quality and methods to evaluate that they are being met

Questions

Are your services creating a meaningful life
for your family member?

If not, why not?



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