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# ***Division of Long Term Supports and Services Bureau of Developmental Services***

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**Systems Work Steering Committee**

**January 2022**

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# Agenda

1. Recognizing our Strengths
2. Purpose of this Meeting\*
3. Goals for the System\*
4. DD Waiver and Assessment-Based Rates\*
5. This Group's Role\*
6. Next Steps
7. Questions

*\*Throughout this presentation, we will be providing verbal responses to some of the requests for clarification that we received in December. Written responses were sent via email in advance of this meeting.*



# Recognizing Our Strengths

Before we get started, the Department wants to acknowledge the strengths of this group. Some people in this meeting have...

- **Supported family members to thrive** despite limited capacity within the service system
- Lobbied for **changes to laws to best support people with disabilities**
- Asked the legislature to **prioritize supports and services** for people with developmental disabilities
- **Created new ways for policy makers to learn** from people with developmental disabilities
- **Supported children** with developmental disabilities for over a decade
- Educated peers on how to for the best interest of people with disabilities
- **Offered trainings** to parents on how best to navigate the DD system on behalf of their children
- Worked as a **DSP**
- Led **area agencies**
- **Operationalized CMS requirements** to ensure funding remains available
- **Committed their professional and personal lives** to improving services for people with disabilities

Your work and partnership have been critical to building the outcomes-based service system over the years. This partnership remains key to the next phase of the service system to ensure your work, and that of those not in this group, is brought forward as we look to the future.



# Purpose of this Meeting

Is anything misrepresented here? Are there other ideas for how to move forward?

## What We've Heard

This committee...

1. **Feels like additional role clarification would help members be more effective**
2. **Doesn't understand the motivation behind developing two DD Waivers and Assessment-Based rates**
3. **Wants to serve people effectively**
4. **Wants to meaningfully contribute**

## What We're Trying to Do

The Department...

1. **Wants to serve people effectively** (and thinks that Two DD Waivers and Assessment-Based rates are good ways to do that)
2. **Wants to learn** from this committee
3. Must meet the implementation timelines
4. **Is accountable** to the federal government
5. Will **adjust implementation details** based on feedback from this group

## How this Meeting Helps us Get There

Let's...

1. **Focus on the people we serve**
2. Reach consensus **on key components that support the development and implementation of Two DD Waivers and Assessment-Based Rates**
3. **Redefine how this committee can contribute** and how BDS can use those contributions



# Goals for the System



# System Opportunities

We all know that the DD system in New Hampshire can improve. Here are some problems that we are all dealing with...

## Individuals

People with developmental disabilities...

1. Sometimes struggle to navigate the DD system
2. Sometimes don't receive enough funding
3. Sometimes feel limited by available service offerings

## Area Agencies

People working at area agencies...

1. Face ongoing capacity issues
2. Currently rely on outdated technology
3. Struggle to get quick responses from BDS
4. Must figure out how best to make the waiver structure work for them and those they support

## Providers

People working as service providers...

1. Sometimes struggle to hire and retain staff
2. Sometimes struggle to cover their costs with current rates
3. Are trying to operationalize direct bill requirements and their impacts

## BDS

People working for BDS...

1. Are required to provide oversight of the services and spending in compliance with CMS regulations
2. Lack adequate access to data
3. Are responsible for ensuring health and safety

**We believe that together we can improve people's lives. What would this group like to add?**



# DD Waiver and Assessment-Based Rates



# DD Waiver and Assessment-Based Rates

To address the challenges we've just discussed, BDS is going to implement a series of policy changes over the next few years. This includes...

1. Creating Comprehensive and Supports DD Waivers
2. Implementing a Transparent Rate Matrix (Based on a level of need assessment)
3. Increasing Intensive Treatment Service capacity
4. Developing modernized IT Systems

We will discuss the upcoming assessment sample in more detail later in the presentation

**This suite of recommendations is supported by BDS, the Commissioner, and the Governor.**

These changes are complicated and significant. The Bureau recognizes that people in this group are still adjusting to these changes. BDS commits to...

1. Continuing to answer questions as transparently as possible to help people understand what's going on,
2. Incorporating input on HOW these policy changes get implemented. (Just not decision-making guidance about *if* they are implemented)

**We'd like to think about the future with you. How might these changes impact the DD system in the next decade?**



# This Group's Role



# The Role of this Group

**To move forward effectively, we believe that everyone must agree on the role of this group. To get started, let's talk about what has been hard so far...**

1. BDS recognizes that participating on an advisory steering committee rather than a decision-making steering committee has been confusing for some individuals.
2. BDS' intent has been to collect implementation considerations from this group of experts.
3. This group remains hesitant about the policy changes that are being implemented.
4. BDS believes that everyone here wants to find the best way to communicate their ideas and improve services for people with developmental disabilities. Finding that avenue has been challenging.

**Before we move on, is there anything missing from this list?**



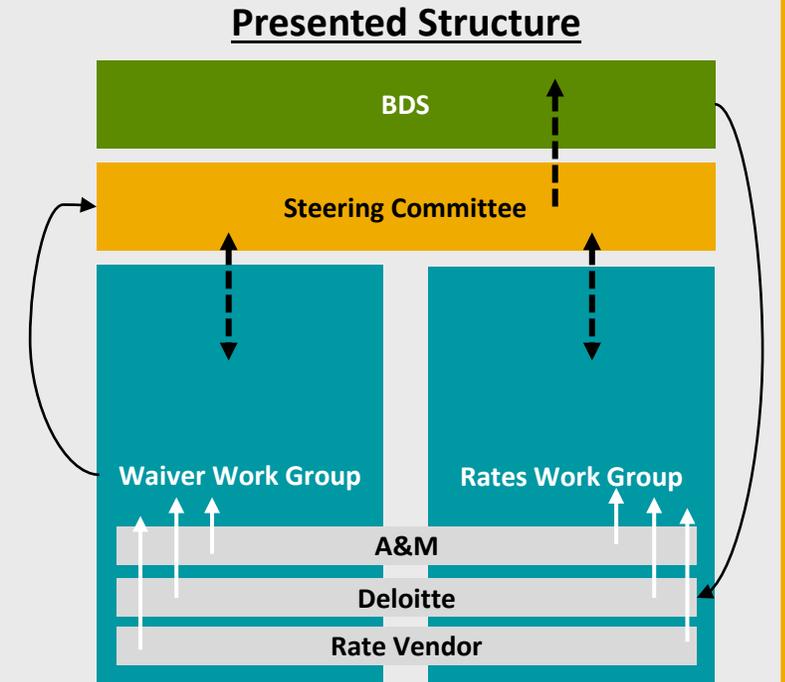
# The Role of this Group

To better clarify expectations about participation, BDS presents the following structure.

The Steering Committee's role is to serve in an advisory capacity. This group will...

- Receive information about the work of the Waiver Work Group and the Rates Work Group.
- Hear from AAIDD, the rate-setting vendor, and other important collaborators.
- Provide guidance on how to prioritize individuals and families throughout events like the assessment sample in the summer and the waiver public comment period.
- Provide insight into how to implement the BDS Systems Work changes including identifying barriers and factors for consideration.

To clarify, the Department is the final decision maker, but values, listens to, and incorporates input from you all. BDS believes an advisory-driven Steering Committee is the best way to continue involvement in a productive, service-focused way.



# How the Steering Committee can Influence the Assessment Sample

**As you know, we are currently in-conversation about how best to conduct a sample assessment to inform rate development.**

The Department would like the Steering Committee to weigh in on which supplemental questions should be used.

- Information about the Oregon supplementals and revised supplemental questions has been shared.
- The group has discussed the importance of capturing the unique circumstances of each individual.

**Today- let's discuss our options.**

In February – let's decide as a group what the preferred option is.

*(Please reach out to BDS if you feel additional information is needed to inform your opinion.)*



# Next Steps



# Responding to Questions as We Move Forward

The Department is committed to responding to your questions as transparently as possible. To do that, we will...

**1. Regularly update a public FAQ**

(That document is found in the resources section of our webpage at <https://www.dhhs.nh.gov/dcbcs/bds/systems.htm>)

**2. Respond to some questions in these meetings**

**3. Respond to some questions via email**

**We will group questions by topic area and respond to popular themes rather than individual questions.**

We receive a lot of questions. They come from advocates, the work groups, this steering committee, the press, families, and sometimes other states. Often, multiple people are interested in understanding more about the same topic.

Rather than write the same answer multiple times, we are going to combine information, so that it's easily accessible for anyone who wants to learn about this work!



# Next Steps

1. BDS will distribute these materials
2. In the next month, a cross-workgroup subcommittee focused on provider qualifications will be developed. BDS will reach out via email with more information
3. In February or March, the rate vendor and Deloitte will likely visit one of these meetings to introduce themselves and their work
4. In February or March, this group will be asked for more input on the assessment sample and other related topics.



