



NEW HAMPSHIRE  
**DHHS**  
DEPARTMENT OF  
**HEALTH & HUMAN SERVICES**

## **Advisory Committee Meeting**

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**06.13.24**

# Stakeholder Engagement Updates and Upcoming Opportunities



# Stakeholder Engagement: Demographics and Scope

BDS engaged with Developmental Services stakeholders through dedicated listening sessions and surveys from November through April. This feedback is valuable in guiding our planning and vision for a system that meets each individual and family's needs.



## Listening Sessions: 383 Participants

- 5 Listening Sessions with Individuals and Families (121)
  - Rye
  - Concord
  - Lebanon
  - 2 virtual listening sessions
- 1 Service Provider Listening Session (78)
- 1 Service Coordinator Listening Session (174)
- 1 Area Agency Listening Session (10)

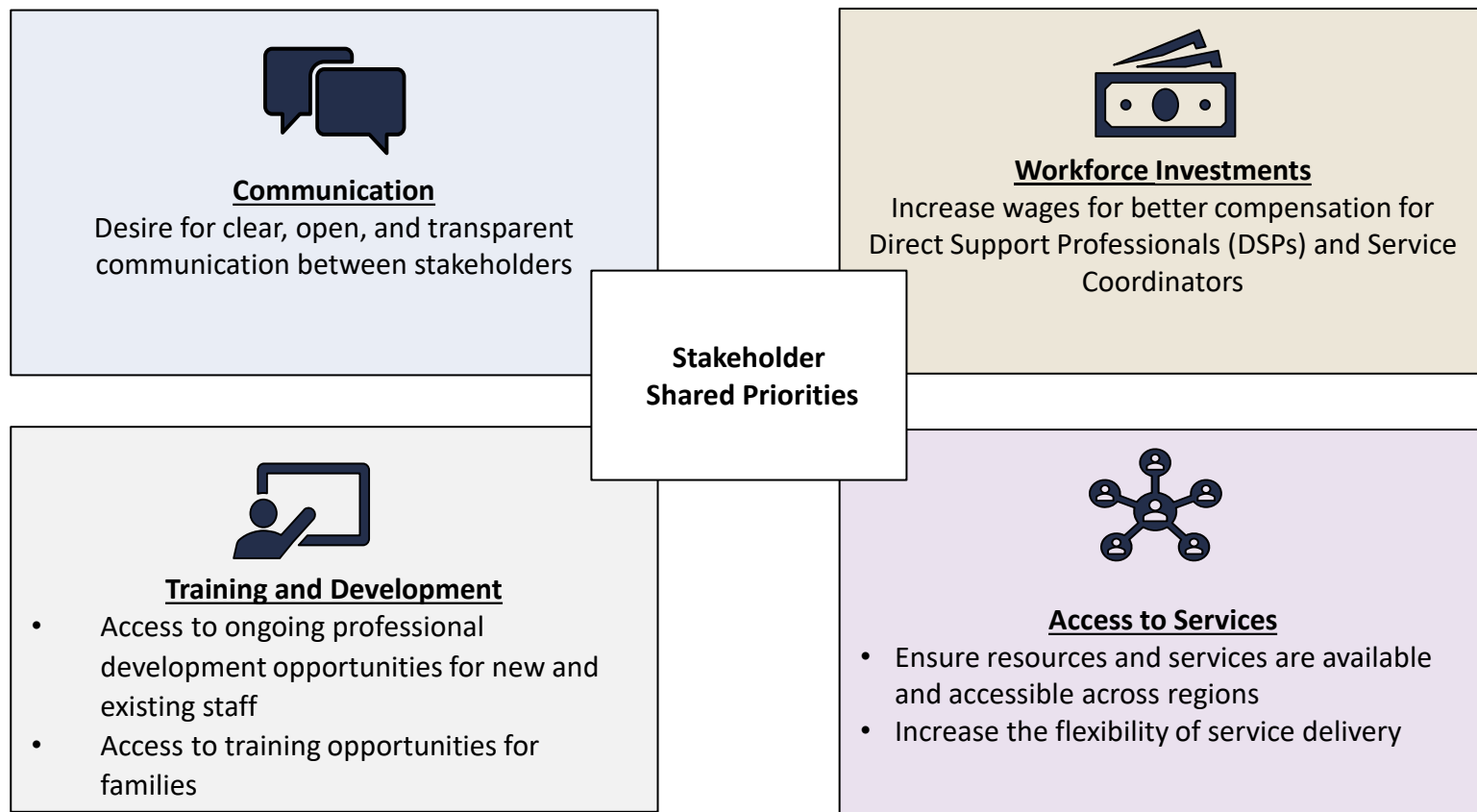


## Surveys: 360 Responses

- Individuals and Families (242)
- Service Provider (25)
- Service Coordinator (20)
- Area Agency Staff (73)

# Stakeholder Engagement: Shared Priorities

DHHS reviewed the 360 survey responses and organized those responses into key priorities for each stakeholder group. These priorities across stakeholders were also shared through the listening sessions.



# Moving Forward: What to Expect Next

In response to the feedback received, you will begin to see an increase in planning and activities to prioritize and support identified focus areas.



## Communication

- **Maintain an Up-to-Date Resource Webpage:** Ensure stakeholders have access to the latest program information and resources, where possible.
- **Amplify Individual and Family Voices:** Review stakeholder groups and identify opportunities for increased engagement through focus groups and targeted initiatives.



## Workforce Investments

- **Finalize Developmental Disabilities Waiver Rate Development:** Invest in competitive wages to attract and retain a skilled workforce supporting individuals with disabilities.



## Training and Development

- **Enhance and Customize Services Through Expert Guidance:** Secure expertise to implement best practices in Intensive Treatment Services, Participant Directed and Managed Services, and Person-Centered Thinking and Planning.

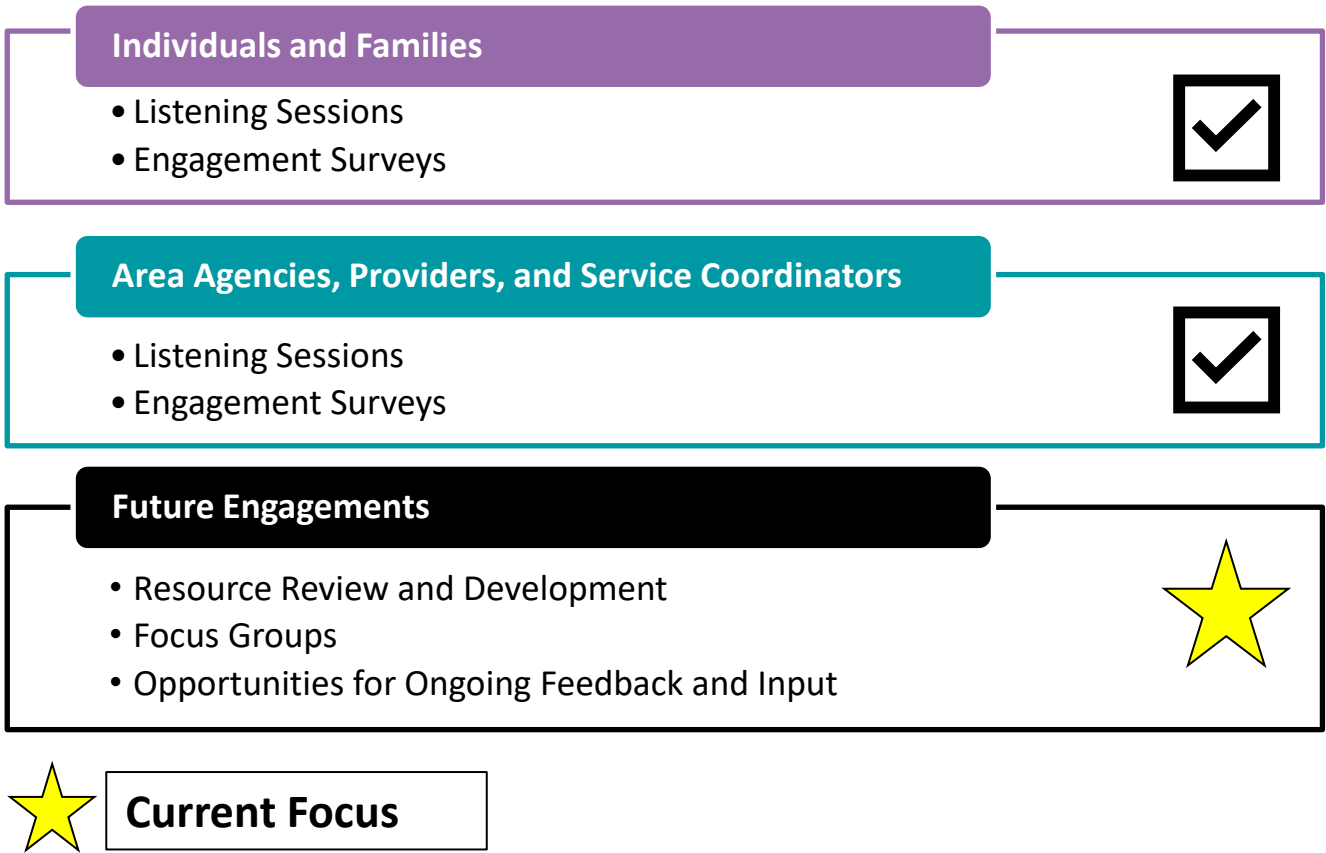


## Access to Services

- **Develop User-Friendly Resources:** Create plain language guides and webinars (such as "Waiver 101") to simplify access to information on services for individuals and families and developmental services staff.

# Stakeholder Engagement: Stakeholder Groups and Strategy

BDS has collected input and feedback through multiple engagement structures across various stakeholder groups to inform this next phase of system strengthening.



# Moving Forward: Upcoming Engagement Opportunities

To action the identified shared priorities, BDS will launch four focused, time-limited engagement opportunities in the summer/fall of 2024.



## Upcoming Engagement Opportunities

Summer/Fall 2024

**Service Agreement**

Summer/Fall 2024

**Waiver Guide**

Summer/Fall 2024

**Participant Directed and Managed Services**

Summer/Fall 2024

**Forms**

# BDS Website Updates

## Individual and Family Information and Resources

Information and resources from the Bureau of Developmental Services for families, with the mission to support citizens with developmental disabilities and acquired brain disorders

### Bureau of Developmental Services Sharing What We Heard: Moving Forward Together

Wednesday, May 8th, 2024 at 6:00 pm



The New Hampshire Department of Health and Human Services (DHHS) Bureau of Developmental Services (BDS) held a **virtual community webinar** to discuss the work to strengthen the developmental services system. We shared a summary of what we heard during the recent BDS community listening sessions and surveys. Your feedback is guiding BDS' planning and vision for a system that meets each individual and family's needs. Please view the following below for more information.

- [Sharing What We Heard: Moving Forward Together - Presentation](#)
- [BDS Sharing What We Heard: Moving Forward Together \(YouTube\)](#)

## Upcoming Engagement

See the schedule of [BDS Systems Work Stakeholders Engagement](#) sessions.

## BDS Systems Work Compliance Webinar Series, Spring 2023

BDS has developed the webinar series "Introduction to Direct Bill and Conflict-Free Case Management in New Hampshire's Developmental Disabilities Service System" to provide individuals and families an overview of the changes that have been completed regarding Compliance and Direct Bill that went into effect July 1, 2023. Please view the series links below.

- Session 1: [Introduction to Compliance](#) (3:43)
- Session 2: [History of Compliance Initiatives](#) (3:10)
- Session 3: [Path to Compliance](#) (5:01)
- Session 4: [Direct Bill Process](#) (3:57)
- Session 5: [Conflict Free Case Management](#) (4:57)

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/individual-and-family-information-and>

## Provider Information and Resources

Information and resources for providers who provide services or wish to provide services to individuals with intellectual or developmental disabilities in the State of New Hampshire

Information on this page will be continuously updated as resources become available.

### NH Easy 777 Provider Enrollment Form



BDS is excited to offer the provider access enhancement to NH Easy. In order to access the NH Easy BDS Service Provider Management platform, all provider agencies must complete the [NH Easy Provider enrollment form \(777 PDF\)](#). The NH Easy Provider enrollment form (777), must be completed by the *assigned NH EASY Administrator* (one administrator per organization) by **June 15th, 2024**. Please inquire internally at your provider agency to identify who the NH Easy Administrator is. Detailed instructions on how to complete the form may be found within the [NH Easy Provider Enrollment Memo PDF](#).

Please submit this form to [BDS@dhhs.nh.gov](mailto:BDS@dhhs.nh.gov), with the subject line "Provider Access NH Easy 777 Form".

The form indicates to submit it to [DHHS.NHEASYHelpDesk@dhhs.nh.gov](mailto:DHHS.NHEASYHelpDesk@dhhs.nh.gov), however during this initial enrollment process please do not submit to that email address. Through June 15th, please submit to the BDS email as indicated above.

## Events - Upcoming

### BDS Connection with Service Coordination and Intake Departments - June 12, 2024

**Start Date:** Wednesday, June 12, 2024      **Time:** 02:00 PM - 03:30 PM  
**Location:** Microsoft Teams

### BDS Service Coordination Supervisors Meeting - June 14, 2024

**Start Date:** Friday, June 14, 2024      **Time:** 10:00 AM - 11:00 AM  
**Location:** Microsoft Teams

### BDS Bi-Weekly Provider Readiness Open Office Hours - June 18, 2024

**Start Date:** Tuesday, June 18, 2024      **Time:** 11:00 AM - 12:00 PM  
**Location:** Microsoft Teams

- Developmental Services
- Home and Community Based Services Waivers
- Administrative Rules
- BDS Systems Work
- Provider Information and Resources



- Developmental Services
- BDS Systems Work
- Services For Individuals With Developmental Disabilities
- Employment for Individuals with Disabilities
- Services for Children with Special Health Care Needs
- BDS Budget Templates
- Individual and Family Information and

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/provider-information-and-resources>