Topics for this Work Group

1. **Housekeeping**
   1. Logistics
   2. Focus Group Membership
   3. Work Group Report Outs

2. **Focus Group Breakout**
   1. Assessment
   2. Individual Service Agreement (ISA)
Logistics - Reminder

We will now begin each of our Advisory Committee meetings as a group and then break out into our focus groups. Here are some details about how it will work:

1. Before this meeting, you should have received an email with the link to the focus group zoom that you selected.
2. In case you’re missing the link, BDS is going to post the Zoom links (2) in the chat now.
3. When we complete our meeting opening (at approximately 11am), each of you will exit this Zoom meeting.
4. Then, you will use your focus group link to join your focus group’s meeting.
5. Once everyone is settled into their focus group rooms, BDS will close this Zoom webinar. We will not reconvene as a group at the end of the meeting.
6. Members of the public can watch either focus group or switch back and forth between the two rooms.
## Focus Group Membership – Updated

<table>
<thead>
<tr>
<th>Member Role</th>
<th>Assessment</th>
<th>ISA</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS Facilitators</td>
<td>Melissa Hardy &amp; Jess Gorton</td>
<td>Sandy Hunt-Feroz &amp; Abby Conger</td>
</tr>
<tr>
<td>BDS Subject Matter Expert</td>
<td>Tiffany Crowell</td>
<td>TBD, As-Needed</td>
</tr>
<tr>
<td>Member</td>
<td>Mark Vincent</td>
<td>Mark Mills</td>
</tr>
<tr>
<td>Member</td>
<td>Ann Potoczak</td>
<td>Stephanie Patrick</td>
</tr>
<tr>
<td>Member</td>
<td>Karen Hatch</td>
<td>Keith Steckis</td>
</tr>
<tr>
<td>Member</td>
<td>Krista Gilbert</td>
<td>Tyler Jacques</td>
</tr>
<tr>
<td>Member</td>
<td>Deb Ritcey</td>
<td>Carrie Beth Duran</td>
</tr>
<tr>
<td>Member</td>
<td>Susan Silsby</td>
<td>Cathy Spinney</td>
</tr>
<tr>
<td>Member</td>
<td>Lisa Beaudoin</td>
<td>Mary St. Jacques</td>
</tr>
<tr>
<td>Member</td>
<td>Ellen McCahon</td>
<td>Cory Shompe</td>
</tr>
<tr>
<td>Member</td>
<td>Isadora Rodriguez-Legendre</td>
<td>Lesley D. Blecharczyk</td>
</tr>
<tr>
<td>Member</td>
<td>Denise Nash</td>
<td>Darlene Hayden</td>
</tr>
<tr>
<td>Member</td>
<td>Jennifer Pineo</td>
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</table>
Before we get started, let’s hear from the work groups about their current progress.

- Waiver Workgroup – Jenn Pineo & Krista Gilbert
- Rate Workgroup – Ellen McCahon

Additionally, this group is currently expected to hear from the DSP subcommittee in July.
Assessment Focus Group
## Assessment Focus Group Agenda

1. Discuss circulated information about SIS questions and use in developing budgets (30 min)
2. Level set definitions: grievance vs. exception vs. appeal (5 min)
3. Review SIS exceptions processes in other states (5 min)
4. Discuss future NH SIS exceptions process – high level (20 min)
5. Additional items from the group – open discussion (30 min)
Discussion: Review Shared Resources

Information was circulated to the Focus Group about the SIS supplemental questions, how the SIS can be used for developing level-based funding/budgeting, challenges states should consider when they implement assessment-informed budgeting, and other states’ budget methodologies.

• What information did you find useful?
• Did you identify any areas of concern?
• Which topics need more clarity or discussion?
BDS requires that person-centered planning, including a focus on a person’s individual goals and preferences, be a part of determining support and budgetary plans for each person\(^1\). In the future, BDS intends for this process to be followed:

### SIS Assessment Completed

<table>
<thead>
<tr>
<th>SIS Part 1</th>
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<tbody>
<tr>
<td>A: Home Living Activities</td>
</tr>
<tr>
<td>B. Community Living Activities</td>
</tr>
<tr>
<td>C. Lifelong Learning Activities</td>
</tr>
<tr>
<td>D. Employment Activities</td>
</tr>
<tr>
<td>E. Health and Safety Activities</td>
</tr>
<tr>
<td>F. Social Activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SIS Part 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection and Advocacy Activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SIS Part 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Medical Support Needed</td>
</tr>
<tr>
<td>B. Behavioral Support Needed</td>
</tr>
</tbody>
</table>

### Assessment Level Determined

- **Assessment Level (Illustrative)**
  - 1: Low Support Needs
  - 2
  - 3
  - 4: High Support Needs

### Individual Support Agreement Development

- **Rate Determined**
  - Individual rate determined by type of service and intensity of support need

- **Person-Centered Planning (ISA Development)**
  - Service planning focused on individual need with support team

- **Budget Determination**
  - Personal supports budget determined by sum of totals from all services

---

1. He-M 503.09(d) (11)
Work in Progress: A New Exceptions Process

DHHS is moving from using the SIS as an assessment tool to using it to inform a personal supports budget. We are in the process of capturing data from the SIS sample to determine different “buckets” of support levels. We want to be prepared for if someone does not fit into the standard structure or disagrees with where they fit.

We want to develop a robust exceptions process so people can indicate if they believe their assigned level is not right. This process should be:

- Approachable for families
- Manageable for the reviewing team
- Not overly bureaucratic (time appropriate)
Exceptions Process in New Hampshire

One similar process to learn from is the current NH Medicaid appeals process, which is more formal and legal in structure.

• Appeals are conducted by the Administrative Appeals Unit (AAU), an entity independent of DHHS Program Offices and Divisions

• Appeals must be filed in writing within 30 days from the date on the Notice of Decision

• Under certain circumstances, if you appeal an action within 15 days of the date on the Notice of Decision, you may be able to continue to receive benefits at the same level until a decision on your appeal is issued. If the appeal decision upholds the Department’s action, the continued benefits will have to be repaid.

Individually and families also have the opportunity to contact their area agency or the Bureau directly to discuss their eligibility and services.

We want to develop an exceptions process that will allow for better localized management and decision-making.

1: https://www.dhhs.nh.gov/doing-business-dhhs/legal-services/administrative-appeals
A mechanism needs to be established to provide a standard process for reviewing exceptions requests to SIS scores, which directly feed into individual budget determination.

Here are examples of specific policies or procedures in states with published exceptions processes that could be considered for NH:

<table>
<thead>
<tr>
<th>State</th>
<th>Policy Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virginia, Maine, North Carolina</td>
<td>Appeal allowed if standard operating procedures of SIS Assessment is not followed</td>
</tr>
<tr>
<td>Virginia, Maine, North Carolina</td>
<td>Appeals must be made within 30 days of assessment date or receipt of score</td>
</tr>
<tr>
<td>Oregon</td>
<td>Person requesting appeal will receive a written response within 45 days of filing</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>Specific team, independent of the SIS Assessors, is put in place to review SIS exceptions requests</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>SIS level by service can be appealed</td>
</tr>
</tbody>
</table>
Here is where we think exceptions can occur within the high-level SIS assessment process:

Discussion

- What do we want the NH SIS exceptions process to accomplish? How formal should it be?
- What is the desired flow and timeline from SIS assessment to exceptions process?
- What are the impacts of these decisions?
- What should we take from other states’ appeals processes and implement for New Hampshire?
Next Steps – Preparation for Next Meeting

• Review SIS exceptions processes from other states

• Think through questions below on how to operationalize a NH SIS exceptions process

• Next meeting, we will create process map and discuss detailed steps for the NH SIS exceptions process.

• Example questions to be considered include:
  • Who submits exception request?
  • What specifically is eligible for an exception?
  • Who reviews exception requests?
  • What is the makeup of the exceptions request review team?
  • How long does the review team have to come to a decision?
  • What is the timeline for the review process?
  • What happens to a person’s funding/services once a review has been requested?
  • Is there a secondary appeal process?
ISA Focus Group
ISA Focus Group Agenda

1. Review of Person-Centered Planning Values and Frameworks
   ▪ (Reminder- the intent of our focus group is to develop recommendations for a revised ISA that closely aligns with person-centered planning practices)

2. ISA Review
   ▪ Current Law
   ▪ Current ISA screen share and walk through

3. Next Steps
Person-Centered Planning

Person-centered planning is and must continue to be a vital part of the planning and service selection process for an individual.

What is Person-Centered Planning?
“Person-centered planning is a facilitated, individual-directed, positive approach to the planning and coordination of a person’s services and supports based on individual aspirations, needs, preferences, and values.”

What are the Goals of Person-Centered Planning?
“The goal of person-centered planning is to create a plan that would optimize the person’s self-defined quality of life, choice, and control, and self-determination through meaningful exploration and discovery of unique preferences and needs and wants in areas including, but not limited to, health and well-being, relationships, safety, communication, residence, technology, community, resources, and assistance.”

What frameworks help prepare our service system to excel at person-centered planning?
- LifeCourse
- Person-Centered Thinking (PCT) Training
- Supported Decision Making

This information is adopted from a 2020 report prepared by the National Quality Forum. https://www.qualityforum.org/Publications/2020/07/Person_Centered_Planning_and_Practice_Final_Report.aspx
Review of Person-Centered Frameworks and Related Practices

**LifeCourse**
Values and Tools by Charting the LifeCourse, originally conceived by the University of Missouri Kansas City (Source)

**Person-Centered Thinking Training**
Values and Skills by the University of Minnesota (Source)

**Supported Decision Making**
Speaking Events and Resources by the University of Syracuse (Source)

Balancing...

What's important FOR a person

What's important TO a person

What's important FOR a person

What's important TO a person
The ISA is a New Hampshire document that should support person-centered planning. Let’s start taking note of the aspects of the current ISA are working, and what opportunities exist.

The National Quality Forum Suggests that...

- Person-centered planning is based on the belief that the individual has the right to make choices
- The individual be centered-in, or lead, their planning conversations
- Plans may be adjusted to account for safety – these adjustments should be explained
- People helping an individual make a plan should talk with that person about their services
- An individual does not have to agree to the recommended services
- An individual’s planning process and plan should change as their priorities change
- Must be updated at least once a year (federal requirement)
- A person’s support team should learn about that person’s relationships, communication preferences, home preferences, community preferences, activities and hobbies, needed supports, finances, jobs and education, challenges, safety priorities
Current Law

Two main pieces of law currently define ISA requirements in New Hampshire.

**State Statute: 171-A(12)**

Changes to statute are passed by the legislature and outside of the Department’s direct control. Statutes override regulations.

171-A(12) requires that:
- Every person receiving services must have an ISA
- The ISA must be completed within 14 days of an “initial service planning meeting”
- Each ISA must include:
  - Information about a person’s strengths, interests, capabilities, disabilities, and needs
  - A description of habilitation and treatment goals and timelines
  - A list of services to be provided (amount, frequency, duration)
  - A list of the providers of each service
  - Criteria for transfer to less restrictive settings


**State Regulation: HE-M 503**

Changes to regulation are developed and proposed by the Department, with final approval by a legislative committee. Regulatory authority is given by statute.

HEM-503 has a variety of operational requirements which include:
- An emphasis on developing a service plan through a person-centered planning process
- A requirement that alternative services considered (but not chosen) be documented
- A requirement that service agreements are understandable, written in plain language, and finalized in writing
- Requirements related to documenting justifications of instances when there is a restriction placed on an individual that limits their ability to realize his or her preferences or goals
- Other requirements can be reviewed in HEM-503.10 & HEM-503.09

Current ISA

The current ISA is approximately 20 pages and covers the following information...

<table>
<thead>
<tr>
<th>1. General Information:</th>
<th>8. Residential Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact information, meeting logistics, guardian information, family information</td>
<td>Provider, services to be provided</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Diagnoses:</th>
<th>9. Behavioral Health Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergies, diagnoses listing</td>
<td>Provider, services to be provided</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Guardianship:</th>
<th>10. Day Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application process, type of guardianship, comments</td>
<td>Provider, types of services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Rep Payee:</th>
<th>11. Goals:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact information, description of money distribution process, planning process acknowledgement form</td>
<td>Status description and update, documentation of new goals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Personal Profile:</th>
<th>12. Service Satisfaction:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal history, personal statement (strengths, interests, dreams, vision), personal statement pt.2 (challenges, needs, etc.), review of last year</td>
<td>Description of services not available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. Clinical Information:</th>
<th>13. Participant’s of Meeting:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health needs, SIS C, SIS A, HRST, discussion of needs,</td>
<td>Names and roles, approvals</td>
</tr>
</tbody>
</table>

| 7. Services to be provided | |
|-----------------------------| |
| No guiding selections | |
The Department expects the group to cover the following activities in future sessions...

1. In July, we are going to continue our pro/con discussion of the existing ISA template.
2. Towards the end of that meeting, we should begin to land on some recommendations for the future-state ISA.
3. Please return your homework assignment by July 1st.