



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Support Services

2023

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Agenda

1. Recap (2022 & 2023)
2. Support Services
3. Department Resources
4. Thank you!

Recap





DD Systems Work 2022 Recap | Waiver Work Group

The purpose of the Waiver Work Group is to provide recommendations to BDS about the development of an amendment to the State's current Developmental Disabilities(DD) Waiver. This means the work group is helping to structure and document what services will be eligible for federal funding.

In 2022, the work group drafted service definitions (part of the amendment) for potential waiver services.

-  Krista Gilbert, Family Advocate
-  Lenore Sciuto, One Sky Services
-  Jessica Gorton, BDS
-  Deborah DeScenza, Farmsteads

-  Michelle Donovan, Living Innovations
-  Pamela Dushan, Community Partners
-  Jennifer Pineo, NH Family Voices
-  Renee Fisher, Easter Seals

-  Tim Leach, Gateways
-  Shannon Kelly, Lakes Region

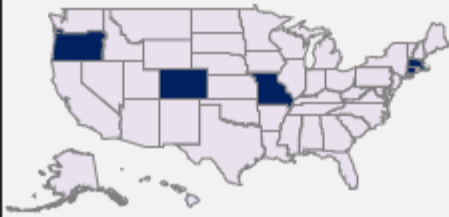


Reviewed the Purpose of Medicaid Waivers.

Discussed with the BDS waiver manager what a Medicaid waiver is (an agreement with the federal government) and why it is important (it defines what services will be publicly funded).

Reviewed Innovative Support Services from Peer States.

Read waiver definitions from Connecticut, Missouri, Oregon, Colorado, and Massachusetts for nearly 100 support services.



Recommended a Pause on the Development of an Individual and Family Supports Waiver.

Shared feedback on why developing a supports waiver in NH might be challenging. As a result, BDS paused development until at least 2024.



Identified New Services to Add to the NH Waiver Structure. From the peer state services, identified approximately 60 for service definition drafting.

Provided Direction on the Development of Support Services. Around 60 potential service definitions were reviewed. The workgroup found some redundancies and consolidated a few services.

Promoted the Creation of a DSP Workforce Subcommittee. Discussed the importance of DSPs and the current challenges with DSP recruitment. This resulted in the development of a DSP Workforce Development subcommittee that recommended NH institute a credentialing structure for DSPs.



Provided Direction on the Development of up to 8 Day Services. Emphasized the importance of building capacity for services for aging adults.



Provided Direction on the Development of 12 Residential Services. NH's current waiver only has 2 residential service options.

Provided Direction on the Development of Waiver Therapy Services. Provided insight on the unique features of occupational, physical, and speech therapy services- features that make the services appropriate for inclusion on the waiver.

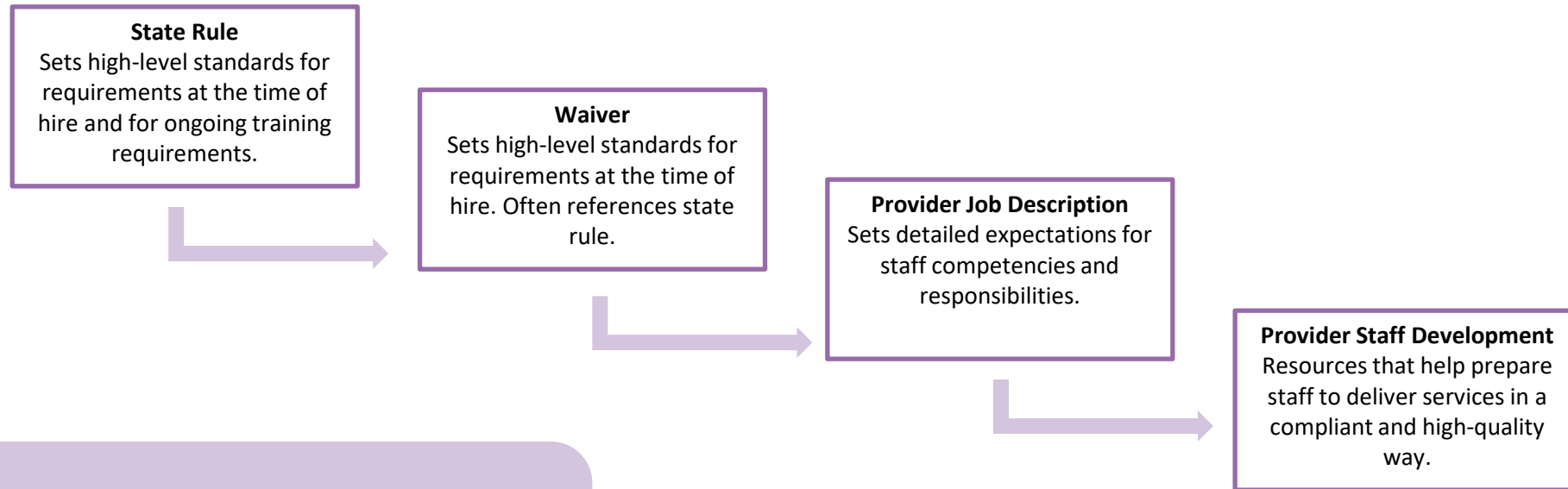
Shared Examples of Current Service Success. Contributed ideas from the NH provider community about what types of services are in high-demand and are very successful.

Support Services



Provider Quals Overview

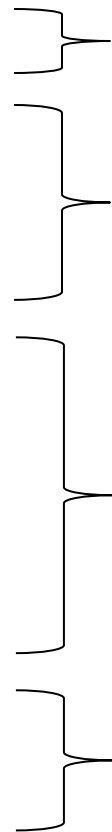
Last Spring, the group discussed the different places that provider requirements are located.



Today, we will discuss high-level standards for employees at the time of hire. The requirements we discuss will likely be most relevant to the state rules and the waiver.

Support Services

- Service Coordination
- Support Brokerage
- Homemaker Services
- Non-Medical Transportation
- Interpretation and Translation Services
- Stabilization Services – Non-residential
- Individual Goods and Services
- Remote Supports and Monitoring
- Assistive Technology
- Home Modifications & Adaptations
- Vehicle Modifications
- Special Medical Equipment and Supplies
- Respite
- Professional Assessment Monitoring and Consultation
- Person-Centered Strategic Consultation
- Behavior Supports



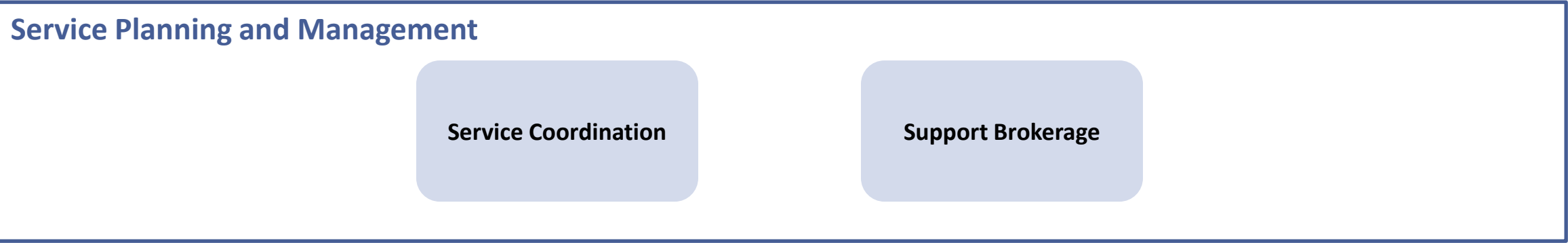
We will start our discussion with services that help people plan and manage their services

Then, we will talk focus our discussion on services that have generated a lot of interest and conversation amongst stakeholders.

We will not discuss services that are based on purchasing a good.

We will not discuss services that require specialized or clinical expertise.

Support Services Provider Qualifications



For service coordination, few requirements related to a service coordinator’s years of experience or education level currently exist in waiver or rule.

For Discussion: Should there be specific experience and education requirements for service coordinators?

For Discussion: Are there any characteristics of Support Brokerage, which is specific to PDMS services, that the work group feels should be different from service coordination?

[Support Brokerage example on next slide]

Support Brokerage Example - Wisconsin

Scope:

A support broker is an individual who assists participants to fulfill identified long-term care needs and outcomes by providing the participant with flexible and individualized support.

Support brokers must be knowledgeable of the IRIS program, of the typical kinds of needs of persons in the participant's target group, and of other local community-integrated services and resources available to the participant. The participant and the IRIS consultant agencies are responsible to assure that a support broker selected by the participant has the appropriate knowledge.

Support brokers are subject to criminal background checks and must be independent of any other waiver service provider.

This service may not duplicate services otherwise provided through the Medicaid State Plan or provided under another waiver service category including ICA services or FEA Services.

Participant employer authority and budget authority responsibilities may not be delegated to this service.

Other Standard:

An individual may be considered a qualified support broker only when they demonstrate adequate knowledge of the unique needs/preferences of the participant and the participant's specific target group, and they have knowledge of the local service delivery system and local resources available to the participant. The participant can decide the amount and type of training they require of the support broker.

Knowledge of the unique needs/preferences of the participant and the service system.

Source: Wisconsin IRIS Waiver

**Would something like this work
in New Hampshire?**

Other Support Services Requirements (1 of 2)

Homemaker Services

- The CFI Waiver currently requires that providers of Homemaker services have a Home Health agency license. To get this license, organizations must submit an application, receive various local approvals (like zoning/ fire safety), and complete background checks for staff.
- **For Discussion:** Should these requirements change or be added to for the DD waiver?

Stabilization Services – Non-residential

- When we discussed residential stabilization services earlier this year, we reviewed requirements from Connecticut that require providers to have at least two years of mental health service provision experience.
- As a reminder, this service is meant to provide temporary stabilization supports for people who would, due to either behavioral or environmental circumstances, be otherwise unable to participate in their non-residential services.
- **For Discussion:** Should there be any difference between provider qualifications for residential stabilization services and non-residential stabilization services?

Other Support Services Requirements (2 of 2)

Non-Medical Transportation

- Current requirements:
 - Drivers must have a current driver's license
 - Drivers must complete a driving record check, a criminal record check, and a Bureau of Elderly and Adult services Registry check
 - Drivers must have proof of insurance and a waiver on file
 - A transportation agency registered with the state to provide public transportation is an approved standard as a provider for this service.
- **For Discussion:** Are current requirements overly burdensome? Please share your experiences providing non-medical transportation.

Interpretation and Translation Services

- A peer state (Connecticut) requires that providers of a similar service be certified and/or registered by an organization such as the National Association of the Deaf.
- **For Discussion:** What qualifications are important to ensure accurate translation or interpretation services are provided?

Department Resources



How to Stay Involved

The work of the waiver workgroup will take some time to be reflected in the DD Waiver. In the meantime...

- Sign up for the quarterly newsletter
- Send questions to BDS@DHHS.NH.gov

BDS is now going to share the group's contributions with additional stakeholders for their input.

Thank you for your contributions!!