

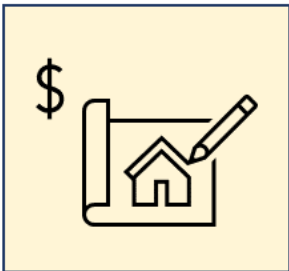


**FAMILY FORUMS 2022 RECAP**

Throughout the months of May and June, the Bureau of Developmental Services (BDS) and Alvarez & Marsal (A&M) conducted regional meetings with individuals receiving services and families. These forums were hosted by Family Support Councils and area agencies. **BDS shared information about the BDS Systems Work including why BDS believes the Systems Work changes will improve services for individuals and families.** These times provided an opportunity for families to ask BDS direct questions about the work!

Families provided great insights into how supports and services are being used today, challenges in the current service delivery system and opportunities for the future. Here’s an overview of the top five themes that emerged throughout the month!

**THEME 1: RATES AND BUDGET CLARIFICATION**



**WHAT WE HEARD:**

Many families requested more information about how the future rate structure will work, and how their funding amounts will be impacted.

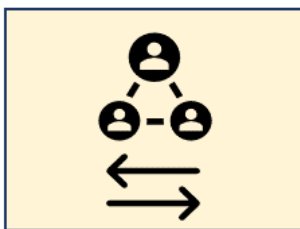
**WHAT WE SAID:**

**In the future, an individual’s Support Intensity Scale (SIS) assessment will inform the reimbursement rate that a provider receives for providing a service to that individual. The SIS assessment will not**

**“assign” an individual a specific total budget amount.**

Instead, each person will work with their service coordinator to pick services that support their goals. They will plan how often and in what duration these services are needed. Based on the person’s SIS score, a service reimbursement rate for each service will be assigned. In the future, the assigned rate will be multiplied by the amount of a service needed within a year (hours, days, etc.). This will result in a total service amount for each service that a person needs. These amounts will add up to a total annual services budget for each person.

**THEME 2: EXCEPTIONS PROCESS**



**WHAT WE HEARD:**

Some family members expressed confusion about how a standardized supports assessment can correctly identify the specifics of their family member’s needs.

**WHAT WE SAID:**

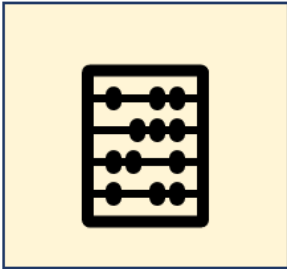
BDS recognizes the complexity of support needs across the state and is working to develop a robust exceptions process. **This exceptions process will provide families a structured way to reconsider their SIS score or reimbursement rates.** BDS, in partnership with our stakeholder workgroups, is committed to developing an exceptions process that will not be overly burdensome for families.



THEME 3: FUTURE SYSTEM FUNDING

WHAT WE HEARD:

Some community members expressed concern that if the new rates are higher than the current rates, the legislature will be unwilling to fund a larger DD services budget.

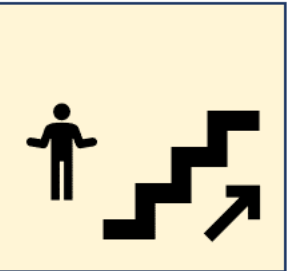


WHAT WE SAID:

Each biennium the Department of Health and Human Services submits a budget request to the Governor and Legislature. There is never a guarantee that a certain funding level will be achieved.

Despite this uncertainty, **BDS is confident that developing a consistent, transparent rate methodology will make it easier for the Department to submit an informed budget request to the Governor and the Legislature.**

THEME 4: WORKFORCE CHALLENGES



WHAT WE HEARD:

Many community members reflected on the staffing challenges that they have been facing for the past few years. The COVID-19 pandemic has only made the situation more difficult.

WHAT WE SAID:

BDS recognizes the extent of the challenges the Direct Support Professional (DSP) workforce shortages are placing on service delivery and intends for multiple components of the Systems Work to address these challenges. First, updating reimbursement rates will likely support providers in offering more competitive wages and benefits to DSPs and service coordinators. Additionally, a subcommittee of the work is developing recommendations related to training and credentialing - working to identify career ladders and lattices for DSPs. **BDS' vision is that these workforce development supports will encourage more people to become a DSP and keep DSPs in the workforce.**

THEME 5: PDMS & HOME-BASED SERVICES



WHAT WE HEARD:

Some individuals and families self-direct the services that they receive. (Person Directed and Managed Services (PDMS) and Fiscal Management Services (FMS)). These families asked how the "direct bill" requirements will impact them. Will PDMS continue to exist? How will funds be tracked and approved across families, vendors, and area agencies? Will a person still be able to receive 24/7 care and still live at home?

WHAT WE SAID:

The Department stays committed to supporting people and families to self-direct their services. PDMS is and will continue to be an important part of the service delivery system. Under Direct Bill requirements, people self-directing their services should see little to no changes. Direct Bill requirements will be most impactful under "traditional" services and managed by service providers/vendors. Through the Systems Work, BDS in collaboration with its stakeholders will work to establish processes that support PDMS service and budget management activities that may be impacted through adding new service options or changes in the rate methodology. The Department's goal is to build systems that support greater consistency in service access and delivery while staying committed to supporting the unique needs of each individual.



2023 +

THEME 6: TIMELINE

**WHAT WE HEARD:**

Many families want to know when the Systems Work changes will impact them.

**WHAT WE SAID:**

**The simple answer is, “Not yet!”** The Department will continue to develop new rates and prepare for the changes until the Summer of 2023. By the Summer of 2023, service providers will have begun to bill the Centers for Medicare and Medicaid Services (CMS) directly and area agencies will have resolved case management conflicts.

Families should expect to see more changes once the new rates are “live.” This is unlikely to happen for everyone at the same time. Individuals will gradually phase into the new services, rates and IT systems starting in the Fall of 2023.

BACKGROUND

To review the materials that BDS provided during these family forums, please visit: <https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work/developmental>