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

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**Steering Committee**

**February 2022**

**Chris Santaniello and Melissa Hardy**



# Topics for this Steering Committee Session

## 1. Introduction

- Introducing Melissa Hardy
- Topics for today's meeting
- Systems Work Updates

## 2. What has Been Decided/ What is Left to Decide

- Waiver
- Rates
- Intensive Treatment Services
- Information Technology

## 3. Moving Forward

- Future Vision and Values
- Next Steps



# Introducing Melissa Hardy

- **The Department is excited to announce Melissa Hardy as new Department of Long-term Supports and Services (DLTSS) Director**
- **Melissa comes to the Department with long-standing experience in long-term care services**
- **Melissa will support the BDS Systems Work, including leading the work of this committee**
- **Nancy Rollins, who has been instrumental in the success of DLTSS over her career, will continue to transition her role to Melissa over the coming months**



# Topics for Today's Meeting

Last time, the Department provided information about the advisory role of this group. Since then...

## What We've Heard

- This committee...
1. Feels like information about the outstanding decisions would be helpful
  2. Has expressed an interested in collaborating with more self advocates
  3. Requests insight into the Department's rationale
  4. Requests a commitment to system values
  5. **Wants to serve people effectively**
  6. **Wants to meaningfully contribute**

## What We're Working On

- The Department...
1. **Wants to serve people effectively**
  2. **Wants to learn** from this committee
  3. Has reached out to self advocates and is committed to providing accommodations
  4. Wants to better communicate and build trust

## How this Meeting Helps us Get There

- Let's...
1. Welcome our self advocate participants
  2. Reset and review the decisions that have been made
  3. Review an in-development collection of decisions that are outstanding
  4. Prepare to work on refining a vision for the future together



# Steering Committee Name

**The Department has been informed of a request to change the name of this group from the Systems Work Steering Committee to the Systems Work Advisory Committee.**

- The Department is in agreement with this recommendation and will begin to make the administrative adjustments to reflect this change.

**Regardless of name, the intent is for all members of this group to feel meaningfully engaged as implementation partners.**



# Systems Work Updates

## Before we get started, the Department would like to provide some updates.

1. Melissa Hardy joined the DLTSS team.
2. The rate setting vendor, Myers and Stauffer, began working with the Department at the beginning of February.
3. The next information session will be held in March.
4. DHHS & A&M are meeting with the Area Agencies to discuss their roles in the system.
5. A&M will participate in site visits to further understand NH services.
6. The waiver work group is working on drafting service definitions. They are starting with Residential Services. The final suite of services and their definitions will not be complete for several months.
7. An invitation email has been sent to every volunteer and nominee for the workforce subcommittee. Please reach out if you need the email resent.
8. Members of the BDS team have been meeting with stakeholder groups outside of the work groups and information sessions in attempts to engage diverse thought partners.
9. Finally- we know that we asked you all to prepare to discuss supplemental questions this month. Given the feedback we've received, we think that conversation is best delayed for 2 -3 months.

Do you have any questions or updates to provide?



# Review of Decisions to Date

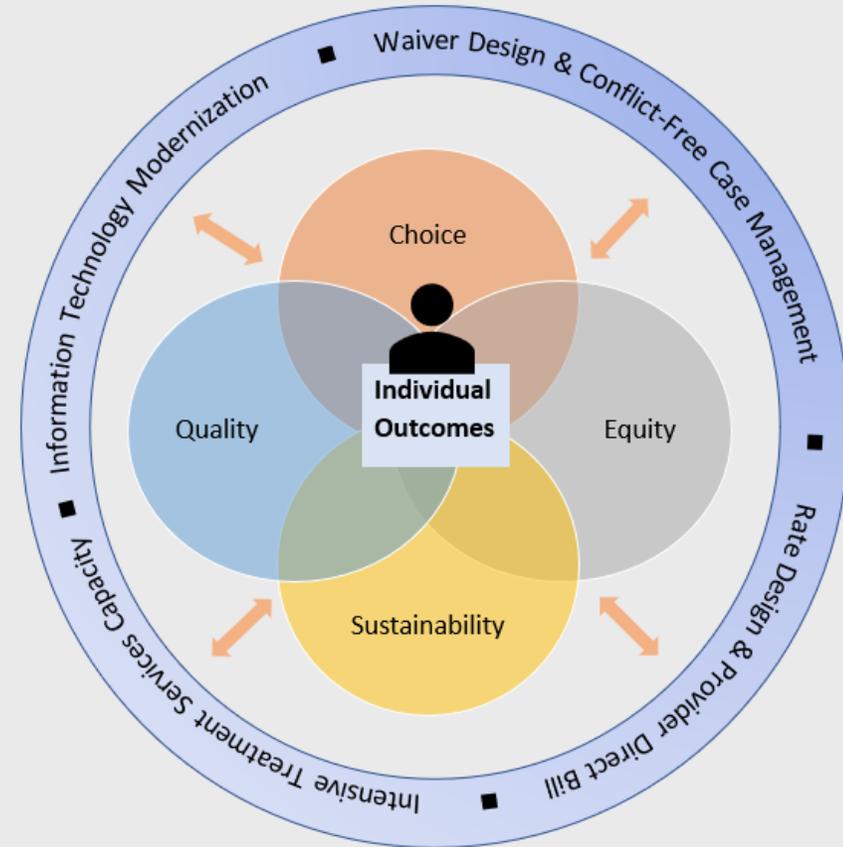


# The Department's Intent for this Conversation

**The Department aims to address the request for additional clarification on what decisions have been made and why. To do this...**

1. The Department is going to present a table of 11 decisions that have already been made.
2. For each component of the Systems Work (Waiver, Rates, IT, ITS) the Department is going to present decisions that have not been made and details that are not final.

**This information is ever evolving and is up-to-date as of February 2022.**



# DHHS Commitment to Work

- To support a successful transition of this work to positively impact individuals and families, DHHS is committing to:
  - Develop processes to ensure individuals and families will have access to the same services – albeit under different names in some cases – as they are currently receiving today;
  - Establish new services to expand the service array that individuals and families have access to; and,
  - Build a new rate reimbursement methodology that promotes these services while better covering the costs to provide them.



# Decisions that Have Already Been Made and Why (1 of 2)

We are about to talk through what's left to decide.

We want you to help reinforce the values and vision of our system change.

Category	Decision (The Department will...)	Rationale (The department chose to...)	Federal (CMS) Guidance	Value
Groundwork	Contract with A&M in 2020 for an operations assessment	Originally, A&M was contracted to identify efficiencies within DHHS, based on uncertainty of future revenues due to the COVID-19 pandemic. During this work, A&M identified several areas where investments, not cost savings, were needed in DD services.	NA	Quality, Sustainability
Groundwork	Contract with A&M in 2021-2023 for implementation support	The Department decided to engage A&M to support implementation of the recommendations based on their experience, values and a need for additional capacity.	NA	Quality, Sustainability
Waiver Structure	Add an Individual and Family Supports Waiver	Develop a Supports Waiver in order to promote investment in and development of individualized support services. A&M analysis, lessons from other states, feedback from other states, and the state's goal to expand services and strengthen definitions of the waiver program led to this decision.	CMS requires states to clearly define each waiver service in a mutually exclusive way.	Choice, Equity
Rates	Contract with Myers and Stauffer to establish a cost-based reimbursement system	Work with a rate vendor because this development work requires a specialized skill set for a limited period.	CMS requires states to document the factors and assumptions included in the rate methodology.	Equity, Sustainability
Rates	Develop an Assessment-Based Rates Matrix	Transition to assessment-based rates to ensure that reimbursement is consistent with individual level of need and applied regularly across the state. A&M analysis, lessons from other states, and the Department's goals of ensuring better equity in service access and funding across the state led to this decision.	CMS requires states to have uniform and consistently applied policies concerning the determination of waiver payment amounts or rates. Assessment-based rates are known to incentivize providers to provide care for higher need individuals.	Equity, Sustainability
Rates	Use the SIS for the assessment sample	Use the SIS primarily because of the community's existing familiarity with the tool.	CMS recognizes the importance of choosing an assessment tool that is well matched to the characteristics of a specific state's population.	Equity, Sustainability
Rates	Contract with AAIDD to complete the assessment sample.	Work with AAIDD in efforts to leverage AAIDD's expertise as developer of the SIS to support the neutral collection of the data sample. Lessons from other states led to this decision.	NA	Quality, Sustainability



# Decisions that Have Already Been Made and Why (2 of 2)

We are about to talk through what's left to decide.

We want you to help reinforce the values of our system change.

Category	Decision (The Department will...)	Rationale (The department chose to...)	Federal (CMS) Guidance	Value
IT	Contract with Deloitte from September 2021 to July 2023 to upgrade the Department's IT	Outsource this work because it requires a specialized skill set for a limited period of time.	NA	Quality
IT	Review Deloitte's scope of work for a potential individual service agreement	Consider this change to ensure smoother processes for individuals, families, Area Agencies and vendors for selecting and authorizing services	CMS requires states authorize and fund services with reasonable promptness.	Quality
ITS	Work with AAs and new/existing vendors to increase ITS capacity	Support the development of in-state ITS capacity due to the cost and quality challenges that exist with out-of-state placements. A&M analysis, lessons from other states, and feedback from NH community members led to this decision.	N/A	Quality, Sustainability
Compliance	Support providers to develop direct bill capacity by July 2023	Prioritize meeting this CMS requirement to ensure continued availability of federal funding.	CMS requires that providers be able to bill the state Medicaid agency directly.	Equity, Sustainability



# Values – Our Starting Point

**When initially developing the Systems work, the Department prioritized the values summarized here:**

**Community Engagement** – The Department will listen to individuals with developmental disabilities, families, advocates, providers, and area agencies and incorporate input from the community to build a stronger system

**Choice** – The Department will recognize and support the decision-making power of people with developmental disabilities, especially as it relates to the services they receive

**Equity** – The Department will support services that are offered consistently regardless of recipient location, financial status, race, gender, or other demographic characteristics

**Quality** – The Department will strive to continuously improve services for people with developmental disabilities, including increasing access to services and strengthening existing services

**Sustainability** – The Department will make financial and policy decisions that support the long-term health of the developmental disabilities service system

**We want to reinforce these values (and supporting actions) with this group.**



# Waiver | Outstanding Decisions

TWO WAIVERS

TRANSPARENT RATE SCHEDULE

INT. TREATMENT SERVICES (ITS)

IT MODERNIZATION

## Things we don't know:

1. What services will be on the Supports Waiver / What services will be on the Comprehensive Waiver/ What services will be on both waivers
2. How many total services will be on NH DD waivers
3. If limits will be developed for a waiver
4. What characteristics will define each service
5. What provider qualifications will be for each service
6. If the state will add supports for DSP training platforms/workforce development solutions
7. How statutes and rules will be updated to align with the new waiver structure
8. What administrative process will exist for waiver transitions
9. What exceptions process will exist for outlier cases

This non-exhaustive list is up-to-date as of February 2022



# Rates | Outstanding Decisions

TIERED WAIVER

**TRANSPARENT RATE SCHEDULE**

INT. TREATMENT SERVICES (ITS)

IT MODERNIZATION

## Things we don't know:

1. What years of provider cost data will be used
2. What supplemental questions will be used in the SIS assessment sample
3. How families that complete the assessment sample will be supported
4. What additional assumptions will be developed
5. What factors will be included (geographical adjustments, other special characteristics, etc.)
6. What the baseline DSP wage assumption will be
7. What the financial impact to each provider will be
8. If a DSP credentialing structure will be built into the rates

This non-exhaustive list is up-to-date as of February 2022



# ITS | Outstanding Decisions

TIERED WAIVER

TRANSPARENT RATE SCHEDULE

**INT. TREATMENT SERVICES (ITS)**

IT MODERNIZATION

## Things we don't know:

1. Which area agencies and providers will be the primary partners for capacity development
2. What transition supports will be available to individuals and families
3. Timeline for bringing people back to NH from out of state placements.

This non-exhaustive list is up-to-date as of February 2022



# IT | Outstanding Decisions

TIERED WAIVER

TRANSPARENT RATE SCHEDULE

INT. TREATMENT SERVICES (ITS)

**IT MODERNIZATION**

## Things we don't know:

1. How the service authorization documentation and process will change
2. How current system elements will match to future system elements (a crosswalk)
3. How Area Agencies and provider agencies will adjust their own technologies as old state systems are phased out

This non-exhaustive list is up-to-date as of February 2022



# Moving Forward

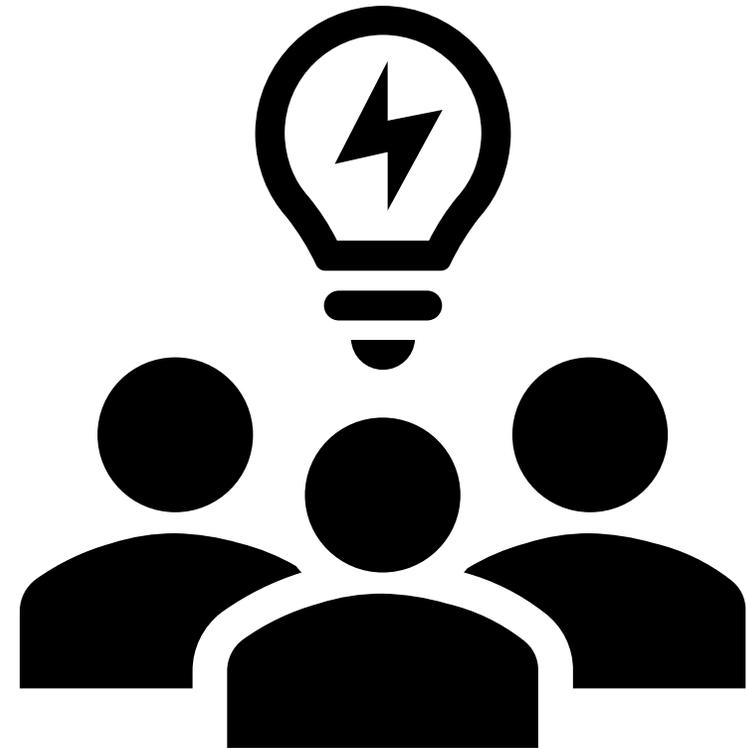


# Future Vision and Values

**Based on feedback from this group, the Department would like to spend time refining our system values and identifying:**

- 1.** Strengths of the Current System to Preserve
- 2.** Opportunities in the Current System to Address

**To support this important work, we are having discussions with the Institute on Disability (IOD) to facilitate this visioning session.**



# Next Steps

1. In March, we will come together (hopefully in-person) as a team to discuss our shared vision for DD Services in New Hampshire. (Any in-person meeting will be done in a COVID-conscious way. Please let us know your comfort level with participating in an in-person meeting.)
2. The Workforce Development Subcommittee will begin work this month
3. In upcoming months, you will be introduced to Deloitte and Myers and Stauffer
4. Is the group open to changing the start time of these meetings to 10:30?



