

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

Systems Work Advisory Committee

May 2022

Melissa Hardy



Topics for this Work Group

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1. Housekeeping

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

2. Individual and Family Support Waiver Delay

3. Focus Group Breakout

1. Assessment
2. Individual Service Agreement (ISA)



Logistics

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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 – To Be Confirmed

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Member Role	Assessment	ISA
BDS Facilitators	Melissa Hardy & Tiffany Crowell	Sandy Hunt-Feroz & Abby Conger
Member	Mark Vincent	Mark Mills
Member	Ann Potoczak	Ellen McCahon
Member	Karen Hatch	Stephanie Patrick
Member	Krista Gilbert	Keith Steckis
Member	Deb Ritcey	Tyler Jacques
Member	Susan Silsby	Carrie Beth Duran
Member	Lisa Beaudoin	TBD
Member	Denise Nash	TBD
Member	Isadora Rodriguez-Legendre	
Member	Cathy Spinney	
Member	Jennifer Pineo	



Work Group Report Outs

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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



IFS Waiver Delay



IFS Waiver Delay

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On 5/5, the Department announced a decision to delay the implementation of the IFS waiver.

- We are still committed to improving and adding to the services currently defined in our DD waiver. We will still submit a waiver amendment to CMS in 2023.
- This delay is meant to free up resources, so that the Department and the community can prioritize implementing conflict free case management, direct bill, and assessment-based rates.
- Work on the IFS waiver will resume in Fall 2023 or early 2024

What comments or questions do you have about this change in direction?



Assessment Focus Group



Assessment Focus Group Agenda

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1. SIS Sample Assessment Approach and Intent
2. The SIS and Budgeting
3. Person-Based Examples
4. Identifying Future Topics

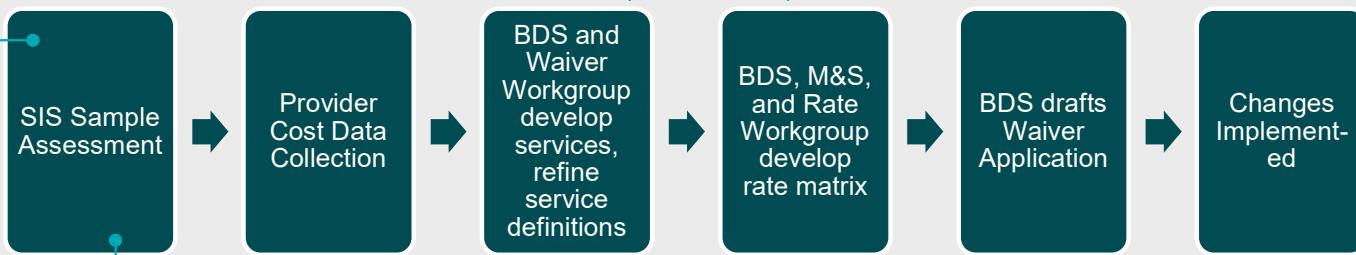


SIS Sample Approach

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To develop assessment-based rates, the Department intends to use this approach.

This assessment will be used for modeling and validating support needs in New Hampshire



Assessment data isn't all that is needed to develop rates. BDS/ Myers and Stauffer (M&S) will also collect cost information from vendors and area agencies

BDS' Intent:

- Use the sample to develop support levels to establish rates for services that link an individual's level of support need more directly to service access - increasing equity and standardization across New Hampshire
- Transparently collect a sample that will be used for rate building



SIS Sample Intent

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The SIS Sample is meant to inform an assessment-based rate structure. When individuals enter the system, experience a change in their support needs, or come up to their assessment renewal, they will complete a SIS assessment...



In the future, services for an individual will be reimbursed in a structure that connects an individual's SIS score to their funding.

*The SIS score **will not** determine what services an individual is eligible for.*

*The SIS score **will** determine what level of reimbursement an individual is eligible for.*

The job of this focus group is to identify ways that BDS can best use the sample data to inform the rate structure.

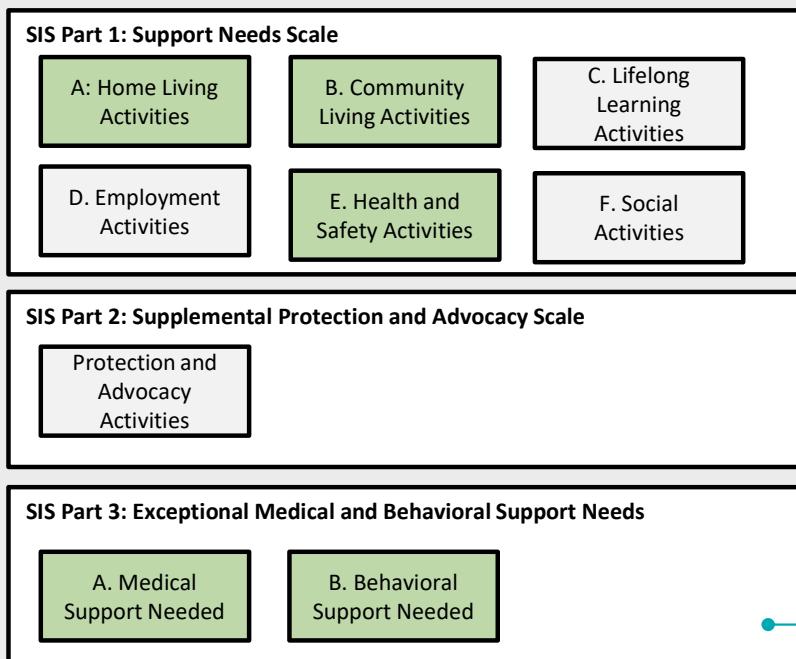
We want to make sure the link between an individual's SIS score and their reimbursement rate is appropriate and transparent.



The SIS and Budgeting

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The SIS is a tool that focuses on the supports an individual needs. It's known for being a strong person-centered planning tool and has been used by 26 states for person-centered planning and/or budgeting.



Sections 1A, 1B, 1E, 3A, and 3B are typically used to inform budgets.

Triggers to the supplemental questions can lead to more information being collected about the medical and behavioral support needs of some individuals.



Additional Resources

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Resources are available to educate all of us about the SIS.

- In November and December of 2021, BDS shared a number of resources with the Advisory Committee.

Next steps:

- BDS will redistribute the resources shared last fall. This will include information about the SIS supplemental questions, how the SIS can be used for developing level-based assessments/budgeting, challenges states should consider when they implement assessment-informed budgeting, and other states' budget methodologies.
- BDS will share new resources to the group that will include information about how the SIS has been used for budgeting.
- This focus group will review these materials, and share additional resources with the group as appropriate.



Examples | John Enters Services for the First Time

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John is 23 years old and has Down syndrome as well as some complex behavioral support needs. He lives at home with his parents and would like to stay there. John has not accessed services before, but he and his family agree that additional supports are needed. They recently worked with his Area Agency to complete the initial intake and eligibility process . After meeting eligibility requirements, John receives an initial SIS assessment which documents his support needs as high.

In developing his ISA, John selects multiple services from the DD Waiver. His family also requests Family Peer Support Services as they transition into supporting John in adult services.

John's parents are aging and concerned about John living with them long-term. As part of his ISA development they start talking to John's service coordinator about future options.

Services John Chose	
Chore	Personal Care
Day Habilitation	Assistive Technology
Behavioral Supports	Home/Vehicle Mods
Respite	Family Peer Support



Change in Living Situation?



New SIS Assessment Needed?



Examples | Jane Experiences Changes in Her Support Needs

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Jane lives in the home of a family in the community (previously known as Enhanced Family Care – now being called Shared Living) and accesses services on the DD Waiver.

For the past few years, she's only needed intermittent supports throughout the week.

However, Jane has recently experienced some medical changes in her life and now needs more services- in frequency, scope and duration. Jane needs to plan to access more comprehensive, ongoing supports. She works with her service coordinator to request a new SIS to reflect her change in needs.

Jane will continue to live in the same home and receive an enhanced version of Shared Living (a very similar service to the Shared Living Service she is already receiving). Moving to the enhanced version of the Shared Living service will provide a higher reimbursement rate to reflect the additional supports she will receive from her Shared Living provider.



Change in Living Situation?



New SIS Assessment Needed?



Examples | Tom Experiences Changes in His Support Needs



Tom also accesses services on the DD Waiver. He owns his own home and lives with a roommate who doesn't receive BDS-funded supports. Tom currently receives support coordination and supported employment. Tom receives limited supports from his family and friends when needed.

However, Tom is aging and is beginning to require additional support. His current array of family and friend supports are struggling to meet his needs. In Tom's situation, additional services may be needed. These additional services might include adding some new support services, including "Individualized Home Services", "Chore Services", additional "Environmental Modifications" and/or using more "Assistive Technology".

Tom works with his service coordinator to identify if the need for additional services meets the criteria for a new SIS assessment.



Change in Living Situation?



New SIS Assessment Needed?



Examples | Scenario Recap

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Here is a summary of the situations we just reviewed.

Person	Change Experienced	SIS Assessment Needed?
John	New to service system	Yes (initial)
Jane	Medical changes resulting in additional support needs	Yes (reassessment)
Tom	Aging, resulting in additional support needs	Maybe

For Discussion:
How does the SIS assessment impact each of the individual's described?



Future Topics for the Group

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The Department expects the group to cover the following activities in future sessions...

1. Review the relationship between SIS scores and reimbursement levels
2. Develop recommendations to inform a new exceptions process
3. Develop recommendations to inform the SIS reassessment timeline and process

Are there topics you feel should be added to this list?



ISA Focus Group



ISA Focus Group Agenda

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1. IT and ISA Updates - Approach and Intent
2. Person-based Examples
3. Future Topics



IT Upgrades Approach and Intent

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BDS is working with Deloitte to update our IT systems. This includes automating some manual processes, developing new dashboards, and creating new ways for area agencies and case managers to record information.

- In the future, service planning and budget information will not be documented and approved separately. Instead, the ISA –and associated budget, the functional screen, and the prior authorization(PA) will all be in one system (New Heights).
- Services will be consistent across the ISA, budget, and the PA. The ISA (supported by a new rate structure) will lead to the generation of a PA.
- Until now, Deloitte has been working with BDS staff and area agencies to design and develop the software to support a streamlined intake process using the Functional Screen.
- This Fall, Deloitte will begin to focus on building the infrastructure to move the ISA into New Heights.



IT Upgrades Approach and Intent

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- The intent of this work is to promote quicker processing time in the PA review and approval process.
- This change will better support getting services funded as we move to direct bill.
- Moving the ISA and PA process into New Heights will also improve access to data and information to assist the state's budget requests and planning long-term.



Examples | John Enters Services for the First Time

23



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Change in Living Situation?



New SIS Assessment Needed?



Examples | Jane Experiences Changes in Her Support Needs



Jane lives in the home of a family in the community (previously known as Enhanced Family Care – now being called Shared Living) and accesses services on the DD Waiver.

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However, Jane has recently experienced some medical changes in her life and now needs more services- in frequency, scope and duration. Jane needs to plan to access more comprehensive, ongoing supports. She works with her service coordinator to request a new SIS to reflect her change in needs.

Jane will continue to live in the same home and receive an enhanced version of Shared Living (a very similar service to the Shared Living Service she is already receiving). Moving to the enhanced version of the Shared Living service will provide a higher reimbursement rate to reflect the additional supports she will receive from her Shared Living provider. Jane will work with her service coordinator to reflect this change in her service on her ISA. Once submitted, reviewed and approved by BDS, she will be able to receive the new service immediately.



Change in Living Situation?



New SIS Assessment Needed?



Examples | Tom Experiences Changes in His Support Needs



Tom also accesses services on the DD Waiver. He owns his own home and lives with a roommate who doesn't receive BDS-funded supports. Tom currently receives support coordination and supported employment. Tom receives limited supports from his family and friends when needed.

However, Tom is aging and is beginning to require additional support. His current array of family and friend supports are struggling to meet his needs. In Tom's situation, additional services may be needed. These additional services might include adding some new support services, including "Individualized Home Services", "Chore Services", additional "Environmental Modifications" and/or using more "Assistive Technology".

Tom works with his service coordinator to identify if the need for additional services meets the criteria for a new SIS assessment. They also discuss the additional services that might better meet his needs and set up a planning meeting with his team.



Change in Living Situation?



New SIS Assessment Needed?



Examples | Scenario Recap

26

Here is a summary of the situations we just reviewed.

Person	Change Experienced	SIS Assessment Needed?
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For Discussion:
How does the SIS assessment impact each of the individual's described?



Current ISA

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

1. General Information:

Contact information, meeting logistics, guardian information, family information

8. Residential Services:

Provider, services to be provided

2. Diagnoses:

Allergies, diagnoses listing

9. Behavioral Health Services:

Provider, services to be provided

3. Guardianship:

Application process, type of guardianship, comments

10. Day Services:

Provider, types of services

4. Rep Payee:

Contact information, description of money distribution process, planning process acknowledgement form

11. Goals:

Status description and update, documentation of new goals

5. Personal Profile:

Personal history, personal statement (strengths, interests, dreams, vision), personal statement pt.2 (challenges, needs, etc.), review of last year

12. Service Satisfaction:

Description of services not available

6. Clinical Information:

Health needs, SIS C, SIS A, HRST, discussion of needs,

13. Participant's of Meeting:

Names and roles, approvals

7. Services to be provided

No guiding selections



Future Topics for the Group

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The Department expects the group to cover the following activities in future sessions...

1. Recommendations related to what major content areas should be included in the ISA
2. Recommendations related to how LifeCourse can be included
3. Brainstorming related to what potential process efficiencies could be pursued (elimination of the collection of duplicate information)
4. Identification of case management training needs

Are there topics you feel should be added to this list?

