



Human Services
Research Institute



New Hampshire



Home and Community-Based Services (HCBS) Assessment and Gap Analysis

WHO WE ARE

Human Services Research Institute (HSRI) is a mission-driven organization that assists with developing sustainable policies that support person-centered practices and inclusive communities. HSRI is collaborating with UNH's Center on Aging and Community Living.

PURPOSE

New Hampshire's Department of Health and Human Services (DHHS) Bureau of Elderly and Adult Services (BEAS) has engaged HSRI to examine the state's service system and provide recommendations for improvements that promote community integration, independence, and a robust system of services and supports for older adults and people with disabilities.

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Questions or feedback?

Email: NHHCBSfeedback@dhhs.nh.gov

WHY DO A STUDY?

The Bureau of Elderly and Adult Services strives to provide the most effective and beneficial services to NH residents. BEAS provides a variety of social and long-term supports to adults ages 60+ and to adults ages 18-60 who have a chronic illness or disability, including conditions related to mental health or substance use. Services and supports are intended to assist people to live as independently as possible. The study will identify the strengths and gaps in these services.

WHAT WE'LL STUDY

- Availability of HCBS services in the state's 10 counties.
- Utilization rates for services used by county and population characteristics.
- HCBS provider capacity.
- Nursing facility usage.
- Experiences and preferences of people using services and their loved ones.

STUDY AIMS

- 1 Understand the Long-Term Services and Supports (LTSS) needs of NH residents.
- 2 Record available LTSS system resources throughout the state.
- 3 Identify gaps between existing and needed LTSS services including whether people in certain regions or population groups have greater barriers to accessing services and supports.
- 4 Provide recommendations for closing gaps in access and maximizing self-direction and community integration.



WHAT WE'LL DO

- Hold listening sessions in-person and virtually.
- Talk with people who use services and their loved ones about their experiences and preferences, as well as service providers, community leaders, advocates, and system administrators.
- Analyze data on community characteristics, LTSS service use, workforce capacity, and service quality.
- Write a report and present our results to the public in June 2024.