



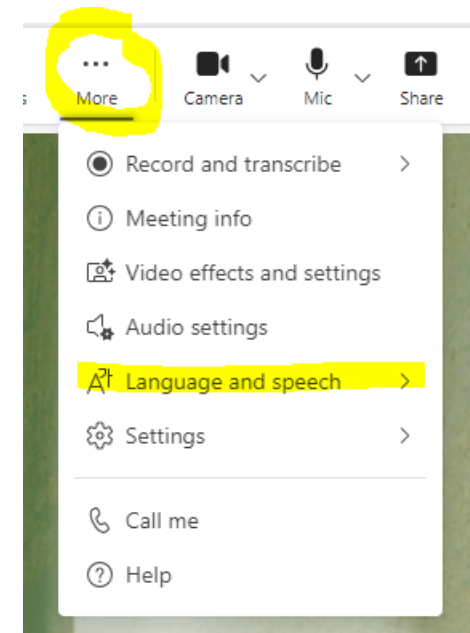
NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

**Participant Directed and Managed
Services (PDMS)
Focus Group**

August 15 , 2024

Meeting Instructions

This meeting is being supported by a live captioner. To enable this feature, please click on “More” in the toolbar at the top of your screen, select “Language and speech” and select “Turn on live captions.”



Participant Directed and Managed Services Focus Group

Through the responses from the surveys and listening sessions, stakeholders have expressed an interest in discussing and providing input on their experiences with self-directed programs. This focus group offers an additional opportunity for you to share your feedback and learn about the next steps in this priority area.



What We Heard From Stakeholders

- Maintain flexibility within PDMS programs and budgets.
- Develop resources and trainings to support self-directing individuals, families, and developmental services staff.
- Streamline and simplify the administrative responsibilities for self-directing individuals and families.



Next Steps

1. Launch focus groups and a survey to gather feedback from stakeholders on what is working well and identify opportunities for improvement within self-directed programs.
2. Review the feedback from the focus groups and survey to identify key learnings.
3. Develop a summary of stakeholder feedback with identified key learnings.
4. Collaborate with subject matter experts in self-direction to share best practices for self-directed programs and learn about innovative strategies to support self-directed programs.



Focus Group Discussion

- What parts of your PDMS program are working well?
- What parts of your PDMS program would you like trainings or resources developed for?
- Are there areas of opportunity for improvement within your PDMS program?
- Are there any innovative approaches or best practices you have seen or heard of that supports self-directed programs?

Individual and Family Information and Resources Website

Individual and Family Information and Resources

Information and resources from the Bureau of Developmental Services for families, with the mission to support citizens with developmental disabilities and acquired brain disorders

Bureau of Developmental Services Sharing What We Heard: Moving Forward Together



On May 8, 2024, the New Hampshire Department of Health and Human Services (DHHS) Bureau of Developmental Services (BDS) held a **virtual community webinar** to discuss the work to strengthen the developmental services system. We shared a summary of what we heard during the recent BDS community listening sessions and surveys. Your feedback is guiding BDS' planning and vision for a system that meets each individual and family's needs. Please view the following below for more information.

- [Sharing What We Heard: Moving Forward Together - Presentation](#) 
- [BDS Sharing What We Heard: Moving Forward Together \(YouTube\)](#)

Upcoming Engagement

See the schedule of [BDS Systems Work Stakeholders Engagement](#) sessions.

BDS Systems Work Compliance Webinar Series, Spring 2023

BDS has developed the webinar series "Introduction to Direct Bill and Conflict-Free Case Management in New Hampshire's Developmental Disabilities Service System" to provide individuals and families an overview of the changes that have been completed regarding Compliance and Direct Bill that went into effect July 1, 2023. Please view the series links below.

- Session 1: [Introduction to Compliance](#) (3:43)
- Session 2: [History of Compliance Initiatives](#) (3:10)
- Session 3: [Path to Compliance](#) (5:01)
- Session 4: [Direct Bill Process](#) (3:57)
- Session 5: [Conflict Free Case Management](#) (4:57)

[Developmental Services](#)

[Home and Community Based Service Waivers](#)

[Administrative Rules](#)

[BDS Systems Strengthening](#)

[Provider Information and Resources](#)

[Behavioral - Mental Health](#)



Bureau Regional Liaison List

Bureau Regional Liaison List

Bureau Liaisons

Effective June 1, 2024

Reg	Area Agency Name	Liaison	Phone	Email
1	Northern Human Services	Brianna Belfontaine	(603) 271-5021	Brianna.N.Belfontaine@dhhs.nh.gov
2	PathWays of the River Valley	Kristen Kather	(603) 271-9209	Kristen.E.Kather@dhhs.nh.gov
3	Lakes Region Community Srvs	Melissa Occhipinti	(603) 271-5032	Melissa.L.Occhipinti@dhhs.nh.gov
4	Community Bridges	Brianna Belfontaine	(603) 271-5021	Brianna.N.Belfontaine@dhhs.nh.gov
5	Monadnock Developmental Srvs	Ashley Wilson	(603) 271-7256	Ashley.B.Wilson@dhhs.nh.gov
6	Gateways Community Services	Ashley Wilson	(603) 271-7256	Ashley.B.Wilson@dhhs.nh.gov
7	Moore Center Services	Melissa Occhipinti	(603) 271-5032	Melissa.L.Occhipinti@dhhs.nh.gov
8	One Sky Community Services	Kristen Kather	(603) 271-9209	Kristen.E.Kather@dhhs.nh.gov
9	Community Partners	Kristen Kather	(603) 271-9209	Kristen.E.Kather@dhhs.nh.gov
10	Community Crossroads	Abigail Conger	(603) 271-5111	Abigail.P.Conger@dhhs.nh.gov

Provider Information and Resources Website

Provider Information and Resources Website



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Provider Information and Resources

Information and resources for providers who provide services or wish to provide services to individuals with intellectual or developmental disabilities in the State of New Hampshire

Information on this page will be continuously updated as resources become available.

NH Easy 777 Provider Enrollment Form



BDS is excited to offer the provider access enhancement to NH Easy. In order to access the NH Easy BDS Service Provider Management platform, all provider agencies must complete the [NH Easy Provider enrollment form \(777 PDF\)](#). The NH Easy Provider enrollment form (777), must be completed by the assigned NH EASY Administrator (one administrator per organization). Please inquire internally at your provider agency to identify who the NH Easy Administrator is. Detailed instructions on how to complete the form may be found within the [NH Easy Provider Enrollment Memo PDF](#).

Please submit this form to BDS@dhhs.nh.gov, with the subject line "Provider Access NH Easy 777 Form".

The form indicates to submit it to DHHS.NHEASYHelpDesk@dhhs.nh.gov, however during this initial enrollment process please do not submit to that email address.

Events - Upcoming

[Developmental Services Forms Provider & Service Coordinator Listening Session](#)
08/06/2024

Developmental Services

[BDS Systems Strengthening](#)



Self-Directed Programs Survey

BDS is seeking feedback from individuals and their families on Self-Directed Services. We want to hear your experiences, what parts of your program are working well, as well as your thoughts and ideas on what improvements should be considered. Please share your opinions by filling out the [Self-Directed Programs: Participant Directed and Managed Services/ In-Home Supports Programs Survey](#)

