



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Service Options in the DD Waiver

DD Waiver Services: Service Options Presentations

The Bureau of Developmental Services (BDS) is hosting a series of presentations on current Developmental Disabilities waiver services to inform and support individuals and families in navigating and accessing these services.

 Service Options Session 1 July 24, 5:00 – 6:00 PM	Service Options Session 2 July 31, 5:00 – 6:00 PM	Service Options Session 3 August 7, 5:00 – 6:00 PM	Service Options Session 4 August 14, 5:00 – 6:00 PM
<ul style="list-style-type: none">• Service Coordination• Community Participation Services• Supported Employment (SEP)• Community Support Services (CSS)	<ul style="list-style-type: none">• Residential Habilitation• Respite• Crisis Response Services• Specialty Services <p><u>Register Here</u></p>	<ul style="list-style-type: none">• Assistive Technology• Environmental and Vehicle Modification Services (E-Mods)• Individual Goods and Services• Community Integration Services (CIS) <p><u>Register Here</u></p>	<ul style="list-style-type: none">• Non-Medical Transportation• Wellness Coaching• Personal Emergency Response Services (PERS)• Removable Prosthodontic Services <p><u>Register Here</u></p>

 **Meeting Focus**

DD Waiver Services: Service Coordination

DD Waiver Definition



Services which will assist eligible individuals in gaining access to needed waiver services as well as needed medical, social, educational and other services, regardless of the funding source.

How Does This Help Me Achieve My Goals?



Service coordination helps individuals and families navigate and obtain the services they need and want to live a good life.

This includes

- **Helping People Find Services:** Service Coordinators assist individuals and families in finding and accessing various services they need, such as medical, social, and educational support, no matter where the funding comes from.
- **Person-Centered Service Plans:** Service Coordinators create and manage personalized service agreements to ensure individuals get the right support to fit their needs and wants, and they check to make sure these agreements are working well.
- **Quality and Safety Monitoring:** Service Coordinators monitor the quality of services and ensure the health and safety of individuals receiving support.

DD Waiver Services: Service Coordination

Service Coordination Scenario



Background

Alex is a 22-year-old man with a developmental disability who recently finished school and lives with his parents. Alex and his family want to ensure he can live a fulfilling and independent life. Alex is eligible for Developmental Disability waiver services and needs help navigating the system.



Accessing and Using the Service

Alex is referred to a Service Coordinator named Emily. Emily helps Alex access needed waiver services and other essential supports. She conducts an assessment of Alex's needs, including his health, community involvement, education, and personal interests. Together, they create a service agreement focusing on vocational training, social skills, and other supports. Emily then coordinates with various service providers, arranges transportation, and enrolls Alex in selected programs. They also meet regularly to monitor progress and adjust the service agreement as needed.



Outcome of the Service

With Emily's help, Alex gains access to supports and services. He learns new skills through vocational training, makes new friends through social activities, and receives necessary medical care. Alex's family feels more confident about his future, knowing he has the support to lead an independent and fulfilling life.

*All examples are illustrative and not based on individuals supported.

DD Waiver Definition



Services that are provided as part of a comprehensive array of community-based services for individuals with developmental disabilities that includes the following:

- Assist the individual to attain, improve, and maintain a variety of life skills, including vocational skills.
- Emphasize, maintain and broaden the individual's opportunities for community participation and relationships.
- Support the individual to achieve and maintain valued social roles, such as an employee or community volunteer.
- Promote personal choice and control in all aspects of the individual's life and services, including the involvement of the individual, to the extent they are able, in the selection, hiring, training, and ongoing evaluation of their primary staff and in determining the quality of services.

How Does This Help Me Achieve My Goals?



Community Participation Services help people with developmental disabilities learn important life skills, join in community activities, take on meaningful roles within their communities, and make their own decisions about their services and support.

DD Waiver Services: Community Participation Services

Community Participation Services Scenario



Background

John is a 25-year-old man with a developmental disability who lives with his parents. He relies heavily on their support for daily activities. John loves gardening and socializing but has had limited opportunities to engage in these activities. He wants to develop his skill in gardening to increase his social network and contribute to his local community.



Accessing and Using the Service

John and his family learn about Community Participation Services (CPS) through a local support group. With the help of a Service Coordinator, John enrolls in CPS to develop life skills and engage in community activities. A CPS provider meets with John and his family to understand his interests and needs, creating a goal for his service agreement that includes learning gardening skills, participating in community gardening projects, improving social interactions, and making personal choices about his daily activities.



Outcome of the Service

John attends weekly gardening workshops where he learns and practices gardening skills. He joins a local community gardening club, initially with support from the CPS provider. Over time, John makes friends and contributes to the community garden. After a year, John has developed new life skills, increased his community participation, formed new meaningful relationships, and gained a greater sense of independence. His family is thrilled to see him thriving and more confident in his abilities.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Supported Employment

DD Waiver Definition



Employment services will provide access to community-based employment and make available, based upon individual need and interest: employment supports, transportation to work, training and educational opportunities, the use of co-worker supports and generic resources to the maximum extent possible.

All employment services shall be designed to:

- Assist the individual to become as independent as possible in his or her employment, internships, and education and training opportunities.
- Maintain communication with, and provide consultations to, the employer.
- Help the individual to learn, improve, and maintain a variety of life skills related to employment.

How Does This Help Me Achieve My Goals?



Employment services will help individuals find community-based jobs and offer support based on their needs and interests.

These services aim to:

- Help individuals develop job search skills, such as creating resumes, practicing interviews, and learning essential workplace skills.
- Support individuals in becoming as independent as possible in their jobs, internships, and educational pursuits.

DD Waiver Services: Supported Employment

Supported Employment Scenario



Background

Sarah is a 25-year-old woman with a developmental disability who dreams of becoming a veterinary assistant. She lives in a suburban area and relies on public transportation. Sarah is eager to work with animals and gain independence through meaningful employment.



Accessing and Using the Service

Sarah accesses employment services that help her find a job at a local veterinary clinic. Based on her needs and interests, she receives:

- **Employment Supports:** A job coach assists Sarah in learning her tasks and integrating into the workplace.
- **Transportation:** Arrangements are made for a community shuttle service to ensure she can commute reliably.
- **Training and Educational Opportunities:** Sarah enrolls in a community college course on animal care and attends workshops on workplace etiquette and communication skills.
- **Co-Worker Supports:** A senior veterinary assistant mentors Sarah, providing on-the-job training and support, and she is given access to online resources to help her understand her job better.



Outcome of the Service

Over time, Sarah becomes more confident and independent in her role as a veterinary assistant. She successfully completes her animal care course and performs her job duties with minimal support. The veterinary clinic values her contributions and Sarah feels fulfilled and empowered in her career.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Community Support Services

DD Waiver Definition



Community Support Services are intended for an individual who has developed, or is trying to develop, skills to live independently within the community.

Community Support Services consist of assistance provided to an individual to improve or maintain their skills in basic daily living, transportation and community integration; to enhance their personal development and wellbeing in accordance with goals outlined in the individual's service agreement.

How Does This Help Me Achieve My Goals?



Community Support Services help people live independently by teaching them daily living skills, providing transportation, and encouraging community involvement. These services aim to improve personal growth and wellbeing based on each person's needs.

Community Support Services Scenario



Background

Jane is a 28-year-old woman with a developmental disability who recently moved into her own apartment after previously living with her parents. Jane now seeks to gain independence and become more integrated into her community. To achieve this, she enrolls in a Community Support Services program designed to help individuals develop the skills needed for independent living.



Accessing and Using the Service

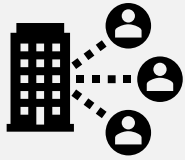
Jane's service agreement focuses on three key areas to help her achieve greater independence and personal growth. First, she aims to improve her daily living skills, which includes managing household tasks like cooking, cleaning, and budgeting. Second, she is learning to use public transportation to travel to work, grocery stores, and social activities. Lastly, Jane is participating in community events to build a social network, enhancing her personal development and wellbeing.



Outcome of the Service

After six months receiving Community Support Services, Jane has made significant progress. She can now prepare meals independently, manage her household tasks, and travel using public transportation without assistance. Additionally, she has built a supportive social network and feels more connected to her community. Jane's confidence and independence have improved, aligning with the goals outlined in her service agreement.

DD Waiver Services: Remote Services, Acute Care, and Service Limits



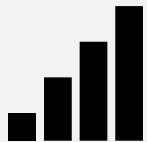
Remote Services

When a service can be offered **remotely**, it means you don't have to be **physically present** at a specific location to use it. Instead, you can access the service through the **internet, phone, or other virtual communication technology**. This could include things like virtual doctor visits, online support, and remote health monitoring. This makes it much more **convenient and accessible**, as you and your family can use these services from the comfort of your home or anywhere else.



Acute Care

When services can be accessed in **acute care**, it means that individuals who are in a **hospital or another urgent care facility** can still **receive these important services**. This helps make sure that their services continues smoothly and is especially helpful for individuals with complicated or long-term health issues who need both immediate medical treatment and ongoing support.



Service Limits

When waived services have limits, it means there are specific restrictions or caps on the types, amounts, or costs of services that can be provided under a waiver program.

- **Service Caps:** There may be a maximum number of hours or units of a particular service that a person can receive within a given period of time (such as per month or per year).
- **Cost Limits:** There may be a cap on the total cost of services that can be provided to an individual under the waiver.
- **Eligibility Criteria:** Only individuals who meet specific criteria (such as income, age, or level of disability) may qualify for waived services.
- **Provider Restrictions:** Services may need to be provided by approved or certified providers to qualify for waiver funding.

DD Waiver Services: Service Limits

Service	Available Remotely*	Access in Acute Care*	Service Limit
Service Coordination	Yes, except residential home visits	Yes	No
Community Participation Services	Yes	Yes	No
Community Support Services	Yes	Yes	30 hours per week 24 months for individuals residing with family
Supported Employment	Yes	Yes	No

*Please refer to the specific DD waiver definitions for when remote or acute care services are permitted.

DD Waiver Services: Individual Service Agreement (ISA) Requirements


Service	Requirement
Service Coordination	Frequency of in person visits as applicable, frequency of contact, and method(s) of contact.
Community Participation Services	Identifies the desired goals and outcomes for the individual over the coming year.
Community Support Services	Identifies the desired goals and outcomes for the individual over the coming year.
Supported Employment	Identifies the desired goals and outcomes for the individual over the coming year.

DD Waiver Services: Service Options Presentations

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**Service Options
Session 1
July 24, 5:00 – 6:00 PM**

- **Service Coordination**
- **Community Participation Services**
- **Supported Employment (SEP)**
- **Community Support Services (CSS)**

 **Service Options
Session 2
July 31, 5:00 – 6:00 PM**

- **Residential Habilitation**
- **Respite**
- **Crisis Response Services**
- **Specialty Services**

[Register Here](#)

**Service Options
Session 3
August 7, 5:00 – 6:00 PM**

- **Assistive Technology**
- **Environmental and Vehicle Modification Services (E-Mods)**
- **Individual Goods and Services**
- **Community Integration Services (CIS)**

[Register Here](#)

**Service Options
Session 4
August 14, 5:00 – 6:00 PM**

- **Non-Medical Transportation**
- **Wellness Coaching**
- **Personal Emergency Response Services (PERS)**
- **Removable Prosthodontic Services**

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 **Meeting Focus**

DD Waiver Services: Residential Habilitation

DD Waiver Definition



Residential Habilitation services include a range of individually tailored supports to assist with the acquisition, retention, or improvement of community living skills to assist the individual to reside in the setting most appropriate to their needs.

How Does This Help Me Achieve My Goals?



Residential Habilitation services provide personalized support to help individuals develop, improve, and maintain skills needed for daily living and community participation. This could include:

- Preparing meals
- Eating
- Bathing
- Dressing
- Personal hygiene
- Managing medications
- Participating in community activities
- Transportation
- Social and leisure activities
- Developing adaptive skills

DD Waiver Services: Residential Habilitation

Residential Habilitation Scenario



Background

Miguel is a 25-year-old man with a developmental disability living in an Enhanced Family Care (EFC) home in New Hampshire. The EFC home provides a family-like environment with specialized support services tailored to his needs. Miguel has been accessing Residential Habilitation services through the Developmental Disabilities (DD) Waiver program, which helps him develop daily living skills and achieve greater independence.



Accessing and Using the Service

Miguel's daily routine is organized to promote daily living skill development and independence. In the morning, his Home Care Provider (HCP) assists him with shaving and brushing his teeth, getting dressed, and preparing his breakfast. During the day, Miguel attends a program in the community where he participates in activities to improve his communication and job readiness skills, including community outings to places like the grocery store and library. In the afternoon, he receives occupational and speech therapy sessions and participates in activities such as art classes and sports. In the evening, Miguel helps prepare dinner, completes chores around the house, and relaxes with activities like watching TV or reading before his HCP assists him with his nighttime routine.



Outcome of the Service

Through the combination of Residential Habilitation services and the supportive environment of his Enhanced Family Care home, Miguel has made progress in developing his daily living skills, increasing his independence or interdependence, and becoming more involved in his community. His service agreement and the support of his HCP and family have been important in helping him achieve his good life.

*All examples are illustrative and not based on individuals supported.

DD Waiver Definition



Respite services consist of the provision of short-term assistance and care for individuals unable to care for themselves because of the absence or need for relief of the family who lives with and normally provide care for the individual.

- Respite can be provided in or out of the individual's home.
- Respite can be family arranged or agency arranged.

How Does This Help Me Achieve My Goals?



Respite services provide short-term help and care for people who need support when their usual family caregivers need a break or are unavailable.

DD Waiver Services: Respite

Respite Services Scenario



Background

Maria is a 48-year-old woman with a developmental disability. She lives with her daughter, Ana, who is her primary caregiver. Ana works full-time and also takes care of her own children. Over time, Ana has found it increasingly challenging to balance her responsibilities, and she is feeling overwhelmed and exhausted.



Accessing and Using the Service

Ana learns about respite services through a family advocacy group. She contacts the service provider and explains her situation. The provider arranges for a caregiver to come to their home for a few hours each week. This caregiver is trained to support the specific needs of Maria, ensuring Maria receives the right support and attention.



Outcome of the Service

With the help of respite services, Ana is able to take some much-needed time for herself. She uses this time to rest, run errands, and spend quality time with her children. Maria enjoys the company of the new caregiver, who supports her in activities that she likes and keeps her comfortable. As a result, Ana feels less stressed and more capable of managing her caregiving duties, while Maria continues to receive the support she needs.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Crisis Response Services

DD Waiver Definition



Crisis Response Services include direct consultation, clinical evaluation, or supports to individuals who are experiencing a behavioral, emotional or medical crisis in order to reduce the likelihood of harm to the person or others and to assist the individual to return to their pre-crisis status.

This includes:

- Training and staff development related to the needs of the individual.
- On-call staff for the direct support of the individual in crisis.

How Does This Help Me Achieve My Goals?



Crisis Response Services help people who are going through tough times, whether it's because of their feelings, behavior, or health. The main goal is to keep everyone safe and help the person feel better and get back to their typical activities and interests.

DD Waiver Services: Crisis Response Services

Crisis Response Scenario



Background

Emily is a 28-year-old woman with a developmental disability and has recently been experiencing increased anxiety and emotional distress due to changes in her routine and the loss of a close friend. Her parents, Mark and Linda, have noticed that Emily has become more withdrawn, is experiencing emotional outbursts, and has difficulty sleeping. They are very concerned about her well-being and fear that her situation is getting more unstable.



Accessing and Using the Service

Mark and Linda remember hearing about Crisis Response Services for behavioral, emotional, or medical crises from another family. With the support of their Service Coordinator, Emily and her family contact their service provider and quickly connect with an on-call crisis responder. The provider arranges for a clinical evaluation. A crisis intervention team, including a licensed therapist and a medical professional, arrives to assess Emily's mental and emotional state. They offer immediate support and reassurance, explaining steps to help Emily return to herself and develop a plan for her support needs.



Outcome of the Service

Following the initial evaluation, the crisis intervention team creates a care plan based on Emily's needs. This plan includes regular follow-up visits, therapy sessions, and coordinates medication management. Additionally, the team provides Mark and Linda with training and resources to better understand and support Emily's needs.

*All examples are illustrative and not based on individuals supported.

DD Waiver Definition



Specialty Services are intended for individuals whose medical, behavioral, therapeutic, health or personal needs require services which are specialized pertaining to unique conditions and aspects of developmental disabilities and consist of one or more of the following:

- Assessment
- Consultation
- Design, development and provision of services
- Training and supervision of staff and providers
- Evaluation of service outcomes

How Does This Help Me Achieve My Goals?



Specialty Services are designed for people with specific medical, behavioral, therapeutic, health, or personal needs related to the supports needed to live a good life.

Specialty Services Scenario



Background

Jake is a 32-year-old man with a developmental disability who relies on supports with daily living skills and social interactions. Recently, Jake has been experiencing increased anxiety and difficulty managing his routines. His family is concerned and wants to support Jake in accessing specialized supports.



Accessing and Using the Service

Jake and his family called his Service Coordinator and discussed accessing Specialty Services under the DD waiver. The process began with an assessment by a team of experts, including a psychologist and an occupational therapist. This assessment identified Jake's specific needs.

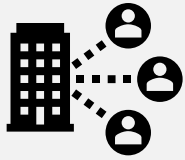
Following the assessment, the team held a meeting with Jake and his family to create a personalized plan. This plan included services such as anxiety management therapy, life skills training, and social skills workshops. The team also provided training for staff to ensure Jake continues to have his support needs met.



Outcome of the Service

After a few months, Jake showed significant improvement. His anxiety decreased, and he became more confident in managing his daily routines. The life skills training helped him become more independent, and the social skills workshops improved his interactions with others.

DD Waiver Services: Remote Services, Acute Care, and Service Limits



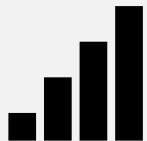
Remote Services

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Acute Care

When services can be accessed in **acute care**, it means that individuals who are in a **hospital or another urgent care facility** can still **receive these important services**. This helps make sure that their services continues smoothly and is especially helpful for individuals with complicated or long-term health issues who need both immediate medical treatment and ongoing support.



Service Limits

When waived services have limits, it means there are specific restrictions or caps on the types, amounts, or costs of services that can be provided under a waiver program.

- **Service Caps:** There may be a maximum number of hours or units of a particular service that a person can receive within a given period of time (such as per month or per year).
- **Cost Limits:** There may be a cap on the total cost of services that can be provided to an individual under the waiver.
- **Eligibility Criteria:** Only individuals who meet specific criteria (such as income, age, or level of disability) may qualify for waived services.
- **Provider Restrictions:** Services may need to be provided by approved or certified providers to qualify for waiver funding.

DD Waiver Services: Service Limits

Service	Available Remotely*	Access in Acute Care*	Service Limit
Residential Habilitation	Yes	Yes	No
Respite	No	Yes	20% of overall PDMS budget, no service limit for traditional service delivery
Crisis Response Services	Yes	Yes	Limited to 6 month approval
Specialty Services	Yes	Yes	No

*Please refer to the specific DD waiver definitions for when remote or acute care services are permitted.

DD Waiver Services: Individual Service Agreement (ISA) Requirements

Service	Requirement
Residential Habilitation	Identifies the desired goals and outcomes for the individual over the coming year.
Respite	Description of respite services needs to be identified.
Crisis Response Services	Detailed description of the individuals' circumstances and needs.
Specialty Services	Description of specialty services needs to be identified.

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 **Meeting Focus**

DD Waiver Services: Assistive Technology

DD Waiver Definition



Assistive Technology includes training or technical assistance for professionals or other individuals who provide services to, employ or are otherwise substantially involved in the life of the individual.

- Adaptive equipment may only include items of durable and non-durable medical equipment necessary to address the individual's functional limitations and specified in the service agreement.
- Adaptive equipment may be covered so long as it is necessary to address the individual's functional limitations and is not to be used for recreational purposes.
- May include performance of assessments to identify type of equipment needed by the individual.

How Does This Help Me Achieve My Goals?



Assistive Technology includes tools and devices that help individuals perform daily activities more independently or interdependently. This technology is provided based on the individual's specific needs and is outlined in their service agreement. It is intended to address limitations and is not for recreational use. Assessments may be conducted to determine the appropriate type of equipment needed.

DD Waiver Services: Assistive Technology

Assistive Technology Scenario



Background

Sarah is a 25-year-old woman with a developmental disability. She lives with her parents, who are her primary caregivers. Sarah is an individual who loves art, music, and spending time with her friends. However, she faces challenges in communication and performing daily living activities independently. With the support of her family and service coordinator, Sarah is dedicated to achieving greater independence and enhancing her quality of life.



Accessing and Using the Service

Sarah and her family wanted to obtain assistive technology supports to improve her independence. With support from her service coordinator, Sarah identified a local service provider to see if they could provide the supports needed. After an assessment of her communication skills, daily activities, and social interactions, a service agreement was developed. This plan set goals for improving Sarah's communication and daily task performance, involving a team of professionals including an assistive technology specialist. Sarah was introduced to a speech-generating device and smart home devices like voice-activated lights and a smart refrigerator. Sarah and her family received training on using these devices and supports, with ongoing support from the service provider to ensure proper use and address any challenges.



Outcome of the Service

The introduction of assistive technology had a positive impact on Sarah. The speech-generating device improved Sarah's communication, allowing her to express her thoughts and needs more clearly, which reduced frustration and improved interactions with family and friends. Smart home devices enabled her to perform daily tasks independently, boosting her confidence and self-reliance. Sarah felt more empowered and less stressed, as the devices provided tools to support her development, allowing her to work towards her good life.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Environmental and Vehicle Modifications

DD Waiver Definition



Modifications or adaptations and maintenance to the individual's home environment or vehicle including:

- Installation of ramps.
- Installation of grab-bars.
- Widening of doorways to accommodate the individual's wheelchair or other mobility access equipment.
- Supports that enable them to travel in greater safety, access the community, carry out activities of daily living.

How Does This Help Me Achieve My Goals?



Environmental and vehicle modifications are changes made to a person's home or car to help them live more comfortably and safely.

DD Waiver Services: Environmental and Vehicle Modifications

Environment and Vehicle Modifications Scenario



Background

Paul is a 35-year-old man with cerebral palsy. He lives in a single-story home with his wife and two children. While Paul navigates through life independently, he faces several challenges in his daily routine, such as navigating through narrow doorways, accessing different parts of his home, and safely traveling in his vehicle.



Accessing and Using the Service

Paul wanted assistance from a service provider specializing in accessibility technology to improve his quality of life through home and vehicle modifications. After an assessment of Paul's needs and living environment, the organization recommended installing ramps at the front and back entrances for easy wheelchair access, grab-bars in the bathroom and near the bed for additional support and safety, widening doorways throughout the house to accommodate his wheelchair, and equipping his vehicle with a wheelchair lift and hand controls to enable independent driving and safe travel.



Outcome of the Service

The home and vehicle modifications have improved Paul's mobility, safety, and independence, allowing him to move freely at home, perform daily activities with reduced risk of falls, and drive himself to work and community events, thereby enhancing his overall quality of life and providing peace of mind for his family.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Individual Goods and Services

DD Waiver Definition



Individual Goods and Services include services, equipment, or supplies that address an identified need in an individual's service agreement (including improving and maintaining the individual's opportunities for full membership in the community).

How Does This Help Me Achieve My Goals?



Individual Goods and Services are services, equipment, or supplies that meet a need identified in an individual's service agreement and meet one of the following requirements:

- The item or service would decrease the need for other Medicaid services.
- Promote inclusion in the community.
- Increase the individual's safety in the home environment.
- The individual and their family does not have the funds to purchase the item, or the service is not available through other sources.

DD Waiver Services: Individual Goods and Services

Individual Goods and Services Scenario



Background

Carl is a 22-year-old man with a developmental disability. He lives independently in a small apartment in a suburban neighborhood. Carl has a part-time job at a local grocery store and enjoys participating in his community such as volunteering at the local animal shelter and attending social events at the community center. However, Carl has expressed a desire to improve his social skills and increase his participation in community involvement. His Service Agreement (SA) identifies these goals and outlines the need for specific services, equipment, or supplies to help him achieve full membership in the community.



Accessing and Using the Service

Carl's service coordinator works with him to determine the needed services and equipment to achieve his goals. They agree on two key supports: a specialized driving training program and a monthly bus pass for transportation while he learns to drive. His service coordinator assists Carl in applying for these services, ensuring all supports are included in his Service Agreement (SA). Carl's service agreement will outline accessing Individual Goods and Services for the specialized driving training program and Non-Medical Transportation for the bus pass.



Outcome of the Service

After six months of using these services, Carl feels confident in his driving ability and will be taking the test to obtain his license. The monthly bus pass allowed him to attend community events, participate in group activities, and volunteer more often. Carl has been saving to purchase a vehicle of his own and will no longer require the bus pass once he obtains his own vehicle. Overall, these supports helped Carl achieve greater independence, improve his quality of life, and develop a sense of belonging in his community.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Community Integration Services (CIS)

DD Waiver Definition



Community Integration Services are designed to support, enhance, or enable an individual's level of functioning, independence, and life activities to promote health and wellness as well as reduce or eliminate the activity limitations and restrictions to participation in life situations caused by a disability.

How Does This Help Me Achieve My Goals?



Community Integration Services are designed to help individuals improve their daily life skills, independence, and overall well-being. It aims to promote health and wellness while reducing any limitations caused by a disability. Services include:

- Water safety training.
- Community-based camperships.
- Passes or memberships for community activities, provided they address specific assessed needs.

Community Integration Services Scenario



Background

Sally is a 40-year-old woman diagnosed with cerebral palsy. Her disability affects her muscle tone and core strength, making it difficult for her to perform daily activities and maintain balance. Sally lives with her family, who are very supportive and actively involved in her supports. After consulting with her support team, it was determined that Sally has a need for muscle tone development and core strength improvement. Sally and her family believe that therapeutic horseback riding would be an appropriate intervention to address these needs.



Accessing and Using the Service

Sally and her service coordinator researched various therapeutic programs and found a local center that offers therapeutic horseback riding specifically designed for individuals with physical disabilities. The program, led by a credentialed instructor specializing in activity-based programming to improve muscle tone and core strength, began with an initial assessment to evaluate Sally's physical abilities, discuss her goals, and develop a personalized riding plan. This plan included weekly sessions where Sally engaged in tailored exercises and activities while riding the horse. Starting with basic riding skills to help her get comfortable, the sessions progressively focused on improving her balance, posture, and muscle strength through various techniques, such as riding in different positions and incorporating therapeutic games to keep the sessions engaging and effective.

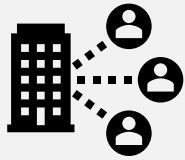


Outcome of the Service

After several months of participation in the therapeutic horseback riding program, Sally and her family noticed significant improvements. Her muscle tone had increased, and her core strength was much better, allowing her to perform daily activities with greater ease. Sally also experienced improved balance and coordination, which reduced her risk of falls. The therapeutic horseback riding sessions had a positive impact on Sally's mental health. The bond she developed with the horse and the supportive environment of the riding center contributed to her overall happiness and quality of life.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Remote Services, Acute Care, and Service Limits



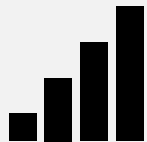
Remote Services

When a service can be offered **remotely**, it means you don't have to be **physically present** at a specific location to use it. Instead, you can access the service through the **internet, phone, or other virtual communication technology**. This could include things like virtual doctor visits, online support, and remote health monitoring. This makes it much more **convenient and accessible**, as you and your family can use these services from the comfort of your home or anywhere else.



Acute Care

When services can be accessed in **acute care**, it means that individuals who are in a **hospital or another urgent care facility** can still **receive these important services**. This helps make sure that their services continues smoothly and is especially helpful for individuals with complicated or long-term health issues who need both immediate medical treatment and ongoing support.



Service Limits

When waived services have limits, it means there are specific restrictions or caps on the types, amounts, or costs of services that can be provided under a waiver program.

- **Service Caps:** There may be a maximum number of hours or units of a particular service that a person can receive within a given period of time (such as per month or per year).
- **Cost Limits:** There may be a cap on the total cost of services that can be provided to an individual under the waiver.
- **Eligibility Criteria:** Only individuals who meet specific criteria (such as income, age, or level of disability) may qualify for waived services.
- **Provider Restrictions:** Services may need to be provided by approved or certified providers to qualify for waiver funding.

DD Waiver Services: Service Limits

Service	Available Remotely*	Access in Acute Care*	Service Limit
Assistive Technology	Yes	Yes	\$10,000 Over 5 years
Environmental and Vehicle Modifications (EMOD)	No	Yes	\$2500 for Outdoor Fencing
Individual Goods and Services	Yes	Yes	Annual limit of \$1500
Community Integration Services (CIS)	Yes	No	Annual limit of \$8000 Services over \$2000 will require a licensed health practitioner recommendation

*Please refer to the specific DD waiver definitions for when remote or acute care services are permitted.

DD Waiver Services: Individual Service Agreement (ISA) Requirements

Service	Requirement
Assistive Technology	Individual service agreement (ISA) will specify the following: 1) The item; 2) The name of the healthcare practitioner recommending the item; 3) An evaluation or assessment regarding the appropriateness of the item; 4) A goal related to the use of the item; 5) The anticipated environment that the item will be used; 6) Current modifications to item/product and anticipated future modifications and anticipated cost.
Environmental and Vehicle Modifications (EMOD)	Individual's service plan should describe how the EMOD is necessary to ensure the health, welfare and safety of the individual, or how it will enable the individual to function with greater independence in the home and community, and without which, the individual would require institutionalization.
Individual Goods and Services	The item or service must be identified as necessary in the individual service agreement. A goal related to the use of the item or service should be available in the individual service agreement, amendments to the service agreement should indicate this item if it wasn't in the original service agreement. Documentation related to the use of the item should be available for review in monthly notes. This item should have an anticipated shelf life. The frequency of purchase would be contingent upon the continued need of the item and the item's ability to continue to meet that need
Community Integration Services	Individual service agreement (ISA) will specify the following: 1) The service; 2) The name of the healthcare practitioner recommending the item (for single services \$2,000 and over); 3) An evaluation or assessment regarding the appropriateness of the service; 4) A goal related to the use of the service; Community Based Campership is outlined in the Individualized Service Agreement and based on an assessed need as determined by the individual's disability.

DD Waiver Services: Service Options Presentations

The Bureau of Developmental Services (BDS) is hosting a series of presentations on current Developmental Disabilities waiver services to inform and support individuals and families in navigating and accessing these services.

Service Options Session 1 July 24, 5:00 – 6:00 PM	Service Options Session 2 July 31, 5:00 – 6:00 PM	Service Options Session 3 August 7, 5:00 – 6:00 PM	 Service Options Session 4 August 14, 5:00 – 6:00 PM
<ul style="list-style-type: none">• Service Coordination• Community Participation Services• Supported Employment (SEP)• Community Support Services (CSS)	<ul style="list-style-type: none">• Residential Habilitation• Respite• Crisis Response Services• Specialty Services	<ul style="list-style-type: none">• Assistive Technology• Environmental and Vehicle Modification Services (E-Mods)• Individual Goods and Services• Community Integration Services (CIS)	<ul style="list-style-type: none">• Non-Medical Transportation• Wellness Coaching• Personal Emergency Response Services (PERS)• Removable Prosthodontic Services

 **Meeting Focus**

DD Waiver Services: Non-Medical Transportation

DD Waiver Definition



Non-Medical Transportation services are designed specifically to improve the individual's and the caregiver's ability to access community activities within their own community in response to needs identified through the individual's service agreement.

How Does This Help Me Achieve My Goals?



Non-Medical Transportation services help individuals, and their caregivers access the community based on the needs as outlined in their service agreement. This could include:

- Transportation from one place to another.
- Travel training such as supporting the individual and family in learning how to access and use informal and public transportation.
- Transportation services provided by different modalities, including; public and community transportation, taxi services, prepaid transportation cards, mileage reimbursement, volunteer transportation, and non-traditional transportation providers.
- Prepaid transportation vouchers and cards.
- Parking and toll fees.

DD Waiver Services: Non-Medical Transportation

Non-Medical Transportation Scenario



Background

Emily is a 22-year-old woman with a developmental disability who lives with her parents. Emily enjoys participating in various community activities such as visiting the local library and volunteering at the animal shelter. Emily does not currently have a driver's license, so she is without transportation during the day.



Accessing and Using the Service

Emily learns about non-medical transportation and works with her service coordinator to add this service to her service agreement. Emily's service agreement outlines the transportation schedule, preferred routes, and any necessary support during transit. Emily accesses local public transportation via a bus pass to get to her community activities.



Outcome of the Service

After accessing Non-Medical Transportation, Emily gains a sense of independence as she now has transportation to attend her favorite activities. This boosts her confidence and social skills. Reliable transportation allows Emily to participate in more community activities, leading to a more fulfilling and active lifestyle. She enjoys her visits to the library and volunteering, which contribute to her overall well-being.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Wellness Coaching

DD Waiver Definition



Wellness Coaching services include planning, directing, coaching, and mentoring individuals with disabilities in community based, inclusive exercise activities in accordance with the recommendations of a licensed recreational therapist or a certified personal trainer. This includes:

- Specific goals outlined in the individual's service agreement which are developed by a Wellness Coach, including activities that are carried over into the individual's home and community.
- A demonstration by a Wellness Coach on exercise techniques and form, to include observation of individuals and explanation to them of corrective measures necessary to improve their skills.
- Collaboration between a Wellness Coach and the individual, their family and other caregivers, and with other health and wellness professionals as needed.

How Does This Help Me Achieve My Goals?



Wellness Coaching supports the planning, leading, and coaching of individuals with disabilities in inclusive community exercise activities, following the advice of a licensed recreational therapist or a certified personal trainer.

DD Waiver Services: Wellness Coaching

Wellness Coaching Services Scenario



Background

Sarah lives independently in an apartment in a suburban area. She works part-time at a local café and enjoys attending community events. Sarah has a developmental disability that impacts her fine motor skills and social interactions, and she is committed to maintaining an active and healthy lifestyle.



Accessing and Using the Service

Sarah discovered the Wellness Coaching service through her Service Coordinator and decided to explore it further. She scheduled an initial consultation with a Physical Therapist at her local Community Wellness Center. During the consultation, the therapist assessed Sarah's physical abilities, interests, and wellness goals. They discussed her desire to improve fitness, engage in social activities, and learn new skills. Based on the assessment, the therapist developed a wellness goal for Sarah, which detailed how she would improve flexibility and fine motor skills. Sarah then worked with her Service Coordinator to include the goal in her service agreement.



Outcome of the Service

Sarah's fine motor skills improved a lot over time. She started doing daily stretching and hand exercises, which made her hands more flexible. Reaching her fitness goals made Sarah feel proud and increased her self-esteem. Regular exercise and socializing made her happier and healthier overall. With the help of wellness coaching, Sarah became more active and fulfilled, receiving the support she needed to thrive both physically and emotionally.

*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Personal Emergency Response Services (PERS)

DD Waiver Definition



Personal Emergency Response Services (PERS) are smart technology devices that enable individuals to summon help in an emergency including but not limited to:

- Wearable or portable devices that allow for safe mobility.
- Response systems that are connected to the individual's telephone and programmed to signal a response center when activated.
- Staffed and monitored response systems that operate 24 hours/day, 7 days/week.
- Any device that informs of elopement such as wandering awareness alerts.

How Does This Help Me Achieve My Goals?



Personal Emergency Response Services (PERS) are smart devices that help individuals get assistance quickly in an emergency.

DD Waiver Services: Personal Emergency Response Services (PERS)

Personal Emergency Response Services (PERS) Scenario



Background

Alex is a 28-year-old man with a developmental disability who has recently moved into his own apartment. Alex has not previously lived independently and is excited to do so. One thing he has considered is ensuring he remains safe and can get help quickly if needed.



Accessing and Using the Service

Alex works with his Service Coordinator to access Personal Emergency Response Services (PERS) through the DD waiver. They choose a device that Alex can easily carry with him. This device is connected to his phone and is programmed to signal a response when activated. The system is monitored by staff 24/7, ensuring that help is always available.



Outcome of the Service

With PERS in place, Alex feels that his considerations to ensure success in living independently have been met. One day, Alex takes a shortcut walking home. Unfortunately, Alex got lost when he took this shortcut. Alex was able to press the button on his wearable device, and within moments, a member of the support team is speaking to him through the device. They quickly assessed the situation and asked Alex what type of support he needs; whether he would like support to call for someone to meet him at his location or if he would like help with directions. Alex chose to work with the support team member to get directions in order to get back on track and make it safely home.

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DD Waiver Services: Removable Prosthodontic Services

DD Waiver Definition



Removable Prosthodontic Services under this waiver are limited to the provision of dentures, routine post-delivery care and other associated procedures connected to the prosthodontic service that are not included in the New Hampshire Medicaid State Plan, "Adult Dental Services".

Removable Prosthodontic Services are intended to assist individuals as a means to prevent functional limitations in order to support community integration and avoid isolation or institutionalization and when, if not otherwise provided:

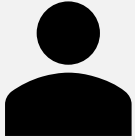
- The individual's health would be compromised through reduced food options and result in restrictive nutritional intake, impacting overall health.
- When considerations interfere with supported employment or social development. For example, an individual who has a severe dental deformity may receive treatment if during person-centered-planning, it is determined that provision of dentures would enhance the individual's opportunities for community integration.

How Does This Help Me Achieve My Goals?



Removable Prosthodontic Services include providing dentures, routine care after getting dentures, and other related procedures that are not covered by New Hampshire Medicaid's "Adult Dental Services". These services aim to help individuals avoid difficulties in daily activities, stay connected with their community, and prevent feelings of isolation.

Removable Prosthodontic Services Scenario



Background

Bobby is a 30-year-old man with a developmental disability who lives independently. Bobby enjoys painting, volunteering, and spending time with friends and family. At a recent visit with his Dentist, Bobby's Dentist recommended that he get dentures to help him eat and speak comfortably.



Accessing and Using the Service

After the Dentist appointment, Bobby called his Service Coordinator to discuss his appointment and that the Dentist recommended dentures. His Service Coordinator let him know that Removable Prosthodontic Services is available under the DD waiver. This service provides dentures and related care that aren't covered by the standard New Hampshire Medicaid state plan. Bobby and his Service Coordinator added this service to his service agreement. After this, Bobby calls his Dentist and informs him that he is on the DD Waiver and can get help with paying for his dentures. His Dentist then works with Bobby on the next steps.

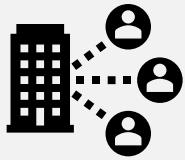
Outcome of the Service

Dentures have had a significant impact on Bobby's life. Bobby found it much easier to eat different foods, which improved his overall diet and energy levels. He also felt more confident speaking in social situations, which helped him stay connected with his community and avoid feelings of isolation. He remained active in his community, enjoying his hobbies and volunteer work, all while maintaining his independence and quality of life.



*All examples are illustrative and not based on individuals supported.

DD Waiver Services: Remote Services, Acute Care, and Service Limits



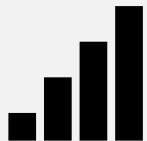
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DD Waiver Services: Service Limits

Service	Available Remotely*	Access in Acute Care*	Service Limit
Non-Medical Transportation	No	No	\$5,000 per year (*\$10,00 for individuals that require specialized transportation)
Wellness Coaching	No	Yes	\$5,000 per year
Personal Emergency Response Services (PERS)	No	Yes	\$2,000 per year
Removable Prosthodontic Services	No	Yes	\$1500 per year Does not cover dentures more that once in a 5-year period

*Please refer to the specific DD waiver definitions for when remote or acute care services are permitted.

DD Waiver Services: Individual Service Agreement (ISA) Requirements

Service	Requirement
Non-Medical Transportation	Description of Non-Medical Transportation services needs identified.
Wellness Coaching	Identifies the desired wellness goals and outcomes for the individual over the coming year.
Personal Emergency Response Services (PERS)	Description of Personal Emergency Response Services needs identified.
Removable Prosthodontic Services	A goal is not required in the individual's service agreement, however, the need for this service shall be reflected. All treatment notes, radiographic images, laboratory prescriptions and laboratory invoices should be made part of the individual's treatment record with the PAHP and be made available upon request to support any treatment provided.

DD Waiver Services: Exit Survey

We value your feedback and would love to hear how this presentation went. Please take a moment to complete our exit survey by either scanning the QR code below or following the link that will be shared in the email accompanying this presentation.

