

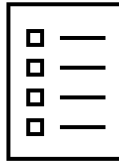
Individual and Family Engagement Summary

The Bureau of Developmental Services (BDS) hosted listening sessions and shared a survey for individuals and families in December 2023. We are grateful for the valuable feedback we received, which pointed out both positive aspects and areas for improvement. Your insights play an important role in shaping future innovations within our systems, enhancing our connection with individuals and families, and creating useful tools and resources customized for the needs of the New Hampshire community.



Individual and Family Listening Sessions

- 5 Listening Sessions
- 121 Total Attendees



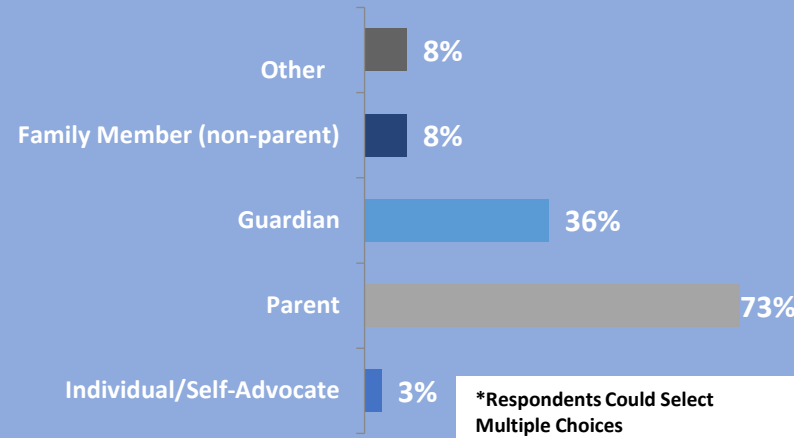
Survey Responses :

- Survey Window: 12/1/23-12/31/23
- 242 Total Responses

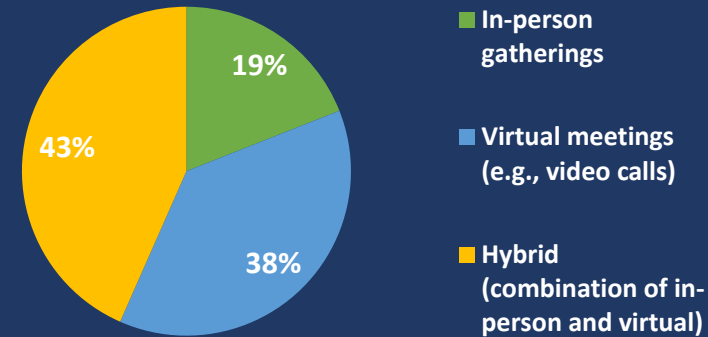
Individuals and Families shared in both the listening sessions and survey responses that they would like more information on the following topics:

- Accessing Services
- Waiver Education
- Direct Support Profession Workforce Shortages
- Participant Directed and Managed Services (PDMS) and PDMS Budgets
- Availability of Housing
- Roles and Responsibilities of BDS, Area Agencies, and/or Service Providers
- Respite Availability
- Behavioral Supports and Mental Health Supports
- Resources for Aging Caregivers
- Rate Development Process

Survey Responses By Group



Preferred Meeting Type



Preferred Communication Method(s)



*Respondents Could Select Multiple Choices

The Bureau of Developmental Services (BDS) hosted listening sessions and shared a survey for Area Agency staff in March 2024. We are grateful for the valuable feedback we received, which pointed out both positive aspects and areas for improvement.



**Area Agency Listening
Session**
10 Total Attendees



Survey Responses
73 Total Responses

Survey Question: What are the top 3 areas that must be preserved?

1. Access to Services
2. Person-Centered Practices and Service Planning
3. Communication

Survey Question: What are the top 3 areas you would like to see enhanced or changed?

1. Training and Development
2. System Efficiency and Stability
3. Access to Services

Survey Question: What are the most promising opportunities for addressing the goals, interests and needs of individuals and families in the future?

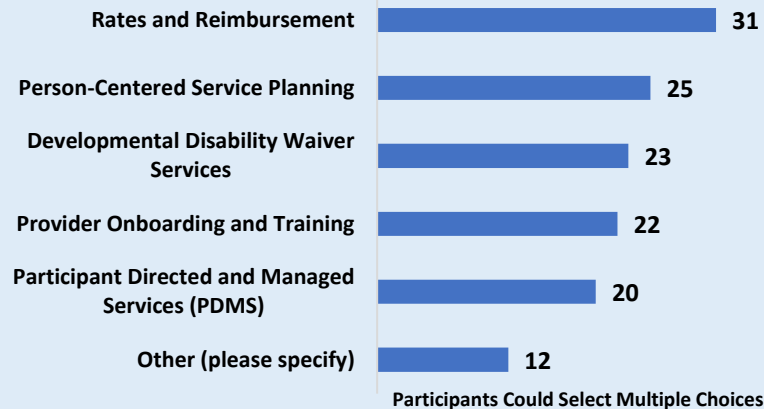
1. Access to Services
2. Communication
3. Workforce Investments

Area Agency staff identified in both the listening sessions and survey responses the following key priority areas:

- Communication*
- Workforce Investments*
- Training and Development *
- Access to Services*
- Person-Centered Practices and Planning
- Rates and Funding
- System Efficiency and Stability

***Shared Priorities Across All Stakeholders**

When it comes to supporting your roles and responsibilities, which area(s) would you like to receive information and/or training on?



Which way(s) do you prefer to receive information?



The Bureau of Developmental Services (BDS) hosted listening sessions and shared a survey with service provider organization staff in March 2024. We are grateful for the valuable feedback we received, which pointed out both positive aspects and areas for improvement.



Service Provider
Listening Session
78 Total Attendees



Survey Responses
25 Total Responses

Survey Question: What are the top 3 areas that must be preserved?

1. Access to Services
2. Person-Centered Practices and Service Planning
3. Workforce Investments

Survey Question: What are the top 3 areas you would like to see enhanced or changed?

1. Workforce Investments
2. Rates and Funding
3. System Efficiency and Stability

Survey Question: What are the most promising opportunities for addressing the goals, interests and needs of individuals and families in the future?

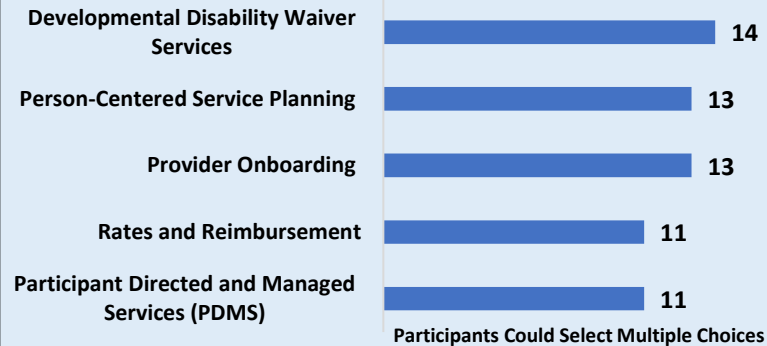
1. Workforce Investments
2. Training and Development
3. Access to Services

Service provider staff identified in both the listening sessions and survey responses the following key priority areas:

- Communication*
- Workforce Investments*
- Training and Development *
- Access to Services*
- Person-Centered Practices and Planning
- Rates and Funding
- System Efficiency and Stability

***Shared Priorities Across All Stakeholders**

When it comes to supporting your roles and responsibilities, which area(s) would you like to receive information and/or training on?



Which way(s) do you prefer to receive information?



The Bureau of Developmental Services (BDS) hosted listening sessions and shared a survey with service coordination agency staff in March 2024. We are grateful for the valuable feedback we received, which pointed out both positive aspects and areas for improvement.



**Service Coordination
Listening Session**
174 Total Attendees



Survey Responses
20 Total Responses

Survey Question: What are the top 3 areas that must be preserved?

1. **Person-Centered Practices and Service Planning**
2. **Access to Services**
3. **Training and Development**

Survey Question: What are the top 3 areas you would like to see enhanced or changed?

1. **System Efficiency and Stability**
2. **Access to Services**
3. **Workforce Investments**

Survey Question: What are the most promising opportunities for addressing the goals, interests and needs of individuals and families in the future?

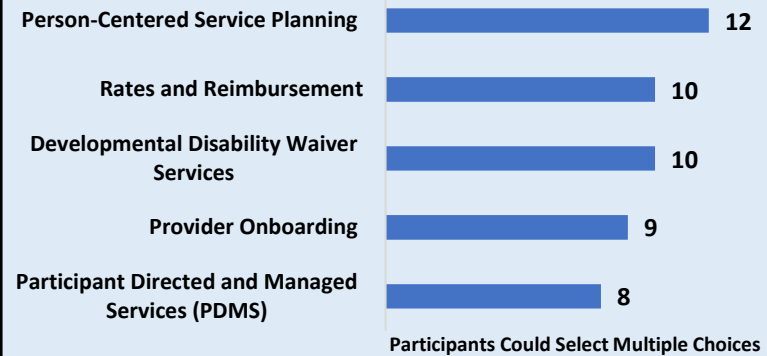
1. **Workforce Investments**
2. **Training and Development**
3. **Access to Services**

Service coordination agency staff identified in both the listening sessions and survey responses the following key priority areas:

- Communication*
- Workforce Investments*
- Training and Development *
- Access to Services*
- Person-Centered Practices and Planning
- System Efficiency and Stability

***Shared Priorities Across All Stakeholders**

When it comes to supporting your roles and responsibilities, which area(s) would you like to receive information and/or training on?



Which way(s) do you prefer to receive information?

