**Community Crossroads Family Support Council   
BDS Public Forum Zoom Chat Transcript  
May 26, 2022**

18:02:52 Alright,

18:03:25 ,

18:03:35 Yeah,

18:04:11 Yeah,

18:04:46 , Okay,

18:04:47 Okay, Here we go. Hello.

18:04:56 Thank you all for coming alright can do this Well, i'd like to welcome each and every one of you for coming to the community.

18:05:08 Crossroads family forum with the bps which stands for euro of developmental services, and I've got some guest speakers here that are gonna be a piano to answer our questions and bring up all different

18:05:23 points that we would like to discuss and we're open to if you'd like to pose a question that in the middle. there with it There's a basket you can write your question down and you could be an

18:05:41 anonymous camera has the basket over there. as well as we'll have a might go around each and one of you and you can ask your question through the microphone.

18:05:51 We also have some zoom zoom here. How many do we have?

18:05:59 About 40 people. Okay. No pressure

18:06:08 You have to do that. so i'd like to introduce i'm gonna have the panel over here introduce themselves, and then i'll give you an idea of how today's meeting will be going I am told

18:06:23 that it's an informal meeting, so feel comfortable please don't take a shoes off, so be no Okay,

18:06:37 So. I am Kimberly, and I am the chairperson for the Family Support Council.

18:06:46 We have right now about 17 members and we were asked to coincide and gather the fingers together to give this information out.

18:06:55 Just so everyone's aware of the changes that are gonna be forthcoming.

18:07:01 For the the Djing waiver and dsp rates, and it is an it I take technology.

18:07:11 So we're gonna get one new technology which is really great right so they could.

18:07:17 We're gonna be going through positive feedback and kind of so please fail me to contribute and just put your hand up if you have a question, and i'm glad to bring over to the microphone to you and the

18:07:34 questions i'm not sure how we wanted to do the presentation whether we go through one slide and if there's a lot of questions we can answer.

18:07:44 You don't have a no I just we just pulled it off what was on the site.

18:07:50 So if you wanna just we have end up but we're not okay.

18:07:58 When I help I turned it on. There we go. Thank you.

18:08:05 , thank you for pulling us together. and This is, I think, our 6 session or 7 i'm not sure , and we have been going around the state of New hampshire to give families

18:08:22 the opportunity to engage with us to talk about what they've turned right and answer questions in an informal engaged because because we have a lot of zoom meetings, as you know, many of us are zoomed out we have many

18:08:44 many slides that we have minutes. We have recordings posted to our website.

18:08:49 We have Faqs. and what we were really hearing from folks is that they wanted the opportunity to just take a deep breath and engage right so ask questions.

18:08:59 And so the intention for tonight although we have a a few slides for reference purposes, and then we have a few handouts specific to the work that we're doing we wanna just talk to folks love it so that's

18:09:17 our that's our our intention for tonight if if that's perfect.

18:09:24 That's what we want and you're sitting right in front of mining the first month.

18:09:33 This is me. Okay. So i'm gonna have the panel up here.

18:09:44 Introduce themselves and I wanna thank everybody for showing up tonight, and i'm very much looking forward to a conversation about the work that we're doing at the bureau within the department

18:10:06 Okay. Okay, Hello, everyone. I'm Melissa hardy I am the division Director of Long Term support services at the hero.

18:10:13 So bds is one of your that I oversee.

18:10:17 So I just started generally so sounds like i've been here a long time.

18:10:23 But I appreciate everyone coming out, you know, looking forward to having a great conversation

18:10:46 So technology, I take video. I work in hamster family voices I'm: also a parent.

18:10:53 I have children. I have children that are served by the system.

18:11:01 I sit on the supervisor, as well as the communication committee. That looks that information coming out and I was also an sis interviewer.

18:11:08 So I have a about that as well. We also have do, Smith on Zoom, who is one of our consultants from algorithm ourselves.

18:11:26 I might be familiar with them. produce one of the reports, and is our ongoing consultant.

18:11:32 So he's on a line of \* \* people Yeah, thanks.

18:11:37 And the quintessential zoom moment that we all live.

18:11:40 Can everybody hear me? Okay, Okay. Excellent. Hi, everyone.

18:11:44 My name is Drew Smith, as Melissa said I'm with Outbrez and Marsal, or, as some people have heard us referenced a and M.

18:11:54 I am missing being in the room there with you in person today.

18:12:00 I look forward to meeting you all in the future, but really look forward to the conversation and thank you for inviting us in to to discuss the work with you.

18:12:13 Thank you, Drew, and one more euro staff. Karen, with the luck, would you mind standing up?

18:12:29 And just

18:12:30 What was that? alright nice to meet you? Everyone

18:12:43 We're going to kind of take your lead kim in terms of how to facilitate the forum tonight.

18:12:48 If you would like to. I know that in some cases in a hybrid setting.

18:12:53 You've been taking questions taking turns like in the room and on zoom that type of model.

18:12:59 If you'd like and certainly we'll just it's their questions as they come.

18:13:05 But I think the best place to start is to, first of all, with a raise of hands both in the room and in zoom.

18:13:14 Tell us who is a family member or an individual that receive services in the community.

18:13:21 Thanks. So good show, and a lot great. And how many people here are agency staff

18:13:37 So the well, as I said, the forums are really an opportunity to hear the voices of people that Haven't really had much of an offgrade to be engaged in our stakeholder work on our zoom

18:13:50 stakeholder meeting, and we have informational sessions that happen every other month.

18:13:55 But those are more like one wedding, discussions because it's a zoom format, and we have about an hour, and there are lots of people that show up to that.

18:14:03 So it's really hard to answer questions and engage with folks.

18:14:08 So this is our opportunity to get in front. of family members and to hear your So that's what you might have heard your questions and and answer anything that you might have for us.

18:14:22 So I'd like to start with Maybe what have people been hearing about the Vds systems work.

18:14:27 What do you know about it? and maybe some of you haven't heard anything yet?

18:14:33 And this is your first time hearing about so we'd like to go ahead and start with whoever wants to get us started.

18:14:39 If anybody would like to ask the question, they can raise the hand or bring the mic to you.

18:14:51 Please state your name in the town that you live in place

18:15:07 Am I doing well? my name's mike and my question basically is, from the beginning.

18:15:22 You know it it's only kinda So 1.5, So in the beginning, just staff this whole thing on.

18:15:39 Oh, why, why, couldn't that money happen I mean a lot of that money

18:16:00 It's not so much important where the money came from because obviously you know.

18:16:06 But it wasn't the house of it's the executive Council.

18:16:11 I talked to kind of miss the statements, and it it seems like, yeah, I mean, I understand they have their own.

18:16:25 I just feel that some of that money, Okay? Well, and from you, maybe agencies.

18:16:36 We have. we have quite agency and I I don't wanna say but week could be better supported.

18:16:57 Do and also in, please the way that Ds needs.

18:17:06 Now you know it's been an ongoing subject we all failed that we all know they're under pay.

18:17:14 But if we know there's a problem why can't we address it.

18:17:19 We know we have the money simply

18:17:30 Hey? you know I we just carry on with these problems over and over Okay, that's it.

18:17:42 Yeah. So taking the first part of your question as far as that am money.

18:17:47 But you said it went through our legislative. process. through the Governor Council, who approved not only their work for the yes, but they also work throughout different agencies. So they're working with mental health They're working with other

18:18:03 bureau's. that was a recommendation and a decision made by the Commissioner.

18:18:11 Proper services to have a consultant come in and look at our systems and see where they can be improved.

18:18:17 So what I can say about the amm work I don't know.

18:18:19 Say, did you want to talk about the Sdp: Thank you.

18:18:23 I feel very fortunate to have resources within the Bureau developmental services, because I started in around 2017.

18:18:35 Remember, since my start date 2 weeks into that we'll be getting recommendations on how to move the 0 and recommendations are great, but it doesn't help if we don't have resources.

18:18:50 And so I am really looking at our partnership with our rosen Marcel as a really great opportunity to improve the areas that we've been looking at since all the way back to 2015 even around improving our the way

18:19:06 that we do business and so I I really am grateful to have that.

18:19:12 And looking at this as a significant opportunity for our system The direct support Workforce, we know, is significant underpaid, and what we hear a lot of is that there hasn't been an increase and our last rate methodology was developed in 2,000 and

18:19:29 7 and since then we've had 2 which isn't helpful.

18:19:36 So what we'd like to do is take this opportunity as we build out our rate methodology in new hampshire because we haven't done that since 2,007 and are being fired by our federal oversight entity which

18:19:50 is centers for Medicare and Medicaid to have a rate methodology that is consistent across the State.

18:19:58 We have also a perfect store in a good way where we're looking at our service definitions.

18:20:05 Our waiver. methodology we're, setting rates and what States can do right, or what States would love to do that we're in a position to do is really consider how can we build dsp wages into our rate methodology as a

18:20:21 priority. So there's a handout that you have which says developmental disabilities.

18:20:28 Race, and you'll see on that hand though so there's just a a little diagram.

18:20:36 Outlining details related to the rate build out and the great buildout that in and recommended that we're looking at with our consultant myers, and software is called a brick build. rate.

18:20:55 So you started the ball of the foundation and you build up and the first piece that we're gonna look at is the dst.

18:21:02 So that when we have to 3 base our Medicaid rates, which many States do between every 4 and 8 years, that will automatically be adjusted.

18:21:13 So we will never have another 20 years of level funding and That's the intention.

18:21:21 We can also have a conversation with a great work group, and there is a workforce committee that is discussing options on how we can incentivize providers to get direct support professionals and opportunity for a career ladder or

18:21:37 a career. Lattice and there's a National organization called Nhsd.

18:21:44 Which stands for the National Association for Psds.

18:21:49 And they have this credentialing process that allows agencies to build out levels for their Dsp.

18:21:56 So you could be an Esp. one a dst 2 or dst 3, and it's all competency base, so they could attach wage incentives for Dsp.

18:22:11 If they're interested in doing that we don't wanna mandate it in our rate methodology.

18:22:14 But we do want to make it an opportunity for agencies to capture more funding if they decide to do that.

18:22:22 So we want to incentivize them is that helpful i'm really excited to hear what that committee comes back with, because there's lots of ideas you're welcome thank you for your question.

18:22:35 Hi, Jerry, nice to see you. I do not

18:22:44 Oh, we're doing on , Okay, talk to a question online. Is there a question online?

18:22:56 Sorry,

18:23:00 Alright. So I have a question from Stephanie.

18:23:02 Have heard. family members will not be able to be paid to provide services to family members.

18:23:10 Whether the lack of paid staff available or with the lack of paid staff available during Covid.

18:23:16 Is this going to no longer be true? Sorry you gotta try to there's a little bit of an echo.

18:23:27 So the question is, I have heard that families will no longer be able to be paid to support the family members of Gotcha.

18:23:35 Okay, So there are some services in our weer that allow family and members to be paid if they provide the services.

18:23:44 And so this is a question that I would need to kind of ask a little bit more information on like what services are looking at.

18:23:51 What's this situation? Look at or Look like but in terms of the reference to Covid?

18:23:59 This is a little bit outside of the bds systems work, but I will address it because it's important

18:24:07 When we went into a pandemic every state had to submit to Cms a request for what's called an appendix pay.

18:24:15 So it's called an Appendix. state, because our waivers which are applications for services for specific populations of people outside of the city of Medicaid.

18:24:28 They have A. they have a main section, and then they have a Pennsylvania, all the way down to J.

18:24:34 App Appendix K. is what states fill out and send a Cms.

18:24:41 When there's a disaster when there's a , so like when Hurricane treated it, they had to do it.

18:24:46 And the purpose is to show how you're gonna continue services throughout that emergency, for throughout that that disaster.

18:24:55 So this is the first time in history, and every state had to submit a dependent study, and in ours we allowed families to be paid to provide services to their family members.

18:25:07 Obviously because if we're all for a team that's gonna be something that we need to do.

18:25:13 When the Appendix K. goes away, which will be 6 months after the National Public Health emergency ends.

18:25:22 We have 6 months from the end of the national public health emergency in place.

18:25:29 That's when it will go away. However, if you're providing a service that we already paid families to provide it Won't go away.

18:25:37 But we would have to look at that particular situation to make that determination.

18:25:44 Okay, charity perfect, Thank you. soon so i'm sorry Okay,

18:26:06 Program. Yeah. So it looks like Cms. has a lot of flexibility.

18:26:12 To address the Dsp. group. we're close issues and I was wondering if so family had a dst for years.

18:26:23 Would it be a way to do like a credential program?

18:26:30 Get to was doing confidence today, like for instance, to allow credit to be What's the credential program that includes an individual work as a Dsp. in the field?

18:26:46 If you demonstrate the elements required. the certification program.

18:26:52 What we really really work history with the individual space server.

18:26:54 Marcus have a depth of knowledge about the needs of the individual make work with which we have an event quality like for the person.

18:27:03 This expertise could that be counted towards the credential?

18:27:13 It looks like it looks like it's something that would be considered pretty flexible.

18:27:20 I wanna say yes, but i'm wondering if Drew would come up here, and maybe answer to your knowledge.

18:27:28 The case credentially, I believe, does take into account dst experience right?

18:27:36 So it does. So it's it's a really good question right And then, as Sandy said at the beginning of all of this for a long time, we've all been talking about career Landers and clear lattices for

18:27:47 Dsps because it's been a long issue right Now We've always been dealing with before.

18:27:51 The pandemic. it's just gotten so much worse during the pandemic States are really saying what can we do?

18:27:56 That's going to have a bigger impact and so potentially it has been something that a lot of States have been looking at.

18:28:01 And this, Sandy said, I think that new hampshire is the best position to really build this in in a longer term way into your rates and into your waiver in a way that it's not a flash in the pan around

18:28:13 workforce stability but it's really a new way of doing business. So I think that's really exciting to the question about experience as a component of the credential.

18:28:24 So that you know Sandy mentioned the workforce committee that is is looking at this.

18:28:29 They're looking at a number of items from training requirements to training platforms to credentialing. and so I know part of what they're talking about is the pros and cons of a national credential which is like sandy talked about

18:28:44 the national alliance of direct support. Professionals easier for a Dsp.

18:28:49 To take with them right? because it's standardized versus the development of a new credential which might take a little bit longer, but is more customizable.

18:29:00 Most of the national credentials are tied to 2 things.

18:29:04 One is showing that you have received, the formal training right that you've gone through 5,150 h of training throughout a 3 year period, or whatever the number is, and then the piece that makes the credential, and I think most important and I think

18:29:19 guarantee your point around the experience of of somebody who's providing direct support is what does the training mean?

18:29:26 How can you show me that What you've learned you can really implement right that you're using it to take care of somebody and the best, most person centered way possible?

18:29:36 So I think what we would have to think about is, and this would be a decision for the committee as well as the State to to kind of think about.

18:29:45 This is, if somebody has not received that formal training or it's It's not been updated in the same way.

18:29:52 Is there an option almost like a waiver to that crunch lane process, where years of experience could you know, meet that components so that they're then just doing the the side of the credential that talks about showing how

18:30:04 that experience is being able. so I agree. I think there's a lot of flexibility in what Cms is put out.

18:30:11 I do think that the committee is looking at a lot of really exciting options, so i'm excited to see what they bring back.

18:30:17 But I do think It's something that We should keep in mind, and see, how do we take a strong structure and make it fit best in New Hampshire, and especially around Pdms services as I know it's a little bit

18:30:27 easier to structure that credential strip piece under traditional services versus a Pdms model, and we don't want Pdms to be an afterthought to that right.

18:30:37 The workforce is impacting both significantly. So we need a a structure that's gonna work in both areas

18:30:47 Thank you. So I've got another online question from karen and dairy New Hampshire.

18:30:58 Well. the required training for direct support staff be funded by the Department Area Agency.

18:31:10 Individuals budget. Okay, So the question is around, Where will training fit into the great?

18:31:21 Build out, and, as we know, training is a necessity it's very very important.

18:31:30 And when we're building out, the rate and there is a rates where we're, we're looking at this we will again do the brick bill rate, and start with the Dsp.

18:31:42 Wages. Training as an administrative cost will be a consideration for that base rate.

18:31:48 So when you look at an individualized budget today on the Internet Budget template, with which has had many iterations, There's line items on it.

18:31:58 It says here's our wages here's our training here's, multiple other things, and what we want to do is when we build a rate, make sure that those costs are covered by the rate you could you elaborate on that at

18:32:13 all. Yeah, definitely, I mean it's a great question we've actually had this question raised.

18:32:18 I think, at almost every region, and I think you know it. It is something That's Sandy said, is Corda to to services.

18:32:26 Right. We want to make sure that we're investing in the training of Dsps for a couple of reasons we want to make sure that they're able to do their job.

18:32:33 Well, and we also know that investing in the training tends to extend how long people say Dsps.

18:32:41 And so what most States do, and what's this state of New Hampshire is looking at through the cost report, and the rate setting is capturing that cost, and part of that is what are the different trainings people are using today.

18:32:53 What does the cost look like for agencies and building, that into that rate? so that as any unit of service is build, you're kind of building up that training budget from an agency, or from a from a Pdms structure, so definitely

18:33:07 is being looked at to be included in all of the rates.

18:33:12 And I do think it helps position. training for dsps and i'm much more comprehensive kind of standardized way where it's not always trying to look for the money or it's you know I don't know

18:33:21 how how it is in New hampshire but everywhere. else. i've been Training is usually the first thing to get cut out of budgets. And so this builds it into the rate.

18:33:30 And so it's not something that that ever really goes away.

18:33:33 It's just something that is is a continued investment

18:33:40 Thank you. , yeah, Yeah. Do you mention the cost of work?

18:33:49 I can elaborate on that a little bit. So the rates work group is collecting 2 pieces of information.

18:33:56 One is the cost report, which is currently being drafted by the rate for group, and the other piece is a sample set of data around the supports intensity scale, also known as the cis assessment, which is meant to determine the

18:34:13 intensity of services that people need so we're looking at a set of data of 400 assessments.

18:34:21 And then we're looking at the cost to provide services that providers are going to populate that cost report.

18:34:29 So 2 things: What does it cost to serve people? and what do people need for services?

18:34:35 And really taking those and combining them, and we will give that data to Myers and software, which is a rate setting back agency that we have contracted with.

18:34:47 They have an internal actuary to do all of the numbers, and then they will come back with recommended rates.

18:34:54 So what are the challenges in doing these forums?

18:34:58 Is that we don't have some of the answers yet, because we're still kind of going through the process and a big question which I think was, I read.

18:35:10 I read it on. The thing in the front, and it happens at every form, is, you know, is this going to result in

18:35:17 A significant increase in required funding to deliver services to people, and the answer to that is, we'll know more after we finish that cost from, and we look at what a cost providers to deliver services and how we are determining

18:35:35 what type of services people need. so we're in the process of that.

18:35:42 No, I wanna put it out there that we we can come back.

18:35:45 So if we have more information 6 months from now this doesn't have to be the last opportunity to come together and do talk to folks talk to families about what we know because we might not have the answer today. But we will soon and and and

18:35:59 then we can come back together. Talk about the implications of the information that we find out that's great sandy.

18:36:07 Yeah, that's true. This is probably the more forums for people to ask questions.

18:36:16 And if someone wants to be as a committee, they can do that, too. Right?

18:36:20 So we were very intentional about making sure that we had significant representation across the State on our committee.

18:36:30 We have a lot of today. so let me just tell you what committee we have.

18:36:35 We have a rates committee. we have a Waiver committee.

18:36:39 Those 2 committees. are doing more specific to changes related to create some labor, and then they are providing a monthly update to our advisory committee.

18:36:50 So the advisory committee just still broke out 2 focus groups, one for the Sis, which is the support's intensity scale assessment, and one for the 85 individualized service agreement, and we haven't really

18:37:03 touched on the service agreement yet, but that is going to be built into kind of our.

18:37:08 It modernization, information, technology, modernization process. We the workforce subcommittee, and we also have the communication simply

18:37:19 So we wanted to make sure that we had representation across the State.

18:37:24 We had about 8 people further named in the hat to participate but we had to select from those names, so we wanted to make sure we had family involvement.

18:37:34 We had self-advocacy, and actually the doors are still open to self-advocacy.

18:37:40 If there are people that receive services and developmental services system, we will welcome them to be in now to participate in those committees.

18:37:49 But we wanted adequate representation from area agencies, private providers, advocacy groups.

18:37:56 And so right now the membership to the committees is open.

18:38:02 However, the processes that the committees are implementing are open to the public.

18:38:08 So if you want to listen to what's happening you can go into the link and watch it in real time, you can watch the recording that's posted on our website, we just added a box which is like a yellow box under

18:38:23 stakeholder engagement on our website so that we can submit ideas, thoughts, anything that you want to say because it's anonymous.

18:38:31 And we'll collect information that way as well

18:38:51 , like I don't. have that do you do you know that through off the top of your head, or does is Alicia on she's not. It is posted up on the Bds website of of who are on the

18:39:10 committees, but we might need to follow. Follow up to that question.

18:39:16 With additional detail, if if it would be helpful. But I do know that a list of committee members is posted on the website

18:39:29 Is there a affiliation also listed on what type it is?

18:39:40 So on the website. it would say, like hearing that family number.

18:39:43 It would say, you know the committee member and how they're affiliated.

18:39:48 So I would. I mean, I have to go back to get that exact percentage

18:39:59 That was movie. Oh,

18:40:21 ,

18:40:27 Are you interested? Yeah, Okay, so we'll follow about Okay I also want to add that some of the committee members, although they you break that down.

18:40:54 Then, and say, family number slash, so that people looking at it.

18:41:03 Presentation what they're looking at, we can if they get permission.

18:41:08 I know some people like to share their story some people don't No, I got it again.

18:41:19 So I've got another question from Michael. I noticed, that it systems are from the 1998 is this software or website, or what 22 years is very, very old.

18:41:38 Michael, I hear. Yeah, We operate off a lot of excel spreadsheets, and that's very challenging.

18:41:48 When being asked to give data points to justify the budget that we have at the Bureau of Developmental Services.

18:41:56 And when we're talking about it modernization we're talking about really automating the elegant process right now it's weekly manual the area agencies.

18:42:10 Now they somebody walks through the door. they see the interview.

18:42:12 They send a paper, they look at it. We pass the paper around.

18:42:16 We make a packet, and and really what we are achieving what we're trying to achieve.

18:42:22 First, because it's there there are several chases is we want to modernize that process around eligibility.

18:42:28 Then we want to take a look at the service agreement and build that into a platform that the State currently uses called new mites, which will be linked to what we call the service authorization, which is kind of like your

18:42:47 prescription for services. it's what you get when you're able to move forward and access services.

18:42:52 So there's a lot of work happening with that right now. what we're currently doing is lots of discovery around our antiquated systems from the nineties.

18:43:02 We have about 4 different systems that we're operating and we want to make sure.

18:43:09 So we don't lose any functionality and then they'll add it to the new system in a in a phase in very intentional approach.

18:43:22 Yeah, I just think with it, You know, we wanna automate things and make things more streamlines, not only for our vendors and the area agencies, but I know families do a lot of paperwork with uploading and

18:43:33 scanning and sending. So you know any ideas or thoughts around how to make it easier for families.

18:43:41 In that process, too. Can you share them with us because we are open and we are working with

18:43:47 Another contractor, and an it service so certainly we're not it people.

18:43:52 But you know we can bring it back to the community.

18:43:55 We appreciate any feedback you have with that. Hi!

18:44:09 Every day that somebody's being say that my there is the potential for hacking today, and so that we want, I mean, of course, security is a number one priority. as we build out our system.

18:44:36 We have a system within the department of Health. and human services it's, a platform I mentioned called New Bits, and we have an entire unit that manages that they upgrade it.

18:44:49 One of the big challenges with our systems today is that they don't even function on like Internet explorer or from. And so that creates cracks in the system that make them vulnerable to potential security breaches

18:45:02 and by moving away from those old systems we will be strengthening our security.

18:45:09 Thank you for making that Point from the nineties. But in the nineties we had, and we we change to this.

18:45:36 Creative interpretation, program, and you know first.

18:45:54 Yeah, I don't understand great this computer

18:46:24 It's here don't so how was that okay

18:46:39 So yeah,

18:46:47 Okay,

18:46:52 Thank you that question. So i'm not sure if everybody heard that.

18:46:57 But it was really a question around how our current service delivery system is good, broad and service definitions, and that allows flexibility and delivering services.

18:47:11 And the paper is sometimes feels better for families, because that might not be like going.

18:47:17 Putting all your information on the computer creates inside for sure.

18:47:20 So. I don't disagree with that statement whatsoever.

18:47:27 I worked at a provider organization for 15 years and delivered services to people and and having a broad service definition for purposes of person planning allows you to that pretty much anything to that sort of definition.

18:47:42 When we we're looking at coast building out code and service that definitions and race, one of the 2 challenges was, Try to really ask providers, how much does it provide?

18:47:56 How much does it cost you to provide a residential service?

18:48:00 Now, as you know, we have multiple different types of residential models across the entire state.

18:48:06 And so, as we start looking at building out rates we need to refine our service definitions to really reflect what's happening on the ground level, so providers have for a long time it's kind of sitting a square pipe into a round

18:48:24 hole saying like this is what we do to me this person's please.

18:48:28 But you know we call it this in the certain in the waiver service definition, and that's great for the people in that region.

18:48:37 But Cms are Federal entity, says the State of New Hampshire. In all States all 50 States have to demonstrate State wideness.

18:48:49 So when they say state whiteness. What they mean is that everybody across the State has access to the same service.

18:48:53 And so what We're really trying to achieve by refining this these services is to talk to providers and see what they're doing.

18:49:02 Creative things they're doing and put it into labor and they get permanent.

18:49:07 So everybody can have access to it, and we can assign a realistic rate to it.

18:49:16 That's what it sounds like well We're asking them about cost of services.

18:49:25 So that's really kind of the context that i'm using alright, right?

18:49:31 So you are. You must be somebody that does. Pdm.

18:49:35 Participant directed in services. Yeah. Okay, Okay, I get it.

18:49:38 And so yes, you manage your budget, You may manage your budget, and is your employee that provides the services?

18:49:45 Are they employed by you? Yeah. So they are played by your old personal company.

18:49:51 Okay, so were they employed by I know they're it's like it's so mighty like all of a pleasant to come over and see my daughter do they have

18:50:11 a paycheck that they receive from an agency.

18:50:16 Okay, So that must be okay. So I see what you're saying in terms of how, Where does the provider You can see fit into all of this, and what we would do at the bureau is that the community crossroads for

18:50:28 their data, and your situation will be reflected in their data.

18:50:32 Do you know it because they have the money that is distributed amongst families for services being provided. So when i'm saying providers, I'm: talking about like community processors, we'll be completing that cost report works like those 2

18:50:51 Yeah, we are talking about site visits. We're talking about same provider that receives Medicaid Waiver services $4

18:51:04 And I hate out of that month. Right? So they have no record of that right?

18:51:15 , Please talk into the microphone

18:51:19 Thank you on zoom. The people on zoom can't hear you sorry

18:51:44 List of those

18:51:45 List of those individuals

18:51:53 Selected as a station that was paid to you as an family member, a community.

18:51:59 Crossroads data. So what exactly are these changes that you guys are proposing?

18:52:06 I can hear you a lot of that. What exactly are these changes that are going to happen to these disabilities?

18:52:21 How's it going to impact it So it I think the biggest impact on families at the ground level?

18:52:28 Will be the way that ring are determined in terms of the needs that your family member has.

18:52:38 So somebody comes and knocks on the door at the area agency.

18:52:41 They say we have needs for waiver services, and then the area agency will engage with the family and kind of a similar process to the what we have today, because we do use this assessment today.

18:52:57 But determine the person's needs based on their support intensity, scale out the rate.

18:53:07 Methodology will be the same for everybody. It costs to stay every all 10 regions, and so that supports intensity.

18:53:16 Scale will be used to determine. a rate and then that right will be used to determine a budget. and then the budget outlaws the multiple services that that person wants to access through the person center planning process.

18:53:35 So what we're trying to do because we're trying to connect the funding level to the person's needs Now, if you think about the way that we operate today, somebody comes in and they get a budget and that's their

18:53:46 budget, and what I hear a lot of is we've been level funding for 5, 1015, 20 years.

18:53:56 We haven't gotten any rate increases we haven't been able to, you know.

18:54:03 Give our direct support professional erase and that's what we wanted to change.

18:54:05 We wanna get to a place where we can adjust up or we can adjust down, based on the person's names right, and keep in mind that we have a set meditation like a set Brickville rate where we build out that

18:54:23 then foundational rate that we could rebase every 40 to 8 years.

18:54:28 So that's gonna cover us in the cost of living area right we haven't had a cost of living increase in 15 years.

18:54:35 If you're able to rebase our rate every 4 to 8 years, that will hopefully address that issue and then based on the person's service needs, we're gonna look to the supports intensity scale to tell us where do

18:54:51 they need to land. So if they have high needs they have a high budget.

18:54:55 If they have low needs, they have a little budget, and providers are are reimbursed.

18:55:00 Appropriate we want, I mean, I I want to create a system, and in we want to get to a place where people don't have to fight for funding right?

18:55:12 We want to get to a place where we say what are your needs, and how can we get through the services that you need?

18:55:19 And if we're doing our jobs right, hopefully, we can reduce the need for services in the future, and should that's retarding lifeforce framework comes in.

18:55:34 This this hello, Philosophy which is very similar to Person's Center plan and self-discrimination and all of the things we love in New Hampshire around services aren't the end all be all 30 people services

18:55:46 are meant to help you get to where you want to be in life.

18:55:51 We can hire somebody to live with you. 24, 7.

18:55:55 But is that a great life, If the only equals surrounding you are paid to meet with you, you know.

18:56:00 So our services should be helping people get access to the community and maybe, and I've seen it happen, and it's amazing when it does.

18:56:13 The reliance on those services will reduce because you have friends.

18:56:16 Do you have community people that you know aren't yeah that's that's our ideal situation.

18:56:24 That's not to say that there aren't some people that will need 24 h supports forever, and and that's understandable, too, and we want to make sure that they get their needs map as well I saw a hit in the

18:56:36 back. No. Oh, you can i've got a bunch of and I will be hired online , We've got about 40 bucks from side

18:56:53 Nicole. I am new to the system waiting for my son's application approval.

18:57:00 I heard that you must be permanently accepted to an area agencies to qualify for the in home support.

18:57:09 Wafer. My question is, why service coordinators receiving a large some of the monthly budget when the family is the completing all the management of the notes, providers, etc.?

18:57:27 Is it possible that family members may become certified to then run their programs

18:57:45 No cool, thank you so it's not possible for a case manager to also be the direct service provider of

18:57:54 The services. So that would be a conflict today. Yes, the question around gave it to case managers is so something that we would want to take a look at how your program is being built out.

18:58:08 It's unclear to me if you're currently receiving services, or if you're waiting for services, Yeah, right?

18:58:16 So you're way for your sense application approval so it sounds like you're way.

18:58:23 But if, in order to qualify for the income support waiver you'd have to meet eligibility criteria, which might be what you're waiting on, and once you need that criteria case managers have a role in self

18:58:37 directed services. So I would recommend that you have that conversation with the area agency or with the agency.

18:58:46 That is providing case management to talk about the role of the case manager, and to ensure that you're getting what you need from your case.

18:58:54 Manager. we are working on refining the definition of case management.

18:58:59 We've heard from a lot of families that is unclear and it makes sense that it's Unclear because in New Hampshire we did kind of bundle the role of the area agency in case managers

18:59:10 historically, because that's, the way we were built as a state. And so we're moving away from that because we have to become compliant with direct bill requirements and conflict and interest requirements by July first of

18:59:26 23. This is a region that has 100% compliance.

18:59:30 But the there are many regions that are not. and so what we have to do is demonstrate that the case manager agency does not also provide direct services to the same individual.

18:59:43 But if you have a challenge with your case, manager I would say talk to the area agency.

18:59:48 Let's keep going. Oh, there's somebody Okay, go ahead.

18:59:55 Yeah, that's just But one of the things that you know kind of thinking about here that So for all these need services or something just by assembly, yeah, yeah,

19:00:30 right here,

19:00:41 Let me let me repeat your question, so I make sure I understand? you said, there's a lot of subjectivity to determining somebody's eligible for the waiver or the criteria yeah

19:01:01 Reverse the the exception is that something that So I think we're talking about 2 different things eligibility, criteria and written, as an apology so eligibility criteria,

19:01:31 determines your whether or not, you're eligible for the waiver for medicaid or for area agency services like Do you have a disability, or do not have a disability?

19:01:41 Right? So those are 3 areas that are looked at during here eligibility process. and what we're talking about is once you get through the door doing assessment this is where it's intensity scale to determine what

19:01:54 level of care You need. So your level of intense your your intensity, level of need for services, and what we're trying to do by doing that is really It's a delicate balance because we want it to be

19:02:10 individualized, but we also need it to be ridiculous across the State for Cms.

19:02:15 To give us the dream light on our methodology so we're trying to reduce the amount of subjectivity in that process, and I can pass the mic over to Jen if You'd like to hear more about that supports intensity scale

19:02:28 process. Maybe there are other questions about that that We can get ahead of I'm.

19:02:37 Not sure Yeah, sure. we have I don't have it with me today.

19:02:42 You don't have it so drew can I can I throw that one to you?

19:02:47 Is that something that we can make available is we we have a focus group on the support sometimes discount.

19:02:55 And if you're interested, in doing the committee maybe that's when we can talk about putting you on if you're interested. as a family member, No, Okay, Alright, just just the suggestion , Okay, I don't

19:03:09 think this I mean it's a it's kind of like asking for assessment criteria to be made public.

19:03:16 What is like owned by a certain organization like the American association for intellectual and developmental disabilities aid. You're the ones that created the assessment, and they don't make it public because obviously you have to buy it

19:03:35 right? So we yeah, could we look at it? So is that.

19:03:44 Are we able to look at it this isn't a recording session? right?

19:03:50 I'll i'll get my answer after I get that confirmation.

19:03:53 I'm assuming the interests no if that's true So you're right, right? I mean it's an owned tool by another entity. and so they don't really give permission to post it on the website, or the

19:04:06 sharing electronically. I do think that there are plenty of Ha!

19:04:15 I could be careful how it is. I think there are plenty of copies of the Cis within the State of New Hampshire that if somebody wants to see when I think we could help them see a copy of this I would just

19:04:26 add one challenge In looking at the system, The form that is used is that it may say one sentence, but the instrument behind that question the interviewers have like paragraphs of questions.

19:04:37 So it may not be an accurate but representatively.

19:04:41 , I know, like the question may be ability to access them you know emergency services, so that's looking at being able to call my number one being able to you know.

19:04:50 React and look like there's a lot more to it than Yes, or no.

19:04:53 It's like, What do they need so I would just caution on it's literally one sentence.

19:05:01 But behind that how to look at the intent if It's important to afford the individual there's a lot of sections did they actually have a family the other day? that said I want longer.

19:05:14 Time, and we assign us to make sure my notes are in there.

19:05:17 So So I would just question that if you look at just the a full picture.

19:05:27 So i've got a question from cameron actually about 12 questions. So i'll try to break them out for you guys.

19:05:34 Okay, Is it true that family members will no longer be able to support staff anymore?

19:05:47 To be. This support staff, as I think, is what it meant.

19:05:49 I think we answer that. Okay? So So we answered that, and the answer is, It depends on your situation.

19:06:00 Her comment was: Of course, if this is true, then there will be a major problem coming support staff.

19:06:05 Is someone who provides support to an individual each day to do community service work, etc.

19:06:14 Will they still be able to get paid? Yeah,

19:06:23 I I would have to look at their qualifications and the service under which they're billing, but assuming that it is a waiver.

19:06:31 Service. I would say yes, and I believe the last question that says, How does this affect the 5 to 5 program?

19:06:39 So Well, I think we stick one right. Did Christine say that someone currently getting paid to provide support services to family?

19:06:50 No longer. Okay, so if they're being paid under Appendix K flexibility.

19:07:00 The answer is, we will have to unwind that by 6 months after the public of emergency.

19:07:06 However, if they're currently being paid in alignment with with crazy in the whatever they're allowed to be paid, and they will continue to be paid, that will not go away.

19:07:19 , , Oh, we shall appreciate it. Okay? Oh, okay,

19:07:29 Okay, You wanna take one local

19:07:37 Okay,

19:07:52 And second special business issues

19:08:16 Thank you for that question. We want to talk specifically about geographical considerations as well as costum learning.

19:08:25 So we touched a little bit on cost of living when we mentioned the opportunity to rebate our Medicaid rate. So the intention is to have miners and software build out a rate after we get our cost report they in our

19:08:41 assessment data, and that rate will be the rate that we build on, and it will be based on on the data that Myers and stuff forget.

19:08:51 And then we will be able to go through rebasing per process which I don't know when you will do that for the State of New Hampshire.

19:09:02 It's still to be determined, but the process of rebasing is to increase your rate based on cost of living.

19:09:08 So the intention is to be able to address it that way and to

19:09:15 Ask your question about geographical considerations. That is absolutely correct.

19:09:20 We are very much aware that it costs much more up North to pay for transportation.

19:09:27 For example, then it might, in a more populated setting.

19:09:32 So as we work with Myers and software and the rates work group, there's some thing called a geographic differential that we could build right into our rate.

19:09:42 So we might say, if you are located in this region we tack on an additional excellent which will cover the fact that you already in a rural area, and that's our geographic differential. So there's a lot of components

19:10:02 that go into rate building and i'm, gonna i'm gonna ask Rude to speak on this, and i'll let you all know that he's not a rate center and nor does he play on Tv he stole my line. sandy.

19:10:18 I know. How do you like that so that's exactly right? So I've had the opportunity to spend a lot of time with rate centers and working through the policy side of race setting so a geographic differential in a rate methodology like

19:10:30 we're talking about right where we're building from the Dsp wage we're in grabbing cost data on top of that wage to get to a final build rate.

19:10:41 So in a model like that, Cms says We understand that's what it costs for transportation in one area might not be what it costs in another area.

19:10:51 We understand that what it costs to hire qualified Dsps might be different in rural areas versus metropolitan areas.

19:11:00 So you the State, As long as you have a standard rate methodology.

19:11:02 That means the things that you're putting into the rate development are consistent.

19:11:08 You can have some flexibility to account for those differences and do that.

19:11:11 Jographic differential and so there's been a lot of conversation around both wages and transportation.

19:11:20 Yeah, I think I think where we are. We need to get the data back.

19:11:23 We need to see what the cost data shows because what we know right now, right? This is the whole reason for like looking at a rate methodology like this is we know what we pay for. service.

19:11:32 We don't really know what it costs provide and so as we get that cost data.

19:11:38 I think it's really going to be enlightening this to show what those differences are for for different cost centers within different areas across the State, so that race can be built to match that the risk is always that you know when we talk about

19:11:50 geographic differentials. everybody says let's build ted for each of the area agencies cms tends to to shy away from that, because they say, look that's not standard and customary somebody couldn't take a rate from one place

19:12:02 to the other. And so we need to be mindful. We need to really look at that data and say, Where do those geographic differentials?

19:12:10 Were they going to have a strong impact and let's let's try to be very focused in that.

19:12:15 But we should be, and we have the ability to be flexible.

19:12:23 And how those rights are developed

19:12:26 Does that answer your question? Okay, Thank you.

19:12:31 It's good cause I know when I drive around the state, and just look at what Wendy's at $17 an hour, and Salem $16.

19:12:39 Now, when Hook said, $12 an hour and keen I mean right? So it's the competitive nature as well. So I have a question from Lori from Dover.

19:12:53 Is there a recommended cap for budgets, for people switching to a 1,001 budgets because they are moving to a supportive?

19:13:02 How was things, Thank you, Cap. that is, did you hear? It would be outlined in our waiver.

19:13:17 That is, by cns. And so what I would have to look at Is it lori Lori?

19:13:28 Specifically, what services your what services are you looking at?

19:13:32 And then the yeah, i'm not sure right of housing.

19:13:42 I would need to know more about what leader services are being built.

19:13:45 Build in that support of housing situation, and what waver?

19:13:53 It is because there are different counts depending on waivers.

19:13:55 So so I didn't know a little bit more Lori about that.

19:14:00 If you are so, I see that you're from our place I'm not sure if that's actually you because right now I look.

19:14:08 My name is Christine online, but it's really sandy but, Laurie, if you have specific questions, we can address them through your bureaise on and work with your area, agency, if that's helpful and if

19:14:19 you're from region 10 you're here early on is cared about this here in the room, so she could take your information.

19:14:27 If that's helpful

19:14:33 Alright. hi! what question? Actually this is for you.

19:14:39 Room. like develops. Hey, Mike, Can you hear your voice?

19:14:46 Okay, anyway. True. my question is that you could call quite a while ago.

19:14:51 You stated that the State would be looking at a significant investment.

19:14:59 We call back quite a while ago. see, my problem is I again way of ronnie and collectible.

19:15:12 Disability. Now my question is what people don't realize it? Alright, . what happens is they go ahead and and they they take out a month that families need all this . but then what people don't website.

19:15:36 See they can see the wait forever. get the money from the State.

19:15:41 So if they were paid in the apple time, it would be more, or it would be better be more successful.

19:15:51 We need to work on building up on a radio tape because people well, they pay out what they can.

19:16:10 We have months behind because they're waiting for the state to put money in their pocket, so they can keep it going.

19:16:16 So we need to keep this cycle going. So basically, when it comes down to do is you know, at the beginning, I heard that with algorithm, I saw you guys were gonna have agency to look into this band.

19:16:35 And i'm stuff like that. I think just the office. They need the support, and they need the support financially, getting stronger to continue to help, because we have a great agency in the State of New

19:16:54 Hampshire, the State has to provide, then the money

19:17:04 And if they can provide the services, it's not trying the time for waiting for marketing, you know things will roll a lot better What do you think about that?

19:17:20 Yeah, you know, Mike, and people are gonna think that I slit you $5? asked the question. by the time we're done with this.

19:17:21 But it's exactly the right question right so I will say that you know one of the things that we've spent all of.

19:17:28 Well, let me let me start over with kind of what you talked about as A and Ab.

19:17:32 And you know, I think the interpretation that people have when we first came to New Hampshire right was that we were gonna come in to recommend that agency budgets and service service budgets were reduced.

19:17:44 I think we tried very hard in our report, as well as in our legislative testimony, to say, as we started to do work with Vds, we found that to be the opposite.

19:17:54 We saw that there was a need for investment in Bds in the primary infrastructure to manage the program as well as to modernize the service delivery system.

19:18:03 So our approach in the dd piece of the report was not to look at efficiencies from dollar savings, but to look at efficiencies from process improvement.

19:18:15 So I think that's first piece mike I appreciate you bringing that up.

19:18:19 So you're talking a little bit about what sandy had mentioned earlier prior authorizations. Right?

19:18:25 So the way that area agencies get their dollars from the State is the area agencies submit a prior authorization.

19:18:31 The state of proves and says we're authorizing you to build this, and once that's been authorized, they can start building it in dollars, get released in current operations.

19:18:41 That Pa. process that prior authorization process is extremely paper based and it's extremely hands-on.

19:18:49 And so what that does is it causes a backlog and I think that's what you're referencing mic is.

19:18:53 It's hard to get money into the hands of agencies, which then makes it hard to invest in recruitment and retention, and all those key pieces that make the system work.

19:19:03 So as part of our recommendation. and I think it was recommendation 3 in the report around it.

19:19:06 Modernization. We started this conversation, and we said we think it is critical for Bds to establish a new rate methodology, because there's risk from the Federal Medicaid office around Federal dollars coming into the State without that we think that the

19:19:22 State needs to review its waiver structure, because we think that risk tied to race is also there in the waiver structure as well.

19:19:31 That being said without investing in an it infrastructure that can handle processing the rates and the modified waiver.

19:19:39 This will not work. We need to get this moved, and I heard the concerns.

19:19:44 This is not about the It systems, and this is about people.

19:19:47 And I think that's exactly right but What we need to do is make sure that the dollars can flow from the State to providers, so that services can be provided to people.

19:19:59 And so we have been working with Bds and with Deloit. who is the vendor for the information technology updates that Melissa and Sandy have talked about to say, How do we get that process of individualized support planning directly

19:20:14 links, so that the pa can be processed in an automated fashion that it can be processed very quickly, so that dollars can move into the system.

19:20:25 So that's all to say that I hear you I think you are exactly right.

19:20:27 I think that that is a core area of opportunity for the state that they are leaning into that that I think there's a lot of excitement, and I think is well known that we gotta get those dollars moving more quickly because

19:20:42 you know it's it's key to people getting access to services so I appreciate the question I'll i'll send you your check later for asking it and again.

19:20:49 Good to hear your voice

19:20:55 Alright, i've got a question from mike from Mount droning area 6 as a parent guardian.

19:21:01 I do not understand how the current billing works, so it is difficult to understand what changes will mean.

19:21:12 I do not even understand the acronyms. For example,

19:21:23 I I that's what we're trying we're trying to really make this process transparent.

19:21:34 And if you would like to participate or watch any of the race work group, we are talking about it as we move through it.

19:21:41 But that's really the goal is to get to a place where our rate methodology is transparent. and I can, for example, going for the in front of the legislature with a number that we're asking for and they could say how did you

19:21:56 get that, And I could say, i'll tell you exactly how we have right.

19:22:03 And then we have this assessment: Yeah, this many people on these waivers, and then it's enough problem.

19:22:07 We can. we can really have some supported data with a rate methodology that was transparent, that we could share and have grounds to really secure our developmental services for the next 30 years into the future that's the goal So I don't disagree with

19:22:25 you I think it is not transparent. right now, and and we're trying to change that.

19:22:33 Oh, Cathy, thank you,

19:22:38 This is nothing you have in I know we've suspended work on the new way.

19:22:52 Very clear. The intention is to go back to that work within possibly 6 months, in the latest, when he was still working on the 2 rivers, There was no place in either one for a family who has a member that

19:23:18 needs 24, 7 supports that anyone walking in their home will be that person will go. Wow!

19:23:27 If you need that person alone, somebody's going jail Okay, and currently, if they live in the family home, some of that supports is unpaid by the family.

19:23:38 When that family cannot do that anymore, because the parent gets too old themselves to physically do it or dies.

19:23:48 But the desire is for that person to continue living in the family home currently in that they queue.

19:23:57 There is no language here that specifically states under comprehensive labor for someone needing 24 7 support, so they can receive that with one to one support in the family home. it clearly, says, someone needing 24 supports will take place

19:24:15 in a residential and I have asked several people at the department, one on one with that language.

19:24:25 Yeah, I didn't see it yet. so the question Ultimately so would be.

19:24:32 Is that gonna be in the plan sooner rather than later, at some point to specifically say 24 7, one to one.

19:24:40 Certain page services can take place that's the question but before you get to that thrown it out there for consideration.

19:24:50 You know, i've been really involved in this since before anybody almost knew it existed.

19:24:55 Okay in this process, and i've shared it with and a lot of times, and i'm not saying anything is intended.

19:25:08 And this is not much of a criticism and it's not a school for itself.

19:25:12 There's a lot of talking past each other with individuals and families are asking questions at the end of that question.

19:25:21 You should always understand what's referred to reply is How is this going to affect my day to day life?

19:25:32 Specifically, most of us. our lives live on a typical and something as simple as the day.

19:25:40 You, or anything like that. Most of us still have John

19:25:58 And any adjustment in our budget downward for maybe the money just changed for the rates for the dst go up. If they don't increase to compensate for that it means less hours we can go to work,

19:26:15 and then nobody has a home, and I I it really appears that's being missed because the reason most of us who are getting older and older than older, because we know they wanted to work one to one staff person and we know

19:26:41 they'll be put aside in the but my God we can't see that at all will be 3 h to the bottom of the list in an and there's not the same kind of they're great and tangible We keep people

19:26:58 home because we love them. it's surrounded by love and maybe some of you have made your own parents.

19:27:07 Say whatever you do, please God, They'll put me in the situation I you know.

19:27:11 Give me Give me a little bit but don't put me in and it's just there's a reason institutions have that reputation again.

19:27:19 Maybe not because anybody's still intended but they are right for use in the class.

19:27:23 So if we want to keep our family members on either one We can't be part of the direct support team anymore. We need to see in those waivers, then an option will always be You can have one to one free shift of one to

19:27:39 one staff in your home till your loved one passes away.

19:27:46 If if you if you leave the home in a condition that's the only way they can look there

19:28:09 I'll i'll show a list and and ramse at my house.

19:28:12 So she come and send the weekend with me. So natural supports.

19:28:17 Wonderful in social situations, but they don't replace in in a lot of instances.

19:28:24 The need for pay staff, and I think at least if we should feel like that is being missed when you're talking and very clinical business like mathematical terms.

19:28:38 I know that you job and we know that's a job to do.

19:28:43 But somewhere along the line it has to be a realization by the decision makers and the person behind the current big idea. this was still Don't know what that is.

19:28:51 Yeah. The The system in New Hampshire specifically relies on us, and all the unpaid care that support we are for.

19:29:03 Well past the age of actually well, that's our own retirement years in some cases, and we sacrifice a lot out of.

19:29:14 But we can only do it for so long, and we need all of you.

19:29:18 That system be able to take our last breath so I give you that I wanna see that link in one of the waivers at some point in time, because I don't know what the alternative will be but in its

19:29:50 Your passion comes through very clear, and I want to make it very clear to everybody that we can't use waver dollars on institutions.

19:29:59 The very good definition of a waiver is that it is waiting institutional care.

19:30:07 Now I know you're gonna say as I say it too, that you know, maybe like somebody, at least in a residential setting with staff coming in 7 to 3 3 to 1111 7.

19:30:18 We can use waiver dollars to pay for that as long as It's a holy community based care setting it certification criteria. and you know there there's different perspectives on on whether or not that's

19:30:34 inappropriate or or good for the people that are in it.

19:30:36 Right but in terms of when we think of an institution we can't there, there are settings requirements that are being put forth by Cms.

19:30:47 Another mandate in 2023 to ensure that every single setting that uses is home making base people are not isolated.

19:30:59 People have access to their communities. Families are the backbone of our service delivery system.

19:31:04 There's no doubt about it, and the goal is to build a system where families we're not here anymore.

19:31:14 Can No, that their luck ones are going to get services in the home if that's 20.

19:31:21 If that's right I mean that happens today So we put a we pause the work on the new waiver because of that because of your points.

19:31:33 Kathy. it will make it will be in the new waver There's gonna be lots of residential definitions in the new waver.

19:31:43 I have to wait until we do that at work. and I'm not gonna commit to something you get in front of the work that we have to engage with. our State goes on first.

19:31:52 But your point is well taken, and will be a part of the development of that waiver.

19:31:58 Absolutely all of us can really, with taxes for absolutely

19:32:11 Thank you. Hey, Sandy? I have a quick question, because this on the rate setting committee is a paper committee.

19:32:18 The people on Oh, they may have a any family, or at least hired outside the agency.

19:32:34 On those screen on those but Now i'm talking about the you know, the ones that talk about the dollars and stuff.

19:32:50 I've had a actually family people , I believe there are.

19:33:01 There's been some turnover in our committee so I would have to double check, but it is absolutely the intention to have representation from all stakeholders on each meeting.

19:33:17 Right i'm pretty sure that

19:33:26 Whites that were made, and we can put it in that We can also maybe put it in our Faq as well.

19:33:32 Great. Thank you. is that the rate structure work you pulled it up.

19:33:42 Yeah, Okay, Thank you. Okay, , Karen: from Dairy, I understand training for those who work with very difficult cases which need extra care.

19:34:02 But when you talk about training, is it done via online in person, through a school?

19:34:13 What trainings are you talking about

19:34:19 I I think that it depends on who you're lawyers in terms of what kind of screening you receive.

19:34:27 Some employers have a 100% online training. some have in person, and some have both.

19:34:34 And i'm not sure like if you're if you are if you work specific with the provider Karen.

19:34:46 But the funding for that training is currently in in the individualized project.

19:34:50 And then, as we build out that base rate, training will be included in the base rate, I hope that was helpful, not short.

19:35:00 So I mean it really depends on finding you and and that's up.

19:35:05 Sure. yeah, really dependent on the provider And just there are questions that we just have.

19:35:23 Our parents are 90, and zoom 6 and We took care of her age, and we took care of her and and

19:35:44 I have to say great things about crossroads.

19:35:49 To. We were planning this section 2 years ago, and the options were, you know.

19:35:57 Yes, you can keep them at home and have somebody come in, and the State will, and correctly, depending on the money. the same medicine, or you have to pay an hourly rates night night, rates etc. They can be

19:36:16 expensive, or family members should have been on, or you can look at other things within.

19:36:25 Our sister being discharged from Rehab within 24 h, with the family parents, 3 kids, 2 dogs, loving ones.

19:36:40 And I have to say we think this is a like that.

19:36:42 We thought it many years and it's and it's also.

19:36:49 Just like everybody else. Now there is it's I don't consider an institution.

19:36:59 She's living with another family when she's home with us now she's like i'm going home now, and I can't come to you guys because we're playing baseball and we're going to pool and we're

19:37:09 doing this, so I wanted to meet you some Hello, that there are great people out there, and that she is literally a part of the camp.

19:37:20 So it is good to know, and 2 years ago we would have not known.

19:37:25 But can you crossroad, except for again did their work, and it was amazing, stressful.

19:37:33 Yes, and we didn't know how our system was that and when I took her home. she's like I don't know.

19:37:44 And then, even when i'm when she's with us she's like I gotta get home, I got subsidy, you know.

19:37:45 So it is a good balance also. I wanna say 2 on their so that I think the money being helpful to that, too, is They need a break.

19:37:59 We need a break. It's just that more yes, you know it comes down to sapping, you know.

19:38:02 She's home now one. day week they won't work full time. So if the staffing isn't there with the white vision different ones, they're like, okay, Well, she can stay at home Well, that doesn't work we can take it

19:38:15 work. so it's it's. definitely getting you know the community crossroads. the light visions the money that they need to get the staff at a better rate like it was mentioned earlier. We go to Mcdonald's and get

19:38:28 17, , So I think that's where you know we we need to ,

19:38:49 There's a couple of questions here that i'm just gonna combine them.

19:38:53 Really I think we've been asking what's talking about websites So people just want to know what website and where they can get to the website.

19:39:02 Okay excellent. So we'll have that posted Then thank you.

19:39:11 Karen from Dairy. Are we really improving services for a doubt developmentally disabled?

19:39:22 So population, if we're making them take training that costs a lot of money, and comes from the family's monthly allotment

19:39:41 Questions around. Are we really improving services for our developmentally disabled population?

19:39:47 If we are making training that costs a lot of money, it comes from the families monthly a month.

19:39:52 So, Jared. again like i'm not sure about your specific situation. But training is a requirement to make sure that people that are delivery services to to individuals that need them are trained appropriately on how to work with

19:40:14 them that they understand the history of our service delivery system.

19:40:19 They understand about client rights, and they know when to report.

19:40:24 If rights are being violated, these are these are kind of non-negotiable that we need to ensure that our workforce straight.

19:40:30 Now, if you have like a family friend a family friend that's working with your family member.

19:40:37 That might be kind of a different scenario but the training.

19:40:42 There's there there's bare bones training that is required. So the intention of training really is to improve services to equal with developmental disabilities.

19:40:55 Oh! and then Drew has the link, and then we have somebody in the room with questions

19:41:34 Let me show you the link I also I didn't bring, because I and we're dealing for a shortage of people

19:42:06 I hear a lot tell me about waiting people i'm not convinced that that's the only reason

19:42:29 We can offer not this room like Richard, and we offer people $30.

19:42:36 Now no interest I don't know what it is.

19:42:51 But if you can't find people the system problem in the future for that

19:43:04 So i'm gonna focus all in great study one percentage.

19:43:17 , I just read that we do is Yeah.

19:43:32 Thank you. Do you have any ideas if you think of like non Monetary said this, or for ways that people would want to become a group.

19:43:43 Of course professional related to rate increases I would encourage you to share that with our workforce team.

19:43:51 They're looking at multiple different ideas. , to try to strengthen our workforce.

19:44:01 Just add one piece that sandy and mike i'm.

19:44:05 Sorry you got to split that $5 when with the gentleman who just asked that question because I think it's a really important.

19:44:12 One. Yeah. So I I think you're exactly right right we've tried this in the past of let's give dsp bonuses one time $500, and call that good right.

19:44:24 That's it's not enough because I think what we see in the research and the data. and hearing from Dsp is money is important, right?

19:44:32 We need to make sure that they have a living wage.

19:44:35 I know we probably all know a lot of Bsp. who are working 3 jobs right now, because they love the work they do.

19:44:41 But it's not paid enough so I don't think we can forget the wage side of it.

19:44:46 But what we've heard a lot what we've seen in the in the research is Dsps are often leaving because there's no pathway for them to grow right and so we can't say this is a profession and this should

19:44:57 be your career. But, by the way, we have no way for you to grow your career.

19:45:01 And so I think we need to be thinking about this. You know, from the career ladder perspective around.

19:45:06 How do we give Dsps a way to invest in this as a profession, and as a career?

19:45:11 Because I know I have seen a lot of really good Dsp.

19:45:15 Leave and become managers, because that was a step as a career path and more money.

19:45:21 I don't know about you but I know a lot of Xdsps who have become managers who are not good managers.

19:45:27 Really good dsps are really good dsps and we shouldn't force them out of the work to feel like That's the only pathway to it.

19:45:34 So i'm starting to be overly passionate about this but I think you're exactly right.

19:45:38 We can't look at this as just one solution and think that just throwing money at it is going to solve the issue.

19:45:45 What we need to say is if we're going to call Dsp's professional, because they are, and they do the diverse jobs.

19:45:50 We should develop a pathway to invest in them longer term.

19:45:55 So I hope, like, Sandy said, that you share ideas if you have ideas.

19:45:59 But I I do think that there's a lot more we have to do than just looking at it from from the right side itself.

19:46:09 I know we have a number of questions online. still we've been about 15 min left, so i'm gonna try to go to a few of them here.

19:46:16 We got an it and reporting in the future how heavily will the State depend on parents and fairies and Dsps to provide their own equipment and Internet service provision to meet the new reporting requirements?

19:46:35 What is being considered for support to those who cannot provide Internet connections.

19:46:42 So can I. cell connections, cell phones with memory enough for all the apps so likely be needed

19:46:52 Thank you Vicki I don't think that we're there yet we're still trying to kind of build out our system as as that process moves forward.

19:47:05 This question is a critical question, and I know that it's kind of outside of this group of this work.

19:47:14 But there's another initiative through cms around electronic visit where they're trying to make sure people can electronically verify services. and that is also part of that discussion as well.

19:47:29 So we do need to consider that and if there's a technological criteria.

19:47:36 I believe that that will have to be a consideration, as we build out

19:47:47 Yeah. So a couple of things, I mean that electronic visit verification piece which I I, Sandy, when I read the question, thought about the same thing that comes from something called the 20 First Century Cures Act, where all states for for home based services

19:48:01 primarily personal care Services have to to comply with with this ebb.

19:48:08 And so yeah I think it's it's unfortunate something that that New Hampshire is looking into right now of how to become compliant.

19:48:16 There. but to what I think is exciting what I think I don't say that there's often a lot exciting that happens at the Federal Cms level, or or new breakthrough ideas.

19:48:26 Very often. But I think one thing that they saw during the pandemic is the the need to give people access to reliable Internet who are receiving services. Is critical.

19:48:39 It's been something that they've said historically could not be included in rate development could not be included as part of a waiver service, and they drew a very hard line.

19:48:49 We have heard Sams start talking about this need it's it's become a requirement.

19:48:55 What the telephone line used to be, and Cms. you still allow you to build telephone lines into right methodologies.

19:48:59 Now as a telephone line is no longer. you know that's the direct telephone line at thinking about the one that actually connects to your house is less frequent.

19:49:08 They see that this is really a means for some people to get services and others to stay connected to services.

19:49:14 And so I do think there will be opportunities to build Internet connectivity into the rates.

19:49:21 They've not approved anybody yet. but we just am have been asking the questions to Cms.

19:49:28 On behalf of States, and are planning to continue at that question because it is critical to close a a very wide digital divide

19:49:37 Great. thank you. trying to get through some of the ones that we haven't touched before.

19:49:45 So Joe Freeman, Is there a committee or a study group in place to look at the individuals we support?

19:49:54 And then normal aging issues we all faced. Not only is this a challenge for the aging individual, but also presented challenge to the provider agency with increased support needs increase, health appointments, increase, Transportation needs et

19:50:16 cetera

19:50:24 Hi, Joe, this is Samy I haven't seen your name in a very long time.

19:50:29 It's good to see you made so in terms of a committee or a study group looking at

19:50:37 You know the aging issues. What are the discussions happening at the waver work group when we were when we were looking at building out service definitions was around.

19:50:49 How do we support people who are aging some people want to retire after the 85 and they don't wanna be in the community for 30 h a week, and and that's a real challenge?

19:51:05 And how could we maybe define a service that is going to reflect the needs that that would like?

19:51:14 And I think the for those of you that are on the way to work, even when really as far as to say, could we do like an assistant living type service on our waver, which was not well received by the way, But on the cfi

19:51:29 waver, the choices for independence waiver. There are some people that kind of have a foot in both service delivery systems right?

19:51:36 Because choices for independence is for people that are aging, or people who have like physical disabilities, and a lot of the services on there are appropriate for people who are aging.

19:51:47 And so there was discussion around you know maybe kind of taking a page I didn't see a voicemail and putting it into our Dvd labor for this population, and I don't think that that's off the table

19:51:58 but, as we, you know, put a hold on the individual and family supports.

19:52:04 We were. I think we take the next year to have those conversations to learn more about the waiver, and then, when we get back up again, have those discussions about how we can appropriate appropriately support people and I don't think it

19:52:18 stops at aging. I think there's lots of needs that people with disabilities have that we need to make sure our game that, like substances, disorder, like your health, needs homelessness, and all of these things are not included

19:52:34 on our reader. But how can we, as a department, really like, collaborate with other units and divisions and bureaucracy, to make it?

19:52:43 Not a bureaucracy for somebody who has multiple needs in their life.

19:52:48 You know. Would we be institutionalized and people moved into the community?

19:52:54 Well, that was a great thing. But now how are we going to support people in this community, and if i'm on my soapbox, I'm also gonna talk about getting on the Internet and meeting people and safety around that you know

19:53:06 relationships and and consent, and all kinds of things we need to tackle.

19:53:10 And can we do it through our major definitions that's you know there's definitely energy around that and support.

19:53:18 So thank you for that point, Joe. Sorry I want to understand it.

19:53:29 Kerry

19:53:32 Okay, there's a concern about the sis being used as just the sole tool for budgeting. I think.

19:53:43 Cs doesn't really like that aspect of it and it's because it's maybe a 1 million experience for individual present.

19:53:55 It's a it's focused on deficits but not abilities and capabilities.

19:54:02 I think the issue that you're gonna have is people will want finally, and they'll you know they're gonna be focused on

19:54:09 What the individual cannot do. So I think like it has been issues in other States, to

19:54:21 Take people off of services. so into several other States so just something to consider.

19:54:33 And I think it's a good tool but other other things that we could use to determine the budget as opposed to just the excel.

19:54:45 Thank you that I mean that's more of a comment than a question, and I do want to validate that point.

19:54:51 And I also just want to highlight that there are a lot of talking points going around about the system, and people have different experiences with this.

19:54:59 And so I want to be careful about saying that it's based on deficit, because I think it really just depends on how's the interviewer did it, and how the person received it and there's lots of other assessments out

19:55:12 there that are. Is there a war deficit base? I would say

19:55:16 And and there are about 26 States. I think, that use this assessment to help determine rates.

19:55:25 And one thing that I find valuable is the fact that while you're going through the questions, if there's a trigger around behavioral health needs or medical needs, then we can ask additional questions to kind of drill down

19:55:40 and and refine that person. 4 to reflect their needs in those areas. I don't think that any assessment is going to be perfect hard. You know it's hard to find something that works everybody.

19:55:55 And so that's one of the persons that are planning process needs to commit and say, you know, Hey,

19:56:01 Can you make dinner? Can you make your own do and and the person that you're interviewing might say, yeah, sure and then the parent might say, Well, you know, let's really take a look at that.

19:56:13 And then, and so each scenario is kind of different, and what I really want to do is reassure.

19:56:17 Everybody here that there is a focus group looking at this assessment and we know that other States have different experiences, and it doesn't have to be forever.

19:56:27 I mean it's not off the table like we could say as a state 10 years from now.

19:56:32 This. This is not something we want. We want to scrap it.

19:56:34 We want to look at something else. But knowing that we have to come up with a rate by 7 one of 23 rate methodology by that day, and knowing that we've used this this assessment in New hampshire

19:56:45 since 2,007 it. just made sense to like take what we're using, and we are getting a clean sample through aid.

19:56:56 So we're not using existing stores we're going to use new ones, and that will form our rate methodology.

19:57:02 But I understand those concerns, and I wanted to validate them.

19:57:06 Yeah, my name is Jim, and my sister lives with us about 8 years, and I've not really heard of any programs within the State whereby she intellectually challenge can go someplace and participate in something But

19:57:30 there are no programs that we can find you know to Get her out there, and and quite honestly, she does really very good at home.

19:57:41 I mean, you know she's taking a lot of things around the house.

19:57:43 But She needs to get out and be involved in activities, to make friends, to meet other people on a regular basis.

19:57:52 And we quite correct you can't find anything you haven't heard of it, you know.

19:58:00 Wearing in my life as well as babies what's what's that's you.

19:58:11 So. so you know I I Are there any programs available, or what can we do?

19:58:18 Well, you we got a . crossroads and and That's about you. . . our our our concern is to get her involved in something doing something, you know, you know, no matter how You know you know small. it.

19:58:38 Is because she can do that, you know and she can in and take socializing.

19:58:44 But there's there's nothing I think the customer, a lot of what happens.

19:58:55 Vocational training slices. They They kind of slow down at but when we, when we need service, is open up, what they do is if you check and it should probably be like, you know what

19:59:29 like I said the pandemic did a lot.

19:59:32 So you know. Alright, but you know you're in good hands.

19:59:43 So it's no ways about that so what you have to do is you have to.

19:59:48 They don't know what's going on what you want what we are looking for, and then they will do the best thing.

20:00:04 Okay to help you to get there. Yeah. Yeah, right.

20:00:15 I I would definitely because I know I have my son at this place, and manchester what's the name of that place in manhattan for training.

20:00:38 You know they had. They teach it cooking, and they teach all kinds of great, anything.

20:00:49 Yeah, Well, you give me kick Yeah.

20:01:03 Well, something, please don't get disturbed because you know something. if you keep on something wrong.

20:01:11 Thank you. I know. well guess what don't get I know you can get that help just call , as we coordinator. If not As for the coordinated coordinator.

20:01:29 Thank you, you get it not if you want something you don't.

20:01:39 And you told You boy. you'll get a sense okay i'm gonna at 8 o'clock a little after 8. I've got one comment.

20:01:50 Will have one last question, and then we have to answer the other ones on one.

20:01:54 So this was a point to kathy's information it's just from the coal.

20:02:02 It. Institutions are not a person's not person centered the Conia State School types of programs cannot exist.

20:02:10 People wanna live at home. So again, just another piece to your

20:02:18 Folks out here wanting to have something to make sure it's.

20:02:23 It's learned and known that people wanna live at home I think the last question i'll i'll ask for the evening is whether you guys can implement these services or the new waiver so the timeframe is a couple of

20:02:34 questions on that. So when are we going to implement we have provided a candle?

20:02:44 And in the handout There's a slide called what to expect related to the Dv.

20:02:49 Systems work. And you'll see a Timeline there This solid line starts on October 20 first, And for those of you online again, this is available on our website.

20:03:02 And October 20 First we started. We kicked off our stakeholder engagement.

20:03:07 Our first information session happened in January this year, and we identified our great setting vendor.

20:03:16 In february. we started looking at service definitions in our waiver in March, and then may which is where right now I can't believe It's a little Canada may we started holding our community in person community forms and that's that brings us

20:03:34 to the dotted line where we're going into the future The intention is to launch the assessment.

20:03:39 The 400 sample assessment from the system assessments.

20:03:43 Will be in June, and we have some initial.

20:03:49 It upgrades that are happening targeted for December.

20:03:54 The waiver application process around like refining our service definitions to line with our new rates should be due to 2023, or to be determined, because that's really contingent on a lot of other work And we really wanted to make

20:04:11 a point here that once we determine the new rate methodology, it doesn't mean we put the switch in every new chain informed process phased in approach and and talk to people. about how we're doing it so

20:04:30 there are no surprises. the phase kind of renew on on different calendar cycles for everybody.

20:04:38 And so you know. if i'm just gonna speculate on how it'll happen in by based on when your ta expires, and it will face people.

20:04:47 So that's what to expect and again like I said as we move through this work.

20:04:52 We're happy to come out and Have another forum and give people the opportunity to ask questions.

20:04:56 You guys have been so amazing tonight. Yes, I see 2 hands in the crowd.

20:05:02 How about your question, and we'll Go to the person I just want to thank you guys for everything there's so much.

20:05:12 So my key ocean for every level and every little baby 42 scary for people

20:05:31 So I guess I do have a a question on you. You said that it was gonna be at the P. A.

20:05:37 Level will change the place. But what about the 400 Just like it?

20:05:42 One of those. How would they chosen who's chosen on using the it first?

20:05:50 And we have some of those factors. in the state of what agency might be being the testers.

20:05:56 So this week. So for it, we have agencies. that are that's getting our feedback.

20:06:04 But anytime we implement something new there's always a recommendation around data testing.

20:06:08 I always support data testing, I don't like making something statewide, because we always inevitably get back from everybody issues.

20:06:19 So there will be data testing approach to that before anything's implemented and in terms of doors who were selecting for this is really based on who's in line for their original as you know, we have a a workforce, shortage and and a

20:06:34 shortage in interviewers. So, knowing that and knowing there's a lot of people that are due for their rule, we are going to be stratifying our sample.

20:06:42 So, making sure that we have appropriate representation from the process. a geographic make service wise, and we can from the people that are in line.

20:06:54 So we're not putting families through it more than they have to be. and there's a question about Yes, I just wanted to mention that

20:07:08 Yeah, no, it's not a one pager It's a it's a staples copy, and it might be up to here if you didn't drive it.

20:07:18 I'm not sure. Okay, Yeah, we have it for you we'll get it to you.

20:07:23 Yeah, Hey, guys, and thank you everybody for coming it's hard to get out during the week.

20:07:33 And oh, my gosh! it's more than weekend I hope you all have fun plans, so thank you and I will be as much.

**Chat**

18:09:33 From Laurie McIntosh, Our Place to Everyone:

How can folks on Zoom get the handouts?

18:10:01 From Drew Smith to Everyone:

I will add links to the handouts in the Zoom chat, give me just a few minutes.

18:10:02 From Jenn NHFV (she/her) to Everyone:

https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work/developmental

18:11:30 From Laurie McIntosh, Our Place to Everyone:

Can you please write the names of the presenters? It was really difficult to hear their names when they introduced themselves.

18:12:11 From Jenn NHFV (she/her) to Everyone:

Sandy (Hunt) Feroz BDS Bureau Chief

18:12:31 From Jenn NHFV (she/her) to Everyone:

Melissa Hardy Division Director for LTSS

18:12:36 From Jenn NHFV (she/her) to Everyone:

Jenn PIneo NH Family Voices

18:12:49 From Jenn NHFV (she/her) to Everyone:

Karen McGloughlin (spelling) BDS Liaison

18:13:22 From Laurie McIntosh, Our Place to Everyone:

Family member

18:13:32 From Julie to Everyone:

Family

18:13:33 From karen to Everyone:

Family Member and Support Staff

18:13:40 From Sara Kuczwara to Everyone:

care giver/parent

18:13:51 From Michael Etzel to Everyone:

Guardian/parent

18:14:14 From Barbara & Bethany to Everyone:

Care giver/parent

18:14:14 From diana jeans to Everyone:

care giver/parent

18:14:53 From Laurie McIntosh, Our Place to Everyone:

A&M recommends a $40,000 cap on budgets? That seems really low.

18:15:05 From Sarah Snyder- R10 to Everyone:

Zoom participants can pose their question in the chat, it is being monitored and questions will be asked in person on your behalf

18:16:09 From Laurie McIntosh, Our Place to Everyone:

Make sure presenters repeat the questions. Hard to hear what he is saying.

18:16:46 From Stephanie to Everyone:

Have heard family members will not be able to be paid to provide services to family member. With the lack of paid staff availability during COVID is this going to be no longer true?

18:16:48 From karen to Everyone:

Karen, Derry, NH -- Will the required training for direct support staff be funded by the department, area agency or an individual's budget?

18:17:09 From Jenn NHFV (she/her) to Everyone:

The question was (summarizing) why was the money spent on A&M when the money could have gone to families. What was the purpose?

18:17:28 From Michael Etzel to Everyone:

I noticed that IT systems are from 1998. That is 24 years old. Is this software or web sites or what? 22 years is very, very old.

18:18:19 From Nicole Sheaff. she/her to Everyone:

I am new to the system, waiting for my son's application approval. I heard that you must be permanently accepted to area agencies to qualify for IHS waivers. My question is why are the service coordinators receiving a large sum of the monthly budget when the families are completing all the management of the notes, providers, etc. Is it possible that the family members may become certified to then run their programs?

18:20:46 From Jenn NHFV (she/her) to Everyone:

All of the handouts and info are here https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work/developmental

18:21:31 From karen to Everyone:

Karen - Derry NH. Is it true that family members will no longer be able to be support staff anymore? If this is true, then there will be a major problem coming.

18:24:47 From karen to Everyone:

Karen Derry NH. Support staff is someone who provides support to that individual each day to do community service, work, etc. Will they still b e able to get paid?

18:26:18 From karen to Everyone:

Karen Derry NH. Did Christine say that someone currently getting paid to provide support services to family members will NO LONGER be paid?

18:26:46 From karen to Everyone:

Karen Derry NH. How does this effect 525 programs?

18:27:56 From Laurie McIntosh, Our Place to Everyone:

Is there a recommended cap for budgets for people switching to 1001 budgets because they are moving into a supportive housing situation. —Laurie from Dover

18:35:03 From Michael Etzel to Everyone:

Mike from Mont Vernon, area 6: As a parent/guardian, I do not understand how the current billing works, so it is difficult to understand what changes will mean. I do not even understand the acronyms for example.

18:36:30 From karen to Everyone:

Karen Derry NH. I understand training for those who work with very difficult cases which need extra care, but when you talk about training, is it done via on-line, in person or through a school? What training are you talking about?

18:39:48 From Julie to Everyone:

What is the website?

18:39:59 From karen to Everyone:

Karen Derry NH. Are we really improving services for our adult developmentally disabled population if we are making them take training that costs a lot of money and comes from the families monthly allotment?

18:41:15 From Drew Smith to Everyone:

Hi Julie - Here is the link to the BDS Systems Work Stakeholder Engagement page: https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work-stakeholder-engagement

18:44:51 From David Habib to Everyone:

Quesiton: How about the safety of the IT systems - and peoples security of their information

18:46:54 From Michael Etzel to Everyone:

Cannot hear speaker

18:47:03 From David Habib to Everyone:

referred to the 90's but in the 90's we were institutionalized system - not sure why we are forcing people into boxes and not sure how this is helping famility. Not sure how we will handle people that do not want to use computer systems - not comfortable with me and my family

18:52:46 From David Habib to Everyone:

Q: How will this work inpact Me and my family?

18:53:46 From Jenn NHFV (she/her) to David Habib(Direct Message):

You are a Rockstar sir! Thank you!

18:56:20 From karen to Everyone:

But if the payment for those services are not adequate, then no one will work with our disabled population.

18:56:46 From Nicole Sheaff. she/her to Everyone:

Can you explain how the SIS identifies the individual budget. When the SIS is completed does the program then identify the budget or is it up to the area agency case manager to determine?

19:01:28 From David Habib to Everyone:

Q: Subjectivity for eligibility - is there a chance that someone may loose services that they were eligible before but not now! Are these eligibility requirements being refined.

19:04:56 From karen to Everyone:

Do the people making these decisions that affect our family members have disabled adults that they care for? This would make any decisions they make more palatable for me since they understand what we go through.

19:05:59 From Joe Freeman to Everyone:

Is there a committee or study group in place to look at the individuals we support and the normal aging issues we all face. Not only is this a challenge for the aging individual but also presents a challenge to the provider agency with increased support needs, increased health appointments, increased transportation needs, etc.

19:09:03 From David Habib to Everyone:

Q: Geographic pricing aredifferent in the satets so how are we looking to adjust and support the variable rates

19:09:42 From Laurie McIntosh, Our Place to Everyone:

How will the changes make it easier for adults with IDD to move into supportive housing? This is a huge need in our state as there are few options for housing. Many parents are in their 60s and 70s and we are not getting any younger. Laurie from Dover.

19:14:04 From Laurie McIntosh, Our Place to Everyone:

DSP’s, transportation, overnight support. etc

19:17:34 From David Habib to Everyone:

Q to drew.. Our 10 agencies pay out the $ to their providers but wait a lot of time for their reimbursement from the sate. People ask: Why doesn't the agency do this or that. They do not always have the $ to keep everything going. Before heard that agencies would be potential cut or reduced - instead we need to improve and support the agencies from the state levels. Our agencies are great! If the agencies can provide the services vs waiting to pay them on time.

19:22:16 From Emily Metcalf to Everyone:

what is the timeframe for implementation of these changes?

19:24:54 From David Habib to Everyone:

Q: Suspended work on dual waiver - intention is to go back to that work within next year = in latest FAQ when working on the 2 wavers - no place in either waiver - that someone needs 24x7 support in family home - if they live in family home but no one can support that person in the family - nothing in waiver to help - explicitly states that they need to go into a residential facility to get 24x7 - 24x7 one on one paid services can be provided in the family home?

19:27:22 From David Habib to Everyone:

Comment: Food for thought - communication issue - a lot of information - how is this going to effect our day to day life - a simple issue with being windy is difficult - so when adjustments downward in our budget will effect al of our - cause we cant go to work and then everyone hurts. none of us want our family member was to be put into a facility - we keep them home because they want to be surrender by love!

19:28:58 From Nicole Sheaff. she/her to Everyone:

Institutions are not person centered. Laconia State School types of programs can not exist! People want to live at home. Great point Kathy!!!

19:33:06 From David Habib to Everyone:

Q: On rate setting committee - are they made up of families or family members with disabilities or other agencies -

19:33:10 From Viki Gayhardt to Everyone:

Regarding IT and reporting in the future. How heavily will the state depend on parents and families and DSP’s to provide their own equipment and internet service provision to meet the new reporting requirements? What is being considered for support to those who cannot provide internet connection, cell connection, cell phones with memory enough for all the aps that will likely be needed?

19:38:44 From Viki Gayhardt to Everyone:

And, of course, technical support, preferably on site of the family, to troubleshoot connection issues, software issues, and the many more issues that technology poses to, especially older families

19:43:48 From David Habib to Everyone:

Tom Call: question - with the shortage of people due to Covid and we have not been able to improve - I hear a lot about rate increases - I do not believe that is the only reason - we can offer $30/hr and don't want to do these services. so we need to find a way to entice people to do the work as the rates are not the only thing. I am old enough to understand the issues but not know the answers

19:45:53 From Michael Etzel to Everyone:

Viki G's question about IT support raises the questions of what audiences will use the IT systems? You have Group home providers,

area agency personell, caregivers, and parents - which of these audiences will use these IT systems and need support?

19:53:25 From Tiffany Cloutier-Cabral to Everyone:

Comment for retaining staff: Flexibility in scheduling is huge. Engaging staff into the ISA process, and into other areas of service planning, bring your DSPs into that process more often. Advocacy is meaningful. Help them grow if that is what they need but more importantly, listen to them and take them seriously. Invite DSPs to committee meetings and board meetings and hear what they have to say. Most DSPs do this work because it is their calling. That is a gift we should not ignore. We need to manage staff effectively and the best way to do that is to show our appreciation. This is emotional, important work that humans do for other humans. Recognize the humanity in that. That is bigger than monetary rewards although those obviously help.

19:56:10 From Julie to Everyone:

I can validate that point. My son was very upset by SIS assessment. Felt he was only looked at by what he could not do and made him feel like a failure

19:58:08 From David Habib to Everyone:

Jim Q: sister in-law lived with us for 5 years - no programs in the state we can find to get her out their - she needs to get involved in activies and meet friends - cant find anything and have not heard of anything -

19:58:21 From Tiffany Cloutier-Cabral to Everyone:

I agree Julie, when we emphasize what is possible, we build and encourage. It can be defeating for someone to hear about a plan that emphasizes the challenges over the capabilities

19:58:47 From David Habib to Everyone:

what can we do - we get a stipend "respite form CC" cbut we want to get her involved cause she can do things

20:01:42 From Michael Etzel to Everyone:

Excellent points about Communication and listening to DSPs Tiffany.

20:02:30 From Tiffany Cloutier-Cabral to Everyone:

thank you Michael Etzel!

20:05:35 From Tiffany Cloutier-Cabral to Everyone:

thank you! Forums are helpful and I am looking forward to more 😀

20:05:44 From Stephanie to Everyone:

Thanks everyone!\

20:07:30 From Whitney McMahon to Everyone:

great forum! thank you, very informative