

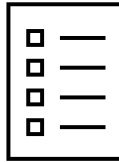
Individual and Family Engagement Summary

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



Individual and Family Listening Sessions

- 5 Listening Sessions
- 121 Total Attendees



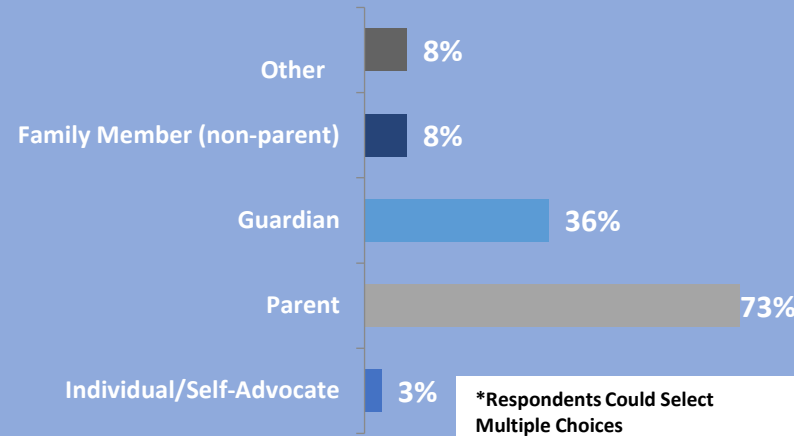
Survey Responses :

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

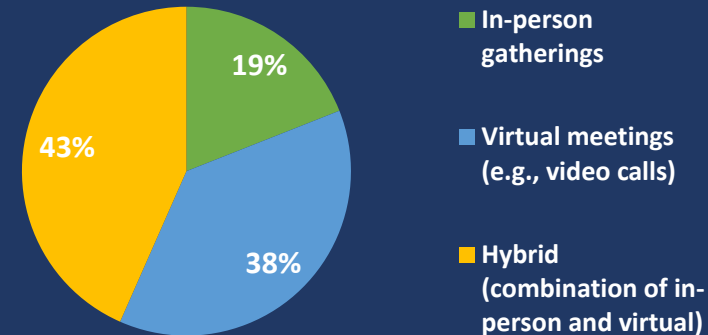
Individuals and Families shared in both the listening sessions and survey responses that they would like more information on the following topics:

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

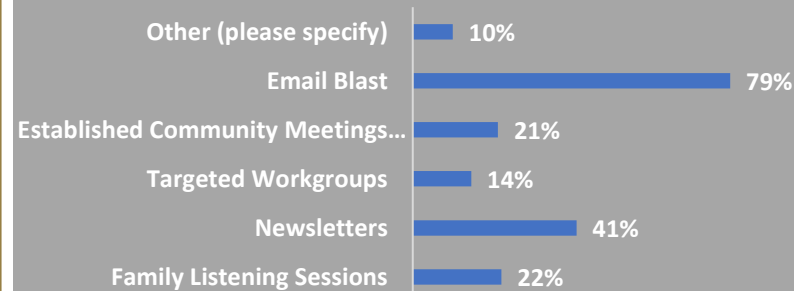
Survey Responses By Group



Preferred Meeting Type



Preferred Communication Method(s)



*Respondents Could Select Multiple Choices