

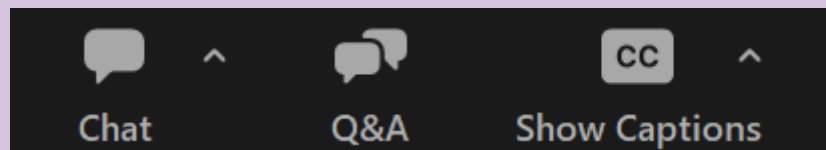


NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Sharing What We Heard: Moving Forward Together

May 8, 2024

*This webinar is being supported with Live Captioning. To enable this feature, please click on the **Show Captions** icon at the bottom of your screen:*



Agenda

- 1. Meeting Opening** – Jake Leon, Director of Communications & Public Information, DHHS
- 2. Welcome and Overview** – Commissioner Lori Weaver, DHHS
- 3. Building on NH’s Foundation, Strengthening for the Future** – Chris Santaniello, Associate Commissioner, DHHS
- 4. Building a Shared Vision** – Melissa Hardy, Director, Division of Long Term Supports and Services, DHHS
- 5. Moving Forward Together** – Jessica Gorton, Bureau Chief, Bureau of Developmental Services

Your Voice Matters: Ways to Stay Connected



To Stay Connected & Get Involved:

To stay connected with the latest BDS Updates, [subscribe to our Email List](#), please scan the QR code below:



To Learn More:

For more [information, resources and upcoming events](#), please scan the QR code below:



**To Scan a QR Code: 1.) Open the camera on your phone, 2.) Focus your camera on the QR code, 3.) Tap the link that appears*

Other Ways to Provide Feedback:

BDS Website:	Developmental Services
Phone Number:	603-271-5034
BDS Email:	BDS@dhhs.nh.gov

DHHS Mission

To join communities and families in providing opportunities for citizens to achieve health and independence



Communication



Collaboration



Partnership

Building on NH's Foundation, Strengthening for the Future



Building a Shared Vision

BDS engaged with Developmental Services stakeholders through dedicated listening sessions and surveys from November through April. This feedback is valuable in guiding our planning and vision for a system that meets each individual and family's needs.



Listening Sessions: 383 Participants

- 5 Listening Sessions with Individuals and Families (121)
 - Rye
 - Concord
 - Lebanon
 - 2 virtual listening sessions
- 1 Service Provider Listening Session (78)
- 1 Service Coordinator Listening Session (174)
- 1 Area Agency Listening Session (10)

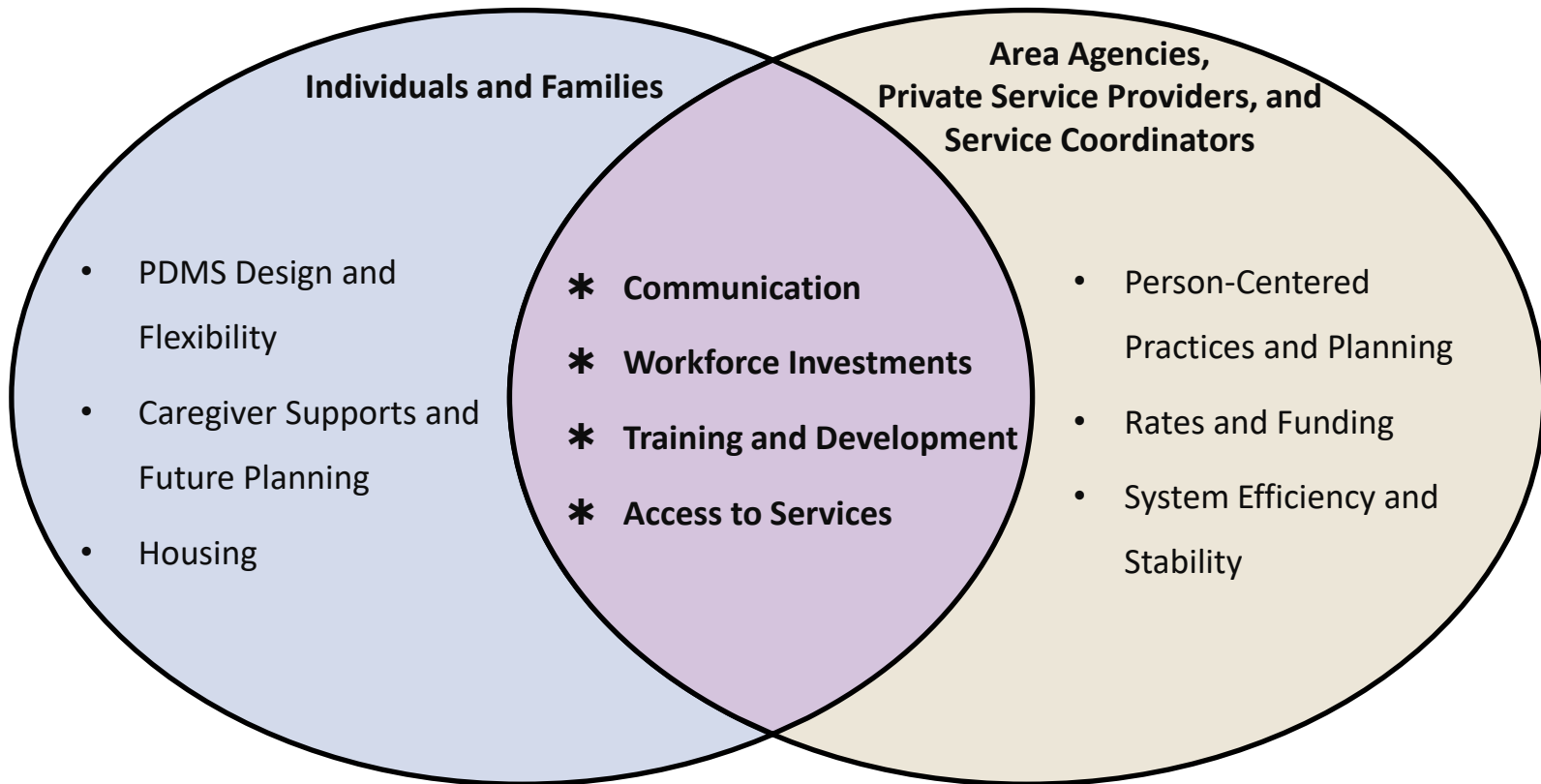


Surveys: 360 Responses

- Individuals and Families (242)
- Service Provider (25)
- Service Coordinator (20)
- Area Agency Staff (73)

Survey and Listening Sessions: Stakeholder Shared Priorities

DHHS reviewed the 360 survey responses and organized those responses into key priorities for each stakeholder group. These priorities across stakeholders were also shared through the listening sessions.



Survey and Listening Sessions: Individuals and Families

In addition to the shared priorities by Developmental Services stakeholders, **three additional priorities** were identified most frequently by individuals and families:

What We Heard:

Survey Responses:



PDMS Design and Flexibility

- Desire for more transparency, flexibility, and control over the options available within Participant Directed and Managed Services (PDMS)

- “Provide a few template options of what a PDMS programs looks like, so we have a sense of what we can prepare for.”
- “A list of ALL services available for PDMS so we can have all the appropriate information”



Caregiver Supports and Future Planning

- Information is needed to support future planning, housing options and transitioning to adult services for individuals with disabilities

- “What options are available as we reach an age, where we need more help caring for our children with disabilities, as they reach a more mature part of their lives.”
- “Future planning for people with disabilities.”



Housing

- Access to accessible and affordable housing for individuals and families
- Housing options and support for Direct Support Professionals (DSP)

- “Providing more models for residential options that are appropriate and would free caregivers to provide support and still be productive members of society.”
- “Development of more long-term housing options for the Adult IDD population.”

Survey and Listening Sessions: Area Agencies, Service Coordinators, and Service Providers

In addition to the shared priorities by Developmental Services stakeholders, **three additional priorities** were identified most frequently by Area Agencies, Service Coordinators, and Service Providers:

What We Heard:

Survey Responses:



Person-Centered Practices and Planning

- Tailor services around specific needs, desires, and aspirations of individuals and families with an emphasis on individual choice, through a person-centered approach.

- “Continued focus on the individual not the system.”
- “A team approach to providing support services... establish a collaborative approach to designing a support program.”



Rates and Funding

- Develop sustainable funding and fair rate structures to serve individuals in New Hampshire.

- “Increase rates so that all staff can be paid better.”
- “Individuals and families should have a clear understanding of how their services are funded.”



System Efficiency and Stability

- Reduce administrative burden on developmental services staff, identify redundancy in processes, and standardized practices.

- “Consistency in systems across the state.”
- “Lean, simple, and streamlined processes”.
- “Minimize redundancy.”

Survey and Listening Sessions: Shared Priorities

Participating Developmental Services stakeholders shared four common priorities:

What We Heard:

Survey Responses:



Communication

- Desire for clear, open, and transparent communication between stakeholders

- “Recurring meetings with BDS and stakeholders.” – *Service Provider/Coordinator*
- “Regular communication with families about changes BDS is making that directly impact families.” – *Individual/Family Member*



Workforce Investments

- Increase wages for better compensation for Direct Support Professionals (DSPs) and Service Coordinators

- “Reasonable pay wages with room for increases comparable to other employment opportunities.” – *Service Provider/Coordinator*
- “Development of statewide initiatives to recruit DSPs.” – *Area Agency*



Training and Development

- Develop onboarding practices for new staff
- Access to ongoing professional development opportunities for existing staff
- Access to training opportunities for families

- “More training surrounding respect and understanding the family unit and how it enhances the life of the people we serve.” – *Service Provider/Coordinator*
- “Do trainings, record webinars that give specifics and overviews.” – *Individual/Family Member*



Access to Services

- Ensure resources and services are available and accessible across regions
- Increase the flexibility of service delivery

- “BDS should discuss building a universal, comprehensive and plain language list of all available services.” – *Individual/Family Member*

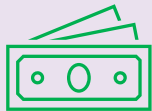
Moving Forward: What to Expect Next

In response to your feedback, you will begin to see an increase in planning and activities to prioritize and support identified focus areas.



Communication and Information

- Individuals and families resource webpage
- Community forums



Workforce Investment

- Rate Development -- Developmental Disabilities Waiver



Participant Directed and Managed Services

- National expertise to guide best practices and enhancements



Access to Services, Trainings, and Resources

- Person and Family Centered Planning and Services
- Resources tools and guides to services

Your Voice Matters: Ways to Provide Feedback

Step 1: [Click Here](#) or Scan the QR code,

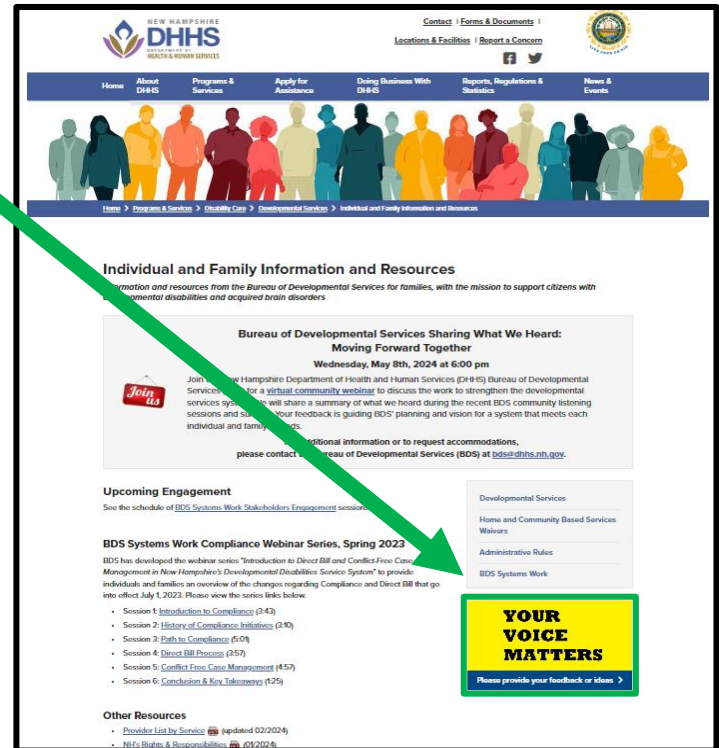
**To Scan a QR Code:*

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- 2.) Focus your camera on the QR code
- 3.) Tap the link that appears



Step 2: Click the “Your Voice Matters” button,

Step 3: Complete the fillable form to submit your feedback to the BDS team.



The screenshot shows the New Hampshire Department of Health and Human Services (DHHS) website. The navigation bar includes links for Home, About DHHS, Programs & Services, Apply for Assistance, Doing Business With DHHS, Reports, Regulations & Statistics, and News & Events. Below the navigation bar is a banner with silhouettes of diverse people. The main content area is titled "Individual and Family Information and Resources" and features a section for a webinar: "Bureau of Developmental Services Sharing What We Heard: Moving Forward Together" on Wednesday, May 8th, 2024 at 6:00 pm. Below this, there is an "Upcoming Engagement" section for the "BDS Systems Work Compliance Webinar Series, Spring 2023". At the bottom right, a yellow button with the text "YOUR VOICE MATTERS" and a link "Please provide your feedback or ideas" is highlighted with a green arrow pointing to it from the text in Step 2.



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Thank you for attending.

**YOUR
VOICE
MATTERS**

Please provide your feedback or ideas >

BDS Website: [Developmental Services](#)

Phone Number: 603-271-5034

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