

DEVELOPMENTAL SERVICES QUALITY COUNCIL
MEETING MINUTES
JANUARY 11, 2011

Attending Members: Dick Cohen, Disabilities Rights Center; Matthew Ertas, Bureau of Developmental Services; Chrystal Johnson, People First; Jan Larsen, ABLE NH; Deborah Hopkins, Private Provider Network; Janet Hunt, People First; Michelle Jarvis, Autism Society of NH; Cynthia Mahar, Community Support Network, Inc.; Kirsten Murphy, Area Agency Board – Region II; David Ouellette, NH Council on Developmental Disabilities; Jennifer Pineo, Family Support Council – Region I; John Richards, Brain Injury Association; Mary Schuh, Institute on Disability; Cathy Spinney, Area Agency Board – Region X; and Barbara Wilson, Direct Support Professional

On Conference Call – Debra McClure, Family Support Council – Region V; Pam Bartlett, representing and Kathy Bates, NH Council on Developmental Disabilities

Absent Members – Robin Carlson, Enhanced Family Care Provider; Laurie Giguere-Thomas, Family Support Council

Absent Quality Council Coordinator – Denise Sleeper, Bureau of Developmental Services

Facilitator – Susan Covert

The January agenda for the Developmental Services Quality Council’s included: 1) acceptance of November minutes, 2) follow up on November action items; 2) status updates on workforce, rules/regulations/legislation, and quality indicators; 3) review of the draft guidelines for Council consideration of regulatory changes; 4) Council focus for the year including a discussion of utilizing the Massachusetts QUEST approach to quality assurance and increasing transparency; and 5) other business.

MEETING MINUTES

Deb McClure moved, John Richardson seconded, and the Council unanimously voted to accept the November meeting minutes.

FOLLOW UP

COUNCIL EMAIL ADDRESS - Matthew Ertas reported that the Council now has its own email address - bdsqualitycouncil@dhhs.state.nh.us. The Council link on the DHHS website has been updated to include a “Contact Us” option that has an email link for users.

COUNCIL MEMBER VACANCY – Cynthia Mahar reported that CSNI’s Executive Committee has nominated an Area Agency board member to fill the Council vacancy created by Susan Gunther’s resignation. The CSNI Board will confirm this nomination in February and, hopefully, the new member will be able to join the Quality Council at its February meeting. Susan Covert suggested that there should be an orientation process for new Council members; Susan, Cathy Spinney, and Denise Sleeper will discuss what this should entail.

NEW LINK FOR THE QUALITY COUNCIL – With the exception of Cynthia Mahar, Council members still need to update their organization’s website to reflect the new Quality Council link. Members were asked to please change the link to: www.dhhs.nh.gov/dcbcs/bds/qualitycouncil/index.htm

REGIONAL MEETINGS – The following Regional Meetings have been scheduled:

- Region 3 – January 20th
- Region 2 – January 24th
- Region 6 – February 2nd
- Region 5 – March 21st
- Region 10 – March 15th

Denise will post the time, location, and link for directions on the E-Studio Regional Meeting Schedule. In February the Council will review the first three Regional Meetings and make any needed adjustments.

Denise Sleeper, Matthew Ertas, and Jan Larsen plan to attend every Regional Meeting. Dick Cohen has committed to attending at least five meetings. All Council members agreed, at a minimum, to attend their local Regional Meeting.

STATUS UPDATES

At the November meeting the Council agreed to include an update on workforce issues, rules/regulation/legislation, and quality indicators as regular agenda item for Council meetings.

WORKFORCE UPDATE –Susan Covert reported on DirectConnect, a three-year project administered by the Institute on Disability and funded by the Department of Labor to recruit, train, and retain a high quality direct care workforce for home and community based services. Project activities to date include: 1) development of a career lattice for direct care, 2) intensive training and support for five site agencies (including Lakes Region Community Services Council and Monadnock Developmental Services), 3) training for refugees in the Lakes Region who want to work in direct care, 4) in collaboration with the Community College system offering up to \$2,400 annually in scholarships for direct care staff or students interested in working in this field. To learn more about DirectConnect or to apply for scholarship assistance or enroll in training programs visit the project website at - <https://directconnect.unh.edu/index.html>

Cathy Spinney asked how the project was reaching out to direct care workers who were employed through the Area Agencies’ consumer direct service option. Susan will talk with Project Director Jennifer Rabalais and report back to the Council.

REGULATIONS/RULES/LEGISLATION –Matthew Ertas reported that on January 21st consider the Bureau of Developmental Services revisions to the He-M 525 regulations for consumer directed care (now titled Participant Directed and Managed Services). The revised regulations have been posted on E-Studio. In discussing this service, Council

members raised concerns about whether families would be taxed on the funding they receive for participant directed services. This is a federal issue that has not been resolved. Matthew said BDS will issue a memo about this matter once the IRS has made a final determination on this.

Matthew reviewed the process that BDS goes through in making regulatory changes. The Bureau provides several opportunities for public input and comment on changes. Matthew said that he will request that the Council be kept informed about proposed changes to developmental services regulations through postings on E-Studio.

QUALITY INDICATORS –Matthew mentioned that the report on states participating in the National Core Indicators project has been issued. New Hampshire is new to this project and not included in this report. Data from our state is being collected and will be submitted to Human Services Research Institute (HSRI) in Boston in June. HSRI will analyze the data and issue a report by late fall 2011 or early winter 2012.

Matthew also noted that BDS employment data will be ready for the Council to review in March.

POLICY FOR REGULATORY REVIEW–

The Council discussed the Regulatory Review Policy drafted by Kirsten Murphy, Janet Hunt, and Deb McClure. As drafted, the policy called for a subcommittee to do a preliminary review of regulatory/rule changes, engage in initial fact-finding, and report their findings to the full Council. Members noted that in some instances the turn around time may be too short for this to happen or the proposed changes may not require extended study. The policy will be changed to read - a subcommittee will be appointed as needed.

The Council also discussed whether public comment should be taken before the Council votes on whether or not to support proposed regulatory changes. In considering the proposed changes to client rights regulations, the Council heard public comment after they had already voted. Members agreed that the Council should have the benefit of hearing from interested members of the public prior to voting on any changes. The length of testimony or time allowed for public comment will be at the discretion of the Council Chair.

Kirsten will revise the draft and the Council will vote on adopting the policy at the February meeting.

QUALITY COUNCIL FOCUS FOR THE YEAR

Dick Cohen presented an overview of the work that Massachusetts is doing to improve their state's service standards and increase transparency about service quality. He noted that Massachusetts has Quality Councils at the regional and state levels that set benchmarks for the service system, identify trends, and recommend improvements for improving quality. Members agreed to use the Massachusetts model to look at employment data. John Richardson recommended that a small workgroup meet to review

information on employment and create a process for the Council to consider employment data at the February meeting. John, Kathy Bates, Dick Cohen, and David Ouellette volunteered to serve on this workgroup. Dick will be in touch with Denise Sleeper to set up a meeting time for the workgroup.

Kirsten Murphy again noted the need for increased transparency and access to information in the developmental service system. She volunteered to head up a small work group to look at this issue and report back to the Council in March. Cathy Spinney and Dick Cohen offered to work with her on this issue. Kirsten also will invite Cynthia Mahar to join this group.

OTHER BUSINESS

NH COUNCIL ON DEVELOPMENTAL DISABILITIES FIVE-YEAR PLAN –Carol Stamatakis invited Quality Council members to attend one of more sessions of the Council on Developmental Disabilities’ January 20th meeting to gather information for the development of their five-year plan. The schedule for the 20th includes three sessions: 9:30-11:00 - Education and Children’s Issues, 11:30-1:30 - Employment; and 2:00-4:00 - Community Supports and Quality of Life for Adults. The meetings will be held in the Council second floor conference room (aka – the Quality Council’s meeting room). Anyone interested in attending should email Carol at Carol.Stamatakis@ddc.nh.gov

SHARING BEST PRACTICES AND POSITIVE NEWS

Dick Cohen announced that DRC has helped a young woman leave Children’s Hospital and return to her community. She had been kept at Children’s at least a month longer than necessary because the School District and Area Agency had been unable to arrange for residential services.

Mary Schuh invited Council members to attend the Founding Convention for ABLE NH on January 23rd from 1:00-4:00 in Concord. Mary reported that local ABLE chapters are being formed in Littleton and Concord and student chapters are being formed at Keene State College and UNH.

PUBLIC COMMENT

No members of the public attended the January meeting.

EVALUATING THE MEETING

What worked – Keeping on target with an ambitious agenda

What didn’t work – Not enough vegetarian sandwiches

What would be helpful for future meetings? – More veggies

AGENDA ITEMS FOR THE FEBRUARY MEETING

- Approve January minutes
- Updates
 - Regional Meetings – Denise Sleeper
 - Introduce New Area Agency Board Member – Cynthia Mahar
 - DirectConnect communication with DSP’s working in participant

- directed services –Susan Covert
 - Updating the Council link on organizations’ websites
- Status Updates
 - Workforce
 - Regulations/Rules/Legislation
 - Quality Indicators
- Review and Vote on QC Policy for responding to regulations – Kirsten Murphy, Janet Hunt, and Deb McClure
- Reviewing Employment Data – Kathy Bates, Dick Cohen, David Ouellette, John Richardson, and Denise Sleeper
- Sharing Best Practices and Positive News
 - Announcement and Other Business

ACTION ITEMS –

All Members – 1) Share information about the Quality Council with your networks. 2) Update website link www.dhhs.nh.gov/dcbcs/bds/qualitycouncil/index.htm 3) plan to attend a Regional Meeting

Kathy Bates – Meet with Denise Sleeper, John Richardson, David Ouellette, and Dick Cohen to plan for QC discussion of employment data

Dick Cohen – 1) Meet with Denise Sleeper, John Richardson, David Ouellette, and Kathy Bates to plan for QC discussion of employment. 2) Meet with Kirsten Murphy, Cathy Spinney, and Cynthia Mahar to discuss increasing access and transparency.

Susan Covert – 1) Talk with Jennifer Rabalais about how DirectConnect communicates with DSPs working in participant directed services. 2) With Cathy Spinney and Denise Sleeper discuss orientation process for new Council members.

Matthew Ertas – 1) Request that the Quality Council be notified of proposed regulatory changes on E-Studio.

Janet Hunt – With Kirsten Murphy and Deb McClure finalize QC’s policy for participating in the review process for rules and regulations.

Cynthia Mahar – Meet with Kirsten Murphy, Cathy Spinney, and Dick Cohen to discuss increasing access and transparency

Kirsten Murphy – 1) With Janet Hunt and Deb McClure finalize QC’s policy for reviewing rules and regulations. 2) Invite Cynthia Mahar to join the workgroup to discuss increasing access and transparency. 3) Meet with Cynthia Mahar, Cathy Spinney, and Dick Cohen on this issue.

Deb McClure – With Janet Hunt and Kirsten finalize QC’s policy for reviewing rules and regulations

David Ouellette – 1) Meet with Denise Sleeper, John Richardson, Dick Cohen, and Kathy Bates to plan for QC discussion of employment. 2) Post final report on DSP Conference on E-Studio

Denise Sleeper – 1) Meet with Dick Cohen, John Richardson, David Ouellette, and Kathy Bates to plan for QC discussion of employment, 2) Schedule the Regional Meetings. 3) With Susan Covert and Cathy Spinney discuss orientation process for new Council members.

Cathy Spinney – 1) Meet with Kirsten Murphy to plan QC discussion on improving transparency. 2) With Susan Covert and Denise Sleeper discuss orientation process for

new Council members.

QC 2011 MEETINGS –

(Please Note, with the exception of Wednesday April 13th all meetings will be held the 2nd Tuesday of the month)

*JAN. 11TH - FEB. 8TH - MARCH 8TH - APRIL 13TH - MAY 10TH - JUNE 14TH - JULY 12TH - AUG. 9TH
- SEPT. 13TH (ANNUAL MEETING) - OCT. 11TH - NOV. 8TH*