

DEVELOPMENTAL SERVICES QUALITY COUNCIL

MEETING MINUTES

NOVEMBER 9, 2010

Attending Members: Dick Cohen, Disabilities Rights Center; Matthew Ertas, Bureau of Developmental Services; Chrystal Johnson, People First; Jan Larsen, ABLE NH; Cynthia Mahar, Community Support Network, Inc.; Debra McClure, Family Support Council – Region V; David Ouellette, NH Council on Developmental Disabilities; Jennifer Pineo, Family Support Council – Region I; Mary Schuh, Institute on Disability; Cathy Spinney, Area Agency Board – Region X; Carol Stamatakis, NH Council on Developmental Disabilities; and Barbara Wilson, Direct Support Professional

On Conference Call – Pam Bartlett, representing Laurie Giguere-Thomas, Family Support Council and Kathy Bates, NH Council on Developmental Disabilities

Absent Members – Robin Carlson, Enhanced Family Care Provider; Deborah Hopkins, Private Provider Network; Janet Hunt, People First; Michelle Jarvis, Autism Society of NH; Kirsten Murphy, Area Agency Board – Region II; and John Richards, Brain Injury Association

Quality Council Coordinator – Denise Sleeper, Bureau of Developmental Services

Facilitator – Susan Covert

The Developmental Services Quality Council's November agenda included: 1) acceptance of October minutes, 2) follow up on October action items, 3) Regional Meetings, 4) report on the Direct Support Professional's fall Conference, 5) acceptance of statement on Council member responsibilities, 5) discussion of priorities for Year 2, and 6) other business.

MEETING MINUTES

Deb McClure moved, Jenn Pineo seconded, and the Council unanimously voted to accept the October meeting minutes.

UPDATES

COUNCIL EMAIL ADDRESS - Matthew Ertas reported that the Council link on the DHHS website will include a "Contact Us" option that will provide an email link to designated staff at the Bureau of Developmental Services. DHHS is also establishing a Quality Council email address that will be ready by the next meeting.

COUNCIL MEMBER VACANCY – Cynthia Mahar reported that she has emailed Area Agency Executive Directors and made announcements at CSNI's monthly meetings asking for nominations for an Area Agency board member to fill the Council vacancy created by Susan Gunther's resignation. She has not yet received any names. Matthew Ertas will send Cynthia the contact information for all Area Agency board members so she can contact them directly. If any Council member knows an Area Agency board member who be interested in serving on the Council, please contact Cynthia at cmahar@csni.org or 229-1982.

In October Janet Hunt suggested that having a formal nomination process would increase

the esteem of becoming a Council member and could be a way to share information about the Quality Council's mission with perspective members. David Ouellette agreed to research the membership process for the Adult Fatality Review Committee. David shared their membership application with the Council. Cathy Spinney commented that given there are not people beating down the door to become members perhaps an application process was unnecessary. As Janet is on vacation, any decision on this issue will be postponed until the January meeting.

POLICY FOR REGULATORY REVIEW – Due to continued scheduling difficulties, Kirsten Murphy, Janet Hunt, and Deb McClure were unable to work on this draft policy. They plan to have a draft for the Council to review in January.

NEW LINK FOR THE QUALITY COUNCIL – DHHS has a new website, Council members were asked if they have updated their organization's website to reflect the new Quality Council link. Cynthia Mahar said she informed Area Agency directors of the change. Cathy Spinney said Region 10 has made the change. The rest of the Council has not yet updated their websites and were asked to please make the change to the new link: www.dhhs.nh.gov/dcbcs/bds/qualitycouncil/index.htm

REGIONAL MEETINGS – Cathy Spinney reported that the planning group for the Regional Meetings has met selected slides for a brief power point and put together the agenda for the upcoming Regional Meetings. The power point and introduction to the Council will take only a small part of the meeting, the majority of the Regional Meetings will be devoted to getting feedback from individuals, families, providers, and Area Agency staff about issues affecting service quality and recommendations and ideas for improving services.

Denise Sleeper has contacted Family Support Councils and Area Agencies about hosting the meetings. Region 7 will host a meeting on January 18th (with a snow date of January 25th) and Region 2 will be combining the Quality Council meeting with their Area Agency board meeting; they will be getting back to Denise with a date. Jenn Pineo is working with Region 1 to set a date for the meeting in her Region. Jan Larsen has created a flyer announcing the Regional Meetings for Area Agencies these can be distributed either electronically or in hard copy.

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.

DIRECT SUPPORT WORKFORCE

DSP ANNUAL CONFERENCE - David Ouellette reported on the NH Council on Developmental Disabilities' annual Direct Support Professionals' Conference. This year's conference participants included not only DSPs, but also executive directors and middle managers from Area Agencies and provider agencies. There was great feedback from those attending about the opportunity to share ideas and perspectives. Themes for the conference included: 1) Salary, Benefits, and Employee Appreciation; 2)

Communication; and 3) Training. A small planning group will be working on setting priorities and implementing recommendations that were generated at the conference. On April 12th the Council on Developmental Disabilities will host a Continuing the Conversation Conference at the Holiday Inn in Concord.

COMPETENCIES IN SUPPORTING INDIVIDUALS WITH AUTISM – Mary Schuh reported that the NH Autism Council has developed a set of competencies for workers who are supporting people with autism. (These will be posted on E-Studio.)

REGULATIONS AND BUDGET REDUCTION

REVISIONS HEM202 - Dick Cohen reported that on November 15th at 3:00 PM, DHHS will take public comments on revisions to HeM202. Dick is attending this meeting and will submit Cathy Spinney's letter regarding the Quality Council's vote to support proposed changes to the complaint investigations. Cathy will try to attend the Joint Legislative Rules Committee public hearing on these revisions and read the letter into the record.

REVISIONS TO 525 CONSUMER DIRECTED SERVICES - BDS is in the process of revising 525 regulations regarding the consumer directed service model. Matthew Ertas said the name of the program is being changed to Participant Directed and Managed Services. A copy of revisions to 525 will be posted on E-Studio.

REDUCTION IN 2011 BDS BUDGET – Matthew informed the Council that the Governor has requested a 5% reduction in the budgets for all state departments. Dick noted that reducing the current budget may mean that the State will not be able to meet their legal obligation to fund individuals on the waiting list for developmental services. There was a discussion whether this might prompt the newly elected legislature to repeal the wait list bill. The Council will be kept informed as this issue unfolds.

QUALITY COUNCIL RESPONSIBILITIES/CODE OF ETHICS

Kathy Bates moved, Deb McClure seconded and the Council unanimously voted to accept the following statement regarding Council members' responsibilities.

NH DEVELOPMENTAL SERVICES QUALITY COUNCIL COUNCIL MEMBER RESPONSIBILITIES

- 1. Be informed about and a proponent of the Council's guiding principles, policies, and procedures.*
- 2. Exercise legal and ethical integrity and maintain accountability and transparency to individuals with disabilities and their families, the general public, and each other.*
- 3. Prepare for and attend (in person or by teleconference) Council and subcommittee meetings.*
- 4. Actively participate in meetings and assignments.*
- 5. Support the majority opinions of the Council.*
- 6. Be available as a resource and provide ethical, professional support to the Council.*

7. *Avoid involvement in political campaigns in the name of the Council.*

In October, the Council adopted a Code of Ethics. After discussion, the Council agreed that all new members will be given the Member Responsibilities and Code of Ethics when coming on the Council and that all members will be expected to sign the Code of Ethics indicating that they agree to abide by these.

QUALITY COUNCIL PRIORITIES FOR YEAR 2

The Council discussed priorities for its second year. The majority of Council members felt it was critical to focus on issues that affect the quality of the direct care workforce. People discussed the need for additional training, better wages, and increased opportunities for direct care workers to participate in decision making at all levels. For example, a great DSP should be part of the interview team hiring new direct care workers. Other recommendations included:

- An emphasis on leadership building to help individuals with disabilities assume more control over their lives.
- Empowering individuals and families to exercise informed choices, by helping them to know – What to ask - Who to ask - What their rights are.
- Providing guidance and training to families who are utilizing the consumer directed service model.
- Having clear standards and high expectations of quality for all services (i.e. - employment, transportation, residential) and strengthening the state's role to enforce these standards.

Dick Cohen recommended the Council look at what Massachusetts has done to improve their state's service standards and increase transparency about service quality. He will post information about QUEST (the Massachusetts' model) on E-Studio. Members are asked to review this for January's meeting.

Cathy Spinney recommended that the Quality Council include Workforce Issues, Rules/Regulations/Legislation, Quality Indicators, and Best Practices as standing items on the monthly agenda. Dick expressed concerns that this might take up too much of the meeting time. The Council agreed to try this for a few months and see if it works.

OTHER BUSINESS

NH COUNCIL ON DEVELOPMENTAL DISABILITIES FIVE-YEAR PLAN – Carol Stamatakis talked about the work the Council on Developmental Disabilities is doing to develop the five-year plan required by the Administration on Developmental Disabilities, their federal funding agency. She asked Council members to please send her any reports or information that their organization has generated concerning issues affecting individuals with developmental disabilities and their families. She also offered to meet with any groups who would like to share their thoughts and ideas about improving the quality of life for individuals with disabilities. Kathy Bates suggested that Carol contact the

Statewide Independent Living Council. Carol will be sending Quality Council members a questionnaire and asked for members to complete the survey and to distribute this to their constituencies. In the spring a draft of the plan's goals and objectives will be circulated for public comment.

GETTING OUT THE WORD - Jan Larsen asked for volunteers to participate in a panel at the May 2011 Family Support Conference to provide information and answer questions about the Quality Council. Cathy Spinney and Jenn Pineo said they would be happy to help with this.

SHARING BEST PRACTICES AND POSITIVE NEWS

Jan Larsen announced that ABLE NH is hosting an orientation and organizing meeting November 21st from 1:00-5:00 at the Holiday Inn and Concord. She urged Quality Council members to attend – Mary Schuh, Matthew Ertas, Jenn Pineo, and Dick Cohen have already registered for the event.

Cathy Spinney said that in her workshop sessions at the DSP Conference she asked people what they would wish for if they were Master of the Universe and had complete control. She said that *every* DSP talked about what improvements that would make things better for the people that they support.

Dick Cohen shared a story of a 50 year old man with developmental disabilities and TBI who had been living at home with his 90 year old mother. Following a domestic disturbance he landed in the County Jail where he sat five months. DRC was able to get him released. He is now in a supervised group living situation and doing much better.

PUBLIC COMMENT

No members of the public attended the November meeting.

EVALUATING THE MEETING

What worked – People arrived on time.

What didn't work – no comment

What would be helpful for future meetings? – no comment

AGENDA ITEMS FOR THE JANUARY MEETING

- Approve November minutes
- Updates
 - QC Email address– Matthew Ertas
 - Regional Meetings – Denise Sleeper
 - QC vacancy for Area Agency Board Member – Cynthia Mahar
 - Updating the Council link on organizations' websites
- Status Updates
 - Workforce
 - Regulations/Rules/Legislation
 - Quality Indicators

- Draft Policy for responding to regulations – Kirsten Murphy, Janet Hunt, and Deb McClure
- Continued Discussion on Priorities for Year 2 – Review QUEST
- 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) Review QUEST for January meeting.

Dick Cohen – Post QUEST information on E-Studio

Matthew Ertas – 1) Finalize Council email address. 2) Send Cynthia Mahar contact information for Area Agency Board Member. 3) Post 525 regulations on E-Studio.

Janet Hunt – With Kirsten Murphy and Deb McClure draft a policy concerning the Council's role for participating in the review process for rules and regulations.

Cynthia Mahar – Arrange for CSNI to appoint an Area Agency Board Member to fill Susan Gunther's vacancy

Kirsten Murphy – With Janet Hunt and Deb McClure draft a policy concerning the Council's role for participating in the review process for rules and regulations.

Deb McClure – With Janet Hunt and Kirsten Murphy draft a policy concerning the Council's role for participating in the review process for rules and regulations.

David Ouellette – Post final report on DSP Conference on E-Studio

Mary Schuh – Post Competencies for workers supporting individuals with ASD on E-Studio

Denise Sleeper – 1) Schedule the Regional Meetings.

GET OUT YOUR 2011 CALENDARS –

Quality Council has scheduled the following meetings for 2011 – (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

