

**DEVELOPMENTAL SERVICES QUALITY COUNCIL**  
**MEETING MINUTES**  
**MARCH 9, 2010**

*Members Present:* Kathy Bates, NH Council on Developmental Disabilities; Matthew Ertas, Bureau of Developmental Services; Pat Fair, Community Support Network; Debra Hopkins, Private Provider Network; Jan Larsen, ABLE NH; Michelle Jarvis, Autism Society of NH; Kirsten Murphy, Area Agency Board – Region II; Chelsea Moore, representing Richard Cohen, Disabilities Rights Center; Cathy Spinney, Area Agency Board – Region X; and Janet Williamson, Institute on Disability.

*Members on Conference Call* – Debra McClure; Family Support Council – Region V; John Richards, Brain Injury Association; and Jennifer Pineo, Family Support Council – Region I

*Not in Attendance* – Jan Bevacqua, Direct Support Provider; Robin Carlson; Enhanced Family Care Provider; Richard Cohen, Disabilities Rights Center; Susan Gunther, Area Agency Board – Region III; Janet Hunt, People First; Laurie Giguere-Thomas, Family Support Council – Region X; Chrystal Johnson, People First; and David Ouellette, NH Council on Developmental Disabilities.

*Guest* – Cynthia Mahar, Community Support Network

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

*Facilitator* – Susan Covert

The meeting agenda for the March 9th Developmental Services Quality Council included: follow up on assignments from the February meeting, discussion of the Council's role in the review process regarding rules changes, and review of Employment Services using the Goal Setting Worksheet.

#### **MINUTES**

Pat Fair moved, Janet Williams seconded, and the Council unanimously voted to accept the February meeting minutes.

#### **POSTING A LINK TO THE QUALITY COUNCIL**

Region 10, People First, CSNI, and DRC have posted a link on their organizations' websites to the Quality Council's section on the Bureau of Developmental Services website. People First also has posted this link on their new blog, People First of NH Talks. Representatives of member agencies that have not yet posted the BDS/QC link on their websites agreed to do so before the April meeting. The link to be posted is:

<http://www.dhhs.state.nh.us/DHHS/BDS/qualitycouncil.htm>

#### **GUIDING PRINCIPLES**

Jennifer Pineo reported that she and Dick Cohen are still working on the Guiding Principles and a draft will be posted on E-Studio before the April Council meeting.

#### **QUALITY COUNCILS IN OTHER STATES**

Council members agreed to contact their counterparts on Missouri's Quality Assurance

Advisory Group. John Richards of BIA said he spoke with Margie Mangini who told him the QA Advisory Group had been meeting for about two years and was still trying to figure out what they are doing. She will be sending John information about their outcome measures that he will post on E-Studio. Janet Hunt (who was unable to be at the meeting) reported via email that she found an interesting Quality Outcomes Discussion Guide from Missouri that was done in 2000. She suggested parts of the guide might be useful for the Council. The guide can be found at:  
<http://dmh.mo.gov/mrdd/progs/QualityoutMan.pdf>

Janet Williamson asked if it would make sense to set up a Skype connection with the Missouri QA Group to learn more about what they are doing. Cathy Spinney said before this happens the Council should decide on what questions they want answered. Pat Fair recommended that Council members review the minutes for the Missouri QA Advisory Group as a way to get familiar with the work this group is doing. These are posted at:  
[www.dmh.mo.gov/mrdd/QA/qaadvisorygrp.htm](http://www.dmh.mo.gov/mrdd/QA/qaadvisorygrp.htm).

Due to a family emergency, Pat was unable to connect with Val Bradley of Human Services Research Institute to see if other states anything similar to New Hampshire's Council. Pat will be in touch with Val and report back at the April meeting.

#### **THE COUNCIL'S ROLE IN STANDARDS REVIEW**

The Council discussed the need to develop a policy for participating in the review process developmental services rules and regulations. Kirsten Murphy said that the Autism Council also has been looking at this issue; Kirsten and Michelle Jarvis volunteered to draft a policy that the QC could discuss at its April meeting.

Matthew Ertas reported that JLCR (the New Hampshire's Legislature's Joint Legislative Committee on Rules) is seeking input from Policy and Finance Committees concerning changes proposed by BDS regarding the wait list. (The rule changes for the client right violations (HeM 202) were to be discussed at the meeting; the facilitator inadvertently skipped over this agenda item. This will be brought up again in April.)

#### **REVIEWING EMPLOYMENT SERVICES**

Matthew provided an overview of the regulations for employment and day services. He noted that while some states are mandating employment services for all adults with disabilities who are of working age, New Hampshire continues to emphasize an individualized approach where the person chooses his/her supports and services.

Denise Sleeper provided information about the development of a more comprehensive employment services data system that is being field tested by the Area Agencies, Community Mental Health Centers, and Vocational Rehabilitation Services in three regions of the state. Within the next 18 months this system should be fully implemented statewide. Denise said that an Oversight Board is being put together to make decisions on how this data will be used. She also reported that BDS will host a planning retreat on April 16<sup>th</sup> to develop strategies for advancing employment outcomes for individuals with disabilities. She said in its work to improve employment services, BDS is looking for

input from families and individuals who use services. Deb McClure volunteered to help with this.

The Council used the Goal Setting Worksheet to look at the standards and review process for Employment Supports and Services. Please see an addendum to the minutes for details.

### **LONG TERM GOALS**

Cathy Spinney recommended that the minutes include reference to any long-term goals that the Council discussed, but is not yet ready to act upon. Long-term goals from the March meeting included:

- Information from the Council should be presented in a family-friendly format. As an example of this, Kirsten noted that Family Voices did an excellent job in putting together data from the Autism Registry.
- To support positive changes in developmental services, Council members should share what they have learned in their work on the Quality Council with their organization and their constituents.
- The Council should look for opportunities to share their findings – i.e., the annual Family Support Conference and Area Agency Board and Family Support Council meetings.

### **OTHER BUSINESS**

After the meeting Susan Covert asked Jan Larsen if she had located an acronym glossary that could be posted. Jan said she had emailed these to Denise after the March meeting. Denise will see if she can track down Jan's email and will post this information on E-Studio.

### **PUBLIC COMMENT**

There was no public comment.

### **EVALUATION OF THE MEETING**

*What worked –*

*What didn't work –* John said, "Not being able to be there in person." Participating by conference call is not easy. The lack of wireless availability in the meeting room is still a problem; Janet will talk with David Ouellette to see if this can be resolved.

*What would be helpful for future meetings? –*Internet connections.

### **AGENDA ITEMS FOR THE MARCH MEETING**

- Approve March minutes
- Check in to see what organizations have the BDS/Quality Council link on their websites
- Report from Pat Fair on her conversation with Val Bradley of Human Services Research Institute to find out if other states have similar Quality Councils
- Report from Council members who contacted their counterparts in Missouri to

- learn more about how that state's Quality Council is working
- Review Guiding Principles Draft
  - Review Draft Policy regarding the Council's participation in the standards review process
  - Update on rule changes for HeM202 (concerning investigation of client rights violations) and JLCR decision on wait list rules
  - Continue with Goal Setting Worksheet to look at Employment Services

#### **ACTION ITEMS**

*All* – Review information about the Missouri QA Advisory Group at [www.dmh.mo.gov/mrdd/QA/qaadvisorygrp.htm](http://www.dmh.mo.gov/mrdd/QA/qaadvisorygrp.htm). Review Missouri Quality Discussion Guide posted at: [www.dmh.mo.gov/mrdd/QA/qaadvisorygrp.htm](http://www.dmh.mo.gov/mrdd/QA/qaadvisorygrp.htm)

*Participating Organizations* –Post the link to the Quality Council section on the BDS website on agency website

*Dick Cohen and Jennifer Pineo* – Complete the draft Guiding Principles and post on E-Studio

*John Richards* –post Missouri Outcome Measures on E-Studio

*Pat Fair* – Talk with Val Bradley to see if other states that have similar Quality Councils.

*Jan Larsen* – Resend acronym information to Denise Sleeper.

*Denise Sleeper* – Contact Deb McClure about opportunities to help BDS improve employment services. Post a glossary of commonly used acronyms on E-Studio.

*Janet Williamson* – Arrange for IOD to provide lunch for the April meeting.

#### **MEETING SCHEDULE**

Quality Council meetings will be held in Concord at the Council on Developmental Disabilities conference room on the second Tuesday of the month from 11:00-1:30. The following meetings have been scheduled for 2010: January 12<sup>th</sup>, February 9<sup>th</sup>, March 9<sup>th</sup>, and April 13<sup>th</sup>. Lunch will be provided.

**THE NEXT MEETING IS TUESDAY APRIL 13<sup>TH</sup> – WE WILL BEGIN PROMPTLY AT 11:00**