

**DEVELOPMENTAL SERVICES QUALITY COUNCIL**  
**MEETING MINUTES**  
**APRIL 13, 2010**

*Members Present:* Jan Bevacqua, Direct Support Provider; Robin Carlson; Enhanced Family Care Provider; Richard Cohen, Disabilities Rights Center; Matthew Ertas, Bureau of Developmental Services; Cynthia Mahar, Community Support Network; Jan Larsen, ABLE NH; Debra McClure, Family Support Council – Region V; David Ouellette, NH Council on Developmental Disabilities; Jennifer Pineo, Family Support Council – Region I; John Richards, Brain Injury Association; Cathy Spinney, Area Agency Board – Region X; and Janet Williamson, Institute on Disability.

*Members on Conference Call* – Laurie Giguere-Thomas, Family Support Council – Region X

*Not in Attendance* – Kathy Bates, NH Council on Developmental Disabilities; Susan Gunther, Area Agency Board – Region III; Debra Hopkins, Private Provider Network; Janet Hunt, People First; Michelle Jarvis, Autism Society of NH; Chrystal Johnson, People First; and Kirsten Murphy, Area Agency Board – Region II.

*Member of the Public* – Laurie Raymond, Direct Support Professional

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

The April meeting agenda for the Developmental Services Quality Council included: follow up on assignments from the March meeting, review draft of Guiding Principles, update regarding rules changes for HeM202 Client Rights and Wait List rules, and continue discussion about employment services.

#### **MINUTES**

Janet Williamson noted that her name was listed as Williams in the March minutes and should be corrected. With this correction Deb McClure moved, Jan Larsen seconded, and the Council unanimously voted to accept the March meeting minutes.

Jan Larsen was inadvertently omitted from the Council attendance list in January and February. Jan was at both of these meetings.

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

Region 10, People First, CSNI, DRC, and the Institute on Disability have posted a link on their organizations' websites to the Quality Council's section on the Bureau of Developmental Services website. ABLE NH, the Council on Developmental Disabilities, and the Brain Injury Association will post this link by the May meeting. CSNI representative Cynthia Mahar will ask Area Agencies to post the Quality Council link on their websites. The link is: <http://www.dhhs.state.nh.us/DHHS/BDS/qualitycouncil.htm>

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

Council members had agreed to contact their counterparts in Missouri to learn more about the Quality Assurance Advisory Group in that state. Jan Larsen reported that

Missouri's developmental services system is using the SIS (Support Intensity Scale) to look at quality. Matthew Ertas informed the Council that SIS is also now being used by New Hampshire's developmental services system. Matthew will post information about SIS on E-Studio. Robin Carlson said she spoke with a member of the National Alliance of Direct Support Professionals who is from Missouri and he had never heard of this Advisory Group. Before the May meeting, Janet Williamson said she would make a connection with the IOD equivalent in Missouri and David Ouellette will contact the Missouri Council on Developmental Disabilities.

Dick Cohen said he had looked briefly at the link that Pat Fair had posted from Georgia and thought it might warrant a closer look by the Council. He also like Massachusetts' effort to make information related to the quality of services more accessible.

### **GUIDING PRINCIPLES**

The Quality Council reviewed the Guiding Principles drafted by Dick Cohen and Jenn Pineo. (This draft is posted on E-Studio.) Members appreciated that the Guiding Principles are comprehensive and provide a thorough overview of the Council's responsibilities. The Council agreed that it would be helpful to have a one-page summary of the Guiding Principles. Dick will draft this for the May meeting.

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

At the March meeting Kirsten Murphy and Michelle Jarvis volunteered to draft a policy concerning the Council's role for participating in the review process for developmental services rules and regulations. As neither Kirsten nor Michelle were at the April meeting this item has been postponed until May.

Matthew Ertas provided an update on the rule changes for the client right violations (He-M 202). He reported that CSNI had requested a meeting with the Bureau of Developmental Services to discuss concerns with transferring responsibilities for complaint investigations from the Area Agency to BDS. Matthew said he will keep the Council posted on this issue and that no changes will be made without the Council's participation.

Matthew also reported on the status of JLCR's (the NH Legislature's Joint Legislative Committee on Rules) consideration of rule changes to He-M 522 proposed by BDS regarding the wait list. JLCR has taken testimony on this change and has sought input from the legislative policy committees. JLCR will be meeting on April 15<sup>th</sup> to further discuss this issue. Dick Cohen said Disabilities Rights Center plans to be at this hearing. He will email Denise Sleeper details about this hearing and she will forward this information to Council members.

### **REVIEWING EMPLOYMENT SERVICES**

The Council continued its discussion of employment services. Issues raised by the Council included:

- A need for better training for direct support workers who are supporting

individuals in employment situations.

- A need to look not only at outcome data (i.e. how many people are employed, average wages and benefits), but also at process data (i.e. how many job developers are there in the region, are staff adequately trained and supported).
- Seeing how developmental services regions compare to one another. Why are some doing well, while others are struggling.
- A means for identifying and sharing best practices in employment services.

Denise Sleeper talked about the work being done to put in place an employment services data system. An Oversight Board with representation from various stakeholders across systems is being formed to help guide its development and future use of data. Additionally, an Employment Summit is taking place on April 16<sup>th</sup> to explore advancing employment outcomes for people with developmental disabilities; Deb McClure will be the Council representative on this Task Force and will report back to the Council in May.

### **OTHER BUSINESS**

Denise Sleeper talked about opportunities to collaborate with the Institute on Disability on its three year Department of Labor grant that focuses on the direct care workforce. Sue Fox who is administering the grant will attend the Council's May meeting to talk more about this project.

Dick Cohen provided an update on HB 572, a bill that would provide licensing exemptions to certain agricultural programs providing residential and day services to individuals with disabilities. The bill has passed the NH House and will be heard in the Senate. This item prompted a discussion about the difficulty of balancing personal and family choice with the need to guard against creating an environment that potentially could lead to the return of segregated institutional settings for individuals with disabilities.

John Richards announced that the Brain Injury Association and the Daniel Webster Boy Scouts are bringing the Blue Angels to NH for a fundraiser August 28<sup>th</sup> and 29<sup>th</sup>. For more information and to purchase tickets go to: [www.newenglandairshow.com](http://www.newenglandairshow.com)

### **MEETING SCHEDULE**

Quality Council members talked about the best way to organize their work. People agreed that it made sense to form work groups that centered around a specific domain which include: Work, Community Inclusion, Choice & Decision-making, Self-Determination, Relationships, Satisfaction, Education and Health & Safety Work groups will utilize the Goal Setting Worksheet to review and make recommendations for improving the quality of developmental disability and acquired brain disorder services in NH. Work group findings and recommendations would be brought to the full Council for discussion and approval. Once work groups are up and running, the full Quality Council will meet every other month.

The following meetings have been scheduled for the rest of this calendar year: May 11<sup>th</sup>, June 8<sup>th</sup>, August 10<sup>th</sup>, October 12<sup>th</sup> and December 14<sup>th</sup>. Meetings will continue to be held

in Concord at the Council on Developmental Disabilities conference room from 11:00-1:30, lunch will be provided.

### **PUBLIC COMMENT**

Laurie Raymond, a Direct Support Professional, commented that she was impressed with the work that the Quality Council was undertaking. As someone who has worked as a DSP for more than 16 years, this was the first time she had seen anything like this. She said DSPs care deeply about the issues the Council is discussing and want their voice to be heard. She asked that efforts be made to inform this workforce about what the Council is doing.

### **LONG TERM GOALS**

In March, Cathy Spinney recommended that Council minutes include reference to any long-term goals that the Council discussed. Long-term goals from the April meeting included:

- Finding ways to share information about the Council with NH's Direct Support Professionals.
- Maintaining a commitment to collaborate with other initiatives.
- Getting out the word about what the Council is doing – perhaps holding public forums around the state.
- Finding ways to identify and share best practices.

### **EVALUATION OF THE MEETING**

*What worked* – “It feels like we are moving forward.”

*What didn't work* – A few members said they had trouble getting to the meeting on time.

*What would be helpful for future meetings?* –

### **AGENDA ITEMS FOR THE MAY MEETING**

- Approve April minutes
- BDS/Quality Council link on agency websites - BIA, ABLE NH, Council on Developmental Disabilities and Area Agencies
- Report from Council members who contacted their counterparts in Missouri to learn more about how that state's Quality Advisory Group is working
- Report from Deb McClure about Employment Task Force
- Guest speaker Sue Fox to talk about the DirectConnect Project
- Review one page summary for the Guiding Principles
- Review Draft Policy regarding the Council's participation in the standards review process
- Meet in small work groups to set a schedule for looking at a domain using the Council Worksheet

### **ACTION ITEMS –**

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

*Dick Cohen*– Do one page abstract for the Guiding Principles and post on E-Studio

*Matthew Ertas* – Post information about SIS (including the family brochure) on E-Studio

*Michelle Jarvis* – With Kirsten, draft a policy concerning the Council's role for participating in the review process for developmental services rules and regulations

*Jan Larsen* – Have QC link posted on ABLE website. Arrange for ABLE to provide lunch for the May meeting.

*Cynthia Mahar* – Ask Area Agencies to post the Quality Council link on their websites

*Kirsten Murphy* – With Michelle, draft a policy concerning the Council's role for participating in the review process for developmental services rules and regulations

*David Ouellette* – Have QC link posted on Council website. Make a connection with the DD Council equivalent in Missouri to learn more about their state's Quality Assurance Advisory Council

*John Richards* – Have QC link posted on BIA website

*Denise Sleeper* – Correct Janet Williamson's last name on the March minutes on the BDS website and E-Studio. Contact Michelle Jarvis and Kirsten Murphy about drafting a policy concerning the Council's role for participating in the review process for developmental services rules and regulations

*Janet Williamson* – make a connection with the IOD equivalent in Missouri to learn more about their state's Quality Assurance Advisory Council.

**THE NEXT MEETING IS TUESDAY MAY 11TH – WE WILL BEGIN PROMPTLY AT 11:00**