

Quality Council

Background Information

How Did We Get Here?

Senate Bill 138

- **Sponsors: Senators Estabrook, Hassan, Sgambati, and Representative Donovan**
- **Identified three major goals:**
 1. *“Requires DHHS to provide services to persons with DD or ABD within certain time limits”*
 2. *“Increases the salaries for certain direct care support staff of area agencies”*
 3. *“Establishes a committee to:*
 - a. *Develop a **plan to address long-term workforce and related human resource issues** and*
 - b. *Develop a **quality assurance and enhancement plan”***

Senate Bill 138 Goals and Outcomes

- *“Beginning with the fiscal year 2010, and thereafter, DHHS shall incorporate the cost of fully funding services ...and **the legislature shall appropriate sufficient funds to meet such costs and requirements**”*

For FYs 10-11 BDS

- **Requested \$47.3M for the DD Wait List (WL)**
 - **Will receive \$36M and serve 630 individuals**
- **Asked for \$6.9M for the ABD WL**
 - **Will receive \$5.2M and serve 50 individuals**

Senate Bill 138 Goals and Outcomes

- *The department shall **convene a committee** which shall develop a **plan to address long-term workforce and related human resources issues***
- **The Committee representatives included:**
 - **People First of NH**
 - **Family Support Council, from Regions 2, 3 and 6**
 - **Board of Directors, from Regions 2, 4 and 10**
 - **Developmental Disabilities Council**
 - **Disabilities Rights Center**
 - **Brain Injury Association**
 - **Institute on Disability**
 - **Private Provider Network**
 - **Community Support Network, Inc.**
 - **DHHS DCBCS/BDS**

Workforce Committee Plan Recommendation Updates

1. *The New Hampshire Legislature should appropriate funds sufficient to support a salary schedule that **provides and maintains parity with the New Hampshire Hospital Mental Health Worker I wage schedule** such that annual wage increases are given to DSPs; such increases should recognize and incorporate differentials for the completion of advanced training and education which result in increased competence.*
 - **Average hourly wage to increase from \$10.62 to \$13.93**
 - **Would cost \$6.7M in General Funds (\$13.4M total funds)**
 - **This request was not funded**

Workforce Committee Plan Recommendation Updates

2. *The New Hampshire Legislature should appropriate **funding for annual rate increases** indexed with the Consumer Price Index, All Items, as published by the US Department of Labor, Bureau of Labor Statistics. Such a rate increase shall be directed toward **annual salary and stipend increases for all staff and providers** at the area agencies and subcontract vendor agencies. Area and vendor agencies shall recognize and incorporate salary increase differentials for the completion of advanced training and education which result in increased competence.*
 - **Would cost \$3.7M in General Funds**
 - **This request was not funded**

Workforce Committee Plan Recommendation Update

3. *The New Hampshire Legislature should appropriate funding to reimburse one hundred percent (100%) of the cost of **coverage for a single person health care plan** (not to exceed the cost of the average of the three largest NH plans for a 45 year-old female) **for Enhanced Family Care Providers**. Such plans shall be purchased individually by the EFC provider and reimbursement will be offered based on documentation of valid health insurance coverage.*
- **Would cost \$2.4M in General Funds (\$4.9M in total funds)**
 - **This request was not funded**

Workforce Committee Plan Recommendation Update

4. *The New Hampshire Legislature shall appropriate funding to **increase scholarship funds** to \$600,000 annually toward **reimbursement for approved human services courses or degree programs** to be used at any accredited educational setting including e-learning.*
- **Would cost \$600K in General Funds**
 - **This request was not funded**

Workforce Committee Plan

Recommendation Update

5. *A committee should be charged with reviewing and selecting a comprehensive curriculum for in-service training of DSPs as well as a mechanism for awarding certification to individuals completing training and demonstrating competency as well as making recommendations for DSPs salary increases following such certification*
- **Some limited work has been done with respect to certification for those staff that provide employment services or serve people with ASD**

Workforce Committee Plan Recommendation Update

6. *The New Hampshire Legislature should appropriate **funding for mileage reimbursement** at the Privately Owned Vehicle Reimbursement Rate.*
 - *Amount to be determined through additional data collection from agencies relative to miles reimbursed and current rates*
 - **The approved budget for BDS did not include any funds for this request**

Workforce Committee Plan Recommendation Update

7. *The Committee believes that in order to attract new individuals to the profession, the State of NH should consider hiring a public relations firm to **produce a public service announcement**, ideally featuring the Governor in an effort **to attract people to a career as a DSP**. The announcement should highlight the rewarding aspects of the profession, such as the ability to make a difference in the lives of others. The **Governor's endorsement** would present this as a valuable and honorable profession and help in re-shaping the public's perception of this work.*
 - **No action has been taken on this proposal yet**

Quality Improvement Plan

Recommendation Update

1. *Participate in the **National Core Indicators** project beginning on July 1, 2009, which measures key indicators of performance of state developmental service systems in nine domains*
 - *Work or Daytime Activities*
 - *Home*
 - *Friends and Family*
 - *Satisfaction with Services*
 - *Self-determination*
 - *Community Inclusion*
 - *Choices*
 - *Rights*
 - *Access*
- **NH has joined the NCI project**
- **BDS staff will be interviewing 400 people by June 30, 2010**
- **Reports will be issued biennially**

Quality Improvement Plan

Recommendation Update

2. *Establish a **Quality Council** in statute with broad based membership to complete the work of the SB 138 Committee and, on an ongoing basis, to*
 - a. *Review **quality indicators, performance reports and corrective actions***
 - b. *Make **recommendations for further improvements in quality assurance and in meeting individuals' needs and goals.***
- **HB 483 was approved to establish the Quality Council**

Quality Improvement Plan

Recommendation Update

3. *Create a full time **Quality Assurance position** at BDS to coordinate the Quality Council's activities and statewide quality functions.*
 - **This request was not funded**
4. *Enable each area agency or subcontract agency to choose from one of three current **internet-based training programs**:*
 - *College of Direct Support*
 - *Provider's eAcademy*
 - *Essential Learning or*
 - *Other nationally recognized programs that may be developed in the future*
 - **Several agencies are using one of the three options**
 - **No new funding has been made available for this approach**

Quality Improvement Plan Recommendation Update

5. *Provide the needed **training at all levels in specialty areas** (e.g., Autism) and employ strategies and new positions to **fill the clinical/specialty gaps** within the system*
 - **Some limited efforts so far**
6. *Revise State regulations to include needed **staff training or qualification as a component of an individual's service agreement/plan***
 - **This has not been done yet**
 - **There is nothing in the current rule that would prevent people from including this in the plans**

Quality Improvement Plan

Recommendation Update

7. *Enhance the quantity and quality of information provided to individuals and their families to enable them to make better informed choices by*
 - a. *Revising the State regulation to **strengthen the responsibilities of the area agencies and service coordinators in providing information to individuals and their families***
 - **BDS is beginning to review regulations to identify and address gaps**
 - b. *Improving the training and supervision provided to service coordinators*
 - **A statewide two-day training session for new service coordinators is being held yearly**
 - **Have had presentations on different topics (e.g., Consumer Directed Services, Dual diagnosis)**
 - **Nothing new has been offered on supervision yet**

Quality Improvement Plan

Recommendation Update

- c. *Reviewing and revising the funding and implementation factors related to **independent (non area agency) service coordination***
 - **No work has been done regarding this issue yet**
 - d. *Having BDS periodically **distribute consumer and family friendly information about service and provider options***
 - **Made presentations to families and staff on CDS in four regions (a fifth one scheduled for October)**
 - **A CDS Guidebook is being created and will be available in 2010**
8. *Study the complex issue of area agencies being the sole provider by having BDS hire an outside consultant to*
- *Thoroughly examine all aspects of this matter and issue a report, with specific recommendations to be carried out by BDS and area agencies*
 - **No action taken so far**