

NEW HAMPSHIRE'S IN HOME SUPPORT WAIVER FOR CHILDREN WITH DEVELOPMENTAL DISABILITIES

Waiver Number: 0397-IP
Waiver Type: 1915(c) – Independence Plus
Effective Date: January 1, 2003

Target Population: Children with MR/DD
Level of Care: ICF/MR

Waiver Services:

- Family support/care coordination
- Enhanced personal care
- Consultative services
- Respite
- Home and vehicle modifications

Cost Neutrality:

Average per capita waiver and state plan services for participants are expected to be \$47,769 in the first year. Average per capita institutional and state plan services for the comparable population cost \$101,154. Thus average per capita cost savings in the first year are projected to be \$53,385, approximately half of the institutional costs.

Number of People Served:

Year 1: 180
Year 2: 190
Year 3: 200

Waiver Operating Agency:

The waiver will be operated directly by the Division of Developmental Services Unit of the New Hampshire Department of Health and Human Services.

Supports Brokerage:

Supports Brokerage is called Family Support/Service Coordination in New Hampshire. It is a waiver services, and includes the following:

- Coordinating, facilitating and monitoring services provided under the waiver;
- Assessing and reassessing service needs;
- Assistance with recruiting, screening, hiring, and training in-home support providers;
- Identifying, providing information regarding and assisting families to access community resources and supports;
- Development, review, and modification of service agreements;
- Providing counseling and support;
- Skills and advocacy training for the child/individual or representative;
- Monitoring consumer satisfaction;

- Initiating, collaborating and facilitating the development of a transition plan at the age of 16, to access adult supports, services, and community resources when the child/individual turns age 21; and
- Creating and maintaining work registries.

Financial Management Services:

Intermediary services provided by the Area Agency or subcontract agency. “Intermediary services” means an array of fiscal and supportive services to facilitate the delivery of consumer-directed services, including:

- Computing tax withholdings;
- Filing and depositing employment taxes;
- Preparing and disbursing payroll checks;
- Collecting and verifying worker timesheets;
- Processing and paying non-labor related invoices;
- Processing criminal background checks on prospective workers; and
- Generating standardized reports depending on service design or fiscal arrangements.

Person-Centered Planning:

Family involvement and consumer choice and control are the guiding principles under New Hampshire’s In-Home Supports Waiver for Children with Developmental Disabilities. The service planning is a personalized and the ongoing process to plan, develop, review, and evaluate the services and consider the preferences and desired outcomes of the family/individual. The family/individual is afforded the opportunity to identify those services and environments that will promote the individual’s health, welfare, and quality of life. The service agreements are developed through a service planning meeting involving the family/individual, providers, consultants, family support/service coordinator and other persons involved in the life of the child. The plan of those involved may be changed as needed.

Through Consolidated Developmental Services, the State of New Hampshire seeks to provide families/individuals full flexibility to exercise choice and control in utilizing and managing the resources authorized under this waiver. The family/individual may direct the family support/care coordinator to transfer monies from one line item of their budget to another. As long as the transfers are within the limits of the total authorized funds, they will not require additional reviews or approvals from the Division of Developmental Services.

Individual Budgets:

Once a service agreement for a consumer is established, specific components within the Consolidated Developmental Service will be costed out by the Area Agency to construct an individualized budget. These estimates will typically be based on the customary regional costs for the services being planned. The budget proposal will also include general management expenses, which are capped at 12% within New Hampshire’s system and will cover items such as financial management services.

Quality:

The State builds on the existing quality framework. Within New Hampshire's framework of "Quality is everybody's business!" a variety of stakeholders will play a role in the continuous quality improvement of services. The program involves the core functions of a state quality improvement program: prevention, discovery, remediation, and improvement. The following is a listing of some of the procedures that are currently in place:

- The state performs criminal background checks for all people who are being considered for a provider position.
- The State has a system in place for assuring emergency back up and/or emergency response capability in the event those providers of services and supports essential to the individual's health and welfare are not available. All of the Area Agencies operating within New Hampshire's Developmental Services System have established 24-hour, 7-days-a-week emergency response capability. Regardless of the type of service arrangement employed (agency managed or consumer directed model of service), the family/individual and providers will be able to utilize this on-call system for emergency situations. Moreover, through the child/individual planning sessions, the people involved in supporting the child/individual will also identify, discuss and plan for emergencies based on the unique needs and circumstances of the child/individual and his or her family.
- Complaints and critical incidents are investigated and resolved by the state and area agencies.
- Routine monitoring by the Area Agency and state staff to determine if services are being delivered as specified in the plan of care and the program participant's needs are appropriately met
- Feedback is obtained from the program participant and his/her family on the satisfaction of the delivered service(s)
- Each participant and his/her family is provided with information regarding personal rights, the complaint process and establish a local human rights committee to oversee these activities.
- Information gathered during the discovery processes listed above are used to assess the program and make changes as needed.