

DEVELOPMENTAL SERVICES QUALITY COUNCIL
MEETING MINUTES
JANUARY 12, 2010

Members Present: Kathy Bates, NH Council on Developmental Disabilities; Jan Bevacqua, Direct Support Provider; Robin Carlson; Enhanced Family Care Provider; Richard Cohen, Disabilities Rights Center; Matthew Ertas, Bureau of Developmental Services; Pat Fair, Community Support Network; Susan Gunther, Area Agency Board – Region III; Debra Hopkins, Private Provider Network; Janet Hunt, People First; Chrystal Johnson, People First; Kirsten Murphy, Area Agency Board – Region II; Jennifer Pineo, Family Support Council – Region I; Carol Stamatakis for Gordon Allen, NH Council on Developmental Disabilities; John Richards, Brain Injury Association; Cathy Spinney, Area Agency Board – Region X; and Janet Williamson, Institute on Disability.

Members Not in Attendance – Gordon Allen, NH Council on Developmental Disabilities; Laurie Giguere-Thomas, Family Support Council – Region X; Michelle Jarvis, Autism Society of NH; and Debra McClure; Family Support Council – Region V

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

The Developmental Services Quality Council met January 12th at the Council on Developmental Disabilities in Concord. The agenda for the meeting included: feedback on E-studio, discussion of guiding principles, adoption of Council by-laws, election of Council Chair and Vice Chair, consideration of how to organize the Council's work, and discussion of what constitutes quality employment and how this might be measured.

E-STUDIO AND COUNCIL COMMUNICATION

Council members discussed some of the glitches with E-studio. Members recommended the following protocols for E-Studio use and for Council communication:

- Date any information posted on E-Studio.
- When posting attachments use either a Word document or, for documents that do not require editing, a PDF format.
- When new information has been posted, email Council members (the email can be sent from E-Studio and will provide recipients with a direct link to E-Studio).
- A Meeting Packet (file folder) will be posted on E-Studio at least one week prior to the Council meeting. The packet will contain: the agenda, minutes from the previous meeting, and any reports or other background information that needs to be reviewed prior to the meeting.
- Council members are expected to print out their own materials for the meeting.

BY-LAWS

Dick Cohen informed the Council that the draft by-laws had been slightly revised – the reference to an independent Council website was amended to read – “The Department/Bureau will have a clearly identified section on its website for the Council's agendas, minutes, and other Council postings. Member organizations will be asked to

have clearly identified links to the Council section of the Department/Bureau website.” John Richards moved that the by-laws as revised be adopted; Janet Williamson seconded the motion and the Council unanimously adopted the by-laws. These will be posted on E-Studio and on the Quality Council section of the BDS Website.

ELECTION OF OFFICERS

Dick Cohen moved that Cathy Spinney be elected chair and Kathy Bates Vice Chair of the Quality Council, John Richards seconded the motion and Council members unanimously approved this motion. Congratulations, Cathy and Kathy.

The Council Chair has responsibility for presiding at meetings, preparing the agenda, reviewing minutes, and assisting in preparation of required documents. A facilitator will continue to help facilitate discussion and keep the Council meetings on track during the Council’s start up phase. The Chair will preside over the voting process in those situations where formal Council decisions are needed.

GUIDING PRINCIPLES

Members discussed what should be included the Guiding Principles for the Council. Jennifer Pineo shared some of the Guiding Principles for the Council on ASD. Dick Cohen noted that the stated purpose in RSA 171-A and the values outlined in He M 503 also could provide a framework for Guiding Principles. A small work group (Carol Stamatakis, Dick Cohen, John Richards, and Jennifer Pineo) agreed to create a draft of the Guiding Principles to be discussed at the Council’s March meeting.

GETTING STARTED

The Quality Council spent a good part of the meeting trying to get a handle on the best way to tackle their work. Members agreed that the full Council would identify what quality would look like in certain domains and that smaller work groups would review existing rules and regulations to determine what was missing and to develop strategies for addressing gaps. Work groups would report back to the full Council and the full Council would make recommendations to improve quality.

Agreeing on what domains to use and how to get started took some time. There was discussion about whether to organize around the Core Indicators that NH has formally adopted. Matthew Ertas pointed out that it would be two years before data from the core indicators would be available. Debra Hopkins commented that she felt the question was, “How does the Council interface with the data? Is there a common measuring stick we can use?” Members discussed the importance of identifying best practices, sharing these with other providers, and finding ways to support exemplary services.

Asked what constitutes quality in the area of Health led to a discussion about the changing nature of the NH’s developmental service system. Cathy Spinney questioned whether the State should require that a person have an annual physical just because the individual happens to have a disability. Matthew Ertas replied that for individuals who have no family and rely totally on the system for their care, these standards provide important safeguards. Pat Fair noted that NH has an Area Agency system that is

providing services in a more traditional fashion *and* at the same time is also offering individuals and families the option of consumer directed services. She suggested that the Council needs two different ways to measure quality in two very different arenas. Dick Cohen asked for information on the number of NH families utilizing consumer directed services and how this compares to those using more traditional Area Agency managed services.

Kirsten Murphy wondered if the Council might be able to produce an annual report that included basic information about what available data tell us about quality, provides examples of best practices, and looks at what improvements are needed in developmental services. Pat Fair said that CSNI has made an attempt to do this and that CSNI Quality Improvement Reports can be found on their website at - <http://www.csni.org/nhqop/nhqop.htm>

Cathy Spinney made the case that an individual's quality of life is determined in large measure by the quality of the person's direct care workers. She hoped that the Council would look carefully at NH's direct support services – including identifying best practices for providing personal support and effective strategies for recruiting and retaining a quality direct support workforce.

Kathy Bates, on behalf of Janet Hunt, who had to leave early, asked if there are other states with Quality Councils that NH could look to for models.

CONSIDERING EMPLOYMENT

Denise Sleeper invited Council members to attend the January 26th day long workshop where the Granite State Employment Project (funded by a federal Medicaid grant) is rolling out a new employment data system that will be used by the Bureau of Developmental Services, Community Mental Health, and Vocational Rehabilitation. (Invitations to this event have been emailed to all Council members.) This system will gather data in real time and the data will be accessible to anyone who is interested.

Asked what a quality employment situation would look like, the Council generated the following list:

Features of Quality Employment

- Real work
- Individual has a choice about where he/she works
- Good wages
- Benefits
- No disincentives to work (being employed does NOT result in loss of benefits)
- Full time employment (or the number of hours the person wants to work)
- Access to a variety of workplace locations (i.e. - break room, meeting rooms, bathrooms)
- Disability awareness provided to fellow workers
- Individual is accepted and valued by fellow workers
- Opportunities for advancement

- Career Opportunities
- Opportunities for increased independence
- Occupational safety that is tailored to the individual's needs
- Adequate supports and accommodations – both natural and paid
- Transportation to and from work
- High job satisfaction

Asked how to measure quality employment, the Council offered the following recommendations.

How to Measure the Quality of Employment

- Go directly to the source – ask the individual what is working well, what is missing, and what could be better
- Look at the degree that Work Incentives are utilized.
- Are there an adequate number of providers who are highly knowledgeable about work incentives
- Compare the individual's goals with his/her actual experience
- Are individuals with disabilities earning wages and have benefits that are comparable to other workers in the same industry
- How does the % of persons with disabilities who want to be employed compare to those who are actually employed?
- Are people working the number of hours that they would like to?
- Are individuals working in decent jobs where the employer offers good working conditions for *all* workers?

PUBLIC COMMENT

One member of the public attended the January meeting, but left before the end of the meeting.

EVALUATION OF THE MEETING

What worked – Started on time.

What didn't work – Pizza delivery person getting lost.

What would be helpful for future meetings? – Put meeting packets (agenda, minutes, background reading) on E-studio. At the top of each agenda include the purpose of the Council as stated in the law – *The Developmental Services Council provides leadership for consistent, systemic review and improvement of the developmental disability and acquired brain disorder services provided within New Hampshire's developmental services system.* (This suggestion was made in a conversation after the meeting wrapped up.)

AGENDA ITEMS FOR THE FEBRUARY MEETING

- Approve January minutes
- Answer to questions from January meeting –
 - Number of individuals using Consumer Directed service option
 - Other States that have similar Quality Councils that might offer a model
- Feedback from members who attended Granite State Employment forum

- Review first draft of Guiding Principles
- Discussion of Ideal Standards for Direct Support

ASSIGNMENTS

All – Review Quality Improvement Reports on the CSNI website -

<http://www.csni.org/nhqop/nhqop.htm>

Participating Organizations – on your agency’s website post the link to the Quality Council section on the BDS website

Dick Cohen, John Richards, Jennifer Pineo, Carol Stamatakis – Draft Guiding Principles

Pat Fair – Speak with CSNI about providing lunch for February meeting.

Denise Sleeper – Put Meeting Packets on E-studio

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 12th, February 9th, March 9th, and April 13th. Lunch will be provided.

THE NEXT MEETING IS TUESDAY FEBRUARY 9TH – WE WILL BEGIN PROMPTLY AT 11:00