

Celebrating  
40 YEARS



MONADNOCK  
DEVELOPMENTAL  
SERVICES

HELPING PEOPLE WITH DEVELOPMENTAL DISABILITIES  
LIVE AND WORK IN THEIR COMMUNITIES



Summer 2024

# THE CLIPBOARD

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The mission of MDS  
is to work toward  
inclusion, participation  
and mutual relationships  
for all people who are at  
risk of isolation from  
their community.

[www.mds-nh.org](http://www.mds-nh.org)

Inclusion  
Participation  
Mutual Relationships



Find us on  
Facebook

## Message from the Executive Director

I've been involved in non-profits for developmental disabilities for decades. While it's a business in which you get used to being short staffed, every week brings a new definition of how thin we can be stretched and the efforts our staff will go to provide services. In the realm of helping people with developmental disabilities and their families to live fulfilling lives, today's perpetual struggle to recruit and retain staff members is a dark cloud casting its shadow over our mission.

The reality of chronic understaffing is a familiar refrain, echoing through every level of the caregiver hierarchy. From frontline direct support professionals (DSPs) to program managers and service coordinators, the shortage of personnel poses a formidable obstacle to the delivery of quality care. Each passing month seems to redefine the boundaries of scarcity, pushing the limits of an already strained workforce to new extremes.

Our efforts to address this pressing issue runs the gamut, from running employment ads on Indeed and Facebook to offering referral and sign on bonuses. We've put flyers up at Keene State College. We attend career fairs, job fairs, volunteer fairs and community events. We have applied for a workforce recruitment grant to implement high school and college internship programs aimed at cultivating the next generation of caregivers, increase our marketing outreach to attract potential candidates, and build an online applicant portal to streamline the hiring process. This grant would allow us to educate others, especially those entering the workforce, about the possibilities of the wide range of fulfilling careers we have to offer. Despite these concerted efforts, the specter of turnover looms large, and underscores the interconnectedness of recruitment and retention. The challenge is not merely in enticing individuals to join the fold but in providing the support and resources necessary to ensure their longevity within the organization.

Yet, amidst the struggle to keep pace with demand, the weight often falls on existing staff – overburdened and stretched thin as they endeavor to cover the gaps left by their absent colleagues. The consequences of understaffing extend far beyond logistical inconveniences; they have profound implications for the individuals and families who rely on us for services. In an environment where every absence carries the threat of a potential crisis, the stakes are nothing short of life and death. Unlike industries where staffing shortages might result in delays or inconvenience, here, the absence of a caregiver can mean the difference between independence and dependence,



**Mary-Anne Wisell**  
MDS Executive Director

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## THE CLIPBOARD



### Executive Director/Publisher

*Mary-Anne Wisell*

### Managing Editor

*Linda Amaral*

### Editors

*Sheila Mahon*

*Sonja Martineau*

*Lurleen Morin*

*Mari Schacht*

*Charlie Wilder*

The Clipboard is an agency-wide MDS newsletter. All departments, families, individuals, and community organizations are invited to submit items to be included in the publication. The opinions expressed in articles are those of the people who have written and submitted the material. Therefore, the information contained in these articles is not necessarily the opinion of MDS.

Send your comments or articles to:

MDS Clipboard  
121 Railroad Street  
Keene, NH 03431  
603-352-1304 Fax: 603-352-1637  
clipboard@mds-nh.org

### MDS Board of Directors

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## Message from the Executive Director

(Continued from page 1)

autonomy and restriction.

Compounding the challenge is the issue of competitive wages – a critical factor in attracting and retaining talent. Passion and dedication abound among the current staff, yet they find themselves grappling with the harsh reality that caring for others shouldn't equate to financial sacrifice. The dedication of these caregivers is commendable, but it underscores the urgent need for systemic change to ensure that their contributions are duly recognized and compensated. It's important to note that our system is not alone here. Every nonprofit or for-profit organization which provides direct care to the young, like child care center employees, or the elderly, like home health aides, or to people with disabilities of all ages, like us, is currently facing a staffing crisis.

Until we are funded at a level at which we can pay our staff members adequately to compete with jobs in other industries, this crisis is not going to subside. As a society, we need to take a hard look at our values and make adjustments that reflect them. This is not going to get better. It will only get worse.

It's an ongoing narrative where the glass seems perpetually half-empty, yet within the depths of this dark cloud lies a glimmer of inspiration – a testament to the resilience and dedication of those who tirelessly champion the cause of compassionate care. Despite the challenges they face, our existing staff members remain steadfast in their commitment to improving the lives of those they serve, one interaction at a time. Behind the scenes, stories of progress and triumph emerge. Individuals once confined to the shadows of dependency now bask in the light of independence thanks to the unwavering support of dedicated caregivers. It's a reminder that amidst the darkness of adversity, hope prevails – a guiding light that illuminates the path forward, even in the bleakest moments.

As we confront the challenges of recruitment and retention in developmental disabilities care – and all endeavors that provide care to vulnerable people of all ages – let us not lose sight of the silver lining amidst the storm. Let us celebrate the resilience and dedication of those who tirelessly champion the cause of compassionate care. For in their unwavering commitment lies the promise of a brighter future – a future where every individual is valued, supported, and empowered to live life to the fullest. I believe that those are our values. And I am grateful to those who reflect them.

Mary-Anne Wisell  
Executive Director

Article published in the Keene Sentinel on May 3rd.

## Run~Walk~Smile



10K/5K/1 Mile

# SAVE THE DATE!

## 11/2/24



**Doug Flutie Jr.  
Foundation for Autism**



Nearly a decade ago the idea of a road race to raise funds for the unmet dental needs of adults with developmental disabilities was conceptualized. 2024 represents our 10<sup>th</sup> year of the Run~Walk~Smile 10k/5k/1mile road race in Keene. Since its inception in 2014, the funds from this race have paid for \$212,239 in dental requests for adults with developmental disabilities and countless dental visits all from the nearly 700 generous donors who have made this all possible.

It's the 10 year anniversary of MDS' Run~Walk~Smile as it returns on November 2<sup>nd</sup> and we are thrilled to share that we will be collaborating with the Doug Flutie Jr. Foundation for Autism and the Flutie 5K for Autism. The road race will continue to be a 10K/5K/1-Mile event and, continue to raise funds specifically for dental needs.

We are very pleased to be working with such an outstanding organization as the Flutie Foundation. They have helped people and families affected by autism live life to the fullest. This collaboration will increase our sponsor reach, decrease our overall cost for Run~Walk~Smile, allow us to provide more dental care for adults with developmental disabilities, and encourage more people from our community to join in on the fun on November 2<sup>nd</sup>.

We hope to see you the first Saturday in November whether you are volunteering, running, or walking.

## Employee Information

### **MDS Merchandise Store**

Check out the MDS logo wear available through a collaboration between MDS and Bulldog in Keene. We have selected t-shirts, sweatshirts, vests and a baseball hat that you can order and purchase.

All orders are placed with Bulldog by accessing the MDS online store. Here is the link:

<https://monadnockdevelopmentalservices.itemorder.com/shop/home/>

Any questions or requests for information on apparel should be directed to Bulldog. When items are ready, you will be responsible for picking them up at the Bulldog store in Keene. Orders are placed in batches. Once a batch is complete it will take about 3 weeks to be ready.

Please note, this is voluntary. MDS does not receive any profits from the sale of the merchandise.



It's that time of year again! Be sure to visit the NHGives website and donate on June 11<sup>th</sup> through June 12th. Let your friends and family know by sharing this or reaching out directly. We could use their help, too!

*Are you interested in becoming a fundraiser for Monadnock Developmental Services during NH Gives?*

Just go to our NH Gives profile at <https://www.nhgives.org/organizations/monadnock-developmental-services-nh> and click on the "Fundraise" button under our name to get started. Thank you for your support!

# Monadnock Family Council

## Family Council Happenings

by Lynn Yeiter

Families gathered at the Keene Family Y on February 17<sup>th</sup> for a mid-winter antidote for cabin fever. There were activities for all ages- climbing wall, basketball court, pool, and gymnastics area. As well as healthy snacks for energy and refreshment.

February 25<sup>th</sup> found families on the slopes of Granite Gorge Mountain Park in Roxbury, NH. Blessed with mild temps and sunshine the tubing hills were packed. Snacks and an Enchanted Cocoa Bar helped everyone re-fuel between tubing runs.

In April, the Council hosted nationally recognized leader, Michael McSheehan to learn about the importance for all students of inclusive education. Did you know students with disabilities who spend more time in general education classes have better academic, social, and employment outcomes? Decades of research show this to be true, but many schools still put students with disabilities in separate, special classrooms. This happens even more if the student has autistic or an intellectual disability.

May featured Glow Bowling at Bowling Acres in Peterborough, NH. With two hours of unlimited candlepin bowling, shoes, pizza and soft drinks provided, a good time was had by all. Lights and music added to the fun. As one participant expressed upon entering the venue, "It's a party!"

It was bowling again on Sunday May 19<sup>th</sup>. This time in Keene at Yankee Lanes which offers a ten-pin bowling experience. The food, facility, and company were great! Comments: "Pizza was delicious." "I had a lovely time." "Thank you again."

On June 2nd the Monadnock Family Council hosted its tenth annual picnic at The Inn at East Hill Farm in Troy. Perfect weather combined with excellent food and company made for a wonderful day. Some folks relaxed in the shade and enjoyed the clear view of Mt. Monadnock, while others had fun with the lawn games provided by The Inn as well as Games2Go, two outdoor swimming pools, and visiting with the farm animals. There was something for everyone from toddlers to grandparents (and even one great grandparent).

Comments from those who attended:

"He had Soooo much fun!"

"I truly think it was one of the best ones since we've attended!"

"TONS of fun at the lower level pool!! The kids all seemed to have an awesome time! So glad we could make it! "

The date's been set for next year- June 1, 2025 so mark your calendar.



# Monadnock Family Council YMCA Family Fun Night



*Looking to get a basket*



*Having fun with friends and family at the Y*



*Having fun on the balance beam*



*Carefully climbing the rock wall*



*Just hanging out*



*Swimming with Dad*

# Monadnock Family Council Bowling



*Keeping score*



*Hoping for a strike*



*Glow bowling is fun!*



*What's my score?*



*Having a ball*



*Slow and steady*



# Monadnock Family Council Annual Picnic



*Great family time*



*Shuffleboard anyone?*



*A perfect swim day*



*Swinging the day away!*



*The food was great!*



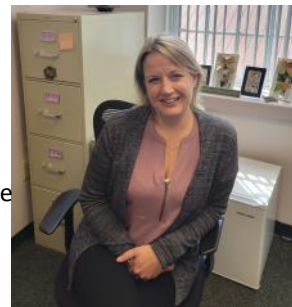
*Enjoying the beautiful weather*



## Notes & News

### **Welcome Alissa Delaney to the position of Director of Children's Services!**

Alissa has been at MDS for a total of 15 years in the following positions: DSP for in-home support, DSP for ISO, and ISO Program Manager. She has been a Children's Services Coordinator for the last ten years. Prior to MDS, Alissa worked as a para at a school and in daycare. Alissa loves working at MDS because it's so family-oriented and the organization is very flexible. She really enjoys the people she works with and is always happy to share and help. Alissa is a Monadnock Region native having been raised in Fitzwilliam. She lives in Marlborough and has three children – 18, 9 and 6 – all of which received services through ESS. Please congratulate Alissa to her new role at MDS!



### **Employee Spotlight**



In this edition of Clipboard, we wanted to put a spotlight on Linda Amaral, the Developmental and Fundraising Coordinator for MDS. Linda has been at MDS seven months, enough time to experience Run Walk Smile. In addition to most aspects of Run Walk Smile, Linda's role includes creating the Clipboard and Monadnock Views, generating Monthly Eblasts, mailing out the Annual Appeal, sending thank you notes for all donations, overseeing MDS' NH Gives site, updating the MDS website, attending Chamber of Commerce events including the annual golf tournament, posting on MDS' Facebook page, updating the community with Legislative information, coordinating fundraisers with local businesses to benefit MDS, applying for grants and scholarships, and getting MDS' name out in the community. Linda splits her time between Peterborough and Keene.



### **Attendance at a DDNA Conference**

Deborah Ellis-Nailor and other nurse trainers attended the 2024 Developmental Disability Nurse Association Conference in Florida in April 2024.

### **Unified Sports Award Ceremony**

On June 4th, KHS Unified Sports held an awards ceremony for their senior athletes. Pictured (L-R) are Colby Egouins, who received the 12 Season Award, Jack Elkan, who received the Unified Male Player of the Year award and the Harold Drew Track Award, Unified Sports Coach Dan Gruber, and Kelly Piper, who received the Unified Female Player of the Year award and the 12 Season Award.



# Community

## **Frank DiNino—Finding Community**

Often when a person with a developmental disability completes school, it can feel like falling off of a cliff in many aspects. One of those aspects is socially. Suddenly, they are no longer surrounded by a community of friendly, familiar faces that have often been around for years. Many peers move on, some leave town for college others are busy with full time jobs. Parents or caregivers, who are already overwhelmed, are tasked with trying to find social opportunities for their loved ones. This can sometimes be challenging, especially in our more rural communities.

One local mom, Amanda DiNino of Hancock, says that she's very grateful for Special Olympics and the social opportunities and experiences it affords her son, Frank, 23 years old. Amanda says, "Frank aged out of the Conval School District in 2022. Since then it's been tough to find his new "community". Frank joined up with the Monadnock Valley Patriots chapter of the Special Olympics, our local team, and it has been an invaluable experience. He sees old friends from high school and has made new friends as well, friends of all ages and abilities. Practices on weekends fill a social void and events like Winter Games, held in Waterville Valley, provide new and exciting opportunities, like a dance."

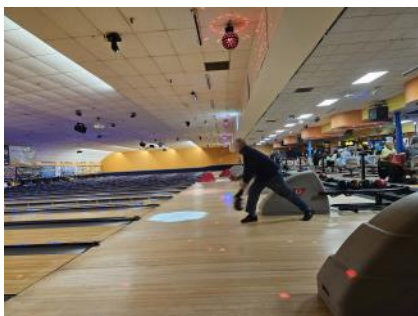
Like Frank, many people have been able to find their new community. If you're a parent or caregiver of an adult with developmental disabilities, MDS would love to hear from you about your experiences creating and or helping to facilitate a meaningful social life for your family member or the person you support. Please get in touch through your service coordinator or email [linda@mds-nh.org](mailto:linda@mds-nh.org).



## **Ken Wilder—Striking a Milestone**

By Traci Blain

Ken Wilder turned 70! Ken had an amazing birthday party thrown for him by Diane at Yankee Lanes in Keene on Saturday April 20<sup>th</sup>. He had a host of family and friends join him to celebrate this big milestone. Ken enjoyed bowling, cake and ice cream, and visiting with everyone. Ken has lived in the Monadnock Region for many years and is well known around the Keene area. He is a bright light for everyone that knows him with a ready smile and offer to do any work you may need done. Ken loves to work and even at 70 is not showing any signs of slowing down. He is an avid athlete with Special Olympics and has many medals to show his dedication to the sports he participates in. If you happen to see Ken out and about stop and tell him Happy Birthday! It's a big one!



# Project SEARCH

## Congratulations to the class of 2024!

Project SEARCH provides a comprehensive approach to employment training and career advancement for individuals with developmental disabilities. It provides real world skills training through a series of internships all designed to teach marketable skills that will transfer to a variety of employment settings. The program takes place at Cheshire Medical Center. This is a collaboration between Cheshire Medical Center, VR Health, and Monadnock Developmental Services. Cheshire Medical Center offers a wide variety of opportunities for employment training, everything from stocking to housekeeping to food service to office tasks.

### Meet our graduates:



#### Alex

**Completed Internships:** Women's Health, Nutrition, Environmental Services, and Physical Therapy

**Current Internships:** Supply Chain and Language Services

**Long Term Job Goal:** Stocking at CVS

**Hobbies:** Dancing, Watching Dancing with the Stars, Drawing, Playing Basketball

#### Drew

**Completed Internships:** Orthopedics, Nurse Clinic, Medical Oncology and Medical Records

**Current Internships:** Level 2 and Mailroom

**Long Term Job Goal:** A job stocking at a retail store or working in a nursing home

**Hobbies:** Watching the Philadelphia Eagles and Penn State Nittany Lions games



#### Irina:

**Completed Internships:** Medical Oncology, Physical Therapy, Orthopedics, and Volunteer Services Level 1

**Current Internships:** Women's Health and Volunteer Services Level 2

**Long Term Job Goal:** A job in customer service or helping others

#### Madison

**Completed Internships:** Supply Chain, Medical Records, Women's Health, and Nutrition

**Current Internships:** EVS and Nurse Clinic

**Long Term Job Goal:** Still deciding on future career

**Hobbies:** Playing video games, coloring, watching horror movies, drawing



#### Wyatt

**Completed Internships:** EVS, Volunteer Services, Supply Chain, and Mailroom

**Current Internships:** Orthopedics and Physical Therapy

**Long Term Job Goal:** Stocking in a retail environment

**Hobbies:** Riding my bike and looking at the stars

Graduation for Project SEARCH is on Friday, June 21st from 9:00-10:30am at Cheshire Medical Center.

Seating is limited. Please RSVP by June 12th. RSVP: Christina Edaugh at Christina@mds-nh.org



# Medicaid Fraud

## Medicaid Services & Documentation Requirements

Most of the services provided by Monadnock Developmental Services (MDS) are funded by Medicaid. With that comes a responsibility to monitor and ensure services are provided in accordance with rules and regulations. MDS is required to keep documentation for any service billed to the state of New Hampshire or Medicaid. This could be in the form of daily notes, monthly progress notes, or in the case of self-directed services, families may be familiar with the phrase “billing for services provided.”

If you receive any payment from Monadnock Developmental Services, such as a stipend, payment for respite, or a paycheck, it is important that you understand your documentation responsibility. Documentation functions like a receipt and it’s how we demonstrate that services were delivered which allows MDS to bill and receive payment through Medicaid. What happens if there isn’t documentation of a service? MDS must pay back any monies previously billed and received, even if services were provided. The state regularly monitors all agencies to ensure compliance with documentation requirements. This is done by auditing the service and billing documentation in agency files. At a local level we monitor through progress notes, service logs, and other information that is collected by service coordinators, program managers, and fiscal account managers.

### Best practices for good documentation:

- Work with the service coordinator or provider agency to get specific documentation requirements for the service you are providing.
- Review the Service Agreement to ensure you are providing and documenting the correct services.
- Write specifically about the services you provide.
- Document the service the day it is provided-don’t wait until the end of week or month.
- Make sure your time sheet accurately reflects the hours you worked, no more, no less.
- If you approve time sheets for a staff person, approve only the hours the person worked.
- Submit documentation to MDS (or the provider agency) and include any record of services that were provided in accordance with the Individual Service Agreement, Family Action Plan.



# MDS: Birth to Three Program

## MDS to implement Pyramid Model practices in the MDS: Birth to Three program

By Jason Peck

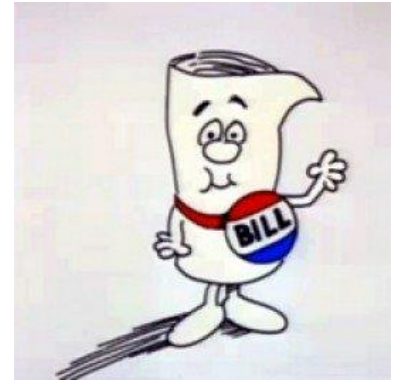
MDS is excited to launch the Pyramid Model practices in the MDS: Birth to Three program. The Pyramid Model is a framework of evidence-based practices for promoting young children's healthy social and emotional development. In New Hampshire, Head Start programs, early care programs, preschools, and higher education institutions have implemented Pyramid Model practices for several years. The Family Centered Early Supports and Services (FCESS) Office in the Department of Health and Human Services asked the FCESS leadership team to partner together and begin implementing Pyramid Model practices in ESS. The programs that are implanting the practices are: Northern Human Services, Easter Seals, and MDS: Birth to Three. For three years, the three programs will receive technical support from national trainers at the National Center for Pyramid Model Innovations. After each program is trained, they will support other programs in New Hampshire until each program has received support in Pyramid Model practices. This will assist to align Early Supports and Services with other state wide early childhood programs. Based on over a decade of evaluation data, the Pyramid Model has shown to be a sound framework for early care and education systems.



# Legislative Advocacy

## 2024 Legislative Session: Only Two Weeks Remain

The conclusion of the 2024 legislative session is rapidly approaching! This week, House and Senate conferees will meet to discuss over 60 bills that remain unresolved. The process to resolve these disputes is known as a committee of conference. House and Senate members will meet jointly to discuss each bill and determine if a compromise can be reached. Any bill in a committee of conference that reaches agreement must return once again to the House and Senate floor next week for an up or down vote (no amendments are allowed). If the committee of conferences fails to reach agreement, the bill dies without a floor vote.



**The following bills will soon be heading to the Governor's desk for signature:**

HB 1168 establishes a committee to **study the impact of the housing crisis on people with disabilities**. The committee will consist of four members of the House of Representatives, appointed by the Speaker, and one member of the Senate, appointed by the President of the Senate. The committee's responsibilities include assessing the scope and severity of housing issues for individuals with disabilities, evaluating the current housing availability, and exploring potential solutions to increase the supply of affordable and suitable housing for this population. An interim report with findings and recommendations for proposed legislation is due by November 1, 2024, with a final report due by November 1, 2025.

HB 1028 establishes a commission to **study the delivery of behavioral crisis services to individuals with mental illness primarily caused by intellectual disability**. The commission will be composed of members from the House of Representatives, the Senate, the Department of Health and Human Services, a community mental health center, a disability care area agency, a disability rights organization, and a family member caring for an individual with mental illness primarily caused by an intellectual disability. The commission is tasked with studying service delivery gaps, creating a plan for legislative and regulatory changes, and assessing the need for an acute crisis center in New Hampshire. The commission is required to report its findings and recommendations by November 1, 2024.

HB 1615 **repeals the autism registry**, including the relevant sections of the law that established and governed it. Specifically, it seeks to repeal RSA 171-A:30, which pertains to the autism registry itself, RSA 171-A:31, which relates to rulemaking for the registry, and the subdivision heading preceding RSA 171-A:30. The bill also instructs DHHS to destroy all individual records contained within the autism registry, while allowing the department to retain aggregate data at its discretion.

SB 409 provides **\$500,000 for the biennium ending June 30, 2025, to DHHS for the purpose of funding recreational activities for individuals with developmental disabilities**. This appropriation is in response to CMS's clarification that recreational services are not reimbursable under Medicaid. To be eligible for these funds, individuals must have exited the school system and be receiving services under certain Medicaid waivers. DHHS is tasked with contracting an organization to administer these funds, with a limit of \$600 per individual for recreational services. The bill requires DHHS to report on the utilization of these services to the fiscal committee.

## 2024 State Election:

We continue to see various candidates join the 2024 field or announce their retirement. Below are key dates for the upcoming elections:

- Candidate Filing Period - **June 5-14**
- State Primary Election - **September 10**
- General Election - **November 5**

Please reach out to Linda Amaral with any questions at [Linda@mds-nh.org](mailto:Linda@mds-nh.org).



## *Pop Up Legal Clinics*

# Keene Pop Up Legal Clinics



JUNE ~ JULY ~ AUGUST

**Last Thursday of each month: The Community Kitchen**

37 Mechanic St, Keene 11:30am – 5:30pm

**Last Friday of each month: NH Care Collaborative**

105 Castle Street, Keene 11:00am – 2:00pm

**Last Friday of each month: Jaffrey Farmers' Market**

Jaffrey Public Library Lawn – 38 Main Street, Jaffrey 3:00pm – 6:00pm

# BDS Update

## **BDS System Redesign Listening Sessions & Surveys**

As a follow-up to the recent system redesign changes, BDS engaged with developmental services stakeholders through dedicated listening sessions and surveys from November through April. The feedback received will be used in guiding their planning and vision for a system that meets each individual and family's needs. The listening sessions had a total of 383 participants. There were five listening sessions with individuals and families and one each for Service Providers, Service Coordinators, and Area Agencies. The surveys had a total of 360 responses from Individuals and Families, Service Providers, Service Coordinators, and Area Agency Staff. The following are the findings and next steps.

### **Key priorities across stakeholders:**

*Communication* – desire for clear, open and transparent communication between stakeholders

*Workforce Investment* – increase wages for better compensation for Direct Support Professionals and Service Coordinators

*Training and Development* – develop onboarding practices for new staff, access to ongoing professional development opportunities for existing staff, access to training opportunities for families

*Access to Services* – ensure resources and services are available and accessible across regions and increase the flexibility of service delivery

### **Key priorities across individuals and families:**

*PDMS Design and Flexibility* - desire for more transparency, flexibility, and control over the options available within Participant Directed and Managed Services

*Caregivers Supports and Future Planning* - information is needed to support future planning, housing options and transitioning to adult services for individuals with disabilities

*Housing* - access to accessible and affordable housing for individuals and families as well as housing options and support for Direct Support Professionals

### **Priorities shared by Developmental Services stakeholders:**

*Person Centered Practices and Planning* - tailoring services around specific needs, desires, and aspirations of individuals and families with an emphasis on individual choice, through a person-centered approach

*Rates and Funding* - develop sustainable funding and fair rate structures to service individuals in New Hampshire

*System Efficiency and Stability* - reduce administrative burden on developmental services staff, identify redundancy in processes, and standardized practices

### **Next Steps:**

#### **Communication and Information**

- Individuals and families resource webpage
- Community forums

#### **Workforce Investment**

- Rate development
- Developmental disabilities waiver

(Continued on page 17)

## BDS Update

(Continued from page 16)

### Participant Directed and Managed Services

- National expertise to guide best practices and enhancements

### Access to Services, Trainings, and Resources

- Person and family centered planning and services
- Resources tools and guides to services

DHHS and BDS heard loud and clear the requests by individuals and families and developmental services personnel. They plan to act on improvements to the system.

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Hello! I would love to hear from you!

Our Region 5 Area Agency serves about 1,000 individuals and families in the Monadnock Region. You are the reason we are here and we want to be sure your voice is heard.

As your Executive Director, I want to hear from you.

- Do you have feedback you'd like to share?
- Do you have unresolved concerns?
- Do you have questions about your current services or the BDS system redesign?
- Do you want to find out more about our MDS mission of inclusion, participation and mutual relationships?



Please reach out — 603-352-1304 or [MaryAnneW@mds-nh.org](mailto:MaryAnneW@mds-nh.org).

### Email Address for Self-Directed Services Department

Just a reminder we now have the [sdsadmin@mds-nh.org](mailto:sdsadmin@mds-nh.org) email address for Self-Directed Services (PDMS and IHS) families to submit their monthly paperwork to MDS. The administrative assistant for the department will then ensure that all paperwork is distributed to the appropriate person.



## Self Advocacy

**MDS Region 5**  
**Self-Advocacy Connection**  
**Come get to know us!**  
**June through September 2024**



Day	Date	Time	In Person Host Location - also available via ZOOM (ZOOM LINKS posted on MDS Training Calendar) Locations will be announced each month or call to confirm.
Monday	June 17, 2024	10:30 am to 11:30 am	Live Session - MDS Keene Office Also available via ZOOM
Monday	July 15, 2024	10:30 am to 11:30 AM	TBD - MDS Peterborough & Keene Offices OR Provider Agency Location Also available via ZOOM
Monday	August 19, 2024	10:30 am to 11:30 AM	TBD - MDS Peterborough & Keene Offices OR Provider Agency Location Also available via ZOOM
Monday	September 16th	10:30 am to 11:30 AM	TBD - MDS Peterborough & Keene Offices OR Provider Agency Location Also available via ZOOM

3<sup>rd</sup> Monday – Hosted live at one or both of the MDS Offices OR Provider Agency Host location –

You may also attend via ZOOM! The ZOOM link will be available unless we are holding a special event where we do not have wifi access. Come help us plan one!

Zoom Link: <https://zoom.us/j/87016696979?pwd=d1JuckU3NVg0dTlyV01ubFc2cDYvZz09>

Meeting ID: 870 1669 6979

Passcode: 407639

*(If your provider agency is interested in hosting one of our meetings, please let us know)*

For more information contact Mari Schacht at MDS – [selfadvocacy@mds-nh.org](mailto:selfadvocacy@mds-nh.org)

603-352-1304 ext 212

# Resources & Opportunities

## New Hampshire Resources

### ABLE NH

2 1/2 Beacon Street  
Concord, NH 03301  
(765) 4ABLENH  
[www.ablenh.org](http://www.ablenh.org)

Advocates for the civil and human rights of all children and adults with disabilities. Promotes full participation by improving systems of supports, connecting families, inspiring communities, and influencing public policy.

### Disabilities Rights Center

64 N. Main Street, Suite 2  
Concord, NH 03302  
(800) 834-1721 (603) 228-0432  
[www.drcnh.org](http://www.drcnh.org)

Provides advocacy assistance, information and referral services to families and individuals with disabilities.

### Governor's Commission on Disability

54 Regional Drive, Suite 5  
Concord, NH 03301  
(800) 852-3405 (603) 271-2773  
[www.nh.gov/disability](http://www.nh.gov/disability)

Information and referral service, Client Assistance Program for vocational rehab clients, Barrier Free Committee, and newsletter.

### NH Council on Developmental Disabilities

2 1/2 Beacon Street  
Concord, NH 03301  
(603) 271-3236  
[www.nhddc.nh.gov](http://www.nhddc.nh.gov)

Recommends policy and advocates for legislative change on issues affecting people with developmental disabilities. Not a direct service agency, but likes to hear your thoughts.

### NH Family Voices

129 Pleasant Street  
Concord, NH 03301  
(603) 271-4525  
[www.nhfv.org](http://www.nhfv.org)

Family organization that provides services to families and professionals caring for children with special health care needs and/or disabilities. network of families speaking on behalf of children with special health care needs.

**MDS is hiring! Email [employment@mds-nh.org](mailto:employment@mds-nh.org)**

**Respite Providers Needed**  
*Part time hours with flexibility!*



***Looking for rewarding part-time work?***

***Are you dedicated, creative, committed, team-oriented, with a good sense of humor?***

***MDS is hiring part-time Direct Support Professionals (DSPs) for children and adults in Keene and Peterborough.***

**You could make a huge difference in someone's life!**

**Call 603-352-1304 or send an email to us at [employment@mds-nh.org](mailto:employment@mds-nh.org) for more information.**



**Inclusion • Participation • Mutual Relationships**

### Medicaid False Claims Act

False claims are not claims with innocent billing mistakes. False claims include services that are:

- ♦ Not rendered
- ♦ Not supported by patient's medical record
- ♦ Part of a previously submitted claim
- ♦ Upcoded

Watch a brief video on the False Claims Act to help you understand and comply with this law:

<https://www.youtube.com/watch?v=BbZ78QTLtQ&feature=youtu.be>

### Rights & Responsibilities Concern?

To file a complaint with the Bureau of Developmental Services (BDS), call 1-855-450-3593. After you file a complaint, an investigator will contact you directly.

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/dltss-individual-rights-brochure.pdf>

### Mack's Lunch Stop

Mack's Lunch Stop meets at UCC Tuesday, Wednesday and Thursday from 11am to 2:00pm through June 20. It will be at Wheelock Park June 25 through September. They meet each weekday from 11am to 2pm.

Annual membership fee is \$30.

For more information and to become a member, contact Robb Hobbs at : [robb22281@gmail.com](mailto:robb22281@gmail.com).