

DS Stakeholders' Forum Wrap-Up
January 6, 2009

What are you not willing to sacrifice? What's working?

- Families value home-based service component
- Family-centered care
- Family Support funding and flex funding
- Family Advisory Council
- Availability of respite funds
- In-Home Supports program (family-focused, helps meet goals, doesn't rely on 1 person, good outcomes for client and family, saves \$ in long run)
- Residential options & funding for these options
- Home Providerships (gives a person independence while keeping him/her safe)
- Transportation for clients to program
- 1:1 service contact to help when in crisis
- Day Programs (consumers are given support to participate in individualized & meaningful days)
- Team approach combined with individualized planning
- Consistency in teams
- Community Partners has 2 areas of expertise (BH & DS) (need to ensure that communication is strong between both systems)
- Ability of staff to spend quality time with a person and really get to know them—not just the info in the file
- Autonomy of Area Agencies
- Grant Writer position
- Special Olympics

What changes can the system make that will enhance quality & save money in years to come?

- Get rid of or minimize State bureaucracy (reduce regulatory burdens & increase efficiency)
- Use emails rather than postal
- Statewide insurance & purchasing
- Look at how respite dollars are allocated (give to families/consumers who meet certain criteria rather than age criteria)
- Pool services and share resources with other service systems (e.g. transportation)
- DD system should get a share of lottery \$
- Increase grant writing statewide
- Implement a sliding scale fee for Early Supports & Services
- Increase community collaboration (nonprofit and for-profit)
- Fund a Resource Coordinator in each area (or add to existing job)
- Increase the use of Consolidated Developmental Services (CDS) slots
- Develop a statewide program for Human Service employees that rewards good health, leading to reduced healthcare costs for agencies

- Look at DD system in other states; what do they do better or differently than NH? What do they know that NH doesn't and what can we learn from them?

Ideas for cost or time-saving strategies at the agency level:

- Be open & willing to try new strategies that will provide the same level of service
- Replace some ESS home visits with center-based services (serve more in less time with less travel by staff)
- Combine center-based and home-based services (e.g. quarterly home visits)
- More meetings/intakes at agency rather than having staff travel to home
- Coordinate home visits in specific areas (e.g. do all visits in Milton in one day)
- Organize caseloads based on location of consumers and families
- Limit the location radius of activities for day programs
- Increase the family contribution for transportation
- Implement a sliding scale fee for transportation
- Implement a sliding scale fee for Early Supports & Services
- Create a volunteer driver program & post needs on website or in offices (Ride Board)
- Continue collaboration with Alliance for Community Transportation (ACT)
- Examine ways to shift responsibilities
- Use the paraprofessional model
- Rent & use space in the areas of the region to serve children in Early Supports & Services in that area (center-based)
- Look at other ways to work with families with private insurance, who may have other options
- More email vs. postal communication
- Combine services that day programs offer
- Ask families in a position to do so to give up 1 hour of respite funds
- Increase use of CDS slots (minimize # of staff on team, give family 1 contact person)
- Increase grant writing
- Increase smaller-scale fundraising efforts (departmental)
- Maximize community resources for donations & fundraising (targeted fundraising—e.g. sponsorships for camp)
- Utilize Family Support newsletter for targeted fundraising
- Increase community collaboration & reach beyond our small circle of support (UNH, churches, friends, family, neighbors, businesses, community, media)
- Ensure consumers receive services as early as possible (early intervention saves \$)
- Do a cost-analysis of all programs to determine which are most cost-effective
- Look at untapped resources within the agency and determine what services could be provided for a profit (e.g. Lighthouse Management model)
- Deduct mileage for staff from family's respite funds