

New Hampshire's Ongoing Monitoring

Description of how the state's oversight systems (licensure and certification standards, provider manuals, person-centered plan monitoring by case managers, etc.) have been modified to embed the regulatory criteria into ongoing operations*;

DD/ABD Waivers:

- The state created a standardized Service Agreement (person centered planning document) template that includes the necessary HCBS requirements. **DD/ABD GENERAL IMPLEMENTATION STRATEGY #1** in NH's STP.
- The state's Office of Program Support (certification/licensing entity) has included HCBS expectations into their monitoring tool. Providers who are identified as deficient must submit a plan of correction within 21 days of the certification visit. **DD/ABD GENERAL IMPLEMENTATION STRATEGY #3** in NH's STP.
- The state updated its contracts with providers of service to include HCBS compliance. **DD/ABD GENERAL IMPLEMENTATION STRATEGY #4** in NH's STP.
- Embedded the modification criteria into He-M 310, Rights of Persons Receiving Developmental Services or Acquired Brain Disorder Services in the Community to ensure that it is being followed and that local Human Rights Committees are reviewing and approving the modifications. **DD/ABD TOPIC AREA GOAL #7** in NH's STP.
- Residency Agreements will be part of the person centered planning process and will be monitored as part of the Certification Process and the file review audits completed by BDS. **DD/ABD TOPIC AREA GOAL #15** in NH's STP.
- Inclusion of Final Settings Requirements in the rights training that Direct Support Professionals receive during orientation and annually.
- Inclusion of Final Settings Requirements in the rights and responsibilities booklet that participants receive annually. **DD/ABD TOPIC AREA GOAL #6** in NH's STP.

CFI Waiver:

- Development of standardized forms and policies for CFI providers. **CFI GENERAL IMPLEMENTATION STRATEGY # 2** in NH's STP.
- Final Settings Rule training has been developed. **CFI GENERAL IMPLEMENTATION STRATEGY #4** in NH's STP.
- Inclusion of HCBS requirements for licensing visits. **CFI GENERAL IMPLEMENTATION STRATEGY #5** in NH's STP.
- Updated the complaint process for CFI participants. **CFI GENERAL IMPLEMENTATION STRATEGY #8** in NH's STP.

New Hampshire's Ongoing Monitoring

- Added employment services as an available service to the CFI waiver. **CFI TOPIC AREA GOAL #3** in NH's STP.
- The Bureau of Elderly and Adult Services (BEAS) has embedded person-centered planning and practices in its contracts, rules, policies, performance measures and outcomes as outlined in its State Plan on Aging.
- Implemented Person-Centered Options Counselor training to support ongoing person centered planning.
- Inclusion of Final Settings Requirements in training expectations for CFI providers.

IHS Waiver:

- Quarterly Satisfaction Surveys with any identified areas of follow-up being facilitated by the Service Coordinator.
- Visit from Service Coordinators to monitor HCBS expectations during in person visits to individuals' homes.
- Ongoing review of monthly progress reports.
- Complaint data regarding all of the HCBS expectations with appropriate follow-up identified by the complaint investigator. This includes coercion and restraint.
- Modification plans (approved by the local Human Rights Committee).
- Embedding the Final Settings Rule expectations into He-M 310, "Rights of Persons Receiving Developmental Services or Acquired Brain Disorder Services in The Community" for education.
- Annual training on the final rule and its expectations for both participants and providers.

Description of how the state assesses providers for initial compliance and conducts ongoing monitoring for continued compliance*; and

DD/ABD Waivers:

- The state has developed a process for new providers of service which includes:
 - HCBS compliance is identified as part of the Medicaid provider qualifications
 - A Provider Self-Assessment specific to the Final Settings Rule is completed by the provider of services,
 - Submission of policies and procedures which are compliant with HCBS expectations,
 - An attestation that the setting is compliant with the Final Settings Rule,
 - Access to technical assistance, if needed

New Hampshire's Ongoing Monitoring

- Ongoing Monitoring Efforts include:
 - Ongoing oversight by Advisory Task Force. **DD/ABD ONGOING MONITORING GOAL #5** in NH's STP.
 - The state will complete additional site visits. **DD/ABD ONGOING MONITORING GOAL #6** in NH's STP.
 - Use of the quarterly satisfaction process to ensure ongoing compliance with HCBS expectations. **DD/ABD ONGOING MONITORING GOAL #8** in NH's STP.
 - Analyze and trend complaint data to monitor trends related to compliance. **DD/ABD ONGOING MONITORING GOAL #9** in NH's STP.
 - Analyze statewide employment data to monitor efforts regarding employment. **DD/ABD ONGOING MONITORING GOAL #10** in NH's STP.
 - Use of the certification process for identification of HCBS compliance. **DD/ABD GENERAL IMPLEMENTATION STRATEGY #3** in NH's STP.
 - Use of the Service Agreement template as part of the certification process. **DD/ABD GENERAL IMPLEMENTATION STRATEGY #1** in NH's STP.
 - Use of the revised certification tool which includes HCBS expectations. **DD/ABD GENERAL IMPLEMENTATION STRATEGY #3** in NH's STP.

CFI Waiver:

- The state has developed a process for new providers of service which includes:
 - HCBS compliance is identified as part of the Medicaid provider qualifications
 - A Provider Self-Assessment specific to the Final Settings Rule is completed by the provider of services,
 - Submission of policies and procedures which are compliant with HCBS expectations,
 - An attestation that the setting is complaint with the Final Settings Rule,
 - Access to technical assistance, if needed
- Ongoing Monitoring Efforts include:
 - Ongoing oversight by Advisory Task Force. **CFI ONGOING MONITORING GOAL #5** in NH's STP.
 - The implementation of a quality monitoring process for Adult Day Services settings. **CFI ONGOING MONITORING GOAL #6** in NH's STP.
 - The implementation of a quality monitoring process for Assisted Living Settings. **CFI ONGOING MONITORING GOAL #7** in NH's STP.
 - The implementation of ongoing quality monitoring process for Case Management Agencies. **CFI ONGOING MONITORING GOAL #8** in NH's STP.
 - Analyze and trend complaint data to monitor trends related to compliance. **CFI ONGOING MONITORING GOAL #9** in NH's STP.
 - Enhancement of the Risk Identification, Mitigation and Planning (RIMP) Process. **CFI ONGOING MONITORING GOAL #10** in NH's STP.
 - The state will complete additional site visits. **CFI ONGOING MONITORING GOAL #12** in NH's STP.

New Hampshire's Ongoing Monitoring

- Development of a standardized tool for licensing visits that includes HCBS expectations.
CFI GENERAL IMPLEMENTATION STRATEGY #5 in NH's STP.

IHS Waiver:

- The state determined that its In-Home Support Waiver, which provides services for children with developmental disabilities in their homes, includes settings that are considered in compliance because all services are provided in the participant's home. These settings will be included in the ongoing monitoring plan to ensure compliance, especially in relation to isolation.
- Ongoing Monitoring Efforts include:
 - Quarterly Satisfaction Surveys with any identified areas of follow-up being facilitated by the Service Coordinator.
 - Visit from Service Coordinators to monitor HCBS expectations during in person visits to individuals' homes.
 - Ongoing review of monthly progress reports.

Description of a beneficiary's recourse to notify the state of provider non-compliance (grievance process, notification of case manager, etc.) and how the state will address beneficiary feedback.

DD/ABD/IHS Waivers:

- A beneficiary can file a complaint by calling the Office of Client and Legal Services (OCLS) at 1-855-450-3593. OCLS will follow the process outlined in the state's Rights Protection Procedures for Developmental Services http://www.gencourt.state.nh.us/rules/state_agencies/hem200.html. Remediation, if applicable, will occur based on the complaint investigation outcome.
- A beneficiary can bring up any areas of non-compliance during the quarterly satisfaction process. Follow up will be facilitated by the Service Coordinator.
- A beneficiary can bring up any areas of non-compliance to any member of their support team who would then be required to file a complaint.

CFI Waiver:

- A beneficiary can bring up any areas of non-compliance to their case manager.
- A beneficiary can file a complaint with Adult Protective Services (603-271-7014 or 1-800-949-0470 or APSCentralIntake@dhhs.nh.gov) or the Office of the Long-Term Care Ombudsman's Office (603-271-4375 or 1-800-422-5640 or OLTCO@dhhs.nh.gov) Remediation, if applicable, will occur based on the complaint investigation outcome.