

## NEW HAMPSHIRE -- 2001 Real Choice Systems Change Grant

### Identified Problems with the States' Long-Term Care System

- The service system for elders and persons with disabilities and chronic illnesses is fragmented and/or driven by a locally supported network in some areas.
- The NH guardianship statute is a barrier to self-directed services.
- Public transportation for elders is limited.
- Assistive technology is often not reimbursable by Medicaid or Medicare and consumers face delays in obtaining it.
- Support for public education for children with disabilities is not strong and is not coordinated across systems.

### Perceived Strengths

- Systems for community mental and DD health supports are among the best in the country.
- Families and people with disabilities are active in the legislative process.
- Section 8 vouchers can be used for people leaving nursing homes.

### Primary Focus of Grant Activities

- Changes in formal service structures to support consumer-directed services and supports.
- Improved information about consumer-directed supports.
- Innovative replicable models that support integration and choice.
- New leaders, policies, and enabling legislation.

### Goals, Objectives, and Activities

**Overall Goal.** To develop a statewide system that operationalizes the concepts of consumer-directed services and supports, individualized budgeting, service brokerage, and quality assurance for people with disabilities, elders, and others in need of long-term services and supports.

**Goal.** Develop and support management and advisory structures.

#### *Objectives/Activities*

- Assemble a Real Choice Consumer Council and Leadership Policy Council.
- Develop an interagency task force on transportation issues.
- Develop and/or modify Medicaid waivers to support consumer-directed services.
- Design and implement an evaluation and monitoring system.

**Goal.** Support one community to serve as a laboratory for change in the long-term support system.

***Objectives/Activities***

- Select one model community for employing all activities of FLEX.
- Demonstrate consumer-directed services with 100 individuals in that community.
- Develop a system to monitor quality outcomes and disseminate to other regions of state.
- Conduct ongoing qualitative and quantitative evaluation of the FLEX interventions.

**Goal.** Establish a Policy Resource Center.

***Objectives/Activities***

- The Policy Resource Center (PRC) will issue reports on the regulatory, legal, and real world functioning of the state's community service systems and funding streams.
- The PRC will compare specific areas within each of the service systems.
- Collaborate with the NH Department of Health and Human Services (DHHS) to develop capacity to document trends and outcomes.
- The PRC will provide ongoing support to the model demonstration community.

**Goal.** Develop leadership and technical assistance activities.

***Objectives/Activities***

- Build a consumer-based coalition of individuals and consumer-run organizations.
- Provide an annual 8-day leadership training and grassroots organizing event and ongoing training and technical assistance to participants and graduates of training.
- Sponsor an annual Long-Term Community-Based Care University.
- Support professional training programs at various academic institutions.

**Goal.** Implement model projects that address specific barriers to self-directed services.

***Objectives/Activities***

- Develop and implement a rural outreach model to increase access to assistive technology and DME.
- Demonstrate innovative self-directed strategies with a minimum of 100 individuals.
- Provide education and support to the MH Peer Support Centers about the principles of long-term community care.
- Identify 15 individuals with developmental disabilities in one region of the state and match with trained mentors as an alternative to guardianship.
- Conduct six regional trainings to disseminate findings and support adoption of the models.

**Goal.** Develop and implement a comprehensive evaluation strategy.

***Objectives/Activities***

- Provide all FLEX personnel and related community personnel with training on Empowerment Evaluation.
- Develop a formative evaluation plan that assures timely completion of FLEX activities.
- Develop a common evaluation strategy for Model Community Sites and demo projects.
- Design a 3-year qualitative evaluation of 20 individuals to analyze consumers' lives.
- Design a consumer feedback component for FLEX web site to assure ongoing evaluation.

**Goal.** Develop creative dissemination strategies.

***Objectives/Activities***

- Publish and disseminate four Policy Briefs per year through the Policy Resources Center.
- Disseminate project results and products through 10 presentations and conferences each year, including one annual conference.
- Prepare a written report on organizational changes and developments that helped facilitate consumer choices in the design and delivery of support services.
- Develop and publish a guidebook for consumers and families on practical strategies for designing and managing a personal support network.
- Engage in public awareness activities by submitting at least 10 stories to the local newspapers, public radio, and TV.
- Submit three manuscripts for publication in referred journals.
- Develop a consumer friendly accessible web site.

**Key Activities and Products**

- Reports of qualitative and quantitative evaluation.
- Reports of the Policy Resource Center.
- Training manuals.
- FLEX web site.
- Written report on organizational changes/developments facilitating consumer choices.
- Guidebook for consumers/families for designing/managing a personal support network.
- Three manuscripts for publication in referred journals.

### **Consumer Partners and Consumer Involvement in Planning Activities**

- The Governor’s Task Force on Employment and Economic Opportunity coordinated the grant application process. This task force comprises individuals with developmental disabilities, mental illnesses and physical disabilities as well as elders and representatives from all state agencies and advocacy groups with an interest in improving the lives of persons with disabilities in New Hampshire.
- A planning session/retreat was held with a broad representation of consumers, advocacy groups, and agency representatives. The goals of the grant were articulated through this broad based planning effort.

### **Consumer Partners and Consumer Involvement in Implementation Activities**

- CAUSE—will assist FLEX with leadership training and developing the NH Network on Self-Directed Services.
- Mental Health Peer Support Centers—will provide education, peer counseling, and outreach to persons with mental illnesses related to consumer-directed services and the principles of recovery. They will serve on the Real Choice Consumer Advisory Council.
- The president of People First is on the Real Choice Consumer Advisory Council.
- Granite State Independent Living will assist with the development and implementation of consumer-directed personal care services, will provide education and outreach to consumers and will serve on the Real Choice Consumer Advisory Council.

### **Public Partners**

- Governor’s Task Force on Employment and Economic Opportunity.
- Franklin Pierce Law School’s Center for Health, Law, and Ethics.
- UNH Institute for Health Policy and Practice.
- NH DHHS’s Divisions of Elderly and Adult Services, Behavioral Health, and Community Developmental Services, and the Medicaid Director.
- DD Council.

### **Private Partners and Subcontractors**

- Granite State Independent Living Foundation.
- NH Assistive Technology (NHATECH).
- MH Peer Support Agencies.
- NH Area Agencies.
- NH Community Mental Health Centers.

### **Public and Private Partnership Development/Involvement in the Planning Phase**

#### **Public Partners**

- Governor’s Task Force on Employment and Economic Opportunity (GTFEED) coordinated the submission of the Real Choices grants.

- Franklin Pierce Law School’s Center for Health, Law, and Ethics participated in the planning and development of the grants.
- UNH Institute on Disability organized and facilitated the planning sessions and provided staff to write the grants.
- NH DHHS’s Divisions of Elderly and Adult Services, Behavioral Health, and Community Developmental Services, and the Medicaid Director participated in the planning, development, and writing of the grants. They also provided in kind and matching funds.
- DD Council coordinates the GTFEEO and participated in all planning and development activities.

**Private Partners**

- Granite State Independent Living Foundation assisted in planning, development, and writing the grants.
- NH Assistive Technology (NHATECH) provided information regarding assistive technology needs in NH.
- MH Peer Support Agencies participated in all planning activities.
- NH Area Agencies participated in planning activities.
- NH Community Mental Health Centers participated in planning activities.

**Public and Private Partnership Development/Involvement in Implementation**

**Public Partners**

- The Governor’s Task Force on Employment and Economic Opportunity will be a member of the Consumer Advisory Council, implementing personal care services.
- Franklin Pierce Law School’s Center for Health, Law, and Ethics will develop the Policy Resource Center for researching legal barriers and developing policy briefs.
- UNH Institute for Health Policy and Practice will participate in the Policy Resource Center.
- The UNH Institute on Disability will be the primary contractor responsible for carrying out grant activities, conducting research and evaluation, and disseminating results.
- NH DHHS’s Divisions of Elderly and Adult Services, Behavioral Health, and Community Developmental Services, and the Medicaid Director will provide in kind and matching funds for grant activities and staff support, serve on the Leadership Council, and attend Consumer Advisory Council meetings.
- The DD Council will collaborate on grant activities, provide staff support to grant activities, and attend Consumer Advisory Council meetings.

**Private Partners**

- Granite State Independent Living Foundation will implement consumer-directed personal care services, serve on the Consumer Advisory Council, and provide staff support.
- NH Assistive Technology (NHATECH) will implement a mobile assistive technology unit.

- MH Peer Support Agencies will provide peer counseling, education and outreach to persons with mental illness. They will also serve on the Consumer Advisory Council.
- NH Area Agencies will participate in implementation of grant activities.
- NH Community Mental Health Centers will participate in implementation of grant activities.

**Existing Partnerships That Will Be Utilized to Leverage or Support Project Activities**

- Grants from SSA, Medicaid Infrastructure Grant, and the Dept. of Labor One Stop Project will help to build benefits planning and support infrastructure for consumer choice and employment of people with disabilities.
- Project Lead, a self-advocacy leadership project funded by ADD.
- Elder Family Support, an ADD funded project designed to support older parents who have adult children living at home.
- Elder Family Support, the current Nursing Home Transitions Grant.

**Oversight/Advisory Committee**

- FLEX will be operated and managed through the NH DHHS in collaboration with the UNH Institute on Disability.
- A Real Choice Consumer Advisory Council will provide advice and direction to grant staff. They will help develop the RFP for the model community project and will also serve in an advisory role for that project.
- The FLEX Leadership Council will advise the Commissioner of Health and Human Services. This Council will discuss barriers identified through the Consumer Advisory Council and grant activities and will advise the Commissioner on areas for change.

**Formative Learning and Evaluation Activities**

- Each month, project staff will complete a Progress Evaluation Chart. Activities will be reviewed and assigned a code from 1-7, depending on status.
- A summative evaluation will also be conducted by an Evaluation Committee comprising staff and key personnel of the various initiatives.

**Evidence of Enduring Change/Sustainability**

- The pilot community/region will be provided support to develop and sustain an individualized budgeting process.
- A training guidebook that includes outcomes will be made available.
- By the end of Year 3, policy and procedural changes will be evident throughout DHHS.

**Geographic Focus**

Some of the grant activities will be implemented in the one model community yet to be selected in the state. Other activities will be carried out statewide or in areas of the state chosen through an open RFP process.