



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

DIVISION OF LONG-TERM SUPPORTS AND SERVICES (DLTSS)

March 7, 2023

Melissa Hardy, MSW

Division Director

Mission

Working collaboratively with providers and communities to support children, adults and families to be as independent as desired throughout their lifespan.

Bureau of Elderly & Adult Services (BEAS)

- Provides comprehensive and coordinated services for older adults, ages 60 and older and adults with disabilities between the ages of 18-59.

Bureau of Family Centered Services (BFCS)

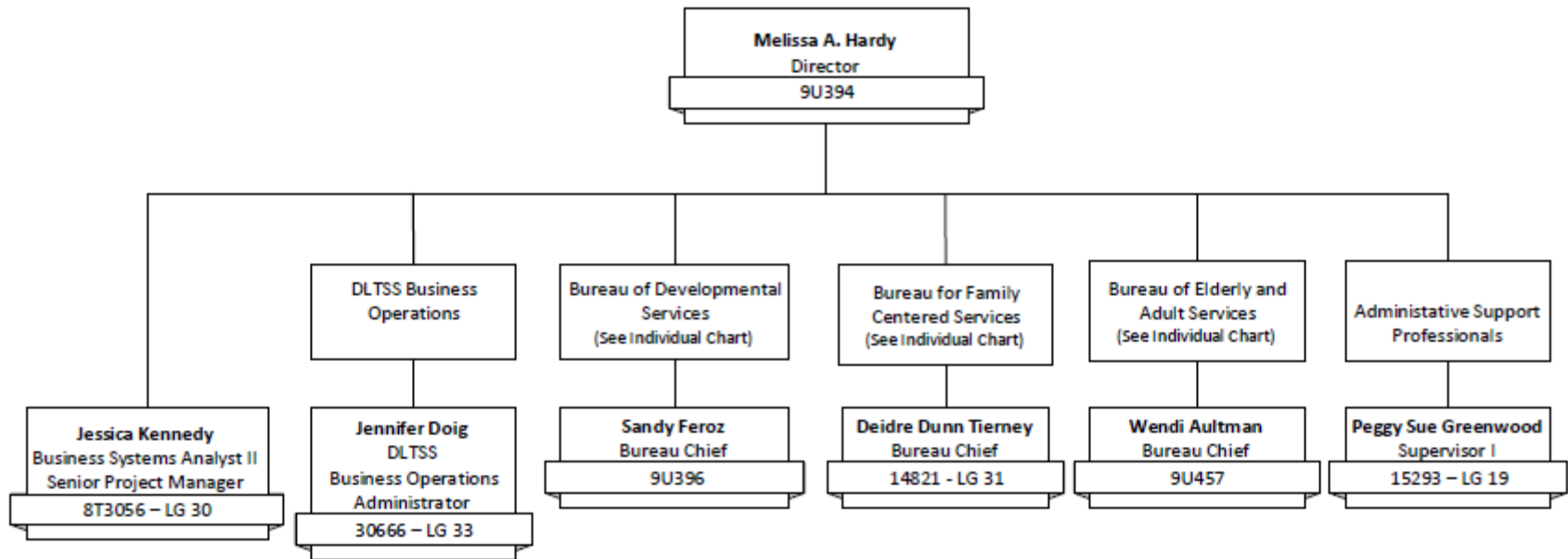
- Identifies and coordinates supports that assist children from birth to 21 years of age who have, or at risk for, a chronic medical condition, disability or special health care need and their families.

Bureau of Developmental Services (BDS)

- Partners with provider organizations to deliver community-based supports and services for adults and children with Developmental Disabilities and Acquired Brain Disorders.



NH Department of Health and Human Services Division of Long Term Supports and Services



FTE Authorized Positions SFY 2023	Bureau
92	Bureau of Elderly & Adult Services (BEAS)
15	Bureau of Family Centered Services (BFCS)
27	Bureau of Developmental Services (BDS)
Total: 134	

ONGOING KEY OUTCOMES

- ▶ **Bureau of Elderly and Adult Services (BEAS)**
 - ▶ Strengthen Adult Protective Services (APS) through greater awareness, staff training investments, collaboration and response
 - ▶ Ensure a service delivery system for people to have equal access statewide and the opportunity to develop services based on their individualized needs
 - ▶ Advance supports that promote active and healthy aging

- ▶ **Bureau of Family Centered Services (BFCS)**
 - ▶ Ensure that children with special health care needs (CSHCN) and their families will be healthy, thriving, independent and have access to appropriate services within their communities
 - ▶ Support the health care and specialty services for CSHCN by partnering with a trained workforce, continuous quality improvement and promotion of effective practices

- ▶ **Bureau of Developmental Services (BDS)**
 - ▶ Ensure that individuals have access to timely services based on their individualized needs in their community in the least restrictive setting
 - ▶ Develop a service delivery system for individuals to have equal access statewide
 - ▶ Support the provider network to ensure that rates are appropriate, services are cost effective, and providers are reimbursed
 - ▶ Partner with Area Agencies and community-based organizations to deliver services to eligible individuals
 - ▶ Safeguard available funding by maintaining compliance with federal mandates

KEY ACCOMPLISHMENTS

Division
Level

- American Rescue Plan Act (ARPA) funding initiatives
- Electronic Visit Verification (EVV) system go-live by December 2023
- Statewide transition plan for settings requirements

Bureau of
Elderly and
Adult Services

- Renewal of Choices for Independence (CFI) Medicaid Waiver
- Adult Protective Services (APS) workforce investment and training
- Secured Money Follows the Person (MFP) federal grant

Bureau of
Family
Centered
Services

- Quality improvement and restructuring of health care coordination
- BFCS Workforce development
- Systems of Care for Children with Special Health Care Needs

Bureau of
Develop-
mental
Services

- Federal compliance mandates with CMS corrective action plan
- Systems change implementation activities
- IT system implementation set for June 2023 (New HEIGHTS)

KEY CHALLENGES

Workforce shortages impacting the delivery of services at the community level

Incorporating person-centered planning in everyday practice and policy decisions

Adequate information systems technology to track, trend and report data

Limited staff to maintain transactional and operational efforts, challenging the ability to prepare and innovate

Bureau of Elderly and Adult Services (BEAS)

- **Adult Protective Services (APS):** Serving vulnerable adults in need of protections as a result of abuse, neglect and/or exploitation.
- **Home/Community-Based Services:** Providing non-Medicaid eligible individuals community-based services.
- **Aging & Disability Resource Centers (ServiceLink):** Serves as a single point of entry into the LTSS system (No Wrong Door)
- **Nursing Facilities:** Providing nursing home level of care for individuals who are unable to remain safe at home
- **Choices for Independence (CFI) 1915(c) Waiver:** Community-based services for older adults and adults with disabilities who need services to remain at home or in a community setting.

Activity – Accounting Unit	Accounting Unit Title	Budget Book Page #	Budget Briefing Book Page #
4805-9250	APSW OPERATIONS/ADULT PROTECTION PROGRAM	925	1
4810-7872	ADM. ON AGING	926	3
4810-8917	HEALTH PROMOTION CONTRACTS	928	N/A
4810-9255	SOCIAL SERVICES BLOCK GRANT (SSBG)	928	6

Bureau of Elderly and Adult Services (BEAS) continued

Activity – Accounting Unit	Accounting Unit Title	Budget Book Page #	Budget Briefing Book Page #
4810-8925	MEDICAID SERVICES GRANTS-SHIP	929	N/A
4810-2360	NH NO WRONG DOOR BCP	930	N/A
4810-3317	ADMIN ON AGING SVCS GRANT-SMPP	930	N/A
4810-8920	MONEY FOLLOWS THE PERSON	931	N/A
4810-9010	VOLUNTEER ACTIVITIES	932	N/A
4810-9565	AGING AND DISABILITY RESOURCE CENTER/SERVICELINK	932	7
4810-8943	ALZHEIMERS & RELATED DISORDERS	933	N/A
4820-2152	WAIVER/NF PMTS-COUNTY PARTICIPATION 4820 - 2152	934	10
4820-2154	NURSING SERVICES	935	12
4820-2157	MEDICAID QUALITY IMPROVEMENT PROGRAM (MQIP) PAYMENTS	936	14
4820-2161	PROSHARE PAYMENTS	937	15
4820-2164	CFI WAIVER PROGRAM ELIGIBILITY	937	16
4820-2165	CIVIL MONETARY PENALTIES	938	N/A

Bureau of Family Centered Services (BFCS)

- **Child Development:** New Hampshire’s Early Intervention program for children (birth to 3 years old) with or at risk for developmental delays
- **Special Medical Services (SMS):** Community-based specialty clinics and consultation
- **Health Care Coordination:** Community-based health care coordination inclusive of family support for children with chronic health conditions (birth to 21 years old) and their families.

Activity – Accounting Unit	Accounting Unit Title	Budget Book Page #	Budget Briefing Book Page #
9305-3674	INFANT – TODDLER PROGRAM PT-C	1048	30
9305-3675	SOCIAL SERVICES BLOCK GRANT DD	1049	N/A
9305-3676	SPECIAL MEDICAL SERVICES	1050	33
9305-3677	EARLY INTERVENTION	1051	28

Bureau of Developmental Services (BDS)

- **Developmental Disability (DD) Waiver:** Typically require life-long supports and services; can range from support during the day up to 24/7 residential needs for individuals with developmental disabilities
- **In Home Supports (IHS) Waiver:** Personal care services for children with developmental disabilities living at home with their families
- **Family Support Services:** Provide supports and services to caregiving families
- **Acquired Brain Disorder (ABD) Waiver:** Typically require life-long supports and services; can range from support during the day up to 24/7 residential needs for individuals with an acquired brain disorder

Activity – Accounting Unit	Accounting Unit Title	Budget Book Page #	Budget Briefing Book Page #
9300-7100	DEVELOPMENTAL SERVICES WAIVER	1042	18
9300-5947	PROGRAM SUPPORT BDS	1043	25
9300-7016	ACQUIRED BRAIN DISORDER (ABD) WAIVER	1044	23
9300-7110	CHILDRENS IHS WAIVER	1045	20
9300-7013	FAMILY SUPPORT SERVICES	1046	22
9300-7167	MEDICAID COMPLIANCE	1046	N/A



MELISSA HARDY, DIVISION DIRECTOR

Melissa.A.Hardy@dhhs.nh.gov

(603) 271-0643