

Celebrating
40 YEARS



MONADNOCK
DEVELOPMENTAL
SERVICES

HELPING PEOPLE WITH DEVELOPMENTAL DISABILITIES



Winter 2023

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

Inclusion

Participation

Mutual Relationships



Find us on
Facebook

Message from the Executive Director

The Bureau of Developmental Services continues to work with area agencies and provider agencies to prepare for upcoming changes that are part of the system redesign. Two changes that will be starting on July 1, 2023 are how provider agencies contract and bill for services and the requirement for conflict free case management. Services impacted by the direct bill and conflict free coordination changes include waived services, residential services, community participation services, supported employment services and outreach services.



Mary-Anne Wisell
MDS Executive Director

Direct Billing—In the current system, provider agencies contract with an area agency and area agencies contract with the state. Area agencies perform the Medicaid billing as part of their contract with the Department of Health and Human Services. As of July 1, 2023 provider agencies will no longer contract with area agencies. This is because The Center for Medicare and Medicaid Services (CMS) now mandates all providers have the choice to bill Medicaid directly. Provider agencies can also use a third-party biller if preferred, but must have the option to direct bill.

The changes needed to establish direct billing require a great deal of work from the Bureau, area agencies and provider agencies. Any agency or entity that provides any ongoing services must be an enrolled Medicaid Provider by July 1, 2023. This will allow the provider to bill Medicaid directly or hire a third-party entity to do their billing. In some regions, area agencies may offer this service.

Many of the current processes and regulations were written based on the area agencies being responsible for contracting with providers and having oversight of services, safeguarding individuals and overall compliance. Regulations such as the Service Eligibility and the Process of Providing Services (He-M 503) must now be reviewed and revised. A new rule specific to provider agencies is being created that will include many of the safeguards and reporting criteria currently included in the contracts between provider agencies and area agencies. The process to change and create these regulations will include an opportunity for public comment. When the time comes, we will be sure to announce it so you will have an opportunity to voice

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THE CLIPBOARD



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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
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MDS Board of Directors

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Message from The Executive Director

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your thoughts.

Conflict-of Interest Service Coordination—The Centers for Medicare and Medicaid Services (CMS) rules state agencies cannot provide both direct service and case management (Service Coordination) to the same individuals. In New Hampshire, the compliance deadline was extended from 2021 to July 1, 2023 due to COVID-19. These changes will affect you in different ways. If you choose to receive waived services through one of the Monadnock Developmental Services (MDS) service departments such as MDS-ISO, MCST or Project SEARCH then you will need to use an external agency for your service coordination. If you prefer to keep your current MDS service coordinator, you will need to work with them to find another agency to provide your direct services. Self-directed services may also be in conflict if the agency employs the direct support staff and the service coordinator when that agency also has a role in managing the day to day services.

Please note that this information is current at the time of this writing. As we receive more information we will do our best to keep you updated. Please follow along on the BDS website for the latest information.

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work>

Mary-Anne Wisell
Executive Director

Save the Date!

9th Annual Run~Walk~Smile

November 4, 2023



MDS Community

MDS Board of Directors 2023

The Board of Directors directs the general management of MDS. The board can range in size from 9 to 25 members, and must include at least a third of it's membership as individuals with developmental disabilities or as parents/siblings/guardians of those with developmental disabilities. Each board member must live in one of the 34 towns where individuals are eligible to receive services from MDS. The work of the board is done by committee, made up of board members, staff and community representatives.

The 2023 MDS Board Officers and Members are:

- Adele Remillard—President
- Mickey Cronin—Immediate Past President
- Steve Nelson—Vice President
- Jonathan Farina —Treasurer
- Terry Manahan—Secretary
- Mike Forrest
- Jeanne Hearn
- Tim Jordan
- Elizabeth Kenney
- Erin Patnode
- Beth Provost

Thank you to our dedicated board members who work to make the mission of MDS a reality.

Erin Patnode Joins MDS Board of Directors



Erin Patnode, BSN, RN joins MDS Board of Directors

Erin Patnode joined the MDS Board of Directors in January 2023. Erin is a native of the Monadnock Region and earned her Bachelors of Nursing at Keene State College. Erin has worked as a nurse for the past nine years, specializing in Infection Prevention for the last two years. She also serves on the boards of the New Hampshire Infection Control and Epidemiology Professionals and the Association for Professionals in Infection Control and Epidemiology New England.

Priscilla Brisson, Director of Human Resources, Retires After 25 Years of Dedication to MDS

It is with mixed emotions we announce that Priscilla Brisson is retiring after 25 years of dedicated service to Monadnock Developmental Services. Everyone at MDS will miss seeing her in the office everyday. Her positive energy is contagious! But we also recognize that her retirement is well deserved and wish her the best in her future adventures.

Priscilla was the first human resources professional at MDS and eventually became the Director of Human Resources. Over the years, Priscilla was instrumental in developing policies and procedures for the agency, as well as, expanding the human resources department to serve the growing needs of the organization.

Thank you Priscilla, for all you have done as an employee, friend and mentor to everyone at MDS!

Photo Gallery



MDS Family Council Paint Party! January 21st



Photo Gallery

Keene YMCA Family Fun Night

February 11, 2023



Legislative Update

The legislative season is in full swing, with 800+ bills to be acted upon, many of which have the potential to affect those served by MDS. As you are most likely well aware, there are changes coming to the delivery systems of services and the way billing is handled. The Department of Health and Human Services will also upgrade their IT system, which should facilitate greater efficiencies within the department.

Elsewhere in The Clipboard you will read about the Bureau of Developmental Services system redesign, which is a complex issue. Three bills that have been filed in the NH House endeavor to slow the process, and ask for a more thoughtful response to these changes:

- HB238, which would enhance the role of the Developmental Services Quality Council. This bill seeks the requirement that DHHS solicit input from the council on developmental services system change decisions *before* key recommendations are made by department staff or consultant.
- HB317, which would establish a commission to study transitioning to a 2-tier waiver system for individuals eligible for disability services. The bill requests further study, again, before the final recommendation is made to create a system of a 2-tier waiver.
- HB608, which would require DHHS to establish a pilot program to assess the redesign of the BDS. The bill envisions one to three area agencies testing various Alvarez and Marsal concepts prior to a comprehensive roll-out of the redesign program.

There are no public hearings scheduled for these bills at the moment, but they should be taking place soon.

Finally, a bill that will address so-called “legacy budgets” HB642, which prohibits DHHS from enforcing salary caps for direct care workers. This budget will also allow service budgets that are at

least two years old to request additional resources for reasonable cost-of-living adjustments.

Please watch your email for updates as they arise, and do contact me with any questions or concerns.

Sue Walthour
Legislative Liaison
603-352-1304 or suew@mds-nh.org

Self-Directed Services Training

Self-Directed Services are family managed services created to help individuals reach specific outcomes. SDS strives to increase flexibility in service delivery and funding, as well as, to accommodate a variety of consumer needs and preferences.

However, SDS programs are required to follow rules and guidelines established by the State of New Hampshire. Recently, the state has made significant changes to some of the rules and guidelines that affect an individual’s funding.

In an effort to assist and educate family members who also act as an individual’s program supervisor/ family representative on these changes, the SDS department at MDS is hosting a series of trainings that focus on the relationship between an individual’s ISA, budget, progress notes and expense reports. It is critical for everyone affected to understand and implement these changes in order to provide the best outcomes for the individuals who are receiving services.

In addition to topic specific trainings, the SDS department is holding a Q&A session via Zoom on the fourth Wednesday of each month from 12 to 1pm. An MDS employee will be on hand to answer your questions about SDS services.

For more information, contact your service coordinator or visit the MDS Events Calendar.

<https://www.mds-nh.org/index.php/events/month.calendar/2023/02/08/>

People at MDS

After 18 years as Development & Fundraising Coordinator, **Karen Peterson** is stepping down from that position to move into retirement. She is being ably succeeded by **Heather Kemper**, a Keene native and former MDS employee.



Heather Kemper (left) takes up the Development reins from Karen Peterson

Karen came to MDS in 2005, after a 25 year career in publishing during which she led magazine operations in Dallas, Boston and Alaska. When she settled down in Peterborough, she was drawn to the mission of MDS—inclusion, participation and mutual relationships. During her tenure, she wove these values into MDS outreach and fundraising efforts.

Heather Kemper has naturally stepped into Karen's shoes during the transition period. A Keene native, she recently returned to the Monadnock Region to be closer to family and friends. Heather is very familiar with the work of MDS from her time as Quality Assurance and Human Rights Coordinator at MDS from 2005—2010. Over the past 20 years, Heather has been involved as a volunteer in fundraising efforts for a national non-profit organization.

Interestingly, Heather and Karen are no strangers to each other. They shared an office at MDS in the early 2000s, and in fact are both graduates of Southern Methodist University. Karen earned a BA in French and an MBA there, then 18 years later, Heather earned a BA in Journalism. The serendipity continues as MDS forges stronger ties and new connections in the community.

Please join us in congratulating **Morgan Lowe** on her promotion to Director of Human Resources, and extend a warm welcome to our new Human Resources Specialist, **Jodi Lloyd**.

Morgan has worked in the Human Resources department at MDS for the past three years as an HR Specialist and HR Generalist before moving into her current position as Director. However, this is not Morgan's first experience working at MDS. When in college, Morgan worked at MDS part-time, performing a wide variety of administrative duties. Morgan also has had a life-long personal connection to MDS, as her grandmother was a home care provider for many years.

Morgan is a Keene native. She received her BS in Business Management at Keene State College. She has also obtained professional accreditation from the Society of Human Resource Management.



Jodi Lloyd (left) and Morgan Lowe are always there to help MDS employees.

Jodi comes to MDS with a strong background in recruiting. She worked for a local staffing and talent acquisition firm for many years. Jodi also has experience in a wide variety of office management skills, which she developed working for a local franchise company that owned multiple fast food restaurants. In this role, she was responsible for payroll, employee benefits, new employee orientation, and labor law compliance.

Jodi is a life-long resident of Troy and is a graduate of Monadnock Regional High School.

Remembrances

~ In Memory ~

Over the past year, we have lost many cherished members of our MDS community. Our condolences to the families and friends of those who have gone before us, all of whom are greatly missed.

Thomas “Tom” Cochran (January 2023)

Jason Ennis (January 2023)

Lois A (Scholl) Hopkins (January 2023)

Charlene Scott (January 2023)

Joseph Sanders (December 2022)

Katherine Wright (December 2022)

Moses Hart (November 2022)

Frederick Bennett Wiese (October 2022)

Alfreda “Freda” Smith (October 2022)

Brian Collins (September 2022)

Robert Vanderborough (September 2022)

Laura DiTullio (August 2022)

George Ojala (August 2022)

Angel St.Pierre (August 2022)

Kenneth “Ken” Jue (May 2022)

Sandra “Sandy” Pahl (April 2022)

Bethany Thorton (April 2022)

Julie Trabucco (April 2022)

John Howe (March 2022)

Samantha Evans (October 2021)



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?*



Mary-Anne Wisell
MDS Executive Director

Please reach out — 603-352-1304 or MaryAnneW@mds-nh.org.

Self-Advocacy and Self-Expression

Self-Advocate Connections – All About Us

The Connections—All About Us self-advocacy group is a safe and friendly group that meets the third Monday of each month via Zoom from 10:30 to 11:30am.

Self-advocacy is about making connections and friendships. It's about learning how to speak up for yourself, thinking about what your own good life should look like and how to move in that direction. The Connections—All About Us group is a safe place to learn about our rights and responsibilities, talk about things that we are struggling with or hoping for, make connections in our communities and share our thoughts. Join one of our meetings and see what we do. We like to have fun and invite you to join us!

Recently, The Connections—All About Us group published the Rights & Responsibilities handbook, which talks about abuse, neglect and exploitation and how you can identify these behaviors. The handbook also explains your personal rights and provides many real life examples to help us better understand how we should expect to be treated. The Rights & Responsibilities handbook is available on the MDS website at:

<https://www.mds-nh.org/index.php/R&R>

Meetings are posted on the [MDS training calendar](#) which is where you'll find the Zoom link to each session.

Contact Mari Schacht by email: mari@mds-nh.org or by phone: 603-352-1304, ext 212.



This watercolor was contributed by local artist Sand Seligman. It is an exploration of color in abstract.

The Best of MDS

Every day throughout our region, there is amazing work being done to ensure that people with developmental disabilities are valued members of the community. MDS is excited to introduce a new program called *The Best of MDS*, to recognize staff and anyone connected to MDS who go above and beyond their normal responsibilities. This includes home care providers, families and community members.

Anyone can complete and submit The Best of MDS form to recognize someone. The form is available at both the Keene and Peterborough offices, as well as on the MDS website in the **Employee** section under **General Forms**.

<https://www.mds-nh.org/index.php/employees>

Once you have completed the form, you can drop it off at the Keene or Peterborough office, or submit it via email to TheBest@mds-nh.org. Supervisors will review the nominations and let staff know that they have been recognized for the exceptional work they have done!

The Best of MDS FAQ

What are some examples of being The Best of MDS?

- Assisting an individual in joining a local group/club
- Helping an individual develop relationships so they can participate in activities without staff
- Offering to cover extra shifts when co-workers are ill
- Assisting a co-worker who is struggling with a project or certain aspect of their job
- Going the extra mile to help an individual find or replace a sentimental item

Can a family member or guardian submit a Best of MDS nomination?

- Absolutely!

Can I submit The Best of MDS form anonymously?


- Unfortunately, no. We need to know who is submitting the form.

Can Home Care Providers and Community Members be recognized?

- Yes! Anyone connected to MDS and who supports the agency's mission can be recognized.

How will I know who has been recognized for their work?

- With staff permission, we will share The Best of MDS achievements through social and print media.



 MONADNOCK
 DEVELOPMENTAL
 SERVICES

The Best of MDS

Congratulations _____, you are being recognized for going above and beyond your job duties at MDS.

On _____, you did the following: **please do not include identifiable information on any individuals served*

Your work in this situation represents the best of MDS!

Submitted by: _____ Date: _____

This act demonstrated a high level of your commitment to:

- individuals with developmental and related disabilities to live, work, and participate in their community.
- the mission of MDS to work toward inclusion, participation and mutual relationships for all people who are at risk of isolation from community.
- provide support to people of all levels of ability, that they are valued and will have opportunities to reach their full potential as productive members of society.
- fostering and encouraging a positive workplace culture for MDS and all provider agencies.

TheBest@MDS-NH.org

12/22

121 Railroad Street Keene, New Hampshire 03431 603-352-1304 Fax: 603-352-1637 www.mds-nh.org

Family Matters: A Council Recap



“The mission of the Monadnock Developmental Services Family Council is to support, assist, and educate families, individuals, and the greater community. Our purpose is to ensure greater access to the community, increase engagement, and strengthen families by working in partnership with MDS. We strive to empower families and to be a voice for change and inclusion through advocacy and inclusiveness throughout the lifespan.”

We are a voice for families. We are a group of families advising MDS on the needs of families in our region. We represent families, and we have funds to support families in need of respite, home modifications, emergency help, among other things. The Family Council meets the 2nd Monday of each month from 6 to 7pm. Upcoming meetings will be held on Mar 13 and Apr 10 via Zoom. We will be hosting an information session *Understanding Your Rights for Extended School Year Services* on Apr 19 from 6 to 7:30pm. Email Lurleen at lurleen@mds-nh.org if you would like to join us.

To be a voting member of the Family Council, a family member must consistently attend the monthly meetings, but getting involved doesn't have to mean a monthly meeting. It can be whatever you want it to be! Give us a call. Come to an activity or training. Ask a question. Let us know how things are going for your family. Volunteer at a fundraising project or family outreach event. We can't do our jobs without hearing from families! We encourage families to share their concerns, confusion, observations, suggestions and needs at any time. Family Council Chair Lisa Steadman can be reached at 603-903-4212.

March is the month of the Equinox!

Waterhouse supports Monadnock Developmental Services



What is an Equinox?

The Equinox is a deliciously dressed-up wine spritzer, featuring Absolut Citron vodka, Sauvignon Blanc wine, Bianco vermouth, Maine Root hand-crafted Mandarin orange soda, spritzed with fresh lemon juice. Light, refreshing, perfect for spring!

**During the month of March
MDS will receive \$5
for every Equinox sold!**

**Waterhouse Restaurant
Gives to MDS in
March 2023**



waterhouse



MONADNOCK
DEVELOPMENTAL
SERVICES

Resources

New Hampshire Resources

ABLE NH

2 1/2 Beacon Street
Concord, NH 03301
(603) 271-2336
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

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

Governor's Commission on Disability

121 South Fruit Street, Suite 101
Concord, NH 03301
(800) 852-3405 (603) 271-2773
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, Suite 10
Concord, NH 03301
(603) 271-3236
www.nhddc.org

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

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.



People Can't Wait

Make your voice heard by our legislators!

Check the MDS website or sign up for email updates.
Contact Sue Walthour at SueW@mds-nh.org



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 for more information.



Inclusion • Participation • Mutual Relationships

MDS is hiring! Email employment@mds-nh.org

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=BbZ78QTLztQ&feature=youtu.be>

Want to file a complaint?

Call 1-855-450-3593

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.

Respite Providers Needed

Part time hours with flexibility.
Contact hr@mds-nh.org

Mack's Lunch Stop

Mack's Lunch Stop meets at the United Church of Christ (UCC) Tuesday, Wednesday and Thursday each week from 11am to 2pm. The UCC is located on Central Square in Keene.

Annual membership fee is \$30 and is used to cover the cost of using UCC facilities.

For more information and to become a member, contact Chad and Bob at : mackslunchstop@gmail.com