



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Service Coordination Supervisor Meeting

6.9.2023

Agenda

1. Service Planning
2. Person-Centered Service Planning
3. Q&A

Service Planning



Key Service Coordinator Roles and Responsibilities in Service Planning

Unless the individual has a service coordinator, the service coordinator role in the service planning process will begin with :

1. Service coordination agency receives request for service
2. Service coordinator agency assigns record to specific service coordinator
3. Service coordinator confirms PA approval
4. Service coordinator holds a planning meeting with the individual
5. Service coordinator supports individual to identify needs, supports, and select services
6. Service coordinator manages documentation, including submitting a budget , ISA, and SA request to BDS
7. Service coordinator follows up on service utilization/service coordination activities throughout the year
8. Service Coordination entity bills monthly for service coordination

SC Service Planning Functions

In collaboration with service coordinators, BDS developed a list of functions that define the role and responsibilities of the SC's.

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/scfunctionlist.pdf>

- Included in those functions are the expectations of service coordinators during the service planning process. Those main functions are as follows:
 - Assisting the individual in the navigation of the system to obtain services.
 - Developing the service plan through person-centered approaches.

System Navigator
Identify needs and supports to assist the eligible individual in obtaining services
Assist the individual and family with decisions related to legal and financial management including guardianship and supported-decision making
Assist the individual to connect with medical, social, or other programs, resources, and services that are capable of providing needed services to address identified needs and support achievement of the individual's goals. Coordinate services.
Assist the individual to access benefits for which they are eligible including public financial benefits, specific grant programs, etc.
Document service coordination visits and contacts pursuant to He-M 503
Assist the individual, guardian, or representative to maintain the individual's public benefits
Describe to the individual, guardian, or representative their service options.
Advocate on behalf of individuals for services to be provided in accordance with the service guarantees in He-M 503.
Work collaboratively with vocational rehabilitative service administrators to help individuals connect with resources

SC Service Planning Functions cont.

Person Centered Service Planning

Coordinate the service planning process in accordance with He-M 503.

Ensure that service documentation is maintained pursuant to He-M 503.

Identify individual's needs, goals, and/or preferences

Convene service planning meetings

Develop the ISA, including updates and renewals, specifying goals and/or actions to address the medical, social, and other services needed by the individual.

Manage service authorization/ budget process from approximately June 2023-December 2023.

Manage room and board requests for 24/7 staffed residences

In advance of the annual service planning meeting, ensure that all needed evaluations and assessments are complete

In advance of the annual service planning meeting, identify risk factors and plans to minimize them

In advance of the annual service planning meeting, assess an individual's interest in or satisfaction with employment

In advance of the annual service planning meeting, assess the individual's progress on goals and help the individual prepare for the development of new goals

Complete documentation needed when an individual stops receiving waiver services

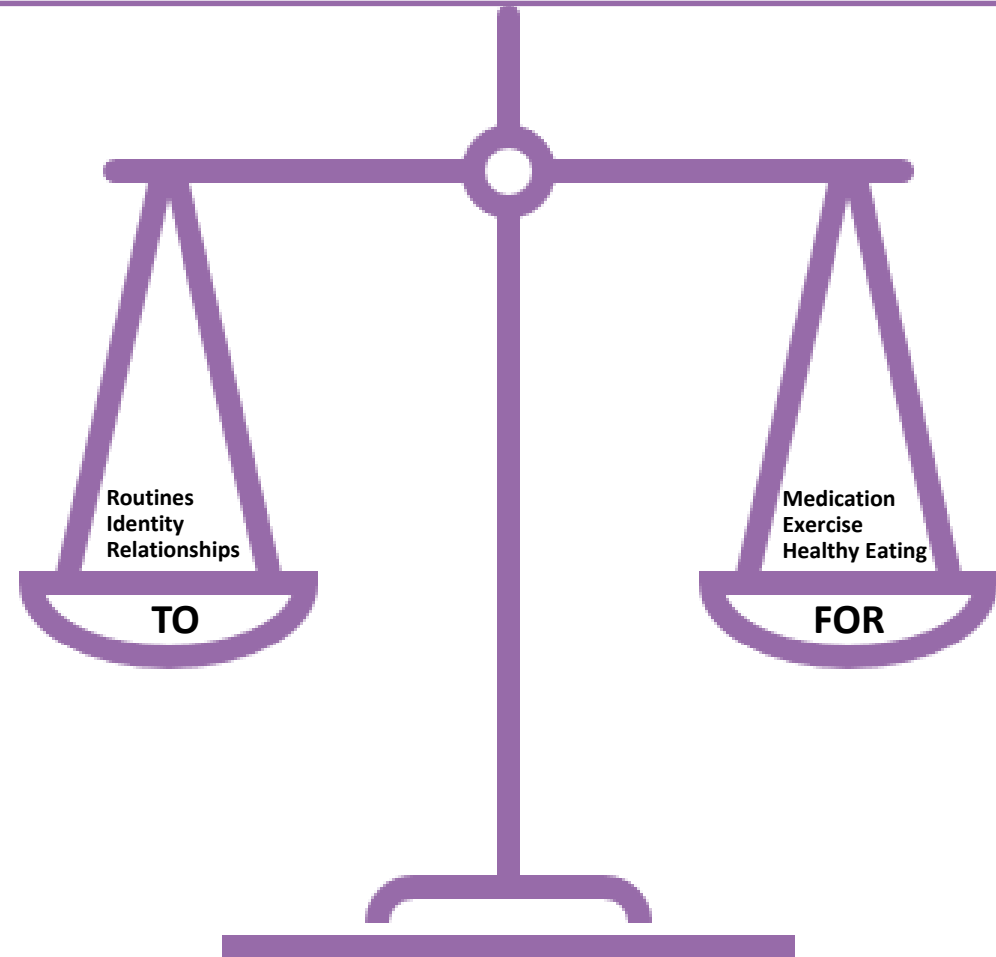
Person-Centered Service Planning



Person-Centered Service Planning

The person-centered service plan must reflect the services and supports that are important for the individual to meet the needs identified through an assessment of functional need, as well as what is important to the individual with regard to preferences for the delivery of such services and supports.

- What is important **to** a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy.
- What is important **for** a person includes those things in life that involve health and safety.
- A quality person-centered service plan requires a balance between what is important to and for a person.
- Person-Centered Planning Federal Regulation-
<https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-C/part-441/subpart-M/section-441.725>



Person-Centered Planning

Person-Centered Service Planning Questions

1. Does your agency or organization currently incorporate a person-centered approach to service planning ?
2. What are some best practices that you use in person-centered service planning?
3. What are some training resources that you use to train and educate your staff on person-centered approaches ?

Person-Centered Service Planning Resources

BDS is currently expanding the opportunities for service coordinators to receive person-centered planning training and technical assistance.

- Charting the LifeCourse
 - BDS has renewed our annual membership with Charting the LifeCourse and plans on offering service coordinators slots in the ambassador training series.
 - The membership will also allow for New Hampshire to receive technical assistance in development of implementing person-centered thinking in service planning.
 - <https://iod.unh.edu/charting-lifecourse-nh>
- University of New Hampshire Person-Centered Options Counseling Certification (NH PCOC)
 - New Hampshire Department of Health and Human Services (DHHS) contracted with UNH Center on Aging and Community Living (CACL) to develop state-specific curriculum and competencies to support Person-Centered Options Counseling (PCOC). DHHS and CACL convened stakeholder focus groups comprised of ServiceLink Aging and Disability Resource Center staff to create a formal certification process for PCOC.
 - NH PCOC Certification has four components: Online modules, a one-day in-person course, mentoring, and a written portfolio.

Integrated Support Star



Life Trajectory

LIFE TRAJECTORY | EXPLORING BEN COPING WITH/SURVIVING THE CO-VID19 CRISIS

STAY HEALTHY/ACTIVE

- Walk outdoors when it's nice weather
- Avoid contact with anyone other than Mom or Dad (social distancing)
- Get a list of other exercise ideas from Matt and Adam (weights, push-ups etc)--use ZOOM
- Clean up the driveway basketball goal
- Healthy but yummy food choices
- Good and frequent hand washing
- Purrell
- Wipe down surfaces daily
- Cover coughs and sneezes
- Check temperature regularly

DAILY LIFE/ROUTINE

- somewhat consistent wake/sleep times
- shower daily
- Help with housework/cooking/etc daily "schedule" of things to do such as exercise, physical activity, get outdoors, etc

STAY CONNECTED

- FaceTime Matt and other family
- Skype or Facetime Fire Dept shifts
- Make an encouraging video for ESFD
- Help Ben get on Facebook daily and "like" or comment on friends posts
- online church services on Sundays
- Front yard 10ft apart meet up with Steve

STAY BUSY/NOT BORED

- Ipad (WWE, music
- Remote control truck
- **see stay connected
- golf in basement
- Family Movie time
- explore e-books

POSSIBLE OBSTACLES/BARRIERS

- Dad still has to work - potential exposure
- CO-VID on the news and other media all the time
- Other people not complying with social distancing
- CABIN FEVER IS REAL
- Crappy weather/can't get outside

Vision for What I Want

WHAT WE WANT FOR BEN DURING THE CO-VID19 CRISIS

- Keep busy
- Keep working on fitness while he isn't able to access his trainer or the community center
- Stay Connected with:
 - Fire department friends
 - Valued staff
 - Family who don't live with us (especially Matt)
 - St Ann friends
 - Coffee friends & other community acquaintances
- Stay healthy and active
- Dad and Mom stay healthy too
- Keep a positive outlook on life - BE HAPPY

What I Don't Want

WHAT WE DON'T WANT TO HAPPEN DURING THE CRISIS

- Boredom
- Get CO-VID19 or any other sickness
- Stress and worry
- Ben scared he will get sick
- Ben worried for parent's health
- Seizures or other diagnosis related health complications
- Sadness
- Missing family and friends
- Gaining weight/out of shape

Developed by the Charting the LifeCourse Nexus - LifeCourseTools.com
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Next Meeting
June 23, 2023
10-11:30 AM

Questions, Comments, or Concerns?

Intake and Eligibility

Intake

Service Coordination

