# Developmental Disabilities, Acquired Brain Disorder and In-Home Supports Waiver Waitlist Quarterly Report, Fiscal Year 2024, Quarter 4

**Prepared for Health and Human Services Oversight Committee for November 22, 2024**

All funding requests on behalf of individuals seeking services through the Developmental Disabilities Waiver (DD), Acquired Brain Disorder Waiver (ABD) and In-Home Support Waiver (IHS) for fiscal year 2024 (FY24) were funded for Quarter 4 (Q4).

The data utilized for this registry report for FY24 is from the New Heights system. Area Agencies began to use the NH EASY system for entering registry data into New Heights as of July 1, 2023. Area Agencies have been adding individuals to this registry for waiver services needed as of July 1, 2023. Area Agencies enter individuals in the NH Easy registry when the individual and/or guardian indicates they would like to receive waiver services within the next 5 years.

As of July 1, 2023, those requests formerly identified as a "C", or an "enhancement", are no longer placed on the registry. These requests are submitted to by the individual's service coordinator and are reviewed by the Bureau of Developmental Services (BDS) when individuals' needs are identified.

## Developmental Disabilities (DD) Waiver:

For FY 24, Q4, funds were requested for 100 new individuals for DD waiver services. BDS allocated funds for all 100 requests, represented as follows:

| Status | Count | Percentage |
|---|---|---|
| A* | 89 | 89% |
| B** | 11 | 11% |
| Total | 100 | 100% |

*A – Individuals exiting school

**B – Individuals newly eligible to the developmental services system

Of the 100 individuals with an identified need to start services within Q4 that were allocated funds for services this quarter, nine of the individuals withdrew their request for services.

| Status | Count | Percentage |
|---|---|---|
| A | 7 | 78% |
| B | 2 | 22% |
| Total | 9 | 100% |

Of the remaining 91 individuals allocated funds within Q4, 86 were projected to start their services within Q4.

| Status | Count | Percentage |
|---|---|---|
| A | 77 | 90% |
| B | 9 | 10% |
| Total | 86 | 100% |

Of the 86 individuals with an identified need to start services in Q4, 25 individuals started services, and 61 individuals did not start services.

| Status | Count | Percentage |
|---|---|---|
| Receiving full/partial services | 25 | 29% |
| Services have not begun | 61 | 71% |
| Total | 86 | 100% |

The delay reasons identified for the 61 individuals who have not started services have been identified as follows:

| Delay Reason | Count |
|---|---|
| Securing a provider agency | 20 |
| Individual/family request | 14 |
| No current Medicaid open | 14 |
| Staff/provider recruitment | 6 |
| Medicaid eligibility (Redetermination) | 6 |
| Service agreement not complete | 1 |
| Total: | 61 |

**In-Home Support (IHS) Waver:**

For FY24 Q4, funds were requested for 10 new individuals for IHS waiver services. BDS allocated funds for all 10 requests. Nine of the 10 individuals started services within Q4 as planned. One individual has not started services due to individual/family request.

| Status | Count | Percentage |
|---|---|---|
| Receiving full/partial services | 9 | 90% |
| Services have not begun | 1 | 10% |
| Total | 10 | 100% |

**Acquired Brain Disorder Waiver (ABD):**

For FY24 Q4, funds were requested for 1 new individual for ABD waiver services. BDS allocated funds for the 1 request. This individual was projected to start services within Q4. Currently, this individual is pending Medicaid eligibility therefore waiver services have not yet started.

| Status | Count | Percentage |
|---|---|---|
| Receiving full/partial services | 0 | 0% |
| Services have not begun | 1 | 100% |
| Total | 0 | 100% |

**Waiver Service Start Delays and Remediation Efforts:**

Service Coordination agencies identify the top 3 primary factors that result in the delay of starting new services as follows:

- Securing a provider agency
- Individual/family request
- No current Medicaid open

The Department issued 45 workforce/recruitment and retention strategy grants totaling $15,584,648 to home and community-based providers. Additionally, the Department provided over $7.7 million in grant funding to agencies that provide case management or service coordination to home and community-based individuals. These grants were funded by the American Rescue Plan Act (ARPA).

Service Coordination agencies, Area Agencies and BDS focused efforts on ensuring service authorizations being in place for service providers to offer timely services. As of November 18, 2024, only 3 service authorizations were over 14 days pending for BDS to review and process.

BDS facilitates weekly meetings with enrolled service coordination agencies to ensure ongoing communication, review of service authorizations for individuals seeking waiver services, changes to waiver services, and to review delays in services. BDS also hosts a bi-weekly meeting with all provider agencies to share information and resources and schedules individual provider meetings when requested. In addition, BDS hosts a monthly Intake Coordinator meeting with all area agency intake coordination staff to ensure ongoing communication, share workflow information and best practices and identify system and data needs.