



CONNECTIONS

Winter 2018

A publication of The Moore Center Family Support Department



Our Greatest Advocate. Our Cherished Friend.

Beverly Arel
1933-2017

It all started back in the late 1950's at her kitchen table. Beverly Arel, along with a group of parents and community leaders, began a discussion on how to improve services for children with developmental disabilities with the goal of keeping them at home – and far away from institutions, which was the norm. She had a vision for something better and in the decades that followed, that vision moved mountains.

As The Moore Center's founder and first CEO, Beverly helped oversee the opening of community residences, the start-up of adult and senior day programs, an expansion of vocational training and family support, and collaboration with other agencies. She was instrumental in shaping The Moore Center as a state and regional innovator in helping people become productive, fulfilled members of the community.

Beverly's legacy of compassion, her commitment to beating the drum for social change and greater acceptance, and her unwavering commitment to improving the lives of others is the hallmark of our mission. Her impact on the lives of so many in our community, past and present, simply cannot be measured.

We are forever grateful.

Family Support Conference

We hope you will be able to attend the Family Support Conference on April 27– 29 at The Omni Mt. Washington Resort in Bretton Woods, NH. As always, this promises to be a great weekend of workshops, presentations, fun activities, and the opportunity to meet and network with other families.

This year, the brochure will be emailed rather than mailed. If you don't receive the email with the brochure attached by the end of next week, please contact Aida Schneider at aida.schneider@moorecenter.org or 603.206-2714. You can also visit the FSCNH website at <http://www.fscnh.com/index.html> for conference information and registration instructions. The Family Support Council wants to make this affordable and do-able for all the families who would like to attend, so they will help with the cost of the conference registration (which includes meals) and hotel accommodations for a limited number of families.

Please contact Aida Schneider at aida.schneider@moorecenter.org or 603.206-2714 if you are in need of financial assistance.

This promises to be an informative and uplifting weekend. Keynote speaker is Loretta Laroche; an award winning acclaimed speaker, author, and international stress expert and humor consultant who has evoked wit and irreverent humor on her audience for over 30 years!

Camperships Available

It's hard to believe amidst all this snow and wintery weather, but before you know it, summer and summer camp will be here! The Family Support Council is once again helping with the cost of camp by offering camperships to our families.

If your family member is planning to go to camp this summer and you would like to apply for a campership, please contact Celeste D'Innocenzo at 206-2791 or celeste.dinnocenzo@moorecenter.org.

Camps

Camp Allen

56 Camp Allen Road
Bedford NH 03110
Phone: (603) 622-8471
Easter Seals Camp Connect
RR 128
Londonderry NH 03053
Phone: (603) 623-8863

Easter Seals Camp Sno Mo

260 Griswold Lane
Gilmanton Iron Works NH 03837
Phone: (603) 206-6733
Alternate Phone: (603) 364-5818

Recreational Education Center

10 Mohawk Drive
Londonderry NH 03053
Phone: (603) 260-6167

Grotonwood

167 Prescott St,
Groton, MA 01450
Phone: (978) 448-5763

Melody Pines

510 Corning Road
Manchester, NH 03109
Phone: (603) 669-9414

Naticook Summer Day Camp

116 Naticook Road
Merrimack NH 03054
Phone: (603) 882-1046

Allard Center of Goffstown

116 Goffstown Back Road,
Goffstown, NH 03045
Phone: (603) 497-4663

Camp Fatima

32 Fatima Road
Gilmanton Iron Works, NH 03837
Phone: (603) 364-5851 or (603) 364-5651

Camp Foster

555 Union St.
Manchester, NH 03104
Phone: (603) 625-5982

Camp Putnam

41 Rutherford Rd.
New Braintree, MA 01531
Phone: (774) 757-8264

Naticook Summer Day Camp

116 Naticook Road
Merrimack NH 03054
Phone: (603) 882-1046

Granite YMCA

Downtown Manchester
30 Mechanic Street,
Manchester, NH 03101
Phone: (603) 623-3558



Family Support Holiday Party

Family Support had another fun party to celebrate the holidays!

We were so pleased to have so many children join us to celebrate the holidays with Santa and his elves, snacks, arts and crafts, and of course lots of dancing with help from our resident DJ Joe Rojek!

The party was a great success, with Toys for Tots donating toys for the children.

We already look forward to planning the event for next year!



New Hampshire Corrective Action Plan Conflict of Interest Survey Results

During the waiver renewal process with the Center for Medicaid and Medicare Services (CMS), NH was determined to be out of compliance in the following two areas of service delivery, resulting in the requirement of a Corrective Action Plan (CAP).

1. Conflict of Interest in Case Management to be in compliance with the Home and Community Based Services (HCBS) regulations requiring the separation of case management and direct service delivery.
2. NH's Organized Health Care Delivery System, relating to the payment process to providers

Families and participants were asked to respond to an online survey, and the survey questions were mirrored in face-to-face forums that were conducted across the state.

A total of 13 forums were held across the state: 8 family forums, 4 participant forums, and 1 public guardian forum, with a total of 97 attendees. There were 108 responses collected via the online survey. Survey questions asked about the direct services received by the participant, service coordination, direct service providers, and how they felt about this change New Hampshire is being required to make.

Results of the survey process presented multiple reoccurring themes. Of primary concern was a potential disruption of services created by the process of separating service coordination from service delivery. Cost of separation, how it would be funded, potential budget cuts, and the potential ramifications for participants in a system that is currently struggling to provide funding to all of the needs of participants was distressing to those responding to the survey. An additional level of bureaucracy to the system and the strain on the system this change may create were also of concern. Respondents questioned who would be the "provider of last resort," to ensure participants continue to receive services.

Family members and participants identified misgivings that the attempt to ensure a reduction of "potential conflict of interest" would produce an enhanced strain on a system that is currently struggling with workforce development at multiple levels. Low salaries, lack of training, and large caseloads, were identified as current strains on the system of service coordination. A divided system will need to address these issues while continuing to allow families and participants to maintain choice and control at the same level they currently experience.

Participants and family members placed any concern regarding a systematic conflict of interest well below their need for quality, consistent service delivery.



Home and Community-Based Services (HCBS) CAHPS Survey Overview

What is the HCBS CAHPS Survey?

The HCBS CAHPS Survey is designed to gather feedback from Medicaid recipients receiving home and community-based services (HCBS). It is funded by a grant through the Centers for Medicare & Medicaid Services. In NH, DHHS is using the survey to gather information and feedback from NH Medicaid recipients receiving HCBS-DD, HCBS-ABD, CFI, and mental health home and community-based services, to help us understand how well those services are meeting clients' needs. Letters were sent to all Medicaid recipients targeted for the survey and their guardians about a week before calls began.

A link to the survey is on <https://www.dhhs.nh.gov/dphs/oqai/teft.htm>, but in general the survey asks about the client's experience with the people paid to help him/her at home or in the community, personal safety, involvement in community activities, and working at a job.



Classes are in Full Swing

Participants in Community-Based Services have found a way to keep very busy this winter, with a variety of classes offered in our Community Connections and Employment Services programs.

With a choice of six classes, there is something to appeal to everyone. Classes are taught by Moore Center staff and include Woodworking, Crafting for a Cause, Business Practice, Penpals and Picnics, Community Resources, and Newspaper.

Our Woodworking class made holiday trees to

give as gifts and is currently working on custom clocks that will adorn our facility walls. The class involves planning, measuring, cutting, fastening, and visiting Home Depot to buy supplies.

In Community Resources, participants have visited the bank, the post office, and the police and fire stations to learn from our community partners.

Crafting may be a fun hobby, but Crafting for a Cause takes it to a new level by adding an altruistic component. Crafters recently completed blankets to be donated to residents at Bel-Air nursing home in Goffstown, and are planning their next projects.

Business Practice class involves exploring job options in the community and working on the skills necessary for the different jobs.

Pen Pals and Picnics is a collaboration with Community Integrated Services and The Plus Company, during which participants write letters to each other, then have community outings with their pen pals.

And the Newspaper class is busy writing articles for their first edition - be on the lookout for it! Classes run Monday through Thursday.

And Friday? That is yoga and dance day, of course. Like us on Facebook to keep up with all the fun goings-on!



The Moore Center

Creating opportunities for a good life.™

195 McGregor St., Unit 400

Manchester, NH 03102

206-2700

www.moorecenter.org

Nonprofit Org.
U.S. POSTAGE
Paid
Manchester, NH
Permit No. 6137