



NEW HAMPSHIRE  
**DHHS**  
DEPARTMENT OF  
**HEALTH & HUMAN SERVICES**

**DHHS Presentation:  
Bureau of Adult and Aging Services**

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**December 16, 2024**

**Sub-Committee on Alzheimer's and Related Dementia**

# Introductions

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Wendi Aultman, Bureau Chief  
Bureau of Adult and Aging Services  
105 Pleasant Street, Main Building  
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# NH Department of Health and Human Services

## DHHS Overview\*

Office of the Commissioner

Administrative Business Supports  
• Finance  
• Legal & Regulatory

### Population Health

### Human Services & Behavioral Health

### Operations

#### Division of Public Health

- Population Health & Community Services
- Infectious Disease Control
- Public Health Protection
- Laboratory Services
- Public Health Statistics and Information
- Public Health Systems, Policy & Performance
- Emergency Services Unit
- State Epidemiologist

#### Division of Economic Stability

- Family Assistance
- Employment Supports
- Housing Supports
- Child Support Services
- Child Development & Head Start Collaboration

#### Bureau of Information Services

- Data Management
- Data Warehouse
- Information Security
- Medicaid Management Information System
- DHHS Systems Oversight
- Linkage to DoIT
- Project Management and LEAN

#### Office of Health Equity

#### Division of Medicaid Services

- Clinical Operations
- Medicaid Policy
- Dental Services
- Health Care Reform
- Managed Care



#### Division for Behavioral Health

- Mental Health
- Drug & Alcohol Services
- Children's Mental Health
- Homeless Services

#### Bureau of Human Resource Management

- Organizational Development & Training Services

#### Division of Long Term Supports & Services

- Adult Protection Services
- Elderly & Adult Services
- Developmental Services
- Designated Receiving Facility
- Family Centered Services
- Community Based Military Programs

#### Bureau of Facilities Maintenance & Office Services

- HHS Facilities & State Office
- Safety & Wellness
- Office Services
- Oversight – Institutional Services

### DHHS 24/7 Facilities

- New Hampshire Hospital
- Glenclyff Home for the Elderly
- Sununu Youth Services Center
- Designated Receiving Facility

#### Division for Children, Youth & Families

- Field Services
- Family, Community & Program Support
- Organizational Learning & Quality Improvement
- Sununu Youth Services Center

#### Division of Program Quality and Integrity

- Bureau of Program Quality Improvement
- Bureau of Program Integrity

#### Communications Bureau

#### Employee Assistance Program

[Read More about the Organization](#)

January 2024

\* Overview represents DHHS program areas, functions, and business entities, not necessarily reporting structures.



# Mission Statement – Bureau of Elderly and Adult Services

## Vision

Advancing the state's efforts in understanding, serving, supporting and celebrating aging across the state.



## Mission

To ensure NH's aging services and supports system has the capacity and flexibility to meet the needs of individuals ages 60 and over as well as adults with disabilities ages 18-59.

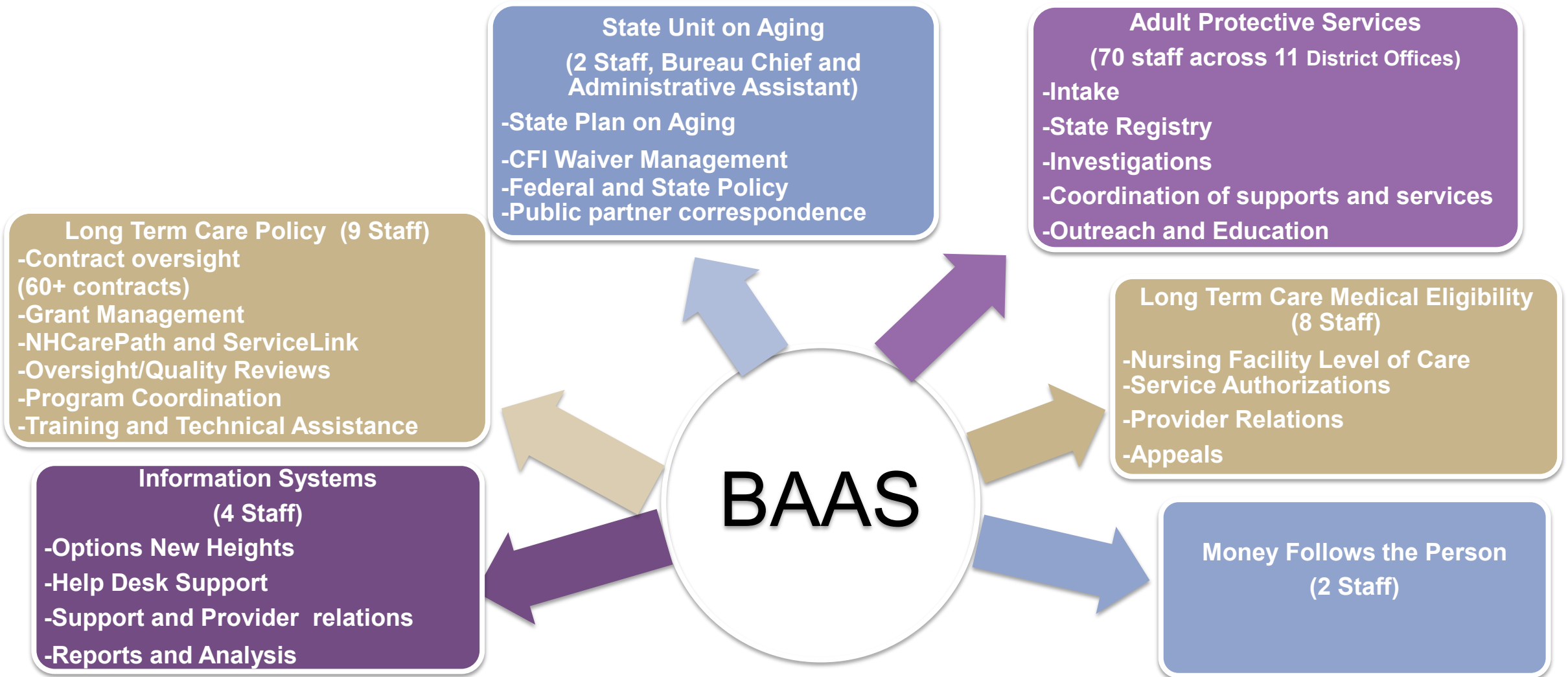


NEW HAMPSHIRE  
**DHHS**  
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**HEALTH & HUMAN SERVICES**

## **ADRD and Brain Health Supportive Programs and Activities**

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- Adult Protective Services
  - Older Americans Act Services
  - Aging and Disability Resource Centers
  - NH Family Caregiver Program
  - Choices for Independence Waiver
  - Nursing Facility Services
  - Brain Health Media Campaign
  - ADRD Respite Program
  - NH Family Caregiver Program
  - Contract with Division of Public Health for the Behavioral Risk Factor Surveillance System

# Bureau of Adult and Aging Operations



## What Are My Rights?

You have the right to:

- Apply for assistance;
- Be treated fairly;
- Receive written notice of the decision on your case including telling you if there is no eligibility;
- Evaluations and access to treatment and other services;
- Meaningful and understandable information regarding rights of participants who have been adjudicated incapacitated, including guardians or legal representatives
- File a grievance;
- File an administrative appeal if you are not satisfied with DHHS's decision about your case, and to bring a friend or an attorney to your appeal hearing; and
- Have your case record be kept confidential.

### Ask Questions

If you are not satisfied with the information, you receive or the decisions of DHHS, please ask questions. If you still are not satisfied or do not understand, ask to speak to a supervisor. Help and assistance can be found in your DHHS district office. Call, write, visit our website, or go to the office to ask questions and learn about the program rules.

### Administrative Appeals

You have the right to request an administrative appeal if you disagree with any decision taken in your case. At the administrative appeal, you can explain to the appeals officer why you disagree with an action being taken.

### Discrimination

DHHS decides each case based on the facts. If you feel you have been discriminated against because of age, sex (including gender identity and sexual orientation), race, creed, color, marital status, familial status, disability (physical or mental), religion, national origin, political affiliation or belief, contact the Ombudsman of the NH DHHS, 129 Pleasant Street, Concord, NH, 03301-3857; telephone 1-800-852-3345, ext. 16941. There can be no retaliation against you for having made this contact.

## How To File A Grievance

You have the right to file a grievance with BAAS if you are dissatisfied. Grievances can be reported by any individual on behalf of a Choices For Independence (CFI) participant.

Grievance can be reported by submitting BAAS Form 3123 *Grievance Reporting*, by writing a statement, or by a verbal submission such as a phone call. Grievances can be reported and submitted to BAAS by:

- Email- Attach BAAS Form 3123, a written statement or providing a statement in the email, to [BAASQualityManagement@dhhs.nh.gov](mailto:BAASQualityManagement@dhhs.nh.gov) ;
- Mailing the grievance through U.S.P.S. using BAAS Form 3123 or providing a written statement to:

**Bureau of Adult and Aging Services  
Attn: Quality Coordinator  
105 Pleasant Street, Concord, NH  
03301;**

- Verbalizing the grievance by telephone to **603-271-2240**; or  
By faxing the grievance using BAAS Form 3123 or a written statement to **603-271-4643**, Attn: Quality Coordinator.

## Reporting Abuse

*To report suspected abuse, neglect, self-neglect or exploitation (including financial exploitation) of a vulnerable adult or want to report a grievance on Adult Protection:*

Contact BAAS Adult Protection Central Intake Unit:  
1-800-949-0470 or 603-271-7014  
Email: [APSCentralIntake@dhhs.nh.gov](mailto:APSCentralIntake@dhhs.nh.gov)

*If you have a question or concern regarding a resident of a licensed long-term care facility or what to report a grievance:*

Contact the Long-Term Care Ombudsman:  
1-800-442-5640 or 603-271-4375  
Email: [OLTCO@dhhs.nh.gov](mailto:OLTCO@dhhs.nh.gov)

**If You Have Any Questions... Please contact 1-844-ASK-DHHS (1-844-275-3447) or your local DHHS District Office below.**

## DEPARTMENT OF HEALTH AND HUMAN SERVICES DISTRICT OFFICES

<b>BERLIN</b> 650 Main St. Ste. 200 Berlin, NH 03570 603-752-7800 or 800-972-6111 <a href="mailto:Berlin.dcs@dhhs.nh.gov">Berlin.dcs@dhhs.nh.gov</a>	<b>LITTLETON</b> 80 North Littleton Rd. Littleton, NH 03561 603-444-6786 or 800-552-8959 <a href="mailto:Littleton.dcs@dhhs.nh.gov">Littleton.dcs@dhhs.nh.gov</a>
<b>CLAREMONT</b> <b>Physical:</b> 404 Washington St. Claremont, NH 03743 <b>Mailing:</b> 136 Maple Avenue, Suite 100, Claremont, NH 03743 603-542-9544 or 800-982-1001 <a href="mailto:Claremont.dcs@dhhs.nh.gov">Claremont.dcs@dhhs.nh.gov</a>	<b>MAIN</b> Centralized Scanning Unit PO Box 181 Concord NH 03301 844-275-3447 or 603-271-9700 <a href="mailto:Maindo.dcs.@dhhs.nh.gov">Maindo.dcs.@dhhs.nh.gov</a>
<b>CONCORD</b> 40 Terrill Park Dr. Concord, NH 03301 603-271-6200 800-322-9191 <a href="mailto:Concord.dcs@dhhs.nh.gov">Concord.dcs@dhhs.nh.gov</a>	<b>MANCHESTER</b> 1050 Perimeter Rd. Ste 501 Manchester, NH 03103 603-668-2330 or 800-852-7493 <a href="mailto:Manchester.dcs@dhhs.nh.gov">Manchester.dcs@dhhs.nh.gov</a>
<b>CONWAY</b> 71 Hobbs St. Conway, NH 03818 603-447-3841 or 800-552-4628 <a href="mailto:Conway.dcs@dhhs.nh.gov">Conway.dcs@dhhs.nh.gov</a>	<b>ROCHESTER</b> 150 Wakefield St. Ste 22 Rochester, NH 03867 603-332-9120 or 800-862-5300 <a href="mailto:Rochester.dcs@dhhs.nh.gov">Rochester.dcs@dhhs.nh.gov</a>
<b>KEENE</b> 111 Key Rd. Keene, NH 03431 603-357-3510 or 800-624-9700 <a href="mailto:Keene.dcs@dhhs.nh.gov">Keene.dcs@dhhs.nh.gov</a>	<b>SEACOAST</b> 19 Rye St. Portsmouth, NH 03801 603-433-8300 800-821-0326 <a href="mailto:Seacoast.dcs@dhhs.nh.gov">Seacoast.dcs@dhhs.nh.gov</a>
<b>LACONIA</b> 65 Beacon St. West Laconia, NH 03246 603-524-4485 or 800-322-2121 <a href="mailto:Laconia.dcs@dhhs.nh.gov">Laconia.dcs@dhhs.nh.gov</a>	<b>SOUTHERN</b> 26 Whipple St. Nashua, NH 03060 603-883-7726 or 800-852-0632 <a href="mailto:Southern.dcs@dhhs.nh.gov">Southern.dcs@dhhs.nh.gov</a>

**TDD Access:  
Relay NH 1-800-735-2964 or 711**

## Bureau of Adult and Aging Services (BAAS)

# How BAAS Can Help You And What Are Your Rights ?

Department of Health and Human Services  
State Office Park South  
Main Building,  
105 Pleasant Street  
Concord, New Hampshire 03301

[www.dhhs.nh.gov](http://www.dhhs.nh.gov)

This institution in an equal opportunity provider.

## What Is The Bureau of Adult and Aging Services (BAAS)?

The Bureau of Adult and Aging Services (BAAS) is part of New Hampshire's Department of Health and Human Services (DHHS), Division of Long Term Supports and Services (DLTSS).

BAAS is designated by the U.S. Administration on Aging as the state agency on aging, and provides a variety of services and programs for:

- Adults ages 60 or older;
- Adults between the ages of 18 and 60 who are experiencing a chronic illness or physical disability; or
- A family caregiver.

BAAS is committed to providing services and programs that help people live as independently as possible, in safety and with dignity, and to exercise personal choice and direction.



## What Are Some Of The Programs and Supports Offered Through BAAS ?

- Choices For Independence (CFI)
- Long Term Care (LTC)
- Money Follows the Person (MFP)
- Adult Protection Services (APS)
- Home and Community Based Services (HCBS)
- Family Caregiver Support Program (FCSP)
- Aging and Disability Resource Centers (ADRC) previously known as *ServiceLink*.

## Choices For Independence (CFI)

Choices for Independence (CFI) is a home and community-based 1915(c) waiver, funded by Medicaid, that provides a wide range of services designed to enable participants to remain in their homes and stay active in their communities.

## Long Term Care (LTC)

Long Term Care (LTC) can be provided in a community setting, such as a residential care facility, or in a nursing facility. This type of care is available for adults who are aging and also for adults with chronic illnesses and/or physical disabilities who meet both financial and clinical requirements, determined by BAAS.

## Money Follows the Person (MFP)

The Money Follows the Person program can assist adults who are aging and adults with chronic illnesses or physical disabilities living in long-term care settings to transition into community-based living settings that meet their needs. Individuals must meet program, financial and clinical requirements. In addition to transition assistance, MFP program services can include Home and Community Based Services (HCBS) such as home delivered meals, adult day and homemaker services.

## Adult Protective Services (APS)

Adult Protective Services (APS) is administered by BAAS in accordance with State law (RSA 161-F:42-57). Adult Protective Service Workers (APSW) are responsible for receiving and investigating reports of abuse, neglect, exploitation and/or self-neglect of vulnerable adults. APSW's also assist in providing or arranging for protective services, when needed.

## Home and Community Based Services (HCBS)

Home and Community Based Services (HCBS) help people to remain healthy and independent at home. Services require an application, and some require an eligibility determination. Examples of HCBS services include, but are not limited to: home delivered meals, congregate meals, adult day and homemaker services.

## Family Caregiver Support Program (FCSP)

The Family Caregiver Support Program (FCSP) provides information, assistance and support to assist family caregivers who meet certain eligibility requirements and are caring for a loved one at home.

Grant funds may be available for eligible caregivers to provide short-term breaks from caregiving.



## Aging and Disability Resource Centers (ADRC)

Free information, referral and assistance services are provided by ADRCs (*ServiceLink*), which are administered by BAAS in conjunction with other community partners.

ADRCs help adults who are aging, adults with chronic illnesses or disabilities, and caregivers to connect with the resources they need. Medicare information and counseling is available at no cost at all ADRC sites.

ADRC representatives can provide information on Medicare benefits and services including prescription drug coverage. ADRC sites are in all 10 counties.



## How Do I Apply

It's easy to apply! You can apply by:

- Contacting your local DHHS District Office;
- Contacting your local ADRC site;
- Going to <https://nheasy.nh.gov>, and completing an application online; or

Print an application from [www.dhhs.nh.gov/apply-assistance](http://www.dhhs.nh.gov/apply-assistance), complete it and mail it in to the address indicated on it.

## Can I Get Other Help?

You may also qualify for other DHHS programs such as Medical Assistance, help paying Medicare premiums, Financial Assistance or SNAP benefits. We can talk to you about other programs and assist you in applying for them.

## How Can I get More Information ?

This pamphlet was designed to give you general information about BAAS. Please contact your local DHHS District Office for more information (see back for contact information).

You can also contact ADRC (*ServiceLink*) for more information about BAAS services and programs at:

Contact NH ADRC at:

**1-866-634-9412** or

[www.servicelink.nh.gov](http://www.servicelink.nh.gov)

By calling this number, you will be connected to an ADRC site in your area.



# Supporting the Wellbeing of Vulnerable Adults – Be A Good Neighbor!

A graphic with an orange background. The word "Prevent" is in white, "Help" is in red, and "Report" is in black. Below this, a teal banner contains the text "YOU MUST REPORT ADULT ABUSE" in white.

**800-949-0470 or 603-271-7014**

Fax: 603-271-4743 Email: [apsintake@dhhs.state.nh.us](mailto:apsintake@dhhs.state.nh.us)

All calls and contacts are completely confidential.

We have a collective responsibility to make sure that vulnerable adults are safe – especially during challenging times.

We encourage you to check in with vulnerable adults regularly to ask how they are doing and what they need.

Lending an ear and helping vulnerable adults access supports and services can go a long way to keeping them well.



## New Hampshire

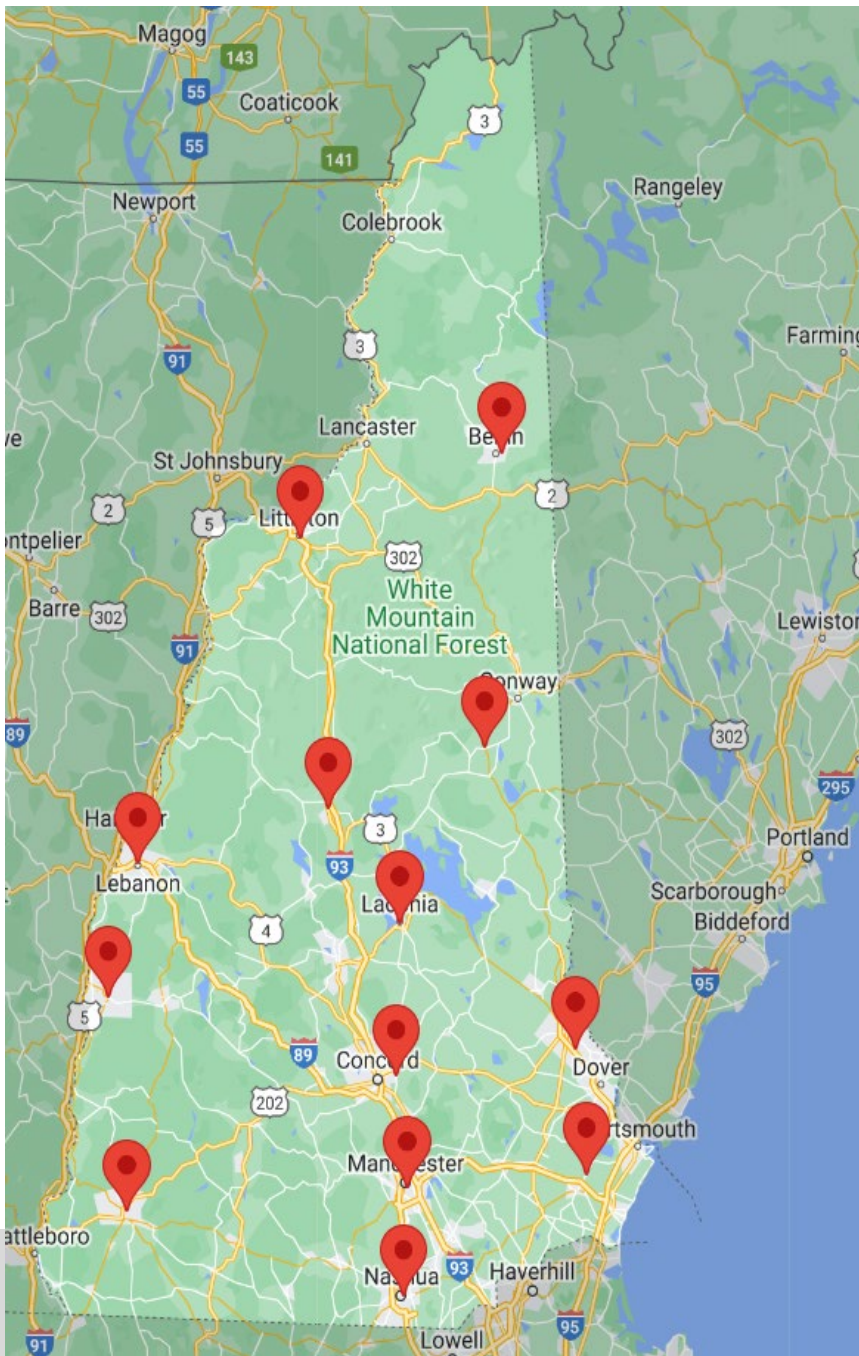
### Aging and Disability Resource Centers



## Aging and Disability Resource Centers (ADRCs) and No Wrong Door Systems of Access (NWD) for Long Term Services and Supports

- Are a collaborative effort of the Administration on Community Living, the Centers for Medicare & Medicaid Services (CMS), and the Veterans Health Administration
- In New Hampshire ADRC are also known as ServiceLink and our NWD System of Access as NHCarePath
- Multiple statewide partners collaborate as part of NHCarePath, including NH DHHS, ServiceLink, Area Agencies for Developmental Disabilities, and Community Mental Health Centers
- State's Vision is to: Support NHCarePath as a "high performing" No Wrong Door System (NWD System) that can enhance consumer choice and control and can help create more consumer-driven, more efficient, and more cost-effective LTSS systems of access.

# ADRC Toll-Free Number 1-866-634-9412



Carroll County: Tamworth  
Strafford County: Rochester  
Rockingham County: Stratham  
Hillsborough County: Manchester & Nashua  
Grafton County: Lebanon & Littleton  
Belknap County: Laconia  
Cheshire County (Monadnock Region): Keene  
Merrimack County: Concord  
Sullivan County: Claremont  
Coos County: Berlin



New Hampshire

Aging and Disability Resource Centers

# Aging and Disability Resource Centers (ADRC) *also known as ServiceLink*

ADRC is a program of the NH Department of Health and Human Services. Through contracts with local agencies around the state, ADRC helps individuals:

- Access guidance, support, and choice related to long term services and supports (LTSS) for all populations and payers
- Person Centered Counseling
- Access family caregiver information and supports
- Explore options and understand and access Medicare/Medicaid
- Serves as the States Local Contact Agency for Nursing Home Minimum Data Set Section Q referrals (all payers)



# Person-Centered Counseling Program

HB2 created a new person-centered counseling program in each contracted ADRC to provide support and assistance to people living at home or in short or long-term institutional settings, including hospitals, to transition to community-based settings.

- **Referrals and support to access**, at a minimum, but not limited to:
  - Assistance with completing Medicaid applications;
  - Discharge planning;
  - Older Americans Act (Title III) and Social Services Block Grant (Title XX) services and programs; and
  - Referrals and access to community-based services, housing, and other supports and services to meet the needs of the individual and their family.
- Education on available community-based resources for long-term services and supports.
- Assist with and support navigating hospital discharge protocols.

# Aging and Disability Resource Centers

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## Person Centered Counseling

-  Person-Centered Practices
-  Unbiased Support for Personalized Decision Making
-  Office and Home Visits
-  Support to attain goals

# Aging and Disability Resource Centers

**Long-Term Services and Supports Eligibility Determination**

**Medicaid Coordinated Services**



**MEDICAID FORM 800 APPLICATION PROCESS**



**ASSESSING NEEDS FOR HOME AND COMMUNITY BASED SERVICES**



**REVIEW REQUIRED VERIFICATIONS**



**MONITOR AND RELAY INFORMATION**



**ACCESSING HOME AND COMMUNITY BASED SERVICES**



**SUPPORT TRANSITION OF CARE/ DISCHARGE PLANNING\*\***



### Join the Movement for Early Dementia Screening

Start the conversation with your patients today and help them unlock a future of proactive health. By making early dementia screening a routine part of health care, you are helping your patients and their families plan, prepare, and thrive.



### Why Talk About Early Dementia Screening:

- Empowerment:** Early detection empowers patients to take control of their health, giving them time to plan for the future.
- Improved Quality of Life:** Catching dementia early can lead to better treatment outcomes, helping patients maintain their quality of life for longer.
- Family Support:** An early diagnosis enables families to access the resources and support they need to face dementia together.



### How to Start the Conversation:

- Be Compassionate:** Recognize that discussing cognitive decline can be sensitive, and approach the conversation with care.
- Educate:** Explain the benefits of early dementia screening and how simple it can be.
- Reassure:** Let patients know that screening is a preventative measure, not a diagnosis.
- Encourage:** Emphasize the peace of mind that comes with being proactive about cognitive health.





# Run Media Ads to the General Public

GENERAL PUBLIC - Media Distribution - Healthy Brain Aging and Dementia Awareness Campaign		January						February				March				April			May			June			Total Impressions			
Digital Media	Description	6	13	20	27	3	10	17	24	3	10	17	24	31	7	14	21	28	5	12	19	26	2	9		16	23	30
Digital Video - FEP-OTT	Desktop, Mobile, CTV, targeting persons 45+ in New Hampshire, targeting behavioral, interest, psychographic targeting segments. Examples include individuals seeking information on mental health, doctors appointments, medical information, and seeking a neurologist.																											689,655
Spanish Language Streaming Radio	Targeting station to reach Hispanic listeners 40+ in New Hampshire. :30 Spanish language spot plus 300x250 companion banner ad.																											1,041,667
Audience Targeted Display	A50+, New Hampshire, Hispanic and African American, at-risk populations, memory care/memory loss, alzheimers and dementia information seekers, caregivers, family influencers in household in New Hampshire.																											653,846
Geotargeted Display	Geotargeting priority locations throughout New Hampshire and serving ads to disability organizations, etc.																											769,231
Social Media	Facebook and Instagram, targeted to high priority audiences in New Hampshire.																											540,000
Google AdWords	Ads delivered to individuals searching for terms related to dementia, diabetes, high blood pressure, head trauma, hearing loss, developmental disabilities, resources for people who are sight- or hearing-impaired.																											30,000

# Run Media Ads to the General Public

		January				February				March				April				May				June								
		6	13	20	27	3	10	17	24	3	10	17	24	31	7	14	21	28	5	12	19	26	2	9	16	23	30			
<b>Outdoor</b>	<b>Description</b>																													
<b>Bus King Side Signs</b>	Nine (9) street side signs in Manchester (3 signs), Nashua (3 signs) and on the Seacoast (3 signs) transit system. Total 4 week estimate imp all markets: 731,109. Est assumes 50% overrun space available.																													3,208,990
<b>Television</b>	<b>Description</b>																													
<b>WMUR (abc)</b>	375 spots reaching 89,800 with a frequency of 7.6x. Mix of news, daytime and prime time rotators.																													4,116,200
<b>Cable</b>	3,456 spots across ESPN, TBSC, CNN, TNT and HGTV throughout all the markets cable delivers in NH.																													536,315
<b>Radio</b>	<b>Description</b>																													
<b>NHPR</b>	Entire State ten (10) spots per week. Frequency Message (25% guaranteed to run in drive time, 5:30-10 am, 3-7 pm M-Sunday)																													1,008,000
<b>SmartAudio</b>	480 thirty secont (:30) Radio spots split between: WTBU-FM, WQSO-FM, WHEB-FM, WERZ-FM, WGIR-FM and WGIR-AM. 40% run in Manchest and 60% in Portsmouth-Dover-Rochester.																													325,000
<b>Print</b>	<b>Description</b>																													
<b>NH Union Leader</b>	Sunday edition (76,422 readership) plus Silver Linings Nashua in April 2025 (pub Sun 4/14 art due Fri 4/5). Half page size (Union Leader 10.2" x 10.5" and Silver Linings 10.2" w x 5" h).																													687,798

# Run Media Ads to Health Professionals

HEALTH PROFESSIONALS - Media Distribution - Healthy Brain Aging and Dementia Awareness Campaign		January		February			March					April				May				June								
		6	13	20	27	3	10	17	24	3	10	17	24	31	7	14	21	28	5	12	19	26	2	9	16	23	30	
Digital Media	Description																									Total Impressions		
Google Search Targeting	Targeting keywords doctors search such as Alzheimer's treatment guidelines, dementia diagnosis criteria, cognitive impairment screening tools, Alzheimer's medication management, dementia care best practices, etc.	[Dark Blue bars]																								45,000		
Social - Facebook & Instagram & LinkedIn	Physicians, Nurses, Nurse Practitioners, and Pharmacists in the state of New Hampshire	[Blue bars]																								786,000		
Location Based Pre-Roll :30 Video iHeart Media NH Statewide	Drive awareness of website / landing pages with Location-Based Brand/Behavioral Video targeting. Audience Targeting: Healthcare Professionals, Physicians, Nurses, Nurse Practitioners, Pharmacists	[Purple bars]																								1,267,241		
Targeted Email - 5x Deployments iHeart Media NH Statewide	Drive traffic and business inquiries using a customized email campaign providing the ability to reach both desktop and mobile users. Audience Targeting: Healthcare Professionals, Physicians, Nurses, Nurse Practitioners, Pharmacists	50,000 emails				50,000 emails				50,000 emails				50,000 emails				50,000 emails									250,000	
Audience Based Display NH Statewide Dimensions: 300x250, 160x600, 728x90, 320x50	Drive awareness with marketplace targeting, serving ads within highly curated lists of sites that index high with your target audience across 92% of local websites within the state of New Hampshire. Audience Targeting: Healthcare Professionals,	[Maroon bars]																								650,000		
		Campaign Total																								2,998,241		



# Community Outreach

- Create and disseminate toolkit for strategic partners
- Plan for reaching senior centers, libraries, area agencies, assisted living facilities, medical facilities and others.

# Campaign Reporting

- Final report on media, partner and outreach achievements
- Post-campaign survey to measure change in knowledge, awareness and intent to talk to doctor about early screening



Department of  
**HEALTH &  
HUMAN SERVICES**

# Roadmap 2024-2025

June 2024

## 2024-2025 Commitments

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*Drive engagement and satisfaction to enhance the DHHS employee experience by fostering a culture of belonging and safety. Focus and promote efforts in the areas of recruitment, retention, and professional development for all staff.*

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*Strengthen core systems, with an emphasis on prevention and equity, to help residents get the right services at the right time and place.*

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Read more about the [DHHS Roadmap 2024-2025](#).

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*Modernize systems to streamline administrative processes for the people we serve and maximize the quality and integrity of all of DHHS' work.*

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# Progress from October 2023 – October 2024

## Commitment 2 – Promote Thriving Communities

### Completed:

- [CFI rate study](#)
- October 2023 & January 2024 Choices for Independence (CFI) rate increases
- CFI financial eligibility changes
- Aging and Disability Resource Center (ADRC) contract amendments
- Person-centered counseling programs in ADRCs
- System of Care for Healthy Aging Planning & Reporting consultant
- CFI waiver request for presumptive eligibility
- Phase 1: Bureau of Aging and Adult Services name Change

### In progress:

- Information Technology enhancements including online portal
- Public facing dashboard
- Rule updates
- Stakeholder engagement and trainings



# System of Care Next Steps

The Department continues to invest in establishing, strengthening, and sustaining a System of Care for Healthy Aging that meets the unique needs of New Hampshire's adult population.


- Finalize the System of Care Plan
- Submit a State Plan Amendment for Medicaid Administrative Claiming for Aging and Disability Resource Center activities
- Complete Information Technology Enhancements
- Submit a Choices for Independence waiver amendment
- SFY 26\27 Budget: Monitor and provide education on Agency and Prioritized Needs requests

# Links


- [Bureau of Adult & Aging Services](#)
- [NHCarePath Partner Resources – Consumer Booklets](#)
- [Rights Booklet](#)
- [Home and Community Based Care](#)
- [Quick Guide to Long Term Care](#)
- [Forms](#)



Learn more about CFI on the training page:  
[Choices for Independence \(CFI\) Training Modules | New Hampshire Department of Health and Human Services](#)



The Rights of Individuals Receiving Choices for Independence (CFI) in the Community



NHCarePath is New Hampshire's "front door" to quickly connect individuals to a full range of community services and supports.

[www.nhcarepath.org](http://www.nhcarepath.org)



## Consumer Medicaid Booklets

- Medicaid Community Mental Health Services & Supports

## Outreach/Partner Logos

- Materials, Partner Newsletters, Document Library

## Tools

- Level One Screen, Referral Form, LTSS Resources and tools, FAQ

## Training

- Medicaid Long term Care, Substance Use Concerns, Centers for Independent Living, DD System, Mental Illness, Children and Families, Veterans, Military and their families.



## Adult and Aging Services Website Resources

<https://www.dhhs.nh.gov/programs-services/adult-aging-care>

# Information and Links



The Bureau of Elderly & Adult Services (BEAS) is now the Bureau of Adult & Aging Services (BAAS)



BAAS Newsletter: <https://public.govdelivery.com/accounts/NHDHHS/subscribe/new>

Website: Adult & Aging Care | New Hampshire Department of Health and Human Services



NEW HAMPSHIRE  
**DHHS**  
DEPARTMENT OF  
**HEALTH & HUMAN SERVICES**

**Questions**