Winter 2012

GATEWAYS

GATEWAYS COMMUNITY SERVICES

Caring For Our Community. All Day. Every Day. For a Lifetime.

Gateways Plans for 2012 National Core Indicators Family Surveys

by Beth Raymond, VP, Family and Individual Services

New Hampshire began participating in the National Core Indicators (NCI) project in 2010. NCI is a collaboration between the National Association of State Directors of Developmental Services and the Human Services Research Institute (HSRI) to establish performance and outcome measures for quality management. These are satisfaction surveys for agencies that provide services to people who have developmental disabilities. You may have filled out one of the surveys in the spring of 2010.

Gateways will be mailing the next round of surveys to our families in early spring. The family responses are very important to Gateways. We want to know whether families and guardians are satisfied with the supports and services that we provide.

It would be helpful to us if you would complete the survey. Your opinions matter to us and we will use your feedback to help us improve the supports and services that Gateways provides.

"All information collected will be kept confidential. Persons who deliver services or decide how much service you receive will not know how you answered the questions," explains Ellen Barry, Gateways' Quality Improvement Analyst. "In addition to our using the feedback to improve supports and services, the New Hampshire Bureau of Developmental Services is participating in the National Core Indicators project which allows us to compare our supports and services to those in other states."

Your participation is entirely voluntary. The supports and services you are currently receiving will not be affected in any way by your choice to participate or not participate. However, we need your help to improve our supports and services. We hope that you will watch for the family survey and take few minutes to fill it out.

If you have any questions about the NCI or about the survey, please contact Ellen Barry at 459-2789 or ebarry@gatewayscs.org.

$10K Grant From TD Bank Charitable Foundation

Gateways Community Services received a $10,000 grant from the TD Charitable Foundation for assisting the Nashua Partners in Health (PIH) program with funding for: 1) medical bills, 2) medical equipment and/or medications, 3) utility bills, 4) transportation/vehicle maintenance costs, 5) therapeutic recreation programs, and 6) overnight hotel stays relative to medical care for families of children with chronic health care needs.

Pictured above are Sandy Pelletier, Gateways Community Services President & CEO and Michael Hakoun, Manager, TD Bank, Nashua.

Managed Care Organizations in Contract Negotiations with State

by Dave Hackett, Legislative Liaison

The state has narrowed down MCO bidders to a select few that are in contract negotiations with the state for New Hampshire's Medicaid Management Program. Step I coverage for acute medical care will take effect July 1 and Step II, in year two, will wrap all waivered and long term care services into managed care with the oversight of the state and selected managed care organizations. The state expects to choose at least two organizations for contract which will be executed in March at a meeting of Governor's Council.

To stay up to date on legislative concerns and the state's managed care implementation, please subscribe to the Gateways Legislative Updates by clicking on:

http://www.gatewayscs.org/news/news-89-0-8-8--.html.

From The Desk of
Sandra Pelletier,
President & CEO

Gateways is hitting the ground running, at full speed, with the start of 2012! My staff and I get excited when a new year brings innovative ideas and options for those we serve; and this year is no exception. Gateways has joined Crotched Mountain's Center for Medical Home Improvement, Dartmouth Hitchcock-Nashua, Health First Family Care, Lakes Region Community Services, New Hampshire Bureau of Develop-mental Services, Community Support Network, Inc., and the University of New Hampshire Center on Aging & Community Living to apply for a Center for Medicaid and Medicare Services $3 million grant to establish a local Health Home in the Nashua region.

Instituting a Health Home model, with an integrated care coordination team, for some of our region's most vulnerable citizens, those with developmental disabilities and acquired brain disorders, is a long overdue effort for our state's health care delivery system. It is a need that has defied the efforts of individual practitioners, organizations, and agencies; and has not been a focus for the medical community often resulting in unnecessary costs and less than satisfactory outcomes. This is particularly true for people who have chronic debilitating medical conditions like diabetes, congestive heart failure, dystrophy, and epilepsy, and who also lack both the cognitive and financial resources to independently manage their illnesses on a day to day basis for best outcomes. These people are often referred to numerous specialists, with less than optimal follow-up on recommendations, are frequent users of emergency department services, and have histories of multiple long- term hospital and rehab stays. Unfortunately, their lives are often a series of medical crises and disruptions with poor health outcomes at high costs.

It is our hope that the grant will be awarded in the next six weeks and that we will, within 6 months, establish a Health Home and integrated care coordination team in cooperation with Dartmouth Hitchcock in Nashua. I have spoken with a few families about this opportunity and many are excited by the possibilities of this great idea. I'll keep you posted and until then, we are hopeful that the dollars will come through in this competitive environment for federal funds!

Family Support Budget Cuts on Horizon

by Nzenalu Obinelo, Family Services Director

In November 2011, Gateways was advised by the Bureau of Developmental Services (BDS) of our region's specific budget cuts for fiscal year 2012 and fiscal year 2013 in Family Support.

The current FY12 year requires a reduction of $45,382 in Family Support which will be achieved through a reduction in the Home Modifications Program. Gateways received funds from the New Hampshire Charitable Foundation for home modifications this year and we anticipate that the award will off-set the Home Modification program cuts. We are hopeful that there will be no impact on individuals or their families this fiscal year.

For FY13, the total Family Support budget is $972,496; this budget is split between Family Support Council Funds and Family Support Program Operational Funds. The cuts for fiscal year 2013 are much larger and will not be absorbed easily. The total cut for the next fiscal year is $288,844 and represents a 30% reduction in the overall Family Support Program. The harsh impact of these cuts will have a negative impact on all the 874 individuals and their families in the Family Support Program who receive assistance from the Family Support Program and the Family Support Council.

The Family Support Council has agreed to reduce its budget by $68,623 in FY13. The Family Support Council budget assists individuals and their families by funding many services such as respite care, adaptive equipment, adaptive recreation, and camperships. The Family Support Council will be reviewing its fiscal year 2013 budget in January and February to determine which line items in their budget will need to be reduced or cut. These cuts will greatly reduce the assistance that the Family Support Council has provided individuals and their families with a variety of supports.

The remaining FY13 reduction of $220,221 will come from Gateways' Family Support Program Operational Budget. Gateways will implement reductions of state and Medicaid funds in the following areas: Home Modifications, Consolidated Programs, and Medicaid Respite. Gateways receives approximately 90% of its funding through Medicaid; this is why Gateways continues to strongly encourage individuals and their families to apply for Medicaid, which assists with various services that they could be eligible for through the Family Support Program. In the Family Support Program, Gateways will have to redesign the roles of the high school transition staff. With increased caseloads and reduced staffing, the Family Support Program staff will be limited in the supports they provide individuals and their families.

Gateways and the Family Support Council are working hard to minimize the impact of these cuts on families. However, a cut of 30% will impact families in the next fiscal year. We will continue to keep everyone informed as final decisions are made.

If you would like to know more about how you can advocate for your family in state budget and policy issues, please contact Dave Hackett, Legislative Liaison, at dhackett@gatewayscs.org or 459-2751.

Family Support Council Update

by Eric Shaffer, Chairperson

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Reflecting back on the various highlights to the end of 2011, the council hosted several good presenters; including recent UNH-IOD Leadership graduates along with Sarah Aiken & Alex Koutroubas from CSNI. We also had some in-depth conversations around the area agency and council budget cuts.

It was nice to get a few recent UNH-IOD Leadership graduates from our region to attend one of our council meetings. Each year, our council is fortunate to sponsor at least 2 individuals within our region to attend this wonderful advocacy leadership program. Six graduates attended to share their highlights of the program. They spoke about "finding the importance of their voice," how to be more active within the legislative process; staying connected with their Representatives, and gained a network of friends that will last forever. Many spoke about how they had already put the skills learned to practice – speaking on a House bill, hosting a legislative event, and getting more active within their child's school.

We also had Sarah Aiken & Alex Koutroubas from CSNI visit a council meeting to provide legislative and Medicaid managed care updates. They educated the council about CSNI and the role they have within the area agency system. Most of their time was spent giving the background around the Medicaid managed care proposal and the timeline around it. The council asked a ton of questions for which many answers were not available.

During several of our meetings, we have spent an increasing amount of time discussing the F12/F13 budget cuts and how it will be affecting Gateways and our council's budgets. We are increasingly concerned about potential lapses in services provided, employment initiatives, and staffing needs. The council will be working very closely with the area agency as we build our FY13 reduced budget. Our goal will be to make sure that during the various funding cuts taking place, that we minimize the programs/services that might be fully cut during this process.

Lastly, our council worked with Family Support staff members to host the Annual Family Support Holiday party. What a fun time for all the families that attended!! There was various holiday foods/cookies, decorations and music. Sandy Pelletier read a holiday story to children and adults; presents were handed out; pictures were taken with Santa Claus; and the DJ got people dancing. Truly, a little holiday magic for all that attended and helped out.

Gateways Annual Holiday Party Brings Smiles

Pictured above: Debbie Mason and Steven Ayotte enjoying the holiday cheer.

No snow, but lots of smiles for the annual Gateways Holiday Party for participants and their families. Over 130 individuals attended the event which was held Saturday December 17th at St. Philips Greek Church in Nashua. The festive activities included Sandy Pelletier reading a holiday story, craft activities, music and dancing, and a visit from Santa. Everyone enjoyed treats and all participants, and many siblings, left with a gift. Many thanks to the Clark Family whose continued support and generosity make this holiday event possible. A special thank you to all staff and families who helped make this a safe and happy family event!

GATEWAYS COMMUNITY SERVICES
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GATEWAYS

Winter 2012

NH Motor Speedway Helps Partners in Health Program

Gateways' Partners in Health (PIH) Nashua program received a $3,000 award from the NH Motor Speedway Children's Charities in support of recreational activities. These funds will help kids to "be kids" through participation in special therapeutic recreational programs; allowing them to set aside medical issues and doctor's visits for a brief period. Pictured above are PIH participants and staff who joined the organization for its "Gift of Lights" Ceremony at the beginning of December at the Speedway.

Gateways Therapy Services - Open & Growing

by Peter Van Voorhis, VP, Community Services

Gateways Therapy Services welcomed its first customers this past summer and is thankful for the support from families and friends. Our new multi-specialty therapy and behavioral center provides both home and center-based services. Families are visiting us on the 3rd floor of 144 Canal Street in Nashua where they can take full advantage of our Autism Center Library, Lite-Gait Training Option, Parent-2-Child Program, and Therapy & Sensory services. In addition, families are in constant, 24x7, contact with Gateways and other families through the ever-growing Nashua Autism Network; now affectionately known as NAN. If you would like to learn more about NAN, or join the autism discussion, click on http://nashuaautismnetwork.com.

This past August, United Behavioral Health audited our program and Gateways passed with flying colors; at 100% compliance, so we have been welcomed as an approved provider through this major insurer in NH. Gateways is also approved to deliver services through many other private health insurance plans and some Medicaid Waiver options. Gateways has begun contracting with local school districts to deliver much needed, qualified services. Our team of Behavioral Analysts and Applied Behavioral Therapists is expanding and available for free initial consultations. "Our mission is to match each child and young adult with quality affordable services," notes Amy Fagan, Practice Manager.

Our caring staff understands that finding the right path to necessary services can be extremely challenging for parents. "What is needed?" "Who provides what services?" "Who pays?" These are a just a few of the questions we are prepared to help families answer. Gateways provides a continuum of care for all ages and most special needs.

Gateways Therapy Services will help you find the services your child or young adult needs! For more information contact Amy Fagan at 459-2743 or afagan@gatewayscs.org.

Celebrating

10 YEARS OF EXCEPTIONAL SERVICE

Gateways for Seniors is celebrating 10 years providing in home personal care services to clients so they have a better life.

Personal care services are available to seniors and chronically ill adults.

Our personal care service providers attend to the daily living needs of each client to keep them safe at home.

Recent client survey showed 95% of our clients are satisfied and 5% are more than satisfied with the services we provide to them.

Personal care service provider survey results showed that our workers are properly trained professionals and gave the best quality of care to our clients.

Wouldn't you want the best and most experienced personal care service providers working with your loved one?

With our variety of payment options you will discover that our services are very affordable.

Call: Sharon Stephens, Director
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