

This summer, the Bureau of Developmental Services (BDS) worked with stakeholders to follow-up on identified key priorities. BDS hosted topic-focused work groups on Developmental Services Forms and Participant Directed and Managed Services (PDMS). BDS also launched a survey to gather feedback on Self-Directed Programs, focusing on what is working well and areas for improvement.



**Developmental Services Forms  
Topic-Focused Work Groups**  
66 Total Attendees



**PDMS Topic-Focused  
Work Groups**  
100 Total Attendees



**Self-Directed Programs  
Survey Responses**  
137 Total Responses

**Survey Question:** What parts of your self-directed program is working well?

**Top Responses (Rank Order)**

1. DSP Workforce/Service Coordination
2. Control and Flexibility
3. Access to Person-Centered Services

**Survey Question:** What improvements or changes would you like the BDS to consider regarding self-directed programs?

**Top Responses (Rank Order)**

1. Rates/Funding
2. No Change
3. Simplify and Streamline Processes

**Survey Question:** What areas do you feel you need additional support to successfully manage your self-directed program?

**Top Responses (Rank Order)**

1. Access to Person-Centered Services
2. Rates/Funding
3. DSP Workforce/Service Coordination

### Key learnings from the topic-focused work groups:

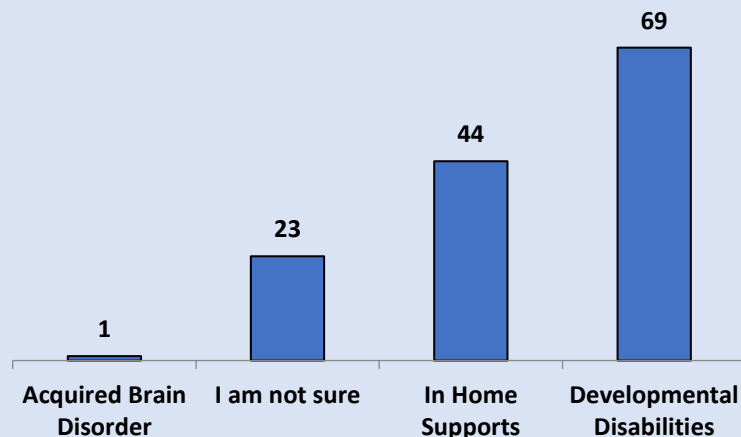
#### Developmental Services Forms

- Simplify and streamline paperwork and processes
- Collaborate with other agencies and departments within NH government
- Explain the “why” behind certain forms

#### PDMS

- Increase training, education, and resources to assist PDMS individuals and families
- Maintain control and flexibility within current PDMS programs and budgets

**Survey Question:** Which waiver is your self-directed program through?



**Survey Question:** How long have you been in a self-directed program?

