

GSIL Connections

A quarterly newsletter for GSIL's Consumers & Employees



Pay Increase for GSIL ACEs!

Submitted by: Marcia Bagley, M.S., Chief Program Officer & Donna Potter, Statewide Director of PCSP Services

The State of NH approved an increase in their budget, to be effective 1/1/2024. **We are particularly proud to be able to say that GSIL has started the hourly increases in July!** We are lucky to have so many dedicated ACEs and are so happy to be able to compensate them fairly for their dedicated work with our consumers.

In addition to the pay rate increase, GSIL recently implemented an increase in Non-Medical Transportation (NMT) reimbursement! Effective immediately, for our ACEs only. ACEs who are authorized to provide NMT will now be reimbursed \$14 for round trips and \$7 for one way trip. That is an increase of \$0.50 per trip.

This is just the latest in GSIL's commitment to provide fair wages to our ACEs. Kudos to Jeff Dickinson and his team for advocating at the state house and to GSIL's Leadership Team and Board for taking the steps necessary to show our ACEs how much their hard work and dedication are appreciated!

(see page 8 for a full write up on these Advocacy efforts)

What's Inside?

Community Services	02
Health Awareness	04
Human Resources	05
Linkables	06
Anniversaries & Contact List	07
Your Voice Matters & Advocacy Awareness	08
Consumer Story	09
Education Programs	10-11
LTS Skills Training	12
Upcoming Events & Trainings	13

Community Services

Transportation

Submitted by: Derek Lavoy, Transportation Manager

As the summer rolls along many of us are planning on taking long road trips. NHTSA (National Highway Traffic Safety Administration) has put together tips for summer driving including a list of emergency kit contents.

This list includes the following: cell phone and charger, first aid kit, flashlight, jumper cables, jack and spare tire and water and snacks.

This list can be helpful especially when you consider some of the remote areas where help can be an hour or more away.

For more on this list and other summer driving tips go to: <https://www.nhtsa.gov/summer-driving-tips>

Ticket to Work

Submitted by: Ashley Palma, Director of Community Services

We have had someone accept the Employment Coordinator position! Sage Mackenzie will start on September 5th! We are very excited to finally find someone to work with Jonathan Belmont. He has been working hard to hold down the employment team and has done a great job. With Sage starting, we will be able to begin our robo calls again and get even more consumers added to the employment department. This is going to help expand and reach more people in NH who are looking to get back to work, and we are excited for that opportunity!

Independent Living Skills

Submitted by: Ashley Palma, Director of Community Services

I am happy to announce that we have almost filled all our open positions! April Paye started this month as our new IL coordinator for the North Country. We still have our IL Coordinator position open for the Monadnock region, so if you know anyone, send them to apply!

Peer Support & United Spinal - NH

Roll on Capitol Hill

Submitted by: Alexandria Teixeira, GSIL's Peer Support Coordinator and Chapter Leader for the NH United Spinal Association

I had the privilege to represent NH and participated in this year's roll, June 18 – 21, 2023. Roll on Capitol Hill is United Spinal's annual signature policy event that supports key advocacy priorities for its membership and the broader disability community, including veterans, to ensure that legislators include wheelchair users and all people with disabilities in policy debates on Capitol Hill. The event strengthens the voice of our community and ensures all people with disabilities are engaged in policies that impact their quality of life and independence.

We discussed accessible air travel, accessible ground transportation and Medicare coverage of wheelchairs. I met with senatorial staff representatives for Senators Jeanne Shaheen and Maggie Hassan, as well as the staff members for Chris Pappas and Anne Kuster.



50 Peers with spinal cord injuries
were supported by GSIL's peer-mentoring
program in collaboration with
United Spinal, NH Chapter

GSIL Participates in Greater Nashua United Way's Over the Edge!

Submitted by: Terri Voth, GSIL Donor Relations Specialist & Event Planner



"Would you rappel 24 stories because you believe in a cause? On June 27th, three of our superhero's went Over the Edge in support of our mission! A huge thank you to Jen Crowell, Sharon Silva and Grant Van De Beken for bravely going where we all didn't dare

- rappelling down the 300-foot-tall Brady-Sullivan Tower at 1000 Elm Street in Manchester. They took up this challenge because they believe in the strength of teamwork and are committed to improving our community!

GSIL Peer Support Mentor & Coordinator, Jennifer Crowell made history as the first person in NH with paralysis to join the event and rappel over the edge! Joining Jen on Team GSIL is GSIL Independent Living Coordinator Sharon Silva and GSIL Board Member Grant Van Der Beken.

If you have not had a chance to watch the video of them descending, be sure to check it out on our Facebook Page (June 27th). Jenny raised enough money to qualify to wear a Go-Pro camera on her decent! See what she saw (and hear what she said, lol) as she descended one of NH's tallest buildings, dangling from a harness!!

They smashed their combined goal of \$5,000, and raised \$5,273.72! If you donated or supported these folks in anyway, thank you!!



GSIL's Website - Peer Support Pages Get a New Look!

Submitted by: Ashley Palma, Director of Community Services

We are collaborating with Resource Development to update the [Peer Support website pages](#), giving them a fresh new look, with new content and language. Take a look and let us know what you think!



...At GSIL we believe that helping others is not just something we do, but something we live by.

We would also like to promote the United Spinal NH Chapters Facebook page, so please follow, like and share!

<https://www.facebook.com/NHSpinalCord/>



Celebrating accessible trails

#NHTrails4All

Logos: FUTURE IN RIGHT, DISABILITY RIGHTS CENTER-NH, The Nature Conservancy, OPENROADS, NH State Parks, gsil, RiverWood Manchester

Looking for a great outdoor experience? Visit one of the many accessible trails in NH! Check out GSIL's Website & Facebook page for links to some really amazing trails!

Health Awareness - September

Submitted by: Diana Bailey, RN Coordinator

September is **Suicide Prevention Awareness Month**, a time to raise awareness of this stigmatized, and often taboo, topic. We use this month to shift public perception, spread hope and share vital information to people affected by suicide. Our goal is ensuring that individuals, friends and families have access to the resources they need to discuss suicide prevention and to seek help.

Suicidal thoughts, much like mental health conditions, can affect anyone regardless of age, gender or background. In fact, suicide is often the result of an untreated mental health condition. Suicidal thoughts, although common, should not be considered normal and often indicate more serious issues.

Crisis Resources

If you or someone you know is experiencing a mental health crisis, call or text 988 immediately.

If you are uncomfortable talking on the phone, you can chat the Suicide & Crisis Lifeline at 988lifeline.org

You can also text NAMI to 741-741 to be connected to a free, trained crisis counselor on the Crisis Text Line.

- [Know the Warning Signs and Risk Factors of Suicide](#)
- [Being Prepared for a Crisis](#)
- [Read our guide, "Navigating a Mental Health Crisis"](#)
- [What You Need to Know About Youth Suicide](#)

Need more information, referrals or support?

Contact the [NAMI HelpLine](#)

INDIVIDUAL Impact

- 79% of all people who die by suicide are male.
- Although more women than men attempt suicide, men are 4x more likely to die by suicide.
- Suicide is the 2nd leading cause of death among people aged 10–14 and the 3rd leading cause of death among people aged 15–24 in the U.S.
- Suicide is the 12th leading cause of death overall in the U.S.
- 46% of people who die by suicide had a diagnosed mental health condition - but research shows that 90% may have experienced symptoms of a mental health condition.

COMMUNITY Impact

Annual prevalence of serious thoughts of suicide, by U.S. demographic group:

- 4.9% of all adults
- 11.3% of young adults aged 18-25
- 18.8% of high school students
- 45% of LGBTQ youth
- The highest rates of suicide in the U.S. are among American Indian/Alaska Natives followed by non-Hispanic whites.
- Lesbian, gay and bisexual youth are nearly 4x more likely to attempt suicide than straight youth.
- Transgender adults are nearly 9x more likely to attempt suicide than the general population.
- Suicide is the leading cause of death for people held in local jails.

Data from CDC, NIMH and other select sources

Human Resources & Benefits

GSIL 403-b Retirement Savings and financial planning

Submitted by: Ann Malburne, PHR, SHRM-CP, Human Resources Director

When should I start retirement planning?

The simple answer is as soon as you can. That's because the sooner you start saving, the more time your money has time to grow. One of the most common excuses people make to justify not saving for retirement, is that they are still young. Anyone who is nearing retirement will tell you that the years suddenly go by and building a retirement nest egg is much harder the longer you delay saving.

About 40% of Americans have less than \$5,000. saved towards retirement. This is going to lead to a lot of financial stress as they near retirement. Starting early can reduce this stress and lead to a happier retirement. You can start with 1%, 2% or 3% and you will receive a match from GSIL (free money) up to a max of 6%.

What are the first steps to retirement planning?

1. Determine how much money you want when you retire. This will largely depend on the type of lifestyle you want to live. If you want to live a quiet life in the country, then you will need less money than if you want to spend your retirement traveling the world.
2. Prioritize your financial goals. Retirement is probably not your only savings goal. This is where a confidential fiduciary financial advisor can help. It is important to have a broad look at your financial goals and determine how you are going to achieve them. GSIL's 403-b retirement plan provides you with access to a certified Lincoln Financial advisor to work

with you so you can design your own financial goals. From helping you get your budget under control to retirement savings.

3. Decide which retirement savings plan is best for you. In general, the best retirement plans have tax advantages and additional saving incentives, such as a matching contribution. GSIL will match up to 6% of your 403-b contributions.

If you want to create a more detailed analysis for your retirement or if you need help setting up a budget plan to pay off some bills and move forward, then working with your Lincoln Financial advisor may be a great option for you.

To start the conversation and learn more, contact **Ryan McLaughlin** at:

Direct Phone Number: 603.232.9317

To schedule a meeting with Ryan: [Click Here](#)

NH Rapid Response

Submitted by: Melyssa Willis, GSIL Human Resource Generalist

NH is very fortunate to have a Rapid Response (NHRR) available to everyone in our state!

NHRR is a state-wide model of telephonic and mobilized crisis intervention. The NHRR system of care is supported by the collective efforts of NH's 10 Community Mental Health Centers mobile crisis teams in collaboration with a singular crisis access point which offers telephonic/chat intervention and centralized triage for mobile dispatch.

The NHRR Access Point is currently operated by Carelon Healthcare Services and they provide 24/7 telephone/text support via 1-833-710-6477 and chat via nh988.com to support people across the lifespan who are experiencing a self-identified mental health, substance use, or

(continued on pg. 6)

NH Rapid Response (continued from pg. 5)

behavioral health crisis. Individuals determined to need, or those requesting a mobile response to ameliorate their immediate crisis will be eligible, regardless of age or insurance status, for a mobile dispatch, whenever it is safe to do so. NHRR's goal is to dispatch the nearest crisis team to the location requested with a goal to arrive in 60 minutes or less.

Picture this: You're home with your family and someone starts experiencing signs of distress. You're not sure what's going on but don't think it's a physical health/911 situation. **You call the NH toll-free number 1-833-710-6477 and can talk right away with a clinician (Master's level counselor) who can either talk with you as a concerned person or with the person who is directly experiencing the distress.**

The clinician will help you and/or the person in distress figure out the best next steps and, if needed, will dispatch a mobile team to your location. The mobile team consists of a clinician and a peer support specialist and they show up in an unmarked, discreet vehicle like a Honda. It has no lights/sirens or any signs on the vehicle that indicate they are from any specific business. This 2 person team will talk with the person having distress and their support system and assess the situation for next steps which could be a safety plan to remain at home, could be a follow up with a provider in a day or two, or could be a recommendation to a higher level of care. The list of potential "next steps" is huge, so there is no one-size-fits-all response. Every intervention is unique and is treated as such.

It's a wonderful service in NH and we're very fortunate to have it.



Linkables

Submitted by: JoAnn Miller,
Administrative Assistant

<https://healthcenterweek.org>

<https://www.twinkl.com/event/world-food-day-2022>

<https://nationaltoday.com/international-stuttering-awareness-day>

<https://www.stutteringhelp.org/famouspeople>

<https://nationaltoday.com/gerd-awareness-week>

<https://nationaldaycalendar.com/national-healthcare-quality-week-first-full-week-in-october>

<https://www.healthline.com/health/epilepsy>

<https://www.wmur.com/article/new-hampshire-schools-cursive-multiplication-table/43824973>

SOME DAYS, DOING
'THE BEST WE CAN'
MAY STILL FALL SHORT
OF WHAT WE WOULD
LIKE TO BE ABLE
TO DO, BUT LIFE ISN'T
PERFECT - ON ANY
FRONT - AND DOING
WHAT WE CAN WITH
WHAT WE HAVE IS THE
MOST WE SHOULD
EXPECT OF OURSELVES
OR ANYONE ELSE.

MISTER ROGERS

Holidays Observed

GSIL's corporate office will be closed on the following dates:

September 4, 2023 in observance of Labor Day

October 9, 2023 in observance of Columbus Day

November 10, 2023 in observance of Veterans Day

Congratulations on ACE Anniversaries!

We appreciate the commitment and dedication of long serving attendant care employees at GSIL. Thank you for all that you do in service to consumers. You are valuable members of the team. Congratulations on your service milestones!

10 Years of Service

- Ray Jackson
- Lisa Racicot

5 Years of Service

- Juniper Christgau
- Daniel Podgurski

1 Year of Service

- Abdulmalek Al Asbahi
- Robert Avery
- Deborah Bachand
- Anastacia Barr
- Patricia Beattie
- Lynn Burris
- James Clark
- Rachael Coffin
- Tajuanya Collins
- Luiza Durdia
- Elaine Fagga
- Coral Finch
- Tina Fournier
- Dale Gerlack
- Julie Gilbert
- Brenda Gonzalez
- Susan Greenblott
- Linda Haswell
- Zachary LeFevre
- Jayar Martin
- Alyson McGreevy
- Doreen McKee
- Alyssa Melton
- Ma.Eleanor Merriott
- Meagan Moriarty
- Edward Morin
- Penelope Spano
- Paul Stoneburner
- Kim Trask
- Sirena Turner
- Kathleen White



The PCA Program provides
over 2,000 hours
of service per week!

**If you are an ACE looking for more hours, please contact your
Long Term Services Coordinator!**

GSIL is hiring! We have more than 400 positions available!

Contact Us

GSIL's Main Office

21 Chenell Drive, Concord, NH 03301
(603) 228-9680 | info@gsil.org

Programs

Marcia Bagley, *Chief Program Officer*
(603) 717-0859 or mbagley@gsil.org

Cheryl Pinheiro, *RN, CCM*
Senior Director of Long Term Supports
x1158 or cpinheiro@gsil.org

Donna Potter, *Statewide Director of*
PCSP Services
x1609 or dpotter@gsil.org

Jeff Dickinson, *Director of Advocacy*
x1126 or jdickinson@gsil.org

Brianna Smith, *Director of Education*
Services
(603) 931-0456 or bsmith@gsil.org

Valerie Kidder, *Director of*
Community Partners
x1111 or vkidder@gsil.org

Terri Voth, *Editor*
x1103 or development@gsil.org

Human Resources

Work Related Injuries & Verification of Employment

Ann Malburne, *HR Director*
x1151 or amalburne@gsil.org

ACE New Hires and Onboarding

Melyssa Willis, *HR Generalist*
mwillis@gsil.org

Justina Johnson, *HR Coordinator*
jjohnson@gsil.org

Recruitment and Retention

Recruitment@gsil.org

Kelsea Moyse, *Recruitment Manager*
(603)268-2596 or kmoyses@gsil.org

Payroll Contact List

x1144 or payroll@gsil.org

Your Voice Matters!

Submitted by: Donna Potter, Statewide Director of PCSP Services

GSIL's Consumer Advisory Council is seeking new members!

Meetings are typically held the third Thursday of every other month, from 12:30 - 2:00.

You can attend either virtually or in person at GSIL's Main Office, 21 Chenell Drive, Concord, NH. Transportation is available for consumers to attend CAC. Please contact GSIL's Transportation Department at 603.228.9680 or transportation@gsil.org to schedule a ride.

Join us in promoting effective, efficient solutions that benefit a wide range of consumers.

Contact us today to become a member!

GSIL Consumer and Committee Chair,
Kevin Ennis at kmu2783@gmail.com
or GSIL Staff Representative and
Co-Chair, Donna Potter at dpotter@gsil.org
or 603.228.9680

Advocacy Awareness

2023 NH Legislature Wrap-Up

Submitted by: Jeff Dickinson, GSIL Advocacy Director

Last month, in a historic move, the NH House of Representatives voted to concur on the Senate's budget proposal for fiscal years 2024 & 2025. It's been said that the 2-year state budget reflects the legislature's priorities, and this year concerted advocacy by many, convinced legislators that one priority must be allocating more funding for Medicaid funded home & community-based services. Key results of this prioritization include a 3% rate increase for all Medicaid providers including Choices for Independence (CFI) providers like GSIL, as well as targeted funds for CFI providers, and

Reauthorization of Medicaid expansion for seven more years. Passage of this budget is a key success this legislative session.

There were successes in the area of disability rights. Legislation passed this session ensures that parents of students with disabilities using the Education Freedom Account Program to attend a private school are informed that these students may not have the same rights under the Individuals with Disabilities Education Act (IDEA) that they did have in public school. One bill requires that public playgrounds have resilient solid surface materials for accessibility to the playground and each piece of equipment to improve accessibility to children with disabilities. Two companion bills ban the use of dangerous prone restraint on minors and prohibit the use of seclusion as a form of punishment or discipline on children in schools and treatment facilities, both of which are most frequently applied to minors with disabilities.

Modest gains were made in enabling citizens to participate in public meetings remotely, an advancement that would greatly enhance the ability of more people with disabilities to participate in their municipalities & communities. Although there were no bills passed this year that require public meetings to provide for remote participation, which is GSIL's preference, there was legislation passed that allows more public bodies to offer remote meeting participation if they choose to do so. One passed bill amends NH's administrative procedure act to insert notice and public access requirements for hybrid and virtual agency public comment hearings, and another allows for certain state boards to vote to allow one or more members to participate in a meeting remotely when physical attendance at the meeting site is not reasonably practicable and permits members of the public to participate remotely in these remote meetings.

Thank you to all who advocated for any of these critical policy successes. Whether you spent hours at the State House waiting to testify at hearings, wrote a letter or op-eds to a newspaper, or sent emails to lawmakers, one thing is clear: **Your efforts made a difference!**

<https://gsil.org/services/advocacy/>

Bringing Independence to Life!

Submitted by: *Maryanne MacLeod, IL Coordinator*

Marsha, Rochester NH

Marsha had a fear of falling. She had fallen a few times in her home (on one fall she ended up in the hospital with four broken ribs); she had knocked out many of her teeth.

Due to her mobility and balance disabilities, Marsha only went to the second floor of her home once a day: to go to bed at night. When she came downstairs in the morning, she had to walk very slowly down the steps... backwards. Her husband needed to stand on the step below her as she descended; he was there to try to catch her if she fell again.

An independent living coordinator from GSIL met with Marsha and arranged for the installation of a stairlift for Marsha's home.

Funding for the stairlift came from the [NH Housing Finance Authority](#) and the [NH Charitable Foundation](#). [Lakeside Mobility](#) recently installed the stairlift.

Marsha can now go upstairs during the day when her husband is at work to use her craft room again. She no longer needs to ask him to carry boxes and laundry upstairs for her. But most significantly, she says she's no longer terrified of falling every time she needs to go up or downstairs. According to Marsha, the stairlift has "changed her life."

On January 22nd, 2023, around noon Marsha had a house fire. Marsha was upstairs in her home and in just the time it took from when the smoke detector went off until she reached the top of her

stairs, the entire back of the house was engaged in fire. Her husband, Andrew, reports that as she rode the stairlift down the steps with him beside her, parts of the house and bits of fire were falling from the ceiling above them and landing all around them. They had to sweep burning embers off of themselves and their dog. The stairlift had a backup battery that allowed it to keep operating despite the electricity shorting out.

Fortunately, not only did Marsha and Andrew make it out fine, so did their elderly dog. There is so much damage to their home that they say it will be at least a year before it will be habitable again. Marsha feels that there's no way she and their dog would have made it out of the house if she didn't have the stairlift to bring her safely to the ground floor. According to Marsha, the stairlift "saved her life."



Between our Van and Travel Reimbursement program, GSIL facilitated 2,005 Total Trips throughout NH, adding an element of freedom to those who might be otherwise confined to their homes.

GSIL's Education Programs & Services

Students Excel

Submitted by: Brianna Smith, Director of Education Services

Isabel Celeste definitely had a successful journey in the IMPACCT program. Though Iz struggled in the beginning with attendance due to issues outside of their control, Iz was able to complete all of their missing assignments and went on to do incredible for the remainder of the program. Iz was always quick to offer an opinion or input during presentations and did particularly well during the self-advocacy lessons, which focused on student's participation in their IEP and 504 meetings.

During these presentations, Iz was able to provide examples of how they have participated in their own special education process. Iz completed all of the required work to receive both ELO credits, in Career Explorations and English. Iz always made sure to complete each assignment thoroughly and offered great insight much of the time.



Iz wants to work with children in the future, either as a child therapist or teacher. Through their worksite experience at *The Growing Years*, Iz was allowed to see what the inner workings of childcare entails. Iz's supervisor, Kitty, had nothing

but good things to say about Iz's experience there. She said Iz did a great job with the kids and that Iz fit right in with staff at the daycare. This experience meant a lot to Iz as they plan on working with children in the future.

Overall, Iz did an amazing job with all aspects of the IMPACCT program and we wish them well in their future endeavors.

Submitted by: Joshua Serard, Transition Specialist with Earn and Learn Program



Eldred started off in Earn and Learn quiet but was always busy with his work. He would reach out for help when he needed it, but really showed attention to detail and gave great insight with his answers to assignments and projects. Eldred got along with everyone in the program and spoke well with presenters, GSIL staff, and everyone he worked with through his worksite internship at Kerner's Car Care. Eldred kept to himself and did not share much with his classmates, however Eldred spoke about the challenges he faced and how he overcame them and applied his perseverance and adaptability to the program and his worksite. While at Kerner's, Eldred did a phenomenal job and towards the end of the program Kerner's asked him to come in for a job interview to be hired at Kerner's. Eldred was hired and began working through Kerner's before the end of the program and Eldred said he was very thankful of all that GSIL had taught him and he could apply at his job site.

Eldred was also one of five students who had perfect attendance for the program! Eldred returns to Manchester Memorial High School with all his credits and is in a better position than he was prior to graduating.

Eldred has reviewed several options including Manchester Community College as well as looking at enrolling in the Army. Eldred will continue working with Kerner's Car Care and adjust to the routine of school again along with his new paid job position.

We wish Eldred nothing but the best and hope he achieves all of what he wants to achieve.

The impact of IMPACCT: Max's Story

Submitted by: Brianna Smith, Director of Education Services and Cheryl Boette, Manager of IT & Security

Maxwell Walters, former student of Windham High School and 2018 IMPACCT Academy graduate, credits IMPACCT for inspiring him to attend Manchester Community College, where he earned an associate's degree of Liberal Arts.

This past spring, Brianna Smith was the recipient of a pitch from Max to complete an internship with GSIL's IT department to fulfill a requirement to complete his bachelor's degree at SNHU. Our former IMPACCT student was happily welcomed and an internship was planned to complete out the semester!

Max's internship was split between the Manchester Earn and Learn classroom, mentoring with Debbie and Josh, and the IT office in Concord with Cheryl and Kristie. At Earn and Learn, Max was tasked with assisting the teachers and students with different academic tasks. Max joined the classroom for the summer cohort and was a huge help not only to the instructors in the training room but was invaluable to the students. Max carried himself in a professional manner while working with students and staff alike. Students quickly grew to trust Max as a leader.

In the IT department Max was introduced to and practiced use of; Office Admin, Active directory, Laptop and phone installations, Sophos, ticketing systems, phishing security, pst files and more.

Max wished to learn as much as he could about the IT department. Cheryl and Kristie devoted ample time to ensure Max was set up in the office and had all the necessary tools.

Shortly after beginning his internship, it was clear he was an asset to the team. Halfway through the internship Max applied for GSIL's open Technical Support Specialist position.

We are thrilled that by August, he has become an official employee of GSIL!

Max graduates from SNHU in December with a Bachelor's degree in Information Technology. During his last semester he will be working part-time hours with the IT department and will transition to full time after graduation. He already has plans to continue his education to earn his master's degree in IT Management.

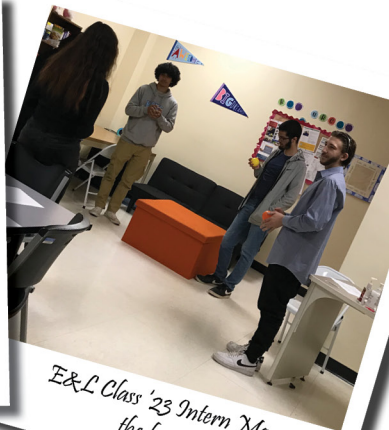
We are incredibly proud of Max and are excited to see him grow into our GSIL family.



E&L Grad Day 2018



E&L Class '23 Intern Max on the far right



E&L Class '23 Intern Max on the far right



Max at his desk - GSIL '23

Long Term Supports - Skills Training

Electronic Visit Verification (EVV) System

Submitted by: Donna Potter, Statewide Director of PCSP Services

Thank you to all our consumers and ACEs for following the updated requirements to our EVV system effective August 7th!

Section 12006(a) of the 21st Century Cures Act In 2016 (Please visit this link for more information <https://www.dhhs.nh.gov/programs-services/adult-aging-care/electronic-visit-verification>) mandated that states implement an Electronic Visit Verification (EVV) system for all Medicaid funded Personal Care Services and Home Health Services that require an in-home visit by the Medicaid approved provider.

The CURES Act requires that the EVV system must be able to electronically verify the following:

1. The type of service (tasks) being performed.
2. The individual receiving the service.
3. The date of the service.
4. The location of the service delivery.
5. The individual providing the service.
6. The start and end time of the service.

To be compliant with the mandate, GSIL has been using ANKOTA as our EVV system. We have been allowing ACEs to clock in and out via the consumer's phone or an APP on the ACE's phone as long as their GPS was turned on.

The State of New Hampshire recently selected an EVV system that will track the above requirements. New Hampshire also released conditions regarding the requirements for EVV systems.

While GSIL will continue to use ANKOTA for

EVV, we will need to implement some changes to ANKOTA to maintain compliance with the State's requirements.

What does that mean for our consumers and ACEs?

- Effective 8/7/23, the ANKOTA APP will no longer be available for ACEs to record their time. The APP will still be available for ACEs to monitor their hours.
- ACEs will need to use their consumer's phone and call 1-855-552-8463 or 1-855-930-1772 to clock in and out.
- It is the responsibility of the consumer to make sure their phone is available to the ACE when needed to clock in and out.
- ACEs MUST start and end their shifts at the consumer's home.

The state's system mandates real time punches, and that ACEs are not able to manipulate their time worked after the fact. As a result, effective 9/2/23, the following process will be in place:

1. Missed Punch Forms from the ACE will no longer be accepted.
2. If a correction to the ACE's time/tasks is needed, the ACE must report the needed correction to the consumer.
3. It is the responsibility of the consumer to contact their coordinator to report the missed punch.

Given all the changes around our EVV system, it is even more important for consumers to closely review their timesheet approvals. Please contact your Service Coordinator if you have any questions.

Upcoming Events & Trainings

09/21/23 GSIL's Chipping In FORE! Independence charity golf tournament, presented by CGI Employee Benefits Group. Come join the Par-Tee! Foursomes & Singles welcome. Sponsorship opportunities still available! Contact Terri for more information at: development@gsil.org or (603) 410-6503. All proceeds directly support our mission.



- **11/08/23 - SAVE THE DATE!** The **Coalition of Caring** is excited to announce that the **17th Annual New Hampshire Caregiver's Conference** will be held "in person" on Wednesday, November 8, 2023 at the Courtyard Marriott Grappone Conference Center in Concord, NH. It will be the first in person conference since the start of the pandemic, the time has come! This conference is for caregivers of all caregiving populations, including family members, friends and individuals that provide direct support.

The conference will include a keynote presentation, caregiving workshop presentations, exhibitors, resources, complimentary reiki and massages, raffles, a hot breakfast buffet, Thanksgiving Luncheon, and comradeship with fellow caregivers! Look for more info in the next edition!

- **FRIDAYS FROM 3:00 - 4:00 PM:** GSIL's Peer Support Group Meetings are held via Zoom every Friday from 3:00 – 4:00 pm. All are welcome!!

Meeting ID: 990 0153 5337 | Passcode: 341480 | Join Zoom Meeting:

<https://us06web.zoom.us/j/99001535337?pwd=SGdZOWZnVi9lK2JZbVA3T1pvaHRPQT09>

If you have any questions, contact Jennifer Crowell, Peer Mentor Coordinator for United Spinals NH Chapter (a program of GSIL) at 603 410-6509 or jcrowell@gsil.org.

- **08/10/23 - 1-3 pm:** United Spinal Association, Assistive Technology in NH & GSIL's Assistive Technology Maker Day was presented by Therese Willkomm, who specializes in assistive tech solutions presented. She showed attendees how to make phone holders, iPad holders as well as cupholders! She also made an attachment so someone could take their dog on a walk safely, if they are not able to grip on a leash.

