

Area Agency Employment Goals Quarterly Progress

Quarter 1: July - September 2013

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This report provides the quarterly progress on the employment goals established by each area agency. The progress updates are reported as submitted by each area agency with only minor revisions for improved readability.



Region 1 - Northern Human Services:

1. Region I will increase the average number of work hours per week, per individual to 8.50 hours by 6/30/2014 and to 10 hours/week by 6/30/2015.
2. Region I will increase the average hourly wage to \$7.70 by 6/30/2014 and to \$7.80 or more per hour by 6/30/2015.

Progress Summary:

***Average Hours per Job by Area (Includes Work of Our Vendors)**

Region 1 is showing modest improvements overall in the number of hours worked by each individual as evidenced by our regional review by catchment area.

	<u>4/4/13</u>	<u>6/24/13</u>	<u>9/17/13</u>
Berlin:	8.23 Hrs.	9.02 Hrs.	9.17 Hrs.
Colebrook:	4.23	4.24	4.17
Conway:	6.15	6.46	6.29
Whitefield/Littleton/ Woodsville:	7.45	7.76	8.74
<u>Region I Average:</u>	<u>6.52</u>	<u>6.87</u>	<u>7.09</u>

* Figures subject to “scrubbing” and adjustments in “clients served”

Additionally, Region I’s average hourly wage per job is also was \$7.63/hour.

Monthly meetings are held to review:

- * Progress to date on reaching the established goals.
- * Strategies implemented and successes achieved.
- * Any barriers that have emerged and are being addressed.



Region 2 - Pathways of the River Valley

1. PathWAYS will increase the number of individuals between the ages of 21 and 26 years old with active employment. As of May 2013, 8 of the 37 individuals served aged 21 to 26 were employed. We will increase the number of individuals employed in the targeted age group to 13 by the end of FY 14 and to 20 by the end of FY15 while maintaining the regional average for wages at \$8.56 per hour and the average number of hour worked per week at 8.46 for this age group.

Progress Summary:

- The number of individuals between the ages of 21 and 26 successfully employed increased from 8 to 9 in the first quarter. Three additional young adults are actively engaged in seeking employment.
- Presentations and dialogues have occurred with the Board of Directors, Family Support Council, Leadership Team, Resource Teams and home providers. Discussions with the Upper Valley Neighbors and the UpBeat group are being planned. The employment goal is also on the agenda for the next round Area Meetings which will be occurring in November and December.
- A benefits training for Employment Options staff and Family Service Coordinators has been completed.
- Employment goals for each agency are included in the state wide employment report. This report is widely disseminated in the region.
- The Employment Options staff visited three other regions to compare best practices and this included a discussion of employment goals and strategies.
- A work group is meeting to develop a plan to expand our capacity to provide employment supports.
- The Employment Options and Project Search teams are developing a collaborative plan to expand outreach to local school districts.
- Ongoing discussions are occurring with local employers to identify and address potential employee skill gaps



Region 3 - Lakes Region Community Services

1. By June 30, 2014, LRCS will develop a sector based employment opportunity that will serve 6 individuals. Of the individuals served, 75% will gain employment from this experience. This employment opportunity will continue in Fiscal Year 2015, with an additional 6 individuals being served and of those served 75% will gain employment.
2. By June 30, 2015, LRCS will develop 2 high school job clubs, for students age 16-21, with a minimum of 6 students participating in each club.

Progress Summary:

- STRIDE, a 15 week food service internship is being offered in collaboration with Sodexo on the campus of Plymouth State University and started on September 9, 2013. A total of six interns are currently participating in this intensive internship program. Sector based funding has been accessed for all interns. LRCS is in the process of developing a food service business advisory committee in the Laconia area with the goal of assisting the STRIDE interns in obtaining employment in this industry upon their graduation from their internship in December of 2013. A mailing list and letter has been created to recruit business advisory council members. This letter will be sent in October of 2013 with the goal of a business advisory council meeting being held in November of 2013.
- A general information packet for employers has been created for internship development. This packet needs further refining but has been used when meeting with employers. An internship was developed at Biederman's Deli in Plymouth on behalf of an individual supported through LRCS and the intern was offered a paying position that she started in September as a result of her internship experience. An internship flyer was also published in several electronic newsletters distributed by the Plymouth Chamber of Commerce. No calls were received as a result of this newsletter to date.
- LRCS employment staff has met with 6 large local employers to develop an additional sector based internship opportunity.



- LRCS has developed a job club curriculum. LRCS employment staff will be setting up meetings with Plymouth Regional High School and Laconia High School in the spring of 2013 to share this with the appropriate school personnel in each of the identified schools.
- LRCS will share the curriculum with the appropriate Vocational Rehabilitation Counselor for each district.
- LRCS job developers will facilitate the job club meetings for one day per week after school beginning in the fall of 2014. The job club will be open for all students with a focused invite for students who are eligible for LRCS services.
- The job club will include career based curriculum, presentations from local employers, work place tours, informational interviews and resume/portfolio development.
- LRCS will work with Plymouth and Laconia High School staff in the development of individualized internship opportunities for participating job club students.
- Quarterly meetings will be held at Laconia High School and Plymouth High School to discuss transition and employment planning with appropriate school personnel and Vocational Rehabilitation staff.

LRCS will communicate its progress to staff and stakeholders; and offer opportunities for open dialogue on employment efforts throughout the contract period in the following ways:

- ✓ The statewide employment quarterly data report has been shared with the LRCS Board of Directors and the LRCS Family Support Council. The employment data report link has been included on the LRCS website, bi-monthly FSC newsletter and family electronic news bulletin
- ✓ The LRCS Family Support Council implemented an employment success ad campaign in the local newspapers that included information on six employment stories. Posters were made of these ads and presented to the participating employers.
- ✓ Progress on our employment contract goals have been reviewed at the following LRCS meetings:
 - Vocational Program Manager Meetings
 - Family Support Council Meetings
 - LRCS Board of Directors Meeting
 - LRCS Agency wide Resource Coordinator Meetings
 - An employment page draft has been developed for the LRCS website and will go live in the next fiscal quarter.

Additional Employment Focus Areas:

- ✓ LRCS has reorganized our staff structure to further refine our focus on our employment services.
- ✓ LRCS in collaboration with our Family Support Council started a hot dog business this summer. Dawgs2Go was created to offer an additional employment opportunity for individuals in the Laconia Area. Dawgs2Go is a licensed mobile hot dog cart and it has been successfully set up in the parking lot of Smoking Barley, convenience store in Tilton NH. Dawgs2Go currently employs three individuals. LRCS staff is in the process of working with a local business to operate the hotdog cart year round inside their new sports facility.



- ✓ The Plymouth Area Food Service business advisory council that was developed to assist the fall of 2012 STRIDE graduates in obtaining employment opportunities upon graduation proved to be a great success. 3 out of the 4 business advisory council members offered an employment opportunity to an individual with a disability as a result of their participation on the council. 3 out of the 4 STRIDE graduates were hired by Sodexo so the members of the business advisory council actually hired other individuals that were served by LRCS.
- ✓ LRCS ran a snack shack this summer that is located at Ashland Beach in Ashland NH. This summer employment venture was partially funded by our LRCS Family Support Council and offered employment opportunities for five individuals.



Connecting Individuals with Disabilities to Their Community

Region 4 – Community Bridges

1. Region 4 will increase the number of individuals employed between the ages of 21-26 by 10 (25%) in FY'14 and another 10 (20%) in Fy15.
2. Region 4 will increase the average number of hours individuals work by 5% in FY 14 and 10% in FY 15.

Progress Summary

No Progress Reported



Region 5 – Monadnock Developmental Services

1. Increase number of individuals employed by 10% in FY14 and an additional 10% in FY15.
(Current #- 135 FY14 target: 149; FY15 target: 164)
2. The average number of hours worked for individuals ages 21-26 will increase from 7.94 hrs/week to 8.25 hours by the end of FY14 (6/30/14) and to 8.75 hours by the end of FY15 6/30/15.

Progress Summary:

Goal #1: Region 5 currently has 148 individuals who are employed. (Note: This number is based on the current method of capturing data. It should be noted that there have been changes in how employment data is collected since the baseline number was determined in March 2013. Because of these changes and the inability to recreate the baseline data with the same criteria, it is not possible to determine whether this is truly an increase or simply reflects changes in how information is now captured.)

The area agency has begun the process of reviewing funding streams for individuals who currently have day services and are employed. For those individuals, teams are discussing the possibility of converting a portion of the day services to Supported Employment.

The area agency has been able to allocate funding to all individuals who were on the wait list requesting Supported Employment Services either through wait list, Sector Based Training funds, or reallocating other available funding.

Due to the timing of the MDS newsletter, the first quarter employment update was not available for the last edition. The information is being shared with stakeholders via the MDS website, email blasts and various meetings.

Goal #2: The average number of hours being worked per week by individuals ages 21-26 is now 8.97. (Note: See explanation in Goal #1 regarding data collection changes.)

Service coordinators are reviewing the importance of SEP with all individuals and their teams transitioning into adult services.

The area agency has been able to allocate funding to all individuals who were on the wait list requesting Supported Employment Services.

To date, MDS has been able to find ways to meet the transportation needs of all individuals currently employed or participating in sector based training and as he or she becomes employed.



Region 6 – Gateways Community Services

1. Transition goal – Of those turning 21 and coming off the wait list, 75% will have employment goals, be in employment training, and/or have a job.
2. Focus will be on increasing the number of average hours and the total number of jobs. The total average number of hours worked will increase 5 percent, from 8.94 to 9.40. The total number of jobs will increase 5 percent, from 233 to 244.

Progress Summary:

Goal #1: Between July and September, 11 people who have recently turned 21 have come off the wait list. Of those 11, 9 have employment related goals, are currently working, or are in employment training. This puts region 6 at a current percentage of 82% for this goal.

Goal #2: The total number of jobs has increased by 5% just in the first quarter alone. Region 6 will look at adjusting this goal again to continue to achieve higher job numbers and create an even higher bar.

The average hours did not increase in this quarter. Gateways will be meeting with all contracted employment vendors in October, as well as with CDS and Service Coordination departments to review the under-employed (those working less than 5 hours/week) and to set goals for each provider/department to make increases for the next data quarter.



Region 7 – The Moore Center

1. Over the next two years, The Moore Center will work towards increasing the number of people employed by a minimum of 10%

Progress Summary:

- We are half way to meeting our goal of employing 11 additional individuals.
- We have completed a draft of our vendor manual and are waiting for vendor profiles from individual vendors.
- We continue to leverage our Board of Directors to provide employment connections. The Development Committee of our board regularly meets at our supported employment location where they meet with individuals who have employment or are seeking employment at each meeting.
- The Director of Employment services meets regularly with case managers to ensure case managers are knowledgeable and informed about employment opportunities and prepared to advocate for employment at service agreement meetings.
- The Moore Center with VR involvement will hold two trainings a year for Families Planning for Transition.
- The Moore Center is in the process of reconfiguring family support staff to better address transition needs.
- The Moore Center has added an employment comment to the SIS.
- The Moore Center will update our Transition Manual following staff reconfiguration in Family Support.
- The Moore Center will train an educational advocate through PIC this year.
- The Moore Center held three transition trainings last spring which included representatives from VR, PIC , as well as legal counselors to share information and answer questions for families.
- Peer Work-Camp Allen report:
Fifteen individuals participated this past summer and one individual is working for the camp year round. Working in 4 hr. shifts they accomplish the successful completion of activities that

keep the camp running successfully. They support one another in completing tasks and are assisted by the Director and camp staff as needed. They all keep a daily journal about lessons learned, their accomplishments, and challenges. By the end of the summer they complete a resume and employment plan. Camp Allen, The Moore Center, the Bureau and VR met to design a presentation for the state-wide camp association so the program can be replicated in other camp locations throughout the state.

Employment Update

1. Twenty-two individuals have completed Project Search, nineteen are working, and one moved out-of-state. Currently, five are enrolled in the program so the total is twenty-seven.
2. Three individuals who have utilized START supports are now working.
3. Case Managers have been directed to update employment information in NH Leads on a regular basis.
4. There are no individuals who are off benefits as a result of being employed.



Region 8 – One Sky Community Services

1. Increase the number of people working 10% per year for the next two years (from 124 to 136 by 6/30/14 and to 150 by 6/30/15), while also increasing the average number of hours worked per week by 20% per year (from 7.18 hours to 8.6 by 6/30/14 and to 10.3 by 6/30/15)

Progress Summary:

The numbers of individuals served varied from the 3rd to the 4th quarter. During the 3rd quarter there was 373 individuals (21-64 years old served) with 128 of these individuals were employed (34.3%). During the 4th quarter there was 357 individuals served and 132 individuals were reported as working (37%). At this time, we understand that BDS is refining the total served count and we will revise our goal to reflect a more accurate total served count.

The average number hours worked per week remains the same at 7.18 hours for both quarters.

We will be hosting a meeting in early November with our local VR Rehabilitation Counselor, One Sky service coordinators and our regional vendors that provide employment services. The meeting agenda has not yet been finalized but will include a discussion around expectations and current issues in helping individuals secure and maintain employment.



Region 9 – Community Partners

1. Using the reported baseline of March 2013 of 100 individuals, Community Partners will increase the number of people employed by 10% in FY'14 and 15% overall in FY'15.

Progress Summary:

At the end of the first quarter ending September 30th, 2013, 106 individuals supported by Community Partners are currently employed. Progress continues to be made through our implementation of the following strategies and initiatives:

- The development of a Communications Plan that includes sending out a quarterly newsletter, vocational updates added to the agency website, a new day program brochure was developed focusing on employment programs and services, and employment information and updates is regularly shared with all staff and individuals supported in day programs.
- Youthworks, a vocational summer project, was launched as a pilot program by Community Partners in the summer of 2013 with 5 students from 3 local high schools participating. The focus of this project is to support an earlier recognition by families of vocational goals for their students with disabilities and to develop these employment skills at an age similar to when their peers learn them. At the conclusion of the summer, all students completed a skills assessment and portfolio; 3 out of the five students are competitively employed and maintaining their employment during the school year and one student is in a volunteer opportunity. Community Partners plans to refine and expand the program next summer.
- Implementing team reviews of all individual vocational goals.
- Transition efforts include weekly meetings to focus exclusively on agency efforts that support transition such as planning for the transition conference that was held for families in September and updated information packets on transition and employment or families.
- On-going Day Program re-organization is underway to offer greater access to vocational opportunities by ensuring that each individual's vocational strengths are identified; barriers that interfere with the individuals successfully achieving their employment goals are addressed; and vocational goals are regularly updated;.

- Implement LIFE: Learning Independence for Employment (Vocational Track) integrating lessons from Spring 2013 Pilot.
- The Creative Arts track has completed its pilot and will be moving into a larger space within a couple of months to accommodate expanded population of working artists. Plans include a public interactive gallery space.



Region 10: Community Crossroads

1. Community Crossroads will increase the overall number of people employed to 40% in FY'14 and 50% in FY'15. (March 2013 baseline – 31%)
2. Community Crossroads will increase the average hours worked per week to 12 hours in FY '14 and 14 hours in FY'15. (March 2012 baseline – 8.58)

Progress Summary

We have 96 Individuals working out of 308 individuals served which is 31.2%. Last reporting period we had 85 individuals working out of 269 individuals that we served.

Average hours went up to 8.9 from 8, and averages wages went up to \$ 8.31/hour from \$ 8.10. Though we did not meet the number of hours which we were hoping to see 10, the average wage did go past the \$ 8.15 that we were hoping for.

All agency employees have placed an increased emphasis through their work with our vendors and families to increase employment opportunities. Dee Johnson is a key figure for all connected with the agency to provide any assistance that may be needed. In addition, she has done trainings both within our area as well as statewide to a variety of groups on work incentives.

Dee went through the Systematic Instruction training in June and will be going to the "Train the Trainers" Session on October 30 & 31st to become a trainer. As an agency we need to work as a team with our vendor agencies, so any training that we can go to that we can share with our vendors is only going to help them become more successful, and in turn help our individuals be successful as well.