

# Area Agency Employment Goals Quarterly Progress

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Quarter 2: October - December 2013

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2/14/2013



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:**

**Goal #1:** Region I continues to show modest improvements (with some seasonal fluctuations) in the number of hours worked - per individual, per job - as evidenced by the following regional review by catchment area. **As a region, in early December our supported employees were averaging 7.16 hours per week, per job - up from an average of 6.52 hours per week, per job in April 2013.**

**\*Average Hours Per Job by Area - Includes Work of Our Vendors**

	<u>4/4/13</u>	<u>6/24/13</u>	<u>9/17/13</u>	<u>12/2/13</u>
Berlin:	8.23 Hrs.	9.02 Hrs.	9.17 Hrs.	8.69 Hrs.
Colebrook:	4.23	4.24	4.17	4.55
Conway:	6.15	6.46	6.29	6.69
Whitefield/Littleton/ Woodsville:	7.45	7.76	8.74	8.73
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<b><u>Region I Average:</u></b>	<b><u>6.52</u></b>	<b><u>6.87</u></b>	<b><u>7.09</u></b>	<b><u>7.16</u></b>

*\* figures subject to "scrubbing" and adjustments in "clients served"*

**Goal #2:**

**Region-wide, our supported employees are earning an average of \$7.71 per hour as of 12/2/13. This means that we have met the goal of \$7.70 per hour by 6/30/2014. However, we will continue to work toward the 6/30/2015 goal of \$7.80 per hour, and beyond.**

The Region I Employment Group (comprised of vocational staff from all four areas) continues to meet quarterly to review progress to date, identify strategies implemented, and successes achieved. We have discussed barriers that have emerged, as well as possible solutions. A potential sector-based job training opportunity in Region I has been identified, which we plan to work to further develop. Finally, we appreciate the system improvements that have already been made toward employment being recognized as a priority for those individuals eligible for our services.



## 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 remained at 9 in the second quarter. While there has not been an increase in the number of young adults employed, there has been increased employment support provided and an increase in young adults pursuing employment. Presently 5 young adults are actively engaged in seeking employment an increase from last quarter. Supports continue to include resume development, employer outreach, soft skill training, and support during interviews.
- Of the 9 individuals coming off the wait list for traditional services, 6 are asking for employment services to support them in finding and/or maintaining paid employment. Of the 12 individuals coming off the wait list for Participant Directed Managed Services (PDMS), 6 of them are asking for supports related to paid employment. Employment Options continues to work closely with Family Service Coordinators (FSC) and PDMS Managers to encourage individuals and their families to engage in supports that lead to paid employment.
- Presentations and dialogues have occurred with the Board of Directors, Family Support Council, Leadership Team, Resource Teams and Home Providers regarding employment services and our employment goal. The employment goal was also shared at Pathways' All Area Staff Meetings. The information generated discussion and ideas regarding overall employment supports and individualized job leads. Outreach has been done with regional self-advocacy groups. A presentation and discussions with the Upper Valley Neighbors occurred on 1/8/14 and the Up Beat Group presentation is scheduled for 1/21/14.
- A benefits training for Employment Options staff and Family Service Coordinators was completed last quarter. In follow up Granite State Independent Living (GSIL) presented to Employment Options and Family Service Coordinators (FSC) on November 18<sup>th</sup> at a FSC staff meeting. GSIL is partnering with Pathways in supporting two individuals in benefit planning that supports their employment endeavors.
- Employment goals for each agency are included in the state wide employment report. This report is widely disseminated in the region and used as a discussion guide at area wide meetings.

- The Pathways employment work group continues meeting to support our plan to expand regional capacity to provide employment services. The group worked with our Business Service office this quarter to improve and provide employee training on billing systems for Supported Employment and Vocational Rehabilitation as part of this plan.
- During this quarter Project Search has continued to be a successful collaboration with VT and NH Vocational Rehabilitation, Hartford School District, Lincoln Street Inc. and DHMC. Recruitment for next year's class has begun with efforts to increase the class size. This year the Project Search class consists of 3 NH and 3 VT interns. Recruitment continues to be a challenge. The entire Project Search Team has developed a recruitment plan to increase enrollment for next year.
- Ongoing discussions are occurring with local employers to identify and address potential employee skill gaps. The Employment Options Director leads these discussions.



### 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:

#### Goal #1:

**STRIDE:** (Sodexo training and recruitment for individuals with disabilities for employment)

- STRIDE, the 15 week food service internship was completed on December 20, 2013. Six interns started the program and five interns graduated. Sodexo hosted a graduation ceremony for all of the interns and their families.



- The five graduates are now in the process of applying for positions in the food service industry. Sodexo closes for the month of January and may be offering employment to two interns.
- The business advisory council held in the Lakes Region Area during the month of December had minimal attendance. A good connection was made with a local business owner who is interested in offering future tours and possibly a future internship for one intern. Another business advisory council will be facilitated for the spring.

**CRAVE:** Centerplate Recruiting and Assistance for Valuable Employees

- **Gunstock Resort:** A sector based program partnering with Centerplate, the food service company that operates the restaurant and numerous food service venues at Gunstock was developed. The planned start date is January 13, 2013.



**John Timbrook, General Manager of Centerplate with LRCS CRAVE instructors**

**Goal #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.***

- No updates.

***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:***

- ✓ 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 is in the process of developing a Ceramics Studio business in collaboration with our family support council that is planned to open in March of 2013.*

*A meeting is scheduled with The Common Man to discuss an internship program on January 16<sup>th</sup>.*



*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:**

##### **GOAL #1:**

During the last six months, we have reached **80%** of our goal. Six young adults were placed in jobs in the first quarter with two more individuals this quarter. The average wage for these 8 is \$7.68 with their average hours is meeting the statewide average of 9 hours per week. This age group total number employed, including the baseline data and new entries, brings the average wage to \$8.23 and hours working to an average of 10 hours per week.

Community Bridges is collaborating with the schools and individual teams to impress the need for employment for the young adults. Additional focus will also be occurring with Case Managers by reviewing individuals with SEP, DH, and SDS funding streams for recent graduates. The purpose will be to further enhance their planning and to determine why more individuals are not in the work force and how do we get them jobs. How someone spends their day as it relates to being valued in their community is critical for a more inclusive community.

##### **GOAL #2:**

There has been no progress to date on increasing the average wage across all individuals working. There will be further discussion in February with all Vendors to determine a strategy to meet this goal.



## **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:**

The number of people who are employed in Region 5 is **156** this quarter. This represents an increase of eight people who were not previously employed.

The area agency continues to review funding streams for individuals who currently have day services and are employed. For those individuals, teams are preparing proposals and budgets to change a portion of the day services to Supported Employment.

Service coordinators and provider agencies have expressed ongoing frustration with the limited employment options in rural communities. However, they do continue to work diligently to find employment within the individuals' community.

#### **Goal #2:**

The average number of hours being worked by individuals ages 21-26 showed an increase from 8.97 to **11.25** hours per week. This represents over achievement based on the MDS biennium goal for both FY14 and FY15, however, it should be noted that this figure is fluid and will change as people age into and out of this category.

Service coordinators have successfully encouraged many teams to use the Supported Employment funding option to ensure employment supports are provided and employment remains a primary focus for individuals and families. Discussions continue to occur at transition meetings to continue to promote the benefits of employment.

The Monadnock Center for Transition Services has begun soft promotion of the sector based training program, Project Search. They have been busy planning information sessions for individuals, families and other stakeholders. The information sessions and other promotional activities will begin early in 2014.



## 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:

**Of those turning 21 and coming off the wait list, 75% will have employment goals, be in employment training, and/or have a job.**

Of those who turned 21 and were funded off of the waitlist in the first two quarters, 74% have employment, employment goals or are currently in employment training.

#### Goals #2:

**Focus on total number of jobs and average hours worked. The total number of jobs will increase by 5% from 233 to 244, as will the average number of hours worked from 8.94 to 9.40.**

In the first quarter, region 6 surpassed the goal to increase the number of jobs by 5% for the year by adding 13 jobs. This second quarter, the number of jobs stayed equivalent. A significant amount of work took place in data clean up and outreach particularly to families and staff in CDS. We found that 16 additional jobs were identified that are not currently in the database. This particular 2<sup>nd</sup> report will not capture these updates as the findings came slightly after the data extraction. The changes will be made by third quarter, however, and should demonstrate a significant change in the number of jobs.

With regard to the average number of hours worked, the first and second quarters have not yet demonstrated an increase. During the months of November and December, LinkAbilities met with all providers and departments to discuss this as a crucial element for the upcoming year, and to identify strategies and potential barriers to making this increase. Once again, with the input of new CDS data in quarter three, numbers should increase slightly, but not enough in and of itself to meet the benchmark.



## 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:**

1. Twenty-two individuals have completed Project Search, twenty-one are working, and one moved out-of-state. Currently, six are enrolled in the program so the total is twenty-eight. Three individuals who have utilized START supports are now working
2. Case Managers have been directed to update employment information. We are working with Cris Phillipson on ways to update information in NHLeads in a more consistent way, and we will continue to work with her to generate reports.
3. There are no individuals who are off benefits as a result of being employed.

Employment Goal – Over the next two years, The Moore Center will work towards increasing overall employment by a minimum of 10% the first year and 10% the following year.

- Since the last report we have employed an additional 7 individuals. This puts us 3 jobs away from meeting our goal for FY14.
- We have completed our vendor manual and will be making this available to families as they look for services. The Manual will be updated every 6 months.
- 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 continues to meet 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 in conjunction with Family Support Council will be creating an information center regarding pivotal transition material including trainings and written resource materials.
- The Moore Center facilitates a region wide transition coalition including area agency, VR, and school districts to address collaborative efforts to meet the needs of transitioning students.
- The Moore Center has added an employment comment to the SIS.



## **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:**

Region 8 currently serves 351 individuals (21-64 years old served) with 136 of these individuals employed (38.7%) this percentage increased from the 4<sup>th</sup> quarter where we had 357 individuals served and 132 individuals reported as working (37%).

The average number hours worked per week increased slightly from 7.18 hours to 7.6 hours per week.

One Sky hosted 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 included a discussion around expectations and current issues in helping individuals secure and maintain employment. Next meeting is scheduled for March and we planning on continuing these meetings to develop stronger collaboration to achieve our regional outcomes.



## 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 second quarter ending December 31st, 2013, 99 individuals supported by Community Partners are currently employed. The following strategies and initiatives have been accomplished this quarter:

- Articles were published in the Family Support newsletter about work initiatives.
- Employment was a major topic in the Agency Annual Appeal distributed to 1,200 homes.
- Youthworks, a vocational summer project, was launched as a pilot program by Community Partners in the summer of 2013. Community Partners met with all three schools who participated to debrief on the first run of the pilot and discuss refinements for the coming year. A family information night was scheduled for January 28<sup>th</sup>.
- Case Managers have been trained in SMART goals and vocational strengths have been addressed individually. ISA updates are continuing
- Transition efforts include weekly Employment Team meetings and Family Support has added the capacity to work earlier with families. The following Presentations took place: Guardianship, Special Needs Trusts, and Adult services overview.
- On-going Day Program re-organization is continuing with a focus on updating individuals goals.
- Students in LIFE program has increased by three. LIFE Coordinator has developed six new internship sites. The Open House for LIFE is postponed until third quarter. The Curriculum for Health & Wellness has been selected.

- The Creative Arts Program is moving to new dedicated location and adding students. Program is successfully expanding. Two additional Staff was trained.
- Project SEARCH: Recruitment efforts are underway through contacts at Spaulding, Dover, Somersworth High and direct contact with families of potential students. An Open House was held on November 14 at Portsmouth Regional Hospital with GBCC and One Sky Community Services.
- Job Development Activity: Completed new hire orientation that outlines Employment Services department, awaiting approval. Two staff attended ACRE training



## **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**

Community Crossroads has 103 Individuals working out of 320 individuals served which is 32.2%. Last reporting period we had 96 individuals working out of 308 individuals that we served.

Average hours went up to 9.13 from 8.9, and average wages stayed the same at \$ 8.31/hour.

All agency employees continue to place a high emphasis through their work with our vendors and families to increase employment opportunities. Dee Johnson continues to provide any assistance with individuals, families that may be needed, and continues to provide trainings that help promote employment opportunities for the individuals and families that we serve.

Community Crossroads had three new service coordinators go through orientation this quarter. Significant emphasis was placed on employment and valued roles in the community.

Community Crossroads continues to share all employment data with stakeholders including Board of Directors, and Family Support Council, Quality Assurance Committee and Q I Safeguards Committee. To further promote employment; following each quarterly BDS Employment Report our agencies data is printed in large portrait format and displayed in a highly visible location within the office. In addition, update employment success stories are displayed to accompany the data. These success stories are also highlighted in our quarterly newsletter and website. Congratulatory cards are also sent to all individuals beginning a new job as well.

The employment video should be completed this month, and we are looking forward to being able to share this with individuals and their families in an effort to help promote how employment enriches everyone's lives.