

NHDHHS, Bureau of Developmental Services (BDS)

NH Employment of Individuals with Disabilities

Employment Summary

Overall, employment outcomes for individuals supported by the developmental services system continue to improve. Since December 2013, an additional **62** people are now employed bringing the total number of people employed to **1,335**. Logic would tell you that the percentage of people employed would have also gone up this quarter. However, it didn't due to some slight changes we have made to how we capture the full count of individuals who are receiving services from the developmental services system, the total number of people served is higher. The good news is that we are accurately counting all people who should be counted and this change has only decreased the overall employed percentage by less than 4 percentage points from 39.1% to 35.6 %

In this quarter, there has been a lot of activity around efforts to improve employment across our system. Here are just a few to be aware of:

A three part Person-Centered Employment Planning Training was offered to over 100 service coordinators and employment staff across the state. Patty Cotton was the lead facilitator and presenters included Matthew Ertas, John Fenley, Leslie Bogus, Bethany Bilodeau, and Amy Cook;

A family support retreat was held in March focusing on employment. Over 40 family members and area agency staff attended. Great ideas were generated and many family support councils have already become Employment Ambassadors with concrete plans to promote employment in their region;

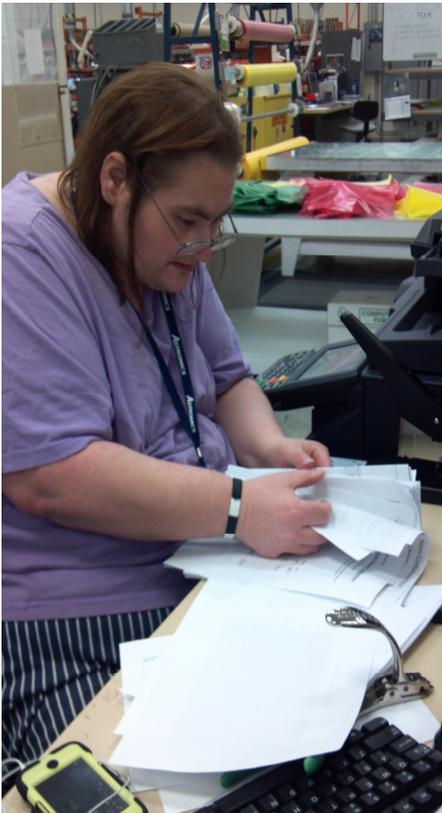
The Bureau announced it was requiring all area agencies to develop employment goals as part of their FY'14 and FY'15 contract. The employment goals are being published in this quarterly report and progress will be noted here as well; and finally...

The Bureau has announced that it is prioritizing funding for employment supports if a student graduates high school with a paid job and needs employment supports to maintain his/her job upon graduation. Similarly, funding is prioritized for employment supports if an adult currently receiving services becomes employed or changes his employment and does not have sufficient funding to maintain their job. Please talk with your area agency to learn more.

To learn more about the commitment to employment from all members of New Hampshire's regional services system, please read the Employment Position Statement (<http://www.dhhs.nh.gov/dcbcs/bds/documents/employmentpositionstatement.pdf>)



NH Developmental Services Employment Data The Facts - March 2013



March 2013	December 2012	
3,747*	3,258	People receiving services (ages 21-64)
1,335	1,273	People employed (ages 21-64) including self-employment**
35.6%	39.1%	Total employed as a percentage of total served (ages 21-64)
88	72	People who have self-employment
1,267	1,220	People (ages 21 to 64) employed with hourly wages
9.22	8.99	Statewide average hours worked per week
\$7.93	\$7.83	Statewide average pay per hour (not including self-employment)
1,447	1,462	Total number of jobs excluding self-employment
1,442 (98%)	1,420 (97%)	Statewide total jobs paying minimum wage or above
25 (2%)	42 (3%)	Statewide total jobs paying below minimum wage
31	33	People employed age 65 and older

* The process for capturing this data has been refined providing a more accurate count of people served between the ages of 21 - 64 years old.

**There are some people who have both hourly wages and self-employment.

Employment Statistics for People Aged 18 - 64 Years Old in US and NH		
	2011	2010
US Employment Rate for people without Disabilities:	72.8%	72.8%
US Employment Rate for people with Disabilities	32.6%	33.4%
US 2010 Employment Gap:	40.2%	39.4%
NH Employment Rate for people without Disabilities	79.5%	79.7%
NH Employment Rate for people with Disabilities	36.8%	39.1%
NH Employment Gap	42.7%	40.6%
♦ Source: 2012 Annual Disability Compendium Statistics, US Census Bureau, 2010 American Community Survey, American Fact Finder.		

NH Developmental Services Employment Data Trends

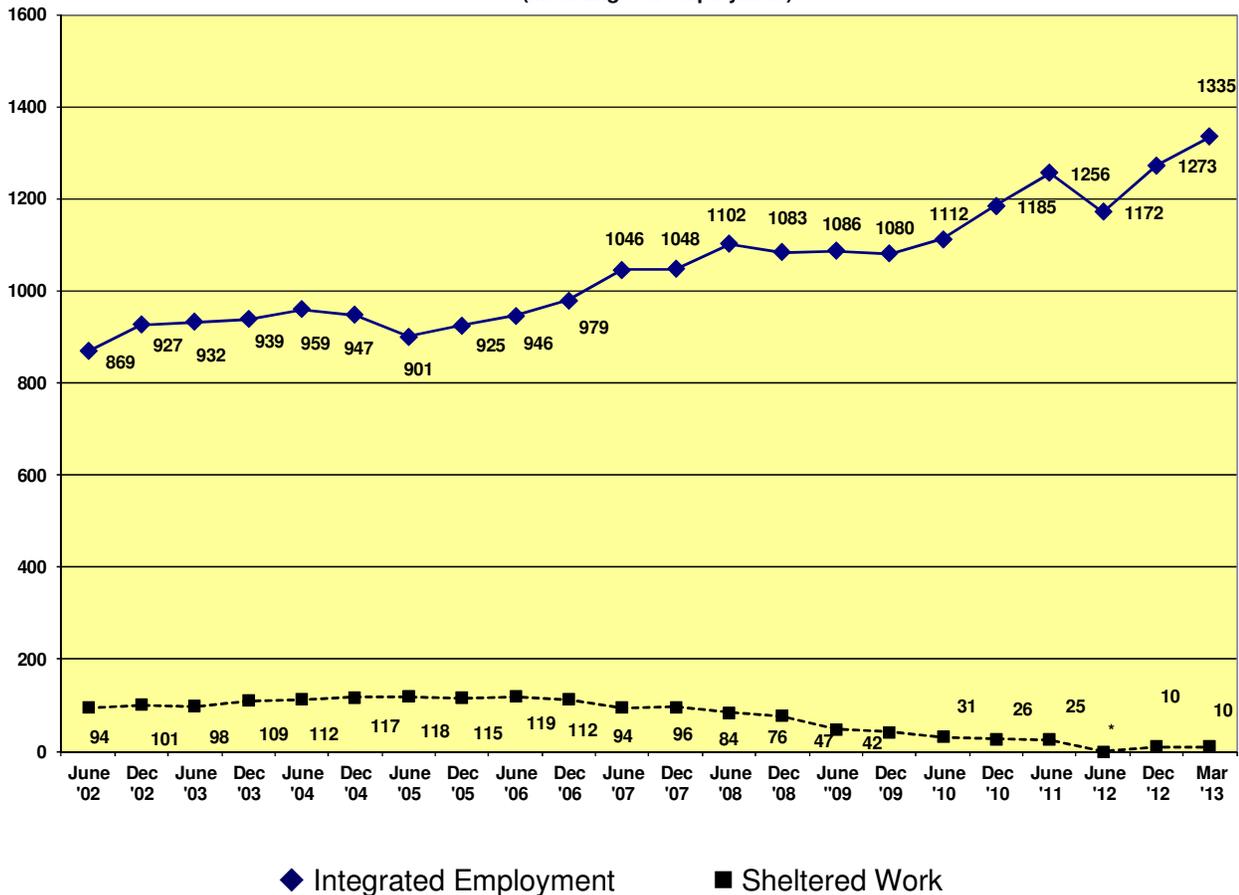
Integrated Community Based Employment continues to rise and is the primary employment type for individuals employed.

As of March 31, 2013, there was a 4.9% increase (62 people) in employment since December 2012.

There are 10 individuals reported to work in sheltered work services this reporting period. (Sheltered work is not recognized as employment in the state of New Hampshire and therefore this data is not counted in the number of people employed.)



**Bureau Of Developmental Services
Total Number Of People With Employment
(including self-employment)**



NH Developmental Services Employment Data Trends.... Continued

Total Number of Individuals Served and Employed (21-64 Years Old), Including Self Employment

Regional Employment

Area Agency	# of Individuals Served	# of Individuals Employed*	% of Individuals Employed	
			%	ranking
Northern Human Services	339	168	49.6%	1st
Pathways of the River Valley	225	67	29.8%	9th
Lakes Region Community Services	283	124	43.8%	3rd
Community Bridges	442	134	30.3%	8th
Monadnock Developmental Services	421	148	35.2%	5th
Gateways Community Services	541	240	44.4%	2nd
Moore Center Services	533	132	24.8%	10th
One Sky Community Services	373	128	34.3%	6th
Community Partners	289	102	35.3%	4th
Community Crossroads	301	92	30.6%	7th
Statewide	3,747	1,335	35.6%	

BDS Mission Statement

The Bureau of Developmental Services (BDS) joins communities and families in providing opportunities for citizens with developmental disabilities or acquired brain disorders to achieve health and independence. In partnership with individuals, families, and community based service networks, BDS affirms the vision that all citizens should participate in the life of their community while receiving the supports they need to be productive and valued community members.

NH Developmental Services Employment Data Trends.... Continued

Regional Employment Hours Worked and Wage Data

- ** Does not include self-employment.
- *** Statewide averages are calculated by the entire data set, not by the column.
- **** Projection based on working 52 weeks. Does not take into account seasonal employment.



Increase since last reporting period

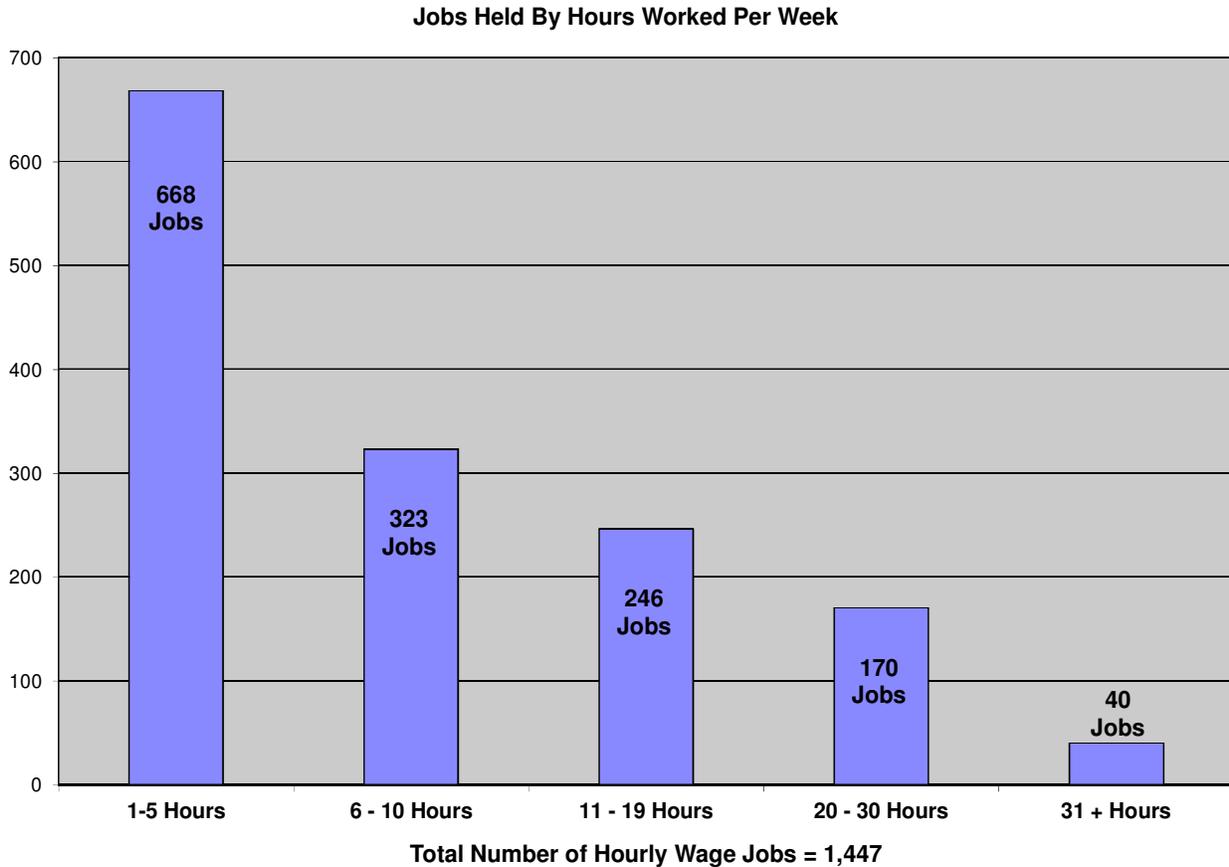
Decrease since last reporting period.

Area Agency	Average hours worked per week **		Average hourly wage per job **		Average Earnings		
		rank		rank	weekly	rank	Projected yearly ****
Northern Human Services	6.76	10th	\$7.57	9th	\$51	10th	\$2,652
Pathways of the River Valley	12.07	1st	\$8.83	1st	\$107	1st	\$5,564
Lakes Region Community Services	9.81	5th	\$7.52	10th	\$74	5th	\$3,848
Community Bridges	8.73	7th	\$8.35	3rd	\$73	6th	\$3,796
Monadnock Developmental Services	10.39	3rd	\$7.97	4th	\$83	3rd	\$4,316
Gateways Community Services	8.94	6th	\$7.85	6th	\$70	7th	\$3,640
Moore Center Services	11.72	2nd	\$7.92	5th	\$93	2nd	\$4,836
One Sky Community Services	7.18	9th	\$7.83	7th	\$56	9th	\$2,912
Community Partners	10.21	4th	\$7.77	8th	\$79	4th	\$4,108
Community Crossroads	8.28	8th	\$8.36	2nd	\$69	8th	\$3,588
Statewide Averages ***	9.22		\$7.93		\$73		\$3,799

NH Developmental Services Employment Data Trends.... Continued

Breakdown of Each job Held by Hours Per Week by Region and Statewide

(Not including self-employment)



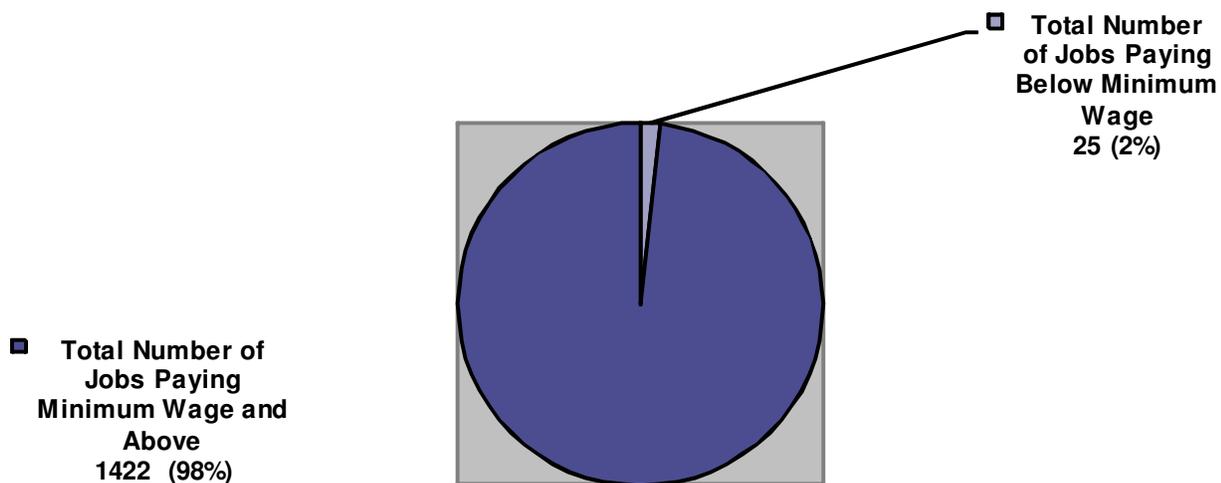
- ◆ 68% of jobs held are 10 hours or less per week.
- ◆ 17% of jobs held are between 11 and 19 hours per week.
- ◆ 15% of jobs held are 20 or more hours per week.
- ◆ It must be noted that there are more jobs than individuals employed as some people are employed in more than one job.

■ See Appendix for the Complete Regional Breakdown

NH Developmental Services Employment Data Trends.... Continued

Total Jobs Paying Minimum Wage & Above Minimum Wage by Area Agency.

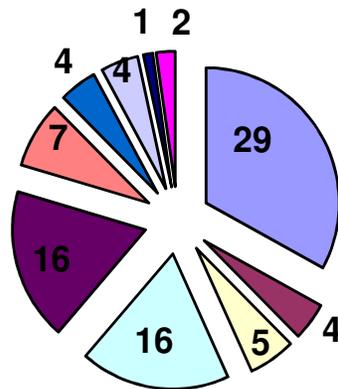
Area Agency	Total Jobs Paying Minimum Wage & Above	Total Jobs Paying Below Minimum Wage	Total Jobs
Northern Human Services	168	3	171
Pathways of the River Valley	70	0	70
Lakes Region Community Services	134	0	134
Community Bridges	133	1	134
Monadnock Developmental Services	162	0	162
Gateways Community Services	272	3	275
Moore Center Services	141	6	147
One Sky Community Services	138	6	144
Community Partners	108	4	112
Community Crossroads	96	2	98
Statewide Total	1,422	25	1,447



◆ Sub-minimum wages are permitted with official approval from the Department of Labor. NH is one of the few states that has a very small percentage of people earning sub-minimum wages.

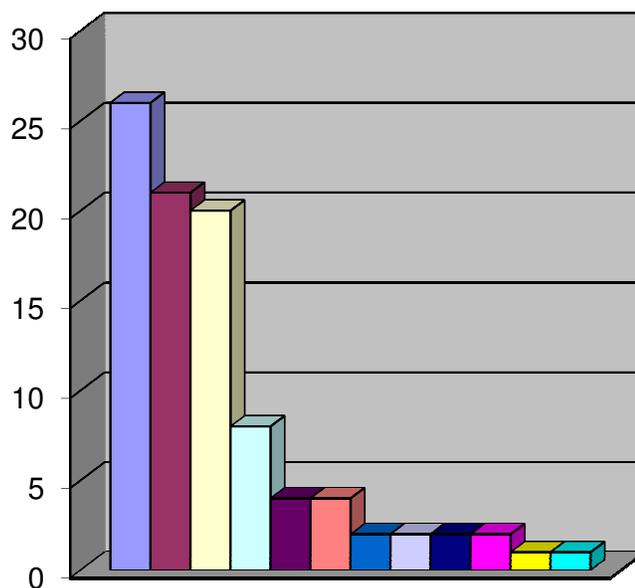
NH Developmental Services Employment Data Trends.... Continued

Number of People with Self-Employment by Region - March 2013



- Northern Human Services
- Pathways of the River Valley
- Lakes Region Community Services
- Community Bridges
- Monadnock Developmental Services
- Gateways Community Services
- Moore Center Services
- One Sky Community Services
- Community Partners
- Community Crossroads

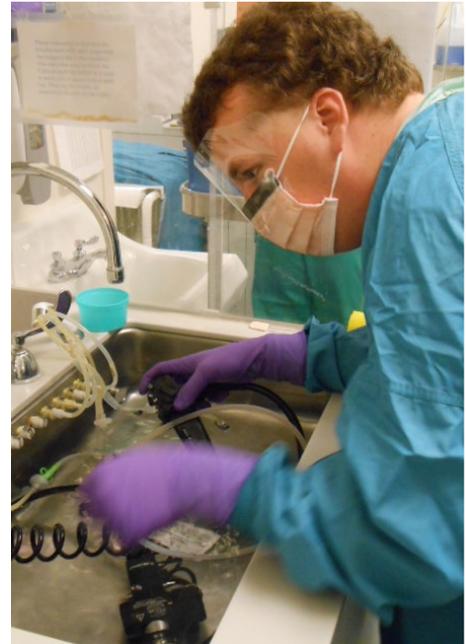
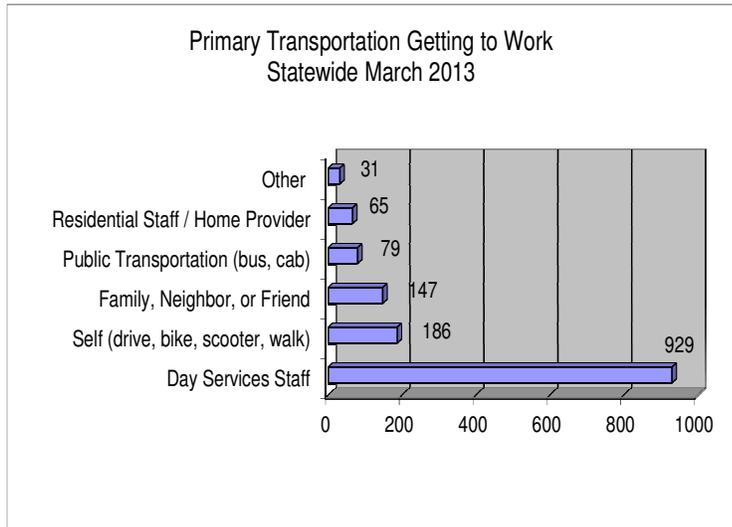
Self-Employment Industry Categories



- Retail & Customer Service
- Arts, Entertainment & Media
- Building, Grounds & Maintenance
- Unidentified
- Housekeeping & Laundry
- Production & Manufacturing
- Community & Social Services
- Transportation
- Food Preparation & Service
- Office & Administrative
- Marketing, Sales and Services
- Farming & Forestry

NH Developmental Services Employment Data Trends.... Continued

70% (929) Employed individuals rely on day services staff for transportation to get to work.



NH Developmental Services Regional Employment Data - March 2013

21 - 26 Years Old

Area Agency	Total # Seved	# Employed	% Employed	Average Hours	Average Wages
Northern Human Services	80	40	50%	7.65	\$7.43
Pathways	42	11	26%	8.61	\$10.91
LRCS	60	20	33%	7.61	\$9.98
Community Bridges	114	38	33%	8.32	\$9.65
MDS	99	35	35%	7.94	\$11.05
Gateways	154	58	38%	8.30	\$11.94
Moore Center	151	46	30%	8.03	\$12.10
One Sky	91	34	37%	7.92	\$6.27
Community Partners	72	20	28%	7.93	\$11.53
Community Crossroads	102	29	28%	7.83	\$8.86
Grand Total	965	331	34%	8.02	\$10.00

Accomplishments to be Recognized....

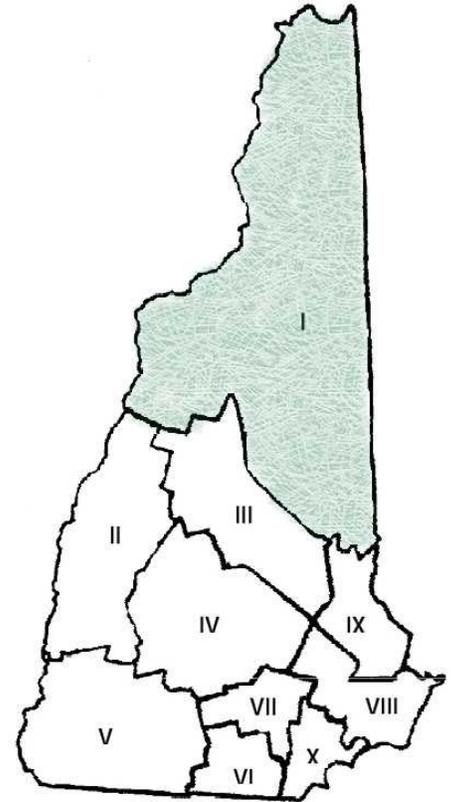


In April, Governor Hassan officially recognized Great Bay Community College for working with Community Partners, One Sky Community Services, Vocational Rehabilitation and area high schools to develop and offer two distinct sector-based training programs for students with significant disabilities. The trainings provide students with the opportunity to build skills needed by their local workforce in conjunction with participating in meaningful internships. Both **Lin Tamulonis**, Associate Vice President of Corporate and Business Education, and **Kathleen Totten**, Director of Community Education, received commendations from the Governor.



John Fenley, President of People First of New Hampshire, was hired by the BDS to be a presenter in the statewide Person-Centered Employment Planning sessions that were held around the state for service coordinators and employment staff. John's perspective, advocacy and presentation style captivated each audience. John offered a very loud and clear voice on behalf of all citizens with disabilities, who want to work, but who may not be able to communicate and/or articulate what they want to do. John inspired participants to look beyond labels, behaviors, and other challenges to help understand what is in the heart and mind of so many of his peers.

Region 1: Northern Human Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
339	168	49.6%	6.76	\$7.57	\$51	\$2,652
Statewide ranking	1st		10th	9th	10th	

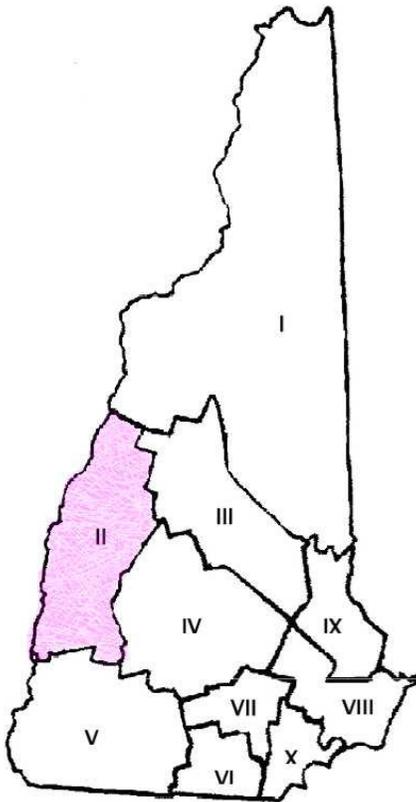
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
North Country Independent Living	6	7.7	\$7.78
Northern Human Services	161	6.7	\$7.57
SWS Employment	1	4	\$7.25
Total:	168		

Regional Employment Goals selected by NHS for FY'14 and FY'15:

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.

Region 2: Pathways of the River Valley



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings	Projected
225	67	29.8%	12.07	\$8.83	\$107	\$5,564	
Statewide ranking	9th		1st	1st	1st		

Employment Provider Data

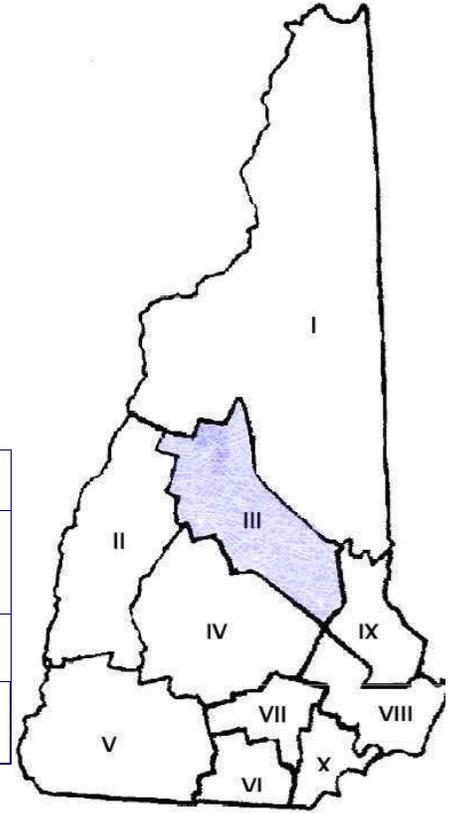
	# Individuals Working	Average Hours Worked	Average Wages Earned
Alternative Programs Employment	1	*	*
CSC Employment	1	10	\$7.50
ISN - Employment	8	8.4	\$8.68
Life Transitions Employment	1	14.3	\$8.75
Pathways Employment	56	12.2	\$8.75
Total:	67		

* Individual has self-employment

Regional Employment Goal selected by Pathways for FY'14 and FY'15:

Pathways will increase the number of people employed between the ages of 21 - 26 years old by 20% (from 11 to 13) in FY'14 and by 30% (from 11 to 14) overall in FY'15 while maintaining regional average for wages and hours of work per week for this age group.

Region 3: Lakes Region Community Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
283	124	43.8%	9.81	\$7.52	\$74	\$3,848
Statewide ranking	3rd		5th	10th	5th	

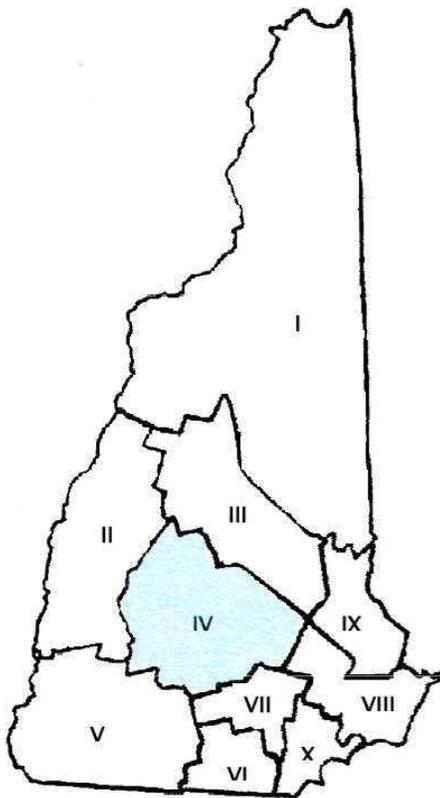
Employment Provider Data

	# Individuals Working	Average Hours Worked	Average Wages Earned
Easter Seals	1	10	\$7.25
Lakes Region Community Services	123	9.8	\$7.52
Total:	124		

Regional Employment Goals selected by LRCS for FY'14 and FY'15:

1. By June 30, 2014, LRCS will develop a sector based employment opportunity that will serve 6 individuals. Of the individuals served, 4 will gain employment from this experience. This employment opportunity will continue in FY' 2015, with an additional 6 individuals being served and of those served 4 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.

Region 4: Community Bridges



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
442	134	30.3%	8.73	\$8.35	\$73	\$3,796
Statewide ranking	8th		7th	3rd	6th	

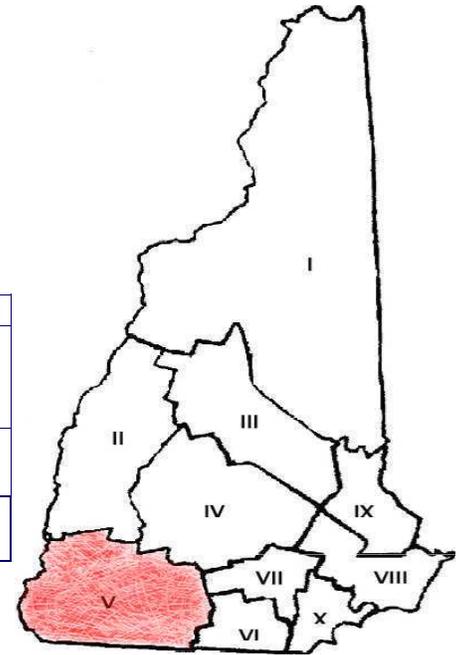
Employment Provider Data

	# Individuals Working	Average Hours Worked	Average Wages Earned
Community Bridges	73	8.2	\$8.50
CSC	3	5.0	\$8.50
Easter Seals	27	7.1	\$7.57
Granite Bay	2	3.0	\$7.25
IPP	4	3.0	\$7.25
ISN	6	3.7	\$8.42
Lutheran	3	2.0	\$7.64
Robin Hill	1	2.0	\$7.85
RRI	2	9.5	\$7.25
Siddarth	1	6.0	\$7.25
Work Opportunities	12	6.4	\$8.68
Total:	134		

Regional Employment Goal selected Community Bridges for FY'14 and FY'15:

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 FY'15.
2. Region 4 will increase the average number of hours individuals work by 5% in FY 14 (from 8.73 to 9.17) and 10% in FY 15 (from 9.17 to 9.60).

Region 5: Monadnock Developmental Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected Average Yearly Earnings
421	148	35.2%	10.39	\$7.97	\$83	\$4,316
Statewide ranking	5th		3rd	4th	3rd	

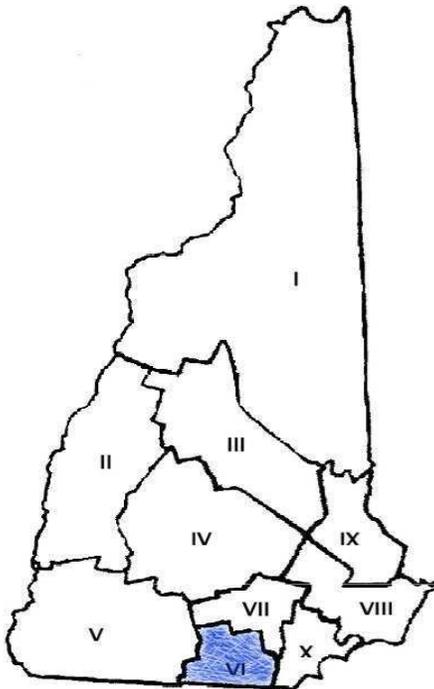
Employment Provider Data

	# Individuals Working	Average Hours Worked	Average Wages Earned
ACCESS Employment	3	12.0	\$9.77
Chesco Employment	28	8.1	\$7.91
CMRC Employment	3	20.5	\$8.67
CSNH Employment	4	14.6	\$8.34
Easter Seals - Employment	2	11.5	\$7.38
MCST Employment	8	11.4	\$8.69
MDS ISO Employment	15	10.9	\$7.71
MDS	40	19.2	\$8.50
MWS Employment	19	3.2	\$7.32
North Country Employment	1	25.0	\$9.00
Polux Employment	1	4.0	\$9.00
Psalm 33 Employment	1	12.0	\$7.25
Robin Hill Employment	3	1.8	\$7.58
RRI Employment	3	10.4	\$7.25
SWS Employment	17	4.9	\$7.76
Total:	148		

Regional Employment Goals selected by MDS for FY'14 and FY'15:

1. Increase Number of Individuals employed by 10% (15) in FY'14 and an additional 10% (16) in FY'15.
2. Increase the average number of hours worked for individuals ages 21-26 years old from 7.9 hours/week to 8.25 hours by the end of FY'14 and to 8.75 hours by June 30th 2015.

Region 6: Gateways Community Services



Regional Breakdown

						Projected
Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings
541	240	44.4%	8.94	\$7.85	\$70	\$3,640
Statewide ranking	2nd		6th	6th	7th	

Employment Provider Data

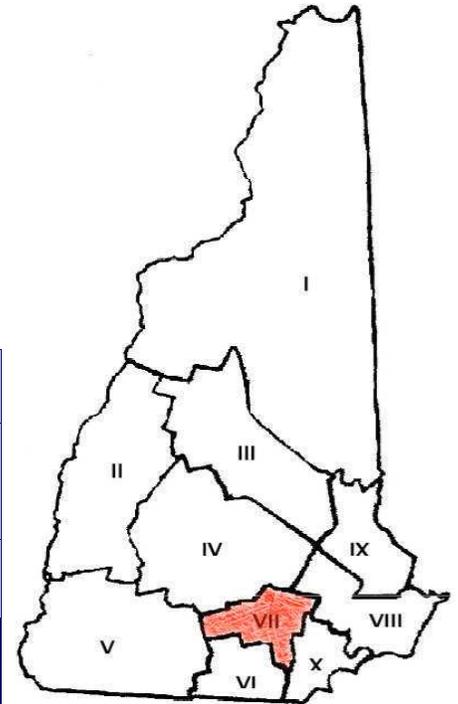
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Easter Seals Employment	24	8.3	7.27
Gateways CDS	14	10.2	7.90
Gateways Employment	1	8.0	10.75
IPP - Employment	4	7.4	7.95
ISN - Employment	12	4.4	8.27
Nashua Center - Employment	18	3.7	7.61
Opportunity Networks	45	7.4	7.60
The Plus Company	115	10.5	8.02
TILL	7	7.6	7.77
Total:	240		

Regional Employment Goal selected b Gateways for FY'14 and FY'15:

Goal #1: Gateways Community Services is currently projecting 54 individuals who will be turning 21 and entering adult services in FY14 and FY15. Of those individuals, 80 percent will have one of the following when entering adult services: 1. Employed in the community; 2. Enrolled in post-secondary employment training; 3. Have an employment goal with a strategic plan demonstrating specific steps for pursuit of employment in the community.

Goal #2: Gateways will increase the number of jobs and/or hours for 5 percent of individuals who are identified as (or historically) under-employed and/or unemployed.

Region 7: Moore Center Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
533	132	24.8%	11.72	\$7.92	\$93	\$4,836
Statewide ranking	10th		2nd	5th	2nd	

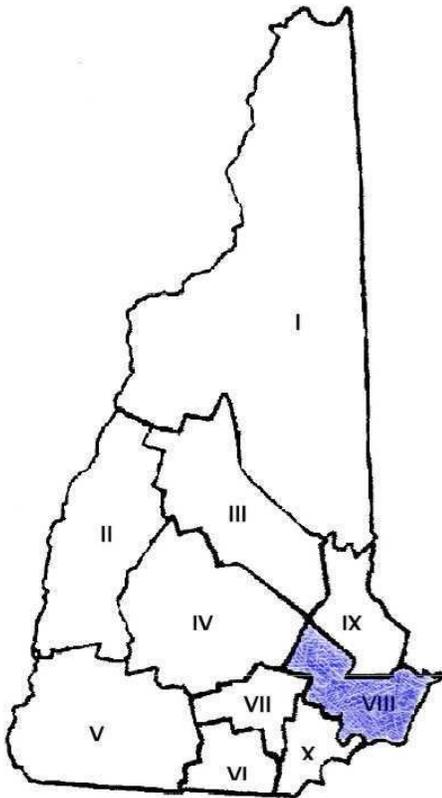
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Alternative Programs	2	4.0	\$8.63
Chesco	1	10.0	\$7.25
Easter Seals	16	10.2	\$6.75
Granite State Independent Living	6	11.4	\$8.58
ISN	6	6.8	\$7.85
Life Visions	1	3.8	\$10.00
Lifeshare	2	14.3	\$7.88
Moore Center Services	69	13.6	\$8.10
RRI Employment	2	16.0	\$8.88
Siddharth	8	3.3	\$8.68
Work Opportunities	29	13.5	\$8.88
Total:	142		

Regional Employment Goal selected by the Moore Center for FY'14 and FY'15:

The Moore Center will work towards increasing overall employment by a minimum of 10% (13 new jobs) in FY'14 and by another 10% (14 new jobs) in FY'15.

Region 8: One Sky Community Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings	Projected
373	128	34.3%	7.18	\$7.83	\$56	\$2,912	
Statewide ranking	6th		9th	7th	9th		

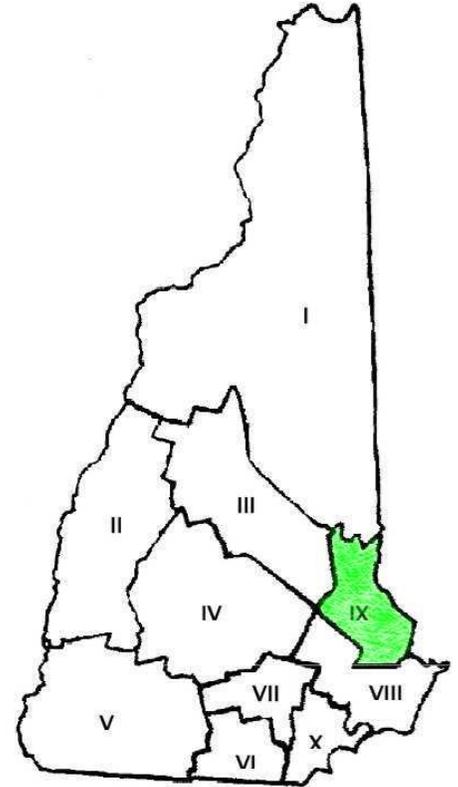
Employment Provider Data

	# Individuals Working	Average Hours Worked	Average Wages Earned
CMRC Employment	1	0.5	\$10.00
Easter Seals	19	7.9	\$7.63
Granite Bay	1	11.0	\$9.00
Great Bay Services	25	8.6	\$7.11
IPP	6	2.8	\$7.68
Life Visions	1	2.0	\$7.50
Lifeshare	17	5.7	\$8.54
Living Innovations	17	6.7	\$7.84
One Sky Futures	8	4.3	\$7.92
One Sky Employment	22	17.0	\$7.90
RRI Employment	1	3.0	\$7.25
Work Opportunities	10	11.5	\$7.78
Total*:	128		

Regional Employment Goal selected by One Sky Community Services for FY'14 and FY'15:

Increase the number of people working by 10% per year for the next two years (from 124 to 136 by 6/30/2014 and to 150 by 6/30/2015), while also increasing the average number of hours worked per week by 20% per year (from 7.18 hours to 8.6 by 6/30/2014 and to 10.3 by 6/30/2015).

Region 9: Community Partners



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
289	102	35.3%	10.21	\$7.77	\$79	\$4,108
Statewide ranking	4th		4th	8th	4th	

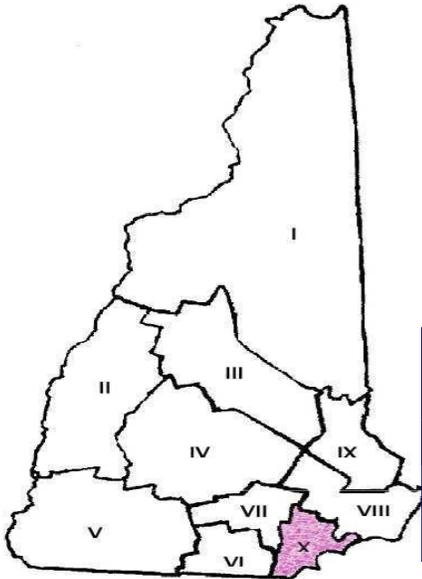
Employment Provider Data

	# Individuals Working	Average Hours Worked	Average Wages Earned
Community Partners	86	10.3	7.88
Easter Seals	3	15.0	8.25
Great Bay Services	10	7.7	6.31
IPP	3	10.7	8.50
Total:	102		

Regional Employment Goal selected by Community Partners for FY'14 and FY'15:

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.

Region 10: Community Crossroads



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings	Projected
301	92	30.6%	8.28	\$8.36	\$69	\$3,588	
Statewide ranking		7th	8th	2nd	8th		

Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Easter Seals	14	5.4	\$7.47
Granite Bay	2	9.0	\$7.75
IPP Employment	1	4.0	\$8.00
ISN Employment	2	6.0	\$9.67
Kim Nichols Center	2	7.2	\$8.22
Life Visions	12	11.2	\$10.50
Lifeshare	7	4.8	\$7.84
Living Innovations	12	5.2	\$7.80
Nashua Center	5	4.6	\$8.66
Neurorestorative NH	1	4.0	\$7.25
R10 Employment	17	9.0	\$8.80
RRI Employment	1	10.0	\$10.02
Work Opportunities	16	13.6	\$7.84
Total:	92		

Regional Employment Goals selected by Community Crossroads for FY'14 and FY'15:

- Increase the overall number of people employed to 40% in FY'14 and 50% in FY'15 using March 2013 baseline of 31% employed.
- Increase the average hours worked per week to 12 hours in FY'14 and 14 hours in FY'15 using March 2013 baseline of 8.28 average hours worked.

Appendix



Breakdown of Individuals Employed by Hours Worked Per Week by Region and Statewide

Area Agency	1-5 hrs		6-10 hrs		11-19 hrs		20-30 hrs		30+ hrs		Total # of Jobs
	# of Jobs	%	# of Jobs	%							
Northern Human Services	111	65%	25	15%	22	13%	10	6%	3	2%	171
Pathways of the River Valley	26	37%	17	24%	11	16%	10	14%	6	9%	70
Lakes Region Community Services	59	44%	23	17%	33	25%	16	12%	3	2%	134
Community Bridges	62	46%	39	29%	16	12%	12	9%	5	4%	134
Monadnock Developmental Services	71	44%	38	23%	22	14%	24	15%	7	4%	162
Gateways Community Services	117	43%	76	28%	37	13%	41	15%	4	1%	275
Moore Center Services	38	26%	29	20%	58	39%	20	14%	2	1%	147
One Sky Community Services	85	59%	27	19%	18	13%	12	8%	2	1%	144
Community Partners	46	41%	25	22%	19	17%	18	16%	4	4%	112
Community Crossroads	53	54%	24	24%	10	10%	7	7%	4	4%	98
STATEWIDE TOTAL:	668		323		246		170		40		1,447
% of Jobs in Each Category		46%		22%		17%		12%		3%	

♦ (not including self-employment)

How To Use The Employment Data Report

1) **Share this with Families, Self-Advocates, Board Members, Family Support Councils, and Staff.**

The data report is meant to be a tool to be used for more in-depth discussions about employment efforts regionally and statewide. Please ask questions if there is any information you don't understand. This is a great opportunity for each agency to share information about how it promotes employment and what opportunities and services are available.

The data can be very helpful to individuals and families in trying to select an employment provider. However, it is important to understand that there are more factors to consider when selecting a provider than just performance data alone. Here are some things to consider:

- ❖ Does this provider promote employment?
- ❖ Does this provider have staff who have been trained using the statewide curriculum called ACRE or who hold a national certification as a Certified Employment Support Professional.
- ❖ Does this provider specialize in placing people in specific industries?
- ❖ Does this provider serve a high number of people with the most significant disabilities?
- ❖ Does this provider offer career development services?
- ❖ Does this provider offer any structured skills training opportunities?
- ❖ Talk to other families about their satisfaction with various providers.

2) **Use this report to set goals with staff, your region, your Board, and for your strategic plans.**

Don't forget, Area Agencies can generate their own regional report at any time using our new employment data system. The Bureau will generate Employment Reports on a quarterly basis. The next report will be released in the Summer 2013.

3) **Host an Employment Event. Invite a Panel of Employed Self-Advocates to talk about their work experience, the process they went through to achieve employment, and the impact being employed has had in their life.**

Also invite:

- ❖ Employment staff to talk about your region's efforts and commitment to employment;
- ❖ Employment vendors so they can meet the various employment providers;
- ❖ Invite a panel of local employers to talk about how hiring an inclusive workforce makes good business sense;
- ❖ Work incentives specialists to talk about the impact of earning income on benefits

(**psssst:** here's a well-kept secret: almost everyone who works is financially better off earning income than just receiving benefits...talk to a work incentives specialist...they will show you the math). You can also visit www.nhwirc.org to learn more about work incentives and how to find a trained work incentive specialist.)

If you have any questions about the information contained in this report and/or if you would like to invite me to come and discuss this report along with NH's employment efforts, please do not hesitate to contact me at denise.sleeper@dhhs.state.nh.us.

April 12, 2013 – Updated May 7, 2013

TO: Matthew Ertas, Todd Ringelstein, and Denise Sleeper, Bureau of Developmental Services

FROM: Mark Vincent, Director of Developmental Services, Region I

Re: Proposed Employment Goals for FY 14 and 15

Goal #1: Region I will increase the average number of work hours per week, per individual to 10 hours/week. (As of 3/31/13, our average hours per week were 6.76.) Benchmarks: By end of FY 14 average of 8.5 hours per week and by end of FY 15 average of 10 hours per week.

Goal #2: Region I will increase the average hourly wage to \$7.80 or more per hour. (As of 3/31/13, our average hourly rate was \$7.57/hour.) Benchmarks: By end of FY 14 average pay rate of \$7.70/hour and by end of FY 15 average pay rate of \$7.80/hour.

Region I developed an Employment Group which met for the first time on March 6, 2013. This group is made up from all four areas of Region I, including vocational coordinators, vocational team leaders, employment specialists, and PDMS staff. This group is led by Mark Vincent, Director of Developmental Services.

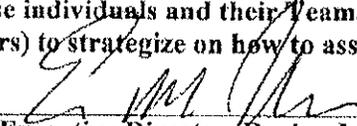
The Employment Group developed the goals listed above. These goals were presented verbally to BDS on March 20, 2013. They were also presented to Management Council to obtain input and approval. These goals were also discussed with the Family Support Council.

The Employment Group plans to meet quarterly. The on-going and primary agenda will be to:

- * Discuss progress to date on reaching the established goals.
- * Identify the strategies implemented and successes achieved.
- * Identify any barriers that have emerged and are being addressed.
- * Identify any opportunities for system improvements that can better assist in achieving the goals.
- * Identify any FY 15 contract adjustments or revisions to the strategies identified that need to be made to reach the goal.

After each quarterly meeting, we will forward a copy of our minutes to Management Council, Family Support Council, and the Bureau of Developmental Services.

Each vocational staff person will identify the individuals in his/her areas who are working less than 10 hours per week (one employer) or who are earning less than \$7.80 per hour. They will then contact these individuals and their teams (including Service Coordinators and Family Support Coordinators) to strategize on how to assist each individual to work more hours and earn a better pay.


Executive Director, Region I

5/13/13
Date

www.NorthernHS.org

PathWays of the River Valley
Region Two
Employment Goals for FY14 and FY15

Goal:

Pathways will increase the number of people employed between the ages of 21 - 26 years old by 20% in FY'14 and by 30% overall in FY'15 (using the number of individuals employed between the ages of 21-26 from the March 2013 data report) while maintaining regional average for wages and hours of work per week for this age group.

Goal Development/Communication of the Goal:

This goal was developed by members of the Employment Options Team, Leadership, Operations Team, and Family Services. Initial feedback from individuals receiving employment supports and one Board Member was also obtained. Their perspective stressed the balance between employment and social outlets/opportunities for young adults.

The goal will be communicated and continued updates and feedback from stake holders will be sought through:

- Initial presentations and updates as requested by the Board of Directors, Regional Self Advocacy Groups, and the Family Support Council.
- Social media, including the website and face book
- Information sharing with local partners, i.e. schools, DCYF, employers
- Vocational Rehabilitation presentation and regular updates.
- Agency groups such as Resource Teams, Service Coordination, and Operations Leadership Team, and the Agency Wide Area Meetings facilitated by the CEO.

Additional action steps may be added based on individual and family feedback prior to May 31, 2013.

Strategies to Accomplish Goals:

Employment Options will outline strategies based on feedback from stakeholder groups as indicated above and submit by May 31, 2014.

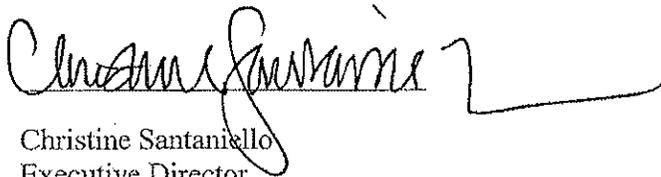
Some strategies for consideration:

- Partner with Schools and Family Support to focus young adults and their families on employment vs. day services, including marketing for Project Search.
- Outreach to employers to bridge the gap in what education and training would fill their entry level employment needs and what schools/ sector based trainings are providing
- Outreach to families using other families who have overcome barriers to employment from a family perspective.

LAKES REGION
**COMMUNITY
SERVICES**

Engage. Empower. Inspire.

1. By June 30, 2014, LRCS will develop a sector based employment opportunity that will serve 6 individuals. Of the individuals served, 4 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 4 will gain employment. Total, twelve individuals will be involved in sector place employment and eight individuals will gain employment from this experience.
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.



Christine Santaniello
Executive Director
Lakes Region Community Services



Connecting Individuals with Disabilities to Their Community

Employment Goals FY '14 and FY'15

GOAL #1

As of March, 31st 2013, 38 individuals between the ages of 21-26 were employed. 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.

GOAL #2

As of March, 31st 2013, the average hours worked of individuals between the ages of 21-64 was 8.73 hours. Region 4 will increase the average number of hours individuals work by 5% in FY 14 and 10% in FY 15.

These goals were developed in collaboration with our vendors who have been meeting on a quarterly basis for over a year. The purpose of this group is to set employment goals and discuss the successes or barriers to attaining them with the individuals. It has allowed us to share best practices and offer some employment consultation utilizing Bethany Bilodeau expertise through CORE Services Inc. This group will be meeting again in June to focus on the next fiscal year with the stated goals as our focus.

Strategies to accomplish these goals:

- Each vendor in contract with Community Bridges will identify quarterly goals based on the focus goals.
- Each vendor will report on these quarterly goals and identify progress / best practices and barriers if any to reaching these goals.
- Training and consultation will be provided as needed to move these goals forward

Reporting periods to the Bureau of Developmental Services will occur on the 15th of October, January, April and July.

Roy Gerstenberger
Community Bridges Executive Director

4-29-13
Date



May 31, 2013

Matthew Ertas, Bureau Administrator
 NH Bureau of Developmental Services
 105 Pleasant Street
 Concord, NH 03301

Dear Matthew,

Below, please find the details requested regarding our regional employment goals and strategies.

Employment Goals:

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.

Development of Goals:

The development of the employment goals for Region 5 occurred in many venues. There was discussion and request for input at MDS weekly management meetings, monthly Family Council meetings, Area Agency All Staff meetings, and monthly Provider Agency meetings as well as seeking input from all stakeholders via email. The area agency will continue to use these monthly meetings to provide updates and seek feedback from all stakeholders. More specifically, area agency management staff have discussed with provider agencies what our expectation is regarding their role as needed to meet our goals.

Description of Strategies:

Goal #1:

Increase number of individuals employed by 10% in FY14 and an additional 10% in FY15. (Current #- 135; FY14 target: 149; FY15 target: 164)

Action Steps	Person(s) Responsible	Target Date
Area agency will review funding streams of all individuals who are currently employed to determine appropriateness of funding stream (Day vs. SEP).	Service Coordination department, vendor agencies, Director of Operations	9/30/2013

Area agency will submit request to change funding stream to SEP as suitable to ensure appropriate staff training and job support as intended in the revised He-M 518.	Service Coordination with individual teams	12/31/2013
Area agency will review individuals requesting day or employment services and make funding supported employment services a top priority.	Area agency staff working in collaboration with the Bureau of Developmental Services	7/01/2013
If an individual is not employed, the ISA will provide a detailed explanation as to why the individual is not working and what steps are being taken to promote employment.	Individual teams and Service Coordination	Within the timeframe of review of individual ISAs
Specific timeframes for SEP goals of "finding employment" or "increasing hours of employment" will be used in SEP implementation strategies; not "ongoing" through the course of the year. Goals will be updated in the employment data base.	Service coordinators, families, employment vendors and program managers	7/01/2013 as ISA plans are developed.
ISAs will set timeframes for career exploration and job searching based on the individual's employment goal. Specific implementation steps of SEP goals will be done by staff who have had specific training in job support as described in the He-M 518.	Vendor agencies, families and direct support staff with assistance of the service coordinator.	Within two weeks of the completion of individual ISA planning meeting.
Progress notes regarding SEP goals will be reviewed with the expectation of detail and progress being made. Those without detail will be asked to resubmit with more detail.	Service coordinators	monthly
All staff providing job support will complete training as outlined in the He-M 518 rules.	Provider agencies	6/30/2013
Area agency will receive a status update from directors of each vendor agency currently supporting individuals to seek employment or increase hours of employment. Updates will be requested quarterly for those who remain unemployed.	Director of Operations	9/01/2013
Employment data reports will be run monthly and shared at provider	MCST staff	Monthly beginning 7/01/2013

meetings as well as other stakeholders.		
Progress on this goal as well as implementation strategies will be shared with all stakeholders via the MDS website, newsletter, email blasts and updates at various meetings.	MDS management staff	Quarterly beginning 9/30/2013 (newsletter is published semi-annually)

Goal #2:

The average number of hours worked for individuals ages 21-26 will increase from 7.94 hours/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.

Action Steps	Person(s) Responsible	Target Date
Area agency will review funding streams of all individuals requesting services to determine appropriateness of funding stream, with an eye toward a minimum of 10 hours per week of SEP services (Day vs. SEP).	Service Coordination department, Director of Operations	9/30/2013
Area agency will review individuals requesting day or employment services and make funding supported employment services a top priority.	Area agency staff working in collaboration with the Bureau of Developmental Services	7/01/2013
MDS will create a fact sheet outlining the expectation of employment.	MDS staff	12/31/2013
MDS employment fact sheet will be reviewed with all families, individuals and teams annually beginning no later than age 16.	Service Coordinators	Beginning January 2014
The area agency will offer a minimum of two benefit trainings for families and individuals in each fiscal year.	Area agency Benefit Specialists	6/30/2014 and 6/30/2015
MDS will not enter into new contracts with vendors which do not support and promote paid employment. <i>(This must be discussed</i>	Area agency staff/Board of Directors	10/31/2013

<i>and approved by the Board of Directors)</i>		
MDS will create a best practice statement of individuals ages 21-26 who receive funding for 30 hours or more per week of services will include a minimum of ten hours per week of SEP funding, not straight "day" funding. <i>(This information will be included in the employment fact sheet)</i>	MDS Management team, Board of Directors	12/31/2013
All ISAs for individuals aged 21-26 will include at least one employment goal.	Individual teams, families and Service Coordination	Variable depending on the development of individual ISAs
Families and individuals opting to use participant directed and managed services will be connected with an employment vendor to discuss appropriate staff training and employment supports.	PDMS participants, PDMS representatives and service coordinators	9/01/2013
Individuals (or guardians) receiving supported employment funding will be asked to sign a memo of understanding outlining the intent of SEP funding and their commitment to employment. <i>(This is to dissuade people from acquiring SEP funding and changing it to another form of funding later)</i>	Individuals, families, guardians and service coordinators	9/01/2013
Service coordinators will share and promote with families, individuals and teams employment training opportunities such as Voc Rehab and Project Search.	Service Coordinators, MCST staff	7/01/2013
MDS will create strategies to address the issue of transportation to employment training programs (such as Project Search) and employment.	MDS Transportation department, Project Search staff and Service Coordinators.	9/01/2013
Voc Rehab will be invited to attend/present a Family Council meeting to increase their knowledge of employment and employment supports	MDS Staff in conjunction with the Monadnock Region Family Council	6/30/2014



Data reports will be run monthly and shared at providers meeting and with stakeholders.	MCST staff	Monthly beginning 7/01/2013
Progress on this goal as well as implementation strategies will be shared with all stakeholders via the MDS website, newsletter, email blasts and updates at various meetings.	MDS management staff	Quarterly beginning 9/30/2013 (newsletter is published semi-annually)

If you have any questions or concerns regarding the above information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan Greene", with a long horizontal flourish extending to the right.

Alan Greene, Executive Director
Monadnock Developmental Services

Cc: Ken Lindberg, Program Liaison
MDS Board of Directors



Strategic Employment Goals – FY 14

Goal #1: Gateways Community Services is currently projecting 54 individuals who will be turning 21 and entering adult services in FY14 and FY15. Of those individuals, 75 percent (40 individuals) will be one of the following when entering adult services:

- 1. Employed in the community**
- 2. Enrolled in post -secondary employment training**
- 3. Have an employment goal with a strategic plan demonstrating specific steps for pursuit of employment in the community**

Potential Strategies:

1. Gateways Community Services, with its community partners, will develop a Career Mapping and Assessment Curriculum to guide individuals in the planning and development phases for employment.
2. All individuals who will be turning 21, have Medicaid, and anticipate obtaining funds as adults will be required to participate in employment planning, and if identified as employment ready, will engage in the mapping and assessment curriculum.
3. Gateways Community Services will engage with local school districts to bridge employment assessment curriculum and IEP learning goals involving skill development for employment.
4. Gateways will collaborate with local school districts to encourage employment and an annual job/resource fair.
5. Gateways will work with community partners to develop new and unique opportunities for post-secondary training.
6. Gateways will prioritize funding for individuals whose goals include gainful employment when they enter adult services.
7. Gateways will train and assist service coordination personnel in skills to promote and develop employment goals.
8. Gateways will develop both an internal and external marketing strategy to foster knowledge and understanding around the importance of employment for individuals eligible for the Area Agency system.
9. Gateways will extend General Employment Training night to all families, targeting and prioritizing those who are soon to be entering adult services.
10. Gateways will work with community partners to host "employment nights" where families can learn more about vocational opportunities and partnerships.

Goal #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.

Potential Strategies:

1. Gather data on individuals who have had one or no jobs, or who currently work less than 5 hours and wish to work more.
2. Create employment goals through collective team planning at service agreement meetings for individuals who are unemployed or under-employed and wish to obtain new employment.
3. Connect individuals with employment vendors in the region and foster growth of job development in the region.
4. Gateways will meet with vendors who receive SEP funding no less than two times per year to review individuals who are seeking work and to prioritize who would like to work and currently are not meeting an employment goal.
5. Bring training to the region, or encourage offsite training for identified staff, that relates to finding jobs and supporting individuals who are more cognitively delayed or behaviorally challenged.
6. Negotiate vendor contracts and CDS allocations with a priority on employing individuals with significant challenges.
7. Utilize funding solutions, such as advance authorization and Project SEARCH earmarks to encourage training and job promotion for individuals who are more severely disable.
8. Engage and train individuals and families in the region to encourage their participation, orient them to work incentives, and to help them think creatively about solutions for work.
9. Encourage and facilitate person centered employment planning for individuals who have historically wanted to work, but have struggled with traditional avenues for finding employment.



Sandra B. Pelletier
President/CEO

Date



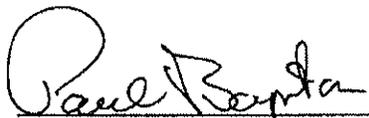
The Moore Center

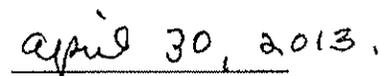
Creating opportunities for a good life.™

Employment Goal FY 14-15

Over the next two years, The Moore Center will work towards increasing overall employment by a minimum of 10% the first year (FY 14) and 10% the following year (FY 15). Starting with a baseline of 129, as per the March 2013 employment report, this means 13 new jobs in 2014 and 14 in 2015. The plan to get there and timelines are as follows:

- We will create a comprehensive vendor manual to assist in educating and supporting families to discern the best vendors that emphasize employment - no later than 9/13
- We will continue to leverage our Board of Directors and collaborate with the Family Support Council to provide connections that lead to employment for the people we serve – On-going
- We will offer internal trainings to case managers to ensure they are equipped with the knowledge and language necessary to speak to families about employment – 3 trainings by 1//14
- Through Family Support case management we will ensure that transitioning students are connected to VR prior to leaving school. – On-going
- We will emphasize employment as a key component in all PDMS service agreements. On-going
- We will increase resources and support to transition coordinators to support effective partnerships with local schools districts – On-going
- We will add an employment comment to the SIS - 7/13
- We will update our Transition Manual - 12/13
- We will train a staff as an educational advocate through PIC – 1/14
- We will establish goals/expectations with all appropriate vendors relative to employing clients – 7/13
- We will provide a series of transition trainings including Benefits Training, and Working with School Districts Training – 7/13 through 12/13


Paul S. Boynton, President & CEO


Date:



Employment goal for FY 14 - FY 15 contract with BDS - April 2013, updated May 2013

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)

Strategies that will be used to accomplish this include:

Meet with all adult services vendors in April 2013 to share the goals we have agreed to as part of our contract with BDS for the next two years to let them know that these goals will be part of the their contracts with One Sky. We will meet with them quarterly to review their progress toward these goals and address obstacles that arise.

Director of SC review employment data for all individuals to identify individuals to target for increasing the number of hours they are working. SC's will be asked with work with these teams to increase the number of hours of work

Each SC will identify at least one person on their caseload who wants to work but is not currently working. Using person-centered planning, SC will work with that person's team to make employment a reality.

One Sky Futures has a plan to develop sector-based training with three internship sites to cover the whole region. The initial focus will be on transition-aged students. By July 2014.

Great Bay Services is also developing sector-based training using the commercial kitchen they have available and also their proximity to many restaurants/potential employers.

We will identify ways to use the \$50,000 allocated to our region in support of sector-based training for young adults.

By age fourteen, on an ongoing basis, Family Support Coordinators will educate the families of adolescents on the long-term benefits of employment for their family members.



April 30, 2013

Matthew Ertas, Administrator
Bureau of Developmental Services
105 Pleasant Street
Concord, NH 03301

Dear Matthew,

As part of Community Partners' FY14 and FY15 contract with BDS, we are submitting the following employment goal for our region:

GOAL: Using the reported baseline of March 2013 of 100 individuals, Community Partners will increase the number of people employed from 100 by 10% for FY14 and 15% overall in FY15.

113 Crosby Road
Suite 1
Dover, NH 03820
(603) 516-9300
Fax: (603) 743-3244

50 Chestnut Street
Dover, NH 03820
(603) 516-9300
Fax: (603) 743-1850

25 Old Dover Road
Rochester, NH 03867
(603) 516-9300
Fax: (603) 335-9278

A United Way
Partner Agency



1. Community Partners has developed an Employment Team to assess our capacity and current opportunities in the development of the stated goal.
2. Community Partners has established a Communication Plan for information, interaction and feedback opportunities:
 - a. Letter to stakeholders outlining changes
 - b. Survey to gather feedback on transportation, career interests
 - c. Presentation meetings with staff and client stakeholder groups
 - d. Provide updates through quarterly newsletter, bulletin boards, updates to our website and a brochure
 - e. List of contacts for feedback and questions in each outreach
3. Strategies for accomplishing the goal (basic work plan with timelines will follow separately):
 - a. Continue to engage in sector based training programs, Project SEARCH and the START Certificate
 - b. Re-design the structure of the Day Program to include vocational skills building tracks.
 - c. Review every clients' capacity for competitive or self-employment
 - d. Create a plan to remove identified barriers to employment
 - e. Suggest vocational goals for ISAs and arrange supports for achieving those goals
 - f. Examine the transition process to build strategies that will support an earlier recognition and adoption by families of vocational goals for their children

We are excited about entering into this initiative. If you have any questions, please do not hesitate to contact us.

Sincerely,

Brian Collins
Executive Director

Community Partners

Behavioral Health & Developmental Services of Strafford County, Inc.

Community Crossroads

Employment Goal

April 15, 2013

Community Crossroads Employment Goal

Community Crossroads will increase the overall number of people employed to 40% in FY'14 and 50% in FY'15. (March 2013 baseline – 31%)

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)

In the fall of 2012 the Board of Directors embarked on a strategic planning process utilizing the consultation services of Peggy Kiecshnick. The planning process began with a retreat that included representatives from the board, family support council, Institute on Disability, and agency staff. Collectively, we have demonstrated the value we place on employment throughout the plan. The Vision, Direction for the Future, and specific Employment Goals demonstrate our commitment to increasing employment opportunities for those we serve. We sought input from our vendor agencies during our April 2013 Vendor Forum and will continue to include employment as an ongoing agenda item in future vendor meetings. In addition, we have made a commitment to continue to offer Deanna Johnson, Representative Payee and Work Incentives Manager, professional development opportunities in the area of employment. Deanna is a leader in our ongoing growth in this area of our service delivery. In order to keep employment front and center on all employees minds, we have made this a focus of monthly All Staff Meetings and training. This has been done through discussion, dialogue, email, speakers, and encouraging everyone connected to our agency to make a commitment and pursue employment opportunities for individuals with development disabilities and acquired brain disorders, within their own networks and contacts. This will remain a primary focus in future staff meetings, as it is our intention to make the value of employment part of the fabric of our agency. Employment is being promoted as a responsibility of everyone and not something delegated to vendor agencies and their direct support professionals.

Goals

Community Crossroads will increase the overall number of people employed to 40% in FY'14 and 50% in FY'15. (March 2013 baseline – 31%)

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)

Strategies to Achieve Improved Employment Outcomes

- **Post Community Crossroad's employment data on a quarterly basis in a visible location in the office, on agency website, and circulated throughout agency, board, and family support council.**

Timeline: Beginning April 2013 and quarterly thereafter.

- **Develop an Employment Video for purposes of promoting employment for all people, demystifying benefit barriers, and encouraging the value earning a wage.**

Timeline: Beginning April 2013 and completed by July 2013.

- **Celebrate Employment Successes in a variety of media including but not limited to:**

Quarterly Compass Newsletter, Website, and displaying personal success stories on agency "Employment Wall".

Timeline: Beginning April 2013.

- **Community Crossroads has engaged the services of Bil Rogers; 1L Media and Beth Dixon to produce an employment video which focuses on employment success, entrepreneurial success, and demystifying benefit barriers. This will be made available to all area agencies, vendor agencies, school districts, and posted on our agency website.**

Completion Date: July 2013

NHDHHS, Bureau of Developmental Services
105 Pleasant St., Concord, NH 03301
(800) 852-3345 Ext. 5034 (NH only) or (603) 271-5034
www.dhhs.state.nh.us/dhhs/bds