

# Area Agency Employment Goals Quarterly Progress

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Quarter 3: January - March 2014

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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:**

**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 March our supported employees were averaging 7.24 hours per week, per job and 7.88 hours per week per person (since some individuals have more than one job).**

**\*Average Hours Per Job and Per Person (3/14) 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>	<u>3/3/14</u>
Berlin:	8.23 Hrs.	9.02 Hrs.	9.17 Hrs.	8.69 Hrs.	8.73 Hrs./Job 9.29 Hrs./Person
Colebrook:	4.23	4.24	4.17	4.55	4.00/Job 4.32/Person
Conway:	6.15	6.46	6.29	6.69	7.53/Job 8.58/Person
Whitefield/Littleton/ Woodsville:	7.45	7.76	8.74	8.73	8.68/Job 9.32/Person
<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>	<b><u>7.24/Job</u></b> <b><u>7.88/Person</u></b>

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

**Goal #2:**

Region-wide, our supported employees are earning an average of \$7.70 per hour as of 3/3/14, (continuing to meet our 6/30/14 goal of \$7.70 per hour. 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 barriers encountered, and successes achieved, as well as new strategies to be implemented.



## 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 to 12 in the third quarter. There continues to be an increase in employment support provided and an increase in young adults pursuing employment. Presently 9 young adults are actively engaged in seeking employment an increase from last quarter. Supports include resume development, employer outreach, soft skill training, and support during interviews.
- 3 individuals who were on the wait list have begun their supports for employment and there are 4 more individuals who are in the planning process. Employment Options continues to work closely with Service Coordinators and Participant Directed Services Support Brokers to encourage individuals and their families to engage in supports that lead to paid employment.
- Employment Options Directors have joined the agency development team. The team engages in planning for individuals new to services or experiencing a change in services. Employment Options participation ensures that employment is part of the process from the start and will be included in Residential, Participant Directed, Community Participation Services, and /or any other supports individuals and families are exploring.
- Information sharing and discussion with a wide array of agency stakeholders remains a focus. Employment Options provides on going updates at Operations, Leadership, and agency staff and provider meetings. We continue to use this as a means to keep employment initiatives highlighted within Pathways. The Employment Options team will focus on increased outreach to community partners, including schools during the next quarter. The team will be presenting at Sparks, a community center in the Lebanon area next month.
- During this quarter Pathways established a benefit specialist position. A key responsibility of this position will be to engage with individuals and families in benefit planning that supports their employment endeavors.

- The Pathways employment work group continues meeting to plan expanded capacity to provide employment services. The group includes residential, service coordination, and participant directed representation. The group is incorporating the new HEM-518 rules into the plan. The group has established deadlines to finalize the plan and present for feedback to the leadership team. This will be completed over the next quarter.
- The Employment Options and Project Search teams have continued in their efforts to do outreach to local school districts and plan to continue this process. Pathways CFO, Directors and FSC attended the transition workshop this quarter along with representatives from several partner agencies. Project Search hosted information nights and a session for families this past quarter.
- Ongoing discussions are occurring with local employers to identify and address potential employee skill gaps.
- The BDS training regarding changes to HEM 518 was well attended. Employment Options staff, Family Service Coordinators, Support Brokers, Directors, Provider Agencies and members of senior leadership were represented at the training. Agency staff has also participated in webinars, employment data, and Acre trainings this quarter.



### 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.
- Four of the five graduates are employed
- Chris Mongeon, Director of Sodexo was our keynote speaker at our annual meeting

**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.
- 4 interns started the program with 3 of them graduating on March 21, 2014
- The Centerplate General and Assistant Manager both presented at our annual meeting. One of the three interns are currently employed and the other are actively seeking employment.



**CRAVE Graduates**

**CHAMP:** Common Man Hospitality Advancement Mentoring Program

- Two internship opportunities were developed with The Common Man at Foster's in Plymouth
  - Two interns are learning food service through the Common Man Café
  - Two interns are working in the laundry room at the Inn

**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.
  - Our LRCS annual meeting theme was "Success at work" and the entire focus was on internship development and employment.

***Additional Employment Focus Areas:***

- ***Kil'n Time Art Studio will be opening in the next quarter! Stay tuned!***
- ***Our LRCS Employment Managers have started meeting with GSIL for work incentives planning***
- ***A PASS plan was developed and approved for an individual that participated in an internship, was hired and now is approved for a PASS to purchase a vehicle.***
- ***Two employment managers completed their ACRES training. All of our employment managers are ACRES trained***
- ***LRCS employment staff have continued to participate in employment trainings to include:***
  - a. ***Employment Consulting and Workplace Supports online training through the IOD***
  - b. ***JAN webinars***



*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:**

**As of March, 31<sup>st</sup> 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.**

During the last 9 months we have reached **100%** of our goal. Six young adults were placed in jobs in the first quarter with two more individuals in the second and third quarter. The average wage for these 10 is \$7.63 with their average hours is 12.31 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**

**As of March, 31<sup>st</sup> 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.**

The overall data this quarter indicates an increase in the assigned individuals by 187. This is an 83% increase in the individuals counted. Our individuals working rose by 43% (53 new) our percentage working decreased by 12% due to the additional names added. The overall average hours worked has increased yet the average wage remained the same.

Community Bridges Quality Improvement Coordinator is in the process of meeting with each of its vendors individually and has gone over or will be in the next few weeks, the information provided by the database.

Community Bridges Residential and Day Services has restructured its SEP program design and is taking an approach of better training for the staff and implementation of the new He-M 518 regulations. We anticipate their flexibility will be integral in assisting more individuals to gain employment.



## 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 employed in Region 5 is **154** this quarter. This represents a slight decrease (two less) from the previous reporting period, but still exceeds the target number of 149 people employed by the end of FY14. Although the number of individuals employed has decreased, this number is expected to increase as several individuals have been offered positions, but had not started as of March 31<sup>st</sup>.

The area agency continues to make progress changing funding streams to Supported Employment where applicable. This is done in conjunction with teams and provider agencies to ensure each individual is receiving the support most appropriate for his or her services.

#### Goal #2:

The average number of hours being worked by individuals ages 21-26 also decreased slightly to **9.66 hours per week**. During the previous reporting period, the average hours worked per week in this age group was 11.25. In reviewing the data, this appears to be a result of a few people who were previously counted and now exceed the age criteria, two of whom worked 30 hours per week.

This continues to exceed the Region 5 Biennium Goal for both FY14 and FY15, however, it should be noted that this figure will continue to change as people age into and out of this category.

The Monadnock Center for Successful Transitions (MCST) reports that three of the six 2014 Project Search Interns have already accepted or been offered positions upon graduation from the program in June. Sheila Mahon, Project Director, attended the March 2014 MDS Board of Directors meeting to provide an update on MCST and Project Search. Ms. Mahon also shared the efforts being made region wide to increase employment for the individuals served in Region 5.



## **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:**

Region 6 is currently on target with this goal, with 74% of those funded having goals related to employment training (which may include volunteer service for skill development), specific goals for employment, and/or currently having paid employment.

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

The average number of hours worked continues to be an area the region strives to improve upon. Hours decreased this quarter by .4 and will be reviewed by the regional employment leadership group in June. The total number of jobs dropped this quarter by one, however, the overall goal of an increase in jobs by 5% for the year continues to be met.



## **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, eighteen are working, one moved out-of-state. Currently, six are enrolled in the program so the total is twenty-eight. Two of the current students have already been offered positions upon graduation.
2. Three individuals who have utilized START supports continue to work
3. Case Managers have been directed to update employment information and have completed doing so by doing an internal audit of clients working. We continue to work 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.
4. There are no individuals who are off benefits as a result of being employed.

### **Employment Goal Update:**

- We remain 3 jobs away from meeting our goal for FY14 (add 13 jobs). With a starting number 128 we are currently at 138.
- We have are nearly completed with 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 has recently become the Regional Director of Employment Services and will not only continue to meet regularly with case managers to they are knowledgeable and informed about employment opportunities and prepared to advocate for employment at service agreement meetings, but will also meet with vendors directly to provide support and resources to their employment programs.
- 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. We have applied and been approved for a VISTA volunteer to begin in July who will gather and or develop all information needed to transitions and make it available to all families.
- 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.



## **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:**

At the end of the 2<sup>nd</sup> quarter One Sky Community Services served 363 individuals (21-64 years old served) with 130 of these individuals were employed (35.8%). This is a slight decrease from the previous quarter.

The average number hours worked per week decreased slightly 7.6 hours per week to 7.33 hours with an average hourly wage of \$ 8.00 per hour.



## 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 third quarter ending March 31st, 2014, 101 individuals supported by Community Partners are currently employed. The following strategies and initiatives have been accomplished this quarter:

- Articles were published in the regional Family Support newsletter about employment initiatives.
- Project Search (sector based employment) promotion was highlighted as website banner, on our Facebook page and within the agency staff newsletter.
- All 5 students who participated in Youthworks over the summer have maintained their jobs year round. 12 students have been identified for this opportunity this summer.
- Manager of vocational services department met with each case manager in month of March to review employment, employment goals and volunteer work.
- Transition efforts include weekly Employment Team meetings and monthly transition meetings.
- Manager of Day Services (MDS) has met with case management as a team to discuss employment initiatives and emphasize the importance of vocationally based skills. MDS continues to be available to meet with teams on an “as-needed” basis to support the construction of vocational (and SMART) goals.
- LIFE program was re-organized to create a format that supported the participation of additional clients. Currently this re-organization has added (approximately) an additional 25 participants to the program.

- The Creative Arts pilot has advanced past the pilot stage and continues to work with more clients. Staff is preparing to begin their second term with operations now in an external location On-going Day Program re-organization is continuing with a focus on updating individuals' goals.
- The Vocational Manager is working on a proposal for financial incentive bonuses for business development, placement and retention.
- One new staff attending current ACRE class.
- Project SEARCH: Recruitment efforts are underway.



## **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 107 Individuals working out of 316 individuals served which is 33.9% Last reporting period we had 102 individuals working out of 305 individuals that we served.

Average hours went up to 8.8 from 8.54, and average wages are \$8.34 up from \$ 8.31/hour.

Community Crossroads continues to work with our vendors around employment, providing trainings, and any other assistance that may be helpful in the pursuit of finding and maintaining quality employment for our individuals.

Community Crossroads 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.

Currently, we have 2 individuals involved in Sector Based Training programs and are working with other individuals to explore other training based opportunities.

The employment video is in its final stages and ready for the first viewing. This employment video is geared toward individuals, families, community partners, and school districts. The goal of this video is to promote employment, self-employment, and pursuing your dreams. A heavy emphasis is also place on demystify the negative impact a job can have on a person's benefits.

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 continue to be highlighted in our quarterly newsletter and website.