

**STATE STEERING COMMITTEE MEETING**  
**Information Exchange Session**  
**April 25, 2007**

Present: Gordon Allen, Cory Pierson, Michael Bilson, Melinda Feola-Mahar, Sheila Mahon, Emily Cooney, Sandy Pelletier, Janet Hunt, Colleen Sullivan, Tammy Mills, Denise Bolduc

People present introduced themselves and gave an explanation of what disability field they were from. A presentation on the Granite State Employment Project's organizational structure was given, including an overview of the timeline for the 10-step proposal. The background and purpose of the Medicaid Infrastructure Grant was also explained (see handout).

An information exchange took place with members present and the following comments were captured relative to what is needed to address barriers to employment.

- Facilitating career paths for students/young adults beyond high school
- Facilitating students/young adults' health care needs
- Providing information to student with and without disabilities  
An example of communication within the school system was given with the web site titled: <http://www.sharedwork.org/>
- Skills classes such as in computers or health care field
- Providing large print materials
- Employer responsibility and supports
  - By adapting industry to disability
  - Speaking to business groups
  - Engaging business to business discussions
- Building on connections and listening and being careful not to be preaching when it comes to attitudinal changes or for people who lack experience
- Changes attitudes through different infrastructures in:
  - Schools
  - Employers via supervisors
- Making a cultural shift through a business efficiency approach
- Getting people more involved to help create more employment opportunities
- Do presentations on the research at different companies

The suggestion was made to have case studies done by Pilots, possibly a video, that could be meaningful and explain what the Granite State Employment Project means to one person, and that could include both positives and challenges.

Next Meeting: June 7, 2007 from 1:00 to 3:00pm at the Centennial Inn, 96 Pleasant St., across from the Hugh Gallen State Office Park.

Reported by:

Denise Bolduc  
MIG Project Director  
Bureau of Developmental Services

# Medicaid Infrastructure Grant for Comprehensive Employment Systems

## GRANITE STATE EMPLOYMENT PROJECT QUARTERLY MEETING

June 7, 2007

12:00 pm – 3:00 pm

**Attendees:** State Project Team members, State Steering Committee members, Monadnock Developmental Services Pilot Project staff and Area Agency of Greater Nashua Pilot Project staff.

### Agenda included:

- Introductions
- Overview of what has been accomplished
- Employment focus at the State level  
Matthew Ertas, Chip Maltais
- Vocational Rehabilitation training/assessments  
Sheila Lambert
- Presentations by regional Pilots  
Sheila Mahon, Sandy Pelletier
- New initiatives:
  - Navigator positions
  - Business Leadership Network
  - Employment Assistance Resource Network (EARN)
  - Outreach to individuals receiving SSDI benefits

This meeting was the 3<sup>rd</sup> meeting that combined the State Project Team and State Steering Committee. Introductions were made by everyone present. Accomplishments for the first six months of the Medicaid Infrastructure Grant were announced in the following areas:

- Selection of regional Pilots in Keene and in Nashua
- Selection of the National Consortium for Health Systems Development as the Technical Assistance Affiliate for the Pilot regions and the MIG that will assist us with many things including the Strategic Planning
- Information Exchange Session held for the State Steering Committee in April
- MIG web page <http://www.dhhs.state.nh.us/DHHS/BDS/default.htm>  
(click link at bottom of page that says Granite State Employment Project, MIG-CEO.
- Business Leadership Network (BLN) initiative begun by the MIG's Leadership Council under the Governor's Task Force for Employment and Economic Opportunities

Matthew Ertas presented information from the Bureau of Developmental Services (BDS) on the number of people employed and hours worked in each of the 10 regions through supported employment and day habilitation beginning at age 21 and who may live in residential services or with parents or who may receive day services. He mentioned that

an all day Conference was being held on June 27 and will provide an opportunity to share stories from New Hampshire that have both successes and struggles. He added that BDS has supplemental funding to help students with transitional needs. These flexible funds will assist transition hurdles that are faced by students connected with the Area Agencies.

Chip Maltais from the Bureau of Behavioral Health (BBH) made the distinction between the Evidence-Based Supported Employment (EBSE) models at the Mental Health Centers and the supported employment at the Area Agencies under Developmental Services. The EBSE model is now in its 2<sup>nd</sup> phase of the implementation. Chip announced the partnership agreements with Dartmouth and the Vocational Rehabilitation (VR) that will help support individuals to access the employment services they need that are not provided under Medicaid. The memorandum of agreement with VR will help to maximize dollars to assist with employment related services.

Tammy Mills made comments about the 'Circle of Support' where 5 to 9 people are chosen to help an individual with their needs. She questioned where people need to go to learn computer skills. She also suggested a web on-line link that provides advocacy. <http://www.partnersinpolicymaking.com/> and then clicking [www.partnersinpolicymaking.com/employment.for](http://www.partnersinpolicymaking.com/employment.for) the on-line course. In response to this, the Keene region mentioned that under Monadnock Family Services, proposals are considered for the purpose of augmenting VR services.

Sheila Lambert from the NH Vocational Rehabilitation provided a couple of handouts. One was to highlight the Job-Person Match services that takes place through VR; the other highlights which comprehensive assessment process is right for the person based on occupational goal, data, and service sequence. Sheila mentioned that what is taking place between VR and BBH is under a Place /Serve model. She added that there are tools on line available under Choices to test abilities, resources in special formats, and assistance with on-line applications. In response to this a comment made was the need for a college student to have an assessment process that builds a working history so that the student doesn't have to start at ground zero when they graduate.

Soft skills were mentioned as being needed by VR and other participants.

Sheila Mahon for the Keene Pilot Project/Monadnock Developmental Services indicated that work has been taking place to gather information from 14 Focus Groups. From doing these Groups, it appears that there is a lack of understanding on disability terms and that there is a range of needs from needing information, training, transportation, soft skills, etc. A Strategic Planning session is to take place June 22 and 26 and facilitated by Pat Fair. Web site development is planned.

Emily Cooney, who is the new Program Manager for the Area Agency of Greater Nashua, introduced Kim Shootes who is one of the project leaders for the Pilot. Kim mentioned that they have met with various representatives such as Voc Rehab, Bureau of Developmental Services, and Bureau of Behavioral Health agencies to build collaboration and address policy. They have developed a web page focused on four areas: [www.areaagencynh.com/download](http://www.areaagencynh.com/download)

Username: Area Agency (pay attention to capitalization)

Password: AAsecure. (pay attention to capitalization and the " . " that is at the end of AAsecure.

Gil Vickery mentioned that a requirement for all city/town's to do an Evaluation and Transition Plan under ADA took place and that the two Pilots might want to review this to help determine what was done to address barriers to employment.

Gordon Allen, who is co-chair for the Governor's Task Force for Employment and Economic Opportunities, indicated that under BLN initiative, members are looking to identify businesses that are disability friendly. Members are also considering developing a resource guide. He said the BLN requires a lead business and about 10 to 15 businesses that provide a business-to-business focus and serve as a resource to each other.

Denise Bolduc presented the new initiatives referenced above in the agenda.

Next Meetings: Thursday, September 6 from 1:00 – 3:00pm  
Thursday, December 6 from 1:00 – 3:00pm

Reported by:  
Denise Bolduc  
Project Director  
Medicaid Infrastructure Grant  
DHHS/Bureau of Developmental Services

## **GRANITE STATE EMPLOYMENT PROJECT MEETING**

**Thursday, March 6, 2008**

**Time: 1:00 - 3:00pm**

**South Function Room, Bureau of Developmental Services**

**Main Bldg, 105 Pleasant St., Concord, NH**

Members Present: State Steering Committee, State Project Team, and Keene and Nashua Lead Agencies

1. Update on Granite State Employment Project - Highlights on the GSEP Strategic Plan were presented.
2. Presentation and discussions from Lead Agencies in the Nashua and Keene regions -
  - a. Emily Manire from the Nashua Lead Agency GSEP presented an organizational assessment tool called “How Employment-Focused is Our Organization? Discussions centered about how the tool can be used as a baseline for other regions. This self-assessment tool is accessible on the web on survey monkey. Tammy Mills made a suggestion to access a web site called Blind Skills.com; a tool that can be used to obtain both an agency as well as a customer perspective.  
Another employment tool was introduced by Sheila Mahon from the Keene Lead Agency GSEP that is being used at employer interviews to gather information on employment needs, identify trainings needs, and get good stories that highlight a particular company for best practices. A suggestion was made by Tammy to access Partner in Policy Making.com for definition on meaningful employment, and an occupational outlook handbook found on [www.bls.gov/oco](http://www.bls.gov/oco) from the Department of Labor. Janet Hunt questioned career development within organizations and longevity; consideration for a mission statement from the business, so that a company can make adjustments to sustain individuals hired.
  - b. Upcoming trainings noted at this meeting included the 101 Benefits and Work Incentives scheduled for May 5 in Keene and May 14 in Nashua for agency staff. A pre and post-test component to the trainings is included with the trainings. A Monthly Benefits Network meeting is planned that is more advanced to supplement the 101 level. It was said that a web site would help provide information on the monthly meetings. Access through learning modules and cd's may also be possible for training purposes. Sheila Lambert talked about triage for VR services. Job coaching trainings are also planned in April and May in Region II and V. Job developer trainings planned in March; as one of a 4-part series, and include job development competencies with certification. Trainings are designed to be cross-disability. Keene is connecting with self-advocacy group in Keene representing People First. They have two pilot programs for students that focus on Real World experiences. Keene is looking at a hospitality sector based training connected to Campbell's school project that Jim Hinson from Voc Rehab is involved in.. Over the next months Nashua is planning out a sector-based training program

that connects employers with school and Vocational Rehabilitation. Amy Jenks mentioned that there is a Dept. of Education training calendar for events. Kelly Capuchino talked about ‘buying-in’ by the Bureau of Behavioral Health as job development is not happening to the level needed and there’s room to build onto this critical component. Dave Smith also said that the Seacoast Mental Health, where he works as an Employment Coordinator, is focused on job development. Greater emphasis may need to be directed by the Board of Directors for this to improve.

- c. Announcements on upcoming conferences, including the Family Support Conference on May 2 – 4<sup>th</sup> were mentioned.
3. Steps to become involved –  
Members of the State Steering Committee were encouraged to have a greater role in the Granite State Employment Project and to give us input and make suggestions.
4. Next meeting – Thursday, July 10, 2008  
To be confirmed. Future meetings will be changed to the 2<sup>nd</sup> Thursday and will be following the quarter; hence January 8, April 9, July 9, and October 8.  
Meeting location in the South Function Room in BDS/Main Bldg., Concord.

Reported by:  
Denise St. Onge  
Project Director  
Medicaid Infrastructure Grant  
DHHS/Bureau of Developmental Services

**GRANITE STATE EMPLOYMENT PROJECT MEETING**  
**Medicaid Infrastructure Grant for Comprehensive Employment Systems Changes**  
**QUARTERLY MEETING NOTES**

Bureau of Developmental Services  
105 Pleasant Street, Concord, NH  
South Function Room  
July 10, 2008 - 1:00 – 3:00

**In Attendance:** Keri Swenson, Emily Manire, Jennifer Le Duc-Cusato, Molly McNeill, Jane Morgan, Wendy Winslow, Stephanie Hackett, Lisa Shaw, Tina Greco, Sarah Tollefsen, Dave M. Smith, John Day, Chris Ialuna, Bethany Bilodeau, Kari Lindstrom, Brian Collins, Harry Cunningham, Jayme Collins, Michael Bilson, Fuad Idvizouic, Sheila Mehan, Matthew Ertas, Denise St. Onge, Doranne Gordon

**Welcome and Introductions**

*-Denise St. Onge*

**Granite State Employment Project**

*-Denise St. Onge*

This meeting is primarily about employment projects and training. The Granite State Employment Project is underway, highlighting five strategic employment areas in New Hampshire.

Project goals, within those five areas:

- Two lead agencies – Keene (#5) and Nashua (#6)
- Partnering with the business community
- Increasing school capacity
- Improving employment services, providing expertise
- Development of data base to track employment
- Creation, and administration of rules on State and Federal levels

The structure of the Project has the Governor's Taskforce on Employment & Economic Opportunities for People with Disabilities as its Leadership Council and the State Steering Committee and State Project Team who serve as a resource and make recommendations to the Bureau of Developmental Services and the two Lead Agencies in the Keene and Nashua region. Within the five-year project, Manchester (Region VII) and Claremont (Region II) have been oriented to the Project and the remaining six regions will follow from the years 2009 through 2012. The Project designed to give regions control and help determine where the barriers to employment exist, was developed by Matthew Ertas.

**Updates from Lead Agencies**

**Keene Project - First Course**

*-Sheila Mahon*

First Course is a 16-week culinary program designed to equip individuals with skills that will enable them to become employed in the hospitality industry. The program is open to any resident of the Monadnock region, 18 years of age and older. Classes are taught in a kitchen that has the capacity to prepare 10 thousand meals per day. Timken, a local business, has contracted with the program for their food preparation. Catering is available for other local businesses. This is a 'hands-on' training program with twelve positions – from dishwasher to chef.

First Course is currently training the third class, the second class having just graduated. The first class started with three students. A new class starts every 8 weeks, allowing an overlap for student mentoring. As this is an open program, students can enroll on a self-pay basis. This is also one of the few programs open to students beyond ages 18 – 21. First Course would like to expand and has received good support and reviews. More information is available at their website: [www.1stcourse.org](http://www.1stcourse.org)

Comment: First Course is first class. There is a broad range of skill bases to explore. Beyond cooking, many skills are enhanced. An Open House has been held for food service vendors. This gives students a chance to work in other kitchens and allows vendors to hire them, if desired.

## Benefits Training

Granite State Independent Living has provided benefits training, which includes pre- and post- test results. (Feedback information included in handout), including follow-up training for Area Agency staff, open to Region 2, Vocational Rehab, and school students and families. Partnerships have been created to improve access to benefits counseling by using an on-line benefits calculating tool, calendars, and train the trainer models. Benefits training(s) is likewise being provided in Nashua. GSIL is working on handling in-depth benefits analysis.

## Job Coaching

The Monadnock Center for Successful Transitions is working on Community Inclusion. Good results have been reported from people who have taking the training. ACRE (Association of Community Rehabilitation Educators) – more information on handout) held four job-training sessions last spring. Part of the goal is to give people flexibility to get certification through statewide employment linkability and online training. There are currently thirteen people enrolled in that process. ACRE helped facilitate a self-advocacy group with People First NH. There is a four-week training series available to individuals with disabilities, held at the NH Works office, which focuses on job-hunting skills. Many options are being examined to make information available to all.



A member of the mental health community questioned the applicability of the projects discussed to the community he serves. It was decided that a deeper discussion was needed to understand and address the concerns and needs of the mental health community and he was offered an opportunity to present this information at the next meeting.

Meeting adjourned at 3:45 p.m. The next meeting will be held on October 9, 2008.

Reported by:  
Doranne Gordon/BDS

# GRANITE STATE EMPLOYMENT PROJECT MEETING

## Minutes from the Quarterly Meeting

Bureau of Developmental Services

105 Pleasant Street, Concord, NH - South Function Room

October 9, 2008 - 1:00 – 3:00

*Present:* Members of the State Project Team and State Steering Committee:  
Jennifer LeBlanc, Andrea Reed, Dave M. Smith, Bethany Bilodeau, Tammy Mills,  
Jennifer LeDuc-Cusato, Emily Manire, Harry Cunningham, Jane Morgan, Carol Farmer,  
Kim Shottes, Ed Bailey, Molly McNeill, Sheila Mahon, Kerri Swenson, Chip Maltais,  
Chris Ialuna, Sarah Elechko, Sheila Lambert, Tina Greco, Kathy Raymond, Wendy  
Winslow, Matthew Ertas, Denise St. Onge.

*Welcome and Introductions facilitated by Denise St. Onge*

There were four presentations provided that focused on behavioral health. Below are the presenters who gave examples on supported employment models, employment as an empowerment tool, and making cultural changes that get us to think about ways to help individuals become successful and improve their quality of life.

*Harry Cunningham* – The Evidence Based Practice model training is based on being “work ready” and has proven to have better outcomes. A historical perspective was given from 10 to 15 years ago with a reference to the Trade Place. Principles of supported employment were given. The use of natural supports is emphasized. Dialectical Behavioral Therapy (DBT) is said to be used to manage emotions and can be helpful with stages. Eligibility is based on client’s choice and willingness to work.

*Ken Jue* – Presented information on First Course, a customized culinary training course, and explained the collaborative interagency partnerships and independent client choice. Client’s certification gives them a step up for food industry that is transferable to other restaurants. The focus is on skills training not symptom related. The potential for sustainability is much greater given the revenue funding streams.

*David Smith* – Presentation on ‘Mandating Work’ connects work to recover and depicts research that links unemployment to increased health issues and how this may be exacerbated for people with mental illness. A focus on changes to get people to work include peer supports, benefits counseling analysis, job development, and employer support. Motivational interviewing was said to be powerful for clients.

*Carol Farmer* – Announced a kick-off for her agency to review individuals who have low-utilization and to look at employment outcomes. Potentially, 150 clients are on spenddowns and, if working, could be transferred to the MEAD Program that could effective cost cutting measures for the Nashua agency. A cultural change is said to be needed. It was felt that people already know how to do some things and goals could be developed.

Suggestions for Next Meeting:

Update on Nashua Project and Harbor Homes, Mental Health Center/Vocational Rehabilitation collaboration across the state, Vocational Rehabilitation payment structure – vendors, Examples showing supported employment differences for mental health and developmental disability

GRANITE STATE EMPLOYMENT PROJECT  
Minutes from Quarterly Meeting  
January 8, 2009

*Present:* Sarah Elechko, Bethany Bilodeau, Kerri Swenson, Michael Bilsa, Tina Greco, Dave Smith, Sheila Lambert, Brenda Hughes, Cindy Jones, Kristen Welch, Amy Jenks, Matthew Ertas, Denise St. Onge, Denise Sleeper

Welcome and Introductions.

Matthew Ertas gave a historical review of the current Medicaid Infrastructure Grant (MIG) and how it supports the Granite State Employment Project(GSEP). The following was included in the recap:

- Prior MIG research by Tobey Davies, Center for Community Economic Development and Disability at SNHU, offers committee an opportunity to hear about workforce development and demand in occupations
- The focus of the GSEP
- How the Lead agencies were selected
- How all 10 regions have an opportunity to submit a proposal for funding from the MIG
- The MIG is a cross disability grant and proposals should be in collaboration with Area agencies, mental health centers, schools and/or any other organizations working with people who have disabilities.

### Improve the Steering Committee Meetings

Committee members were offered the opportunity to provide feedback on improving the State Steering Committee meetings. The intent of the meetings is to be responsive to the needs of the committee members and their agencies. Ideas included:

- Bring outside speakers in to address information needs of group
- On-going updates from Lead Agencies to learn more about their projects
- General information sharing and brainstorming around defined topic areas
- Input from group to help set quarterly agendas

#### Creating a Newsletter

- Create an employment newsletter to help keep regions informed about activities and opportunities around the state
- E-newsletter and/or hard copy?
- Amy Jenks offered to provide information from her experiences with newsletters.
- What to include? How often the newsletter will come out.
- Make the online newsletter user friendly through text format and word.
- Discussed E-studio as another means of keeping everyone informed and keeping discussions active. [www.sharedwork.org](http://www.sharedwork.org) another resource.

#### Interests of the Group:

- Local Labor Market Information, Self-employment, MEAD
- Job Developer Trainings
- Grant writing

- Updates on MIG and the Lead Agencies

Next Meeting: **April 9, 2009 Bureau of Developmental Services, South Function Room**

Topic: Labor Market Information for each of the regions

*The GSEP is a systems change initiative under the Medicaid Infrastructure Grant*

**GRANITE STATE EMPLOYMENT PROJECT  
STATE STEERING COMMITTEE**

October 8, 2009  
South Function Room  
105 Pleasant St., Concord NH

**Minutes**

**PRESENT:** Emily Manire (Linakabilities), Kerri Swensen (Genesis Behavioral Health), Mark Thornton (Greater Nashua Mental Health), Sheila Mahon (Monadnock Center for Successful Transition), Jennifer Leblanc (Harbor Homes), Chip Maltais (BBH), Wendy Winslow (Community Partners), Angela Linke (DRED), Sarah Ohl (Riverbend), Wendy Robb (Lakes Region Community Services), Gordon Allen (DD Council), Denise St. Onge (BDS), and Denise Sleeper (BDS)

*Employment Indicator Data Project – update*

Denise Sleeper reported on the progress of the statewide employment data project development. This is a huge project with various levels of complexity. The goal is to have a set of universal data fields that will be required for all agencies across systems to be able to measure statewide-unduplicated data. Each system will have the ability to further define and refine the type of information that they wish to collect. Additionally, each agency will have the opportunity to customize data fields and reporting functions.

Currently, Social Strengths is working with Tobey Partch-Davies, Project Manager, to refine and develop data fields and reporting functions that will be useful and relevant to the agencies that are providing employment supports. Universal variables that will be used by Area Agencies, Community Mental Health Centers and Vocational Rehabilitation have been identified. Specific variables for each system are also being developed. The variables were determined from feedback at statewide forums. The development of the variables is the most difficult and significant phase because it provides Social Strengths, the developer of the system, the context for the structure of the entire system. It is anticipated that refinement of the system structure will occur, but creating the system foundation is critical for ease of implementation and refinement in subsequent phases and regions.

To meet rigid timelines for this project, the Nashua and Keene regions will be the first adopters of the system. Their feedback will offer input to the initial design and functionality of the system. This system is replacing the data system that Developmental Services uses. Formal agreements are in place with Vocational Rehabilitation who will be uploading data. Various stakeholder meetings have been initiated within the Mental Health Service delivery system. Early feedback from Community Mental Health Centers is very encouraging. It is anticipated that Area Agencies, Community Mental Health Centers and VR in both Keene and Nashua will be included in the first phase of the system implementation.

A HIIPA attorney has been hired that is helping the GSEP navigate through the significant and complicated HIIPA compliance expectations.

## **Work Incentives Planning - update**

There has been an on-going work group that has been meeting to further develop the ideas generated from the strategic visioning session in June. There is consensus on the need for accessible and user-friendly information that meets the needs of various stakeholders including, but not limited to individuals, families, school personnel, and professional staff. It is anticipated that an RFP will be released in late November/early December to create a virtual work incentives resource center that will incorporate all the needs identified by the work group.

A subgroup continues to meet on how to operationalize related activities within our infrastructure to help support the benefit of a virtual resource center. The group will use the Implementation Drivers that were introduced at the NCHSD conference in Chicago to further develop strategies that will help build a sustainable and effective work incentives infrastructure in New Hampshire. Copies of the Implementation Drivers are attached.

### *Employment Professional Development Work Group - update*

There is consensus that some form of employment staff certification is important and needed in order to improve employment outcomes. A statewide work group was formed to build upon the Nashua regions development of an employment specialist competency process. The region created a list of competencies through collaboration of several partner agencies including the area agency, mental health center, vocational rehabilitation, private employment providers, Institute on Disability and the Nashua Community College.

The premise of this initiative is to raise standards and expectations for employment professionals through a set of universal competencies that would need to be demonstrated through various means. The competency model allows for flexibility in how staff develops/demonstrates competencies, but there is a strong need to develop a quality assurance component. The work group has solicited the assistance of the Institute for Community Inclusion to bring credibility and expertise to ensure a well thought out and comprehensive process that will serve NH well in our commitment to improving employment outcomes through quality professional development.

Some of the goals identified by this initiative include:

- Create buy-in across systems that supports the professional development of employment specialist staff and how they impact quality outcomes.
- Come together as systems to find the commonalities of our system expectations while also supporting and respecting systemic differences.
- Oversight Committee-to link required training within systems in how they may meet the established competency requirements
- Creating a Competency Review Committee
- Establish a Trainers Bureau to cultivate trainers from certified staff
- Establish a revolving stipend fund to compensate trainers who provide training across the state through the Trainers Bureau

*I AM SUCCESS Marketing Campaign - update*

Regions are offered technical assistance to integrate an active marketing campaign in their respective regions. Forming a coalition is one way to facilitate a successful process. There will be a November conference call to assist regions. Sheila Mahon from Region V said that people would be able to download the marketing information when their new web site becomes live. Blank cards offered from Region V can provide the interested region the customization they want. Angela offered to utilize some of the marketing materials at the Division of Resource and Economic Development (DRED) as a Navigator when there is an opportunity to meet a new business.

MIG funds are made available for regions who are interested in using the I AM SUCCESS Brand as part of their marketing and outreach efforts. A special funding request proposal was developed to assist regions to understand how they can access MIG funds to replicate or customize the campaign in their region. Collaboration with other partner agencies is a key component to receiving MIG funds, as it is very important to have coordinated and professional outreach with employers. Teleconferences have been set up to help regions navigate through regional decisions. The next teleconference for the I AM SUCCESS Campaign is scheduled for Monday, November 9, 2009 from 10:00am-11:30am. Molly McNeil from MCST and Cynthia West from Church and Main, Inc. will be on the call. Please call: **Reservationless-Plus Toll Free Dial-In Number (US & Canada): 1-866-304-8625 Conference Code: 6032715034#**. Notices will be sent out prior to the meeting. Additionally, Sheila Mahon and Denise Sleeper are available to attend a regional meeting at any time.

Transforming into an APSE Chapter or Community of Practice on Employment? An important issue for the Steering Committee to consider is how to maintain the cross systems collaboration on employment after the MIG is gone. There has been tremendous benefit from having a cross systems statewide forum for employment that is important to sustain and maintain. The group discussed transforming the State Steering Committee into either an APSE (Association for Professionals in Supported Employment) state chapter or to develop a Community of Practice on Employment.

There was consensus that maintaining this connection with statewide employment colleagues is extremely important for continuing to raise standards and expectations. The differences between the two approaches is:

**APSE**

<u>PROS</u>	<u>CONS</u>
<ul style="list-style-type: none"> <li>▪ National recognition</li> <li>▪ Associated with quality</li> <li>▪ Highly supportive of Employment First Policies</li> <li>▪ Organizational structure</li> <li>▪ Annual Employment Conference</li> <li>▪ Strong Unifying Vision</li> </ul>	<ul style="list-style-type: none"> <li>▪ Need to meet minimum expectations to be an APSE Chapter</li> <li>▪ Work to organize a conference</li> <li>▪ Need Board of Directors</li> <li>▪ Need to host at least one Annual meeting for membership</li> </ul>

**Community of Practice on Employment**

<u>PROS</u>	<u>CONS</u>
<ul style="list-style-type: none"> <li>▪ Agenda of group determined by participants</li> <li>▪ Opportunity to share ideas about practices, strategies and resources</li> <li>▪ Loosely structured</li> <li>▪ Group would set how often to meet</li> </ul>	<ul style="list-style-type: none"> <li>▪ Loosely structured</li> <li>▪ No leadership</li> <li>▪ Unifying thread very broad</li> <li>▪ What would keep bringing people back to the table</li> </ul>

The group was beginning to favor establishing an APSE NH State Chapter, but felt we should survey a larger audience to determine if this is the right direction for New Hampshire and the State Steering Committee. Denise will develop a survey to send out to everyone on the State Steering Committee distribution list.

It's time to plan the 2010 calendar. Feedback was sought from the group about whether to keep the meeting schedule occurring quarterly every second Thursday of the month from 1-3pm in the South Function Room. This is an opportunity to set up a new schedule for the future. For the time being, the next meeting is scheduled for the FIRST Thursday of January 2010, which is January 7<sup>th</sup>. Denise will include a question in the survey sent to the larger group for feedback on whether or not to change the State Steering Committee meeting schedule.

The GSEP is a systems change initiative under the Medicaid Infrastructure Grant

**GRANITE STATE EMPLOYMENT PROJECT  
STATE STEERING COMMITTEE**

April 1, 2010

South Function Room  
105 Pleasant St., Concord NH

**Minutes**

Present: Angela Linke, Cotton Cleveland, Molly McNeil, Emily Manire, Sheila Lambert, Joyce Lanier, Denise Bolduc, Kathy Raymond, Heidi Wyman, Sarah Ohl, Denise Sleeper, Chip Maltais, Amy Jenks, Gary Hooper, Tina Greco, Kerri Swenson

**Welcome and Introductions - were opened up by Denise Sleeper.**

Project Funding Updates – information was provided on RFPs launched for projects in grant year 2010 that include Evidence Based Supported Employment and the Virtual Work Incentives Resource Center. The MIG awards will be going to all of the 10 mental health center regions and to Granite State Independent Living and in partnership with the Institute on Disability. All contracts are underway. DHHS website postings of the MIG projects will be posted in the near future for regions to learn from each other and replicate projects.

**Preparing for 2011 Grant Application**

- Review GSEP Accomplishments – a discussion and handout was provided to members. Project SEARCH has 5 new regional sites starting in 2010.
- Priorities for final 2011 MIG Application include the 5 GSEP Strategic Priorities. Areas discussed included:
  1. Look at developing capacity for train-the-trainer models for Employment Specialist
  2. Will continue building in 2011 a Phase 2 of the 3-tier Work Incentives Resource Center model
  3. More activity on Partnership Plus in 2012
  4. Fully implementing employment data system (Oversight Board in 2010)
  5. Possible policy changes for people over age 65 in MEAD
- Responses from members on 2011 Funding Priorities and what we should be thinking about/what is really important:
  1. Involvement from NH Employment Security – front line for people with disabilities coming into Centers. No wrong door to work concept. Include training for front line staff, given the void with Disability Program Navigator positions ending in June 2010. Will have available a toolkit from DPNs
  2. Sector-based training opportunities and expansion
  3. Capturing success stories within agencies
  4. Customize information for business – HUB
  5. State of NH Model Employer – using Project Search as a model for state
  6. Internships and work experiences
  7. Work incentives training for staff, so that information can get to consumers in a timely manner. Support to staff/individuals undeveloped opportunities

8. Resources to support folks; i.e. partnership, etc.
9. Continue with policy issues on MEAD expansion – age over 65, self-employment, barriers to MEAD, disincentives, work incentives
10. Affordable staff trainings: competencies, professional development (June 3<sup>rd</sup>), employment specialist/coaching, direct support training
11. Dissemination of project information, including how to access
12. Create technical assistance to further models and give people tools
13. Sustainability
14. Collaboration and braiding resources (local CAP agency/WOC/WIA, IDG)
15. Conference – participate/piggy back on a conference already established – many available groups and target business conference group, message on employment. Governor participates in the Social Respon. Bus Conf.
16. Survey/Inventory – take our product and message out to existing resources
- 17. Prioritize projects, look at dollars, resources, and wrap up to say mission accomplished to declare victory as a sustainable structure. Be realistic on how many pilots can really be accomplished – pare down to achieve a higher level of employment. Identify promising practices. What’s the legacy?**
18. Build consumer participation – invitation to participate. Need voice from persons/families – all disabilities
19. Employment data
20. Get info out to other regions about Culinary Course
21. Interagency networking - VR, CAP, NH Emp. Security, etc. to address cross-disability, transitioning planning, values, vision, look at priorities, who participates in trainings, how to incentivize employment, how to get next level of communication to make systems change so people have network/independence
22. Building networking and what is person’s responsibility; example transportation – who pays. Job developing thru your network not always shared with families.

The Committee agreed to meet in June to be able to provide feedback for the submission of the final MIG proposal. Submission deadline is expected to be mid-June. No meeting in July.

DHHS website postings of the MIG projects will be posted in the near future for regions to learn from each other and replicate projects.

2<sup>nd</sup> Annual Employment Leadership Award Breakfast - October 14, 2010. Nomination forms coming out soon.

Next Meeting – Thursday, June 3, 2010 – 12 to 3pm South Function Room. Lunch will be provided. Meeting for July is cancelled.

**The GSEP is a systems change initiative under the Medicaid Infrastructure Grant**

**GRANITE STATE EMPLOYMENT PROJECT  
STATE STEERING COMMITTEE**

June 3<sup>rd</sup>, 2010  
12pm – 3pm

SOUTH FUNCTION ROOM  
105 Pleasant St., Concord NH

Minutes

Present: Molly McNeil, JoAnne Malloy, Lisa Shaw, Sarah Elecho, Allen Gordon, Peter Darling, Joyce Lanier, Angela Linke, Kathy LaBarre, Cotton Cleveland, Michael Bilson, Sarah Ohl, Tina Greco, Amy Jenks, Chip Maltais, Denise Bolduc, Emily Manire, Oliver Bengle (LinkAbilities), Chris Purington (LinkAbilities)

Emily Manire chaired the meeting today. Introductions by people present were made.

Information on the final MIG Solicitation for year 2011 was provided. The due date is July 16<sup>th</sup> with an award notice sometime at the end of November or beginning of December. The grant application criteria and points earned were reviewed. Much of this revolves around sustainability. New Hampshire will be able to apply for a \$2M dollar grant but the minimum amount is expected to be at least \$750,000. Emily asked members if they could think about sending in Letters of Support for the application by July 1<sup>st</sup> to Denise Sleeper, who is expected to send out a template for this.

JoAnne Malloy provided information on the development of the Work Incentives Resource Center (WIRC) that has both Granite State Independent Living and the Institute on Disability as partners. An Advisory Board is being developed. The WIRC is actually a 4-tier model with Level 1A – working with family/people with disabilities and community members; Level 1B for professionals who work with people on benefits; Level 2 having restricted access and requires yearly training; and Level 3 for professionals requesting to work up a comprehensive benefits analysis. Regions 4, 5, 6, and 10 are current pilots underway. The hope is to have each region trained. The WIRC web site is expected to go live in September and tested in June. JoAnne asked all members to feel free to send in materials, tools, and/or success stories to post on web site to David Hagner or to her: [David.Hagner@unh.edu](mailto:David.Hagner@unh.edu) or [JoAnne.Malloy@unh.edu](mailto:JoAnne.Malloy@unh.edu). Lisa S. asked about the level of counseling gets determined to access WIRC services. JoAnne said that formulating criteria to determine who fits at what level has yet to be finalized. Numerous links to and from WIRC website will allow for resource sharing. Kathy LaBarre said that training to agencies would require 2 full days instead of the two half day training for Level 2. GSIL would provide the training for different level curriculum. Level 1B training begins 6/21/10. A preview of the system will be seen at GSIL's Benefits Planners Meeting on 6/8/10. Training costs include a fee schedule of \$1,000 for a class would provide agencies with the training and unlimited calls. The cost for a year would be \$10,000 for a region. Peter emphasized the need to get a funding mechanism to build capacity for ongoing support that they generally provide free of charge. Kathy L.

suggested the usage of on-line trainings for the WIRC. Sarah L. mentioned that under the EB, participation is not permitted for on-line trainings.

Emily reviewed the MIG 2011's strategic approach and said there are transitions underway for the State Project Team having more of a leadership focus, the State Steering Committee's focus to the Community of Practice, and the emerging Workforce Development group supported by regional coalitions.

The 2011 MIG priorities were said to be listed in no particular priority order. Kathy L. asked for a listing of MIG projects. The Employment Data System project, which now has an established Oversight Board, is said to be delayed due to contract agreements that need to be established. Region 1, 2, 4, and 10 who are comprehensive grantees under the EBSE are expected to roll out the employment data system as soon as contract is in place. Sarah O. said Riverbend is working with NAMI under supported employment providing training to families. Members discussed the importance of expanding Project SEARCH to other regions. Gordon A. referenced the PBIS model that works well in fulfilling a need based on best practices and that this model might be used with schools. Youth transition discussions by members focused on Community of Practice and ACES. Tina G. said Voc Rehab provides the cost for students to attend ACES, a residential training program during the summer. Molly said this is statewide. Outcomes from this has meant that students have measurable school goals that get incorporated into Indicator 13 and become part of the student's portfolio. Molly said their region has various transition guides with curriculum, have students participating in Job Fest that consists of workshop and job fair and have worked with Keene State and now Keene schools on using information for student's IEP. On marketing, there are approximately five regions with employment coalitions that have evolved. Molly said coalitions help to get the word out. Cotton C. said there are organizations that can help non-profits with job development focus. Angela suggested having a job developer with the individual when doing outreach. Trainings are a major component of the MIG proposal and using the train-the-trainer model in regions with reimbursement capability is a consideration. Emily talked about promoting statewide trainings and provided history on LinkAbilities use of the ACRE trainings, and how these could address needs for mental health, developmental disabilities, and VR.

Next Meeting: October 7<sup>th</sup> 2010 – 1 – 3pm, South Function Room. Members desired the 1 to 3pm timeframe.

**The GSEP is a systems change initiative under the Medicaid Infrastructure Grant**

**GRANITE STATE EMPLOYMENT PROJECT**  
**STATE STEERING COMMITTEE**  
South Function Room  
105 Pleasant St., Concord NH

October 7, 2010  
1pm – 3pm

**Minutes**

Present: Tara Richard, Sandra Metivier, Molly McNeil, Bethany Bilodeau, Sheila Mahon, Amy Jenks, Angela Linke, Wendy Winslow, Sarah Ohl, Caleb Wells, Michael Bilson, David Hagner, Peter Darling, Emily Manire, Kerri Swenson, Mark Thornton, Kathy Labarre, Sarah Elechko, Chris Purrington, Gail Rueggeberg, Tobey Davies, Cotton Cleveland, David Jenkins, Oliver Bengle, Ann Potoczak

Denise Sleeper opened up the meeting.

***MIG Funding Updates***

Denise announced that the MIG application for \$3.2 million was submitted but there is no guarantee NH will receive that amount. At the very least, comprehensive states are guaranteed a \$750 thousand dollar award. The MIG goals were outlined and give a comprehensive systems approach that includes sustainability. Some features of the Granite State Employment Project will continue to focus on best practices for the Evidence Base Supported Employment Project, the ACRE Job Development Train-the-Trainer model, the Community of Practice, and Self-Employment models. MIG projects that are essential infrastructure components will include the data system, the Work Incentives Resource Center expansion and competency model, the Employment Specialists train-the-trainer model, the outreach and marketing that are consumer driven, and the T. A. Center for sector-based training.

Denise explained some changes taking place with the State Steering Committee transitioning to a Community of Practice chaired by Debra Grabel beginning January 6, 2011. Although this shared leadership vision has yet to be defined, a new structure was outlined and handed out to members showing local Workforce Development Coalitions partnering with the local Community of Practice for Secondary Transition, which would have impact at the state level Community of Practice. These changes would allow for a state-level system leadership approach under the Bureau of Behavioral Health, Developmental Services, and Department of Education.

Since 2011 is the last year of the MIG, Denise explained how sustainable strategies like the Job Development Regional Workforce Coalitions and the Community of Practice are expected to expand to other regions. A Policy Workgroup will resume and will include reactivating the MEAD Workgroup and looking at how the new Health Care Reform will impact MEAD. Other strategy items include, employment training for the Bureau of Behavioral Health, a BDS task force on employment, and implementation drivers that are to be provided by our NCHSD Technical Assistance partners, including imbedding some action steps into policy regulations. The GSEP goals, outlined in today's powerpoint, will be e-mailed to members.

### *Workforce Development Coalitions*

Regions like Claremont, Keene, Nashua, Manchester, Concord, Dover, and Portsmouth have been coming together to share information. Most regions with job development coalitions have representation from Voc Rehab, mental health, developmental services, etc. Members identified needs on developing professional credentials that speak to having a 'code of conduct' and professionalism standards for staff in the community that do job coaching and would allow for agencies to share resources to meet the business needs. The Nashua region spoke about having presenters at one of their meetings, having a marketing Expo booth, and holding an annual regional provider recognition event. Cotton Cleveland said there is a social event that will be taking place in Claremont to highlight the 'person' who is employed and elevate employment. Other regions will be using the MIG and GSEP marketing campaigns to help further this initiative.

Denise emphasized that having a meeting with a purpose will provide better outcomes on how agencies who partner with businesses can be seen as resourceful. The state of Vermont was said to be 3+ years of grant experience on this issue, and we will be asking them to present information to our groups.

### *Project Updates*

David Hagner updated members on the Work Incentives Resource Center (WIRC) indicating that the Institute on Disability is collaborating with Granite State Independent Living to create a web site for families, service providers, benefits planners, etc. The web page will have a user-friendly approach with success stories, easy clicks to access information, benefits calculation, resources with fact sheets, a benefits manual with SSI information for benefits planners, and an 800 # for GSIL to respond to within 24 hours.

On the WIRC Competency model, Kathy Labarre said this includes a checklist for WI Specialist. This fidelity model is being refined to determine how to present and determine how to test out. GSIL is ready to give Level A & B and the higher level in 2011. Sandra Metivier, who has taken the course, said that it was a great benefit to her and that she has now started a regional benefit group in Monadnock.

Denise Sleeper explained that the focus is to have the WIRC sustainable as a hub to access information on all aspects of employment, including youth transition, asset development, and professional development for employment specialists.

### *Employment Data Project*

Tobey Davies announced that the data system is nearing the finish line. The data contract with Community Health Institute has been approved. The process is taking longer than expected to give this the due diligence needed for compliance and MOU agreements. The roll out is expected to be before January 2011.

### *Employment Specialist Competencies*

This initiative is moving ahead with endorsements from the Voc Rehab agency with MIG funding to develop models that are customized and allow for on-line and in-person

training. Denise said that statistics show that adding mentoring to coaching brings the success rate from 5% to 95%.

Cotton emphasized job collaboration with a networking component offered through a 6-month training for example. She said Claremont could be a pilot for this. Members favored this approach with educational credits, which Sheila Mahon said is easily done because of their connection with Keene State.

***Other:***

The Employment Leadership Award will be held October 14<sup>th</sup>. This year's event will be driven by the Division of Resources and Economic Development to give it a business-to-business approach.

Denise Bolduc gave members two handouts. One was a spreadsheet of the MEAD Program Enrollment report giving figures for each region; the other was a handout on the new GSEP web posting clips that feature the regional projects. A reference to the new DHHS Website was made. Sheila provided new marketing cards on the MEAD Program and said 4,000 were available.

The next meeting is January 6<sup>th</sup>, 2011 from 1:00 – 3:00 PM.

3:00pm – 4pm Panel Discussion with members of the 5 Workforce Development Coalitions.

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