

NHDHHS, Bureau of Developmental Services (BDS)

NH Employment of Individuals with Disabilities

Employment Summary

In this quarter, employment outcomes for individuals supported by the developmental services system remains steady at **36.3%** with the number of people employed with hourly wages and the average wages earned all remaining consistent. The most notable changes are the continuous decline of sub-minimum wage employment and sheltered work arrangements and an increase in the number of people working more hours (p.6).

Project SEARCH continues to offer a promising pathway into employment and workforce sectors untraditionally tapped.

Project SEARCH is sector based training model that involves strategic partnerships with the business community, school/college, NH Vocational Rehabilitation and the Developmental Services system. This particular model is proving to be very effective in providing workforce training that includes participation in a rotation of internships, soft skills training, and career development leading to employment. Overall, graduates of sector training programs in NH are accessing jobs that were not typically accessible earning higher wages and working more hours than our statewide employment averages.

NH began a new two year surveying cycle using the **National Core Indicators (NCI)** survey tool. NCI is a national standardized survey tool that is now used by over 35 states to learn about how services are delivered and how satisfied individuals, families and guardians are with the services provided. The decision to use this tool was a recommendation from individuals with disabilities, their families and many stakeholders in the SB 138 Quality Improvement Committee Final Report 2008.

- ◆ To learn more about the NCI, please visit: <http://www.nationalcoreindicators.org/states/NH/>
- ◆ To view a copy of the SB 138 Quality Improvement Committee Final Report 2008: <http://www.nationalcoreindicators.org/states/NH/>

Please be sure to visit the Appendix to read the employment success stories from the Nashua region.



NH Developmental Services Employment Data The Facts - December 2013



December 2013	September 2013	
3,759	3,763	People receiving services (ages 21-64)
1,372	1,363	People employed (ages 21-64) including self-employment*
36.3%	36.2%	Total employed as a percentage of total served (ages 21-64)
70	89	People who have self-employment
1,302	1,295	People (ages 21 to 64) employed with hourly wages
9.12	9.15	Statewide average hours worked per week
\$7.99	\$7.98	Statewide average pay per hour (not including self-employment)
1,495	1,520	Total number of jobs excluding self-employment
1,493 (99.9%)	1,511 (99%)	Statewide total jobs paying minimum wage or above
2 (<1%)**	9 (1%)	Statewide total jobs paying below minimum wage
29	31	People employed age 65 and older

*There are some people who have both hourly wages and self-employment.
** 1 Individual receives \$7/hr from their family owned business.

Employment Statistics for People Aged 18 - 64 Years Old in US and NH			
	2012	2011	2010
US Employment Rate for people without Disabilities:	73.6%	72.8%	72.8%
US Employment Rate for people with Disabilities	32.7%	32.6%	33.4%
US 2010 Employment Gap:	40.8%	40.2%	39.4%
NH Employment Rate for people without Disabilities	80.5%	79.5%	79.7%
NH Employment Rate for people with Disabilities	37.9%	36.8%	39.1%
NH Employment Gap	42.6%	42.7%	40.6%
♦ Source: 2013 Annual Disability Compendium Statistics, US Census Bureau, 2011 American Community Survey, American Fact Finder.			

NH Developmental Services Employment Data Trends

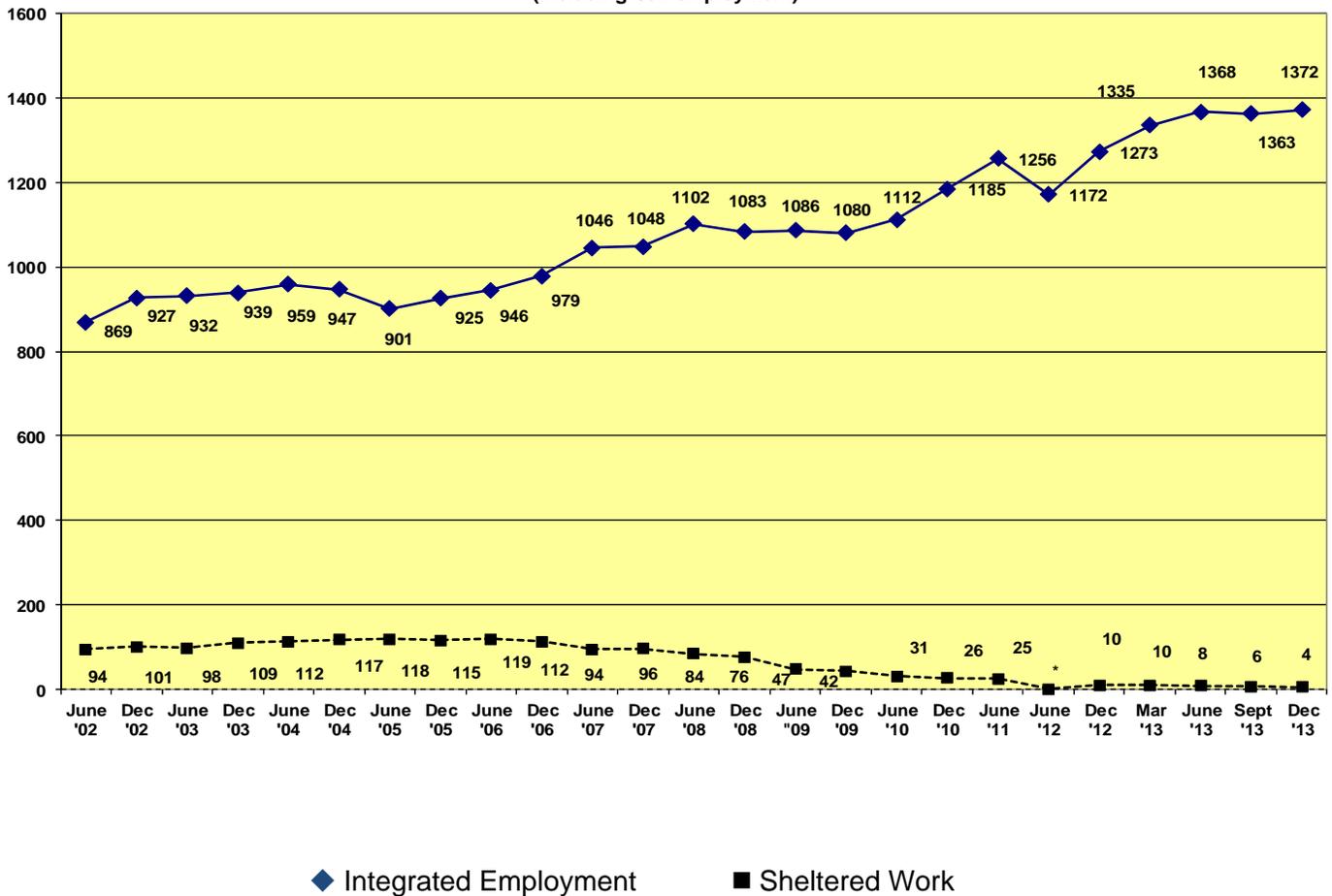
Integrated Community Based Employment is steadily increasing.

There are **4** 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	352	179	50.9%	1st
Pathways of the River Valley	231	62	26.8%	10th
Lakes Region Community Services	308	125	40.6%	3rd
Community Bridges	460	133	28.9%	8th
Monadnock Developmental Services	405	155	38.3%	4th
Gateways Community Services	525	237	45.1%	2nd
Moore Center Services	520	147	28.3%	9th
One Sky Community Services	351	133	37.9%	5th
Community Partners	302	99	32.8%	7th
Community Crossroads	305	102	33.4%	6th
Statewide	3,759	1,372	36.3%	

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

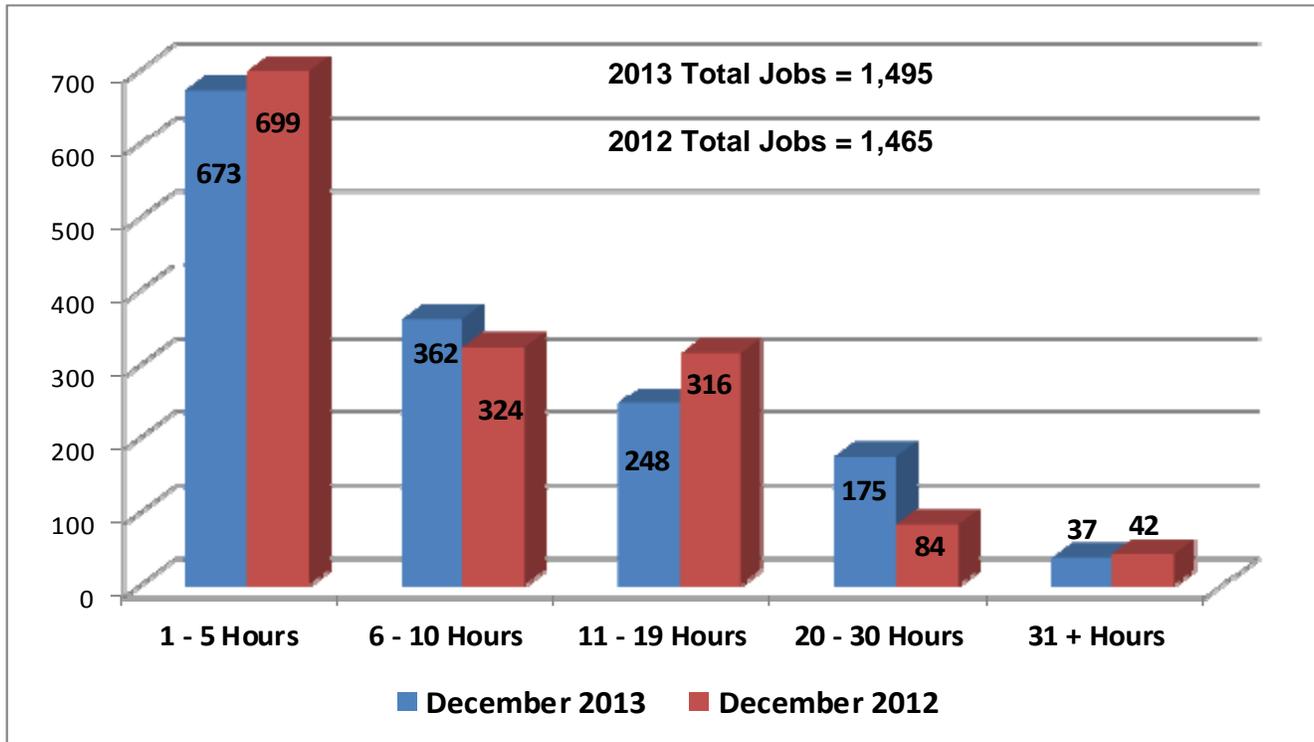
Decrease since last reporting period.

Area Agency	Average hours worked per week **		Average hourly wage per job **		Average Earnings		
		rank		rank	weekly	rank	Projected yearly ****
Northern Human Services	7.46	10th	\$7.74	9th	\$58	10th	\$3,002
Pathways of the River Valley	12.03	1st	\$8.72	1st	\$105	1st	\$5,454
Lakes Region Community Services	9.75	5th	\$7.55	10th	\$74	5th	\$3,831
Community Bridges	8.57	6th	\$8.40	2nd	\$72	6th	\$3,745
Monadnock Developmental Services	9.83	4th	\$8.14	4th	\$80	4th	\$4,159
Gateways Community Services	8.48	8th	\$7.86	7th	\$67	8th	\$3,466
Moore Center Services	10.86	2nd	\$7.94	6th	\$86	2nd	\$4,483
One Sky Community Services	7.77	9th	\$8.04	5th	\$62	9th	\$3,250
Community Partners	10.28	3rd	\$7.85	8th	\$81	3rd	\$4,196
Community Crossroads	8.54	7th	\$8.19	3rd	\$70	7th	\$3,640
Statewide Averages ***	9.12		\$7.99		\$73		\$3,787

NH Developmental Services Employment Data Trends.... Continued

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

(Not including self-employment)



Since December 2012, the number of hours worked per week have increased as noted in the following shifts:

- ◆ 4% (26) **decrease** in the number of jobs held working 5 hours or less per week.
- ◆ 12% (38) **increase** in the number of jobs held working between 7 and 10 hours per week.
- ◆ 109% (91) **increase** in the number of jobs held working 20 –30 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.

The shift in the number of jobs falling into a higher number of hours worked category shows healthy progress towards NH’s goal of increasing the number of hours worked per week in each 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 and Above	Total Jobs Paying Below Minimum Wage	Total Jobs
Northern Human Services	175		175
Pathways of the River Valley	65		65
Lakes Region Community Services	136		136
Community Bridges	137	1	138
Monadnock Developmental Services	173		173
Gateways Community Services	275		275
Moore Center Services	161		161
One Sky Community Services	150	1	151
Community Partners	109		109
Community Crossroads	112		112
Statewide Total	1,493	2	1,495

◆ Sub-minimum wages are permitted with official approval from the Department of Labor. However, the use of sub-minimum wages is disappearing in NH as this is an outdated practice in employing people with disabilities.

Employers recognize that the value of an employee goes far beyond production rates. Diverse viewpoints, universal design, improved morale are just a few of the benefits that employers site as the advantages of employing a diverse workforce.

In their own words...it makes good business sense.

Please visit <http://nhletsworktogether.org/> to learn more.

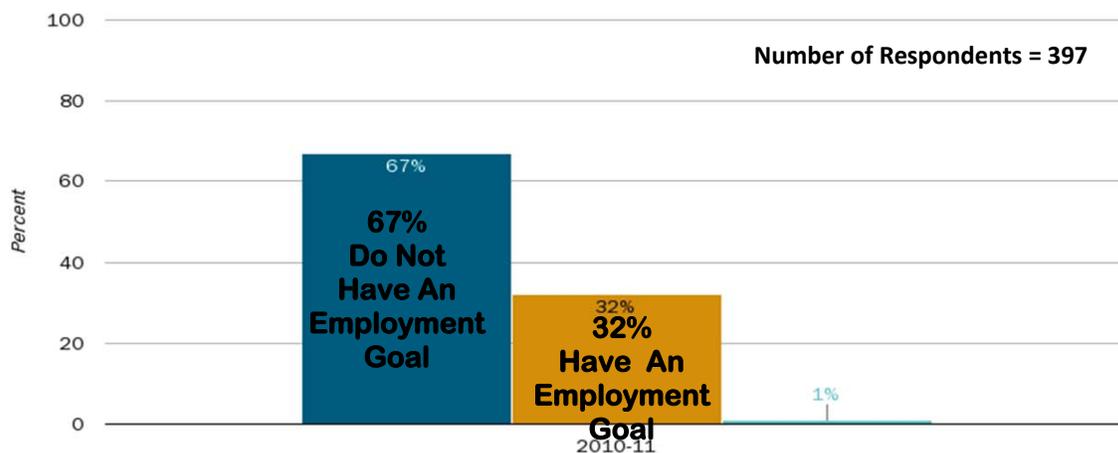
NH National Core Indicators Data related to Employment 2010-2011

NH is in our 3rd NCI two year survey cycle. 400 individuals and/or their families are interviewed for the **Adult Outcome Survey** each cycle. An additional 1,000 surveys are sent to families and guardians. By using a nationally standardized tool, states can learn information about their states performance in different area that helps focus on areas in need of improvement and also provides an opportunity to review how NH's performance compares with the results from other states. The final report for the 2011-2012 cycle will be released in the near future.

% of People Who Have an Employment Goal In their Service Agreement

Community Employment a Goal in Service Plan

The proportion of people who have a goal of integrated employment in their individualized service plan.



*An example of how we use this data to improve services: the Bureau revised its regulation to require that **employment be discussed**, at a minimum, at each annual service agreement meeting. The Bureau does not mandate employment, but the data on pages 8 and 9, indicates that there are individuals served who are interested in employment who do not currently have a paid job and want one and who may not have a formal employment goal in their service agreement.*

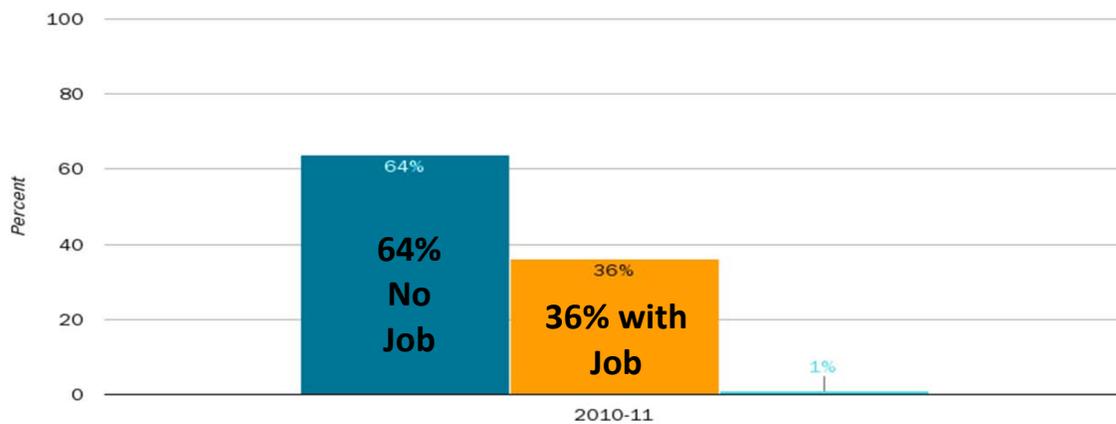
NH National Core Indicators Data related to Employment 2010-2011

% of People Who Have a Paid Job in the Community

Person in Community Paid Job

The proportion of people who have a job in the community.

Number of Respondents = 399

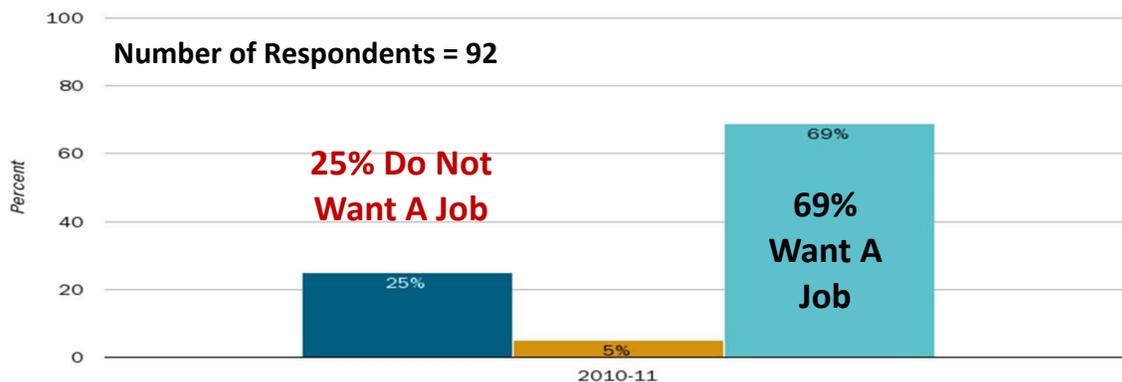


% of People Who Do Not Have a Paid Job in the Community, But Want One

Would Like to Have a Paid Job in the Community

The proportion of people who do not have a job in the community but would like to have one.

Number of Respondents = 92



Project SEARCH in New Hampshire



Project SEARCH

Project Search is a 9-month program that targets transition aged-youth in their final year of high school and young adults up to age 26. There are currently, 6 Project SEARCH sites including: St. Joseph's Hospital, Catholic Medical Center, Concord Hospital, Cheshire Medical Center, Dartmouth Hitchcock Hospital-Lebanon, and Portsmouth Regional Hospital.

While not every region has a Project SEARCH program, enrollment is open to students and young adults from other regions that meet the application criteria. Enrollment begins in early spring for all programs and is a competitive application process.

Gateways Community Services, Moore Center Services, Community Bridges, Pathways, Monadnock Developmental Services, One Sky Community Services and Community Partners are currently offering this model.



Project SEARCH in New Hampshire

Project SEARCH 2009 - 2013	# Enrolled	# Completed	# Employed*	Avg Wages	Avg Hours	Weekly Pay	Yearly Pay
Dartmouth Hitchcock-Lebanon	19	18	15	\$8.64	19.6	\$169	\$8,806
Concord Hospital	31	27	22	\$8.42	21.8	\$184	\$9,545
Cheshire Medical-Keene	19	15	11	\$8.63	13.5	\$117	\$6,058
St. Joseph's Hospital-Nashua	47	40	40	\$8.90	17.4	\$155	\$8,039
Catholic Medical Center- Manchester	23	22	21	\$7.64	14.3	\$109	\$5,681
Portsmouth Regional Hospital	18	16	11	\$8.92	22.3	\$199	\$10,344
Totals:	157	138	120	\$8.53	18.2	\$155	\$8,079

* 87% is the employment rate for participants who have secured employment either before completing the program or secured their first job within 12 months of completing the program.

Reasons cited why some participants do not secure employment:

- *Choose not to work.*
- *Turned down employment because it was not a preferred job.*
- *The work schedule interfered with other life activities.*
- *Individual moved out of area.*
- *Team unsuccessful in finding the right job match.*

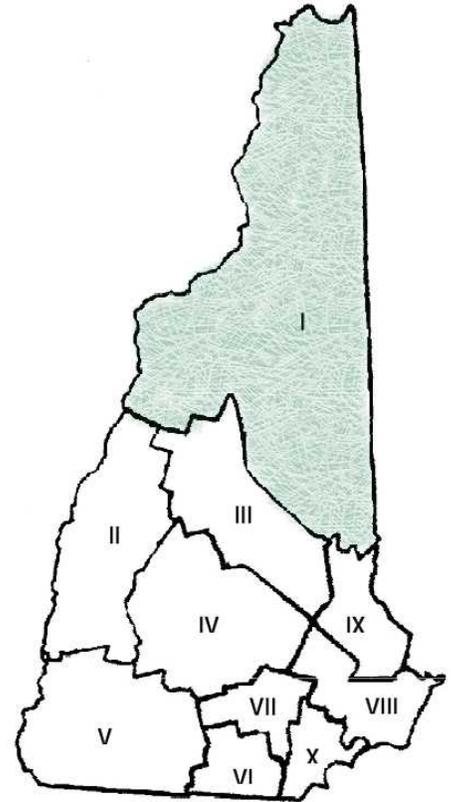


REGIONAL EMPLOYMENT DATA



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>)

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
352	179	50.9%	7.46	\$7.74	\$58	\$3,002
Statewide ranking	1st		10th	9th	10th	

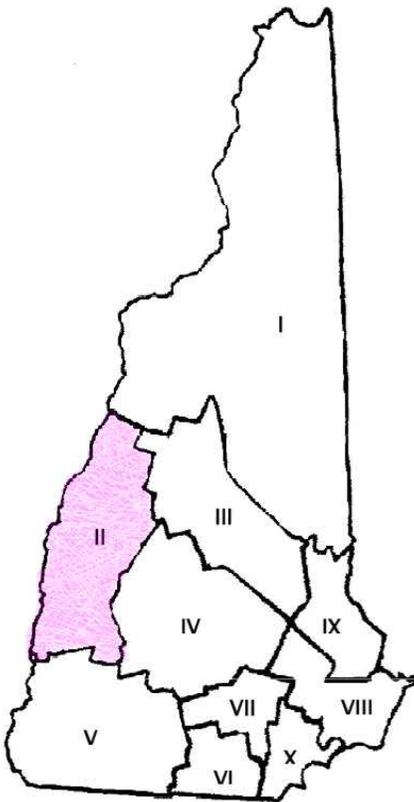
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Life Transition Services	2	7.0	\$8.53
North Country Independent Living	8	9.0	\$7.82
Northern Human Services	168	7.4	\$7.73
Southwestern Community Services	1	4.0	\$7.25
Total:	179	7.5	\$7.74

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	Projected Average Yearly Earnings
231	62	26.8%	12.03	\$8.72	\$105	\$5,454
Statewide ranking	10th		1st	1st	1st	

Employment Provider Data

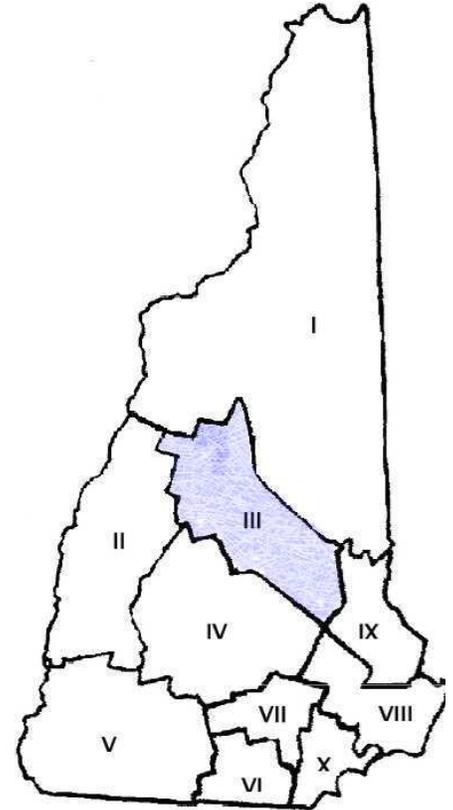
	# Individuals Employed	Average Hours Worked	Average Wages Earned
CSC Employment	1	10.0	\$7.50
ISN - Employment	8	8.4	\$8.60
Life Transitions	1	14.3	\$8.75
Pathways Employment	52	12.5	\$8.75
Total:	62	12.0	\$8.72

* 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

LRCS is currently the only Employment Provider

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected Average Yearly Earnings
308	125	40.6%	9.8	\$7.55	\$74	\$3,831
Statewide ranking	3rd		5th	10th		5th

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
460	133	28.9%	8.57	\$8.40	\$72	\$3,745
Statewide ranking	8th		6th	2nd	6th	

Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Community Bridges	78	10.6	\$8.77
Community Services Council of NH	1	6.0	\$7.25
Easter Seals	20	6.5	\$7.69
Farmsteads of New England	2	17.7	\$7.33
Granite Bay Connections	1	2.0	\$7.25
Independent Services Network	7	3.6	\$8.25
Institute for Professional Practice	3	3.0	\$7.25
Life Share, Inc.	1	3.0	\$7.25
Living Innovations	1	6.6	\$7.50
Lutheran Social Services	3	2.7	\$7.64
Residential Resources	3	6.7	\$7.25
Robin Hill Farm	1	2.0	\$7.85
Siddarth Services, Inc	2	3.5	\$7.63
Work Opportunities Unlimited	10	6.5	\$9.04
Total:	133	8.6	\$8.40

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

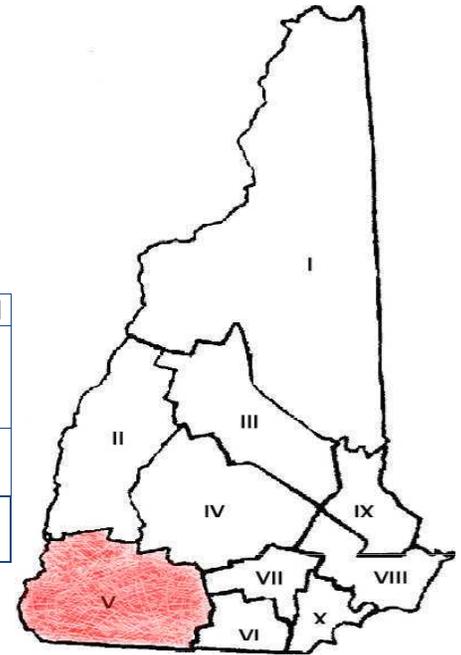
1. Region 4 will increase the number of individuals employed between the ages of 21-26 by 10 (25%) in FY'14 and another 10 (20%) in FY'15.
2. Region 4 will increase the average number of hours individuals work by 5% in FY 14 (from 8.73 to 9.17) and 10% in FY 15 (from 9.17 to 9.60).

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
405	155	38.3%	9.83	\$8.14	\$80	\$4,159
Statewide ranking	4th		4th	4th	4th	



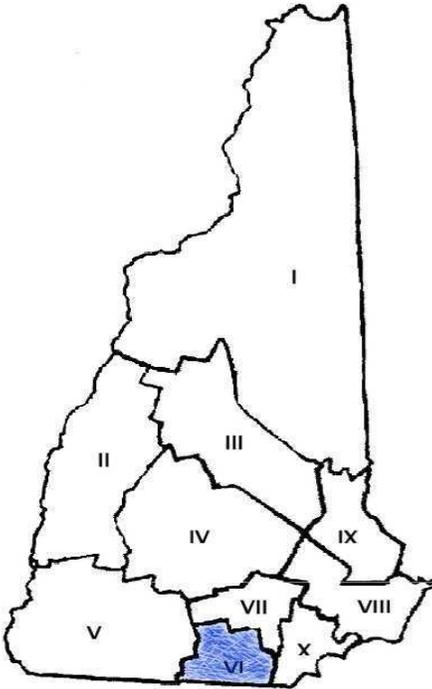
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
ACCESS Employment	5	7.6	\$9.17
Chesco Employment	28	7.9	\$8.74
Community Strategies for NH	5	13.5	\$8.27
Crotched Mountain	2	20.8	\$7.25
Easter Seals - Employment	2	7.5	\$7.25
Life Transition Services	1	25.0	\$9.00
MCST Employment	10	13.3	\$8.80
MDS ISO Employment	53	16.0	\$8.41
Monadnock Worksource	21	3.7	\$7.33
Polux Employment	1	4.0	\$9.00
Psalm 33 Employment	1	12.0	\$7.25
Residential Resources	3	9.1	\$7.38
Robin Hill Farm	3	1.4	\$7.58
Southwestern Community Services	20	5.9	\$7.87
Total:	155	9.8	\$8.14

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
525	237	45.1%	8.48	\$7.86	\$67	\$3,466
Statewide ranking	2nd		8th	7th	8th	

Employment Provider Data

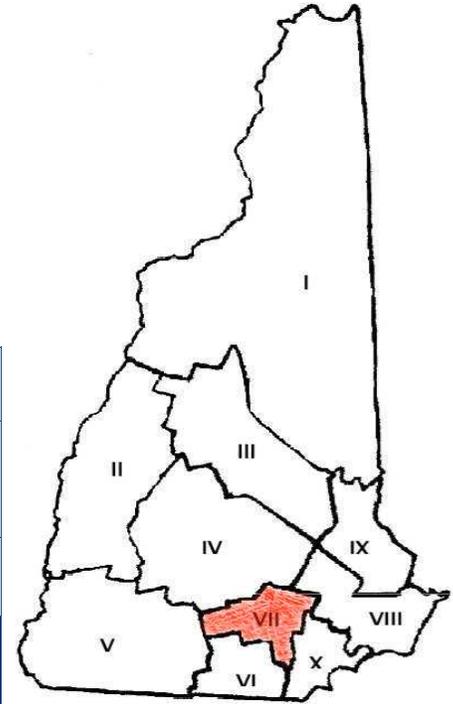
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Easter Seals Employment	25	8.2	\$7.33
Gateways CDS	16	11.0	\$8.57
Independent Services Network	12	4.6	\$8.25
Institute for Professional Practice	7	5.4	\$7.72
Life Share, Inc.	1	6.0	\$7.25
Living Innovations	1	6.0	\$8.25
Nashua Center - Employment	14	3.1	\$7.55
Opportunity Networks	38	7.0	\$7.65
The Plus Company	116	10.0	\$7.96
Toward Independent Living & Learning	7	7.0	\$7.89
Total:	237	8.5	\$7.86

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

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
520	147	28.3%	10.86	\$7.94	\$86	\$4,483
Statewide ranking	9th		2nd	6th	2nd	

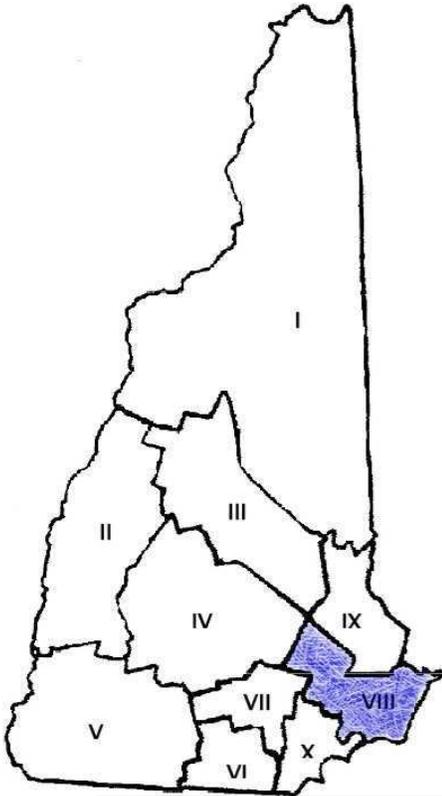
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Alternative Programs	2	4.0	\$8.63
Chesco Employment	1	14.0	\$7.25
Easter Seals	17	10.0	\$7.32
Granite State Independent Living	6	11.4	\$8.58
Independent Services Network	5	7.3	\$7.96
Life Visions	1	4.0	\$10.00
Lifeshare, Inc.	2	14.3	\$7.88
Moore Center Services	85	11.6	\$7.67
The Plus Company	2	16.0	\$8.88
Residential Resources, Inc	5	2.0	\$9.05
Siddharth Services, Inc.	1	6.0	\$7.25
Work Opportunities Unlimited	20	11.3	\$8.98
Total:	147	10.9	\$7.94

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
351	133	37.9%	7.77	\$8.04	\$62	\$3,250	
Statewide ranking	5th		9th	5th	9th		

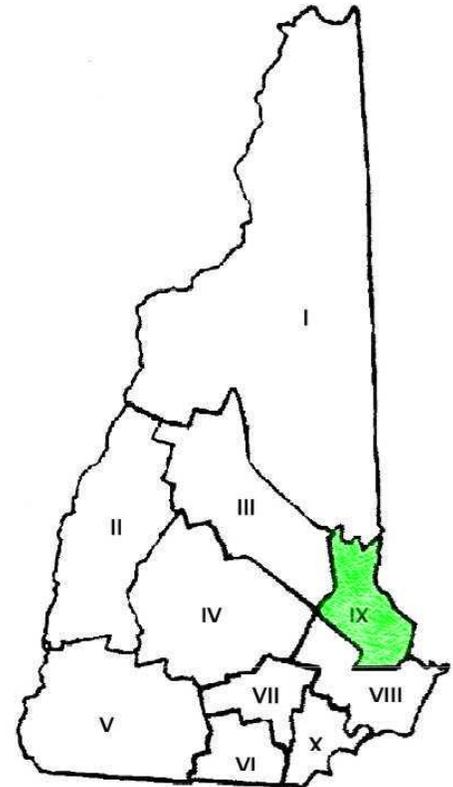
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
CMRC Employment	1	*	*
Easter Seals	20	7.4	\$7.77
Farmstead of New England	2	13.0	\$7.63
Granite Bay Connections	1	11.0	\$9.00
Great Bay Services	19	7.7	\$7.43
Institute for Professional Practice	7	2.6	\$7.38
Life Visions	1	2.0	\$7.50
Lifeshare, Inc.	18	6.1	\$8.53
Living Innovations	16	8.2	\$7.95
One Sky Futures	10	4.1	\$8.17
One Sky Community Services	27	10.6	\$8.54
Residential Resources, Inc.	1	3.0	\$7.25
Work Opportunities Unlimited	10	9.4	\$7.91
Total:	133	7.8	\$8.04

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
302	99	32.8%	10.28	\$7.85	\$81	\$4,196
Statewide ranking	7th		3rd	8th	3rd	

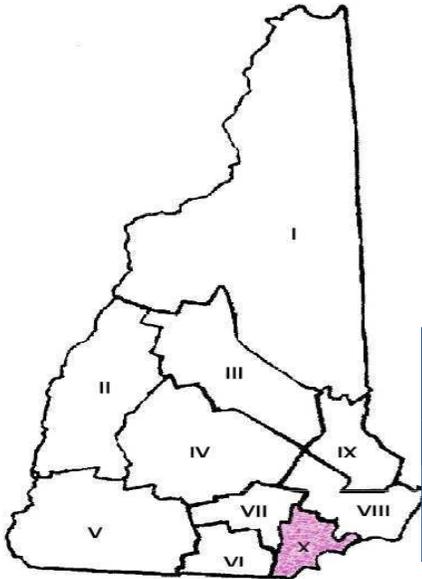
Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Community Partners	86	10.1	\$7.81
Easter Seals	3	15.0	\$8.25
Great Bay Services	7	9.9	\$7.94
Institute for Professional Practice	3	10.7	\$8.50
Total*:	99	10.3	\$7.85

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
305	102	33.4%	8.54	\$8.19	\$70	\$3,640	
Statewide ranking	6th		7th	3rd	7th		

Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Career Resources	1	14	8.25
Community Crossroads	16	6.9	\$8.58
Easter Seals	15	6.1	\$7.40
Granite Bay Connections	2	9.0	\$7.25
Independent Services Network	3	4.7	\$9.83
Institute for Professional Practice	1	4.0	\$8.00
Kimi Nichols Center	2	7.2	\$8.22
Life Visions	16	10.1	\$8.68
Lifeshare	7	4.8	\$7.84
Living Innovations	14	8.2	\$8.38
Nashua Center	3	5.7	\$8.67
Neurorestorative NH	1	4.0	\$7.25
Residential Resources, Inc.	1	20.0	\$7.50
Work Opportunities Unlimited	20	12.6	\$8.01
Total:	102	8.5	\$8.19

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

1. Increase the overall number of people employed to 40% in FY'14 and 50% in FY'15 using March 2013 baseline of 31% employed.
2. 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



We are grateful to Matthew Ertas for the tremendous impact he has had on the lives of many who are touched by developmental services and for being an unwavering champion for employment.

The legacy of his leadership and systemic attunements to help promote and support employment have created a clearer pathway to achieving this goal.

We also warmly welcome back, Lorene Reagan, as the new Bureau Administrator.

Breakdown of Individuals Employed by Hours Worked Per Week by Region and Statewide - December 2013

Area Agency	1-5 hours		6-10 hours		11-19 hours		20-30 hours		31+ hours		Total # of Jobs
	# of Jobs	%	# of Jobs	%	# of Jobs	%	# of Jobs	%	# of Jobs	%	
Northern Human Services	102	58%	38	22%	18	10%	13	7%	4	2%	175
Pathways of the River Valley	21	32%	18	28%	10	15%	12	18%	4	6%	65
Lakes Region Community Services	60	44%	27	20%	30	22%	15	11%	4	3%	136
Community Bridges	65	47%	39	28%	17	12%	12	9%	5	4%	138
Monadnock Developmental Services	79	46%	41	24%	21	12%	27	16%	5	3%	173
Gateways Community Services	121	44%	81	29%	35	13%	35	13%	3	1%	275
Moore Center Services	40	25%	46	29%	54	34%	21	13%		0%	161
One Sky Community Services	84	56%	27	18%	21	14%	17	11%	2	1%	151
Community Partners	45	41%	19	17%	23	21%	17	16%	5	5%	109
Community Crossroads	56	50%	26	23%	19	17%	6	5%	5	4%	112
STATEWIDE TOTAL:	673		362		248		175		37		1,495
% of Jobs in Each Category		45%		24%		17%		12%		2%	

♦ (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 February 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.

Employment Success Story — Anna

Several months ago, the employees of Opportunity Networks were happy to celebrate the 10th anniversary of Mary Ann Yurovchak at her job as a food demonstrator at BJ's Wholesale club in Nashua. Mary Ann started at BJ's in May of 2003. I was her first job coach there. When she first started, she was shy and unsure of herself. She asked for help to do many aspects of the job I thought she could do for herself. Over the years, Mary Ann has blossomed into a confident employee and a valuable member of the BJ's team.



She is now able to do most of her job independently and makes an excellent wage.

Mary Ann has overcome several challenges and has had to adapt to changes in policy in order to maintain her position at BJ's for so many years. One problem she encountered was the issue of salesmanship. Corporations who send their products to BJ's for demonstration developed stricter guidelines and wanted to see the demo staff promoting the products. Mary Ann struggles with speech, but she was not deterred. With the help of ATECH, Opportunity Networks and her father, **Mary Ann acquired a talker** which could be programmed to assist her with the verbal selling points of her products. One of her best features has always been her warm smile and friendly personality. **With a little bit of adaptive technology, combined with her natural talents, Mary Ann has proven to be a fantastic salesperson.**

Truth be told, Mary Ann's family, the staff at Opportunity Networks and I have always known she had the ability to do anything she sets her mind to. The real challenge has been getting Mary Ann to understand this for herself. ***We couldn't be prouder of her 10 year accomplishment, but in this story, the real victory is that in place of a shy and self-conscious person, I now see a strong, confident woman who takes pride in her job and believes in herself and her abilities.***

Submitted by Kimberly Rhault, Opportunity Networks, Inc.

Employment Success Story — Norm



Norm graduated from our **INCOME program** in June 2013 having interned for the City of Nashua in the Community Development Department. Working under the guidance of Linda Panny, City Planner, Norm accepted responsibility for filing all Permits issued by the city and, using scanning technology, for transferring the entire library of public meeting notes for the Historical District as well as the Zoning Board from paper documents to digital images. Some of these documents were created as long ago as the 1800s and deterioration was fairly advanced. Norm's

work preserved a key part of Nashua's history, as well as made the information more easily searchable.

Norm's ability to combine a high production level with exceptional accuracy and quality impressed everyone in the Community Development Department and the Mayor's Office.

Towards the end of his internship, we were informed that they intended to make a job offer to Norm. They did, and he accepted. In early February 2014, with the combination of his internship and employee status, Norm will celebrate his 1-year association with his Community Development team. Recently, The PLUS Company worked with Norm to master a new task from department management in his current job. He picked it up in no time. I had the opportunity to observe the camaraderie and mutual respect between Norm and everyone coming through the department. Standing in City Hall, watching Norm work alongside his peers, I marveled at how this experience embodied our Mission: empower individuals and maximize independence. What a great example of success Norm is to us all.

Submitted by Vince Kelly, The PLUS Company

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