

GSEP 2009 Work- Plan and Accomplishments

I. Outreach and Partnership with Employers

Goal #1: Create working partnerships between businesses and employment service providers at both a local and state level so that individuals with disabilities have access to and retain the jobs that they want.

Strategies	Projected Outcomes
<p>Develop a targeted and multi-agency regional public relations campaign regarding the contributions that individuals with disabilities can make in NH’s workforce.</p>	<p>A total of 5,000 campaign distributions to employers and general public will be achieved.</p> <p>100 employers will be randomly sampled to evaluate their willingness to hire individuals with disabilities.</p>
<p>2009 Accomplishments:</p> <p>A regional marketing and public relations campaign was developed with state adaptation in mind using the firm Church and Main, Inc. The campaign includes assorted print materials, public transportation ads, public service announcements and a digital loop to support outreach to employers and awareness for the general public. An employer tool kit was developed for use by job developers to educate employers about hiring a diverse workforce and to learn about the various resources available to them.</p> <p>A Statewide marketing launch event was held in July. 63 people attended representing 30 agencies including job developers and marketing staff across the state. On-going technical assistance and mini-grants are being offered to support regional collaboration and campaign fulfillment. The MIG is using this as an opportunity to introduce Regional Employment Networking Groups. Each agency received a flash drive with all the marketing materials developed thus far along with a marketing guide on how to use the campaign effectively. The campaign itself cannot be altered in order to maintain the integrity of the “I AM SUCCESS” brand, but each agency and/or region can insert their own contact information. Regions also have the option of customizing the campaign with their own local stories if they choose. Instructions were provided for customization. MIG mini-grants are available to regions collaborating and coordinating with their local partners to begin addressing employers’ feedback regarding repetitive outreach from uncoordinated efforts. Bi-monthly TA calls are offered with Church & Main and statewide agencies to explore their usage and questions around the campaign. Have met with 2 other regions of the state to discuss use of the materials. Interest in the materials has also come from 2</p>	

additional regions. Also met with VR to develop materials specifically for them. The number of outreach is projected to exceed 5,000 contacts, as various multi-media efforts are being implemented. Radio advertisement was played on NH Public Radio in August, September & October- audience of 155,000, Monadnock Radio Group same time period- audience of 72,000 listeners. I Am Success materials appeared in Monadnock Living & Business NH Magazine- Both have an audience of 15,000.

LinkAbilities developed and implemented a localized branding strategy to build awareness of the new technical resource available to the community. Marketing has targeted the following groups: job seekers with disabilities, families, employers and schools. LinkAbilities send over 500 newsletters each quarter to Greater Nashua partners. In addition, 4 e-blasts to over 500 partners were developed and sent. 250-employer “calls to action” newsletters were sent in 2009. LinkAbilities also had several articles and newsletter posted local newspapers, as well as New Hampshire Business Review.

LinkAbilities hosted its first Annual Employer Recognition Event for the Greater Nashua area. 22 Businesses were recognized for their support of hiring individuals with disabilities.

Meeting with the Division of Resources and Economic Development led to collaboration on reaching employers through the DRED website.

Strategies	Projected Outcomes
Identify, develop and demonstrate new or expanded workforce development models in areas of culinary arts, hospitality, healthcare, and insurance/finance for the dual purpose of meeting labor demands for employers and improving gainful employment opportunities for adults with disabilities in key sector areas.	50 internship opportunities will be established. 40 adults with disabilities will be hired as a result of completing sector based employment models.

2009 Accomplishments:
Three sector based workforce development models in three different industries were developed. Project SEARCH, successfully graduated its first class in June with 5 graduates. 100% are employed at Dartmouth Hitchcock Medical Center and St. Joseph’s Hospital. The Project SEARCH Business Advisory Council is committed to 100% placement, incremental growth of the first site, and replication in at least 2 new sites for 2010. 16 applications have been received for 2010, with 10 selected for enrollment in the fall. By the end of 2009, each student will have the opportunity to experience two new internships. By summer 2010, no less than 80% of those students who graduate the program will have new jobs.

- Applications for the 2011 program have been submitted and 10 additional students will be entering the program in September 2011.
- LinkAbilities has committed to adding two additional Project SEARCH sites in the healthcare field in two new regions. LinkAbilities has also established contact with Fidelity Investments to pursue a Project SEARCH program in the finance/insurance industry. Progress to unfold in 2010.

First Course, a 16 week culinary arts training program, offered 3 sessions of training with a total of 24 graduates, 79% of whom were employed after graduation. A partnership with the Community College system has been established offering college credit for completion of the First Course program. The program can also be used by students enrolled at the college as part of their culinary arts internship experience as First Course is a working kitchen offering catering services and production of edible goods. A needs assessment is under way to determine if there is a need to establish housing for students who wish to attend the program from other regions. (One student outside of the region is enrolled for the fall session. The student has a job commitment in his home region upon completion of the program.) Given the number of students who can potentially graduate from this program in one year and to be mindful to not saturate the market in any one region, it makes sense to explore expanding enrollment to other region by offering housing and coordinating services. A survey is being conducted now to determine housing needs. A native NH restaurateur with restaurants in at least 6 of the 10 regions across the state is currently being invited to explore a partnership with First Course. A total of 64 internship sites were established and utilized by both area high schools and First Course.

The START certificate, a yearlong hospitality-training program accredited by the American Hospitality Association has 3 students during its first class with graduation occurring in December 2009. Enrollment is expected for a fall class of at least 10 students.

As of June 2009, 29 participants enrolled training with 24 (83%) employed upon completion of the training. 24 students to date have participated in internships through First Course and Project SEARCH.

Strategies	Projected Outcomes
Through resource mapping, identify support needs, coordinate the system and work with local providers to improve access to employment related information to increase the capacity of the resource network for employment support for employers, schools, social service agencies, individuals and families.	150 employers, schools, social service agencies, individuals and families will receive employment support through the resource network.

2009 Accomplishments:

MCST in conjunction with Service Link added disability employment related resources to the Refer 7 database. A focus group was held with 14 people to assess the ease in locating information. Based on feedback, the public site was changed to make it more user friendly. Have requested that the Bureau of Elderly and Adult Services (BEAS) track the number of requests for information for MEAD and other disability related employment requests. 205 consumers reported as individuals with disabilities received employment related counseling through ServiceLink. They assisted 9 individuals in applying for MEAD and provided MEAD counseling 33 times.

LinkAbilities hired a 30-hour per week staff person committed to resource mapping of employment services in the Greater Nashua region. This position works with two new community coalitions in order to identify areas of needed mapping and to develop mapping material.

Strategies	Projected Outcomes
Utilize Industry Associations to draw from broader local networks and develop local sector-based Business Advisory Councils in conjunction with sector-based training projects.	3 sector-based Business Advisory Councils will be established.
<p>2009 Accomplishments:</p> <p>Two Business Advisory Councils have been formed. Project SEARCH and FIRST Course. A third Business Advisory Council is being formed for the development of a new sector-training program within the banking industry. First Course has transformed its Business Advisory Council into Friends of First Course advisory board to allow for greater community representation. Have 11 members.</p> <p>Project SEARCH Business Advisory Council established hiring criteria and goals, as well as managing smart growth of the program and actively networking to replicate the model in two additional regions for 2010. LinkAbilities currently has 12 business representatives on the healthcare BAC and is actively planning 3 networking breakfasts for 2010 in order to recruit new members to the council.</p>	

Other Accomplishments:

An Employer Recognition Breakfast was held in October to kick-off October as National Disability Employment Awareness Month. 5 employers were recognized during this high profile event. Governor Lynch, Deputy Commissioner Nancy Rollins and Fred Kocher, participated in this event that contributed to its success. WMUR NH's premier TV station, will be hosted the GSEP during its NH's Business segment to raise awareness about the mission of the Granite State Employment Project and to highlight the Employer Recognition Event. Regional event was held in Keene recognizing Keene State College as an award recipient and acknowledging the 9 employers nominated in the region. 61 people attended- received press coverage in the two area newspapers including an editorial 1 paper. LinkAbilities held a similar event (see information above).

A presentation for Human Resource providers was developed and presented to local Society for Human Resource Managers (SHRM) group statewide. Content included hiring practices, candidate selection, dispelling myths about accommodations, tax incentives available, etc...Provided copies of the Hiring for Success guide and other materials.

II. Employment and Transition Services for Students

Goal #2: Increase school and community capacity to effectively prepare and support students with disabilities for entrance and mobility in the workforce.

Strategies	Projected Outcomes
Work collaboratively and establish Memorandum of Understanding with affiliated high schools to create 4 pilot transition programs.	4 pilot transition programs high schools will be established. 30 students with disabilities will be enrolled in the pilot for youth transition projects.
Establish a Regional Community of Practice to explore, share and assist with implementation of transition/school-to-work pilots and training.	A Regional Community of Practice will be established in the Nashua region in the August 2009.
Develop a systematic approach for career related training for students.	30 students will receive work-based learning experiences to include job shadowing, career exploration and/or internships in the community.

<p>Develop training on the systemic approach for school staff and service providers</p>	<p>20 key staff connected with the pilot transition programs will be interviewed as part of the IRB research. The Nashua region will be hosting a fall Community of Practice Summit where the three school pilots from that region will be reporting out on their successes and challenges.</p>
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2009 Accomplishments:

Pilots in over 10 high schools established within the two regions with various career related curriculum being developed, transition training provided to school staff; and assistance with the development of job shadowing and internships for students with disabilities.

In the second half of 2009, the school pilots will be evaluated and best practices will be shared. LinkAbilities is working on in-depth evaluation of three schools and their projects, as well as manual development of best practices. Information was disseminated at the Community of Practice Summit in October 2009.

89 students from 7 local high schools (54% of which had IEP/504 plans) attended a regional Job Fest, a workshop and job fair for high school juniors and seniors. In addition to meeting 32 area employers and training programs, students also participated in workshops to develop their job search skills including completing on-line applications, interviewing, resume writing, etc..

A Peer Work Summer Program was developed for summer 2009. 60 families attended an information session, 20 students applied and 10 were selected.

13 students participated in a Job Shadowing Day at Keene State College.

3 students participated in a Keene State College Job Club meeting started in late spring. To be resumed in Fall'09.

Development of a Summer Self-Advocacy Program to be held at Keene State College in summer 2010 called ACES (A Chance to Experience Success).

Assisted schools to work through DOL process to get approval for job shadowing and internship sites for students.

21 High School students in the Monadnock region participated in Work Based Learning experiences.

65 School transition staff attended various trainings on Vocational Assessments, "Creating Work Based Learning Opportunities", Person-Centered Planning, on-line job coach training, and Facilitated Age Appropriate Transition Assessments.

Held a School/Business Partnership daylong seminar. 35 educators and agency personnel attended. 6 employers also participated. Provided follow up support to 4 area high schools in regards to how they are establishing school business partnerships. Held a reception for 58 school personnel and administrators.

MCST and Keene State College established Moue's with 2 local high schools for staff to complete a Transition program Improvement class. 8 educators received a graduate credit and 5 received CEU's for completing the program. Courses included Assessment, Work

based Learning and Assistive Technology.

178 individuals from around the state attended the 3rd Annual Transition Summit. Attendees included school personnel, agency staff and students with disabilities.

LinkAbilities established a new Community of Practice on Transition in the Greater Nashua region. The summit had an attendance of 54 people and the new CoP meets monthly to determine its future mission and practices. As a sub-group of the Nashua Community of Practice, there will be work on a youth initiative to engage the youth voice and build upon advocacy and leadership in the disability community.

III. Enhance Staff Training and Development Opportunities

Goal #3: Develop and use a variety of resources to ensure that employment service provider agency staff is well oriented and trained to assist individuals with disabilities to achieve better employment outcomes, including increasing the number of individuals with jobs.

Strategies	Projected Outcomes
Adopt professional standards and promote enrollment and completion of Certified Employment Specialist Training.	30 employment provider staff will complete the Certified Employment Specialist Certification Process.
Develop and consistently conduct training modules or verify that staff have achieved the employment competencies identified in the following training areas: work incentives counseling, career planning, job development, and workplace supports.	300 staff will participate in training on employment related topics including, but not limited to: career planning, job development, workplace accommodations and workplace supports, work incentives, etc.
Work Incentive and employment related training will be made available to individuals/consumers and families.	100 individuals/consumers and families will attend training on work incentives, employment and transition.

<p>Create and pilot web based benefit analysis screening tool.</p>	<p>Web based tool piloted by end of June 2009.</p>
<p>Develop an electronic e-learning module for Job Developers and Employment Specialists that will target employer related interests (i.e.: business etiquette, what lingo to use in various industries, how to make an effective sales pitch, and what incentives are available.</p>	<p>20 employment providers will complete the e-learning modules that will be made available via a web link.</p>
<p>2009 Accomplishments:</p> <p>Regional Job Developer Certification and web page (www.cepnh.org) were developed. Hot topic teleconference/chat discussions offered. NHVR is continuing to work with statewide partners to refine competencies for statewide use with all Community Rehabilitation providers.</p> <p>LinkAbilities co-hosted with UNH-IOD a 4 part employment series designed to meet a majority of the certification requirements. 65 people total attended the 4 trainings.</p> <p>10 employment staff across service systems obtained certification as of June 2009.</p> <p>Statewide work group developed with representation across service systems to explore statewide adoption. ICI has expressed interest in sitting on the oversight committee. Specialty tracks are being considered to accommodate the various skills sets needed when working with different disability populations.</p> <p>27 employment staff from across the state completed the ICI ACRE training in Spring 2009. 178 staff attended the Annual Transition Summit. The Nashua region had 64 people attend the 4-part Employment Specialist series developed by the Institute in Disability and Linkabilities. The training focused on accommodations in the workplace, DOL regulations, self-employment and job creation. In the Monadnock region, 14 employment staff completed an Assessment course, 15 Creating Employment Opportunities, 12 the Art of Job Coaching, 13 a Benefits Training Workshop for Mental Health case Managers. 3 separate Work Incentives Training were held. Additional Work Incentives training is scheduled for September 2009 for families. 12 individuals/families received training on transition and person centered planning. All MIG funded employment related training is open for statewide participation.</p> <p>Monadnock region- 17 attended a family benefits training, held two benefit & work incentive trainings for Community Mental Health Center- 20 attended first one and 18 attended the second one. 13 attended a Job Coaching training-focus on assessment. Presented Job Competencies to 13 people at Real Choice conference. 8 staff trained on Benefits & Work Incentives Screening System (web based benefits analysis tool)</p>	

3-tier work incentives model adopted along with competencies for each tier. Two pilot sites chosen for certification of benefit specialists. Training and evaluation criteria currently in development.

Statewide Work Incentives Visioning session held in June attended by 43 staff across disability services throughout the state. Facilitated by NCHSD. Goal is to create a virtual Work Incentives Resource Center in 2010. This session was instrumental in moving this initiative forward. Training alone does not build infrastructure.

In-State Technical Assistance was provided by NCHSD to develop performance measures for Work Incentives Counseling Services and to exploring NH's capacity to utilize Ticket payments.

IV. Employment Data Collection, Analysis & Application

Goal #4: Develop and employ a sustainable data system to track employment outcomes; facilitate decision-making, policy developments, and management of resources; and improve quality of services.

Strategies	Projected Outcomes
Develop partnerships and Memorandum of Understanding at the local and state level between stakeholders including Vocational Rehabilitation, , Bureau of Developmental Services, Bureau of Behavioral Health, Area Agencies within developmental services and Community Mental Health Centers,.	MOU's will be in place from VR, AA and CMHC to pilot the employment data system in 2 regions. Pilot a new Employment Indicator System in 2 regions of the state by December 31, 2009.
Facilitate the collection, sharing and monitoring of meaningful employment related data for management practice, policy and research purposes. Design and implement a data collection and management system.	6 service systems (VR, AA and CMHC's) will be collecting employment data for the purpose of addressing employment policy and funding decisions.

2009 Accomplishments:

Three IT applications were examined through an extensive evaluation process. Good Done Great (Aka-Social Strengths) was selected as vendor for design and implementation of the Employment Indicator System.

10 Core Indicators defined as common elements that will be reported on for statewide analysis of employment outcomes across service systems. Data will reflect an unduplicated count and provide a complete picture for each individual.

Various forums held with 60 staff representing regional agencies across service systems to receive input on data collection needs and build consensus on system design.

Two regions including the Area Agencies (and their employment vendors), Community Mental Health Centers, and VR offices in each region have a prototype of the Employment Indicator System. HIPAA attorney has been put on retainer to help address the complexity of HIPAA compliances across systems. A draft of a HIPAA Memo & policy manual is being developed for all agencies.

V. Enhancement of Policies, Rules and Funding Arrangements for Employment Services

Goal # 5: Remove policy, regulation and payment related barriers to creating successful employment outcomes for individuals with disabilities.

Strategies	Projected Outcomes
Form two policy work groups: <ul style="list-style-type: none">• MEAD – NH’s Medicaid Buy-in program• Low-utilization population within mental health.	Work groups will help change policy to increase number of people who can access employment supports.
An analysis of specific policy to address employment barriers will be performed for individuals with “low-utilization” services within mental health centers.	Pilot a project with a mental health center to identify 25 individuals with “low-utilization” services.
An outreach plan will be developed to disseminate a new MBI brochure to target and educate state service agencies that work with state Medicaid client organizations, vocational rehabilitation clients, independent living centers, One-Stops, schools, hospitals.	25 new individuals will be enrolled in MEAD due to policy changes.

<p>Invite MBI, SSI, and SSDI recipients to attend a free forum in their region – “Working on Your Future”.</p>	<p>10 Forums will be scheduled. One in each region of the state.</p>
<p>2009 Accomplishments:</p> <p>Low-utilize pilot in Nashua region yielded the following results:</p> <ul style="list-style-type: none"> • 120 people enrolled in MEAD. Saving the CMHC a substantial amount of money. • Need to develop greater supported employment capacity including training on Work Incentives and Asset Development. • Need for a Community wide employment resource center. The Community Learning & Innovation Center was born. <p>Community Learning & Innovation Center (CLIC)- being created with the local CMHC providing information and support for various employment options including business incubation and asset development.</p> <p>MEAD policy changes allowed approximately 100 people to be newly enrolled on MEAD.</p> <p>Work group continues to evaluate eligibility process, clarify the definition of self-employment and increase the age limit to further eliminate barriers to MEAD enrollment.</p> <p>As of July, over 200 people have attended Working on Your Future Forums statewide.</p> <p>An aggressive outreach campaign began implementation in late Spring 2009 including updated brochures, an updated web fact sheet, a new MEAD hotline, and coordinated trainings with NHVR sweeping the state region by region.</p> <p>Two strategic planning sessions were convened to assist the Bureau of Behavioral Health to implement the recommendations identified in a recent SHAY report to improve the Evidence Based Practice Supported Employment Model in NH. NCHSD provided on-site technical assistance for both sessions including the coordination of Medicaid Consultation through Sean Terrill. As a result, BBH revised its Administrative Rule on Functional Support Services and Evidence Based Practice Supported Employment.</p> <p>Representatives from Oregon’s EB SE program (Technical Assistance Center, VR and a Community Mental Health provider) conducted a one-day workshop in NH for Community Mental Health Centers. The goal was to learn how Oregon operationalized their implementation of EB SE and how they continue to sustain it. Great emphasis was placed on the importance of data collection and on consumer success and satisfaction with the results of participating in EB SE.</p> <p>An RFP was released in late December 2009, to support the Community Mental Health Centers to build their capacity for implementing and sustaining EB SE.</p>	

GSEP 2010 Work-Plan

I. Outreach and Partnership with Employers

Goal #1: Create working partnerships between businesses and employment service providers at both a local and state level so that individuals with disabilities have access to and retain the jobs that they want.

Proposed Strategies/Activities	Projected Outcomes	Timeline
Marketing and Public Relations Campaign will continue to evolve; Provide Technical Assistance to regions on effective use of campaign; continue with fulfillment of campaign statewide	<p>Create new tools to educate employers on the benefits of hiring workers with disabilities. Expand use of media.</p> <p>Campaign will be utilized by at least 8 regions. Employer Tool Kit will be used by all employment specialists. At least 16 employers will learn about employment supports through this targeted outreach.</p> <p>Increased outreach to employers through expanding marketing efforts to airport and other public transportation hubs. May also include participation in national marketing campaign.</p> <p>An estimated 10,000 businesses will be reached overall by campaign.</p>	January – December 2010
Success stories will continue to be collected and shared with individuals, families, businesses and staff in a variety of formats and outreach efforts including peer supports.	Expectations will be raised by sharing on-going relatable success stories. At least 20 individuals will set an employment goal through campaign outreach.	January – December 2010

	E-mail templates embedded with the “I AM SUCCESS” Brand will be developed to share monthly success stories statewide.	
Offer financial and technical assistance to additional state partners that target employers. Possibly augment existing State websites and/or other print material (i.e.- NH Employment Security and Division of Resources and Economic Development) to promote hiring individuals with disabilities	Engage DRED and NHES as partners in promoting workforce development models that create employment opportunities for workers with disabilities. DRED and NHES websites and other outreach efforts will include information on hiring workers with disabilities.	January – June 2010 October – December 2010
Engage existing Business Forums to include the Elite Employer Recognition Award for demonstrating exceptional leadership, innovation and/or a commitment to adapting hiring practices that include workers with disabilities as part of existing Annual events regionally and statewide. (Business NH Magazine, Business for Social Responsibility, Business and Industry Association, Chamber of Commerce, Economic Development Councils, United Way organizations, Community Mental Health Centers, Area Agencies	To create a sustainable award opportunity where employers and community members already gather. Continue to recognize employers through an exclusive event for an additional year while growing interest and awareness of this elite recognition.	January – December 2010 October 2010
Partner with organizations/individuals that are instrumental in expanding employer partnerships and champions including business incubation and school business partnerships.	4 partnerships will emerge through employer engagement that will create at least 10 employment opportunities. Ex: NH Forum on the Future, the Common Man family of restaurants, & DRED	March - December 2010
Outreach to Employers in Banking/Finance/Insurance and Health Care	At least three new sector based Business Advisory Councils. (2 Project SEARCH	March – December 2020

Industry	replication projects and one new industry)	
School Business Partnership Development through technical assistance and mentoring from Jay Engel, consultant.	<p>4 local Keene business partnerships will be developed; 10 statewide business partnerships will be developed including collaboration with at least 2 post-secondary education & training programs.</p> <p>A statewide forum will be developed for educators, families and agency staff.</p> <p>A “cliff “ note version of Jay’s presentation to employers will be developed.</p>	<p>June – December 2010</p> <p>March 2010</p> <p>January 2010</p>
Expand FIRST Course Culinary Arts Program’s scope of services.	<p>Increase number of students served by 25% through implementing the following:</p> <ul style="list-style-type: none"> • Creating 2-3 specialized culinary continuing education classes allowing students greater flexibility in choosing only the segments they are interested in working (ex: catering, food preparation or production). • Offering residential housing options for students outside of the Keene area. • Assist with the coordination of support services for students attending FC from other regions. <p>Assist “home” region with preparing for job placement upon graduation</p>	January – December 2010
Replication of Project SEARCH in two new regions in 2010.	2 new sites will be developed with an anticipated start date Fall 2010. 14 students will be enrolled.	January – December 2010

	Nashua region will provide TA.	
Initiate two new sector based training programs increasing competitive employment opportunities for people with disabilities.	<p>Model development for the following: Banking in the Nashua region and Insurance/Customer Service in the Keene region.</p> <p>Explore partnership with DRED and Community College system to support workforce development models that provide accessible training to individuals with disabilities.</p>	<p>January - December 2010</p> <p>January – December 2010</p>
<p>Pilot Self-Employment initiatives in Nashua and Keene to promote greater self-employment opportunities. A sub-group of individuals using consumer directed services will be targeted.</p> <p>Best practices and training will be made available statewide to build regional and state capacity to support individuals in self-employment.</p>	<p>Develop Business Incubation Curriculum using Griffin and Hammas (consultants); convene partners; provide training to individuals, families, schools and employment specialists.</p> <p>10 individuals will be supported in self-employment by using business incubators(Hannah Grimes), micro-credit, asset development, etc..</p>	<p>March – December 2010</p> <p>June 2010</p>

II. Employment and Transition Services for Students

Goal #2: Increase school and community capacity to effectively prepare and support students with disabilities for entrance and mobility in the workforce.

Proposed Strategies/Activities	Projected Outcomes	Timeline
<p>Creation of a 2-4 week residential summer program at Keene State College for high school students with disabilities: ACES-A Chance to Experience Success.</p> <ul style="list-style-type: none"> • Support Project Coordinator • Set-up residential staff using education students working for credit; • Set-up Internships on campus; • Conduct outreach to schools, families and students • Set-up funding arrangements with VR, schools, families, possibly scholarships as well. 	<p>Offer program in Summer 2010 to provide extended learning opportunities, vocational assessment, independent living skills and recreational opportunities on a college campus.</p> <p>15 students will attend for a 2-4 week session. (length to be determined)</p> <p>Evaluate program for possible replication the following summer at Keene State and other colleges if model is successful.</p>	<p>January – December 2010</p> <p>August 2010</p> <p>September 2010</p>
<p>Creation of Professional Development Tools for educators on how to achieve effective transition.</p>	<p>Increase knowledge, skills and abilities of at least 40 HS educators to transition age youth to be better prepared to enter adulthood.</p> <ul style="list-style-type: none"> • How to achieve effective transition • Curriculum development on health wellness • Update internship Guide for students <p>Development of on-line tools for educators available to all schools</p>	<p>January – December 2010</p>

<p>Creation of transition employment tools including a DOL guide, internship guide, curriculum, etc.</p>	<p>Create on-line tools for educators to access information on state requirements and process for setting up internships. Training to at least 40 educators will be provided. Access available to all schools.</p>	<p>January – December 2010</p>
<p>Pilot regional Community of Practice on Secondary Transition modeling after the Statewide CoP .</p>	<p>Break down silos among school districts within same region to increase professional support and collaboration among transition staff to improve transition outcomes for HS students. Convene workshops to educate transition staff on how to meet Indicator 13, offer SPEC’s (Specific Planning Encourages Creative Solutions- an 8 part series) training for families, and pilot a Youth Engagement Leadership Program.</p> <p>Establish 3 regional Cop’s throughout the State.</p>	<p>January-December 2010</p>
<p>Support Statewide Community of Practice on Secondary Transition to continue seeking better outcomes on transition services.</p>	<p>Assist with planning for the Annual Statewide Transition Summit with at least 200 attendees.</p> <p>Continue resource mapping for transition services.</p> <p>Provide training and networking to educators throughout the state on transition topics.</p>	<p>January-December 2010</p>
<p>Pilot Employment Networking Groups to begin coordinating employment supports and employer outreach regionally.</p>	<p>Convene Employment Specialists across disability services to create structure for networking group including: developing a Code of Ethics, desired accomplishments for the group, schedule of meetings; trainings to obtain/maintain certification, etc..</p> <p>Templates will be developed and shared for ease of replication in at least 4 additional regions.</p>	<p>January-December 2010</p>

III. Enhance Staff Training and Development Opportunities

Goal #3: Develop and use a variety of resources to ensure that employment service provider agency staff is well oriented and trained to assist individuals with disabilities to achieve better employment outcomes, including increasing the number of individuals with jobs.

Proposed Strategies/Activities	Projected Outcomes	Timeline
<p>Continue to refine Certification Standards for Employment Professionals (www.cepnh.org)</p> <p>Promote greater availability, coordination and collaboration around training for Employment Professionals across service systems. Including, but not limited to: EBPSE, Work Incentives, Ticket to Work, Employment as Part of Recovery, Job Development, Job Coaching, Career Development, Assessments, etc...</p> <p>Build NH's capacity to provide sustainable on-going employment training across NH. Implement a statewide strategy where recognized trainers are providing approved training across the state.</p>	Promote utilization of the Certification for Employment Professionals. 50 Employment staff will become certified.	January – December 2010
	25 Employment Professionals will complete ICI-ACRE Training.	March-December 2010
	At least 200 staff will attend various employment related training.	January-December 2010
	Host 4 Information and TA sessions on understanding the New Ticket to Work Program. 25 attendees leading to the development of at least 4 new EN's.	January-December 2010
	15 Employment Professionals will complete ICI-ACRE Train the Trainers Model.	May-December 2010
	Development of a Trainers Bureau to promote Statewide capacity to provide ample access to employment training across the state. Establish funding stream to provide small stipends to trainers. 30 Employment Professionals will be registered with the Trainer's Bureau.	January-December 2010
Develop a unified vision for employment throughout the State of NH including service	Coordinate & sponsor an annual Employment Summit or expand Employer Recognition Event	January-June 2010

<p>providers, state agencies, schools, individuals, families and employers.</p>	<p>with a target of 250 attendees. Highlight employers and best practices across service system, employers and schools.</p> <p>Explore establishment of an APSE Chapter</p> <p>On-going support and facilitation for Community of Practice on Employment to meet quarterly.</p>	<p>January- December 2010</p> <p>January –December 2010</p>
<p>Build capacity for sustainable Work Incentives Infrastructure/Employment Supports.</p>	<p>100 staff, 200 families and 100 individuals will be trained in Work Incentives. Including the provision of 2 Work Incentives Training sessions in each CMHC.</p> <p>50 staff will receive Education and Training on the web-based WIPA referral tool.</p> <p>Pilot regional benefits/work incentives group to create greater local expertise, support and capacity in service delivery to increase awareness of Work Incentives on the local level.</p> <p>Develop a virtual resource center with on-line tools for Work Incentives and/or Employment Supports that is committed to providing updated, accessible, user-friendly information. Promotion of virtual resource center.</p> <p>CLIC as hub in Nashua for asset development & VITA. 40 individuals will receive financial literacy training & employment supports</p>	<p>January-December 2010</p> <p>January-December 2010</p> <p>March-December 2010</p> <p>May-December 2010</p> <p>September-December 2010</p>

<p>On-going Technical Assistance and support for NH's benefit's planners through GSIL monthly meeting</p>	<p>40 staff receives monthly trainings and updates on all topics related to benefits, work incentives and employment supports</p>	<p>January-December 2010</p>
<p>Identify and build consumer demand for supported employment services for people with psychiatric disabilities by developing a strong Peer-to-Peer Support Network around employment.</p>	<p>At least 100 individuals with psychiatric disabilities and their families will be reached through an aggressive outreach campaign including the following partners: NAMI, Office of Consumer Affairs, local CMHC's and Peer Support Centers.</p> <p>Develop Train the Trainer Model for families and individuals to promote the EBSE model. 25 families/individuals will be trained as trainers.</p>	<p>January-December 2010</p> <p>January – December 2010</p>
<p>Strengthen NH's capacity to provide employment services to individuals with psychiatric disabilities by supporting the Bureau of Behavioral Health and Community Mental Health Centers to operationalize and integrate EBSE into their service delivery; providing opportunity for intensive training; providing access to technical assistance from NCHSD, staff support to provide administrative relief and project management duties</p>	<p>On-going Technical Assistance will be provided through NCHSD, CMS and other EBSE models around the country to help build NH's capacity.</p> <p>Independent contractors will be funded to assist BBH/CMHC's to realize vision for employment including the coordination of family forums, peer support forums, leadership forums, gathering employment success stories, etc.</p> <p>50 CMHC staff and leadership will be trained in the following:</p> <ul style="list-style-type: none"> ▪ Recovery Model ▪ Maximizing Funding Streams outside of Medicaid ▪ Billing for EB SE 101 ▪ MEAD 	<p>January-December 2010</p> <p>January-December 2010</p> <p>January-December 2010</p>

	<p>A competitive RFP or a mini-grant process will be executed to provide intensive training and TA to build capacity on delivering EB SE in NH:</p> <ul style="list-style-type: none"> ▪ 2 CMHC's will be selected ▪ Additional 2 CMHC selected 	<p>January - July 2010 September - December 2010</p>
<p>Develop a collaborative service delivery model for the "new" Partnership Plus" involving VR and a provider agency to create a mechanism that provides funding for the long term supports necessary to sustain competitive employment.</p>	<p>Training will be provided on the technical aspects of Partnership Plus essential for program design.</p> <p>Resources for a dedicated staff person within a CMHC.</p> <p>Create prototype for revenue sharing and replication.</p>	<p>January- March 2010</p> <p>January-December2010</p> <p>April-December 2010</p>

IV. Employment Data Collection, Analysis & Application

Goal #4: Develop and employ a sustainable data system to track employment outcomes; facilitate decision-making, policy developments, and management of resources; and improve quality of services.

Proposed Strategies/Activities	Projected Outcomes	Timeline
<p>Employment Indicator Data System – Phase I regional Implementation statewide. Modest funding will be provided for rollout in each agency.</p>	<p>All Area Agencies, CMHC's and VR will be utilizing the system.</p> <p>Trainings will be provided to each region on:</p> <ul style="list-style-type: none"> ▪ how to use the system ▪ how to use the data as a management and supervision tool. <p>Capacity to capture and report meaningful data will increase by 50%</p>	<p>January-December 2010</p>

IRB Oversight- collection of data o effectiveness of GSEP initiatives	On-going evaluation of Nashua and Monadnock MIG activities.	
Create a standardized data set to collect successful employment outcomes for individuals using Consumer Directed Services within developmental services and Evidenced Based Practice Supported Employment services within mental health services.	Evaluate whether employment outcomes are different when individuals use Consumer Directed Services, Waiver services or EBP SE. Data will reveal what components led to the successful outcomes. Success stories will be compiled and shared as part of the “I AM SUCCESS” outreach campaign	

V. Enhancement of Policies, Rules and Funding Arrangements for Employment Services

Goal # 5: Remove policy, regulation and payment related barriers to creating successful employment outcomes for individuals with disabilities.

Proposed Strategies/Activities	Projected Outcomes	Timeline
Convening activities for the Governor’s Task Force to promote legislative agenda.	Solutions for sustaining work incentives infrastructure	December 2010
Project Management & facilitation for MEAD/Ticket monthly Work group meetings	100 people with enroll on MEAD from the continued work to remove barriers to accessibility and eligibility. Administrative rules will be reviewed and updated as necessary. 25 people in self-employment will be able to enroll on MEAD.	January-December 2010

<p>Convene system/agency leaders to engage around adopting financial incentives for professional staff to obtain certification as an employment professional and Work Incentive Advisors.</p>	<p>Explore various incentive models with systems leadership.</p> <p>There will be a 20% increase in the use of Work Incentives statewide.</p>	<p>December 2010</p>
<p>Develop a VR Situational Assessment Policy that allows individuals with disabilities to participate in on-site work assessments as an internship opportunity.</p>	<p>25 individual with disabilities will have situational assessments completed through their participation in an internship.</p>	<p>January-December 2010</p>

The 2010 Work Plan is a guideline for the activities of the Granite State Employment Project in 2010. This Work Plan can be modified at any time to address priorities and opportunities. The overall goal of the GSEP is to fulfill the intent of the strategic plan that was approved by CMS in 2007 and which can be accessed by visiting:

<http://www.dhhs.state.nh.us/DHHS/BDS/mig-ceo.htm>