



Jeffrey A. Meyers  
Commissioner

Katja S. Fox  
Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*DIVISION FOR BEHAVIORAL HEALTH*  
*BUREAU OF MENTAL HEALTH SERVICES*

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July 24, 2018

Victor Topo, CEO  
Center for Life Management  
10 Tsienneto Road  
Derry, NH 03038

Dear Mr. Topo,

Enclosed is the Supported Employment Fidelity Report that was completed on behalf of the Division for Behavioral Health of the Department of Health and Human Services for Center for Life Management. This review took place from July 10, 2018 through July 11, 2018. The Fidelity Review is one component of compliance with the Community Mental Health Settlement Agreement to evaluate the quality of services and supports provided by New Hampshire's Community Mental Health Center system. It is also the goal that these reviews are supportive in nature and enable your Community Mental Health Center to identify areas of strength and areas in need of improvement. Through this, the outcomes and supportive services for all consumers will be improved.

CLM is invited to review the report and respond within 30 calendar days from date of this letter addressing the fidelity items listed below. These items have been chosen for your attention as your center scored a 3 or below on them. We ask that you develop a QIP for each item and then upon completion we will work together to prioritize at least 3 to focus on throughout the next 12 months. Please complete your QIP on the template provided. Please address these in a QIP to my attention, via e-mail, by the close of business on August 23, 2018.

- Staffing
  - None
- Organization
  - None
- Services
  - Job Development: Frequent Employer Contact

Thank you to all of the CLM staff for the assistance and time they dedicated to this review. Please contact me with any questions or concerns you may have.

Victor Topo, CEO  
July, 24, 2018  
Page 2 of 2

Sincerely,

A handwritten signature in black ink that reads "Lauren Quann". The signature is fluid and cursive, with the first name "Lauren" written in a larger, more prominent script than the last name "Quann".

Lauren Quann, MS  
Administrator of Operations  
Bureau of Mental Health Services

[Lauren.Quann@dhhs.nh.gov](mailto:Lauren.Quann@dhhs.nh.gov)

603-271-8376

LAQ/laq

Enclosures: CLM SE Fidelity Review SFY 2018, SE Fidelity QIP Template  
CC: Karl Boisvert, Diana Lacey, Susan Drown, Julianne Carbin

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*The Department of Health and Human Services' Mission is to join communities and families  
in providing opportunities for citizens to achieve health and independence.*

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in providing opportunities for citizens to achieve health and independence.*



***Supported Employment Fidelity Review***

***Center for Life Management***

On Site Review Dates: July 10<sup>th</sup> & 11<sup>th</sup>, 2018

Final Report Date: July 23, 2018

David Lynde, LICSW  
Dartmouth Hitchcock Medical Center  
Evidenced-Based Practice Trainer & Consultant

Christine Powers, LICSW  
Dartmouth Hitchcock Medical Center  
Evidenced-Based Practice Trainer & Consultant

## **ACRONYMS**

ACT - Assertive Community Treatment  
BMHS - NH Bureau of Mental Health Services  
CMHC - Community Mental Health Center  
CSP - Community Support Program  
DHHS - Department of Health and Human Services  
DHMC - Dartmouth Hitchcock Medical Center  
EBP - Evidence-Based Practice  
ES - Employment Specialist  
MH - Mental Health  
MH Tx Team - Mental Health Treatment Team  
NH - New Hampshire  
NHH - New Hampshire Hospital  
PSA - Peer Support Agency  
QA - Quality Assurance  
QIP - Quality Improvement Program  
SAS - Substance Abuse Specialist  
SE - Supported Employment  
SMI - Severe Mental Illness  
SPMI - Severe and Persistent Mental Illness  
TL - Team Leader  
Tx - Treatment  
VR - Vocational Rehabilitation

## **AGENCY DESCRIPTION**

Christine Powers, LICSW and David Lynde, LICSW from Dartmouth-Hitchcock Medical Center conducted an SE Fidelity Review with Center for Life Management on July 10<sup>th</sup> and 11<sup>th</sup>, 2018. The Center for Life Management SE team is based out of Derry, NH.

## **METHODOLOGY**

The reviewers are grateful for the professional courtesies and work invested by the Center for Life Management staff in developing and providing these activities as part of SE fidelity review process.

The sources of information used for this review included:

- Reviewing SE client records
- Reviewing documents regarding SE services
- Reviewing data from the SE team
- Observation of SE Supervision Meeting
- Observation of Integrated “Open Door” Mental Health Meeting
- Observations of job development with employers in the community
- Interviews with the following: Members of the Executive Leadership Team, SE Supervisor, Employment Specialists, Medication Prescriber, other CMHC staff, and a regional Vocational Rehabilitation counselor
- Meeting with SE clients
- Agency Tour

**KEY** = In effect = Not in effect**REVIEW FINDINGS AND RECOMMENDATIONS**

The following table includes: Fidelity items, numeric ratings, rating rationale, and recommendations. Ratings range from 1 to 5 with 5 being highest level of implementation.

#	Item	Rating	Rating Rationale	Recommendations
<b>STAFFING</b>				
1	Caseload Size	4	<p>3 Employment Specialists are currently serving 66 clients in SE Services.</p> <p>The ratio of clients to Employment Specialists is 22:1.</p>	<p>The SE Team Leader might want to carefully review with each Employment Specialist the clients on each of their caseloads to establish an accurate number of active SE clients, as well as those clients who should be transferred off SE services.</p> <p>It is worth noting that the SE Team has 1 Employment Specialist vacancy. The SE Team might want to work with their Human Resources and Marketing departments to produce effective recruitment strategies for the open SE position.</p>
2	Employment Services Staff	5	Employment Specialists provide SE services at least 96% of the time.	
3	Vocational Generalists	5	<p>Employment Specialists carry out a full range of SE activities with clients including:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Program intake</li> <li><input checked="" type="checkbox"/> Engagement</li> <li><input checked="" type="checkbox"/> Assessment / completing vocational profiles</li> <li><input checked="" type="checkbox"/> Job development / placement</li> <li><input checked="" type="checkbox"/> Job coaching</li> <li><input checked="" type="checkbox"/> Follow along supports for employed clients.</li> </ul>	

#	Item	Rating	Rating Rationale	Recommendations
<b>ORGANIZATION</b>				
1	Integration of Rehab through assignment	5	Employment Specialists are attached to one or two mental health treatment teams, from which at least 90% of the Employment Specialists' caseloads are compromised.	
2	Integration of Rehab w/MH Tx through frequent contact	5	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Employment Specialists attend weekly mental health treatment team meetings.</li> <li><input checked="" type="checkbox"/> Employment Specialists participate actively in treatment team meetings with shared decision-making.</li> <li><input checked="" type="checkbox"/> Employment services documentation is integrated into client's mental health treatment record.</li> <li><input checked="" type="checkbox"/> Employment Specialists' offices are in close proximity to (or shared with) their treatment team members.</li> <li><input checked="" type="checkbox"/> Employment Specialists help the team think about employment for people who've not been referred to SE.</li> </ul>	
3	Collaboration between Employment Specialist & VR Counselor	4	The SE Team and VR counselors have scheduled face-to-face meetings approximately every 3 months to discuss referrals. The last face-face meeting was March 20 <sup>th</sup> , 2018. Employment Specialists and Vocational Rehabilitation counselors have client-related contacts (phone, e-mail, in-person) as needed to discuss shared clients.	The SE Team Leader should consider increasing face-face scheduled meetings to monthly with the Employment Specialists and the VR counselor to discuss referrals and shared clients.
4	Vocational Unit	5	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The SE team has at least 2 full time Employment Specialists and a team leader that form an employment unit.</li> <li><input checked="" type="checkbox"/> The SE team has weekly client-based group supervision based on the SE model where strategies are identified.</li> <li><input checked="" type="checkbox"/> Job leads are shared.</li> <li><input checked="" type="checkbox"/> The SE team provides coverage for each other's' caseloads when needed.</li> </ul>	

#	Item	Rating	Rating Rationale	Recommendations
5	Role of Employment Supervisor	5	<p>The SE supervisor carries out the following supervision functions:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The SE Supervisor is currently responsible for supervising 3.0 FTE Employment Specialists.</li> <li><input checked="" type="checkbox"/> The SE Supervisor conducts weekly SE team meetings.</li> <li><input checked="" type="checkbox"/> The SE Supervisor works to assure integration with different treatment teams.</li> <li><input checked="" type="checkbox"/> The SE Supervisor takes an active role in training, and providing field mentoring for new SE staff.</li> <li><input checked="" type="checkbox"/> The SE Supervisor regularly reviews the employment rate of clients in the SE program and establishes new goals for increasing that employment rate.</li> </ul>	
6	Zero Exclusion Criterion	5	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> All clients interested in working have access to Supported Employment services.</li> <li><input checked="" type="checkbox"/> Mental Health practitioners encourage clients to consider employment, and referrals for Supported Employment are solicited by many sources.</li> <li><input checked="" type="checkbox"/> Employment Specialists offer help with another job when one has ended, regardless of the reason that the job ended or number of jobs held.</li> </ul> <p>There is a waiting list for SE services.</p>	<p>Given the number of eligible clients served at the agency, the limited number of clients in SE, and the SE waiting list, it is likely there are clients who would benefit from SE services that are not receiving the services. The SE Team Leader might consider implementing an incentive program for staff and teams that refer clients interested in work to SE. One example might be counting the referrals for each team or staff monthly and providing a certificate to the team or staff with the highest referrals.</p>
7	Agency Focus on Competitive Employment	4	<p>The agency promotes competitive work through multiple strategies, including:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Intake includes questions about interest in employment.</li> <li><input checked="" type="checkbox"/> Agency includes questions about interest in employment on all assessment or treatment plan reviews.</li> </ul>	<p>The agency should consider developing multiple and regularly structured formal ways for clients who are not yet employed to hear employment success stories from SE clients. Some examples include: Having an SE client employee of the month recognition or having a panel of</p>

#	Item	Rating	Rating Rationale	Recommendations
			<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Agency displays written postings about working and SE services, in lobby and other waiting areas.</li> <li><input type="checkbox"/> Agency supports ways for clients to share work stories w/other clients and staff (e.g., agency-wide employment recognition events, in-service training, peer support groups, agency newsletter articles, invited speakers at client treatment groups, etc.) at least twice a year.</li> <li><input checked="" type="checkbox"/> Agency measures rate of competitive employment on at least a quarterly basis &amp; shares outcomes with agency.</li> </ul>	employed clients speaking to clients who are not yet working.
8	Executive Team Support for SE	4	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Leadership demonstrates knowledge of principles of SE.</li> <li><input checked="" type="checkbox"/> Agency QA process includes an explicit review of the SE program at least every 6 months and uses the results of the fidelity assessment to improve SE.</li> <li><input checked="" type="checkbox"/> At least one member of the executive team actively participates at SE leadership team that occur at least every six months for high fidelity programs.</li> <li><input type="checkbox"/> The agency CEO/Executive Director communicates how SE services support the mission of the agency and articulates clear and specific goals for SE and/or competitive employment to all agency staff during the first six months and at least annually (i.e., SE kickoff, all-agency meetings, agency newsletters, etc.). This item is not delegated to another administrator.</li> <li><input checked="" type="checkbox"/> SE program leader shares information about EBP barriers and facilitators with the executive team (including the CEO) at least twice each year.</li> </ul>	All staff members indicated they hear about the value of SE services only from the SE Team Leader within the agency. The CEO might speak about the value of employment at all-staff meetings and utilize other communication opportunities on a regular and consistent basis.

#	Item	Rating	Rating Rationale	Recommendations
<b>SERVICES</b>				
1	Work Incentive planning	5	<ul style="list-style-type: none"> <li>☑ All clients are offered assistance in obtaining comprehensive, individualized work incentives planning before starting a new job and assistance accessing work incentives planning thereafter.</li> <li>☑ Work incentives planning includes SSA benefits, medical benefits, medication subsidies, housing subsidies, food stamps, spouse and dependent benefits, past job retirement benefits and any other source of income.</li> <li>☑ Clients are provided information and assistance about reporting earnings to different benefit programs</li> <li>☑ Clients are given information on where to access information about benefit planning.</li> </ul>	
2	Disclosure	5	<ul style="list-style-type: none"> <li>☑ Employment Specialists do not require all clients to disclose their disability in order to receive services.</li> <li>☑ Employment Specialists offer to discuss with clients the possible costs and benefits of disclosure at the work site in advance of clients disclosing at the work site. Employment specialists describe how disclosure relates to requesting accommodations and the specialist's role communicating with the employer.</li> <li>☑ Employment Specialists discuss specific information to be disclosed and offer examples of what might be said to employers.</li> <li>☑ Employment Specialists discuss disclosure on more than one occasion.</li> </ul> <p>There seemed to be variability between Employment Specialists about discussing the possible pros and cons of disclosure, as well as discussing specific information to be discussed on multiple occasions.</p>	

#	Item	Rating	Rating Rationale	Recommendations
3	Ongoing, Work-based Vocational Assessment	5	<ul style="list-style-type: none"> <li>☑ Developing the vocational profile occurs over 2-3 sessions and includes preferences, experiences, skills, current adjustment, strengths, personal contacts, etc.</li> <li>☑ The vocational profile is used to identify job types.</li> <li>☑ The vocational profile is updated on a regular basis.</li> <li>☑ Employment Specialists help clients learn from each job &amp; help analyze job loss, problems &amp; successes.</li> </ul>	
4	Rapid Job Search for Competitive Employment	4	<p>According to the data reviewed, the first face-face contact with an employer by the client or an Employment Specialist about a competitive job is on average 45 days after program entry.</p> <p>The SE program does not used a structured and shared process, such as a job development log, to track employer contacts</p>	<p>The SE Team Leader should require all SE staff to input information about a client’s first contact with a potential employer or school in order implement a consistent and reliable tracking system. A report that could be helpful for this item as well as tracking other SE items might include tracking of the following data:</p> <ul style="list-style-type: none"> <li>- When the client started SE service</li> <li>- Date of first face-face potential employer contact</li> <li>- Date of interview(s)</li> <li>- Date of job start</li> <li>- Employer and location</li> <li>- Disclosure permission for follow-along support</li> </ul> <p>This tool can assist in carrying out services more efficiently, as well aide in group supervision, coverage, tracking, and improving program outcomes.</p> <p>The SE Team Leader should also implement a job development log and require all Employment Specialists to complete this log. This log should be readily accessible by the whole SE Team. The use of a job development log would assist in tracking, sharing, and improving employer contacts in the community, providing additional potential client employers.</p>

#	Item	Rating	Rating Rationale	Recommendations
5	Individualized Job Search	5	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Employment Specialists appear to make employer contacts based on job choices which reflect client's preferences, strengths, symptoms, and lessons learned from previous jobs 90-100% of the time.</li> <li><input checked="" type="checkbox"/> Employer contacts are consistent with the current employment/job search plan.</li> <li><input checked="" type="checkbox"/> When clients have limited work experience, Employment Specialists provide information about a range of job options in the community.</li> </ul>	
6	Job Development - Frequent Employer Contact	2	<p>According to the data reviewed and staff interviews, Employment Specialists make, on average, 2 face-face employer contacts that are client specific per week.</p> <p>Employment Specialists do not use a shared system for tracking employer contacts, such as a job development log. Employment Specialists record employer contacts in individual client records. There were no employer contacts found in the records reviewed.</p>	<p>Employment Specialists should make 6 in-person employment contacts each week. Those contacts should be regularly documented in a job development log accessible to all SE staff members. Frequent job development allows for Employment Specialists to be knowledgeable about fluctuating requirements of different jobs and the range and needs of employers in their community. The SE Team Leader might want to track each Employment Specialist's job development contacts and provide supervision to Employment Specialists who are not making at least 6 face-face employer contacts per week, on average.</p> <p>The SE Team Leader should require use of a job development log for all Employment Specialists to regularly track, share, and improve employer contacts in the community. Job development logs provide readily accessible and current information about activities with all employer contacts and includes next steps for each employer. This log should be readily accessible to the whole SE Team. Each Employment Specialist should make 6 in-person employment contacts each week.</p>

#	Item	Rating	Rating Rationale	Recommendations
7	Job Development - Quality of Employer Contact	4	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Employment Specialists meets employer when helping clients turn in job applications</li> <li><input checked="" type="checkbox"/> Employment Specialists contact employers to ask about job openings and then shares these “leads” with clients.</li> <li><input checked="" type="checkbox"/> Employment Specialists follow up on advertised job openings by introducing self, describing program, and asking employer to interview client.</li> <li><input checked="" type="checkbox"/> Employment Specialists meet with employers in person whether or not there is a job opening, advocates for clients by describing strengths and asks employers to interview clients.</li> <li><input type="checkbox"/> Employment Specialists build relationships with employers through <u>multiple</u> visits in-person that are planned to learn the needs of the employer, convey what the SE program offers to the employer, and describe client strengths that are a good match for the employer.</li> </ul> <p>It is difficult to develop employer relationships and engage in quality job development, when employer contacts are not made a consistent regular basis by each Employment Specialist.</p>	In order to develop employer relationships and engage in quality job development, Employment Specialists should be making employer contacts on a regular basis (Please see Recommendation in Item above – Job Dev- Frequency). All Employment Specialists should document job development employer contacts that capture the content and quality of these interactions and relationships. The SE Team Leader should require use of a job development log for all Employment Specialists to regularly to track, share, and improve employer contacts in the community. Job development logs provide readily accessible and current information about activities with all employer contacts and includes next steps for each employer. This log should be readily accessible to the whole SE Team.
8	Diversity of Job Types	5	According to the data reviewed, Employment Specialists assist clients to obtain different types 85% of the time.	
9	Diversity of Employers	5	According to the data reviewed, Employment Specialists assist clients to obtain jobs with different employers 100% of the time.	

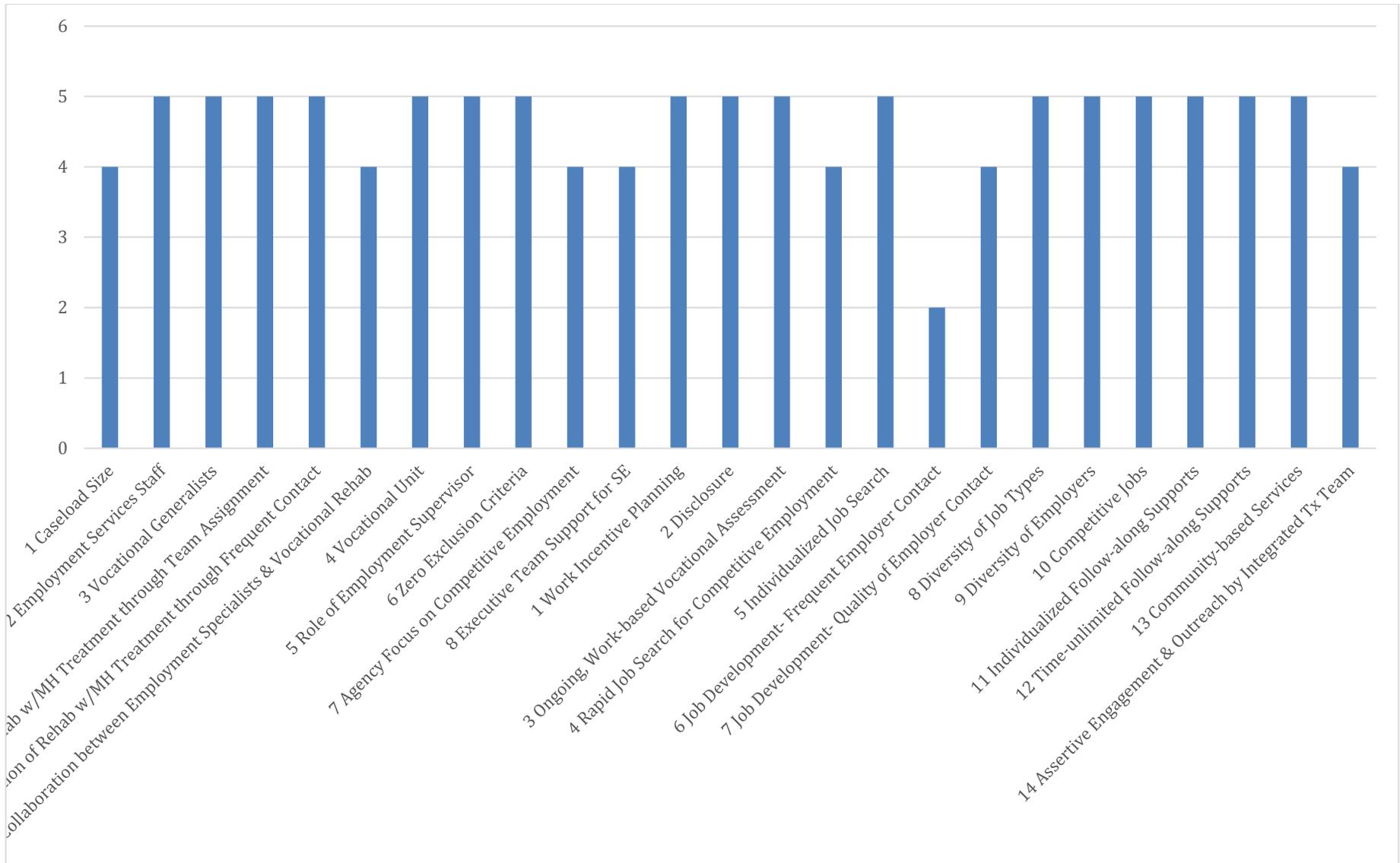
#	Item	Rating	Rating Rationale	Recommendations
10	Competitive Jobs	5	<p>According to the data reviewed, Employment Specialists provide options for permanent competitive jobs at least 95% of the time.</p> <p>The SE program works with a local training program for people over the age of 55, titled, "ABLE." One out of the 40 employed SE clients is placed in this program, which is not considered a competitive employment opportunity that anyone can apply for.</p>	
11	Individualized Follow-along Supports	5	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Clients receive different types of support for working a job that are based on the job, client preferences, work history, needs, etc.</li> <li><input checked="" type="checkbox"/> Employment Specialists provide employer support at clients' requests.</li> <li><input checked="" type="checkbox"/> Employment Specialists help clients move onto more preferable jobs and also helps with school or certified training programs.</li> <li><input checked="" type="checkbox"/> The site provided examples of different types of support including enhanced supports by treatment team members.</li> </ul>	
12	Time-unlimited Follow-along supports	5	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Employment Specialists have face-to-face contact within 1 week before starting a job, on average.</li> <li><input checked="" type="checkbox"/> Employment Specialists have face-to-face contact within 3 days after starting a job, on average.</li> <li><input checked="" type="checkbox"/> Employment Specialists have face-to-face contact at least monthly for a year or more, on average, after working steadily and desired by clients.</li> <li><input checked="" type="checkbox"/> Clients are transitioned to step down job supports from mental health worker following steady employment.</li> </ul>	

#	Item	Rating	Rating Rationale	Recommendations
13	Community Based Services	5	Employment Specialists spend 65% or more of their total scheduled work hours in the community.	
14	Assertive Engagement & Outreach by Integrated Team	4	Evidence that all 6 strategies for outreach and engagement are used: <ul style="list-style-type: none"> <li data-bbox="520 363 1236 431"><input checked="" type="checkbox"/> Service termination not based on missed appointments or fixed time limits</li> <li data-bbox="520 431 1236 467"><input checked="" type="checkbox"/> Systematic documentation of outreach attempts</li> <li data-bbox="520 467 1236 535"><input checked="" type="checkbox"/> Engagement and outreach attempts made by integrated team members</li> <li data-bbox="520 535 1236 571"><input checked="" type="checkbox"/> Multiple home/community visits</li> <li data-bbox="520 571 1236 639"><input checked="" type="checkbox"/> Coordinated visits by Employment Specialist with integrated team member</li> <li data-bbox="520 639 1236 675"><input type="checkbox"/> Connect with family when applicable</li> </ul>	The SE Team Leader might want to train SE staff around identifying and maintaining client supports, such as family. A client's support system can be an integral tool in engagement, outreach, and supporting clients' employment goals.

CLM SE Score Sheet	Rating 1 -5
<b>Staffing</b>	
1 Caseload Size	4
2 Employment Services Staff	5
3 Vocational Generalists	5
<b>Organization</b>	
1 Integration of Rehab w/MH Treatment through Team Assignment	5
2 Integration of Rehab w/MH Treatment through Frequent Contact	5
3 Collaboration between Employment Specialists & Vocational Rehab	4
4 Vocational Unit	5
5 Role of Employment Supervisor	5
6 Zero Exclusion Criteria	5
7 Agency Focus on Competitive Employment	4
8 Executive Team Support for SE	4
<b>Services</b>	
1 Work Incentive Planning	5
2 Disclosure	5
3 Ongoing, Work-based Vocational Assessment	5
4 Rapid Job Search for Competitive Employment	4
5 Individualized Job Search	5
6 Job Development- Frequent Employer Contact	2
7 Job Development- Quality of Employer Contact	4
8 Diversity of Job Types	5
9 Diversity of Employers	5
10 Competitive Jobs	5
11 Individualized Follow-along Supports	5
12 Time-unlimited Follow-along Supports	5
13 Community-based Services	5
14 Assertive Engagement & Outreach by Integrated Tx Team	4
<b>Total</b>	<b>115</b>

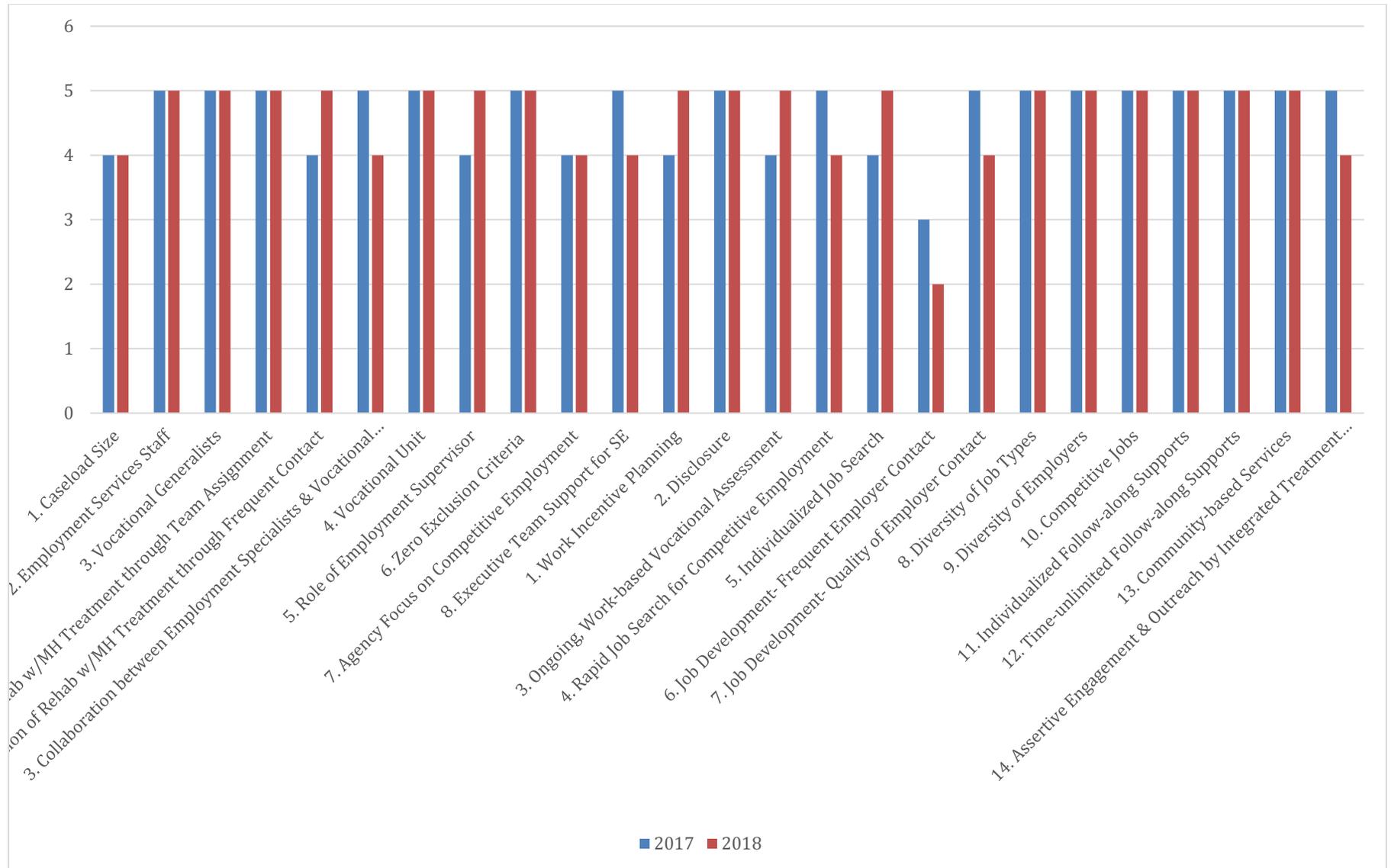
115 – 125 = Exemplary Fidelity
100 - 114 = Good Fidelity
74 – 99 = Fair Fidelity
73 and below = Not Supported Employment

## CLM SE Items 2018



CLM SE Score Sheet Year Comparisons	2017	2018
Items	Rating 1 - 5	Rating 1 - 5
1. Caseload Size	4	4
2. Employment Services Staff	5	5
3. Vocational Generalists	5	5
1. Integration of Rehab w/MH Treatment through Team Assignment	5	5
2. Integration of Rehab w/MH Treatment through Frequent Contact	4	5
3. Collaboration between Employment Specialists & VR	5	4
4. Vocational Unit	5	5
5. Role of Employment Supervisor	4	5
6. Zero Exclusion Criteria	5	5
7. Agency Focus on Competitive Employment	4	4
8. Executive Team Support for SE	5	4
1. Work Incentive Planning	4	5
2. Disclosure	5	5
3. Ongoing, Work-based Vocational Assessment	4	5
4. Rapid Job Search for Competitive Employment	5	4
5. Individualized Job Search	4	5
6. Job Development- Frequent Employer Contact	3	2
7. Job Development- Quality of Employer Contact	5	4
8. Diversity of Job Types	5	5
9. Diversity of Employers	5	5
10. Competitive Jobs	5	5
11. Individualized Follow-along Supports	5	5
12. Time-unlimited Follow-along Supports	5	5
13. Community-based Services	5	5
14. Assertive Engagement & Outreach by Integrated Team	5	4
Total	116	115

### CLM SE 2017 & 2018 Items



**CMHC SE Quality Improvement Plan  
The Center for Life Management**

Date of Final ACT Fidelity Report:

Current Date:

**SECTION I**

Fidelity Indicator in Need of Improvement: Job Development - Frequent Employer Contact

Fidelity Baseline Score:

**SECTION II**

Improvement Target Score:

Target Completion Date:

Improvement Strategies (select all that apply):

<input checked="" type="checkbox"/> Practice Change	<input checked="" type="checkbox"/> Process Change	<input type="checkbox"/>
If "Other - Please describe" is chosen above, describe here: <input style="width:100%;" type="text"/>		

**Action Plan:** Complete the chart below regarding the activities planned to achieve the improvement target. Add more rows as needed.

Action Step #	Action Step	Description of how you will "check" that your proposed improvement was made	Expected Start Date	Expected Completion Date	Position of Person Assigned to Be the Lead for the Improvement & Name
1	Create job development tracking form to include; date, employer, location, contact person, contact information.	Form will be completed.	8/2/2018	9/4/2018	Amy Izzett, SE Supervisor
2	Job development tracking form will be updated by SE staff and shared amongst the team during weekly supervision meetings.	Form will be used during weekly supervision.	9/4/2018	Ongoing	Amy Izzett, SE Supervisor
3	Complete semi-annual internal audit of SE to determine accuracy of job tracking form to non-billable job development service code	Audit will be completed.	3/1/2018	Ongoing, Semi-annual	CLM Quality Improvement Team
4					
5					
6					
7					
8					



Jeffrey A. Meyers  
Commissioner

Katja S. Fox  
Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*DIVISION FOR BEHAVIORAL HEALTH*  
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August 9, 2018

Victor Topo, CEO  
The Center for Life Management  
10 Tsienneto Road  
Derry, NH 03038

Dear Mr. Topo,

The New Hampshire Department of Health and Human Services, Bureau of Mental Health Services, received The Center for Life Management's (CLM) SE Fidelity Quality Improvement Plan submitted on August 3, 2018 that was in response to the SE Fidelity Review conducted July 10, 2018 through July 11, 2018. I am happy to inform you that this QIP has been accepted. At the Department's discretion, information and documentation may be requested to monitor the implementation and progress of the quality improvement areas identified for incremental improvement.

Please contact Lauren Quann if you have any questions regarding this correspondence at 603-271-8376, or by e-mail: [Lauren.Quann@dhhs.nh.gov](mailto:Lauren.Quann@dhhs.nh.gov).

Many thanks for your dedication to provide quality services to individuals and families in your region. We greatly look forward to our continued work together.

Sincerely,

A handwritten signature in cursive script that reads "Lauren Quann".

Lauren Quann, MS  
Administrator of Operations  
Bureau of Mental Health Services  
[Lauren.Quann@dhhs.nh.gov](mailto:Lauren.Quann@dhhs.nh.gov)  
603-271-8376

LAQ/laq

Enclosures: CLM SE Fidelity QIP Approved  
CC: Karl Boisvert, Diana Lacey, Julianne Carbin