

DRAFT - NH Employment Leadership Committee (ELC)

9/19/2018

Meeting Minutes

Attendees:

(x = in person, P = called in)

x	Ben Adams		Toni Bachant	x	Ellen Barry	x	Debbie Bogle
	Victoria Chapman		Jen Cook		Jessica Devine	x	Kelly Erhardt
x	Laura Feldman	P	Renee Fisher	x	Maggie Hinkle	x	Sandy Hunt
P	Dee Johnson	x	Sheila Mahon		Laura Main		Emily Manire
	Shynalynn Martinez	P	Jennifer Meyer	x	Rocky Morelli	x	Stephanie Paris
x	Tobey Partch-Davies		Chris Purington	x	Wendy Robb		Courtney Robinson
	Mari Schatch	P	Carla Smith	x	Jessica Smith		
					Other:		

Guests: Laura Davies

Facilitated by: Jo Moncher

Scribe: Maureen DiTomaso

Opening Discussions

- Jo welcomed everyone to ELC and introduced today's meeting as a "planning and development" session. She will be using the attached powerpoint in presenting today's agenda – in order to provide appropriate background and back-up information.
- The current meeting room is very crowded. In the next one or two meetings, members will determine whether we should move our meeting location to a larger room – possibly the Fox Chapel.
- Jo also suggested meeting monthly – beginning in January of 2019 – in order to accomplish more, and to take advantage of momentum. This decision will be discussed at the next meeting.
- The following information was distributed to members – to be discussed throughout the meeting:
 - BDS Statewide Employment Leadership Committee Membership list
 - National Association of States United for Aging & Disabilities (NASUAD) brochure regarding disability in America. This brochure includes messaging and stats on four areas: Children, Transition Age Youth, Working Age Adults and Older Adults. Does the ELC want to create something similar for NH?
 - Employment Leadership Awards Conference Brochure – let's help promote this event!

Community Membership Updates

- The BDS ELC Membership List was sent around the room for updates.
 - Region 4 has had intermittent representation
 - Region 6 representation has changed. Laura Feldman is taking the place of Ellen Barry.
 - Region 8 needs representation. Possible member could be Victoria Chapman. Jo will reach out to her.

Intro into Jo's background and role of meeting facilitation

- Jo is transitioning from the Bureau Chief of Community Based Military Programs to her new role as Community Relations Manager with the Division of Long Term Supports and Services (DLTSS). Jo provided a brief overview of her new responsibilities, including her new role as the State Facilitator of ELC.
- Jo reviewed several previous leadership roles (slide # 5 on attached powerpoint) on committees, task forces, councils, as well as some of the successes they were able to bring about through: alignment, influence, and leveraging of existing supports. Encourage ELC to think outside the box. To form new connections.
 - Committee brainstormed possible ideas, including possible new engagement of the Association of Community Rehabilitation Educators (ACRE). There are ACRE trained staff within each Area Agency, and we could possibly brainstorm opportunities to engage this group to support ELC efforts.
- Jo also thanked members for the orientation, meetings and trainings that she has participated in. She has already learned a lot from the ELC. (See slide # 9 on attached powerpoint)

Goals Moving Forward

- Jo read and reviewed ELC minutes over the last 10 years (slide #10 of attached powerpoint). She shared her appreciation and thanks to Jen Cook for providing 10 years of minutes, as well as other historical information. She also noted that several members – who currently serve on ELC – have been supporting this important work for over a decade.
- In reviewing 10 years of minutes, there has been significant focus on the coordination of trainings and workshops. ELC has also focused on many different things, including surveys, newsletters and regulations.
- Over the last decade, there has not been an ELC statewide focus on: new leadership/employment recruitment, mission or media campaign. Perhaps this areas represent opportunities for ELC.

DRAFT - NH Employment Leadership Committee (ELC)

Jo asked for suggestions on possible goals and focus areas as the ELC moves forward. Committee members brainstormed the below:

- Access to college
- Addressing individuals in the 18-21 age brackets.
- NH's "Ask the Question" Campaign: Could we start some type of marketing campaign for individuals aged 14-15? Many times children with disabilities are not asked what they want to do or if they want to work. It is automatically assumed that they will receive services because of their development disability. Try to engage them to think about what they may want to do for a job in the future.
- Look at media campaigns to help recognize employers in the public. Some regions have write ups but what does the state do (beyond the Employment Leadership Awards) to recognize employers publicly?
 - The Governor should be at the Employment Leadership Awards (ELA)
 - The ELA should be posted in newspapers
 - Although the ELA is a great event, it struggles every year with attendance and outreach. It is the only statewide event that recognizes employers who hire individuals with development disabilities. We need to do more.
- Employer's voices are not often heard. This is true even within Vocational Rehab (VR). The focus is on the individual/customer and sometimes employers are not considered. They are not involved in the planning process. It is as if we are trying to get them to fit into our culture. Could we think of ways to embed our work into their culture?
- We need to understand the employer's culture – and take our message to them.
- This committee does not have a statewide marketing, outreach or media campaign. The Medicaid Infrastructure Grant (MIG) was the closest this committee ever came in marketing our message or work. Project SEARCH came out of the MIG grant, but it was launched by an outside state.
- Could we look at developing models for employment?
 - Cautioned that it is a competitive market place. VR and Area Agencies are not freely going to give out job leads.
- Create media success stories and how those successes benefited employers? This may get employers thinking outside the box. Maybe we don't highlight the specific employer but specific points that could drive change towards seeing people with disabilities as assets to the workplace.
- When we speak to potential employers we need to remember they are from the business world. They will not understand what *People First* is.
- Language is so important. We need to know the right words to use... the most accurate, correct and compelling words.
- What about the "I am Success" campaign? Monadnock Developmental Services (MDS) had the templates copyrighted. Sheila Mahon has marketing templates. We need high quality marketing items like that.

DRAFT - NH Employment Leadership Committee (ELC)

- Could we do more outreach to local government? More of a grassroots movement to promote diversity in the workplace? How can this grow?
 - Department of Economic Development has 2 government contracts.
 - Many government contracts have a connection to the military world.
 - Ben Adams has some good contacts within the government contract world. Perhaps we could engage NH's government contractors to support ELC efforts.
 - Need to develop a professional practice and agree as a committee where we want to go. We need to think more strategically.
 - Maybe creating trainings closer to home. There are some guardians who don't want individuals to work. Not all vendors focus on employment.
 - Think of how to support the person, not the provider.
 - Education. How to educate service coordinators so that employment is embedded in what they do. Create different connections within the Area Agencies. Get the message out. But we need to come up with a message we all agree upon.
-

Changes within Bureau of Developmental Services

Sandy Hunt discussed changes within the Bureau

- Three (3) Bureau Liaisons have retired, but we have been able to fill the positions
 - Abbie Conger will be the liaison for Region 1, 2 & 3
 - Karen McLaughlin will be the liaison for Region 6, 9, & 10
 - Announcement to be made next week for Liaison covering Region 4, 5, & 7
 - Darlene Ferguson will be the liaison for Region 8
 - This was an opportunity to restructure current job duties which had been absorbed by Liaisons during the time that the Bureau had lost 40% of its infrastructure.
 - The new liaisons will each have 3 regions assigned.
 - There are five (5) Administrative positions with the Bureau:
 - John Capuco – Administrator of Brain Injury Services
 - Laurie Vachon – Administrator of Quality and Utilization Management
 - Kaarla Weston – Administrator III (supervises bureau liaisons)
 - Jan Skoby – Administrator of Training & Education
 - Cheryl Bergeron – Administrator of Nursing
-

DRAFT - NH Employment Leadership Committee (ELC)

Thom O'Connor, Laurie Vachon, Sandy Hunt & Jo Moncher attended.

- There was only one workshop (out of several hundred workshops offered) on Serving Our Military – presented by New Hampshire and Colorado. NH introduced the “Ask the Question” Campaign.
- Linda Bimbo presented on the great work of UNH, Institute on Disability.
- NH “Ask the Question” was highlighted in the AARP Public Policy Institute Booklet distributed at one of the National Resource Tables.
- New Hampshire Placed First in the National Video Contest, “This is Me” from *The Greatest Showman*. Performed LIVE in Baltimore in front of 1,500 attendees by Dave Jenne, local singer and Community Based client at Easterseals NH. This video was shown to the ELC.

ELC – 10 Year History of Successes, Challenges & Themes

- What is this committee’s message? What is our “WHY”? Why do we do this work? What is our mission?
- We need to all come together and agree on the message and mission of ELC.
 - It’s been discussed before, but has never gotten nailed down
 - There have been many different project discussions around ELC.....work starts, stops, changes and stops again.
 - We often do not know who makes the final decision (on specific projects).
 - Let’s work together and develop a NH brochure to represent our work (similar to the national brochure that Jo distributed and emailed to everyone – produced by the National Association of States United for Aging and Disabilities).
 - We cover such a wide range of ages and so we need to decide if we want to focus on just employment or a bigger picture/message within the DD services?
 - Data is available - we just need to determine who our target audience really is
 - Jo has shared this brochure with the DHHS Public Information Office (PIO). DHHS PIO has agreed to develop a NH version of the national brochure – based on ELC’s interest and edits. Tobey shared that she probably can include any data sets we want – based on ELC interest and guidelines.
 - Do we include the word “disability” on the front cover of a NH brochure? There are different thoughts on this issue within ELC membership. Some members believe the word “disability” needs to be on the front cover; other members believe our language needs to be more inclusive of other populations.
- Who gets the Employment Data Report?
 - Top leadership from Area Agencies, vendors and the Family Support Councils.

- Per language in the report, it is targeted for families – yet the report can be overwhelming for families and not easily understood. They may not understand the purpose of the report or the relevance behind the data.
 - Can we pull out specific items from this report to make it more valuable and meaningful for families?
 - Tobey agreed that we should share the report more broadly. She cautioned that previously there was a lack of confidence in the data and we did not necessarily want it broadly shared. We had to build and improve the quality of the data before disseminating broadly. Tobey believes the report is now strong enough to share it more broadly.
-

Vocational Rehab Update – Deb Bogle & Sheila Mahon

- Spoke to Lisa Hinson-Hatz, and VR has opened the order of selection
 - They are expecting the first 200 to be released
 - Berlin – 36
 - Concord – 40
 - Keene – 37
 - Manchester – 35
 - Nashua – 12
 - Portsmouth – 35
 - Service to the Blind and Visually Impaired (SBVI) – 5
 - They will be taken off the waitlist by referral date
 - The Governor asked for money to be released and reallocated differently.
 - Meeting minutes went to the Executive Directors
 - VR is reaching out and working more closely with Area Agencies. They are looking for capacity to vendor out services (not a Community Residential Program, to work with people who have employment trained staff). Let vendors know what's coming may be helpful.
 - There have been a lot of conversations on how to meet the needs of the people.
 - Brian Collins suggested contracting through Area Agencies, but agencies may not have staff.
 - If there is not a robust source of vendors, the solution would not be to go through an intermediary.
 - This is still in development and they are still trying to determine how to roll forward
-

Employment Data Report – Tobey Partch-Davies

DRAFT - NH Employment Leadership Committee (ELC)

- The Quality Council (QC) was very happy with the newest data report.
- They want more on the training realm. Pulled out about 15-20 data points to discuss.
- ABLE NH would like to see an increase in hours per week.
- There were several recommendations around new committee members to represent the business/employer community. Sandy and Jo will discuss possible nominations from the Quality Council – and share this info at the next meeting.
- Doing the reports quarterly is very taxing on Tobey. Can we look at the data and identify specific data points to use towards policy development, improving services and how to fine tune the report? There is so much data. How can we make the report more meaningful?
- Maybe create a different cover page, maybe point out trends? Tobey is open for suggestions regarding report appearance.
 - Asked Tobey to look at the Total Enumeration Statewide Coverage (page #4) ranking criteria; some Area Agencies cannot move in that ranking
 - “Fading” is part of what we do. When an individual improves and may no longer need supports, how do we capture that information?
 - How do we show how individuals are supported at work
 - Need to gather transportation data
 - Regarding “industry dynamics”, how many large chains are in the state?
 - Could we include the Area Agencies in the vendor list? Right now there are 465 jobs listed under no vendor?
 - Naturally supported jobs: How do we pull out the data if an individual works 20 hours a week - and 10 hours are staffed and 10 hours are natural supports?
 - Could we come up with a way to contract with agencies so that once they reach a pre-determined outcome they could get an incentive payment?
 - How invested are the Area Agencies in making that happen?
 - In 2021 provider agencies will be able to bill Medicaid directly instead of through an Area Agency.
 - Once the ELC determines their “WHY” (i.e.mission and focus) this group will have a better idea of what data points we want to focus on. Then we can spend more time on interpreting the data and developing policy. We want to keep in mind who our audience will be and how we want them to use this report. We could create an intro message onto the cover sheet of the report.

Training Calendar

- The training calendar is published monthly on the BDS webpage:
<https://www.dhhs.nh.gov/dcbcs/bds/index.htm>

DRAFT - NH Employment Leadership Committee (ELC)

- Jo has asked that a column be added to the calendar to identify the target audience for the training.
 - Per regulation, ELC is tasked with: “Identify and ensure relevant employment training is available for individuals served, families, employment professionals, service coordinators and other agency personnel.” Per regulation, Jo suggested that perhaps ELC could focus on greater promotion of the trainings – instead of organizing and implementing the trainings. BDS also has just identified Jan Skoby as the new Administrator of Training and Education.
 - Please inform Jan Skoby (jan.skoby@dhhs.nh.gov) of any new trainings, so she can ensure that all trainings are included on the BDS managed training calendar.
-

Action Items

- Jo asked that ELC committee members share today’s “planning and development” discussion with staff leadership, colleagues and community partners. Feel free to share ECL powerpoint/agenda with others.
- Please share the national brochure, and secure ideas on HOW we can develop our own NH brochure.
- What 2-3 priority areas should ELC focus on? Please bring your ideas to the next meeting.

Employment Leadership Committee Mandates

He-M 518.11 (d): BDS shall develop and maintain an employment services leadership committee consisting of representation of employment professionals from area agencies, provider agencies and the bureau of vocational rehabilitation.

He-M 518.11 (e, 1): Review quarterly employment data reports, identify trends, and establish statewide benchmarks.

He-M 518.11 (e, 2): Identify and ensure relevant employment training is available for individuals served, families, employment professionals, service coordinators and other agency personnel.

He-M 518.11 (e, 3): Annually review the memorandum of understanding between the bureau of developmental services and the bureau of vocational rehabilitation.

He-M 518.11 (e, 4): Provide an annual report to the developmental services quality council, established pursuant to RSA 171-A:33, at the end of each fiscal year.

He-M 518.11 (e, 5): Review national core indicators and other relevant data to measure individual and family satisfaction with employment services.

He-M 518.11 (e, 6): Support efforts to collaborate with business and industry.