

New Hampshire Vocational Rehabilitation



Comprehensive Statewide Needs Assessment

September 30, 2013



**New Hampshire
Vocational Rehabilitation**
New Hampshire Department of Education
800-299-1647 / www.education.nh.gov/career/vocational

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Comprehensive Statewide Needs Assessment – New Hampshire Vocational Rehabilitation Fiscal Year 2013

Introduction

People with disabilities can work and take advantage of the opportunities available to the citizens of New Hampshire, yet they face barriers unique to their situation, barriers that prevent them from achieving their goals. Vocational Rehabilitation helps individuals with disabilities to achieve their employment goals through the provision of services to address those barriers. In fiscal year 2012, the New Hampshire Vocational Rehabilitation (NHVR) assisted 1,087 individuals with disabilities gain employment.

NHVR is an agency within the NH Department of Education's Division of Career Technology and Adult Learning. Qualified VR counselors employed by the agency work together with individuals with disabilities to develop an individualized plan of services leading to an employment outcome that is consistent with the individual's abilities, interests, and informed choice. The services provided by NHVR can include but are not limited to the following: counseling and guidance, assessment, vocational training, post-secondary education, mental or physical restoration, assistive technology devices and services, and job placement. The Agency also provides services to individuals with the most significant disabilities who require on-the-job and other supports to maintain employment through the supplemental Supported Employment Services program through informed choice and partnership with NHVR program individuals with disabilities are able to maximize their potential and reach their goals of employment within their local communities.

New Hampshire Vocational Rehabilitation (NHVR) in collaboration with the State Rehabilitation Council is required to conduct a comprehensive statewide needs assessment describing the rehabilitation needs of individuals residing in the state (34 CFR 361.29). The needs assessment must be conducted every three years and include information on the rehabilitation needs of individuals with disabilities in the state, particularly the rehabilitation needs of three specific groups: 1) individuals with the most significant disabilities including their need for supported employment services; 2) individuals who are minorities or who have been unserved or underserved by the vocational rehabilitation program; and 3) individuals with disabilities served through other components of the statewide workforce investment system.

In fiscal year 2013, NHVR completed an assessment of the rehabilitation needs of individuals in the state. This assessment was designed to respond to the federal regulatory requirement and to provide information for the development of the state plan for vocational rehabilitation around three broad areas of investigation:

1. Assess the impact and the nature and scope of services currently provided by NHVR;
2. Identify rehabilitation needs of persons with disability in NH and specifically the rehabilitation needs of the specific target groups identified above; and
3. Identify areas for expansion or improvement of services.

To address these issues the agency reviewed data from a variety of sources including information available from the United States Census Bureau, the Rehabilitation Services Administration and the Social Security Administration. Additional information was collected through a customer survey, a transition survey and forums held throughout the state.

Within this report the reader will find:

- Review of population statistics and economic data
- Review of NHVR service data
- Review of survey data to assess customer satisfaction
- Review of survey data to assess the provision of transition services and the needs of transition-aged customers
- Review of the information received at forums held at strategic locations throughout the state

Methodology: Various methodologies were used to gather the information obtained for this report including survey, forums and review of existing data and reports.



Located in the northern United States, New Hampshire is comprised of 10 counties.

With 9,351 square miles, New Hampshire is ranked the 46th biggest state (total area size).

New Hampshire's 1.3 million residents put the state at 42nd for total population. However, NH ranks 21st in population density with approximately 147 people per square mile of land area.

Source: <http://www.ipl.org/>

New Hampshire's Population

Table 1. General Population Statistics

People QuickFacts	New Hampshire	USA
Population, 2012 estimate	1,320,718	313,914,040
Population, 2010 (April 1) estimates base	1,316,469	308,747,508
Population, percent change, April 1, 2010 to July 1, 2012	0.3%	1.7%
Population, 2010	1,316,470	308,745,538
Persons under 5 years, percent, 2012	5.0%	6.4%
Persons under 18 years, percent, 2012	20.8%	23.5%
Persons 65 years and over, percent, 2012	14.7%	13.7%
Female persons, percent, 2012		
White alone, percent, 2012 (a)	94.4%	77.9%
Black or African American alone, percent, 2012 (a)	1.4%	13.1%
American Indian and Alaska Native alone, percent, 2012 (a)	0.3%	1.2%
Asian alone, percent, 2012 (a)	2.4%	5.1%
Native Hawaiian and Other Pacific Islander alone, percent, 2012 (a)	Z	0.2%
Two or More Races, percent, 2012	1.5%	2.4%
Hispanic or Latino, percent, 2012 (b)	3.0%	16.9%
White alone, not Hispanic or Latino, percent, 2012	91.9%	63.0%

Source: U.S. Census Bureau

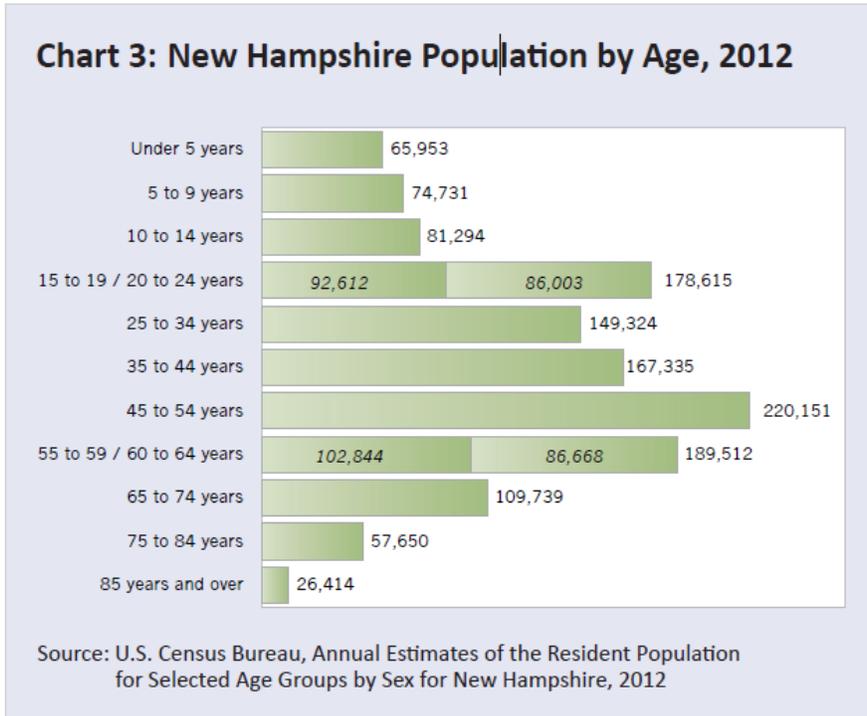
Population Trends and Issues

In May of 2012 the Carsey Institute published a report that analyzed the current population trends in New Hampshire. Among the key findings of the report it was noted that:

- NH's population growth is slowing. NH's population increased by 80,700 (6.5%) between 2000 and 2010. Most of this growth occurred during the earlier years of the decade.
- The population change is uneven with some areas growing rapidly while others are in decline
- There is projected to be a rapid increase in NH's older population
- While diversity within the state is growing, it is modest and concentrated in a few areas of the state; there is a growing population of minority children
- Pockets of high poverty exist despite the lowest state poverty rates in the nation

New Hampshire's Aging Population: The state's median age in 2010 was 41.1. At the time only three states had a higher median age in 2010. While this would suggest that NH's population is among the oldest in the country, the report took a further look at the data and found that the high median age is due to a large concentration of baby boomers, rather than a particularly older population. While this currently is an advantage for NH in that there is a large pool of experienced workers in NH, over the next 20 years with aging in place and anticipated senior migration, the population aged 65 to 74 may double.

In addition this age shift is not occurring evenly across the state. Northern and central NH have a larger proportion of residents 65 and older than do other parts of the state. This appears to be a function of aging in place among the residents in these areas along with loss of young adults due to migration.



Diversity: New Hampshire's population in 2010 was 92.3 percent non-Hispanic white. This makes NH one of the least diverse states in the United States with minorities representing only 7.7 percent of the state's population. Hispanics, comprise the largest group at 37,000 (2.3 %). Asians followed at 28,200 (2.1%) and blacks at 13,600 (1%). All other groups make up the remaining 2%.

While minorities represent a small proportion of the population, diversity in the state is growing, particularly in the child population. This was seen in the 2010 data that revealed 12.2 percent of the NH child population belonged to a minority compared to 6.3 percent of the adult population.

The minority population is concentrated in just a few areas of the state particularly in the Concord-Manchester-Nashua urban corridor, as well as the Hanover-Lebanon region and a few areas of the Seacoast.

Census Data: Race and Hispanic or Latino

Location	Population	Race %							Hispanic & Latino %		Location
		White	Black or African-American	American Indian and Alaska Native	Asian	Native Hawaiian	Some other race	Two or more races	Hispanic or Latino, any race	White, not Hispanic or Latino	
United States	281,421,906	75.1	12.3	0.9	3.6	0.1	5.5	2.4	12.5	69.1	United States
New Hampshire	1,235,786	96.0	0.7	0.2	1.3	0.0	0.6	1.1	1.7	95.1	New Hampshire
Belknap Co.	56,325	97.6	0.3	0.3	0.6	0.0	0.2	1.1	0.7	97.1	Belknap Co.
Carroll Co.	43,666	98.2	0.2	0.3	0.4	0.0	0.2	0.8	0.5	97.9	Carroll Co.
Cheshire Co.	73,825	97.8	0.4	0.3	0.5	0.0	0.2	0.9	0.7	97.3	Cheshire Co.
Coos Co.	33,111	98.1	0.1	0.3	0.4	0.0	0.2	1.0	0.6	97.7	Coos Co.
Grafton Co.	81,743	95.8	0.5	0.3	1.7	0.0	0.4	1.3	1.1	95.1	Grafton Co.
Hillsborough Co.	380,841	93.9	1.3	0.2	2.0	0.0	1.3	1.2	3.2	92.3	Hillsborough Co.
Merrimack Co.	136,225	97.1	0.5	0.2	0.9	0.0	0.2	1.0	1.0	96.4	Merrimack Co.
Rockingham Co.	277,359	96.8	0.6	0.2	1.1	0.0	0.4	0.9	1.2	96.1	Rockingham Co.
Strafford Co.	112,233	96.3	0.6	0.2	1.4	0.0	0.3	1.1	1.0	95.7	Strafford Co.
Sullivan Co.	40,458	98.0	0.2	0.3	0.4	0.0	0.1	0.9	0.5	97.6	Sullivan Co.

Source: Census-charts.com

Education, Income and poverty: NH is recognized for its high rates of educational achievement and income, as well as its low poverty rates. The percentage of NH adult college graduates (32.4 percent) is the seventh highest in the country. These high educational levels contribute to NH's high median family income of \$75,000 – the eighth highest in the country. This combination of high education and income levels contributes to the state having the lowest overall poverty and child poverty rates in the country.

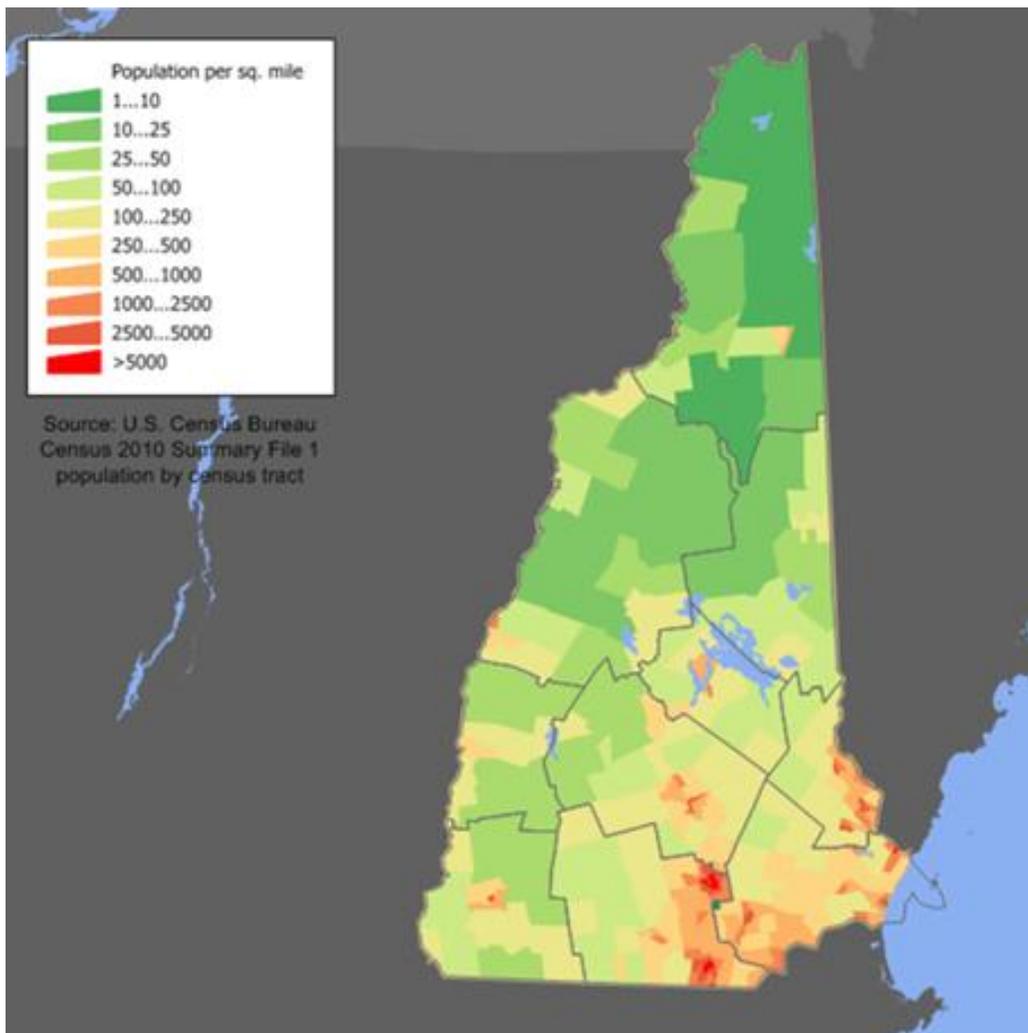
Within NH there are geographical differences - Educational levels are highest on the Seacoast and in the Concord-Manchester-Nashua corridor, as well as in the Hanover-Lebanon area while the proportion of adult college graduates is lowest in the North Country and in parts of western NH.

There is a corresponding correlation between income and educational levels. Median family income is highest on the Seacoast, in the Concord-Manchester-Nashua corridors,

along the Massachusetts border and in scattered pockets around Hanover, Lebanon and Lake Winnepesaukee. Poverty levels are higher in the North Country and along the Maine border.

Of note, despite the overall higher educational achievement and incomes noted in the area there are pockets of high child poverty within the Concord-Manchester-Nashua corridor. In several areas within the corridor poverty levels are noted to be twice that of the state as a whole.

Source: New Hampshire Demographic Trends in the Twenty-First Century May 1, 2012



New Hampshire's Economic Picture

In August 2013 the NH Economic and Labor Market Information Bureau published “Measuring New Hampshire’s Economic Health: A Workforce Perspective” which provides a NH Snapshot

New Hampshire Snapshot

Population (as of July 1)^a	2012	2007	2002
Total	1,320,718	1,315,828	1,275,056
Male	652,237	649,299	627,621
Female	668,481	666,529	647,435
Median Age	42.0 years	39.8 years	37.9 years
Age 19 and under	314,590	334,516	342,763
Age 20 to 64 years	837,634	815,570	779,716
Age 65 and over	168,494	165,742	152,577

Jobs, Average Annual, Not Seasonally Adjusted^b	2012	2007	2002
Total Nonfarm	633,200	647,600	618,200
Total Private	541,800	554,300	529,900
Goods-Producing	89,000	106,200	113,800
Service-Providing	544,100	541,500	504,400
Construction	22,200	27,400	27,900
Manufacturing	65,900	77,600	85,000
Trade, Transportation, and Utilities	135,700	141,400	138,200
Financial Activities	34,900	38,400	36,600
Professional and Business Services	68,200	65,500	54,300
Education and Health Services	114,600	104,500	91,600
Leisure and Hospitality	64,500	64,000	60,800
Government	91,400	93,300	88,300

Employment, Average Annual, Not Seasonally Adjusted^c	2012	2007	2002
Civilian Labor Force	742,448	740,033	712,180
Employed	701,315	713,782	679,818
Unemployed	41,133	26,251	32,362
Unemployment Rate	5.5%	3.5%	4.5%
Labor Force Participation Rate ^d (population age 16 and over)	69.4%	70.8%	71.6%

^a U.S. Census Bureau, Annual Estimates of the Resident Population for Selected Age Groups by Sex for New Hampshire

^b Current Employment Statistics, Not Seasonally Adjusted Estimates, Economic and Labor Market Information Bureau, New Hampshire Employment Security. Benchmark revision released February 28, 2013. 2012 data are preliminary.

^c Economic and Labor Market Information Bureau, New Hampshire Employment Security

^d U.S. Census Bureau, Current Population Survey unpublished data (12-month average)

Earnings and Wages	2012	2007	2002
Per Capita Personal Income ^e	\$47,058	\$42,984	\$35,173
Average Weekly Wage ^f			
Total, private plus government	\$928	\$843	\$696
Total private	\$937	\$852	\$704
Goods-producing industries	\$1,150	\$1,054	\$868
Service-providing industries	\$893	\$803	\$657
Government, Total	\$868	\$787	\$645
Housing	2012	2007	2002
Median Purchase Price ^g	\$205,000	\$252,500	\$189,900
Median Gross Rent ^h	\$1,005	\$946	\$810
Rental Vacancy Rates	3.2%	4.2%	1.1%
Building Permits Issued ⁱ			
Total permits	2,296	4,561	8,708
1 unit per structure	1,682	3,772	6,754
2-4 units per structure	133	180	455
5 or more units per structure	481	609	1,499

^e U.S. Bureau of Economic Analysis. Data not adjusted for inflation. Preliminary 2012 data release March 27, 2013.

^f Economic and Labor Market Information Bureau, New Hampshire Employment Security. Average weekly wages of workers covered by unemployment insurance, not adjusted for inflation. 2012 data are preliminary.

^g NH Dept. of Revenue, PA-34 Dataset, Compiled by Real Data Corp. Filtered and analyzed by New Hampshire Housing. Not adjusted for inflation. Data includes only homes for primary occupancy, data excludes land, multifamily homes, seasonal or vacation property, and manufactured homes.

^h New Hampshire Housing Finance Authority. Annual Residential Rental Cost Survey.

ⁱ U.S. Census Bureau, New Privately Owned Housing Units Authorized by Building Permits in Permit-Issuing Places in the State of New Hampshire

Occupational Trends

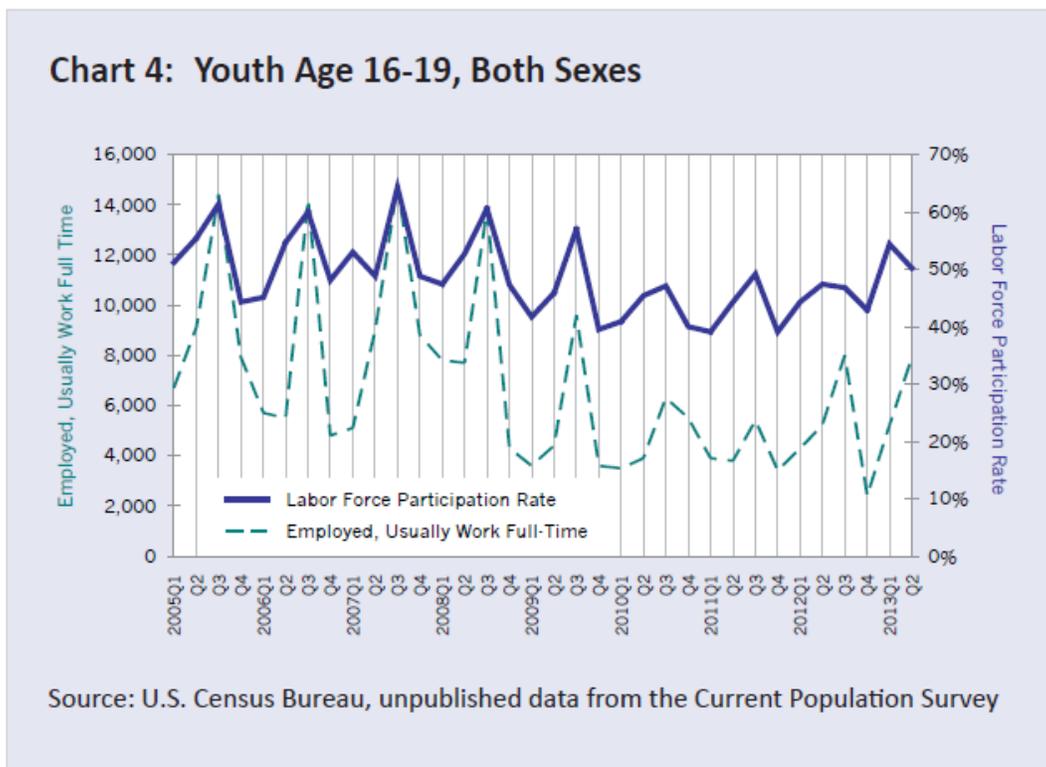
In June of 2010, the Road to Recovery: New Hampshire's Economy 2010 was published by NH Employment Security's Economic and Labor Market Information Bureau. New Hampshire, like all other states and the nation as a whole, has been affected by the current recession. Key economic indicators identified within the report include:

- NH's average weekly hours of production workers in manufacturing trended downward after December 2008, the beginning point of the recession. Since January 2009, the number of hours has generally been building up, which may foretell new hiring.
- Initial claims for unemployment compensation in NH spiked between December 2008 and January 2009. As of March 2010 NH's initial claims had stabilized and were beginning to realize a slight decrease while national claims were indicating a more obvious decline.
- NH's per capita income of \$42,831 in 2009 ranked eighth in the nation. That was a decline of \$592 from 2008, the first time that NH experienced a decline in annual per capita personal income since the data series began in 1969
- Three major occupational groups are projected to substantially increase their share of employment from 2008 to 2018: Healthcare practitioners and technical occupations, Healthcare support occupations and Personal care and service occupations.
- When evaluating either high skill/high demand/high wage occupations or high replacement occupations, these four O*Net-defined skills were most frequently required: Reading comprehension, Active listening, Critical thinking, and Monitoring. The most important knowledge element was Customer and personal service.
- It is critical that the skill and knowledge elements required by in-demand occupations are considered when assessing individuals for services, in order to determine the need for additional training in these skill and/or knowledge areas. All educational programs should contain elements that enhance these skills and knowledge elements, no matter the area of education.

The 2013 report published by NH Economic and Labor Market Bureau, *'Measuring NH's Economic Health: A Workforce Perspective'* shows 3 years later the state is still recovering from the recession. The report notes that the current slow rate of employment growth in the state continues to impact those who commonly require assistance to find employment opportunities including youth, people with disabilities and the long-term unemployed.

Employment and Unemployment

- New Hampshire's unemployment rate remains relatively low. The state's annual 2012 unemployment rate of 5.5 percent ranked eighth lowest among all states and the District of Columbia.
- Labor force participation in New Hampshire remains high. New Hampshire's labor force participation rate was 69.6 percent in 2012, compared to 63.7 percent for the United States. This means that about 70 of every 100 persons in New Hampshire (civilian, non-institutionalized) aged 16 years and over were either working or actively looking for work.
- Diminished employment opportunities for youth. New Hampshire youth ages 16 to 19 experienced major shifts in employment patterns over the past four years. First, the number of youth who usually work full-time has dropped. Second, the third quarter spike in the number of youth working full time (which essentially doubles the number working full time during other parts of the year) virtually disappeared in 2010 and 2011. The third quarter employment spike reappeared in 2012, but rose only to slightly over half of pre-recession levels.



- Long-term unemployment – while the NH unemployment rate has remained lower than the national unemployment rate, the number of unemployed persons and the duration of unemployment have yet to drop to pre-recession levels.

- Unemployment rates by county reveal that the highest unemployment rates have consistently been in the state's northernmost county, Coos

Unemployment Rates by County, 2000-2012

	Belknap	Carroll	Cheshire	Coös	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan
2000	2.5%	2.7%	2.7%	3.7%	2.4%	2.6%	2.4%	3.0%	2.7%	2.5%
2001	3.0%	3.1%	3.0%	5.3%	2.7%	3.5%	2.9%	4.0%	3.3%	2.7%
2002	3.9%	3.6%	3.6%	6.8%	3.0%	4.9%	3.5%	5.5%	4.4%	3.2%
2003	4.0%	3.7%	3.7%	5.4%	3.1%	4.7%	3.7%	5.4%	4.1%	3.6%
2004	3.6%	3.3%	3.4%	4.6%	2.8%	4.0%	3.2%	4.7%	3.5%	3.3%
2005	3.4%	3.5%	3.2%	4.2%	2.9%	3.7%	3.2%	4.2%	3.5%	3.0%
2006	3.4%	3.3%	3.3%	4.3%	2.9%	3.7%	3.2%	3.9%	3.3%	3.0%
2007	3.6%	3.5%	3.6%	4.6%	3.0%	3.6%	3.3%	3.8%	3.3%	3.0%
2008	4.1%	3.6%	3.7%	5.2%	3.2%	3.9%	3.7%	4.3%	3.7%	3.4%
2009	6.6%	5.6%	5.7%	7.9%	5.1%	6.5%	5.6%	6.6%	6.2%	5.7%
2010	6.7%	6.0%	6.0%	8.0%	5.1%	6.3%	5.6%	6.3%	5.9%	5.8%
2011	5.6%	5.4%	5.3%	7.6%	4.5%	5.5%	4.9%	5.7%	5.3%	4.9%
2012	5.4%	5.5%	5.3%	7.7%	4.4%	5.7%	4.9%	6.0%	5.5%	4.8%

- Minorities experience a higher rate of unemployment

New Hampshire Employment Status of the Civilian Population by Gender and Race

2007-2011 American Community Survey, 5-Year — US Census Bureau

	Civilian Population, 16 Years+	Civilian Labor Force	Employed	Unemployed	Unemployment Rate	Civilian Labor Force Participation Rate
Total	1,061,716	741,734	695,066	46,668	6.3%	69.9%
Male	518,667	388,049	361,965	26,084	6.7%	74.8%
Female	543,049	353,685	333,101	20,584	5.8%	65.1%
Race						
One Race	1,051,020	734,483	688,516	45,967	6.3%	69.9%
White	1,010,629	705,414	662,097	43,317	6.1%	69.8%
Minorities	40,391	29,069	26,419	2,650	9.1%	72.0%
Two or More Races	10,696	7,251	6,550	701	9.7%	67.8%
Ethnicity						
Hispanic/Latino, Any Race	24,165	16,807	14,694	2,113	12.6%	69.6%
White only, not Hispanic	993,736	693,780	652,021	41,759	6.0%	69.8%

Occupational Projections:

Over the ten-year period of 2010 to 2020, total employment in New Hampshire is expected to grow by 10.4 percent, an average of one percent per year. Estimated employment is expected to increase from 662,146 to 730,710, a gain of 68,564 jobs. Projected growth for the U.S. for the same period is 14.3 percent, growing from 143.1 million jobs in 2010 to 163.5 million jobs in 2020.

New Hampshire Industry Projections, 2010 - 2020

Industry	2010 Employment	2020 Employment	Numeric Change	Percent Change
Total Employment	662,146	730,710	68,564	10.4%
Goods-Producing Industries	93,589	99,279	5,690	6.1%
Agriculture, Forestry, Fishing and Hunting	5,912	6,046	134	2.3%
Mining	491	486	-5	-1.0%
Construction	21,418	26,750	5,332	24.9%
Manufacturing	65,768	65,997	229	0.3%
Service-Providing Industries	518,025	578,728	60,703	11.7%
Utilities	2,514	2,352	-162	-6.4%
Wholesale Trade	25,923	29,534	3,611	13.9%
Retail Trade	92,331	98,817	6,486	7.0%
Transportation and Warehousing	15,340	16,317	977	6.4%
Information	11,475	12,564	1,089	9.5%
Finance and Insurance	27,308	29,532	2,224	8.1%
Real Estate and Rental and Leasing	6,714	7,665	951	14.2%
Professional, Scientific, and Technical Services	28,850	35,633	6,783	23.5%
Management of Companies and Enterprises	8,075	8,454	379	4.7%
Administrative and Support and Waste Management Services	27,230	31,881	4,651	17.1%
Educational Services ^a	62,617	67,149	4,532	7.2%
Health Care and Social Assistance ^b	84,292	104,636	20,344	24.1%
Arts, Entertainment, and Recreation	10,980	12,333	1,353	12.3%
Accommodation and Food Services	51,363	54,980	3,617	7.0%
Other Services (Except Government)	23,352	25,494	2,142	9.2%
Government ^c	39,661	41,387	1,726	4.4%
Self-employed and Unpaid Family Workers	50,532	52,703	2,171	4.3%

^a Employment for public schools and colleges is included in Educational Services.

^b Employment at the State Hospital is included in Health Services.

^c Government does not include employment for the Federal prison in Coos County. When operational, the prison is expected to add approximately 250 jobs.

Occupational Trends

- Employment in all of the 22 major occupational groups is projected to increase.
- The need to replace workers who retire or move into other occupations will dominate employment opportunities over the ten-year period. Nearly two-thirds of all openings will come from replacement needs.
- Employment in occupations requiring personally-delivered services is projected to grow the fastest. Occupational groups with workers who commonly have person-to-person contact in their daily work include: Community and social services, Healthcare practitioners and technical occupations, Healthcare support occupations, and Personal care and service occupations.
- The aging of New Hampshire's population will continue to drive the need for workers in the health and personal care field.
- Computer and mathematical occupations, Healthcare practitioners and technical occupations, and Healthcare support occupations are each expected to have a marginally higher number of openings due to job growth rather than openings due to replacements.

Chart 11: Highest Average Annual Openings, 2010-2020



Source: New Hampshire Employment Projections by Industry and Occupation: base year 2010 to projected year 2020, Economic and Labor Market Information Bureau

Disability

What are the characteristics of the population (individuals with disabilities) in New Hampshire?

There is a wealth of disability population statistics, including data available from the American Community Survey (ACS). NHVR examined various data sources to gain an overall picture of disability and demographic characteristics of persons with disabilities within the state. This section of the report examines population estimates and demographic characteristics of individuals within New Hampshire.

Disability Population State Estimates

Table 2. Prevalence of Disability in New Hampshire

Age	<p>In 2011, the prevalence of disability in NH was:</p> <ul style="list-style-type: none"> • 11.4 percent for persons of all ages • 4.9 percent for persons ages 16 to 20 • 9.3 percent for persons ages 21 to 64 • 25.2 percent for persons ages 65 to 74 • 47.8 percent for persons ages 75+
Gender	In 2011, 11.0 percent of females of all ages and 11.8 percent of males of all ages in NH reported a disability.
Hispanic/Latino	In 2011, the prevalence of disability among persons of all ages of Hispanic or Latino origin in NH was 13.9 percent.
Race	<p>In NH in 2011, the prevalence of disability for working-age people (ages 21 to 64) was:</p> <ul style="list-style-type: none"> • 9.3 percent among Whites • 3.4 percent among Black / African Americans • 3.0 percent among Asians • 24.3 percent among Native Americans • 18.7 percent among persons of some other race(s)

Source: U.S. Census Bureau, 2010 American Community Survey

Additional Information Regarding People with Disability in the State

Disability Type: In 2011, the prevalence of the six disability types among persons of all ages in NH was:

- 1.6% reported a Visual Disability
- 3.8% reported a Hearing Disability
- 5.8% reported an Ambulatory Disability
- 4.3% reported a Cognitive Disability
- 2.0% reported a Self-Care Disability
- 4.7% reported an Independent Living Disability

Employment: In 2011, the employment rate of working-age people (ages 21 to 64) with disabilities in NH was 37.9 percent.



Looking for Work: In NH in 2011, the percentage actively looking for work among people with disabilities who were not working was 10.9 percent.

Full-Time/Full-Year Employment: In NH in 2011, the percentage of working-age people with disabilities working full-time/full-year was 22.2 percent.

Annual Earnings: In NH in 2011, the median annual earnings of working-age people with disabilities working full-time/full-year was \$42,800.

Annual Household Income: In NH in 2011, the median annual income of households with working-age people with disabilities was \$42,800.

Poverty: In NH in 2011, the poverty rate of working-age people with disabilities was 21.5 percent.

Supplemental Security Income: In 2011, the percentage of working-age people with disabilities receiving SSI payments in NH was 22.0 percent.

Educational Attainment: In 2011, the percentage of working-age people with disabilities in NH:

- with only a high school diploma or equivalent was 38.9 percent
- with only some college or an associate degree was 28.0 percent
- with a bachelor's degree or more was 17.4 percent.

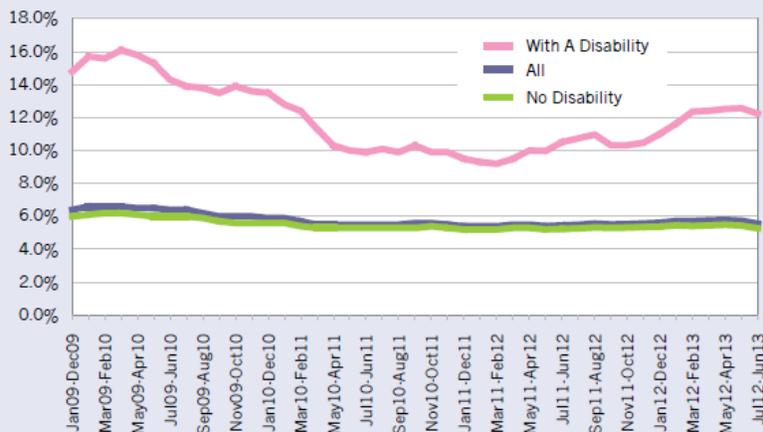
Veterans Service-Connected Disability: In 2011, the percentage of working-age civilian veterans with a VA determined Service-Connected Disability was 14.5 percent in NH.

Health Insurance Coverage: In 2011 in NH, 85.5 percent of working-age people with disabilities had health insurance.

Source: U.S. Census Bureau, 2010 American Community Survey

Unemployment: From 'Measuring New Hampshire's Economic Health: A Workforce Perspective' it was identified that the number of unemployed persons with a disability dropped from about 4,300 in 2010 to around 3,500 in 2012. This corresponded to a decrease in the unemployment rate for persons with a disability from 13.0 percent in 2010 to 11.0 percent in 2012. In comparison, however, the unemployment rate for persons with no disability was about the same, going from 5.5 percent in 2010 to 5.4 percent in 2012. The improvement in the unemployment rate among persons with a disability was attributed primarily to persons exiting the labor market. During the same time span the labor force participation rate for individuals with a disability dropped from 28.7 percent in 2010 to 26.8 percent in 2012.

Chart 8: NH Unemployment Rate, 12-Month Moving Average



Source: U.S. Census Bureau, unpublished Current Population Survey data (12-month moving averages)

Education level had an impact for both disabled and non-disabled persons. Those with a higher level of education are more likely to participate in the labor force, and usually have a lower unemployment rate. This was demonstrated over the 12-month period from July 2012 through June 2013, where about a third of disabled persons with a bachelor's degree or higher participated in the labor force. The unemployment rate for this group was 3.3 percent, which is comparable to the 3.1 percent unemployment rate for non-disabled persons with the same educational attainment. A different picture emerged for disabled persons with a high school diploma or less education. This group had an unemployment rate of 17.9 percent, more than double the 8.2 percent unemployment rate for non-disabled persons with the same level of education. Less than a quarter of disabled persons with a high school diploma or less education participated in the labor force.

Provision of Services and Service Delivery

At any time that a state is unable to serve all individuals determined eligible, the state is required to implement an Order of Selection to assure that individuals with the most significant disabilities are receiving priority in the delivery of services. NHVR, in conjunction with the SRC, regularly monitors the agency's ability to provide services to all eligible individuals. At this time the agency has sufficient resources and is projected to have sufficient resources in the coming fiscal year.

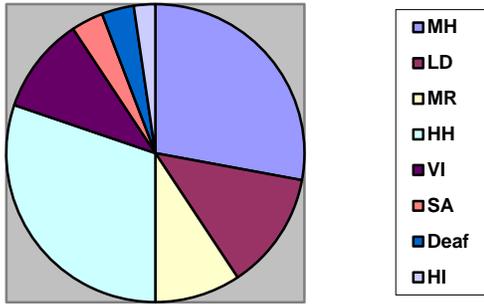
An Overview of Activity and Accomplishment –

During Federal Fiscal Year 2012, NH Vocational Rehabilitation

- Worked with 8,711 eligible clients
- Received 3,086 new applicants
- Helped 1,087 individuals with disabilities gain employment
- Of the individuals who gained employment
 - The average hourly wage was \$13.80
 - Total earnings of these employees in the first year was \$21,786,819
 - The average hours worked per week was 28
 - The average weekly salary was \$400.68
 - The average annual salary was \$20,099

Customer information

Types of Disabilities Served FY 12



Mental Health (MH)	24%
Learning Disabilities (LD)	11%
Mental retardation (MR)	8%
Hard of Hearing (HH)	26%
Blind or Visual Impairment (VI)	9%
Substance abuse (SA)	3%
Deafness (Deaf)	3%
Head Injury (HI)	2%

Ages of Customers

Total number of customers successfully rehabilitated in various age groups

Age	Count
14-20	62
21-25	165
26-30	101
31-35	74
36-40	59
41-45	91
46-50	130
51-55	118
56-60	133
61-65	89
66-70	31
71-75	10
Over 75	24

5 year snapshot

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Successful Rehabilitation	1087	1085	1043	1101	1219
Eligible Clients Served	8711	8192	7305	7920	7245
New Applicants	3086	3411	3107	2853	2806
Rehabilitation Rate (% closures with an employment outcome)	41%	40%	43%	35%	55%

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Percent of all employment outcomes that were competitive, self or BEP	98%	95%	95%	93%	92%

Breakdown of employment type achieved

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Competitive	88%	88%	91%	92%	91%
Homemaker	4%	4%	4%	5%	4%
Self-Employment	1%	1%	1%	1%	1%
Other	7%	6%	4%	2%	4%

Weekly changes in income

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Before VR	\$193.71	\$168.32	\$164.91	133.21	\$125.22
After VR	\$385.56	\$355.08	\$343.26	339.80	330.29
Weekly change	\$191.85	\$186.76	\$178.35	206.59	\$205.07

Age of successful closures (number)

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
14 – 20	62	65	81	102	118
21-25	165	152	147	178	178
26-30	101	87	81	98	114
31-35	74	82	81	61	84
36-40	59	94	79	68	103
41-45	91	108	101	103	124
46-50	130	125	134	143	140
51-55	118	115	128	128	136
56-60	133	112	97	105	113
61-70	120	115	94	86	82
71-75	10	15	9	16	16
Over 75	24	15	11	13	11

Type of Disability

		FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Blind or Visual Impairment	Successfully closed	97	90	83	98	128
Deafness	Successfully closed	28	26	31	27	41
Hard of Hearing	Successfully closed	279	253	201	162	144
Acquired Brain Injury	Successfully closed	24	25	18	23	30
Mental Illness	Successfully closed	259	270	269	260	279
Mental Retardation	Successfully closed	49	46	55	62	76
Substance Abuse	Successfully closed	36	40	27	30	30
Learning Disabilities	Successfully closed	125	136	127	166	154

Individuals who are minorities

		2012	2011	2010	2009	2008
	Successfully closed	43	52	38	33	58

Service Timeframes

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Average time from application to eligibility	24.90 days	24.82 days	26.16 days	25.71 days	26.7 days
Average time from eligibility determination to plan development	3.32 months	3.63 months	4.3 months	4.47 months	4.3 months
Average time from application to successful closure	19.44 months	19.03 months	20.66 months	22.39 months	22.48 months

Hours and Earnings

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Average weekly wages for those who were successfully employed	\$400.68	\$371.51	\$359	\$340.00	\$330.29

Average annual income for those successfully employed with earnings	\$20,099	\$19,318.52	\$18,668	\$17,680	\$17,175.08
Percent of successfully employed working 35 hours or more	43%	42%	41%	38%	44%
Percent of successfully employed working 20 or more hours per week	76%	74%	74%	73%	76%
Percent of successfully employed working at or above the state average wage	9%	8%	5%	6%	7%
Percent of successfully employed working at or above minimum wage	96%	95%	96%	95%	86%
Percent of successfully	63%	61%	62%	60%	62%

employed working at or above poverty level					
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Cost Benefit

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
For every \$1 VR Spends, Clients earn	\$8.14	\$8.62	\$7.67	\$9.91	\$10.09
For every \$1 VR spends, Clients pay back in taxes	\$1.63	\$1.72	\$1.53	\$1.98	\$2.02

The average number hours worked by persons rehabilitated.

				(baseline year)
	2012	2011	2010	2009
	28.6	27.1	27.07	27.7

1.7 The number of SSI recipients and SSDI beneficiaries who achieve Substantial Gainful Activity earnings level for at least ninety days.

	2012	2011	2010	2009
	95	83	75	95

1.8 The percent of persons rehabilitated in full-time competitive employment who are covered by health insurance through employment.

	2012	2011	2010	2009
	25%	19%	24%	24%

1.9 Number of successful employment outcomes after participating in post-secondary education.

	2012	2011	2010	2009
	79	109	96	96

1.11 The number of individuals who successfully achieve self-employment.

	2012	2011	2010	2009
	6	9	11	11

Goal 2---Effective and efficient use of resources

2.2 Percent for whom eligibility is determined in 60 days or less from application unless the customer agrees to an extension.

	2012	2011	2010	2009
	86%	93%	91%	89%

2.4 Percent for whom IPEs are developed within 120 days or less from eligibility unless the customer agrees to an extension.

	2012	2011	2010	2009
	75%	3.94 months	4.04 months	4.27 months

2.6 Average expended per rehabilitation for the life of the case.

	2012	2011	2010	2009
	\$4,703	\$4,161	\$4,593	\$4,300

2.7 Annual number of persons in service (status 02-24 +32).

	2012	2011	2010	2009
	9,582	8,507	7698	6781

2.8 Annual contribution to IPE costs through comparable benefits and services.

			(Baseline year)
	2012	2011	2010
	\$108,818	\$92,757	\$55,803

2.10 The average wage achieved by persons referred to placement or supported employment providers.

	2012	2011	2010	2009
	\$9.73	\$9.93	9.27	9.11

Federal Standards and Indicators:

RSA monitors and evaluates the agency's ability to meet or exceed standard performance measures. The standards are divided into two major content areas that encompass seven indicators. Each state agency's data is computed and measured against the standards and indicators on an annual basis. In order to meet Standard 1, an agency must meet or exceed the required performance levels for four of the six indicators, including two of the three primary indicators. In order to meet Standard 2, an agency must meet or exceed the required performance level for Indicator 2.1.

		Accomplished				
Indicator	Minimum Standard	2012	2011	2010	2009	2008
1.1: Change in Employment Outcomes	0 or +1	+1	+42	-58	-118	+6
1.2: Percent of Employment Outcomes	55.8%	59.05%	61.23%	62.23%	56.32%	76.38%
1.3: Competitive Employment Outcomes — a primary indicator	72.6%	96.13%	95.48%	95.49%	94.73%	95.57%
1.4: Significance of Disability — a primary indicator	62.4%	91.57%	91.70%	92.27%	92.62%	95.45%
1.5: Earnings Ratio — a primary indicator	.52 (ratio)	0.56	.554	.545	.537	.59
1.6: Self-Support	53.0 (math difference)	49.2	53.67	53.11	54.46	55.28
2.1: Minority Background Service Rate	.80	.92	.964	.828	.882	1.093

1. BASIC-VR: Performance measures

Closure types - Shows the flow of individuals through the program; from the RSA-113.

Table of grantee data, by fiscal year

New Hampshire Division of Adult Learning and Rehabilitation - Vocational Rehab Closure types	FY2006	FY2007	FY2008	FY2009	FY2010	FY2011
Closed with employment	1,382	1,213	1,219	1,101	1,043	1,085
Closed without employment	723	562	377	869	633	687
Closed from order of selection	0	0	0	0	0	0
Closed from trial work/extended evaluation	1	0	0	3	2	2
Closed as applicant	182	180	187	219	185	161
Total closed	3,545	2,651	2,406	3,331	2,603	2,864
Percent accepted for services who received no services	37.39%	28.17%	28.08%	36.64%	30.63%	34.39%

Caseload Size:

2012	2011	2010	2009	2008
150	148	136	138	127

Comparison Data – NH Vocational Rehabilitation and National Averages for General and Combined States (FY 2008).

How does NH Vocational Rehabilitation compare with other state agencies? Are there any areas that deserve further investigation?

This table provides the number of individuals by type of disability whose cases were closed after receiving services in FY 2011 and provides percentages for each type of disability category based on both agency totals and national statistics.

Table 3. Individuals whose cases were closed after receiving services by disability for NHVR

Category	Number	Increase or decrease from prior year	Percent of agency total	National average for general/combined agencies
Visual impairments	108	+20	6.09%	2.90%
Physical disorders	383	-4	21.61%	24.06%
Communicative impairments	327	+51	18.45%	9.73%
Cognitive impairments	458	+31	25.85%	29.37%
Mental and emotional (psychosocial) disabilities	496	-2	27.99%	33.93%
Total	1,772	+96	100.00%	100.00%

Source: Rehabilitation Services Administration

Special populations served

Two groups merit particular attention because of their unique VR needs: those of transition age (ages 14-24) and those over 65. This section provides statistics for these special populations.

Table 4. Special populations served

Special population	Number	Increase or decrease from prior year	Percent of agency total	National average for general/combined agencies
Transition age (14-24)	457	+33	25.79%	35.18%
Over 65	55	+9	3.10%	1.66%

SSI recipients and SSDI beneficiaries

The following table shows Supplemental Security Income (SSI) recipients and Social Security Disability Insurance (SSDI) beneficiaries.

Table 5. SSI recipients and SSDI beneficiaries

Category	Number	Increase or decrease from prior year	Percent of agency total	National average for general/ combined agencies
SSI recipients	303	+2	17.10%	18.69%
SSDI beneficiaries	466	-14	26.30%	18.22%

The following section focuses on outcomes in various ways: type of employment, disability, special populations, SSI recipients, and SSDI beneficiaries. For this section, "achieved employment" is defined as individuals who obtained employment after receiving services. See Appendix A for the definition of employment outcome and for criteria for closing cases (34 CFR 361.5(b)(16) and 361.56). Of the individuals whose cases were closed after receiving services from NHVR in FY 2011, 61.23% or 1,085 achieved employment, compared to the national average for general and combined agencies of 53.56%.

Of individuals who achieved employment, 95.48% or 1,036 achieved competitive employment, compared to the national average for general and combined agencies of 96.48%. Competitive employment means employment at or above minimum wage in an integrated setting. See Appendix A for the definition of competitive employment. See 34 CFR 361.5(b)(11).

Table 7. Average hours worked per week and average hourly earnings, competitive employment

Category	Competitive employment
Average hours worked per week	28.33
National average for general/ combined agencies hours worked per week	31.14
Average hourly earnings	\$12.61
National average hourly earnings for general/ combined agencies	\$11.21

Table 8. Employment outcomes by type of employment

Type of employment	Number	Percent of agency total	National average for general/combined agencies
Employment without supports in an integrated setting	960	88.48%	82.93%
Employment with supports in an integrated setting	67	6.18%	12.85%
Self-employment	9	0.83%	2.25%
BEP	1	0.09%	0.04%
Homemaker and unpaid family worker	48	4.42%	1.79%

Table 9. Average hours worked per week and average hourly earnings by type of employment

Type of employment	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
Employment without supports in an integrated setting	29.23	32.23	\$12.74	\$11.44
Employment with supports in an integrated setting	17.46	24.17	\$8.81	\$8.94
Self-employment	8.00	28.17	\$24.67	\$13.71
BEP	60.00	36.45	\$24.00	\$9.06
Homemaker and unpaid family worker	0.00	0.01	\$0.00	\$0.00

Table 10. Employment outcomes by disability

Disability	Number	Percent of agency total	National average for general/combined agencies
Visual impairments	90	8.29%	3.48%
Physical disorders	179	16.50%	23.12%
Communicative impairments	289	26.64%	13.69%
Cognitive impairments	279	25.71%	29.66%
Mental and emotional (psychosocial) disabilities	248	22.86%	30.05%
Total	1,085	100.00%	100.00%

Table 11. Employment rates by disability

Disability	Employment rate	Change from prior year	National average for general/combined agencies
Visual impairments	83.33	-12.12	64.34
Physical disorders	46.74	-11.66	51.52
Communicative impairments	88.38	+2.15	75.35
Cognitive impairments	60.92	+0.50	54.11
Mental and emotional (psychosocial) disabilities	50.00	+2.41	47.46

Table 12. Average hours worked per week and average hourly earnings by disability

Disability	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
Visual impairments	16.91	22.97	\$10.92	\$9.50
Physical disorders	26.19	31.54	\$12.61	\$12.28
Communicative impairments	32.18	33.13	\$15.34	\$13.60
Cognitive impairments	25.56	28.84	\$9.70	\$9.35
Mental and emotional (psychosocial) disabilities	27.10	30.96	\$10.86	\$10.31

Employment outcomes for special populations

Table 13. Employment outcomes for special populations

Special population	Number	Percent of agency total	National average for general/combined agencies
Transition age (14-24)	249	22.95%	34.02%
Over 65	49	4.52%	2.47%

Table 14. Employment rates for special populations

Special population	Employment rate	Change from prior year	National average for general/combined agencies
Transition age (14-24)	54.49%	-5.18%	51.83%
Over 65	89.09%	+4.31%	79.51%

Table 15. Average hours worked per week and average hourly earnings for special populations

Special population	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
Transition age (14-24)	25.61	29.90	\$9.21	\$9.56
Over 65	21.51	22.74	\$12.37	\$10.78

Employment outcomes for SSI recipients and SSDI beneficiaries

Table 16. Employment outcomes for SSI recipients and SSDI beneficiaries

Category	Number	Percent of agency total	National average for general/combined agencies
SSI recipients	164	15.12%	13.44%
SSDI beneficiaries	240	22.12%	15.07%

Table 17. Employment rates for SSI recipients and SSDI beneficiaries

Category	Employment rate	Change from prior year	National average for general/combined agencies
SSI recipients	54.13%	-3.68%	38.54%
SSDI beneficiaries	51.50%	-0.38%	44.32%

Table 18. Average hours worked per week and average hourly earnings for SSI recipients and SSDI beneficiaries

Category	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
SSI recipients	17.57	22.05	\$9.96	\$8.80
SSDI beneficiaries	17.54	22.39	\$10.18	\$9.75

The table below provides the number of agency full-time equivalent (FTE) staff in each category, as compared to the prior year and national average for general and combined agencies. See Appendix A for the definitions used in the RSA-2 for reporting purposes.

Table 19. Staffing patterns

Type	FY 2011	Increase or decrease from prior year	Percent of agency total	National average for general/combined agencies
Administrative staff	8	-2	8.79%	12.12%
Counselor staff	51	+1	56.04%	45.01%
Support staff	25	+3	27.47%	40.96%
Other staff	7	no change	7.69%	1.92%
Total staff	91	+2	100.00%	100.00%

B. Funds used

In FY 2011 NHVR used \$16,598,465 for its VR program, a decrease of 2.76%. Compared to the prior year, the use of funds for administration decreased by 54.69% and the use of funds for all client services increased by 10.13%. Of the funds used for client services, 47.58% was used for services provided directly by the agency and 52.42% was used for services purchased from other providers.

Table 21. Funds used

Type of funds	FY 2011	Increase or decrease from prior year	Percent of agency total	National average for general/combined agencies
Administrative	\$1,536,960	-1,855,444	9.26%	11.15%
Total all client services	\$15,061,505	+1,384,840	90.74%	88.85%
Agency-provided services	\$7,166,480	-223,388	43.18%	43.39%
Purchased services	\$7,895,025	+1,608,228	47.56%	45.47%
Total funds used	\$16,598,465	-470,604	100.00%	100.00%

C. Expenditures on services

Of the \$15,061,505 used on client services, 2.95% or \$444,188 was used on services to groups. The following table provides the remaining expenditures on services provided to individuals, whether purchased or provided directly by NHVR.

Table 22. Services provided to individuals

Service	FY 2011	Increase or decrease from prior year	Percent of agency total	National average for general/combined agencies
Assessment, counseling, guidance, and placement provided by NHVR personnel	\$6,722,292	-74,949	44.63%	42.39%
Assessment (purchased only)	\$908,956	-494,940	6.03%	5.53%
Placement (purchased only)	\$313,100	-151,712	2.08%	5.65%
Treatment of physical and mental impairments	\$1,872,729	+792,324	12.43%	7.22%
Postsecondary education	\$1,088,668	+201,257	7.23%	8.22%
Other training and education	\$2,067,080	+1,050,759	13.72%	13.71%
Assistance with living expenses	\$118,065	+22,614	0.78%	2.13%
Transportation	\$426,102	+60,303	2.83%	2.45%
Personal assistance, reader, or interpreter services	\$245,819	+76,211	1.63%	0.84%
All other services	\$854,506	+51,412	5.67%	10.19%
Total expenditures on services provided to individuals	\$14,617,317	+1,533,279	97.05%	95.93%

Of the \$15,061,505 used on client services, 2.65% or \$399,805 was used on rehabilitation technology services.

Table 24. Standard 2: Did the state agency ensure that individuals from minority backgrounds have access to VR services?

Indicators	RSA minimum performance level	FY 2010	FY 2011
2.1 What was the ratio of the minority population served by the VR program compared to the ratio of the nonminority population served by the VR program?	0.800	0.828 Met	0.964 Met

Decisions made in formal reviews

When participants in the VR program are dissatisfied with services, they have a variety of options for addressing their dissatisfaction. They may engage in mediation with concurrence of the state agency, may request an informal or formal review, or may take legal action.

Table 25. Decisions made in formal reviews

Type	Number	Increase or decrease from prior year
In individual's favor	0	-1
In agency's favor	1	-1

Types of complaints/issues involved in disputes

Table 26. Types of complaints/issues involved in disputes

Types of complaint or issue	Mediation	Impartial hearing requests	Reviews of IHO decisions	Civil actions
Applicant eligibility for VR	0	0	0	0
Nature/contents/scope of IPE	0	0	0	0
Quality of counseling services	0	0	0	0
Delivery/quality of other VR services	0	0	0	0
Cost of services	0	0	0	0
Termination of services/service record closure	0	0	0	0
All other complaints/issues	1	1	0	0

Transition

Finding a job may be harder for transition-aged youth. A report by the Annie E Casey Foundation cited that nationally youth employment is at its lowest level since World War II with only half of young people holding jobs in 2011. This lack of employment may lead to lasting consequences as youth who miss out on early work experience are more likely to endure later unemployment and are less likely to achieve higher levels of career attainment. Those shut out of the labor market for considerable periods, especially in the early stages of their careers have seen reduced prospects in later connections to jobs and job opportunities. *Source: Youth and Work: restoring teen and young adult connections to opportunity*

According to the NH ELMI, New Hampshire youth ages 16 to 19 have experienced major shifts in employment patterns over the past four years. First, the number of youth who usually work full time has dropped. Second, the third quarter spike in the number of youth working full time (which essentially doubles the number working full time during other parts of the year) virtually disappeared in 2010 and 2011. The third quarter employment spike reappeared in 2012, but rose only to slightly over half of pre-recession levels. Throughout this period, the youth labor force participation rate dropped by about ten percentage points, but through the first two quarters of 2013, the rate has risen slightly above 2007 levels. Yet, because of the current labor market, with limited openings and intense competition between workers of all ages, the traditional seasonal job market for youth has dissipated. Although youth are participating in the labor force, the number who are working full-time is not rising as fast. Persons with little or no experience may still have a difficult time getting "a foot in the door" despite the expectation that a little under half of the projected job openings over the next year or so will require short-term on-the-job training, but no postsecondary education.

Out of the 22,536 projected job openings in New Hampshire from fourth quarter 2012 to fourth quarter 2014, 10,357 openings are for jobs that typically require short-term (one month or less) on-the-job training, a high school diploma or less education, and no previous work experience. Training and increased opportunities for internships are pivotal in the quest for placement of youth in employment and reemployment of the long-term unemployed.

On a positive note, recent state initiatives to promote education have reduced the dropout rate. According to the New Hampshire State Department of Education, the cohort rate (defined by the New England Secondary School Consortium in parallel with national definitions) was 3.08 percent for the 2011-2012 school year, down from 3.30 percent for 2010-2011. These initiatives, in combination with lack of employment opportunities in New Hampshire's labor market for youth, have encouraged many young people to stay in school. Future employment opportunities will continue to be linked to education and training beyond high school.

Demographics: While other areas of the state show an older population, children represent a significantly larger proportion of the population in southeastern NH, with the highest proportion of those under 18 residing near the Massachusetts border. Because this region incorporates Boston's suburban sprawl and includes Manchester, Nashua and the Seacoast, it attracts and retains a significant family-age population.

Diversity: Diversity in the child population is increasing more rapidly than that of the adult population, areas where minority children represent a significant proportion of all children are more numerous. This was seen in the 2010 data that revealed 12.2 percent of the NH child population belonged to a minority compared to 6.3 percent of the adult population. These children are not spread evenly across the state. In the Concord-Manchester-Nashua corridor, there are places where the populations of minority children exceed 40%. Concentrations of minority children are largest in the City of Manchester, where 30 percent of children belong to a minority.

Poverty: Because poverty levels are highest for children, a careful look at this most vulnerable of populations is critical. The child poverty situation in the City of Manchester highlights the fact that even in a state with the lowest child poverty rate in the country, pockets of high child poverty exist. In the City of Manchester, 24 percent of all children are below the poverty line. This represents a striking contrast with Nashua, where only 10.5 percent of children are in poverty or in suburban areas of Hillsboro County where less than 5% of the children are in poverty. Data for 1989 and 1999 suggest that there have long been disparities in poverty levels, though the situation in Manchester appears to have worsened over the last decade. Reference: Carsey Institute

Agency data relative to transition

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Number of clients in caseload under 21	1139	1418	1162	1500	1016
Referrals who were under 21	664	731	987	534	598

Goal 3---Increase educational attainment, employment and self-sufficiency of transition-aged youth. (In NH for the data related to transition youth, the agency includes individuals referred to the agency who are 21 or younger at time of referral).

NHVR will demonstrate equal or improved performance when compared to the baseline for the following measurable indicators:

3.1 Number of new applications from transition students. A baseline was determined utilizing FY 09 data.

	FY 2012	FY 2011	FY 2010	FY 2009
	664	731	660	602

3.2 Number of new IPEs for transition students. NEW IPES

	FY 2012	FY 2011	FY 2010	FY 2009
	340	485	400	340

3.3 Rehabilitation rate for transition students. Rehab Rate

	FY 2012	FY 2011	FY 2010	FY 2009
	50%	52%	64%	66.8%

3.4 Of transition students who achieve competitive employment, the difference between the percent who reported their own income as the largest single source of economic support at closure compared to the percent at application.

Single source

	FY 2012	FY 2011	FY 2010	FY 2009
	82%	75%	82%	78%

3.5 Average hourly wage of transition students rehabilitated.

Hourly wage

	FY 2012	FY 2011	FY 2010	FY 2009
	\$9.28	\$9.00	9.69	8.97

In FY 2012 the number of transition aged students participating in a post-secondary training program following graduation was 129.

Agency Transition Project and Program data

Project SEARCH

- Six sites throughout the state
 - Concord
 - Manchester
 - Nashua
 - Keene
 - Portsmouth
 - Claremont/Lebanon
 - Designed to be a half or full year program for students receiving Area Agency services with a focus on internship and skill development opportunities within the healthcare sector leading to employment
- Since 2008,
 - Over 100 students have completed the program statewide
 - Job placement rate is 71%, with over 70 students becoming employed
 - On average, students are working 18 hours per week and earning \$8.68/hour
- Since the end of 2012, sites have been participating in targeted technical assistance provided by Project SEARCH nationally

Project INCOME

- Training program for Office Skills
- Focuses on individuals in the Manchester/Nashua area
- Participants are young adults who experience high functioning Autism
- Two classes of six or seven participants per year.
 - Began in the Spring of 2012
 - At least 10 are employed
 - Participants work an average of 10 hours/week at \$7.25/hour

Project INVEST

- An introductory learn-to-earn program designed to serve high school juniors and seniors at least 16 years of age, who have chronic medical conditions or mild learning disabilities. Students should be basically work-ready, and able to perform assigned tasks without the need for continued support.
- Will focus on the Lebanon and surrounding area in the spring of 2014
- Three (3) 10-hour volunteer internships with 3 different employers.
- Students will receive \$7.50/ hr plus a \$25 bonus for each exit report completed

Earn & Learn/Granite State Independent Living

- Partnership with Manchester School District
- A program to reengage students at risk of dropping out by providing opportunities to earn credit through Extended Learning Opportunities (ELO) and to gain employment skills through classroom experience and an internship program
- Students attend classes at GSIL in Manchester 4 days per week, and then spend a day on the work site
- Since inception 248 ELO's were completed.
- 31 students graduated from high school and 4 students received their GED.
- 41 students graduated from the Earn and Learn Opportunities Program October 2011- September 2012:
 - 3 students graduated from high school
 - 1 received a GED
 - 1 pursuing a GED
 - 34 students returned back to high school
 - 2 did not return back to high school
 - 11 obtained employment

A Chance to Experience Success (ACES)

- For high school students ages 16 to 17 with primary disabilities of either learning disability and/or ADHD
- Two week on campus stay at Keene State College
- Workshops, activities, and job shadows that focus on creating employment and post school goals as well as developing skills toward independence
- Since 2010, 47 students have participated in the program.
 - 2012 ACES an ELO option
- Follow up indicates:
 - Increased self-confidence and greater knowledge of what the student wants to do after high school
 - A greater number of schools participating in activities to support ACES: internships, changes in the IEP/Transition Plan, AT, ELO
 - Larger number of students who complete ACES are indicating a desire to explore post-secondary education or training
 - At least six students are receiving assistance from VR toward exploration, and two are receiving funding support
 - At least six students are exploring going directly into employment, or in one instance the military

Teacher Internship

- Provides district personnel an opportunity to learn about NHVR on a deeper level, building knowledge of available resources and services for adults in order to build better collaboration, and improved post school outcomes for students
- Three-week experience for high school educators
- Three days at Central office, two weeks in the field with the transition counselors
- Teachers earn 3 graduate credits through Keene State College
- To date, 12 teachers participated successfully

Transition Survey

What do school personnel and VR Counselors see as the needs for assisting transition-aged youth? What are the barriers/unmet needs?

Vocational Rehabilitation Special Education/School District Survey
Summary of Results June 2010

Thirty-one (31) surveys were collected that covered all geographical areas of the state. The surveys were completed by various staff, including Directors of Student Services, Assistant Superintendents, Transition Coordinators, Special Education Coordinators, Directors of Pupil Services, Job Experience coordinator, and out of district coordinators.

When asked if they kept track of VR referrals, the answer was split: 51.6% said yes, and 48.4% said no. Some comments included that they haven't in the past, but that they will begin to do so in the future. For those schools that said yes, the average number of referrals for the 2008-2009 school year was 10.88 (total of 174). The average of those that had IEPs was 7.88 (total 126), while there was an average of 1.09 for those with 504 plans (total of 12).

For disability types served, 80.6% said Specific Learning Disability, while 67.7% responded with both Emotional Disturbance and Autism.

When asked what triggers a referral to VR, 83.9% responded with IEP team, 74.2% said age, and 58.1% said grade level. Some comments included:

"special ed. Law requires that we make referral to VR at 14 or older and to document when we did" (this is a misperception of the law...IDEA does not require referral to VR, so this needs to be cleared up with them)

"interest in obtaining meaningful employment"

If people responded with "age" for the above question, they were asked for the typical age and why. Some responses included:

"varies based on disability, referral generally 18 years of age or older, VR staff basically dictates"

"14. Compliance"

Respondents were asked about the typical disabilities referred to VR, and the top three responses were Specific Learning Disability, Mental Retardation, and Emotional Disturbance. One of the comments said, "we were told years ago to refer every student on an IEP and 504 as well as any other students who may have a condition that may be a barrier to employment. Lately, we've been discouraged from referring students."

School staff were asked about what the students' goals were when working with VR. Comments included transition to employment, maintain or gain independent living skills, develop appropriate workplace skills, prevocational skills, short-term training programs, assistance with job placement, assistance finding a career, career assessment and financial aid.

When asked about the schools' goals when working with VR, comments included same as students, that VR provide assistance as part of the student's IEP team, to make introduction to VR staff, employment, training, college, to meet regularly with VR staff—should involve assignments that students can do with support of their case manager, transportation is a big issue, and facilitate transition from high school to adult setting.

When asked about services currently being received, many respondents said “NONE”. Some said “none, unless completed high school”. One said “None, hired an outside agency, more effective”. Some other comments included:

- planning, career exploration, search, equipment, voc. evals, driver's ed., job coach, etc.
- Laconia responded with “Our VR counselor has in class access to students for job coaching and skill building activities. We also provide transportation and para support for groups of students to go out at least 2 times per week into the community on job sites. Our VR counselor is wonderful at providing services to our students when she is available.”
- Voc assessments-unfortunately, services usually occur after the students leave school and we often don't know what is done. Is there a way to let the schools know more about what is going on with students?
- Attending meetings and interest surveys
- some testing and guidance-no more than that

When asked about services that should be offered, the comments included “I am happy with above services” and “More voc. counselors for this region.” Other comments:

- more education to students and families regarding life after high school
- connections between school and work sites, assisting the team in developing strong, appropriate IEP goals
- paid job training, more on the job coaching
- voc assessments to identify barriers
- PT summer placements
- work more collaboratively with schools in identifying needs of students
- group skill building with students from other schools would be fantastic
- regular contacts with local business for ongoing internships would be helpful
- VR counselor should be an integral part of the students' transition team, VR counselor should minimally attend the annual IEP, counselor should develop a relationship with students over the transition years to really know the student, etc.

When asked whether it is the school's practice to invite the VR counselor to IEP meetings, 83.9% said yes, while 16.1% said no. Comments included “we have been told they don't have time, so we don't invite them”, “used to, now they don't come, so we don't invite”, and “if the parent agrees”. One person commented that the counselor comes to school 1 day per month.

Questions 14-17 were about VR's attendance at meetings and communication. Two schools indicated that the VR counselor was always at an IEP meeting when transition was discussed, and one said never, with most respondents saying sometimes. In terms of overall communication, the answers varied widely depending on location, etc. Some schools replied that they never see anyone from VR, while others say they communicate

regularly and that the counselor is in the building 2 times a month. Further analysis of location, etc, will need to be looked at.

The schools were split on whether the communication was sufficient, with 51.6% saying yes, and 48.4% saying no.

Question 18 asked about barriers to accessing VR services and some of the comments included:

- sending districts need the info
- referral criteria not consistent, description of available services not clear to staff, parents and students
- lack of communication, lack of staff, lack of follow through
- don't seem interested in seeing students until they are in 12th grade
- lack of consistent service provision
- not enough counselors, funding, limited services available
- communication
- I would like to start the process with students sooner and services to be implemented prior to graduation
- helpful to have a timeline
- distance

Question 19 asked about strengths of the current VR transition program. Comments included:

- knowledgeable staff
- none at this time
- the services, when delivered, are exactly what the students who qualify need
- ability to connect students to vocational services/training, assistance with career exploration, job search and placement
- guidance after high school
- VR counselor is realistic
- willing to work with students and families, good resource, builds good rapport with family and student
- at this point, very little
- services for visually impaired students, job developer
- very informed, great connections
- willingness to work with SAU level staff, through Angela, at transition workgroup meetings

When asked about training needs comments included:

- overview of services, timeline
- for school: referral process and criteria, description of services, availability of services
- VR needs to understand special ed law, transition process, and special ed process
- standardized regional trainings for schools
- VR counselors need to understand adolescent psychology and special education.
- Would like school district involvement in transition counselor hiring
- training about VR to high school staff, students and parents
- More VR counselors
- parent training

When asked for any other comments, people thanked us for doing this and thanked us for asking for input.

Transition Counselor Survey
Summary
June 2010

At least one counselor survey was received from each Vocational Rehabilitation regional office. Fourteen surveys total were collected by Survey Monkey.

For the counselors who responded, the total caseload average is 180. These counselors have a transition caseload average number of 47.07, and an adult caseload of 124.29.

Most counselors felt that they had a good relationship with the schools they covered, with some exceptions. Some people mentioned that they had better relationships with some over others, that they only were in schools when invited, or that they had better relationships with some case managers than others.

Most counselors responded that students were typically referred at 17 and 18, some commented that it was generally two years before graduation.

According to counselors, by far the most referred group of students are those with a specific learning disability. Emotionally disturbed came in second, and there was a three way tie between autism, mental retardation and other health impaired. There was a comment that there has been a recent rise in referrals for those with Asperger's Syndrome.

Of the counselors' current customers, an average of 44.29 of the customers have IEPs (total number 620), and only an average of 1.83 have a Section 504 Plan (total number of 22)

When describing their role on the IEP team, most counselors feel that they provide consultation and recommendations for transition planning, and that they offer information regarding vocational implications of disability. Bringing the team information from the world of work, and guidance and counseling of students was mentioned. One counselor stated, "Consultative early on, moving toward vocational mentoring and service provision, plan development and placement as student approaches senior yr and graduation." One other stated, "Attend IEP meetings".

When asked about working with guidance counselors, all counselors felt that there was minimal, if any, contact with students' guidance counselors.

Between the ages of 14-16, VR counselors mostly responded that they have very few referrals in this age group. Most stated that they play a generally consultative role, and represent and explain the VR process. Some mentioned some guidance and counseling, and career exploration to help inform courses of study.

From 16-18, most counselors provide career assessment, guidance and counseling, driving evaluations, vocational evaluations, job search assistance, and college planning.

From 18-21, counselors included items from above, and added things such as job placement, job shadows, vocational training, along with other direct services. Some counselors mentioned helping students connect with other agencies.

Of the respondents, a total of 84 transition students are attending post secondary programs, with 83 of them receiving financial support from Vocational Rehabilitation.

Necessary traits or characteristics to be a successful transition counselor:

Flexibility	Respect For Nhvr Program	Respect For Educators
Ability To Communicate	Specialized Transition Caseload	Team Player
Caring Attitude	Dedicated To Students	Good Time Mgmt
Patience	Diplomacy	Positive Attitude
Collaboration	Student Focused	Relate To Young Adults
Follow Through	Full Time Structure	
Desire To Immerse Oneself In School Culture		

**Understand VR role and school obligations, and understanding of federal and state law, understanding special education and IEPs were all mentioned often.

Barriers to the provision of effective VR transition services:

Large caseload	Lack of counselors	Lack of transition counselors
Inability to close cases while students are in high school		
Lack of consistent message across the state		
Schools lack of understanding of NHVR , misunderstanding of VR		
Lack of relationships with special ed and guidance		
Desperately need computers/internet access in the schools and/or laptops. The tools are in the computers.		
Communication between agencies.		
Too many schools along with a general caseload.		

Tools/training/activities to enhance VR transition counselor role:

More staff, more transition counselors	Access to internet/CMS in schools
Ability to close cases while students in school	Training in Emotional Disturbance
Training in special ed law and IEPs	Clear/ concise message statewide

NH Special Education Data

**New Hampshire Department of Education
Statewide Census by Disability
as of October 1, 2012**

Age	Primary Disabilities													Total
	AUT	DB	DD	ED	HI	MD	ID	OHI	OI	SLD	SLI	TBI	VI	
3	72	1	322	0	13	8	0	58	6	0	453	1	7	941
4	78	0	393	1	10	14	2	48	3	0	497	1	9	1,056
5	118	1	469	3	8	16	0	78	4	0	525	0	8	1,230
6	114	0	513	6	14	14	3	91	5	22	470	2	11	1,265
7	135	0	513	27	15	16	2	187	6	162	476	1	6	1,546
8	145	0	357	69	24	19	16	255	3	427	439	2	12	1,768
9	151	0	142	90	16	25	35	346	3	736	344	3	13	1,904
10	167	0	0	151	14	24	41	419	5	981	335	5	5	2,147
11	175	0	0	147	10	27	51	439	6	1,056	303	8	10	2,232
12	172	3	0	204	29	31	63	508	8	1,061	210	3	6	2,298
13	166	0	0	210	17	27	75	511	6	1,064	204	4	5	2,289
14	147	1	0	249	11	27	69	522	8	1,118	178	5	6	2,341
15	150	1	0	290	14	27	79	538	4	1,104	149	7	8	2,371
16	137	0	0	297	13	24	87	534	6	1,140	140	12	4	2,394
17	122	2	0	314	18	29	65	489	4	1,094	140	6	3	2,286
18	62	0	0	95	8	28	76	176	5	358	56	6	0	870
19	40	0	0	26	2	25	47	37	1	37	10	1	2	228
20	40	0	0	17	1	25	52	15	1	5	2	2	2	162
21	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	2,191	9	2,709	2,196	237	406	764	5,251	84	10,365	4,931	69	117	29,329

		AM	AS	BL	HI	MU	PI	WH	Total	%
AUT	Autism	5	37	35	55	13	5	2,041	2,191	7.47%
DB	Deaf-Blind	0	0	0	0	0	0	9	9	0.03%
DD	Development Delay	11	44	74	139	23	3	2,415	2,709	9.24%
ED	Emotional Disturbance	3	6	78	76	8	0	2,025	2,196	7.49%
HI	Hearing Impairment	1	7	5	17	3	0	204	237	0.81%
MD	Multiple Disabilities	0	9	11	12	0	3	371	406	1.38%
ID	Intellectual Disability	2	9	31	38	0	1	683	764	2.60%
OHI	Orthopedic Impairment	9	42	129	170	21	2	4,878	5,251	17.90%
OI	Other Health Impairment	0	2	0	3	1	0	78	84	0.29%
SLD	Specific Learning Disability	36	70	253	481	33	6	9,486	10,365	35.34%
SLI	Speech/Language Impairment	16	95	98	218	26	11	4,467	4,931	16.81%
TBI	Traumatic Brain Injury	0	0	3	6	0	0	60	69	0.24%
VI	Visual Impairment	0	3	4	3	0	1	106	117	0.40%
Grand Total		83	324	721	1,218	128	32	26,823	29,329	100.00%

Student Gender:

Male	66.00%	19,357
Female	34.00%	<u>9,972</u>
		<u>29,329</u>

Race Legend is:

AM = American Indian or Alaska Native	0.28%
AS = Asian	1.10%
BL = Black or African American	2.46%
HI = Hispanic/Latino	4.15%
MU = Two or More Races	0.44%
PI = Native Hawaiian/Pacific Islander	0.11%
WH = White	<u>91.46%</u>
	<u>100.00%</u>

Sped % of Regular Enrollment 10.68%

Estimated Population of 6 to 21 years
of age July 11, 2012 Census 255,996

Population data 2010 accessed October 2012 from 'http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml'

Prepared by Tilton, Ralph 2/27/2013

Social Security Administration Data

New Hampshire

Table 3. Number of recipients in state (by eligibility category, age, and receipt of OASDI benefits) and amount of payments, by county, December 2012

County	ANSI Code	Total	Category		Age			SSI recipients also receiving OASDI	Amount of payments (thousands of dollars) ^a
			Aged	Blind and disabled	Under 18	18–64	65 or older		
Total, New Hampshire	33	19,233	867	18,366	2,597	14,604	2,032	6,662	10,273
Belknap	33001	993	31	962	126	784	83	345	524
Carroll	33003	717	16	701	72	591	54	263	395
Cheshire	33005	1,179	40	1,139	193	870	116	466	620
Coos	33007	939	26	913	83	761	95	359	467
Grafton	33009	1,059	35	1,024	136	819	104	380	540
Hillsborough	33011	6,734	432	6,302	958	4,933	843	2,209	3,775
Merrimack	33013	2,320	105	2,215	339	1,753	228	772	1,214
Rockingham	33015	2,356	106	2,250	305	1,812	239	754	1,235
Strafford	33017	2,043	64	1,979	245	1,600	198	808	1,054
Sullivan	33019	893	12	881	140	681	72	306	449

SOURCES: Social Security Administration, Master Beneficiary Record and Supplemental Security Record, 100 percent data.

NOTE: ANSI = American National Standards Institute.

a. The state payment total does not equal the sum of the rounded county totals.

CONTACT: (410) 965-0090 or statistics@ssa.gov.

Number of recipients: See Table 2.

Table 1. Number of recipients by state or other area, eligibility category, age, and receipt of OASDI benefits, December 2012

State or area	Total	Category		Age			SSI recipients also receiving OASDI
		Aged	Blind and disabled	Under 18	18–64	65 or older	
All areas	8,262,877	1,156,188	7,106,689	1,311,861	4,869,484	2,081,532	2,759,751
Alabama	177,045	10,877	166,168	29,893	118,201	28,951	64,307
New Hampshire	19,233	867	18,366	2,597	14,604	2,032	6,662

Supported Employment

The Agency has developed relationships with both the State Community Developmental Services Administration and the State Community Mental Health Services Administration. The relationships are designed to enhance the collaboration of rehabilitation, case management and vocational service provider personnel with eligible individuals and their families regarding the implementation and continuation of individualized supported employment.

NH Vocational Rehabilitation shall continue to provide training and technical assistance according to identified need with existing resources, including the development of new strategies and the refinement of existing structures to encourage full integration.

Over the past few years, policy issues and funding concerns have impacted the mental health system and some of the initiatives they had been working to put into place.

	FY 2012	FY 2011	FY 2010	FY 2009	FY 2008
Number of individuals served identified as supported employment	772 (9%)	769	394	629	653
Number of individuals successfully employed with a supported employment outcome	81 (7%)	49	42	55	82

Survey: NHVR counseling staff were asked to complete a survey to assess the use and comfort level of providing supported employment services to customers of the agency.

The overall comfort level of providing supported employment services among those responding to the survey was 62.7% responded that they were either very comfortable or comfortable. Staff surveyed identified a number of areas where staff felt uncomfortable around the supported employment process and/or requested additional training, these included:

- Provision of long term supports, particularly in instances where there was no identified long term funding agency (use of natural supports and other sources for the provision of supports)
- CRP training in supported employment and the development of supports
- Process for transferring to the long-term support source

Customer Survey

How do customers perceive services received from NHVR? What are the areas of concern identified? What areas of need are identified?

The agency in collaboration with the State Rehabilitation Council engaged RKM Research & Communications to conduct a customer satisfaction survey on behalf of the agency and the Council each of the three years of the assessment period. The survey used was designed to allow vocational rehabilitation customers the opportunity to provide feedback about the agency through which they are currently receiving services or had received services in the past.

Those offered to participate in the survey were chosen randomly from those who had completed the program successfully, those who did not successfully complete the program and those who were currently receiving services. The survey was administered as a telephone survey.

Information about the total number of surveys completed each program year (PY) is below:

	PY 2011	PY 2010	PY 2009
Successfully Completed	202	201	200
Currently enrolled	178	279	159
Were unsuccessful in achieving their employment goal	60	76	77
Total completed surveys	440	556	436

Overall American Customer Satisfaction Index Score

	PY 2011	PY 2010	PY 2009
ACSI	78	76	76

Reason many customers enroll in the program: To the question ‘What are the specific reasons why you enrolled in the VR program?’, the primary reason noted was to get a job

Reasons provided	PY 2011	PY 2010	PY 2009
To get a full-time job with benefits	26%	19%	20%
To get a part-time job	24%	21%	18%
To get a better job	21%	18%	21%
To get a full-time job without benefits	10%	9%	5%
To continue their education	21%	18%	20%

Other reasons noted for coming to VR included: a device for work, learning to read, living independently, device for mobility, and rehabilitation services.

Top reasons provided for not completing the VR program (respondents who did not complete the VR program were asked why they stopped using VR services)

	PY 2011	PY 2010	PY 2009
Health or personal problems	20%	28%	17%
Services did not help	20%	18%	17%
Felt they were dropped by VR or their counselor	7%	13%	9%
Dissatisfied with the services they were receiving	10%	11%	13%
Dissatisfied with counselor	3%	7%	14%

Other reasons noted included: found a job, were in school/training, and no longer needed.

When asked how satisfied are you with the services you received through VR:

	PY 2011	PY 2010
Completely Satisfied	46%	42%
Very Satisfied	29%	23%
Total Completely and Very Satisfied	75%	65%
Moderately	14%	17%
Only somewhat	7%	10%
Not at all satisfied	4%	7%

How could VR improve its services to better meet your needs? (question only asked in PYs 2009 and 2011)

	PY 2011		PY 2009
More help finding a job	20%		6%
More attention to individual needs	20%		9%
More help getting education/training	18%		9%
Better communication with counselors/staff	18%		4%
More counselors / staff	17%		6%
Better/more follow-up	17%		7%
Less paperwork / bureaucracy	16%		3%
Unable to identify any means of improvement	34%		9%

Other ideas for improvement included: more convenient locations, provide transportation, more opportunities/services, speed up process of getting services, and better counselors/staff.

Responses to 'Do you have any comments you would like to share with the Advisory Council [SRC]

	PY 2011	PY 2010	PY 2009
Great experience or results	38%	23%	14%
Thank you/great job	35%	17%	15%
Great personnel	26%%	9%	8%
Needs improvement (general)		4%	12%

Others noted: more personal attention, expanded personnel/services, publicize program, more organized/efficient, did not deliver results.

Overview of Findings and Discussion

Services Received by Customers

- Many VR customers applied for services to get a job (2009; 2010; 2011)
- VR customers rate counselors and staff highly (2009; 2010; 2011)
- Most customers did not have a negative experience in the VR program (2009; 2010)
 - 2009 – only 27% of respondents noted that they had a negative experience while participating in VR services while nearly 2/3 of respondents recalled having a positive experience in the VR program
 - 2010 - only 33% of respondents noted that they had a negative experience while participating in VR services while nearly three-quarters of respondents recalled having a positive experience in the VR program
 - 2011 – while 35% of respondents noted that they had a negative experience while participating in VR services, nearly three-quarters of respondents recalled having a positive experience in the VR program

Measures of Overall Satisfaction

- VR services met or exceeded the expectations of many customers (2009; 2011)
- Most respondents received high emotional value from VR services (2009; 2011)
- VR services were rated highly by many customers (2010; 2011)
- VR received a strong ACSI score, particularly among customers who achieved their goals in the program (2009; 2010; 2011)

Evaluation of Specific Aspects of the Agency and the Services Provided

- More than three-fourths of VR customers reported the services helped them achieve at least some of their goals (2009; 2010; 2011)

- Compared to 2010, more respondents appear to be achieving all of their goals (2011)

Problems and Areas for Improvement

- Dissatisfaction with VR services is the most common reason for not completing the program, followed by dissatisfaction with a counselor and health or personal problems (2009)
- Health or personal problems is the most common reason for not completing the program, followed by the services not helping and being dropped by VR or by the counselor (2010).

Forums

Six public forums were held throughout the state each of the three years of this assessment. The purpose of these events was to provide an opportunity for assessing the rehabilitation needs of individuals with significant disabilities residing in the state, receiving comments and recommendations to update the rehabilitation and career needs of individuals with significant disabilities residing in the state and the need for supported employment services. Individuals included in the forums included customers of vocational rehabilitation, community rehabilitation program staff, disability advocacy and service agencies, NH Workforce Investment partners, and school personnel. Notification of the forums were disseminated via direct mail and listserves to the above groups. Public notices were placed in strategic newspapers as well as press releases and public service announcements were distributed to print and other media in New Hampshire.

Assessment data was sought from various individuals, groups and agencies including individuals who experienced and/or worked with individuals with the most significant disabilities, including the need for supported employment services; individuals with disabilities who are minorities; individuals who have been unserved or underserved by the vocational rehabilitation program; individuals served through other components of the statewide workforce system and individuals served through Community Rehabilitation Programs (CRPs).

Comments received from these particular solicited areas included:

Individuals who experienced and/or worked with individuals with the most significant disabilities, including the need for supported employment services. Examples of responses received:

- Transportation
- Benefits counseling assistance
- Agency should improve counselor's knowledge and awareness in the areas of accommodations including rehabilitation technology
- Continuing education for counselors on disability areas and the continuing research and developments in rehabilitation
- Ticket to Work and expanded options for individuals
- Continue to build relationships with Mental Health Centers and Area Agencies

Individuals with disabilities who are minorities. Examples of responses received:

- Continued Agency efforts in outreach to culturally diverse populations
- Accessible services, including interpreters and forms

Individuals who have been unserved or underserved by the vocational rehabilitation program; Examples of responses received:

- Additional training for counselors in specific disability areas, including mental illness and acquired brain injury

- Additional outreach and information to individuals who experience mental illness; acquired brain injury and deafness

Individuals served through other components of the statewide workforce system; Examples of responses received:

- Agency should continue to have a presence in the One Stop Centers
- Agency should continue to work collaboratively with other systems and agencies to provide services to customers

And individuals served through Community Rehabilitation Programs (CRPs).

- Oversight of CRPs
- Training to assure CRPs working with NHVR customers have the skills and resources necessary
- Capacity
- Counselor should maintain more regular contact with the customer when the customer is working with a CRP
- Customers' access to CRP reports
- Issues should be brought to the attention of the counselor when they occur

Comments on the services provided by the agency fell into several categories:

- General questions about the agency and its services
- Communication and the need for maintaining contact
- Working with Community Rehabilitation Programs
- Funding
- Ideas for improving services
- Interagency relationships
- Transition
- Rehabilitation needs
- Service provision

The rehabilitation needs identified within the forums fell into several broad categories. The findings identified the following areas of rehabilitation needs for persons with disability in NH:

- Awareness
- Education
- Outreach
- Access
- Collaboration
- Transition
- Housing
- Transportation
- Placement
- Information and Referral / Resources

- Staff Development
- Training

Survey (Survey Monkey)

In addition to inviting customers, community rehabilitation programs, workforce investment partners, school personnel and other disability community members to participate in the public forums, the ah of the three years of the assessment.

The survey instrument was developed by the SRC State Plan Committee in conjunction with the VR leadership. The information obtained was reviewed along with the responses from the surveys and similar trends and issues emerged.

In 2011, 96 individuals responded to the survey; 36 responded in 2012 and 32 in 2013

Primary respondents to the survey were persons with disability.

*The report below is included in its entirety including appendices on pages __ through __.
The original numbering was updated for inclusion in this needs assessment report.*



**NH – SRC Workgroup
Statewide Needs Assessment
Target Group – Veterans
FY 2011**

Workgroup Chair: Lorna Greer

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1. Introduction:

People with disabilities can work and take advantage of the opportunities available to the citizens of New Hampshire, yet they face barriers unique to their situation, barriers that prevent them from achieving their goals. Vocational rehabilitation helps individuals with disabilities to achieve their employment goals through the provision of services to address those barriers. In fiscal year 2010, New Hampshire Vocational Rehabilitation (NHVR) assisted 1,043 individuals with disabilities gain employment.

New Hampshire Vocational Rehabilitation (NHVR) in collaboration with the State Rehabilitation Council is required to conduct a comprehensive statewide needs assessment describing the rehabilitation needs of individuals residing in the state (34 CFR 361.29). The needs assessment must be conducted every three years and include information on the rehabilitation needs of individuals with disabilities in the state, particularly the rehabilitation needs of three specific groups: 1) individuals with the most significant disabilities including their need for supported employment services; 2) individuals who are minorities or who have been unserved or underserved by the vocational rehabilitation program; and 3) individuals with disabilities served through other components of the statewide workforce investment system.

This year as part of the 2011-2013 needs assessment, the SRC took on the task of identifying veterans as a target population to investigate.

2. Statistics and Projections

Population

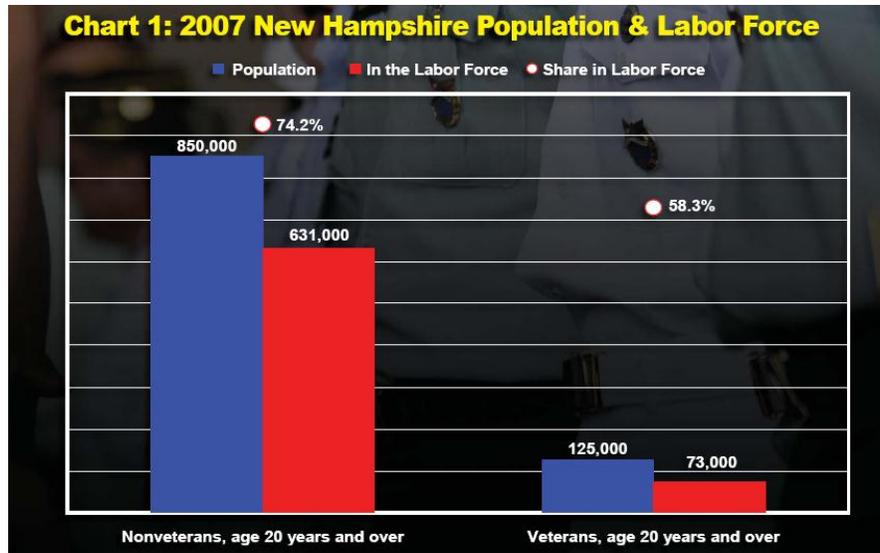
NH has a population of 1,316,470 based on the most recent census data. (2010 U.S. Census).

The most recent veteran breakdown at the time of this report is the Veteran Status American Community Survey Estimate 2005 – 2009. Data from this source reveals an estimate of 12.3 percent of the civilian population 18 years and older who are veterans (approximately 124,688 veterans).

New Hampshire Population & Labor Force

From “Veterans in New Hampshire 2009”, a publication of New Hampshire Employment Security’s Bureau of Employment and Labor Market Information:

- There were roughly 125,000 veterans age 20 years and over in New Hampshire in 2007. In contrast, there were 850,000 nonveterans age 20 years and over.
- About 73,000 veterans age 20 years and over were in the labor force, compared to 631,000 nonveterans age 20 years and over.
- The labor force participation rate for veterans age 20 years and over was 58.3%.
- The labor force participation rate for nonveterans age 20 years and over was 74.2%.
- According to the Current Population Survey, in 2007 there were 1,053,000 people age 16 years and over in New Hampshire’s total non-institutional civilian population. About 746,000 of those were in the labor force.



New Hampshire Labor Force Distribution

From “Veterans in New Hampshire 2009”, a publication of New Hampshire Employment Security’s Bureau of Employment and Labor Market Information

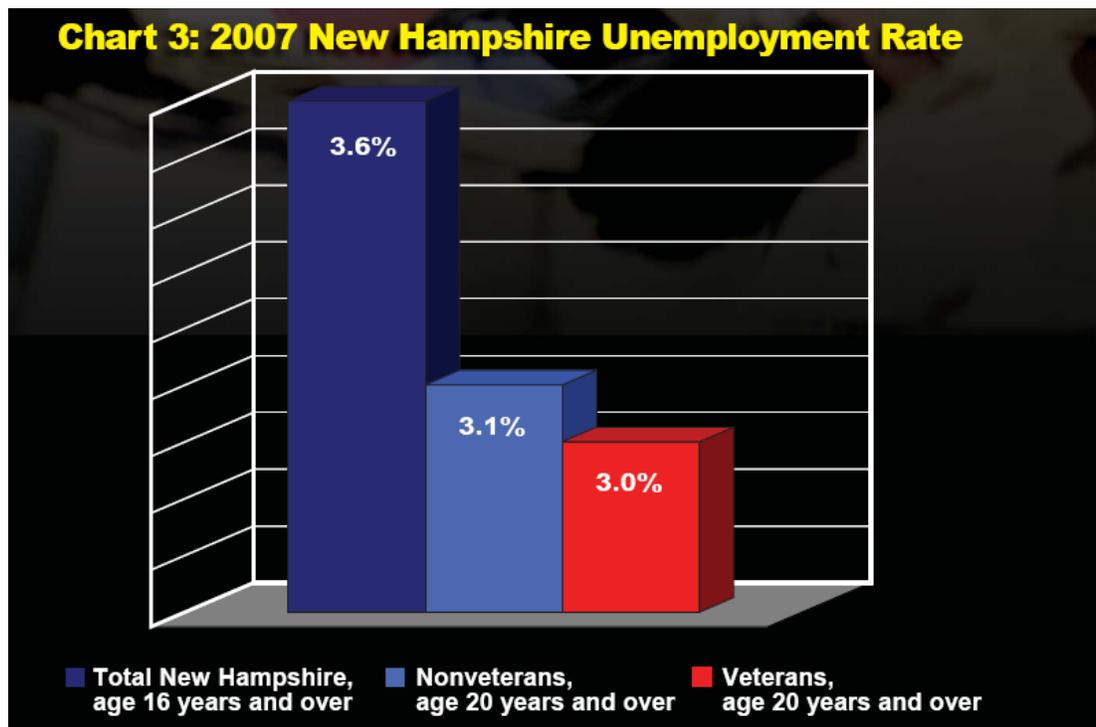
- The number of veterans age 20 years and over in the labor force was small relative to the statewide labor force. Of the 73,000 veterans age 20 years and over in New Hampshire’s labor force, 71,000 were employed and only 2,000 were unemployed. There were roughly 52,000 not in the labor force.
- Of the nonveteran labor force 20 years and over, 612,000 were employed and 19,000 were unemployed. The remaining 219,000 nonveterans were not actively participating in the labor force.
- To be a member of the labor force an individual must be age 16 years or over, and either working or looking for work. An individual not able to work or not available for work and not seeking employment, is not counted as part of the labor force.



New Hampshire Unemployment Rate

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information:

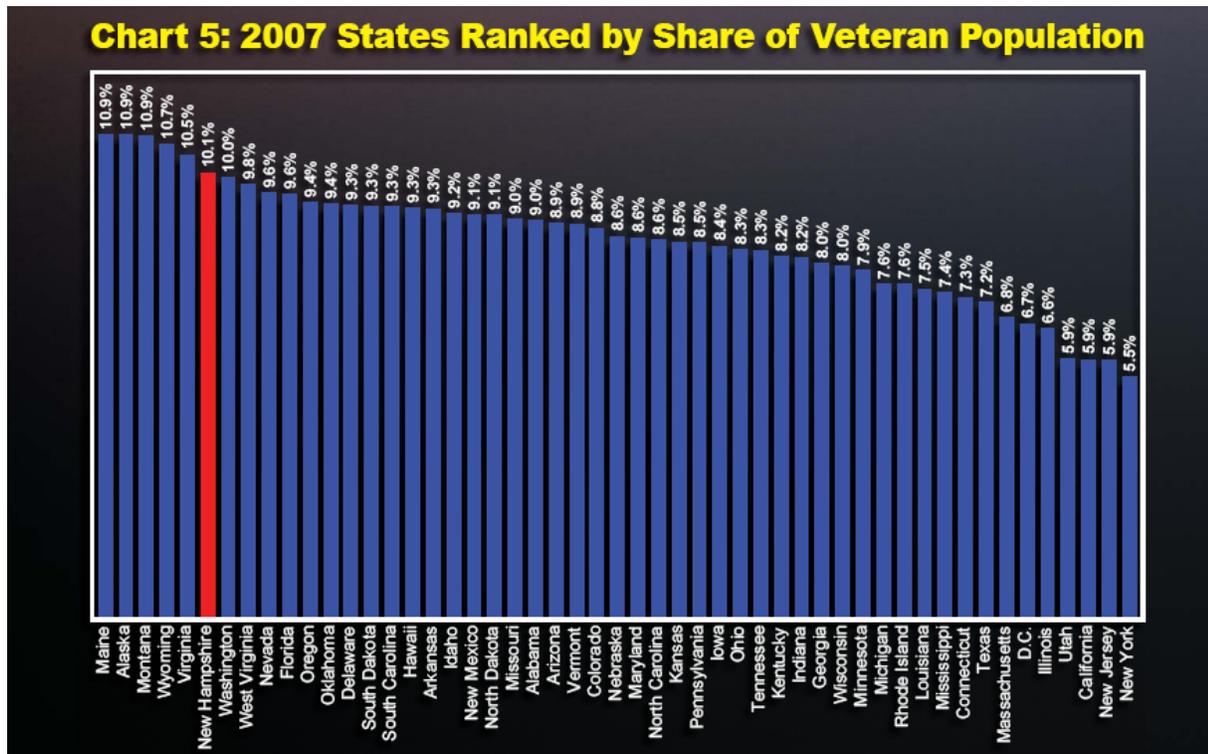
- The unemployment rate in 2007 was lower for veterans age 20 years and over than for nonveterans age 20 years and over, according to information from the Current Population Survey.
- Among New Hampshire's veterans age 20 years and over, the 2,000 unemployed resulted in an unemployment rate of 3.0% in 2007.
- Overall, New Hampshire's unemployment rate in 2007, for the total noninstitutionalized population age 16 years and over was 3.6%.
- The unemployment rate for just the nonveteran population age 20 years and over was 3.1%.
- Unemployment rates represent the share of labor force participants who are not working.



States Ranked by Share of Veteran Population

From “Veterans in New Hampshire 2009”, a publication of New Hampshire Employment Security’s Bureau of Employment and Labor Market Information:

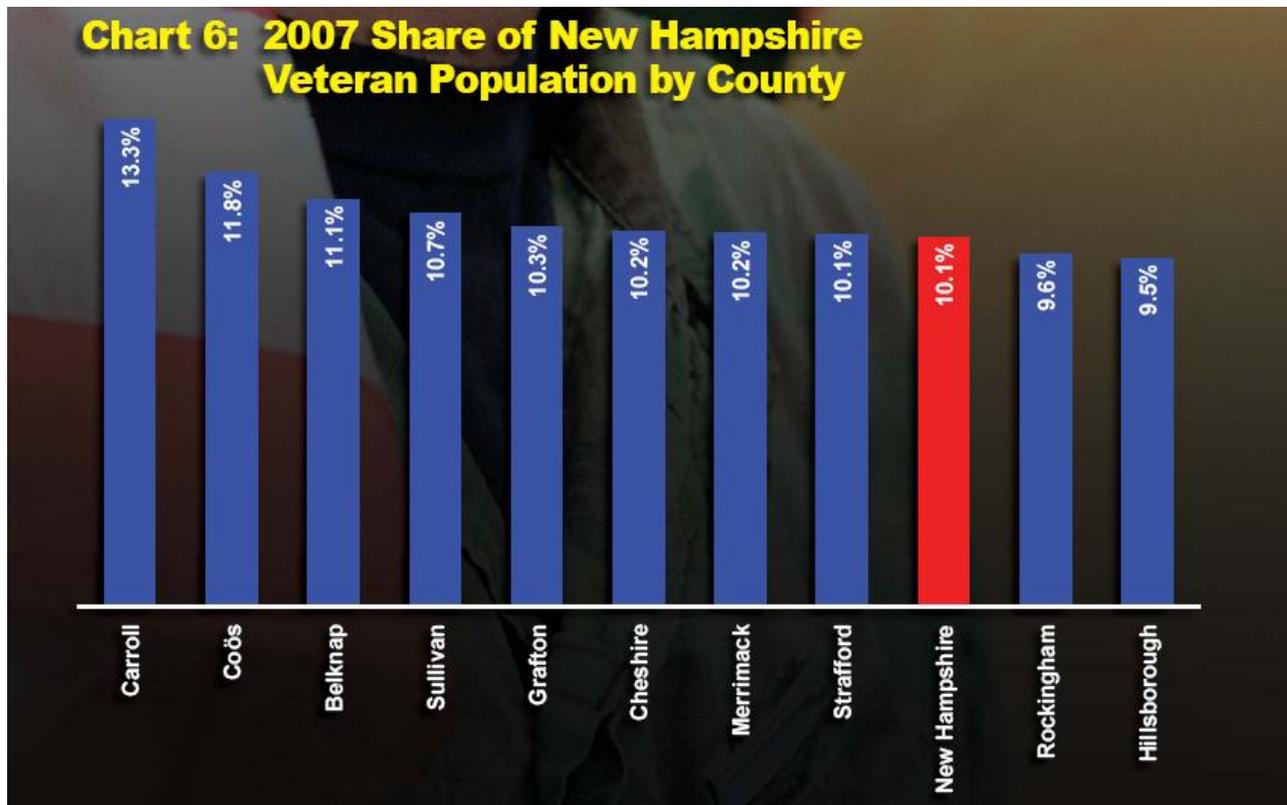
- In 2007, New Hampshire had the 6th largest share of its population with veteran’s status among all states and the District of Columbia.



Share of New Hampshire Veteran Population by County

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information

- In 2007, there were more than 132,000 veterans in New Hampshire. That represented 10.1% of the state's 2007 population.
 - Carroll County had the largest share with 13.3% veterans in its population.
 - Eight counties had a larger share of veteran population than the state average of 10.1%.



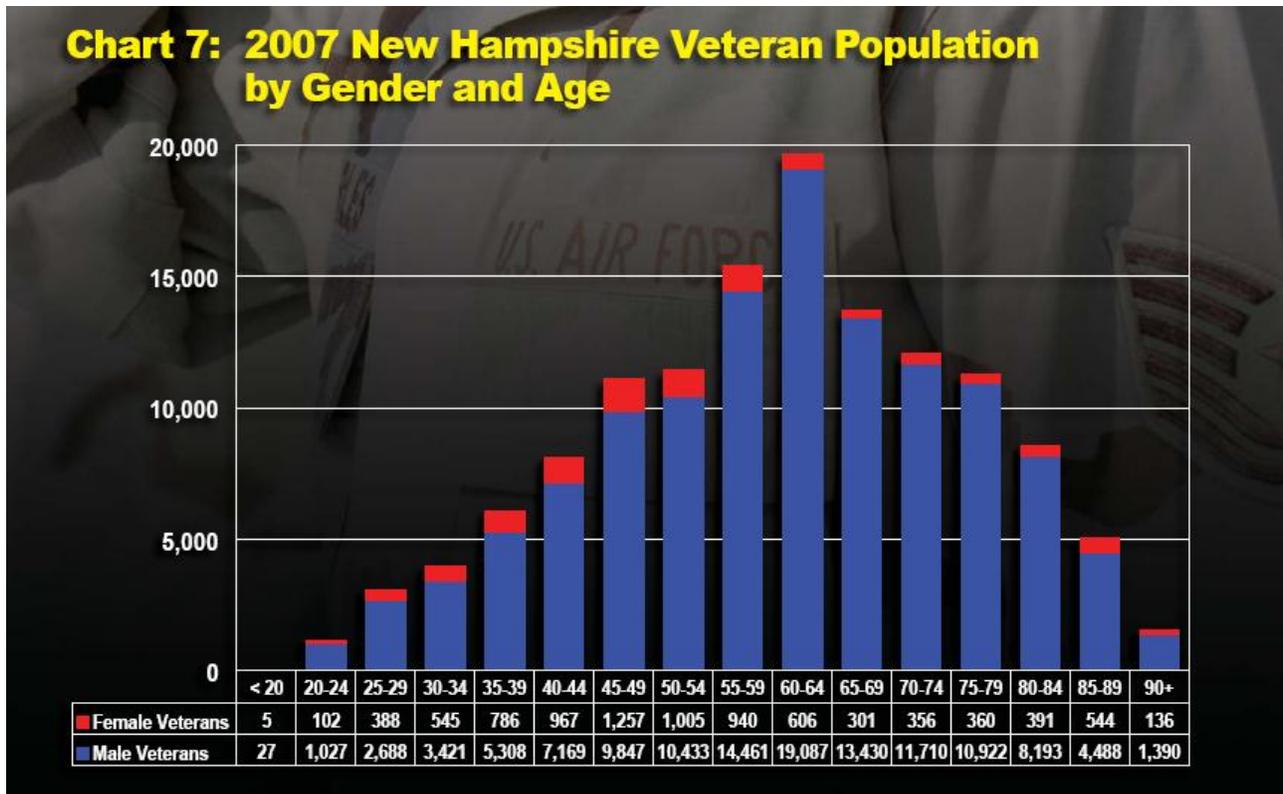
New Hampshire Veteran Population by Gender and Age

From “Veterans in New Hampshire 2009”, a publication of New Hampshire Employment Security’s Bureau of Employment and Labor Market Information:

- Estimates of New Hampshire veterans in 2007 showed that the 60 to 64 year age group had the largest number of veterans, just shy of 20,000.
 - The highest number of veterans in the 60 to 64 year age group ties in directly with the largest number of veterans having served during the Vietnam Era.

- Statewide, the 45 to 49 year age group had the largest number of female veterans, over 1,200.
 - The number of females in the 45 to 49 year age group could be tied to the fact that the Gulf War period had the highest number of female veterans.

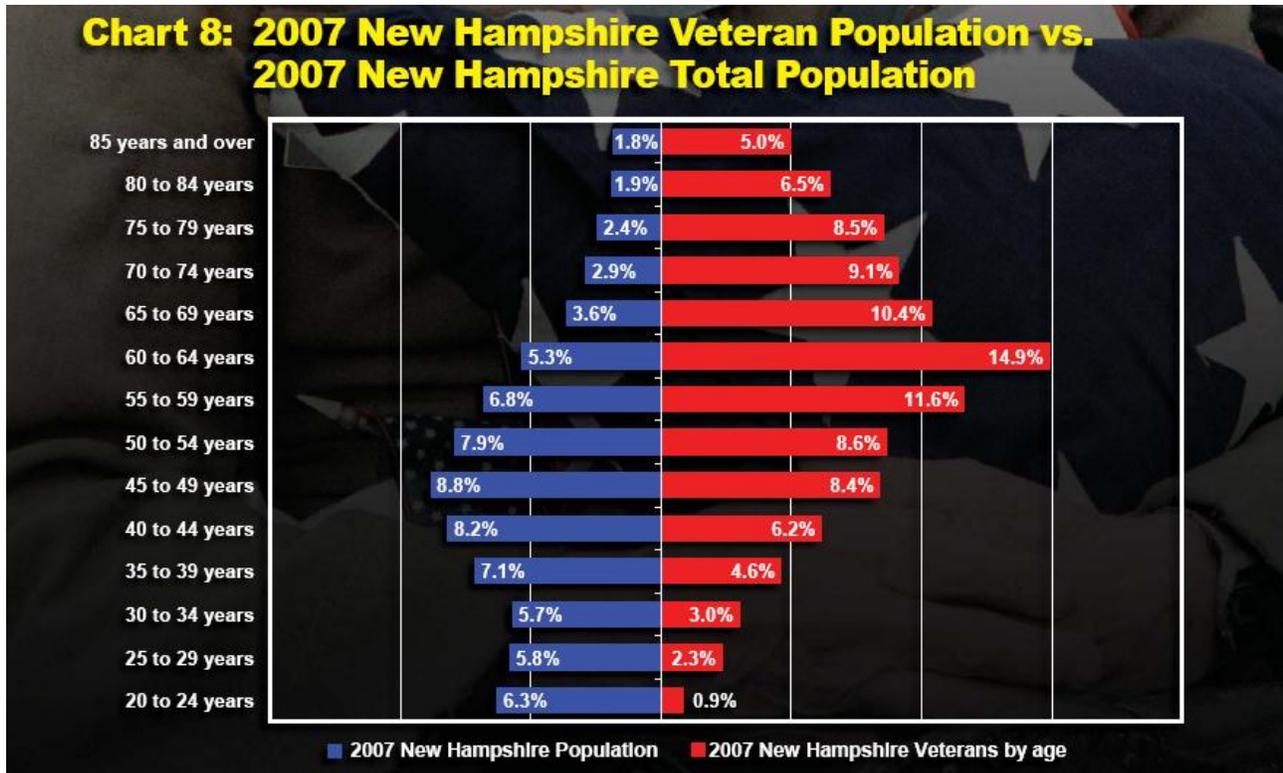
- In 2007, over 15,000 veterans in New Hampshire were age 80 years or over.



New Hampshire Veteran Population vs. New Hampshire Population

From “Veterans in New Hampshire 2009”, a publication of New Hampshire Employment Security’s Bureau of Employment and Labor Market Information:

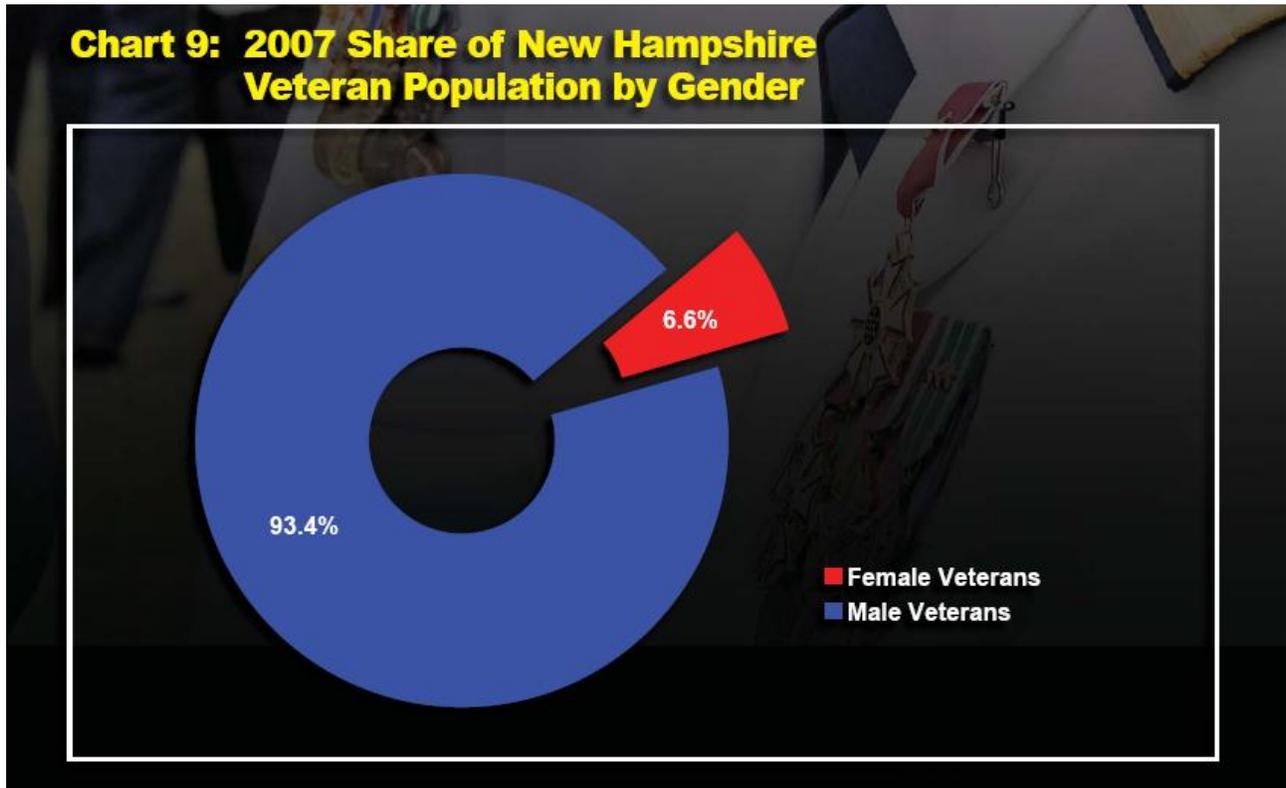
- The largest share of New Hampshire’s veterans was in the 60 to 64 year age group, in contrast to the statewide population in which the 45 to 49 year age group had the largest share.
- The share of veterans in each of the age groups 50 years and over was larger than the corresponding statewide share of total population in each age group.



Share of Veteran Population by Gender

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information:

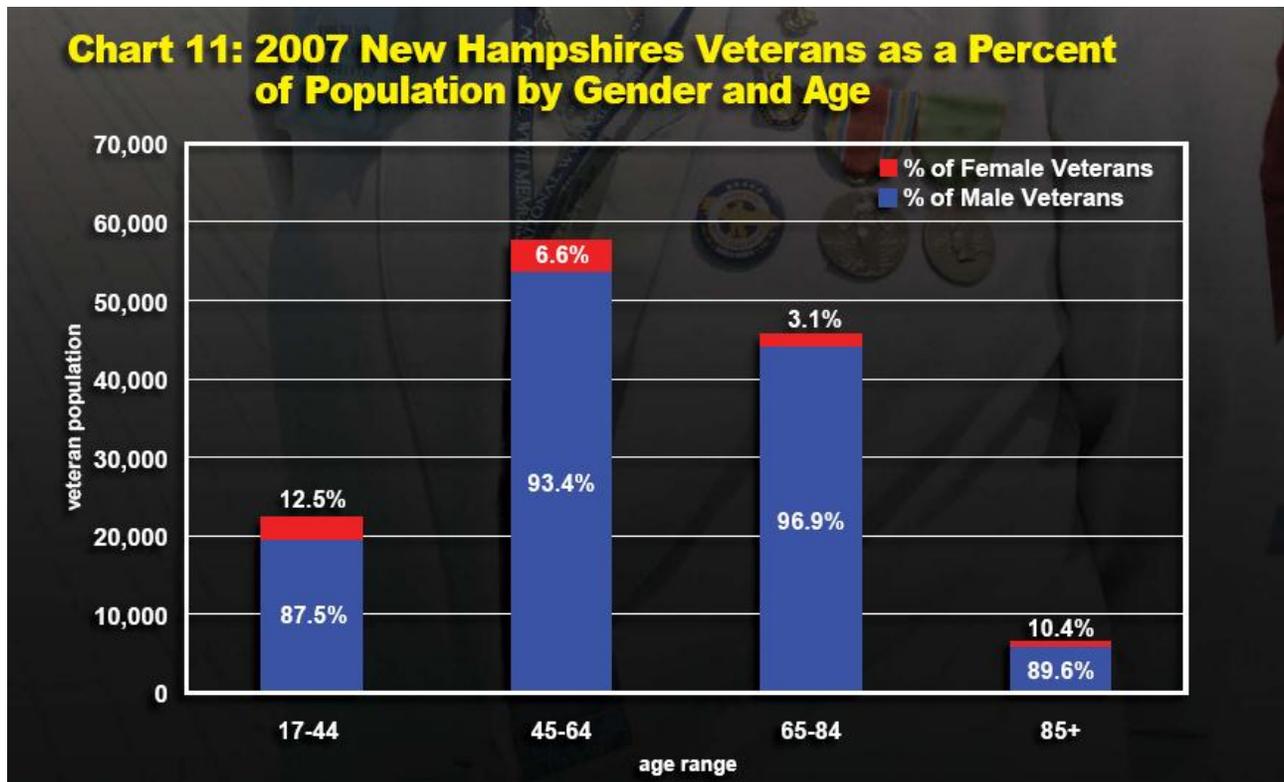
- Over 6% of New Hampshire's veterans in 2007 were female.



Veterans as a Percent of Population by Gender and Age

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information:

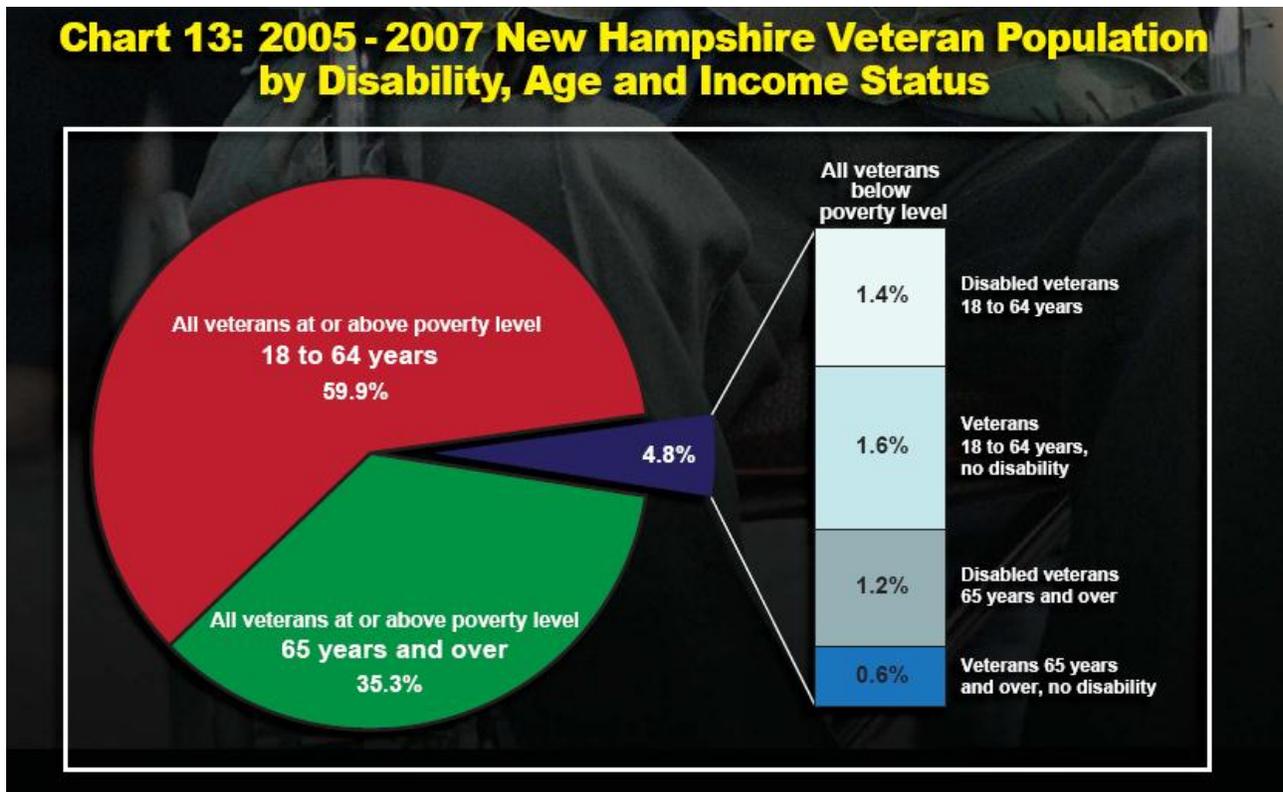
- Demonstrating the changing role of women, New Hampshire has gained an increasing number of female veterans.
- The highest numbers of female veterans in New Hampshire were in the 45 to 64 year age group (3,808) and the 17 to 44 year age group (2,793).
- The youngest age group, 17 to 44 years, had the largest proportion of female veterans – over 12%.



Veteran Population by Disability, Age and Income Status

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information:

- Less than 5% of New Hampshire's veteran population is below the poverty level.
- Over half of veterans below the poverty level are disabled.
- The age groups of disabled veterans, below the poverty level in the past twelve months, was fairly evenly split between those 18 to 64 years old and the age group 65 years and older.



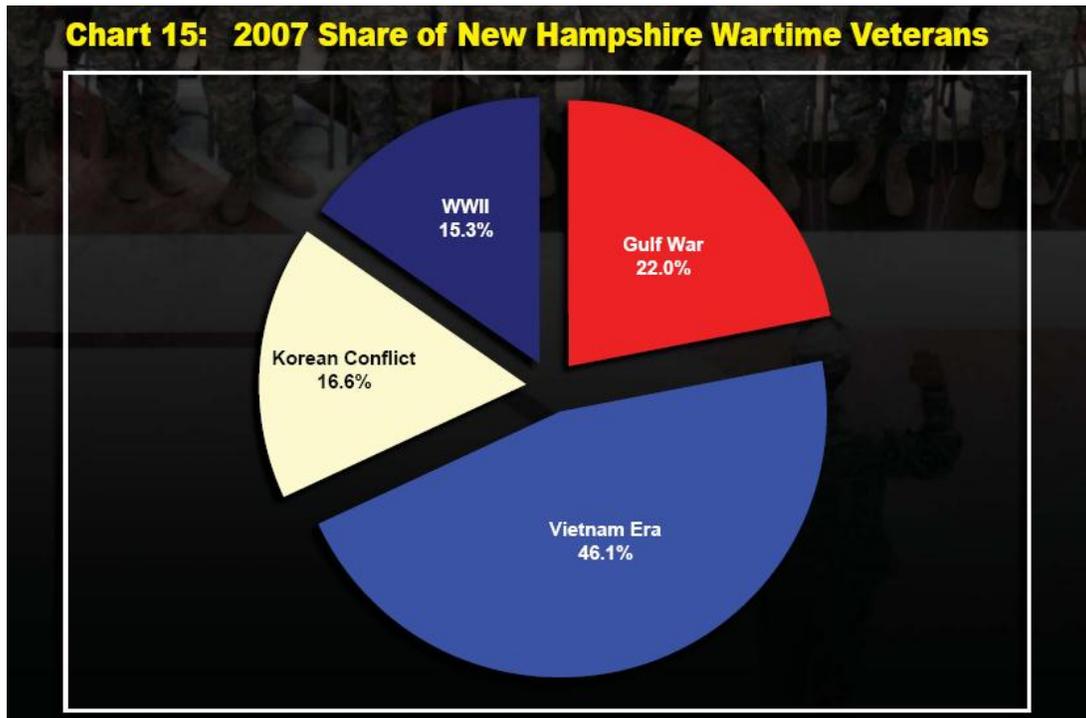
Share of New Hampshire Wartime Veterans

From “Veterans in New Hampshire 2009”, a publication of New Hampshire Employment Security’s Bureau of Employment and Labor Market Information:

- When did New Hampshire’s veterans serve?
 - Over 72% of the veterans in New Hampshire served during wartime.



- Among wartime veterans, more than 45% served during the Vietnam Era. Over 20% served in the 1990 Gulf War, and the remaining wartime veterans are split almost evenly between World War II and Korea.

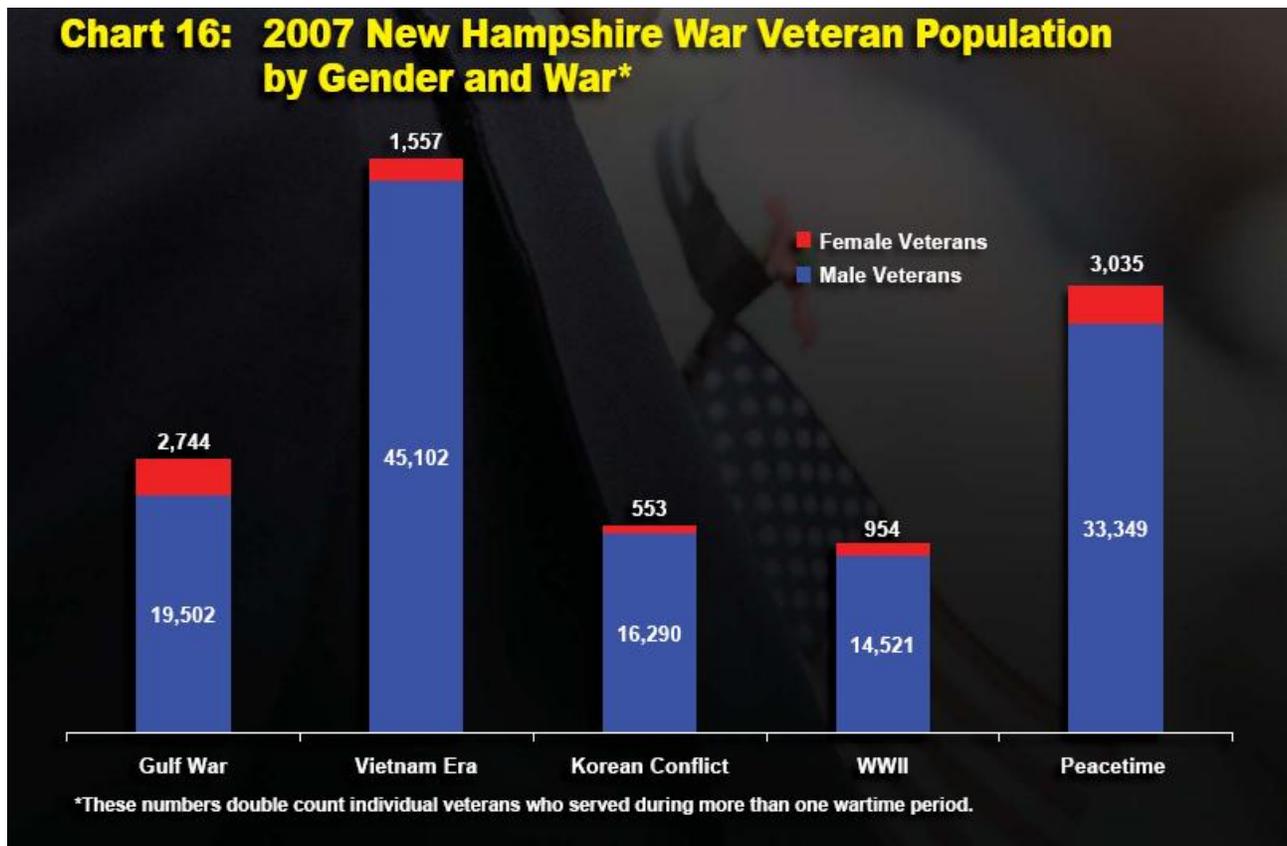


War Veteran Population by Gender and War

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information:

- By far the largest number of New Hampshire's 2007 veterans served during the Vietnam Era. The second largest number of veterans served during Peacetime.*
- The number of World War II veterans is declining as the average age of these veterans increases. New Hampshire had almost 15,500 WWII veterans in 2007.

*These numbers double count individual veterans who served during more than one wartime period.

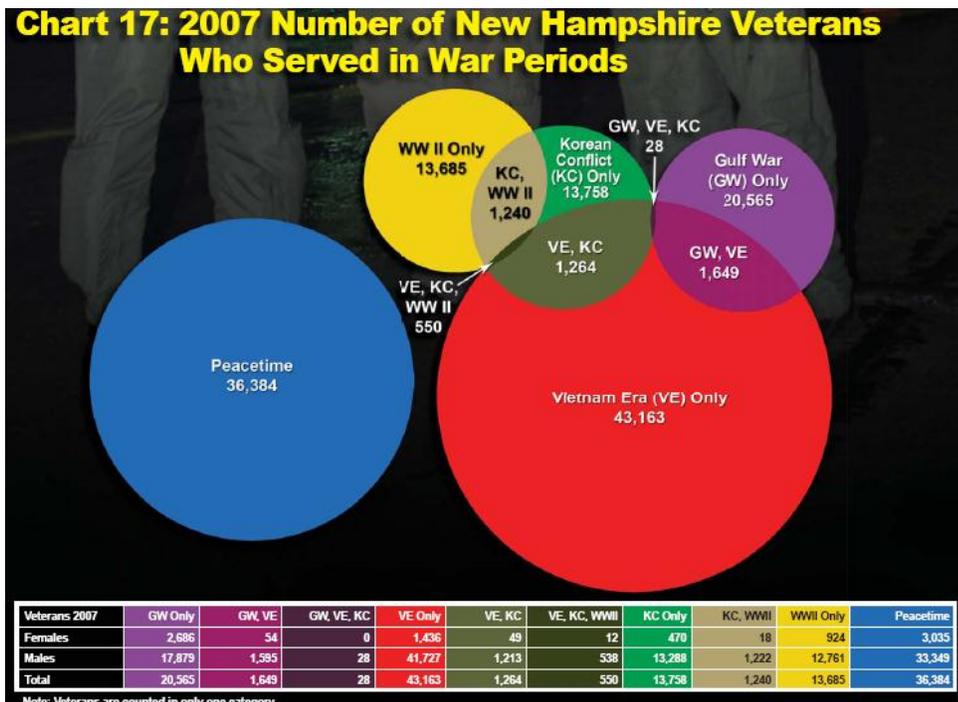


Number of Veterans Who Served in War Periods

From "Veterans in New Hampshire 2009", a publication of New Hampshire Employment Security's Bureau of Employment and Labor Market Information:

- Most female veterans served during non-wartime periods. The largest number of female veterans serving during a war period, over 2,500, was in the Gulf War.
- As of 2007, there were three female veterans who served in all four major conflicts. There were no surviving males in that category.
- Policies enlisting women into the military changed over time. Prior to the 1970s, the roles for women in the U.S. military were restricted to specific jobs, and until 1967 their opportunities for advancement were limited by law.
- Desert Storm proved that servicewomen could not be kept safe simply by classifying some jobs as non-combat positions and assigning women to those jobs. As a result of servicewomen's performance during Operation Desert Storm, the last of the laws restricting women's service were lifted by the middle of the 1990s. By the turn of the century, women comprised almost 14 percent of active military personnel and were reaching the highest levels of the military.*

*5 Statistics on Women in the Military. Women in Military Service for America Memorial Foundation, Inc. www.womensmemorial.org. Accessed February 10, 2009 Veteran Resources



Estimate 10% of civilian population are veterans (9.47%)

Percent of the Civilian Population 18 Years and Over Who are Veterans

Geography: New Hampshire

Estimate: 12.3 Percent

Margin of Error: +/-0.2 Percent

(United States: Estimate: 10.1 Percent ,
Margin of Error: +/-0.1 Percent) =124927.6 Veterans

New Hampshire

S2101. Veteran Status

Data Set: **2005-2009 American Community Survey 5-Year Estimates**

Survey: **American Community Survey**

NOTE. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see [Survey Methodology](#).

Subject	Total	Margin of Error	Veterans	Margin of Error	Nonveterans	Margin of Error
Civilian population 18 years and over	1,015,672	+/-325	124,688	+/-1,550	890,984	+/-1,630
PERIOD OF SERVICE						
Gulf War (9/2001 or later) veterans	(X)	(X)	6.1%	+/-0.5	(X)	(X)
Gulf War (8/1990 to 8/2001) veterans	(X)	(X)	12.4%	+/-0.6	(X)	(X)
Vietnam era veterans	(X)	(X)	34.7%	+/-1.0	(X)	(X)
Korean War veterans	(X)	(X)	12.9%	+/-0.5	(X)	(X)
World War II veterans	(X)	(X)	12.3%	+/-0.4	(X)	(X)
SEX						
Male	48.7%	+/-0.1	92.8%	+/-0.4	42.5%	+/-0.1
Female	51.3%	+/-0.1	7.2%	+/-0.4	57.5%	+/-0.1

Subject	Total	<u>Margin of Error</u>	Veterans	<u>Margin of Error</u>	Nonveterans	<u>Margin of Error</u>
AGE						
18 to 34 years	27.1%	+/-0.1	6.5%	+/-0.5	30.0%	+/-0.1
35 to 54 years	40.7%	+/-0.1	28.2%	+/-0.6	42.5%	+/-0.1
55 to 64 years	15.5%	+/-0.1	26.3%	+/-0.6	14.0%	+/-0.1
65 to 74 years	8.7%	+/-0.1	19.2%	+/-0.5	7.2%	+/-0.1
75 years and over	8.0%	+/-0.1	19.9%	+/-0.4	6.3%	+/-0.1
RACE AND HISPANIC OR LATINO ORIGIN						
One race	99.3%	+/-0.1	99.3%	+/-0.2	99.2%	+/-0.1
White	95.6%	+/-0.1	97.7%	+/-0.3	95.3%	+/-0.1
Black or African American	0.9%	+/-0.1	0.7%	+/-0.2	1.0%	+/-0.1
American Indian and Alaska Native	0.3%	+/-0.1	0.4%	+/-0.1	0.2%	+/-0.1
Asian	1.8%	+/-0.1	0.3%	+/-0.1	2.0%	+/-0.1
Native Hawaiian and Other Pacific Islander	0.0%	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.1
Some other race	0.6%	+/-0.1	0.1%	+/-0.1	0.7%	+/-0.1
Two or more races	0.7%	+/-0.1	0.7%	+/-0.2	0.8%	+/-0.1
Hispanic or Latino (of any race)	2.1%	+/-0.1	1.2%	+/-0.2	2.2%	+/-0.1
White alone, not Hispanic or Latino	94.2%	+/-0.1	96.8%	+/-0.3	93.8%	+/-0.1
MEDIAN INCOME IN THE PAST 12 MONTHS (In 2009 Inflation-Adjusted Dollars)						
Civilian population 18 years and over with income	30,645	+/-186	39,338	+/-553	29,421	+/-216
Male	(X)	(X)	40,129	+/-620	39,835	+/-509
Female	(X)	(X)	29,722	+/-2,234	22,998	+/-255

Subject	Total	<u>Margin of Error</u>	Veterans	<u>Margin of Error</u>	Nonveterans	<u>Margin of Error</u>
EDUCATIONAL ATTAINMENT						
Civilian population 25 years and over	888,331	+/-530	123,434	+/-1,564	764,897	+/-1,709
Less than high school graduate	9.5%	+/-0.3	9.6%	+/-0.6	9.5%	+/-0.3
High school graduate (includes equivalency)	30.2%	+/-0.4	32.0%	+/-0.9	29.9%	+/-0.5
Some college or associate's degree	27.9%	+/-0.3	30.2%	+/-0.8	27.5%	+/-0.3
Bachelor's degree or higher	32.4%	+/-0.4	28.2%	+/-0.8	33.1%	+/-0.4
EMPLOYMENT STATUS						
Civilian population 18 to 64 years	846,713	+/-389	76,002	+/-1,492	770,711	+/-1,563
Labor force participation rate	81.6%	+/-0.3	83.5%	+/-0.8	81.4%	+/-0.3
Civilian labor force 18 to 64 years	690,727	+/-2,732	63,428	+/-1,381	627,299	+/-2,782
Unemployment rate	5.0%	+/-0.2	4.1%	+/-0.5	5.1%	+/-0.2

Source: U.S. Census Bureau, 2005-2009 American Community Survey

Disability:

From "Facts and Figures: The 2011 Annual Report on Disability in NH" - Institute on Disability UNH

Table 1: Population Statistics*						
	NH	VT	ME	MA	Highest	U.S.
Population size, by age, 2009						
Veterans, 2009						
Total veterans	114,796	51,899	132,238	414,595	1,963,556 ^{CA}	21,854,374
Service-connected disabilities (SCD)	14,130	6,021	24,949	57,485	280,616 ^{TX}	3,250,289
- % of total veterans	12.3%	11.6%	18.9%	13.9%	22.0% ^{NE}	14.9%
Disability rating 70% or above	2,083	1,170	6,728	10,414	64,117 ^{TX}	652,284
- % of veterans with SCD	14.7%	19.4%	27.0%	18.1%	31.1% ^{NM}	20.1%

*Source: 2010 Disability Statistics Compendium, Tables 1.3-1.13 and 6.1; original source: 2009 American Community Survey.

Estimates and Projections

The Department of Veteran Affairs (VA) provides official estimates and projections of the veteran population using a model called VetPop (the Veteran Population Model). The model is periodically updated and improved. Estimates and projections from VetPop for NH include the following:

Estimates by county (current year + 5 year)

County, St	9/30/2011	9/30/2012	9/30/2013	9/30/2014	9/30/2015	9/30/2016
Belknap, NH	6,489	6,427	6,328	6,232	6,150	6,078
Carroll, NH	6,142	6,089	6,014	5,922	5,831	5,720
Cheshire, NH	7,290	7,122	6,958	6,798	6,639	6,478
Coos, NH	3,545	3,447	3,352	3,259	3,162	3,076
Grafton, NH	8,438	8,332	8,213	8,090	7,927	7,749
Hillsborough, NH	35,987	35,353	34,669	33,991	33,289	32,547
Merrimack, NH	14,418	14,144	13,872	13,611	13,332	13,036
Rockingham, NH	28,057	27,829	27,598	27,317	27,046	26,814
Strafford, NH	11,609	11,363	11,128	10,893	10,674	10,445
Sullivan, NH	4,136	4,026	3,910	3,788	3,661	3,549
totals	126,111	124,132	122,042	119,901	117,711	115,492

Table 2L: VETERANS BY STATE, PERIOD, AGE GROUP, GENDER, 2000-2036

Numbers from this table should be reported to the nearest 1,000.

State	(a) All Veterans	(b) Wartime Veterans	(c) Gulf War	(h) Vietnam Era	(l) Korean Conflict	(o) WWII	(q) Peace- time Veteran
New Hampshire	132,290	95,906	22,247	46,659	16,843	15,479	36,384
By Gender							
male	123,601	90,252	19,502	45,102	16,290	14,522	33,349
female	8,689	5,654	2,744	1,557	553	957	3,035

Homelessness

Currently, there are a number of ways homeless veterans are counted in NH. The NH Homeless Management Information System (HMIS) database contains data on homeless veterans served by state and federally-funded homeless assistance programs such as outreach, shelters, transitional and permanent supportive housing. The annual NH Point-in-Time (PIT) count, a one-day count of the NH homeless, also identifies veterans, as does the US Department of Housing and Urban Development's (HUDs) newly required Veterans Annual Homeless Assessment Report (AHAR). In addition, both VAMCs (Manchester and White River Junction) have a process for identifying homeless veterans served. In calendar 2009, NH HMIS identified 428 veterans who were homeless with estimates ranging as high as 600.

Drug/Incarceration (national data)

[According to a recent survey](#) conducted by the Department of Defense, one in eight active duty military personnel are current users of illicit drugs. This is largely driven by prescription drug abuse, reported by one in nine service members—more than double the rate of the civilian population.

- **1 in 8** active duty military personnel are current users of illicit drugs
- **60%** of the 140,000 veterans in Federal and state prisons struggle with substance abuse
- **\$541.7** million dollars in Federal funding has been requested for veterans' treatment programs in fiscal year 2012

Additionally, [a survey of incarcerated veterans](#) conducted by the Department of Justice found that an estimated 60% of the 140,000 veterans in Federal and state prisons were struggling with a substance use disorder, while approximately 25% reported being under the influence of drugs at the time of their offense. Many of these issues can be connected to the trauma of combat and other service-related experiences and, for this reason, require appropriate measures to address them.

Traumatic Brain Injury

Lisa Cardullo, MSW, LCSW, CBIS who is the Polytrauma/TBI Coordinator at the Manchester VA provided the following:

- We have diagnosed a total of 162 veterans with TBI (141 from Operation Iraqi Freedom (OIF)/Operation Enduring Freedom (OEF)/New Dawn (ND) and 21 other era veterans).
- As far as other veteran disabilities: we have 125 legally blind veterans; 160 spinal cord injuries, MS, ALS and other spinal cord related disorders.
 - The TBI numbers are derived from those veterans referred to our TBI clinic from all NH VA locations. The numbers reflect those veterans who have been seen by our team of doctors and determined to

have suffered a tbi. Those OIF/OEF veterans who are referred go through what we call a 2nd level evaluation that is done by either our neurologist or our physiatrist who specialize in tbi diagnosis and treatment. Those veterans who are from other eras are seen by our neurologist for diagnosis and treatment.

NH Vocational Rehabilitation – Provision of Services - Veteran information

Current customer count (8/17/11): One hundred and thirty-one (131) customers currently being served are identified in the database as a veteran. This is 2.08% of the current active case load of 6,297 customers.

Active caseload data as of (March 2011)

Active Cases 6,161
Active Veterans 136 (2% of total caseload)

Demographic data of 136 Veterans in caseload

Age	26-30	10	7%
	31-35	3	2%
	35-40	4	3%
	41-45	8	6%
	46-50	17	13%
	51-55	38	28%
	55-60	17	13%
	61-65	25	18%
	66-70	7	5%
	71-75	4	3%
	Over 75	3	2%

Disability of Veterans in current caseload

Primary Disability

5%	7	Blindness
5%	7	Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments
12%	16	Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)
1%	1	Communicative Impairments (expressive/receptive)
0%	0	Deafness, Primary Communication Visual
4%	5	General Physical Debilitation (fatigue, weakness, pain, etc)
15%	20	Hearing Loss, Primary Communication Auditory
8%	11	Mobility Orthopedic/Neurological Impairments
8%	11	Other Mental Impairments
8%	11	Other Orthopedic Impairments (e.g., limited range of motion)
7%	10	Other Physical Impairments (not listed above)
4%	5	Other Visual Impairments
24%	32	Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)

Secondary Disability

0%	0	Blindness
5%	7	Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments
4%	6	Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)
0%	0	Deafness, Primary Communication Auditory
4%	5	General Physical Debilitation (fatigue, weakness, pain, etc)
3%	4	Hearing Loss, Primary Communication Auditory
2%	3	Manipulation /Dexterity Orthopedic/ Neurological Impairments

4%	5	Mobility Orthopedic/Neurological Impairments
34%	46	No Impairments
1%	1	Other Hearing Impairments (Tinnitus, Meniere's Disease hyperacusis, etc.)
12%	16	Other Mental Impairments
4%	5	Other Orthopedic Impairments (e.g., limited range of motion)
10%	13	Other Physical Impairments (not listed above)
1%	1	Other Visual Impairments
15%	21	Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)
2%	3	Respiratory Impairments

Other Disability

3%	4	Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)
3%	4	General Physical Debilitation (fatigue, weakness, pain, etc)
1%	2	Hearing Loss, Primary Communication Auditory
76%	104	No Impairments
1%	1	Other Hearing Impairments (Tinnitus, Meniere's Disease hyperacusis, etc.)
1%	1	Other Mental Impairments
8%	11	Other Physical Impairments (not listed above)
1%	2	Other Visual Impairments
7%	9	Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)

Level of Education of Veterans in Current caseload

15%	20	Associate degree or Vocational/Technical Certificate
7%	9	Bachelor's degree
4%	5	Elementary education (grades 1-8)
48%	65	High school graduate or equivalency certificate (regular education students)
5%	7	Master's degree or higher
16%	22	Post-secondary education, no degree
6%	8	Secondary education, no high school diploma (grades 9-12)

Gender

86% 117 Male
14% 19 Female

Office where being served

10% 13 BRO
15% 21 CRO
5% 7 KRO
26% 35 MRO
9% 12 NRO
11% 15 PRO
9% 12 SBVI
15% 21 LRO

Race/Hispanic

99% 134 White
1% 2 Black

Referral Source

1%	1	Educational Institutions (elementary/secondary)
1%	1	Educational Institutions (post-secondary)
15%	21	Physician or other Medical Personnel or Medical Institutions (public or private)
1%	1	Welfare Agency (State or local government)
10%	13	Community Rehabilitation Programs
1%	1	Riverbend SEP program
2%	3	Social Security Administration (Disability Determination Service or District office)
10%	13	One-stop Employment/Training Centers
48%	65	Self-referral
12%	16	Other sources

Historical look at all closures/Veteran Closures

FFY	All Closures	All 26's	% of All 26's	All Vet Closures	Vet 26's	% of Vet 26's
2011	2448	817	33.37%	56	18	32.14%
2010	2603	1043	40.07%	79	31	39.24%
2009	3331	1101	33.05%	104	29	27.88%
2008	2406	1219	50.67%	79	49	62.03%
2007	2650	1213	45.77%	74	34	45.95%
2006	3545	1383	39.01%	86	35	40.70%
2005	3095	1379	44.56%	46	25	54.35%

Demographic information of 2010 closure – Veteran Information

All cases closed – 2416

Cases closed who were veterans – 73 (3%)

Age

20-30	2	3%
31-35	0	0%
35-40	3	4%
41-45	4	5%
46-50	12	16%
51-55	17	23%
55-60	9	12%
61-65	11	15%
66-70	8	11%
71-75	3	4%
Over 75	5	7%

Disability

Primary Disability

4	5%	Other Orthopedic Impairments (e.g., limited range of motion)
6	8%	Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)
1	1%	Blindness

7	9%	Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments
1	1%	Manipulation/Dexterity Orthopedic/Neurological Impairments
18	24%	Hearing Loss, Primary Communication Auditory
1	1%	General Physical Debilitation (fatigue, weakness, pain, etc)
8	11%	Other Mental Impairments
7	9%	Other Physical Impairments (not listed above)
16	22%	Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)
5	7%	Mobility Orthopedic/Neurological Impairments

Secondary Disability

5	7%	Other Orthopedic Impairments (e.g., limited range of motion)
1	1%	Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)
1	1%	Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments
1	1%	Respiratory Impairments
6	8%	General Physical Debilitation (fatigue, weakness, pain, etc)
13	18%	Other Mental Impairments
22	30%	No Impairments
14	19%	Other Physical Impairments (not listed above)
6	8%	Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)
5	7%	Mobility Orthopedic/Neurological Impairments

Other Disability

2	3%	Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)
2	3%	General Physical Debilitation (fatigue, weakness, pain, etc)
1	1%	Mobility Orthopedic/Neurological Impairments
60	81%	No Impairments

1	1%	Other Mental Impairments
2	3%	Other Physical Impairments (not listed above)
2	3%	Other Visual Impairments
4	5%	Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)

Level of Education

12	16%	Associate degree or Vocational/Technical Certificate
7	9%	Bachelor's degree
26	35%	High school graduate or equivalency certificate (regular education students)
18	24%	Post-secondary education, no degree
1	1%	Secondary education, no high school diploma (grades 9-12)
1	1%	Special education certificate of completion/attendance
7	9%	Master's degree or higher
2	3%	Elementary education (grades 1-8)

Gender

86%	64	Male
14%	10	Female

Office

15%	11	BRO
12%	9	CRO
3%	2	KRO
34%	25	MRO
9%	7	NRO
15%	11	PRO
1%	1	SBVI
11%	8	LRO

Race/Hispanic

99%	73	White
1%	1	Black

Referral Source

5%	4	Social Security Administration (Disability Determination Service or District office)
7%	5	One-stop Employment/Training Centers
14%	10	Community Rehabilitation Programs
12%	9	Physician or other Medical Personnel or Medical Institutions (public or private)
47%	35	Self-referral
15%	11	Other sources

Closure Status

42%	31	26
26%	19	28
32%	24	30

Military Leadership Team

There are a number of programs and initiatives that are tasked with providing services and supports to veterans. The NH Military Leadership Team (MLT) has been working in the state to reduce duplication of efforts, increase efficiencies and improve communication, coordination and collaboration among all organizations providing services to veterans, service members and their families.

The MLT has identified five priorities in which to develop and strengthen military and civilian collaboration. These are Alcohol & Drug, Community Programs, Employment, Homelessness, Post-Traumatic Stress and Traumatic Brain Injury.

Other areas that are addressed by the MLT include: Education, Outreach and Connections; Suicide Prevention; Mental Health/Overall Health; Deployment Cycle Support Program (DCSP); and VA Enrollment.

- The DCSP is a unique partnership between the NH National Guard, NH DHHS and a network of civilian social service organizations, managed by Easter Seals of New Hampshire. Experienced staff from the civilian network provide Care Coordination to military members and their families who are engaged in the deployment cycle (pre-deployment, during deployment and post deployment). This Program combines public and private funding and resources to establish an integrated (military/civilian), sustainable service delivery framework that prevents service members and their families from falling through the cracks, reduces crises, and minimizes problems associated with combat injuries and stress/fear.

Workgroup Activities:

As part of the assessment activities the workgroup members participated in a number of activities including:

Members attended different veterans group meeting and events to gather information

Reviewed data from the NHVR Database relevant to veterans

Kept up to date on agency work on collaboration with veterans groups.

Met with key individuals such as Jo Moncher who is Bureau Chief, Community Based Military Programs - NH Department of Health and Human Services

Attended TBI Group Meetings

Investigated the question, how to encourage veterans to access NH VR services.

Contacted with Tracy Messer of Traumatic Brain Injury Group. Their July meeting was cancelled due to power outage, and the next meeting is September. He has welcomed me into their group and I will be attending the next meeting.

Involvement in the planning for North Country Veterans event taking place September 30, 2011 at the Berlin Armory.

Met with Jay Sprinkler of Vets Center in Gorham. He indicated there are priority lists to determine which vets are high priority for services and which ones the VA is mandated to provide VR services for. Those lower on the list are those who could use our services the most and should be included in our planning.

Also will meet with the person who is starting the Vets to Vets program in the North Country. He may be a good resource to get the word out about VR services since vets tend to hear it more favorably from another vet.

Agency Activity Highlights

- On March 15, 2011, New Hampshire Vocational Rehabilitation – NHVR and the US Department of Veterans Affairs, Vocational Rehabilitation & Employment Division updated and signed a new Memorandum of Understanding. This MOU will help advance, improve and expand the employment opportunities for wounded warriors and veterans with disabilities in the State of NH.

- NH Vocational Rehabilitation staff is currently involved with the Veterans Homelessness Committee, NH VetNet Employment Committee, NH Traumatic Brain Injury Committee and other veteran key points of contact throughout the state.
- A group meeting with Congressman Guinta's office is being held 8/22 regarding advocacy for persons with disabilities including Veterans and their families.
- Job Fair being held October 6th at Steeplegate Mall - Purpose: Hiring Heroes (Veterans).
- Wednesday, May 25, 2011 Jim Hinson was awarded 'Veteran Small Business Champion' at the Small Business Awards Luncheon in recognition of his efforts to reach out to veterans with disabilities and their families.

Wrap up:

When the group started out the goals we wanted to see were what the need is for veterans in the area of VR services. Bill pointed out that the VA has quite a good VR program on its own. Many issues were covered.

We also sought to investigate How do we get them to come to us? Maybe vet to vet groups and face to face contact are the best. Jim gave example of a veteran who had heard of us, but it wasn't until another vet reached out to make contact that he came to VR.

Recommendations:

Recruit veteran or veteran representative as a member for SRC.

Potential for formulating Rack Cards for placement at veterans' meetings and sites; Use success stories to make rack cards which can be placed where veterans are, thereby doing outreach.

Suggestions that we serve those veterans and their families that are not mandated to be covered by VA; that face to face contact be made with potential individuals who could use our services in the population we are working on; that SRC members have contact in as many state activities for veterans and their families as we can. If anyone has any notice of meetings regarding veterans or

veteran organizations, let the group know so one of us could attend one in our area.

Arrange for the Colonel from the TMI group to come and speak to the SRC at perhaps the October meeting. This item isn't immediate, but want to keep it on the agenda and determine if there is any activity on that as yet.

References:

Veterans In New Hampshire -2009

NH Employment Security, ELMI

<http://www.nh.gov/nhes/elmi/pdfzip/specialpub/infocus/Veterans2009.pdf>

U.S Census

American Community Survey

MLT Report

APPENDIX- SIGNED COPY OF NHVR/VR&E MOU (insert here)

APPENDIX – VR&E Q&A

What is the Vocational Rehabilitation and Employment VetSuccess Program?

The Vocational Rehabilitation and Employment (VR&E) VetSuccess Program is authorized by Congress under Title 38, Code of Federal Regulations, Chapter 31. It is sometimes referred to as the Chapter 31 program. The VetSuccess program assists Veterans with [service-connected disabilities](#) to prepare for, find, and keep suitable jobs. For veterans with service-connected disabilities so severe that they cannot immediately consider work, VetSuccess offers services to improve their ability to live as independently as possible.

Services that may be provided by the VR&E VetSuccess Program include:

- Comprehensive rehabilitation evaluation to determine abilities, skills, and interests for employment
- Vocational counseling and rehabilitation planning for employment services
- Employment services such as job-training, job-seeking skills, resume development, and other work readiness assistance
- Assistance finding and keeping a job, including the use of special employer incentives and job accommodations
- On the Job Training (OJT), apprenticeships, and non-paid work experiences
- Post-secondary training at a college, vocational, technical or business school
- Supportive rehabilitation services including case management, counseling, and medical referrals
- Independent living services for veterans unable to work due to the severity of their disabilities

Who is Eligible for VR&E VetSuccess Services?

Active Duty Service Members are eligible if they:

- Expect to receive an honorable discharge upon separation from active duty
- Obtain a memorandum rating of 20% or more from the VA
- Apply for Vocational Rehabilitation and Employment (VR&E) VetSuccess services

Veterans are eligible if they:

- Have received, or will receive, a discharge that is other than dishonorable
- Have a service-connected disability rating of at least 10%, or a memorandum rating of 20% or more from the Department of Veteran Affairs (VA)
- Apply for Vocational Rehabilitation and Employment (VR&E) VetSuccess services

Basic period of Eligibility

The basic period of eligibility in which VR&E VetSuccess services may be used is 12 years from the latter of the following:

- Date of separation from active military service, or
- Date the veteran was first notified by VA of a service-connected disability rating.

The basic period of eligibility may be extended if a [Vocational Rehabilitation Counselor \(VRC\)](#) determines that a Veteran has a [Serious Employment Handicap](#)

What Happens after Eligibility is Established?

The veteran is scheduled to meet with a Vocational Rehabilitation Counselor (VRC) for a comprehensive evaluation to determine if he/she is **entitled** for services. A comprehensive evaluation includes:

- An assessment of the veteran's interests, aptitudes, and abilities
- An assessment of whether service connected disabilities impair the veteran's ability to find and/or hold a job using the occupational skills he or she has already developed
- Vocational exploration and goal development leading to employment and/or maximum independence at home and in the veteran's community

What is an Entitlement Determination?

A Vocational Rehabilitation Counselor (VRC) works with the veteran to complete a determination if an [employment handicap](#) exists. An employment handicap exists if the veteran's service-connected disability impairs his/her ability to obtain and maintain a job. Entitlement to services is established if the veteran has an

employment handicap and is within his or her 12-year basic period of eligibility and has a 20 % or greater service-connected disability rating.

If the service-connected disability rating is less than 20%, or if the veteran is beyond the 12-year basic period of eligibility, then a serious employment handicap must be found to establish entitlement to VR&E VetSuccess services. A serious employment handicap is based on the extent of services required to help a veteran to overcome his or her service and non-service connected disabilities permitting the return to suitable employment.

What Happens after the Entitlement Determination is Made?

The Veteran and Vocational Rehabilitation Counselor (VRC) work together to:

- Determine [transferable skills, aptitudes, and interests](#)
- Identify viable employment and/or independent living services options
- Explore labor market and wage information
- Identify physical demands and other job characteristics
- Narrow vocational options to identify a [suitable employment](#) goal
- Select a VR&E VetSuccess program track leading to an employment or independent living goal
- Investigate training requirements
- Identify resources needed to achieve rehabilitation
- Develop an individualized rehabilitation plan to achieve the identified employment and/or independent living goals

What is a Rehabilitation Plan?

A rehabilitation plan is an individualized, written outline of the services, resources and criteria that will be used to achieve employment and / or independent living goals. The plan is an agreement that is signed by the Veteran and the Vocational Rehabilitation Counselor (VRC) and is updated as needed to assist the Veteran to achieve his/her goals.

Depending on their circumstances, veterans will work with their VRC to select one of the following five tracks of services ([see definitions for more detail](#)):

- Reemployment (with a former employer)
- Direct job placement services for new employment
- Self-employment
- Employment through long-term services including OJT, college, and other training
- Independent living services

What Happens after the Rehabilitation Plan is Developed?

After a plan is developed and signed, a Vocational Rehabilitation Counselor (VRC) or [case manager](#) will continue to work with the veteran to implement the plan to achieve suitable employment and/or independent living. The VRC or case manager will provide ongoing counseling, assistance, and coordinate of services such as tutorial assistance, training in job-seeking skills, medical and dental referrals, adjustment counseling, payment of training allowance, if applicable, and other services as required to help the veteran achieve rehabilitation.

Summary of the Vocational Rehabilitation and Employment VetSuccess Program (Chapter 31) Process

A VA veteran who is eligible for an evaluation under Chapter 31 must first apply for services and receive an appointment with a Vocational Rehabilitation Counselor (VRC). The VRC will work with the Veteran to determine if an employment handicap exists as a result of his or her service connected disability. If an employment handicap is established and the Veteran is found entitled to services. The VRC and the Veteran will continue counseling to select a track of services and jointly develop a plan to address the Veteran's rehabilitation and employment needs.

The rehabilitation plan will specify an employment or independent living goal, identify intermediate goals, and outline services and resources that VA will provide to assist the Veteran to achieve his / her goals. The VRC and the Veteran will work together to implement the plan to assist the Veteran to achieve his or her employment and / or independent living goals.

A Veteran found not to be entitled to services, the VRC will help him or her locate other resources to address any rehabilitation and employment needs identified during the evaluation. Referral to other resources may include state vocational rehabilitation programs; Department of Labor employment programs for disabled veterans; state, federal or local agencies providing services for employment or small business development; internet-based resources for rehabilitation and employment; and information about applying for financial aid.

New Hampshire's Military and Civilian Partnership

Report of Activities
January 2009 – May 2010

Submitted to
His Excellency, Governor John H. Lynch

By
New Hampshire's Military Leadership Team

Leadership and Partnership

There are approximately 132,000 (VetPop 2007) veterans residing in New Hampshire. Our State has the seventh highest percentage of veterans in the country. The NH National Guard is also preparing for the largest deployment in its history. Because NH does not have an active military installation with adequate facilities, we significantly rely on the VA Medical Centers, National Guard, Vet Centers and Community Agencies for health care and services. During this challenging time, many organizations throughout the State are coming forward to provide additional services and supports to our veteran community. This is great news, but also causes problems because duplication of programs and overlap of services can be a challenge.

Goal: To reduce duplication of efforts, increase efficiencies and improve communication, coordination and collaboration among all organizations providing services to veterans, service members and their families.

Outcome: Developed a **Military Leadership Team** that includes military and civilian representation from across the State. By meeting regularly, the Military Leadership Team ensures that duplication of efforts is reduced, projects are prioritized, and communication, coordination and collaboration take place. Membership includes:

Peter Burdett, Vice Chairman, State Veterans Advisory Committee

Colonel Rick Greenwood, J-1, NH National Guard

Dr. Marc Levenson, Director, Manchester VA Medical Center

Colonel Dick Martell, Joint Chief of Staff, NH National Guard

Jo Moncher, Bureau Chief, Community Based Military Programs, Dept of Health & Human Services

Nancy Rollins, Associate Commissioner, Department of Health and Human Services

Robert Walton, Director, WRJ VA Medical Center

Goal: To develop and strengthen military and civilian collaboration in the following five priorities: Alcohol & Drug, Community Programs, Employment, Homelessness, Post-Traumatic Stress and Traumatic Brain Injury. To ensure that duplication of efforts is reduced, projects are prioritized and communication, coordination and collaboration take place.

Outcomes:

- The **Veterans Homelessness Committee** has developed a working committee that includes representation from both VA Medical Centers, NH National Guard, DHHS, Harbor Homes and other community partners. They have identified the number of homeless veterans in the State – 428 to 600. They are also working on the First Veterans Homelessness Plan, to be completed this summer.
- The **NH VetNet Employment Committee** has held over eight meetings to help increase collaboration and share information and resources. Membership includes representation from the Manchester VA Medical Center, NH National Guard, DHHS, Employee Support of the Guard and Reserves, American Legion, Department of Education, Easter Seals and other Community Partners. This Committee now shares information via an email group network of over 25 individuals/organizations and meets as needed.
- The **Military & Civilian Alcohol and Drug Committee**, co-chaired by DHHS and the Manchester VA Medical Center, has developed a committee of 15 members including representation from the National Guard, WRJ VA Medical Center, Vet Center, Disaster Behavioral Health Response Team and Community Mental Health Centers. They have identified goals to address DWI, Alternative Sentencing and Prevention Services for Service Members and their Families.
- The **Veteran Community Programs** has created a committee including representation from DHHS, State Committee on Aging, Manchester VA Medical Center, National Guard and the State Veterans Council. They are organizing several Military Culture trainings, scheduled to take place throughout the year and across the State.
- The **NH Traumatic Brain Injury Committee** co-chaired by the NH National Guard and the Defense and Veterans Brain Injury Center has organized a committee including representation from DHHS, TBI Provider Council, Manchester VA Medical Center, Brain Injury Association of NH, National Guard-Office of the State Surgeon and Community Partners. They have

agreed to focus on education to several target populations including hospitals, emergency services, social workers and others.

Education, Outreach and Connections

Six Military and Civilian Conferences have taken place across the State to help bring people together, share resources and provide services and supports to veterans, service members and their families.

Outcomes:

- These six conferences provided education to over 1,200 military and civilian provider agencies, NH DHHS staff, legislators, veterans, service members and their families on available resources, supports and services.
- A Public Service Announcement (PSA) on 2-1-1, with a focus on military resources, was aired on WMUR-TV9 for two months. This PSA encouraged listeners to call 2-1-1 if they were looking for any military support services
- *Upcoming Conference - The first Seacoast Veterans Conference will take place on Thursday, May 13, 2010 at Pease Air National Guard.*
- *Upcoming Conference - The first (in a series of five trainings) on Understanding Military Culture will take place on Wednesday, May 25, 2010, at the Littleton VFW.*

North Country

The first North Country Veterans Conference took place at the Gorham American Legion with over 160 attendees. For many veterans, family members and service providers, this was their first opportunity to share a dialogue with the WRJ VA Medical Center on transportation, access and mental health issues. As a result of this Conference, a North Country Veterans Committee now meets quarterly to address veteran priorities, challenges & needs.

Outcome:

This North Country outreach is helping to connect North Country civilian providers to resources at WRJ VA Medical Center, NH National Guard Family Program and Berlin Vet Center. It has also significantly increased collaboration and communication between military and civilian providers.

Suicide Prevention

The State Suicide Prevention Council (SPC), SB 390, Chapter 126-R was legislatively mandated in the fall of 2008. There are five SPC Subcommittees that are actively engaged and meet regularly. They include: Communication and Media, Data Collection and Analysis, Professional Practice and Professional Education, Public Policy, and Military.

The National Guard also has a Suicide Prevention Task Force that includes civilian representation. There is strong collaboration between the SPC, National Guard, both VA Medical Centers and the Vet Centers. Through our State's work with the military, New Hampshire has been recognized as a national model.

Goal: The mission of the State Suicide Prevention Council is to reduce the incidence of suicide in New Hampshire by accomplishing the goals of the State Suicide Prevention Plan: * Raise public and professional awareness of suicide prevention; * Address the mental health and substance abuse needs of all residents; * Address the needs of those affected by suicide; and * Promote policy change

Outcomes:

- The SPC has completed the Revised State Suicide Prevention Plan. This Plan serves as a blueprint to increase awareness of suicide as a public health problem and to guide suicide prevention activities in the State. A new addition to the State Plan includes a military focus.
- The SPC has also completed the State Suicide Prevention Annual Report. This Annual Report is the result of the collaborative work of many groups, committees and organizations in New Hampshire, including military representation, who have dedicated time and resources to study the issue of suicide in our State and to look at prevention and coordination of services across the lifespan.
- The National Guard's suicide prevention efforts were identified as a national model in the area of postvention (coordination of services after a suicide death) in testimony before the Senate Armed Services Committee.
- In collaboration with the Disaster Behavioral Health Response Team, the National Guard offered trainings on Military Culture to mental health and social service providers.
- SPC has partnered with the Youth Suicide Prevention Assembly on the organization of the Annual State Suicide Prevention Conference, reaching over 200 attendees. This past Conference included two military workshops, the Mobile Vet Center and over 30 military attendees.

Mental Health/Overall Health

The New Hampshire National Guard is preparing for the largest deployment in its history. During the coming months, over 700 Army and Air Guard and over 600 Reservists will be deployed. Veterans from the Vietnam War are also coming forward to ask for assistance and/or to offer help to our younger veterans.

According to statistics from the United States Department of Defense, 15% to 20% of all men and women serving in combat in Iraq or Afghanistan will show signs of depression and/or PTSD. For those service members who are engaged in multiple deployments, those numbers can jump to over 30%.

New Hampshire is aggressively partnering with local, state and national organizations to address this issue among our veterans returning to New Hampshire, as well as our older veterans.

Outcomes:

- As a result of the Commission on PTSD and TBI (HB 1335, Ch.257:1, Laws of 2008), an Interim Report on PTSD and TBI was presented to the Governor's Office, Speaker of the House and President of the Senate.
- As a result of the Commissions to Study Veterans Employment, and to study PTSD and TBI, the NH State Veterans Council, in partnership with NH Legal Assistance, has been key in the introduction of legislation to form a sustainable legal assistance project to serve veterans who have legal needs unique from their civilian counterparts.
- In partnership with the Nashua Community Mental Health Center, a Conference on PTSD and TBI was held. This Conference had over 170 attendees. Over 120 of the attendees were from the civilian community, including psychologists, social workers and mental health counselors. There was representation in attendance from nine New Hampshire Community Mental Health Centers.
- To address PTSD in older veterans, a Veterans Long Term Care Conference was held with over 120 attendees from Senior Centers, Nursing Homes, Assisted Living Facilities and Community Mental Health Centers.
- Through a partnership with the Defense and Veterans Brain Injury Center, New Hampshire distributed over 500 TBI Educational Booklets and 100 TBI CDs to Community Mental Health Centers, Hospitals, Outreach Workers, Alcohol and Drug providers, and other civilian agencies.
- The Mobile Vet Center is a 39 foot motor coach that been brought to conferences and other events throughout the State. It carries Vet Center counselors and outreach workers to provide non-medical readjustment counseling that address the social and economic dimensions of postwar needs.
- New Hampshire shares a strong partnership with the National Center on PTSD, utilizing its leadership staff for presentations and consults.

- The NH DHHS' Bureau of Community Based Military Programs and the Manchester VA Medical Center have developed a verbal MOU to address veteran healthcare questions. The VA responds to any client referral inquiries from NH DHHS within 48 hours.

Deployment Cycle Support Program (DCSP)

The DCSP is a unique partnership between the NH National Guard, NH DHHS and a network of civilian social service organizations, managed by Easter Seals of New Hampshire. Experienced staff from the civilian network provide Care Coordination to military members and their families who are engaged in the deployment cycle (pre-deployment, during deployment and post deployment). This Program combines public and private funding and resources to establish an integrated (military/civilian), sustainable service delivery framework that prevents service members and their families from falling through the cracks, reduces crises, and minimizes problems associated with combat injuries and stress/fear. The DCSP Care Coordinators provide counseling, employment assistance, emergency financial assistance through Veterans Count, housing assistance, childcare & respite, transportation and other services. New Hampshire is the only state with a program like this. This program has provided job opportunities and brought in over 3.2 million in federal dollars to assist New Hampshire veterans and their families.

Outcome:

- Since the inception of this program, Care Coordination has been provided to approximately 200 service members and families in 2007 (including 53 service members), approximately 1,000 service members and families in 2008 (including 305 service members) and approximately 2000 service members and families in 2009 (including 691 service members).
- During January 2010, over 1,500 service members were referred to date (including referrals awaiting and/or receiving initial contact) to the DCSP.
- The Veterans Count emergency financial assistance fund has provided over \$500,000 in assistance to hundreds of military families for critical items such as food, housing, heating fuel, transportation, medical care and more. There have been more than 279 families served through February 2010.

VA Enrollment

NH DHHS is currently in the process of expanding the State's use of the Public Assistance Reporting Information System (PARIS) to identify Medicaid clients who are veterans (or others eligible for federal benefits) and to assist them in accessing the federal benefits system, which generally provides more services with lower eligibility requirements to those who qualify.

Outcomes:

- The PARIS project will assist in moving veterans (who are on Medicaid) to more appropriate care at the VA. This will provide an increase in federal

services to veterans, as well as an increase in federal dollars to the State of New Hampshire. Any changes to veteran care must be approved by the veteran.

- Because of increased education and outreach to numerous civilian provider agencies, the number of veterans who are enrolled in the VA has increased.
- The NH National Guard has mandated that all of their service members be enrolled in either the Manchester VA Medical Center or the WRJ VA Medical Center.

Appendix

Resource Links:

In the interest of moving forward, I would like to suggest that our group make contact with this website and see if we can get a link for our NH State VR added to the "External Resources" list. This would be one avenue for us to do outreach on behalf of VR and the SRC. Here's the link:

<http://www.dvbic.org/Service-Members---Veterans/External-Resources.aspx>

Real Warriors suicide prevention resources page, [click here](#).

<http://www.realwarriors.net/family/support/preventsuicide.php>

Useful Websites & 800 Numbers

[National Coalition for Homeless Veterans \(NCHV\)](#)

The National Coalition for Homeless Veterans (NCHV) is the resource and technical assistance center for a national network of community-based service providers and local, state and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid and case management support for hundreds of thousands of homeless Veterans each year. The NCHV's website includes a variety of resources for both service providers and Veterans.

www.nchv.org

[Homelessness Resource Exchange \(HUD HRE\)](#)

The U.S. Department of Housing and Urban Development Homelessness Resource Exchange (HUD HRE) is an online one-stop shop for information and resources on assisting people who are homeless or at risk of becoming homeless. Program guidance and regulations, technical assistance (TA) and training resources, research and publications, and more are available for use by Federal agencies, state and local government agencies, Continuum of Care organizations, homeless service providers, TA providers, persons experiencing homelessness, and other stakeholders.

www.hudhre.info

[Chronic Homelessness Technical Assistance Center \(CHETAC\)](#)

The Chronic Homelessness Employment Technical Assistance Center (CHETAC) provides technical assistance and training for the *Ending Chronic Homelessness through Employment and Housing* initiative, including use of best practices and customized employment. CHETA conducts three primary activities – training and technical assistance; building a repository of materials for the field; and presenting workforce and housing policy considerations to the federal agencies.

CHETAC is a partnership between the [Corporation for Supportive Housing](#) and Advocates for Human Potential that is supported by a U.S. Department of Labor cooperative agreement, funded by the Office of Disability Employment Programs and Employment and Training Association, and supported by VETS.

[Substance Abuse and MH Services Administration \(SAMHSA's\) Homelessness Resource Center](#)

The Homelessness Resource Center is an interactive learning community of providers, consumers, policymakers, researchers, and government agencies at federal, state, and community levels with the goal of bringing together state-of-the-art knowledge and promising practices to prevent and end homelessness among people with mental health and substance use disorders, and trauma histories. Resources include: Training and technical assistance, Publications, On-line learning opportunities, and Networking and collaboration.

www.nrchmi.samhsa.gov

[The National Resource Directory \(NRD\)](#)

The National Resource Directory is an online partnership for wounded, ill and injured service members, Veterans, their families and those who support them. The National Resource Directory provides access to more than 10,000 services and resources at the national, state and local levels that support recovery, rehabilitation and community reintegration.

www.nationalresourcedirectory.gov

[Veterans Benefits Administration \(VBA\) Homeless Veterans Outreach Program](#)

VBA Homeless Veterans Outreach Coordinators (HVOC) are located at VA regional offices nationwide. The HVOCs provide VA benefits access and information through outreach efforts to Veterans who are homeless and Veterans at-risk of homelessness including those involved with the justice system. The HVOCs also work with the Veterans Health Administration (VHA) to assist Veterans who are

experiencing homelessness to connect them to helpful resources such as emergency shelters. This is a first step for Veterans towards stable housing, as well as ensuring that all Veterans are utilizing VHA for primary and emergency healthcare. The HVOCs are often the first source of assistance and referral to homeless Veterans for resources in their local area.

You may be connected with a VBA Homeless Veterans Outreach Coordinator by calling the National Call Center for Homeless Veterans at **1-877-4AID-VET or 1-877-484-3838**.

http://www.usich.gov/funding_programs/programs/veterans_benefits_assistance_outreach_program

Publications & Briefings from <http://bbi.syr.edu/nvtac/publications/index.htm>

- **Partner Publications**
- **Briefing Papers**
- **Factsheets**
- **Case Studies**
- **Previous Training Resources**

Partner Publications

- Best Practice Profiles of Employment Assistance Programs
Prepared by the National Coalition of Homeless Veterans
- Employment Assistance Guide for Service Providers Helping Homeless Veterans
Prepared by the National Coalition of Homeless Veterans

Briefing Papers

- Homeless Veterans and the Criminal Justice System: New Developments and other Resources
- Substance Abuse and Employment of Homeless Veterans
- Access to Mainstream Employment Resources (WORK AS A PRIORITY - Issues Brief #3)
- From Outreach to Employment: Enhancing Motivation to Change (WORK AS A PRIORITY - Issues Brief #4)
- Self-Employment and Social Enterprise Planning (WORK AS A PRIORITY - Issues Brief #5)

Factsheets

- #1: Understanding the VA and DoD Disability Benefit System
- #2: Using Tax Credits to Encourage Hiring of Homeless and Disabled Veterans

- #3: State Vocational Rehabilitation Agencies: An Under-Utilized Resource of Homeless and Disabled Veterans Fact
- #4: Quality Indicators for Projects Serving Veterans with Significant Employment Barriers
- #5: Resources for Veterans with Brain Injury and Post Traumatic Stress
- #6: Ex-Offenders and Employment
- #7: Asset Building: A Hand Up Out of Poverty for Homeless Veterans
- #8: Informational Interviews
- #9: Benefits & Employment Services for Veterans with Disabilities
- #10: Customized Job Development for Homeless Veterans with Disabilities
- Defining Green Jobs
- Stimulus Key Points

Case Studies

- Linking One-Stop Career Centers and Homeless Assistance & Housing Programs
- Rebuilding Lives...from the Streets to a Home and a Job

Previous Training Resources

- Best Practices in Job Development
- Content Outline: Marketing to Employers
- Customized Employment: Practical Solutions for Employment Success
- Employer Marketing & Job Development
- ODEP Marketing: Recruit from an Untapped Labor Source It's as easy as 1-2-3

Employment Specialist Toolbox Tool List

Keeping Up the Good Work: A Practitioner's Guidebook for Building a Job Retention Culture for People Who Experience Homelessness

<http://documents.csh.org/documents/cheta/KeepingUptheGoodWork.pdf>

Description: Keeping Up the Good Work includes many tools to help tenants of supportive housing, shelter residents and homeless people keep their jobs. It is about how practitioners can help job seekers and workers maintain an attachment to the labor force.

Developer/Source: Ware, Laura | Martinez, Jennifer | Rio, John

User: Employment Specialist

Organization: Chronic Homelessness Employment Technical Assistance Center (CHETA)

Date Issued: 2008

<http://documents.csh.org/documents/cheta/KeepingUptheGoodWork.pdf>

The Work Assessment Rating Scale (WARS)

Available formats: PDF -

[http://bbi.syr.edu/nvtac/resources/docs/The Work Assessment Rating Scale form.pdf](http://bbi.syr.edu/nvtac/resources/docs/The_Work_Assessment_Rating_Scale_form.pdf)

Description: The WARS asks a rater, such as an employment specialist, job coach or even the worker themselves, to estimate the workers performance on 25 behaviors that are common to many work settings and that employers generally believe are good basic work skills. There is also space provided for the rater to include five additional job specific behaviors that are unique to a particular employer or job site. You are encouraged to tailor these five items and include ratings of these in your assessment of this worker.

Readiness for Employment – Self Assessment Form

Available formats: PDF -

[http://bbi.syr.edu/nvtac/resources/docs/Readiness for Employment Self Assessment form.pdf](http://bbi.syr.edu/nvtac/resources/docs/Readiness_for_Employment_Self_Assessment_form.pdf)

US Department of Veteran Affairs: <http://www.va.gov/>

Disabled American Veterans: <http://www.dav.org/>

The Brain Injury Association has some great resources and information for veterans, caregivers and families that may help in framing / identifying questions – and/or looking for resources: <http://www.nh-veteran.com/>

[NH State Office of Veterans Services](#)

Provides resources and contact information to help personnel and their dependents in securing all entitlements and preferences available under state and

...

www.nh.gov/nhveterans/

[Places for veterans near Concord, NH](#)

[US Veterans Employment Services](#)

www.dol.gov - 55 Pleasant Street, Concord - (603) 225-1424

[American Legion Department of Nh](#)

www.legion.org - 25 Capitol St # 431, Concord - (603) 271-2211

[Vfw Post 1631](#)

www.vfw.org - 6 Court Street, Concord - (603) 228-8907

Needs Assessments: Veterans –
2009 CT Needs

assessment: http://www.middlesexunitedway.org/files/file_category48/Veterans%20Needs%20Assessment.pdf

[Pierce County Veterans' Needs](#)

[Assessment](#) [http://www.co.pierce.wa.us/xml/abtus/plans/perf-audit/Veterans Final Report Jan 17 2008.pdf](http://www.co.pierce.wa.us/xml/abtus/plans/perf-audit/Veterans%20Final%20Report%20Jan%2017%202008.pdf)

IDENTIFYING THE NEEDS OF RETURNING IRAQ/AFGHANISTAN VETERANS: Connecticut Veterans Needs Assessment: The OEF/OIF Project Final Report

<http://www.ccsu.edu/page.cfm?p=2663>

Needs assessment NY Veterans

http://www.rand.org/content/dam/rand/pubs/technical_reports/2011/RAND_TR920.pdf

Q 6. Where can I obtain a needs assessment to respond to a request for accommodation and what resources are available for such an assessment? From: http://www.opm.gov/disability/hrpro_4-05.asp

A 6. A needs assessment may be obtained from several sources. A few are:

- your own agency, in conjunction with its reasonable accommodation policy created in compliance with Executive Order 13164,
- the Computer/Electronic Accommodations Program (CAP) in the Department of Defense,
- State vocational rehabilitation agencies,
- the Vocational Rehabilitation and Employment Service of the Department of Veterans Affairs,
- the Job Accommodation Network (JAN), sponsored by the U.S. Department of Labor or
- the Centers for Independent Living (CILs).

Other sources of needs assessment depend on the organization that refers or places an applicant with a disability. For example, if the applicant is referred to you by the Workforce Recruitment Program (WRP), it is likely that someone from that program will arrange the needs assessment with the Computer/Electronic Accommodations Program (CAP) in the Department of Defense. If you are hiring a client of the Vocational Rehabilitation and Employment Service of the Department of Veterans Affairs, those offices may perform needs assessments. Centers for Independent Living (CILs) offer information about needs assessment and accommodation services. CILs also often maintain rosters of persons available to serve as personal care attendants, interpreters for individuals who are hearing impaired, or readers for people with visual impairments. State vocational rehabilitation agencies funded under the Rehabilitation Act, private vocational rehabilitation companies, and nonprofit organizations also provide needs assessments.

Federal employers also may obtain additional guidance on providing reasonable accommodation from the [Equal Employment Opportunity Commission \(EEOC\)](#). Free copies of the EEOC's published guidance on reasonable accommodation and other issues pertaining to non-discrimination against people with disabilities may be reviewed at EEOC's website and obtained by calling (800) 669-3362 (voice), and (800) 800-3302 (TTY).

Other resources for technology-related technical assistance and accommodation assessment are:

- the Center for Information Technology Accommodation at the Office of Government-Wide Policy at the General Services Administration,
- U.S. Architectural and Transportation Barriers Compliance Board ("Access Board");
- the Assistive Technology Program at the U.S. Department of Education,
- the TARGET Center at the U.S. Department of Agriculture, and
- the Computer/Electronic Accommodations Program (CAP) at the Department of Defense.

Find Federal Services and Resources

- [Substance Abuse Treatment Facility Locator \(SAMHSA\)](#)
- [Services for Veterans: U.S. Department of Veterans Affairs](#)
- [Justice for Vets: The National Association of Drug Court Professionals Veterans Treatment Courts Clearinghouse](#)
- [Veterans Suicide Prevention Hotline \(SAMHSA\)](#)
- [Dealing With Effects of Trauma – A Self-Help Guide \(SAMHSA\)](#)
- [Federal Government-Wide Veterans Employment Website \(Office of Personnel Management\)](#)

Get Additional Resources

- [President Obama Releases Military Family Report \(Video\)](#)
- [Remarks by the President, Mrs. Obama and Dr. Biden on the Presidential Studies Directive: Strengthening Our Military Families](#)
- Readout of Director Kerlikowske's Visit To Military Veterans' Drug Treatment Center In New York City
- ONDCP Fact Sheet: Providing Support for Veterans Treatment Courts
- [National Drug Control Strategy 2011](#)

211 RESOURCE:

-----Original Message-----

From: JAMoncher@dhhs.state.nh.us [mailto:JAMoncher@dhhs.state.nh.us]

Sent: Friday, January 29, 2010 1:01 PM

To: Veterans_Group.DHHS@dhhs.state.nh.us;

North_Country_Veteran_List.DHHS@dhhs.state.nh.us;

PTSD_&_TBI_Conference_List.DHHS@dhhs.state.nh.us

Subject: 2-1-1: Helping Veterans Find Resources

Hello,

WMUR is currently airing the attached 2-1-1 Public Service Announcement (PSA). It has been in their rotation cycle during the month of January, so hopefully you have seen it. The goal of this 2-1-1 Outreach and Delivery Initiative is to make sure that our veterans, service members and their families have an easy way of learning about the important programs and services available to them throughout our State.

This PSA has been developed and supported by the following organizations: NH National Guard, NH Veterans Home, State Veterans Advisory Committee, State Veterans Council, State Committee on Aging, Harbor Homes, VA Medical Centers, Manchester Vet Center, United Way, 2-1-1 NH and the Department of Health and Human Services.

Please make sure that your agency is listed on the 2-1-1 data base. Also, feel free to review your agency listing at www.211nh.org to ensure it

includes all of your programs and services. Use the forms under agency tools to add or change data or establish a new profile. If you have any questions, please dial 2-1-1 and ask for Tina or Heather. If you already have a profile in the 2-1-1 database, you can call Tina at 2-1-1 to request a login and password to make changes electronically.

You can view the 2-1-1 PSA on the WMUR website at <http://www.wmur.com/community/index.html> or click on the below media link. Thank you. jo

(See attached file: 211_NH_assist_rev.256K_Stream001.wmv)

Jo Moncher
Bureau Chief
Community Based Military Programs
Department of Health and Human Services
271-4402

Government-Wide Veterans Employment Website <http://www.fedshirevets.gov/>

From NH _ ELM I

**Resources
For
Veterans**

Veterans are given preference in each of our local offices in the referral to job orders. Our Veterans Representatives are available on a scheduled basis to assist veterans. They network with other veterans' social and supportive service agencies as well to get assistance for veterans.

NHES Veteran Services

-  [Veterans Resource Guide](#) a Self-Help Guide to Veterans Services and Benefits
-  [New Hampshire Veterans' Resource Directory](#)
- [Job Match System](#) matches applicant resume registrations with employer job listings using skills, job requirements or other related data.
- [NHES Veteran Representatives Contact Information](#)
- [File For Unemployment Benefits](#)

-  [Job Seeker Brochure](#) □
- State Veterans Council [Visitation Schedule](#) at Department of Employment Security offices and other locations.

Resources

- [New Hampshire Supports our Troops](#)
- [Gulf War Veteran Resources](#)
- [HUD Veteran Resource Center](#)
- [Circle of Friends for American Veterans](#)
- [Manchester VA Medical Center](#)
- [White River Junction VA Medical Center](#)
- [e-Vets Resource Advisor](#)
- [MilitaryHub.com](#)
- [VetJobs.com](#)
- [Veterans News and Information Service](#)
- [Military Connections](#)
- [Military.com](#)
- [VALoans.com](#)
- [MilitaryBenefit.org](#)
- [New Hampshire Post Secondary Education Commission](#)

Government Sites

- [Department of Veterans Affairs](#)
- [Veterans Employment and Training Services](#)
- [NH State Veterans Council](#)
- [Military Transition: Career to Success](#)
- [House Committee on Veterans Affairs](#)
- [Senate Committee on Veterans Affairs](#)
- [NH Veterans Home](#)

Job Search

- [Veterans Employment Information](#): Wars, Campaigns and Expeditions of the Armed Forces Since WW II Which Qualify for Veterans Preference
- [Corporate Gray Online](#)
- [RecruitMilitary.com](#)
- [Military Hire](#)

Organizations

- [Disabled American Veterans](#)
- [Veterans of Foreign Wars](#)
- [The American Legion](#)
- [The American Legion, Department of New Hampshire](#)
- [AMVETS](#)
- [Korean War Veterans Association](#)
- [Vietnam Veterans of America](#)
- [National Gulf War Resource Center](#)

Honor and Interest

- [Medal of Honor](#)
 - [Military Order of the Purple Heart](#)
 - [Vietnam Veterans Memorial Wall Site](#)
 - [National Alliance of Families for the Return of America's Missing Servicemen](#)
 - [Desert-Storm](#)
-

Military images courtesy of the U.S. Department of Defense web site, www.defenselink.mil/multimedia/

Non-Commercial Use of Imagery

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http://www.defenseimagery.mil/products/dodimagery/non_commercial.html

Other Resources that gathered information relative to the needs of individuals with disabilities in the state:

Needs Assessment – Individuals with Brain and Spinal Cord Injuries

Each year the NH Brain and Spinal Cord Injury Advisory Council produces an annual report that includes the results of public hearings to identify unmet needs of this population. In 2012 the following were identified to highlight the issues presented at the hearings:

1. Lack of education about brain and spinal cord injury in the medical community
2. Lack of discharge planning at medical facilities and lack of coordination of information among providers
3. Electronic record sharing among hospitals
4. Lack of education and awareness
5. Employment
6. Public policy advocacy
7. Transportation
8. General lack of funding

Employment of Individuals with Disabilities – Bureau of Developmental Services (BDS)

This report provides employment data and information related to employment for individuals served through NH Developmental Services. Employment is a significant priority for BDS. The report shows that the employment outcomes of those served by this system are improving. There has been a clear decrease in individuals participating in sheltered workshops and a rise in integrated community-based employment for this target group over the past 10 years. Challenges identified include issues around benefits and understanding of impact of earnings on benefits. This report breaks down data to the Area Agency level.

NH Disability and Public Health Needs Assessment – Institute on Disability 2013

Among the information presented in this report are the following:

Transition Aged Youth: 9.8 percent of NH youth 18-24 experience a disability compared to 11% nationally

Among NH adults of working age (18 – 64) 20.6% experience a disability. Prevalence:

- Mobility Limitation (47.6%)
- Cognition (45.7%)
- Independent Living (34.4%)
- Hearing (24.1%)
- Self Care (17.1)
- Blind/Visually Impaired (13.1%)

Wrap up

Title I of the Rehabilitation Act authorizes a formula grant program to assist states in operating a statewide program of vocational rehabilitation services. This program is designated to provide vocational rehabilitation services for individuals with disabilities, so that such individuals may prepare for, enter, and engage in gainful employment. Title VI, Part B also authorizes a formula grant program to provide supported employment services for individuals with the most significant disabilities to enter or retain competitive employment.

Despite current economic conditions and state budget concerns, NH Vocational Rehabilitation has been able to continue assisting youth and adults with significant disabilities to attain employment. Among the Agency's strengths are:

- Agency has adequate resources to serve all eligible individuals and the anticipated applicants for the next year
- The Agency has qualified staff to provide services to our customers
- Customers are generally satisfied with Agency Services
- The Agency is meeting the Federal Standards
- The Agency has identified goals and priorities that address the needs for employment for persons with disabilities in the state

In addition the report reveals several challenges and opportunities. It is noted that while the overall unemployment rate remains relatively low in the state, the unemployment rate for persons with disabilities is much higher. The recession has created issues with long-term unemployment for adults and diminished employment opportunities for youth. As the economy continues to recover, individuals with disabilities not currently in the labor force may see additional opportunities to join or rejoin the labor force.

There are a number of emerging issues that will have an impact on service delivery in the future, including issues that will impact the state as a whole – an aging population, diversity, and geographic considerations. These population trends may provide opportunities for individuals with disabilities.

Youth who are transitioning from school to employment or postsecondary schooling are a population the Agency plans on taking a closer look at in the next CSNA cycle. Assisting transition youth continues to be one of the challenges the Agency faces now and in the future. These youth can benefit from stronger business relationships and joint employment programs that combine education and hands-on work experience. There is a need for examining further ways to expand opportunities for paid or unpaid work experience for youth with disabilities.

Services to customers who need long-term support (supported employment) continue to provide a challenge. Qualified Community Rehabilitation Providers (CRPs), educated businesses, understanding and use of natural supports, benefits coordination and continuing collaborations with other systems will be essential in providing employment opportunities that lead to successful employment for this group.

In addition, initial and continuing education training to CRPs providing direct services to our customers is needed, i.e., continuing emphasis on ACRE training and successfully pursuing and/or completing (passing) Certified Employment Support Professional certification exam for CRPs working with NHVR customers around Job Development/ Placement.

Veterans with disabilities continue to demonstrate a need in accessing employment and other services. The demographics of the returning veterans is changing. For example, with more women serving overseas, they are seeing a greater number of women returning with injuries and other disabilities. Some additional investigation into how VR could perhaps play a larger role in meeting these needs may be beneficial to the agency as well as these veterans.

NHVR is continues to work with NHES and ESGR to attend and provide services at local Veteran Job Fairs. This year we have had one in Nashua and in Concord, NH. These have become an annual event and outreach effort. Other ideas have been considered and will be investigated further including enhancing our local outreach efforts to this population.

NHVR may be of assistance in helping NH businesses be compliant with the new upcoming OFCCP rules (effective 3/24/14) which are designed to improve employment opportunities for protected veterans and qualified workers with disabilities

(reference: www.dol.gov/ofccp/VEVRAARule and www.dol.gov/ofccp/503Rule .)

The purpose of this comprehensive statewide needs assessment is to call attention to the needs, perceptions and concerns that are present among individuals with disabilities as well as providers and the rehabilitation community at large. This report details the results of multiple methods in accessing the rehabilitation needs of persons with disabilities in New Hampshire. This organized approach to reviewing disability population statistics, agency performance data and input from stakeholders provides useful and essential information that is used in evaluating vocational rehabilitation services and in the development of the NHVR State Plan. The agency's goals and priorities were developed utilizing past needs assessment reports and will be reviewed against the results of this assessment in the development of New Hampshire's State Plan for fiscal year 2015.

Appendices

State Plan Goals and Priorities

NH Vocational Rehabilitation's goals and priorities in carrying out the vocational rehabilitation and supported employment programs

Goal 1---Quality self-determined employment outcomes for persons with disabilities in New Hampshire.

Goal 2---Effective and efficient use of resources

Goal 3---Increase educational attainment, employment and self sufficiency of transition-aged youth

Goal 4---Promote an environment that supports the Vocational Rehabilitation Counselor-Customer relationship

Goal 5---Provide ongoing support for the State Rehabilitation Council (SRC) and the Statewide Independent Living Council (SILC)

Survey of Supported Employment Service Provision



1. Please identify your regional office

		Response Percent	Response Count
Berlin		13.6%	6
Concord		13.6%	6
Keene		13.6%	6
Lebanon		2.3%	1
Manchester		31.8%	14
Nashua		6.8%	3
Portsmouth		9.1%	4
SBVI		9.1%	4
	Other (please specify)		1
	answered question		44
	skipped question		0

2. Do you use Supported Employment for some of your customers?

		Response Percent	Response Count
Yes		88.6%	39
No		11.4%	5
	answered question		44
	skipped question		0

**3. What percentage of your customers in your caseload are supported employment?
(estimate)**

		Response Percent	Response Count
0%		11.4%	5
1% - 5%		40.9%	18
6% - 10%		29.5%	13
11% - 20%		9.1%	4
21% - 30%		2.3%	1
greater than 30%		6.8%	3
answered question			44
skipped question			0

4. What do you see as some advantages and benefits of using supported employment?

	Response Count
	44
answered question	44
skipped question	0

5. What do you see as some disadvantages of using supported employment?

	Response Count
	44
answered question	44
skipped question	0

6. How comfortable are you with supported employment?

	Very Comfortable	Comfortable	Uncomfortable	Very Uncomfortable	Rating Average	Rating Count
My comfort level identifying customers as supported employment is	27.3% (12)	43.2% (19)	25.0% (11)	4.5% (2)	2.93	
My comfort level with coding customers in CMS	25.0% (11)	50.0% (22)	18.2% (8)	6.8% (3)	2.93	
My overall comfort level providing supported employment services is	25.0% (11)	47.7% (21)	20.5% (9)	6.8% (3)	2.91	
answered question						
skipped question						

7. Please describe your understanding of

	Very comfortable	Comfortable	Uncomfortable	Very uncomfortable	Rating Average	Rating Count
The concept of long-term supports	31.8% (14)	54.5% (24)	6.8% (3)	6.8% (3)	3.11	
Identifying and obtaining long-term supports	18.2% (8)	50.0% (22)	25.0% (11)	6.8% (3)	2.80	
Serving people without an agency as a long-term support service provider	13.6% (6)	25.0% (11)	54.5% (24)	6.8% (3)	2.45	
answered question						
skipped question						

8. What questions and concerns do you have about the provision of long-term supports?

	Response Count
	44
answered question	44
skipped question	0

9. What are the barriers that come up when you consider supported employment?

	Response Count
	44
answered question	44
skipped question	0

10. Do you feel the VR agency encourages or discourages the use of supported employment with our customers?

		Response Percent	Response Count
Encourages		77.3%	34
Discourages		22.7%	10
	answered question		44
	skipped question		0

11. How well do you understand the funding system and service delivery system for supported employment?

	Strong understanding	Understand	Minimal understanding	No understanding	Rating Average	Rating Count
My understanding of funding and service delivery of supported employment	18.2% (8)	50.0% (22)	27.3% (12)	4.5% (2)	2.82	
answered question						
skipped question						

12. Describe the supported employment process as you understand it.

	Response Count
	44
answered question	44
skipped question	0

13. What specific parts of the system do you feel you need understand better?

	Response Count
	44
answered question	44
skipped question	0

14. When you meet with a client do you consider Supported Employment as a first resort, last resort, or not at all, as a means to employment?

		Response Percent	Response Count
First		25.0%	11
Last		65.9%	29
Not At All		9.1%	4
answered question			44
skipped question			0

15. Describe the conditions that would lead to your using supported employment more often.

	Response Count
	44
answered question	44
skipped question	0

Q1. Please identify your regional office

1 Regional Leader - no caseload

May 9, 2013 2:33 PM

Q4. What do you see as some advantages and benefits of using supported employment?

1	intense job coaching so that those customers who might not have had a chance at employment can have that opportunity	May 22, 2013 2:50 PM
2	N/a	May 22, 2013 2:21 PM
3	customers employment outcome is a team effort	May 22, 2013 8:55 AM
4	I am able to provide the one on one support the client requires	May 20, 2013 4:05 PM
5	For Title II beneficiaries, supported employment reduces countable earnings in Social Security's SGA evaluations, allowing customers to have higher earnings and maintain SSA benefits, thus increasing the customer's standard of living.	May 20, 2013 2:31 PM
6	unknown	May 20, 2013 2:10 PM
7	More thorough CRP reports	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	My customers are able to utilize job coaching and success on the job.	May 20, 2013 1:29 PM
10	The customer is able to maintain employment longer term. This results in less likely to need to re-visit the case in the future and long term happiness for the customer.	May 17, 2013 11:33 AM
11	Advantages - able to help customers find good matches that they might not have otherwise considered	May 17, 2013 10:47 AM
12	Ability to use CRP's in a more intensive capacity for job search	May 17, 2013 10:08 AM
13	N/A	May 16, 2013 3:48 PM
14	additional supports available	May 16, 2013 8:56 AM
15	Being able to get Area Agency's and other providers i.e. Easter Seals involved to provide support for some of our customers that might not be employable otherwise.	May 16, 2013 8:10 AM
16	Workplace integration and access	May 15, 2013 4:58 PM
17	extended training and monitoring	May 15, 2013 1:53 PM
18	team approach	May 15, 2013 1:21 PM
19	I feel that SEP is a good way to help customers who need a greater presence then those who do not	May 15, 2013 10:53 AM
20	Partnering with other agencies to assure that the customer gets a full compliment of services to assist with achieving goals - especially job retention.	May 15, 2013 9:13 AM
21	Involment of familes and more hand holding by vendors.	May 14, 2013 7:12 AM
22	It enables a larger number of people to successfully maintain employment.	May 13, 2013 12:53 PM

Q4. What do you see as some advantages and benefits of using supported employment?

23	people with severe disabilities are able to work in the community with supports.	May 13, 2013 11:51 AM
24	Services needed	May 13, 2013 8:19 AM
25	Utilization of 6C funds, CRP reports much more detailed, customer gets more ongoing support services	May 9, 2013 2:33 PM
26	supervision on the job	May 9, 2013 12:08 PM
27	Addition supports and hopefully long term supports once closed with Voc Rehab	May 8, 2013 4:03 PM
28	Our customers need extra support	May 8, 2013 1:41 PM
29	Financial incentive to the job dev agency for time invested, and security/control after placement of job support.	May 8, 2013 11:56 AM
30	Customers get more one on one support during the job search process.	May 8, 2013 10:59 AM
31	long term supports for customers	May 8, 2013 10:19 AM
32	I'm unclear how to answer this.	May 8, 2013 9:24 AM
33	Better chance of long-term job retention; more intensive supports to assist individuals with more significant disabilities.	May 8, 2013 9:21 AM
34	The extra support we provide can really help the customer train and adjust to the workplace. This supports helps to create a better job match.	May 8, 2013 9:20 AM
35	Gives extended support to customers	May 8, 2013 8:54 AM
36	More hands on, one-on-one help for the customer	May 8, 2013 8:36 AM
37	For support to be successful on their job	May 8, 2013 8:31 AM
38	Long term supports, even after the 90 days	May 8, 2013 8:18 AM
39	Allows for hourly job development so placement person doesn't become disinterested. Gives good feedback & support after job is obtained.	May 8, 2013 7:09 AM
40	The hourly job development is very important for this population, the ability to carve positions.	May 8, 2013 6:28 AM
41	N/A	May 7, 2013 4:55 PM
42	Ability to earmark specific funding and and ability to regulate the number of hours of services provided.	May 7, 2013 4:41 PM
43	hopefully the CRP will provide more intense/hands on job search activities; utilization of 6C funds which therefore reduces the need for 110 funds	May 7, 2013 4:18 PM
44	More one on one coaching, more support, more partnership with mental health agency	May 7, 2013 4:13 PM

Q5. What do you see as some disadvantages of using supported employment?

1	I don't see any	May 22, 2013 2:50 PM
2	n/a	May 22, 2013 2:21 PM
3	dealing with unrealistic expectations from some service providers and families	May 22, 2013 8:55 AM
4	It is sort of an all or nothing decision. Sometimes there is a client that fits in between and may not require the full extent of the services and then to wait an additional 90 days to close seems not worth the venture.	May 20, 2013 4:05 PM
5	Long-term supports may not be available when needed for some customers	May 20, 2013 2:31 PM
6	unknown	May 20, 2013 2:10 PM
7	Cost	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	none.	May 20, 2013 1:29 PM
10	Length of time it takes to find job opportunities that will welcome this type of support in the work place.	May 17, 2013 11:33 AM
11	Disadvantages - hard to find appropriate long term supports or make sure appropriately trained long term supports	May 17, 2013 10:47 AM
12	Must remember to check the appropriate boxes in CMS when writing all case plans and amendments	May 17, 2013 10:08 AM
13	N/A	May 16, 2013 3:48 PM
14	longer employment period required for a 26	May 16, 2013 8:56 AM
15	Lack of funding for support agency's. Employer attitudes.	May 16, 2013 8:10 AM
16	Sustainability	May 15, 2013 4:58 PM
17	difficult to close cases /funding sources	May 15, 2013 1:53 PM
18	haven't used it yet, not sure	May 15, 2013 1:21 PM
19	None	May 15, 2013 10:53 AM
20	Right now one of the major disadvantages that some DD agencies are reporting is that funding is not sufficient for them to provide 1:1 support at job sites when it is clear that is what the customer needs.	May 15, 2013 9:13 AM
21	financial pay out system, too cumbersome	May 14, 2013 7:12 AM
22	Coordinating support can be difficult.	May 13, 2013 12:53 PM
23	not all of our customers who need long term supports have them available. Natural supports are not always easy to obtain and maintain. long term support vocational services staff are constantly changing so the long term supports are	May 13, 2013 11:51 AM

Q5. What do you see as some disadvantages of using supported employment?

	wsometimes affected. Students who need supports are graduating before the age of 21 and are not eligible for long term supports from the AA. The attempts to find employment without supports have not been successful.	
24	none	May 13, 2013 8:19 AM
25	CRP's not comfortable with the process, VRC's not comfortable with the process and feel it takes longer to close	May 9, 2013 2:33 PM
26	some times customer becomes dependent on job coach	May 9, 2013 12:08 PM
27	Not every client has access to long term support funding. Lack of communication between agencies	May 8, 2013 4:03 PM
28	Have to rely on area agencies and some times they don't have a good concept of the process	May 8, 2013 1:41 PM
29	No bonus/incentive	May 8, 2013 11:56 AM
30	Not sure...	May 8, 2013 10:59 AM
31	getting area agencies to participate. casemanagers do not call you back or complete some of the forms we would like them to complete. everything I feel is put on the VR counselor. It is extremely time consuming with very little support from parents or other agencies. It takes for ever and 26's are rare to come by.	May 8, 2013 10:19 AM
32	Again, unclear how to answer this.	May 8, 2013 9:24 AM
33	No disadvantage if long-term supports are easily identified. It gets more difficult when they need to be identified in order for a plan to have the best chance of success.	May 8, 2013 9:21 AM
34	Sometimes the long term supports do not have the vocational interest or background and this can cause barriers for long term success for the customer.	May 8, 2013 9:20 AM
35	System is not user friendly. More training needed on vendor services and authorizing such in CMS.	May 8, 2013 8:54 AM
36	Costly	May 8, 2013 8:36 AM
37	The individual needs to meet eligibility requirements (sometimes a long process if the person lost support after leaving school before 21)and gets support only when/if funding is available.	May 8, 2013 8:31 AM
38	They are not always as motivated to get placements.	May 8, 2013 8:18 AM
39	can sometimes be expensive at the beginning if the counselor is not paying attention.	May 8, 2013 7:09 AM
40	When natural supports are the only long term support for the individual, sometimes that is not enough.	May 8, 2013 6:28 AM
41	N/A	May 7, 2013 4:55 PM

Q5. What do you see as some disadvantages of using supported employment?

42	Can be more expensive,	May 7, 2013 4:41 PM
43	slower pace/multiple services/multiple players	May 7, 2013 4:18 PM
44	no funding for support from area agency, unwillingness of employers	May 7, 2013 4:13 PM

Q8. What questions and concerns do you have about the provision of long-term supports?

1	after VR closes the customer, how long do those longterm supports have to be in place?	May 22, 2013 2:50 PM
2	n/a	May 22, 2013 2:21 PM
3	without an agency their is no way to assure long term supports	May 22, 2013 8:55 AM
4	I would like to be more familiar with long-term support systems in my area	May 20, 2013 4:05 PM
5	As I am a Benefits Counselor, I see the need for long-term supports in the area of benefits planning and management as well as in the workplace. I am concerned about the availability of such services with providers having adequate training.	May 20, 2013 2:31 PM
6	unknown	May 20, 2013 2:10 PM
7	Who provides them with they are on waitlist from area agency	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	n/a.	May 20, 2013 1:29 PM
10	n/a at this time	May 17, 2013 11:33 AM
11	natural supports and CRPs helping to develop them - might not have training needed for real supports needed	May 17, 2013 10:47 AM
12	What about serving people without an agency as a long-term support service provider who should be SEP	May 17, 2013 10:08 AM
13	N/A	May 16, 2013 3:48 PM
14	they are rarely available	May 16, 2013 8:56 AM
15	What are the options if an Area Agency is not involved?	May 16, 2013 8:10 AM
16	How long should VR role be part of the provision?	May 15, 2013 4:58 PM
17	sre they just contrated through the area agencies to CRp's for those services	May 15, 2013 1:53 PM
18	need a refresher on it	May 15, 2013 1:21 PM
19	For individuals who do not have long term supports, it means forming those supports on the job. That can be challenging and as those people who provide that support, leave the job then what.	May 15, 2013 10:53 AM
20	When it is not clear who will provide long term supports - ie - no connected w/ DD or MH programs (such as a person w/ significant head injury) and there's no agency identified...and it seems that employer supports (natural supports are not reasonable w/in the normal course of business) how do you negotiate and set up customer payment for those supports?	May 15, 2013 9:13 AM
21	consistency of service from long term support vendors	May 14, 2013 7:12 AM

Q8. What questions and concerns do you have about the provision of long-term supports?

22	When a person doesn't have area agency supports; how does one determine if natural supports will be adequate when employment has not yet been found?	May 13, 2013 12:53 PM
23	What do we do when a student graduates before 21 and we don't have supports available until 21? How do we work with someone when we know there are no supports available due to funding/eligibility for long term supports.	May 13, 2013 11:51 AM
24	0	May 13, 2013 8:19 AM
25	CRP's do not understand the term "natural supports" and feel that they are just 'dropping' the customer when they fade out their services.	May 9, 2013 2:33 PM
26	Timeliness of services	May 9, 2013 12:08 PM
27	Funding to area agencies... the wait list... how much can VR be flexible with our support...?	May 8, 2013 4:03 PM
28	Working with the team (area agency, schools etc)	May 8, 2013 1:41 PM
29	can Vr pay for SEP hours pre-placement for just interview prep, res dev, references dev, etc, without some actual applications?	May 8, 2013 11:56 AM
30	Providing students with guidance and counseling and discussing jobs when it is unclear of the long-term supports. Is there funding for the customer? Makes planning for a specific job goal a challenge.	May 8, 2013 10:59 AM
31	are there really long term supports? the area agencies favorite saying is "we don't have any money"!	May 8, 2013 10:19 AM
32	Funding is a big issue, knowing the supports from the area agency as a job is found is a challenge.	May 8, 2013 9:24 AM
33	How can we better assist counselors with identifying natural supports when there isn't a service agency working with and individual that needs long-term supports.	May 8, 2013 9:21 AM
34	My concerns are the lack of vocationally trained support staff to assist with job development and provide the long term supports.	May 8, 2013 9:20 AM
35	?	May 8, 2013 8:54 AM
36	How to transition to them when VR needs to phase out and how to bring about the discussion on the topic.	May 8, 2013 8:36 AM
37	How is long term support determined? Where can we get long term support for a customer, if the area agency is not able to provide the support?	May 8, 2013 8:31 AM
38	I am concerned when individuals are put on a waiting list for services. The wait can be extensive.	May 8, 2013 8:18 AM
39	none	May 8, 2013 7:09 AM
40	None	May 8, 2013 6:28 AM
41	None	May 7, 2013 4:55 PM

Q8. What questions and concerns do you have about the provision of long-term supports?

42	Identifying appropriate customers to classify as Supported Employment	May 7, 2013 4:41 PM
43	n/a	May 7, 2013 4:18 PM
44	funding is huge	May 7, 2013 4:13 PM

Q9. What are the barriers that come up when you consider supported employment?

1	identifying community services that would assist customer on longterm basis to continue/maintain the success of VR services provided	May 22, 2013 2:50 PM
2	severe language	May 22, 2013 2:21 PM
3	its gettingong	May 22, 2013 8:55 AM
4	understanding where one service ends and another can pick up	May 20, 2013 4:05 PM
5	N/A. I am not a VR Counselor so don't make those decisions.	May 20, 2013 2:31 PM
6	unknown	May 20, 2013 2:10 PM
7	Long term supports	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	n/a.	May 20, 2013 1:29 PM
10	see question # 5	May 17, 2013 11:33 AM
11	long term success and having customers in situations that might not be realistic if long terms support not available	May 17, 2013 10:47 AM
12	Turn over of support staff, training level of support staff, lack of communication with certain case managers or agencies	May 17, 2013 10:08 AM
13	N/A	May 16, 2013 3:48 PM
14	see above	May 16, 2013 8:56 AM
15	Funding, Area Agency's and the support agency's not focusing on employment or not understaning supported employment.	May 16, 2013 8:10 AM
16	Access to rural customers	May 15, 2013 4:58 PM
17	employment options and supports	May 15, 2013 1:53 PM
18	have not used it yet	May 15, 2013 1:21 PM
19	only providing support to those customers who do not have long-term supports.	May 15, 2013 10:53 AM
20	Whether there is funding w/in the DD agencies to provide the level of support needed. Most programs now are funded at a 2:1 or 3:1 consumer to staff ratio. There are some agencies that don't seem to have the flexibility to make the system work for them/their customers to provide 1:1 on-site support. I have had a few customers loose jobs because of this.	May 15, 2013 9:13 AM
21	connecting with the area agency especially if they are in another vr's office territory as it means one must start all over and learn the players, etc.	May 14, 2013 7:12 AM
22	see above. and Transportation. Training.	May 13, 2013 12:53 PM
23	Trying to find long term supports for customers who are underage or have no	May 13, 2013 11:51 AM

Q9. What are the barriers that come up when you consider supported employment?

	available funding for long term supports. Vendors who are good at setting up natural supports for customers from the start of employment.	
24	0	May 13, 2013 8:19 AM
25	Many VRC's continue to believe that it takes longer to close a SE case vrs. a non-supported case. VRC's are having difficulting trying to identify natural supports as many do not qualify for supports with area agencies.	May 9, 2013 2:33 PM
26	uncertainty over whether supports will be available	May 9, 2013 12:08 PM
27	If a client has chosen a different vendor from the one they are utilizing through VR, the transition of services from one vendor to the other for long term supports. It gets confusing and often the ball is dropped.	May 8, 2013 4:03 PM
28	customers who need servcies between the ages of 18-21	May 8, 2013 1:41 PM
29	the availability of vendors and their hours to devote to this. The minimal time investment for the job developer, then placement comes, and they are unavailable for the full need of services on the job - time management issues really with vendors, and our real expectation.	May 8, 2013 11:56 AM
30	If the area agency is not involved. Who will provide those natural supports??	May 8, 2013 10:59 AM
31	Time=inordinate amount of time is dedicated to these cases often times without successful closure./-no help from other agencies-lack of cooperation from casemanagers/area agencies-referrals that are sent often are too disabled to be a SEP customer. they are often a community type customer. CRP's getting customers from agencies without a casemanager referral and then sending them here so do we can pay them(CRP) for job search even though they are clearly not competitively work ready.the area agencies have to get on board-things will not be successful without there committment to the case.	May 8, 2013 10:19 AM
32	Identifying appropriate comprehensive assessment tools.	May 8, 2013 9:24 AM
33	If counselors lack expertise in this area and are not comfortable, they may intentionally avoid SEP, which can lead to less optimal employment supports for some of our customers.	May 8, 2013 9:21 AM
34	The lack of vocationally vocationally trained staff to assist with the job development and provide the long term supports and the frequency of staffing changes often hinders the customer's long term success at work.	May 8, 2013 9:20 AM
35	?	May 8, 2013 8:54 AM
36	/	May 8, 2013 8:36 AM
37	Availability of funding from the area agency Waiting list at the area agency to get the support	May 8, 2013 8:31 AM
38	Lack of placement motivation and a lack of understanding in terms of how VR works. Also, there are not nearly enough CPR's in the area who will work with SE customers.	May 8, 2013 8:18 AM

Q9. What are the barriers that come up when you consider supported employment?

39	person may not have area agency funding for the amt of support they need after VR fades.	May 8, 2013 7:09 AM
40	Getting enough hours for long term support.	May 8, 2013 6:28 AM
41	None	May 7, 2013 4:55 PM
42	The ability of job placement vendors to really meet the needs of the customers.	May 7, 2013 4:41 PM
43	finding CRPs that can provide credible job search services	May 7, 2013 4:18 PM
44	finding employers willing to work with our customers	May 7, 2013 4:13 PM

Q12. Describe the supported employment process as you understand it.

1	customer has to be eligible for VR services, then, they must have a severe disability that affects their ability to get/maintain a job; longterm supports have to be available to follow up with the customer after they end their services with VR	May 22, 2013 2:50 PM
2	provide training customer to focus the specific area and improvement customers' skills. It reduces the barriers.	May 22, 2013 2:21 PM
3	during plan development the counselor and cusotmer\guardian determine the need for and identify the provider of long term supports. VR completes their work with the customer with an extension of time in 22 and	May 22, 2013 8:55 AM
4	A client must be most significantly disabled, must require extended services after being placed or require a substantial amount of time above the normal job search job development package	May 20, 2013 4:05 PM
5	Assessment takes place as with other customers to determine interests, abilities, work values, etc to determine employment goal. An employment Specialist provides Job Placement/Job Development services and does a Discrepancy Analysis to determine training and support needs. The Employment Specialist may act as a consultant to the employer and provide some direct support while helping to identify natural supprts in the workplace that may minimize over time the level of external support needed to maintain successful employment. VR provides funding for services of an Employment Specialist for initial training and supports for a temporary period of time (up to approx. 18 months) and coordinates services with the agency who will provide long term supports.	May 20, 2013 2:31 PM
6	n/a	May 20, 2013 2:10 PM
7	Coding as MSD in eligibility. ISI, Job serach plan, long term support plan	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	The supported employment process is used for individuals who have 2 or more disabilities that are impediments to their employment.	May 20, 2013 1:29 PM
10	I am still working on graspiing all the parts of funding SEP in NH. SEP assist individuals to maintain employment throuh a community provider agency once the DVR 90 days have faded out. The community provider can provide ongoing support to the individual both interms of transportation and on the job support to ensure a customer experiences long term placement on the job site. This often leads to a positive experence for the most disabled of customers and allows for a future job reference	May 17, 2013 11:33 AM
11	if in need of long term supports then supported employment is needed, either natural or agency based long term supports acceptable	May 17, 2013 10:47 AM
12	Funds to VR come from a separate source for Supported Employment; Long term supports must be in place in order to serve supported employment customers; The regional agencies receive funding for providing long term supports (job coaching, case management and one on one staffing) for eligible individuals.	May 17, 2013 10:08 AM
13	N/A	May 16, 2013 3:48 PM

Q12. Describe the supported employment process as you understand it.

14	needs improvement	May 16, 2013 8:56 AM
15	Customers who will require long term support in order to be successfully employed and remain successfully. Whether those supports are 1 hour a week or every day..	May 16, 2013 8:10 AM
16	VR identifies customers with needs for long term supports; we work with area agencies to place customers in employment/work settings	May 15, 2013 4:58 PM
17	for the severely disabled customer that requires more supports to get , keep, and maintain employment for an extended period of time	May 15, 2013 1:53 PM
18	Job goal clarification Job Search Plan Develop IPE Refer to CRP Job Development Job Offer Job Decline/Accept Job Person Assessment Barrier Intervention Long term support transfer	May 15, 2013 1:21 PM
19	Providing the supports that are necessary to obtain employment for someone who is MSD.	May 15, 2013 10:53 AM
20	A consumer is identified as needing long term supports from either previous work history, diagnosis and functional limitations or through work experiences that they may have engaged in during school. VR counselor works within the person's life to identify the team - may be very clear, may need to be developed. VR counselor gets the team together to discuss job goals, support needs and how they will come together for the customer. When VR assists a person to find a job, we are looking for the job match that is most suitable for the skills/interests and proximity to the customer as possible. When the person is hired, assessment of needs for short-term training and long term support needs takes place over several months - can be as long as 18 months (though that is rare). VR Counselor and CRP vendor work to assist the long term supports (agency or individual) learn what is needed to provide the long term supports. VR funding stops when those supports are in place. Counselor monitors the success of the job w/ the long-term supports for 90 days and then closes the case.	May 15, 2013 9:13 AM
21	To assist someone with long term supports in the world of work.	May 14, 2013 7:12 AM
22	Same as non-supported with the additional task of evaluating supports, and using different line item authorizations and forms.	May 13, 2013 12:53 PM
23	Customer is referred to VR. Person is found eligible with Most Significant disability coding. customers will need intensive supported employment services after transition in order to perform this work. the customer will work in an integrated setting on a full time or part time basis as determined by the IPE and the person will be compensated with wages. VR provides under the IPE the upfront job placement and training until transition to extended services. The services VR provides include social skills training and facilitation of natural supports if possible at the worksite. customer can be closed successfully for VR purposes 180 days. Long term supports are twice monthly at the work site at a minimum. or two meetings off site with the customer and one contact with the employer a month,	May 13, 2013 11:51 AM
24	always refer to regulations	May 13, 2013 8:19 AM

Q12. Describe the supported employment process as you understand it.

25	Determine the customer MSD, Complete comprehensive assessment If using CRP, meet with group (Customer/Guardian, Provider of Long Term Support (if appl), CRP) and complete Job Search Plan-SEP, Develope IPE (must check off box in Text to make SE), Use SEP services in CMS Once placed do J-PAP, BIP, can move to status 19. Prior to CRP ending services, complete Long Term Support Transfer, When no other needs, move to 22 and start 90 countdown to closure	May 9, 2013 2:33 PM
26	VR provides short term supports; someone else provides long term supports	May 9, 2013 12:08 PM
27	Intake, decision made as to whther SEP, assessment/discussion on job goal, recruitment of CRP, job development weekly, placement 4-18 months of job support until services transfer to alternate agency.	May 8, 2013 4:03 PM
28	Job placement for customers who need long term support on the job or in community due to severity of disability. Usually they are connected with area agency. If not try to use natural supports on the job.	May 8, 2013 1:41 PM
29	Pay hourly per week for sep work search for msd customers only. 2 hours per week until 48 hours total or placement - whichever comes first. Upon Placement, auth j-pac, and await recommendation of sep bip from the job developer; authorize requested hours ongoing until either independence or long-term supports (or natural supports) take-over - whichever comes first.	May 8, 2013 11:56 AM
30	Customer is MSD eligible. Customer may or may not be working with the area agency. Customer will need more assistance with the job search process. Customer will need more guidance and on the job support on the job.	May 8, 2013 10:59 AM
31	interview team meeting-chose vendorcomplete all necessary paperwork-get job-closecase	May 8, 2013 10:19 AM
32	I find the process similar as other individuals I work with however there is more involvement with the area agency and with the families to identify strengths and challenges than with a typical student. Comp assessment can be a challenge with supported employment.	May 8, 2013 9:24 AM
33	Identify need for SEP when starting to work with customer Code properly in eligibility Identify needed supports and providers in IPE Work closely with CRP and support agency if they are different If utilizing CRP, use proper services in CMS Monitor job coaching/supports closely to determne when client is functioning as independently as possible on the job in order to move to 22 Make sure there is a meeting with all concerned parties to formally transition to long-term supports.	May 8, 2013 9:21 AM
34	If an individual is working with an area agency and requires long term support or is not with an anency but clearly will require long term support (from family, community, etc) I will work with them as a supported employment customer. I will try to work with and involve the support agency and/or family in the vocational goal development, job development and long term support. I try to set up a system to transfer day to day or week to week support mid way through the training so that the customer, employer and staff can be familiar and comfortable with each other. This way the long term support will be better equiped to provided the neccessary direction and guidance to both the customer and	May 8, 2013 9:20 AM

Q12. Describe the supported employment process as you understand it.

employer as needed. The long term staff is always encouraged to provide the minimal support and to work to foster good communication between the customer and employer.

35 ????? May 8, 2013 8:54 AM

36 Customer is coded as supported employment, SEP funding through coding is allocated to the customer. Services for finding employment are differently priced for these customer and more help is needed. Usually a job coach or someone from an area agency is present and involved in the process. Once the person is employed, the case is opened for at least 6 months to ensure that it is the right fit for the customer. When closing time is near, VRC ensures that long term supports are not only in place but ready to transition with customer. Case is then closed.

37 I think the person is referred for SEP, then there is an eligibility process. When eligible, the person is put on a waiting list for the support. Only a certain amount is available for each person.

38 SE is usually a sub department within a mental health agency or a component of an agency that provide job development. Funding for services usually comes through Medicaid or VR.

39 assessment, ID of goal, begin job development. After placement, authorize job/person assessment, provide VR support as needed until progress toward desired outcome stops. Hand off to long term support provider.

40 Supported Employment is for the most severely disable individuals. Individuals who have no work history or individuals who have worked but have been unable to maintain work due to not having supports.

41 For severely disabled clients, supported employment provides case management, housing, respite services, family supports, etc. to insure that clients will reach a higher level of independence in their employment and daily living activities. Supported employment provides support in the areas that need supervision to insure continued "on-going" success for the individual.

42 Identifying customers who due to their severe disability require additional support in their job seeking efforts and will require support after they are placed. These customers will be referred to a vendor who will provide more intensive job placement and will provide short term supports on the job. Follow up with agencies that provide long term supports.

43 assess client's skills/abilities; coordinate team players for their input; refer to CRP for situational assessmt; employment plan; JS/JD; BI services; after no BI services; wait until 3 months to closure; turn over to Support services if available or dependent on Natural supports

44 NOT SURE I UNDERSTAND THE QUESTION. May 7, 2013 4:13 PM

Q13. What specific parts of the system do you feel you need understand better?

1	everything especially as it related to customers with severe pschiatric disabilities	May 22, 2013 2:50 PM
2	n/a	May 22, 2013 2:21 PM
3	supports from natural sources or wihtout other agency involerment / dealing with families handling the funds rather than AA's	May 22, 2013 8:55 AM
4	the supports that we can provide in addition to the typical ones	May 20, 2013 4:05 PM
5	How does the coordination between VR and the agencies providing long-term supports occur.	May 20, 2013 2:31 PM
6	n/a	May 20, 2013 2:10 PM
7	ISI	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	still learning.	May 20, 2013 1:29 PM
10	NH funding	May 17, 2013 11:33 AM
11	when referrals come in they do not understand what is really needed and required for committment to focus on employment	May 17, 2013 10:47 AM
12	The details and specific funding sources, how is someone found eligible for long term support funding through an agency (therefore supported employment)	May 17, 2013 10:08 AM
13	ALL OF IT	May 16, 2013 3:48 PM
14	n/a	May 16, 2013 8:56 AM
15	Natural supports, options for other agency involmnet.	May 16, 2013 8:10 AM
16	How long should VR role be part of the provision?	May 15, 2013 4:58 PM
17	review	May 15, 2013 1:53 PM
18	what long term supports are available in my area	May 15, 2013 1:21 PM
19	I need to get throught the whole process to feel more comfortable	May 15, 2013 10:53 AM
20	as noted above - LTS for people when no agency is available or need to have customer pay for them some how.	May 15, 2013 9:13 AM
21	Placement piece	May 14, 2013 7:12 AM
22	Evaluating progress of the customer and CRP during the (sometimes long) job development process.	May 13, 2013 12:53 PM
23	I understand the VR part of the process. There is no formal letter of support anymore. The long term support agreement form is something that I have not used.	May 13, 2013 11:51 AM

Q13. What specific parts of the system do you feel you need understand better?

24	identifying customers as supported employment; coding customers in CMS	May 13, 2013 8:19 AM
25	How to identify natural supports	May 9, 2013 2:33 PM
26	how other agencies determine who they will support and when	May 9, 2013 12:08 PM
27	Mental health long term supports and why that cannot be billed under Medicaid yet you can bill under Medicaid for Developmentally delayed clients	May 8, 2013 4:03 PM
28	How to engage team members and keep services for ages 18-21--school doesn't want them, area agency can't fund them and they seem to think VR is the funder.	May 8, 2013 1:41 PM
29	supports transitioning away from a job/consumer when there are only natural supports involved.	May 8, 2013 11:56 AM
30	natural supports.....sometimes knowing who will need supported employment. The process with the CRP.	May 8, 2013 10:59 AM
31	closure	May 8, 2013 10:19 AM
32	Comp assessment for SEP.	May 8, 2013 9:24 AM
33	n/a	May 8, 2013 9:21 AM
34	I would like to know of other options for support in case where there is no area agency or family involvement.	May 8, 2013 9:20 AM
35	All of it!! Did not get much training on it!	May 8, 2013 8:54 AM
36	Time needed to close.	May 8, 2013 8:36 AM
37	All parts	May 8, 2013 8:31 AM
38	I need to understand how mental health agencies determine who is eligible or who is not. I have made referrals to local mental health agencies, only to find out that the person is not eligible for SE according to this agencies criteria, even though VR considers them eligible and in need of SE.	May 8, 2013 8:18 AM
39	none	May 8, 2013 7:09 AM
40	None	May 8, 2013 6:28 AM
41	None	May 7, 2013 4:55 PM
42	The referral process.	May 7, 2013 4:41 PM
43	assessment; vocational component; turning over to Support provider	May 7, 2013 4:18 PM
44	more resources to assist our customers with VR support	May 7, 2013 4:13 PM

Q15. Describe the conditions that would lead to your using supported employment more often.

1	if i get educated more about what SEP and the various populations that would benefit from the service	May 22, 2013 2:50 PM
2	I would like to develop the specific curriculum for job developer to provide the services appropriately. I also would like to use the visual material and job development videos.	May 22, 2013 2:21 PM
3	I feel I use it when appropriate	May 22, 2013 8:55 AM
4	depends on the client's needs	May 20, 2013 4:05 PM
5	N/A. My job as Benefits Counselor does not involve decision surrounding use of supported employment.	May 20, 2013 2:31 PM
6	n/a	May 20, 2013 2:10 PM
7	simplify the process	May 20, 2013 1:33 PM
8	N/A	May 20, 2013 1:30 PM
9	still learning.	May 20, 2013 1:29 PM
10	More employers acrossed fields of work that allow SEP to take place on site.	May 17, 2013 11:33 AM
11	better referrals with communication of agencies and more training for CRPs on supported employment	May 17, 2013 10:47 AM
12	More knowledge of how the system works, more knowledge of how to use supported employment with individuals not receiving supports by an agency	May 17, 2013 10:08 AM
13	IF I WERE A COUNSELOR I WOULD PROBABLY USE IT.	May 16, 2013 3:48 PM
14	n/a	May 16, 2013 8:56 AM
15	Not sure, I feel I understand it well enough and have enough support from their counselors at CRO that have a great understanding of the process.	May 16, 2013 8:10 AM
16	A better understanding of the process	May 15, 2013 4:58 PM
17	better understanding of options , conditions, supports and funding	May 15, 2013 1:53 PM
18	understanding it better	May 15, 2013 1:21 PM
19	nothing	May 15, 2013 10:53 AM
20	I am using it whenever it is needed.	May 15, 2013 9:13 AM
21	more vendors that deal with supported employment	May 14, 2013 7:12 AM
22	My caseload requires that I already use it quite often.	May 13, 2013 12:53 PM
23	Continued training on Supported employment with all our partners. The success of such program as Project Search has also increased my awareness of how successful SEP customers can be. Continue meetings with Developmental	May 13, 2013 11:51 AM

Q15. Describe the conditions that would lead to your using supported employment more often.

	Servicesand the mental health side of the partnership.	
24	try to use when meets definition	May 13, 2013 8:19 AM
25	VRC's feeling more comfortable in identifying natural supports and coordinating services with the customer/guardian/family. Also need CRP's to be comfortable using our forms and understanding their role (when it ends).	May 9, 2013 2:33 PM
26	more availability of job coaching	May 9, 2013 12:08 PM
27	unsure	May 8, 2013 4:03 PM
28	I didn't think we would use supported employment unless the customer's disability warranted it	May 8, 2013 1:41 PM
29	I try to consider if supported employment is absolutely required in order for this person to become employed, and use that to also determine if the person is eligible or msd	May 8, 2013 11:56 AM
30	I think it would be wonderful to have specific training for supported employment. Just feel that this is an area that can be a challenge to us. It would also be nice to have the area agency part of the training to discuss services and how they find customers eligible. Seems like sometimes there is that disconnect with the area agency. Thank you!!	May 8, 2013 10:59 AM
31	reduce work load-reduce 26 goal have casemanagers help and keep CRP'S out of it. CRP will convince customers that they need to tell there vr counselor to refer them baCK TO the same CRP they are currently working with.although when confronted theyew will lie about what they do.	May 8, 2013 10:19 AM
32	To question 14, I use it first when meeting with a student and it is fairly clear that long term supports are needed however not all individuals with an area agency need the specific SEP and some are identified as needing SEP during the job searching process.	May 8, 2013 9:24 AM
33	n/a	May 8, 2013 9:21 AM
34	If an individual is working with an area agency and requires long term support or is not with an agency but clearly will require long term support (from family, community, etc) to be successful at work I will work with them as a supported employment customer.	May 8, 2013 9:20 AM
35	Someone who is already working w/another agency who will provide long term supports, i.e., Mental Health agency	May 8, 2013 8:54 AM
36	If I believe it is applicable.	May 8, 2013 8:36 AM
37	I would consider SEP when a person is not able to work on his/her own and needs a great deal of supervision and direction.	May 8, 2013 8:31 AM
38	I would use SE more often, provided that I know that the person is still receiving long term services. If a person is put on a waiting list for services, they could fall between the cracks. In these cases, I am reluctant to use SE.	May 8, 2013 8:18 AM

Q15. Describe the conditions that would lead to your using supported employment more often.

39	If the person's disability will cause them to need on-going support after a reasonable period of time.	May 8, 2013 7:09 AM
40	individuals with a severe disability, individuals connected to an area agency or a mental health center.	May 8, 2013 6:28 AM
41	No need with my customer base. I am starting to get some customers at Nute High School who will require supports, But not yet designated as "long - term" supports.	May 7, 2013 4:55 PM
42	Better understanding of who is an appropriate referral.	May 7, 2013 4:41 PM
43	Jobs available for folks requiring SE services!!!	May 7, 2013 4:18 PM
44	?	May 7, 2013 4:13 PM

1. Tell us about yourself:

		Response Percent	Response Count
Person with a disability		55.4%	51
Family member of a person with a disability		26.1%	24
Guardian		5.4%	5
Community rehabilitation program staff		7.6%	7
School personnel		3.3%	3
Employer		1.1%	1
Case manager		6.5%	6
Legislator/policy maker		0.0%	0
Medical professional		3.3%	3
Psychologist/psychiatrist		0.0%	0
Other (please specify)		14.1%	13
		answered question	92
		skipped question	4

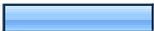
2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

	Response Count
	93
answered question	93
skipped question	3

3. Overall, how would you rate your experience with NH Vocational Rehabilitation

		Response Percent	Response Count
Excellent		22.5%	20
Above Average		19.1%	17
Average		22.5%	20
Below Average		11.2%	10
Poor		16.9%	15
Other (please specify)		14.6%	13
	answered question		89
	skipped question		7

4. What barriers to employment do you see for persons with disability in New Hampshire?

		Response Percent	Response Count
Transportation options for people to use to get to a job		55.6%	50
Not enough good full time jobs available		53.3%	48
Attitudinal barriers of employers		35.6%	32
Not enough good jobs in rural areas		47.8%	43
Lack of understanding about benefits		36.7%	33
Lack of advocacy		42.2%	38
Access to Housing		22.2%	20
Availability and understanding of Assistive Technology		22.2%	20
Access and Accommodation issues		32.2%	29
Medical issues		40.0%	36
Financial issues		48.9%	44
Other (please specify)		27.8%	25
		answered question	90
		skipped question	6

5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

		Response Percent	Response Count
Better job training options for people with disabilities		60.7%	54
Employer-based job supports, such as mentoring; peer to peer support		49.4%	44
Better collaboration between Agencies that provide employment and training services to people with disabilities		51.7%	46
Lack of resources of other Agencies such as Mental Health, Area Agencies, etc to provide sustained long-term supports		50.6%	45
Transportation options or assistance		50.6%	45
Child Care options or assistance		16.9%	15
Access and accommodations		33.7%	30
Access to more educational opportunities		43.8%	39
Assistive Technology		23.6%	21
Opportunities for Self Employment		28.1%	25
Supported Employment		48.3%	43
Career Counseling		49.4%	44
Benefits Counseling		34.8%	31
Additional information about resources available to assist		29.2%	26
Other (please specify)		16.9%	15
answered question			89

6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

**Response
Count**

41

answered question

41

skipped question

55

7. Have you received NHVR services in the past?

**Response
Percent Response
Count**

I am currently receiving services



36.0%

31

I have received services within the last year



19.8%

17

I received services 2-4 years ago



10.5%

9

I received services over 5 years ago



11.6%

10

I have never received VR services



37.2%

32

answered question

86

skipped question

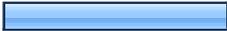
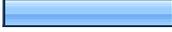
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8. If you are receiving services or have received services in the past: What services were most helpful?

		Response Percent	Response Count
Help choosing a job goal		26.1%	12
Counseling and guidance from my VR Counselor		43.5%	20
Physical Restoration Services / treatment		15.2%	7
Mental Restoration Services / Mental Health services		4.3%	2
College or university training		21.7%	10
Other Training		13.0%	6
Placement services working with a vendor / community rehabilitation program		13.0%	6
On the Job Training		13.0%	6
Interpreter services		0.0%	0
Reader services, rehabilitation teaching services, or orientation and mobility services		6.5%	3
Occupational licenses, tools, or equipment		13.0%	6
Supported employment services		15.2%	7
Post-employment services		10.9%	5
Vehicle modification		2.2%	1
Home modification		4.3%	2
Transition services		6.5%	3
Supportive services (such as maintenance or transportation)		10.9%	5
Referral to other services /			

information about services from other agencies that could help me		15.2%	7
Other (please specify)		34.8%	16
answered question			46
skipped question			50

9. Were you successful in getting (or keeping) a job?

		Response Percent	Response Count
Yes		21.6%	11
No		19.6%	10
I am currently working with NH Vocational Rehabilitation		33.3%	17
Other (please specify)		25.5%	13
answered question			51
skipped question			45

10. What helped you be successful in getting or keeping your job?

		Response Percent	Response Count
The VR services provided were what I needed to be successful		72.7%	8
The involvement of my Vocational Rehabilitation Counselor		54.5%	6
Services I needed were available and I was able to use these		36.4%	4
Support services I needed were available		18.2%	2
The way I was able to manage the challenges that were presented		18.2%	2
Other (please specify)		27.3%	3
		answered question	11
		skipped question	85

11. Please provide any additional information you would like to share about why you were successful in finding or keeping a job.

	Response Count
	6
answered question	6
skipped question	90

12. What prevented you from getting or keeping a job?

		Response Percent	Response Count
The VR services I needed to be successful were not provided		38.5%	5
Services I needed were not available or I was unable to use the services available			
The involvement of my Vocational Rehabilitation Counselor		30.8%	4
Support services I needed were not available		23.1%	3
The way I was able to manage the challenges that were presented		0.0%	0
Other (please specify)		53.8%	7
		answered question	13
		skipped question	83

13. Please provide any additional information you would like to share about why you were not successful in finding or keeping a job.

	Response Count
	10
answered question	10
skipped question	86

14. What could VR do differently or better to make your experience more successful?

	Response Count
	38
answered question	38
skipped question	58

15. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

	Response Count
	39
answered question	39
skipped question	57

Page 1, Q1. Tell us about yourself:

1	employment counselor with FANF program	Mar 25, 2011 10:06 AM
2	parent of a young child with cancer	Mar 24, 2011 4:37 PM
3	medical social worker	Mar 21, 2011 12:51 PM
4	My name is Cecilia de la Rosa. I am a disgusted client of Voc Rehab for 7 years. I promise to tell the NH taxpayers the truth about the horrific experience I have from this agency to the media.	Mar 20, 2011 9:37 PM
5	State of NH Human Services Professional	Mar 18, 2011 4:53 PM
6	advocate	Mar 18, 2011 12:34 PM
7	CHILD with HIGH LEVEL FUNCTIONING AUTISM	Mar 16, 2011 12:24 PM
8	Non-profit director	Mar 14, 2011 7:34 PM
9	H.E.A.R.T.S. Peer Support Center of Greater Nashua an Adult Educational Wellness Center	Mar 14, 2011 10:08 AM
10	lay religious, Executive Director of small ministry working with disabled	Mar 12, 2011 11:50 PM
11	Clinical and School Social Worker	Mar 11, 2011 12:04 PM
12	Vender Job Placement	Mar 8, 2011 11:38 AM
13	was farmer, now, maintenance man at UNH Durham nh	Mar 5, 2011 4:13 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

1	ok	Dec 28, 2011 6:43 PM
2	nn	Oct 4, 2011 1:51 PM
3	NA	Jun 3, 2011 10:43 AM
4	NA	Apr 24, 2011 8:31 PM
5	Helping young adults achieve independence and life after high school is a priority for me. I think the young adults need more outreach and follow up due to their normal adolescent behaviors - would like VR to be more proactive in their management.	Apr 1, 2011 12:45 PM
6	NA	Mar 30, 2011 12:56 PM
7	I have been so grateful for VocReb. They have been so wonderful helping me no matter what!	Mar 29, 2011 2:56 PM
8	I would ask for a more productive relationship w/TANF work counselors (NHEP) since many "borderline" disabilities who want to be part of the employed, self-sufficient community end up at out doors. They need the support and direction that staff informed about disabilities can provide.	Mar 28, 2011 9:24 AM
9	ARE JUST BEGINNING THIS JOURNEY WE KNOW BETTER IN 1 YR TIME	Mar 26, 2011 12:37 PM
10	My initial and follow on needs were for the most part well accomplished.	Mar 25, 2011 10:36 AM
11	Locally, referrals are seldom contacted and any follow-through is brief and dismissive, with derisive comments to me about "they don't keep appointments and don't want to work anyway".	Mar 25, 2011 10:06 AM
12	nity Action Employee many years ago, I worked closely with Voc Rehab senior citizen program and Dept of Labor, not sure how it currently is doing.	Mar 24, 2011 4:37 PM
13	It's terrible!!!!!!!!!!!!!! It needs to be revived/changed!!!!!!!!Once a person has been identified with a disability or assessed with testing they should not have to have more testing. It's already determined they have a disability that is lifelong - determined with SSI. People with disabilities need more sustainable skills after high school or when their jobs fail. We need more partnerships with companies throughout NH.	Mar 24, 2011 9:18 AM
14	Poorly for transitioning high school students	Mar 24, 2011 7:37 AM
15	Yes, by assisting people with disabilities learn interview skills and resume writing.	Mar 23, 2011 11:58 AM
16	When we have had a consistent VR representative assigned to our school, there is a positive, collaborative atmosphere.	Mar 22, 2011 3:38 PM
17	Not impressed, so far. When my child entered grade 9 high school, I inquired at the VOC Rehab office in the school. I was told, to not even bother until mid-junior year. In that January, I applied on behalf of my child, I did not hear until June, when I phoned to find if she was eligible or not. I have requested it in writing and	Mar 22, 2011 2:21 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

	have not received it. Then there was a change in personnel...several more phone calls in October to insist on an appointment. Very vague plan.	
18	Slower than molasses running uphill on a cold winter day. Decision makers in Concord take forever and a day. When they finally make a decision, it is the wrong decision.	Mar 22, 2011 11:15 AM
19	I believe VR does best with getting people to further their education and helping a client explore careers suited to their personal strengths and look for educational opportunities based on this.	Mar 21, 2011 10:01 PM
20	I suppose it's hard for anyone, disabled or not, to find a job these days. Voc Rehab has continued to try to help, but it's frustrating to not find work after over a year of trying.	Mar 21, 2011 6:15 PM
21	Mixed review. There are two sides to every story. Clients referred to Voc Rehab get very frustrated with their Voc Rehab counselors and say some "don't do anything to help me....." and give up after a while. Persons with disabilities need extra patience and time which many times counselors cannot provide. There are many skilled counselors at Voc Rehab who have been most helpful to clients as well.	Mar 21, 2011 12:51 PM
22	I think NH VR is trying to do their best to work with customers.	Mar 21, 2011 9:51 AM
23	Varies significantly counselor to counselor. Often involvement with school aged children is left until the last minute and too late to impact on job/career preparation.	Mar 21, 2011 9:42 AM
24	It's slow, there is no followthrough, and basically little help	Mar 21, 2011 8:01 AM
25	My son has used the services of Voc Rehab for the three jobs that he now has. It has been a very successful program for us. One job he has had for 6 years, another for 2 years and the other for one year. It has been a very effective program.	Mar 20, 2011 10:19 PM
26	If I am given a chance to one thing & one thing alone to ask the NH legislators to do something for the people with disabilities in NH, what would that be? Just like what the Governor & Legislators in Wisconsin did I will tell them to eliminate this agency altogether & fire both the Federal & State employees who are working (well not really) & are paid & funded by the taxpayers. This agency is a waste of the taxpayers monies, a shame to the ADA, a drought to the State & Federal budget & a waste of time & energy of the people with disabilities as a whole to name a few. This agency is a hoax, the employees are all just sucking the blood out of the taxpayers & do not do nothing but to support their lifestyles. Quite simple doesn't it?	Mar 20, 2011 9:37 PM
27	Not very well. They didn't understand my son's disability and treated him like a normal person who was able to read, write and be responsible.	Mar 20, 2011 8:27 PM
28	It's does not do much for me that all it does is force me to take jobs pushing shopping carts and pushing mops. pushing brooms all day long	Mar 20, 2011 7:15 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

29	I myself have used NHVR Services 3 times since 1986, as an adult with Autism & Cerebral Palsy. Their assistance was useless to me as a person with a BS Degree in Electronics, & I permanently ended-up on SSDI after my 3rd & last time I will ever use their "useless" vocational "assistance" since 12/2006.	Mar 20, 2011 6:03 PM
30	Vocational Rehabilitation did not finish working with me, nor did it address my needs. I have had to basically beg and plead for them to re-open my case. I have had to call Concord several times to not only get the ball rolling but to keep things going. To this point, I am fearful that I will lose not only my second job due to lack of support but also my home. Thank you to the empty promises from the workers at the Portsmouth Vocational Rehabilitation office.	Mar 20, 2011 4:20 PM
31	NA	Mar 18, 2011 4:53 PM
32	for school-age children, poorly or not at all.	Mar 18, 2011 12:34 PM
33	Fairly well, given the cluster of circumstances that adversely impact people with disabilities in NH.	Mar 18, 2011 11:20 AM
34	It depends on what office you go through. I have found the services to be getting more limited as time goes on.	Mar 18, 2011 9:50 AM
35	My counselor is courteous, considerate, and prompt in taking care of solutions to find appropriate work considering my limitations. VR is very supportive.	Mar 17, 2011 6:37 AM
36	NA	Mar 16, 2011 6:11 PM
37	Could be better. Not enough communication from staff.	Mar 16, 2011 5:17 PM
38	CONNECTED TO FIND OUT WHAT SERVICES VOC REHAB HAS TO OFFER TO HELP CHILD WITH DISABILITY	Mar 16, 2011 12:24 PM
39	It benefits the people who work there.	Mar 16, 2011 10:33 AM
40	n/a	Mar 16, 2011 8:12 AM
41	My son is diagnosed with an autism spectrum disorder and schizophrenia. He is twenty years old and supported by vocational reahab. since he was seventeen. Last August my son was going to college and his service provided asked if he would need any help. I told her that he would definitely need social help and that I would like to meet. That is the last time Voc. Rehab. helped my son. They appear to have eliminated my son from the program without notice and I have sent multiple e-mails to the director. I have requested meeting to set up new goals however; they are not communicating any intent to move forward and help my son.	Mar 16, 2011 6:44 AM
42	NA	Mar 15, 2011 6:13 PM
43	not sure how they are working in nh overall, but have been very supportive to me, a person with no visible disability.	Mar 15, 2011 3:05 PM
44	We started this year to meet monthly with our area VR counselor and it has made a huge difference in understanding providing meaningful and appropriate	Mar 15, 2011 10:55 AM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

	services from a school perspective and from VR's perspective.	
45	Bad! It took me over two months before I got even a single refurrel to any one to help me . It also has taken almost 3 months to get an ok on my glasses and this was after the eye exam.	Mar 15, 2011 10:38 AM
46	NA	Mar 14, 2011 10:04 PM
47	NA	Mar 14, 2011 7:34 PM
48	it took me quite a while to receive the help i needed but eventually after my case was handed to a new individual i was helped	Mar 14, 2011 4:12 PM
49	very hard to connect with, long process	Mar 14, 2011 2:55 PM
50	NA	Mar 14, 2011 2:12 PM
51	NA	Mar 14, 2011 1:20 PM
52	We have members who work with staff in Nashua and have had great succsess.	Mar 14, 2011 10:08 AM
53	not too familiar yet	Mar 14, 2011 9:46 AM
54	It is working well	Mar 13, 2011 3:22 PM
55	very positive meets with case manager	Mar 13, 2011 11:00 AM
56	While I was able to get information on GSIL's program in Concord very quickly and easily, getting through the quagmire of how to get into Voc Rehab has been a nightmare with no success. If you are already IN Community Partners MH division you seem to be able to get something like Walmart greeter jobs, but nbot if you are "outpatient only". If you are already IN Community Partners (DD) same thing, also some factory work, but most of the DD people I work with were dumped off BDS radar as soon as they turned 21. If you are physically disabled? Go GSIL in Concord, but can't find anything in Strafford Cty.	Mar 12, 2011 11:50 PM
57	NA	Mar 12, 2011 4:55 PM
58	VERU SLOW GETTING BACK TO YOU AND TAKING VERY LONG FOR APPOINTMENTS	Mar 12, 2011 12:34 PM
59	NA	Mar 11, 2011 8:04 PM
60	i am happy how thy are doing.	Mar 11, 2011 3:13 PM
61	na	Mar 11, 2011 2:44 PM
62	I think it is working pretty well. Currently Vocational Rehabilitation hired someone to help me find a job and that has been going very well. I think that Vocational Rehabilitation is working very well in NH.	Mar 11, 2011 1:18 PM
63	it is not working for me	Mar 11, 2011 1:09 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

64	I want help to find work or schooling to help me feel more like a person	Mar 11, 2011 12:19 PM
65	Helpful with some of the older students I've worked with in the past.	Mar 11, 2011 12:04 PM
66	It has help me to live a fuller and productive role in my community	Mar 11, 2011 9:19 AM
67	NH Vocational Rehabilitation has been great - they are willing to work with people who have disabilities	Mar 10, 2011 10:13 PM
68	I have nothing but good things to say about NH Vo Rehab. I worked with Bill Early and could not have done this w/o this assistance	Mar 10, 2011 8:02 PM
69	not good, bit feel not voc rehab fault, due to state cut backs	Mar 10, 2011 3:43 PM
70	Doug Wood and Angel at the Lebanon office are very caring people and could not have been nicer to me.	Mar 10, 2011 12:10 PM
71	The program works only for paying tuition to futher one's education, and I am very thankful for that, but the other programs do not work. The excuse that it takes a long time for the state or "red tape" is replacing one's ability to perform their job. I have waited many months for a clothing voucher for job interveiws, and 5 months for my case manager to respond with a letter I needed for a housing financial assistance program after losing my home. By now the entire application is null and void. I am interested in changing schools, but I would be out of school for at least 6 months because they work so slowly. There is no excuse for this. The staff lacks the ability to follow through with clients. I feel the disabled are being taken advantage of. It is difficult to stay motivated and move forward,keeping hope with the depression that comes with having a disability. We can stay focused and accomplish what we need to do, but the staff holds us back from what is available to us.	Mar 10, 2011 11:27 AM
72	I believe the VR is working great. I know that there is a huge need for the disabled community to get help in many different ways, and the NHVR is doing just that.	Mar 10, 2011 6:57 AM
73	I wish the program offered training to learn a new skill in a career which is marketable.I have been looking for work for four years now.No one wants to teach you anything,so you go without.	Mar 9, 2011 10:32 PM
74	Please see letter sent via email to Ella McAllister.	Mar 9, 2011 8:57 PM
75	NH Voc Rehab was wonderful to help me start my business. They were supportive throughout the process even when my thoughts and plan were not organized.	Mar 9, 2011 8:08 PM
76	My agency was somehow ommitted from the e-mailing list when the changes in Voc Rehab were underway. Our agency, therefore, had to re-apply to be a provider. while the counselors I know are very nice and caring people, but I find that they are very hesitant about employment for people with significant cognitive disabilities. Perhaps the VR system is part of the reason they are unable to support some placements which are carved out to meet individual and employer needs.	Mar 9, 2011 10:17 AM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

77	I work with Bonnie Rothermel as she is our VR Contact. I cannot tell you how wonderful she is, how hard she works and how she helps me to get things done. She is realistic, kind and a terrific person. She helped to set up a person with a significant disability as an owner of a co-op selling used furniture. Without this effort this person would probably never obtain real main stream employment. GREAT JOB!	Mar 9, 2011 9:26 AM
78	We are currently taking an in depth look at options that may help me start on the road to a good long career. I am indecisive so this helps me be more certain and comfortable with my direction and I appreciate the patience.	Mar 8, 2011 6:00 PM
79	Excellent. Vocational Rehabilitation Portsmouth, NH office - Cheri Nixon	Mar 8, 2011 2:27 PM
80	Very Slow - lack of staff and resources	Mar 8, 2011 1:55 PM
81	I have received exceptional service through the NH Voc Rehab department in Manchester. Linda Dunfey, VR Counselor has been wonderful in helping me to achieve my educational and employment goals.	Mar 8, 2011 12:03 PM
82	NA	Mar 8, 2011 11:38 AM
83	Receiving authorizations in a timely manner at the end or near the end of a quarter is always a problem. a suggestion would be that VR fund existing cases with DA's and BIP hours first and then Job Search authorizations for new clients second.	Mar 8, 2011 10:18 AM
84	It is working, but it definitely has its down points. I sat in a meeting once, and once of the Concord Voc. counselors stated " we do not assist in finding employment for someone with a staff, we do not work with those types of people"first I was shocked that this was even said by someone representing people with disabilities, and second isn't that exactly what you do.	Mar 8, 2011 9:48 AM
85	n/a	Mar 8, 2011 9:11 AM
86	na	Mar 7, 2011 6:45 PM
87	the testing for learning disabilities was nice as i had never had it done. as of right now there is very little work for physically disabled people who are mentally normal or close to it. but i guess the recession has made it hard for everyone.	Mar 7, 2011 4:14 PM
88	na	Mar 7, 2011 4:09 PM
89	I went Wentworth Institute of Technology in 1995 because Mass Rehab had paid for my education in 1990 and I had to take a loan for it. I found Electronics to be really fascinating. I fell 2 credits short of an associates but had gotten a certificate at the previous school. I had a hard time getting a job because nothing was on the bus line and was limited to what I could apply for. I talked a NH Rehab counselor about my education and had said that I couldn't pursue the field because of the turnover in technology and the amount of money involved in Wentworth. I took a gamble because of the resources Wentworth had available. I have since found out the biggest problem I'm facing with the field is the lack of soldering certifications. With Mass Rehab I fell \$1250 in debt to the bank. With	Mar 7, 2011 1:50 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

Wentworth I fell \$21000 in debt to the bank. NHCTC I had gained an Automotive degree and alot of tools I can't use because of the lack of training. There was a training issue involved in both cases and my opologies to Saturn of Lowell for the PR they had gotten because of the lack of skill I portrayed in my employment with their facility.

90	I have had a great experience.	Mar 6, 2011 1:48 PM
91	N/A	Mar 5, 2011 9:27 PM
92	Not working for me at all!!! Did very little to help me with my issue.	Mar 5, 2011 4:21 PM
93	NHVR provided me the resources that assisted me to be able to purchase hearing aids	Mar 5, 2011 4:13 PM

Page 1, Q3. Overall, how would you rate your experience with NH Vocational Rehabilitation

1	NA	Jun 3, 2011 10:43 AM
2	After initial contact, no follow-up by either VR or myself. We played a lot of 'phone tag' before initial contact.	Mar 30, 2011 12:56 PM
3	not currently	Mar 24, 2011 4:37 PM
4	My lack of transportation, phone, and no income at the time of applying for services as well as being very physically ill (undiagnosed and untreated, due to all of the above) as well as a long-term physical disability made the process for me as well as VR very difficult to assess my eligibility and potential to benefit from education or training opportunities. I was turned down from many education programs for the above barriers to success. With zero income, and bus service discontinued on my side of Concord, I was unable to make and keep appointments of any kind.	Mar 21, 2011 10:01 PM
5	Disgusted.	Mar 20, 2011 9:37 PM
6	I found VR services to be useless in assisting me in trying to find employment. The VR counselor I had 5 years ago did not know what to do with an Autistic person like me who has a 4-year engineering degree from Wentworth Institute.	Mar 20, 2011 6:03 PM
7	NA	Mar 14, 2011 1:20 PM
8	not yet talked with VR	Mar 14, 2011 9:46 AM
9	I tried lots of numbers from servicelink but didn't get anywhere. Then if you DO say you want to get into voc rehab, the DTA worker reminded me I'd certainly not get my HCBC and medicaid! I want to get certified to do case management, my old career, and take theology courses to do pastoral counseling and do about \$3,000 of billable work a year to help pay for my wheelchair van, and do the whatever else I can manage for free for poor people! I quit looking, totally frustrated at how difficult it is to get "in".	Mar 12, 2011 11:50 PM
10	I saw a several health care individuals but there wasn't much they could do for my particular disability. My brain is damaged and it seems that they can relate if in a wheel chair or dragging an oxygen tank around with you, but not if you look normal. They cannot see as I do nor can they know what I was capable of before the stroke nor do they ask any pertinent questions like "what do you think you could do?"	Mar 11, 2011 1:09 PM
11	Above Average to Excellent	Mar 9, 2011 9:26 AM
12	Steven Aylward was extremely helpful and efficient!	Mar 8, 2011 1:55 PM
13	Extremely disappointing & frustrating!!!	Mar 5, 2011 4:21 PM

Page 1, Q4. What barriers to employment do you see for persons with disability in New Hampshire?

1	1. Transportation in rural and suburban areas is a MAJOR obstacle. If I can't get to a job, I can't work there. Telecommuting is a good solution to that issue for the disabled, but there aren't many of those jobs. 2. Attitude of prospective employers, especially in this economy. Why go out of the way to implement special adaptations for disabled when there are so many others out there looking for work who do not require any special accomodation?!	Mar 30, 2011 12:56 PM
2	Information about careers/jobs that can employ people w/differnt categoroes of disability, especially developmental, emotional and mental illnesses.	Mar 28, 2011 9:24 AM
3	Most of the above: empahsis on transportation, training and education for employers as well.	Mar 25, 2011 10:36 AM
4	Need for skill-building, education and training.	Mar 25, 2011 10:06 AM
5	Many employers will not hire someone for part-time work if they know they recieve SSDI, Fuel Assistance, Food Stamps, etc. as they see the person as already having an income, and that they are double dipping, (the system) and will give the person if already hired, less and less hours. Or continually change your schedule at the last minute. Until eventually you quit. How do they know that you receive assistance? Because you must report your income, (and changes) and each agency has forms for your employer to fill out about your hours and rate of pay.	Mar 21, 2011 10:01 PM
6	All of the above + racism + intellectual insecurities + the incompetence of the Voc Rehab..All of the above constitute the failure & ineptness of Voc Rehab. It is the poster child of a government corruption, greed & inaccountability.	Mar 20, 2011 9:37 PM
7	Due to previous experiences I am fearful to advocate for myself in the workplace. I do not know how to communicate with others. Vocational Rehabilitation, I feel, does not know how to work with a person with my varied challanges.	Mar 20, 2011 4:20 PM
8	discriminatory and negative attitudes at Voc Rehab and in post-secondary training	Mar 18, 2011 12:34 PM
9	Adverse impact on most persons with a disability of long-term exposure to low socio-economic strata constraints and deprivation, including on psychosocial functioning and related domains.	Mar 18, 2011 11:20 AM
10	on job training and support	Mar 18, 2011 9:50 AM
11	Assistance with college without parent consistently emailing Voc Rehab multiple times for help.	Mar 16, 2011 5:17 PM
12	My son is very bright however; he has some odd mannerism that would road block any opportunities with an employer. His mannerisms have nothing to do with his intelliegence or ability to do a job however; it is understandable that anyone hiring would feel uneasy and not offer him a job.	Mar 16, 2011 6:44 AM
13	employment applications being more like a psych evaluation rather than about experience. can be especially tricky to fill out when they are using words like "always" and "never".	Mar 15, 2011 3:05 PM

Page 1, Q4. What barriers to employment do you see for persons with disability in New Hampshire?

14	Understanding of the disability and limitations the individual may have at any given time.	Mar 14, 2011 1:20 PM
15	You have to let us continue to get our medicaid, hcbc, foodstamps, etc at least for the first two years! It can take 24 months to get trained and actually work a job long enough to see if you can keep it! Over the course of last year our ministry's transportation service frequently drove people to work because Strafford HAS no decent cost effective mass transportation, disabled or not! I don't want to get a 3 week assesment and training and go stand at Walmart! I want up to date laptop with dragon naturally speaking, fully paid college courses, help with licensing, and something I can do full time when I am reasonably healthy, and part time or not at all when I am not healthy. I want to be able to pusue MY choice of career, not what is cheapest and easiest for the state to be able to put a "Finished & closed" next to my case file! It is NOT "no jobs in area" - it's hard yes, but NH has (had) the lowest unemployment rate. Most of the good jobs even in rural areas are self employment, consultant, on-call, or in things like wind pwer engineering - start programs like that!	Mar 12, 2011 11:50 PM
16	Dimminishing presence in Lebanon Area ie. no on public meeting list. Lebanon area has a low unemployment due to Techical and industial jobs. But is often over looked by the state	Mar 11, 2011 9:19 AM
17	people not understading about mental disabilites	Mar 10, 2011 3:43 PM
18	Right now, I believe economic factors are contributing to lower placement rates. However, I believe that the expectation that people work is not always instilled and valued by people in the developmental disabilities system.	Mar 9, 2011 10:17 AM
19	Transportation and lack of opportunities in rural areas are the biggest challenges.	Mar 9, 2011 9:26 AM
20	Childcare and Childcare expenses	Mar 8, 2011 12:03 PM
21	I find NH Vocational Rehabilitation to be very customer focused. I always find them to be a supportive member of the customer's employment team. And willing to help do whatever it takes to assist the customer in gaining employment.	Mar 8, 2011 11:38 AM
22	Jobs for people with criminal records especially sexual in nature are very difficult to find,	Mar 8, 2011 10:18 AM
23	jobs through third party employers like NTI drying up after applicants have gone through the hiring process.	Mar 7, 2011 4:14 PM
24	Money is an issue with education and the lack of apathy for those that are financially challenged. The lack of support from Employers in understanding of an individuals needs in a financial crisis. A person undergoing any kind of crisis is going to have conflicts in employment.	Mar 7, 2011 1:50 PM
25	N/A	Mar 5, 2011 9:27 PM

Page 1, Q5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

1	Access to more out of state educational oppertunities.	Apr 24, 2011 8:31 PM
2	As per the above, most of these. Emphasis upon transportation, training and education for employers.	Mar 25, 2011 10:36 AM
3	Need more entry level work opportunities to accomodate people with disability who are also limited in availability due to having children, ie no nights, weekends. Need opportunity to have folks work around the kindergarten school times.	Mar 25, 2011 10:06 AM
4	Once VR realized I was serious about needing computer skills, my experience was very different. It took 3 years to get the training I needed and wanted. It took 3 more years to get electricity and running water. And finally getting SSDI. Then a volunteer position started me off to having a life again.	Mar 21, 2011 10:01 PM
5	Employees with healthy self esteem & dedication to public service.Those who are not being threatened & jealous that one day their client has a better job than what they have. Security cameras inside the room to record both conversations & data collection of what these employees are saying, doing , envisioning to their clients. That all types of communications shoud be recorded to protect the clients from being abused, denigrated,humiliated,discriminated & /or the unwarranted calls out of professionalism. As a tool for counselors appraisal of what they are doing with their jobs , whether they met the criteria & job descriptions being job counselors assisting people of disabilities.	Mar 20, 2011 9:37 PM
6	Voc rehab personell that understand the characteristicsts of various disabilities before working with individuals with these disabilities.	Mar 20, 2011 8:27 PM
7	organiztional training, communication assistance, memory strategies, budgeting assistance, follow through with services	Mar 20, 2011 4:20 PM
8	Additional sources of funding for basic living expenses so that the person with a disability may transition from reliance on SSI/SSDI and related benefits to gainful employment when such transition takes longer to achieve than nine months.	Mar 18, 2011 11:20 AM
9	Idealy all but I checked the top consistant concerns I experiance.	Mar 15, 2011 10:55 AM
10	Ensure the employer understands the disability and implications that may arise from the disbaility.	Mar 14, 2011 1:20 PM
11	Peer Support and there programs and support groups such as Wellness Recovery Action Planning, and Itentional Peer Support Groups.	Mar 14, 2011 10:08 AM
12	Make Voc Rehab "tracks": Entry level, Management, Business Owner, Long Range. Within each track have three options: occaisional workers/flex workers, regular part time, regular full time. The Wal Mart Greeter is Entry level track regular part time option, no matter if he's BDS, DMH, HCBC, or just disabled and not with an agency. Me, I'm Long Range track occaisional flex option. Make it a condition that the more the state pays out (for example for my gadgets and degree) I am expected to pay back by doing pro bono in my field. Wouldn't DCYF in Strafford like having another FREE hand?	Mar 12, 2011 11:50 PM

Page 1, Q5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

13	na	Mar 11, 2011 9:19 AM
14	I believe that the idea and expectation of employment needs to be a part of the education system at a very young age - not just at the high school level.	Mar 9, 2011 10:17 AM
15	N/A	Mar 5, 2011 9:27 PM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

1	Without follow on training all the adaptation in the world can eventually become wasted. The challenges are broad and will likely need broad collaboration without, hopefully, losing focus on the key points.	Mar 25, 2011 10:36 AM
2	Locally, understand that it is the disability that gets in the way of keeping appointments. Partnership with referring agency could create client incentives to want to change. that might	Mar 25, 2011 10:06 AM
3	1. Start pilot programs at the top with the commisoners of Health & Human Services in each state to begin an employer partnership. States have excellent resources for on the job training and plenty of work to get people trained in various job opportunities. If you can't start with an agency that assists families then how can you expect private employers to have pilot programs?	Mar 24, 2011 9:18 AM
4	There ought to be time frames within which the VR person responds to requests for appointments. If someone has several disabilities, though 18, the time to meet could be more fruitful if you INVITED THE PARENT WHO'S KEEPING TRACK OF ALL THE EDUCATIONAL AND MEDICAL INFORMATION. 10 minute passing in the hallway doesn't constitute a professional meeting.	Mar 22, 2011 2:21 PM
5	1. Follow the recomendations of your consultants. 2. Fire all of you upper level and mid level employees who have been there 15 years or more. For they have forgotten what the real world is like.	Mar 22, 2011 11:15 AM
6	I would like to see more people with disabilities be able to be on the job site coaches: even if this is a unpaid (trained and certificate volunteer) until one has had an evaluation/test . This would provide someone with something good to do while searching for a paid position. This would be a good transition while going for further education, and ongoing career development/career testing.	Mar 21, 2011 10:01 PM
7	I believe that NH VR is trying to provide different resources to customers. Important, NH VR counselors must have good resources first before they begin to have a meeting with a new customer. I think..	Mar 21, 2011 9:51 AM
8	Earlier involvement with special needs students. More active/direct participation in IEP development so schools can be working on career/work preparation. Too often time in school is wasted on uncoordinated efforts.	Mar 21, 2011 9:42 AM
9	more time spent with counselors, and appointments closer together, need more counselors	Mar 21, 2011 8:01 AM
10	Eliminate the entire agency & privatized it. In the meantime they should fire all the employees from the director down to the janitor. Replaced them with open minded younger generation with healthy self esteem & color blind.	Mar 20, 2011 9:37 PM
11	Training of your personell about various disabilities and how to work with these customers	Mar 20, 2011 8:27 PM
12	VR Services has not done much for me and other with disabilities that all VR Services is give us low entry level postition such pushing shopping carts. pushing mops and brooms all day standing on our feet that	Mar 20, 2011 7:15 PM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

13	follow through, stay in contact with clients, even if it is to say " I am still working on it"	Mar 20, 2011 4:20 PM
14	Trauma-informed training or education of VR staff in the implications of the ACE study (www.acestudy.org) for people with psychiatric disabilities, including addiction.	Mar 18, 2011 11:20 AM
15	Better communication with person with disability after they leave the IEP system.	Mar 16, 2011 5:17 PM
16	WORKSHOP TRAINING NEEDED FOR ALL LEVELS , INCLUDING SCHOOLS TO LEARN ALL ABOUT VOC REHAB AND UTILIZING IT PROPERLY	Mar 16, 2011 12:24 PM
17	New Hampshire Vocational Rehabilitation does not appear to have any obligation to serve clients. The fact that they just dropped my son without notice is evidence of how they operate.	Mar 16, 2011 6:44 AM
18	the counselors seem to be so over worked or unorganized that it takes forever to get any thing even started.	Mar 15, 2011 10:38 AM
19	NA	Mar 14, 2011 10:04 PM
20	Open forums in regions, to inform consumers about VR services	Mar 14, 2011 7:34 PM
21	Educational programs to the employer	Mar 14, 2011 1:20 PM
22	Continue to work collectively and corolabretly with community care providers.	Mar 14, 2011 10:08 AM
23	none	Mar 13, 2011 3:22 PM
24	see above	Mar 13, 2011 11:00 AM
25	Make VR available in every county and town, including the great North Woods. Get the entire VR department out of the cubicles and into cars. Arm them with laptops, palmpilots, and have one web site and one 800 #. Close the buildings, sell the office furniture to raise money. Get a facebook page, a web site with online sign up forms which electronically sort to the nearest local VR worker experienced with that track. Keep the caseload manageable both in terms of workload and distance for visits. Have ONE exec who does nothing but call places like the new aeronatics plant in Rochester for job descriptions, and post an Are you interested? on fb with a link to the online app for VR. Same exec hunt down emerging jobs, microfinance loans, and anything else that will provide real employment. Do a pilot program with disabled unemployed computer programmers, develop the system, trademark it and SELL it to every state in the nation. Use profits to run state VR program. Just stop doing what you are doing. Stop pushing disabled people into bad jobs or worse yet making it so hard to get into the system they don't even get the chance to try.	Mar 12, 2011 11:50 PM
26	GET MORE HELP TO HELP PEOPLE WITH DISABILITYS	Mar 12, 2011 12:34 PM
27	i working part time job.	Mar 11, 2011 3:13 PM
28	learn to listen and ask the question that pertain the that disability	Mar 11, 2011 1:09 PM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

29	Stay in better contact with the people who ask for the services	Mar 11, 2011 12:19 PM
30	Keep LEanon office fully staffed and not with floaters	Mar 11, 2011 9:19 AM
31	I suggest that the process and timeframe be more clearly explained. NHVR is helping me with hearing aids which I need to do my job. The approval process took longer than I expected.	Mar 10, 2011 12:10 PM
32	For people choosing online schooling there is a need for computer training in the home. I started online schooling with no computer skills other than emailing, and my counselor dropped of my laptop wishing me luck. I struggled through the first few courses trying to gain improved computer skills.	Mar 10, 2011 11:27 AM
33	I believe most of us need technical tranining to receive a decent career,not just a job.You need a career in this day & age.With just a job,you can barely get by,so you are just existing.	Mar 9, 2011 10:32 PM
34	Keep up the funding by the state.	Mar 9, 2011 8:57 PM
35	Follow up contact every 6 months. I found that even though I had good ideas and planning I still had "bumps in the road" as my business grew (even to this day almost 2 years out).	Mar 9, 2011 8:08 PM
36	better tests to help point you in a good direction thats right for you	Mar 8, 2011 6:00 PM
37	I believe it would be beneficial to offer childcare services or affordable childcare for those with disabilities who have children, and want safe, secure and reliable childcare while they work or return to school.	Mar 8, 2011 12:03 PM
38	Maybe a transportation support, we find that a lot of the time our clients have the issue of getting to the job.	Mar 8, 2011 9:48 AM
39	Training at the highschool level on how to experience different vocations then how to obtain training	Mar 7, 2011 6:45 PM
40	hire more people to make going through the process faster.	Mar 7, 2011 4:14 PM
41	N/A	Mar 5, 2011 9:27 PM

**Page 2, Q1. If you are receiving services or have received services in the past:
What services were most helpful?**

1	Helped me find a place to take adult driver's education	Mar 29, 2011 2:57 PM
2	NHAB was an invaluable referral and so I mention them Specifically!	Mar 25, 2011 10:40 AM
3	14 years ago i received vehicle modification which was most helpfull in maintaining gainfull employment at that time.My gainfull employment ended in 2002. My modified Vehicle died in 2004.Since 2005, the only employment i have been able to get is a seasonal part time job for the food sevice co. at NH Fishercats. I have asked for vehicle modifications on a van i aquired in november 2010 so i can increase my chances of achieving gainfull employment once again. I'm still waiting for a reply from the decision makers in Concord.	Mar 22, 2011 12:41 PM
4	When I found a job, VR helped for about 9 months (far more than the usual 90 days). That was good. If they hadn't, I would have lost the job. I've now been working there for 6 years. NH needs Long-Term Support Services (LTSS) like Virginia has.	Mar 21, 2011 6:22 PM
5	The majority of the services listed here were not offered to my son. Sometimes it would be months before my son would see his counselor again, for about a 1/2 hr at a time.	Mar 21, 2011 8:02 AM
6	NONE of the above.	Mar 20, 2011 9:38 PM
7	As I saw it, the VR counselor I had in the Manchester, NH VR office, did everything to "mess up" & insure my job search as a person with Autism (Asperger's Syndrome) & Cerebral Palsy would "fail".	Mar 20, 2011 6:06 PM
8	I lost my job anyways, voc eval was not appropriate, I had to advocate for ideas, I was not offered the opportunity to take a few classes and increase my marketability, when asked how to write a curriculum vitae my counselor did not know and i had to look it up and figure it out, did not finish AT training, follow through on recommendations from neuropsych. eval. were never addressed, i did not sign my discharge because it stated that i got a job in my field which i did not	Mar 20, 2011 4:25 PM
9	Meeting VR's expectations for goal-setting, testing, completing forms, and exchanging views and information with the VR case-worker on a regular basis helped me to practice skills necessary for successful vocational placement. VR counseling was helpful in developing a plan for return to work and for general guidance along the way.	Mar 18, 2011 11:26 AM
10	Help with book store at college. Also job training person put on hold due to internship through local town program.	Mar 16, 2011 5:18 PM
11	they really didn't help	Mar 15, 2011 10:39 AM
12	I have not recieved proper services	Mar 11, 2011 12:20 PM
13	Paying for tuiton to further my education and financial advisement related to my medicare benefits.	Mar 10, 2011 11:30 AM
14	Cover Letter,and Resume tutorials.	Mar 9, 2011 10:34 PM

**Page 2, Q1. If you are receiving services or have received services in the past:
What services were most helpful?**

15	The most expensive tools in Automotive.	Mar 7, 2011 1:51 PM
16	Non...got very little to help me with my issues.	Mar 5, 2011 4:22 PM

Page 2, Q2. Were you successful in getting (or keeping) a job?

1	I am currently unemployed	Mar 29, 2011 2:57 PM
2	I am still enrolled in college	Mar 23, 2011 11:58 AM
3	I have worked with NHVR several times over the past 30 years. They assisted in paying for my BS degree and transportation to and from college 1984-1988. NHVR paid for Driver training and Vehicle mods in 1997. In 2010 NHVR paid for a consultant to review and make recommendations on a business plan for self employment. The consultant thought i should receive the funding i requested. The decision makers in Concord thout otherwise. I got any job that i had on my own. NHVR NEVER got a job for me. The companies I worked for went out of business. Now my only employment has been part time seasonal. I NEED my Van Modifications.	Mar 22, 2011 12:41 PM
4	I was successful in getting a job in 2004, but in 2009 my hours were greatly reduced due to the economy and I have been working with VR again for over a year to try to find more work.	Mar 21, 2011 6:22 PM
5	In the last ten years I was invoved with VR all I get are these. False pretense, disappointments, mental breakdown, racism , my self confidence is broken beyond belief, violations of my rights, I was told that Voc Rehab is an entitlement for white people for someone like me is an eligibility. This statement is sent via email & I have it to prove it.	Mar 20, 2011 9:38 PM
6	i did get a job, not in the field that i went to school for, i still owe over \$36,000 in student loans for a degree that i am not currently using, i have returned to voc rehab services because my case was not completed nor were my needs met in order for me to complete my work effectively	Mar 20, 2011 4:25 PM
7	I got a job but it was totally on my own	Mar 15, 2011 10:39 AM
8	I had a job prior to disability and was able to keep it.	Mar 14, 2011 10:08 PM
9	yes, although i found the job on my own after seeking help from VR for several months	Mar 14, 2011 4:16 PM
10	applying for college	Mar 13, 2011 3:24 PM
11	getting but not keeping, tried to have me do what i did before, but I can't see, read, remember, do math, etc. as I could do before	Mar 11, 2011 1:15 PM
12	I am retired at this time. But have options to return to work.	Mar 11, 2011 9:20 AM
13	I am still in college	Mar 6, 2011 1:49 PM

Page 3, Q1. What helped you be successful in getting or keeping your job?

1	I would benefit from a monthly appt. with the career counselor/job developer who saw me through my time with VR.	Mar 21, 2011 10:21 PM
2	No Vocational Rehabilitation does not help me to keep a job I have a much greater chanch losing a job becaus NHVR Services has not been successful to my needs duing my working life	Mar 20, 2011 7:19 PM
3	SSA requires people on SSDI to work with VR in the hopes of returning to employment--especially in cases where improvement may be possible but cannot be predicted. The latter condition is likely often present for people with psychiatric disabilities, including addiction.	Mar 18, 2011 12:03 PM

Page 3, Q2. Please provide any additional information you would like to share about why you were successful in finding or keeping a job.

1	Having a reliable economical vehicle	Mar 21, 2011 10:21 PM
2	Commitment to 12-Step recovery process in two fellowships, use of 12-Step-based counselor outside of formal public MH CMHC system, reliance on disability-oriented VR services as opposed to CMHC vocational services wedded to inappropriate psychopharmacological practices and a medical model orientation, Project Network (NH research study) participation yielding an additional 12 months of SSDI benefits during a transition period exceeding 9 months, and a small loan from family members when my transition period to gainful work proved to exceed eleven months.	Mar 18, 2011 12:03 PM
3	I was helped to get an internship, which did a lot towards helping me enter the workforce.	Mar 16, 2011 8:16 AM
4	the help to purchase the hearing aids needed to pass dot physical, allowed me to keep my job.	Mar 15, 2011 6:23 PM
5	I had been laid off and not a chance of attending my educational course w/o support, I am so thankful	Mar 10, 2011 8:05 PM
6	I would not be able to hear my co-workers without hearing aids. Problems with communication were on my annual review form.	Mar 10, 2011 12:15 PM

Page 3, Q3. What prevented you from getting or keeping a job?

1	We accomplished my Independent Living goals but working was impractical due to LTD Insurance restrictions.	Mar 25, 2011 10:43 AM
2	While I was trying to qualify for VR Services, I had an undiagnosed heart condition (untreated virus for two years damaged my heart) that left me very debilitated. No one knew how ill I really was including me. At the time, Capitol Region Family Health Center didn't exist in the form it is today.	Mar 21, 2011 10:21 PM
3	the lack of involvement of the VRC	Mar 21, 2011 8:04 AM
4	As I see it, the VR Counselor I got stuck with, waqs "incompetent" to understand how to work with an Autistic/Cerebral Palsy middle-aged adult like myself, who has a BS Degree in Electronics from Wentworth Institute. THE only jobs she thought I was competent for was "food, filing, & Filth" type jobs, relegated to adults with severe developmental disabilities.	Mar 20, 2011 6:14 PM
5	Barriers included adverse financial circumstances as well as dependency on the CMHC system for establishing eligibility for SSDI and other benefits as this dependency exposed myself to inaccurate and denigratory depictions of my clinical status and the like. Among other things, clinicians distorted the context and substance of discussions, including my own remarks, in several places of my CMHC case file. This made their hypotheses to a degree untenable, as the data was distorted to fit the hypotheses.	Mar 18, 2011 12:03 PM
6	Rehab counselor did not check in with person with disability. Need help with career goals with vendor. How to get part time job in career area while attending school.	Mar 16, 2011 5:20 PM
7	I lost hope before even getting started. After my second semester I saw that I was going to get passed through my classes and that I wasn't going to get a fair chance.	Mar 7, 2011 1:56 PM

Page 3, Q4. Please provide any additional information you would like to share about why you were not successful in finding or keeping a job.

1	I am totally blind now and my prior employment long term disability plan restricts returning to work and the job world did not provide an equivalent pay/insurance reward to my LTD plan given the restrictions of my blindness.	Mar 25, 2011 10:43 AM
2	Computer skills at the time were none existent. I could not even use the computer at Employment Security.	Mar 21, 2011 10:21 PM
3	the voc rehab counselor was not a good match and not helpful.	Mar 20, 2011 8:31 PM
4	Fire the damn "incompetent" VR counselors, who do not know crap about adults with Autism, that have managed to achieve higher education in the fields of engineering & the sciences.	Mar 20, 2011 6:14 PM
5	Not really applicable, although the transition to full-time work and benefits took much longer than the nine months allotted by SSA regulations for people with SSDI.	Mar 18, 2011 12:03 PM
6	More involvement from VR would be appreciated versus the parent/child seeking things out.	Mar 16, 2011 5:20 PM
7	No assistance when requested. Portsmouth personnel unqualified to perform job duties.	Mar 16, 2011 10:38 AM
8	na	Mar 15, 2011 6:23 PM
9	one thing to reccomend things, but what need is voc reh people ro go out in to the field and explain to employers about the persons problems	Mar 10, 2011 3:46 PM
10	Please see letter sent to Ella McAllister	Mar 9, 2011 9:02 PM

Page 3, Q5. What could VR do differently or better to make your experience more successful?

1	I would like to use the services more. Not sure how to really use them to help in ways I need.	Mar 29, 2011 2:58 PM
2	NOT SURE YET SEE HOW OUR JOURNEY EVOLVES	Mar 26, 2011 12:38 PM
3	VR was responsive and capable though I wish my initial referral had brought in NHAB sooner for higher success and efficiency.	Mar 25, 2011 10:43 AM
4	Speed up the decision making process. Get rid of the overpaid longterm deadwood upper level Management.	Mar 22, 2011 12:47 PM
5	I believe any client who has never had computer training should have it before career development/job searching. Basic Skills and Microsoft office skills can really help people explore new possibilities.	Mar 21, 2011 10:21 PM
6	More networking in the community to find jobs.	Mar 21, 2011 6:22 PM
7	more committment on the part of the VRC	Mar 21, 2011 8:04 AM
8	They are all hopeless for a change.The best thing I did is extracted myself from Voc Rehab where I am being put down in a constant basis, disrespected with snide of racial remarks,smirks & to be told arrogantly that I am in for the money. That is exactly correct I am in for the money from the taxpayers not from their own pockets. I didn't enlist myself to VR to socialize nor become buddies with them. So yes to become sefl sufficient again yes I am in for the money. Who wouldn't? Another is I said this before that the office of the Nashua Voc Rehab in itself is a violation of the ADA. It should be move to a location where it is accessible for those who mostly has no transportation. And educate the counselors by asking them to do what they preach before they task their clients their illusions..Example :I was told to use the bus becoz they refuse to fix my car while they have no idea where the busline is, how far it is you need to walk before you get there, what is the conditions of the roads in winter time, & getting to the appointments on time while most of us are on medications or in pain or blind.Let them experience for a week to use the bus to go their jobs & see how they like it. What it's like to have a bladder transplant walking for a mile to get to the Nashua office from the bus line in subzero temperature. Another thing is the appeal process its futile & the most senile form of due process. We are told that we can appeal denial decisions at our own expense. How imbecile is that. You are aclient of Voc Rehab becoz you have a disability whether physical, psychological,mental or medical. If you are blind how possible that is to represent yourself in a hearing process? How are you going to know what laws applied to you & what is not. It is the most inconceivable self defeating mechanism ever known to the an agency who purportedly a helping institution for the community of people with disabilities. I was told that I can bring along a friend or neighbor with me. It's like a blind guided by another blind.	Mar 20, 2011 9:38 PM
9	Train the conselors to understand disabled people.	Mar 20, 2011 8:31 PM
10	Fire the "incompetent" VR counselors in your organization.	Mar 20, 2011 6:14 PM
11	LISTEN!!	Mar 20, 2011 4:29 PM
12	Most of the key factors, such as exposure to adverse circumstances, or access	Mar 18, 2011 12:03 PM

Page 3, Q5. What could VR do differently or better to make your experience more successful?

	to adequate financial resources during periods of transition to gainful employment, appear to be outside the range of VR's effective influence. For the most part, I would say VR services are ok as they are.	
13	not sure	Mar 17, 2011 6:43 AM
14	Communication, check ins.	Mar 16, 2011 5:20 PM
15	REACH OUT TO COMMUNITY ON A REGULAR BASIS (TO DISABLED PEOPLE) BY PROVIDING WORKSHOPS,ETC KEEP ON TRACK FOR CONTACTING VENDORS FOR SERVICES (SEEMS TO NEED REMINDERS TO SEND OUT REFERRALS. PROVIDE FAX # THAT RECEIVES CONFIDENTIAL REPORTS IN A SPECIFIED/SECURE AREA! (Fax on card was listed as the Employment area)	Mar 16, 2011 12:29 PM
16	re-assign me to my supervisor/counselor. Bill Ingram.	Mar 16, 2011 10:38 AM
17	we need better co-ordination between VR and mental health service providers. Currently it feels like there is a competition between VR and supported employment at the CMHCs	Mar 16, 2011 8:16 AM
18	Provide support to pursue career	Mar 16, 2011 6:46 AM
19	when you have a person that needs services out side your office you can move a little faster. It took a few months before I was even refered and then when the time came the paper work was never filed so there was a further delay	Mar 15, 2011 10:45 AM
20	The lag between the onset of disability and the onset of rehab was 6 months -- hard on me and on my employer.	Mar 14, 2011 10:09 PM
21	nothing--doing a great job	Mar 13, 2011 3:25 PM
22	STOP IGNOREING PEOPLE AND RETURN CALLS SOONER AND PUT MORE STAFF ON	Mar 12, 2011 12:36 PM
23	I've only been working with VR a short time. So far things have been going well.	Mar 11, 2011 8:07 PM
24	don't try to make me do what I did before. I wouldn't be disabled if I could do what I did before	Mar 11, 2011 1:22 PM
25	Maybe since I cant drive Vocational Rehabilitation should have a program for people with disabilities or other issues who don't have that ability to drive have someone be hired to drive people to jobs, the grocery store or other places when needed.	Mar 11, 2011 1:20 PM
26	Keep in better contact and show more support	Mar 11, 2011 12:22 PM
27	Have more live personel to answer phones Spend money on more live people to man phones and less on monkey technoligy	Mar 11, 2011 9:24 AM
28	Deal with how to deal on the job	Mar 10, 2011 3:46 PM
29	Explain or have a handout that explains the NHVR approval and voucher process and lenght of time involved.	Mar 10, 2011 12:15 PM

Page 3, Q5. What could VR do differently or better to make your experience more successful?

30	Follow through with clients to enhance their experience by making sure the programs available are accessible. Waiting 6 months for a voucher is someone not caring about doing their job.	Mar 10, 2011 11:34 AM
31	Help me find out what I would be good at, and like to do, and help me receive training for that position.	Mar 9, 2011 10:37 PM
32	Nothing. The experience was very positive.	Mar 9, 2011 9:02 PM
33	more successful tests to help you find a direction good for you	Mar 8, 2011 6:08 PM
34	Nothing.	Mar 8, 2011 2:28 PM
35	I am happy with what VR is doing for me.	Mar 8, 2011 12:05 PM
36	quicker process. more work at home jobs.	Mar 7, 2011 4:16 PM
37	just being there as I need VR	Mar 7, 2011 4:12 PM
38	Assistance with collaboration with Wentworth Institutes Co-op center or other Employment specialists in the field. Don't expect the student to know what he needs.	Mar 7, 2011 1:56 PM

Page 3, Q6. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

1	My daughter needs supported employment services in order to remain gainfully employed. Voc Rehab doesn't provide this and they should.	Mar 24, 2011 9:19 AM
2	It is near impossible to get Voch Rehab involved for our 11th and 12th graders they are ones who need it the most because many of them would be able to learn the skills and use them proactively!	Mar 24, 2011 7:43 AM
3	Thank you for keeping my informed about the yearly meetings and the chance to comment.	Mar 23, 2011 11:59 AM
4	Send a "mystery" client into the Keene area offices. The secretary was the only helpful, compassionate person I met.	Mar 22, 2011 2:23 PM
5	What Services?	Mar 22, 2011 12:47 PM
6	My journey was long and complicated and it took every area human service agency in the county plus the help of Carrie Dudley and Lori Mader to make this a successful story. I had two very indifferent VR counselors and one vendor counselor who did not understand that I did not have even basic necessities as well as zero income while trying to keep appointments and qualify for services as well as hope for a better future. And a job.(new career)	Mar 21, 2011 10:21 PM
7	VR provides a valuable service and when the team works well together the outcomes are wonderful.	Mar 21, 2011 9:43 AM
8	My son went for several years to VR, not much help at in finding him a job, they didn't even try.	Mar 21, 2011 8:04 AM
9	VR was creative in establishing strategies that worked well in job adaptation for my son.	Mar 20, 2011 10:22 PM
10	I know that this ranting is a waste of time that the chance it will fall into the hands & ears of those who have no intention to change the system. What is the best thing to do now that the Republican House is contemplating of cutting the budget of the Federal & State agencies, I think it is a good idea to email this survey to them. I support the Union but this case is an exception that is way overdue to nip in the bud. Welcome to the club of the unemployed. It's payback time. Ooops another excellent job of the VR. This survey has no printable version. This is VR working at its finest form of their job description called incompetency.	Mar 20, 2011 9:38 PM
11	Nothing more to say, except "scrap the system", & use a more effective system with specialists in different disabilities, who "know what they are doing", & not just sitting in an office, & "wasting NH Taxpayer money", screwing-over college-educated adults with Autism..	Mar 20, 2011 6:14 PM
12	Service coordinators should be familiar with all types of disabilites. Clients, evaluators, and caseworkers should all work together as a TEAM. Nothing should be done independent, therefore reports would not be written that are derogatory in nature towards the client. Stating that a client does not "want" to work, when they are suffering from severe depression, is nothing less then ignorant.	Mar 20, 2011 4:29 PM

Page 3, Q6. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

13	VR services may mitigate but probably cannot always or entirely overcome the bevy of adverse circumstances affecting people with disabilities who are seeking employment.	Mar 18, 2011 12:03 PM
14	VR has done more for me than I had expected and continues to work with me to accommodate my challenges and meet my vocational goals	Mar 17, 2011 6:43 AM
15	I have not heard from them since 8/2010.	Mar 16, 2011 10:38 AM
16	I beleive that the people I have dealt with are to be commended for their insight and courtesy to the folks that they help without taking away the dignity of the peron being assisted. My thanks	Mar 15, 2011 6:23 PM
17	i am somewhat borderline disabled, mental with some physical restrictions, and have found the office to be very supportive of that, by determining independant of the state as to my disabled status. also everyone has been very kind and flexible as transportation has been difficult this winter.	Mar 15, 2011 3:10 PM
18	I ended up withdrawing my ticket to work because the agency worked slightly less then a turtles pace. I had my eyes exammed the beginning of December and I finally gave up on glasses in March.I know the paper work was received but it ended up that it was never filed. That is one of the major reasons that I gave up and just excepted the fact that there really isn't any help out there for someone that wants to get back to work.	Mar 15, 2011 10:45 AM
19	NA	Mar 14, 2011 7:34 PM
20	Good Luck, this is an issue that needs addressing, yet lacks the funding at times to fully meet the needs.	Mar 14, 2011 1:21 PM
21	We will continue to promote, support, and have you present at our PSA's continued education.	Mar 14, 2011 10:09 AM
22	There is plenty more. Call or email me at 603-755-6882 phoenix3367@hotmail.com or catch me on facebook. Brenda Eckels Burrows, aMGC, Executive Director, Tender Mercies Ministry, multiply disabled with Multiple sclerosis, fibromyalgia, PTSD, and a bunch of other stuff. Former clinical case manager, business owner, and Walmart employee.	Mar 12, 2011 11:53 PM
23	n/a	Mar 11, 2011 1:22 PM
24	I am not happy with my worker and I am seriously considering changing workers.	Mar 11, 2011 12:22 PM
25	Give Doug Woods a Raise. He has been a rock in my rehab.	Mar 11, 2011 9:24 AM
26	NH Vocational Rehabilitation is great - they are understanding and I've had a very positive experience working with them for the first time in my life	Mar 10, 2011 10:13 PM
27	The person has to be willing to do the work to acheive his/her goal	Mar 10, 2011 8:05 PM
28	i realize big cut backs, but to send a person off to a job to a place does not realize have mental problems is not good for the person or the employer	Mar 10, 2011 3:46 PM

Page 3, Q6. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

29	Doug Wood and Angel at the Lebanon office are wonderful people, very caring about their clients!	Mar 10, 2011 12:15 PM
30	It's sad when the services are available to help people with disabilities and the staff lacks the ability to connect those services with their clients in a timely manner. I understand things take time, but 5- 6 months to follow up is not just the state being slow.	Mar 10, 2011 11:34 AM
31	I Strongly believe in a continuing education.Its been four years of looking for me,I don't know if I'll ever receive a job. Thank You, Regards,Thomas P.	Mar 9, 2011 10:37 PM
32	VR helped me write a business plan for my business and approved a grant. The process was long but I refer to the plan a lot. I am now at the point of writing a 5-10 year plan and would love to get more support from VR because they were so helpful on the first go around.	Mar 9, 2011 8:12 PM
33	I do like the new system, however it requires lots of paperwork	Mar 9, 2011 10:18 AM
34	The first time through I should have done more research on jobs that I was getting training for.	Mar 8, 2011 6:08 PM
35	NA	Mar 8, 2011 11:39 AM
36	i am in a very rural area and it is very difficult for me to travel to things.	Mar 7, 2011 4:16 PM
37	no	Mar 7, 2011 4:12 PM
38	I might will attend VR meeting on March 15, at West Branch Community Library Meeting Room, 75 North Main Street, Manchester NH. I was wondering if there is one floor for wheelchair to access enter in this building?	Mar 5, 2011 9:28 PM
39	My caseworker, Mary Steady,was a INVALUABLE HELP, for the procurement of the resources for my hearing aids	Mar 5, 2011 4:19 PM

Your Thoughts on NH Vocational Rehabilitation 2012



1. Tell us about yourself:

		Response Percent	Response Count
Person with a disability		77.8%	28
Family member of a person with a disability		13.9%	5
Guardian		0.0%	0
Community rehabilitation program staff		0.0%	0
School personnel		0.0%	0
Employer		0.0%	0
Case manager		0.0%	0
Legislator/policy maker		0.0%	0
Medical professional		5.6%	2
Psychologist/psychiatrist		0.0%	0
Other (please explain)		13.9%	5
		answered question	36
		skipped question	0

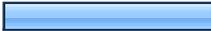
2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

	Response Count
	36
answered question	36
skipped question	0

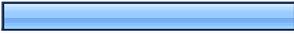
3. Overall, how would you rate your experience with NH Vocational Rehabilitation

		Response Percent	Response Count
Excellent		58.3%	21
Above Average		11.1%	4
Average		16.7%	6
Below Average		5.6%	2
Poor		8.3%	3
Other (please explain)		0.0%	0
answered question			36
skipped question			0

4. What barriers to employment do you see for persons with disability in New Hampshire?

		Response Percent	Response Count
Transportation options for people to use to get to a job		25.7%	9
Not enough good full time jobs available		45.7%	16
Attitudinal barriers of employers		45.7%	16
Not enough good jobs in rural areas		40.0%	14
Lack of understanding about benefits		20.0%	7
Lack of advocacy		22.9%	8
Access to Housing		5.7%	2
Availability and understanding of Assistive Technology		14.3%	5
Access and Accommodation issues		20.0%	7
Medical issues		28.6%	10
Financial issues		31.4%	11
Other (please explain)		25.7%	9
		answered question	35
		skipped question	1

5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

		Response Percent	Response Count
Better job training options for people with disabilities		40.6%	13
Employer-based job supports, such as mentoring; peer to peer support		43.8%	14
Better collaboration between Agencies that provide employment and training services to people with disabilities		43.8%	14
Lack of resources of other Agencies such as Mental Health, Area Agencies, etc to provide sustained long-term supports		21.9%	7
Transportation options or assistance		28.1%	9
Child Care options or assistance		9.4%	3
Access and accommodations		15.6%	5
Access to more educational opportunities		43.8%	14
Assistive Technology		15.6%	5
Opportunities for Self Employment		18.8%	6
Supported Employment		34.4%	11
Career Counseling		31.3%	10
Benefits Counseling		28.1%	9
Additional information about resources available to assist		37.5%	12
Other (please explain)		12.5%	4

answered question 32

skipped question 4

6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

Response
Count

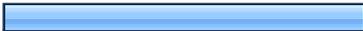
17

answered question 17

skipped question 19

7. Have you received NHVR services in the past?

Response
Percent Response
Count

I am currently receiving services		54.3%	19
I have received services within the last year		34.3%	12
I received services 2-4 years ago		2.9%	1
I received services over 5 years ago		11.4%	4
I have never received VR services		5.7%	2

answered question 35

skipped question 1

8. If you are receiving services or have received services in the past: What services were most helpful?

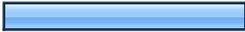
		Response Percent	Response Count
Help choosing a job goal		22.6%	7
Counseling and guidance from my VR Counselor		48.4%	15
Physical Restoration Services / treatment		9.7%	3
Mental Restoration Services / Mental Health services		6.5%	2
College or university training		9.7%	3
Other Training		16.1%	5
Placement services working with a vendor / community rehabilitation program		16.1%	5
On the Job Training		9.7%	3
Interpreter services		0.0%	0
Reader services, rehabilitation teaching services, or orientation and mobility services		0.0%	0
Occupational licenses, tools, or equipment		3.2%	1
Supported employment services		3.2%	1
Post-employment services		6.5%	2
Vehicle modification		3.2%	1
Home modification		0.0%	0
Transition services		9.7%	3
Supportive services (such as maintenance or transportation)		3.2%	1
Referral to other services /			

information about services from other agencies that could help me		19.4%	6
Other (please explain)		38.7%	12
answered question			31
skipped question			5

9. Were you successful in getting (or keeping) a job?

		Response Percent	Response Count
Yes		36.4%	12
No		18.2%	6
I am currently working with NH Vocational Rehabilitation		30.3%	10
Other (please explain)		15.2%	5
answered question			33
skipped question			3

10. What helped you be successful in getting or keeping your job?

		Response Percent	Response Count
The VR services provided were what I needed to be successful		63.6%	7
The involvement of my Vocational Rehabilitation Counselor		36.4%	4
Services I needed were available and I was able to use these		18.2%	2
Support services I needed were available		9.1%	1
The way I was able to manage the challenges that were presented		18.2%	2
Other (please explain)		27.3%	3
		answered question	11
		skipped question	25

11. Please provide any additional information you would like to share about why you were successful in finding or keeping a job.

	Response Count
	6
answered question	6
skipped question	30

12. What prevented you from getting or keeping a job?

		Response Percent	Response Count
The VR services I needed to be successful were not provided		9.1%	1
Services I needed were not available or I was unable to use the services available		9.1%	1
The involvement of my Vocational Rehabilitation Counselor		9.1%	1
Support services I needed were not available		27.3%	3
Other (please explain)		54.5%	6
		answered question	11
		skipped question	25

13. Please provide any additional information you would like to share about why you were not successful in finding or keeping a job.

	Response Count
	7
answered question	7
skipped question	29

14. What could VR do differently or better to make your experience more successful?

	Response Count
	17
answered question	17
skipped question	19

15. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

	Response Count
	12
answered question	12
skipped question	24

16. Given your experience, do you feel the any of the following disability groups are unserved or underserved by the NH Vocational Rehabilitation Agency?

	Unserved	Under Served	This population is being adequately served	Don't Know / No Opinion	Response Count
Mental Health	4.3% (1)	8.7% (2)	13.0% (3)	73.9% (17)	23
Developmental Disabilities	0.0% (0)	8.7% (2)	4.3% (1)	87.0% (20)	23
Autism	0.0% (0)	13.0% (3)	0.0% (0)	87.0% (20)	23
Traumatic Brain Injury	0.0% (0)	0.0% (0)	9.1% (2)	90.9% (20)	22
Physical Disabilities	4.5% (1)	0.0% (0)	13.6% (3)	81.8% (18)	22
Blind	0.0% (0)	4.3% (1)	8.7% (2)	87.0% (20)	23
Visually Impaired	4.3% (1)	0.0% (0)	21.7% (5)	73.9% (17)	23
Deaf	0.0% (0)	8.7% (2)	17.4% (4)	73.9% (17)	23
Hard of Hearing	4.5% (1)	9.1% (2)	36.4% (8)	50.0% (11)	22
Deaf Blindness	8.7% (2)	0.0% (0)	8.7% (2)	82.6% (19)	23
Communication Impairments	0.0% (0)	4.3% (1)	21.7% (5)	73.9% (17)	23
Mobility Impairments	4.3% (1)	0.0% (0)	17.4% (4)	78.3% (18)	23
Neurological impairments	4.5% (1)	4.5% (1)	9.1% (2)	81.8% (18)	22
Orthopedic Impairments	4.3% (1)	0.0% (0)	8.7% (2)	87.0% (20)	23
Respiratory impairments	0.0% (0)	0.0% (0)	8.7% (2)	91.3% (21)	23
Cognitive impairments	0.0% (0)	13.0% (3)	13.0% (3)	73.9% (17)	23
Alcohol Abuse / Dependence	4.3% (1)	13.0% (3)	13.0% (3)	69.6% (16)	23
Substance Abuse / Dependence	4.3% (1)	4.3% (1)	8.7% (2)	82.6% (19)	23
Amputations	0.0% (0)	0.0% (0)	4.3% (1)	95.7% (22)	23
Anxiety Disorders	0.0% (0)	8.7% (2)	17.4% (4)	73.9% (17)	23
Arthritis	0.0% (0)	0.0% (0)	8.7% (2)	91.3% (21)	23

Allergy or Environmental sensitivity Disorders	0.0% (0)	4.3% (1)	8.7% (2)	87.0% (20)	23
Learning Disability	4.3% (1)	13.0% (3)	17.4% (4)	65.2% (15)	23
Attention Deficit hyperactivity (ADHD)	0.0% (0)	13.0% (3)	13.0% (3)	73.9% (17)	23
Cardiac Conditions	4.3% (1)	0.0% (0)	8.7% (2)	87.0% (20)	23
Cerebral Palsy	0.0% (0)	0.0% (0)	4.3% (1)	95.7% (22)	23
Diabetes	4.3% (1)	4.3% (1)	4.3% (1)	87.0% (20)	23
Eating Disorders	4.3% (1)	8.7% (2)	4.3% (1)	82.6% (19)	23
Epilepsy	0.0% (0)	0.0% (0)	4.3% (1)	95.7% (22)	23
HIV / AIDS	4.5% (1)	0.0% (0)	9.1% (2)	86.4% (19)	22

Other (please explain) 2

answered question	23
skipped question	13

Page 1, Q1. Tell us about yourself:

1	Vocational Day Program Manager	Feb 13, 2012 8:13 AM
2	lab tech	Feb 12, 2012 5:11 PM
3	community intergrator	Feb 9, 2012 5:14 PM
4	Director	Feb 9, 2012 2:17 PM
5	Accessible van driver	Jan 30, 2012 10:46 AM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

1	I have been a client of NHVR for years. My case worker is wonderful. She always follows up on my case and never lets an issue unresolved. Everything is handled in a timely manner.	Apr 3, 2012 10:32 AM
2	I do not know.	Apr 3, 2012 2:11 AM
3	NA	Mar 11, 2012 7:03 PM
4	It's not working.	Mar 10, 2012 8:55 PM
5	NH VR Services has been instrumental in helping me work around my learn disability, and get back to work.	Mar 7, 2012 12:14 PM
6	NH Voc Rehab is currently working with a family member for job placement. It	Mar 4, 2012 5:41 PM
7	I have a wonderful Vocational Rehabilitation counselor who has helped me tremendously.	Feb 28, 2012 9:49 AM
8	It is working great! I didn't know it existed until my hearing specialist recommended that I contact the office. They were very compasionate.	Feb 24, 2012 1:55 PM
9	So far the experience isn't positive. Thought I would get at least on the job training. Then get a reliable job. After communicating my needs.	Feb 23, 2012 12:53 PM
10	It was wonderful! I was embarrassed to ask for help getting my hearing aides and glasses and they made me feel so much better. My new aides have changed my life! I can conduct business at the office without asking for people to repeat themselves over and over, I'm not embarrassed by the any more and I can talk on the phone without removing the hearing aid! It has been a blessing and I am very grateful for NHVR's help.	Feb 22, 2012 4:19 PM
11	I feel it was a false hope for me. They could not really help me at all.	Feb 21, 2012 2:25 PM
12	na	Feb 18, 2012 9:55 AM
13	Incredible experience. Received assistance to ensure the I can keep my position at my job.	Feb 16, 2012 11:03 AM
14	My daughter has been trying to find a job through the VR in Conway for about three years with no success. I don't believe the coaches that were hired to help her really put much effort into it.	Feb 15, 2012 4:35 PM
15	So far, they have been helpful in assisting me with starting my own small at-home jewelry business. I had my first appointment with my counselor in August of 2011 and although I have not received any financial assistance yet, they have given me the opportunity to meet with a business counselor twice, which was very helpful. They have also paid for a jewelry class I am now taking, which is giving me new skills to work with.	Feb 15, 2012 3:01 PM
16	Helped me get back on the road to finding a job. Counselling was very good for me.	Feb 14, 2012 4:09 PM
17	I am learning how to use word and excell from a very good teacher they sent me.	Feb 13, 2012 10:50 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

18	n/a	Feb 13, 2012 4:37 PM
19	N/A	Feb 13, 2012 8:13 AM
20	Excellent, they helped me get a grant for hearing aids.	Feb 12, 2012 5:11 PM
21	My son received services in the past year and is not productively and happily employed. I was very impressed with the services provided. They were exactly on target and very successful. The process was glacially slow, but no complaints with the outcome.	Feb 12, 2012 8:28 AM
22	I was very nervous about starting over in the work world. My case manager was very kind and patient with me. He made the experience easier for me to handle.	Feb 11, 2012 4:58 PM
23	Excellent!	Feb 11, 2012 10:24 AM
24	Judith Kaufman has been extremely helpful in guiding me in writing a business plan. Her insights, compassion, and flexibility have been appreciated. Doug Wood has been helpful in linking me with Judith and providing guidance regarding the grant I received for small business start up costs.	Feb 10, 2012 12:38 PM
25	Wonderful, caring, knowledgeable staff	Feb 9, 2012 7:36 PM
26	It has done nothing to help me.	Feb 9, 2012 6:48 PM
27	I am very impressed.I look forward to see the people who are entrusted with the program.	Feb 9, 2012 5:14 PM
28	NA	Feb 9, 2012 4:45 PM
29	Employment training on monthly basis for the deaf community as a group. Rate of return will prove if they keep coming back to what I call 'Employment Support Group'.	Feb 9, 2012 2:17 PM
30	Dottie Richards was very helpful in helping me with a telephone situation due to my recently acquired hearing aids were not as good as my prior hearing aids on the phone. Dottie helped me get a bluetooth to help me hear my customers "directly" into my hearing aids instead of by the phone receiver. Thank you Dottie. Hope you acknowledge her. Thank you for all your Organization does for many types of disabilities.	Feb 9, 2012 11:03 AM
31	na	Feb 9, 2012 10:26 AM
32	I was very impressed with the organization. They were efficient and worked in very timely manner.	Feb 9, 2012 10:23 AM
33	na	Feb 8, 2012 7:17 PM
34	My experience was extremely positive. The counselor I worked with was quite accommodating, really heard me, and tackled my problem immediately.	Feb 8, 2012 6:06 PM
35	With the resources they have to work with, they are doing the best they can possibly do.	Feb 8, 2012 4:45 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

36 Excellent

Jan 30, 2012 10:46 AM

Page 1, Q4. What barriers to employment do you see for persons with disability in New Hampshire?

1	I have been out of the job market for a few years. I don't know at this time the issues that most people face.	Apr 3, 2012 10:32 AM
2	not enough job training, job coaching, classes available at affordable prices.	Apr 3, 2012 2:11 AM
3	Unfortunately employee at-will policies, which have become largely SOP for most employers, makes its easier to simply fire employees with mild and often subtle disabilities, and simply document them as performance issues. The gamble is the fired employee does not pursue litigation. HR staff for companies have become more a vehicle for this injustice than actually helping to retain any investment made in training an employee. Helping to retain an otherwise good employee is secondary to profit. This leaves the door for self-employment wide open for people like me.	Mar 7, 2012 12:14 PM
4	NH has lack of transportation options (no bus service) to reach companies out of the mainstream. Also, the economy has had impact on available jobs. Lastly, Alot of employers appeared concerned when family member was with a job coach from the agency.	Mar 4, 2012 5:41 PM
5	Depending on the disability, it is very hard for a disabled person to get employment. On a job interview, once an employer hears you're on Social Security a red flag seems to go up, you never hear back from the company. Another issue is employers now are allowed to do credit checks on people. That should not be allowed, it is an invasion of privacy for one thing. The other is it shows you're on Social Security so you can't hide your disability. Another issue is it gives a falls outlook of whom and what you are like as a person. Example – you could of lost your job because the company you worked for went out of business, you could of got laid off, a bad economy prevents you from getting a job, you could of suffered a catastrophe in your life that causes you're credit to decline. The employer thinks if your credit is bad you would not be a good employee and that is not true. It is wrong to allow an employer to check a person's credit and to use it against that individual preventing them from getting a job.	Feb 28, 2012 9:49 AM
6	I can only tell you about my own barriers. I have mental disabilities, and cannot work outside of my home or even full-time at home. I've used quite a bit of money (about \$2,200) from our household emergency fund to get started, but now have no money to move forward. So, my barriers are now mental issues and financial issues.	Feb 15, 2012 3:01 PM
7	I didn't get a chance to go back due to medical issues and transportation. I can't answer this question.	Feb 11, 2012 4:58 PM
8	Large corporations, particularly in the medical field, have a very poor understanding and compassion for people with mental illness.	Feb 10, 2012 12:38 PM
9	There are no options for transportation where I reside at. My medical issues are a large barrier. I do not feel there is any type of vocation out there that I am capable of doing, both physically and mentally. Financially the jobs that may be available, after re-training, do not pay enough to make it affordable for some people.	Feb 8, 2012 4:45 PM

Page 1, Q5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

1	Self employment empowers disables persons to take control and responsibility, and further allows one to custom fit their functional environment to facilitate success. All the above help to support that. Partnering with organizations like SCORE is ideal	Mar 7, 2012 12:14 PM
2	Financial support.	Feb 15, 2012 3:01 PM
3	I can't answer this question.	Feb 11, 2012 4:58 PM
4	I do not have any comments.	Feb 9, 2012 11:03 AM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

1	Make more connections with possible employers.	Mar 10, 2012 8:55 PM
2	What VR is doing works. A push more towards self reliance once clients have a clear path to success is key.	Mar 7, 2012 12:14 PM
3	Voc Rehab may not be aware of the "turn around" of job coaches from the employment agencies, eg, Work opportunities of Derry, NH. It has taken one full year to land a job and have gone through numerous job coaches.	Mar 4, 2012 5:41 PM
4	I feel Vocational Rehabilitation works very hard to help disabled people get employment. However I feel mini course are not always successful helping a disabled person learn a new trade because they do not learn enough about the trade or software to do the job in a short period of time. Mini courses are too short, they only break the ice. Depending on the course, a mini course leaves to many not knowing enough to get a job, they lack the experience needed to get and keep the job. It takes the individual time to study to be successful, but if they do not know enough about what they are studying it will take them longer trying to figure it out on their own.	Feb 28, 2012 9:49 AM
5	I think it needs a little more visibility.	Feb 24, 2012 1:55 PM
6	My experience left no room for improvement.	Feb 22, 2012 4:19 PM
7	I utilized both voc rehab and easter seals yet no part time job was there for me. I want to start my own small business and the testing from voc rehab indicated I would be good at exactly such a thing. The process to get help to do that however failed miserably. After months of talking (I had books where I had worked out the answers I was asked already and offered to bring them and show her to speed it along but that was not acceptable. I would still be just waiting I bet. They offered me computer training, but there was no class! The man doing the training more or less just told me to play around on the computer and figure it out. I was very disappointed, hoping I at least could have had some classes some where. Voc rehab may as well have just said "We can't help you." instead of having me go back and forth (I live about 30 miles away) to accomplish nothing.	Feb 21, 2012 2:25 PM
8	There needs to be an employers out there to offer assistance in training people with disabilities. Disabled people want to work, but without training before they apply for a job, an employer doesn't want to take the time with them them it seems. I think employers need to be trained too in the needs of people with disabilities.	Feb 15, 2012 4:35 PM
9	Actual contact between employers willing to take on somebody with a disability and the person seeking to work.	Feb 14, 2012 4:09 PM
10	I am really at the beginning of my journey with your program. So far it has been a matter of follow instructions. E mail updates on my case would be acceptable to me and would save paper to be mailed out.Thanks for being there.	Feb 13, 2012 10:50 PM
11	I wasn't involved in the process long enough.	Feb 11, 2012 4:58 PM
12	Continue having Judith Kaufman assist people to create business plans.	Feb 10, 2012 12:38 PM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

13	Nothing to add yet.They are doing a great job!	Feb 9, 2012 5:14 PM
14	Well, hiring more people like Dottie, lol. I am sure many of your employees help there people as well. But Dottie sure was very helpful. even stopping by to see how my work enviroment was so she could relate to my situation. (They play music loud in the showroom so personnel information does not float to unnecessary ears. Course mine are necessary.	Feb 9, 2012 11:03 AM
15	Keep doing what you are doing, its a wonderful program.	Feb 9, 2012 10:23 AM
16	na	Feb 8, 2012 7:17 PM
17	Free college or secondary school career degrees, certificates. Free physical and mental assessments to determine the individuals capabilities.	Feb 8, 2012 4:45 PM

**Page 2, Q1. If you are receiving services or have received services in the past:
What services were most helpful?**

1	assisted me to get glasses I needed to see better	Apr 3, 2012 2:17 AM
2	Only ONE counsel/review session has been done with VR counselor. It was helpful for the agency to attend along with their client (to VocRehab) but the turnover cut the advantage of reaching any career goals too short. Also, I question about seriously placing certain Disabled teens in various jobs. It has proven to be a problem for longevity on any one job . I feel it should be customized to accomodate for his/her disability.	Mar 4, 2012 5:47 PM
3	Financial assistance for hearing aids	Feb 24, 2012 1:57 PM
4	The testing was fun. It verified to me that I am on the right path for what I plan on doing!	Feb 21, 2012 2:27 PM
5	In addition to the above; I received financial assistance to get two new hearing aides so that I meet state mandated medical requirements to keep my job.	Feb 16, 2012 11:05 AM
6	grant to purchase hearing aids.	Feb 12, 2012 5:11 PM
7	I never returned due to medical reasons and transportation problems.	Feb 11, 2012 5:00 PM
8	Services from Judith Kaufman in guiding me to write a business plan.	Feb 10, 2012 12:39 PM
9	None were helpful.	Feb 9, 2012 6:49 PM
10	I have asked help in getting hearing aids.	Feb 9, 2012 5:15 PM
11	Because I am educated and knowledgable all of these are valuable tools. I do know pre employment training is crucial for Deaf and Hard of Hearing folks.	Feb 9, 2012 2:25 PM
12	I was out of work years ago and in need of hearing aids Dottie helped me back then as well. That was over 10 years ago. I think she helped with job hunting too.	Feb 9, 2012 11:06 AM

Page 2, Q2. Were you successful in getting (or keeping) a job?

1	I was offered a job by a man who came unexpectedly to my front door. He said that God told him to come to talk to me. He did not require a resume or even experience in the field. I have been working there for 1 year and 8 months, but due to a slowdown, my hours have now been cut in half, so I may need more services again soon.	Apr 3, 2012 2:17 AM
2	VR helped me start a small business that allowed me to be back working in under a year from unemployment. So far, so good. Let the chips fall where they may, but at least I take complete responsibility for my own future.	Mar 7, 2012 12:14 PM
3	Just NOW landed a job. Not sure how long it will be. This took over 1 year.	Mar 4, 2012 5:47 PM
4	I never returned due to medical reasons and transportation problems.	Feb 11, 2012 5:00 PM
5	I have never asked VR for a job because I know the system. I needed VR services to help me buy hearing aid.	Feb 9, 2012 2:25 PM

Page 3, Q1. What helped you be successful in getting or keeping your job?

1	Financial assistance	Feb 24, 2012 1:59 PM
2	My employers, customers, vendors etc do not have to repeat themselves - although my employers are very understanding and value my employment, it can be very irritating to repeat yourself.	Feb 22, 2012 4:26 PM
3	I was able to land my present job with out outside help, feel that to do a better job and to help in keeping this one . I opted to get help in procuring hearing aids.	Feb 9, 2012 5:25 PM

Page 3, Q2. Please provide any additional information you would like to share about why you were successful in finding or keeping a job.

1	Be there when you should be and do as good a job as you can.	Feb 22, 2012 4:26 PM
2	Everyone's support and encouragement, always keeping positive about the goals and help with resumes and cover letters.	Feb 14, 2012 4:18 PM
3	Easter Seals evaluation was comprehensive and on target, job coach was essential in preparing for interviews and work environment and connecting with potential employers.	Feb 12, 2012 8:30 AM
4	Having a good work record and showing up as required.	Feb 9, 2012 5:25 PM
5	Confidence by hearing better is key to success, Feeling good about yourself.	Feb 9, 2012 11:15 AM
6	I need to hear well as a teacher. I had to have new hearing aids and couldn't afford to purchase them independently. Vocational Rehabilitation helped me to purchase new hearing aids.	Feb 8, 2012 6:09 PM

Page 3, Q3. What prevented you from getting or keeping a job?

1	I have a position that requires that I be able to hear correctly. Voc Rehab helped me get the aids I needed and couldn't afford.	Feb 24, 2012 1:59 PM
2	N/A	Feb 14, 2012 4:18 PM
3	will explain in detail by phone	Feb 13, 2012 4:41 PM
4	There are no jobs open.	Feb 9, 2012 6:52 PM
5	I had spent most of my life in a manufacturing compacity. And when I went to school later on I don't think I was hearing the instructors well enough.	Feb 9, 2012 5:25 PM
6	Nothing to say, poor economy back in the early 90's.	Feb 9, 2012 11:15 AM

Page 3, Q4. Please provide any additional information you would like to share about why you were not successful in finding or keeping a job.

1	I must have handed out 35 resumes and gone to a great many places to apply. The ONLY education I have beyond my GED are certifications in hypnosis and guided imagery (these can both have tons of positive uses!) but the voc rehab and easter seals counselors finally both told me to take that information off my resume! That is when I left the service!	Feb 21, 2012 2:34 PM
2	Two job coaches that were hired to help my daughter find a job quit before making any effort to do that. The last one put some effort into it but again quit after talking with only one employer.	Feb 15, 2012 4:47 PM
3	N/A	Feb 14, 2012 4:18 PM
4	VR did not help me find a job. They just wasted my time.	Feb 9, 2012 6:52 PM
5	na	Feb 9, 2012 5:25 PM
6	No Comment Have a job.	Feb 9, 2012 11:15 AM
7	Mentally it was becoming too challenging. Physically it was becoming more challenging.	Feb 8, 2012 4:54 PM

Page 3, Q5. What could VR do differently or better to make your experience more successful?

1	more classes and training opportunities - help with self employment - help to pay for medications needed to be successful on the job, such as Zoloft, Ritalin, Klonopin, etc	Apr 3, 2012 2:37 AM
2	Find employers willing to hire handicap people.	Mar 10, 2012 8:59 PM
3	My only criticism is timing. Processes and approvals sometimes took too long. that costs everyone more. Make that more efficient and it would be a great improvement.	Mar 7, 2012 12:14 PM
4	Listen and read what their client has to say better. Comprehension needs to improve.	Feb 23, 2012 1:02 PM
5	Not a single thing in my experience.	Feb 22, 2012 4:26 PM
6	If they had helped me with a school to get better at what I do, or at least a class in computer training so I could have gotten a part time job it would have been very helpful!	Feb 21, 2012 2:34 PM
7	They should hire someone who really knows what they are doing in finding someone a job and be dedicated to that goal.	Feb 15, 2012 4:47 PM
8	Financial support sooner.	Feb 15, 2012 3:06 PM
9	N/A	Feb 14, 2012 4:18 PM
10	I do not know at this point of my process. I have just completed the first part of the training and will wait for the next step, what ever that is.	Feb 13, 2012 10:53 PM
11	nothing to improve on.	Feb 12, 2012 5:14 PM
12	n/a	Feb 11, 2012 5:01 PM
13	Fine people jobs, don't waste their time.	Feb 9, 2012 6:52 PM
14	na	Feb 9, 2012 5:25 PM
15	na	Feb 9, 2012 2:32 PM
16	No Comment Everything was great.	Feb 9, 2012 11:15 AM
17	Nothing at this time.	Feb 8, 2012 4:54 PM

Page 3, Q6. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

1	VR is a great program and helps a great many people to be able to contribute to our world.	Mar 7, 2012 12:14 PM
2	The representative I spoke with, Diane Glidden, was excellent! She made me feel very comfortable and explained everything very well.	Feb 24, 2012 1:59 PM
3	Improve Work at Home opportunities. Make it promising!	Feb 23, 2012 1:02 PM
4	I wish I could have been at the meeting today, but it is tax time at the office and I had a meeting with the accountant. perhaps if you have another I will be able to attend,	Feb 22, 2012 4:26 PM
5	I felt all my trips to voc rehab were wasted gas. I wish they had just told me right off they couldn't really help me, that it was just some game of pretending they could.	Feb 21, 2012 2:34 PM
6	Thank you for your constant persistence and dedication in helping me. Counselors are very busy assisting many cases, I'm sure. I was treated like I was the only case. :) I felt very comfortable working with my counselor. Thank you!	Feb 16, 2012 11:08 AM
7	N/A	Feb 14, 2012 4:18 PM
8	n/a	Feb 11, 2012 5:01 PM
9	na	Feb 9, 2012 5:25 PM
10	I do know there should be more services for D/B as the numbers have increased. I do not see agencies being exposed how to work with Deaf/Blind folks. Deaf ppl need more pre-employment training. There are hard of hearing folks not realizing they could get services. NDHHS continues to outreach by telling them to contact VR. I have checked off Don't know because I do not have the info. in front of me.	Feb 9, 2012 2:32 PM
11	Your Welcome Keep up the great work.	Feb 9, 2012 11:15 AM
12	Doug Wood from the Lebanon office helped me feel comfortable during the entire process. He walked me through each step, counseled me, and supported me.	Feb 8, 2012 6:09 PM

Page 3, Q7. Given your experience, do you feel the any of the following disability groups are unserved or underserved by the NH Vocational Rehabilitation Agency?

1	different levels of Autism is addressed and was granted services, however, their may be additional services needed to adequately accomodate.	Mar 4, 2012 5:52 PM
2	I do not know yet.	Feb 15, 2012 3:06 PM

Your Thoughts on NH Vocational Rehabilitation 2013



1. Tell us about yourself: (please check all that are applicable to you)

		Response Percent	Response Count
Person with a disability		83.9%	26
Family member of a person with a disability		22.6%	7
Guardian	<input type="checkbox"/>	3.2%	1
Community rehabilitation program staff	<input type="checkbox"/>	3.2%	1
School personnel		0.0%	0
Employer	<input type="checkbox"/>	3.2%	1
Case manager	<input type="checkbox"/>	3.2%	1
Legislator/policy maker		0.0%	0
Medical professional	<input type="checkbox"/>	3.2%	1
Psychologist/psychiatrist		0.0%	0
Other (please explain)		9.7%	3
answered question			31
skipped question			1

2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

	Response Count
	32
answered question	32
skipped question	0

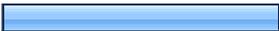
3. Overall, how would you rate your experience with NH Vocational Rehabilitation

		Response Percent	Response Count
Excellent		30.0%	9
Above Average		13.3%	4
Average		36.7%	11
Below Average		6.7%	2
Poor		6.7%	2
Other (please explain)		16.7%	5
	answered question		30
	skipped question		2

4. What barriers to employment do you see for persons with disability in New Hampshire?

		Response Percent	Response Count
Transportation options for people to use to get to a job		32.3%	10
Not enough good full time jobs available		38.7%	12
Attitudinal barriers of employers		54.8%	17
Not enough good jobs in rural areas		51.6%	16
Lack of understanding about benefits		38.7%	12
Lack of advocacy		32.3%	10
Access to Housing		19.4%	6
Availability and understanding of Assistive Technology		29.0%	9
Access and Accommodation issues		22.6%	7
Medical issues		38.7%	12
Financial issues		48.4%	15
Other (please explain)		16.1%	5
		answered question	31
		skipped question	1

5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

		Response Percent	Response Count
Better job training options for people with disabilities		51.7%	15
Employer-based job supports, such as mentoring; peer to peer support		44.8%	13
Services to help advance in employment (get promoted or get a better job)		34.5%	10
Better collaboration between Agencies that provide employment and training services to people with disabilities		41.4%	12
Lack of resources of other Agencies such as Mental Health, Area Agencies, etc to provide sustained long-term supports		27.6%	8
Transportation options or assistance		41.4%	12
Child Care options or assistance		17.2%	5
Access and accommodations		31.0%	9
Access to more educational opportunities		51.7%	15
Assistive Technology		24.1%	7
Opportunities for Self Employment		31.0%	9
Supported Employment		34.5%	10
Career Counseling		34.5%	10
Benefits Counseling		17.2%	5
Additional information about resources available to assist		37.9%	11

Other (please explain)		20.7%	6
		answered question	29
		skipped question	3

6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

	Response Count
	20
answered question	20
skipped question	12

7. Have you received NHVR services in the past?

		Response Percent	Response Count
I am currently receiving services		51.7%	15
I have received services within the last year		31.0%	9
I received services 2-4 years ago		17.2%	5
I received services over 5 years ago		27.6%	8
I have never received VR services		6.9%	2
		answered question	29
		skipped question	3

8. If you are receiving services or have received services in the past: What services were most helpful?

		Response Percent	Response Count
Help choosing a job goal		25.9%	7
Counseling and guidance from my VR Counselor		40.7%	11
Physical Restoration Services / treatment		7.4%	2
Mental Restoration Services / Mental Health services		14.8%	4
College or university training		3.7%	1
Other Training		18.5%	5
Placement services working with a vendor / community rehabilitation program		22.2%	6
On the Job Training		18.5%	5
Interpreter services		0.0%	0
Reader services, rehabilitation teaching services, or orientation and mobility services		0.0%	0
Occupational licenses, tools, or equipment		7.4%	2
Supported employment services		18.5%	5
Post-employment services		3.7%	1
Vehicle modification		3.7%	1
Home modification		0.0%	0
Transition services		0.0%	0
Supportive services (such as maintenance or transportation)		7.4%	2
Referral to other services /			

information about services from other agencies that could help me		29.6%	8
Services to advance in employment (to get promoted or to get a better job)		11.1%	3
Other (please explain)		44.4%	12
answered question			27
skipped question			5

9. Were you successful in getting (or keeping) a job?

		Response Percent	Response Count
Yes		32.1%	9
No		17.9%	5
I am currently working with NH Vocational Rehabilitation		28.6%	8
Other (please explain)		21.4%	6
answered question			28
skipped question			4

10. What helped you be successful in getting or keeping your job?

		Response Percent	Response Count
The VR services provided were what I needed to be successful		44.4%	4
The involvement of my Vocational Rehabilitation Counselor		33.3%	3
Services I needed were available and I was able to use these		33.3%	3
The way I was able to manage the challenges that were presented		44.4%	4
Other (please explain)		33.3%	3
		answered question	9
		skipped question	23

11. Please provide any additional information you would like to share about why you were successful in finding or keeping a job.

	Response Count
	4
answered question	4
skipped question	28

12. What prevented you from getting or keeping a job?

		Response Percent	Response Count
The VR services I needed to be successful were not provided		28.6%	2
Services I needed were not available or I was unable to use the services available			
The involvement of my Vocational Rehabilitation Counselor		14.3%	1
The way I was able to manage the challenges that were presented		14.3%	1
Other (please explain)		85.7%	6
		answered question	7
		skipped question	25

13. Please provide any additional information you would like to share about why you were not successful in finding or keeping a job.

	Response Count
	5
answered question	5
skipped question	27

14. What could VR do differently or better to make your experience more successful?

	Response Count
	18
answered question	18
skipped question	14

15. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

	Response Count
	14
answered question	14
skipped question	18

16. Given your experience, do you feel the any of the following disability groups are unserved or underserved by the NH Vocational Rehabilitation Agency?

	Unserved	Under Served	This population is being adequately served	Don't Know / No Opinion	Rating Count
Mental Health	18.2% (4)	27.3% (6)	9.1% (2)	45.5% (10)	22
Developmental Disabilities	5.0% (1)	15.0% (3)	15.0% (3)	65.0% (13)	20
Autism	4.5% (1)	18.2% (4)	13.6% (3)	63.6% (14)	22
Traumatic Brain Injury	5.0% (1)	15.0% (3)	15.0% (3)	65.0% (13)	20
Physical Disabilities	4.8% (1)	19.0% (4)	9.5% (2)	66.7% (14)	21
Blind	5.3% (1)	15.8% (3)	15.8% (3)	63.2% (12)	19
Visually Impaired	10.5% (2)	10.5% (2)	5.3% (1)	73.7% (14)	19
Deaf	10.5% (2)	5.3% (1)	15.8% (3)	68.4% (13)	19
Hard of Hearing	9.5% (2)	14.3% (3)	28.6% (6)	47.6% (10)	21
Deaf Blindness	10.5% (2)	5.3% (1)	0.0% (0)	84.2% (16)	19
Communication Impairments	5.3% (1)	15.8% (3)	5.3% (1)	73.7% (14)	19
Mobility Impairments	10.0% (2)	10.0% (2)	5.0% (1)	75.0% (15)	20
Neurological impairments	15.8% (3)	10.5% (2)	0.0% (0)	73.7% (14)	19
Orthopedic Impairments	5.0% (1)	10.0% (2)	10.0% (2)	75.0% (15)	20
Respiratory impairments	5.6% (1)	5.6% (1)	5.6% (1)	83.3% (15)	18
Cognitive impairments	10.5% (2)	15.8% (3)	10.5% (2)	63.2% (12)	19
Alcohol Abuse / Dependence	5.3% (1)	15.8% (3)	5.3% (1)	73.7% (14)	19
Substance Abuse / Dependence	5.0% (1)	20.0% (4)	5.0% (1)	70.0% (14)	20
Amputations	5.3% (1)	5.3% (1)	15.8% (3)	73.7% (14)	19
Anxiety Disorders	15.0% (3)	15.0% (3)	5.0% (1)	65.0% (13)	20
Arthritis	5.0% (1)	15.0% (3)	0.0% (0)	80.0% (16)	20

Allergy or Environmental sensitivity Disorders	5.3% (1)	5.3% (1)	5.3% (1)	84.2% (16)	19
Learning Disability	4.8% (1)	19.0% (4)	9.5% (2)	66.7% (14)	21
Attention Deficit hyperactivity (ADHD)	5.0% (1)	15.0% (3)	5.0% (1)	75.0% (15)	20
Cardiac Conditions	5.0% (1)	5.0% (1)	5.0% (1)	85.0% (17)	20
Cerebral Palsy	5.3% (1)	5.3% (1)	15.8% (3)	73.7% (14)	19
Diabetes	5.3% (1)	5.3% (1)	5.3% (1)	84.2% (16)	19
Eating Disorders	5.3% (1)	10.5% (2)	0.0% (0)	84.2% (16)	19
Epilepsy	5.3% (1)	10.5% (2)	0.0% (0)	84.2% (16)	19
HIV / AIDS	11.1% (2)	5.6% (1)	0.0% (0)	83.3% (15)	18
			Other (please explain)		4
				answered question	26
				skipped question	6

Page 1, Q1. Tell us about yourself: (please check all that are applicable to you)

1	client	Mar 9, 2013 1:24 PM
2	coach for developmentally disabled	Mar 5, 2013 9:31 PM
3	Occupational Therapist	Mar 2, 2013 11:41 AM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

1	they are doing the best they can, but resources are scarce resulting in long delays for follow-up and taking action	May 3, 2013 1:46 PM
2	sfsfsf	May 1, 2013 6:36 PM
3	The staff was very pleasant to work with and the hearing aids and glasses you provided me with made my ability to do my job so much better I would like to thank all of you .	Mar 25, 2013 12:49 PM
4	it has been working really well, from the time I been doing it so far.	Mar 19, 2013 9:26 AM
5	Hopefully my experience is the exception & not the rule. My experience has been long & frustrating. While the staff are friendly and nice, I feel like I'm forgotten unless I make ALOT of noise. In all honesty, I do not feel that there was much effort put into evaluating and planning for a success. It was a toss of the dice and we're still rolling.	Mar 18, 2013 5:34 PM
6	N/A	Mar 18, 2013 1:51 PM
7	My VR is not only friendly and considerate but also most helpful.	Mar 17, 2013 1:45 PM
8	Initial contact is difficult , i.e.. scheduling, call backs, etc. Better communication after first meeting.	Mar 16, 2013 2:56 PM
9	excellent	Mar 14, 2013 11:49 AM
10	NA	Mar 13, 2013 4:39 PM
11	The New Hampshire Vocational Rehabilitation does not work well enough in New Hampshire. The NH Vocational Rehabilitation always closes the cases of people with disabilities every time it cannot find them employment. VR needs to perform a better job than it currently does so and stop closing people's cases. Even though adults with disabilities did not go to school and received high school diplomas, Voc. Rehab should now offer them educational services such as math, reading and writing subjects to learn.	Mar 12, 2013 10:11 AM
12	They approve funding and consult out for agengies that help the applicant find work.	Mar 11, 2013 12:43 PM
13	I worked with NH Vocational Rehabilitation at the Concord office. I had an overall positive experience working with Judy Sanderson at NH Vocational Rehabilitation as she gave me a good number of leads and helpful information to pursue in order to obtain a new position.	Mar 10, 2013 6:05 PM
14	I have severe rheumatoid arthritis which I have had for 46 years. I have always wanted to write books. My condition got so severe that I could not write, type or even speak clearly at times. A year ago I applied to the VR for help in obtaining assistive devices and training to help me achieve my goal..	Mar 10, 2013 4:58 PM
15	Voc Rehab has been a great disappointment. The schools are using voc rehab as the "transition plan" from high school to adulthood but voc rehab has very little to offer. The people are nice, but do little to actually help anybody.	Mar 10, 2013 12:56 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

16	They helped me pay for my hearing aides which my insurance didn't cover. I needed them for my job and they made it much easier to afford them.	Mar 10, 2013 9:29 AM
17	I have only met with Vocational Rehabilitation a couple of times so far, each time I met with someone different. I thought my visits went fine each time so far.	Mar 10, 2013 1:15 AM
18	I was referred to NHVR by an employment counselor at NHES due to my TBI suffered in Montreal, Canada in 1985. I was not aware that my status as a Permanent Resident and not an American Citizen as well as the fact that my TBI occurred in Canada, qualified me for the many benefit/assistance from NHVR.	Mar 9, 2013 8:30 PM
19	n/a	Mar 9, 2013 5:32 PM
20	Slow and underfunded + staffed	Mar 9, 2013 1:24 PM
21	n/a	Mar 9, 2013 9:37 AM
22	Its doing a very good job finding employment for people in there area and jobs for people that fit there person	Mar 7, 2013 8:31 PM
23	NA	Mar 7, 2013 8:28 PM
24	they helped find employment for our son. Initially, he had several case workers, no continuity. Finally he got case worker that stayed, through GSIL.	Mar 7, 2013 7:28 PM
25	No Senior Services - last meeting I attended, the Senior Services was without proper budget	Mar 7, 2013 6:50 PM
26	VR is very good at refering people to the appropriate agencies when needed.	Mar 7, 2013 11:29 AM
27	Do not participate	Mar 6, 2013 8:14 PM
28	na	Mar 6, 2013 11:21 AM
29	My mentally disabled daughter had a hard time with her voc. job counselor. The counselor did not understand (no training) mental illness.	Mar 5, 2013 9:31 PM
30	I have gotten much help from NH Vocational Rehab. Doug Wood was a terrific counselor in that he was a very good listener, had substantial experience behind him, is a compassionate person who, nevertheless, apparently operates realistically within the financial restraints of the Agency. My business counselor (I'm not sure of what term the Agency would use, was also very good. Judith Kaufmann was always encouraging, had a lot of information and personal experience which benefited me. Her work is well suited to her outgoing personality, and I always looked forward to our next session. My only criticism is that I think her recommendation (or at least the strong possibility) of building my own website was naive. I think it would have been very time-consuming and frustrating for me, and there were many other considerations I needed to hold in my head at the same time. My only criticism of department policy, at least I assume that's where the responsibility lies, is that more dollars must be allotted to advertising a new business. I believe that my business plan included 2 months of advertising, which was simply not enough, at least for my particular business and considering the slow increase in the health of our economy . I did eventually	Mar 3, 2013 2:42 PM

Page 1, Q2. How is NH Vocational Rehabilitation working in New Hampshire? Please share comments on your experiences with the Agency in the box below. (if you have no specific comment, type NA in the box)

go back to Doug Wood and request some more funds for advertising, which were granted. Even that was not enough for this economy, and perhaps my skills. If it were not for the fact that I was invited to spend 8 or 9 days caring for a very elderly woman in the senior community in which I live, I would not have been able to carry out the advertising campaign which I've done over the last several months and which has been effective (thank goodness). I hope these comments prove valuable. I am grateful to the Agency for its help made available on many occasions and to the citizens of NH for making the help possible. My work has greatly diminished the power of my disability, and I look forward to greater success in my business efforts. It has immeasurably increased my confidence and ability to enjoy life.

31	I received outstanding service from the Lebanon Voc Rehab office. Doug Wood was helpful in counseling me and in realizing my potential to develop a business of my own. He referred me to Judith Kaufman for her guidance in developing a business plan, teaching me how to obtain useful information on the internet for developing the business plan, researching local resources, and in how to use my computer through all the necessary processes. Judith cares about her work and is expert at individualizing her guidance for working with people with disability.	Mar 2, 2013 11:41 AM
32	N/A	Mar 1, 2013 12:09 PM

Page 1, Q3. Overall, how would you rate your experience with NH Vocational Rehabilitation

1	On my first interview, I made it clear I was going to begin reconstructive surgery on both my hands which would make my problem worse for a lengthy period. In turn I was given an in-depth workbook on the expectations on owning my own business. My disability was not to prevent me from completing this task. I felt like a blind person who had just been told to name the colors of the walls in the room.	Mar 10, 2013 4:58 PM
2	More cooperation between state agencies needed.	Mar 9, 2013 1:24 PM
3	Inadequate, no services available meet my needs.	Mar 6, 2013 8:14 PM
4	na	Mar 6, 2013 11:21 AM
5	Voc rehab helped me get hearing aids three times. I am extremely grateful. I am solely on Medicare, not private insurance.	Mar 5, 2013 9:31 PM

Page 1, Q4. What barriers to employment do you see for persons with disability in New Hampshire?

1	Speaking from my own experience, I think I was just another file among 300 files and my original counselor didn't have enough time to adequately prepare a plan for success. I relied on my counselor to guide me expecting her to have more knowledge about the options that would be most beneficial for my gainful employment.	Mar 18, 2013 5:34 PM
2	Lack of professionals in the vocational counseling field who know the community and have relationships with employers to assist in overcoming barriers to employment for people with disabilities. It takes a level of skill and determination, and the ability to advocate. Constant staff turnover in another problem, at least at the vendor level.	Mar 10, 2013 12:56 PM
3	State unit to create jobs in all State depts. for qualified NHVR clients.	Mar 9, 2013 1:24 PM
4	Inability to complete degree due to college loans.	Mar 6, 2013 8:14 PM
5	Mentally ill consumers need a coach-type person ON THE JOB to work with the employers.	Mar 5, 2013 9:31 PM

Page 1, Q5. What employment related services or supports are needed to help persons with disabilities get and keep jobs?

1	The first thing is determining what is the best approach - assessment of skills, career counseling to determine what type of training would be most beneficial, and then create a plan of action to reach clients goals, not the counselors goals.	Mar 18, 2013 5:34 PM
2	Knowing where to find jobs that are more welcoming to the disabled.	Mar 11, 2013 12:43 PM
3	This all depends on the individual. I'm sure it is all needed, but not everything is needed by every person.	Mar 10, 2013 12:56 PM
4	Money to pay for it all.	Mar 9, 2013 1:24 PM
5	Questionnaire should be provided to Community Health Centers to determine what services are required, not the other way around. Tailoring needs may also help reduce costs.	Mar 6, 2013 8:14 PM
6	Mental disabled population needs to be treated with the same monies as dev. disabled.	Mar 5, 2013 9:31 PM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

1	Some people do not know about you	Mar 25, 2013 12:49 PM
2	N/A	Mar 19, 2013 9:26 AM
3	I don't have the answers. maybe VR needs more counselors to lighten the client/counselor ratio to allow for more time to advocate for clients. Maybe VR needs a structured and consistent plan or approach to serving clients to ensure consistent contact. My counselor doesn't contact me unless I'm chasing them. Throughout 9 or 10 mos of training my counselor didn't return my phone calls and didn't respond to my emails. I didn't feel like the school was prepared for a student with my limitations and basically got the run around by the administration and couldn't get my counselor for assistance. To date, the school owes me 2 certificates but they keep putting me off.	Mar 18, 2013 5:34 PM
4	Have a better understanding of older people with disabilities trying to find employment because their needs may be different than younger people.	Mar 18, 2013 1:51 PM
5	I really do not have any ideas or suggestions at this time.	Mar 17, 2013 1:45 PM
6	Case managers should always be matched to their clients to ensure a better rapport and thus a better outcome. JOB should always fit the individual, not the other way around.	Mar 16, 2013 2:56 PM
7	NA	Mar 13, 2013 4:39 PM
8	Can the State Parks and Recreation Department and Fish and Game develop a program for welcoming the disabled into the work force?	Mar 11, 2013 12:43 PM
9	I would say that NH Vocational Rehabilitation does a good job given the limited resources it works with, but I would suggest better collaboration with private employers to engage with the agency or offer additional help in placing people in job openings where applicable.	Mar 10, 2013 6:05 PM
10	Hire competent people with experience in vocational counseling. Do your job. In the next question, I'm going to check "I am currently receiving services". But that is not true. "I am currently enrolled in voc rehab". But no services are being provided. It's really quite a pathetic program and frankly, if I were a legislator, I'd be considering eliminating funding all together because from my experience, the impact is negligible.	Mar 10, 2013 12:56 PM
11	Would help to educate employers on voc rehab services. I went to my HR dept asking about financial options when I found out insurance wouldn't cover my \$5000 hearing aides. They had no suggestions for me. If more employers were aware of services offered, they could provide options for people.	Mar 10, 2013 9:29 AM
12	I don't have any suggestions at this time.	Mar 10, 2013 1:15 AM
13	Start by building a casino in Conway ,NH partner with the big money people in LasVegas.	Mar 9, 2013 1:24 PM
14	Once the person gets the job helping them find transportation to and from the job.	Mar 7, 2013 8:31 PM

Page 1, Q6. Please share any ideas or suggestions to help improve the services NH Vocational Rehabilitation provides to customers in the box below.

15	NA	Mar 7, 2013 8:28 PM
16	Would be helpful for client to have a "designated" support person at the place of employment	Mar 7, 2013 7:28 PM
17	returning phone calls when client is trying to get information for other agencies.	Mar 7, 2013 11:29 AM
18	There has not been an increase in education funds since 1988. There are no grants for individuals who are disabled. Forgive student loans for students who are near completion. Arrange for disabled students to have international opportunities to learn and allow them to complete their education with on-hand experiences.	Mar 6, 2013 8:14 PM
19	the state needs to help urge parents of mentally disabled consumers to lobby as hard as the families of dev. disabled consumers. Stigma makes it hard.	Mar 5, 2013 9:31 PM
20	Please make available access for occasional visits with counselors or small business consultants (i.e. Judith Kaufman, Community Development Services) following grant approval. We could benefit from occasional check-ins.	Mar 2, 2013 11:41 AM

**Page 2, Q1. If you are receiving services or have received services in the past:
What services were most helpful?**

1	Hearing aide so I could hear better and glasses to see better	Mar 25, 2013 12:51 PM
2	When my case transferred to another VR location the staff jumped thru hoops to try to get things set up. They were awesome and persistent but plans fell thru because of the lenght of time things took. Maybe a new start beginning with career assessment, counseling and guidance, training to enhance credibility and marketability will make a difference.	Mar 18, 2013 5:38 PM
3	None of these services have been helpful. I have been in the program since last november and have had 2 evaluations but still no help with finding a job. My counselor most recently wanted me to do Labor Market Research on areas of employment I am interested in pursuing. I am almost 41 years old not 20. I need help and dont feel like I'm getting what I need.	Mar 18, 2013 1:55 PM
4	I have received on-the-job training from the New Hampshire Vocational Rehabilitation Center before, but this service did not teach me enough employment skills. Its on-the-job training service does need improvements.	Mar 12, 2013 10:21 AM
5	Minimally helpful.	Mar 10, 2013 12:58 PM
6	Financial assistance in purchasing the hearing aides I needed to maintain my employment.	Mar 10, 2013 9:31 AM
7	hearing aids to get DOT card to keep present job	Mar 9, 2013 5:34 PM
8	Computer training Dick Wilder.	Mar 9, 2013 1:27 PM
9	Assessment services were provided after my injury at work 14 years ago.	Mar 6, 2013 8:20 PM
10	Hearing aides financial help	Mar 5, 2013 9:32 PM
11	Judith Kaufman, Community Development Services, who helped me with development of a business plan, guidance with business concerns, computer instruction as listed above in question 1, subquestion 2 and 6.	Mar 2, 2013 11:42 AM
12	It has been over a year that I have worked on a business plan. I finished the business plan and then was given an "Assesment Booklet" which basically just asked all the same quesitons that were answered in the business plan. And then I had to write up a new resume which again, all the same information was in the business plan.	Mar 1, 2013 12:13 PM

Page 2, Q2. Were you successful in getting (or keeping) a job?

1	I am at this time taking courses in Medical Billing and Coding. Upon my graduation I am hoping that my VR can help me with my research for a "Work From Home" job.	Mar 17, 2013 1:50 PM
2	No, I was not always successful in getting a job because of my lack of basic math, reading and writing educational skills.	Mar 12, 2013 10:21 AM
3	Stigma for people with disabilities is the biggest obstacle.	Mar 9, 2013 1:27 PM
4	However, I got it myself. My VR employment counselor was no help.	Mar 5, 2013 9:32 PM
5	I have developed a home business as a Nutritional Therapy Practitioner.	Mar 2, 2013 11:42 AM
6	Waiting to hear back from VR about business plan approval.	Mar 1, 2013 12:13 PM

Page 3, Q1. What helped you be successful in getting or keeping your job?

1	I also continued to apply for open positions that fit the best based on my skill sets and prior experience.	Mar 10, 2013 6:11 PM
2	I am still waiting for my counselor to finish helping me be properly equipped with the assistive devices that I need. As of this date, some help has now been forthcoming following a recent meeting we had after she received my letter of discontent. She did say not spend any more money. I am assuming vocational rehab is ready to get on board.	Mar 10, 2013 5:28 PM
3	My choice of a business for which there was a demand.	Mar 3, 2013 2:47 PM

Page 3, Q2. Please provide any additional information you would like to share about why you were successful in finding or keeping a job.

1	NA	Mar 13, 2013 4:41 PM
2	I was persistent in applying for open positions, and was willing to take positions outside of New Hampshire.	Mar 10, 2013 6:11 PM
3	financial assistance	Mar 9, 2013 5:40 PM
4	I am a persistent and well-motivated person. I'm also good at making use of my resources.	Mar 3, 2013 2:47 PM

Page 3, Q3. What prevented you from getting or keeping a job?

1	I would not have been able to afford the hearing aids and glasses	Mar 25, 2013 12:59 PM
2	All job applications were rejected by potential employers.	Mar 16, 2013 2:58 PM
3	N/A	Mar 10, 2013 6:11 PM
4	One short term employment experience in two years, placed 1 hour from home with no supports.	Mar 10, 2013 1:03 PM
5	I found a job on my own and VR did not really follow through. I have a few road blocks in getting any type of job because of past issues.	Mar 7, 2013 11:37 AM
6	I was too sick.	Mar 6, 2013 8:25 PM

Page 3, Q4. Please provide any additional information you would like to share about why you were not successful in finding or keeping a job.

1	I was keeping it was just hard er to do my job	Mar 25, 2013 12:59 PM
2	First, my counselor didn't show any interest in counseling or guiding. The first representative began my file, but forgot about me until a new counselor was hired. When that person first started they were in touch right away but soon lost touch with me and seemed eager to push thru an idea without any research or counseling. Then once I was in training, lost complete touch with me. After completing the training told me that I couldn't do what I was expecting & refused to move forward. Then I requested my case be transferred to another office. Due to the lack of a good plan and the length of time required for the new office to push things thru, opportunity with business fell through.	Mar 18, 2013 5:53 PM
3	N/A	Mar 10, 2013 6:11 PM
4	Had no help.	Mar 10, 2013 1:03 PM
5	I have not been well enough to work.	Mar 6, 2013 8:25 PM

Page 3, Q5. What could VR do differently or better to make your experience more successful?

1	improved communication 0 emails, phone conferences, pulse meetings	May 3, 2013 1:48 PM
2	nothing	Mar 25, 2013 12:59 PM
3	Come out with a catalog of type for the services you want to use.	Mar 19, 2013 9:30 AM
4	Should have been approached more professionally with a better assessment, counseling and action plan. Instead of rushing to push me into something, should have evaluated my background, experiences, skills, interest combined with my limitations to create a plan that would get me back to work.	Mar 18, 2013 5:53 PM
5	Look at me as a person and customize a program for me. I feel my counselor does the same thing for all her clients regardless of age or disability.	Mar 18, 2013 1:58 PM
6	My VR is doing more than i ever expected. They are there at any time I have a question or need help solving a problem.	Mar 17, 2013 1:56 PM
7	NA	Mar 13, 2013 4:41 PM
8	Give people lacking basic math, reading and writing educational skills much-more education for a change even though they received no high school diplomas during their teenage years. They need excellent-paying jobs, too.	Mar 12, 2013 10:26 AM
9	As mentioned before, I think a greater collaboration between NHVR and the private sector would be beneficial for integrating people into the open positions that are available.	Mar 10, 2013 6:11 PM
10	How about working with me to find work? Helping me fill out applications? How about providing me with a vocational counselor who knows the area in which I live, has relationships with employers and can help me find employment, and can work with me to be successful in the workplace.	Mar 10, 2013 1:03 PM
11	I can't think of anything that I would change about VR as of right now.	Mar 10, 2013 1:20 AM
12	Hire me.	Mar 9, 2013 1:33 PM
13	Nothing there doing a great job	Mar 7, 2013 8:34 PM
14	Follow through on what the contract says. Peer to peer on the job follow through.	Mar 7, 2013 11:37 AM
15	I don't know where to begin.	Mar 6, 2013 8:25 PM
16	My VR employment only had advice I already knew regarding interview skills, networking, etc. Her one suggestion I had no interest in. She didn't work fast enough.	Mar 5, 2013 9:40 PM
17	The Voc Rehab Counselor needs to be there for gate keeping about grant money distribution as well as for individual counseling. Keep utilizing the services of Judith Kaufman in Doug Woods absence. She is outstanding in guiding people with disability in opening a business.	Mar 2, 2013 11:47 AM
18	I honestly don't believe the Assesment booklet is necessary unless of course the business plan is overlooked. I felt like I just spent a year working hard on the	Mar 1, 2013 12:19 PM

Page 3, Q5. What could VR do differently or better to make your experience more successful?

plan and then was given a booklet that was basically asking all of the same questions I already answered in the plan. It took me another 2 months to get through the booklet.

Page 3, Q6. Please provide any additional comments you have about the services you received in the box below. Thank you for completing this survey.

1	Thankyou and God Bless	Mar 25, 2013 12:59 PM
2	N/A	Mar 19, 2013 9:30 AM
3	I feel like the amount of time that lapses between contact with my counselor is a huge problem. And, I feel I ike I have to be the proactive one to keep the ball rolling and I don't even know what I should be doing.	Mar 18, 2013 5:53 PM
4	I think I've said all I need to say.	Mar 18, 2013 1:58 PM
5	I have received so many different helpful tools and information and it certainly has given me more confidence. I am fortunate that my VR does come to me at my house when transportation has been an issue. She also has gone way out of her way to keep in contact and answer any questions that I might have. She is either just a click away or I can call and she always gets back to me in a short period of time.	Mar 17, 2013 1:56 PM
6	NA	Mar 13, 2013 4:41 PM
7	N/A	Mar 12, 2013 10:26 AM
8	Voc Rehab needs serious overhaul.	Mar 10, 2013 1:03 PM
9	I would like to thank Betty Pool for her time and expertise.	Mar 9, 2013 5:40 PM
10	Jobs,jobs,jobs and the right to liberty and the persuite of happiness!	Mar 9, 2013 1:33 PM
11	Blind Services	Mar 7, 2013 11:37 AM
12	I am not criticizing the tests given they were adequate. Not sure how helpful that information is to the average person?	Mar 6, 2013 8:25 PM
13	See comments above.	Mar 5, 2013 9:40 PM
14	As above.	Mar 2, 2013 11:47 AM

Page 3, Q7. Given your experience, do you feel the any of the following disability groups are unserved or underserved by the NH Vocational Rehabilitation Agency?

1	I just know you helpped me	Mar 25, 2013 12:59 PM
2	I'm assuming that everyone has the same experience that we've had.	Mar 10, 2013 1:03 PM
3	Enable creativity IE; the arts.	Mar 9, 2013 1:33 PM
4	I only know how I am being served.	Mar 1, 2013 12:19 PM

NH Vocational Rehabilitation - Needs and Feedback Survey



1. Are you a member of

		Response Percent	Response Count
State Rehabilitation Council (SRC)		0.0%	0
Statewide Independent Living Council (SILC)		16.7%	1
Behavioral Health Advisory Council		66.7%	4
State Advisory Committee on the Education of Children/Students with Disabilities (SAC)		16.7%	1
Statewide Community of Practice (CoP)		0.0%	0
Developmental Disability Council (DDC)		16.7%	1
Special Education Directors Association		0.0%	0
Governor's Commission on Disability		0.0%	0
SBVI Advisory Committee		0.0%	0
Deaf Advisory Committee		16.7%	1
The Brain and Spinal Cord Advisory Council		16.7%	1
New Hampshire Military & Civilian TBI Collaborative		0.0%	0
Crotched Mountain Foundation Board		16.7%	1
	Other (please specify)		1

answered question	6
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skipped question	1
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2. What is your overall impression of Vocational Rehabilitation and its work assisting persons with disabilities gain employment? Do you have any questions, concerns or comments about NHVR?

Response Count

7

answered question	7
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skipped question	0
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3. What do you see as the barriers to employment for persons with disability in the State?

Response Count

7

answered question	7
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skipped question	0
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4. Please share any ideas or suggestions that may help to improve the services NH Vocational Rehabilitation provides to persons with disability.

Response Count

7

answered question	7
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skipped question	0
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Q1. Are you a member of

1	Consumer Council	Mar 24, 2013 9:13 PM
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Q2. What is your overall impression of Vocational Rehabilitation and its work assisting persons with disabilities gain employment? Do you have any questions, concerns or comments about NHVR?

1	we will need VR coordinators for the Deaf in NH. We only have one Deaf VR Coordinator in state of NH. How many consumers who will need her help and she can't handle all in state of NH. Look other states with VR system, they do hire a few Deaf VR Coordinators and I expect the same for this state of NH.	Apr 2, 2013 11:34 AM
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2	They do a very good job in assisting people in their job search	Mar 25, 2013 11:54 AM
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3	I have heard a lot of criticism and some success stories.	Mar 24, 2013 9:13 PM
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4	Seems more focused on bureaucracy than actual services	Mar 21, 2013 10:55 AM
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5	Corperation's and Companies buy in to support your movement for employing the disabled.	Mar 20, 2013 5:30 PM
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6	A good service that is not always accessed	Mar 20, 2013 11:03 AM
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7	way too slow and inefficient across the board; also poor transition services	Mar 20, 2013 10:47 AM
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Q3. What do you see as the barriers to employment for persons with disability in the State?

1	many VR coordiantors are not familiar with Deaf Culutre anc anc't sign and have communication open with Deaf consumers. This creates big barriers for Deaf consumers for access to employment.	Apr 2, 2013 11:34 AM
2	The stigma of mental illness	Mar 25, 2013 11:54 AM
3	Transportation is number one.	Mar 24, 2013 9:13 PM
4	The recession has made competition for entry-level jobs and even volunteer jobs quite intense	Mar 21, 2013 10:55 AM
5	Company buy-in, are there any jobs avabile in region. Transportation, wellness support before and while working, job mentors, personal equipment to preform the jobs.	Mar 20, 2013 5:30 PM
6	Stigma	Mar 20, 2013 11:03 AM
7	inefficiency and lack of creative thinking in voc rehab	Mar 20, 2013 10:47 AM

Q4. Please share any ideas or suggestions that may help to improve the services NH Vocational Rehabilitation provides to persons with disability.

1	To coordinate VR for Deaf consumers in state of NH.	Apr 2, 2013 11:34 AM
2	just keep doing what your doing	Mar 25, 2013 11:54 AM
3	A website for connecting those who need transportation with those that can provide it, transportation vouchers like food stamps, special driver education for people who need it.	Mar 24, 2013 9:13 PM
4	Less bureaucracy and other the aegis of a Department more appropriate than the DOE	Mar 21, 2013 10:55 AM
5	PROMOTE TO LOCAL COMPANIES TO BUY INTO EMPLOYING OUR FOLKS AND PUT IN SUPPORTS THAT WILL HELP MAINTAIN WELLNESS AND EQUIPMENT TO DO THE JOB.	Mar 20, 2013 5:30 PM
6	Greater visability and outreach	Mar 20, 2013 11:03 AM
7	new training in creative leadership for staff, embodied by administration	Mar 20, 2013 10:47 AM