

NH State Rehabilitation Council

NH STATE REHABILITATION COUNCIL

MEETING MINTUES

November 14, 2024

21 South Fruit Street, Room 100, Concord, NH and

ZOOM Teleconference Meeting

Attendees: Lorrie Ripley Chair, Nathalie Fortier, Heidi Duprey, James Ziegra, Isadora Rodriguez-Legendre, , Ben Adams. Andrea Kanab, Dawn Breault, Carrie Dudley, Carrie Duran, Courtney LaBranche

Guests: Candice Walsh and Katie Klinko from Market Decisions

Members Excused: John Richards, Lisa Gerrard, Brandy Quinn-Richards, Jessie Laurie

Staff: Richard Sala, Sue Roma, Beth Keller, Joy Sabolevski

Interpreters: Laurie Meyer, Alyssa Gagnon, Denise Garcia

The meeting of the SRC was called to order by Chair Ripley at 1:05 p.m.

A roll call was done and the agenda reviewed.

Courtney LaBranche was introduced as a new member, representing CRP's.

APPROVAL OF MINUTES: The minutes of the SRC meeting of September 26, 2024 were approved unanimously.

REPORT OF THE DIRECTOR: Richard reported out on the following items:

- According to the most recent data out of RSA (June 2024), New Hampshire VR ranked 12th nationally with 69.9% of participants demonstrating progress in education or training.
- During the same period, 54.8% of participants attained a post-secondary or high school diploma, ranking 5th nationally.
- VRNH has been chosen to receive GSIL's "Community Partner of the Year" award at its annual dinner on November 19th in recognition of its support of GSIL's IMPACT program and their Earn & Learn Program.
- For the latest quarter ending September 30, 2024, the agency's compliance on timeliness of eligibilities is at 95% and plans are at 80%. This is good news and much improved.
- VRNH has purchased the vehicle for the adaptive driving program and is still in the process of searching for the right entity to provide the training to its customers. The SRC will be kept informed as the process moves forward.
- Richard was recently featured on the November 8th Developmental Disabilities Podcast "That's Inclusive" with Isadora Rodriguez-Legendre. Anyone interested can listen online.

CSNA: Candace Walsh and Katie Klinko from Market Decisions were present today to provide the SRC an updated on the Comprehensive Service Needs Assessment (CSNA). The CSNA work began in January of this year and is expected to continue through the summer of 2025. The CSNA will assist VRNH in determining the current state of available programs for individuals with disabilities being served by the VRNH or others.

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- The CSNA will also specifically identify the characteristics of individuals in New Hampshire who are not being served who would benefit from available services if the individuals were aware of their availability. NHVR's State Plan will include the results of the CSNA. A total of **690** were surveyed:
 - 47 – staff
 - 128 general public
 - 6 business partners
 - 475 consumers
 - 12 community partners
 - 22 service providers

Specific groups included in the assessment are:

- Individuals with the most significant disabilities.
- Individuals with disabilities who are minorities and individuals with disabilities that have not been served or who are underserved by the vocational rehabilitation program.
- Individuals with disabilities served through other components of the statewide workforce investment system.
- Youth with disabilities, and students with disabilities, including their need for preemployment transition services or other transition services

Candace and Katie described the process Market Decision followed in gathering the data in surveying the different groups. Overall, consumers reported a high level of satisfaction with VRNH.

- 71% report that they are satisfied with VRNH's program and services.
- 79% of consumers are satisfied with their level of input on the services they received.
- 77% of consumers report that they were satisfied with the amount of information they were given about the services available to them.

Those that were dissatisfied felt they needed more support from VR. 68% of those who encountered a problem with VR did not feel that VR worked to solve their problem.

TRENDS: In reviewing the results from the different groups surveyed, the following trends emerged:

Service Gaps: Housing, childcare, mental health and transportation

Barriers: Staffing capacity, funding and service access

Communication issues were present in all survey groups

Richard mentioned that he is not surprised at the results but pleased to see the satisfaction rate. Some things we can and will address --- many issues identified as barriers may be a struggle. It was suggested to Market Decisions to target school representatives/districts as a separate entity when completing future surveys.

Market Decisions will check in with the SRC during in the spring to update the Council on the CSNA.

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CAP Update: Lorrie Ripley reminded the Council that CAP is available for all persons eligible for VR services. Currently, she is working on the federal report which is due at the end of the year. She has seen a slight uptick in the number of contacts she has had with Title I cases, not specifically VR cases. She did mention that in the fall she typically gets a lot of inquiries about tuition. This year (the first time in over 10 years) very few came her way. She attributes this to a policy update at VR earlier in the year.

The GCD is still recruiting for the part time ADA coordinator. The right person for this position has still not come forward.

GCD's media presence is still strong, and other agencies are encouraged to take advantage of their success and send postings to their Facebook Account.

COMMITTEE UPDATES:

Membership - Nothing is new for membership although in the new year we need to take a look at it and add members in categories we are lacking.

State Plan – Ella McAllister has retired, and Chantel Hagen has been hired to take her place. She will be invited to the next SRC and hopefully get this committee moving forward once again as work on the next State Plan will begin soon.

ELECTION FOR SRC OFFICERS: After some discussion, James Ziegra indicated interest in running for Chair for the coming year. Lorrie Ripley volunteered to run as 1st Vice Chair and Isadora Rodriguez-Legendre as 2nd Vice Chair. Nominations were closed and a vote was taken. The slate of officers for 2025 were approved unanimously.

NEW BUSINESS/OLD BUSINESS: The end of year SRC report is due the end of December. Sue Roma and others at Central Office are working on putting it together. Any SRC member interested in helping can contact Sue.

Seeing no other business to discuss, a motion was made to adjourn the meeting. Meeting adjourned at 3:05 pm.

The next regular meeting of the SRC will be:

January 23, 2025

1:00 pm to 3:00 pm

Room 100 Walker Building & ZOOM option

21 South Fruit Street, Concord, NH, 03301