

NH State Rehabilitation Council

NH STATE REHABILITATION COUNCIL SPECIAL MEETING MINTUES

November 15, 2019

21 SOUTH FRUIT STREET, ROOM 100, CONCORD, NH

Attendees: Charles Saia, Chair, Chris Purington, 2nd Vice Chair, Kimm Phillips, Lorrie Ripley, Courtney Lockwood, Isadora Rodriguez-Legendre, Nancy Rollins, Jo Moncher, Theresa Wilkomm, Dawn Breault (remotely), Lauri Jean Pevear, Kristen McGraw

Members Excused: Holly Cadwallader, Brent Cote, Mike Rudis

Advisory Non-Voting Present: Carrie Dudley, Peter Darling

Staff: Lisa Hinson-Hatz, Louise Belanger, Ella McAllister, Jim Piet, Michelle Lapointe, Dee Clanton, Sue Roma, Tina Greco, Debra Orman, Chantel Hagan

Interpreters: Laurie Meyer and Virginia Clark

PCA: Jeanne Keith

This special meeting of the SRC was called to order by Chair Saia at 12:00 pm. Introductions of those attending today's meeting were made.

The purpose of this special meeting is to complete the unfinished work of the annual retreat; namely, discussion of goals and priorities for the next combined state plan.

APPROVAL OF MINTUES: The minutes of the SRC meeting of September 25, 2019 were reviewed and approved unanimously as written.

MEMBER APPOINTMENT/ REAPPOINTMENT VOTE AND DISCUSSION: Nancy Rollins is ending her second term in February of 2020 and has submitted a letter of support for Benjamin Adams to replace her when she departs the Council. Benjamin is currently the Director of Workforce Development and Youth Transition Services for Easter Seals and has expressed an interest in Council membership. The Executive Committee has reviewed his resume and letter of interest and recommends him for membership. A motion was made that the Council forward his name to the Governor's office for formal appointment to the SRC. This motion was approved, with Nancy Rollins abstaining.

As Mr. Adams could fit into more than one category requirement (CRP or Employer), it was recommended to ask him at his first meeting where he would feel best to represent.

Chris Purington's first term has expired and he has expressed interest in serving a second term on the SRC, representing GSIL as an advocacy group. The Executive Committee has reviewed his updated resume and recommends he continue serving on the Council. A motion was made that the Council forward his name to the Governor's office for formal reappointment to the SRC. This motion was approved **unanimously**.

REPORT OF THE DIRECTOR: Lisa Hinson-Hatz updated the Council where the agency is regarding the statewide needs assessment report that VR contracted out to Human Services Research Institute to complete. Unfortunately, what has been received to date does not meet with scope of the contract. HSRI was asked to rewrite the report but even that did not meet our needs. It now appears that the VR management team needs to have another conversation with staff at HSRI. RSA will be notified that the report will be late due to "technical difficulties" as they refocus and work on the rewrite. The SRC will be updated in January on the status of the report.

NH State Rehabilitation Council

The Order of Selection Management Group call occurred yesterday. Lisa is happy to report that VR will be releasing **ALL** customers from the waitlist by the end of the year. Specifically, 229 will be released on December 22nd and the remainder on December 27th. Most of these customers have been on the waitlist over 500 days. Overtime for staff will be available to move these customers into plans asap. Additionally, Lisa and supervisors will take on a caseload in order to help move the customers into plans. Dan Frye will help by taking any complaints from customers, should there be any. Lisa is happy the OOS is opening up to all and thanked the entire VR team for coming together on this initiative to make it happen.

Courtney Lockwood is concerned about opening up the order over the holidays and plans being written within the 90 days. She would like the council to pay attention to how this is working. Data reports on the progress will be made at the January meeting and will be a regular agenda item until the offices are all caught up.

State Plan Committee Update: Dawn Breault and Ella McAllister updated the Council on the State Plan Subcommittee activities. Since the retreat last month, this subcommittee has met twice. They have looked at the state plan template and the timelines established for the combined state plan and timelines for the draft completion. WIOA deadlines are coming up. The subcommittee is targeting the December deadline for the draft.

Public meetings are being held beginning next week:

- **Concord:** November 25, 2019 at NH Vocational Rehabilitation, 21 South Fruit Street, Room 100 from 3:00 pm – 4:00 pm
- **Conway:** November 20, 2019 at Granite State College, 53 Technology Lane, Conway, Room 206 from 1:00 – 2:00 pm
- **Keene:** November 22, 2019 at the Keene Public Library, Vincent Room from 10:30 am – 11:30 am
- **Manchester:** November 18, 2019 Manchester Public Library, Hunt Room from 11:00 am – 12 p.m.
- **Nashua:** November 19, 2019 Nashua Public Library Conference Room, from 3:00 pm – 4:00 pm
- **Portsmouth:** November 21, 2019 Portsmouth Public Library, Hilton Garden Meeting Room from 10:00 – 11:00 am.

The public meeting schedule has been published in both the Union Leader and Concord Monitor newspapers and sent out to all active customers of VR. It was suggested that it might be prudent to bring this up at the Transition Summit scheduled for next Friday as there will be close to 200 participants in attendance that deal with VR Counselors on a regular basis. Putting the notice out via social media was also thought to be a good idea. Louise Belanger will work with Dawn and Ella on the social media delivery. Dawn Breault will contact the appropriate people regarding permission to spread the message at the Summit.

Ella McAllister lead the discussion of revising the goals of the State Plan, if needed. The goals as they current exist are:

1. Quality competitive integrated employment outcomes for persons with disabilities in NH.
2. Effective & efficient use of resources.
3. Increase the opportunities for training and college and career readiness for transition-aged youth.
4. Promote an environment that supports the VR Counselor/Customer relationship.

NH State Rehabilitation Council

5. Provide ongoing support for the SRC and the SILC in order to enhance their ability to achieve the statutorily created mission.

Some thoughts were to look at the plans of each of the New England states and states across the country similar in population and size to view their goals and strategies and activities for achievement.

The goal itself should be broad, with the detail on how to achieve it within the methods and strategies. Above all, goals should be measurable.

Other suggestions:

- Review the IRI strengths and weakness identified in their initial draft and incorporate some weaknesses into goals
- Some thought quality competitive employment should not be a goal as it is a given of the agency's mission
- Increase response times
- Focus on barriers and the underserved
- Streamline paperwork
- Use common language throughout agency/change language level
- Increase training for new staff (should stay as a goal)
- Goal for workforce and employers to address the worker shortage
- Invest heavily in having good supervisors and managers
- Outreach --- get the word out about VR
- Increase knowledge about CAP
- Not sure #5 should still be a goal as it is statutorily mandated
- Sharing datasets across state agencies
- Improve the expectation of VR
- Sharing the message
- Transportation: Analyze and identify problem areas and opportunities

The next steps will be for the State Plan Subcommittee to meet again after the public forums to develop a draft to submit to WIOAA. The SRC will be kept advised of drafts and deadlines for continued input.

A Motion was made to adjourn the meeting at 2:15 pm.

The next meeting will be:

January 23, 2020

1:00 – 3:00 pm

Room 100, 21 South Fruit Street

Concord, NH, 03301