

New Hampshire DD Council

Program Performance Report

For Federal Fiscal Year 2015

Submitted on: 2015-12-17 13:57:22

New Hampshire DD Council
21 South Fruit Street

Concord, NH
03301

Section I: Identification

State or Territory: NH - New Hampshire DD Council
Reporting Period: October 1, 2014 through September 30, 2015

Name of Person to Contact Regarding PPR Information

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State Authority

State Authority Establishing Council:
Did the State authority change in this fiscal year? N/A

Designated State Agency

Did your DSA change? N/A
If 'yes', Name?
Is the new DSA a service provider? N/A

Section II: Comprehensive Review Update

Section III Narrative:

Minor updates were made throughout Section III. This is in support of the fact that the Council routinely uses the information in this section in the course of its activities throughout the year. While each section was not researched extensively, as is done every 5 years, where figures, eligibility criteria, or the like had changed over the last year, the State Plan was updated accordingly.

Changes of note:

Part B: Portrait of State Services

(i) Health/Healthcare

- The State of NH is preparing its response to recent CMS guidance on coverage of services for the treatment of autism.
- Medicaid managed care began in December 2013, covering acute care services, including private duty nursing and some personal care services. Duals and CSHCN participate voluntarily until September 2015. The State contracts with 2 (was 3) MCOs. MLTSS is to begin in September 2015 for elders and adults with physical disabilities. The start date for MLTSS for ID/DD is to be scheduled, delayed in response to strong community concern with the lack of MCO experience with ID/DD LTSS and little meaningful public process in program development. A Medicaid expansion program began in July 2014.

(v) Quality Assurance

- Update to reflect application of NH restraint and seclusion laws to day care.

(vi) Education/Early Intervention

- Update to reflect the latest State Committee on Special Education recommendations: all schools implement evidenced-based multi-tiered systems of supports with systems data, and practices which encompass academic, social, emotional and positive behavioral component; better transition planning (detailed recommendation under development); improved financing/funding information for stakeholders; and better assurance of IEP implementation by allowing temporary personnel contracts in order to fill position vacancies, addressing personnel shortages, developing a website with IEP team guidance, and better response in the complaint process.

(viii) Transportation

- Update to reflect the challenge of the lack of participation in State transportation coordination efforts by Medicaid managed care plans.

PART C: Analysis of State Issues and Challenges

(iv) Waiting Lists

a. Numbers on Waiting Lists in the State

- Revisions submitted.

Section III: Progress Report - Goals and Objectives

Goal 1: Children will Receive Supports to Reach their Potential

Children with developmental disabilities will receive quality supports and services in welcoming environments that enable them to reach their potential.

Area of Emphasis	Planned for this Goal	Areas Addressed
Quality Assurance		
Education and Early Intervention	planned	addressed
Child Care		
Health	planned	addressed
Employment		
Housing		
Transportation		
Recreation		
Formal and Informal Community Supports	planned	addressed

Strategies	Planned for this Goal	Strategies Used
Outreach	planned	used
Training	planned	used
Technical Assistance	planned	used
Supporting and Educating Communities	planned	used
Interagency Collaboration and Coordination	planned	used
Coordination with Related Councils, Committees and Programs	planned	used
Barrier Elimination		
Systems Design and Redesign		
Coalition Development and Citizen Participation	planned	used
Informing Policymakers	planned	used
Demonstration of New Approaches to Services and Supports	planned	used
Other Activities		

Intermediaries/Collaborators	Planned for this Goal	Actual
State Protection and Advocacy System	planned	used
University Center(s)	planned	used
State DD Agency	planned	used

Other Collaborators Planned:

NH Department of Education
 NH Council on Autism Spectrum Disorders
 Parent Information Center (PIC)
 NH Family Voices
 Children's Action Network (CAN)
 Child and Family Services

Other Collaborators Actual:

NH Department of Education
 NH Council on Autism Spectrum Disorders
 Parent Information Center (PIC)
 NH Family Voices
 Children's Action Network (CAN)
 Child and Family Services
 Autism National Committee - AutCom

Objective 1.1:

State laws, policies and practices will be strengthened to better support children with developmental disabilities in the areas of education, health and social relations, through:

- (1) building relationships with policymakers and engaging in legislative and administrative advocacy,**
- (2) supporting promising initiatives and**
- (3) training families, guardians, self-advocates and professionals in best practices and supporting them to advocate and influence policy**

Implementation activities:

- With key partners, monitor and analyze State and federal budgets to quantify the impact of budget cuts on children with developmental disabilities and their families.
- Collaborate with the New Hampshire Children’s Action Network, the Parent Information Center, and other key organizations to develop coordinated strategies on issues of common concern.
- Collaborate with the New Hampshire Council on Autism Spectrum Disorders on insurance reform to cover treatments for children with ASD.
- Support an individual to monitor State legislation.
- Provide support for families of children with developmental disabilities to meet with and educate their state legislators.

The Council will use its small grant program to develop exceptional user-friendly resources for parents to navigate special education, and trainings for families and professionals. The Council will have a greater influence on legislation and policy.

Activities undertaken were: All met Partially met Not met

Timelines:

In the first year, the Council will establish a committee to identify issues, coordinate testimony and educate families, in collaboration with other stakeholders. In second year, the Council will explore the potential of contracting with an individual to monitor legislation and build relationships with policymakers. In the second year, an expanded web site will be developed to pull together user-friendly resources. In the third - fifth years it will be actively promoted and expanded.

Timelines established were: All met Partially met Not met

Annual Progress Report:

The New Hampshire Council on Developmental Disabilities (hereinafter Council) plays an important role in state-wide collaborative advocacy that promotes stronger laws, regulations and other policies related to the education, health, and social well-being of children with disabilities in NH. In 2015, the Council engaged in all of the activities within the State Plan, most in collaboration with other organizations, including Parent Information Center, Children’s Advocacy Network, Council on Autism Spectrum Disorders, Disability Policy Group and its P&A and UCED partners.

- The Council's Policy Director worked closely with the Policy Committee, individual Council members and advocacy organizations to 1) identify legislation that will either strengthen or weaken policy; 2) establish relationships with key policymakers that result in important policy changes; and 3) assist Council members and other self-advocates to speak for themselves and their families. The Council, with direction from the Policy Committee, developed a priority list of legislative initiatives for 2015 to be actively followed and for which positions would be taken and supported by the Council. Those related to children and their families, and not described elsewhere in this report, included the following:

- HB 126 established a commission (including a Council appointment) to study issues related to students who receive special education services at chartered public schools. This effort began during the 2014 legislative session, with the Council participating in committee meetings and testifying at hearings, and continued into 2015. Related to this legislation, see the article described below, "Charter Schools and Children With Disabilities", written by a staff member of the Parent Information Center with whom the Council collaborates. HB 536 also related to charter public schools - paying for special education services and federal funding – and was part of the larger HB 126 debate.

- HB 142 related to student social media policies in educational institutions. The Council's interest in this legislation was the potential policy implications related to cyber bullying of students with disabilities - by unnecessarily restricting investigations of alleged bullying. The Council Policy Committee, Bullying Prevention Task Force and staff spent substantial time on this bill during the 2014 and 2015 session. The Objective 1.2 narrative on bullying provides a comprehensive description of this effort.

- HB 491 would permit a teacher, or other person entrusted with the care or supervision of a student, to use reasonable force to end a disturbance, maintain safety, or to remove the student from the premises. The Council and P&A – a Federal partner and collaborator on numerous legislative and regulatory proposals - opposed this believing that it raised concerns that don't exist and that there are already protections in current law, including under Restraint and Seclusion statutes. The proposal failed.

- HB 604 would allow students with disabilities to be transported on mixed use school buses, unless prohibited by restrictions in a pupil's IEP or accommodation plan. Council members testified in favor of this bill because it would negate a Department of Safety rule to segregate students with disabilities on separate buses. With the exception of the DOS, the bill passed without dissent.

Another way in which the Council supports families, guardians, self-advocates and professionals is by providing them with information about current best practices and advocacy tools through the RAP Sheet. This three times a year publication is a collaboration of the DD Federal partners – Council, P&A and UCED/IOD - and is referenced throughout this report. Hard copy and electronic circulation is 6300 with the number of "forwarded" copies unknown. Families look to the RAP Sheet for intelligent discussions about new and proposed policies, innovative programs and up to date resource information and training opportunities. Each edition has a theme or focus. The focus of the Winter 2015 edition was "meeting the needs of children with disabilities and their families." The editors caution that "While we have made significant advances in disability rights and health care reform, the personal stories shared by families in this issue show we still have a long way to go." Articles about special education inform families about new policies and services or simply let them know that they are not alone in their quest for appropriate services and supports for their children:

- “We Found Hope – Now We Need a Promise”: The author, herself a graduate of the NH Leadership Series (a project of the UCED/IOD and financially supported by the Council) praises the education that her severely neurologically challenged daughter receives during the school day, but laments that the promise of a bright future ends there. Federal and State law doesn’t allow her daughter’s nurse aide, funded through Medicaid, to support her to participate in after school programs, sports or in any activities that take place outside of her home. Note: Just after the RAP Sheet went to press, this Mom’s 3-year long struggle ended. Her daughter is now attending an after school program two days a week.
- “Charter Schools and Children With Disabilities” informs parents of children with disabilities of the three things they need to know when advocating for a charter school placement for their child: 1) Charter schools are public schools; 2) Children with Disabilities have the same right to attend charter schools as do children without disabilities; and 3) Children with disabilities have a right to a free appropriate public education whether they are attending a public charter school or a public district school.
- “Legislative Committee Studies Special Education Services at Charter Schools for Students with Disabilities” was written by the Council Policy Director. He describes the two-year legislative process, cited above, relative to chartered public schools in NH and special education services that are mandated under Section 504 of the Rehabilitation Act of 1973 - specifically whether the funding and provision of special education services afforded children with disabilities extends to charter schools. The Study Committee, the precursor to the Commission, found that the provision and quality of services were inconsistent from school to school. The Study Committee recommended introducing legislation in the 2015 session to establish a year-long Commission to conduct an in-depth study of the issues identified by their Committee. As indicated in the above description of HB 126, the Council was appointed to the Commission.
- “SWIFT Activities in the Granite State Where All Means All!” informed families about a national initiative funded by the Office of Special Education Programs. SWIFT provides academic and behavioral supports that make it possible for all students to be educated in their neighborhood public schools alongside their grade-level peers. Currently, there are four implementation districts in NH. This article was co-written by an IOD/UCED staff member and Council member.

Three articles related to health care and new services:

- “Federal Health Reform Expands Private Insurance Coverage of Services for Children with Disabilities”, written by the Council’s Executive Director, highlights the categories of services that, prior to passage of the Affordable Care Act, were not generally covered for children with disabilities, especially those services that must be established under ACA’s “essential health benefits” clause. She also explains that, for plans not required to follow the “essential health benefits” mandate, one option is to purchase a separate child-only plan through the ACA Exchange.
- “Requesting Medicaid Coverage for Autism Services Under EPSDT”, authored by a Staff Attorney with the P&A and Council member, describes Medicaid coverage for children with Autism Spectrum Disorder. The author makes it clear that medically necessary autism treatment must be covered in accordance with the EPSDT provisions of the Medicaid Act and informs parents how to access these services.

- “You Are Not Alone: Support for families with children who have special health care needs” authored by staff of NH Family Voices informs families about the Family-to-Family Health Information and Education Center that provides the tools and information that families need to make informed decisions.

And, as always, the RAP Sheet contains an extensive listing of resources and upcoming training opportunities.

- In addition to the RAP Sheet article on how to request new Medicaid coverage under the EPSDT program mentioned above, a Council member who is affiliated with the NH Council on Autism Spectrum Disorders, and the P&A, collaborated to provide training to families so that they would understand the new benefit, how to apply for it and how to appeal a denial. This activity, one of the implementation activities in the Five-Year Plan, attracted 57 people to the workshop. Following the workshop, materials were distributed to an additional 74 families through the Autism Resource Center. Subsequent to the training, the Council member who helped plan the training assisted nine families through the EPSDT appeals process, with six having their denials overturned and being authorized for new covered services.

- ABLE, one of the self-advocacy organizations supported by the Council and described in Objective 5.1, presented at Education Equity Galvanizing Grassroots Power for Access and Excellence. This all-day event in Manchester, NH’s largest and most diverse city, brought together advocates and parents of children with disabilities and disenfranchised groups, including immigrants and people of color, to discuss key education policy issues with local, state and national leaders. Over one hundred attended the event. The Council Policy Director and Chair of the Policy Committee, a member of ABLE herself, co-presented at a workshop on how legislation gets passed. Forty attendees were trained on strategies for building relationships into effective coalitions.

- The Council and UCED/IOD partnered with the Autism National Committee (AutCom) to bring the 25th Annual Conference, “Human Rights for All,” to NH, including providing some financial support. The Policy Director and the Chair of the Policy Committee co-presented, along with two advocates from Vermont, a workshop entitled, “Working the Statehouse toward Dignity and Equal Rights for All”. They shared stories of trials and triumphs in working to move legislation that profoundly affects marginalized people from concept to bill to law. (The NH advocates presented on the topic of the passage of the first in the nation law here in NH to prohibit the payment of subminimum wages described in 2.1 on employment.) Estimated attendance was 350. Two workshops were related specifically to children.

- The Council is one of 43 partners in the Children’s Advocacy Network (CAN), a coalition of state and local organizations working together for the well-being of New Hampshire’s children. CAN Partners annually develop a unified legislative agenda focused on children’s health, safety, education and economic security. The Council’s participation is crucial in ensuring that the special needs of children with developmental disabilities are reflected in CAN’s agenda. The Council Policy Director is a member of the education workgroup that developed legislative priorities for 2015 including “Educational opportunity of all children includes full funding for all public schools.”

The Council convenes the Disability Policy Group, a cross-disability collaboration, which monitors and advocates for stronger legislation and policy initiatives, many on behalf of children with disabilities.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	540
SA02 People trained in leadership, self-advocacy, and self-determination:	540
SA03 People trained in systems advocacy:	100

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	8
SA05 People attained membership on public/private bodies and leadership coalitions:	1
SA06a Other self-advocacy measure:	0
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	8
SC02 Number of organizations involved coalitions/networks/partnerships:	67
SC03 Organizations engaged in systems change efforts:	11
SC04 Number of public policymakers educated:	426
SC05 Members of the general public reached:	6,427
SC06a Other systems change measure:	131
Number of families with EPSDT materials	
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Objective 1.2:

The Council will develop an Anti Bullying Campaign directed to schools, families, and communities that will reduce incidents of bullying of people with developmental disabilities.

Implementation activities:

- Establish an anti-bullying campaign for multiple audiences, which will include a broader emphasis on embracing diversity.

- Offer mini-grants and technical assistance for school and community anti bullying initiatives and media outreach efforts.
- Collaborate with other organizations interested in preventing bullying .

The anti-bullying objective is particularly important to our self-advocate members. The Council discussed the difficulty of persuading schools to put on new programs due to the many mandates they face for curriculum content. People and families who have relationships with their local schools or community groups will be encouraged to help develop or apply for a grant to support a program in their school or local community. The Council will identify presenters and develop specific programs or curricula that communities could choose to use, or develop programs of their own. Educational programs will be developed and implemented for a variety of audiences.

Activities undertaken were: All met Partially met Not met

Timelines:

In the first year the Council will establish a committee that will research current initiatives in the state and establish relationships, research best practices and develop programs. In the second year, the Council will organize a statewide summit to bring together various people and groups working on bullying prevention, and seek to bring programs to various venues, particularly targeting schools. Grants and assistance to local communities will be available over the five-year plan period.

Timelines established were: All met Partially met Not met

Annual Progress Report:

Bullying prevention has been a major initiative for the Council since 2012, designed to reduce incidents of bullying, including cyber bullying, of students with developmental disabilities, who are among the most vulnerable. Despite NH State law, regulations and written policies prohibiting bullying and cyber bullying, these alone haven't stopped bullying. The Council has carried out an anti-bullying campaign directed to schools, families, and communities. At the core of the campaign has been formation of school-based and student led anti-bullying teams – currently there are more than a dozen with over 100 team members, including one-third of the members who experience developmental disabilities. In total, there are 8000 students and over 800 staff who are being impacted in some way through this project. Incidences of bullying have been reduced significantly since formation and implementation of the student led teams – in one middle school from 58 to 4 incidences over five years. A Student Leader was honored by the State of NH with the “Spirit of NH Outstanding Volunteer Champion Award” for his efforts in bullying prevention.

- During the 2015 program year, Come Together NH (the new name to reflect the expanded Council Anti-Bullying Taskforce campaign) engaged in a number of activities aimed at reducing bullying among students with developmental disabilities:

- Developed and posted its own website – <http://cometothernh.weebly.com> – with sections on what bullying is, school partnerships and available resources.
- Hosted an informational/materials table at the Council’s Holiday Gathering, described in Objective 4.3 below.

- Council staff provided information to several individuals who wished to start a support group for adults who had experienced being bullied as students. The Council also offered meeting space to the group. The group plans to begin meeting in the fall of 2015.
 - Initiated a “Businesses Against Bullying” campaign. The purpose was to raise awareness about bullying, and its impact on students with developmental disabilities, and also to raise funds for anti-bullying projects, including the Summit described below.
 - The group engaged in a multi-month planning process for the second anti-bullying Student Leadership Summit, to be held in October 2015 during the nation-wide Bullying Awareness month. NH’s middle and high schools will be invited to send teams of eight students and two adult advisors each. The full day training will engage students and adults in team building, action planning and problem solving in order to create positive changes in school culture that minimizes or ends bullying. The plan is for an award-winning bullying prevention advocate, with roots in NH, to help each participant develop strategies to impact the type of school culture that may lead to bullying. Following the event, he will continue to consult with each team and school, to ensure full implementation of the strategies that were developed during the Summit.
 - Held a Summer Planning Retreat to discuss future direction.
- A legislative initiative of the NH CLU – and ACLU Nationally - to protect the privacy of students who may be required to provide personal social media passwords to school officials drew Come Together NH into a two-year effort to protect students with developmental disabilities from cyber-bullying. HB 142 would prohibit schools from requiring or requesting a student to provide access to a personal social media account through a user name, password, or other means of authentication that provides access. The Council and Come Together NH believed that if the legislation passed that it would prevent administrators from acting quickly enough to stop the cyber-bullying of students with developmental disabilities – the most prevalent type.

The Policy Committee, Bullying Prevention Task Force and Council staff spent substantial time on this bill during the 2014 and 2015 legislative sessions. Many Council members reported that they had been bullied, themselves, while they were students and that ongoing bullying can be emotionally and psychologically damaging and must be addressed in a timely fashion. With the Council’s usual allies – NH CLU and a friendly legislator - resisting any change to the proposed legislation, they strongly advocated for an exception to the privacy rule in cases of cyber-bullying of students with developmental disabilities. Before the start of the 2015 legislative session, the Council Policy Committee and Anti-Bullying Task Force held a joint meeting with the Director of the NH CLU, in an attempt to reach common ground and join forces to pass the legislation. In addition, the Council’s Policy Director worked with the bill’s sponsor, without success, to attempt a resolution of the differences. In the end, neither the NH CLU nor the sponsor would accept the Council’s suggested language for an exception and the legislation moved forward.

Despite the impasse, the Council Projects Director and Policy Committee Co-Chair, as well as Come Together NH members, testified at the hearings in both the House and Senate in favor of the legislation, but with an alternative language amendment that it had proposed. The Chair of the Council’s Policy Committee, herself the mother of a child who has been repeatedly bullied, provided powerful testimony about how the legislation, as presented, would hamper a school’s ability to address cyber bullying and how that goes against the best interest of students, particularly those with special needs who may be more prone to ridicule and bullying. She said that it was important for administrators to be able to react quickly before those victimized feel like there are no options other than dropping out of school or physically harming themselves. Equally powerful testimony was from a

high school freshman who experiences autism. He testified that he had left school for a year after being bullied and has continued to be a target since he returned. He described an incident in which two classmates took inappropriate pictures of him and said school officials should be allowed to quickly access the images before they are deleted. In his closing he said, "I've been bullied a lot and most of the time people get away with it." Articles, including those reprinted by the AP appeared in local, statewide and regional news media as well as on NH NPR. The total circulation was 459,725. Despite strong testimony in opposition to the legislation, including from the NH School Boards Association, and two years of work, the legislation passed without any exceptions to the privacy requirement which the Council had sought.

- Another way to reduce bullying is to ensure that parents of students with developmental disabilities know how to recognize it and what to do about it if they do. Two Council publications provided information to parents:

1. A RAP Sheet article, "My Child is Being Bullied. What Can I Do?" explores how schools handle - or mishandle - bullying and what steps parents can take to protect their children. The article, written by a P&A staffer, cites Federal and State law and briefly describes the requirements imposed on schools, with specific protections for students who receive special education. The author begins her article by reminding parents that "All children deserve to grow and learn in caring and supportive settings" and that what happens in a child's early years is critical to healthy emotional development and success as an adult. She also reminds them that children with developmental disabilities are much more likely than their peers to be bullied or harassed and that, sadly, schools too often look the other way, even when a staff member is the one doing the bullying. She provides step-by-step guidance related to protections under several State and Federal authorities including:

- New Hampshire's Pupil Safety and Violence Prevention Law
- Americans with Disabilities Act
- Section 504 of the Rehabilitation Act
- US Department of Education, Office for Civil Rights (OCR) Guidance Letter
- Individuals with Disabilities Education Act (IDEA)

The author alerts parents to the potential signs they should watch for if their child is being bullied: 1) A sudden drop in grades; 2) An increase in emotional or behavioral problems; and 3) Increased absences. If, in fact, a child has been bullied, there are steps parents should take right away: Know their rights; Document the problem; Don't wait!; Get a copy of the school's reporting and complaint procedures; Read them carefully; Follow the steps to file a complaint; and Call an IEP team meeting.

2. Stepping Stones, the Council's annual publication of stories about NH individuals with developmental disabilities, included an article about Tim, a young man who was born with cerebral palsy. Tim has been working at Walgreens for six years and would like to own his own business one day – by any measure, he is very motivated. Tim is also a graduate of the NH Leadership Series (supported by the Council and described elsewhere in this report), having been chosen, in part, because he is highly motivated. During the seven months long program, Leadership participants formed small groups in order to work together on issue-based projects. Tim's group, at his suggestion, focused on the issue of bullying, which Tim had experienced first-hand when he was a student. The goal for his project is for every school bus in NH to have a camera installed to catch inappropriate and/or bullying behavior "so that administrators can see what's going on" and address it quickly. Leadership graduates are followed after the program ends and provided with ongoing support as needed to meet their goals by finishing their projects.

- In recognition of NH's experiences and leadership in eliminating bullying, the Rand Corporation invited the Council's Director of Projects, who has supported the anti-bullying campaign from the beginning, and presented at several national conferences on school safety, to participate on an expert panel to discuss how to improve school safety, including reducing bullying, and how NH's Council is carrying out its Anti-bullying Campaign.

- Come Together NH hosted a display table at the annual Holiday Gathering, described in Objective 4.3, where 175 attendees picked up materials related to bullying.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	100
SA02 People trained in leadership, self-advocacy, and self-determination:	100
SA03 People trained in systems advocacy:	104

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	112
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure: Information distributed at Holiday Gathering	175
SA06b Other self-advocacy measure: In participating schools - 8000 students and 800 staff	8,800
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	9
SC02 Number of organizations involved coalitions/networks/partnerships:	5
SC03 Organizations engaged in systems change efforts:	12
SC04 Number of public policymakers educated:	424
SC05 Members of the general public reached:	562,362
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Section III: Progress Report - Goals and Objectives

Goal 2: Expanding Employment and Career Options

Individuals with developmental disabilities will have greater opportunities for vocational training, competitive employment, expanded work hours, and increased career options.

Area of Emphasis	Planned for this Goal	Areas Addressed
Quality Assurance		
Education and Early Intervention	planned	addressed
Child Care		
Health		
Employment	planned	addressed
Housing		
Transportation		
Recreation		
Formal and Informal Community Supports	planned	addressed

Strategies	Planned for this Goal	Strategies Used
Outreach	planned	used
Training	planned	used
Technical Assistance	planned	used
Supporting and Educating Communities	planned	used
Interagency Collaboration and Coordination	planned	used
Coordination with Related Councils, Committees and Programs	planned	used
Barrier Elimination	planned	used
Systems Design and Redesign	planned	used
Coalition Development and Citizen Participation	planned	used
Informing Policymakers	planned	used
Demonstration of New Approaches to Services and Supports	planned	used
Other Activities		

Intermediaries/Collaborators	Planned for this Goal	Actual
State Protection and Advocacy System	planned	used
University Center(s)	planned	used
State DD Agency	planned	used

Other Collaborators Planned:

NH Department of Education, Vocational Rehabilitation
 NH Dept. of Health and Human Services
 Community Support Networks, Inc. (CSNI)
 NH Business review
 Business Networks "FairPoint Communications
 AARP
 NH Department of Economic Development
 Developmental Services Area Agencies
 Granite State Independent Living (GSIL)

Other Collaborators Actual:

NH Department of Education, Vocational Rehabilitation
 NH Dept. of Health and Human Services
 Community Support Networks, Inc. (CSNI)
 NH Business Review

Objective 2.1:

At least 30 people will obtain competitive employment, self-employment, higher pay or expanded work hours as a result of the Council's efforts to:

- (1) improve programs, policies and practices through support of promising local or statewide initiatives and**
- (2) advocate for the removal of work disincentives.**

Implementation activities:

The Council plans to utilize the following strategies:

- Partner with NH Vocational Rehabilitation on a major employer recognition event and employment support staff training.
- Collaborate with NH Vocational Rehabilitation, NH DHHS and other agencies to improve employment services and educate employers about the value of hiring workers with disabilities.
- Support facilitation of a statewide "community of practice" and local coalitions of job developers and other professionals who support people with disabilities in finding employment.
- Raise public awareness about the capabilities of workers with disabilities and the types of jobs they can do.
- Educate people with disabilities, families and providers about programs that enable people with disabilities to work while maintaining Medicaid and other public benefits.
- Advocate for maintaining and strengthening laws and public policies to provide incentives and remove disincentives for employment.

Activities undertaken were:



All met

Partially met

Not met

Timelines:

In the first year the Council will develop the details of how it will support facilitation of a "community of practice" and local coalitions and develop a contract, to be implemented in the second year, to support this effort. Beginning in year 1, the Council will survey available informational resources and plan for improved dissemination. The Council will continue to be actively engaged in policy development, inter-agency collaborations and educational initiatives for the duration of the plan.

Timelines established were:



All met

Partially met

Not met

Annual Progress Report:

The Sixth Annual Statewide Employment Leadership Award event, co-sponsored by the Council and the NH Division of Vocational Rehabilitation, was held in October 2014 to coincide with National Disability Employment Awareness Month. The Council's Director of Projects was Co-Chair and member of the Planning Committee. The event honored ten NH businesses for demonstrating exceptional leadership, innovation and/or a commitment to adopting hiring practices that improve employment opportunities for workers with disabilities. Five were selected to receive the 2014 Employment Leadership Award. Those honored were selected from numerous company nominees, submitted by employment providers and partners throughout the state. Nominations were evaluated based on the company's efforts to:

- Create opportunities that assist people with disabilities to develop the skills they need to obtain competitive employment;
- Adopt inclusive hiring practices that allow people with disabilities to compete fairly for employment; and
- Engage community partners to become a more diverse and inclusive workplace.

Along with the Council, other entities on hand to offer thanks to the winners were representatives from the Governor's Office, WMUR TV, Division of Economic Development, Vocational Rehabilitation and Governor's Commission on Disability. The five winners, and their winning qualities that others might emulate, were:

- North American Equipment Upfitters: This employee-friendly company retrofits trucks and other vehicles for over 40 companies. NAEU employs individuals with various educational levels and maintains a skilled workforce by providing training and other assistance, including supporting employees to receive their GEDs or paying for college courses, with the promise of pay raises when finished.
- Portsmouth Regional Hospital: PRH offers internships to people with disabilities through collaboration with Project SEARCH, a one-year high school transition program that provides training and education for people with disabilities - with the potential for employment.
- Sponge-Jet, Inc.: This company specializes in dry abrasive blasting technology and hires people who are consistent, reliable and passionate. After many years of working with a local program that does job development for individuals with disabilities, the company hired three to fill open positions. A company spokesperson said, "What perplexes us is that more companies are not taking advantage of this great labor pool."
- Texas Roadhouse: With a proven record of recruiting, retaining and supporting people with disabilities, this restaurant chain hired a young man who is blind as a prep cook. The manager recruited the NH Association for the Blind to help the new employee with mobility around the restaurant and in the use of necessary equipment. Despite a recent lengthy illness, this young man's job is waiting for him once he recovers.
- UNH Dining Services: In keeping with UNH's commitment to the inclusion of people with disabilities in all facets of campus life, UNH Dining Services offers internships to students with and without disabilities. All interns appreciate the accommodations they provide that help lead to success. The Director said that the inclusive hiring practices and diversity foster great teamwork – a real family

feel.

Six months prior to the event, the Business NH Magazine solicited nominations from among its 50,000 subscribers. This trusted publication among NH employers has been the leading source of NH's business news for over 30 years. The publication also featured the Employment Leadership Award winners in a special insert section in the edition just prior to the event. 155 business representatives attended the event.

- The Council has been a strong supporter of the National movement to eliminate payment of sub-minimum wages to individuals with developmental disabilities. To that end, it led a two-year effort to eliminate this legal practice in NH by supporting establishment of a Study Committee in the 2014 legislative session, and, in the 2015 session, legislation to eliminate the practice. Because research showed that no employers in NH actually paid subminimum wages, nor did any intend to request future waivers to do so, there was virtually no pushback from employers. The Council Policy Director drafted legislation for the sponsors and Council members took a lead role in educating policy-makers. When both houses unanimously passed the legislation, NH became the first state in the nation to make it illegal to pay subminimum wage to individuals with disabilities. The rare unanimous final voice vote, raucous by NH standards, was filmed and posted on YouTube at <https://www.youtube.com/watch?v=BnB6N5wltQI>. Of the coverage that the Council was able to confirm, circulation topped one million. Among NH media outlets were Concord Monitor, Valley News, Seacoast Online, Institute on Disability and Disability Rights Center websites, NH Public Radio and a Vermont television station that covers parts of Northern NH. Nationally, coverage included USA Today, the Chicago Tribune and numerous blog posts, including Disability Scoop where support was mixed – from fear to surprise that this inequity ever existed anywhere in the country. The Chair of the Council's Policy Committee wrote a thoughtful response to those who questioned this effort on the blog.

Some background on this important event is warranted and instructive: Following national news stories about the exploitation of people with disabilities, a Leadership Series (UCED/ IOD Project supported by the Council and discussed elsewhere in this report) graduate who is also a former Council member and parent of a son with a developmental disability, discussed the issue of subminimum wage with a NH State Representative who also has a son with developmental disabilities and whose wife is a graduate of the Leadership Series. He reached out to the Council for information and guidance. The State Representative sponsored a bill requesting a legislative study of the issue of subminimum wage and as the bill made its way through the process, research uncovered the fact that no longer were any employers in the state paying subminimum wage based on disability. This information led to an attempt to amend the bill to abolish the practice altogether, but it was rejected by the Senate (along party lines) and the bill to establish a study committee was passed. A bi-partisan study committee was convened and met over the summer of 2014, with the Council providing ongoing technical assistance and employment/wage data to the committee. In its final report, the Study Committee unanimously recommended filing legislation to abolish the payment of subminimum wage which was accomplished in the NH House and Senate in 2015. The prime sponsor was a longtime employer of people with developmental disabilities. The legislation was supported by disability rights organizations, employment professionals and many agencies, including DHHS, Vocational Rehabilitation, Blind Services, Department of Labor, Area Agencies for persons with developmental disabilities, and Goodwill Industries of Northern New England.

At House and Senate hearings, people with disabilities, working at competitive wages, families and employers testified in support. The Wage and Hour Division, U.S. Department of Labor, provided a legal memorandum, requested by the Council Policy Director, indicating that this NH state law would not be in conflict with federal law, and that the state has the authority to prohibit the payment of

subminimum wage based on disability.

As the legislation was moving through the Legislative process, the Council and Vocational Rehabilitation organized and hosted a Legislative Breakfast on Employment and held it in the State House cafeteria to make it as easy as possible for legislators to attend. The strategy paid off as over 100 legislators attended. The Council's aim was to educate and sensitize policy-makers about the work potential of individuals with disabilities as well as the value to employers. Of course, they included information about the legislation to prohibit the payment of sub-minimum wage. Council members, partner agencies and self-advocates gave presentations and distributed packets of information about how employing individuals with disabilities makes good business sense. The legislation was passed unanimously, to great fanfare, in both the Senate and House, and signed into law by Governor Maggie Hassan on May 7, 2015 at a bill signing ceremony attended by many Council members.

The Council Executive Director presented on the passage of this historic legislation at the NACDD National Conference, with a PowerPoint entitled "Employment of People with Disabilities: Laying a Foundation for Cultural and Statutory Change." The presentation took participants on the 2-year legislative journey to passage of SB 47, highlighting the important role that well-trained self-advocates – many current and former Council members - played in educating policymakers on the issue as well as in testifying in favor of passage.

- As a representative on the State Rehabilitation Council (SRC), the Council has access to a broad range of information and activities focused on employment of individuals with disabilities, including those with developmental and intellectual disabilities. The SRC is a substantive partner with the VR Agency and therefore can help the Agency to identify specific strategies to continue to meet the vocational rehabilitation needs of eligible VR customers through the development of innovative programs and continuous improvement. This partnership helps inform both the VR agency as well as the Council related to employment initiatives.

- Among the media responsibilities discussed in the 3.3 Objective, the VISTA volunteer was also responsible for recruiting and supervising volunteers to work in the Council office. During her tenure, three young men who experience developmental disabilities, completed internships in the office. Two were part of their high school's school-to-work program. The goal of their participation was to gain useful skills toward future employment and to learn how to work in an office environment. Both students greatly improved their work skills and social interaction with other staff. The third intern, in his 30s, also came to the Council to gain work skills. As a result of his positive experience, and letter of recommendation by his supervisor, the VISTA volunteer, the young man was hired by Goodwill. In all, the interns logged 157 hours working in the Council office.

- The Council's annual publication, Stepping Stones (described in detail in the 4.4 objective) with its 2015 theme "achievement through support and hard work" contained an article "Gaining Employment Skills", written by the Vista Volunteer about one of the interns described above. The article tells the story of Miles who is 19 and experiences autism. He volunteered at the Council through a school to work program at his high school, which allows students to gain skill-related work experience and acquire vocational skills that can be used in future employment. He spent a few hours each week improving his computer skills by updating contact information on an Excel spreadsheet. He also improved his ability to work independently, strengthened his problem-solving skills and increased his confidence. He said that one of the most important outcomes was realizing what he enjoys doing.

- The Council is a member of the Developmental Services Quality Council describes fully in Objective 4.1. The Council representative serves on the Employment Leadership Committee that focuses on the type of workforce improvements, including quality indicators that will enhance the quality of services and supports to individuals with developmental disabilities.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	268
SA02 People trained in leadership, self-advocacy, and self-determination:	0
SA03 People trained in systems advocacy:	0

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	100
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure: Intern hours in council office	157
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	2
SC02 Number of organizations involved coalitions/networks/partnerships:	16
SC03 Organizations engaged in systems change efforts:	9
SC04 Number of public policymakers educated:	428
SC05 Members of the general public reached:	2
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Section III: Progress Report - Goals and Objectives

Goal 3: NH Communities will become more Accessible and Supportive

New Hampshire communities will become more accessible and better support individuals with disabilities to fully engage in community life.

Area of Emphasis	Planned for this Goal	Areas Addressed
Quality Assurance		
Education and Early Intervention		
Child Care		
Health	planned	addressed
Employment		
Housing	planned	addressed
Transportation	planned	addressed
Recreation	planned	
Formal and Informal Community Supports	planned	addressed

Strategies	Planned for this Goal	Strategies Used
Outreach	planned	used
Training	planned	used
Technical Assistance	planned	used
Supporting and Educating Communities	planned	used
Interagency Collaboration and Coordination		used
Coordination with Related Councils, Committees and Programs		used
Barrier Elimination	planned	used
Systems Design and Redesign	planned	used
Coalition Development and Citizen Participation	planned	used
Informing Policymakers	planned	used
Demonstration of New Approaches to Services and Supports	planned	used
Other Activities		

Intermediaries/Collaborators	Planned for this Goal	Actual
State Protection and Advocacy System	planned	used
University Center(s)	planned	used
State DD Agency		

Other Collaborators Planned:

AARP-NH
 NH Elder Rights Coalition
 Granite State Independent Living
 Municipalities and Local Boards
 Advocates Building Lasting Equality in NH (ABLE NH)
 NH Department of Transportation
 Local Transportation Providers
 US Dept. of Homeland Security/ Emergency Management
 Emergency Svcs.
 Red Cross
 Veterans Adm. (VA)
 Local Health Depts.

Other Collaborators Actual:

AARP-NH

Objective 3.1:

The Council, in collaboration with disability, aging and other organizations, will support the development or improvement of 20 community-based programs, policies or practices that promote the full inclusion of people with developmental disabilities in all aspects of community life including:

- (1) inclusive emergency preparedness and management,**
- (2) social integration, meaningful relationships and acceptance of differences and**
- (3) transportation, housing and infrastructure.**

Implementation activities:

The Council will continue to build on its history of successful collaboration with the senior community, working closely with AARP and the Elder Rights Coalition, and support initiatives of the State and UCEDD involving systems change. These efforts include working together on systems change grant activities directed to transforming service systems to be more consumer-directed and the work of the Elder Rights Coalition, that brings together a large number of aging and disability organizations to coordinate their advocacy efforts.

The Council will continue to provide community education and advice to multiple agencies on inclusive emergency management practices.

The Council plans to promote the adoption of successful transportation models, especially in rural communities, develop and support systems for people in need of transportation to connect with resources in their communities.

The Council will provide people with disabilities and families resources on housing options.

Activities undertaken were: All met Partially met Not met

Timelines:

In the 1st and 2nd years, it is anticipated that a strong focus will be placed on Medicaid managed care and Affordable Care Act implementation, as they impact long-term supports. In subsequent years the Council will build on its relationships with the senior community to assess and expand promising initiatives that build more welcoming communities. Transforming communities to be more inclusive is the Council's highest aspiration and will be among its objectives for the five-year plan period.

Timelines established were: All met Partially met Not met

Annual Progress Report:

The Council continues to be a leader in helping transform service systems into those that are consumer-directed and fully inclusive. The Council advocates for policies and practices that promote the full inclusion of people with developmental disabilities into their communities. The Council engaged in a number of collaborative projects with other organizations, particularly related to systems change, including activities directed to transforming service systems to be more consumer-directed:

- The Council assisted in convening the Elder Rights Coalition (ERC), comprised of 215 elder and disability advocates who support legislative and policy changes that provide more community-based options and greater choice and control to older adults and people with disabilities. See 4.3 for more details on ERC's policy work.
- one way that the Council promotes community inclusion is by providing grants to organizations that promote inclusive practices:
 - Northeast Deaf and Hard of Hearing Services received a small grant toward the cost of supporting six community presentations for twenty-five deaf individuals per session. The sessions will help deaf adults - many deaf since birth - learn about and better understand their own health needs, with the goal of increasing their access to community health services and improving their quality of life in their own communities.
 - Lakes Region Community Services Council was provided seed money to establish collaboration with a variety of community-based entities that would then offer classes in health, wellness and the arts to twenty-five individuals with developmental disabilities along with their typical clientele.
- The NH Leadership Series described in detail in Objective 4.3 below, values first and foremost full community inclusion by improving systems of supports, connecting families, inspiring communities, and influencing public policy. The Council has been providing financial support to this project for many years. Graduates now number almost 1000 and are in leadership positions in every major advocacy or policy arena in the state, including NH's Corner Office. The majority of Council members are Leadership graduates and strongly support full inclusion and participation.
- NH Autism Walk & All Abilities Festival is, in part, organized by the Council Chair. This annual all day fun event provides an opportunity for individuals with and without disabilities to walk along a woody trail and take part in a number of arts activities.
- The Council had a number of initiatives, activities and projects that promote full community inclusion of people with developmental disabilities:
 - The Council's Project Director regularly trains and mentors in the principles of Social Role Valorization (SRV) that addresses the social devaluation of those who have disabilities and other vulnerable people. By invitation from the organizers, he attended and assisted at the 6th International SRV Conference in RI in the summer of 2015. "Enriching Lives Through Valued Roles Gaining Depth & Setting Direction". The themes of this event will inform the SRV work he does in NH: Socially valued roles opening the door to the "Good things of life"; Image enhancement and competence enhancement; SRV teaching and implementation; PASSING training and evaluation; and Looking to future developments in SRV. He also conducted an SRV training at ConVal High School for thirty-five students, including students with disabilities.

- The Council's Multi-Agency Housing Committee was convened by the Council and developed its mission statement: To create cooperative, shared and/or communal housing alternatives that could provide new housing options for older adults and adults with disabilities with greater choice and control. The group developed an agenda for an all-day seminar: Keynote/inspirational message; Overview of models – shared housing, village movement, co-housing, etc.; Legal and technical issues; and End-of-session group discussion.

- The Council continues to support efforts to ensure that individuals with disabilities are prepared and protected in the event of an emergency. The Council was a key player in the development of the New Hampshire State Emergency Operations Plan that addresses the needs of the 11,000 citizens of New Hampshire who identify themselves as having a developmental disability. Another document, "New Hampshire General Sheltering – A Guide for Local Jurisdictions," is a reference guide for local communities who provide shelter to the general population in emergencies. The Council Project Director who engages in the emergency preparedness activities was a presenter at a Homeland Security Tabletop Exercises (TTX) event, with fifty participants, representing the unique preparedness issues associated with individuals with disabilities. TTXs involve key personnel discussing simulated scenarios in an informal setting resulting in recommended revisions to current policies, procedures, and plans.

- The Council is one of fourteen Project Partners in the Institute on Disabilities' Public Health Project ensuring that the goal related to emergency preparedness among people with developmental disabilities is met and complies with the ADA, recognizing that everyone's needs and abilities are unique. The IOD collaborates with the NH Department of Public Health to ensure that individuals who experience disabilities receive state sponsored health services. As a project partner, the Council helps guide the project at bi-monthly meetings.

- The Council Executive Director served on the Advisory Committee for the "ServiceLink" information and referral network, the state's Aging and Disability Resource Center (ADRC). She helped develop this program as well as the "Community Passport" program, a "money follows the person" initiative supported by Federal funding and designed to expand opportunities for people with long-term care needs to relocate from institutions into the community.

- The Council successfully advocated for a seat on the advisory council relative to new federal home and community-based care (HCBC). In this role, the Council was successful in influencing the compliance evaluation process to be more responsive to the needs of people with disabilities.

- The Council played a lead role in a media campaign to focus attention on underpaid home care providers supporting elders and people with physical disabilities under the CFI (Choices for Independence) Waiver. The result was the first rate increase in many years, which will likely increase the capacity to support individuals in their homes under this waiver program.

- The Council supports EngAGING NH, the elder advocacy organization mentioned above, by providing meeting space. ENH's mission is to promote citizen leadership and the active involvement of New Hampshire's older adults in the development of communities and public policies that support all individuals as they age.

- The Fall issue of the RAP Sheet focused on the ADA and access issues and how being included in community life has impacted individuals with disabilities. The Editor's note sets the issue's tone:

“While the work to achieve full access and equality is not over, in this issue we stop for a moment to take pride in how far we have come.”

“An Accessible Main Street” discusses how winning a law suit against a main street business allowed the three Plaintiffs to enjoy a popular Main St. cafe, along with their non-disabled friends, for the first time. The litigation was closely followed by local media and highlighted the importance and benefits of businesses being accessibility.

“Americans with Disabilities Act, 25 Years of Progress” summarizes the culmination of years of advocacy and positive change. In the words of the author “The ADA is the world’s most sweeping civil rights law for persons with disabilities.” He reminds those who may never have know life before passage of the ADA that it has given people with disabilities and their families hope that exclusion and isolation are a thing of the past and inclusion is the norm. He also makes the point that the ADA helps not only people with disabilities but everyone: Business owners increase their customer base when people with disabilities can get in their stores and restaurants; Employers now have more qualified job applicants; and everyone enjoys a quality of life that would not have been possible two decades ago. He cautions, however, that we are still challenged in fully capturing the skills, energy, and creativity of all citizens.

“Olmstead: A Foundation for Justice” reminds readers, or lets them know for the first time, about the landmark civil rights case on community integration under the Americans with Disabilities Act. Olmstead led to hundreds of lawsuits by individuals with disabilities advocating for their right to community-based services. The author also lets readers know that the ADA’s “integration mandate” protects anyone who wants to live in a less restrictive setting and that quality integrated services and supports preserve dignity and independence for individuals of all ages and across all types and severity of physical and mental disabilities.

“Davis & Towle Insurance Group: Committed to Access” gives a shout out to a business that, when expanding, put a high priority on accessibility and ease of use by all its customers and employees. The company transformed an older split level building into space that is designed for usability: Heated entry platform that extends into the parking lot; ample accessible parking spaces; accessible bathrooms with automatic lights; Brailed signage throughout the building; and a lift that blends in with the grand stairway. The owner said “It’s good for business, it’s good for the employees, and it increased the value of our property.”

- The lack of adequate public transportation in NH is exacerbated for people with disabilities who have enormous difficulty accessing the transportation they need. SALT (Self Advocacy Leadership Team), in collaboration with EngAGING NH, an elder advocacy organization, has been active in advocating for policy changes in the new Medicaid Managed Care system as changes have made existing transportation problems much worse. SALT and the transportation initiative is described in detail in Objective 5.1 on self-advocacy.

SALT has also been effective in letting the Department of Transportation and Transport NH know that redesigning the infrastructure in cities and towns would make it possible for people with disabilities to fully participate in and safely navigate their communities. SALT’s “Our Stories” described the difficulties in getting around communities, especially when there is snow and ice; traversing sidewalks in a wheelchair when frost heaves, tree roots or curbs prohibit access; being dropped off a bus in a wheelchair at a busy intersection with no ready access to the sidewalk; no busses running in the evening; or having no transportation options at all. These stories were featured and disseminated

through the Council's "My Opinion Matters" blog and also posted on the Facebook page associated with the blog and distributed at events.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	335
SA02 People trained in leadership, self-advocacy, and self-determination:	220
SA03 People trained in systems advocacy:	125

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	35
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure:	0
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	3
SC02 Number of organizations involved coalitions/networks/partnerships:	29
SC03 Organizations engaged in systems change efforts:	25
SC04 Number of public policymakers educated:	44
SC05 Members of the general public reached:	313,077
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Objective 3.2:

The Council will educate the public about the value of accessibility and inclusion by disseminating positive information, images and messages through multiple forms of media, reaching at least 250,000 people over 5 years.

Implementation activities:

The Council will support public awareness efforts that promote positive images of people with disabilities. The Council will develop media messages to promote employment and social acceptance of people with disabilities.

The Council will work to expand the reach of its publications, which highlight the accomplishments and potential of people with disabilities, and increase the use of press releases, public service messages and other non-traditional media. The Council will develop new initiatives using multiple forms of media, including online social media, to promote positive information, images and messages about people with disabilities. The Council will encourage the efforts of people and families at the local level to improve their communities, gather their stories and publicize their efforts.

Activities undertaken were: All met Partially met Not met

Timelines:

During year 1, defining current staff roles to include expanded media outreach activities will be explored, as will the possibility of contracting with a person or organization with expertise in media outreach. During the 2nd year, development of an expanded Council web site and expanded use of social media is anticipated. It is anticipated that this objective will take up to two years to develop effectively. Once it is developed, activities will continue and expand for the five-year period.

Timelines established were: All met Partially met Not met

Annual Progress Report:

- The Council substantially increased its ability to educate the public through multiple media sources. There were many local, state and national newspapers that wrote or carried articles about Council activities, including its very successful policy work, particularly the passage of legislation that eliminated the ability for NH employers to pay subminimum wage to individuals with disabilities, with very few exceptions such as if the individual works for his or her own family. The Council was also able to increase its own media presence, in part because of its Americorps VISTA volunteers over the past two years. They enhanced the Council's ability to use media in new and interesting ways. Over the past year, media activities, designed to educate the public with positive messages and images about people with developmental disabilities included the following:

- Social Media: The VISTA volunteer worked extensively with social media sites, including FaceBook and Twitter, in order to increase the Council's ability to reach as many individuals as possible with information about Council activities and alert them to local, statewide and national events related to disability. The volunteer's strategy was to build up the audience by posting more frequently. She found that the more stories posted or the more times hashtags were used, the more followers became interested in Council posts. A major focus was on positive imagery of people with disabilities and stories of success in employment and other life areas. She updated the FaceBook page 3-4 times a day, 5 days a week. There were 470 "likes" during the year, up significantly from the previous year. She created a Council Twitter page in order to expand social media presence to meet the needs of the constituency. There were 435 followers during the first year. Items most commonly posted/re-tweeted were local and national stories about disability. As with FaceBook, the page was updated 3-4 times a day, 5 days a week. She also assisted the Executive Director in maintaining the Council's Website. Among the many items posted or tweeted were numerous messages on

FaceBook and Twitter to promote enrollment in health plans through the Affordable Care Act including information about the Get Covered! Health Fairs, with links. In March, Developmental Disabilities month, the Council publicized NACDD's #SidebySide: Celebrating Togetherness social media campaign and invited council members and others to get involved.

- Press Releases: Over the past year, the VISTA volunteer wrote and widely distributed nine press releases: The Council's press release about the Advocate of the Year Award led to a lengthy feature in the recipient's local newspaper which covers seven southern NH communities with a circulation of about 16,000. The article followed her crusade to improve the quality of life for, and image of, people with developmental disabilities, beginning with her own daughter's. In the article, the NH Senate President said that "...there is no bigger advocate for the disabled community". Other releases included Legislator of the Year Award; Adult Bullying Support Group; New Hampshire Family Support Conference; NH House Subminimum Wage Vote; Volunteer Press Release; Anti-Bullying Summit; Bullying Awareness Week; and Stepping Stones story solicitation. In all, press releases were distributed to all news outlets in NH and, while is not always possible to know if the releases were printed, where the numbers were known the circulation was approximately 46,000.

- Brochures: She created/updated Council brochures, including a new one on volunteering opportunities at the Council office. These were distributed widely, including at all of the major conferences that the Council supports – well over 1,000.

- Council Newsletter: She produced the spring 2015 on-line newsletter, Council Corner, distributed by e-mail to 1,023 recipients and posted on the Council's website. The spring issue led with an article about passage of the ABLE ACT and the Council's plans to hold informational sessions once it is fully enacted in NH. Upcoming events were highlighted, including conferences related to Self-Advocacy, Bullying and Family support. The 2015 – 2016 Leadership Series was announced with a link to the Leadership website. There was a link to the Transition Survey, a project of the Council to assess whether students with disabilities have access to quality transition supports and services, and, if so, the quality of those services. The DSP News section highlighted the NH Chapter of the National Alliance of DSPs and how it is increasing awareness about the DSP movement. It also discussed the DSP Certificate Program which is supported by the Council. This issue also advertised volunteer staff opportunities at the Council with a link to the VISTA volunteer's contact information. There were short descriptions about Come Together NH (formerly NH Bullying Prevention Task force), the NH Chapter of the National Alliance of Direct Support Professionals and the Council's current policy initiatives.

- Stepping Stones: This annual favorite was the primary responsibility of the VISTA volunteer. The magazine is discussed at length in Objective 4.4. Among numerous articles was one written by the VISTA volunteer about the young man who volunteered in the Council office and who she supported and supervised.

- In the December 2014 AmeriCorps Field Office newsletter's "State Highlights by Strategic Focus", the website for the Council's Anti-Bullying Taskforce, created by the volunteer, was among NH's highlights. The issue also reported on the work that the volunteer did to bring about a successful Holiday Gathering, discussed in Objective 4.3. This past year's VISTA volunteer built on the previous VISTA's work to develop extensive media and resource lists, contacts, e-mails, etc., including newspapers; radio stations; TV stations and local cable access; non-profit organizations related to disability; high schools and superintendents; colleges; blogs and newsletters; self-advocacy organizations; and all distribution/listenership/viewership data - that were available - on circulation

capacity.

- The VISTA volunteer regularly reminded Council members and others about the My Opinion Matters site, where parents, self-advocates, and professionals can share stories and tips. While every attempt was made, this did not receive much traffic.
- She updated and released the Council's Public Report.
- The Council spearheaded a media campaign, including a Press Conference that resulted in greater awareness of, and support for, an increase in the rate of pay for providers who work with individuals with disabilities and elders under the Choices for Independence (CFI) Medicaid Waiver and discussed in more detail in Objective 4.3 in the section on the Elder Rights Coalition (ERC).
- Council staff assisted with publicity for the NH Autism Walk and All Abilities Festival that was organized by Council members, including posting information on its website and through its e-mail list of over 1,000 and discussed in Objective 3.1.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	0
SA02 People trained in leadership, self-advocacy, and self-determination:	0
SA03 People trained in systems advocacy:	0

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	0
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure:	0
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	0
SC02 Number of organizations involved coalitions/networks/partnerships:	0
SC03 Organizations engaged in systems change efforts:	0
SC04 Number of public policymakers educated:	0
SC05 Members of the general public reached:	53,996
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:

\$0

Section III: Progress Report - Goals and Objectives

Goal 4: People will have More Choice and Control over their Lives

People with developmental disabilities will lead high quality lives with an increased level of personal choice and greater control over their lives.

Area of Emphasis	Planned for this Goal	Areas Addressed
Quality Assurance	planned	addressed
Education and Early Intervention		
Child Care		
Health	planned	addressed
Employment		
Housing		
Transportation		addressed
Recreation		
Formal and Informal Community Supports	planned	addressed

Strategies	Planned for this Goal	Strategies Used
Outreach		
Training	planned	used
Technical Assistance	planned	used
Supporting and Educating Communities		
Interagency Collaboration and Coordination	planned	used
Coordination with Related Councils, Committees and Programs	planned	used
Barrier Elimination		
Systems Design and Redesign	planned	used
Coalition Development and Citizen Participation		
Informing Policymakers	planned	used
Demonstration of New Approaches to Services and Supports	planned	used
Other Activities		

Intermediaries/Collaborators	Planned for this Goal	Actual
State Protection and Advocacy System	planned	used
University Center(s)	planned	used
State DD Agency	planned	used

Other Collaborators Planned:

Community Support Network, Inc. (CSNI)
 Private Provider Network
 Office of the Attorney General
 Granite State Independent Living (GSIL)
 Crotched Mountain
 Direct Support Professionals
 NH DHHS
 Governors Commn on Disabilities
 NH Family Voices
 NH Brain Injury Assn
 People First
 Bd. of Nursing
 Mental Health Ctrs.
 State Police
 Advocates Building Lasting Equality (ABLE NH)

Other Collaborators Actual:

- Community Support Network, Inc. (CSNI)
- Private Provider Network
- Office of the Attorney General
- Granite State Independent Living (GSIL)
- Crotched Mountain
- Direct Support Professionals
- NH DHHS
- Governors Commn on Disabilities
- NH Family Voices
- NH Brain Injury Assn
- People First
- Bd. of Nursing
- Mental Health Ctrs.
- State Police
- Advocates Building Lasting Equality (ABLE NH)
- Parent Information Center (PIC)
- Counc. for Children and Youth with Chronic Conditions
- SALT
- Fiscal Policy Institute
- Child and Family Services
- NH CARES
- NH Technical Colleges
- NH Endowment for Health
- Council on Autism Spectrum Disorders
- Parenting NH
- U.S. Commission on Civil Rights

Objective 4.1:

The Council, in collaboration with key partners, will support the establishment of outcomes measures and evaluation methods that define and measure the adequacy and quality of services in the state’s developmental services system and support systems change efforts designed to improve quality, prevent abuse and make services more flexible and responsive to individual needs.

Implementation activities:

The Council played a lead role in the establishment, through the legislature, of the Developmental Services Quality Council, which seeks to establish criteria for quality of services in the developmental services system. The Council hosts and has representation on the Quality Council and will play a leadership role over the next few years in assuring that the Quality Council functions effectively and that the developmental service s system is moving in a direction of clearer, more defined and objective standards for service delivery. The Council will continue to play a major role in abuse prevention efforts and efforts to improve the systems that currently exist to protect vulnerable individuals from abuse and neglect. The Council will continue to work closely with the P & A on efforts to hold provider agencies more accountable for the services they deliver.

Activities undertaken were:



All met



Partially met



Not met

Timelines:

The Bureau of Developmental Services is highly committed to the work of the Council, as are the other stakeholders. The Council will be actively engaged in this effort as long as it continues and is effective, as well as other efforts to prevent abuse and build accountability. For the first year employment will be a focus, and for the second year Medicaid managed care implementation will be

monitored with a focus on quality. The specific activities will change as incremental goals are reached.

Timelines established were:



All met



Partially met



Not met

Annual Progress Report:

- The Developmental Services Quality Council (QC) represents twenty-one stakeholder groups, including the three Federal DD partners. The QC's mission is to provide leadership and recommendations to the Department of Health and Human Services (DHHS), Bureau of Developmental Services (BDS) and the regional service delivery system (Area Agencies) to assure and improve the quality of service for people with developmental disabilities. The QC's successes have resulted, in part, because it adopted a values-based approach. Council staff and members participate, including as members of the Employment and Transparency subcommittees - and the Council hosts the meetings at its office.

The QC is charged with 1) Reviewing all proposed changes in developmental services regulations to ensure that the State's developmental services system works as intended pursuant to State law; 2) Tracking proposed legislation that could impact individuals with developmental disabilities and acquired brain disorders and their families; 3) Testifying on behalf of the QC at legislative hearings; and Reviewing the BDS quarterly reports on Employment, Complaint Investigation, and Annual Mortality.

In the past year, the QC devoted substantial time in reworking the administrative rule that is the basis for how services and supports are provided to individuals with developmental disabilities. This effort included attending meetings with BDS and with the Joint Legislative Committee on Administrative Rules (JLCAR). About 80-90% of the QC's recommendations were adopted.

A high priority issue for the QC over the past few years has been preventing the NH developmental services system from being put into the managed care system and, if it is, to ensure that the QC has a voice in framing the implementation plan by using its 30 pp. document on preferred values and principles to guide the managed care companies as they develop contracts with providers. The Council representative worked on that document.

- The Council continues to participate on the NH Incapacitated Adult Fatality Review Committee (IAFRC), one of twenty-one members appointed by NH's Attorney General for three year terms. The IAFRC was legislatively created to study the incidences and causes of potentially preventable deaths of incapacitated adults and to develop recommendations for changes in policies, practices, and services through systemic collaboration. The Committee's work is driven by the mission of the Committee, "To reduce elderly and incapacitated adult fatalities through systemic multidisciplinary review of fatalities, evaluation of practices, policies, relevant data and trends and through recommendations for changes in law, policy and practice." In part, the review process is intended to improve the statewide quality of services for elder and incapacitated adults and their families. Many of the IAFRC recommendations are reviewed by the Quality Council, described above, for action that falls within its responsibilities. Recommendations in the most recent February 2015 Annual Report to the NH House of Representatives, NH Senate and the Governor fall about evenly into the areas of Training, Public Awareness, and Policy. While all investigations are strictly confidential, recommendations provide some insight into specific problem areas that may have led to a person's

death, included the following:

1. Enhance education and outreach to ensure all potentially eligible beneficiaries have access to health insurance under the ACA or expanded Medicaid coverage;
2. Explore with the Division for Children, Youth and Families whether there is a policy to educate foster parents about suicide prevention;
3. Contact the NH Hospital Association regarding recently reviewed cases of potential medication overdose; and
4. Encourage long term funding of the Prescription Monitoring Program.

The report's conclusion states that "...competent, professional, and caring service providers are our strongest weapon against abuse and neglect...".

- When the Commissioner of NH DHHS reported to the joint Health and Human Service Oversight Committee that his department had not spent about \$20M specifically earmarked to provide services to people with developmental disabilities and to address the wait list –around 100 individuals - parents who are waiting for services for their family member were angered. The question about why the funds were allocated for services but not spent has not yet been answered. The Concord Monitor, with a daily circulation of 20,000, broke this story in mid-September, interviewing the Council Policy Director who expressed dismay at the situation and the need to address the problem quickly so that individuals who need services would begin receiving them. He was also interviewed for a WMUR.com on-line article. WMUR is the largest state-wide news service in NH, with an on-line daily viewership of over 50,000.

- The Council continues to be one of fourteen members of the NH Disability and Public Health (DPH) project team and advisory committee. The overall purpose of the project is to promote and maximize health, prevent chronic disease, improve emergency preparedness (the Council's focus) and increase the quality of life among people with disabilities. The statistics gathered through this project underscore the importance of including people with disabilities in statewide health programs and initiatives driving one of the policy recommendations from its current report: Ensure state public health programs and services are both physically and culturally accessible to individuals with varying needs and abilities, including individuals with cognitive, intellectual, mobility, an/or sensory limitations. The disparity in income between individuals with disabilities, and those without, led to this policy recommendation: Income inequities must be addressed and eliminated in order to ensure equal opportunities and community participation for NH adults with disabilities. Policy recommendations were made in the following areas: Social Determinants of health - Education, Income and Employment; Access to Care - Health Insurance, Delayed Care Due to Cost, Oral Health and Mammography; Health Indicators - Physical Activity, Obesity, Smoking and Depression; and Health Outcomes - Chronic Disease.

- The Council is one of twenty-nine Governor appointed members on the NH Brain and Spinal Cord Injury Advisory Council, which is authorized by NH statute to investigate the unmet needs of NH residents with brain and spinal cord injuries and to determine the adequacy of services. Creation of the statute was based on the devastating effect of these injuries on the lives of survivors and the needs that arise after the injuries. Public hearings are held to identify gaps in services that result in unmet needs.

- The Council is a member of NH CARES, an unincorporated and nonpartisan network of 115

advocates and health and human services providers, with twenty active members who meet to share information on the DHHS budget – the ultimate determiner of quality services and supports. NH CARES works with the Legislature, Governor, and DHHS on the State Budget to pass one that is true to the NH CARES principles that strive to maintain a safety net of vital services for NH's most vulnerable citizens. The Council took a much more active role during 2015. The Council Policy Director attended a CARES press conference on the State budget and supported a written budget statement on behalf of the Council that urged legislators to support people first.

- The Council and State Independent Living Council worked collaboratively in an effort to improve their on-line resource guides so that people with disabilities and families would have the most updated information possible in order to secure quality services. The Council guide, still a “work in progress,” can be found at

www.nhddresources.org<<http://www.nhddresources.org>>.

- The Council, through its Small Grant Program, supported a community based program to increase quality daytime activities in a rural area of the state. The activities included a singing club, an exercise class and a painting class. Twenty-three individuals with disabilities participated.

- SALT initiated a project to educate people with developmental disabilities about abuse and neglect, described in Objective 5.1.

- The theme of the spring/summer issue of the RAP Sheet was “The Failure to Protect.” The focus of several articles is about the need to be vigilant about the quality of services so that individuals with disabilities are not put at substantial risk:

“What Happened to JD” takes readers through the 72 days J.D. lived at Lakeview until his death at age 22. Before his placement at Lakeview, JD had an active life in his community. He lived with a home provider, had a part time job, attended church, had a gym membership, and loved swimming. He shopped in stores and dined at restaurants. He was in good health. He had a life. For a number of reasons described in the article, JD's life fell apart and he ended up at Lakeview – an isolated residential facility in rural NH - for what was supposed to be a 90 day stay. Because of institutional abuse and neglect, JD died alone, as staff did nothing after finding him lying unresponsive on the floor of his room. As the result of a major investigation by the P&A (with consultation by Council staff) and a law suit by JD's family, Lakeview is now closed. A companion article, “Lakeview Neurorehabilitation Center – Investigative Findings” opens with the statement, Isolated residential facilities are some of the most dangerous settings for vulnerable people with disabilities. The author takes readers through the process of investigating the conditions around JD's death as well as conditions in general at the facility.

“Monitoring: Another Way DRC Protects Your Rights” provides readers information about NH's Protection and Advocacy system and its legal authority to protect the rights of individuals with disabilities. It explains how frequent visits to facilities to observe programs, review records and speak privately to residents and staff may lead to uncovering instances of abuse or neglect and how bringing problems to light and addressing them improves the quality of services and supports.

“Sliding Backwards”, authored by the Executive Director of NH's P&A, and lead council in the early '80s class action lawsuit that resulted in NH being the first state in the nation to have no state run institution for individuals with developmental disabilities, describes how NH has come to a “virtual

halt” in its progress to eliminate segregated and congregate facilities. He laments that this trend leads to a poorer quality of life including quality education for children, opportunities to be part of a community, access to quality health care, the right to be free from abuse and neglect; and, the right to choose.

“Get Involved in Positive Change! Get Involved in ABLE NH” describes how this self-advocacy group (described in Objective 5.1) advocates for the civil and human rights of all children and adults with disabilities and promotes full participation by improving systems of support, connecting families, inspiring communities, and influencing public policy. The article highlights a current Council member who chaired the Medicaid Managed Care Task Force, which led to one of the managed care companies dropping 500 policy codes making it simpler to obtain approval for therapies, many for children who experience autism.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	41
SA02 People trained in leadership, self-advocacy, and self-determination:	0
SA03 People trained in systems advocacy:	20

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	49
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure:	0
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	1
SC02 Number of organizations involved coalitions/networks/partnerships:	158
SC03 Organizations engaged in systems change efforts:	148
SC04 Number of public policymakers educated:	424
SC05 Members of the general public reached:	91,245
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Objective 4.2:

The Council will take a leadership role in addressing direct support issues through:

(1) training of 500 direct support professionals to support people with disabilities to have greater opportunities, community inclusion, choice and control over their lives and

(2) working to develop and maintain a workforce capable of meeting the current and projected direct care needs of people with disabilities.

Implementation activities:

The Council is the recognized leader in NH in supporting Direct Support Professionals (DSPs). The Council will continue its state of the art training that has become a national model. The Council will work on initiatives to create a certification program, improve communications between management and workers, help DSPs better communicate with and learn from one another, advocate for higher wages and benefits and support numerous public recognition events. The Council plans to:

- Educate and support direct support professionals to improve their knowledge and skills and become effective advocates.
- Support the development of a quality direct care workforce that is capable of meeting the current and projected direct care needs of people with disabilities.
- Support conferences, workshops, and other trainings on best practices.
- Provide training and support to self-advocates about how to direct their personal care.

Activities undertaken were: All met Partially met Not met

Timelines:

In the first year, the framework and curriculum for a certification program will be developed, and in the second year refined and operationalized. In the second year the Council will also develop a database to reach more DSPs to inform them of training opportunities, and assist DSPs to better communicate and share information among themselves. The Council will sponsor state of the art training, promote professional standards, and support recognition activities over the five-year plan duration.

Timelines established were: All met Partially met Not met

Annual Progress Report:

Supporting New Hampshire's Direct Support Professionals (DSPs) has been a major commitment for the Council for over 20 years with the Council taking a lead role. The commitment highlights the importance of the contributions of DSPs in the lives of people with developmental disabilities and how they increase the quality of life for those they support. There are several DSP activities in which the Council played a leadership role in FY '15:

1. Annual Direct Support Professional Conference(s): For a number of reasons, two annual DSP conferences were held during the 2015 program year – one in October of 2014 and the other in September of 2015. Each was training and learning opportunity as well as an opportunity to recognize excellence in the DSP field. Twenty-three organizations helped support and promote the event, including providing scholarships so that DSPs could attend.

October 2014 - STRIVING TOWARD PLATINUM: Twenty and Beyond: The Keynoters for this 2-day event set the tone for the conference: The first day speaker shared uplifting stories around the power of positive thinking and how it works when supporting others; the second day speaker motivated participants using humor and song as a way to help them offer high quality supports to the people they support. The 145 attendees chose from among six workshop sessions:

1. Overview of Rights – Good Intentions, Bad Outcomes
2. Fly By the Seat of My Pants (co-led by a current Council member)
3. The DSP's Guide to Understanding Employment Funding, Policy and Practice
4. The Full Angel, led by Keynote, Susan Poulin
5. Well-Being – What makes Life Worthwhile and How We Can Support Each Other to Get There, led by Keynote, Peter Leidy
6. A Conversation on Dignity and Respect, co-led by a former Council member

At the conclusion of the first day, for each conference, there was a reception and presentation of awards for the DSP and Home Provider of the Year. On the second day, along with the keynote and workshops, there was a panel presentation about the evolution of life from institution to full community participation. People with disabilities, including one who uses supportive typing to communicate, and Direct Support Professionals were members of the panel.

September 2015 – A MEANINGFUL LIFE was also a 2-day event with 160 attendees. The first morning began with Peter Leidy's Keynote presentation "What Does Good Support Look Like?" Workshops included:

- "How Can DSPs Co-Create and Support Meaningful Lives?" Led by Keynote, Peter Leidy, a popular presenter who is always motivational.
- "The Importance of the DSP's Role to Individuals and Families" with a panel of individuals and families who have worked with several DSPs over many years.
- "Community Participation Services – From Regulations to Implementation" trained attendees about how rules and regulations help DSPs provide a meaningful life for individuals with disabilities. In addition to the workshops, a plenary session featured a panel of DSPs and learning partners who discussed the unique relationship between the DSP and the person that he or she supports.

2. Yellow Flag Campaign: On the second day of each conference was the always popular Yellow Flag Campaign. At this DSP recognition event, yellow flags with DSPs' names adorned the NH State House lawn. At each conference, approximately 150 attendees listened as Governor Maggie Hassen read a proclamation announcing DSP and home provider candidates for the "DSP/provider of the year" award for their exemplary work on behalf of people with developmental disabilities. There were numerous speakers, including the Executive Director of the Council and informational/vendor tables. Given its proximity to the State House, many legislators stopped by these events, including the Chair

and Vice Chair of the HHS Committee. While feature articles for the 2015 conference would carry into the 2016 program year, the 2014 one featured the Council staff and the recipient of the award in the newsletter (circulation of over 7000) of the area agency where the DSP of the year works. The Council posted, on its website, the moving opening remarks of a long time DSP, in part printed below:

“ Just like our soldiers who sign up to protect our country - defend our freedom and our life, liberty and the pursuit of happiness - we too are an army of servants who protect and serve our most vulnerable citizens. People with disabilities have been victimized with a long history of institutionalization, lack of adequate funding and resources and less than a high measure of respect. So we must continue to fight the good fight of helping our fellow human beings who experience disabilities to live a ... life of their choosing in NH We can do that by strengthening a workforce that has high standards, a livable wage and good healthcare. We must find the courage and tenacity to challenge the status quo because our goal is to create a just and moral society where the powerful leaders see all their citizens as valuable.”

3. DSP Certification Program - This program was brought to New Hampshire as a result of the leadership of the Council. The certificate program prominently features and requires full participation of a learning partner who experiences a developmental disability – generally referred to as a “client” in the service system – who becomes the mentor to a DSP student as they collaborate on class assignments. By the end of the 20 week course, the DSPs spend 80 hours in the classroom and more than 100 hours exclusively with their learning partners, working on both a profile of the learning partner's life and a community-based project for the two to accomplish together –making a person's life real and meaningful to him or her. Over the past year, there were 45 DSPs and 45 learning partners enrolled on three NH Technical College campuses, an increase over one campus the year before. Offering the course in multiple locations increased the opportunities for some to enroll, with 23 graduating in FY '15. The Council oversees the program and curriculum. A Council staff member co-taught the class at one of the sites. \$9000 was leveraged to help continue this program.

4. NH Chapter of the National Alliance on DSPs – The Council took a primary role in establishing a NH state chapter of NADSP and provided in-kind support. This past year was the second for the chapter. The purpose of this organization is to establish professional standards for DSPs and work to develop an expanded workforce capable of meeting the current and projected direct care needs of people with disabilities through recruitment and retention efforts. The NH chapter is linked to the National Alliance's professionals, research and resources. There are approximately forty active participants. The local chapter meets monthly and serves as an informational and networking hub for DSP's working in NH. The chapter provided presentations to several entities during 2015, including to area agencies for developmental disabilities. A major activity of the chapter was development and distribution of a survey to direct care workers in NH in order to evaluate what direct support workers need to be attracted to this work, what skills they need to perform their duties with positive outcomes and how to keep good workers. The results will help the Council focus its efforts and resources so that citizens who rely on paid supports can have a more consistent and reliable source of direct support and reduce turnover, which can be devastating to a service recipient. 450 DSPs returned the survey – an amazing result! In response to the question “Do you have any additional comments or observations about the work you do or how we can better support or maintain direct care workers in NH?” 144 took time to add comments - some quite lengthy. From one respondent, “I am excited about the DSP Certificate class and am very grateful for this opportunity. I think this is a movement in a positive direction for this line of work.”

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	435
SA02 People trained in leadership, self-advocacy, and self-determination:	350
SA03 People trained in systems advocacy:	85

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	380
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure:	23
23 DSP Graduates	
SA06b Other self-advocacy measure:	450
Number of DSP surveys returned	
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	2
SC02 Number of organizations involved coalitions/networks/partnerships:	23
SC03 Organizations engaged in systems change efforts:	23
SC04 Number of public policymakers educated:	25
SC05 Members of the general public reached:	7,000
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$9,000
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Objective 4.3:

The Council will ensure that people with disabilities are represented when key policy decisions are made by

(1) participating in policy development,

(2) helping people and families develop leadership and advocacy skills,

(3) expanding the number of people in the disability community serving on boards that influence policy and

(4) coordinating information about disability issues for policymakers and the public, leading to the creation or enhancement of at least 10 programs or policies.

Implementation activities:

The Council will continue to play a leading role in educating legislators and other policymakers about disability issues, and helping to organize people with disabilities and families to testify and contact their legislators when issues arise that have an impact on their lives. The Council will continue to convene and support effective cross-disability collaborations, and coalitions with other organizations with common interests, to develop coordinated strategies around legislation and policy issues. The Council will play a lead role in advising policymakers and the disability community on Federal health reform implementation. The Council will continue to support high quality leadership development and legislative trainings for people with disabilities and families. The Council will assure that people with disabilities and families are represented on boards and forums that advise agencies on program implementation and where policy decisions are made.

Activities undertaken were: All met Partially met Not met

Timelines:

The Council will continue to convene effective cross-disability collaborations and support leadership development. In years 1-2, the Council will develop issue papers supported by data. In year 2 the Council will improve its databases of people and families and expand its use of social media in order to disseminate policy information and items requiring action more quickly to more people. The Council will continue its leadership role in the policy arena on many fronts for the plan duration.

Timelines established were: All met Partially met Not met

Annual Progress Report:

The Council has an active Policy Committee. The Council identified fifty-eight bills of interest with twenty-seven as higher priority. Council staff and members put hundreds of hours into policy work during the year including research, drafting legislation, educating Council members, advocates and others about pending legislation, organizing families for public testimony, meeting with policy-makers and testifying at hearings. There were big and small victories, all with policy implications for individuals with developmental disabilities, their families and those who support them. Many of the higher priority bills are discussed under other objectives where they best fit. For example, the six related to children's issues are described in Objective 1.1; Repeal of NH's subminimum wage law in Objective 2.1 on employment; and Social Media/Electronic privacy legislation in 1.2 on bullying. Other higher priority policy work included:

- State Enabling Legislation for the ABLE Act: Following President Obama's historic signing of the ABLE Act (Achieving a Better Life Experience), the Council began to explore what would be needed to implement the Act in NH. When it was clear that there would need to be state enabling legislation, Council staff recruited a sponsor and provided assistance in drafting legislation. Staff and members testified at hearings and disseminated information to build support. While the Council is not in doubt about its ultimate passage, the enabling legislation became mired in details about who would administer the program, how it would work and how much it would cost. The legislative committee

decided to wait until the Federal rule for the ABLE Act is adopted before passing the state legislation.

- NH State Budget: Council staff and members monitored the State budget, making the case for fully funding developmental disabilities services. And, while services were not fully funded, there were some increases. Efforts included developing and distributing Talking Points through e-mail lists and alerts – just over one thousand - and participating in a press conference with other budget coalition organizations.

- Collaborative policy work included the following:

- Elder Rights Coalition (ERC) is comprised of 215 elder and disability advocates. The Executive Director of the Council convened/coordinated the ERC, with an average attendance of twenty advocates. In the 2015 session, 23 proposed bills were identified as high priority for older adults and adults with disabilities, many related to Medicaid and Expanded Medicaid benefits. One issue was addressing the lack of adequate funding for the CFI (Choices for Independence) Medicaid Waiver. ERC's efforts also resulted in the first wage increase for home care providers in many years. Members of ERC were interviewed for an article published in a daily newspaper with a circulation of 18,000.

- Disability Policy Group is a cross-disability collaboration of 10 organizations that have a stake in a range of disabilities and policies – developmental disabilities, mental illnesses, brain injury and physical disabilities. The Council convened/coordinated the meetings.

- NH Endowment for Health is dedicated to improving the health of New Hampshire's citizens, especially those who are vulnerable and underserved through health-related policy change. As a member of the Advisory Committee, the Council Executive Director's focus is on developing a shared vision for elders in NH, which was revised in March, 2015 to include a broad range of living arrangements and support to caregivers and families.

- NH Advisory Committee of the U.S. Commission on Civil Rights: The Council Executive Director – one of seventeen members - served the second year of a two-year term. The function of each state advisory committee is to gather and assess information from many sources relating to civil rights concerns within that state, to write reports with recommendations based on its findings, and to forward the reports to the Commission for publication. The work led the Council to recognize a commonality of interest with minorities, immigrants and non-English speaking families resulting in a stronger collaboration on equity issues. Under the leadership of ABLE NH a conference on education equity was held in November 2014, described in 1.1.

- NH CARES: The Council actively participated in this collaboration of 115 advocates and advocacy organizations. NH CARES draws advocates from throughout the human services field to share information, support each other, and advocate for state budgets that support NH's social safety net services. A highlight of this year's work was participation in a Press Conference described in 4.1.

- State Rehabilitation Council (SRC): The Council has a seat on the SRC's Care Management Task Force and the State Plan Committee.

- Medical Care Advisory Committee (MCAC): The Council is one of 32 members of MCAC, created by federal law to advise the state regarding Medicaid policy. MCAC's focus continued to be on

implementation of the Affordable Care Act (ACA) and its impact on people with disabilities. It included NH's transition to a Medicaid Managed Care system and to Medicaid expansion and its extension after three-years when the current legislation expires.

- Other ways in which the Council influenced policy:

- HCBC (Home and Community Based Care) Waiver Federal rules changes: The Council carefully followed, and was involved in influencing, the transition plan that NH will use to determine what changes are needed in state regulations and practices to comply with new federal HCBC rules. In response to being invited to comment on the plan at a public hearing, the Executive Director delivered remarks, developed in part by the Policy Committee. Two Policy Committee members also attended the hearing. Council testimony asked that the Council be represented on the Transition Planning Advisory Task Force and that there be strong representation by Waiver participants, families and direct support professionals.

- Holiday Gathering: This annual event, held each December, celebrates the season while recognizing and honoring advocacy work in the policy arena. At the December 2014 gathering, NH U.S. Senator Jeanne Shaheen was honored with the Outstanding Legislator of the Year Award. A long time advocate was selected as Advocate of the Year for her many years of policy work, including as Chair of the Quality Council discussed in 4.1. Governor Maggie Hassan, herself the parent of a son with significant developmental disabilities, expressed her deep feelings about the importance of the Council in creating an environment of inclusion as well as a community and culture of respect for all individuals with developmental disabilities. Shortly after the event, the Council received a letter from a professional who attended. In his reflections about the individual "disruptions" that were commonplace during the event, he stated, "I want to encourage each of us to celebrate diversity each and every day and to appreciate the challenges that each of us face from day to day, week to week, month to month and year to year just to become a valued part of a culture that is often afraid of people who are different." 10 organizations, including the Council, displayed materials.

- Educated NH's Congressional Delegation: Council staff and Policy Committee members developed strong connections with NH's Delegation, which increased the Council's capacity to influence Federal legislation that benefits individuals with disabilities. Connections were strengthened, in part, by face to face meetings:

1. Attended Senator Kelly Ayotte's Round Table on disability issues;
2. Worked with Senator Ayotte's Special Program Director to solicit a letter from the Senator that was read at NH's Employer Recognition Ceremony;
3. Held summer meetings with Senator Ayotte's staff and Representative Guinta relative to Transitioning to Integrated and Meaningful Employment (TIME Act); ABLE Act; Convention on the Rights of Persons with Disabilities (CRPD); and SSI. Representative Guinta, following the meeting with Council representatives, issued a lengthy press release on his website reporting the meeting.
4. Council members and the Policy Director participated in the 2-day Washington, D.C. Policy Seminar in April which included Hill visits to discuss, among other initiatives, Keeping All Children Safe Act, Affordable Care Act and Higher Education Act. They were successful in educating members of the Delegation and their aides and reaffirming commitments on certain legislation. A highlight was being in D.C. on the day the markup on reauthorization of ESEA (Elementary and Secondary Education Act) began.

- State rules: The Chair of the Council Policy Committee developed comments on behalf of the Council to support the CMS proposal that expanded the definition of speech to include text messaging, email and phone capabilities and to request further broadening the definition to include other technologies/applications to ensure fair and equal access. She specifically asked that the proposal include coverage for hardware and software used to create documents and spreadsheets, to play games and music and to make video calls so that individuals who experience speech and communication challenges have opportunities to express themselves.

- Another important way that the Council ensures that the disability community is represented in the policy arena is through its ongoing financial support of the NH Leadership Series (Leadership) that supports and challenges NH self-advocates and family members to further develop, strengthen and utilize their leadership skills. With over 900 graduates, NH leadership and advocacy is driven by Leadership graduates who are equipped with state-of-the-art information and strategies to effectively impact policy related to disability issues. Many Leadership graduates have a personal relationship with many policy makers who, themselves, are graduates of the program, including the current Governor, Maggie Hassan, the parent of a young man with cerebral palsy. Most graduates point to the Leadership experience as a pivotal point in their lives. The majority of Council members who are either a person with a disability or a family member are Leadership graduates. There were 30 graduates in the 2015 program year who received nine college credits. The program lasts for seven months, including a final project with ongoing follow-up. One final project on Medicaid Managed Care, led to a graduate being elected to the ABLE NH Board and subsequently becoming a vocal partner at the table with NH DHHS and managed care companies. By telling her personal story and the stories of other families, many glitches were resolved. Three other graduates joined ABLE NH – one became a board member; One was accepted to the LEND program at UNH, as a family trainee; One is now employed at Granite State Children’s Alliance; One is the new Student Success Mentor at Great Bay Community College; one became Chair of her Family Support Council and is on its Board of Directors; and another received the NH Governor’s Commission on Disability Accessibility Award for 2015 in the Community Impact Project category who, speaking about her work, said that she used “... all of the amazing things I learned at leadership to make it happen.”

- The Council supported three members of the Seacoast Advocates for Independent Living to attend a training on the legislative process and how to participate in it. Funding covered the cost of transportation and a personal care attendant. The event included a tour of the State House and the Legislative Office Building which one attendee said “was great”. Following the event, information was distributed through e-mail lists of several advocacy organizations to approximately 5,000 individuals.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	82
SA02 People trained in leadership, self-advocacy, and self-determination:	53
SA03 People trained in systems advocacy:	106

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	113
SA05 People attained membership on public/private bodies and leadership coalitions:	10

SA06a Other self-advocacy measure:	175
Attendees at the Holiday Gathering	
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	90
SC02 Number of organizations involved coalitions/networks/partnerships:	212
SC03 Organizations engaged in systems change efforts:	102
SC04 Number of public policymakers educated:	547
SC05 Members of the general public reached:	890,640
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Objective 4.4:

The Council will assure that at least 1500 self-advocates, families, guardians and caregivers access information, training, and resources through a user-friendly web site, personal education and training opportunities and materials disseminated through multiple forms of media.

Implementation activities:

The Council will utilize the following strategies to achieve this objective:

- Develop and maintain a website that provides both “big picture” information about services and links to specific resources.
- Provide support for people and families living with developmental disabilities to attend conferences, workshops, and trainings to better understand their child's disability and available resources.

The Council plans to build a web site to be a comprehensive resource for people with developmental disabilities and families in New Hampshire at all ages and stages of life. The Council will continue its Personal Education and Leadership Development grant program, which provides funding for individuals who otherwise could not afford the cost to attend conferences and trainings, and will support more and better training opportunities in NH. The Council will continue to publish its Stepping

Stones resource guide featuring positive stories about people and families in NH.

Activities undertaken were: All met Partially met Not met

Timelines:

In the first year the Council will develop a plan to expand its web site to become a comprehensive resource for people and families, and research potential consultants to work with the Council. The Council will expand its web site during the second year. The Council plans to develop this resource incrementally over the next few years. The Council will continue to provide "Education and Leadership Development" grants and training opportunities for families for the duration of the plan period.

Timelines established were: All met Partially met Not met

Annual Progress Report:

The NH CDD (hereinafter Council) continued to provide education and training opportunities as well as digital and print materials to its constituencies. The Council continues to have web-based resources that support advocacy and self-advocacy efforts, including the web-based Resource Guide that had over 2800 users last year. This effort was supported by an AmeriCorps/VISTA volunteer whose focus was primarily on media outreach described previously in Objective 3.3.

- A major activity for the Council is supporting training opportunities. In the 2015 program year, almost 800 self-advocates, families and guardians benefited as a result.

- The 29th NH Family Support Conference "Envisioning the Future" was a major project for the Council. Seventeen Council staff and members volunteered - planning the conference, participating in workshops/panels and assisting in the popular Hospitality Suite. 400 families and caregivers had many opportunities over three days to learn, relax and have fun. Along with connecting with other families, spending time with vendors, or stopping into the Hospitality Suite, there were fourteen workshops in the areas of early childhood, school age, adult and elderly and a more general category. The Keynote address, "Envisioning the Future" was given by a well known NH self-advocate. While parents and guardians were attending workshops or plenary sessions, there were supervised programs for family members. Other features of the conference included an ATECH Exploration Center, hourly door prize drawings, a silent auction and raffles at the Conference store. Current and former Council members were well represented as workshop presenters, including the current Chair of the Policy Committee who co-presented on augmentative and alternative communication (ACC) as a way to foster language development in individuals who experience complex communication challenges. Another current member and self-advocate presented on a community center he co-founded. 92 individuals and businesses worked to make this conference a huge success.

- The Council partnered with the Autism National Committee to host the organization's 25th Anniversary Conference, Human Rights For All. 133 attendees –29 from NH - enjoyed two days of presentations, workshops and social interaction. 40% identified themselves as autistic (10 were teens or younger and many were presenters) and 30% were family members. The majority of presenters at the conference identified as Autistic. Attendees were from 18 States and 2 Canadian Provinces. The

Council Policy Director and Chair of the Policy Committee co-presented on how the Council took a lead role in passing legislation that abolished the payment of subminimum wage in NH.

- The Council again supported the Coalition of Caring 8th Annual Caregiver's Conference by participating on the planning committee and providing financial support. The Council Director of Projects was an original founder of the Coalition of Caring and this event continues to be a major project for the Council. The Coalition's purpose is to promote and strengthen the well being of caregivers who provide care for children and adults who are ill or experience disability and, ultimately, the quality of individual services. This full day conference was attended by 260 – a big increase from last year. The Keynote speaker motivated attendees with her message "Twig of Hope". Six workshops were offered to train caregivers in practical skills; provide information on resources and services; offer emotional support; and, recognize and value family as unpaid caregivers: 1) Walk in My Shoes: Developing Peer and Personal Support as a Caregiver; 2) Dealing Proactively with Chronic Sorrow"; 3) A Caregiver's Guide to Assistive Technologies; 4) Mindfulness Meditation as Stress Reduction for Caregivers; 5) Scattered & Smothered"; and 6) Compassionate Care: Instilling Hope When We Have Little Left to Give!. Almost 150 participants completed conference evaluations indicating, almost unanimously, that their expectations for the conference had been met or exceeded. In their own words: Thank you for being so welcoming. I felt right at home; It opened my mind to a great way of dealing with stress; Lots of inspiration and helpful information that will guide me on this new journey; It is a bright spot.....in an otherwise difficult life; It helped me to refocus...It has encouraged me to investigate other ways to care for myself.

- The Autism Walk and All Abilities Festival is a collaborative effort between The New Hampshire Council on Autism Spectrum Disorders, UpReach Therapeutic Equestrian Center, and the Ready Set Connect ABA Program and Autism Resource Center of Crotched Mountain with support from the New Hampshire Council on Developmental Disabilities. This event is described more fully in Objective 3.1.

- The Council supported nine individuals through its Personal Education and Leadership Development Grant Program - fewer advocates/self-advocates than in past years due to limited funding. The opportunities included the following training/education events: Family Support Conference; Leadership Series; and Autism, ADHD and Anxiety Summit.

- The Council's uses print materials - pamphlets that are distributed at conferences and meetings and publications - for families, guardians and others to help them better understand their child's disability, current best practices and how to access resources.

- The annual Stepping Stones NH magazine is very popular with families. The Council is a contributing sponsor for the magazine which is published by Parenting NH as an ancillary product/specialty publication to its regular free monthly magazine, distributed to doctors' offices throughout NH. Council staff provides the creative direction and editing of the Stepping Stones publication. Parenting NH has a distribution of 24,000, with 12,500 copies circulated to people with disabilities, families and professionals. Along with a resource listing, the magazine features personal stories so families can share their experiences and learn from each other. A touching remembrance, written by a Council co-worker of Eric Rossman's who passed away last year, describes Stepping Stones as "his baby" and how Eric wanted the stories to be told with the same passion that he felt for them. The 2015 issue contains some of those compelling stories, some summarized in other sections of this report:

“From Sister to Son” tells the story of the sister and son of a current Council member and the Department of Education’s Council representative. The article describes the differences between what parents could expect in the ‘70s, when her sister was born with Down Syndrome, and what services she received 20 years later when her son was diagnosed with autism. However, despite the tremendous growth in supports and services, the article also tells parents that there is room for much improvement, especially in the area of transition into the world of work.

“The Dream Team”, authored by a current member of the Council, tells the story of how DreamCatchers NH began 20 years ago with the needs of two teens who had disabilities and difficulty making friends. The organization provides social and personal growth opportunities, expanding to five chapters that cover twelve towns. The two teens that started the group married in 2012, are employed and live independently. They are good models and mentors for younger members.

In addition to personal stories, Stepping Stones included several how-to articles:

- An Advocate’s Timeline – a roadmap from birth to age 18 and older highlighting educational, medical and legal milestones.
- Do you need to write a letter to your child’s school? –advice about when to put things in writing with website addresses for sample letters and templates.
- When does a school have to ‘make up’ missed services? – a professional advocate uses Federal policy letters to help parents understand the requirements.
- How to get the services and supports you need – authored by the Council Executive Director describes excellent resource information available to parents, including the Guide developed by the Council.

- Another important Council product is the RAP Sheet, a collaboration with its other Federal DD partners. It is published three times a year in hard copy and electronically, reaching at least 5000 directly with countless others reached electronically through the three organizations’ websites and e-lists. This is one important way that the Council helps families and self-advocates access information and locate resources. Each edition provides articles on a specific topic. The Winter issue “Putting all the Pieces Together” focused on children with disabilities and their families, with many stories from that issue summarized in Objective 1.1; the Spring/Summer issue, “A Failure to Protect”, focused on how important the quality of education and services is in keeping individuals with disabilities safe, with stories from that issue found in Objective 4.1; and the Fall issue “25 Years of Progress” focused on inclusion, mostly because of passage of the ADA, with those articles in Objective 3.1. Every issue also includes an extensive listing of resources, upcoming trainings and other events for parents, persons with disabilities and others.

- The Council adapted a pamphlet Choosing Words with Dignity, printing and reprinting to meet the need. The pamphlet is enclosed in all of the conferences in which the Council has a role – well over 1000 in 2015. It is also on line with the site given out at many conferences and meetings. The pamphlet invites people to use words that emphasize a person’s worth and abilities, not the challenges he/she may experience. The pamphlet presents suggestions for language preferred by people with disabilities. It also suggests ways to speak to people with disabilities, remembering that he/she is a person first who also happens to have a disability. One section is related to using positive images and graphics to depict individuals with disabilities.

- The Council hosted an information table at the National Night Out to promote its work among a population that is most likely to be unfamiliar with the Council. National Night Out is an annual community-building campaign in Manchester, the State's largest city that promotes police/community partnerships and neighborhood camaraderie to make neighborhoods safer and better places to live. The event received substantial media coverage, including from the largest daily state-wide newspaper and television station in NH, totaling a circulation and listenership of over 1 million.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	669
SA02 People trained in leadership, self-advocacy, and self-determination:	669
SA03 People trained in systems advocacy:	9

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	0
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure: Council staff and members who volunteered at the Family Support Conference	17
SA06b Other self-advocacy measure: Council materials distributed	1,000
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	1
SC02 Number of organizations involved coalitions/networks/partnerships:	172
SC03 Organizations engaged in systems change efforts:	0
SC04 Number of public policymakers educated:	0
SC05 Members of the general public reached:	30,377
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Section III: Progress Report - Goals and Objectives

Goal 5: There will be at least One Statewide Self-Advocacy Organization

There will be at least one statewide self-advocacy organization led by people with disabilities, more people will participate and more individuals with developmental disabilities will achieve greater choice, independence, and self-determination through their advocacy efforts.

Area of Emphasis	Planned for this Goal	Areas Addressed
Quality Assurance	planned	addressed
Education and Early Intervention		addressed
Child Care		
Health		
Employment		
Housing		
Transportation		
Recreation		
Formal and Informal Community Supports	planned	addressed

Strategies	Planned for this Goal	Strategies Used
Outreach	planned	used
Training	planned	used
Technical Assistance	planned	used
Supporting and Educating Communities	planned	used
Interagency Collaboration and Coordination	planned	used
Coordination with Related Councils, Committees and Programs		
Barrier Elimination		
Systems Design and Redesign		
Coalition Development and Citizen Participation	planned	used
Informing Policymakers	planned	used
Demonstration of New Approaches to Services and Supports		
Other Activities		

Intermediaries/Collaborators	Planned for this Goal	Actual
State Protection and Advocacy System	planned	used
University Center(s)	planned	used
State DD Agency	planned	used

Other Collaborators Planned:

People First of NH
 NH DHHS, Bureau of Developmental Services
 Advocates Building Lasting Equality (ABLE NH)
 Community Support Network, Inc.
 Crotched Mountain
 Council for Youth with Chronic Conditions
 Granite State Independent Living
 DD Area Agencies and Family Support Councils
 DD Provider Agencies
 NH Brain Injury Association

Other Collaborators Actual:

People First of NH

Objective 5.1:

The Council will collaborate with key partners to promote and strengthen independent advocacy by individuals with developmental disabilities through:

- (1) leadership training and development and**
- (2) supporting the formation and strengthening of self-advocacy organizations and activities led by people with disabilities, including cross-disability advocacy initiatives.**

Implementation activities:

The Council will support the reorganization of statewide self-advocacy following loss of state funding of a full-time coordinator. The Council will provide self-advocate groups small grants to support projects, meeting space and technical assistance. The Council will continue to support comprehensive leadership development for self-advocates, conferences and training opportunities and ongoing planning efforts of the "Allies in Self-Advocacy" planning committee.

The Council will:

- Support effective self-advocacy and cross-disability efforts.
- Educate families about the importance of supporting self-advocacy for their family members who have disabilities.
- Provide funds for transportation for self-advocates to support their civic engagement, which could include advocacy efforts or participation in local or statewide organizations.
- Convene a statewide leadership team of self-advocate leaders to advise the Council and other agencies on issues impacting them.

Activities undertaken were:



All met



Partially met



Not met

Timelines:

In year 1, the Council will support planning activities and offer technical assistance to People First of NH, a statewide self-advocacy organization to assist them to reorganize and function in light of loss of state funding for a full-time director. The Council will, in subsequent years, offer technical assistance and support as a new structure emerges. The Council will, for all plan years, support leadership development initiatives, cross-disability efforts and other self-advocacy efforts.

Timelines established were:



All met



Partially met



Not met

Annual Progress Report:

The Council continues to place high value on self-advocacy and supports it through a broad range of projects. It is actively involved with the four state-wide self-advocacy organizations through

leadership training, transportation assistance to attend meetings, costs associated with personal care attendants, providing meeting space, meeting facilitation and other technical assistance:

1. People First has existed in NH since 1991 – the oldest self-advocacy organization in NH with 14 local chapters. It is comprised of individuals with a range of disabilities. It is a welcoming organization to any person with a disability who supports its mission – a belief that people with disabilities should be treated as equals. The current President of People First is a current Council member and has helped the group work toward better understanding its role and the importance of maintaining independence. About 30 self-advocates meet monthly at the Council office. The Council hosts the meetings and the Council Project Director is its advisor. Meetings serve, in part, as opportunities for members to become better trained in self-advocacy, leadership and systems advocacy.

People First continues to work with its New England partners as a member of NEAT (Northeast Advocates Together). In May, the NH NEAT members hosted, and were instrumental in planning, a 3-day Technical Assistance Retreat in NH at which the NE states – represented by 25 self-advocates - identified strengths and needs and consulted with each other. People First identified its strengths as 1) Teamwork; 2) Legislative advocacy/speaking up on big issues; and 3) Close ties with DD Network partners. Based on the evaluation feedback, members benefited from this face to face experience.

Eight NH People First members attended the 2014 SABE National Conference in Oklahoma City.

2. Advocate NH, a network of advocacy groups, grew out of a regional AIDD "Allies in Self-Advocacy" summit and is supported by the three Federal DD partners. This year the group held its Third Annual Conference, "Advocacy: Learn it! Live it! Love it!" Ninety-one attendees (72% persons with disabilities/self-advocates) were encouraged to set their own goals at morning roundtable discussions and then, in five AM and PM Spotlight Sessions, to find their own voices by learning new skills and practicing what they learned. Topics included 1) Having a voice in the advocacy movement – co-presented by the People First President/Council member and a Council staffer; 2) Getting a job/having a career – presenters included two Council members; 3) Getting the right supports; 4) Expanding your horizons – one presenter was a Council member and representative of the UCED/IOD; and 5) Got rights?...Yes! During lunch, an award was presented to a self-advocate who emulated the qualities of the person for whom the award was named. 97% of attendees rated the conference either Excellent or Good.

3. ABLE NH (Advocates Building Lasting Equality) is a grassroots organization of people with disabilities and families, who advocate for equality, civil and human rights and full participation. The group is somewhat unique, among NH's self-advocacy organizations, because of its local community organizing strategy and emphasis on building local chapters that, in turn, strengthen a state presence. The chapters are active on local issues, particularly those connected with schools and special education. There are currently 4 active chapters with 123 members. Two current Council members are on ABLE's Board of Directors and the Council provides meeting space and administrative support. ABLE was developed through the efforts of the Federal DD network partners, to meet the need for an organized state-wide presence and they continue to support ABLE. Among the activities for ABLE during 2014/2015 were the following:

- Forum on State Budget: ABLE families spoke about the effects of the proposed state budget cuts to NH DHHS recipients, and in favor of maintaining independent living with community involvement

for individuals with developmental disabilities. Six legislators from the area in which the forum was held attended and participated in the discussion. The forum was covered in the local newspaper which has a circulation of 8000.

- Through a collaboration of the Southern Chapter of ABLE NH and Amherst Recreation Department, a swing-style accessible gate was installed to replace a zigzag style one at one of the athletic fields, making the community a more welcoming and accessible place for people of all abilities. As a result of ABLE's efforts, all community members – whether athletes or spectators - are now able to participate. The sentiment in the community can be summed up by this woman's comments, "I hope that this one small step ... raises awareness that there are citizens, young and old, who for a wide variety of reasons live with mobility challenges in our community and that this is just the beginning of making our lovely town accessible for everyone."

- ABLE presented at a day-long event, Education Equity, Galvanizing Grassroots Power for Access and Excellence described in Objective 1.1 related to children.

4. SALT (Self-Advocacy Leadership Team) is a coalition of self-advocacy leaders – all either current or former Council members - who meet monthly with the support of a facilitator (initially funded by the Council) who is herself disabled and a very experienced self-advocate. Fourteen collaborators work with SALT. The group is committed to supporting people who experience disabilities by tackling systemic issues that keep them from living quality lives in the community.

- Transportation: SALT's document, "Modernizing the Infrastructure of Our Cities and Towns Including Public Transportation" was presented widely during 2014, including at a forum sponsored by the Department of Transportation. It is a collection of personal narratives about the difficulties SALT members have had using public transportation. The transportation impetus carried over into 2015. The paper was presented at a major Self-Advocacy Conference and opened the way for the group to meet with the House Transportation Committee and to be invited back to continue the discussion. Two members of SALT testified before the Health, Human Services and Elderly Affairs Committee to discuss the difficulties in accessing transportation for medical appointments under the Medicaid Managed Care System. As a result of the testimony, SALT members were invited to speak with the Managed Care Oversight Committee about needed changes in the Medicaid transportation system.

- Abuse/Neglect: SALT set out to simplify the language of a 10,000 word law related to abuse, neglect and exploitation of adults. SALT found that the "legalese" about rights and filing complaints was difficult for some people with disabilities to understand, so they rewrote it in user-friendly language. SALT worked closely with EngAGING NH, an advocacy group focused on elders and which shares many of the same concerns.

- Employment: This area of concern is exacerbated by the challenges created by a lack of reliable transportation. In its advocacy related to employment, SALT focuses on what people can do - not what they can't - and that they are pursuing career opportunities - not simply jobs.

- Mentorship: SALT partnered with a group of Leadership Series participants to develop a mentorship project. Members sought out information on existing programs that involve mentoring, choosing Big Brother Big Sister, a well established organization. Their goal was 1) To get the driver's license requirement for potential mentors waived; 2) to expand the definition of "at risk youth" to

include some children with disabilities; and 3) To get some adults with disabilities accepted as mentors. One individual was trained and is waiting for a placement in a school setting.

SALT performs an advisory function for the Council and other agencies that need focus group participants or feedback from people with developmental disabilities. The group participated in three – one for the Council, one for the Disability and Public Health Project about access to dental care and the third for the NH Alliance of Direct Support Professionals about training needs for DSPs.

Two SALT members, one current and one former Council member, presented at NACDD's National Conference on the topic, Why Advocacy Matters? They shared SALT's ten-Step recipe on how to supercharge an advocacy group: Find common ground; Get to know each other; Agree on basic rules; Share the air; Respect others' opinions; Keep it confidential; Support productive participation; Break it down; Hold everyone accountable; and Have fun and celebrate victories. Three SALT members also presented at the conference discussed in 2. Above – SALT 'Add some Spice to Your Life' was a hit among attendees.

The daily newspaper, Fosters Daily Democrat, with a print circulation of 14,285, ran an extensive article about SALT and its advocacy efforts in a Sunday edition in March 2015. This newspaper covers cities and towns in the seacoast area of NH.

- The Council supported self-advocacy through its Small Grant Program - one to Supported Typing Skill Builders Group developed by the UCED/IOD. The Group is comprised of individuals with developmental disabilities and the people who support them. The program helps further develop communication skills via supported typing, leadership, advocacy, and personal expression. A core group of 16 – 22 individuals met monthly, from August to June, to receive extensive training and support in using their augmentative and alternative communication devices for meaningful self-expression. The ultimate goal is for each person who is supported to become an independent communicator and/or to need less physical support over time. In every case the amount of support needed to type on their own was decreased over time and the length of typing time was increased. Personal success stories included:

1. A middle school student continued to participate fully in regular education classes and is also participating in extracurricular activities, including the school chorus. Her educational support staff continues to regularly attend the Skill Builders meetings to advance their skills. They are currently working with the student to become more independent in their communication.

2. A young adult who was about to graduate from high school started attending the group with his mother and is now successfully communicating with her using his iPad. Other people in this young man's support circle are being trained on how to support him. As he was nearing graduation, he continued participating in the group to improve his communication skills that will be an important part of his post-secondary educational program.

- The RAP Sheet often has stories and articles about self-advocates and their accomplishments tied into each issue's theme. "A Personal Reflection on the 25th Anniversary of the ADA" was authored by a current Council member. He compares his own advocacy effectiveness, and that of his parents, before and after passage of the ADA. When Jeff returned to UNH to pursue his master's degree in teaching, he found a much more accessible environment due to the ADA. He became part of an active group of students with disabilities advocating for continuing improvements on campus. And,

when Jeff needed a service dog to continue to teach, it was the ADA that allowed him to successfully defend his right to have the dog with him. He's a much more effective self-advocate because of the ADA.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	442
SA02 People trained in leadership, self-advocacy, and self-determination:	311
SA03 People trained in systems advocacy:	311

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	203
SA05 People attained membership on public/private bodies and leadership coalitions:	4
SA06a Other self-advocacy measure: Number of local People First NH chapters	14
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	3
SC02 Number of organizations involved coalitions/networks/partnerships:	28
SC03 Organizations engaged in systems change efforts:	25
SC04 Number of public policymakers educated:	41
SC05 Members of the general public reached:	289,620
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$3,000
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Section III: Progress Report - Goals and Objectives

Goal 6: Young Adults will Successfully Transition to Adult Life

Young adults with developmental disabilities will be supported in making a successful transition to adult life.

Area of Emphasis	Planned for this Goal	Areas Addressed
Quality Assurance		
Education and Early Intervention	planned	addressed
Child Care		
Health		
Employment	planned	addressed
Housing		
Transportation		
Recreation		
Formal and Informal Community Supports	planned	addressed

Strategies	Planned for this Goal	Strategies Used
Outreach		
Training	planned	used
Technical Assistance	planned	used
Supporting and Educating Communities		
Interagency Collaboration and Coordination	planned	used
Coordination with Related Councils, Committees and Programs	planned	used
Barrier Elimination		
Systems Design and Redesign	planned	used
Coalition Development and Citizen Participation		
Informing Policymakers		
Demonstration of New Approaches to Services and Supports	planned	used
Other Activities		

Intermediaries/Collaborators	Planned for this Goal	Actual
State Protection and Advocacy System	planned	used
University Center(s)	planned	used
State DD Agency	planned	used

Other Collaborators Planned:

NH Department of Education
 NH DHHS, Bureau of Developmental Services
 Advisory Committee on the Education of Children/Students with Disabilities
 Parent Information Center (PIC)
 NH Family Voices
 Developmental Services Area Agencies
 Community Support Network, Inc.
 NH Association of Special Education Administrators
 Local School Districts

Other Collaborators Actual:

NH Department of Education
 NH DHHS, Bureau of Developmental Services
 Advisory Committee on the Education of Children/Students with Disabilities
 Parent Information Center (PIC)
 NH Family Voices

Objective 6.1:

The Council will collaborate with key stakeholders to educate at least 1000 self-advocates, family members, guardians, and professionals about best transition practices, to include individual service planning, employment, secondary and post-secondary education, health care, community inclusion, self-advocacy, self-determination and guardianship. The Council will support the implementation of improved practices in at least 10 programs.

Implementation activities:

The Council will support the following strategies:

- Support conferences, workshops, and other trainings on best transition practices.
- Offer mini-grants to implement best transition practices.
- Provide information and supports to individual who are on the Area Agency waiting lists for developmental services.
- Aggressively advocate for the end of the developmental services waiting list.

The Council has an important role to play in bridging the gap between current research and the practices of those people and agencies that directly interact with people with developmental disabilities on a daily basis. This is particularly true in the area of transition, where financially strapped school districts may be resistant to work that is seen as burdensome. The Council will convene inter-agency initiatives to develop strategies to address disparities in local practices.

Activities undertaken were: All met Partially met Not met

Timelines:

In the first year the Council will build stronger relationships within the education community. During the first and second year the Council will actively develop, support and promote programs and trainings in best transition practices, including education and leadership training of parents to better advocate for their children. The Council will engage in legislative and policy work. The Council hopes to make incremental progress of a systems change nature over the next five years.

Timelines established were: All met Partially met Not met

Annual Progress Report:

- The survey on Transition, developed by the Council Task Force on Children's Issues and Special Education over the prior 2 years was finalized with the help of the Council's LEND (The NH Leadership in Neurodevelopmental Disabilities Program) intern in the 2015 program year. She

worked with the Council Policy Director, a researcher at UCED/IOD and the Survey Center at UNH to make final changes in preparation for its distribution. This was a major project for the Task Force which anticipates that the responses will be used to bring about systemic change in this critical area. According to the UNH Survey Center, 53 completed surveys of this type is what he would expect. Results included the following:

- While transition planning started for most students between age 14 and 16 years, for 16% it didn't begin until age 18 or older.
- Respondents were equally split on whether they had adequate information to make fully informed decisions.
- Almost 60% indicated that there were no college preparation classes available for special education students.
- On the question related to satisfaction with the scope and quality of transition services, respondents were about equally split between satisfied/dissatisfied.
- Over 66% of students did not meet their transition goals.
- Over half said that, looking back, they would have done things differently including designing their own plan and starting earlier.

The LEND intern developed a PowerPoint that will be used to educate families about the transition process and a pamphlet that provides suggested steps that should be taken four to five years before leaving school; two to three years before; and one year before.

- The Council annually supports the Family Support Conference (discussed in 4.4 above), through financial scholarships, operating the hospitality suite and as an active participant on the Conference Planning Committee. Several sessions at this past year's conference, with 400 participants, covered issues related to transition:
 - "The Top Five Questions Families Have About Disability Benefits, Employment, and Their Finances....Answered!" covered employment planning for the future and the impact on Social Security benefits. This workshop attempted to help often overwhelmed families understand that their son or daughter can go to work and still receive Social Security and Medicaid benefits.
 - "Envisioning the Future" was the Keynote Address given by a NH self-advocate with Down Syndrome who is well known in NH, as well as nationally, for her determination to be accepted and her success at transitioning to the adult world. An inspiration to any parent 'Envisioning the Future' for their child, her message is always positive and instructive.
 - "Making a Difference for the Future" covered changes in policy that will impact individuals over age 18.
 - "Workforce Innovation and Opportunity Act & NH Vocational Rehabilitation – How Will Our System be Changing" helped families understand the new law and how it will impact students and adults with disabilities and lead to success.
 - "It All Begins with a SPARK! Bring a little SPARK! into Your Community" demonstrated how the SPARK! community center helps young adults transition into community life in one of NH's more rural communities. Community inclusion, self-determination and self-advocacy are a big part of this community center and a big part of successful transition to adult life.

- “Getting to YES with Medicaid Managed Care – How to Protect Your Rights” helped families, many with children moving into the adult service system, understand healthcare services and supports under the new Medicaid system, and then what to do if things go wrong.
- This past year’s Council VISTA worker developed a volunteer program that was especially appealing to students in their transition from high school to employment. She recruited several volunteers who are highlighted in other parts of this report. They gained valuable experience while completing important work for the Council, with one getting a full time job.
- The Winter edition of the RAP Sheet on children included “When Things Fall Apart” describing the difficulty and frustration a family faces in putting the pieces together in the transition period between special education and the adult service system. The young man featured in the article has a dual diagnosis of autism and mental illness, making it especially challenging to find the help he needs. Without adequate supports to keep their son at home, he will likely be placed in a residential program that will be far costlier than the home supports his parents are asking for and about which they say, “This makes no sense”.
- In Objective 2.1 on employment, Portsmouth Regional Hospital was one of the employers who was honored at the annual Employer Leadership Award event co-sponsored by the Council. The hospital offers internships to people with disabilities through Project SEARCH, a one-year high school transition program that provides training and education for people with disabilities with the goal of finding employment. Some internships result in lucrative and life changing employment opportunities.
- Through the Council’s Small Grant Program, it supported the “Third Annual Youth Summit to Change NH” – Special Olympics NH, Inc.” Three representatives from twenty-five high schools throughout NH attended the 2-day event. The representatives took ideas and plans back to their respective schools for creative ways for inclusion to occur in their schools and to foster broad communities of acceptance – important aspects of successful transition. The Council was impressed with the expansion of Special Olympics, from its earlier days, into an entity engaged in more inclusive events.
- There were components of the transition process within workshops at the AutCom National Autism Conference, hosted in NH and supported by the Council, specifically around the importance of communication for individuals with autism:
 - “The Psychology and Neuroscience of Typing: Transitions along the Path to Independence” featured a mother and son who shared experiences, observations, and a framework for talking with schools about communication through supported, and then independent, typing.
 - “Our Lives Now Because of Supported Typing” discussed ways in which using supported typing brought them from the sidelines to healthy, active, contributing lives – a life-changing transition.
 - “Congratulations! You’ve Been Accepted!..Our Experiences in the Journey of Higher Education” discuss how using typing to communicate earned these two women university degrees.
 - “The Road Map to Independent Communication” focused on specific techniques and strategies used to help individual who use facilitated communication gain greater levels of independence.

- “Reaching Up through the Keyboard to a Brighter Life” was led by a film maker who discussed how supported typing allowed him to design and define his own life.

- Many, to most, students with developmental disabilities transitioning from the school system to the adult service system depend on continuing assistance with community integration, job skills and daily living assistance toward increasing their independence. With NH’s waitlist at almost 100, many of these students will not receive any services or supports until State funding is provided. This issue and the Council’s advocacy is described in Objective 4.1. With 66% reporting that students did not meet their transition goals before leaving the school system, as indicated by the Transition Survey results above, the transition period will be even more uncertain for many young adults.

Performance Measures

Performance Measure 1.1 (self-advocacy/advocacy):

SA01 People trained in area related to goal/objective:	575
SA02 People trained in leadership, self-advocacy, and self-determination:	175
SA03 People trained in systems advocacy:	0

Performance Measure 1.2 (self-advocacy/advocacy):

SA04 People active in systems advocacy:	0
SA05 People attained membership on public/private bodies and leadership coalitions:	0
SA06a Other self-advocacy measure:	0
SA06b Other self-advocacy measure:	0
SA06c Other self-advocacy measure:	0

Performance Measure 2.1 (systems change):

SC01 Programs/policies created or improved:	0
SC02 Number of organizations involved coalitions/networks/partnerships:	25
SC03 Organizations engaged in systems change efforts:	0
SC04 Number of public policymakers educated:	0
SC05 Members of the general public reached:	0
SC06a Other systems change measure:	0
SC06b Other systems change measure:	0
SC06c Other systems change measure:	0

Performance Measure 3 (resource leveraging):

RL01 Dollars Leveraged:	\$0
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Section IV: Satisfaction with Council Supported or Conducted Activities

Individual Survey Responses:

Number of responses:	183
Respect (%):	Yes 96.00% No 4.00%
Choice (%):	Yes 93.00% No 7.00%
Community (%):	Yes 88.00% No 12.00%
Satisfaction (%):	35.00% Strongly Agree 59.00% Agree 2.00% Disagree 4.00% Strongly Disagree
Better life (%):	42.00% Strongly Agree 52.00% Agree 2.00% Disagree 4.00% Strongly Disagree
Rights (%):	Yes 94.00% No 6.00%
Safe (%):	Yes 88.00% No 12.00%

Individual Comments:

You educate, support, promote, quality of life and person centered focus. THANK YOU!

Leadership Series...extraordinarily helpful.

NH leadership was life changing! I cannot express just how much it has meant to me and my family. I now live with passion and know I'm not alone.

Most "lay" people don't know about disability issues until they are suddenly confronted with a disability or a disabled family member. The Council's role in educating myself has been critical in terms of getting the resources for my daughter -- and my whole family -- to lead a quality life.

Family rights are respected .

It's been helpful to meet other people and hear their experiences.

The DD Council is where I learned how to truly engage with and support people with disabilities. It is a fundamental right of each citizen to be able to participate fully within their community and this Council gives people the passion, knowledge, strength and dignity to self advocate and to participate in life with dignity and full rights of citizenship. Thank You!

Our agency has a resource center that is funded by a grant from the DD Council. This is extremely helpful to our families, and anyone looking to navigate services available to children with autism in the area.

By using my voice and telling my story, I'm a stronger advocate. The coming together of families with children with similar issues to share ideas, information and resources is important to me.

...ease of communication by email or phone make it a lot easier to get things done from home.

The wide range of topics, initiatives and information supported by the Council really does provide the support needed by individuals with disabilities.

NH Leadership Series rocks.

The family support conference is a great way to meet people and learn.

I have really been impressed with the DD Council's willingness to support the work of other councils such as the Autism council.

Stakeholder Survey Responses:

Number of responses: 41
Choices & Control (%): 28.00% Strongly Agree | 48.00% Agree | 21.00% Agree Somewhat | 0.00% Disagree Somewhat | 3.00% Disagree | 0.00% Strongly Disagree
Participation (%): 27.00% Strongly Agree | 49.00% Agree | 21.00% Agree Somewhat | 0.00% Disagree Somewhat | 3.00% Disagree | 0.00% Strongly Disagree
Satisfaction (%): 33.00% Strongly Agree | 55.00% Agree | 10.00% Agree Somewhat | 0.00% Disagree Somewhat | 3.00% Disagree | 0.00% Strongly Disagree

Stakeholder Comments:

Excellent job advocating for the needs of the disabled community with the legislature and making appropriate and necessary services a priority.

The council does an excellent job advocating for the needs of the disabled community with the legislature and making appropriate and necessary services.

You have sustained a significant loss with Carol's leaving. Your challenge is to replace her is to find someone who understands the need for inclusiveness and who will carry on her legacy of developing partnerships and collaboration.

I suspect that most families know nothing of the Council's work other than perhaps the Family Support Conference. Start an email (like Constant Contact) that goes out weekly to all families in the system to advise them of what you are doing and what they can do to help.

I appreciate DDC's support of DSPs and other providers as well as self-advocacy efforts.

The council shares information well. Advocates strongly for regulatory change and assures regulations are thoroughly reviewed making comments during public hearings and through direct written comment.

The council could better represent the large portion of disabled residents that are less independent and have more limited cognitive function.

The Council does well supporting DSPs and Self-Advocates.

The council provides advocacy, education and training which is invaluable. It would be nice to have more training for parents to further develop comprehensive early childhood intervention plans in order to ensure lifelong success for their children. These trainings would need to be free of charge, local and be able to accommodate the child care so that parents could engage, enjoy and learn.

The Council has a broad array of activities and initiatives to improve the service system. Increase the outreach to

the provider community.

Section V: Measures of Collaboration

Critical issues/barriers affecting individuals with developmental disabilities and their families that the collaboration has jointly identified:

1. Need for a solid and sustainable grass roots community organization that can directly advocate for children and adults with disabilities in NH.
2. The developmental services system needs better tools to assess quality of care and individual needs.

Section V: Measures of Collaboration

Issue 1: Need for a solid and sustainable grass roots community organization that can directly advocate for children and adults with disabilities in NH.

Description of collaborative issue/barrier or expected outcome:

The network partners collectively identified the need for a stronger and more direct voice of people with disabilities and families in the policy arena, independent of the interests of agencies and providers. There was also a perception that intensive leadership training of people with disabilities and families had been extremely successful in cultivating strong new leaders, but many graduates had difficulty finding avenues where they could direct their skills and enthusiasm to make a difference in their state or community.

ABLE – NH (Advocates Building Lasting Equality in New Hampshire) formed in 2008 through the strong support of the DD Network Partners, and has grown over the past seven years into a strong and effective voice for people with disabilities. ABLE’s activities have included rallies, community forums, and engagement with legislators. All members are encouraged to attend evidenced based training programs to grow and develop their own leadership and community organizing skills. In addition to a strong statewide presence, the organization supports the development and growth of local chapters to take on local issues.

The group has had some amazing outcomes: As a direct result of ABLE’s efforts in educating legislators at the local level, \$3M was leveraged for the DD Waitlist, enabling the state to support 56 people that were without needed services. One of the chapters was successful in advocating for full access in a public high school to ensure the participation of all students and another improved practices relative to seclusion and restraint in a local school district.

Members of ABLE successfully expanded their work against seclusion and restraint into a powerful statewide organizing effort. They met with their Congressional representatives in Washington DC and played an important role in securing their co-sponsorship of federal legislation addressing seclusion and restraint. Leaders of the organization have presented on the subject to national audiences. This past year, ABLE, working closely with the Council and P & A, was successful in getting state legislation passed restricting the use of seclusion and restraint. The issue has become a valuable tool in attracting new members.

This past year, ABLE held a Forum on the State Budget which resulted in getting critical funds restored to the Developmental Services budget.

Life Areas:

- | | | | |
|---|---|---|-------------------------------------|
| <input checked="" type="checkbox"/> Self-Determination | <input type="checkbox"/> Health | <input type="checkbox"/> Transportation | <input type="checkbox"/> Recreation |
| <input type="checkbox"/> Employment | <input checked="" type="checkbox"/> Education | <input type="checkbox"/> Childcare | <input type="checkbox"/> Housing |
| <input checked="" type="checkbox"/> Community Inclusion | <input type="checkbox"/> Quality Assurance | | |

Council roles and responsibilities in collaboration:

The Council is a founder, primary supporter and sponsor of ABLE-NH. The Council sponsors ABLE members to attend state, regional and national trainings and leadership activities. The Council supported ABLE’s community organizing work on the Voter ID Law and its distribution of a pamphlet on the topic and worked closely with the

organization on public policy work relative to seclusion and restraint. It donates telephone service, office and meeting space and serves ex officio on the ABLE-NH Board (as do representatives of each of the DD network partners). The Council awarded a prestigious NH advocacy award to the ABLE NH Board President for her extraordinary leadership and recognized a local chapter that had been instrumental in securing funds for the waitlist and successfully organizing the local community to support a bond vote for renovations to the local high school so that it would be fully accessible.

Problems encountered as a result of collaboration:

As ABLE grew and developed as an organization, some in the disability community were uncomfortable with the group's occasional confrontational tactics. The group decided to affiliate with the Gamaliel Foundation and build capacity organizing local communities, and building partnerships with other local groups around issues such as protecting social security. As the organization evolved into a grass-roots organization directed by a Board independent from its original founders, it developed its own character and gained respect from new members and supporters.

Unexpected benefits:

The organization built credibility through its work at the local level addressing real issues. The focus on local action by a disability organization is unprecedented in New Hampshire, and has attracted enormous attention from the local media. This had resulted in publicity for the organization as well as the causes it has embraced.

The group has attracted many self-advocate leaders and played a prominent role in planning a statewide self-advocacy conference. They are continuing this work and planning the fourth conference as part of the Advocate NH initiative, an outgrowth of NH's participation in the national "Allies in Self-Advocacy" regional gatherings organized by the AIDD. ABLE has lent its community organizing expertise to the self-advocacy movement in New Hampshire by offering a workshop at the self-advocacy conference and trainings in community organizing and building power.

Intentional and well-publicized outreach to people with mental illness helped build a stronger cross-disability presence for the organization. In past years the group formed an important strategic alliance with local advocates for immigrants and racial minorities based on shared concerns in the area of education equity that led to participation in an education equity conference. The group has conducted many successful fund-raisers. They are functioning as an independent organization and strong voice for people with disabilities and families.

Issue 2: The developmental services system needs better tools to assess quality of care and individual needs.

Description of collaborative issue/barrier or expected outcome:

New Hampshire was the first state in the nation to close its only state-run institution for people with developmental disabilities, and to create a community-based system that has been a model for many other states. As the system matured, many realized that the system needed goals and standards that went beyond supporting people to live in the community that would address quality of life, community inclusion, employment and other opportunities for those served to reach their potential. Also, the funding for the system had not kept pace with costs, resulting in concerns that aspects of the system were deteriorating and resources were being rationed in a manner that was contrary to the interests of many of those served and even placed some at risk. The lack of objective criteria for quality of services undermined efforts to advocate for systemic improvements and adequate resources.

The developmental services Quality Council, established by the legislature through the efforts of the DD Network Partners, has been working to develop quality indicators and processes to improve supports and outcomes for individuals with developmental disabilities and to have mechanisms to measure quality. The NH Council on Developmental Disabilities and its DD network partners actively participate on the developmental services Quality Council, which also includes many providers, self-advocates and other stakeholders. The Quality Council has focused on employment outcomes and workforce (direct care) development. They provided input into policy development at many levels and used a "White Paper" on preventable deaths as a focus to work on systems improvements.

A high priority for the Council over the past year has been preventing the NH developmental services system from becoming part of the Medicaid Managed care system. The Council worked on a Quality Council document on preferred values and principles to ensure, should the system become part of the Managed Care system, that the Quality Council has a voice in framing the implementation plan to guide the managed care companies as they develop contracts with providers.

Life Areas:

- | | | | |
|---|---|---|-------------------------------------|
| <input checked="" type="checkbox"/> Self-Determination | <input checked="" type="checkbox"/> Health | <input type="checkbox"/> Transportation | <input type="checkbox"/> Recreation |
| <input checked="" type="checkbox"/> Employment | <input type="checkbox"/> Education | <input type="checkbox"/> Childcare | <input type="checkbox"/> Housing |
| <input checked="" type="checkbox"/> Community Inclusion | <input checked="" type="checkbox"/> Quality Assurance | | |

Council roles and responsibilities in collaboration:

The NH Council on Developmental Disabilities (NH CDD) helped draft and actively supported the legislation that established the Quality Council, and has been an active member of the Quality Council since its inception. The NH CDD hosts the meetings of the Quality Council.

The NH CDD has played a leading role for many years in supporting direct care professionals through state of the art training, establishing professional standards and advocating for the need for responsible compensation to improve staff retention. The NH CDD plays an important role in educating policymakers and the public that the service system cannot be strong unless there are capable and consistent service providers.

Two NH CDD staff members have backgrounds in abuse and neglect issues and an understanding of the strengths and weaknesses of the service system. One NH CDD staff member is a care provider who formerly worked in the field of facility licensing. Another is a lawyer experienced in regulatory matters and client rights. The NH CDD brings many ideas and resources to the table.

Problems encountered as a result of collaboration:

Historically, provider agencies have been reluctant to acknowledge problems in the system out of fear that they would be perceived in a negative light by policymakers, even when the problems were due to inadequate resources. This has created challenges to those advocating for more resources and has hindered efforts at improvement.

Maintaining regular and open communication among multiple stakeholders, focusing on common goals and hearing many different perspectives have gone a long way to overcome these issues.

As the Quality Council evolves new challenges have and will continue to emerge. A "White Paper" prepared by the Protection & Advocacy agency highlighting possibly avoidable deaths and deficiencies in the service system resulted in increased tension within the Council. However, all stakeholders have remained engaged and set up a

special committee to focus on the White Paper and develop ideas for systems improvements based on its findings.

A recent challenge to emerge over the past year has been how best to respond to plans of the state to implement managed care of developmental services. Some members of the Quality Council wish to focus on preserving the existing service system, while others are open to change consistent with quality assurances. The members are dedicated to working through this challenge as they have other challenges.

Unexpected benefits:

The focus on the White Paper and willingness to openly acknowledge areas in the system in need of improvement has resulted in policy changes such as improved fire safety standards and new minimum education and training requirements for DSPs.

The NH Department of Health and Human Services has received funds to redesign and improve the quality of services across programs and populations through the Balancing Incentive Program (BIP) and the State Innovations Model (SIM). These efforts will utilize and build on the work of the Quality Council and provide the potential for funds to implement ideas that the Quality Council has developed.

Improving employment outcomes has emerged as a unifying theme that all stakeholders can agree is an important indication of quality services. Expectations have been conveyed to developmental service agencies relative to employment outcomes and a system to gather data to document those outcomes has been put in place. These efforts are complementary to other statewide efforts in the area of employment of people with disabilities. Several agencies, including the NH Council on Developmental Disabilities, are working with the Governor to establish a statewide policy to support employment of people with disabilities.

The NH Department of Health and Human Services, Bureau of Developmental Services, has increasingly utilized the Quality Council as an advisory board for many different issues and administrative rules, as described in detail under Goal 4, Objective 1, enabling the Quality Council to have significant influence on internal agency policy development. The Quality Council, on its own initiative, brought concerns about the growth in the developmental services waiting list directly to the Governor, Commissioner of DHHS and legislature. The Bureau has given the Quality Council a major role in advising the Bureau on Managed Care implementation. The Quality Council has carefully developed its recommendations, and this effort has been a major focus of its work over the past several months.

The Chair of the Quality Council, a parent of a young adult with disabilities, was honored as the NH CDD's Advocate of the Year for 2014, for incredible leadership in keeping the Quality Council, with its diverse membership, functioning effectively and for her many years of advocacy at the local and state level. The NH Senate issued a proclamation in her honor, and both US Senators from NH sent messages honoring and congratulating her.

Section VI: Dissemination

The annual report will be distributed to the full Council and to the general public upon request. Stacks of reports will be maintained at a visible location in the Council office and conference room, and staff will bring copies to meetings and offer them to those in attendance. The Council will make it available electronically as well, and make it available in alternative, accessible formats.