

**NH COALITION FOR THE DIRECT CARE WORKFORCE  
IOD – CONCORD, NH  
OCTOBER 1, 2010**

*Attending*—Christine Beauvais, Southern NH Services; Jill Burke, Granite State Independent Living; Laura Davie, UNH Institute for Health Policy & Practice; Sue Fox, Institute on Disability; Nancy Frank, North Country Health Consortium; Rebecca Hutchinson, Lutheran Social Services; Mary Maggioncalda, NH Bureau of Elderly and Adult Services; Ashley Peters, UNH Institute for Health Policy & Practice; Jennifer Rabalais, Institute on Disability; Lori Raymond, Direct Support Professional; Jan Skoby and Denise Sleeper, Bureau of Developmental Services; and Scott Trudo, Institute on Disability  
*Facilitator* - Susan Covert

The agenda for October included: 1) updates on the DirectConnect project, 2) report on new initiatives, 3) discussion about the role of the Coalition, and 4) announcements and other business.

**DIRECTCONNECT PROJECT UPDATES**

*Demonstration Agencies Selected* - Jennifer Rabalais, DirectConnect Project Director, reported that work committees have been active and that the project is well underway. The project has selected the agencies that will be the focus of intensive training over the next two years. These include; two home care agencies, Armistead Caregiver Services serving the Upper Valley and Regency Nursing Care serving Southern New Hampshire and three area agencies - Monadnock Developmental Services, Lakes Region Community Services, and Community Partners serving Strafford County.

The Paraprofessional Healthcare Institute (PHI) will be working with these agencies to help create a positive cultural change in the work place. Areas of focus will include: 1) working with direct support caregivers to develop communication and problem solving skills, 2) developing a structure to support peer mentoring, and 3) providing training on the coaching approach to supervision.

*Training Refugee Workers* - DirectConnect is working in partnership with Lutheran Social Services (LSS) to offer training in the provision of home care services for refugees participating in the LSS resettlement program. Over the next two years, the project will train approximately 80 unemployed refugees. The project is looking for job shadowing opportunities for these training participants; anyone who may be able to help with this should contact Jennifer (Sue Fox until December 1). Denise Sleeper asked if this training would cover cultural sensitivity around providing care in home settings. Jennifer said she would look into this and report back.

*Marketing* -The DirectConnect project includes \$140,000 in its budget for marketing. The RFP for the marketing piece of the project has just gone out. All questions about the RFP should go through the UNH website at [www.unh.edu/purchasing](http://www.unh.edu/purchasing).

*Distant Learning* - Scott Trudo reported on the distance learning opportunities available through DirectConnect. Project participants working in developmental services will be able to enroll in the College of Direct Support (CDS). The College offers a certificate program with a core curriculum and elective courses. Opportunities within the CDS include: 40-50 hours of on-line training, participation in on-line discussion groups, attendance at video conference/discussion groups, and development of a personal portfolio to demonstrate competency. Scott will be arranging for facilitators with subject matter expertise to lead the video conference/discussion groups which will be held throughout the state. Several organizations including Crotched Mountain, Gateways, and Living Innovations are already on board and will be encouraging their direct care staff to take advantage of this training. The project will be developing networking opportunities for graduates.

*Scholarship Opportunities* - Jan Skoby reported that the Scholarship Committee is setting criteria for scholarship recipients. DirectConnect will cover tuition and books for appropriate courses though New Hampshire's community college system (there are 7 community colleges throughout the state). Scholarships are available to individuals currently employed in a direct care job in New Hampshire and to those interested in working in this field. Scholarship applicants must review the Direct Care Career Lattice and write a statement of intent to do direct care work. Community college scholarships will be available in time for course registration for Spring Semester 2011. Chris Beauvais stressed that it was important for the project to collaborate with New Hampshire Work Centers to get out the word about this opportunity. She also recommended connecting with the Bonnie St. Jean at the New Hampshire Department of Education to look into the best ways to connect with programs providing transitional services to New Hampshire high school students.

*Career Lattice* - Jennifer reported on the work being done by the Career Lattice Committee and handed out an initial draft of the lattice. She said the goal of the committee was to create a sustainable document that can help students, unemployed workers, and those considering a career change learn more about job opportunities in direct care. Jennifer said the committee also hoped that the Career Lattice would be utilized by agencies to develop a lattice specific to employment opportunities within their own organization.

*DirectConnect Website* - Sue Fox, Ashley Peters, and Laura Davie talked about the role of UNH Institute for Health Policy and Practice in the project. The Coalition had an opportunity to view the first cut of the project website. Laura said that the website will be the *sole* entry point for anyone participating in the project. This will allow the project to fulfill the Department of Labor grant requirements for data collection.

#### **OTHER INITIATIVES**

*Employment Task Force* – Denise Sleeper gave the Coalition an overview of the work being done through the Medicaid Infrastructure Grant (MIG) to enable the state's developmental services system to expand and improve employment opportunities for individuals with disabilities. The MIG Employment Task Force is looking at how to develop a framework that gives Area Agencies incentives to provide services that maximize an individual's independence and support the person to achieve his/her greatest possible potential.

*New Hampshire Developmental Services Quality Council*– Denise also spoke to the Coalition about the Quality Council that was established by the New Hampshire Legislature to provide leadership for consistent, systemic review, and improvement of the state’s developmental disability and acquired brain disorder services. The most recent issue addressed by the Quality Council was the conflict of Area Agencies conducting complaint investigations for the services that they provide. The Council voted to support proposed changes to He-M 202, client rights’ regulations, that place the primary responsibility for complaint investigations within the Bureau of Developmental Services (BDS). If you would like additional information about the Council, you can sign up for the Quality Council’s electronic newsletter by emailing Denise Sleeper@dhhs.state.nh.us (please put QC Newsletter in the subject line.) or visiting the link on the BDS website: <http://www.dhhs.state.nh.us/DHHS/BDS/qualitycouncil.htm>

*Consumer Directed Service Model* – Jill Burke reported that she will be working with Coalition members Rebecca Hutchison and Ellen Curelop and Jean Delphia-Reger to consider the training needs for individuals and families who are supported through the consumer directed service model. Those who are directing their own services need information and training on communication, worker supervision, and setting appropriate boundaries. Jill has been in touch with PHI and learned that they are beginning to develop a curriculum for this training.

#### **THE ROLE OF THE COALITION**

The goals outlined in the grant for the DirectConnect Project came directly out of the work of the Coalition for the Direct Care Workforce and the Coalition serves as the Advisory Council to the project. The Coalition discussed what role this group should have beyond advising the project. Rebecca Hutchinson said the Coalition can play a valuable role in educating state lawmakers about the needs of this workforce. Mary Maggioncalda noted that having one unified group helps to get out the word about direct care issues. She said that two reporters recently contacted her to comment on the increasing need in New Hampshire for qualified direct care workers; she was able to direct them to the Coalition White Paper and the Carsey Brief. Members agreed that by having a group that represents diverse perspectives regularly come together has made it possible to identify trends and to develop strategies for addressing critical issues.

**Other Business** – Rebecca said that she expected to have a LSS Direct Support Professional attend the Coalition meeting, but that there were unexpected problems in getting coverage for her. Rebecca also worried that this meeting might have been a bit overwhelming for her. There are DSPs on work committees and this may be more manageable way for direct care worker to participate.

Members discussed the best way to get out information to New Hampshire direct care workers. Jan Skoby suggested that the DSP Annual Conference that is held in October would be a great place to get information to workers in the developmental services system. The timing doesn’t work for this year’s conference, but Jan can keep the Coalition informed about conference planning for 2011. The Board of Nursing can be a vehicle for connecting with the LNAs in the state; the annual LNA Appreciation Day that is held in June is an opportunity to get out information. The Coalition agreed that the most effective way to reach workers was through payroll stuffer notices.

*Announcements* – Rebecca invited people to attend Lutheran Social Services Independence and Aging Statewide Resource Fair being held on October 4<sup>th</sup> in Concord. Jan Skoby announced that the film *Lost in Laconia* is being shown at Red River Theater in Concord this weekend and will be shown around the state in coming months. Jan noted that the film would be an excellent teaching tool for direct care workers and that a companion discussion guide is being developed.

**EVALUATING THE MEETING** – *What worked* – Updates were helpful. Having the opportunity to see the website. Coming together and having time to talk. The time was well used. *What didn't work* – The weather. Having trees down on Airport Road.

**ACTION ITEMS** – *The list below also includes items from previous meetings that have not yet been acted upon*

*JILL BURKE* – 1) With Rebecca Hutchinson, Ellen Curelop, and Jean Delphia-Regerr work with PHI on a training model for consumer directed services. 2) Identify and support a DSP to participate on the Coalition. 3) Talk with counterparts in Maine and Vermont about their experiences with LNA licensure.

*ELLEN CURELOP* – With Rebecca Hutchinson, Jill Burke, and Jean Delphia-Reger work with PHI on a training model for consumer directed services.

*LAURIE HARDING* – 1) Report on upcoming legislation that may impact the direct care workforce. 2) Continue to work with the Board of Nursing on LNA licensing issues – including dispensing medication and difficulty maintaining license across all settings.

*REBECCA HUTCHINSON* – 1) With Jill Burke and Ellen Curelop work with PHI on a training model for consumer directed services. 2) Identify and support a DSP from LSS to participate on the Coalition.

*JENNIFER RABALAIS* – **HAVING A BABY!**

*THE COALITION WILL NOT MEET IN NOVEMBER – WORK GROUPS WILL BE MEETING, PLEASE CONTACT JENNIFER RABALAIS OR SUE FOX IF YOU ARE INTERESTED IN JOINING A GROUP*

***NEXT CDCW MEETING: Friday, December 3rd- 1:00-3:00 – IOD - Concord***