

**STATE PLAN FOR  
INDEPENDENT LIVING  
(SPIL)**

Rehabilitation Act of 1973, as Amended, Chapter 1, Title VII

**PART B - INDEPENDENT LIVING SERVICES**

**State: New Hampshire**

**FISCAL YEARS: 2021-2023  
Effective Date: October 1, 2020**

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## **EXECUTIVE SUMMARY:**

After many successful years of promoting the Independent Living philosophy and ensuring that the federal Part B dollars NH receives for the provision of Independent Living services are best leveraged to meet the needs of NH's citizens with disabilities, the NH SILC currently finds itself at a crossroads.

For the last few years, the SILC has faced many challenges. The move of IL services oversight from DOE to ACL after so many years; the recent retirements of two successive DSE representatives in as many years, and the search for their replacement; significant turnover of its membership; the long (and thankfully finally successful) search for an appropriate SILC administrative assistant; and most recently the COVID-19 pandemic, conspired to create an unstable period for the SILC. During this time the SILC has been able to fulfill its primary responsibilities vis a vis administering Part B Independent Living services resources, however it has not been able to adequately focus on developing itself internally to ensure its ability to remain maximally effective into the future.

In response to the above, this 2021-2023 SPIL has a strong focus on rebuilding the SILC so that it can improve its service to its constituents now and into the future. The SILC will begin by actively recruiting new members. It will form an Outreach and Membership Committee that is educated on the history and philosophy of the SILC here in NH, and the successes of other SILCs across the nation. This committee will develop an "Awareness Action Plan" to educate all SILC members about the history and philosophy of Independent Living, the function and effectiveness of the SILC in our local communities, and new developments in Independent Living.

To accurately assess the effectiveness of its selected Part B contracted service providers in meeting the needs of consumers the SILC will develop a standardized consumer satisfaction survey to be administered annually to all Part B consumers. Because of the COVID-19 pandemic the SILC has become more adept at using technology such as Zoom virtual meetings to conduct its business and gain input from the public. Our development of this SPIL included three Zoom public input sessions that made it possible for consumers from remote areas of the state to participate. The SILC's active Facebook and Twitter accounts were used extensively to gather general input from the public as well as to share drafts of the SPIL as it was developed. The SILC plans to make more use of this technology going forward to encourage public input and participation in the SILC, make announcements in real-time, and recruit new active SILC members.

The results contemplated in this SPIL will create a stronger foundation for the SILC as it moves into a new era where community-based services and activities for people with disabilities more and more become society's default expectation. We are working to creatively insert ourselves into the communities we serve through collaboration and partnership with our stakeholders to design methods to reach all areas of the state. The Part B funds received by the SILC will continue to be used to fund services to help those striving to feel what it is to live independently in a world that is moving faster and with more uncertainty.

Our goal is to be a solid, accessible resource that gives clarity to the meaning of Independent Living for people with disabilities and we will achieve this through self-education, collaboration, team building, and full compliance.

## **Section 1: Goals, Objectives, and Activities**

### **1.1 MISSION:**

The mission of the New Hampshire Statewide Independent Living Council is to provide leadership and advocacy in support of the Independent Living philosophy for persons with disabilities.

## **1.2 GOALS:**

The FY 2021-2023 State Plan for Independent Living acknowledges and integrates the missions of the New Hampshire Statewide Independent Living Council, (hereinafter referred to as “SILC”), New Hampshire Bureau of Vocational Rehabilitation (the “DSE”), and New Hampshire’s only CIL, Granite State Independent Living, (hereinafter referred to as “GSIL”). In the last 2-3 years the SILC has experienced numerous changes of DSE representatives due to staff retirements. Additionally, during this same time period, the SILC has also experienced a great deal of turnover in membership. To address the impacts of these combined pressures and to allow it to continue to provide effective Independent Living services statewide, the SILC has determined to address the goals listed below. Without addressing the immediate need to rebuild the SILC, both with members and a solid foundation, the SILC will not be as impactful going forward as it needs to be to support the residents with disabilities of New Hampshire to live as independently as possible.

**Goal Name:** Provide effective and measurable Independent Living Services statewide.

### ***Goal Description:***

The State of New Hampshire’s (NH) overall mission and goal for its Independent Living Programs and Services is to ensure that the implementation of the Title VII Program is consistent with Federal Statutes and Regulations, and to provide Independent Living services statewide to improve the ability of individuals with significant disabilities in NH to live independently, through the collaboration with and partnership of stakeholders. The SPIL also is attentive to the goals of the Chapter Two Program (Older Blind Independent Living Program (SSIL)).

**Goal Name:** Strengthen SILC membership.

**Goal Description:** As previously mentioned, the SILC has seen many of its tenured members leave who inevitably take with them long-standing history and knowledge of the SILC and its responsibility to the residents of NH. Allowing the SILC to focus now on rebuilding its foundation will allow for a stronger standing organization. The SILC’s goal is to strengthen SILC membership by recruiting new members, especially those living with a disability and/or their family members, thereby building a diverse membership. Additionally, the SILC is committed to further developing its members’ knowledge of Independent Living, while also focusing on their leadership abilities & skills. This goal is vital to the overall success of the SILC in carrying out its responsibilities going forward.

**Goal Name:** Incorporate best practices into SILC operations.

### ***Goal Description:***

The SILC is dedicated to improving its overall business functions. SILC leadership has identified that its policies & procedures, as well as its current bylaws need to be updated to be in line with today’s business operations. Over the next 2-3 years the members of the SILC will be focusing on developing and implementing best practices. Given the vast resources of the ILRU and partnering SILCs, we will be updating and creating policies & procedures, updating bylaws, and clarifying roles and responsibilities of members, officers, administrative support staff, and the DSE representative.

1.3 OBJECTIVES:

Goals	Objectives	Indicators
<b>1.3.1 Provide effective and measurable Independent Living Services statewide.</b>	The SILC Executive Committee and the DSE will develop & disseminate an RFP for 3-year Part B contracts to providers of IL services, assess proposals received, and select contractors.	SILC will increase the bidders of IL funds through marketing by 25% over the 3 years of the SPIL.
	Form a Compliance & Evaluation Committee comprised of representatives of the SILC, DSE, & CIL to design and implement an ongoing assessment tool geared at ensuring compliance of Part B contractors regarding delivery of IL services, as well as performance improvement plans, if needed.	Committee completes first meeting within Year 1 Quarter 2.
	Compliance & Evaluation Committee will oversee and audit contractors to ensure their ongoing compliance with Part B funding requirements.	Contractors will comply with Part B funding requirements 100% of the time.
	Compliance & Evaluation Committee will develop a standardized consumer satisfaction survey of contracted Part B providers to document the effectiveness of IL services they provide.	Compliance & Evaluation Committee will review a consumer satisfaction surveys of a minimum of ten (10) other SILCs.
	Executive Committee will ensure that consumer satisfaction surveys are completed every year by the consumers of all Part B contracted providers.	Number of completed & returned consumer satisfaction surveys will increase each year by 25%. Consumer satisfaction will remain with at least 80% positive responses.
	Executive Committee and Compliance & Evaluation Committee will review results of annual consumer satisfaction surveys, and if needed will develop action plans for areas of non-compliance that require improvement.	Non-compliance action plans will be developed as needed and will continually decrease over the year.
<b>1.3.2 Strengthen SILC membership and Awareness statewide.</b>	Form an Outreach & Membership Committee to develop and implement an Awareness Action Plan to improve statewide awareness of the SILC and broaden the scope of its membership.	Awareness Action Plan will be developed on year one of the SPIL.

	Outreach & Membership Committee will develop a SILC member orientation & training manual to include the history of the Independent Living movement, the IL philosophy, the Rehab Act, the ADA, the Olmstead decision, etc.	The training manual will be developed and available to all members within year one of the SPIL. Members will be surveyed regarding the usefulness of the manual. The manual will be available in all media types.
	Outreach & Membership Committee will develop a Recruitment Plan, designed to recruit new members, both those living with a disability, and/or family members, and those interested in supporting the independence of those living with a disability.	Outreach & Membership Committee will identify and secure four (4) new members in the first year of the SPIL. Outreach & Membership Committee will present to two (2) organizations per year regarding the work of the SILC.
	Throughout the tenure of this SPIL, the Executive Committee will monitor, track, and adjust the Awareness Action Plan and the Recruitment Plan as needed.	Executive Committee will assess the success of the Awareness Action Plan through 25% increase of hits to the SILC website.
	Provide continuing education opportunities for SILC members to learn more about IL history and philosophy, new developments in IL, and what other SILCs are doing.	Each SILC member will increase their knowledge base by attending one (1) identified workshop regarding IL services and the SILC each year of the SPIL.
<b>1.3.3 Incorporate best practices into SILC operations.</b>	Executive Committee will develop a detailed work plan to track progress made on goals, adherence to deadlines, and measurable compliance with commitments made in the SPIL.	Deadlines will be reached as scheduled 90% of the time.
	Executive Committee will identify & implement current best practices relative to bylaws, policies & procedures, and operations of other statewide SILCs.	Updated policy and procedures will increase the knowledge of SILC members. SILC members will be surveyed to ensure documents are clear and meet the needs of the SILC.
	Executive Committee will develop and adopt updated SILC By-Laws.	Updated By-Laws will be approved by the SILC in year one and will be available in multiple media formats.
	Executive Committee will develop and adopt updated SILC Policies & Procedures.	Updated Policy & Procedures will be approved by the SILC in year one and will be available in all multiple formats.
	Executive Committee will update the job descriptions for all members, officers, administrative support staff, and the DSE representative.	Job descriptions will be available for all individuals and available to the public upon request.

Develop a process to disseminate funds should existing ILC close or if SILC removes funding from guarantor.

DSE/SILC will be prepared and ready to respond should the CIL in NH close or funding is removed.

New Hampshire is primarily a rural state. 7 of the 10 counties in NH are rural. 39% of the population in NH are rural while the national average is 6.3%. According to Project E3, underserved people with disabilities in NH are the following: (1) Youth and adults with cognitive and/or psychosocial/emotional disabilities who live in rural or remote communities; and (2) live in Coos, Carroll, Grafton, and Strafford counties. These groups experience barriers such as geographic isolation, impacts of poverty, lack of transportation, limited employment opportunities, inadequate training, and education options, and limited vocational rehabilitation services. In 2019, the Annual Disability Statistics Compendium, University of New Hampshire reported that, 1,164,758 people lived in New Hampshire, of which 174,791 were individuals with disabilities from ages 18-64.<sup>1</sup>

#### 1.4 EVALUATION:

Methods and processes the SILC will use to evaluate the effectiveness of the SPIL.

Part B grantees will be responsible for providing required data of expenditures, in kind expenses, number of individuals served, waivers approved. NH SILC and the DSE will be responsible for collection and review of the data.

Timeline	Goals	Objectives	Data to be Collected	Data Collection Method	Organization Primarily Responsible for Data Collection
Throughout 3- year period	<b>Provide effective and measurable Independent Living Services statewide.</b>				
Year 1 Quarter 2		The SILC Executive Committee and the DSE will develop & disseminate an RFP for 3-year Part B contracts to providers of IL services, assess proposals received, and select contractors.	Number of RFP inquiries will increase by 25%.	RFP received.	SILC DSE
Year 1 Quarter 1		Form a Compliance & Evaluation Committee comprised of representatives of the SILC, DSE, & CIL to	Committee completes first meeting within Year 1 Quarter 2.	Review of Meeting Minutes.	SILC

<sup>1</sup> [https://disabilitycompendium.org/sites/default/files/iod/reports/2019-annual-disability-statistics-compendium-pdfs/2019\\_Annual\\_Disability\\_Statistics\\_Compndium\\_ALL.pdf?ts=1580831674](https://disabilitycompendium.org/sites/default/files/iod/reports/2019-annual-disability-statistics-compendium-pdfs/2019_Annual_Disability_Statistics_Compndium_ALL.pdf?ts=1580831674)

		design and implement an ongoing assessment tool geared at ensuring compliance of Part B contractors regarding delivery of IL services, as well as performance improvement plans, if needed.			
Throughout 3-year period		Compliance & Evaluation Committee will oversee and audit contractors to ensure their ongoing compliance with Part B funding requirements.	Number of individuals served through Part B funds.	Monthly Grantee reports regarding RFP contract.	SILC DSE Compliance & Evaluation Committee
Year 1 Quarter 2		Compliance & Evaluation Committee will develop a standardized consumer satisfaction survey of contracted Part B providers to document the effectiveness of IL services they provide.	Number of individuals reporting high or moderate satisfaction.	Survey of consumers who receive Part B services.	SILC Compliance & Evaluation Committee
Throughout 3-year period		Executive Committee will ensure that consumer satisfaction surveys are completed every year by the consumers of all Part B contracted providers.	Number of individuals reporting high or moderate satisfaction.	Survey of consumers who receive Part B services.	SILC Grantees
Throughout 3-year period		Executive Committee and Compliance & Evaluation Committee will review results of annual consumer satisfaction surveys to develop action plans for areas of non-compliance that require improvement.	Number of individuals reporting less than high or moderate satisfaction.	Survey of consumers who receive Part B services.	SILC Executive Committee Compliance & Evaluation Committee
Throughout 3- year period	<b>Strengthen SILC Membership and Awareness statewide.</b>				
Year 1 Quarter 4		Form an Outreach & Membership Committee to develop and implement an Awareness Action Plan to improve statewide awareness of	Review five (5) other State SILC Plans and documents.	Final Awareness Action Plan is approved by SILC.	SILC Outreach & Membership Committee

		the SILC and broaden the scope of its membership.			
Year 1 Quarter 4		Outreach & Membership Committee will develop a SILC member orientation & training manual to include the history of the Independent Living movement, the IL philosophy, the Rehab Act, the ADA, the Olmstead decision, etc.	Usefulness of Orientation and Training Manual.	Survey current SILC Membership.	SILC Outreach & Membership Committee
Year 1 Quarter 4		Outreach & Membership Committee will develop a Recruitment Plan, designed to recruit new members, both those living with a disability, and/or family members, and those interested in supporting the independence of those living with a disability.	Increase in membership applications.	Five (5) new member applications will be approved.	SILC Outreach & Membership Committee
Throughout 3-year period		Throughout the tenure of this SPIL, the Executive Committee will monitor, track, and adjust as needed, the Awareness Action Plan and the Recruitment Plan.	Number of hits to the Membership section of the SILC web page.	New applications presented with five (5) new SILC members.	SILC Executive Committee
Throughout 3-year period		Provide continuing education opportunities for SILC members to learn more about IL history and philosophy, new developments in IL, and what other SILCs are doing.	SILC Members who attended identified workshops regarding IL services and the SILC.	Member reports to the SILC regarding trainings.	SILC
Throughout 3- year period	<b>Incorporate best practices into SILC operations.</b>				
Throughout 3-year period		Executive Committee will develop a detailed work plan to track progress made on goals, adherence to deadlines, and measurable compliance with commitments made in the SPIL.	Deadlines in the work plan will be reached as scheduled 90% of the time.	Committee reports to SILC regarding progress on goals.	SILC



Year 2 Quarter 1		Executive Committee will identify & implement current best practices relative to bylaws, policies & procedures, and operations of other statewide SILCs.	Clear understanding of documents developed.	Survey of SILC Membership.	SILC
Year 2 Quarter 2		Executive Committee will develop and adopt updated SILC By-Laws.	Updated By-Laws will be approved by the SILC in year one and will be available in multiple formats.	Accomplishment of task.	SILC
Year 1 Quarter 3		Executive Committee will develop and adopt updated SILC Policies & Procedures.	Updated Policies & Procedures will be approved by the SILC in year one and will be available in multiple formats.	Accomplishment of task.	SILC
Year 2 Quarter 1		Executive Committee will update the job descriptions for all members, officers, administrative support staff, and the DSE representative.	Job descriptions will be available for all individuals and available to the public upon request.	Accomplishment of task.	SILC DSE
Year 1 Quarter 3		Develop a process to disseminate funds should existing ILC close or if SILC removes funding from guarantor.	Collect data additional funds and distribute equally to remaining guarantors.	Accomplishment of task.	DSE SILC

**1.5 FINANCIAL PLAN:**

Sources, uses of, and efforts to coordinate funding to be used to accomplish the Goals and Objectives. Process for grants/contracts, selection of grantees, and distribution of funds to facilitate effective operations and provision of services.

<b>Fiscal Year: 2021</b>					
<b>Sources</b>	<b>Projected Funding Amounts and Uses</b>				
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities	Retained by DSE for Administrative costs (applies only to Part B

					funding)
<b>Title VII Funds</b>					
Chapter 1, Part B (including state match)		338717		30000	
Chapter 1, Part C			973814		
<b>Other Federal Funds</b>					
Sec. 101(a)(18) of the Act (Innovation and Expansion)				75000	
Social Security Reimbursement					
Other				135000	
<b>Non-Federal Funds</b>					
State Funds		37636			
Other					

<b>Fiscal Year: 2022</b>					
<b>Sources</b>	<b>Projected Funding Amounts and Uses</b>				
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities	Retained by DSE for Administrative costs (applies only to Part B funding)
<b>Title VII Funds</b>					
Chapter 1, Part B (including state match)		338717		30000	
Chapter 1, Part C			973814		
<b>Other Federal Funds</b>					
Sec. 101(a)(18) of the Act (Innovation and Expansion)				75000	
Social Security Reimbursement					
Other				135000	
<b>Non-Federal Funds</b>					
State Funds		37636			
Other					

Fiscal Year: 2023					
Sources	Projected Funding Amounts and Uses				
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities	Retained by DSE for Administrative costs (applies only to Part B funding)
<b>Title VII Funds</b>					
Chapter 1, Part B (including state match)		338717		30000	
Chapter 1, Part C			973814		
<b>Other Federal Funds</b>					
Sec. 101(a)(18) of the Act (Innovation and Expansion)				75000	
Social Security Reimbursement					
Other				135000	
<b>Non-Federal Funds</b>					
State Funds		37636			
Other	0	0	0	0	

Description of financial plan narrative.

Independent Living, Part B Grant (\$338,717) covered five entities this last year: Granite State Independent Living, Northeast Deaf and Hard of Hearing Services, Brain Injury Association of New Hampshire, UNH AT (older blind assistive technology training) and Rick Fox (independent living assistive technology workshops). The two additional vendors (UNH and Rick Fox) utilized carryover IL funding from the previous year. NHVR does utilize \$15,867.24 of the IL grant for administrative costs (max 5%), which is \$1,086.61 less than the max. Our vision each year is to provide independent living services with the grant.

Vocational Rehabilitation (VR) funding pays for supplemental services to support the SILC (Interpreters, Personal Care Attendants, Transportation, etc.). This amount the last year was \$14,388.46. In addition, VR pays for the federal and state audit funds in the amount of \$6,518.72, Indirect costs of \$1,923.59, \$14,665.99 for the Administrator's salary and benefits to administer the program. The final cost allocated from VR funding is for the contract with the Governor's Commission on Disability. This contract is \$55,000/year and pays for the SILC assistant position and management expenses.

The State of New Hampshire only has one Independent Living Center, Granite State Independent Living.

CARES Act funding by grant is listed below:

Grant Number	CARES Act funding
2003NHILC3-00	114,721
2001NHILC3-00	162,141
2004NHILC3-00	54,356
2002NHILC3-00	610,077
<b>TOTAL</b>	<b>941,295</b>

## Section 2: Scope, Extent, and Arrangements of Services

### 2.1 SERVICES:

Services to be provided to persons with disabilities that promote full access to community life including geographic scope, determination of eligibility, and state-wideness.

<b>Table 2.1A: Independent living services</b>	<b>Provided using Part B</b> (check to indicate yes)	<b>Provided using other funds</b> (check to indicate yes; do not list the other funds)	<b>Entity that provides</b> (specify CIL, DSE, or the other entity)
Core Independent Living Services, as follows:			
- Information and referral		X	CIL
- IL skills training		X	CIL
- Peer counseling		X	CIL
- Individual and systems advocacy		X	CIL
- Transition services including:		X	CIL
▪ Transition from nursing homes & other institutions			
▪ Diversion from institutions			
▪ Transition of youth (who were eligible for an IEP) to post-secondary life			
Counseling services, including psychological, psychotherapeutic, and related services			
Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with disabilities) Note: CILs are not allowed to own or operate housing.		X	CIL
Rehabilitation technology			
Mobility training		X	DSE

<b>Table 2.1A: Independent living services</b>	<b>Provided using Part B</b> (check to indicate yes)	<b>Provided using other funds</b> (check to indicate yes; do not list the other funds)	<b>Entity that provides</b> (specify CIL, DSE, or the other entity)
Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services	X	X	NH Brain Injury Association  Northeast Deaf & Hard of Hearing Services  CIL
Personal assistance services, including attendant care and the training of personnel providing such services		X	CIL
Surveys, directories, and other activities to identify appropriate housing, recreation opportunities, and accessible transportation, and other support services		X	DSE
Consumer information programs on rehabilitation and IL services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act		X  X	DSE  CIL
Education and training necessary for living in the community and participating in community activities		X  X	DSE  CIL
Supported living			
Transportation, including referral and assistance for such transportation	X	X  X	DSE  CIL
Physical rehabilitation			
Therapeutic treatment			
Provision of needed prostheses and other appliances and devices			
Individual and group social and recreational services		X  X	DSE  CIL

<b>Table 2.1A: Independent living services</b>	<b>Provided using Part B</b> (check to indicate yes)	<b>Provided using other funds</b> (check to indicate yes; do not list the other funds)	<b>Entity that provides</b> (specify CIL, DSE, or the other entity)
Training to develop skills specifically designed for youths who are individuals with significant disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options		X	DSE
		X	CIL
Services for children			
Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance, of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with disabilities		X	DSE
		X	CIL
Appropriate preventive services to decrease the need of individuals with significant disabilities for similar services in the future		X	DSE
Community awareness programs to enhance the understanding and integration into society of individuals with disabilities		X	DSE
		X	CIL
Such other services as may be necessary and not inconsistent with the Act		X	DSE
		X	CIL

2.2 OUTREACH:

As is mentioned in the objectives, the SILC will rebuild the Membership Committee that will develop a Recruitment Plan, designed to recruit new members, both those living with a disability, and/or family members, and those interested in supporting the independence of those living with a disability. The SILC will continue to conduct statewide outreach and membership recruitment for programs funded under Title VII, populations who are typically identified as underserved, unserved, and marginalized: individuals with significant disabilities, minority groups, and individuals living in rural areas.

New Hampshire is primarily a rural state. 7 of the 10 counties in NH are rural. 39% of the population in NH are rural while the national average is 6.3%. According to Project E3, underserved people with disabilities in NH are the following: (1) Youth and adults with cognitive and/or psychosocial/emotional disabilities who live in rural or remote communities; and (2) live in Coos, Carroll, Grafton, and Strafford counties. These groups experience barriers such as geographic isolation, impacts of poverty, lack of transportation, limited employment opportunities, inadequate training and education options, and limited vocational rehabilitation services. In 2019, the Annual Disability Statistics Compendium, University of

New Hampshire reported that, 1,164,758 people lived in New Hampshire, of which 174,791 were individuals with disabilities from ages 18-64.<sup>2</sup>

The University of New Hampshire Carsey Institute's 2019 data continues to show that New Hampshire is one of the least culturally diverse states in the country. Minorities represent 8.7 percent of the state's adult population and 15.5 percent of the child population. The concentrations of minorities are in the Nashua, Manchester, Concord urban corridor, as well as in the Hanover-Lebanon region. With an increasingly growing population of individuals of Asian origin in the Seacoast area. Demographic change has been uneven across New Hampshire. While approximately 62 percent of the population reside in the three metropolitan counties (Hillsborough, Rockingham, and Strafford), 38 percent live in nonmetropolitan counties, compared to 16 percent nationally.

The prime effort of the State to identify the needs of minority individuals with significant disabilities continues to be the partnership with the Department of Health and Human Services Office of Minority Health. The state continues to have a hiring priority for individuals from diverse ethnic communities, as well as fluency in languages of populations of Asians in the Seacoast Area; Spanish, French in the southern part of the state where the majority of individuals from Central America, Mexico, and Africa are located. The availability of Language Line statewide is helpful in addressing the myriad of languages that are now spoken in the areas referenced above.

### **2.3 COORDINATION:**

Since the last approved SPIL, the resources available for Independent Living Services in New Hampshire remain limited. In order to maximize these resources, the SPIL objectives will be attended to with a small allocation of funds that the SILC retains for its own use (training, conferences, etc.) as well as some funds that the DSE uses to help support the SILC. These resources will be used to continue the SILC's strong partnerships with the DSE, the CIL, and the NH Department of Health and Human Services, Office of Minority Health, and other offices and divisions in NH DHHS.

The coordination of Federal and State funding for IL Services is standard practice in NH because of the minimal funding received. The State IL Program utilizes the Part B monies (Federal and State Match) to leverage additional independent living services for individuals with significant disabilities from qualified non-profit community-based service providers. Part B monies have been distributed annually through the State's Request for Proposal and contracting processes. This SPIL, however, contains an objective to change this to a 3-year contract to align with the 3-year term of the SPIL. The IL Center has been a recipient of Part B monies for more than 25 years. As a result, the level of coordination of IL services in NH is very high. The number of new individuals receiving IL services continues to increase modestly. Because the IL center has a well-established service delivery system and partnerships with other funding streams, Part B monies can directly impact individuals with significant disabilities without duplication. There are two additional providers funded through Part B, the Brain Injury Association of NH, and Northeast Deaf and Hard of Hearing Services. These providers have received funding for more than 15 years. Because of the service delivery infrastructure that has been developed, through the continued close collaborations between the IL Center and the other two, Part B contractors, there continues to be increased capacity for the State Services for Independent Living Program without duplication in spending.

The CIL provides meeting space for the SILC for its general meetings. The SILC provides communication access for all meetings, resources for accessible transportation of SILC members to its meetings, as well as transportation reimbursement for those members who can use a car or driver. The

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<sup>2</sup> [https://disabilitycompendium.org/sites/default/files/iod/reports/2019-annual-disability-statistics-compendium-pdfs/2019\\_Annual\\_Disability\\_Statistics\\_Compendium\\_ALL.pdf?ts=1580831674](https://disabilitycompendium.org/sites/default/files/iod/reports/2019-annual-disability-statistics-compendium-pdfs/2019_Annual_Disability_Statistics_Compendium_ALL.pdf?ts=1580831674)

DSE also provides the use of equipment for presentations by SILC members. As needed, the SILC meetings also are able to be fully remote.

### **Section 3: Network of Centers**

#### **3.1 EXISTING CENTER:**

The State of New Hampshire has one statewide Center for Independent Living, SPIL signatory, Granite State Independent Living (GSIL), located at 21 Chenell Drive, Concord, NH 03301 with additional satellite offices strategically located throughout the state's 10 counties in Manchester, Nashua, Dover, Littleton, and Keene. All GSIL locations provide full CIL services. GSIL funding sources include: Part C, State general revenue for Medicaid services, other funds as awarded through the grant process, and CARES act. As previously mentioned, GSIL also competes for Part B contracts funded from the SILC. Oversight for funding is ACL and the SILC/DSE, respectively for Part B funding; ACL for Part C; Centers for Medicare and Medicaid for state general funds; and ACL for all CARES Act funding.

#### **3.2 EXPANSION AND ADJUSTMENT OF NETWORK:**

As in previous SPILs, the lack of capacity of NH to support additional IL Centers has not changed. The availability of monies in the state to sustain non-profit agencies continues to shrink and there are simply not enough resources for the state to sustain an additional Center. The expansion of additional ILCs is further hampered by the fact that 7 of the 10 Counties in NH are considered rural. A new Center would lack basic fiscal viability. Federal support for services continues to be based on a cost of living increase, or in some cases a reduction of Federal monies, and the State struggles to generate adequate resources to fund even the most basic of human services. Expanding the IL network is not a viable or realistic option during the FY 2021-2023 SPIL.

If funding for ILCs increases over time, the NH SILC will reevaluate the need for additional ILCs and or other providers and issue an off-cycle RFP if needed. Until such time as the number of ILCs in NH changes, the DSE shall allocate Part B funds to the existing providers. Should the funding for part B service be cut, the funding to each of the contractors will be cut accordingly.

In distributing funding from the Independent Living, Part B program, the following formula is applied:

1. All proposals that meet basic qualifications get an average score based on the calculations from the team members reviewing the proposal.
2. Each proposal is ranked, with funding, based on the percentage of their request, of the total grant award available.
3. The highest ranked proposal receives a 3% increase of funding over the total available. The second highest proposal receives a -1% increase of funding over the total available. The third proposal receives -2% of funding less than the total available. This allows for a slightly larger funding opportunity for vendors that score the highest.

In NH we, historically have had three entities that are vying for the Independent living funds for the state each year (approximately \$338,117/year).

As mentioned above, GSIL is a statewide, cross disability ILC providing all required IL core services and some Medicaid services. They have 6 locations throughout the state, with the ability to serve those in need. GSIL has no plans to open any additional locations because its current locations are within reasonable distance to all points of the state. GSIL collaborates with other likeminded mission driven organizations throughout the state to ensure they are reaching those in need of services. GSIL is focused



on engaging with under/unserved populations defined as those who have significant disabilities, those in minority groups, and individuals living in rural areas.

At the time of this submission, the NH SILC does not have a process which addresses the removal/reduction of funding from an ILC, nor does it have a procedure or policy should the only ILC in NH cease to exist. The SILC has added this requirement into section 1.3 Objectives of this SPIL to ensure that processes to address this scenario are developed by the CIL and DSE.

#### **Section 4: Designated State Entity**

**New Hampshire Bureau of Vocational Rehabilitation** will serve as the entity in New Hampshire designated to receive, administer, and account for funds made available to the state under Title VII, Chapter 1, Part B of the Act on behalf of the State. (*Sec. 704(c)*)

##### 4.1 DSE RESPONSIBILITIES:

1. receive, account for, and disburse funds received by the State under this chapter based on the plan.
2. provide administrative support services for a program under Part B, and a program under Part C in a case in which the program is administered by the State under section 723.
3. keep such records and afford such access to such records as the Administrator finds to be necessary with respect to the programs.
4. submit such additional information or provide such assurances as the Administrator may require with respect to the programs; and
5. retain not more than 5 percent of the funds received by the State for any fiscal year under Part B. for the performance of the services outlined in paragraphs (1) through (4).

##### 4.2 GRANT PROCESS & DISTRIBUTION OF FUNDS:

The DSE provides all IL services through contracts with community-based non-profit providers whose Boards are comprised of at least 51% of individuals with disabilities. Every 3-years the DSE will put out a Request for Proposals (RFP) which specifically sets forth the services needed to be provided, including for underserved or unserved populations. The DSE & SILC will review all proposals received and select providers based on the requirements established by the RFP. Contracts will be written with specific requirements, ensuring that the funds are used appropriately.

##### 4.3 OVERSIGHT PROCESS FOR PART B FUNDS:

There is a regular review of all expenses and services to ensure that Part B contractors are following the contract provisions and statutory requirements.

##### 4.4 ADMINISTRATION AND STAFFING:

The DSE provides administrative support to the SILC through a contract with the Governor's Commission on Disability (GCD). The contract includes housing the SILC office, the salary of the SILC Program Assistant, and the routine office expenses to conduct the business of the SILC.

The DSE does not assign the SILC Program Assistant any duties that would create a conflict of interest. The SILC Program Assistant is directly supervised by the Executive Director of the Governor's Commission on Disability (GCD), however she works solely on issues which are related to Independent Living, with all assignments made and/or vetted and approved by the SILC Chair and Executive

Committee. While the personnel evaluation for the SILC Program Assistant is the responsibility of the GCD Executive Director in compliance with state personnel rules, the SILC Chair and members of the Executive Committee provide substantial input into the Assistant's personnel performance evaluation.

#### 4.5 STATE IMPOSED REQUIREMENTS:

State-imposed requirements contained in the provisions of this SPIL including: *(45 CFR 1329.17(g))*

- State law, regulation, rule, or policy relating to the DSE's administration or operation of IL programs
- Rule or policy implementing any Federal law, regulation, or guideline that is beyond what would be required to comply with 45 CFR 1329
- That limits, expands, or alters requirements for the SPIL

**There are no State-imposed requirements contained in the provisions of this SPIL.**

#### 4.6 722 VS. 723 STATE:

Check one:

722 (if checked, will move to Section 5)  
 723 (if checked, will move to Section 4.7)

#### 4.7 723 STATES:

Order of priorities for allocating funds amounts to Centers, agreed upon by the SILC and Centers, and any differences from 45 CFR 1329.21 & 1329.22.

How state policies, practices, and procedures governing the awarding of grants to Centers and oversight of the Centers are consistent with 45 CFR 1329.5, 1329.6, & 1329.22.

### **Section 5: Statewide Independent Living Council (SILC)**

#### 5.1 ESTABLISHMENT OF SILC:

The New Hampshire Statewide Independent Living Council, located at 54 Regional Drive Suite 5, Concord, NH 03301, was and continues to be operational pursuant to the statutory provisions in Title VII of the Rehabilitation Act, as amended, and governed by Council approved Bylaws. The DSE provides administrative support to the SILC through a contract with the Governor's Commission on Disability (GCD). The contract includes housing the SILC office, the salary of the SILC Program Assistant and the routine office expenses to conduct the business of the SILC. The DSE does not assign the SILC Program Assistant any duties that would create a conflict of interest. The SILC Program Assistant works solely on issues which are related to Independent Living with all assignments vetted and approved by the SILC Chair. The SILC Program Assistant is directly supervised by the Executive Director of the GCD. However, the SILC Chair and Executive Committee have authority to provide specific supervision regarding SILC related projects. While the personnel evaluation for the SILC Program Assistant is the responsibility of the GCD Executive Director, in compliance with state personnel rules, the SILC Chair and members of the Executive Committee provide substantial input into the Program Assistant's personnel performance evaluation as well as any needed disciplinary action.

## 5.2 SILC RESOURCE PLAN:

The three-year resource plan prepared by the SILC provides for salary, benefits, housing of the office, office supplies and equipment. These are funded through the NH's Innovation and Expansion resources under WIOA, Title IV, Rehabilitation Act Amendments. The DSE utilizes Title VII resources for costs associated with full SILC meetings and its committee/task force meetings, including transportation, communication and meeting access, and meeting materials. The SILC Executive Committee is charged with the oversight of the SILC's resources. As part of the State of New Hampshire's contract requirements, all Part B grantees are required to submit fiscal and performance reports, as well as year-end reports. The Executive Committee reviews these reports. Funding levels are presented in section 1.5.

## 5.3 MAINTENANCE OF SILC:

The SILC is governed by the Bylaws and Policies & Procedures (P&Ps) of the SILC. The Bylaws and P&Ps can be found at the end of section 5.3.

SILC membership and recruitment continues to be guided by the following criteria: statewide representation; representation of a broad range of individuals with significant disabilities; knowledge of the Independent Living philosophy; persons from or representing ethnic minorities; and the knowledge of the independent living services and needs in NH as they relate to community living of persons with significant disabilities. The SILC recruits its members directly from individuals who indicate an interest in serving on the SILC, via word-of-mouth, from cross disability organizations & service providers, and from recommendations of current SILC members. The Executive Committee reviews each membership application and then make an appointment recommendation to the Governor's Office. Each member is appointed by the Governor to a three-year term, except if a member is appointed to fill a vacant position which occurs prior to the term's end.

The SILC Outreach & Membership Committee is responsible for community outreach for potential SILC members. The process is straightforward. When an individual has indicated an interest in serving on the SILC, they are sent an application (applications are also available on the SILC website). General information is provided to the potential member about the Council, its work, and responsibilities. The application is forwarded to the Executive Committee for its review and recommendation. The DSE participates in the review and provides input but does not participate in the decision on forwarding the recommendation to the Governor. If for some reason the applicant is determined not to be suitable, then a letter is sent from the Executive Committee. If the application is approved, the application and the resume are forwarded on to the Governor's Office for final action. If there are questions, as much additional information as available is provided. The Governor's Office apprises the individual of the appointment by letter.

# New Hampshire Statewide Independent Living Council

## By-Laws

Adopted September 2020

Article I	Name
Article II	Purpose, Mission and Philosophy
Article III	Council Membership
Article IV	Powers and Duties of Officers

Article V	Committees
Article VI	Conflict of Interest
Article VII	Amendments

Definitions:

Designated State Entity (DSE) shall mean the New Hampshire Bureau of Vocational Rehabilitation.

Year shall be defined as October 1<sup>st</sup> through September 30<sup>th</sup>.

## Article I

### Name

The organization will be known as the New Hampshire Statewide Independent Living Council and will hereafter be referred to as the Council or SILC.

## Article II

### Purpose, Mission & Philosophy

#### Section 1 Purpose

The purpose of the SILC is to provide advice to the Governor of the State of New Hampshire and the New Hampshire Bureau of Vocational Rehabilitation (herein “DSE”) connected to the section of Title VII services as described under The Rehabilitation Act of 1973, as amended by WIOA in 2014, to individuals with significant disabilities to improve their ability to function, continue functioning, or move toward functioning independently in the family, community or to continue in employment.

The primary duties of the SILC are:

1. To jointly develop the State Plan for Independent Living, (herein “SPIL”) with the Director of the Center for Independent Living (CIL) after input from individuals with disabilities throughout the state and sign the SPIL along with the DSE as required in Section 704 of the Rehabilitation Act.
2. Shall provide for the review and revision of the SPIL not less than once every three years.
3. To implement and monitor the compliance of the approved SPIL throughout the SPIL tenure.
4. To coordinate activities with the State Rehabilitation Council (herein “SRC”) and other councils that address the needs of specific disability populations and issues under Federal Law.
5. To ensure that all regularly scheduled meetings of the SILC are open to the public and sufficient advance notice is provided.
6. To provide to the Commissioner of the Administration of Community Living such periodic reports when requested, keep such records, and afford such access to such records, as the Commissioner finds necessary to verify such reports.
7. As requested, provide reports to the Administration of Community Living.
8. To hold such hearings and forums as the SILC may decide are necessary to make and give reports.
9. As needed and consistent with state law, supervise and evaluate staff and other personnel as may be necessary to carry out the duties of the SILC.

#### Section 2 Mission

The Mission of SILC is to provide leadership and advocacy in support of the independent living philosophy for persons with significant disabilities.

#### Section 3 Philosophy

SILC will be guided by the independent living philosophy. The philosophy of independent living includes consumer control, peer support, self-help, self-determination, equal access and individual and systems advocacy in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities. The Council promotes integration and full inclusion of people with disabilities into mainstream America.

### Article III Council Membership

#### Section 1. Number of Members

The Council shall consist of not less than eleven (11) or more than eighteen (18) members.

#### Section 2. Appointment

Members of the SILC shall be appointed by the Governor. Interested individuals must contact the SILC's Chairperson indicating their interest in becoming a council member. The SILC chairperson forwards individual's resume to the SILC's nominating committee to put forth to the Council for approval to send to the Governor's office. The effective date of each member's term will be the date of the Governor's appointment letter.

Members:

- a. Support the purpose, mission, and philosophy of SILC.
- b. Commit time, expertise, and energy to the fulfillment of the purpose of the Council including regular attendance at Council meetings and must serve on at least one of the standing committees during their tenure as a Council member.
- c. Will not designate another individual to represent him/her at SILC meetings or SILC committee meetings.

#### Section 3: Composition

- a. As a voting member, the director of the Center for Independent Living.
- b. As ex officio, non-voting members, a representative from the DSE, and representatives from other State agencies that provide services for individuals with disabilities.
- c. Additional members may include:
  - a) Voting members may include:
    - i. Parents and/or guardians of individuals living with a disability.
    - ii. Individuals living with a disability.
    - iii. Advocates of and for individuals living with a disability.
    - iv. Representatives from private business.
    - v. Representatives from organizations that provide services for individuals living with a disability.
    - vi. Other interested individuals.
    - vii. Non-voting: Other representatives from the Center for Independent Living.
  - a) No organization may have more than 2 employees serve on the Council at the same time.

#### Section 4. Council Composition

Membership recruitment will be guided by the following:

- a. Members who provide statewide representation.
- b. Those who represent a broad range of individuals with disabilities from diverse backgrounds.
- c. Knowledge about the independent living philosophy, movement, and needs.

- d. Require that a majority of members are individuals living with a disability and are not employed by any State agency or any Center for Independent Living.

Section 5. Term of Office

- a. Each member of the SILC is appointed to serve for a term of three (3) years, except if a member is appointed to fill a vacancy occurring before a term of another member is over. In this case the term of service shall be for such fewer number of years as will provide for the expiration of terms on a staggered basis.
- b. No member of the SILC may serve more than two (2) consecutive three (3) year terms.
- c. Openings shall be filled in the same manner as the original term. The vacancy shall not affect the power of the remaining members to carry out the duties of the Council.

Section 6 Removal

Any Council member may be removed as a member of the Council and /or as an officer of the Council by a majority of the Council members at any time for any reason.

Section 7. Resignation

Any Council member may resign in writing to the SILC Chair. Such resignation shall be effective upon receipt unless it is specified to be effective at some other time or upon the happening of some other event.

Section 8. Regular Meetings

Regular meetings of the Council:

- a. Shall be held every other month with a schedule to be issued and posted accordingly, prior to the start of each new Year.
- b. Annual meeting will be held each year during the last meeting of the year for the purposes of electing officers.
- c. Will be open and accessible to the general public.
- d. Voting may occur at any meeting with decisions final on a simple majority.
- e. Will follow “Robert’s Rules of Order” (most current edition).
- f. Will be recorded in minutes made available in accessible formats.

Section 9. Notice of Meetings

Annually, the SILC will issue meeting dates for the next year, dates will be sent electronically or by mail to each member.

Section 10. Quorum

Two-thirds (2/3) of the duly elected members shall constitute a quorum for any regular meeting of the Council for the transaction of business. A simple majority of those members present shall carry the vote.

Section 11. Voting Rights

Each voting member has one vote.

Section 12. Compensation

Members shall not receive any compensation for their services as a member but may be reimbursed for expenses incurred in carrying out their duties as members including attendance at Council and Committee meetings.

Article IV

Powers and Duties of Officers

Section 1. Election and Term of Office

The Executive Committee shall nominate a slate of officers from the general membership and present this list of nominees to the SILC. An announcement of the election will be mailed to membership at least ten (10) days before to the scheduled election. The elected officers of this organization shall be the Executive Committee and shall include the:

1. Chairperson of the Council
2. 1<sup>st</sup> Vice Chair
3. 2<sup>nd</sup> Vice Chair
4. Secretary
5. Immediate Past Chairperson (ex officio)
  - a. The officers shall be elected by the Council membership at the Annual SILC meeting.
  - b. Term of office for Chairperson and Vice Chairpersons is one (1) year. A person shall not be Chairperson or Vice Chairperson for more the four (4) one (1) year terms.
  - c. Vacancies shall be filled by a vote of the membership.
  - d. The Chairperson may elect or appoint such other officers as deemed necessary for the functioning of the Council, including an unexpected vacancy of an executive member.
  - e. The office of any official position may be combined and held by one (1) person.

Section 2. Chairperson

The Chairperson shall:

- a. Be a voting member of the Council.
- b. Preside over SILC and Executive Committee meetings.
- c. Appoint chairpersons of all committees and shall serve as a voting member of all committees.
- d. Appoint delegates/representatives to other organizations deemed appropriate, necessary, and consistent with the purpose of this organization.
- e. Serve on the SRC or designate among the officers, a representative to serve on the SRC.
- f. Forward nominations for the SILC membership to the Governor.
- g. Represent the SILC or assign a Council member to represent the SILC.
- h. Prepare reports or other documents, as necessary for SILC meetings.
- i. Have the authority to establish an ad-hoc committee for the purpose of conducting business for the SILC.
- j. Chairperson's vote shall act as a tiebreaker for any Council or committee vote.

Section 3. 1<sup>st</sup> Vice Chair

The primary responsibility for the 1<sup>st</sup> Vice Chair is to become familiar with the SILC, SRC, ILC, Government agencies, and personnel involved with the Independent Living process. The 1<sup>st</sup> Vice Chair shall:

- a. Be a voting member of the Council.

- b. Preside over SILC and Executive Committee meetings in the absence of the Chairperson.
- c. Prepare for the position of Chairperson.
- d. Attend meetings with or in place of the Chairperson to become familiar with the SILC process.
- e. Have such powers and perform such duties as may be assigned by the Chairperson.

#### Section 4. 2<sup>nd</sup> Vice Chair

The Second Vice Chair shall have such powers and perform such duties as may be delegated by the Chairperson and be a voting member of the Council.

#### Section 5. Secretary

The Secretary shall review, edit, and approve minutes of Council meetings prior to distribution to the full membership for final approval. The Secretary shall perform such other duties and have such other powers as the Chairperson may from time to time designate and be a voting member of the Council.

#### Section 6. Immediate Past Chairperson

The Immediate Past Chairperson shall assist in the transition of the new Chairperson. He/she will serve on the Executive Committee with voting authority if still within their term as a Council member. If her/his term as a Council member has expired, they shall remain on the executive committee and Council for one year as a non-voting member.

### ARTICLE V Committees

#### Section 1. Appointment and Tenure

The chair and other members of each committee shall be appointed by the Council Chairperson.

#### Section 2. Duties of Committee Chairpersons

1. Schedule committee meetings.
2. Organize agendas for committee meetings.
3. Coordinate activities of the committee.
4. Maintain necessary written records of Committee meetings and activities.
5. Report committee activities to Executive Committee and at full Council meetings.
6. Ensure committee members' accessibility issues are addressed, using DSE staff to assist in arrangements as needed.
7. Arrange for compensation and expenses of committee members as necessary.

#### Section 3. Scope of Responsibility

The scope of responsibility of each committee is outlined below. All standing committees are responsible to further the mission of the SILC and guided by charges from the Chairperson or outlined in the SPIL. Each committee's recommendations shall be conveyed by the Committee Chair to the Council for action.

#### Section 4. Standing Committees

The following committees shall be appointed annually:

1. Executive Committee



- a. The make-up of the Executive Committee shall be the Officers of the Council and the Immediate Past Chair. Non-voting members, the DSU representative may attend the Executive Committee.
  - b. The purpose of the committee is to further communications between meetings and to act for the Council in emergencies.
  - c. All activities taken by the Executive Committee between Council meetings will be reported to the full Council at its next regularly scheduled meeting.
  - d. Primary responsibilities include:
    - i. Participation in the development and approval process of SPIL.
    - ii. Advising the Governor and DSE regarding issues concerning independent living.
    - iii. Annual review of membership status of the SILC.
    - iv. Completion of Annual Report of the SILC.
    - v. Creating the calendar for Council Meetings each year.
    - vi. Make recommendations regarding the removal of Council members due to excessive absence or failure to carry out their duty as a Council member.
2. Governance Committee
- a. The committee composition includes a Committee Chair named by the Chairperson and members who are designated by the Chairperson of the Council.
  - b. Responsibilities include:
    - i. To evaluate SILC staff.
    - ii. Periodic progress evaluation of the SPIL.
    - iii. Together with the DSE prepare a resource plan to meet the needs of the SILC as well as such compensation and expenses that are reasonable and necessary for the membership to participate in the SILC.
    - iv. Review financial information and reports from the recipients of Part B monies in accordance with Financial Records Keeping (Sec 704 (m) (A) and (B) of the Act; 34 CFR 364.35).
  - c. Maintain records that fully disclose:
    - i. The amount and disposition by each recipient of the proceeds of such financial assistance.
    - ii. The total cost of the project or undertaking in connection with which such financial assistance is given or used.
    - iii. The amount of that portion of the cost of the project or undertaking supplied by other sources.
    - iv. Compliance with the requirements of Chapter I and 34 CFR Parts 364, 365, 366, and 367.
  - d. Maintain such other records as the Secretary determines to be appropriate to facilitate an effective audit.
  - e. Access to Financial Records (Sec 704 (m) (4&5) of the Act; 34 CFR 364.37).

All recipients of financial assistance under Chapter I will afford access to the Secretary and the Comptroller General or any of their duly authorized representatives, for the purpose of conducting audits and examinations, to all records maintained pursuant to section 7.3 of the SPIL immediately above and any other books, documents, papers, and records of the recipients that are pertinent to the financial assistance received under Chapter I. 3. 7.5 Financial Reports (Sec 704(m) (4) (D) of the Act: 34 CFR 364.36). All recipients of financial assistance under Chapter I will submit reports with respect to records required in section 7.3 of the SPIL, as the Secretary determines to be appropriate.

3. Advocacy Committee
  - a. Composition includes a Committee Chair designated by the SILC Chairperson and members who are designated by the Chairperson of the SILC.
  - b. Responsibilities include:
    - i. Coordinate advocacy and outreach on key independent living issues.
    - ii. Identify independent living issues.
    - iii. Identify and collaborate with appropriate partners as needed.
4. Membership Committee
  - a. Composition includes a Committee Chair designated by the SILC Chairperson and members who are designated by the Chairperson of the SILC.
  - b. Responsibilities include:
    - i. Assist in the review of applications for new Council members.
    - ii. Conduct new member orientation to help with the transition of new members to the work of the Council.
    - iii. Survey the Council membership to assess needs and recommendations.
    - iv. On-going monitoring of term limits and membership compliance with SILC By-Laws.

#### Section 5. Task Forces

As the need arises, the SILC Chair may establish a task force for the purpose of investigating or taking action on specific issues within Council established policies. These task forces are limited to acting on the issues for which they were created, and within the timeframe established for the assignment.

### Article VI

#### Conflict of Interest

##### Section 1. Definition

All voting and non-voting members of the Council have the duty to inform the Council in writing of any actual or potential conflicts of interest in respect to their personal interests and those of the Council. A Conflict of Interest is defined as any matter of Council business which shall or might result in that member, or his/her organization, receiving a direct or indirect personal benefit, financial or otherwise, or that might be perceived as a conflict of interest as described by State or Federal Law the U.S. Department of Education.

##### Section 2. Prohibition on Voting

No member shall cast a vote on any matter that would provide direct financial benefit to the member, the member's related organization, or otherwise give the appearance of a conflict of interest under State or Federal Law.

##### Section 3. Resolving a Conflict of Interest

The Governor will resolve any disagreement between the SILC and the DSE concerning resources necessary to carry out the functions of the SILC.

### Article VII

#### Amendments

##### Section 1. Amendments

These bylaws may be amended or new ones adopted by a two-thirds majority of the Council members at any regular or special meeting of the Council provided, however, that the notice of such meeting shall specify that amendments to the bylaws will be considered at such meetings and shall summarize the proposed amendments. Any and all votes outside of the full Council made by the Executive Committee shall be sent to the full Council immediately post vote.

Section 2. Two-thirds Majority Vote

A two-thirds (2/3) vote of the Council shall be required for ratification.

Section 3. Consistency with State and Federal Statutes

Any amendments, alterations changes, additions, or deletions from these Bylaws shall be consistent with the laws of New Hampshire and the Rehabilitation Act of 1973, as amended.

Revised and Approved: May 2005; Voted June 7, 2005,

Revised and Approved: Jan 2007; Voted Full SILC March 2007

Revised and Approved: 08/2020 Voted Executive Committee 08/2020

Revised and Approved: 09/16/2020; full Council

**New Hampshire Statewide Independent Living Council  
Policies and Procedures**

- I. MEMBERSHIP
- II. STAFF SUPPORT
- III. SILC WEBSITE
- IV. PUBLIC FORUMS
- V. REQUESTS for PART B CONTRACTOR PROPOSALS & FINANCIAL REPORTING EXPECTATIONS

**MEMBERSHIP**

As governed by the approved Bylaws, the Council shall be represented by:

1. Consist of not less than eleven (11) or more than eighteen (18) members.
2. Members must be appointed by the Governor.
3. Required:
  - a. Director of CIL (voting member)
  - b. DSE representative (non-voting member)
  - c. Other state agencies providing services for individuals with disabilities (non-voting)
4. Other members:
  - a. Parents and/or guardians of individuals living with a disability.
  - b. Individuals living with a disability.
  - c. Advocates of and for individuals living with a disability.
  - d. Representatives from private business.
  - e. Representatives from organizations that provide services for individuals living with a disability.

- f. Other interested individuals.

Council members are appointed to a three (3) year term and may serve up to two (2) consecutive three (3) year terms.

## STAFF SUPPORT

SILC Support Staff will be responsible for:

- Maintenance of the SILC membership roster to include each member's:
  - Name, address, phone #, e-mail address, etc.
  - Disability status (Y or N)
  - Group or type of constituency they represent (person w/disability employer/organization, state agency, etc.)
  - Year appointed by Governor (for questions about terms contact the Director of Appointments, Office of the Governor)
  - SILC committees/task forces involved with
- Responding to membership inquiries
  - Membership inquirers will be advised that they need to submit a completed application for SILC membership and a resume. It is preferred that these be sent electronically.
  - Applications and resumes of SILC applicants will be sent to members of the SILC Executive Committee prior to meetings of that committee. The Executive Committee will be responsible for vetting the applications and approving or rejecting them.
  - Support staff will send a message to applicants informing them of the Executive Committee's decision.
  - In the case of approved membership applicants, support staff will forward the pertinent information to the Director of Appointments at the Governor's Office.
- Pre and Post tasks for SILC meetings:
  - ASAP:
    - Work with the Chair to develop a meeting agenda and disseminate it to committee members prior to the meeting
    - Schedule meeting room for meetings
    - Set up remote meeting access for those who cannot attend in-person
    - Call NDHHS to arrange ASL Interpreters for meetings:

Northeast Deaf and Hard of Hearing Services, Inc.

57 Regional Drive, Unit D,

Concord, NH 03301

603-224-1850 or at: [referral@ndhhs.org](mailto:referral@ndhhs.org), [www.ndhhs.org](http://www.ndhhs.org)

- 3 weeks before meetings:
  - Set up remote meeting access for those who cannot attend in-person
  - Send meeting announcement to all SILC members
  - Track attendance replies
  - For attendee transportation needs, call GSIL to arrange for transportation to SILC meetings:

Sara O'Dougherty, Transportation Manager

21 Chenell Drive

Concord NH 03301

603-228-9680 ext. 1104

Direct: 603-410-6504

Cell: 603-568-3948

- 2 weeks before meetings:
  - E-mail those SILC members who have not yet replied re their attendance.
- 1 week before meetings:
  - Make copies of all handouts, Agenda, etc. for the meeting.
  - E-mail all meeting materials to SILC membership - any handouts must be provided in electronic format.
- Day of meeting:
  - Ensure the ASL interpreters & CART reporter have arrived.
  - Set up meeting room – large square of tables, remote access tech.
  - Put out any handouts (agenda, meeting minutes, meeting materials, etc.) on table by room entrance.
  - Put out member name plates on table.
  - Take minutes. There is a laptop and tape recorder in the SILC inventory for this.
- After meeting:
  - Send draft minutes to SILC Chair for edits. Once they are reviewed and ok'd provide them to SILC members prior to the next meeting of the full SILC.
- Maintain the NH SILC website and social media sites according the SILC's website policies and procedures.
- Maintain, archive, and backup e-mails and electronic & written SILC, records, documents, and materials.

## SILC WEBSITE

The NH SILC website, located at <https://silcnh.org/>, shall be updated no less than monthly. Items to be updated include:

- Minutes of full SILC and all SILC sub-committees
- Events Calendar
- Documents, as necessary
- Other information as considered relevant by the SILC and directed by the Chair.

The NH SILC website shall include a page describing the NH SILC's Terms of Service, which shall include, but not be limited to the following:

- Disclaimer

“The N.H. Statewide Independent Living Council maintains this website for access to the NH SILC information. Continual changes are made to this website and, therefore, the information is subject to change, or relocate without notice. It is the NH SILC's goal to keep the most current and accurate information available to the public on this site, however, varying events can occur that could affect the timeliness of the information and accuracy of the content. The N.H. Statewide Independent Living Council does not warrant or make representations or endorsements as to the quality, content, accuracy or completeness of the information, text, graphics, links, and other items contained on this website or any other website. Such materials have been compiled from a variety of sources and are subject to change without notice from the N.H. Statewide Independent Living Council. The N.H. Statewide Independent Living Council, as well as its officers, members and employees, will be not liable for damages of any kind rising from the use of this website, regardless of the cause.

- Advertising

“The N.H. Statewide Independent Living Council website does not contain advertising for the purpose of commercial gain and will not accept requests for such. Some external links may

contain commercial advertising. However, such links do not imply the NH SILC's responsibility for or endorsement of such advertising.

Except to the extent required by law, communications made through e-mail and message systems shall in no way be deemed to constitute legal notice to the N.H. Statewide Independent Living Council or any of its agencies, officers, employees, agents, or representatives relating to any existing or potential claim against the NH SILC where notice to the NH SILC is required by any federal, state, or local laws, rules or regulations.”

- Copyright

“Certain materials contained within the N.H. Statewide Independent Living Council's website may be entitled to copyright, service mark or trademark protection under state and federal law. Such materials remain the property of their respective owners and unauthorized use or republication of those materials may be subject to a legal action for infringement. Except to the extent by law, the use or replication of the material contained in this website is prohibited without the written permission of the N.H. Statewide Independent Living Council. Commercial use of the NH SILC's website and contents contained herein is prohibited without advance, written permission from the N.H. Statewide Independent Living Council. Viewers may print copies of information provided on the NH SILC's website for personal use and may refer to NH SILC websites in documents.

Trademarks not owned by the NH SILC that appear on this site are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by the N.H. Statewide Independent Living Council. Full rights are retained by the owners of those trademarks and service marks.”

- Links

“The N.H. Statewide Independent Living Council website contains links to other Internet sites and resources as a convenience to the viewer. The N.H. Statewide Independent Living Council is not responsible for, and accepts no liability for, the availability of these outside resources. Linked websites are not under the control of, nor maintained by, the N.H. Statewide Independent Living, and the NH SILC is not responsible for the content of these websites, which can and do change frequently; nor for any internal links that displayed websites may contain. In addition, the inclusion of a linked website does not constitute an endorsement or promotion by the N.H. Statewide Independent Living

Users should be aware the N.H. Statewide Independent Living Council is not responsible for the privacy practices of those sites when linked to them through the NH SILC's website. Viewers must be aware when they leave the NH SILC's website via links to other sites, the information found is beyond the scope of NH SILC control. These other sites may send their own cookies to users, collect data or solicit personal information. Viewers should read the privacy statements on these linked websites. The N.H. Statewide Independent Living Council's privacy statement applies only to the website under its sole control.

The purpose of the N.H. Statewide Independent Living Council website is to promote the programs, services, policies, and objectives of the N.H. Statewide Independent Living Council. The NH SILC reserves the right to refuse any website link or to delete links already posted at any time, in conformance with this policy, without notice.

Any request for an external link will undergo review to determine its relevance and appropriateness, using the following criteria:

The NH SILC will consider providing a link to the following types of websites:

- A federal, state, or local governmental agency or public school.
- A community organization that receives funding from the N.H. Statewide Independent Living Council.
- A City, board, commission, or committee.
- Agencies, organizations, and companies sponsoring or otherwise participating in NH SILC activities.
- Companies or non-profit organizations that provide a public service to the community.
- Companies and organizations that provide life-sustaining, public safety, and public health information.
- An established news-gathering organization.
- Local “web portals” which direct users to community services in the State of New Hampshire.

The NH SILC will not consider providing a link to the following types of websites:

- Businesses or non-profit organizations unless they fit any of the criteria stated above.
- Political campaigns and endorsements.
- Political organizations or other organizations advocating or opposing a local, state, or federal issues or ballot proposal.
- Adult material not related to health education.
- Promotion of illegal materials or information, such as hate speech or obscene content.
- Religious organizations or the promotion of religious information.
- And individual or personal websites.

Certain private websites to which the N.H. Statewide Independent Living Council may provide an external link may include advertising or promotional material in the information display. The N.H. Statewide Independent Living Council is not responsible for nor does it support or promote such advertising.

It is not necessary to obtain advance permission to link to the N.H. Statewide Independent Living Council’s website if you are making a simple link to the homepage. Please note the N.H. Statewide Independent Living Council may change URLs and subpage paths at any time.

Links to the NH SILC’s website must not be made within frames or otherwise present the NH SILC’s content as that of an outside site. Any link to the NH SILC’s site should be a full forward link that passes through the client browser to the NH SILC’s site unencumbered. The BACK button should return the viewer to the external website, if they wish to back out of the NH SILC’s website. Although content on the NH SILC’s website is public information, the N.H. Statewide Independent Living Council maintains and will defend a copyright interest in these pages. Contact the N.H. Statewide Independent Living Council’s office to use a copy of NH SILC’s graphics on external websites.

The N.H. Statewide Independent Living Council may remove any external link for the following reasons:

- The website no longer fits the above criteria.
- The link no longer points to the original information or resources for which it was approved.
- The link points to information that is inaccurate, misleading, or otherwise violates the above criteria.

- Access to the information has become difficult due to non-standard formatting, lengthy download times, or intrusive advertising.
- The link is permanently unreachable or remains unavailable for a lengthy period.”
- Privacy

“The NH SILC’s privacy policy applies only to the NH SILC’s website. When a viewer follows a link to another website, this policy does not apply. Viewers should check the privacy policy of each of these other websites with regard to how they handle personally identifiable information.

The N.H. Statewide Independent Living Council does not sell or rent personally identifiable information. Information provided to the N.H. Statewide Independent Living Council, including e-mails, may be subject to applicable state and federal legislation.

The N.H. Statewide Independent Living Council’s website does not utilize cookies, nor does it place any identifier or program on a user’s computer.

The N.H. Statewide Independent Living Council’s website utilizes server logs and log analysis tools to create summary statistics about the use of the website. The summary statistics are used for purposes such as assessing what information is most interest to viewers, determining technical design specifications and identifying system performance or problem areas.

For certain online forms, the viewer will be asked to enter certain personal information which will vary depending on the form. Whenever personal information is requested from the viewer on the NH SILC’s website, there will be an indication of whether the disclosure of such information is mandatory or optional.

The NH SILC’s online surveys may ask for contact information and/or demographic information. The NH SILC uses contact data from surveys to identify who completes the survey. Demographic and profile data is used for compilation purposes pertaining to the survey subject matter only.

The N.H. Statewide Independent Living Council may be required by law enforcement or judicial authorities to provide personally identifiable information to the appropriate enforcement agencies. The N.H. Statewide Independent Living Council fully cooperates with law enforcement agencies in identifying those who use the NH SILC’s services for or in connection with illegal activities. The NH SILC reserves the right to report to law enforcement agencies any activities it, in good faith, believes to be unlawful. Except for law enforcement investigations, no other attempts are made to identify individual viewers of the NH SILC’s website or their viewing habits.

For site security purposes, the N.H. Statewide Independent Living Council has security measures in place to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload or change information on this website are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.”

## PUBLIC FORUMS

Periodically, as part of SILC’s on-going monitoring of the unmet needs and priorities of people with disabilities in New Hampshire, a community needs assessment will be conducted. One way to accomplish this task is to hold community forums.



Based on past-experience and to maximize the benefit of the information gathered from these forums, the following should be included in the planning process:

- Preparation and Planning
  - Allow 3-4 months lead time for adequate planning.
  - Establish a budget based on available resources and the SPIL.
  - Engage an individual, such as a consultant, to facilitate the meetings and complete a report of findings.
  - Based on current issues, desired feed-back and budget constraints a decision is needed to determine the number and geographical location of the forums. To reach the maximum number of individuals, it is recommended that forums be held in as many different locations as possible rather than 2 forums in one location.
  - Once the geographical targets are identified a search to determine accessible sites will be needed.
  - The preferred time to hold the forums is late morning or early afternoon. Light refreshments should be made available.
  - Set-up website to gather information from individuals who are unable to attend.
  - Every attempt will be used to arrange for the use of public space or other space available for no or low cost.
  - Space should be able to accommodate 50-75 participants. Space must be able to accommodate a commensurate number of wheelchair users.
  - Room will need to accommodate a flip chart(s), interpreters and possibly LCD projection and allow for set up for informational materials and refreshments.
  - Reserve room with adequate time to allow for set-up, wrap-up and clean-up.
- Publicity and Outreach
  - Consider hiring a PR professional to publicize the forums in print, radio, television, etc.
  - Provide a training to SILC membership so that each member can personally network to encourage forum attendance.
  - Utilize technology, including email, to publicize the forums.
  - Partner with service providers, cities or towns or other interested parties to request assistance to contact their constituents about the forum.
  - Use telephone or other direct interview methods as an additional outreach effort.
  - Use available vehicles such as NH Public Radio, Public Service announcements (consider college radio stations), letters to the editor, local cable stations to enhance overall publicity of the forums.
- Reporting Results
  - A comprehensive summary of findings should be produced and reported to the SILC membership.
    - Based on the findings, the SILC should determine the priorities and the action steps identified during the process.
    - The report should also include recommendations about the process and suggestions to improve future efforts.

## REQUESTS for PART B PROPOSALS (RFPs)

Requests for Proposals (RFPs) will be issued from The State of New Hampshire, Department of Education, Division of Adult Learning and Rehabilitation, including the following language:

“The State of New Hampshire, Department of Education, Division of Adult Learning and Rehabilitation requests proposals to provide case management and independent living services to individuals with significant disabilities. The contractor will determine eligibility in accordance with 34 CFR Part 364.51 and 364.4 (Authority: 29 U.S.C. 711 and 796c(e)) to develop and approve Independent Living Plans based on 34 CFR 364.52, (Authority: 29 U.S.C. 711 (c) and 796c(e) and (j)) and provide independent living services up to the limit of the contract based on 34 CFR 364.4 sections (1) through (21). (Authority: 29 U.S.C. 796 e-2(1)). The contractor will be responsible for maintaining consumer case records, developing and maintaining a database for federal reporting, and filing a federal report.

Public and private non-profits organizations, who can provide services to persons with significant disabilities and who can demonstrate consumer control with a governing board and staff comprised of at least 51% persons with disabilities, are invited to submit a proposal for at least one of the following: service coordination, interpreters services, accessible van transportation, transportation reimbursement, home modifications., assistive equipment, and training to members of the Statewide Independent Living Council or other services suited to the needs of persons with significant disabilities.

Approximately \$000,000<sup>2</sup> is available to support the Title VII, Part B Independent Living Program of which \$000,000 is federal funds and \$00,000 is a required state match. The State Department of Education, Division of Adult Learning and Rehabilitation reserves the right to reject any and all proposals.

Daniel B Frye, Administrator, (603) 271-3814 Voice/TTY, will furnish proposal requirements upon request. Three copies of the completed proposals should be submitted to Lisa K. Hinson-Hatz, Director, Division of Adult Learning and Rehabilitation c/o Independent Living Program, 21 S. Fruit Street, Suite 20, Concord, NH 03301, no later than 4:00 PM, by the date noted in the current RFP.”

- Criteria for Part B RFP Responses
  - Executive Summary 5 points
  - Introduction 5 Points
    - Description of agency
    - Mission statement
    - Population served
    - Description of program(s)
    - Location of program/s, etc.
    - Evidence of governing board with consumer control:
      1. 51 percent person with disabilities
      2. List of board members and their disabilities- if a board member wishes not to disclose his/her disabilities the board list must state the number of members who have chosen not to disclose
      3. List of members of the board with brief biographies
      4. Copy of bylaws of the organization

5. Organizational chart demonstrating the board's position in decision making in the organization
6. An interview with a board member with a significant disability, who can speak to the governance of the board about the organization. This will take place as a question and answer ("Q&A") session directly prior to the RFP panel review meeting (i.e., on the same day as the RFP panel review meetings).
7. Board meeting minutes for the 12-month period immediately preceding the submission of a proposal

\*\*Note: Numbers 2-7 will be provided in the appendices

- Problem Statement 15 points
  - Evidence of need for the project should include:
    - Specific examples of the problem stated
    - Available statewide statistics to demonstrate need
- Program Objectives 25 points
  - Must be described in measurable terms and include:
    - Services to be provided
    - Projected numbers of consumers to be served
    - Relationship to other community programs
    - Relationship to current State Plan for Independent Living (State Plan will be included for review)
- Methods 25 points
  - Describes how the activities to be conducted will achieve the objectives
  - Scope of the project must include:
    1. Services
    2. Detailed description of how services will be provided
    3. Description of how services to be provided meet the demonstrated need
  - Staff
    1. Key personnel who will provide the services
    2. Their qualifications
    3. Job descriptions (tasks of each position) and organizational chart to be included in the appendices
- Evaluation 15 points
  - Must include expected impacts and their evaluation
  - Describes how data will be gathered
  - Explains any instruments used
  - Describes data analysis to be used
  - Describes evaluation reports to be used
- Budget 15 points
  - Total project budget must include:
    1. Salaries and fringe benefits
    2. Non-personnel expenses (such as office supplies, rent, insurance)
    3. Indirect cost, when appropriate
    4. Items paid for by funding source
    5. Other sources and volunteers

6. Consultants (to be used for the program)

**\*\*Note:** Budget rationale for each line item must be included (examples: fringe benefits are composed of \_\_\_%). The budget pages include all requirements state in proposal outline.

- RFP Meeting

After initial announcement of the RFP, applicants will have a maximum of 6 weeks to submit their application to the DSE and SILC.

Within 3 weeks, the SILC RFP panel will meet. The SILC Chair will assign volunteer for RFP panel from Statewide Independent Living Council, who will attend the meeting, ensuring none of the volunteers have a conflict of interest in accordance with SILC bylaws. A mediator may be assigned by the SILC Chair to direct the RFP panel meeting, to ensure efficiency and effectiveness of RFP panel.

The SILC staff will notify applicants of RFP panel meeting date in order that applicants can schedule a board member to meet for Q&A as noted in “Criteria for Part B Proposals”.

Within 2 weeks of the RFP panel meeting, SILC staff and DSE will inform all those organizations who submitted applications, in writing on appropriate SILC letterhead, of the RFP panel decision, as well as provide contract paperwork to awardees. NOTE: It is the responsibility of awardees to return contract paperwork in a timely manner in order for the DSU to deliver it for review by Governor and Council.

Administration Committee Chair will contact Part B recipients, no later than one month after RFP panel meeting, to explain Financial Reporting Requirements.

- Financial Reporting Requirements for Part B Contractors

- All Part B contractors will provide the following data, by program, for which the recipient was awarded Part B funds:
- Part B recipients should also provide annual audit or review of Part B funds. This will be sent to SILC office within a month of completion, receipt by recipient organization and approval by recipient Board of Directors.
- If, in order to acquire a comprehensive understanding of the organization’s financial position, in the case of a qualified opinion, going concern, etc., it is expected the recipient organization will share the full audit report and letter from the auditors. (\*\*Dates and Data are for example)

PROGRAM 2	9/30/2004	12/30/2004	3/31/2005	6/30/2005	Q1+Q2+Q3+Q4	
Expenses	\$ 10,000	\$ 7,000			\$ 17,000	
On Part B funds <sup>2</sup>	\$ (500)	\$ (750)			\$ (1,250)	
Total Expenses	\$ 65,000	\$ 9,500	\$ 6,250		\$ 15,750	\$ 49,250
Total Part B Funds	\$ 165,000					\$ 117,250

PROGRAM 1	QUARTER 2 12/30/2004	#Eligible Individuals	Total # Filled Requests	Qtrly. Avg. Cost Per Individual <sup>5</sup>	Total # Waivers
Expenses	\$ 20,000	60	32	\$ 625	
On Part B funds <sup>2</sup>	\$ (1,000)			\$ 31	
Total Expenses	\$ 19,000			\$ 594	
PROGRAM 2	12/30/2004				
Expenses	\$ 7,000	131	79	\$ 89	
On Part B funds <sup>2</sup>	\$ (750)			\$ 8	
Total expenses	\$ 6,250			\$ 79	

## Section 6: Legal Basis and Certifications:

### 6.1 DESIGNATED STATE ENTITY (DSE):

The state entity/agency designated to receive and distribute funding, as directed by the SPIL, under Title VII, Part B of the Act is **New Hampshire Bureau of Vocational Rehabilitation**. Authorized representative of the DSE **Daniel B. Frye, JD**. Title, **Administrator**.

### 6.2 STATEWIDE INDEPENDENT LIVING COUNCIL (SILC):

The Statewide Independent Living Council (SILC) that meets the requirements of section 705 of the Act and is authorized to perform the functions outlined in section 705(c) of the Act in the State is **New Hampshire Statewide Independent Living Council**.

### 6.3 CENTERS FOR INDEPENDENT LIVING (CILS):

The Centers for Independent Living (CILs) eligible to sign the SPIL, a minimum of 51% whom must sign prior to submission, are: **Granite State Independent Living**

6.4 AUTHORIZATIONS:

- a) The SILC is authorized to submit the SPIL to the Independent Living Administration, Administration for Community Living. **YES**
- b) The SILC and CILs may legally carryout each provision of the SPIL. **YES**
- c) State/DSE operation and administration of the program is authorized by the SPIL. **YES**