

State: New Hampshire

STATE PLAN
for
INDEPENDENT LIVING

FISCAL YEARs 1999 - 2001

Chapter 1, Title VII of the Rehabilitation Act of 1973, as amended

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ATTACHMENTS

The following is a list of the attachments in the SPIL. The attachments listed are numbered to coincide with their section. Therefore since sections 1, 2, 5, 6, 7, 13, and 15 do not have an attachment, the attachments deviate from sequential order. It is recommended that these attachments not exceed a combined total of 50 pages in length.

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**Section 1: Purpose of the State Plan for Independent Living
(SPIL), under Chapter 1 of Title VII**

1.1 Philosophy of the programs
(Sec. 701 of the Act; 34 CFR 364.2)

The State assures that in the implementation of this plan the State will:

- (a) Promote a philosophy of independent living (IL), including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual, self, and system advocacy, to maximize the leadership, empowerment, independence, and productivity of individuals with significant disabilities, and the integration and full inclusion of such individuals into the mainstream of American society;
- (b) Provide financial assistance for providing, expanding, or improving the provision of IL services;
- (c) Provide assistance to develop and support a Statewide network of centers for independent living (CILs), operated by consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agencies that are operated within local communities by individuals with disabilities and that provide an array of IL services; and
- (d) Plan and advocate to improve working relationships among the various entities affecting the lives of people with significant disabilities.

1.2 Participation in the programs (Sec. 704(a)(1) of the Act;
34 CFR 364.10)

- (a) The State understands that no Federal funds or other benefits can be made available under Ch. 1 unless the State conforms with all applicable statutory and regulatory requirements.
- (b) This SPIL reflects the State's commitment to carry out an IL plan under Chapter 1 of Title VII of the

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Rehabilitation Act of 1973, as amended (Ch. 1)¹, and also the State's planning and implementation activities related to the plan.

Section 2: Legal Basis and State Certifications (Sec. 704 of the Act)

(a) As a condition to the receipt of financial assistance under Ch. 1, the Division of Adult Learning and Rehabilitation

(Name of Designated State Unit(s)²)

jointly with the Statewide Independent Living Council (SILC), is authorized to develop and sign the SPIL. The DSU agrees to administer the programs in compliance with the provisions of the Act, all applicable regulations, policies, and procedures promulgated by the Secretary, and the provisions of this SPIL.

(b) The State legally may carry out each provision of the SPIL and the DSU has the authority under State law to perform the functions of the plan.

(c) All provisions of the SPIL are consistent with State law.

(d) The Director, Division of Adult Learning and Rehabilitation

_____ (Title of State Officer(s))

has authority under State law to receive, hold, and disburse Federal funds made available under the SPIL.

(e) The SPIL being submitted has been adopted or otherwise formally approved by the DSU and SILC.

¹ Public Law 93-112, as amended by Public Laws 93-516, 93-651, 95-602, 98-221, 99-506, 100-259, 100-630, 101-336, 102-569, 103-73, and 103-218.

² All references in this SPIL to "DSU" relate to the agencies identified in this paragraph.

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(f) The SPIL is the basis for State operation and administration of the Ch. 1 programs, as appropriate,³ and is available for public inspection.

(g) The effective date of this SPIL is October 1, 1998.

SIGNATURE OF STATE AGENCY OFFICIAL⁴ DATE

K. Leather, Director

NAME AND TITLE OF STATE AGENCY OFFICIAL PHONE NUMBER

SIGNATURE OF STATE AGENCY OFFICIAL DATE

NAME AND TITLE OF STATE AGENCY OFFICIAL PHONE NUMBER

SIGNATURE OF SILC CHAIRPERSON DATE

Eugene Gagnon

NAME OF SILC CHAIRPERSON PHONE NUMBER

Section 3: Plan Submittal

3.1 Frequency of Submittal (Sec. 704(a)(3) of the Act; 34 CFR 364.11, 364.20(b))

(a) This SPIL is for fiscal years 1999 - 2001. A three-year plan must be submitted every three years by July 1 of the year preceding the first fiscal year for which the plan is submitted, (i.e., July 1, 1998).

³ If a State's expenditures earmarked to support the general operation of CILs is equal to or greater than the amount of Federal funds allotted to the State for this purpose, and the State has applied in SPIL Section 8 to administer the Part C, Ch. 1 program pursuant to section 723 of the Act, then the DSU must provide administrative support to the CILs; otherwise, the Secretary administers the CIL program pursuant to section 722 of the Act and the approved SPIL and the DSU is not required to provide administrative support services. (§704(c)(2) of the Act)

⁴ The State Officials whose signature(s) are affixed hereto and the Chairperson of the SILC have the authority to develop and sign this plan.

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- (b) Plan amendments are submitted whenever the Secretary determines an amendment to the SPIL is essential during the effective period of the plan; or when there is a significant and relevant change that materially affects the information or the assurances in the plan, the administration or operation of the plan, or the organization, policies, or operations of the DSU or SILC.

3.2 State Plan Development (Sec. 704(a)(2) of the Act; 34 CFR 364.20(c))

The State plan is jointly developed and signed by the director of the DSU and the chairperson of the SILC or other individual, acting on behalf of and at the direction of the Council.

3.3 Public Hearings (Secs. 17, 704(m)(6) of the Act; 34 CFR 364.20(g), (h))

- (a) The State conducts public hearings to provide all segments of the public, including interested groups, organizations, and individuals, an opportunity to comment on the SPIL prior to its submission to RSA, and on any substantive review or revision of the approved SPIL. The DSU and SILC may meet the public participation requirement by holding the public hearings before a preliminary draft State plan is prepared or by providing a preliminary draft State plan for comment at the public hearings.
- (b) The State establishes and maintains a written description of procedures for conducting public hearings in accordance with the following requirements:
 - (i) The DSU and SILC shall provide appropriate and sufficient notice of the public hearings. Appropriate and sufficient notice means notice provided at least 30 days prior to the public meeting through various media available to the general public, such as newspapers and public service announcements, and through specific contacts with appropriate constituency groups and organizations identified by the DSU and SILC.
 - (ii) The DSU and SILC shall make reasonable accommodation to individuals with disabilities who rely on alternative modes of communication in the conduct of

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the public hearings, including providing sign language interpreters and audio-loops.

(iii) The DSU and SILC shall provide the notices of the public hearings, any written material provided

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prior to or at the public hearings, and the approved State plan in accessible formats for individuals who rely on alternative modes of communication.

(iv) At the public hearings to develop the State plan, the DSU and SILC will identify those provisions in the State plan that are State-imposed requirements. For purposes of this section, a State-imposed requirement includes any State law, regulation, rule, or policy relating to the DSU's administration or operation of IL programs under Title VII of the Act, including any rule or policy implementing any Federal law, regulation, or guideline, that is beyond what would be required to comply with the regulations in 34 CFR Parts 364, 365, 366, and 367.

(c) The State identifies State imposed requirements resulting from the application of any State rule or policy relating to the administration or operation of the programs under Ch. 1. Following are descriptions of the State imposed requirements included in the SPIL.

3.4 Opportunity for Review and Comment Under State Review Process (34 CFR 76.141-142)

If the SPIL or an amendment to the plan is subject to the State review process, such materials are reviewed, and commented on, in accordance with the provisions of Executive Order 12372. Comments provided through the State review process will be transmitted to RSA.

Attachment 3 summarizes comments received at public hearings.

Section 4: **Statewide Independent Living Council (SILC) (Sec. 705(a) and (b) of the Act)**

4.1 Composition of the SILC (Sec. 705(b) of the Act; 34 CFR 364.21(b))

(1) State the total number of persons on the SILC.	23
(2) State the number of SILC members with disabilities, as defined in 34 CFR 364.4(b), and not employed by a State agency or a CIL.	14
(3) Is a representative of the DSU an ex-officio, member of the SILC?	YES
(4) State the number of voting members on the SILC.	21
(5) State the number of different disability groups (physical, mental, cognitive, sensory, or multiple) represented by members of the SILC (up to five).	5
(6) Is a CIL director chosen by CIL directors within the State appointed to the SILC?	Y
(7) Does the SILC include representatives from other State agencies that provide services for individuals with disabilities?	Y
(8) Does the council have a voting membership that is knowledgeable about CILs and IL services?	Y
(9) Do Council members provide statewide representation?	Y
(10) Is the Council Chairperson elected from among the voting members of the Council by the voting members of the Council or the Governor, pursuant to section 705(b) (5) of the Act?	Y

4.2 Placement of the SILC (Sec. 705(a) of the Act; 34 CFR 364.21(a) (2))

The SILC is not established as an entity within any State agency, including the DSU, and is independent of the DSU and all other State agencies. Following is a brief description of the legal status and placement of the SILC: The SILC is housed in the Governor's Commission on Disability under a agreement with the DSU that includes a part-time staff person and support services.

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Plan for provision of resources to the SILC (SILC Budget)

4.3 (Sec. 705(e) of the Act; 34 CFR 364.21(i))

- (a) In conjunction with the DSU, the SILC will prepare a Resource Plan (SILC Budget) for the provision of resources, cash or in-kind, including staff and personnel, rent, supplies, telephone expenses, travel, and other expenses (e.g., child care, personal assistance services, and compensation to a member of the SILC, if the member is not employed or must forfeit wages from other employment, for each day the member is engaged in performing SILC duties) that will be necessary to carry out the functions of the SILC during the term of the SPIL.
- (b) The SILC will be responsible for the proper expenditure of funds and the use of resources it receives under the SILC Budget.
- (c) No conditions or requirements are included in the SILC Budget that will compromise the independence of the SILC.
- (d) While assisting the SILC in carrying out its duties under the SPIL, staff and other personnel assigned to the SILC under the SILC Budget will not be assigned duties by the DSU or other agency or office of the State that would create a conflict of interest.

Attachment 4 describes the SILC Budget.

Section 5: Designation and Responsibilities of the State Unit(s)

5.1 Designation (Sec. 704(c) of the Act; 34 CFR 364.22)

The State unit(s) designated to receive, account for, and disburse funds, and provide administrative support services is (are): New Hampshire Division of Adult Learning and Rehabilitation

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5.2 DSU Responsibilities under the SPIL (Sec. 704(c) of the Act; 34 CFR 364.22)

The DSU:

- (a) Receives, accounts for, and disburses funds received by the State under Ch. 1 in accordance with the SPIL;
- (b) Provides administrative support services for the part B State IL services (SILS) program and the part C, Ch. 1, CIL program in a case in which the program is administered by the State under section 723 of the Act;
- (c) Keeps such records and affords such access to such records as the Secretary finds to be necessary with respect to the programs; and
- (d) Submits the SPIL and such additional information or provides such assurances as the Secretary may require with respect to the programs.

Section 6: Staff and Staff Development

6.1 Personnel administration (Sec. 12(c), 704(m) of the Act; 34 CFR 364.23)

- (a) The staff of service providers will include personnel who are specialists in the development and provision of IL services and in the development and support of CILs.
- (b) To the maximum extent feasible, each service provider will make available personnel able to communicate--
 - (1) With individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille, or audio tape, and who apply for or receive IL services under the SPIL; and
 - (2) In the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under the SPIL.

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6.2 Personnel development (Sec. 12(c), 704(m) of the Act; 34 CFR 364.24)

The State assures that service providers will establish and maintain a program of staff development for all classes of positions involved in providing IL services and, if appropriate, in administering the CIL program. The staff development program will emphasize improving the skills of staff directly responsible for the provision of IL services, including knowledge of the IL philosophy.

6.3 Affirmative action (Sec. 704(m)(2) of the Act; 34 CFR 364.31)

All recipients of financial assistance under Ch. 1 take affirmative action to employ and advance in employment qualified individuals with disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

6.4 Nondiscrimination (34 CFR 76.500)

No individual will, on the basis of race, color, national origin, gender, age, or disability be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under this SPIL.

Section 7: Financial Administration

7.1 General Provisions (Sec. 704(m)(3) of the Act; 34 CFR 364.34)

All recipients of financial assistance under Ch. 1 will adopt such fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for funds paid to the State under Ch. 1.

7.2 Source of State Funds (Secs. 712(b)(2) and 7(7)(C) of the Act; 34 CFR 365.12, .13 and .14, 367.11, .42)

(a) The 10 percent non-Federal share of the cost of any project that receives assistance through an allotment under part B, Ch. 1 will be provided in cash or in kind, fairly evaluated, including plant, equipment, or services, consistent with 34 CFR 365.13, .14, and .15.

(b) For the purpose of determining the Federal share with respect to the State, expenditures by a political

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subdivision of the State will, subject to regulations prescribed by the Secretary, be regarded as expenditures by the State.

- (c) The State may not condition the award of a grant, subgrant, or contract under part B, Ch. 1 or a grant, subgrant, or assistance contract under part C, Ch.1 on the requirement that the applicant for the grant or subgrant make a cash or in-kind contribution of any particular amount or value to the State. Furthermore, an individual, entity, or organization that is a grantee or subgrantee of the State, or has a contract with the State, may not condition the award of a subgrant or subcontract under part B, Ch.1 or part C, Ch.1 on the requirement that the applicant for the subgrant or subcontract make a cash or in-kind contribution of any particular amount or value to the State or to the grantee or contractor of the State.

7.3 Financial Record Keeping (Sec. 704(m) (4) (A) and (B) of the Act; 34 CFR 364.35)

All recipients of financial assistance under Ch. 1 will:

- (a) Maintain records that fully disclose--
- (1) the amount and disposition by such recipient of the proceeds of such financial assistance,
 - (2) the total cost of the project or undertaking in connection with which such financial assistance is given or used, and
 - (3) the amount of that portion of the cost of the project or undertaking supplied by other sources; and
 - (4) compliance with the requirements of Ch. 1 and 34 CFR Parts 364, 365, 366, and 367.
- (b) Maintain such other records as the Secretary determines to be appropriate to facilitate an effective audit.

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7.4 Access to Financial Records (Sec. 704(m)(4 & 5) of the Act; 34 CFR 364.37)

All recipients of financial assistance under Ch. 1 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 Ch. 1.

7.5 Financial Reports (Sec. 704(m)(4)(D) of the Act; 34 CFR 364.36)

All recipients of financial assistance under Ch. 1 will submit reports with respect to records required in section 7.3 of the SPIL, as the Secretary determines to be appropriate.

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Section 8: State Administration of Part C Program⁵

NOTE - THIS SECTION APPLIES ONLY TO §723 STATES.

8.1 Funds earmarked to support CILs (Sec. 723(a) of the Act; 34 CFR 366.32)

In the second fiscal year preceding fiscal year 19___, the general operations of CILs in the State were supported by the following amounts of earmarked funds⁶:

State Funds _____ Federal Allotment _____

8.2 State applies to administer Part C program (Secs. 704(h) and 723 of the Act; 34 CFR 366.32)

The director of the DSU hereby applies to award grants or assistance contracts to eligible agencies in the State that comply with the standards and assurances set forth in section 725 of the Act. The grants are to be made from the funds allotted to the State for the planning, conduct, administration, and evaluation of CILs under part C, Ch. 1.

_____ Yes X No

⁵ (a) To meet the requirements in section 723(a)(1)(B) and (2) of the Act, a **§723 State must submit this section of the SPIL for approval each year** subsequent to the first year of approval to administer the Part C, Ch. 1 program.

(b) Unless the provisions of Attachment 8 are materially changed, submittal of this Section shall not constitute a material revision of the SPIL requiring public hearings or State review under SPIL Section 3.

⁶ The amount of State funds earmarked by a State to support the general operation of centers does not include: (1) Federal funds used for the general operation of centers; (2) State funds used to purchase services from a CIL, including State funds used for grants or contracts for personal assistance or skills training; (3) State attendant care funds; (4) Social Security Administration reimbursement funds; or (5) funds used to support an entity that does not meet the definition of a CIL in section 702 of the Act, e.g. funds used to support a single disability (If a State or outlying area is operating a CIL pursuant to section 724 of the Act, the funds used to support this CIL can be considered "earmarked" for purposes of section 723(a)(1)(A)(i) of the Act.) or residential facility cannot be counted as earmarked funds.

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8.3 State administers funds in compliance with §723 (Sec. 704(h) of the Act; 34 CFR 366.32, .35)

- (a) If Section 8.2 is answered in the affirmative, the director of the DSU awards grants or assistance contracts under section 723 of the Act to any eligible agency that was awarded a grant under part C, Ch. 1 on September 30, 1993, unless the director makes a finding that the agency involved fails to comply with the standards and assurances set forth in section 725 of the Act or the director of the DSU and the chairperson of the SILC, or other individual designated by the SILC to act on behalf of and at the direction of the SILC, jointly agree to another order of priorities.
- (b) The State assures that any assistance contracts issued to eligible agencies will not add any requirements, terms, or conditions to the assistance contract other than those that would be permitted if the assistance contract were a subgrant consistent with grants issued by RSA under section 722 of the Act.
- (c) In administering the part C, Ch. 1 program, the State will not enter into any procurement contracts with CILs to carry out section 723 of the Act.

8.4 Monitoring and oversight. (§§704(h), 723(g) and (h) of the Act; 34 CFR 366.38)

The State assures that periodic and on-site compliance reviews will be conducted to determine CIL compliance with section 725 of the Act as described in Attachment 16.

Attachment 8 describes the policies, practices, and procedures, which comply with section 723 of the Act, that the State utilizes for awarding continuation and new grants.

Section 9: Objectives

9.1 Objectives (Sec. 704(d) of the Act; 34 CFR 364.42)

The State will provide leadership and guidance for the provision of IL services in the State through the SPIL. The objectives for IL in the State will include:

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- (1) The overall mission and goals for the IL programs in the State;
- (2) The financial planning objectives for the provision of IL services in the State, including the identity and amounts of other Federal and non-Federal funds to be used to meet the objectives, and any resource development objectives for CILs to encourage self-support and expansion of capabilities;
- (3) The IL program objectives including--
 - (i) what activities will be undertaken; and
 - (ii) how services will be provided and expanded for individuals and groups of individuals with significant disabilities in the State.

9.2 Consideration of CIL work plans (Sec. 704(d) of the Act; 34 CFR 364.42(c))

In developing the objectives in the SPIL, the SILC and the DSU will consider, and incorporate where appropriate, the priorities and objectives established by the CILs under section 725(c)(4) of the Act

9.3 Timelines for Achievement of Objectives
(Sec. 704(d)(1) of the Act; 34 CFR 364.42(d))

The State will establish timelines for the achievement of the objectives required by SPIL Section 9.1.

9.4 Consistency of objectives with purposes of SPIL Section 1
(Sec. 704(d)(2) of the Act; 34 CFR 364.42(e))

The objectives established in Section 9.1 are consistent with and further the purposes in Section 1 of the SPIL.

Attachment 9: (a) describes: (i) the State's IL mission, goals, and objectives developed under this section; (ii) the plan to reach the objectives; and (iii) the timelines for the achievement of the objectives; and (b) explains how such objectives are consistent with and further the purposes of SPIL Section 1.

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Section 10: Information on Use of Part B, Ch. 1 Funds

10.1 Use of §711 funds in support of §713 purposes (Sec. 713 of the Act; 34 CFR 365.1)

Part B Funds are to be used only for any one or more of the following purposes (all optional):	Directly by DSU	Grant/Contract
(a) Fund the resource plan for SILC (SPIL Section 4).	Y	Y
(b) Provide IL services to individuals with significant disabilities.	N	Y
(c) Demonstrate ways to expand and improve IL services.	N	N
(d) Support the general operation of CILs.	-----	N
(e) Support activities to increase capacity of public or nonprofit agencies and organizations and other entities to develop comprehensive approaches or systems for providing IL services.	Y	Y
(f) Conduct studies and analyses, gather information, develop model policies and procedures, and present information, approaches, strategies, findings, conclusions, and recommendations to Federal, State, and local policy makers to enhance IL services.	Y	Y
(g) Train individuals with significant disabilities, individuals providing services to individuals with significant disabilities, and other persons regarding IL philosophy.	Y	Y
(h) Provide outreach to unserved or underserved populations, including minority groups and urban and rural populations.	Y	Y

Attachment 10 describes the uses, objectives, and amounts of part B, Ch. 1 funds supporting each purpose.

Section 11: Outreach (Secs. 704(1) and 713(7) of the Act; 34 CFR 364.32)

The State reaches out to populations, including minority groups and urban and rural populations, that are unserved or underserved by the programs funded under Ch. 1.

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Attachment 11 describes the steps that will be taken regarding outreach to populations, including minority groups and urban and rural populations, that are unserved or underserved by the programs funded under Ch. 1. Attachment 11 also describes populations designated for special outreach efforts and the geographic areas in which they reside (e.g., individuals with significant disabilities residing on land controlled by American Indians.)

Section 12: **Extent and Scope of IL Services**

(Secs. 7(30), 704(e) and 713(1) of the Act; 34 CFR 364.43)

- (a) This section describes all IL services to be provided under the SPIL to meet the objectives in Section 9.
- (b) The State provides the following IL core services to individuals and groups of individuals with significant disabilities:
 - (1) Information and referral;
 - (2) IL skills training;
 - (3) Peer counseling (including cross-disability peer counseling); and
 - (4) Individual and systems advocacy,
- (c) The IL core services may be provided directly by the DSU, or through grant or contract. While the State is required to provide these services, it may fund the services using funds from any source, e.g., part B or part C, Ch. 1, State funds, or other funds.
- (d) In addition, the State provides the following IL services to individuals and groups of individuals with significant disabilities⁷:
 - (1) _____ Counseling services, including psychological, psychotherapeutic, and related services;

⁷ Insert an "X" or check mark for each IL service that will be made available. It is not necessary to insert any projection of numbers of consumers to be served.

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(2) X 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 significant disabilities);

(3) X Rehabilitation technology;

(4) X Mobility training;

(5) X Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services;

(6) Personal assistance services, including attendant care and the training of personnel providing such services;

(7) X Surveys, directories, and other activities to identify appropriate housing, recreation opportunities, and accessible transportation, and other support services;

(8) X 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;

(9) Education and training necessary for living in the community and participating in community activities;

(10) Supported living;

(11) X Transportation, including referral and assistance for such transportation;

(12) Physical rehabilitation;

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(13) ____ Therapeutic treatment;

(14) ____ X Provision of needed prostheses and other appliances and devices;

(15) ____ Individual and group social and recreational services;

(16) ____ 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;

(17) ____ Services for children with significant disabilities;

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(18) XServices 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 significant disabilities;

(19) Appropriate preventive services to decrease the need of individuals with significant disabilities assisted under this Act for similar services in the future;

(20) Community awareness programs to enhance the understanding and integration into society of individuals with disabilities; and

(21) Such other services as may be necessary and not inconsistent with the provisions of this Act.

Attachment 12 describes the extent and scope of the IL services identified above, and how they meet the State's objectives for IL identified in Section 9. The attachment also describes any arrangements of grants or contracts made by the State for providing such services.

Section 13: **Eligibility, Records, IL Plans, and Notice of Client Assistance Program**

13.1 Eligibility for Receipt of Services (Secs. 7(15)(B) and 703 of the Act; 34 CFR 364.51)

- (a) Individuals with significant disabilities are eligible for services provided under the SPIL.
- (b) To be eligible, an individual is one:
 - (1) Who has a significant physical, mental, cognitive, or sensory impairment;

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- (2) Whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance in employment is substantially limited; and
- (3) For whom the delivery of IL services will improve the ability to function, continue functioning, or move towards functioning independently in the family or community or to continue in employment.

13.2 Consumer Service Record (Secs. 704(m)(4)(B), 725(c)(8) of the Act; 34 CFR 364.53)

A consumer service record (CSR) will be maintained for each consumer of services, other than information and referral, which will contain documentation that the consumer is eligible or ineligible for IL services, the information required for the annual performance report under 34 CFR 364.36 and 366.50(h), and an IL plan (ILP) or a waiver as described in SPIL Section 13.3.

13.3 IL Plans (Sec. 704(e) and 725(c)(14) of the Act; 34 CFR 364.52)

The State provides IL services under Ch. 1 to individuals with significant disabilities in accordance with an ILP mutually agreed upon by an appropriate staff member of the service provider and the individual, unless the individual signs a waiver stating that such a plan is unnecessary.

13.4 Notice about the Client Assistance Program (Secs. 20 and 704(m)(1) of the Act; 34 CFR 364.30)

All recipients of financial assistance under Ch. 1 that provide services to individuals with significant disabilities advise those individuals seeking or receiving IL services about the availability of the Client Assistance Program under section 112 of the Act, the purposes of the services provided under such program, and information on the means of seeking assistance under such program.

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Section 14: Statewide Network of Centers for Independent Living (CILs)

14.1 Network Design (Sec. 704(g) of the Act; 34 CFR 364.25(a))

The State has developed a design for the establishment of a statewide network of CILs that comply with the standards and assurances set forth in section 725 of the Act.

14.2 Unserved and Underserved Areas and Priorities (Sec. 704(g) of the Act; 34 CFR 364.25(b))

(a) The network design:

- (i) identifies unserved and underserved geographic areas of the State; and
- (ii) includes an order of priority for the establishment of CILs in those areas.

Attachment 14 describes the design for the establishment of a statewide network of CILs and the order of priorities for the establishment of new CILs. This attachment should be visionary. If the State believes the network is complete, the attachment describes the network, including how it complies with §725 of the Act. In addition, either in this attachment or in SPIL Sections 9 and 11, the State describes any future plans for expansion of the network to serve populations that are currently unserved or underserved.

Section 15: Communication, Cooperation, and Coordination (Secs. 704(I-k) of the Act; 34 CFR 364.26 and .27)

(a) The State takes steps that maximize the communication, cooperation, coordination, and working relationships among--

- (1) the SILS program, the SILC and CILs; and
- (2) the DSU, other State agencies represented on the SILC, other councils that address the needs of specific disability populations and

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issues, and other public and private entities, including Indian Tribal Councils, determined to be appropriate by the SILC.

- (b) The State ensures that services funded under Ch. 1 will complement and be coordinated with other services to avoid unnecessary duplication with other Federal, State, and local programs, including the IL program for older individuals who are blind funded under Ch. 2 of Title VII.
- (c) The State coordinates Federal and State funding for CILs and SILS.

Section 16: Evaluation Plan (Sec. 704(n) of the Act; 34 CFR 364.38)

- (a) The State establishes a method for the periodic evaluation of the effectiveness of the SPIL:
 - (1) In meeting the State's objectives and timelines for meeting those objectives;
 - (2) In the satisfaction of individuals with disabilities; and
 - (3) In meeting the objectives established in Section 9 of the SPIL.
- (b) The State agrees to annually submit the results of DSU and SILC evaluation activities, including the most recent evaluation of Title VII consumer satisfaction, with the annual performance report to RSA.

Attachment 16 describes the methods used for these evaluations, including projected DSU evaluation activities; SILC monitoring, review, and evaluation activities; and plans for the evaluation of consumer satisfaction.

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Summary of Comments Received at Public Hearing

A public hearing was held at the Governor's Commission on Disability on May 27, 1998 from 1:00 PM to 4:00 PM. The meeting had been announced in the only statewide newspaper a month earlier. It was also advertised on two radio stations, two television stations, the newsletter of the only independent living center, and it was noted on several occasions in a weekly column that addresses concerns of persons with disabilities. The announcement for the hearing offered accommodations to individuals who requested them, including PCAs, interpreters, and transportation. Written submissions were also suggested. A sign language interpreter was present for the entire hearing.

Three individuals attended the hearing, one of whom had requested and was provided transportation. Two individuals attended who represented ADAPT, an organization committed to offering choices other than nursing homes to individuals who cannot take care of their own needs. One of these individuals stated that New Hampshire needs more than one center for independent living. This individual also stated that there should be a pool of possible PCAs from which potential users could choose, and that the pool should have diverse skills that would collectively address the variety of needs that potential users present. The second individual representing ADAPT stated that people with disabilities should examine their respective talents and combine them for the benefit of all, marketing items made by people with disabilities through a cooperative organization.

The third individual present indicated that she wanted more people to understand dystonia. She provided literature to all present. She also explained that one of her children, who is in a parochial school, needs special services that are not provided by the parochial, but instead at a public school to which he must be transported. She thought it would be more reasonable if these services were available at the parochial school.

Response:

The purpose of the state plan, the council, and the public hearing was explained at the beginning of the hearing and at least once during the testimony. The individuals representing ADAPT were offered the opportunity to share their concerns and recommendations with the SILC.

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One of the individuals indicated an interest in being a member of the SILC and agreed to submit a resume' that will then be forwarded to the governor's

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office. Comments from the individual with dystonia will be shared with the SILC membership to explore interest in incorporating her concerns in the objectives and goals of the SPIL in future years.

The designated state unit and the Statewide Independent Living Council also received comments and concerns from the Client Assistance Program, as follows:

a) Identify in the SPIL all state imposed requirements under NH RSA 200-C:26 and the Department of Education Administrative Rules (Part Ed 200 et. Seq.) relating to the DSU's administration or operation of Independent Living Programs under Title VII of the Act (34CFR364.20(h)).

Response:

NH RSA 299-C:26 states that the board of education shall adopt rules to implement the independent living program. A committee made up of the CAP, a staff person from the CIL, a representative of the SILC, and a staff person from the DSU will work on administrative rules that reference the state plan for independent living and the code of the federal regulations as the operational rules for the program, because the program is now contracted out to the center for independent living, instead of being operated by the DSU. Part Ed 200 of the Department of Education administrative rules speaks to the procedures for adjudicative hearings, which do not apply to the Title VII, Part B program. The State Plan for Independent Living will identify the requirement for rule making.

b) Adopt and implement NH Code of Administrative Rules to comply with RSA 200-C:25, the procedural due process requirements and Section 1.2(a) of the SPIL.

Response:

As noted, a committee will work toward implementation of administrative rules that accurately reflect the current Title VII Part B program that is contracted through the center for independent living. This committee will also work with the center to develop an appeal process that is acceptable to all members of the committee and will comply fully with the maximum federal requirement as identified in 34 CFR 364.58.

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c) Clarify in the SPIL the working relationship between IL service providers and the DSU (under 34 CFR 364.22) and how the needs of the state will be met with

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respect to the long-standing "concurrent eligibility" issues identified by individuals with severe disabilities in New Hampshire (34 CFR 364.50 and 364.55).

Response:

The relationship between the independent living service provider and the DSU has changed since the inception of the Title VII, Part B program. Initially the DSU determined eligibility for services, developed plans with consumers, and did casework management. Following the 1992 amendments to the Rehabilitation Act, the Statewide Independent Living Council and the Designated State Unit agreed to contract out these responsibilities to the center for independent living, which happened over a period of one year. This change resulted in largely eliminating duplication, which was the primary purpose, but it also placed some responsibilities on the center that were not there before. It is possible that those responsibilities can be reviewed and recommendations made regarding changes. This will be the charge of a committee that will include CAP. Regarding concurrent "eligibility," the DSU and the SILC considered this issue late last fiscal year. The culmination of significant discussion, which included the center for independent living, is an agreement between the center and the DSU that fosters referrals from one program to the other, when it appears that an individual is eligible for Title I and Title VII. We believe that a pilot project will result in a process that will make concurrent program accessibility a practical and expeditious endeavor.

d) Ensure that the DSU develop written standards for IL service providers. The DSU is also required to develop written standards for IL service provision, including written standards and procedures for the expeditious and equitable handling of referrals and applications for IL services (34 CFR 364.55).

Response:

The DSU supports the proposed RSA standards for independent living centers. These standards were applied during the most recent site review of the contractor for Title VII, Part B, Granite State Independent Living Foundation, and the center was found to be compliant with them.

These standards are the basis upon which a center for independent living is approved for initial and subsequent federal funding. The Statewide

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Independent Living Council and the DSU decide on an annual basis the criteria against which service providers will receive contracts to provide services and which services will be provided. The council continues to believe that services should be provided only by organizations that are controlled by persons with disabilities. Given this consideration, it continues to seem appropriate to apply performance standards that are promulgated by the Rehabilitation Services Administration for centers for independent living.

e) Strengthen supervision, monitoring and program evaluation of the SPIL in view of the aforementioned correctable problems. Reassess methods used to supervise and monitor contracted service providers given the continuing non-compliance with 34 CFR 364.52 pertaining to IL plan requirements (34 CFR Sections 364.52, 364.57).

Response:

As a part of the last Rehabilitation Services Administration review of the center for independent living, the center's ILP and other documents were examined. Because the Client Assistance Program raises this as an issue, however, the DSU will review the form methodology of the center as a part of the work of the committee made that includes center staff, council members, CAP and the DSU.

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Plan for the Provision of Resources to the SILC

The New Hampshire Statewide Independent Living Council is housed at the Governor's Commission on Disability through an agreement between the designated State Unit and the Governor's Commission, an arrangement that was recommended by the Statewide Independent Living Council. The agreement with the Governor's Commission includes a 50% staff person, who functions as the operational director. The Designated State Unit houses a half-time word processor operator, who, in addition to processing invoices against service contracts with the center, arranges support services for all council meetings, confirms attendance, provides materials, and types and distributes minutes. A Vocational Rehabilitation administrator, who was appointed to the Council also provides support as requested and attends all quarterly meetings as a non-voting member in addition to providing administrative responsibility for the Title VII, Part B grant.

The proposed projected budget for fiscal years 1999 through 2001 is as follows:

	YEAR 1	YEAR 2	YEAR 3
Administrator (20%)	\$ 11,983	12,582	13,291
Word Processor (75%)	\$ 10,521	11,051	11,603
Operational Director (50%)	\$ 29,000	30,450	31,972
Supplies/Telephone	\$ 1,450	1,500	1,550
Rent	\$ 1,242	1,242	1,242
Out of State Travel	\$ 283	300	315
PCAs	\$ 1,200	1,260	1,323
Interpreters	\$ 1,200	1,260	1,323
Van Transportation	\$ 9,600	10,080	10,180
Travel	\$ 1,200	1,260	1,323
Meeting Room Rental	\$ 600	630	662
Food	\$ 1,000	1,050	1,102
Training/conferences	\$ 20,000	20,000	20,000
Total	\$ 89,279	92,665	95,886

Salaries for the administrator, the word processor, and the operational director are supported by Title VII, Part B. The administrator and the word processor are stationed at the vocational rehabilitation office, while the operational director is stationed at the Governor's Commission on Disability through an agreement that includes housing the SILC. Supplies/telephone, rent are prorated administrative costs for the VR/IL staff. The out-of-state line is to support Vocational Rehabilitation staff participation in any regional conference. The Training/Conferences line item is through a contract with the center to arrange and reimburse for council participation in out-of-state conferences and training opportunities as well as training and/or supplies and equipment and support for in-state opportunities. A training committee will be formed during the early part of the new fiscal year to identify training concerns and priorities.

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Historically, the DSU has included support for the SILC and the SRAC in its Strategic Plan budget. The support was approximately \$50,000 to be applied to costs either council incurred around accessibility issues. This amount will continue to be available in support of the work of both councils and will reduce the cost to the Title VII, Part B resource accordingly. Some members of the council have been successful in getting local businesses to support the costs of one or more meetings. These efforts will continue, and any reduction in the need for council support will be added to services to persons with disabilities.

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Description of Objectives to be Achieved under the SPIL and Timelines for Achieving the Objectives

I. Introduction

New Hampshire's Statewide Independent Living Council, housed within the Governor's Commission on Disability, is in a unique position of leadership to maximize the cooperation, coordination and communication among the Center, the DSU and other service providers, ensuring a focal point on independent living issues. Several members of the Council, including the Executive Director of New Hampshire's only Center, are also members of the Commission. With the Director of the DSU as an ex officio member of the Commission, this close working relationship of disability-related organizations continually creates opportunities to provide a variety of programs, projects and activities addressing independent living needs and services in this State. Without duplicating efforts, but by carefully coordinating activities, this collaboration of agencies and organizations continues to make an essential contribution to persons with significant disabilities throughout New Hampshire.

State Plan for Independent Living (SPIL)

The most significant activity of the SILC was developing the State Plan for Independent Living 1999-2001. The SILC Operational Director held several meetings open to all Council members in the Fall of 1997 prior to the expected February 1998 arrival of the preprint and the directions for completing the various sections and specific attachments of the three year plan. The purpose was to allow for more discussion and for more opportunities for member participation. The last State Plan was used as a guideline during these meetings. When members received copies of the "boiler plate" in early 1998, SILC's 2nd Vice Chair facilitated a second series of SPIL development meetings providing a brief overview of each Attachment. Input from all members attending these meetings was consolidated and one final meeting was held in early May 1998, along with a public hearing, to provide further opportunity for members to go over the entire plan. This process has proven to involve a wide range of appropriate participants and is effective in accomplishing the development of the Plan.

The 1999-2001 SPIL was presented to the full membership at its June 1998 meeting for review and approval.

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II. Description of Goals Completed in SPIL 1996-1998:

1. To provide continual assessment of the independent living needs of persons with significant disabilities in NH. Example: The Executive Committee of the SILC conducted two consumer forums one in Berlin and one in Keene. An executive summary was sent to the Center; the Assessment & Evaluation Committee did a consumer survey and evaluated the results; a questionnaire on housing has been developed to determine the housing needs of persons with disabilities with low incomes in NH.
2. To participate in the development and approval process of all independent living state plans. Example: Several plan-development meeting dates were established to allow for maximum participation of the full Council in the development and drafting of the SPIL.
3. To periodically evaluate progress of the SPIL. Example: The Assessment and Evaluation Committee is established to review and monitor the SPIL and regularly report to the Executive Committee for advice and direction. Quarterly reports are made to the full Council. In addition, members of the Executive Committee participate in the 704 report evaluating IL services and Center activities. The Center also submits quarterly reports to the SILC and is represented on the Executive Committee as well as on the full Council.
4. To work cooperatively with other appropriate Councils and agencies in promoting a statewide independent living philosophy. Example: The SILC plays a lead role in conducting and coordinating activities with other disability-related organizations i.e. Disincentives to Employment Conference; Disability Awareness Day for Legislators; Mini-Seminar on Disabilities Series; Brochure development/distribution; Public Service Announcements on IL; Examination of Dual Eligibility with SRAC, NH Tech Act Project, support of TTY grant, etc.
5. To evaluate Council staff. Example: SILC's Administration Committee regularly reviews and evaluates the performance of the Council's staff.
6. To develop an annual resources plan (budget) to support Council activities. Example: The Administration Committee develops an itemized budget that includes monies for staffing, supports for individuals with disabilities to attend meetings i.e. PCAs, transportation, interpreters, etc., training, travel, etc.

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7. To advise the Governor and the Department of Education regarding issues concerning independent living. Example: The Governor and DOE regularly receive copies of quarterly reports and when time allows attend Council and/or Governor's Commission on Disability meetings.

8. To influence the education of the general public in matters related to the IL philosophy. Example: The SILC distributes a brochure, is examining fundraising activities, conducts an annual Disability Awareness Day for Legislators, coordinates a Mini-Seminar on Disabilities Series, and participates in Statewide Conferences such as Disincentives to Employment, Access Expo, etc.

Mini-Seminars on Disability: Monthly Mini-Seminars on Disability are sponsored jointly by SILC and the Governor's Commission on Disability and are free to the public. The purpose is to create awareness of the many different disabilities, the organizations that serve people with those disabilities, and to foster a network of people working on common goals so as not to duplicate efforts. SILC's Operational Director coordinates and schedules the seminars. The NH Employment Security in Lebanon has begun replicating the Mini-Seminars in their North Country facilities.

Disability Awareness Day for Legislators: Each year, SILC members hold a Disability Awareness Day for Legislators in conjunction with other disability groups in an effort to provide New Hampshire's 424 legislators with an overview of the services available to their constituents as well as information about what some of the unmet needs are. The annual event is well attended and boxes of pamphlets and brochures on a variety of disability-related organizations and programs are distributed. In addition, legislators are invited to discover what it is like to have a disability through a variety of hands on experiences.

9. To provide ongoing training and orientation to new Council members. Example: Each new Council member receives a loose leaf binder containing an overview of the enabling legislation, the purpose of the Council, a list of other Council members along with their addresses and phone numbers, etc. In addition, Council members are invited to attend regional and national training programs on IL philosophy. A Mentoring program has been in the discussion stages and is planned for implementation in late 1998.

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10. To encourage the creative enhancement of services in meeting the needs of people with significant disabilities. Example: Comments and concerns gleaned from consumer forums and questionnaires as well as experiences of Council members are conveyed to the Center and collaborative efforts are made to construct programs to meet these needs i.e. developing a model transportation project to serve individuals with disabilities who do not use wheelchairs (to supplement the transportation system currently in place).

III. Mission, Goals and Objectives for Independent Living – SPIL 1999 - 2001

SILC

The mission of the NH SILC is to provide leadership and advocacy in support of the independent living philosophy for persons with significant disabilities. Members of the SILC represent a variety of organizations actively involved in supporting independent living for NH citizens. NH's overall mission of independent living, as reflected by the mission and goals of numerous organizations has several main themes: focus on independent living for aging individuals, access to technology, public education, cooperative projects which maximize talents and resources across various State, private, and local agencies/organizations.

Goals and Objectives for 1999-2001

1. To provide continual assessment of the independent living needs of persons with significant disabilities in NH.

Objectives:

(1) To develop an AD Hoc committee to address comments from public, Client Assistance Program, etc.

(2) SILC will systematically gather information during the next three years from organizations who conducted surveys or are involved in developing outcome measures (to determine unmet independent living needs in the state as well as determine how well current programs are working. Results will be shared with Center).

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2. To participate in the development and approval process of all independent living state plans.

Objective: SILC will develop the next 3 year State Plan for Independent Living which will cover the fiscal years 2002, 2003, and 2004.

3. To periodically evaluate progress of the SPIL.

Objectives:

(1) Working within a committee, to monitor consumer service records and the independent living program through the Center.

(2) To investigate options for providing SILC with full time (37.5 hour per week) secretarial support through a combination of paid and volunteer hours.

(3) Members of the Executive Committee and others on the Council will meet regularly to monitor and execute the SPIL. Members will examine what changes need to be made to assure that independent living services are available to the widest possible range of people with disabilities.

4. To work cooperatively with other appropriate Councils and agencies in promoting a statewide independent living philosophy.

Objectives:

(1) To complete a Council member profile fact sheet that will include a brief autobiography listing affiliations so that members can contact each other as resources.

(2) To make contact with other disability-related organizations/councils for the purpose of boosting membership and sharing information about SILC's mission and philosophy

(3) To set up an annual social and/or dinner with the Council and the Center's board members

5. To evaluate Council staff.

6. To develop an annual resources plan (budget) to support Council activities.

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7. To advise the Governor and the Department of Education regarding issues concerning independent living.

Objective: To work on "Dual Eligibility" --allowing clients/customers to receive Independent Living (Title VII) and VR (Title I) services at the same time-- is a topic that SILC plans to discuss with the State Rehabilitation Advisory Council in late 1998. Since the law is silent on dual eligibility, the Councils will jointly consider the concept and how it could benefit individuals with disabilities.

8. To influence the education of the general public in matters related to the IL philosophy.

Objective: To expand awareness of the SILC, the Center, the independent living philosophy and the need for more independent living opportunities for persons with significant disabilities in NH

9. To provide ongoing training and orientation to new Council members.

Objectives:

(1) To establish an Ad Hoc committee to develop an ongoing Training program for Council members addressing the independent living philosophy and the responsibilities of the SILC.

(2) To establish a Mentoring Program for training new members. Each new member of the SILC would have a "mentor" (an established member of the Council) to assist him/her in learning the policies, purpose and procedures of the Council.

(3) To develop an ongoing training package for new and/or potential Council members

10. To encourage the creative enhancement of services in meeting the needs of people with significant disabilities.

Objectives:

(1) To consider some alternative transportation projects in order to provide cross-disability transportation

(2) To support the Center to increase diversity of membership in teen group

(3) To add orientation and mobility services to next RFP (Spring 1999)

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IV. INTEGRATION OF GOALS AND OBJECTIVES FOR INDEPENDENT LIVING

In an effort to integrate the goals and objectives for independent living across all disabilities in NH, the SILC will create and explore opportunities to integrate goals and objectives of transportation. The SILC will join the Governor's Commission on Disability in their renewed effort to address the transportation needs of people with disabilities. The SILC will encourage and provide information and opportunities for the Center and other organizations to participate in this effort. NH's Independent Living Center has submitted a proposal to establish a model transportation effort for people who do not hold current driver's licenses due to a disability, but are not in need of specially equipped vehicle transportation. This effort will be made known to organizations, and the Chapter 2 program, in order to foster collaboration in integration of the goals of independent living.

A. The NH Chapter 2 Program - Services to Older Individuals Who Are Blind

The NH Chapter 2 Program - Independent Living Services For Older Individuals Who Are Blind is administered by the NH Department of Education, Bureau of Vocational Rehabilitation.

The goals of this program are to increase the ability of older individuals who are blind or visually impaired to live lives as independently as possible in their communities. To this end, NH's Title 2 project (Sight Services For Independent Living) has developed a statewide support service which uses community resources in the delivery of individual services, outreach, community awareness and building capacity at the local level.

To facilitate its goal and mission, the following objectives related to independent living were developed, implemented and reported in the 1996-1997 grant report by the project.

- × Free vision rehabilitation programs held regularly at regional locations statewide providing information, education, adaptive aids, skills training and support to customers, friends and family.
- × Free support groups for people with visual impairments, friends and family held regularly at regional locations statewide, providing information, education and support.

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- × Vision rehabilitation professionals cross trained in Low Vision, Rehabilitation Teaching and Orientation & Mobility and available benefits providing free services to groups, as a team at regional locations, and 1:1 to individuals at home or in the community.
- × Trained volunteer peer counselors providing free information, support and referral on a regional basis by phone, email, in customers homes or at meeting sites or in the community.
- × Free advocacy for older New Hampshire residents with visual impairments.
- × A free comprehensive resource manual listing information, products and services available, on a local, state and national basis, for people with visual impairments. (available in large print, Braille, disc, on audio tape and by email on the internet).
- × Free multi media educational and informational presentations available to customers (including friends and family) and professional and volunteer groups serving elders.
- × Marketing of customers, and vision rehabilitation professionals in person and via a variety of Media to advertise our services and increase referrals.
- × Improved staff accessibility via toll free, statewide 800 number and the internet.
- × A technology resource center, staffed by professionals, available by appointment, to try out new technology and assistive devices free of charge, with no obligation.
- × CCTV's located at program sites or public libraries available free to all New Hampshire residents who have visual impairments.
- × A constantly updated data base of information on visual impairment and vision rehabilitation containing the latest developments, available free to all residents.
- × A constantly updated stock of adaptive aids available free to all eligible customers.

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- × Reorganization of intake/screening process and network of rehabilitation professionals to greatly reduce the time from referral to service provision.
- × Improved ability to quickly provide all program materials in large print, Braille, disc, audio tape or on the Internet at no cost.
- × Sharing of resources at no cost, such as database information, equipment, newsletters and service directories, professional expertise, program space and transportation, by agencies serving similar populations, to avoid duplication, improve cost effectiveness and make the best use of limited resources.
- × Donations of free equipment, materials and services from individuals, organizations and businesses.

B. New Hampshire Association for the Blind

As a private nonprofit, all New Hampshire organization, the New Hampshire Association for the Blind is dedicated to enhancing the quality of life and maximizing independence for Granite State residents who experience blindness and visual impairment.

Within that overriding mission, the Association:

- × Provides effective direct rehabilitation services to help people maximize remaining sight and overcome obstacles imposed by vision loss.
- × Advocates for specialized services needed by those who have impaired sight and for the prevention of blindness.
- × Creates a climate of acceptance for people who are blind or visually impaired, which will enable them to live independently to the full extent of their abilities and to participate as full contributing members of the community.
- × Fosters philanthropic support to underwrite services which meet the needs of people who are blind and visually impaired.

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C. NH Assistive Technology Center

Two members of the SILC are employed by the NH Assistive Technology Center (NHATEC) which provides services that support the independence of persons with disabilities. NHATECH, which is funded entirely by fee for service, offers an array of services to consumers of all ages and all disabilities. Occupational therapists, physical therapists, speech-language pathologists, a rehabilitation engineer, and rehabilitation technologists are combined into teams to address a variety of issues pertaining to the implementation of assistive technology. Assistive technology is one of the components to improving and maintaining independent living. Below are the goals and objectives of NHATECH's five year plan that coincide with goals of the SILC and directly address independent living issues:

1. Increase knowledge and awareness of Assistive Technology.

Objectives:

*Develop a statewide training agenda.

*Participate in Public Relations (PR) opportunities within NH (i.e. exhibit tables, ensuring that literature on assistive technology services and devices is available at specified events, including the Center's annual Access Technology Expo and SILC's annual Disability Awareness Day for Legislators and Mini-Seminar on Disability Series)

*Seek grant money to support training events and model projects within NH

2. Increase access to assistive technology information and services.

Objectives:

*Develop a Web Site

*Promote collaborative efforts and build capacity with other organizations to provide information about assistive technology

3. Increase services to the Bureau of Vocational Rehabilitation, and to workers who are elderly or injured.

Objectives:

*Provide marketing and training to physicians, service providers to people who are elderly, and the Bureau of Vocational Rehabilitation

*Provide staff training in these related areas

*Develop knowledge for funding sources related to people who are elderly and workers' compensation

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4. Develop a New England Regional Resource for the purchase of used adaptive equipment.

Objectives:

*Working with other New England states, complete the development of the New England Technology Exchange Internet Database

*Maintain this Website and database through financial support of other New England states

D. Medicaid rules on funding AAC devices for adults

The State Department of Health and Human Services is currently revising rules for funding AAC devices. Approximately 100 participants, representing numerous programs and organizations both public and private, are participating in drafting the revisions. Several members of the Council are involved in this activity.

E. Disincentives to Employment Conference

Several members of the SILC, including the SILC Chair and staff participated in planning meetings in preparation for a Disincentives to Employment Conference sponsored by the Division of Vocational Rehabilitation's State Rehabilitation Advisory Committee (SRAC). The planning committee was made up of representatives from a wide range of disability groups who identified and prioritized the many disincentives to work faced by people with disabilities. The committee developed some strategies to address these disincentives at a statewide conference to be held in the fall of 1998. SILC's Operational Director chaired the subcommittee addressing "Attitudinal Barriers."

F. Meetings with Organizational Consultant

The SILC implemented many of the suggestions generated by members at the meetings facilitated by an Organizational Consultant. The fine tuning was part of an effort to discover the concerns of how SILC might best construct itself to accomplish its mission. SILC reaffirmed its goals and incorporated some new ones into the By-Laws.

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G. New England ADA Technical Assistance Center Regional Advisory Board

The SILC Chair and Staff attended the late fall New England ADA Technical Assistance Center Regional Advisory Board Meeting and joined in the discussions on identifying needs and setting priorities for the upcoming Incentive Grants. These grants will fund projects related to advocacy, transportation, sensitivity training and outreach.

H. Committees of the SILC

Each committee of the SILC has specific assignments and every member of the Council is assigned to at least one committee. In addition, two Ad Hoc committees were created: Resources and Bylaws Committees.

Executive Committee

The Executive Committee is made up of the Chair, the three Vice Chairs, the Chairs of the other three committees and three At Large Council members who self-select. It meets the first Friday of every month but is now considering meeting once every other month for a longer period of time which would include time to review the State Plan in terms of the roles of the individual committees.

The Council arranged for two day-long sessions with an organizational consultant who helped the Council follow up on its previous revisions and fine tune its goals. As a result, the Council may reduce its membership and define its scope to more realistic and manageable goals.

Assessment & Evaluation Committee

The committee decided to place its focus on developing and conducting a Housing survey to help determine the housing needs of people with disabilities in NH, particularly those with low incomes. This committee, along with additional input from the Executive Committee, developed a questionnaire which will be mailed to recipients of SSI and SSDI through a cooperative arrangement with the Concord SSA. The Council will review and evaluate the responses received.

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The Chair of this committee also initiated a series of socials that brought together members of the SILC and members of the Board of Directors of the Center for the purpose of getting to know one another on a more personal level and thus create a better means of communication between the two organizations. The Center, in turn, hosted some follow up events that allowed the SILC members and Center Board members to discuss issues of mutual concern. SILC plans to continue working on this type of informal meeting format.

Public Information/Liaison Committee

This committee along with the Resource Committee considered some fundraising ideas to support some of the activities of the SILC, i.e. a mini golf tournament or wheelchair scavenger hunt, that would not only enhance funding, but could become a means of gaining publicity and press coverage as well as raise awareness about independent living issues.

In addition to working on fundraising ideas, this committee has revised and updated a brochure designed to educate consumers and the general public on Independent Living services and the SILC. A Public Service Announcement on independent living and the SILC was developed by this committee and is airing on local radio stations statewide.

Administration Committee

This committee has been looking at ways to establish additional resources for the SILC and how the Resource Plan can reflect this. The committee also worked on the job classification and description for the SILC support staff person. An evaluation of the SILC staff is completed each year to assure that they adequately meet the needs of the Council.

I. National Council on Independent Living (NCIL)

In FY 1998 SILC sent 6 SILC members to NCIL's annual conference in Washington, DC (May 13-16) to hear independent living representatives and national speakers on the independent living movement discuss what is ahead. The National Council on Independent Living, headquartered in Washington DC, monitors IL legislation and advocates for IL Centers nationwide. Some of the workshops and activities focus on SILCs and their specific mandates and goals. The SILC Resource Plan regularly includes funds to allow SILC members the opportunity to attend training in IL related fields.

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Description of How the Activities Funded under Part B, Chapter I, Identified in Section 10.1 are Consistent with and further the Purposes of the Objectives in Section 9

The choice of activities to be funded under Part B, chapter I, as identified in Sec. 10.1 is consistent with and further the purposes of the Objectives in Section 9. The DSU and the SILC continue to support funding a resource plan for the SILC that will result in the achievement of the objectives that are identified in Attachment 9.

During the next fiscal year, the council will be re-examining the use of Title VII, Part B funds currently allocated to direct services via contracts with the independent living center but, for the immediate future, the utilization of VII B funds will be generally divided among direct services to persons with disabilities and support of the SILC. Support of the SILC includes providing members those services that will maximize participation in the business of the council, as well as support for the positions that provide for administration of the program. Administrative responsibilities are shared among a half-time operational director, a word processor operator (29 hours a week), and a Vocational Rehabilitation administrator (20%).

Direct services to persons with disabilities are provided through contracts with the independent living center. Through these contracts the following services will be provided by the center during the fiscal year: interpreter services for individuals who are deaf, limited home modifications (ramps and door widening), transportation (both wheelchair accessible and vouchered transportation services to individuals who do not use a wheelchair), case management, and specialized equipment. An additional contract with the center will provide growth and learning opportunities to council members through participation in conferences and training.

As noted in Attachment 4, approximately \$90,000 will be used to support the activities of the council over the next fiscal year. This amount is expected to increase to some extent during the next three years. The balance of the available funds, which is approximately \$235,000, will be spent on services to individuals with severe disabilities through contracts

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with the center for independent living. In past years the Vocational Rehabilitation agency has provided \$50,000 through its Strategic Plan to support access for both the SRAC and the SILC. While this resource may be available in future years, the SILC and DSU have planned the current budget against VII B funds only.

Several members of the SILC have expressed interest in reviewing the ways in which funds have been used to benefit persons with severe disabilities. To date there has been consistent support for providing direct services to individuals through contracts with the center for independent living. While a significant need has been addressed, it is felt that the council needs to explore the potential of other entities to provide services and to consider to what extent current resources could be used to support activities that increase capacity of public or nonprofit agencies and organizations and other entities to develop comprehensive approaches or systems for providing independent living services to a broader and larger population.

While the current plan is to continue providing direct services through contracts, there will be continuing discussion during the next fiscal year concerning alternatives to this approach, while carefully considering the consequences reducing or eliminating the service program as it has been traditionally conceived.

One of the most important tasks before the council during the next fiscal year is to decide the method they want to pursue to obtain information about the capacities of other potential service providers and the degree to which those entities can and should work with the SILC to improve the quality or quantity of services that could be available to individuals who have a disability in order that they may become more independent. To the extent that outside consultation is deemed appropriate, resources will be allocated through a reduction in contracts for services to the extent that the Council decides that this is in the interests of persons with disabilities.

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Description of the State's Efforts to Reach Unserved, Underserved and Minority Groups in Urban and Rural Populations

The current population of the state is nearly 1.2 million, of which over 50% reside in the two southern counties of Rockingham and Hillsborough. Rockingham is also the fastest growing county in the state. Therefore, over half of the population of the state is concentrated in less than 20% of the area of the state. Much of the balance of the state is rural, and density decreases significantly in the three northern counties of Coos, Carroll and Grafton, where only 13% of the population resides.

While over 50,000 of the residents of the state who are over the age of 18 are considered impoverished, only a small percentage of these reside in the rural areas. This is true in spite of the fact that the incidence of poverty is greater in the three northern counties. Updated census figures from 1990 indicate that of the nearly 1.2 million residents of the state, 86,022 (8%) reported that they spoke a language other than English in the home. The ten most reported languages and the incidence of each follows:

French.....	51,219
Spanish.....	9,619
German.....	4,380
Greek.....	4,086
Polish.....	2,976
Italian.....	2,440
Chinese.....	1,470
Portuguese.....	1,173
Korean.....	995

Of the 86,022 who reported speaking a language other than English in the home, 6,648 reported that they did not speak English well and 765 reported that they did not speak English. Therefore, the incidence of non English speaking residents is extremely small, particularly when compared with other states in the region.

An examination of the following population studies revealed that 4% to 8% of New Hampshire's population could be classified as people with significant disabilities:

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US Census (1990 and updates)
Centers for Disease Control
The National Center on Health Statistics
The President's Committee on Employment of People
with Disabilities
The National Medical Expenditure Survey

Assuming a constant of severe disability in populations that do not speak English, the incidence of disability among this group is somewhere between 300 and 600 non-English speaking people with significant disabilities who reside in the state (or less than 1%). Aggressive outreach to this population is discouraged by the lack of resources to support needed services; however, a number of approaches to incorporating this population are planned.

For the last several years the committees of the SILC have reviewed studies that addressed incidence of disability in order to assess the possible need for independent living services. These studies, incorporated in the above list, indicate that approximately 50,000 persons with disabilities reside in the state.

Fewer than 700 persons are being directly served at any given point through the Title VII, Chapter I programs. It was through the analysis of this information that recommendations for expansion of the CIL service program were developed.

Information gathered from the CIL's focus groups (held in various parts of the state to assess the need for independent living services and the types of services needed in the various geographical areas) formed a basis for the expansion plan of the CIL.

New Hampshire does not have a large minority population. According to the 1990 Census, significantly less than 1% of the population (21,709) were non-white. There were 7,198 Blacks; 2,134 Native Americans, Eskimos, or Aleuts; 9,343 Asian or Pacific Islanders; and 3,144 Other. Outreach activities will include contact with organizations that represent these groups to attempt to establish agreements that would enable these organizations to include information about independent living in their contacts with minority populations. Additionally, the DSU maintains a list of interpreters that is available when the need for interpreters exists.

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As of 3-31-98, GSILF had 480 active consumers on its case records. Their geographic distribution by county is as follows:

Alphabetically & Numerically

Belknap – 15	Hillsborough - 165
Carroll – 8	Rockingham - 88
Cheshire – 27	Merrimack - 85
Coos – 14	Grafton - 33
Grafton – 33	Cheshire - 27
Hillsborough – 165	Strafford - 27
Merrimack – 85	Sullivan - 18
Rockingham – 88	Belknap - 15
Strafford – 27	Coos - 14
Sullivan – 18	Carroll - 8

The center provides Information and Referral through three 800 numbers, a web site and a computer bulletin board (a 24 hr – 7 day a week network for people with disabilities who have access to a computer & modem). To market the availability of these services, the center makes use of disability-related publications and regularly attends annual Family Support Conferences as well as other large activities within the state. The center also maintains a strong working relationship with entities such as Social Security Administration. The center's toll free telephone number is listed under the front cover the phone book (throughout the state) and a lot of calls are received from this source.

The center operates eight Peer Support Groups throughout the state with cross-disability representation, including a major contact with the Division of Mental Health to support peer run drop-in centers around the state, staff peer support at the center, and a youth program. Two teen programs operate out of the Concord (central NH) office. Youth come from all over the state. Part of the program is a telephone connection network and they meet once a month for skills training. In addition, a mentor program connects youth with disabilities to adults with similar disabilities. One-on-one peer support is available from the center's main office. Outreach for teens is done through mailings to school districts, phone calls to various school personnel, one-to-one meetings with school staff and the youth themselves go out and give presentations to other youth groups.

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Outreach to consumers of minority groups who speak languages other than English is accomplished through referrals through the Latin-American Center when bilingual staff is not available or when other language interpreters are needed. SILC is informed about the success of this outreach through consumer forums, quarterly reports and invitations to visit the center periodically to insure that information is available in places where it could reach the most people and see that the information is disseminated on a regular basis.

Most of the skills training occurs within the peer support core service. PCA skills training is another important area. Skills training includes center staff working one-on-one with consumers with disabilities on how to develop an effective working relationship with vocational rehabilitation counselors; how to apply for subsidized housing; and how to manage daily living functions. SILC and the center continue to monitor national legislation addressing personal assistance and different types of Medicaid waivers.

Transportation is an issue of extreme importance since New Hampshire is a rural state. The center makes every attempt to maximize the use of its vans and collaborates with other van services geographically. In some instances in extreme rural areas, the center works with other transportation entities so the consumer is served even when the center pays for but does not directly provide that service.

SILC is attempting to add at least one member from a minority disability group and to connect with a mental health program. SILC assists the center with outreach through seminars on disability, publications in various disability newsletters and newspaper articles, distribution of a brochure, and presence at annual disability events. SILC currently has two members representing people over age 55 who are members of AARP and who sit on advisory councils addressing issues facing elders. SILC plans more involvement with the Division of Adult and Elderly Services and the State Council on Aging. The center has surveyed case records for people 55 and older to ensure that this population is being served.

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Description of Extent and Scope of Independent Living Services to be Provided by the State, Including Any Arrangements of Grants or Contracts Made by the State for Providing Such Services, and How They Meet the State's Objectives for Independent Living

Services provided under Title VII, Part B will be provided through organizations who are qualified to provide them as evidenced by their being approved providers under Title I and/or have met RSA Standards as a Center for Independent Living, and by contract to organizations that are consumer-controlled. Services will be provided to eligible individuals when services are necessary to significantly improve their independence.

Since FY 1996, the responsibility for establishing eligibility, developing a service plan, and providing appropriate case management has been contracted with the center for independent living, which demonstrated that they complied with RSA standards during a review that was conducted in 1996. An RFP was published during the last quarter of FY 1995, requesting proposals to provide services, eligibility determination, and case management. During the first three quarters of fiscal year 1995 the program was operated as it had been since 1985; an independent living specialist employed by the DSU made decisions on eligibility and plan development. The specialist also provided case management and monitoring to individuals who were determined eligible.

During the course of fiscal year 1996, a transfer of cases developed by the DSU to the new contractor was done, and a system of record keeping and case management was developed by the contractor. Between January and July a parallel system of case documentation was maintained to insure adequate compliance during and after the period of transition.

A. General Provisions:

1. Financial need determination. Interpreter services, counseling, guidance and referral services, and evaluation services necessary to the determination of eligibility or Independent Living Plan development or monitoring shall be exempt from financial need. In all other instances the individual must demonstrate (via completion of the Financial Needs Test) that he/she is unable to purchase the service, before Title VII, Part B funds will be expended.

2. Comparable Benefits. In each instance where a service is being considered for an individual, other than evaluation of potential for independent living, and counseling, guidance and referral; a thorough exploration of comparable benefits shall be accomplished and documented prior to providing any service that is available through contract.

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3. Eligibility/Independent Living Plan. Independent Living services shall be provided to individuals only when:

a) those services are necessary to determine eligibility; or

b) an individual has been determined eligible for Independent Living services and the service is specified in an approved ILP (unless the individual has signed a waiver stating that such a plan is unnecessary). The approved ILP shall identify the service(s) to be provided; the approximate cost and duration; the provider; the goal of the program; the intermediate objective(s) to be attained as a result of the service(s); and the review period and criteria against which each objective will be measured. Services that are needed beyond the period that is specified in the ILP will be provided only when the ILP is amended to specify an extension, and there is justification that the intermediate objective(s) can be attained only if the extension is approved.

4. Preauthorization. All services must be authorized in writing prior to delivery.

5. Payment for services. Payment for services requires evidence that the service has been provided. Evidence may include a report of services by the provider and a verification of satisfaction by the consumer.

6. Services to Groups. Authorization for services to groups shall be made when it can be demonstrated that the service will benefit primarily those members of the group who have been determined to be eligible for Independent Living services and the service is specified in the ILP's of each of the individuals who will receive the service (unless waivers have been signed that plans are unnecessary).

7. Financial Limitation.

a. Total expenditures for any service or combination of services to an individual that are provided through a contract supported under Title VII, Part B shall not exceed \$5,000 per 12 month period of a federal fiscal year, unless an exception is granted based on evidence that the consumer is not able to receive the necessary service unless it is purchased under Title VII, Part B.

b. Exceptions to the limit of \$5,000 per 12 month period may be granted by the director of the organization providing services to the individual. The director will examine the financial status of the individual and make a determination whether the individual would be denied a necessary service if the service is not provided under Title VII, Part B.

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c. When an individual requires a service or services that exceed the \$5,000 limit and the request for an exception is denied, the director of the organization providing services shall notify the individual in writing within 15 working days of the request. A copy of the consumer's rights, including rights for appeal, shall be included with this written notification. When an individual is denied a service under Title VII, Part B, the service provider shall offer an appeal procedure that complies with 34 CFR Part 364.58 and has been approved by the SILC and the DSU.

B. Specific Services:

The following policies shall govern the quality, scope and extent of each of the independent living services to be provided under the Title VII, Part B Program; and the conditions, the criteria, and the procedures under which each such service shall be provided:

(2) Housing:

a. Within the established financial limits, in planning modifications to a consumer's residence, the provider shall consider the following factors:

1. The length of time for which the modifications will be used;
2. The relative cost of the modification.

b. Modifications to a rented property shall be portable to the maximum extent feasible.

c. Payment of rent, mortgage, relocation or other maintenance costs shall not be provided by the Independent Living Program.

(3) Rehabilitation Technology: Rehabilitation technology services may be provided to assist in the determination of eligibility and/or at points of the process to facilitate the acquisition of other services. Rehabilitation technology may be provided through contracts, or through the application of comparable benefits. When provided through a contract, the established financial limits of the IL Program will be applied, and the terms and conditions of the contract will govern the methods of service provision. Constraints in the provision of this service may be dictated by overall resource availability.

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(4) Mobility Training: Within the established financial limits, "Orientation" services from qualified Orientation and Mobility (O&M) Instructors may be provided to the extent that it is available. This service will be limited to that aspect of the profession of Orientation and Mobility that provides support to blind and visually impaired individuals who have previously received O&M training and are in need of orientation to an environment which may have been changed or is new to the individual.

This service will not replace an individualized O&M rehabilitation program. It is intended to provide short-term orientation support to individuals within the limits of their already established skills. Component services such as pre-session site review, tactile graphing, on site familiarization are examples of the intent of this service. Physical modification(s) to the environment (signage, braille production, etc) and/or more than informal consultation to the site or facility will not be provided under this service. This service will be provided in collaboration with the Chapter 2 program serving older individuals who are blind. O&M service providers identified by the Chapter 2 program as qualified and/or on staff will be used as providers of this service.

(5) Interpreter Services: Interpreter services may be provided to deaf individuals to enable them to access other IL services and/or to achieve an objective identified in their ILP. Interpreter services may be provided through contracts or through comparable benefits. When the service is provided under a contract, the procedures will be governed by the terms of the contract within the established financial limits of the Title VII, Part B Program.

(11) Transportation: Within the established financial limits, transportation may be provided to the extent that it is available in a contract or through comparable benefits; however, when it is provided under a contract, transportation will be provided in support of the provision of services that are identified in the ILP. The IL Program may, through contracted services, provide modifications to a vehicle that is otherwise safe (state inspection and approval by installer of equipment) when it can be demonstrated that this is the most appropriate means of transportation for the individual. Vehicles shall not be purchased or leased through financial support of the Title VII, Part B Program.

(14) Prostheses and other Appliances and Devices: Aids and devices may be provided through contracts within the established financial limits of the IL Program. When the service is provided under a contract, the procedures will be governed by the terms of the contract within the established financial limits of the Title VII, Part B Program.

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(21) Other Services:

Preventive Services: Preventive services may be provided when it can be demonstrated that such services will decrease the needs of individuals assisted under the IL Program for similar services in the future and they are available under a contract or through comparable benefits. When preventive services are provided under a contract, the terms and conditions of the contract will govern the provision of the service within the established financial limits of the IL Program.

Referral Services: Referral to other service-providing agencies or organizations shall be an ongoing consideration by the Title VII, Part B Program. All applicants shall be provided this service as needed and appropriate to the individual during the time that he/she is active with the program.

Other Independent Living services: The only independent living center currently operating in the state provides the four core independent living services and the following additional services in support of the greater independence of individuals with severe disabilities: services related to securing housing or shelter; attendant care and the training of persons with disabilities to train their attendants; interpreter referral; surveys, directories, and other activities to identify appropriate housing; recreation opportunities and transportation in support of recreation; consumer information programs; education and training necessary for living in the community and participating in community activities; training to develop skills specifically designed for youths who are individuals with disabilities to promote self awareness and esteem, develop advocacy and self-empowerment skills, and explore career options; and community awareness programs to enhance the understanding and integration into society of individuals with disabilities.

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Description of a Design for the Establishment of a Statewide Network of Centers for Independent Living

Granite State Independent Living Foundation (GSILF) is New Hampshire's only CIL. The plan for establishing a network of CILS is as follows:

Making services available and convenient for people regardless of where they live is an important consideration. Right from the beginning the philosophy has been to bring the service to the consumer, rather than requiring the consumer to come to the service. The center's Services Coordinators have been working with people with disabilities in their homes since the center began operating in 1980.

Since the center serves the entire state of New Hampshire, it has found that having small administrative satellites can be helpful. The center has struggled with various issues around maintaining satellites, including adequate staff training in IL philosophy and history, equipment and building maintenance, adequate funding, and office usage levels.

GSILF maintains administrative offices in both Franconia and Manchester. The Franconia office is fully staffed, and the Manchester office is used frequently as a meeting place and hosts GSILF peer groups. With the addition of the Phone Link program, the Manchester office will become a demonstration site for telecommunications equipment, so that consumers will be able to try equipment first, before it is ordered.

Staff in the North Country cover a lot of ground, namely the three northern counties, and use laptop computers in their work. While the office is in Grafton county, they also work frequently in Coos county, and often use a room at the Berlin Voc Tech as a meeting site.

The phrase "network of centers" means more than rented office space. It can mean a network of services that insures that people have easy access to IL services. Although the center is not physically located in every county, the center is providing services in the homes of persons with disabilities in every county of the state.

As of 3-31-98, GSILF had 480 active consumers on its case records. Their geographic distribution by county is as follows:

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Alphabetically & Numerically

Belknap – 15	Hillsborough - 165
Carroll – 8	Rockingham - 88
Cheshire – 27	Merrimack - 85
Coos – 14	Grafton - 33
Grafton – 33	Cheshire - 27
Hillsborough – 165	Strafford - 27
Merrimack – 85	Sullivan - 18
Rockingham – 88	Belknap - 15
Strafford – 27	Coos - 14
Sullivan – 18	Carroll - 8

In addition, monthly ongoing cross-disability peer groups are held in the following locations: Berlin, Concord, Hanover, Manchester, Nashua, Seacoast, and Keene.

The center also supports the development and maintenance of a network of consumer-run peer support centers for psychiatric survivors. These serve a combined total of many hundreds of consumers, and are located in: Claremont, Concord, Derry, Dover, Franklin, Keene, Laconia, Manchester, and Portsmouth.

While the center acknowledges some benefit to renting office space in outlying areas of the state, it comes with a real cost - not only in dollars but in staff training and administration. Since no additional funding source currently exists, the center feels it would be faced with taking resources from an existing program in order to open a new satellite, something it has been reluctant to do. GSILF maintains that, should money become available, it would look to the SILC for input as to where the next office should be.

The SILC hopes that the next area to be served would be the western part of the state, a decision with which the center strongly agrees.

Outreach to unserved/underserved populations.

GSILF has expanded its programs over the past few years targeting three specific groups: (1) people with mental illness, (2) young people (under 21) with a disability, and (3) seniors.

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1. People with Mental Illness - Since 1995, GSILF has been working with peer run support centers across the state, working to strengthen the ability of these organizations to provide support services to people with mental illness who reside in the community.

Building on its successful track record, the center's contract with the Division of Mental Health in the coming year (starting July 1, 1998) calls for it to be working with drop-in centers in 9 communities across the state: Claremont, Concord, Dover, Franklin, Keene, Laconia, Manchester, North Conway and Derry.

GSILF will be working with centers' Boards, staffs, and members on issues such as board/staff relations, fiscal management, personnel issues, funding strategies, program development and public relations. This is the only program of its kind in the nation which is run out of an IL Center.

2. Young people with disabilities - Expanding services to young people with disabilities has been a service priority for the GSILF board since the early 90's. In the mid-90's, funding from the Hood Center at Dartmouth allowed the center to develop a full-scale program of peer support and coaching for youth. While the Dartmouth funding has long since disappeared, the program has made such an impact on the lives of young people, that the GSILF board made it a priority to seek funds for its continuation.

One of the most cogent examples of how important this program has been to its participants was the college entrance essay written by one young woman in the program. When asked to write about a deeply important experience in her life, she chose to write about the "Teens Coping" program, and how different her life has been since participating in the program, and having friends with disabilities. The program was selected to be one of the featured presenters at this year's National Independent Living Conference.

In 1997 the program had expanded again to include a "young adult" component. With the original teenagers in the program starting to enter their early 20's, they still felt the desire to remain connected and work on issues related to their lives – this program has provided them that opportunity.

3. Seniors - The aging of America has caused all social service organizations to look at the demographics of who their consumers will be in the 21st century. A new program, called Phone Link, has allowed the center to solidify its contacts with seniors, and the agencies that serve them.

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This program will provide telecommunications equipment to eligible people who, because of a disability, cannot use a standard telephone. The type of equipment provided may include: TTY's, amplifiers, signaling devices, speaker phones, large button phones, or voice carry-over phones.

Since many people experience hearing loss as they age, the center has focused most of its outreach efforts to senior groups and feels that the response has been gratifying. If a person is over income for the Phone Link program, GSILF is often able to provide them with an IL service of some kind, whether it be information, advocacy, or peer support. Phone Link has given the center a formal way to work closely with those organizations that serve seniors, and these collaborative efforts will enhance the work of both organizations.

Center Case Service Record Data Identifying Unserved and Underserved Disability and Ethnic Groups in Urban and Rural Areas

Looking both at ethnicity and cross-disability representation, the breakdown (as of April, 1998) of consumers by ethnicity is as follows (Note: the application states clearly that answering this question is optional, so not everyone has self-identified):

Asian -	1
Black -	2
Hispanic -	1
No ethnicity specified (unknown) -	16
Not reported -	94
White -	352
Total =	466

Even though almost 25% of the respondents chose not to self-identify, it is clear that the majority of the center's consumers are in the category of white, with very little minority representation. GSILF is well aware of the many initiatives by RSA to expand minority representation within IL Centers, and will be participating in future trainings offered by both RSA and NCIL. In addition, the center keeps the availability of its services current to minority groups through mailing its annual reports to organizations such as the Latin-American Center and the NAACP.

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Current breakdown of cross-disability representation is:

DATA FOR FY '97

(1) # Consumers Served - 526

(2) Location - (see above info)

PCA: Hillsboro = 35
Merrimack = 8
Rockingham = 36
Grafton = 9
Coos = 7
Cheshire = 9
Carroll = 4
Belknap = 2
Sullivan = 6
Strafford = 10

Consumers: Belknap = 15
Carroll = 8
Cheshire = 27
Coos = 14
Grafton = 33
Hillsborough = 165
Merrimack = 85
Rockingham = 88
Strafford = 27
Sullivan = 18

(3) # Community & Systems

Advocacy Units - 7,675 (1 unit = 1 hour)
Information/Referral - 436.25
Individual Services - 5,181.96

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(4) # People Served:

Individual Services	- 526
Individual Advocacy	- 230
Equipment	- 49
Info/Referral	- 157
Skills Training	- 225
Peer Support	- 116
PCA	- 126
Recreation	- 359
Youth Services	- 86
Transportation	- 137
Communication	- 111 (Interpreter Referral)
Home/Access	- 25

(5) Outreach

Family Support

Conference - display board
disseminate info.
staff interaction

GSE&L - 24 hours/day; 7 days/week
used by 1400 individuals
in 53 towns

Peer Support Groups - 12/year
50+ - consumers

9 groups: Berlin
Hanover/Lebanon
Concord
Nashua
Keene
Manchester (3)

Teens/Young Adults - 86 participants
representing 30 different
disabilities

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- teens/young adults conducted 6 disability awareness in NH schools, made presentations to medical professionals, peers, parents

Mental Health Project - providing technical assistance to 9 Peer Support Agencies:

Portsmouth
Dover
Concord
Franklin
Laconia
Manchester
Claremont
Keene
Conway

ADA Celebration - 7th anniversary celebration co-sponsored with Gov.'s Commission on Disability; Hampton Beach Chamber of Commerce; LifeWise Community Products; and, NH Div. of Parks & Recreation

Basketball - Weekly

50 participants

Bowling - Weekly

9 participants

Social/Recreational

Events - 70 events: holiday parties, picnics, barbecues potluck suppers, bingo

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- Networking
- 1/2 day training/luncheon for SILC members, GSILF board and staff
 - GSILF staff met with 3 Israeli health care workers studying in NH

Info. dissemination: (Information & Referral is provided by three 800 numbers, a web site and a 24 hr-7 day a week computer bulletin board called Granite State Empower & Light)

The SLATE (monthly)
Youth Services brochure
Annual Report
ADA at the Beach flyer
Toll-Free Voice/TTY Phone Links (24 hrs.day)
GSE&L

(6) Community Education/Systems Advocacy

In collaboration with DRC and DDC, voter access

In collaboration with Gallaudet, DEAF EMPOWERMENT WEEKEND

In collaboration with the Alliance for Technology, EXPO '97 (1000 visitors; 80 vendors)

GSILF worked with over 100 municipalities, private industry, residential property owners to reduce barriers to accessibility

Collaborated with 40 other organizations to strengthen linkages with agencies serving persons with disabilities

Advocacy with/on behalf of deaf community: right to effective communication during court proceedings

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Evaluation Plan

The goals completed in SPIL 1996-1998 were:

To provide continual assessment of the independent living needs of persons with significant disabilities in NH.

The Executive Committee of the SILC conducted two consumer forums one in the northern area of the state and one in the southwest region. A comparison was made with the CIL's own evaluation of these areas and executive summaries were sent to the CIL. Also, the SILC's Assessment & Evaluation Committee developed a survey instrument designed to measure consumer satisfaction, including during the transition of the service program to a contractor and conducted a consumer survey of services received from both Title VII Part B and Part C programs. The results of this survey were shared with the CIL as a measure of the success of the programs. Programs to meet the needs of consumers as expressed in the survey were considered when developing the SPIL 1999-2001.

Coordination of all evaluation activities took place through the Statewide Independent Living Council, which currently has a membership that includes significant representation from other entities concerned with independent living, CIL board members and staff. Resumes of new members are regularly received through a mailing to approximately 40 organizations working in the disability field. The State Program continues to provide information to the Council, as will the center for independent living.

To participate in the development and approval process of all independent living state plans.

In developing the State Plan for Independent Living 1999-2001, the SILC Operational Director held several meetings open to all Council members in late FY 1997, allowing for extensive discussion and more opportunities for member participation. The last State Plan was used as a guideline during these meetings. Once members received copies of the "boiler plate" in early 1998, SILC's 2nd Vice Chair facilitated a second series of SPIL development meetings providing a brief overview of each Attachment. Input from all members attending these meetings was consolidated and one final meeting was held in May 1998, along with a public hearing, to provide further opportunity for members to go over the entire plan. This process has proven to involve a wide range of appropriate participants and is effective in accomplishing the development of the Plan.

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The goal pertaining to evaluation in the 1999-2001 SPIL is:

To periodically evaluate progress of the SPIL.

Objectives are:

1. Within 30 days of submitting the 704 report, the SILC's Executive Committee will review and assess the report and send written comments to the DSU and CIL.
2. Within 30 days of submitting the Chapter II report, SILC will request a copy, review the report, and prepare questions and comments for feedback. The summary of the report will be shared with the full Council.
3. A review of the SPIL will be made at each (quarterly) full Council meeting which will include a summary of the progress made on each objective.
4. SILC will review and comment on CIL's annual consumer survey with feedback to the CIL.

The Assessment and Evaluation Committee was established to review and monitor the SPIL and regularly reports to the Executive Committee for advice and direction. Quarterly reports are made to the full Council. In addition, members of the Executive Committee participate in the 704 report evaluating IL services and Center activities. The Center also submits quarterly reports to the SILC and is represented on the Executive Committee as well as on the full Council.

The Executive Committee of the Statewide Independent Living Council continues to meet regularly to work on developing and reviewing, along with other available members, the SPIL. Although the State does not administer the Title VII, Part C Program, the only center in the state does provide quarterly progress reports that are sent to all members of the Statewide Independent Living Council. Several committees of the SILC include staff or board members of the CIL. The CIL executive director also provides the SILC with a quarterly report of center activities.

The common goal of the Council, the State Program, and the Center is that a program of independent living services will be available throughout the state. Each of the goals of the SILC will be assigned to existing or newly formed SILC Committees, who will report on progress and make recommendations at each of the quarterly SILC meetings.

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