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## **PART I: Assurances**

State of: New Hampshire

### **Section 1: Legal Basis and Certifications**

- 1.1 The designated State unit (DSU) eligible to submit the State Plan for Independent Living (SPIL or the plan) and authorized under State law to perform the functions of the State under the State Independent Living Services (SILS) and Centers for Independent Living (CIL) programs is Bureau of Vocational Rehabilitation. *34 CFR 76.104(a)(1) and (2); 34 CFR 364.22(a)*
- 1.2 The separate State agency eligible to submit the plan and authorized under State law to provide vocational rehabilitation (VR) services to individuals who are blind is N/A (insert name of separate State agency). Indicate N/A if not applicable. *34 CFR 76.104(a)(1) and (2); 34 CFR 364.20(d) and 364.22(c)*
- 1.3 The Statewide Independent Living Council (SILC) that meets the requirements of section 705 of the Act and is authorized to perform the functions outlined in section 705(c) of the Act in the State is New Hampshire Statewide Independent Living Council. *34 CFR 364.21(a)*
- 1.4 The DSU and, if applicable, the separate State agency authorized to provide VR services to individuals who are blind, and the SILC are authorized to jointly develop, sign and submit this SPIL on behalf of the State, and have adopted or otherwise formally approved the SPIL. *34 CFR 76.104(a)(7); 34 CFR 364.20(c) and (d)*
- 1.5 The DSU, and, if applicable, the separate State agency authorized to provide VR services to individuals who are blind, may legally carry out each provision of the plan and will comply with all applicable Federal statutes and regulations in effect with respect to the three-year period it receives funding under the SPIL. *34 CFR 76.104; 34 CFR 80.11(c)*
- 1.6 The SPIL is the basis for State operation and administration of the program. All provisions of the SPIL are consistent with State law. *34 CFR 76.104(a)(4) and (8)*
- 1.7 The representative of the DSU and, if applicable, of the separate State agency authorized to provide VR services to individuals who are blind, who has the authority under State law to receive, hold, and disburse Federal funds made available under the SPIL and to submit the SPIL jointly with the SILC chairperson is Lisa Hatz and N/A (Name, title of separate State agency director, if applicable). *34 CFR 76.104(a)(5) and (6)*

### **Section 2: SPIL Development**

- 2.1 The plan shall be reviewed and revised not less than once every three years, to ensure the existence of appropriate planning, financial support and coordination, and other assistance to appropriately address, on a statewide and comprehensive basis, the needs in the State for:

- The provision of State independent living services;
  - The development and support of a statewide network of centers for independent living; and
  - Working relationships between programs providing independent living services and independent living centers, the vocational rehabilitation program established under title I, and other programs providing services for individuals with disabilities. *34 CFR 364.20(f)*
- 2.2 The DSU and SILC conduct public meetings to provide all segments of the public, including interested groups, organizations and individuals, an opportunity to comment on the State plan prior to its submission to the Commissioner and on any revisions to the approved State plan. *34 CFR 364.20(g)(1)*
- 2.3 The DSU and SILC establish and maintain a written description of procedures for conducting public meetings in accordance with the following requirements. The DSU and SILC shall provide:
- appropriate and sufficient notice of the public meetings (that is, 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);
  - reasonable accommodation to individuals with disabilities who rely on alternative modes of communication in the conduct of the public meetings, including providing sign language interpreters and audio-loops; and
  - public meeting notices, written material provided prior to or at the public meetings, and the approved State plan in accessible formats for individuals who rely on alternative modes of communication. *34 CFR 364.20(g)(2)*
- 2.4 At the public meetings to develop the State plan, the DSU and SILC identify those provisions in the SPIL that are State-imposed requirements beyond what would be required to comply with the regulations in 34 CFR parts 364, 365, 366, and 367. *34 CFR 364.20(h)*
- 2.5 The DSU will seek to incorporate into, and describe in, the State plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under a project funded under chapter 2 of title VII of the Act and that the DSU determines to be effective. *34 CFR 364.28*
- 2.6 The DSU and SILC actively consult, as appropriate, in the development of the State plan with the director of the Client Assistance Program (CAP) authorized under section 112 of the Act. *34 CFR 364.20(e)*

### **Section 3: Independent Living Services**

- 3.1 The State, directly or through grants or contracts, will provide IL services with Federal, State, or other funds. *34 CFR 364.43(b)*
- 3.2 Independent living services shall be provided to individuals with significant disabilities in accordance with an independent living plan 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. *34 CFR 364.43(c)*
- 3.3 All service providers will use formats that are accessible to notify individuals seeking or receiving IL services under chapter 1 of title VII about:
  - the availability of the CAP authorized by section 112 of the Act;
  - the purposes of the services provided under the CAP; and
  - how to contact the CAP. *34 CFR 364.30*
- 3.4 Participating service providers meet all applicable State licensure or certification requirements. *34 CFR 365.31(c)*

### **Section 4: Eligibility**

- 4.1 Any individual with a significant disability, as defined in 34 CFR 364.4(b) is eligible for IL services under the SILS and CIL programs authorized under chapter 1 of title VII of the Act. Any individual may seek information about IL services under these programs and request referral to other services and programs for individuals with significant disabilities, as appropriate. The determination of an individual's eligibility for IL services under the SILS and CIL programs meets the requirements of 34 CFR 364.51. *34 CFR 364.40(a), (b) and (c)*
- 4.2 Service providers apply eligibility requirements without regard to age, color, creed, gender, national origin, race, religion or type of significant disability of the individual applying for IL services. *34 CFR 364.41(a)*
- 4.3 Service providers do not impose any State or local residence requirement that excludes any individual who is present in the State and who is otherwise eligible for IL services from receiving IL services. *34 CFR 364.41(b)*

### **Section 5: Staffing Requirements**

- 5.1 Service provider staff includes personnel who are specialists in the development and provision of IL services and in the development and support of centers. *34 CFR 364.23(a)*
- 5.2 To the maximum extent feasible, a service provider makes available personnel able to communicate:

- with individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille or audio tapes, and who apply for or receive IL services under title VII of the Act; and
- in the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under title VII of the Act. *34 CFR 364.23(b)*

5.3 Service providers 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 programs emphasize improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy. *34 CFR 364.24*

5.4 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will take affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act. *34 CFR 364.31*

## **Section 6: Fiscal Control and Fund Accounting**

6.1 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will comply with applicable EDGAR fiscal and accounting requirements and will adopt those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for those funds. *34 CFR 364.34*

## **Section 7: Recordkeeping, Access and Reporting**

7.1 In addition to complying with applicable EDGAR recordkeeping requirements, all recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will maintain records that fully disclose and document:

- the amount and disposition by the recipient of that financial assistance;
- The total cost of the project or undertaking in connection with which the financial assistance is given or used;
- the amount of that portion of the cost of the project or undertaking supplied by other sources;
- compliance with the requirements of chapter 1 of title VII of the Act and Part 364 of the regulations; and
- other information that the Commissioner determines to be appropriate to facilitate an effective audit. *34 CFR 364.35(a) and (b)*

7.2 With respect to the records that are required by 34 CFR 364.35, all recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will submit reports that the Commissioner determines to be appropriate. *34 CFR 364.36*

7.3 All recipients of financial assistance under parts B and C of chapter 1 of title VII of the Act will provide access to the Commissioner and the Comptroller General, or any of their duly authorized representatives, to the records listed in 34 CFR 364.37 for the purpose of conducting audits, examinations, and compliance reviews. *34 CFR 364.37*

**Section 8: Protection, Use, and Release of Personal Information**

8.1 Each service provider will adopt and implement policies and procedures to safeguard the confidentiality of all personal information, including photographs and lists of names in accordance with the requirements of 34 CFR 364.56(a)(1-6). *34 CFR 364.56(a)*

**Section 9: Signatures**

After having carefully reviewed all of the assurances in sections 1 - 8 of this SPIL, the undersigned hereby affirm that the State of New Hampshire is in compliance and will remain in compliance with the aforementioned assurances during 2011-2013).

The effective date of this SPIL is October 1, 2010

\_\_\_\_\_  
SIGNATURE OF SILC CHAIRPERSON

Erin Hall  
NAME OF SILC CHAIRPERSON

June 29, 2010

\_\_\_\_\_  
SIGNATURE OF DSU DIRECTOR

Lisa Hatz (Interim State Director  
NAME AND TITLE OF DSU DIRECTOR

June 29, 2010

N/A  
\_\_\_\_\_  
SIGNATURE OF DIRECTOR OF THE SEPARATE STATE AGENCY FOR INDIVIDUALS WHO ARE BLIND

DATE

N/A  
\_\_\_\_\_  
NAME AND TITLE OF THE DIRECTOR OF THE SEPARATE STATE AGENCY FOR INDIVIDUALS WHO ARE BLIND

## **Part II: Narrative**

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

#### **1.1 Goals and Mission – 34 CFR 364.42(b)(1)**

Describe the overall goals and mission of the State's IL programs and services. The SPIL must address the goals and mission of both the SILS and the CIL programs, including those of the State agency for individuals who are blind as they relate to the parts of the SPIL administered by that agency.

The State of New Hampshire's mission and goals for Independent Living Programs and Services is to ensure that the implantation of the Title VII Programs is consistent with the Federal Statute and Regulations, as well as State Rules, and to expand the Independent Living services statewide.

The FY 2011-2013 State Plan for Independent Living acknowledges and integrates the missions of the New Hampshire Statewide Independent Living Council (SILC) and Granite State Independent Living (GSIL), by focusing on three areas which directly relate and impact upon the ability of individuals with disabilities to live independently in New Hampshire. In addition, the SPIL is attentive to the goals of the Chapter Two Program (Older Blind Independent Living Program (SSIL)).

Both the SILC and GSIL missions are focused on the promotion of Independent Living, its mission and philosophy:

- SILC – The mission of the Council is to provide leadership and advocacy in support of the independent living philosophy for persons with significant disabilities.
- GSIL – The mission of Granite State is to promote life with independence for people with disabilities and those experiencing the natural process of aging through advocacy, information, education and support.

The 2011-2013 NH SPIL has identified one Goal: Utilizing existing distribution and dissemination channels, the SILC will be a customized information and dissemination source for people living with disabilities for three ( 3) identified key areas: benefits (funding issues), access to health care, and accessible and affordable housing.



1.2 Objectives – 34 CFR 364.42(a) (1) and (d); 34 CFR 364.32; 34 CFR 364.33

1.2A Specify the objectives to be achieved and the time frame for achieving them.

**GOAL: Utilizing existing distribution and dissemination channels, the SILC will be a customized information and dissemination source for people living with disabilities for three (3) identified key areas: benefits (funding issues), access to health care, and accessible and affordable housing.**

**Objective # 1- Through local collaboration and partnership, the SILC will identify the specific and unique information needs of each area of the state for the 3 identified key areas -benefits (funding issues), access to healthcare and accessible and affordable housing.**

Activities	Measurable Indicators	Geo	Responsible Parties & Partners	Planned Interim Progress	Timeframe For Completion	Resources Needed
A. Reach out to the 9 regional planning commissions to learn about the geographical area and determine how SILC can best meet the needs of the region related to independent living issues.	Each of the 9 regional planning commissions will be interviewed by the SILC	1-6	SPIL Work Group	Year 1 Each Quarter	Year 1 3 <sup>rd</sup> Quarter	Contact Info for the Commissions
B. Connect with local Community Action Programs (CAPs), Service Links and other similar organizations to be sure that efforts are collaborative and not duplicative.	Each of all CAPs, Service Links will be interviewed by the SILC	1-6	SPIL Work Group	Year 1 Each Quarter	Year 1 3 <sup>rd</sup> Quarter	Schedule Protocol for Develop. Of Interview Schedule
C. Develop list of standard survey questions for information gathering across all regions in the state.	Survey questions are compiled and finalized	N/A	SPIL Work Group	Year 1 Each Quarter	Year 1 3 <sup>rd</sup> Quarter	Collaboration with GSIL Rep. Web-based Survey Tool
D. Identify a list of local providers/agency/organization partners (such as mental health, developmental disabilities, community health) in each region and use the developed survey questions to gather information from each.	Regional lists compiled and surveys are distributed, results tabulated and findings shared	1-6	SPIL Work Group	Year 1 Each Quarter	Year 1 3 <sup>rd</sup> Quarter	Utilize Resource Directory in order disseminate survey.
E. Establish a work group/committee to drive the activity for each of the 3 identified key areas.	3 work groups with clear charges and	N/A	SILC Exec Committee	Year 1 Each Quarter	Year 1 2 <sup>nd</sup> Quarter	Meeting Space

	a chair in place					
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**Objective # 2- People with disabilities, underserved populations and agencies serving both have full access to current information on resources regarding funding eligibility**

Activities	Measurable Indicators	Geo	Responsible Parties & Partners	Planned Interim Progress	Timeframe For Completion	Resources Needed
A. Develop tip sheets (including contact information and current processes) regarding the various funding options available, such as Medicaid, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Aid to Permanent and Totally Disabled (APTD) and other programs administered through the Department of Health and Human Services.	Tip sheets completed for <ul style="list-style-type: none"> <li>• Medicaid</li> <li>• SSDI</li> <li>• SSI</li> <li>• APTD</li> <li>• Others TBD</li> </ul>	N/A	Funding/Benefits Work Group	Each quarter through Year 2 1 <sup>st</sup> Quarter	Year 2 1 <sup>st</sup> Quarter	Office Supplies and Utilization of Copying Equipment
B. In collaboration with other regional partners facilitate training on the topics in a selected region of the state.	Training completed in 1 region	TBD	Funding/Benefits Work Group	Quarterly through Year 2	Year 3 1 <sup>st</sup> Quarter	Facilitator Meeting Space
C. Using the information learned through the regional approach	Training completed in other 5 regions	1-6	Funding/Benefits Work Group	Quarterly during Year 3	Year 3 3 <sup>rd</sup> Quarter	Facilitator Meeting Space in Regions

facilitate training on the topics throughout the state.						
D. Survey the region/state to determine the effectiveness of the tip sheets and training.	Survey designed and completed	1-6	Funding/Benefits Work Group		Year 3 4 <sup>th</sup> Quarter	Web-based Survey Program
E. Develop a mechanism to stay current with new and evolving benefits and a reasonable and manageable process to update information.	Process defined and documented	N/A	Funding/Benefits Work Group	Quarterly Year 3	Year 3 3 <sup>rd</sup> Quarter	Develop Semi-Annual Review Methodology

**Objective # 3 - People with disabilities, underserved populations and agencies serving both have full access to current information regarding access to local healthcare**

Activities	Measurable Indicators	Geo	Responsible Parties & Partners	Planned Interim Progress	Timeframe For Completion	Resources Needed
A. Create/update existing list of local general health care resources such as hospitals, physicians, clinics, etc. in a selected region of the state.	Lists compiled and updated	TBD	Health Care Work Group	Quarterly Year 2	Year 2 2 <sup>nd</sup> Quarter	Training for SILC Staff on Microsoft Excel Program
B. Gather basic information about what is offered/available through these general health care resources.	Information current	TBD	Health Care Work Group	Quarterly Year 2	Year 2 4 <sup>th</sup> Quarter	
C. Using the experience of disseminating the gathered information in the selected region, replicate the process in the remaining 5 regions	All regions completed	1-6	Health Care Work Group	Quarterly Year 3	Year 3 2 <sup>nd</sup> Quarter	E-Mail Contact List Development and Refinement

of the state.						
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**Objective # 4 - People with disabilities, underserved populations and agencies serving both have full access to current contact information regarding accessible and affordable housing.**

Activities	Measurable Indicators	Geo	Responsible Parties & Partners	Planned Interim Progress	Timeframe For Completion	Resources Needed
A. Compile a statewide resource list of local housing authorities.	List compiled	N/A	Housing Work Group	Quarterly Year 1	Year 2 1 <sup>st</sup> Quarter	SILC Staff Time
B. Connect with representatives of each housing authority to gather information regarding the specific needs and priorities of each local community.	All housing authorities contacted regarding their specific needs and resources	1-6	Housing Work Group	Quarterly Year 2	Year 2 3 <sup>rd</sup> Quarter	Listing of Housing Authorities and Key Staff
C. Develop a tip sheet on topics such as Section 8 housing requirements and eligibility, HUD housing requirements and eligibility and grants for home and environmental modifications	Tip sheets completed on: <ul style="list-style-type: none"> <li>• Section 8</li> <li>• HUD</li> <li>• Home environmental mods</li> </ul>	N/A	Housing Work Group	Quarterly Year 2	Year 2 4 <sup>th</sup> Quarter	Publishing Program

**KEY**

<p>GEO = Geographic regions are identified as follows:</p> <ol style="list-style-type: none"> <li>1. Capital Area</li> <li>2. Lakes Region</li> <li>3. Monadnock/Keene Area</li> <li>4. North Country</li> <li>5. Seacoast</li> <li>6. Southern NH</li> </ol>	<p><b>TIMEFRAME FOR COMPLETION</b></p> <p>Year 1 = FY 2011 – October 10-September 11  Year 2 = FY 2012 – October 11-September 12  Year 3 = FY 2013 – October 12 – September 13</p> <p>1<sup>st</sup> Quarter – Oct-Dec  2<sup>nd</sup> Quarter – Jan-Mar  3<sup>rd</sup> Quarter – Apr – Jun  4<sup>th</sup> Quarter – Jul-Sep</p>
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1.2B Describe the steps planned regarding outreach to populations in the State that are unserved

or underserved by programs under title VII, including minority groups and urban and rural populations. This section of the SPIL must:

- Identify the populations to be designated for targeted outreach efforts;
- Identify the geographic areas (i.e., communities) in which the targeted populations reside; and
- Describe how the needs of individuals with significant disabilities from minority group backgrounds will be addressed.

According to the 2000 US Census, the total population of New Hampshire is 1,235,786, of which 48,845 are individuals who are members of an ethnic minority. Per the University of New Hampshire's Carsey Institute the number of minorities in New Hampshire increased by 65% from 2000-2009. Minority groups accounted for 50% of New Hampshire's population growth per the Carsey Institute. New Hampshire is changing with the addition of individuals from Africa, Mexico, South America, Central America, Bosnia, Vietnam, Cambodia, Haiti, and Russia. These new immigrants add to the earlier immigrants from French Quebec and Greece. The majority of individuals who are of an ethnic minority reside in the two southern and highest populated counties of Rockingham and Hillsborough. Per the University of New Hampshire's Carsey Institute Hillsborough county accounts for 30% of New Hampshire's total population and 50% of New Hampshire's minority population. The cities of Manchester and Nashua have the greatest number of people from different cultures. In Manchester, the state's largest city, over seventy-nine languages are spoken. Since 1990 the number of Latinos in New Hampshire has increased 81%, making Latinos the largest minority in New Hampshire.

Cultural and linguistic diversity is critical in providing additional perspectives and voices to SILC membership and IL services. In New Hampshire, networking, education, resource dissemination, and personal contact are effective ways of reaching and helping underserved and unserved populations of individuals with disabilities, especially persons from minority groups. Connections and outreach to minority group are first made via contact with key members of the groups. Further connections depend on being seen as a resource. Once seen as a resource introductions to agencies serving minority groups are made. IL programs are known and word is spread to the individuals. Then individuals with disabilities from the minority groups contact the IL programs and the SILC. In 2008-2010 cycle, the SILC started noting and sharing IL information available in Spanish with positive response from the Latino community. The Latino community has been identified for outreach for 2011-2013 with specific geographic focus on Manchester and Nashua.

Geographically New Hampshire is a rural state. New Hampshire has a population of just over 1 million with 494,503 living in rural areas. The population concentrations are in the southern and seacoast regions of the state. The less populated areas include the western and northern parts of the state. Of the 26 hospitals in New Hampshire, 62% are in rural areas per the Rural Assistance Center. Outreach to rural geographic areas and populations is a matter of course in New Hampshire.

The plan for 2011-2013 is:

### **New Hampshire SILC Outreach Plan/Checklist**

## SILC

### 1. Recruiting

- Identify and target underrepresented groups for recruiting activities to maintain a balanced council. This includes but not limited to people with disabilities from ethnic groups, young adults with disabilities, adults over age 60 with disabilities, people with disabilities in the Seacoast, Northern, and Western area of New Hampshire ~ *ongoing*

### 2. Cooperation/coordination/networking

- Participate in coalitions and partnerships that reach identified underserved and/or unserved disability groups such as New Hampshire's Minority Health Diversity Task Force.
- Participate in the Vocational Rehabilitation Diversity Committee to increase awareness of the needs of individuals with disabilities in minority populations.
- Develop connections and/or partnerships with Latino groups and organizations especially in Manchester and Nashua, which have the largest number of Latinos.
- Collaborate with the Aging Disability Resource Center (ADRC) Service Link to gather information and coordinate activities related to adults age 60 and older with disabilities.
- Collaborate with Granite State Independent Living to partner with their minority outreach effort.

### 3. Information-sharing

- Enhance the SILC website ~ *ongoing*
- Target underrepresented groups and geographical areas like the North County for education and outreach activities ~ *ongoing*
- Identify, research, and list information and resources related to IL and disability that are in other languages besides English. ~ *Ongoing*
- Distribute the information via, but not limited to: the SILC Newsletter, website, and emails to agencies, groups, and individuals. ~ *Ongoing*
- Enhance the SILC Newsletter with specific information for underrepresented, unserved groups with disabilities, and geographical areas ~ *ongoing*

## SILC and CIL

### 1. Presentations/trainings

- Make presentations at conferences, trainings, workshops, and in-service sessions to share the IL philosophy and to reach individuals, and unserved/underserved populations with disabilities. ~ *Ongoing*

**2. Information-sharing**

- Use and expand existing mailing lists, newsletter distribution, e-mail lists, and other communication methods to reach underserved and unserved populations with disabilities. ~ *Ongoing*

1.3 Financial Plan – 34 CFR 364.42(a) (2) and (3); 34 CFR 364.29

Describe in sections 1.3A and 1.3B, below, the financial plan for the use of Federal and non-Federal funds to meet the SPIL objectives.

1.3A Financial Plan Tables

Complete the financial plan tables covering years 1, 2 and 3 of this SPIL. For each funding source, provide estimated dollar amounts anticipated for the applicable uses. The financial plan table should include only those funding sources and amounts that are intended to support one or more of the objectives identified in section 1.2 of the SPIL. To the extent possible, the tables and narratives must reflect the applicable financial information from centers for independent living. Refer to the SPIL Instructions for additional information about completing the financial tables and narratives.

- Insert additional rows for the specific funding sources and amounts expected within the categories of Other Federal Funds and Non-Federal Funds.

**Year 1**

<b>Sources</b>	<b>Approximate Funding Amounts and Uses</b>			
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities
<b>Title VII Funds</b>	43,287.00	266,974.00		13,000 SILC Consultant
Chapter 1, Part B				
Chapter 1, Part C			826,962	
Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)				No Chapter 2 funds are used in the implementation of the SPIL
<b>Other Federal Funds</b>				
Sec. 101(a)(18) of the Act	6,500.00			SILC Member Out of State Travel



(Innovation and Expansion)				2,000.00
Other				
<b>Non-Federal Funds</b>				
State Funds		33,330.00		
Other			47,500 Harry Gregg & Others	

**Year 2**

<b>Sources</b>	<b>Approximate Funding Amounts and Uses</b>			
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities
<b>Title VII Funds</b>	42,287.00	266,974.00		13,500 SILC Consultant
Chapter 1, Part B				
Chapter 1, Part C			\$826,962	
Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)				No Chapter 2 funds are used in the implementation of the SPIL
<b>Other Federal Funds</b>				
Sec. 101(a)(18) of the Act (Innovation and Expansion)	7,000.00			
Other				
<b>Non-Federal Funds</b>				
State Funds		33,330.00		2,500.00 SILC Member Out of State Travel
Other			\$47,500 Harry Gregg & Others	

**Year 3**

<b>Sources</b>	<b>Approximate Funding Amounts and Uses</b>			
	SILC Resource Plan	IL Services	General CIL Operations	Other SPIL Activities
<b>Title VII Funds</b>	41,287.00	266,974.00		14,000 SILC Consultant

Chapter 1, Part B				
Chapter 1, Part C			\$826,962	
Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)				No Chapter 2 funds are used in the implementation of the SPIL
<b>Other Federal Funds</b>				
Sec. 101(a)(18) of the Act (Innovation and Expansion)	8,000.00			3,000 SILC Member Out of State Travel
Other				
<b>Non-Federal Funds</b>				
State Funds				
Other			\$47,500 Harry Gregg & Others	

### 1.3B Financial Plan Narratives

1.3B (1) Specify how the part B, part C and chapter 2 (Older Blind) funds, if applicable, will further the SPIL objectives.

Resources for Independent Living in New Hampshire are fairly modest. In order to maximize limited resources, the SPIL objectives will be attended to with the small allocation of funds that the SILC retains for its own use (training, conferences, etc.), as well as some of the funds that the DSU has used to help support the SILC. These resources will be used to assist the already strong partnership between the DSU, GSIL, and the SILC to engage with new entities such as the Regional Planning Councils and Housing authorities, such as, but not limited to, SILC member travel, specific office tasks assigned to the SILC staff person, training on software, postage, etc. . While the engagement with the potential partners identified in the SPIL may be challenging, it should be helped somewhat by the existing strong relationships within the SILC, DSU, and GSIL.

1.3B(2) Describe efforts to coordinate Federal and State funding for centers and IL services, including the amounts, sources and purposes of the funding to be coordinated.

The coordination of Federal and State Funding for IL Services is standard practice in New Hampshire. The State IL Program utilizes the Part B monies (Federal and State Match) to

leverage additional independent living services for individuals with significant disabilities from qualified, non-profit community-based service providers. Part B monies are distributed annually through the State's Request for Proposal method. The IL Center has been a recipient of Part B monies for more than fifteen years. As a result, the level of coordination of IL services is very high. The number of new individuals receiving IL services continues to increase, in spite of the fact that the increase in resources appropriated has been marginal. Because the IL Center has a well established service delivery system and partnerships with other funding streams, the Part B monies are able to directly impact individuals with significant disabilities without duplication. In addition, because of the infrastructure of service delivery which has developed through the close collaboration of the IL Center and other Part B contractors, there is an increased capacity for the State Services for Independent Living Program.

The additional funding in the above chart are private grant monies that are administered by GSIL, the Harry Gregg Foundation, and the NH Brain Injury Association to provide access and technology services.

1.3B(3) Describe any in-kind resources including plant, equipment or services to be provided in support of the SILC resource plan, IL services, general CIL operations and/or other SPIL objectives.

The DSU provides meeting space for the SILC for its general meetings, a state-owned building; provides (purchases) light lunch for those meetings utilizing a BEP site for catering; and, provides resources for accessible transportation of SILC members to general meetings, as well as transportation reimbursement for those members who can use a car or driver.

1.3B (4) Provide any additional information about the financial plan, as appropriate. N/A

1.4 Compatibility with Chapter 1 of Title VII and the CIL Work Plans – 34 CFR 364.42(c) and (e)

The work plans of both Chapter 1 of Title VII and those of Granite State Independent Living are compatible as each strongly focuses on the non-duplication of services, the utilization, when appropriate of in-kind services/resources and strong emphasis on the use of appropriate comparable benefits. GSIL strategic plan works to maximize its resources statewide through its regional offices. The organization avoids duplication through an extensive training programs so that staff are well suited to assist individuals with disabilities with a wide range of knowledge and a multifaceted approach to problem solving. In addition GSIL staff sit on local forums (RAPS) where other organizations come together with GSIL staff to discuss particular problems facing an individual and the group jointly strategizes including bringing of resources to solve a particular problem. This approach prevents duplication and stretches limited resources.

1.4A Describe how the SPIL objectives are consistent with and further the purpose of chapter 1 of title VII of the Act as stated in section 701 of the Act and 34 CFR 364.2.

The Objectives of the SPIL are consistent with the authorizing statute and implementing regulations because they continue to promote the independent living philosophy by making concrete efforts to maximize the independence, leadership, and empowerment of individuals

with significant disabilities, addressing the growing gap in the understanding of information relative to Federal and state benefits, resources for identifying contact information on affordable housing; and information relative to the access to health care.

Further, the SPIL objectives and the strategic plan of GSIL are consistent as providing information and referral services on financial resources to assure persons living with disabilities may successfully live in New Hampshire communities is critical to GSIL's mission. One of GSIL's service offerings is the Work Incentive Program which offers individualized counseling on public benefits programs. Another element of GSIL's strategic plan that is part of the SPIL priorities to address affordable housing is GSIL recognition as a HUD Certified Housing Counseling Agency. This designation provides qualified financial and housing counseling specifically to persons with disabilities in need of housing assistance. Finally the SPIL priority of access to health care is another critical service offered by GSIL.

1.4B Describe how, in developing the SPIL objectives, the DSU and the SILC considered and incorporated, where appropriate, the priorities and objectives established by centers for independent living under section 725(c)(4) of the Act.

Granite State Independent Living is an active partner in the development of all aspects of the SPIL. A representative of the GSIL Board of Directors (Chairman) Chaired the SILC State Plan Committee, and worked closely with the DSU and the SILC on priorities and objectives identification. GSIL had an active role in the discussions on choosing priorities and objectives for the SPIL. The priorities and objectives which resulted from the DSU, SILC and GSIL deliberations are compatible with those of GSIL. Where appropriate, GSIL will contribute toward the fulfillment of the objectives.

#### 1.5 Cooperation, Coordination, and Working Relationships Among Various Entities – 34 CFR 364.26

Describe the steps that will be taken to maximize the cooperation, coordination and working relationships among the SILS program, the SILC, and centers; the DSU, other State agencies represented on the SILC and other councils that address the needs of specific disability populations and issues; and other public and private entities determined to be appropriate by the SILC.

- The description must identify the entities with which the DSU and the SILC will cooperate and coordinate.

In New Hampshire, collaboration, cooperation, and coordination among public and private disability and IL entities is critical to ensuring people living with disabilities are able to live independently and participate fully in their community. Collaboration is necessitated by the small size of New Hampshire (approximately 1 million people), the rural nature of New Hampshire, and limited resources. The lack of a state income and sales tax makes collaboration necessary financially. Cooperation is key in reaching and educating unserved and underserved individuals with disabilities see Section 1.2B Outreach to Unserved and Underserved Populations for more on this. No one entity alone can address all the complex needs people with

significant disabilities have.

In choosing the priorities and objectives for the SPIL, the DSU and SILC specifically identified the need for developing new collaborations and relationships (Regional Planning Commissions, Housing Authorities, Community Action Programs, New Hampshire Hospital Association, etc.) These new collaborations will engage additional partners in the work to educate these entities about the SILC and the independent living needs of individuals with significant disabilities, in order to improve IL services and options.

Renewing and strengthening past collaborations were also important to the development of the SPIL. This included a renewed relationship with the NH Department of Health and Human Services in order to address the informational issues regarding both state and Federal benefits and health care.

#### 1.6 Coordination of Services – 34 CFR 364.27

Describe how Independent Living services funded under chapter 1 of title VII of the Act will be coordinated with and complement other services to avoid unnecessary duplication with other Federal, State, and local programs, including the OIB program authorized by chapter 2 of title VII of the Act, that provide IL- or VR-related services.

New Hampshire has traditionally had a great deal of success insuring that IL services are not duplicated. The DSU, SILC, and Granite State Independent Living have a long history of working together to identify any areas of duplication in the delivery of IL services.

Independent Living is a significant piece of the Developmental Disabilities (DD) Council's five year State Plan. In addition, IL is represented on the DD Council by the State IL Administrator. The SPIL includes increased collaboration with Regional Planning Commissions, Housing Authorities, local Community Action Programs, and the NH Department of Health and Human Services. Through collaboration with the DSU and GSIL independent living issues are addressed through a partnership with special education and Local Education Agencies (LEAs). GSIL and the DSU provide information on IL services to students with disabilities. GSIL in partnership with the DSU not only provide transition services, but provide IL skills training as needed, and requested. The SILC is aware of both housing and transportation issues and resources through its partnership with the CIL, as well as the Governor's Commission on Disability. The SILC is represented on the Manchester Mental Health Peer Support Center Board of Directors. The Veterans Administration is represented on the DSU's Services for Blind and Visually Handicapped Advisory Committee relative to IL services. The Coordinator for the Older Blind Program (Chapter 2) sits on the SILC and therefore provides important input into issues deliberated by the SILC. The strong collaboration between the DSU's State IL Services Program and Granite State Independent Living, as well as the collaboration with the other Part B recipients, Northeast Deaf and Hard of Hearing Services, Inc., and the Brain Injury Association of New Hampshire has resulted in more individuals receiving these services each year.

The DSU in awarding grants to provide IL services has expanded the types of services delivered by community-based organizations, in addition to Granite State Independent Living. As a result, resources have been more focused while increasing the number of individuals served. The

partnerships created through these contracts continue to expand the capacity to coordinate services with scarce resources.

### 1.7 Independent Living Services for Individuals who are Older Blind – 34 CFR 364.28

Describe how the DSU seeks to incorporate into, and describe in, the State plan any new methods or approaches for the provision of IL services to older individuals who are blind that are developed under the Older Individuals who are Blind program and that the DSU determines to be effective.

The DSU administers the Chapter Two program. New Hampshire's Chapter Two Program is called Sight Services for Independent Living (SSIL). The Coordinator for SSIL is a member of the SILC. The SSIL program has identified two major goals:

1. To increase public awareness and understanding of the challenges and independent living needs of older individuals with vision loss in New Hampshire.
2. To provide timely and necessary independent living services this will assist this population to remain independent in their homes and communities. These goals and the following objectives are compatible with those of the SPIL and will further create opportunities for collaboration with the Department of Health and Human Services, Department of Transportation, as well as many community based organizations.

#### **SSIL objectives:**

- Continue to work with the Department of Health and Human Services, Division of Elderly and Adult Services (DEAS).
  - This affords us many opportunities to stay up to date with federal initiatives for older adults. In such areas as eligibility for benefits and financial assistance, health care and housing.
  - This relationship fosters collaboration with:
    - The Hearing and Vision Specialist to conduct joint presentations.
    - Statewide information and referral program (Service Link).
    - Elder Wraparound teams statewide.
- A new initiative in partnership with the SILC, and the Aging and Disability Resource centers to bring new independent living activities to NH. This will begin with visits to other New England states with a committee spearheaded by the Bureau of Elderly and Adult Services.
- Continue to expand presentations and exhibits at statewide health and wellness fairs, senior centers, senior housing facilities, and, other community programs.
- Work with the NH Secretary of State's office regarding the continuing efforts related to accessible voting opportunities for individuals with vision loss in NH.

- Continue working with NH’s statewide Task force on Transportation to increase opportunities for a coordinated accessible statewide transportation system.
- Continue outreach to minority populations through participation on the state’s Minority Health Diversity Task Force Committee.
- Continue participation on NH Vocational Rehabilitation Diversity Committee to increase awareness of the needs of individuals with disability in minority populations.
- Continue participation on NH Assistive Technology Advisory Committee to increase knowledge and information regarding availability of assistive technology services through a website, presentations, and, brochures.
- Increase knowledge of customer satisfaction via a satisfaction survey conducted in partnership with Vocational Rehabilitation.
- Continue to review program effectiveness and efficiency. This includes individual and peer support group services.
- Continue collaboration with Northeast Deaf and Hard of Hearing Services. This includes the NH Telecommunication Equipment Distribution Program, and, the services for individuals who are deaf and blind.

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

### 2.1 Scope and Extent – 34 CFR 364.42(b) (2) (3); 34 CFR 364.43(b); 34 CFR 364.59(b)

2.1A Check the appropriate boxes in the SPIL Instrument table indicating the types of IL services to be provided to meet the objectives identified in section 1.2 of this SPIL, and whether the services will be provided by the CILs or by the DSU (directly and/or through contract or grant).

<b>Table 2.1A: Independent living services</b>	<b>Provided by the DSU (directly)</b>	<b>Provided by the DSU (through contract and/or grant)</b>	<b>Provided by the CILs (Not through DSU contracts/ grants)</b>
Core Independent Living Services, as follows:			X
- Information and referral			X
- IL skills training			X
- Peer counseling			X
- Individual and systems advocacy			X
Counseling services, including psychological, psychotherapeutic, and related services			
Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with significant disabilities)			X
Rehabilitation technology		X	
Mobility training	X	X	
Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services		X	X
Personal assistance services, including attendant care and the training of personnel providing such services			X
Surveys, directories and other activities to identify appropriate housing, recreation, accessible transportation and other support services		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	X		X
Education and training necessary for living in the community and participating in community activities		X	
Supported living			
Transportation, including referral and assistance for such transportation		X	X
Physical rehabilitation			
Therapeutic treatment			
Provision of needed prostheses and other appliances and devices			



<b>Table 2.1A: Independent living services</b>	<b>Provided by the DSU (directly)</b>	<b>Provided by the DSU (through contract and/or grant)</b>	<b>Provided by the CILs (Not through DSU contracts/ grants)</b>
Individual and group social and recreational services		X	X
Training to develop skills specifically designed for youths who are individuals with significant disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options			X
Services for children with significant disabilities			
Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities		X	
Appropriate preventive services to decrease the need of individuals with significant disabilities for similar services in the future		X	
Community awareness programs to enhance the understanding and integration into society of individuals with disabilities		X	X
Other necessary services not inconsistent with the Act		X	X

2.1B Describe any service provision priorities, including types of services or populations, established for meeting the SPIL objectives identified in section 1.2.

The service provision priorities of the SPIL continue to be the identification and provision of services to populations that have been identified as underserved.

2.1C If the State allows service providers to charge consumers for the cost of services or to consider the ability of individual consumers to pay for the cost of IL services, specify the types of IL services for which costs may be charged and for which a financial need test may be applied, and describe how the State will ensure that:

- Any consideration of financial need is applied uniformly so that all individuals who are eligible for IL services are treated equally; and
- Written policies and consumer documentation required by 34 CFR 364.59(d) will be kept by the service provider.

Indicate N/A if not applicable.

The State allows service providers to apply a financial needs test for access services, i.e. ramps, other home modifications, vehicle modifications, disability related technology.

The State requires the contractor to utilize the Financial Needs Assessment (FNA) form which is utilized by the DSU. These are kept with the service provision file by the contractor and will be reviewed by the DSU periodically. The FNA is a standard format, and is required for all individuals seeking access services through Part B funds.

## 2.2 Arrangements for State-Provided Services – 34 CFR 364.43(d) and (e)

2.2A If the DSU will provide any of the IL services identified in section 2.1A through grants or contractual arrangements with third parties, describe such arrangements.

All IL services are provided by the DSU through contractual arrangements. The DSU announces a Request for Proposal on a year basis. The DSU awards contracts to service providers who have shown a capacity to provide IL services and who are underserved or unserved populations. The responses to the RFP are evaluated by an established criterion developed by the DSU. Entities that are non-profit, consumer controlled and have a capacity to provide services statewide are eligible to receive contracts through the RFP process.

2.2B If the State contracts with or awards a grant to a center for the general operation of the center, describe how the State will ensure that the determination of an individual's eligibility for services from that center shall be delegated to the center.

N/A

## **Section 3: Design for the Statewide Network of Centers**

### 3.1 Existing Network – 34 CFR 364.25

Provide an overview of the existing network of centers, including non-Part C-funded centers that comply with the standards and assurances in section 725 (b) and (c) of the Act, and the geographic areas and populations currently served by the centers.

Granite State Independent Living over the past two years has been working to establish a presence in all ten counties of the State.

In an effort to reach this goal, GSIL has reviewed the coverage of services and developed a plan

to assure coverage of the entire state. Its Hillsborough grants serves Hillsborough, Rockingham and Merrimack Counties, The Monadnock grant serves Cheshire, Sullivan and Grafton Counties, The North Country grant serves Coos, Grafton and Carroll Counties and the Statewide serves Belknap, Carroll, Cheshire, Merrimack, Grafton, Hillsborough, Rockingham, Strafford and Sullivan Counties.

While the organization has been effective with these grants in providing services to the entire state, GSIL has identified that additional resources are needed in the Seacoast area. Census data from 2000 was analyzed. As a result, based on the number of persons with disabilities by age group in the Seacoast, that region was determined to be in most need of services. The DSU and the SILC concur with this evaluation of need.

County	Pop. Age 0-20	% w/ Dis.	# w/ Dis.	Pop. Age 21-64	% w/ Dis.	# w/ Dis.	Pop Age 65+	% w/ Dis.	# w/ Dis
<b>Rockingham</b>									
2000 Actual	62,744	7.7	4,831	167,920	13.9	23,341	26,752	36.7	9,818
2010 Projected*	80,925	7.7	6,231	190,888	13.9	26,533	43,028	36.7	15,791
<b>Strafford</b>									
2000 Actual	27,522	8.2	2,257	65,053	16.4	10,669	11,920	38.4	4,577
2010 Projected*	31,386	8.2	2,574	80,089	16.4	13,135	15,632	38.4	6,003

\*2010 projected data provided by NH Office of Energy and Planning

According to the 2007 American Community Status Report prepared by Cornell University, the statewide total of the prevalence of disability in NH is less than the rate projected for the Seacoast region by the Office of Energy and Planning:

- 13.3 percent for persons ages 5 and above
- 6.9 percent for persons ages 5-15
- 6.8 percent for persons ages 16-20
- 11.3 percent for persons ages 21-64
- 24.5 percent for persons ages 65-74
- 50 percent for persons 74 and above

The population in NH is centered in the southern counties of which Hillsborough is a part. However, eastern Rockingham and Strafford Counties continue to see increases in population growth (Seacoast Area). Granite State Independent Living has responded by adjusting its plans to meet the increases in demands for services from this area. GSIL has established an office in Dover. Staff at the Dover office includes Work Incentive Program Coordinators (WIPA) and two members of the GSIL Personal Care Attendant Program. Independent Living Coordinators currently provide services to the region itinerantly from Concord. A Peer Support Group meets twice a month in the Dover Office. Although GSIL was serving this area of the State through statewide contract funds the services were costly and not as efficient as they could be.

### 3.2 Expansion of Network – 34 CFR 364.25

Describe the design for the further expansion of the network, including identification of the unserved and underserved areas in the State and the order of priority for serving these areas as additional funding becomes available (beyond the required cost-of-living increase).

The issue of the creation of additional IL Centers continues to be centered on the capacity of the state to support additional IL Centers. The need for Centers to rely on resources which are additional to the Title VII, Part C funds, such as other Federal resources, private donations, and community support makes opening additional centers in NH unrealistic. The trend in NH is for fewer non-profits, and for those remaining, merger with other organizations is the reality. Because of the small size of the state there is heavy competition for the very limited financial resources that are available. This has become even more pronounced as the current economic downturn continues. While the population of the state is steadily growing, the geographic configuration of the population remains in the southern third of the state.

Should additional funding for the Part C Program become a reality, over the period of this State Plan the DSU and the SILC are in total agreement that these funds should be used to further expand the GSIL's services provided in the Seacoast Area.

### 3.3 Section 723 States Only – 34 CFR 364.39

3.3A If the State follows an order of priorities for allocating funds among centers within a State that is different from what is outlined in 34 CFR 366.22, describe the alternate order of priority that the DSU director and the SILC chair have agreed upon. Indicate N/A if not applicable.

3.3B Describe how the State policies, practices and procedures governing the awarding of grants to centers and the oversight of these centers are consistent with 34 CFR 366.37 and 366.38.

## **Section 4: Designated State Unit (DSU)**

### 4.1 Administrative Support Services – 34 CFR 364.4; 34 CFR 364.22(b)

4.1A Describe the administrative support services to be provided by the DSU for the SILS (Part B) program and, if the State is a Section 723 State, for the CIL (Part C) program.

- Refer to the SPIL Instructions for additional information about administrative support services.

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

4.1B Describe other DSU arrangements for the administration of the IL program, if any.

The DSU does not assign the SILC Program Assistant any duties which would create a conflict of interest. The SILC Program Assistant works solely on issues which are related to Independent Living with all assignments vetted and approved by the SILC Chair.

The SILC Program Assistant is directly supervised by the Executive Director of the Governor's Commission. However, the SILC Chair and Members of the Executive Committee have authority to provide specific supervision regarding SILC related projects. While the personnel evaluation for the SILC Program Assistant is the responsibility of the Executive Director of the Governor's Committee on Disability in compliance with state personnel rules, the SILC Chair and members of the Executive Committee provide substantive input to the Assistant's personnel performance evaluation.

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

### **5.1 Resource plan – 34 CFR 364.21(i)**

5.1A Describe the resource plan prepared by the SILC in conjunction with the DSU for the provision of resources, including staff and personnel, made available under parts B and C of chapter 1 of title VII, section 101(a) (18) of the Act, and from other public and private sources that may be necessary to carry out the functions of the SILC identified in section 705(c). The description must address the three years of this SPIL.

- Refer to the SPIL Instructions for more information about completing this section.

The three-year resource plan prepared by the SILC provides for the salary, benefits, housing of the office, and office supplies for the SILC. These are funded through Part B resources. The costs associated with the full SILC meetings, its' committee meetings, including transportation, communication and meeting access, as well as meeting materials are covered by the DSU from Innovation and Expansion monies received under Title I, Section 101(a)(16) of the Rehabilitation Act of 1973, as amended.

5.1B Describe how the following SILC resource plan requirements will be addressed:

- The SILC's responsibility for the proper expenditure of funds and use of resources that it receives under the resource plan.
- Non-inclusion of conditions or requirements in the SILC resource plan that may compromise the independence of the SILC.
- Reliance, to the maximum extent possible, on the use of resources in existence during the period of implementation of the State plan.

The SILC Administration Committee is charged with the fiscal oversight of the SILC's resources. The Committee reviews quarterly expenditure reports.

There are no conditions or requirements in the SILC resource plan that compromise the independence of the SILC.

The SILC, given its marginal resources, works very hard to insure that all resources are utilized in a cost-effective manner in the implementation of the State Plan. The DSU allocates resources for the Independent Living Administrator to monitor the SPIL, as well as the Independent Living Program which is implemented through contracts with service providers.

### 5.2 Establishment and Placement – 34 CFR 364.21(a)

Describe how the establishment and placement of the SILC ensures its independence with respect to the DSU and all other State agencies.

– Refer to the SPIL Instructions for more information about completing this section.

The SILC is an independent Council which is separate from the DSU. A contract with the Governor’s Commission on Disability insures that the SILC is housed independently from the DSU, as well as the day to day supervision of the SILC Program Assistant is independent from the DSU. This insures independent and autonomy of the SILC.

### 5.3 Appointment and Composition – 34 CFR 364.21(b) – (f)

Describe the process used by the State to appoint members to the SILC who meet the composition requirements in section 705(b).

– Refer to the SPIL Instructions for more information about completing this section.

SILC membership composition and recruitment is guided by the following: statewide representation, representation by a broad range of individuals with significant disabilities, knowledge of independent living philosophy, and knowledge of the independent living needs of persons living with significant disabilities in New Hampshire. The SILC recruits members in a variety of ways. Some recruitment is from individuals indicating an interest directly to the SILC; individuals recommended by members of the SILC; individuals recommended by disability related organizations; recommendations from service providers, and other community based organizations. The SILC Executive Committee reviews each membership application and then makes recommendations to the Governor’s Office. Each member is appointed by the Governor for a three-year term, except if a member is appointed to fill a vacancy occurring before the term of another member is over. Vacancies are filled in the same manner as the original term.

The SILC Executive Committee is responsible for spearheading outreach in the community for potential SILC members. The Committee utilizes a process which was created several years ago by the SILC. The process is simple. Once an individual has been identified, they are provided with an application (available through the SILC office, or they can directly access the application on the SILC’s website.). The applicant is provided general information on the Council and its work. The application is then shared with the Executive Committee for its review and recommendation. The DSU participates in this review and provides input and recommendations to the Executive Committee. The Executive Committee makes the final

determination as to whether to approve the application. If the applicant is not found suitable, the applicant is so apprised by letter. If the application is approved, the application and resume, if available are sent to the Governor's Office for appointment. The Governor's Office reviews all of the nominations. If there are questions, additional information is provided, as available. To date, the Governor has not withheld nominations sent by the SILC for appointment. Candidates are notified of their appointment directly by letter from the Governor's Office.

#### 5.4 Staffing – 34 CFR 364.21(j)

Describe how the following SILC staffing requirements will be met:

- SILC supervision and evaluation, consistent with State law, of its staff and other personnel as may be necessary to carry out its functions.
- Non-assignment of duties to SILC staff and other personnel made available by the DSU, or any other State agency or office, which would create a conflict of interest while assisting the SILC in carrying out its duties.

The direct supervision and evaluation of the SILC Program Assistant is conducted by the Executive Director of the Governor's Commission on Disability, in compliance with all State Personnel Rules.

The contract with the Governor's Commission on Disability to house the SILC and its Program Assistant is clear that no assignments of other duties may be made which would directly impact upon the autonomy of the SILC, or create a conflict of interest.

### **Section 6: Service Provider Requirements**

Describe how the following service provider requirements will be met:

#### 6.1 Staffing – 34 CFR 364.23; 34 CFR 364.24; 34 CFR 364.31

- Inclusion of personnel who are specialists in the development and provision of IL services and in the development and support of centers.
- Availability, to the maximum extent feasible, of 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 tapes 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 title VII of the Act.
- Establishment and maintenance of a program of staff development for all classes of positions involved in providing IL services and, where appropriate, in administering the CIL program, improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy.

- Affirmative action to employ and advance in employment qualified individuals with significant disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

The DSU provides Independent Living Services through contracts to community-based organizations. The contracts with these organizations require the assurance that the grantee have qualified staff to provide IL Services, have access to appropriate modes of communication with IL recipients, provide access to written materials through Braille, audio tapes, electronically or other media, and conduct staff development activities specifically on IL philosophy. The State of New Hampshire utilizes the services of Language Line, which is available to all service providers who need to access multi-language services.

Community-based recipients of Part B monies must assure the DSU that they either have an established program of staff development directed at the improvement of staff skills for those individuals who provide direct service, or have access to such training.

In addition, the DSU seeks assurance that Granite State Independent Living (Part C) has staff development which is focused on IL customer-centered services, in order to continue program improvement and innovation. The IL philosophy must be overlaid in staff training.

## 6.2 Fiscal Control and Fund Accounting – 34 CFR 364.34

- Adoption of those fiscal control and fund accounting procedures as may be necessary to ensure the proper disbursement of and accounting for funds made available through parts B and C of chapter 1 of title VII of the Act, in addition to complying with applicable EDGAR fiscal and accounting requirements.

The State of New Hampshire has procedures and policies which comply with all federally required fiscal and accounting procedures for Part B and C.

## 6.3 Recordkeeping, Access and Reporting – 34 CFR 364.35; 34 CFR 364.36; 34 CFR 364.37

- Maintenance of records that fully disclose and document the information listed in 34 CFR 364.35.
- Submission of annual performance and financial reports, and any other reports that the Secretary determines to be appropriate
- Access to the Commissioner and the Comptroller General, or any of their duly authorized representatives, for the purpose of conducting audits, examinations, and compliance



reviews, to the information listed in 34 CFR 364.37.

The DSU requires all IL service providers to maintain IL records and reports which are in full compliance with all Federal and state statutes.

As part of the State of NH's contract requirements for all Part B grantees, quarterly fiscal and performance reports are required, as well as the end of year reports. These are presented to both the DSU and the SILC.

All records maintained as part of the Part B program are open for review, audit, examinations, and compliance reviews.

#### 6.4 Eligibility – 34 CFR 364.40; 34 CFR 364.41

- Eligibility of any individual with a significant disability, as defined in 34 CFR 364.4(b), for IL services under the SILS and CIL programs.
- Ability of any individual to seek information about IL services under these programs and to request referral to other services and programs for individuals with significant disabilities.
- Determination of an individual's eligibility for IL services under the SILS and CIL programs in a manner that meets the requirements of 34 CFR 364.51.
- Application of eligibility requirements without regard to age, color, creed, gender, national origin, race, religion, or type of significant disability of the individual applying for IL services.
- Non-exclusion from receiving IL services of any individual who is present in the State and who is otherwise eligible for IL services, based on the imposition of any State or local residence requirement.

The DSU requires all Title VII Part B, and the Part C Center (GSIL) to comply with the eligibility requirements of the Federal statute and its implementing regulations, as well as all Federal and state non-discrimination provisions.

Information on IL services and referral to other services and programs available to individuals with significant disabilities is required by the DSU of all IL service providers.

The DSU does not have a residency requirement for an individual to receive IL services under any part of Title VII.

#### 6.5 Independent Living Plans – 34 CFR 364.43(c)

- Provision of IL services in accordance with an IL plan complying with Sec. 364.52 and mutually agreed upon by the individuals with significant disabilities and the appropriate service provider staff unless the individual signs a waiver stating that an IL plan is unnecessary.

The DSU requires that all IL services provided have an IL plan which is mutually agreed upon by the service provider and the consumer which comply with the Federal statute and its

implementing regulations. The providers are required to have the option available for consumers to waive the creation of an IL plan. If the individual with a significant disability so chooses, the individual will be required to sign a waiver which clearly states that the individual does not want an IL plan.

#### 6.6 Client Assistance Program (CAP) Information – 34 CFR 364.30

- Use of accessible formats to notify individuals seeking or receiving IL services under chapter 1 of title VII about the availability of the CAP program, the purposes of the services provided under the CAP, and how to contact the CAP.

All recipients of Title VII, Part B and C funding are required to provide notification to all applicants and recipients of IL services of the availability of the services of the Client Assistance Program. The materials disseminated to recipients of Part B and C are provided in the format requested by the consumer. The information is available in Print, Braille, computer disk, audio tape. In addition, CAP services are explained to each applicant and recipient of IL services. All Part B contractors are required to disseminate information on CAP services, and are provided with accessible formats.

#### 6.7 Protection, Use and Release of Personal Information – 34 CFR 364.56(a)

- Adoption and implementation of policies and procedures meeting the requirements of 34 CFR 364.56(a), to safeguard the confidentiality of all personal information, including photographs and lists of names.

All recipients of Title VII Part B and C funds are required to have policy and procedures which safeguard the confidentiality of all personal information and which provide the consumer and applicant with the opportunity to allow for the release of personal information if they so choose.

### **Section 7: Evaluation**

Describe the method that will be used to periodically evaluate the effectiveness of the plan in meeting the objectives established in Section 1. The description must include the State's evaluation of satisfaction by individuals with significant disabilities who have participated in the program. 34 CFR 364.38

The SILC will review the priorities and objectives of the SPIL on a quarterly basis, to insure that timely progress is being made. In addition, work groups will be created for each of the objectives in order that each objective is completed according to the plan.

The DSU will monitor the progress of the implementation of the SPIL on a quarterly basis and will make any recommendations that will insure the achievement of the SPIL's goals and objectives.

The DSU, in conjunction with the Part B grant recipients, will administer, yearly, a customer satisfaction survey utilizing an on-line survey system such as "Survey Monkey." The survey

will be available to each of the contractors for their recipients of Part B services. These surveys will be analyzed and the compilations shared with each of the contractors every six months. The survey results will be used for program improvement. In addition, these surveys will be used in the RFP review process for those contractors who reapply for Part B monies.

### **Section 8: State-Imposed Requirements**

Identify any State-imposed requirements contained in the provisions of this SPIL. Indicate N/A if not applicable. 34 CFR 364.20(h)

N/A