

# **State Plan for Independent Living (SPIL) for New Hampshire for 2017-2020**

## **General Information**

Designated Agency Identification

State:New Hampshire

Agency:New Hampshire Division of Career Technology and Adult Learning

Plan for:2017-2020

Submitted in fiscal year:2019

View grant [90IS0044-01](#) in the Grant Award screen.

# Part I: Assurances

## 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.

### NH Bureau of Vocational Rehabilitation

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.

N/A

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.

### NH Statewide Independent Living Council

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. Yes

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. Yes

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. Yes

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 Hinson-Hatz, Director, NH Bureau of Vocational Rehabilitation.

## 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;
- 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.

Yes

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. Yes

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;
- 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.

Yes

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. Yes

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. Yes

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. Yes

### 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. Yes

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. Yes

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.

Yes

3.4 Participating service providers meet all applicable State licensure or certification requirements. Yes

#### 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. Yes

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. Yes

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. Yes

#### 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. Yes

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, 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.

Yes

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. Yes

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. Yes

#### 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. Yes

#### 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.

Yes

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. Yes

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. Yes

## 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). Yes

## Section 9: Signatures

As the authorized signatories, we will sign, date and retain in the files of the state agency(ies) and the Statewide Independent Living Council the Part I: Assurances, 1-8, and the separate Certification of Lobbying forms ED-80-0013 (available in [MS Word](#) and [PDF](#) formats) for the state independent living program (Part B) and the centers for independent living program (Part C).

The effective date of this SPIL is October 1, 2016.

### Section 9: Signature for SILC Chairperson

Name Jeff Dickinson

Title Chair,, NH Statewide Independent Living Council

Signed? Yes

Date signed

### Section 9: Signature for DSU Director

Name Lisa Hinson-Hatz

Title Director, NH Bureau of Vocational Rehabilitation

Signed? Yes

Date signed

Section 9: Signature for Separate State Agency for Individuals Who Are Blind

Is there a Separate State Agency for Individuals Who Are Blind?No

Name

Title

Signed?No

Date signed

## **Part II: Narrative: Section 1 - Goals, Objectives and Activities**

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

#### **1.1 Goals and Mission**

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.

Goal Name: Implement and Expand Independent Living Services statewide

Goal Description:

The State of NH's overall mission and goal for its Independent Living Programs and Services is to ensure that the implementation of the Title VII Programs is consistent with the Federal Statute and Regulations, and to expand Independent Living services statewide, through the collaboration with and partnership of stakeholders. The SPIL also is attentive to the goals of the Chapter Two Program (Older Blind Independent Living Program (SSIL)).

Goal Name: Expand Accessible and Affordable Transportation Options in NH

Goal Description:

Consumer and family input obtained from focus groups and online surveying undertaken as part of the SPIL development process made it clear that the lack of access to transportation in NH is the barrier to independence most commonly encountered by consumers. The SILC's goal is to increase the availability of accessible and affordable transportation options in NH.

Goal Name: Promote School-to-Work and Nursing Home Transition Services.

Goal Description:

Embrace the addition of Transition Services from education to community life as well as nursing home transition services that are available in NH. Transitions for students with disabilities as well as those individuals who are housed in nursing homes have been designated as the fifth core Independent Living service. Transitions to independent living in community environments of the individual with disabilities is determined by the individual's choice. This goal, in collaboration with community partners, is to promote a variety of student transition options. The goal is to also to promote and advocate for options to enhance nursing home transition services that are available to consumers in NH.

#### **1.2 Objectives**



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

Goal(s) from Section 1.1	Objective to be achieved	Time frame start date	Time frame end date
Implement and Expand Independent Living Services statewide	Increase awareness of the availability of IL services, so that public policy makers understand the importance of, and impact on, the state's economy that independent living services and philosophy have on not only the budget but the quality of life of all citizens of NH	10/01/2016	06/30/2020
Implement and Expand Independent Living Services statewide	Continue to educate SILC members on Independent Living programs and services in NH , as well as on the availability of community -based programs that lead to independence.	10/01/2016	06/30/2020
Implement and Expand Independent Living Services statewide	Develop a cadre of SILC members who are willing and able to develop materials and conduct advocacy and outreach to consumers, support organizations, and other community partners and stakeholders.	05/01/2017	06/30/2020
Expand Accessible and Affordable Transportation Options in NH	Secure SILC membership on the Statewide Transportation Coordinating Council in order to have the concerns and ideas of NH citizens with disabilities heard and to work to address these issues in a manner that maximizes scarce resources available access to statewide transportation options. Seek to include the Parent Information Center in the discussions and identification of solutions	10/01/2016	06/30/2020
Expand Accessible and Affordable Transportation Options in NH	Ensure that Managed Care Organizations adequately meet Medicaid clients' needs for accessible transportation through advocacy and input of the disability community.	10/01/2016	06/30/2020
Expand Accessible and Affordable Transportation Options in NH	Ensure that NH's 10-Year State Transportation Plan adequately addresses the need for increased accessible and affordable transportation options in NH through advocacy.	10/01/2016	06/30/2020

Expand Accessible and Affordable Transportation Options in NH	Research experiences in other states on measures to insure that accessibility ride sharing entities and similar transportation services address Issues such as physical accessibility, communication accessibility, reservation accessibility	10/01/2016	06/30/2020
Expand Accessible and Affordable Transportation Options in NH	Promote the potential benefits of evolving autonomous vehicle technology to people with disabilities throughout NH, and advocate for the creation of public policy that promotes the use of autonomous vehicles by individuals with disabilities. This will be done through outreach, advocacy, and if need be passage of enabling legislation.	10/01/2016	06/30/2020
Promote School-to-Work and Nursing Home Transition Services.	Develop a committee comprised of the SILC, NHVR, GSIL, Brain Injury Association, Northeast Deaf & Hard of Hearing Services, Bureau of Developmental Services, NHCDD, Parent Information Center (PIC), Disability Rights Center, Bureau of Elderly & Adult Services, Service Link, and other community partners to promote appropriate school-to-work transition and pre-employment service.	01/01/2017	06/30/2020
Promote School-to-Work and Nursing Home Transition Services.	In collaboration with GSIL, NHVR, Bureau of Special Education, Bureau of Developmental Services, Special Medical Services. NHCDD, Parent Information Center (PIC), school districts, the PETS team, and other community partners, review and update informational materials to more clearly explain the school transition to post-secondary life. Work with the various entities engaged in family interactions such as PIC, Family Support Councils, PTA organization to assist parents to have same expectations for children with disabilities than those without disabilities. In order to impact and improve education outcomes for students with disabilities that will result in successful school to post-secondary transitions.	01/01/2017	06/30/2020
Promote School-to-Work and	In collaboration with GSIL, Ascentria Healthcare, other LTC providers, Area	10/01/2016	06/30/2020

Nursing Home Transition Services.	Agencies, BEAS, Disability Rights Center, housing providers, and other community partners, assess current nursing home transition initiatives and develop strategies to increase consumer access to these services. Address the effect of the decision to end the MFP program in NH, Olmstead issues, and the higher cost of institutional care.		
Promote School-to-Work and Nursing Home Transition Services.	In collaboration with GSIL, Ascentria Healthcare, other LTC providers, Area Agencies, BEAS, Disability Rights Center, Service Link, the Institute on Disability, and other community partners, assess and develop strategies to address the growing shortage of personal care workers in NH in order to adjust and increase rates to support community-based workers.	10/01/2016	06/30/2020

## 1.2 Objectives

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.

- Identify the populations to be designated for targeted outreach efforts

The populations designated for continued outreach are individuals with significant disabilities, minority groups, and individuals living in rural areas. The Disability Statistics and Demographics, Rehabilitation Research and Training Center, University of New Hampshire reports that in 2014, 1,326,813 people lived in New Hampshire, of which 81,485 were individuals with disabilities from ages 18-64.

- Identify the geographic areas (i.e., communities) in which the targeted populations reside

The University of New Hampshire's Carsey Institute's data continues to show that New Hampshire is one of the least culturally diverse states in the country. Minorities represent 7.7 percent of the state's population. The concentration of minorities are in the Nashua, Manchester, Concord urban corridor, as well as in the Hanover-Lebanon region. With an increasingly growing population of individuals of Asian origin in the Seacoast area. Demographic change has been uneven across New Hampshire. While approximately 62 percent of the population reside in the three metropolitan counties (Hillsborough, Rockingham and Strafford) 38 percent live in nonmetropolitan counties, compared to 16 percent nationally.

- Describe how the needs of individuals with significant disabilities from minority group backgrounds will be addressed

The prime effort of the State to identify the needs of minorities who are individuals with significant disabilities continues to be the partnership with the Department of Health and Human Services Office of Minority Health. The state continues to have a hiring priority for individuals from diverse ethnic communities, as well as fluency in languages of populations of Asians in the Seacoast Area; Spanish, French in the southern part of the state where the majority of individuals from Central America, Mexico, and Africa are located. The DSE continues its effort to hire qualified VR counselors from minorities. There are two counselors in Nashua who speak fluent Spanish, one is Hispanic. There is counselor from West Africa in the Manchester Office who speaks fluent French. In addition, there is a deaf counselor in Manchester who is fluent in ASL, as well as a counselor in Nashua who is fluent in ASL, and manual language. The availability of Language Line statewide is helpful in addressing the myriad of languages that are now spoken in the areas referenced above.

### 1.3 Financial Plan

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.

Year 1 - 2017 Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds	20000	0	0	0
Title VII Funds Chapter 1, Part B	0	295000	0	10000
Title VII Funds Chapter 1, Part C	0	0	812592	0
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)	0	0	0	0

Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	0	0	0	25000
Other Federal funds - other	0	0	0	45000
Non-Federal funds - State funds	0	33889	0	0
Non-Federal funds - Other	0	0	0	0
Total	20000	328889	812592	80000

**Year 2 - 2018** Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds	20000	0	0	0
Title VII Funds Chapter 1, Part B		295000		10000
Title VII Funds Chapter 1, Part C	0	0	839762	0
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)	0	0	0	0
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	0	0	0	25000
Other Federal funds - other	0	0	0	45000
Non-Federal funds - State funds	0	33880	0	0
Non-Federal funds - Other	0	0	0	0
Total	20000	328880	839762	80000

**Year 3 - 2019** Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds	20000	0	0	0
Title VII Funds Chapter 1, Part B		295000		10000

Title VII Funds Chapter 1, Part C			839761	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)	0	0	0	0
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	0	0	0	25000
Other Federal funds - other	0	0	0	45000
Non-Federal funds - State funds	0	33889	0	0
Non-Federal funds - Other	0	0	0	0
Total	20000	328889	839761	80000

Year 4 – 2020 Approximate funding amounts and uses

Sources	SILC resource plan	IL services	General CIL operations	Other SPIL activities
Title VII Funds	20000	0	0	0
Title VII Funds Chapter 1, Part B		295000		10000
Title VII Funds Chapter 1, Part C			839761	
Title VII Funds Chapter 2, OIB (only those provided by the OIB grantee to further a SPIL objective)	0	0	0	0
Other Federal funds - Sec. 101(a)(18) of the Act (Innovation and Expansion)	0	0	0	25000
Other Federal funds - other	0	0	0	45000
Non-Federal funds - State funds	0	33889	0	0
Non-Federal funds - Other	0	0	0	0
Total	20000	328889	839761	80000

**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.**

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

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

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

**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**

**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, and further the purpose and intent of the authorizing statute because they continue to promote the independent living philosophy by making concrete efforts to partner with critical entities that have responsibility over transportation, advocacy and policy; health care policy and efforts to increase the number and quality of the available services, as well as efforts to improve the transition from school to independent living, and post-secondary opportunities.

**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.**

The objectives were developed during the course of several meetings with the IL Center. Utilizing the input of the Center the DSE and SILC agreed on the objectives, which closely mirror the priorities of the IL Center. As in the past, the wide-spread knowledge of issues such as transportation and health care was freely shared with the DSE and SILC. GSIL has a long-history in working in the field of transportation advocacy. GSIL is a member of the Governor's Transportation Task Force, and is currently assisting in the creation of a transportation advocacy group which will focus solely on the major disparities in the access to public transportation statewide. The DSE and IL Center have worked with the Department of Health and Human Services as stakeholders in the development of the health care initiatives being developed by that agency. The objectives identified regarding Health Care will provide a link to increased information about access to Health Care through the Care Management System and its implementation.

**1.5 Cooperation, Coordination, and Working Relationships Among Various Entities**

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.

The fact that there is a strong culture of collaboration, cooperation, and coordination among private and public IL and disability-focused organizations has not changed. This coordination is based on the fact that resources for this population and related issues is so meager, as well as the fact that the cooperation and coordination found in NH is necessitated by the small population and geographical size of the state. The key to reaching and serving underserved and unserved individuals with significant disabilities is based on coordination and collaboration. In identifying the goal and objectives of the SPIL, the DSE, IL Center and SILC identified the need to re-engage and develop new collaborations and partnerships relative to insuring the voice of the disability community is heard regarding the lack of transportation available statewide, and the need for better and more focused information regarding major changes to the State's Medicaid Program with the implementation of Care Management.



## **1.6 Coordination of Services**

Describe how IL 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.

As referenced above, there is a strong culture in NH regarding the need to insure that services are not duplicated. This has been the tradition that has been the driving force around the provision of IL Services. The DSE, GSIL, and the SILC continue to work hard to identify duplication of IL services. Through the continued collaboration of the DSE, IL Center, and the SILC a linkage with the Statewide Advocacy group on transportation is being developed in order that the objectives identified in the SPIL can be actualized through the DSE, IL Center and SILC partnership. Because of the changes instituted by the NH Department of Health and Human Services relative to the delivery of Medicaid services, the DSE, IL Center, SILC and other disability-related organizations and service providers the need for a stronger and more integrated collaborations were identified in the SPIL development forums held at four locations in the state earlier this year. There has been a strong partnership between the OIB program, to insure that IL services provided by that program are not duplicated. The State Coordinator for the Older Blind Program (chapter 2) continues to sit on the SILC and assists in insuring that input on issues related to chapter 2 are identified in order to avoid any service duplications. The strong collaboration between the DSE's State IL Services Program and Granite State Independent Living Center, as well as the collaboration with the recipients of Part B monies has resulted in more individuals receiving these services over the years, in spite of no significant increase in state and Federal resources used to fund the Program. The DSE awarded grants provides IL services state wide. As a result, services delivered by community-based, consumer controlled organizations (IL Center, Northeast Services for Deaf and Hard of Hearing, and the Brain Injury Association of New Hampshire) have increased to more diverse populations, especially those in rural areas. Even with the stagnation of resources available the number and diversity of individuals with significant disabilities served has increased in the past 3 years. However, the DSE does not expect that this trend will continue over the course of this SPIL. As in the past SPIL, the partnerships which have been created over the past 16 years, continue to try to identify ways to expand the capacity to coordinate services.

## **1.7 Independent Living Services for Individuals who are Older Blind**

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.

Due to an increase in referrals and requests for support from Assisted Living Facilities, the NH Older Blind Program (Sight Services for Independent Living) is providing more information to the facilities' staff in order to support more coordination with other resources as well as raising the level of awareness of staff and their associates in the community. The SSIL Program is not providing direct services to individuals in nursing homes.

There has been an increased collaboration with Physical and Occupational Therapy groups, as that field appears to be moving into a more collaborative approach in addition to the traditional clinical model. The SSIL Program is working with these professionals to connect them and SSIL staff with resources and a more coordinated team approach. This includes such activities as in-services to raise their awareness around rehabilitation of people who are blind and visually impaired.

Our newly initiated software program (AWARE) software system has helped to record and monitor services in a more consistent and timely way, particularly concerning referrals and services. In addition, it makes the process of transition of Vocational Rehabilitation participants to SSIL a smoother and more accurate process.

At the request of program participants, the SSIL program is in the initial phase of re-evaluating and restructuring the support groups and/or initiating a new one.

## Part II: Narrative: Section 2 - Scope, Extent, and Arrangements of Services

### 2.1 Scope and Extent

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 - Information and referral	No	No	Yes
Core Independent Living Services - IL skills training	No	No	Yes
Core Independent Living Services - Peer counseling	No	No	Yes
Core Independent Living Services - Individual and systems advocacy	No	No	Yes
Counseling services, including psychological, psychotherapeutic, and related services	No	No	No
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)	No	No	Yes
Rehabilitation technology	No	No	No
Mobility training	Yes	Yes	No
Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services	No	Yes	Yes
Personal assistance services, including attendant care and the training of personnel providing such services	No	No	Yes

Surveys, directories and other activities to identify appropriate housing, recreation, accessible transportation and other support services	No	Yes	No
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	Yes	No	Yes
Education and training necessary for living in the community and participating in community activities	No	Yes	Yes
Supported living	No	No	No
Transportation, including referral and assistance for such transportation	No	Yes	Yes
Physical rehabilitation	No	No	No
Therapeutic treatment	No	No	No
Provision of needed prostheses and other appliances and devices	No	No	No
Individual and group social and recreational services	No	Yes	Yes
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	No	Yes	Yes
Services for children with significant disabilities	No	No	No
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	No	Yes	No
Appropriate preventive services to decrease the need of individuals with significant disabilities for similar services in the future	No	Yes	No
Community awareness programs to enhance the understanding and integration into society of individuals with disabilities	No	Yes	Yes
Other necessary services not inconsistent with the Act	No	Yes	Yes

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 will continue to be 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.

Any consideration of financial need is applied uniformly so that all individuals who are eligible for IL services are treated equally. Written policies and consumer documentation currently required by 32 CFR 364.59(d) will be kept by the service provider.

## 2.2 Arrangements for State-Provided Services

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.

The DSE provides all IL services through contracts with community-based non-profit providers whose Boards are comprised of at least 51% of individuals with disabilities. The DSE puts out an annual Request for Proposals (RFP) which specifically sets forth the services needed to be provided for underserved or unserved populations. The DSE reviews all proposals and selects providers based on the requirements established by the RFP, as defined by the DSE. Contracts are written with specific requirements insuring that the funds are used appropriately. There is a monthly review of all expenses and services to insure that they are in compliance with the contracts provisions and statutory requirements.

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

## **Part II: Narrative: Section 3 - Design for the Statewide Network of Centers**

### 3.1 Existing Network

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.

The State of New Hampshire has one Part C Center. SPIL signatory, Granite State Independent Living Services has 8 satellite offices whose service area covers the entire state. These are in Concord (Chenell Drive) Concord Annex, Manchester, Nashua, Dover, Littleton, Berlin, Keene and Claremont.

### 3.2 Expansion of Network

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).

As in previous SPIL's, the capacity of the state to support additional IL Centers has not changed. Due to the continued diminishment of both public and private monies there are simply not enough resources for the State to sustain an additional Center. The availability of monies to sustain non-profit agencies continues to shrink, as the population ages and has less disposable income. Historically this has been the major driver for funding of non-profits in New Hampshire. In addition, as Federal support for services continues to be based on a cost of living increase, or in some cases a reduction of Federal monies and the state's ability to generate adequate resources to fund even the most basic of human services, expanding the IL network is not a viable or realistic option, during the FY 2017-20 SPIL.

### 3.3 Section 723 States Only

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.

N/A

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.

NH does not award grants to GSIL.

## **Part II: Narrative: Section 4 - Designated State Unit (DSU)**

### 4.1 Administrative Support Services

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

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

The DSE does not assign the SILC Program Assistant any duties that would create a conflict of interest. The SILC Program Assistant works solely on issues which are related to Independent Living with all assignments vetted and approved by the SILC Chair. The SILC Program Assistant is directly supervised by the Executive Director of the GCD. However, the SILC Chair and Executive Committee have authority to provide specific supervision regarding SILC related projects. While the personnel evaluation for the SILC Program Assistant is the responsibility of the GCD Executive Director, in compliance with state personnel rules, the SILC Chair and members of the Executive Committee provide substantial input into the Assistant's personnel performance evaluation.

## **Part II: Narrative: Section 5 - Statewide Independent Living Council (SILC)**

### 5.1 Resource plan

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.

For more information click the icon.

The three-year resource plan prepared by the SILC provides for salary, benefits, housing of the office, office supplies and equipment. These are funded through the NH's Innovation and Expansion resources under WIOA, Title IV, Rehabilitation Act Amendments. The DSE utilizes Title VII resources for costs associated with the full SILC meetings, its committee/task force meetings, including transportation, communication and meeting access, as well as meeting materials are covered.

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.

The SILC Oversight Task Force is charged with the oversight of the SILC's resources. The Committee reviews quarterly expenditure reports

- Non-inclusion of conditions or requirements in the SILC resource plan that may compromise the independence of the SILC.

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

Given the resources it is provided, it is very cognizant of the need to utilize these resources in the most cost-effective manner in the implementation of the SPIL. The DSE allocates resources for the Independent Living Administrator to monitor the SPIL, as well as the Independent Living Program which is implemented through contracts with community-based service providers.

### 5.2 Establishment and Placement



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 in New Hampshire was and continues to be operational pursuant to the statutory provisions in Title VII of the Rehabilitation Act, as amended. The SILC is independent and separate from the DSE. A written contract with the Governor's Commission on Disability (GCD) insures that the SILC is housed independently from the DSE. The contract also provides for the GCD's day to day supervision of the SILC Program Assistant. This ensures the independence and autonomy of the SILC.

### 5.3 Appointment and Composition

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 and recruitment continues to be guided by the following criteria: statewide representation; representation of a broad range of individuals with significant disabilities; knowledge of independent living philosophy; persons from or representing ethnic minorities; and the knowledge of the independent living services and needs in NH as they relate to community living of persons with significant disabilities. The SILC recruits members in different ways such as directly from individuals who indicate an interest in serving on the SILC. Members also come from disability-related organizations, service providers, and from recommendations of current SILC members. The Executive Committee reviews each membership application and then makes a recommendation to the Governor's Office. Each member is appointed to a three-year term, except if a member is appointed to fill a vacant position which occurs prior to the term's end. The SILC Executive Committee is responsible for community outreach for potential SILC members. The process is very straightforward. When an individual has indicated an interest in serving on the SILC they are sent an application (applications are also available on the SILC website). General information is provided to the potential member about the Council, its work, and responsibility. The application is forwarded to the Executive Committee for its review and recommendation. The DSE participates in the review and provides input, but does not participate in the decision on forwarding the recommendation to the Governor. If for some reason the applicant is determined not to be suitable, then a letter is sent from the Executive Committee. If the application is approved, the application and the resume are forwarded on to the Governor's Office for final action. If there are questions, as much additional information as is available is provided. The Governor's Office apprises the individual of the appointment by letter.

### 5.4 Staffing

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.

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, with substantive input of the SILC Chair and Executive Committee.

- Non-assignment of duties to SILC staff and other personnel made available by the DSU, or any other State agency or office, that would create a conflict of interest while assisting the SILC in carrying out its duties.

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

## **Part II: Narrative: Section 6 - Service Provider Requirements**

Describe how the following service provider requirements will be met:

### 6.1 Staffing

- Inclusion of personnel who are specialists in the development and provision of IL services and in the development and support of centers.

The DSE provides Independent Living Services through contracts to community-based organizations. The contracts with these organizations require the assurance that the grantees have qualified personnel to provide IL Services, as well as a Board of Directors comprised of at least fifty-one percent individuals with disabilities. Community-based recipients of Part B monies must assure the DSE that they have a formalized established program of staff development focused on the improvement of skills of staff who provide direct service, or have access to and utilize such training.

- 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.

The DSE requires each grantee to have access to the appropriate mode of communication with IL recipients provide access to written materials through Braille, audio tapes, electronically or other med, and conduct staff development activities focused on IL philosophy. The State of NH utilizes Language Line which is available to all service providers who have Part B recipients in need of multi-language services. Individuals needing communication access due to deafness or hearing impairment are provided access to programs utilizing ASL interpreters who are credentialed and have a New Hampshire Interpreter License. If no interpreter is available, then electronic interpreter services are utilized.

- 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.

The IL Center has ongoing staff development which is focused on consumer-centered services. The training is designed to improve the skills of staff providing services and their knowledge of Independent Living. This training grounded 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 DSE, in compliance with all state and Federal rules, requires that all grantees have affirmative action policies directed at the employment and advancement in employment of individuals with disabilities who possess the qualifications for positions within the organization pursuant to Federal and State law.

## 6.2 Fiscal Control and Fund Accounting

- 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.

## 6.3 Recordkeeping, Access and Reporting

- Maintenance of records that fully disclose and document the information listed in 34 CFR 364.35.

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

- Submission of annual performance and financial reports, and any other reports that the Secretary determines to be appropriate

As part of the State of New Hampshire's contract requirements, all Part B grantees are required to submit quarterly fiscal and performance reports, as well as year-end reports. These are sent to the DSE, and are shared with the SILC solely for their information. The SILC does not have any authority to approve or act on any of the reports and data provided.

- 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.

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

## 6.4 Eligibility

- 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.

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

- 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.

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

- 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.

The DSE requires all Title VII Part B, recipients and the IL Center comply with the eligibility requirements of the Federal statute, as well as all Federal and State non-discrimination provisions.

- 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.

The DSE requires all Part B providers and the IL Center determine eligibility without regard to age, color, creed, gender, national origin, race, religion or type of significant disability.

- 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 DSE does not have a residency requirement for individuals to receive IL Services under Title VII

## 6.5 Independent Living Plans

- 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 DSE requires that all IL services provided have an IL plan which is mutually agreed to by the service provider and the consumer which comply with the current Federal statute, and the most recent regulations. The providers are required to have the option available for consumers to waive the creation of an IL plan. If the consumer 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

- 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.

The DSE requires all Title VII, Part B and Part C recipients notify all individuals who seek or receive IL services about the CAP, its services, and contact information are provided in accessible formats. The materials shared with recipients are provided in the format requested by the individual. The information is available in Print, Braille, computer disk, audio tape. In addition, CAP services are explained to each applicant.

## 6.7 Protection, Use and Release of Personal Information

- 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 Part 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 information, if they choose.

## Part II: Narrative: 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.

### Section 7: Evaluation

Goal(s) and the related Objective(s) from Section 1	Method that will be used to evaluate
Implement and Expand Independent Living Services statewide	The data from the Federal Report on Part B will be reviewed annually and will be used to inform the DSE, GSIL and the SILC on progress of increasing Part B participants.
Implement and Expand Independent Living Services statewide	Develop a survey instrument which can be annually administered via Survey Monkey regarding the progress of the state in the implementation of the SPIL and its impact on Independent Living in NH to providers and disability organizations.
Implement and Expand Independent Living Services statewide	Develop an annual survey of Part B contractors to measure participant satisfaction.
Implement and Expand Independent Living Services statewide	Annual review of the DSE, GSIL, and the SILC on the status of activities developed in the SPIL workplan.
Expand Accessible and Affordable Transportation Options in NH	Annually review the progress of Committee to ascertain progress on development of strategies to increase accessible and affordable transportation.
Expand Accessible and Affordable Transportation Options in NH	Due annual report of fact finding regarding the status on MCO's ability to adequately meet needs for accessible transportation.
Expand Accessible and Affordable Transportation Options in NH	Get bi-annual update on the implementation of New Hampshire's 10-year transportation plan.
Expand Accessible and Affordable Transportation Options in NH	Work with advocates to have the legislature begin to address the challenges of Uber and other transportation services to accommodate the needs of individuals with disabilities in the services provided by these entities.

Expand Accessible and Affordable Transportation Options in NH	Review annually the activities related to the development of activities, nationally and statewide regarding autonomous vehicles.
Promote School-to-Work and Nursing Home Transition Services.	Review bi-annually the work of the Committee on School to Work Transition and promotion of continued nursing home transition services.
Promote School-to-Work and Nursing Home Transition Services.	Provide assistance in the development of informational materials on transition in partnership with NHVR, GSIL, Parent Information Center, Bureau of Special Education, Bureau of Developmental Services, NH Council on Developmental Disabilities.
Promote School-to-Work and Nursing Home Transition Services.	Collaborate with community partners, GSIL, Ascentria Healthcare, NH Disability Rights Center to present strategies to increase consumer access to nursing home transitions.
Promote School-to-Work and Nursing Home Transition Services.	Develop strategies in collaboration with GSIL, Ascentria Healthcare, other Long Term Care Providers, Area Agencies, Bureau of Elderly and Adult Services, NH Disability Rights Center, NH Council on Developmental Disabilities and other community partners to develop strategies to address the growing shortage of personal care workers in NH.



## **Part II: Narrative: Section 8 - State-Imposed Requirements**

8 State-Imposed Requirements

Identify any State-imposed requirements contained in the provisions of this SPIL.

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