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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF COMMUNITY BASED CARE SERVICES

BUREAU OF BEHAVIORAL HEALTH

Nicholas A. Toumpas  
Commissioner

Diane Langley  
Director

105 PLEASANT STREET, CONCORD, NH 03301  
603-271-5007 1-800-852-3345 Ext. 5007  
Fax: 603-271-5058 TDD Access: 1-800-735-2964

April 27, 2015

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

Sole Source

**REQUEST ACTION**

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Developmental Services to enter into a **sole source** Memorandum of Agreement with the Community College System of New Hampshire (Vendor #216952-B001), 26 College Drive, Concord, NH 03301-7407, for the provision of educational services and tuition assistance in the Community Social Services Program, in an amount not to exceed \$149,780, effective July 1, 2015, or upon Governor and Executive Council approval, whichever is later, through June 30, 2017. 100% General Funds.

Funds to support this request are anticipated to be available in State Fiscal Year 2016 and State Fiscal Year 2017 upon availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office without Governor and Executive Council approval, if needed and justified.

**05-95-93-930010-59470000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: DEVELOPMENTAL SERV DIV OF, DIV OF DEVELOPMENTAL SVCS, PROGRAM SUPPORT**

SFY	CLASS/OBJECT	TITLE	ACTIVITY CODE	AMOUNT
2016	102-500731	Contracts for Program Services.	93005947	\$74,890
2017	102-500731	Contracts for Program Services.	93005947	\$74,890
			<b>Total:</b>	<b>\$149,780</b>

**EXPLANATION**

This agreement is **sole source** because the Community College System of New Hampshire has provided exceptional and relevant educational services and tuition assistance for the last twenty-eight (28) years.

This purpose of this agreement is for the continuation of the tuition scholarship program and the policy and curriculum development of the Human Services courses, to ensure that academic programs are consistent with current evolving best practices, at the Community College System of New Hampshire. The Community College System of New Hampshire has provided educational services and tuition assistance to Area Agency Developmental Services System employees, such as direct support front line staff and home care providers, individuals

who are involved with the Developmental Services System and their family members, in the Community Social Services Program. Also, the geographic placement of Community Colleges throughout the State similarly aligns with the area agencies thus employees, family members, and individuals have greater access to the Community Social Services without the burden of extensive travel.

In August 1983, the Department of Health and Human Services and the twelve area agencies approached the New Hampshire Vocational Technical Colleges (known now as the Community College System of New Hampshire) with the problem of meeting the demand for professionally trained direct service workers. Representatives of the Department of Health and Human Services, area services providers and the colleges began to collaborate on the development of curriculum to meet the specific needs of the industry. The Residential Specialist Program began in 1986 and has evolved into the current Community Social Services Program.

Each fiscal year the services provided are review and evaluated by utilizing a survey that is completed by all the students enrolled in the Community Social Services Program, attached is the state fiscal year 2013 survey summary.

Should Governor and Executive Council not approve this request, direct support staff and home care providers will lose access to vital education and training opportunities necessary for them to provide the highest level of support possible to individuals. Staff and providers who have participated in this program have demonstrated approximately 90% staff/provider retention. Failure to continue this program could affect this significant benefit, resulting in disruption of services to individuals and increase cost related to hiring and training new staff and providers.

Area Served: Statewide

Source of Funds: 100% General Funds

Respectfully submitted,



Diane Langley  
Director

Approved by:



Nicholas A. Toumpas  
Commissioner

**Community College System of New Hampshire  
Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2014**

During Fiscal Year 2014 this program issued awards totaling \$69,571 shared between 35 students taking 100 courses as they pursue training in Community Social Services. The following tables show details connected to these awards.

<u>AREA AGENCY</u>	LRCC	NCC	NHTI	RVCC	WMCC	<b>Grand Total</b>
Community Bridges			\$8,010			<b>\$8,010</b>
Gateways Community Services		\$4,746	\$4,300			<b>\$9,046</b>
Gateways Community Services - Inst. Prof. Practices		\$3,390				<b>\$3,390</b>
Gateways Community Services - Nashua Center		\$1,356				<b>\$1,356</b>
Gateways Community Services - The Plus Co.		\$2,034				<b>\$2,034</b>
Lakes Region Community Services	\$19,492					<b>\$19,492</b>
Monadnock Developmental Services				\$6,790		<b>\$6,790</b>
Northern Human Services					\$7,491	<b>\$7,491</b>
Northern Human Services - Community Services Center					\$5,942	<b>\$5,942</b>
Pathways of the Upper Valley				\$6,020		<b>\$6,020</b>
<b>Grand Total</b>	<b>\$19,492</b>	<b>\$11,526</b>	<b>\$12,310</b>	<b>\$12,810</b>	<b>\$13,433</b>	<b>\$69,571</b>

Fourteen of our students completed one course via funding through this program. The average number of courses completed during this fiscal year is three. The table below shows the courses funded.

<u>Course Title</u>	<u># Awards</u>	<u>Course Title</u>	<u># Awards</u>	<u>Course Title</u>	<u># Awards</u>
Abnormal Psychology	9	Group Counseling	2	Introduction to Psychology	1
Anatomy/Physiology Essentials	1	Group Dynamics and Counseling	2	Introduction to the Practicum	1
Capstone Exper. (Fieldwork)	1	Human Biology	1	Issues Dev Disab & Mental Hlth	3
Case Management	2	Human Growth & Development	2	Learning & Behavior	2
Chemical Dependence	2	Human Service Prac I	2	Mathematical Investigations	1
Children With Special Needs & Families	1	Human Services Practicum I	2	Mental Health/Dev Disabilities	1
Children, Youth & Families	1	Human Services Practicum II	1	Nutrition	1
College Composition I	1	Ind Counseling: Theory & Prac	1	Nutrition for Health & Fit Lab	2
Con. Res. in Mod. Society	1	Individ Assessment & Plan	2	Nutrition for Health & Fitness	2
Crisis Intervention	1	Individual Assessment & Plan	2	Overview of Developmental Disabilities	5
Drugs and Alcohol	1	Individual Couns Theory & Prac	2	Political/Social Issues of H S	2
Educational Psychology	1	Internship, Human Services II	2	Prof. Writing & Presentation	1
English Composition	1	Intro to Human Services	4	Psychology	1
Ethical Issues	3	Intro to Practicum Experience	2	Sign Language II	1
Ethics and the Prof. Helper	1	Intro to Psychology	1	Supportive Communication Skill	5
Family Supports	2	Intro to Sociology	1	The Helping Relation Interpers	1
Fieldwork I	3	Intro to the HS Profession	1	U.S. Hist Since Reconstruction	2
Found. of Conflict Resolution	4	Introduction to Counseling	1	Understand.Child. w/Autism/PDD	1
<b>Total Course Awards</b>					<b>100</b>

**Survey Results**

The following information was obtained via our on-line survey, provided to each student who received assistance through this program. Results reflect as 42% response rate.

- 3 respondents completed the Human Services Certificate by the end of the Spring 2014 term. Overall respondents have completed an average of 11 college credit hours.

- 100% of respondents indicate funds are necessary for them to be able to pursue course work. Noted reasons include low income, financial difficulties, and having children to provide for.
- 100% of respondents are maintaining their employment with their Area Agency.
- Responses indicate a direct correlation between course content and work required within their area agency.
  - Allowing opportunities to study real life situations 62%
  - Equipping me to know how to advocate for individuals as they make choices in their lives 86%
  - Extending my understanding of the history and current trends in the field of human services 69%
  - Extending my understanding of aspects relating to independent living 69%
  - Increasing my awareness of local resources available to support individuals 69%
  - Informing me of rights for both consumers and families 69%
  - Providing me courses to gain general skills and knowledge in areas complimenting my human services focus 85%
  - Providing exposure to and understanding of current laws and Practices in the field 54%
  - Providing insight to the field of Human Services 77%
  - Providing professional and educational contacts who can serve as mentors to me 54%
- Five of the respondents noted advancement within their area agency including assignments as resource coordinator, team leader and job coach. The majority of individuals noting no advancement indicate that either there are no positions available for them to fill or that additional course work is needed for advancement.
- 100% of respondents indicate they would recommend the training they have received to others connected to them within the Human Services Field. Respondents recommend courses to the following audiences:
  - Co-workers -100% Consumers-29% Family Members-43%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
  - Continue current position until education is complete, then apply for case management
  - Continue on to get my Bachelor's Degree...I can hopefully have the opportunity to move on in this career.
  - Continue with the agency with better skill set
  - I would like to be more proficient in helping to identify developmental disabilities in others, and help them attain the services they need to have the supports to be successful and productive members of society. I hope to rise higher in the company, and to keep fighting for our individuals to ensure they are being treated with dignity and respect.
  - I would like to continue working as a DSP for now and eventually after graduation move up into another position.
  - I would like to earn my certificate eventually.
  - I would like to remain an RC
  - To continue to advance in my current field
  - To gain experience in different aspects of the human service field
  - To take more courses, to continue providing services for the individual I presently serve, to make career advancements.
  - With my promotion, I will need more training through work. ladder to enhance my opportunity

We are pleased that this program continues to expand its reach as our college coordinators work closely with the area agencies and support students who are completing course work to obtain their Human Services certificates and/or degrees. Please let us know if you have any questions as we work together to support professional development in the Human Services field.

**Community College System of New Hampshire  
Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2015**

During Fiscal Year 2015 this program issued awards totaling \$70,793 shared between 25 unduplicated students taking 104 courses while pursuing training connected to Community Social Services. The following tables show award details.

<b>Area Agency</b>	<b>LRCC</b>	<b>NCC</b>	<b>NHTI</b>	<b>RVCC</b>	<b>WMCC</b>	<b>Grand Total</b>
Community Bridges			\$25,000			\$25,000
Gateways Community Services		\$2,592	\$5,106			\$7,698
Gateways Community Services - Inst. Prof. Practices		\$2,652				\$2,652
Gateways Community Services - Nashua Center		\$1,944				\$1,944
Lakes Region Community Services	\$23,014					\$23,014
Monadnock Developmental Services				\$3,075		\$3,075
Northern Human Services					\$1,953	\$1,953
Northern Human Services - Community Services Center					\$3,612	\$3,612
Pathways of the River Valley				\$1,845		\$1,845
<b>Grand Total</b>	<b>\$23,014</b>	<b>\$7,188</b>	<b>\$30,106</b>	<b>\$4,920</b>	<b>\$5,565</b>	<b>\$70,793</b>

Two of our students registered for only one course via funding through this program. The others registered for additional courses; the average number being four. The table below shows the courses funded.

<b>Course Title</b>	<b># Awards</b>	<b>Course Title</b>	<b># Awards</b>	<b>Course Title</b>	<b># Awards</b>
Abnormal Psychology	1	Human Growth & Development	7	Meteorology	1
Algebra I (with Geometry)	1	Human Services Practicum I	1	Nutrition	2
Assessment and Individual Plan	1	Human Services Practicum II	3	PC Applications	1
Biology in Focus I (w/lab)	1	Individual Assessment & Plan	4	Physiology & Pharm. of Addiction	2
Business Communications	1	Individ. Counseling Theory & Practice	2	Political/Social Issues of H S	2
Chemical Dependency	2	Intro to Early Intervention	2	Professional Seminar	3
Children, Youth & Families	2	Intro to Human Services I	3	Sign Language I	1
Community Inclusion	1	Intro to the HS Profession	3	Sign Language II	1
Con. Res. in Mod. Society	1	Intro. to Comm. Social Service	1	Social & Prof Issues in Today's	3
Crisis Intervention	1	Introduction to Psychology	3	Software Applications	2
English Composition	2	Introduction to Social Work	1	Statistics	1
Ethics and the Prof. Helper	3	Introduction to the Practicum	2	Supportive Communication Skill	4
Ethics in the Workplace	1	Issues of Children & Families	1	Survey of Addict & Behavior Treat.	3
Family Supports	3	Learning and Behavior	4	Survey of Physical Science	1
Gerontology	4	Management	1	The Helping Relation Interpersonal	2
Group Counseling	2	Meaningful Supports	1	Topics in Applied College Math	3
Human Biology	2	Mental Health/Develop Disabilities	3	U.S. History Colonial to Recon	1
<b>Total # of Awards</b>					<b>104</b>

A total of seven applications were denied, totaling \$4,602, after contracted funds were exhausted.

## **Survey Results**

The following information was obtained via our on-line survey, provided to each student who received assistance through this program. Results reflect a 32% response rate.

- 3 respondents completed the Human Services Certificate by the end of the Spring 2015 term. Overall respondents have completed an average of 21 college credit hours.
- 87% of respondents indicate funds are necessary for them to be able to pursue course work. Noted reasons include low salary, single parent, and having children to provide for.
- 100% of respondents are maintaining their employment with their Area Agency.
- Responses indicate a direct correlation between course content and work required within their area agency.
  - Allowing opportunities to study real life situations 100%
  - Equipping me to know how to advocate for individuals as they make choices in their lives 83%
  - Extending my understanding of the history and current trends in the field of human services 83%
  - Extending my understanding of aspects relating to independent living 50%
  - Increasing my awareness of local resources available to support individuals 67%
  - Informing me of rights for both consumers and families 67%
  - Providing me courses to gain general skills & knowledge in areas complimenting my human services focus 100%
  - Providing exposure to and understanding of current laws and Practices in the field 83%
  - Providing insight to the field of Human Services 100%
  - Providing professional and educational contacts who can serve as mentors to me 66%
- Four of the respondents noted advancement within their area agency including assignments as a direct support provider, possible management position. Those who did not advance indicated that no positions are available or that further education is needed for advancement.
- 87% of respondents indicate they would recommend the training they have received to others connected to them within the Human Services Field. Respondents recommend courses to the following audiences:
  - Co-workers -71% Consumers-43% Family Members-43%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
  - To become a behavior specialist.
  - Expand skills relating to case management.
  - Become a program director.
  - Continue learning and looking for resources for individuals who experience intellectual disabilities so I can better support the individuals on my caseload.
  - To work with veterans at a nonprofit.

We are pleased that this program continues to expand its reach as our college coordinators work closely with the area agencies and support students who are completing course work to obtain their Human Services certificates and/or degrees. Please let us know if you have any questions as we work together to support professional development in the Human Services field.

**THE STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH & HUMAN SERVICES  
DIVISION OF COMMUNITY BASED CARE SERVICES  
BUREAU OF DEVELOPMENTAL SERVICES  
STATE OFFICE PARK SOUTH  
105 PLEASANT STREET  
CONCORD, NH 03301**

**AGREEMENT TO PROVIDE TUITION ASSISTANCE FOR THE HEALTH & HUMAN SERVICES  
COMMUNITY SOCIAL SERVICES CERTIFICATE PROGRAM**

**COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE  
26 COLLEGE DRIVE  
CONCORD, NEW HAMPSHIRE 03301**

**MEMORANDUM OF AGREEMENT (MOA)**

**Between**

**New Hampshire Department of Health and Human Services, Division of Community Based  
Care Services, Bureau of Development  
105 Pleasant Street  
Concord NH 03301**

**And**

**Community College System of New Hampshire  
26 College Drive  
Concord NH 03301**

This reflects Memorandum of Agreement between the NH Dept. of Health and Human Services (NHDHHS), Division of Community Based Care Services (DCBCS), Bureau of Developmental Services (BDS) and the Community College System of NH (CCSNH) for the provision of educational services and tuition assistance to Area Agency Developmental Services System employees, individuals, and their family members in the Community Social Services Certificate Program at the colleges within the Community College System of NH. The purpose of this memorandum is to continue the tuition scholarship program and the policy and curriculum development of the Human Services courses at CCSNH effective July 1, 2015 through June 30, 2017. The activities to be performed under this memorandum include the following:

**1. Community College System of NH (CCSNH) will:**

- 1.1. Provide a Community Social Services (CSS) Coordinator who will be responsible for positioning and promoting the implementation of the Human Services/CSS core curriculum at the various colleges within the Community College System of NH. The Coordinator will report to the CCSNH Chancellor. The Coordinator will
  - 1.1.1. Participate in curricula development that establishes levels of parity between postsecondary levels to facilitate transition from a certificate program to a two-year program and/or from a two-year to a four-year program;
  - 1.1.2. Work with the administration of the University of New Hampshire (UNH) toward transferability of course credits to the UNH Bachelor of Social Work (BSW) or other programs;
  - 1.1.3. Track individual students' success and help in the evaluation of the effectiveness of the scholarship program each year;
    - 1.1.3.1. CCSNH will provide an evaluation questionnaire on survey monkey for scholarship participant's each year.
      - 1.1.3.1.1. Results will be provided in summary form to the BDS by the end of March each year.



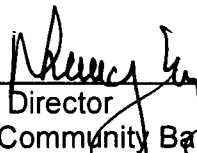
- 1.1.4. Participate in the development of procedures and policies to evaluate program effectiveness;
- 1.1.5. Serve as a staff liaison with the Statewide Steering Committee;
- 1.1.6. Develop and maintain a statewide resource center and database;
- 1.1.7. Meet with faculty and Advisory Committees at each college to provide technical assistance around such issues as curriculum development, assessment, pedagogy, etc. (Note: this item will also be expanded upon during this program period with priority given to those campuses which do not have full-time human services faculty); and
- 1.1.8. Provide technical assistance as needed to the statewide initiative to implement the provision of support to students with disabilities and other challenges.
- 1.2. The CCSNH Program Directors will coordinate with the BDS and the Area Agencies and District Offices to insure that each application and award will document the Developmental Services agency affiliation.
- 1.3. The CCSNH Program Directors will coordinate with the colleges to insure uniform use of the standard common scholarship award process.
- 1.4. The CCSNH Program Directors will coordinate with the BDS to determine eligibility of applicants.
- 1.5. The CCSNH Program Directors will coordinate with the BDS and the colleges to promote and advertise the Community Social Services program.
- 1.6. The CCSNH Administration will coordinate and submit one invoice per semester/term to the BDS of the funds that are committed, against the annual allocation from each of the participating colleges within the Community College System of NH. This invoice will include but not be limited to:
  - 1.6.1. Line item Description;
    - 1.6.1.1. Salaries
    - 1.6.1.2. Benefits
    - 1.6.1.3. Tuition for each of the following community colleges:
      - 1.6.1.3.1. White Mountains CC
      - 1.6.1.3.2. River Valley CC
      - 1.6.1.3.3. NHTI
      - 1.6.1.3.4. Lakes Region CC
      - 1.6.1.3.5. Nashua CC
  - 1.6.2. Annual Allocation/ Budget Amount;
  - 1.6.3. Previous Invoices;
  - 1.6.4. Current Invoice;
  - 1.6.5. Cumulated Totals;

- 1.6.6. Total completed to date;
- 1.6.7. Less previous payments;
- 1.6.8. Less payments requested but not received to date;
- 1.6.9. Total of request.

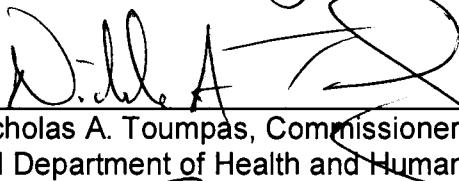
- 1.7. The CCSNH Administration will coordinate and submit one invoice per semester/term to the BDS for all of the actual tuition awards from all of the participating colleges within the Community College System of NH.
- 1.8. The CCSNH will participate in the ongoing efforts to evaluate the effectiveness of this program.

**2. Bureau of Developmental Services (BDS) will:**

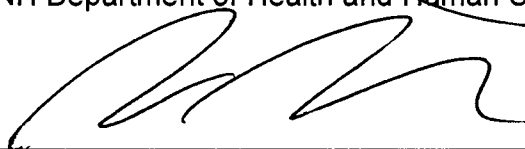
- 2.1. Transfer funds to the CCSNH upon the receipt of an invoice with the appropriate scholarship application forms attached, up to a maximum of \$149,780.00 (one hundred forty nine thousand seven hundred eighty dollars and zero cents) over a two year period.
- 2.2. Coordinate with the CCSNH to determine the eligibility of applicants and the distribution of scholarships among the colleges within the Community College System of NH.
- 2.3. Provide consultation and technical assistance to the area Community Service Agencies and Developmental Services Centers.
- 2.4. Coordinate with the CCSNH to develop effective procedures to evaluate program effectiveness.

  
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 Diane Langley, Director  
 NH Division of Community Based Care Services

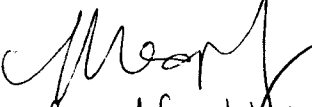
4/27/15  
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 Nicholas A. Toumpas, Commissioner  
 NH Department of Health and Human Services

4/27/15  
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 Date

  
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 Dr. Ross Gittel, Chancellor  
 Community College System of New Hampshire

4-15-15  
 \_\_\_\_\_  
 Date

 Megan A. Yopl 5/4/15  
 Reviewed for substance, form, & execution - Attorney General's Office

# CERTIFICATE OF VOTE

I, Kim Trisciani, do hereby certify that:  
(Name of the elected Officer of the Agency; cannot be contract signatory)

1. I am a duly elected Officer of Community College System of New Hampshire.  
Secretary (Agency Name)

2. The following is a true copy of the resolution duly adopted at a meeting of the Board of Directors of the Agency duly held on December 12, 2011 :  
(Date)

**RESOLVED:** That the Dr. Ross Gittel, Chancellor  
(Title of Contract Signatory)

is hereby authorized on behalf of this Agency to enter into the said contract with the State and to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, as he/she may deem necessary, desirable or appropriate.

3. The forgoing resolutions have not been amended or revoked, and remain in full force and effect as of the 16 day of April, 2015.  
(Date Contract Signed)

4. Ross Gittel is the duly elected Chancellor  
(Name of Contract Signatory) (Title of Contract Signatory)

of the Agency.

Kim Trisciani  
(Signature of the Elected Officer)

STATE OF New Hampshire

County of Merrimack

The forgoing instrument was acknowledged before me this 16 day of April, 2015.

By Kim Trisciani  
(Name of Elected Officer of the Agency)

[Signature]  
(Notary Public/Justice of the Peace)

(NOTARY SEAL)

Commission Expires: 2/25/2020



Effective July 1, 2014

**BOARD OF TRUSTEES  
COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE**

	<b>REPRESENTATION</b>	<b>TERM</b>
Paul Holloway <b>CHAIRPERSON</b>	BUSINESS & INDUSTRY	6/30/2018
Katharine Bogle Shields <b>VICE-CHAIR</b>	PUBLIC	6/30/2016
Kim Trisciani <b>SECRETARY</b>	LABOR	6/30/2015
Ned Densmore <b>TREASURER</b>	PUBLIC	6/30/2016
Claudette Mahar, <b>PAST CHAIRPERSON</b>	HEALTH SERVICES	6/30/2017
Alison Stebbins	BUSINESS & INDUSTRY	6/30/2015
Stephen Ellis	PUBLIC	6/30/2017
Connie Roy-Czyzowski	PUBLIC	6/30/2015
David C. Paquette	LABOR	6/30/2017
Jeremy Hitchcock	TECHNOLOGY SECTOR	6/30/2018
Tricia Lucas, Esquire	COMMUNITY SERVICE	6/30/2016
Angela Roussel-Roberge	ALUMNI	6/30/2017
Rafael (Ralph) Rojas, Jr.	EDUCATION	6/30/2016
Stephen Guyer	PUBLIC	6/30/2018
John T. Stevens	LAW ENFORCEMENT	6/30/2015
Adam Moy	STUDENT	5/31/2015
Allen Damren	BUSINESS & INDUSTRY	6/30/2017
Mikhala Eule	STUDENT	5/31/2015
Jack Calhoun, IV	PUBLIC	6/30/2015
Susan Siegel	BUSINESS & INDUSTRY	6/30/2017
Robert Duhaime	PUBLIC	6/30/2018
Richard Heath	PUBLIC	6/30/2016
Steve Rothenberg	VOCATIONAL DIRECTOR	6/30/2018

# Theresa A. Laflamme

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## PROFESSIONAL QUALIFICATIONS:

My experiences are both wide-ranging and significant. I began working with college-level students over 6 years ago. During this time, I have expanded my skills set from elementary school teacher and special education case manager to grant program coordinator/administrator and college level instructor. My prior experiences allow me to understand the needs of students as they enter the college realm. My current experiences enable me to both understand and meet student needs as they move through this important phase of their lives, and to understand the functions of programs assisting students as they work to obtain the professional training needed for job placement and advancement.

## PHILOSOPHY OF EDUCATION:

I believe that individuals are entitled to the opportunity to learn all they can in an interactive, creative, and supportive environment. I value a team approach to understanding and meeting the individual and educational needs of students. Success comes through striving to both appreciate and access a dynamic system of education, while appreciating both the immediate and long-term goals of the students. Information and technology are key components relating to success for all. I understand the importance and value of hard work and that we as educators are charged with equipping and inspiring the next generation to strive for excellence.

## EDUCATION AND CURRENT CERTIFICATIONS: Experienced and Highly Qualified Teacher Status

- University of New Hampshire, May 2003;
  - **Master of Education**, Special Education, **General Special Education Certification (K-12)**
  - **MCH-LEND Program Graduate (New Hampshire Leadership Education in Neurodevelopmental and Related Disabilities)**
  - **NH Leadership Series Alumni**
- Plymouth State College, Magna cum Laude, May 1991
  - BS Elementary Education, **Elementary Education Certification (K-8)**
  - Early Childhood Education Option/Child Development Minor; **Early Childhood Education Certification (PK-3)**
- Early Childhood Master Professional w/Faculty Endorsement – DHHS Child Development Bureau
- Continuing Education:
  - Strategic Grant Proposal Writing Course; John O'Malley International Associates (24 hours)
  - Plymouth State University - Masters/Advanced Level Writing Courses – (6 credits)
  - Open NH Course Work (NH DOE): *Creating a Language Rich Environment; Everything You Wanted to Know About SpEd; ECE Book Reading Practices*

## PROFESSIONAL WORK EXPERIENCE:

### Community College System of New Hampshire

2007-Current

#### Adjunct Professor

- **NHTI – Concord's Community College** – *Using Children's Literature to Support Young Children's Lang. & Literacy Development (EC155)* – Instructor for this course within both a lecture and on-line format; skilled with Black Board. (Fall 2011- 2013) Supervisor: Gale Hall
- **River Valley Community College** – *Developmentally Appropriate Programing for Infants and Toddlers (EDUC200)* – Instructor for this on-line course via Black Board during the Spring 2013 term. Supervisor: Kerry Belknap Morris

#### Tuition Assistance Grant Coordinator

- **Early Childhood Tuition Assistance Program Coordinator** - Provide tuition assistance to individuals employed in NH licensed and other Early Childhood programs as they complete professional development course work and attain credentials as ECE Child Care providers. Grant funded through New Hampshire DHHS, Child Youth and Families Division.
- **Community Social Services Tuition Assistance Program Coordinator** - Provide assistance to individuals pursuing course work and training leading to community-based employment in a variety of human-service related fields. Grant funded through the NH DHHS.
- **Family Centered Early Supports and Services Tuition Assistance Coordinator** - Provided financial assistance to employees of and parents of children receiving services through NH Early Supports and Services. Grant funded through NH DHHS.
- **Core Responsibilities Related to these Programs:**
  - Review applications to ensure compliance with contracted policies and rules.
  - Investigate childcare programs license status and instructor credential status to verify applicant eligibility (ECE).
  - Issue awards to eligible students; manage communication relating to awards between Chancellor's Office, CCSNH Financial Aid Offices, Registrar Offices and students. Generate In-House-Requisitions to facilitate reimbursement for required text books.
  - Attend conferences in conjunction with Child Care Aware and other agencies for program promotion purposes.
  - Monitor disbursement of funds through Banner; about \$1.5 million combined disbursed during my tenure.
  - Facilitate communication between the Chancellor's Office, key members of CCSNH degree and certificate programs, and program partners including DHHS Division of Children Youth and Families and the NH Institute on Disability (UNH).
  - Manage compilation of data to measure outcomes and determine progress toward Performance Measures.
  - Submit quarterly reports connected to ARRA reporting for grant contract partners.
  - Responsible for program promotion including: conference vendor, email blasts, mass mailings, and current webpage postings.

## Special Education Teacher

2002-2007

Gilmanton School, Gilmanton IW NH 03837

- Managed shifting caseload of 20+ students in preschool through fourth grade to maintain program and service compliance with NH Special Education laws; also worked with 6<sup>th</sup> and 8<sup>th</sup> graders
  - Constructed Alternate Assessment Portfolio Recognized by the State Department of Education and Measured Progress as the Exemplary Sample: NH Alternative Assessment 2004
  - Facilitated Special Education Meetings; Served as a Local Education Agency (LEA) Representative
  - Constructed and Proposed Goals and Objectives as well as monitored and measured progress; Developed Individual Education Plans; supported implementation of accommodations and modifications to meet student needs
  - Supported Transitions for a variety of levels including preschool to kindergarten and 8<sup>th</sup> grade to high school
- Taught small group mini lessons/provided core curriculum and remedial support for learning in Reading, Writing, and Math
- Supervisory responsibilities involving paraprofessionals
- Language Arts Committee Member; part of team responsible for revamping the District's Language Arts Curriculum (Winter 2007).
- Effective technology use for case-management and instruction: NWEA, Universal Reader, Dragon Speak Voice Recognition software, etc.

## MCH-LEND Program Trainee – University of New Hampshire/Institute on Disability

2001-2002

- Family Support Role
  - Interviewed families prior to clinic visits to gain information for the team and answered questions about evaluation process.
  - Presented child and family case histories to evaluation team
  - Facilitated team meetings to design evaluation format and communicate findings to families
  - Created summaries for final reports
  - Followed-up with families
  - Created social story for the Seacoast Clinic to support child's understanding of the evaluation process
- Discipline Specific Role
  - Visited the schools of students coming to clinic
  - Observed children in the school and in home settings
  - Investigated schools' perspective towards children and current program; obtained current IEP and relevant records; Interviewed staff to gain additional information
  - Communicated findings to the Seacoast team
  - Submitted written summary for final reports
- CHaD Clinic at Dartmouth Hospital
  - Observed medical and developmental evaluations performed by hospital staff
  - Explored potential implications of medical conditions on life and learning
  - Collaborative booklet project for the Institute on Disability: *A Journey Begins: A Guide for Families of Children with Disabilities.*

Pittsfield Elementary School

1998-2001

## Long-term Substitute – Permanent Substitute Grade 2 & Grade 4, On-Call Substitute Teacher (K-6), Student Assistant - Kindergarten

- Responsible for final marking period; culmination of curriculum and year-end evaluations during consecutive years.
- Assisted with student placement and prepared transfer of information sheets for new teachers; including special needs students.

## Chapter One Reading Teacher

1993-1995

Lisbon Regional School NH - Grades 1<sup>st</sup> – 3<sup>rd</sup>

- Evaluated reading proficiency; supplemented and modified class work to support further literacy development
- Extensive experience with Reading Recovery strategies including Running Records and the Observation Survey
- Provided quarterly progress reports for individual students; participated in parent-teacher conferences and team meetings
- Served as long-term substitute during the Spring 1997 for the Title One Program at Lakeway Elementary School, Littleton NH.

**Hard Copies of Letters of Recommendation, Certifications and Transcripts Are On File at the CCSNH Chancellors Office.**

# KEY ADMINISTRATIVE PERSONNEL

NH Department of Health and Human Services

**Contractor Name:** Community College System of NH

**Name of Program:** Community Social Service Program

Theresa LaFlamme	Tuition Assistance Coordinator	\$2,750	\$211	100.00%
		\$0		0.00%
		\$0		0.00%
		\$0		0.00%
		\$0		0.00%
		\$0		0.00%
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				

Theresa LaFlamme	Tuition Assistance Coordinator	\$3,000	\$230	100.00%
		\$0		0.00%
		\$0		0.00%
		\$0		0.00%
		\$0		0.00%
		\$0		0.00%
<b>TOTAL SALARIES (Not to exceed Total/Salary Wages, Line Item 1 of Budget request)</b>				