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

BUREAU OF DEVELOPMENTAL SERVICES

Nicholas A. Toumpas
Commissioner

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Nancy L. Rollins
Associate Commissioner

June 3, 2013

*Sole Source
100% General
Funds*

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

Requested Action

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Developmental Services permission to enter into a **sole source** Memorandum of Agreement with the Community College System of New Hampshire, 26 College Drive, Concord, New Hampshire 03301-7407 vendor code 216952-B001 in the amount of \$149,780 to provide tuition assistance and policy and curriculum development for the Health and Human Services Community Social Services Certificate Program effective July 1, 2013, or date of Governor and Executive Council approval, whichever is later, through June 30, 2015. Funds are anticipated to be available in state fiscal year 2014 and state fiscal year 2015 upon the availability and continued appropriation of funds in the future operating budget with the authority to adjust amounts if needed and justified between state fiscal years.

05-95-93-930010-5947 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: DEVELOPMENTAL SERV DIV OF, DIV OF DEVELOPMENTAL SVCS, PROGRAM SUPPORT

Class / Object	Account Title	SFY 2014 Amount	SFY 2015 Amount	Total Amount
102-500731	Contracts for program services	\$74,890	\$74,890	\$149,780

Explanation

The Community College System of New Hampshire and the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Developmental Services are continuing their current agreement for the provision of 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 and for the coordination of policy development and implementation of curriculum development for a Community Social Services Certificate Program to be implemented at all the colleges within the Community College System of New Hampshire.

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, the area service providers, and the Colleges began to collaborate on the development of a curriculum to meet the specific needs of the industry. The Residential Specialist Program began in 1986 and evolved into the current Community Social Services Program, which has the following goals:

1. to prepare students for direct service occupations in human service agencies;
 2. to prepare students for further studies leading to advanced academic degrees and special certification;
- and

3. to provide to individuals employed in human services educational opportunities for personal and professional development.

For the last 26 years the Community College System of New Hampshire has provided exceptional and relevant educational services. In addition, 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 Program without the burden of extensive travel. For these reasons, the Bureau of Developmental Services did not solicit bids for this agreement. Each fiscal year the services provided are reviewed 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 2012 survey summary with a sample of comments from some of the participants.

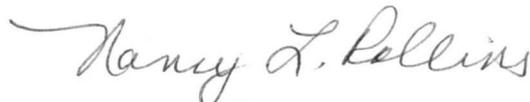
In this agreement, the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Developmental Services will allocate funds to be used to establish and maintain collaboration between the human services industry, consumers, and the institutions within the Community College System of New Hampshire to assure that academic programs are consistent with current and evolving best practices. Funds are to be used by the Community College System of New Hampshire to assist in funding existing adjunct faculty positions that will be teaching current Community Social Services curriculums within the system, as well assist in funding the Project Manager during the summer months. All applicants for tuition assistance must submit a nomination form each semester. This form indicates that the applicant has the support of the respective area agency in their region and their employer (if the applicant is employed by an organization that contracts with the area agency). The recommendation and application are reviewed by the Community College System of New Hampshire's Coordinator for final disposition. Guidance from the Bureau of Developmental services is available to the Coordinator if and when questions about potential candidates arise.

Should Governor and Executive Council determine not to approve this request, direct support staff and home care providers will lose access to a vital education and training opportunity necessary for them to provide the highest level of support possible to individuals. In addition, staff and providers who have participated in this program have demonstrated 90% to 100% staff / provider retention. Failure to continue this program could affect this significant benefit, resulting in disruption of services to individuals and increased cost related to hiring and training new staff and providers.

Area served: statewide.

Source of funds: 100% general funds.

Respectfully submitted,



Nancy L. Rollins
Associate Commissioner

Approved by:



Nicholas A. Toumpas
Commissioner

Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2013

During Fiscal Year 2013 this program issued awards totaling \$24,604 shared between 16 students taking 38 courses as they pursue training in Community Social Services. An additional amount of \$10,992 is projected for the Summer 2013 term. Award value averaged \$1,538.00 per student, with the highest total equaling \$3,120.00. We asked recipients to complete an internet-based survey to obtain information reflecting impact of these funds, progress toward a Human Services Certificate, and employment status. Results are based on a 56% response rate. Our data shows that 75% of eligible students accessing these funds completed multiple courses during this academic year. Area Agencies accessing these funds include: Community Bridges, Community Services Council of NH, Gateways Community Services, Lakes Region Community Services, MDS Region V, Northern Human Services, and Pathways Region II.

Survey findings indicate the following:

- 4 respondents completed the Human Services Associates Degree at the end of the Spring 2013 term. Overall respondents have completed an average of 18 college credit hours.
- 78% 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.
- 89% of respondents are maintaining their employment with their Area Agency. One is not, noting reason being child no longer qualifies for services through the agency anymore.
- Responses indicate a direct correlation between course content and work required within their area agency.
 - ❖ Allowing opportunities to study real life situations 77%
 - ❖ Equipping me to know how to advocate for individuals as they make choices in their lives 56%
 - ❖ Extending my understanding of the history and current trends in the field of human services 67%
 - ❖ Extending my understanding of aspects relating to independent living 56%
 - ❖ Increasing my awareness of local resources available to support individuals 44%
 - ❖ Informing me of rights for both consumers and families 44%
 - ❖ Providing me courses to gain general skills and knowledge in areas complimenting my human services focus 78%
 - ❖ Providing exposure to and understanding of current laws and Practices in the field 56%
 - ❖ Providing insight to the field of Human Services 90%
 - ❖ Providing professional and educational contacts who can serve as mentors to me 56%
- Two of the respondents noted advancement within their area agency; one noted assignment as a case manager. The majority of individuals noting no advancement indicate that not positions are available for them to fill.
- 90% 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-62% Family Members-75%
- Responses received indicating future professional plans for individuals receiving HSCSS Assistance::
 - ❖ At some point I would like to become a manager of a group home or become a case manager.
 - ❖ Continue with my education as to apply my knowledge and credentials to my field.
 - ❖ Figure out what i would like to do in the human services field
 - ❖ Finish my degree and get a job in the human service field
 - ❖ I hope to continue in the human services field and/or healthcare field working with children so I can combine my prior classwork in early childhood education and my experience and credentials in human services
 - ❖ I intend to pair the experience I had as a DSP with the knowledge I have gained through school to provide the best case management possible to the people I support.
 - ❖ I still want to be able to become a coordinator in my agency.
 - ❖ To expand my skills.
 - ❖ To get my degree and move up the ladder to enhance my opportunity

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

This reflects a continuation of a Memorandum of Agreement between the NH Dept. of Health and Human Services, Division of Community Based Care Services, Bureau of Developmental Services (HHS/CBCS/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/Institute 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, 2013 through June 30, 2015. The activities to be performed under this memorandum include the following:

(A) Community College System of NH (CCSNH):

1. Continue to provide a CCSNH Human Services/CSS Coordinator who will be responsible for positioning and promoting the implementation of the Human Services/CSS core curriculum at the various Colleges/Institute within the Community College System of NH. The Coordinator will continue to report to the CCSNH Chancellor.
 - a. The Coordinator will continue to:
 - i. 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.
 - ii. Work with the administration of the University of New Hampshire toward transferability of course credits to the UNH BSW or other programs.
 - iii. Continue to track individual students' success and help in the evaluation of the effectiveness of the scholarship program.
 - iv. Continue to participate in the development of procedures and policies to evaluate program effectiveness.
 - v. Continue to serve as a staff liaison with the Statewide Steering Committee.
 - vi. Continue to develop and maintain a statewide resource center and database.
 - vii. Continue to meet with faculty and Advisory Committees at each College/Institute 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.)
 - viii. Continue to provide technical assistance as needed to the statewide initiative to implement the provision of support to students with disabilities and other challenges.
2. The CCSNH Program Directors will coordinate with HHS/CBCS/BDS and the Area Agencies and District Offices to insure that each application and award will document the Developmental Services agency affiliation.
3. The CCSNH Program Directors will coordinate with the colleges/institute to insure uniform use of the standard common scholarship award process.
4. The CCSNH Program Directors will coordinate with HHS/CBCS/BDS to determine eligibility of applicants.
5. The CCSNH Program Directors will coordinate with HHS/CBCS/BDS and the colleges/institute to promote and advertise the Community Social Services program.

- 6. The CCSNH Administration will coordinate and submit one invoice per semester/term to HHS/CBCS/BDS of the funds that are committed, against the annualized allocation from all of the participating colleges/institute within the Community Technical College System.
- 7. The CCSNH Administration will coordinate and submit one invoice per semester/term to HHS/CBCS/BDS for all of the actual tuition awards from all of the participating colleges/ institute within the Community College System of NH.
- 8. The CCSNH will participate in the ongoing efforts to evaluate the effectiveness of this program.

(B) **Bureau of Developmental Services (HHS/CBCS/BDS):**

- 1. HHS/CBCS/BDS agrees to continue to 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. HHS/CBCS/BDS will continue to coordinate with the CCSNH to determine the eligibility of applicants and the distribution of scholarships among the colleges/institute within the Community College System of NH.
- 3. Continue to provide consultation and technical assistance to the area Community Service Agencies and Developmental Services Centers.
- 4. HHS/CBCS/BDS will coordinate with the CCSNH to develop effective procedures to evaluate program effectiveness.

Nancy L. Rollins

Nancy L. Rollins, Associate Commissioner
NH Division of Community Based Care Services

3 June 2013

Date

Nicholas A. Toumpas

Nicholas A. Toumpas, Commissioner
NH Department of Health and Human Services

6/7/13

Date

Dr. Ross Gittel

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

5/31/13

Date