

12 mac



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF MEDICAID SERVICES  
*Bureau of Developmental Services*

Jeffrey A. Meyers  
Commissioner

Deborah H. Fournier, Esq.  
Medicaid Director

105 PLEASANT STREET, CONCORD, NH 03301  
603-271-5034 1-800-852-3345 Ext. 5034  
Fax: 603-271-5166 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

May 22, 2017

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Office of Medicaid 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 \$37,445 effective July 1, 2017 or upon Governor and Executive Council approval, whichever is later, through December 31, 2017. 100% General Funds.

Funds to support this request are anticipated to be available in State Fiscal Year 2018 upon availability and continued appropriation of funds in the future operating budget.

**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**

State Fiscal Year	CLASS/ OBJECT	TITLE	ACTIVITY CODE	AMOUNT
2018	102-500731	Contracts for Program Services	93005947	\$37,445
			<b>Total:</b>	<b>\$37,445</b>

**EXPLANATION**

This Memorandum of Agreement is a **sole source** request through December 31, 2017 while the Bureau of Developmental Services redefines the scholarship program in order to publish a statewide Request for Proposals (RFP) that will encompass a wider range of participation and options for recipients.

The purpose of continuing this long-standing Agreement is for the continuation of the tuition scholarship program. The Community College System of New Hampshire will continue providing educational services and tuition assistance for the Community Social Services Program to Area Agency staff; Bureau of Developmental Services employees, including direct support; home care providers; individuals involved with the Developmental Services System and their family members. The Community College System of New Hampshire is providing the coordination to develop and promote their curriculum.

The geographic locations of Community Colleges throughout the State coincide with the Area Agencies across the State. Family members and individuals have greater access to the Community Social Services Program without the burden of having to travel extensively.

In August 1983, the Department of Health and Human Services and the twelve (12) Area Agencies approached the New Hampshire Vocational Technical Colleges (now known 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, area services providers, and the colleges began to work in partnership on the development of a curriculum to meet the specific needs of those working in the developmental services system. The Residential Specialist Program began in 1986 and has evolved into the current Community Social Services Program.

Each State Fiscal Year, the services provided were reviewed and evaluated by having all students enrolled in the Community Social Services Programs complete a survey of evaluation questions. The annual survey summaries for State Fiscal Year 2016 and State Fiscal Year 2017 are attached.

Should Governor and Executive Council not approve this request, direct support staff and home care providers will lose access to critical education and training opportunities necessary to provide the highest level of care possible to individuals. Staff and providers who have participated in this program have demonstrated approximately ninety percent (90%) staff/provider retention. Not continuing this program may result in disruption of services to individuals and increase costs related to hiring and training new staff and providers.

Area Served: Statewide

Source of Funds: 100% General Funds

Respectfully submitted,

  
Christine Santanello, Director  
Bureau of Developmental Services



Approved by: Jeffrey A. Meyers  
Commissioner

**Community College System of New Hampshire  
Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2016**

During Fiscal Year 2016 this program issued awards totaling \$58,798 shared between 25 unduplicated students taking 86 courses as they pursue training in Community Social Services. The following tables show details connected to these awards.

Area Agency	LRCC	NCC	NHTI	RVCC	WMCC	TOTAL
Community Bridges			\$8,626			\$8,626
Gateways Community Services		\$12,904	\$3,640			\$16,544
Gateways Community Services		\$1,296				\$1,296
Independent Services Network			\$1,554			\$1,554
Lakes Region Community Services	\$16,410	\$618				\$17,028
Monadnock Developmental Services				\$4,140		\$4,140
Northern Human Services					\$5,445	\$5,445
Pathways of the River Valley				\$4,165		\$4,165
<b>Grand Total</b>	<b>\$16,410</b>	<b>\$14,818</b>	<b>\$13,820</b>	<b>\$8,305</b>	<b>\$5,445</b>	<b>\$58,798</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. A total of four individuals received funds to cover orientation or graduation fees.

Course Title	# Awards	Course Title	# Awards	Course Title	# Awards
Abnormal Psychology	3	Functions & Modeling I	1	Issues of Children & Families	1
Algebra I	1	Group Dynamics and Counseling	1	Learning & Behavior	1
Business Communications	1	Human Biology & Lab	1	Learning and Behavior	1
Capstone Exper. (Fieldwork)	3	Human Biology (w/Lab)	1	Legal and Ethical Issues	1
Case Management	1	Human Growth & Development	3	Mathematical Investigations	1
Chemical Dependency	1	Human Relations	1	Meaningful Supports	1
Child Psychology	1	Human Service Prac I	1	Mental Health/Dev Disabilities	1
Children w/Special Needs	1	Human Service Pract II	1	Myth in US Culture	1
Children, Youth and Families	2	Human Services Practicum I	3	Nutrition	2
Children's Literature	1	Human Services Practicum II	1	Overview Dev. Disabilities	2
College Composition	2	Humanities in Western Culture	1	PC Applications Extended	1
Community Inclusion	1	Ind Counsel Theory and Prac	1	Physiology&Pharmacol of Addict	1
Computer Ethics, Privacy & Sec	1	Individ Assessment & Plan	1	Political/Social Issues of H S	1
Contemporary Social Problems	1	Individual Couns Theory & Prac	2	Professional Seminar	1
Drugs and Alcohol	1	Intro to Human Services	1	Social & Political Issues/HS	1
English Composition	1	Intro to Human Services I	1	Social & Prof Issues in Today's	1
Ethics and the Prof. Helper	1	Intro to Practicum Experience	2	Software Applications	2
Families & Support Networks	1	Intro to the HS Profession	1	The Helping Relation Interpers	1
Family Supports	1	Introduction to Chemistry (w/lab)	1	Topics in Applied College Math	2
Fieldwork I	1	Introduction to Drawing	2	Topics US History to 1877	1
Fieldwork I for Human Services	2	Introduction to Human Services	2	West Civ From 1600 to Present	1
Fieldwork II for Human Service	2	Introduction to the Practicum	2		

Following distribution of Summer 2016 awards, \$11,786 of the amount allotted for FY2016 remains. We received permission from J. Skoby to roll these funds forward into FY2017.

## 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 23% response rate.

- One respondent completed their Human Services Associates degree; two respondents completed the Human Services Certificate by the end of the Spring 2016 term. Overall respondents have completed an average of 44 college credit hours.
- 75% 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 80.0%
  - Equipping me to know how to advocate for individuals as they make choices in their lives. 80.0%
  - Extending my understanding of the history and current trends in the field of human services. 80.0%
  - Extending my understanding of aspects relating to independent living. 80.0%
  - Increasing my awareness of local resources available to support individuals. 80.0%
  - Informing me of rights for both consumers and families. 80.0%
  - Providing me courses to gain general skills and knowledge in areas complimenting focus. 80.0%
  - Providing exposure to and understanding of current laws and Practices in the field. 60.0%
  - Providing insight to the field of human services. 100.0%
  - Providing professional and educational contacts who can serve as mentors to me. 60.0%
- Four of the respondents noted advancement within their area agency including working private duty for a young woman with autism, being promoted from the RDS program to the Employment Services program, and more responsibility, more overtime shifts.
- 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 - 100.0%, Consumers - 40.0%, Family Members - 40.0%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
  - To continue with my education and earn an associate's degree. To earn a higher income.
  - My professional goals have not changed. I am still working towards becoming a BCaBA.
  - To get promoted to case manager or program manager position.
  - Continue my education to earn my LADC
  - I plan to continue my bachelor's degree at Southern New Hampshire University and work towards medical school applications in the 2017-2018 academic years.
- Sample responses received indicating future academic goals for individuals receiving HSCSS Assistance:
  - To complete my associates degree, and to possibly continue my education.
  - My academic goals, as well, have not changed. I am working on getting my Associates at Nashua Community, and then working on my bachelors after this is complete.
  - To graduate from NHTI with my associates degree, and start working towards my bachelor's degree.
  - Transfer to NHTI for their Addictions Counseling degree.

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 FY2017**

During Fiscal Year 2017 this program issued awards totaling \$36,078 shared between 14 unduplicated students taking 55 courses as they pursue training in Community Social Services. The following tables show details connected to these awards. Current remaining funds equal \$46,292; Summer term awards will be processed as applications are received.

<b>Area Agency</b>	<b>LRCC</b>	<b>NCC</b>	<b>NHTI</b>	<b>RVCC</b>	<b>WMCC</b>	<b>Total</b>
Community Bridges			\$4,144			\$4,144
Gateway Community Services		\$3,240				\$3,240
Gateways Community Services		\$6,060				\$6,060
Independent Services Network			\$1,332			\$1,332
Lakes Region Community Services	\$7,470					\$7,470
Monadnock Developmental Services		\$1,296		\$3,195		\$4,491
Northern Human Services					\$8,316	\$8,316
Pathways of the River Valley				\$1,025		\$1,025
<b>Grand Total</b>	<b>\$7,470</b>	<b>\$10,596</b>	<b>\$5,476</b>	<b>\$4,220</b>	<b>\$8,316</b>	<b>\$36,078</b>

One 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 which courses students received assistance for. Two courses, indicated by asterisks, were funded as Prior Learning Opportunities. One student received funds to cover graduation fees.

<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 Service Practicum II	1	Management & Teamwork	1
Biology in Focus I (w/Lab)	1	Human Services Practicum I	1	Mental Health/Dev Disabilities	1
<i>Capstone Experience (Fieldwork)*</i>	1	Humanities in Western Culture	1	Nutrition	2
Communications: Comm. Mindfully	1	Indiv. Counsel Theory and Practicum	1	Nutrition for Health & Fit Lab	1
Con. Res. in Mod. Society	1	Individual Assessment & Plan	1	Nutrition for Health & Fitness	1
Contemporary Social Problems	1	Internship in Human Services I	1	Overview Dev. Disabilities	1
Crisis Intervention	1	Internship, Human Services II	1	Professional Seminar	1
Family Dynamics	3	Intro to Exceptionalities	1	Psychology	1
Field Experience Internship	1	Intro to Human Services	1	Reading Short Fiction	1
Fieldwork I*	1	Intro to the HS Profession	1	Sociology	1
Fieldwork II for Human Service	1	Introduction to Human Services	1	Supportive Communication Skill	2
Fund of Math Literacy I	1	Introduction to Humanities	1	Supportive Communication Skills	1
Group Dynamics and Counseling	2	Introduction to Philosophy	1	Technical Writing	1
Human Growth & Development	1	Introduction to Psychology	2	Topics in Applied College Math	1
Human Relations	1	Introduction to the Practicum	1	Understanding Child. w/Autism/PDD	1
Human Service Practicum I	1	Issues of Children & Families	2	US History Colonial to Reconstruction	1

Following distribution of Summer 2016 awards, \$11,786 of the amount allotted for FY2016 remained. We received permission from J. Skoby to roll these funds forward into FY2017.

We are anticipating multiple requests for assistance for the summer term, beginning May 9<sup>th</sup>. We will use FY2017 funds for all requests connected to courses beginning before June 30<sup>th</sup>. The tables above will be updated as needed.

## **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 36% response rate.

- Four respondents indicate they will complete their Human Services Associates degree in May 2017. One respondent will complete the Human Services Certificate by the end of the Spring 2017 term. The other respondent will have completed 12 credit hours.
- 100% of respondents indicate funds are necessary for them to be able to pursue course work. One noted that the availability of these funds provided them the incentive to pursue additional higher education.
- 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. - 80.0%
  - Equipping me to know how to advocate for individuals as they make choices in their lives. - 100.0%
  - Extending my understanding of the history and current trends in the field of human services. - 80.0%
  - Extending my understanding of aspects relating to independent living. - 100.0%
  - Increasing my awareness of local resources available to support individuals. - 60.0%
  - Informing me of rights for both consumers and families. - 80.0%
  - Providing me courses to gain general skills and knowledge in areas complimenting my human services focus. - 80.0%
  - Providing exposure to and understanding of current laws and Practices in the field. - 100.0%
  - Providing insight to the field of human services. - 100.0%
  - Providing professional and educational contacts who can serve as mentors to me. - 80.0%
- Four of the respondents noted advancement within their area agency. Advancements were described as (1) moving from working in direct support to working as a Service Coordinator, (2) being promoted from a direct support staff to case management, (3) receiving a pay raise, and (4) a general promotion.
- 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 - 100.0%, Consumers - 60.0%, Family Members - 60.0%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
  - Graduate and then pursue my B. A
  - I love my job as a Resource Coordinator and want to continue to provide quality Service Coordination to the people on my caseload.
  - To gain more experience as a case manager.
  - To work for the state of New Hampshire
  - Supervising promotion
- Sample responses received indicating future academic goals for individuals receiving HSCSS Assistance:
  - To be a professional in the Human Service field.
  - I would like to go on to obtain my bachelor's degree in Human Services.
  - To graduate from NHTI and to start working towards my bachelor's degree.
  - To obtain a degree in Human Services
  - I am considering going for my masters as I already have my bachelors Addictions Counseling degree.

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  
OFFICE OF MEDICAID SERVICES  
BUREAU OF DEVELOPMENTAL SERVICES  
STATE OFFICE PARK SOUTH  
129 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,  
Office of Medicaid Services  
129 Pleasant Street  
Concord NH 03301**

**And**

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

This reflects a Memorandum of Agreement between the New Hampshire Department of Health and Human Services (NH DHHS), Office of Medicaid Services, 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, 2017, upon Governor and Executive Council approval, through December 31, 2017. The activities to be performed under this memorandum include the following:

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

- 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 shall:
  - 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.
    - 1.1.3.1. CCSNH will provide an evaluation questionnaire on survey monkey prior to the end of the fall semester 2017
      - 1.1.3.1.1. Evaluation results will be provided in summary form to the BDS by November 30, 2017 (see Attachment A).

- 1.1.4. Participate in the development of procedures and policies to evaluate program effectiveness;
- 1.1.5. Develop and maintain a statewide resource center and database;
- 1.1.6. 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, 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 the 2017 fall semester invoice to the BDS of the funds that are committed, against the allocation from each of the participating colleges within the Community College System of NH. The invoice shall 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; and
  - 1.6.9. Total of request.

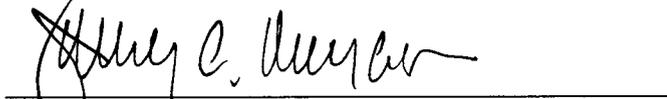
- 1.7. The CCSNH Administration will coordinate and submit one (1) invoice for the 2017 fall semester to the BDS for all of the actual tuition awards from all of the participating colleges within the Community College System of NH.
- 1.8. The CCSNH will participate in the ongoing efforts to evaluate the effectiveness of this program.

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

- 2.1. Transfer funds to the CCSNH upon receipt of invoice with the appropriate scholarship application forms attached, up to a maximum of thirty seven thousand four hundred forty five dollars and zero cents (\$37,445.00) until December 31, 2017.
- 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.

  
Christine Santanello, Director  
Bureau of Developmental Services

5/17/17  
Date

  
Jeffrey A. Meyers, Commissioner  
NH Department of Health and Human Services

5/21/17  
Date

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

5/23/17  
Date

The preceding Memorandum of Agreement, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

6/5/17  
Date

  
Name: *Rebecca W. Ross*  
Title: *Sr. Assistant Attorney General*

I hereby certify that the foregoing Memorandum of Agreement was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting).

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

ATTACHMENT A  
**Community College System of New Hampshire**  
**Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2016**

During Fiscal Year 2016 this program issued awards totaling \$58,798 shared between 25 unduplicated students taking 86 courses as they pursue training in Community Social Services. The following tables show details connected to these awards.

Area Agency	LRCC	NCC	NHTI	RVCC	WMCC	TOTAL
Community Bridges			\$8,626			\$8,626
Gateways Community Services		\$12,904	\$3,640			\$16,544
Gateways Community Services		\$1,296				\$1,296
Independent Services Network			\$1,554			\$1,554
Lakes Region Community Services	\$16,410	\$618				\$17,028
Monadnock Developmental Services				\$4,140		\$4,140
Northern Human Services					\$5,445	\$5,445
Pathways of the River Valley				\$4,165		\$4,165
<b>Grand Total</b>	<b>\$16,410</b>	<b>\$14,818</b>	<b>\$13,820</b>	<b>\$8,305</b>	<b>\$5,445</b>	<b>\$58,798</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. A total of four individuals received funds to cover orientation or graduation fees.

<u>Course Title</u>	<u># Awards</u>	<u>Course Title</u>	<u># Awards</u>	<u>Course Title</u>	<u># Awards</u>
Abnormal Psychology	3	Functions & Modeling I	1	Issues of Children & Families	1
Algebra I	1	Group Dynamics and Counseling	1	Learning & Behavior	1
Business Communications	1	Human Biology & Lab	1	Learning and Behavior	1
Capstone Exper. (Fieldwork)	3	Human Biology (w/Lab)	1	Legal and Ethical Issues	1
Case Management	1	Human Growth & Development	3	Mathematical Investigations	1
Chemical Dependency	1	Human Relations	1	Meaningful Supports	1
Child Psychology	1	Human Service Prac I	1	Mental Health/Dev Disabilities	1
Children w/Special Needs	1	Human Service Pract II	1	Myth in US Culture	1
Children, Youth and Families	2	Human Services Practicum I	3	Nutrition	2
Children's Literature	1	Human Services Practicum II	1	Overview Dev. Disabilities	2
College Composition	2	Humanities in Western Culture	1	PC Applications Extended	1
Community Inclusion	1	Ind Counsel Theory and Prac	1	Physiology&Pharmacol of Addict	1
Computer Ethics, Privacy & Sec	1	Individ Assessment & Plan	1	Political/Social Issues of H S	1
Contemporary Social Problems	1	Individual Couns Theory & Prac	2	Professional Seminar	1
Drugs and Alcohol	1	Intro to Human Services	1	Social & Political Issues/HS	1
English Composition	1	Intro to Human Services I	1	Social & Prof Issues in Today's	1
Ethics and the Prof. Helper	1	Intro to Practicum Experience	2	Software Applications	2
Families & Support Networks	1	Intro to the HS Profession	1	The Helping Relation Interpers	1
Family Supports	1	Introduction to Chemistry (w/lab)	1	Topics in Applied College Math	2
Fieldwork I	1	Introduction to Drawing	2	Topics US History to 1877	1
Fieldwork I for Human Services	2	Introduction to Human Services	2	West Civ From 1600 to Present	1
Fieldwork II for Human Service	2	Introduction to the Practicum	2		

Following distribution of Summer 2016 awards, \$11,786 of the amount allotted for FY2016 remains. We received permission from J. Skoby to roll these funds forward into FY2017.

## ATTACHMENT A

### 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 23% response rate.

- One respondent completed their Human Services Associates degree; two respondents completed the Human Services Certificate by the end of the Spring2016 term. Overall respondents have completed an average of 44 college credit hours.
- 75% 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 80.0%
  - Equipping me to know how to advocate for individuals as they make choices in their lives. 80.0%
  - Extending my understanding of the history and current trends in the field of human services. 80.0%
  - Extending my understanding of aspects relating to independent living. 80.0%
  - Increasing my awareness of local resources available to support individuals. 80.0%
  - Informing me of rights for both consumers and families. 80.0%
  - Providing me courses to gain general skills and knowledge in areas complimenting focus. 80.0%
  - Providing exposure to and understanding of current laws and Practices in the field. 60.0%
  - Providing insight to the field of human services. 100.0%
  - Providing professional and educational contacts who can serve as mentors to me. 60.0%
- Four of the respondents noted advancement within their area agency including working private duty for a young woman with autism, being promoted from the RDS program to the Employment Services program, and more responsibility, more overtime shifts.
- 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 - 100.0%, Consumers - 40.0%, Family Members - 40.0%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
  - To continue with my education and earn an associate's degree. To earn a higher income.
  - My professional goals have not changed. I am still working towards becoming a BCaBA.
  - To get promoted to case manager or program manager position.
  - Continue my education to earn my LADC
  - I plan to continue my bachelor's degree at Southern New Hampshire University and work towards medical school applications in the 2017-2018 academic years.
- Sample responses received indicating future academic goals for individuals receiving HSCSS Assistance:
  - To complete my associates degree, and to possibly continue my education.
  - My academic goals, as well, have not changed. I am working on getting my Associates at Nashua Community, and then working on my bachelors after this is complete.
  - To graduate from NHTI with my associates degree, and start working towards my bachelor's degree.
  - Transfer to NHTI for their Addictions Counseling degree.

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.

ATTACHMENT A  
**Community College System of New Hampshire**  
**Human Services Community Social Services Tuition Assistance Program ~ Survey Summary FY2017**

During Fiscal Year 2017 this program issued awards totaling \$36,078 shared between 14 unduplicated students taking 55 courses as they pursue training in Community Social Services. The following tables show details connected to these awards. Current remaining funds equal \$46,292; Summer term awards will be processed as applications are received.

Area Agency	LRCC	NCC	NHTI	RVCC	WMCC	Total
Community Bridges			\$4,144			\$4,144
Gateway Community Services		\$3,240				\$3,240
Gateways Community Services		\$6,060				\$6,060
Independent Services Network			\$1,332			\$1,332
Lakes Region Community Services	\$7,470					\$7,470
Monadnock Developmental Services		\$1,296		\$3,195		\$4,491
Northern Human Services					\$8,316	\$8,316
Pathways of the River Valley				\$1,025		\$1,025
<b>Grand Total</b>	<b>\$7,470</b>	<b>\$10,596</b>	<b>\$5,476</b>	<b>\$4,220</b>	<b>\$8,316</b>	<b>\$36,078</b>

One 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 which courses students received assistance for. Two courses, indicated by asterisks, were funded as Prior Learning Opportunities. One student received funds to cover graduation fees.

Course Title	# Awards	Course Title	# Awards	Course Title	# Awards
Abnormal Psychology	1	Human Service Practicum II	1	Management & Teamwork	1
Biology in Focus I (w/Lab)	1	Human Services Practicum I	1	Mental Health/Dev Disabilities	1
<i>Capstone Experience (Fieldwork)*</i>	1	Humanities in Western Culture	1	Nutrition	2
Communications: Comm. Mindfully	1	Indiv. Counsel Theory and Practicum	1	Nutrition for Health & Fit Lab	1
Con. Res. in Mod. Society	1	Individual Assessment & Plan	1	Nutrition for Health & Fitness	1
Contemporary Social Problems	1	Internship in Human Services I	1	Overview Dev. Disabilities	1
Crisis Intervention	1	Internship, Human Services II	1	Professional Seminar	1
Family Dynamics	3	Intro to Exceptionalities	1	Psychology	1
Field Experience Internship	1	Intro to Human Services	1	Reading Short Fiction	1
Fieldwork I*	1	Intro to the HS Profession	1	Sociology	1
Fieldwork II for Human Service	1	Introduction to Human Services	1	Supportive Communication Skill	2
Fund of Math Literacy I	1	Introduction to Humanities	1	Supportive Communication Skills	1
Group Dynamics and Counseling	2	Introduction to Philosophy	1	Technical Writing	1
Human Growth & Development	1	Introduction to Psychology	2	Topics in Applied College Math	1
Human Relations	1	Introduction to the Practicum	1	Understanding Child. w/Autism/PDD	1
Human Service Practicum I	1	Issues of Children & Families	2	US History Colonial to Reconstruction	1

Following distribution of Summer 2016 awards, \$11,786 of the amount allotted for FY2016 remained. We received permission from J. Skoby to roll these funds forward into FY2017.

We are anticipating multiple requests for assistance for the summer term, beginning May 9<sup>th</sup>. We will use FY2017 funds for all requests connected to courses beginning before June 30<sup>th</sup>. The tables above will be updated as needed.

## ATTACHMENT A

### 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 36% response rate.

- Four respondents indicate they will complete their Human Services Associates degree in May 2017. One respondent will complete the Human Services Certificate by the end of the Spring 2017 term. The other respondent will have completed 12 credit hours.
- 100% of respondents indicate funds are necessary for them to be able to pursue course work. One noted that the availability of these funds provided them the incentive to pursue additional higher education.
- 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. - 80.0%
  - Equipping me to know how to advocate for individuals as they make choices in their lives. - 100.0%
  - Extending my understanding of the history and current trends in the field of human services. - 80.0%
  - Extending my understanding of aspects relating to independent living. - 100.0%
  - Increasing my awareness of local resources available to support individuals. - 60.0%
  - Informing me of rights for both consumers and families. - 80.0%
  - Providing me courses to gain general skills and knowledge in areas complimenting my human services focus. - 80.0%
  - Providing exposure to and understanding of current laws and Practices in the field. - 100.0%
  - Providing insight to the field of human services. - 100.0%
  - Providing professional and educational contacts who can serve as mentors to me. - 80.0%
- Four of the respondents noted advancement within their area agency. Advancements were described as (1) moving from working in direct support to working as a Service Coordinator, (2) being promoted from a direct support staff to case management, (3) receiving a pay raise, and (4) a general promotion.
- 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 - 100.0%, Consumers - 60.0%, Family Members - 60.0%
- Sample responses received indicating future professional plans for individuals receiving HSCSS Assistance:
  - Graduate and then pursue my B. A
  - I love my job as a Resource Coordinator and want to continue to provide quality Service Coordination to the people on my caseload.
  - To gain more experience as a case manager.
  - To work for the state of New Hampshire
  - Supervising promotion
- Sample responses received indicating future academic goals for individuals receiving HSCSS Assistance:
  - To be a professional in the Human Service field.
  - I would like to go on to obtain my bachelor's degree in Human Services.
  - To graduate from NHTI and to start working towards my bachelor's degree.
  - To obtain a degree in Human Services
  - I am considering going for my masters as I already have my bachelors Addictions Counseling degree.

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.