

**Technical Assistance Workgroup**  
**Meeting Summary**  
November 7, 2007

**Vision of Technical Assistance**

There was discussion about anticipated outcomes of a technical assistance system.

- Competence in each of the state agencies that does not exist now
  - QA component: If we are creating/facilitating competence, we need to monitor the development of the core competencies
- Sustainable call center
- Technical assistance system with points of contact in each agency and identified experts in the major content areas
- Information Clearinghouse on Employment and Disability

**State Agency Commitment**

Each state agency can be both provider and recipient of technical assistance. As provider, they can commit to the provision of technical assistance in their areas of expertise. This may mean identifying an individual or a number of individuals within the agency to serve as points of contact on particular issues.

As recipient, agencies might benefit from technical assistance in a couple of ways. First, they likely have goals involving employment for the consumers they serve, coupled with unmet needs in terms of tools or resources. Connect-Ability can help the agency develop a plan tailored to those specific needs, and hopefully share or create appropriate tools. Second, each agency can work toward the Governor's challenge of becoming a model employer. Connect-Ability can help the agency review their hiring practices and disability management strategies.

To bring each agency to the table, there needs to be a two-pronged strategy.

1. The first strategy has to involve high-level buy-in at the Commissioner level.
2. The second strategy should involve the TA representatives from each agency as the bridge between the agency and Connect-Ability.

Process:

- i. Meet with each agency
- ii. Identify needs and priority areas at the agency level and the direct provider level
- iii. Create a work plan with each agency targeted toward the needs and priorities

**Next Steps**

- Review TA calls: numbers, topic areas, resources needed
- Create a feedback loop
- Meet with the team answering calls to get feedback and share that feedback with the TA team, possibly schedule a joint meeting
- Decision on Call Center components
  - i. Sustainability

- ii. Second 800# for complaints or barriers
  - iii. Decision on a set schedule for the call center
- Develop a closer connection with APSE