

**Technical Assistance Workgroup  
Meeting Summary  
December 5, 2007**

**Review of Technical Assistance Calls**

The workgroup reviewed the types of calls received through the toll-free number. The following statistics were shared:

<b>Who Is Calling?</b>		<b>When are the Calls?</b>	
Agency/Provider	17	June/July	96
Employer	11	August	21
Family Member/Friend	37	September	15
Job Seeker	141	October	78
Other	17	November	13
Total	223	Total	223

<b>How Did they Hear About Connect-Ability?</b>		<b>Disability Categories?</b>	
TV	83	Spinal Cord	17
Internet	40	Visual	11
Newspaper	21	Cognitive	13
Radio	12	Hearing/Speech	9
InfoLine	4	Traumatic Brain Injury	4
Other Direct Referral	11	Mental/Emotional	20
		Non-Spinal Ortho	17
		Multiple Sclerosis	11

<b>From What County?</b>		<b>Biggest Barriers?</b>				
		1	2	3	Tot	
Hartford	27	Lack of Job Skills	13	8	3	24
New Haven	26	Help with Job Search	41	19	1	61
New London	4	Help with Interview	3	5	3	11
Fairfield	5	Transportation	10	4	3	17
Windham	5	Assistive Technology	6	4	0	10
Tolland	3	Mobility Issues	30	4	0	34
Litchfield	2	Legal Issues	7	4	1	12
Middlesex	9	Housing	3	0	0	3
		Other	7	0	0	7

**Considerations for the TA Process (based on this review):**

- Missing categories include time spent, age
- Need a codebook for how the data elements are defined when entered into the database
- Helpful to see cross-tabs between monthly contacts and the PR schedule
- For disability, the categories may be too narrow. It would help to break out MR/Cognitive, LD, Autism.
- Need to consider a critical pathways approach (i.e., what is your disability? Do you have more than one?)

- There were many missing “county” indicators, but we might be able to use the phone numbers to assign a county category.
- Need a different probing protocol for employers (i.e., do you want to get involved with our Business Leadership Network; do you have any best practices you want to share?)

### **Process for State Agency Visits:**

- Questions: Many of the questions were already asked as part of the National Governor’s Association resource mapping effort. New questions should build off of this information, rather than duplicating the effort. Areas of interest:
  - What kinds of employment supports do you currently provide?
    - Does that include transportation?
    - Does that include technical assistance?
    - Does that include services to young adults?
  - What kinds of support do you need?
  - What do you currently do around the hiring of people with disabilities?
    - Do you have any mechanisms to track people with disabilities in your agency?
    - How accommodating is your hiring process? Your application process? Your interview process?
  - Note: May need to have a conversation with unions, although we are not talking about “changing the rules”*
- Participants: Should include the representative from the Steering Committee and a team identified by that rep.
- Timeframe: 3 state agency visits in 1<sup>st</sup> quarter of 2008, 3 in 2<sup>nd</sup> quarter of 2008.

### **Recommendations:**

- One person needs to be in charge of the TA process. This individual should meet with each of the workgroups to talk about what already exists or identify needs.
- Develop a web-based solution with a critical pathways approach so that the protocols are tracked within the system.
- Each content area should have a content person to provide training and information dissemination, and to become the information conduit (creates an empowerment system).
- Create an “In the Meantime” list and post it on the website. This should be built in as part of the process to help clarify expectations that job search is a process, not a simple direct service.
- Explore ways to determine eligibility for different programs from the beginning.

### **Next Meeting:**

- Review the results of the Jam Session
- Review the process for response to and recording of emails
- Pat will work with the staff to refine the data collection forms