Objective: Technical Assistance Workgroup Meeting

Meeting Date: October 8, 2008

Meeting Place: UCE, Farmington

Attendees: Quincy Abbot, Terry Nowakowski, Stan Kosloski, Noreen Shugrue, Kerri Fradette, Glendine Henry, Larry Carlson, Amy Porter

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Technical assistance involves the provision of quality content and/or process expertise via a responsive, continuous, and external system to assist clients and their organization to change or improve for the better. (Trohanis, 1982)

Technical Assistance Data/Key Themes

The group reviewed data from the TA calls to better understand the needs of those calling Connect-Ability. At least three-quarters of the calls continue to be job seekers or their family members, and the vast majority is calling with the initial goal of finding an actual job or a list of employers.

The database may not be capturing all of the key elements, but based on conversations with the individuals at BRS answering the majority of calls, the following is a rank order of the predominant needs of the callers:

Job Seekers and Family Members (approximately 75% of callers):

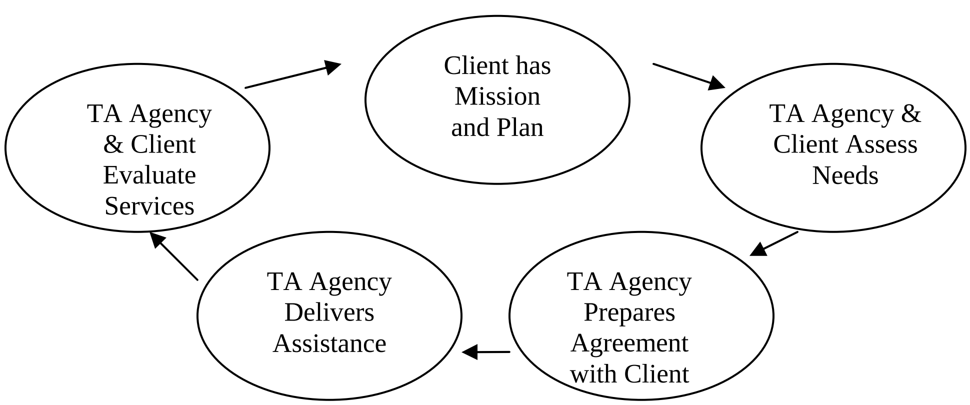
- Need employment leads
- Need help identifying resources and navigating the system
- Need help advocating within their existing employment support system

Employers (approximately 5% of callers):

- Need workers to fill their jobs
- Need a place to post jobs
- Need help with understanding accessibility options in their buildings and practices

Developing the Technical Assistance Process

According to Trohanis (1982), the TA process looks as follows:



However, there are multiple projects that the TA workgroup needs to address to be able to do more than answering these calls one at a time. To coordinate the technical assistance, the group will start with developing a responsive process for job seekers. The process will include the following elements:

- Identification of major content areas
- Identification of existing print and web tools
- Identification of other resources
- Input from and feedback to the workgroup(s) responsible for any of the content areas
- Identification of the most appropriate partner(s) to refer the job seeker to
    - What does that individual need to know in order to successfully interact with and set expectations with that partner?
    - What does the partner need to successfully interact with and set expectations with the individual job seeker?
    - What is the process for answering calls within the partner agency?
    - What is the feedback loop to Connect-Ability
- Feedback to improve the way we answer calls

Local Level Initiatives

There have been a few requests for members of the local level initiatives to join the Steering Committee. While this seems to pose a potential conflict, the group was eager to find ways to get input from the pilots. Glendine Henry, Pat Anderson and Larry Carlson are providing individual support to the ten local level initiatives. They will meet together on October 29, and discuss ways to solicit this input on the key priority areas, such as the possibility of quarterly meetings beginning around the first of the year. The will also provide an update at the November TA meeting on the types of questions that are coming up, and any anticipated TA needs.

Another issue for the local level initiatives is the Strategic Plan review process. The following recommendations came from the discussion.

- The review committee should be comprised of five individuals.
- The review committee should be a mix of Steering Committee members and other key stakeholders (employers, BRS, BESB, schools)
- The strategic plans will be reviewed between December 15 and December 31.
- An intent statement will be drafted so that both the local pilots and the reviewers understand that we are trying to identify areas of TA that are common across projects, and those that are unique to a specific project.

Action Items for Next Meeting on November 5, 2008

Item	Action	Responsibility	Due Date	Status
1.	Provide additional data from the C-A calls (or amend form to collect new variables) • Identify whether family member calls were relevant to specific disability types • Split out the barrier category of “Legal Problem” into discrimination, custody issues, criminal background, etc. • Match data to find out how many of the referrals to BRS are new referrals, and how many are being referred back • Add a category to the “Referrals Made” section to include referrals such as Monster.com or Temp Agencies	Larry	11/5/08	

Item	Action	Responsibility	Due Date	Status
2.	Collect more data relevant to the needs of BRS and the consumers being referred to BRS, including discussions with the Director, with CAP.	Amy	11/5/08	
3.	Establish a Review Committee for Local Pilots • Send out an invitation to SC members • Identify other stakeholder to participate • Develop a purpose/intent statement	Glendine	11/5/08	
4.	Begin to pull print and web resources to better address Job Seeker needs	MIG Staff	11/5/08	