



Objective: Technical Assistance Workgroup Meeting

Meeting Date: November 5, 2008

Meeting Place: UCE, Farmington

Attendees: Terry Nowakowski, Stan Kosloski, Pat Anderson, Noreen Shugrue, Julie Robison, Kerri Fradette, Glendine Henry, Larry Carlson, Amy Porter

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)

Connect-Ability Call Data:

At the October meeting, workgroup members asked about the number of referrals to BRS. The following data were presented:

- Referrals to BRS: Of the 530 calls currently entered into the database, 135 people were referred to BRS. 36 of those individuals were already involved with BRS upon referral. The group was interested in finding out whether an additional group had been working with BRS in the past, but not at the time of referral.
- Verbal reports from the Client Assistance Program indicate that they have had some additional referrals recently, but the increase from their perspective can be attributed to BRS interpretation of policy. The workgroup asked that we request the CAP annual report, just to get a better idea of the issues and whether Connect-Ability can offer any infrastructure support.

In addition, workgroup members were interested in knowing whether family members represented any particular disability group.

- Of the 53 recorded family member inquiries, the largest numbers included 20 family members of individuals with intellectual disabilities, 8 mental health and 7 spinal cord injury. No additional info was requested at this point.

Job Seeker Packets

The workgroup members discussed the evolution of a job seeker toolkit, and a consistent packet of information sent to callers. One suggestion is to develop an evaluation component that would be sent with the packet of information to find out whether the packet was useful and what else would be helpful information to develop.

As we begin to develop disability-specific tools that go beyond the generic information, it will be important to tap other resources. Once the group is ready to move to this next step, we need to contact Deb Walker (veterans), Stan Kosloski (cross-disability), Maryann Langton (developmental disability), Ruth Howell (mental health), Linda Guillorn (addictions) and the BRS (cross-disability) and BESB (blindness) counselors, among others.

Local Pilots

- Review Committee: The review committee has been established to review the local level strategic plans. The committee consists of Margarita Torres, Maryann Langton, Susan

Monteleone, and Arlene Lugo. The plans will also be reviewed by Glendine Henry, Pat Anderson, and Larry Carlson to identify the TA needs and begin to identify areas of commonality in the TA needs.

- Quarterly Reporting System: It was requested that Glendine, Pat and Larry also talk with their respective pilot groups and find out how the quarterly reporting system worked for them.

Prioritizing Connect-Ability Activities

Workgroup members heard the Steering Committee's concern about the multitude of activities being addressed through Connect-Ability. For the next Steering Committee meeting, the workgroup members wanted to focus some time on the discussion of priorities, and come up with a prioritization process for the workgroup activities. The process should take into account such things as impact on infrastructure and sustainability, cost effectiveness, and linking with the overall project goals.

Action Items for Next Meeting on December 3, 2008

Item	Action	Responsibility	Due Date	Status
1.	Request CAP Annual Reports	Amy	12/3	
2.	Provide additional data on calls	Larry	12/3	
3.	Work with evaluation workgroup to develop an evaluation for the job seeker toolkit	Group	12/3	
4.	Assess the effectiveness of the quarterly reporting system for the local pilots	Glendine, Pat and Larry	12/3	
5.	Contact Barbara Bugella at DMHAS to better understand overlap between DMHAS pilots and Connect-Ability pilots	Glendine	12/3	