



Objective: Technical Assistance Workgroup Meeting

Meeting Date: December 3, 2008

Meeting Place: UCE, Farmington

Attendees: Terry Nowakowski, Quincy Abbot, Pat Anderson, Noreen Shugrue, Kerri Fradette, Glendine Henry, Larry Carlson

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)

Client Assistance Program (CAP) annual report: Amy has the CAP report and it will be reviewed at the next TA meeting.

Review data from TA calls and website comments:

The group reviewed the latest data from the TA calls and requested information on the disability dictionary. The group suggested that each person filling out the TA form needed to capture the correct disability type and consensus is needed on the definitions. This will be discussed further at the next TA meeting.

Since a large amount of our callers are being referred to BRS, the question was asked if BRS tracks where referrals are coming from. The group wanted to know if the callers are being followed up from BRS. The group also would like to know the gaps that exist with mental & emotional issues for job seekers. What is the best place for this population to be referred to?

Also more information is needed to find out specifically what is the transportation barrier when recorded. These suggestions will be brought back for the staff to work on implementing into the form. In addition the group requested for the next meeting a breakdown of callers by disability type and where they were referred to.

Evaluation Strategy for Job Seeker Toolkit:

It was reported out that the evaluation workgroup is working with the employer workgroup on the evaluation criteria for the toolkit. Also the group wanted to ensure that quality assurance measures for the toolkit are implemented. Suggestions included a self addressed post card to provide feedback on the toolkit.

Reporting System for the Local Level Pilots:

Glendine reported that she has received responses from ARC & Futures by using the website (www.connect-ability.pilots.com) The pilots appear to find the website easy to use and helpful - next reports are due 1/09. CACIL & CREC have completed their strategic plans, they are all due on 12/15/08. The review committee will meet on 12/29 to begin reviewing the strategic plans. Larry, Glendine and Pat will meet again in 1/09 to discuss each pilots plan including tasks, deliverables and dates._

Overlap of DMHAS pilot & Connect-Ability pilots:

Glendine was not able to speak to Barbara Bugella directly. She will find out more information for the January meeting.

Prioritizing Connect-Ability Activities

The group reviewed the priority projects that were handed out to the Steering Committee during the last meeting. The group had concerns that there were still a # of significant projects on the plan and would like more information as to how these are going to be implemented during 2009, considering time, money and staff.

New Business:

The group reviewed Stan's e-mail and agreed that there should be a discussion around "state as a model employer" and what that means to C-A partners and also "can the Connect to Work Center evolve into the TA Center we are creating?"

Action Items for Next Meeting on January 7, 2009

Item	Action	Responsibility	Due Date	Status
1.	Review CAP Annual Reports	Amy	1/7	In progress
2.	Provide additional data on calls	Larry	1/7	
3.	Update on local pilots strategic plans	Glendine, Pat & Larry	1/7	
4.	Provide information on other states who have implemented "state as a model employer"	Amy & staff	1/7	In progress
5.	Contact Barbara Bugella at DMHAS to better understand overlap between DMHAS pilots and Connect-Ability pilots	Glendine	1/7	In progress
6.	Develop disability dictionary	Larry	1/7	