

# RAP Sheet

The Latest in Disability Research, Advocacy, Policy, and Practice

Summer Issue 2011

## GETTING A FOOT IN THE DOOR



### DEPOT DON

By Julia Freeman-Woolpert, Disabilities Rights Center

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- Reach more readers
- Reduce costs
- Be more environmentally friendly

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SUSAN COVERT, EDITOR

Don Cayo, who is fondly known as Depot Don, just celebrated his seventh anniversary as a full time associate at Home Depot in Portsmouth. Don is a man who loves his job, values his customers, and gives back to his community. Talking about Don, his supervisor Bill Batchelder, said, "He gives exceptional customer service. He has a big heart."

A Navy veteran and former independent contractor, Don came to Home Depot following a traumatic brain injury. In 2001, Dan was brutally beaten when came to the assistance of a woman who was being assaulted. He spent five weeks in the hospital and another five months in a rehabilitation center. He now lives at Betty's Dream, an independent living facility in Portsmouth. Don has regained many of his former skills, but he still has significant disabilities. He tires easily, has trouble with his speech, and his cognitive limitations make it difficult for him to cope with change.

While he was no longer able to work as an independent contractor, Don still had a vast knowledge of tools, loved building things, and enjoyed working with people. It was his sister Donna who realized working at Home Depot would be the perfect fit for Don. She helped her brother connect with New Hampshire Vocational Rehabilitation and VR worked with Home Depot to find the right job for Don.

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Photographer – Julia Freeman-Woolpert

*Don Cayo on the job at Home Depot in Portsmouth.*

*(Cover story continued)*

The Americans with Disabilities Act requires that employers make “reasonable modifications” to accommodate workers with disabilities. Home Depot shows what can happen when employers make it possible for workers with disabilities to be successful on the job. Because Don has difficulty with changes, Home Depot allows him to work a fixed, rather than a rotating schedule. He also works an early morning shift, the time of day when he has the most energy and is at his best. Sometimes it’s a little hard to understand Don over the walkie-talkie, but they work it out. With a few no-cost modifications, Don Cayo has become one of Home Depot’s most loyal and hardest working employees.

One of the go-to-guys in Home Depot’s power tool section, Don helps customers locate merchandise, offers advice about tools, and keeps the shelves stocked. He’s the one who makes duplicate key sets and cuts your boards to length. A proud employee, Don takes to heart the core values on his Home Depot badge: “Doing the right thing - Giving back - Taking care of our people - Excellent customer service - Building strong relationships - Respect for all people - Creating shareholder value - Entrepreneurial spirit.”

Don is an active volunteer with Team Depot, a company program that partners with nonprofit organizations on community service projects. Don convinced Team Depot to help fix up the dilapidated patio at Betty’s Dream and was part of the work crew that got the job done. He is also the captain of the Home Depot Kids Workshop, a monthly program that teaches building skills to children. He recently worked with a group of kids to build a wooden model of Joey Logano’s #20 Nascar racecar.

Following his brain injury Don relied on Medicaid to cover his health care costs and other services. Don is now on the MEAD (Medicaid for Employed Adults with Disabilities) program. With MEAD, Don continues to receive Medicaid benefits and is still able to earn a decent salary and accumulate modest savings.

Returning to work after a severe brain injury can be extremely difficult. The employment success rate for workers with brain injuries is lower than it is for those who have other disabilities. Don has shown that this doesn’t have to be the case. With accommodations on the job, the assistance of programs like MEAD, and a strong personal work ethic, independent employment is achievable even for those who have significant disabilities.

## In Memoriam

It was with great sadness that we learned of John Vance’s passing on January 25, 2011. A random college internship gave John his first experience working with people with disabilities. He never looked back. In 1988 John founded A.C.C.E.S.S., Inc. (Associates in Career and Community Employment Services) and for nearly 23 years he helped individuals with disabilities to find and maintain meaningful employment. John also worked in 2002 as a supported

employment consultant to the New Hampshire Bureau of Developmental Services helping expand employment opportunities for workers with disabilities. John passionately believed that meaningful employment is the vehicle that best enables people with disabilities to become valued members of their communities. In the feature story he wrote for the 2006 Winter Issue of the Rap Sheet he asked those providing services to take a hard look at whether they are helping individuals to achieve greater independence and to be valued, or whether they are simply filling the person’s day. By work and example, John Vance inspired individuals with disabilities and those who support them to dream big. He will be greatly missed.

*Donations to establish a scholarship fund in memory of John F. Vance III may be made to A.C.C.E.S.S., Inc., PO Box 383, Keene, NH 03431.*



Photographer Bill Gnade - The Keene Sentinel



## PROJECT SEARCH

By Sarah Elechko, Granite State Employment Project Manager and Project SEARCH Coordinator, Greater Manchester Area, Moore Center Services

Chances are, you may have already heard about Project SEARCH, a new school to work program in New Hampshire. In the past three years, Project SEARCH programs have popped up in Nashua, Manchester, Concord, and Keene and next year will be coming to the Seacoast and Upper Valley. The program's popularity in the Granite State should be no surprise. Since its inception 15 years ago at the Cincinnati Children's Hospital, Project SEARCH has been helping young men and women with disabilities across the nation get their start in the world or work.

In New Hampshire, Project SEARCH is a collaborative effort by the school district, the Area Agency, the Department of Vocational Rehabilitation, and a local hospital or other large-scale employer. The school district and provider organizations contribute resources to provide a job training program for students with disabilities who are looking to move into a career after graduation. Instead of attending traditional high school classes, students spend their last year of school in a real-world job setting. They receive intense training and have the opportunity to explore different jobs within the participating hospital or company. Students graduating from Project SEARCH have mastered skills that enable them to directly access competitive employment in their chosen industry and participating employers have access to trained and reliable workers. Many Project Search graduates go on to accept full-time positions in the hospital or company where they did their training.

In Manchester, Project SEARCH operates out of Catholic Medical Center; local partners include Moore Center Services, Bedford School District, and Vocational Rehabilitation's Manchester Office. Just finishing its first year of implementation, the project has proven to be a major success. Both the students and the hospital staff have been ecstatic about the outcomes. "The program has been accepted and supported overwhelmingly by CMC, from senior management to the staff level," said Sue Kinney, External Education Coordinator for Catholic Medical Center. "Staff members are excited to learn about the program and interested to find out how they can get involved."



*Project Search intern, Marjorie Irizarry-Rivera, with her teacher Kaitie Carmody.*

Six student interns are working at the hospital. Over the course of the school year, each intern works three 10-week rotations; participating hospital departments include: Materials Management, Patient Transport, Environmental Services, Sterile Processing, Laboratory Services, Food Services, and Nursing Units. Two career trainers assist student interns in mastering all required job tasks. When students are able to perform the job independently, the career trainers step back and supervision and support are provided by CMC staff.

Marjorie Irizarry-Rivera, is a member of the first class of Project SEARCH, Manchester. Marjorie is passionate about helping people; her career goal is to work in a nursing home, or a rehabilitation unit in a hospital. Marjorie has interned in the sterile processing unit in CMC, where she and her supervisor are responsible for preparing items that get distributed throughout the hospital. She also has worked at the Rehab Medical Unit assisting the therapists by pushing people in wheelchairs, setting up utensils for eating therapy, and helping during pet therapy. Currently, Marjorie is working in The Mom's Place at CMC, cleaning and restocking rooms after patients are discharged.

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# EMPLOYMENT: A RIGHT AND AN EXPECTATION OF CITIZENSHIP

Denise Sleeper, Administrator, New Hampshire Bureau of Developmental Services

*It's long past time for men, women, boys, and girls who happen to have conditions we call disabilities to take their rightful places as valued members of our society, included in all areas of life. Together, we can make it happen! -Kathy Snow*

When I was young, I don't recall my parents ever asking me if I wanted to work when I grew up. It was understood that being employed was an important rite of passage into adulthood ... and I couldn't wait. Heavily influenced by movies and television, I dreamed of being a paramedic, a dancer, a lawyer, and an explorer on the Starship Enterprise.

Now an administrator at the Bureau of Developmental Services, I am responsible for working to remove the obstacles that keep people with disabilities from becoming employed. I think about employment all the time. I often wonder if children with disabilities have dreams about what they want to be when they grow up. I wonder if they think about being an adult and what that means. Do the people in their world have the same set of expectations for them as they have for children without disabilities?

I also wonder if enough people have heard about Kathy Snow, author of Disability Is Natural: Revolutionary Common Sense for Raising Successful Children with Disabilities. Mother of two children, one of whom happens to have a disability, Snow travels the country talking about setting high expectations for individuals with disabilities and using common sense to help them succeed. She emphasizes that disability is only one of many characteristics that make up the whole person. She has helped me to think about how someone can be employed, rather than if they can be employed.

I often hear Snow's message echoed in my conversations with self-advocates. They want more in their lives and have told me - "I want a career, not just a job." - "I want more education and training." - "I want to work more hours." - "I want higher wages." - "I want to own my own home." In short, they want to earn enough money to do whatever they want...just like everyone else. They want what people without disabilities already have, an *opportunity* for a better life.

Our Declaration of Independence states that *"all men are created equal, that they are endowed by their Creator with certain*

*unalienable Rights, that among these are Life, Liberty and the Pursuit of Happiness."* I believe that employment is both a right and expectation of citizenship and the gateway to the pursuit of happiness. Working offers more than just getting a pay check. It is the vehicle for developing skills, building relationships, achieving personal fulfillment, and contributing to ones community.

The New Hampshire Department of Health and Human Services is helping individuals with disabilities exercise their right to work. Through a multi-year grant provided by the Centers for Medicare and Medicaid Services, the State of New Hampshire has identified barriers to employment and supported best practices to improve employment opportunities for people with disabilities. Grant funding has been used to develop the following resources to help individuals with disabilities reach their employment goals:

Medicaid for Employed Adults with Disabilities (MEAD) allows individuals who qualify for Medicaid to be gainfully employed, save money, and still maintain needed Medicaid healthcare coverage through a sliding scale buy-in program. To learn more, please visit: [www.dhhs.nh.gov/ombp/medicaid/mead.htm](http://www.dhhs.nh.gov/ombp/medicaid/mead.htm)

Project SEARCH is an innovative program that provides intensive training for youth with disabilities who are interested in working in the health care industry. To learn more, please visit: [www.projectsearchnh.org](http://www.projectsearchnh.org)

Work Incentives Resource Center provides online access to information about work incentives and vocational counseling services. Please visit: [www.nhwirc.org](http://www.nhwirc.org).

Competency Model for Work Incentives Specialists is a professional development and certification program developed by the Institute on Disability, Granite State Independent Living and the Bureau of Developmental Services.

**An Employment Specialist Curriculum** ensures employment specialists have the proper tools and information for effective employer outreach, job search, job match, and identification of workers' skills and interests.

**The Employment Leadership Award** has been created to recognize businesses in New Hampshire that have demonstrated leadership in hiring an inclusive workforce. For more information, please visit: [www.nhletsworktogether.org](http://www.nhletsworktogether.org)

**A Statewide Marketing Effort** has created the I AM SUCCESS and WE ARE SUCCESS campaign to highlight the abilities of workers with disabilities. To learn more about the campaign, please visit: <http://www.mcst-nh.org/>

**Youth Transition Initiatives**, including the annual Youth Transition Summit and professional development tools, have been created through a partnership with Keene State College. To learn more, please visit:

<http://www.mcst-nh.org/index.php/educators/transition-planning> and <http://transitions.keenecommons.net/>

These are just some examples of what the State of New Hampshire is doing to ensure that every individual with a disability who chooses to work has the opportunity to do so.

*For more information about New Hampshire's strategic employment plan, please visit*

<http://www.dhhs.nh.gov/dcbcs/bds/employment/index.htm>

## WORKING AND KEEPING YOUR BENEFITS

### Medicaid for Employed Adults with Disabilities (MEAD)

The MEAD program, or Medicaid for Employed Adults with Disabilities, allows people to work and save money while still qualifying for Medicaid. Without MEAD, many people with significant disabilities could not afford to go to work due to the loss of medical benefits.

To be eligible, you must be between 18 and 64, meet the disability criteria for Medicaid, and be employed or self-employed. People who are self-employed may earn less than minimum wage and still qualify. Your income cannot exceed 450% of the Federal Poverty Level. For this year (2011) financial resources must not exceed \$25,391 for an individual or \$38,087 for a couple (this figure is adjusted annually) in order to qualify for the program. Unlike the Medicaid In and Out Program there is no spend-down requirement for MEAD.

Under the MEAD program, participants pay a monthly premium for Medicaid benefits; premiums are calculated on a sliding scale, based on an individual's income. There is no monthly premium for those earning less than 150% of the Federal Poverty Level. If you leave the MEAD program, but still need Medicaid, the savings you accumulated in a separate account while on the MEAD program will not be considered resources.

MEAD is only one of several programs that can help Social Security beneficiaries to enter the workforce. For more information about MEAD and other work incentive programs you can call Granite State Independent Living toll free at 1-800-826-3700, or visit their website at: <http://gsil.org/employment.htm>

If you are having a problem with the MEAD program or have encountered other barriers to employment and need legal advice, please contact the Disabilities Rights Center toll free at 1-800-834-1721.

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Project SEARCH not only provides student interns with practical training in their field of interest, it also includes classroom time to help students develop problem-solving strategies and offers instruction in resume writing, job interviewing, and other critical vocational skills.

"Our ultimate aim is to give the students the opportunity to learn and fine-tune strategies that will translate into their professional and personal lives beyond the

classroom," said Kaite Carmody, the teacher of Project SEARCH, Manchester. "Students should be able to rely less on services and more on the skills they have gained, offering cost savings in the long term as well."

Melissa Belliveau, summed up her experience as a student intern, "Project SEARCH has taught me to be independent and not rely on anyone else to do my job well."



## WORK INCENTIVES PLANNING AND ASSISTANCE:

Michele Cronin Lapierre, Community Work Incentives Coordinator, Granite State Independent Living

Founded in 1980, Granite State Independent Living (GSIL) is a statewide nonprofit organization whose mission is to promote life with independence for people with disabilities and those experiencing the natural process of aging. The Work Incentives Planning and Assistance (WIPA) program is one of 22 programs offered by Granite State Independent Living. The program helps Social Security beneficiaries make informed choices regarding employment and provides support during the transition from public benefits to paid employment. There is a common misconception that Social Security beneficiaries will lose their income and health care benefits

if they become employed. For many, the loss of the cash benefit is inconsequential, as it can be replaced by earned income. The loss of health care coverage, however, can be catastrophic.

The mission of the WIPA program is to provide accurate and time sensitive information to Social Security beneficiaries about available work incentives. GSIL's team of Community Work Incentive Coordinators (CWICs) provides individual consulting to beneficiaries who are seeking employment. Coordinators provide intensive follow-up services to help beneficiaries use work incentives appropriately and support

## LIVING THE DREAM

By Angela Doyle, Program Manager, Independent Services Network

Brandon Bullard, a 24-year old Londonderry native, began playing guitar when he was 16. Influenced by the Beatles, Buddy Holly, and Chuck Berry, his music has a country vibe and an underpinning of classic rock and blues. Playing music professionally has been a lifelong dream for Brandon. While Brandon is a solo performer, he has a team behind him that is helping to turn his love of music into his dream job.



For the past four years Independent Services Network has been providing Brandon with vocational supports and has helped him to turn his vision into a reality. Brandon now performs regularly for pay at four nursing homes in the greater Manchester area. He is a favorite with his audiences who request songs and enjoy dancing to his music. In addition to his regular gigs, Brandon took part in the MCAM-TV's Manchester Superstar, a program modeled after American Idol. He also has performed on MCAM-TV's holiday shows and has played guitar at open mic nights at Starbucks in Manchester.

Brandon has taken advantage of the Moore Center's *Your Dream, Your Job*, a program for individuals with disabilities who are interested in being self-employed. In 2010 with the assistance of ISN and *Your Dream, Your Job*, Brandon recorded his first CD titled "Melodies". The CD was produced at Blue Sky Recording Studio in Concord with *Your Dream, Your Job* covering most of the recording fees and the production costs for 200 CDs. Blue Sky's production staff helped Brandon learn about what goes into mixing and mastering a professional recording. The recording session also gave him the opportunity to play with talented studio musicians and helped him sharpen his musical skills.

Brandon continues to grow as a musician and is working with his team to expand his performance venues. His desire and determination have been critical to his success. He works hard, takes time to plan, and is willing to accept advice from those on his planning team. Brandon's long-term goal is to learn how, with minimal assistance, to promote himself and expand his opportunities to perform professionally.

Copies of *Melodies* are available for \$5. Interested buyers please leave a message at 603-644-3514.

# ASSISTING BENEFICIARIES TO OBTAIN EMPLOYMENT

them in communicating with the Social Security Administration about their employment situations. Additionally, CWICs connect beneficiaries to employment service programs in their communities and work with them to explain the different regulations, work incentives, and special programs that can impact their decision to enter or reenter the workforce.

While the concerns of most beneficiaries are basic and straightforward, the answers are often complex and highly individualized. Beneficiaries are frequently frustrated by the overwhelming amount of confusing and inconsistent information that they receive. The WIPA program provides access to accurate, complete, and individualized information in a confidential setting.

When beneficiaries fully understand how employment will impact their benefits, they can confidently pursue employment options, maintain health care coverage, and obtain necessary employment supports and services. A program coordinator can help the beneficiary understand the complex calculations that are used to determine State benefit programs, as well as helping them to determine eligibility

for work incentives within their housing assistance programs. Benefit planning and assistance can help beneficiaries take charge of their careers without worrying that an unknown rule or a mistake by a federal caseworker will jeopardize their ability to pay for their basic needs or threaten their health conditions.

Work Incentive programs allow beneficiaries to test their ability to work without the fear of immediately losing cash, medical, or other benefits. It is a safety net for beneficiaries who are seeking to move from benefit dependency to increased self-sufficiency. The program empowers beneficiaries by giving them the information they need to make the decisions that are right for them.

Information about Benefits Planning and Work Incentives can be found online at [www.nhwirc.org](http://www.nhwirc.org). This site applies to New Hampshire residents only; work incentives information differs from state to state. If you have benefit related questions you may also call Granite State Independent Living's toll free line at 1-877-809-7028.

## A CREDIT TO SAM'S CLUB

By Julia Freeman-Woolpert, Disabilities Rights Center

Kenny Berman loves to work, loves retail, and most of all loves people. "He has the greatest personality in the world," said one of his supervisors at Sam's Club in Concord. No doubt that's why Kenny is such a great salesman. A member of Sam's Marketing Team, Kenny sells credit accounts. Last year he was honored as "Credit Champion of the Year" selling more accounts than anyone else in the Concord store.

Way more.

On an average day, Sam's in Concord sells a handful of credit accounts. When Kenny works on the weekend he sells 15-18 accounts a day. Because of Kenny, Concord leads the national chain in credit account sales.

Now in his early 70's Kenny has worked hard his whole life. He spent years in the restaurant business putting in 18-hour days. For a number of years he sold cars and was one of the nation's top salesmen.

Ten years ago Kenny was diagnosed with diabetes. His illness was already well advanced and his leg had to be amputated. Kenny now uses a wheelchair. Advised by his doctor to quit working, Kenny retired. It was a mistake. Used to working 60+ hours a week Kenny was depressed and felt useless sitting at home. He applied for a job at Sam's Club handing out samples. He was hired and started work the next day.

For eight years Kenny was one of the store's 13 "testers" and consistently had the highest sales for sample items. Sam's Club

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# EMPLOYMENT RIGHTS: WHAT YOU SHOULD KNOW

By Adrienne Mallinson, Esq., Disabilities Rights Center

You have the right to be free from discrimination in the workplace. State and federal law make it illegal for employers to discriminate against you on the grounds that you or a family member has a mental or physical disability.<sup>1</sup>

New Hampshire's law against discrimination, RSA 354-A, enables you to file a complaint with the New Hampshire Human Rights Commission if you experience workplace discrimination. The law prohibits discrimination on the basis of disability by employers who have 6 or more employees (full- or part-time; temporary or permanent). It includes private employers and state and local government agencies, but does NOT include social clubs, fraternal, or religious organizations.

Title I of the Americans with Disabilities Act (ADA) prohibits workplace discrimination by employers with 15 or more employees, and covers all private businesses, staffing agencies, and state and local governments, as well as nonprofit and religious organizations.<sup>2</sup> ADA complaints are handled by the Equal Employment Opportunity Commission (EEOC).

These and other civil rights laws apply to all aspects of employment, from hiring to firing. They also include provisions requiring employers to provide reasonable accommodations to individuals with disabilities and banning discrimination if a family member has a disability.

## APPLYING FOR A JOB

◆ Employers may not ask you illegal questions. For example, an employer cannot ask you about your disability, your health or medications, or whether you have been in a hospital, sick, or injured on the job. If you are asked these questions on an application form leave them blank. If you are in an interview, you should tell the employer that you do not answer questions about private matters, but that you are happy to discuss your qualifications. If you have taken time away from the workplace because of a disability, just say "I took time off from work to handle a private matter." Employers cannot ask you to undergo a medical examination (except for drug testing) before offering you a job.

◆ Employers need to provide reasonable accommodations for the interview, as long as the accommodation does not cause the employer an undue hardship. For example, an employer must provide accessible locations for interviews and tests, accessible materials, and test modifications.

◆ As long as you are qualified and can perform the essential functions of the job, with or without "reasonable accommodations," employers may not refuse to hire you just because of your disability. (But employers do not have to hire you; the laws do not guarantee a job and employers are entitled to choose a more qualified person). In addition, employers may not refuse to hire you because a family member or someone you are close to has a disability.

## GETTING A JOB OFFER

◆ After you get a job offer, but before you start work, your employer can ask you for medical information and require a physical exam, but only if they require this of all new employees. Even if you have a medical exam, employers cannot use it to deny you employment if you can perform the essential functions of the job, either with or without reasonable accommodations.

◆ It is illegal discrimination if your employer offers you different pay or benefits from other employees just because of your disability.

## KEEPING YOUR JOB

◆ You do not have to tell your employer about your disability after you get the job unless you need assistance, or reasonable accommodations. If you do need assistance, put it in writing. If your employer agrees to provide a job accommodation, make sure that is in writing, too, or keep your own record by sending a thank you note and keeping a copy for your files. Your employer can refuse only if your request is much too expensive or burdensome, or if you are no longer able to perform essential aspects of the job, even with assistance.

◆ All sorts of accommodations are possible and reasonable. Some common examples that employers provide include: modified work schedules; job restructuring; accessible workspace; assistive technology; modified training materials; and reassignment to a vacant position.



# LIFE IS GOOD

Lois Pincince (Leadership Grad '92)

- ◆ You have a right to equal opportunity for job assignments, promotions, and training. You also have a right to equal benefits and health insurance if you or your family member has a disability. If your dependent has a disability, your employer may not single you out and refuse, reduce, or terminate coverage.
- ◆ Employers may not retaliate against you for asserting your rights under state and federal law, or harass you for having a disability. Retaliation and harassment are forms of discrimination and you have the right to take action.

## WHAT TO DO IF YOU HAVE EXPERIENCED DISCRIMINATION

- ◆ Don't wait! You must file a complaint within 180 days of the date when you were discriminated against. You do not need a lawyer to make a complaint and you do not have to wait until you have quit or lost your job.
- ◆ If you have been discriminated against by an employer contact:
  - **Equal Employment Opportunity Commission (EEOC), John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203; Phone 1-800-669-4000; <http://www.eeoc.gov> or**
  - **New Hampshire Commission on Human Rights, 2 Chenell Drive, Concord, NH 03301; Phone 603-271-2767; <http://www.state.nh.us/hrc/>.**
- ◆ Additional information and resources concerning employment discrimination are available at
  - <http://www.drcnh.org/Issue%20Areas/Empdiscrim.htm>
  - <http://www.dol.gov/odep/pubs/fact/laws.htm>

<sup>1</sup> Note that not all disabilities are covered under the ADA or RSA 354-A. An individual must have an impairment that substantially limits one or more major life activities, such as hearing, seeing, speaking, walking, standing, breathing, self-care, lifting, bending, reading, concentrating, thinking, communicating, learning or working.

<sup>2</sup> It does not apply to the U.S. government: federal employees may instead be protected by the Rehabilitation Act and the Civil Service Reform Act. Different procedural rules apply – federal workers only have 45 days to file a complaint. Call the Disabilities Rights Center at (603) 228-0432 for more information.

"Will my daughter ever work?" This was one of the many questions that poured forth when we met with the geneticist who had diagnosed our 20 month-old daughter. My husband and I were struggling to understand what life would hold for our dear sweet Madeline. As we learned more about her diagnosis, we saw the dreams we had for her slipping away. We wondered would she ever be able to work and be productive? How could someone who has a global developmental delay, is nonverbal, and would need lifelong supports, ever get a job?

Fortunately, as Madeline grew up she taught us how to dream for and with her. I learned never to put a limit on her potential to live a full and meaningful life. She has helped us to think creatively and to believe that dreams - including having a job - can indeed come true.

In high school Madeline had experiences in a variety of work environments. With support from her aide she learned different jobs and discovered the kind of work she liked and where she could be most successful. At the same time her father and I began to talk with people about our dream for Madeline to have a job. Madeline, however, was scared and nervous about stepping out of her comfortable school environment. She still wasn't so sure that having a job was her dream. But when the opportunity to work finally came, she was ready to give it a try.



*Madeline Pincince, Life is Good employee.*

Madeline's job came about as a result of my husband getting to know Roy Heffernan, Chief Operating Optimist at Life is Good (LIG). When he learned about Madeline, he caught our dream and helped make it possible for her to get a job at LIG. Prior to her going to work, my husband

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# REAL PEOPLE/REAL EMPLOYMENT

By Sheila Mahon, Project Director, and Molly McNeill, Project Coordinator, Monadnock Center for Successful Transitions

Employment is something most of us take for granted, but for individuals with disabilities, finding a job can be a serious challenge. People with disabilities experience a significantly higher rate of unemployment compared to those without disabilities. Employers typically do not appreciate the contributions that workers with disabilities can make in their company or organization. To address this issue, the Monadnock Center for Successful Transitions (a program of Monadnock Developmental Services) collaborated with a private advertising agency, Church & Main Inc., to create the *I AM SUCCESS* and *WE ARE SUCCESS* marketing campaigns.



These campaigns seek to change perceptions about individuals with disabilities and the work they can do. Materials developed for *I AM SUCCESS* feature New Hampshire workers with a variety of disabilities succeeding at all different types of employment. They are business owners and administrators, workers with professional and technical expertise; they are providing customer service and working as advocates. These are workers who are breaking stereotypes and demonstrating that employment is for everyone.

Norman Voudrien explained why he agreed to participate in the *I AM SUCCESS* campaign. "I want to break down the stereotypical beliefs about what people think I can and cannot do for work. I want to challenge other people who are labeled disabled, to follow their dreams of employment and have employers hire them. It would be easy to look at me - a person in a wheelchair - and think about what I can't do for work, instead of seeing the strengths and talents I offer to the business."

A poster created for the *WE ARE SUCCESS* marketing campaign asks employers to "Take a new look at the worker with a disability. You might be surprised by what you see." This campaign, directed at the business community, features employers in higher education, healthcare, manufacturing, hospitality, and customer services who have hired workers with disabilities. For businesses that want to adopt more inclusive hiring practices, the campaign also helps make connections to helpful information and resources.

Everyone – including people with disabilities - should have the right to go to work. *I AM SUCCESS* and *WE ARE SUCCESS* delivers the message that every individual brings value to the workplace. By sharing success stories of workers with disabilities and the employers who have hired them we hope to expand people's thinking about what is possible. As Norm observed, "There is a lot of wasted talent out there just waiting for a chance."

Marketing materials for both *I AM SUCCESS* and *WE ARE SUCCESS* can be found at [www.mcst-nh.org](http://www.mcst-nh.org)



The *I AM SUCCESS* and *WE ARE SUCCESS* marketing campaigns are made possible under an Agreement with the State of New Hampshire, Department of Health and Human Services, Bureau of Developmental Services, with Medicaid Infrastructure Grant funds provided by the federal Centers for Medicare and Medicaid Services under CFDA 93.768



## A UNIQUE PARTNERSHIP: WORKING TOGETHER TO THINK BEYOND THE LABEL

By Joyce Hinson

Who would have thought that a budding friendship between two vendors at a Business to Business Expo would eventually become a groundbreaking partnership between two state agencies?

When Jim Hinson first met Chris Way at an event to promote business partnerships, he discovered that Chris's work with the New Hampshire Department and Resources and Economic Development (DRED) (<http://www.dred.state.nh.us/index.htm>) paralleled much of what he was doing at the New Hampshire Vocational Rehabilitation (NHVR) (<http://www.education.nh.gov/career/vocational/>). Both state agencies focus on helping businesses in New Hampshire with recruitment, retention, expansion, and compliance with state/federal regulations. Jim thought it didn't make sense to continue working separately, when they could accomplish so much more by working together.

This inclusive approach comes naturally to Jim who has always blurred the lines between "labeled" groups. In helping people who have disabilities make the transition into the workforce, he works to ensure that they are on an even playing field with their non-disabled peers. When WMUR organized the Project Economy Statewide Job Fair and Career Expo that drew over 10,000 hopefuls, Jim made sure that people with disabilities were encouraged to attend and that no accessibility issues hampered their ability to compete for the jobs being offered.

Through his friendship with Chris Way, Jim developed business relationships with other key players at DRED, including his counterpart Stephen Boucher, Program Specialist Fran Allain, and Commissioner George Bald. Together they forged an interagency partnership to benefit New Hampshire businesses and workers. Jim introduced DRED to the national *Think Beyond the Label* public awareness campaign and the two agencies are working to promote *Think Beyond the Label* in the Granite State. They are sending the message to New Hampshire businesses that

the benefits of hiring a qualified worker with a disability go far beyond just filling an open job. The advantages to businesses include lower costs, higher revenues, expanded markets, and increased profits. (Learn more at <http://www.thinkbeyondthelabel.com/Learning-Tools/BusinessCase.aspx>)

DRED's endorsement of NHVR and the public relations campaign has been critical. While DRED has long been recognized as an authority on business growth, NHVR has suffered from the misperception that they are in the business of begging employers to hire substandard employees to do unnecessary jobs. Nothing could be farther from their actual mission. NHVR customers are skilled workers who can compete with anyone in the job market. These workers also bring advantages to the job that most employers have never considered. With DRED's connections to the business community, New Hampshire employers are beginning to realize - *What is Good for People with Disabilities is also VERY Good for Business*.

Other aspects of NHVR and DRED partnership include sharing contacts and updating each other on issues facing their customers. DRED has an inside line on economic matters, while NHVR has expertise on employment and accommodations for people with disabilities. DRED works with New Hampshire's colleges and universities to address the training needs that have been identified by the state's business community. NHVR assists businesses in meeting their staffing needs, provides information about financial incentives, helps with accessibility, and offers awareness training. NHVR and DRED are working together to ensure that their customers receive the best services possible.

New Hampshire is unique in having a strong collaborative partnership between its Department of Resources and Economic Development and Department of Vocational Rehabilitation. New Hampshire is leading the way and challenges agencies in other states to think beyond *their* labels.



# EMPLOYMENT LEADERSHIP AWARDS

By David Ouellette, New Hampshire Council on Developmental Disabilities

In October, which is National Disability Employment Awareness Month, the Granite State Employment Project hosts its annual Employer Recognition Breakfast. Five New Hampshire businesses that have shown leadership in hiring employees with different abilities are presented with Employment Leadership Awards.

Nominees for the Leadership Award are judged on the following criteria:

- ◆ Creating opportunities that assist people with disabilities to develop the skills they need to obtain complete employment.
- ◆ Adopting inclusive hiring practices that allow people with disabilities to fairly compete for employment.
- ◆ Engaging community partners to become a more diverse workplace.

The 2010 Employment Leadership Awards were presented to the following businesses:

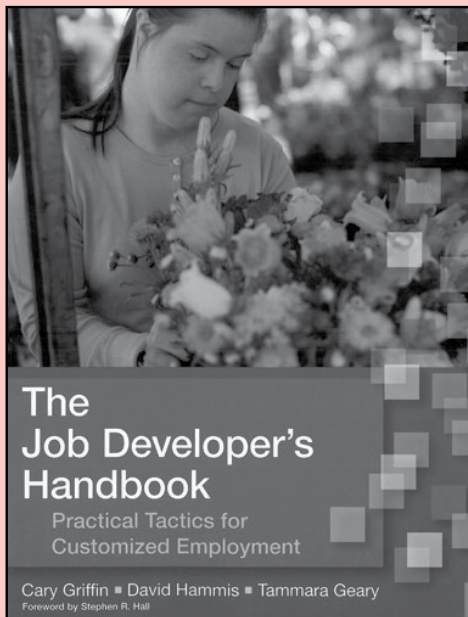
## **Hannaford Stores, Keene**

Hannaford's Keene recognizes that creating a work environment that maximizes the talents of each associate is good for business. Working with New Hampshire Vocational Rehabilitation and Monadnock Developmental Services, Hannaford's Keene developed an individualized approach to job training and job coaching that builds on the strengths of the associate. In the process, Hannaford's Keene has created a workforce that provides a great retail experience for its customers.

## **Brevan Electronics Inc., Merrimack**

Founded in 1983, Brevan Electronics has from the very beginning demonstrated a strong commitment to an inclusive work environment. The company's mission recognizes that people are its greatest resource. At Brevan the bottom line is getting the job done. By creating an inclusive and respectful environment, the company has

Available Through  
the Institute on  
Disability Bookstore at  
<http://www.iodbookstore.com>



*(Continued from page 9)*

and I spoke at length with the company management and her future supervisors at LIG. We identified the areas where Madeline had been most successful during her high school job training and helped LIG structure a job with similar tasks within their company.

Our goal was to create a work situation where Madeline would succeed. We wanted to make sure that she was well supported by her provider and the staff at LIG. The greatest challenge for Madeline is her limited ability to communicate. Certain situations can also lead to some behavioral challenges. We worked with LIG to make sure that the job requirements and her work environment minimized these challenges.

We accompanied Madeline to her job interview with four company representatives. Feeling fairly overwhelmed, Madeline had little to say with her voice output device, but she did a lot of listening and answered yes/no questions by nodding her head. The interview helped Madeline get a sense of the serious nature and responsibility of working for Life is Good. She learned that this was not just another training experience, but a real job with expectations and standards that needed to be met.

moved beyond "labels" and benefits from the contributions of its diverse and well-trained employees.

### **CEJ Computer Business Systems LLC, Merrimack**

CEJ Computer Business Systems, LLC provides customized solutions to meet the computer needs of its clients. CEJ also utilizes a customized approach to job training that is geared to the strengths of the employee and accommodates workers who happen to have a disability. CEJ's appreciation of each employee and its openness to diversity is key to the company's creative workforce.

### **Havenwood – Heritage Heights, Concord**

Havenwood-Heritage Heights has served the Capital region for more than 40 years. This continuing care retirement community has an accessible employment process and flexible training program that has resulted in the successful integration of employees with disabilities in its Dining Services Department.

### **Johnson Precision, Amherst**

Johnson Precision manufactures medical devices and analytical equipment for aerospace and light industry. Three years ago, when the company was based in West Lebanon, it partnered with PathWays of the River Valley to identify, hire, and train two employees. When the company relocated to Amherst, one of these employees made the move to the new factory, providing continuity and stability in the work team. Since the move, Johnson Precision has established a strong partnership with Opportunity Networks and has hired three new able employees with disabilities.



This year's 3rd Annual Presentation of the Employment Leadership Award will be held on October 13, 2011 at the Radisson in Manchester.

Madeline works twice a week for a two-hour period. With daily exercise one of her goals, she also uses the company gym. On her days at LIG she works out and has lunch before starting her job. At LIG she is responsible for shredding paper, preparing the information packets that go out with online orders, and hanging up the shirts that are sold in the employee store. Madeline is very social and loves being with people. Her job allows her to move about the company and to visit with people as she does her work. Her employers and fellow workers at LIG have been key to Madeline's success. They have welcomed her with open arms and embraced what has now become her dream. Madeline loves going to work!

Her work experience has sown the seeds for a new dream – in addition to working at LIG Madeline is also starting her own delivery/errand business, MaddieInfinity. Being able to work has given Madeline the satisfaction of making a difference in other people's lives and in the world around her. She comes home tired and happy. It sure beats sitting on the couch!

### **The RAP Sheet is Going Electronic!**

In order to:

- Reach more readers
- Reduce costs
- Be more environmentally friendly

The RAP Sheet, beginning with the Fall 2011 issue, will be sent electronically via email. We will no longer be mailing hard copies to our distribution list.

To subscribe to the email edition of the RAP Sheet, please visit:

<http://www.drcnh.org/rapsheet.htm>

**Sign up today** to ensure continued access to the latest in disability research, advocacy, policy, and practice you have come to depend upon.

For those who do not have access to email, a limited number of RAP Sheets will still be printed. To continue to receive paper copies by mail, or if you have questions about RAP Sheet distribution, please call **Mary at (603) 271-7039.**

*(Continued from page 7)*

loved Kenny and he loved his job. Then Sam's national headquarters decided to outsource its testers. All 13 of Concord testers were let go and told they could reapply for their old jobs with the new company, but at a significantly lower wage. In his interview the new company representative expressed concern that Kenny was in a wheelchair and asked if he could sit in a regular chair. Kenny said he could, but that testers have to move around to get supplies and it would be much less efficient for him to keep transferring in and out of chairs.



*Kenny Berman, Credit Champion of the Year for Sam's Club Concord.*

Kenny explained that for eight years he had successfully been doing all aspects of this job while in his wheelchair. *(See the accompanying article on page 8 for information on what questions can and cannot be asked in a job interview.)*

The interviewer told Kenny he had "issues" and she wasn't sure he would be hired. She said their Human Resources

department would contact him. He went home and waited, but no one ever called. Most of the other former testers were hired.

Kenny applied for and began getting unemployment – ironically, his benefits were greater than the salary for the new tester position. But Kenny still wanted to work. He spoke with the manager at Sam's Club, who couldn't believe he hadn't been hired. The manager encouraged Kenny to talk with Human Resources at the new company. When he did, he was told all the tester positions were filled. This was not actually the case. Kenny learned from another tester that the company was still looking to hire several more people.

Kenny contacted the Disabilities Rights Center and spoke with Attorneys Rebecca Whitley and Cindy Robertson. With their help, he filed a discrimination claim with the New Hampshire Commission for Human Rights. After months of negotiations and mediation, the case was settled to the satisfaction of both parties, with an agreement that the terms of the settlement would be confidential.

Meanwhile, Sam's Club, who knew Kenny's true worth, hired him back as a greeter. He was quickly promoted to the Marketing Team and began making record account sales and winning awards. When he lost his other leg and had to be out for several weeks Kenny begged his doctor to let him return to work early. "How many guys in your condition would want to go back to work?" his doctor asked him.

Maybe just one, but Kenny's that kind of guy.

**SAVE THE DATE**

**OCTOBER 13<sup>th</sup>, 2011**

**Advancing Employment in NH:  
Creating Successful Employment Partnerships**

**9:45am - 3:30pm  
Radisson  
Manchester, NH**

for more information e-mail: [Denise.Sleeper@dhhs.state.nh.us](mailto:Denise.Sleeper@dhhs.state.nh.us)

# QUIET HEROISM – ALL PART OF THE JOB

By Debbie Snow

With all sorts of disaster, mayhem and horror in the news these days, I'd like to offer up a little story of heroism as a change of pace.

Our son Ian has seizures, autism, aggression, developmental delay and a variety of other problematic behaviors. He's had a really tough couple of years and has only just begun to emerge from the fog of seizures and medications, feeling well enough to get out of the house and do the things he loves. Things like playing basketball, going out for coffee, visiting with friends, and throwing rocks in the river. There is a man who has been working with him for these past two years, through all of the seizures, hospitalizations, aggression and behaviors. In my eyes he's a hero. Possibly a saint, and most certainly a guardian angel on earth. His name is Mike Bryan.

On Friday, Mike took Ian to the river to throw rocks. They had an ideal place, with plenty of good big rocks and a culvert to catch the echoes of the splashes as they landed. Ian's idea of heaven. It was a glorious long-awaited spring day and they had a good piece of it ahead of them.

As Ian was bending over to grab another rock to heave and splash, he had a seizure and rolled headfirst into the water. Deep water. It was chest deep on a six foot man. Without thinking at all, and nearly as fast

as Ian could fall, Mike jumped into the water. The river was flowing swiftly and Ian was completely submerged. The culvert, with sticks across it, prevented them from being swept down the river and Mike's quick action prevented what almost certainly could have been a disaster.

Mike could see the bright tie-dyed shirt that Ian wore through the water, and just grabbed and hauled, to get him, still seizing, onto the bank. River temps run in the high 30's in April up here, a chilly prospect for the hardiest of waders, let alone accidental "plungers."

Now our son has had frequent misadventures of the most lethal kind and I credit his survival to a full complement of guardian angels and a few good people on earth who have taken on the task of protecting him. Mike is one of those.

When I thanked him (and thanked him and thanked him) he said, "It's all part of the job." And when I asked if he would be back on Monday (a question laughingly posed rather often after a rough day), he said, "Of course! This job is hard, but it's never boring!"

Thank you Mike, for being the kind of man who prefers a "not boring" job, and for being a hero.

## IOD POSTERS

Choose from a variety of posters featuring original artwork coupled with an inspirational quote that reflects the IOD values of equity and community inclusion.

For these and other items visit the IOD Bookstore at <http://www.iodbookstore.com/>



# ENHANCING EMPLOYMENT THROUGH SUPPORT STAFF TRAINING

By David Hagner, Ph.D., Institute on Disability, University of New Hampshire

For any worker, successful employment is more than just competent job performance, it also includes being socially accepted and included at work. Every workplace has its own "culture" -- informal customs and expectations that new employees must learn in order to fit in. The ability to understand and adapt to the culture of the workplace determines, in great measure, how well a new employee will succeed on the job.

Research on supported employment has found that traditional "job coaches" who accompany an employee to a worksite may interfere with the natural process of learning the workplace culture and hinder the employee's acceptance by coworkers. For example, suppose you are supporting Luke at a local hardware store. Luke's supervisor asks to talk with you about a customer's complaint. While he was stocking shelves, a woman approached Luke and asked where she could find a tape measurer. Luke continued with his work, completely ignoring her request. A traditional "job coach" response to the supervisor's concern would be to take responsibility for teaching Luke how to interact with customers. But what if you took a different approach? What if part of your work was to be a consultant to the supervisor? You might explain that Luke was performing the job exactly as he had been taught and that if his work included new tasks - such as helping customers - he could learn how to do this. Partnering with the supervisor, you could explain the best way to teach Luke, monitor the supervisor's training, and reinforce this instruction with Luke. This approach not only helps the supervisor to work successfully with Luke, it also empowers her to manage a diverse workforce. In the process, Luke becomes more connected at work and less in need of specialized supports and services.

As opposed to solely relying on job coaches, natural supports strategies utilize the workplace to assist with training and support. Although there has been significant research supporting the use of evidence-based natural supports, training vocational service staff to implement these more sophisticated strategies has been an ongoing challenge. A statewide survey in 2007 found that in New

Hampshire staff providing vocational services to individuals with disabilities had received an average of only 13.3 hours of job training, most of which was devoted to general orientation and safety issues. Without the consistent availability of training in natural support strategies, vocational services continue to rely on the "job coach" model for support.

The Employment Consultant Training project is working to change this. With a grant from the National Institute of Disability and Rehabilitation Research, the Institute on Disability is developing and evaluating an online program to teach natural supports strategies to direct service vocational staff. Beginning in July 2011, staff will be able to enroll in a four-block online instructional training on strategies for analyzing workplace cultures and planning for natural supports and workplace inclusion. This training will include guided facilitation from instructors from the Institute on Disability at the University of New Hampshire and our sister organization at the University of Vermont. Videotaped scenarios and brief animation clips will demonstrate how to analyze workplace culture and provide training on using a consultant approach to develop natural supports. Staff also will learn how to solve typical workplace problems, like the incident with Luke and his supervisor.

There will be no cost for those who receive training during the three-year project period. Trainees, however, will be expected to assist in evaluating the effectiveness of the project by completing written surveys and participating in interviews. The project will look at how effective the training is in helping direct service staff to incorporate natural support strategies in their work. The feedback from trainees will be used to make adjustments and to fine-tune the training.

The Employment Consultant Training program developed through this grant will be available at a low cost to direct support staff in New Hampshire and nationwide. It is our belief that the availability of quality training in use of natural support strategies will improve employment outcomes for workers with significant disabilities and enhance the capacity of employers to support a diverse workforce.





INSTITUTE ON DISABILITY / UCED  
 A University Center for Excellence on Disability

# IOD TRAINING & EVENTS

## 13th Annual Autism Summer Institute

*Everybody Reads, Everybody Writes, Everybody Has Something to Say*

Far too many students and adults with autism have not been provided with high-quality literacy instruction or with a means to communicate if their spoken voice is not effective. This summer's Autism Institute focuses on integrated literacy and communication. Keynote presenters include Drew Goldsmith, Nick Holzthum, and Taylor Brown, *I am Norm* student advocates; Christi Kasa, Ph.D., University of Colorado; Paula Kluth, Ph.D., consultant, author, and advocate; Scott Michael Robertson, Autistic Self-Advocacy Network; DJ Savarese, student and self-advocate; Donna Williams, author, artist, and self-advocate; and Therese Willkomm, Ph.D., ATP, University of New Hampshire.

**Dates:** August 8-10, 2011

**Time:** 8:45 – 5:00, *registration begins at 8am. Evening activities begin at 7:00.*

**Location:** Crowne Plaza Hotel  
 2 Somerset Parkway  
 Nashua, NH 03063  
 Phone: 1.800.962.7482  
[www.cpnashua.com](http://www.cpnashua.com)

### Registration Fees:

- Professional: \$399
- Students/Parents/Self-Advocates: \$349
- Single Day Registration: \$150

All registration fees include continental breakfast, lunch, materials on a USB flash drive, technology exploration and communication consultation lab access, parking, WiFi, and evening activities.

## Sixth Annual APEX Summer Leadership Institute

*Teamwork, Leadership, & Data-Based Decision-Making: Implementing PBIS to Prepare Every Student for Adult Life*

The APEX Summer Leadership Institute builds skills and knowledge for middle and high school teams who have been or are interested in implementing Positive Behavioral Interventions and Supports (PBIS) in order to improve their school's culture and climate and produce higher graduation rates for all students. Keynote presenters include Tim Lewis, Ph.D., Hank Bohanon, Ph.D., Steve Goodman, Ph.D., JoAnne M. Malloy, Ph.D., Howard Muscott, Ed.D., and Dan Habib.

**Dates:** August 17-18, 2011

**Time:** Wednesday – 8:00 - 4:15, 6:00 dinner;  
 Thursday – 7:30 breakfast,  
 8:30 - 2:00 session

**Location:** Attitash Grand Summit Hotel &  
 Conference Center  
 Bartlett, NH  
 Phone: 603.374.1900  
[attitash.com](http://attitash.com)

### Registration Fees:

- Early Bird Conference Rate: \$275\*  
 \*Available through July 1, 2011
- Regular Conference Rate: \$299
- Dinner on 8/17: \$35 (additional)

Registration fee includes breakfast and lunch on 8/17 and 8/18. Does not include accommodations—all conference participants please call Attitash for reservations. Hotel rooms have been blocked and are available until July 18, 2011.

### 4 EASY WAYS TO REGISTER!



online  
[WWW.IOD.UNH.EDU](http://WWW.IOD.UNH.EDU)



mail a completed registration form  
 INSTITUTE ON DISABILITY  
 56 OLD SUNCOOK ROAD, SUITE 2  
 CONCORD, NH 03301



call to register or to request a  
 registration form  
 603.228.2084



fax a completed registration form  
 603.228.3270

# Employment Resources

## NEW HAMPSHIRE RESOURCES

### Disabilities Rights Center

18 Low Avenue  
Concord, NH 03301  
(603) 228-0432; (800) 834-1721

<http://www.drcnh.org/Issue%20Areas/Empdiscrim.htm>

*The DRC website has articles and video about employment rights and resources, and links to employment-related and vocational rehabilitation resources. The DRC provides information and advocacy concerning employment rights.*

### Work Incentives Resource Center

<http://nhwirc.org/>

*New Hampshire's Online Destination for Information about Benefits Planning and Work Incentives for Individuals with Disabilities.*

### Granite State Independent Living

21 Chenell Drive  
Concord, NH 03301  
(603) 228-9680; (800) 826-3700; 888/396-3459 (TTY).

<http://gsil.org/employment.htm>

*GSIL has a variety of employment services, including benefits planning.*

### Client Assistance Program

Governor's Commission on Disability  
57 Regional Drive, Suite 5  
Concord, NH 03301  
(603) 271-2773; (800) 852-3405

<http://www.nh.gov/disability/about/cap.htm>

*The Client Assistance Program can provide information about VR services and your rights, and investigate complaints about Vocational Rehabilitation Services.*

### NH Works

<https://nhworksjobmatch.nhes.nh.gov/>

*A website from New Hampshire Employment Security to help connect job seekers and employers.*

### The New Hampshire Commission for Human Rights

2 Chenell Drive  
Concord, NH 03301  
(603) 271-2767

<http://www.state.nh.us/hrc/>

*The Commission has the power to receive and investigate complaints of illegal discrimination under New Hampshire law.*

### New Hampshire Division of Vocational Rehabilitation

21 South Fruit Street, Suite 20  
Concord, NH 03301  
(603) 271-3471(V/TTY) 1-800-339-9900.

<http://www.education.nh.gov/career/vocational/index.htm>

*VR has regional offices throughout the state.*

### Dartmouth IPS Supported Employment Center

Dartmouth Psychiatric Research Center  
105 Pleasant Street  
Concord, NH 03301  
(603) 271-5747

<http://www.dartmouth.edu/~ips/>

*The Dartmouth IPS Supported Employment Center researches employment services and supports to increase the number of people who work in sustained competitive employment.*



## NATIONAL RESOURCES:

### Association for Person in Supported Employment (APSE)

[www.apse.org](http://www.apse.org)

*The only national organization with an exclusive focus on integrated employment and career advancement opportunities for individuals with disabilities. Membership is open to anyone who wants to be a part of a grassroots network committed to ensuring that integrated employment continues to grow and improve.*

### National Disability Rights Network report:

Segregated and Exploited: The Failure of the Disability Service System to Provide Quality Work

<http://ndrn.org/en/component/content/article/24-hompagestories/261-report-finds-exploitation-at-work.html>

*This 2011 national investigation found a total failure of the disability service system to provide quality work for people with disabilities. The report focuses on the problems with segregated work, sheltered environments and low wages. It highlights a massive breakdown in the implementation and oversight of good federal and state policies.*

### Job Accommodation Network

800-526-7234 (Voice); (877)781-9403 (TTY)

<http://www.jan.wvu.edu/>

*A free service of the Office of Disability Employment Policy, U.S. Department of Labor, JAN provides solutions for individualized worksite accommodations, technical assistance regarding the ADA and other disability related legislation, and information about self-employment options.*

### Social Security Administration

The Work Site

<http://www.ssa.gov/work/>

*Resources to promote employment, including information about Ticket to Work, Work Incentives Planning and Assistance, and Employment Networks.*

### National Center on Workforce and Disability

Institute for Community Inclusion

UMass Boston

100 Morrissey Blvd.

Boston, MA 02125

<http://www.onestops.info/>

*NCWD provides training, technical assistance, policy analysis, and information to improve access for all in the workforce development system. It has information on customized employment, universal design, and more.*

### National Collaboration on Workforce and Disability for Youth

<http://www.ncwd-youth.info/>

*NCWD/Youth works to ensure that youth are provided full access to high quality services in integrated settings to gain education, employment and independent living.*

### Rehabilitation Research and Training Center on Workplace Supports and Job Retention

Virginia Commonwealth University

(804) 828-1851(voice) (804) 828-2494 (TTY)

<http://www.worksupport.com/>

*Webcasts and courses on employment strategies and how-tos on supported employment and workplace supports.*

### Training and Technical Assistance for Providers

<http://www.t-tap.org/>

*Information about customized employment, accommodations for people with mental illnesses, self-employment, and more.*

### Equal Employment Opportunity Commission

Boston Area Office (covers New Hampshire)

John F. Kennedy Federal Building

475 Government Center

Boston, MA 02203

(800) 669-4000

<http://www.eeoc.gov>

*The EEOC enforces federal laws prohibiting employment discrimination, including receiving and investigating complaints.*

### Office of Disability Employment Policy

The US Department of Labor

<http://www.dol.gov/odep/>

*The Office of Disability Employment Policy (ODEP) provides national leadership by developing and influencing disability employment-related policies and practices affecting an increase in the employment of people with disabilities.*

# RAP Sheet

The Latest in Disability Research, Advocacy, Policy, and Practice

Summer Issue 2011

## NH COUNCIL ON DEVELOPMENTAL DISABILITIES

21 South Fruit Street, Suite 22, Room 290  
Concord, NH 03301-2451

**RETURN SERVICE REQUESTED**

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◆ *The RAP Sheet is Going Electronic - see inside for details on how to subscribe* ◆

### DISABILITIES RIGHTS CENTER, INC.

18 Low Avenue, Concord, NH 03301-4971

Voice and TDD: (603) 228-0432 ◆ 1-800-834-1721 ◆ FAX: (603) 225-2077

TDD access also through NH Relay Service: 1-800-735-2964 (Voice and TDD)

E-mail: [advocacy@drcnh.org](mailto:advocacy@drcnh.org) ◆ Website: [www.drcnh.org](http://www.drcnh.org)

*"Protection and Advocacy System for New Hampshire"*

*The Disabilities Rights Center is dedicated to eliminating barriers to the full and equal enjoyment of civil and other legal rights for people with disabilities.*

### INSTITUTE ON DISABILITY/UCED – UNIVERSITY OF NH

10 West Edge Drive, Suite 101, Durham, NH 03824-3522

Phone (Tel/TTY): (603) 862-4320 ◆ Fax: (603) 862-0555 ◆ Website: [www.iod.unh.edu](http://www.iod.unh.edu)

### Institute on Disability/UNH – Concord

56 Old Suncook Road, Suite 2

Concord, NH 03301

Phone (Tel/TTY): (603) 228-2084

*The Institute on Disability advances policies and systems changes, promising practices, education and research that strengthen communities and ensure full access, equal opportunities, and participation for all persons.*

### NH COUNCIL ON DEVELOPMENTAL DISABILITIES

21 South Fruit Street, Suite 22, Room 290

Concord, NH 03301-2451

Phone: (603) 271-3236 ◆ TTY/TDD: 1-800-735-2964 ◆ Website: [www.nhddc.org](http://www.nhddc.org)

*Dignity, full rights of citizenship, equal opportunity, and full participation for all New Hampshire citizens with developmental disabilities.*

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