

Model Community: Achieving Quality Through Community Building

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Overview

- **L.C. vs. Olmstead**
- **Bush Administration's New Freedom Initiative**
- **Real Choice Systems Change Grants**

New Freedom Initiative

“to help ensure that all Americans have the opportunity to live close to their families and friends, to live more independently, to engage in productive employment, and to participate in community life.”

- President George W. Bush, February, 2001

Real Choices System Change Grants

- To help design and implement improved ways of providing community supports and services to enable children and adults of any age who have a disability or long term illness to live and participate in their communities.
- NH received \$2.3 million for FLEX, \$900,00 for ACCESS and \$770,000 for WRAP

FLEX Grant Goal

To develop a statewide system that operationalizes the concepts of consumer-directed services and supports, individualized budgeting, service brokerage, and quality assurance for people with disabilities, elders and others in need of long term services and supports.

FLEX Grant Objectives

- **Develop management/advisory structures.**
- **Support 1 community to be a “laboratory” for change.**
- **Establish policy resource center.**
- **Develop educational leadership & technical assistance activities.**
- **Implement, using an RFP process, model projects that address specific barriers.**

Model Projects

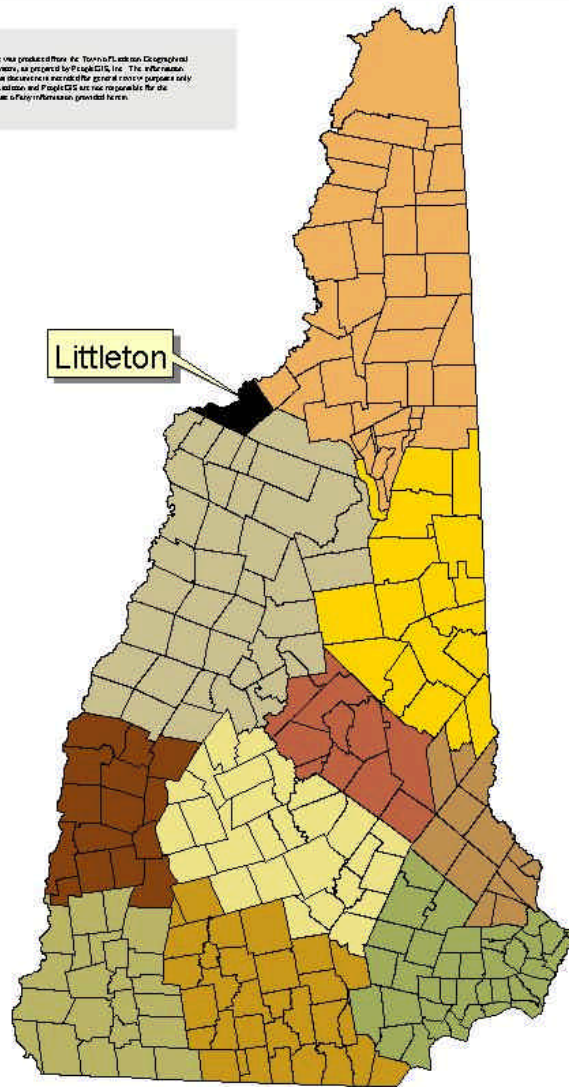
- **NH ATECH Mobile Outreach Unit**
- **Support self directed services through 2 MH Peer Support Agencies**
- **Pilot alternative to guardianship for persons with developmental disabilities.**

Littleton, New Hampshire A Model Community





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Littleton

Legend

- Town of Littleton
- Belknap County
- Carroll County
- Cheshire County
- Coos County
- Grafton County
- Hillsborough County
- Merrimack County
- Rockingham County
- Sullivan County
- Sullivan County



State of NH

Littleton Grafton County

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Population trends

- Population a whole is aging
- % of population with a disability is increasing



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Population trends (con't)

- Littleton is a retirement destination
- More elders live independently
- More elders live with disability



Original vision, yr 1:

- **Access to Town Gov't**
- **Access to Employment**
- **Incentive grants**
- **Public awareness**

Original vision, yr 1:

- **Accessibility inventory**
- **Transportation**
- **Asset inventory**

Evolution, yr 2:

- **Focus on Parks and recreation access**
- **Focus on access to municipal information**
Incentive grants

Evolution, yr 2:

- **Business Service Cooperative**
- **Web accessibility consultation**
- **Time Dollars**

Opportunities, yr 3:

- **Rec and leisure opportunities for all children**
- **'Individual Community Plan'**

Opportunities, yr 3:

- **'Community Connector'**
- **Grassroots sidewalk improvement effort**
- **Technical assistance for local businesses**

Anticipated results

- **Increase community's capacity to support real choices and independent living**
- **Increase community engagement and social capital**
- **Tools and methods to share**

Partners

- **Ammonoosuc Community Health Services**
- **Granite State Independent Living**
- **Littleton Area Chamber of Commerce**
- **Littleton Regional Hospital**
- **Littleton School District**
- **Littleton Main Street, Inc.**
- **NH Department of Employment Security**
- **North Country Health Consortium**
- **North Country Home Health and Hospice Agency**
- **North Country United Way**
- **Town of Littleton**
- **White Mountain Mental Health and Developmental Services**
- **School Administrative Unit #35**

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Social Capital

- **Putnam (1995): “the features of social organization, such as networks, norms, and social trust, that facilitate coordination and cooperation for mutual benefit.”**
- **Social capital may enable collective community action and the achievement of superior community outcomes that are not possible where networks, norms of reciprocity, and trust are lacking. (Flora & Flora, 1997)**

Social Capital “Lessons Learned”

- Putnam & Feldstein (2003)

- **The “process” is crucial to the product.**
- **Bridging capital is harder to develop than bonding capital. Successful projects use careful strategies to initiate and sustain bridging ties.**
- **Role of storytelling in community building. Tell and retell story.**

Social Capital: Lessons Learned

- **Social change takes time. Built on relationships and mutual trust which does not develop quickly or easily.**
- **Building social capital is incremental and cumulative. Must focus on concrete, discrete and achievable tasks.**

Social Capital: Lessons Learned

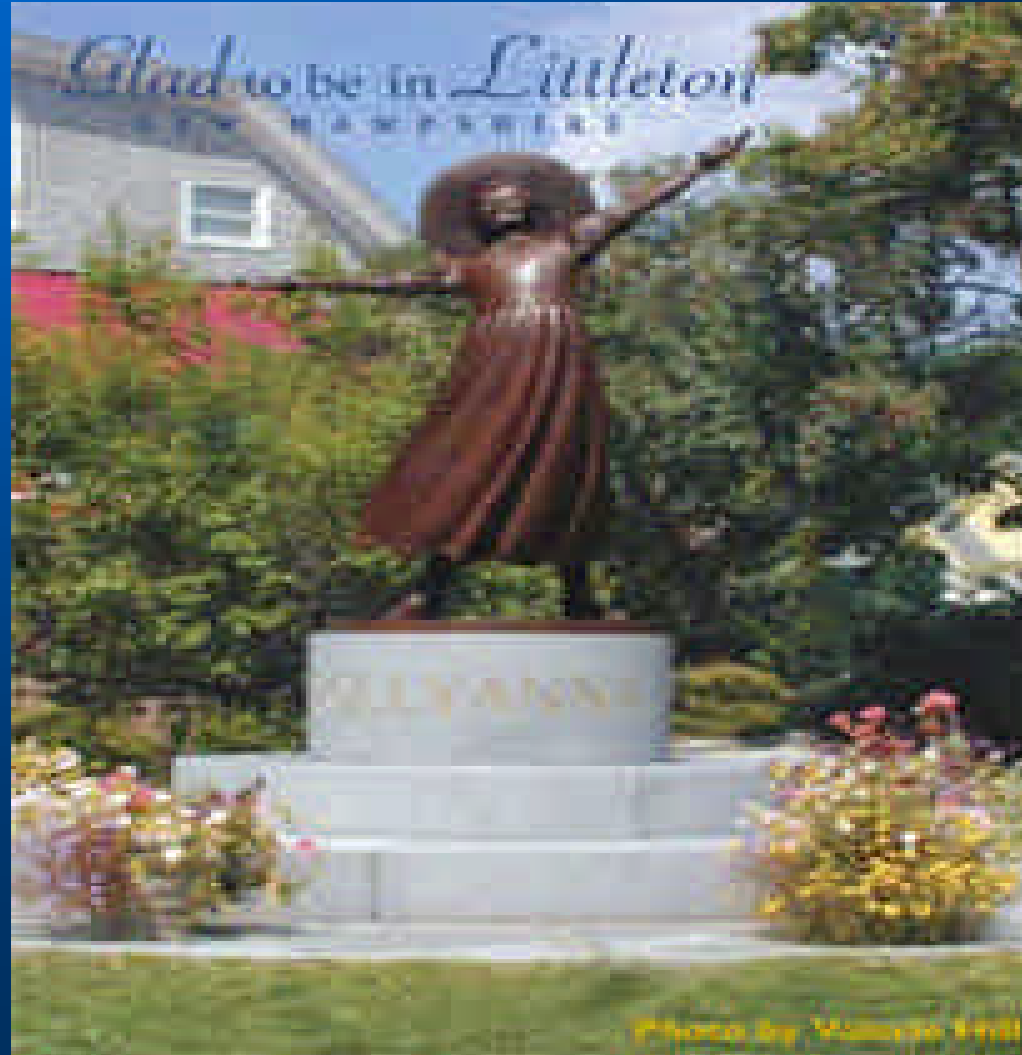
- **Success breeds success.**
- **Find existing networks that can be recycled.**
- **One key to creating social capital is redundancy of contact. “Multi-strandedness”: Networks that intersect and circles that overlap reinforce a sense of reciprocal obligation and extend the boundaries of empathy.**

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Littleton Community

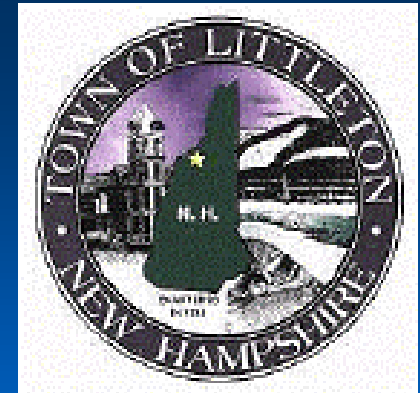
- **A community rich in social capital**
- **A work in progress**
- **The courage to lead**
- **Sheer Determination**
- **Optimism**
- **Success breeds success**
 - **First community recipient of Old Man of the Mountain Profile Award**
 - **Main Street Community Award**

Pollyanna



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Photo by Melissa Hill



Littleton: A Model Community

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