

Minutes for the State Rehabilitation Council Quarterly Meeting

Holiday Inn Boise Airport, 2970 West Elder Street

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April 24, 2018

Present: Jane Donnellan, Rob Atkins, Ron Oberleitner, Mike Hauser, Sarah Tueller, Lori Gentillon, Gordon Graff, Molly Sherpa, Joe Anderson, Suzette Whiting, Dina Flores-Brewer, Janice Carson, and Mel Leviton

Absent: Kendrick Lester, Ramona Medicine Horse, Lucas Rose

Guests: Teresa Pitt, Matt Markve, Nanna Hanchett, Darrell Quist,

Committee Meetings were held from 8:30 to 9:30 am.

Welcome

Lori Gentillon opened the meeting by welcoming council members

Presentation by Stephen Wooderson, Council of State Administrators of Vocational Rehabilitation

Stephen connected with the council by phone and council members introduced themselves.

Stephen explained that CSAVR represents the state agencies, directors, staff, and the public VR program for America. His objective today is to help us understand what the driving forces were that brought WIOA to the forefront.

It began in 2012 from a report that came from Tom Harking out of Iowa. What this report resulted in was a set of clear priorities that resulted in the outcomes of WIOA.

- Clear indication to strengthen the state VR programs with other core programs (Labor and Health and Human Services);
- VR is in the business of working toward competitive integrated employment outcomes;
- Provide Pre-Employment Transition Services
- The knowledge that consumers and business are dual customers.

Those priorities led to challenges as we implemented WIOA.

- Emerging of new pathways and partners to respond to expectations of WIOA;
- Allocation of resources;

- States having to consider or implement OOS;
- Talented skills of our incoming counselors. We have fewer pre-service programs that are producing highly and uniquely qualified counselors.

We are at the point of finalizing the 4 basic principles that all our strategic and tactical objectives fall under:

- VR is about building careers and retaining talent;
- VR is about innovative solutions;
- VR is about customizing services and expertise;
- VR is about leading and engaging in collaborative strategies.

CSAVR performed an internal scan of 20,000 state employees and an external scan of stakeholders and partners at the state levels. Results of these showed what we needed to key in on:

- how to maximize staff and fiscal resources;
- how we manage and employ state and federal policies and procedures;
- how we leverage partnerships;
- how to better prepare consumers for the realities of the workforce;
- how to equip staff with the talent and skills that are needed;
- how to build relationships with the business community;
- how to better market the mission, vision and values of the public VR program.

From an external scan from thousands of responses from stakeholder roundtables, businesses, staff and members on the hill, the consensus was that overall VR does a pretty good job. There is always negative feedback as well, some of that was:

1. VR sets up unrealistic expectations for consumers, referral resources and businesses;
2. VR is not progressing;
3. VR is inconsistent policy and process in state and across the country; and
4. VR is not a good collaborator.

We are trying to address these perceptions within Vision 2020 with the following principles:

1. The first principle is to build careers and retain talent in America's workforce by investing expertise and resources that benefit our customers;
2. The second principle is we innovate solutions to achieve greater access to the usability of VR services and to achieve the most effective outcomes for our customers.
3. The third principle is to provide customized services and expertise to provide flexible supports and services through specialized strategies to meet the workforce goals of our customers; and

4. The fourth principle is we lead and engage in collaborative strategies with partners who are working with us to achieve greater collective impact at all systems levels.

That is the scope of how WIOA came about, the national priorities, the current perceptions and feedback that was received from our environmental scans and the four principles that CSAVR now stands on to drive the work that they are doing under Vision 2020.

This is where Vision 2020 connects with VR - in the process of collecting feedback from partners. They will continue to do roundtables with partners and other groups to receive feedback. CSAVR has offered the states the opportunity to work with them to help facilitate conversations with leadership teams or to facilitate connections to strategic planning to be able to help with leadership programs. They are also working on marketing a new and re-branded investing in America document. They have another document that they will be sharing with agencies that expands on delivering innovative services for individual and business customers, impact on state policy and practice, and with the public and private stakeholders. They are hopeful this is a first step in moving forward with a more robust marketing plan.

The current thrust is to develop a strategy that leans towards identifying specific actions they can resource and accomplish between now and 2020. They met with the state directors in Washington at the spring conference and discussed about 58 actions and developed about a dozen priorities. Now they will discuss how to resource and implement those.

They hope to end up with a robust marketing plan and templates that can be used nationally to help develop effective partnerships. CSAVR hopes to drive an initiative that would be a suggestion for a curriculum that is needed for per-service to respond to the new/revised requirements of WIOA. They are hoping they can get resources for conferences such as financial or transition conferences or other types of conferences that RSA does not have funds for. They also hope to help with the platform for the next reauthorization and how to be prepared for that.

Stephen encouraged SRC members to put themselves in a position of leading and partnering where appropriate and/or being a healthy collaborator when they can be. He told them not to let perfection get in the way of doing good but to stay focused on the core issues and be willing to take calculated risks.

After break Lori asked council members make introductions again as we had a new council member in attendance.

Approval of Minutes

Lori asked council members to review the minutes from our January 17, 2018 meeting. Corrections were noted. A motion to accept the minutes as corrected was made by Molly and seconded by Mike. All in favor, none opposed.

Review of Agenda

Lori asked for changes or additions to the agenda. Jane asked that we add a CSAVR update to the agenda to be provided by Dina or Nanna. It was added as part of the agency report.

Customer Satisfaction Survey

Teresa Pitt and Matt Markve: Teresa explained that in the past they had an extremely low response rates to the surveys and it needed to be looked at, but other priorities took precedence. Recently VR hired another a program analyst and he has been able to look at this project in earnest. After deciding not to use our own program and doing some research it was determined they would use Survey Monkey. They evaluated the questions they had been using and solicited input from the SRC. They then looked at the introductory statement for the survey and how it could be strengthened. They are hoping these changes will result in a significant increase in the response rates.

Recently the current system failed once again. They will now move the current questions over to Survey Monkey and launch that until they have the new questions flushed out. They hope to implement the new questions by July first. It is hoped that when they move to Survey Monkey they will not have the failure rates they experienced on the previous platform. If they do, they will know it was not the platform, but rather the questions. They will do a survey in the next week or so and will have data to share with the survey committee on the outcomes. They want input from the SRC, and will be asking all members to complete the survey and provide feedback.

A handout of the electronic survey was provided to members. Jacque was asked to send the link to the council members later in the week. Here is the link: <https://www.surveymonkey.com/r/SRCCSSINPUT2018>. Teresa stated she would like May to be the month to do any final soliciting of input and June to run tests against the final survey before they launch it. **Action Item:** Jacque send link for survey to SRC members.

They will be looking at the audience as well as looking at the survey and the methods of distribution. It was suggested to add texting capability to the survey and to alert customers in their closure letter that a survey will be forthcoming. These things will be considered.

There was discussion about *when* customers are being surveyed. Currently customers are surveyed once they have exited plan. With the new system they can survey four different groups - each with a slightly different survey and they will be able to sample cases in progress. They hope to begin the new process beginning July 1st.

After they complete the survey process and get it up and running, they can incentivize the survey with gift cards to test the impact of adding it to the survey and to see if it is beneficial or not. They would like to have a response rate of 15% initially; the current response rate is around 5%. They will likely add a preamble question to the survey or a question about guardianship or confidentiality.

SRC members were asked to use the link and respond to the survey questions by May 15th.

Ron stated the report from Teresa and Matt was Survey Committee report for today. The council broke for lunch.

Agency Report – Jane Donnellan, Administrator; Joey Sanchez, Fiscal Manager; Darrell Quist, Field Services Chief also Dina NCSRC report

Jane reported that the agency has developed new mission and vision statements. The staff has been informed and VR will share with partners and stakeholders after today's meeting. They will be posted on the VR websites, internal and external as well as all VR offices. She read the statements to the council members.

Mission: To prepare individuals with disabilities for employment and career opportunities while meeting the needs of employers.

Vision: An Idaho where all individuals with disabilities have the opportunity to participate in the workforce and employers value their contributions.

Legislative Session

Budget setting was on March 7th. The agency was approved a full-time position for the social security ticket to work cost reimbursement position. That individual will help capture as many social security dollars as the agency is eligible for. Those dollars go back into VR program to provide funds for individuals with disabilities. There will be training for field staff later this summer or this fall. The position description is being developed currently and then the position will be posted.

Nanna asked if the SRC would be interested in current VR job openings. They indicated they had not received them in the past but would like to receive them.

Action Item: Jacque/Nanna

- JFAC approved a part-time position for the Council for the Deaf and Hard of Hearing (CDHH) for fiscal and administrative purposes. This is something they have been vying for over the past several years.
- The VR budget passed. The Governor recommended a 3% Change in Employee Compensation (CEC) and VR was able to implement it early to their staff.
- Nationally the VR budget program was increased sixty million dollars. The supported employment grant which had been suspended has been restored.
- In mid-March we had a customer focus group along with the Idaho Commission for the Blind and Visually Impaired (ICBVI) with 20 participants from the combined agencies. CSAVR provided an incentive for customers to come and we had about 14 customers participate. The customers articulated the importance of what VR was to them. The consistent message was that customers had stumbled upon VR and that we need to get our name out there
- CSAVR is supporting a fiscal conference in August in Washington DC. This will be a great opportunity for our fiscal staff to learn more about WIOA.
- We completed our single audit for fiscal 2017. We had four findings and have responded to those both at the state level and to RSA to remedy those findings.

Other Things

Safety Measures - Jane stated that we are looking at implementing safety measures in our offices. We did an active shooter training with our management team and are looking at doing some safety trainings out in the regions.

Order of Selection – Jane reported we have a small team doing pieces and parts, looking at expenditures and timelines. We continue to consult with other states. Our hope is we can push OOS out as far as possible and secondly, we are doing all we can to be prepared.

Field Service Report

Darrell reported that he has been working with Teresa, her team and the RMs on our case management system (Aware/Gemini) to utilize a component that we have not used in the past which would enable us to code disability priorities. If we were to go into OOS we would need to have a reliable system to recognize these. We have a group working on a statewide training for this.

Darrell stated we have a new regional manager in the Twin Falls office since late January. Her name is Trina Staffon.

At our last meeting we discussed having fair hearing officers in other parts of the state. We have a firm in Idaho Falls who has said they would provide those services for us. We currently don't have any fair hearings going on.

CSAVR

Nanna reported she and Dina had several meetings on the Hill. They met with Senator Risch and a staffer for Representative Labrador. The personal stories and the facts regarding the impact that VR has on Idaho's citizens were well received. Dina stated that she shared her son's experience with the VR Pre-ETS summer work programs and the comments from other parents about how valuable this program was for their children in introducing Employment First so children will have that expectation of working the same as other kids without disabilities.

Dina met the next day with the National Council of State Rehabilitation Councils (NCSRC), a group of about 45 people from all states. They collaborated about how other SRCs operate. Some states are heavily influenced by their agencies, while others are more independent. The focus of the meeting was making your voice count; how does the SRC make sure the input they provide is meaningful to VR and achieve their purpose. She brought back some good information and will share it with the members to enable them to provide meaningful input to the council.

Nanna reported that she attended a breakout session with Rehabilitation Services Administration (RSA). RSA is working hard to figure out how to best work with agencies. They are trying to help agencies to understand what they need to accomplish and how to do it. Internal controls will strengthen, and agencies will have to work more closely with other field staff to stay in compliance and not to lose sight of who their customer are and what they are trying to accomplish.

Nanna suggested that the council might like to have some input for the agency on business or pre-employment and that we may want to look at this a little more for the fall meeting for discussion. She reported the agency is currently implementing two

leadership processes within the field, one for pre-employment and one for business and that they are encouraging staff to get involved in these roles.

Nanna reported that the agency has hired a new HR Specialist who will be starting May 7th.

Agenda Item for Fall SRC Meeting

Nanna reiterated that at the fall meeting she would like to get input from the SRC on how the agency can impact Pre-ETS and business engagement. **Action Item:** Jacque add this to fall agenda.

Committee Reports:

Membership Committee Report – Molly Sherpa

Molly handed out copies of nomination forms she has received. She reported the committee met this morning and have some recommendations:

- Kenna Buckner was recommended for the CRP representative position.
- The council recommended to wait on the disability advocate representative position as they would like to include a marginalized person. They would like to look for further nominations for the next meeting.
- The recommendation for the position of business/industry is Darin Lindig.
- There are two positions that have been overlooked. The committee is attempting to keep the disability ratio on point. If the recommendations of the committee are accepted, it will keep our ratio at about 51-52% disability.

Jane stated that she had talked to Wendi Secrist, Executive Director for the the Workforce Development Council about our need for a representative. They did have some suggestions and Dwight Johnson, the Administrator for Career Technical Education and former Department of Labor (DOL) employee has agreed to apply for the council position.

After discussion a motion was made by the committee to accept Kenna Buckner as the CRP representative and Darin Lindig as a representative for business/industry. The motion was seconded by Gordon. A second motion by the committee was to accept Darin Lindig as a representative for business/industry. The motion was seconded again by Gordon. A verbal vote was taken, all members were in favor, none opposed either nomination.

Molly will send out letters to nominees who have not been accepted for membership and letters to those being nominated once they have been approved by the SBOE.

There was discussion about the way applications are received by the SRC. It was suggested that the membership chair receive the nomination forms when they first come in, so they could be forwarded to their committee members for review prior to the quarterly meetings. Nanna stated we would discuss this with our IT department to see if this is feasible. Currently the nomination forms come to Jacque first and she forwards them to the Membership Committee chairman. Molly suggested she would like to be one of the first to receive them. **Action Item:** Discuss with IT the possibility of adding the membership chair e-mail to our website.

State Plan and Finance Committee Report

Gordon provided handouts of the report to the council. He asked them to pay special attention to:

- Page 2, #2: Red indicates changes to the underlying structure of the report.
- Two Bullet points on page 2:
- Page 3 – the first bullet was noted. The second bullet was deleted as Gordon stated it didn't seem to apply. He thought we might want to replace this bullet with something – possibly a description of what the report is now.
- Number 5 [Status] – Gordon stated that Janice has volunteered to look at this with him and Teresa to see how they can make flow charts that are easy to read.
- The bottom of page 4 – the bullet under [Requirements – Status] regarding FY2018 first quarter budget should read “2nd quarter”.
- Page 5 –Gordon suggested we look at this and see if it agrees with what was reported today.

There was discussion about who would be taking over the report now that Gordon will not be part of the council. Janice agreed to take on the responsibility if she could get some training.

Gordon made one more comment regarding page 6; under the heading SFY ending June 30, 2018, in the third column under YTD Actual Expenditures it says 06/30/2018; he stated it should read 03/31/ 2018. He then turned the time over to Joey for his report.

Financial Report – Page 6 & 7 of the Quarterly Written Progress Report

Joey explained that for T&B and potentially operating expenditures those numbers may appear a little lower than they were. That is because his department has been short staffed for a time and some payments were not processed as quickly as they normally would have been. We could have a couple quarters that may look different – one low and one high. We are still close to last year's spending and he doesn't expect the percentages to change substantially. He reviewed the report with council members.

Gordon resumed reporting and stated that on page 8 the verbiage there could be deleted and just the URL would remain on that page as the information is on the VR website. He also suggested a link to the CSNA report and the council agreed to putting that information on this page also.

As a member of the Survey Committee, Gordon had been tasked with preparing a section of the annual report (ISRC Activities). He stated that Ron had agreed to take on that responsibility as Gordon will be terming off the council.

Executive Committee Report

Lori reported her committee discussed how the SRC would like to have a focus on helping its members understand VR – possible training sessions with others such as One Stops and/or other partners (i.e., DOL) who might be interested in understanding VR and the process for VR customers.

Nanna suggested a possible discussion about what happens at intake; then application to plan and then eligibility to plan. Jane suggested the managers would brainstorm and come up with something to present at the July meeting.

Lori suggested that at the end of our meetings we should discuss what topics we might want to present or discuss at our next meeting or send out an e-mail asking members what they would like to hear/learn about; getting more participation from the membership. The next meeting is July 17th in Boise.

The committee discussed new member orientation and agreed that it was probably something that falls under the membership committee. Dina stated she had received some information about this at the NCSRC meeting she had attended. Jane suggested she, Dina and Molly meet to discuss this. Suggestions were to do an orientation the night before our quarterly meetings or do a half day orientation at our next meeting. It was suggested to cover disability history and possibly go over the process for travel arrangements and include the chair and a couple other people from the council to help. Mel stated she would be willing to help.

Jacque was asked to schedule a time for Jane, Dina and Molly to meet in preparation for the July meeting. **Action Item:** Jacque

Resource Report

A copy of this report was in each member folder. Jacque reviewed the report with them and asked for questions. She asked Joey if we got the October hotel bill (Red Lion) resolved. He stated he would check on it. Jacque wanted to make sure it was included in expenditures on this report. A question was asked about expenditures for

Administrative Services and printing and why we didn't have any expenses there. She explained that there are no expenses for some items and the printing of the annual report would be under printing which would occur in the 4th quarter. A motion was made by Mike to approve the Resource Report and Gordon seconded the motion; all in favor, none opposed.

Old Business

Lori recognized Gordon for his service on the SRC and his career with the Department of Labor where he has worked for 34 years. A gift was presented to Gordon as well as a certificate of appreciation from the SRC.

Jane presented Lori with a certificate of appreciation and thanked for her six years of service and her contributions to the SRC.

Molly asked if we could add a line to the SRC evaluation form to ask council members if there is something they would like to learn about or a training that might be helpful to them as members of the SRC. Jacque will add that to the evaluation form. **Action Item:** Jacque update evaluation form.

The next meeting is July 17th with Molly as Chairman.

Adjourned 4 PM.