



## **State Rehabilitation Council** **Quarterly Meeting**

**Holiday Inn Boise Airport, 2970 West Elder Street**

~~

**January 17, 2018**

**PRESENT:** Lori Gentillon, Ron Oberleitner, Kendrick Lester, Rob Atkins, Ramona Medicine Horse, Gordon Graff, Janice Carson, Molly Sherpa, Dina Flores-Brewer, Mel Leviton, Jane Donnellan and Jacque Truax

**Absent:** Suzette Whiting, Luke Rose, Joe Anderson, and Mike Hauser

**Guest:** Sarah Tueller, Teresa Pitt, Darrell Quist, Nanna Hanchett, Joey Sanchez, and Matt Markve

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

Lori welcomed council members and asked them to introduce themselves and provide their representation on the council. She suggested at future meetings members provide more information about the representation role they serve, to help others understand what they do and the services they provide.

### **Approval of Minutes**

Members were provided copies of the minutes from the October 3, 2017 meeting to review. They were given time to read and make suggestions for edits. No edits were suggested. A motion was made by Rob to accept the minutes as they read and Molly seconded the motion. All were in favor, none opposed.

### **Review/Approval of Agenda**

Lori indicated this is a revised agenda from the one that had been mailed out to members, due to some last minute scheduling conflicts with Central Office managers. The order of the items was the only change, not the topics. The updated agenda was provided in the member packets. No other revisions were requested.

### **Committee Reports:**

*Survey Committee Report* – Ron Oberleitner

Ron stated that he and Rob met this morning with Matt and Teresa regarding current survey operations and seeking ideas for improvement. The structure they currently have is not as successful as they would like it to be. It was suggested to move to a 3<sup>rd</sup> party tool which would be more user friendly, easier to change and make revisions. People could respond by mail, e-mail and text. They would like

to implement by July 1, 2018. They would also like to include stakeholder input as well as employees, and CRPs. It was suggested maybe working with the counselors to have them work with the customers and provide guidance regarding responding to the survey. At our next meeting, Matt will provide the council with the current response rate. This will provide us with a baseline.

*Membership Committee Report – Molly Sherpa*

Molly informed the council that Sarah Tueller will be taking Angela Lindig's place on the council. She will be nominated at the end of Angela's term (June 30, 2018). Mike Hauser's first term is ending in February and Gordon and Lori will be completing their second terms this summer. We need to find representation for the Workforce Development Council as well as a CRP representative. Molly will contact Mike Hauser to see if he is willing to serve another term. Gordon was asked for suggestions for someone to fill his vacancy. He suggested a representative from the Workforce Development Council, pending legislative approval. Jane stated there is a now an Executive Director for the Workforce Development Council, Wendi Secrist. She will contact her regarding this vacancy on the council.

Molly stated that she would prefer to elect a new vice chair early so that person could attend the CSAVR conference in April rather than her, as her term on the council ends in another year and that would benefit the council to a greater degree. (Dates for CSAVR are April 7 – 11<sup>th</sup>, 2018.)

*(Note added by Jacque Truax – Molly's terms ends in 2020.)*

A suggestion was made to nominate Dina Flores-Brewer as the vice chair. Lori motioned to nominate Dina and the motion was seconded by Kendrick. The motion passed.

A motion was made by Lori to forward Sarah Tueller's nomination to the State Board of Education in April. Mel seconded the motion and a verbal vote was taken; all in favor, none opposed.

*State Plan & Finance Committee Report – Gordon Graff*

Gordon reviewed the report with committee members, noting changes since last quarter.

- Page 2, - Status - updated bullets are related to the Comprehensive Statewide Needs Assessment (CSNA).

- Page 3, -Status is the same as last quarter. It will be updated with the Survey Committee information provided today.
- Page 4, - Status is the same as last quarter. Teresa and Gordon need to get together and put language to the flow chart to make it make sense.
  - **Action Item - Gordon and Teresa**
    - Status at the bottom of page 4 – has been updated.
- Page 8 – This is the same as in previous reports and will change as the mid-term modification is made.

Joey provided the budget report – pages 6 and 7 of the State Plan and Finance Committee Report. A copy of this report is attached to the minutes. (Attached).

- We have spent about 46.1% of our appropriated budget. We are a little ahead of spending for last year which is due to increased Pre-ETS expenditures.

#### Spending by Object:

- Personnel – We are at 46.6% of our appropriation. This year's spending is less due to salary savings from retirements and vacant positions.
- Operating – We aren't really spending more this year. Our client management vendor had not billed us by this time last year so that additional cost showed up this year. It was the timing of the bill to the vendor.
- Capital Outlay – We will spend all of it. We haven't ordered equipment yet.
- T&B – We have spent more this year than last year at this time. This is related to the increase in Pre-ETS expenditures and the cost of providing T&B services.

#### Spending by Fund:

- General Fund – We will spend all of this, it is a matter of timing.
- Social Security Fund – Nothing has been spent from the fund this year. The reason is the Feds have not passed their FFY18 year budget yet. Joey said this money, along with the miscellaneous revenue fund money, is being used as a nest egg that we could use for a couple months if necessary until a budget is passed. We can move money into the general fund from the Social Security Fund if necessary.

- Grant Funds – Higher spending this year due to the increase in expenditures and not using Social Security funds this year. It's a combination of the two.
- Miscellaneous Revenue Fund – This is used to meet match and we spent about the same as last year. These funds carry forward from year to year.

The amount shown for the Basic 8 Grant Award is an estimate. We will be able to fully match that grant award.

Page 7 is an update on the Pre-ETS spending. Forecasting out the contracts and general case service expenditures, we will have over met our reserve which will then be rolled over into the fiscal 2018 requirement. He stated the estimate may be a little high as it depends on the number of participants we have.

#### **Agency Report – Joey Sanchez, Fiscal Manager**

Currently we have auditors in our offices conducting our state fiscal year 2017 audit. They should be done mid-February and we will find out if we have any findings after that.

#### **Resource Plan Report – Jacque Truax**

Jacque reviewed the Resource Plan handout with members and asked for questions. Joey stated that the costs reported are low as we have not received a bill from the hotel for our room reservations for the October meeting. The amount for the second quarter will likely be increased. Jacque mentioned that the cost for the annual report is not included in this report yet. Molly made a motion to approve the Resource Plan, the motion was seconded by Dina. The motion passed by verbal vote.

Molly asked if the brochures are part of our budget. The answer is yes. She passed around a copy of the brochure for review by members. Lori will provide the original to Jacque for safe keeping.

#### **Agency Report – Teresa Pitt, Planning and Evaluation Manager and Matt Markve, Program Evaluation Analyst**

##### *State Plan & Strategic Plan Goals and Priorities*

Teresa handed out copies of two documents to council members; a PowerPoint presentation entitled SRC and Goal Setting and a draft of the IDVR 4 - Year Work Plan 2019-2023.

She began by reviewing the power point presentation entitled SRC and Goal Setting.

- Slide #2 – CSNA and the Planning Cycle
- Slide #3 - CSNA Requirements
- Slide #4 - State of Idaho Strategic Planning Process
- Slide #5 – Idaho’s Strategic Plan and Performance Report Guide
- Slide #6 – Developing State Plan Goals
- Slide #7 – Overview of CSNA themes and work to date on draft documents
- Slide #8 - Vision and Mission Revision
- Slide # 9 - Current Vision and Mission for IDVR
- Slide #10 - Mission Statement Development Guide
- Slide #11 - Vision Statement Development Guide
- Slide #12 -Vision 2020: CSAVR (Council of State Administrators of Vocational Rehabilitation)

Jane stated that we may get Steve Wooderson or one of his staff via phone, to give us the national perspective on 2020 and how they are working to launch that initiative. We will discuss this later today.

- Slide #13 – SRC Action Items  
The SRC was asked to provide input for the priority on goals and objectives for the VR services Section of the Combined State Plan by the first week in February. They were asked to work with Gordon on that, and with Lori on the Mission/Vision input. Action Item: SRC

#### **4 – Year Work Plan 2019 – 2023**

Teresa said there are three goals and no significant changes. She reviewed the document with the council.

**Goal 1** – Provide quality, relevant, individualized vocational rehabilitation services to individuals with disabilities to maximize their career potential.

*Objective 1*– Expend, monitor, and improve pre-employment transition services (Pre-ETS) to students with disabilities and similar services to youth.

- There are two strategies listed.

*Objective 2* – Provide a comprehensive array of services to individuals with disabilities, including individuals with Most Significant Disabilities (MSD).

- There are three strategies listed.

*Objective 3* – Hire and retain qualified staff to deliver quality vocational rehabilitation services.

- There is one strategy listed.

*Objective 4* – Improve usage of Labor Market Information/Career Pathways to inform customer career choice.

- There is one strategy listed.

**Goal 2** – Improve VR program efficiency through continuous quality improvement activities.

Objective 1 – Meet or exceed negotiated targets on Primary Performance Indicators 1-5 established by the US Department of Education, Rehabilitation Services Administration (1-5)

- There are five strategies listed.

Objective 2 – Revise IDVR's Customer Satisfaction Survey in collaboration with the State Rehabilitation Council. \* Increased response rate (percentage of individuals who arrive at the survey). \*Increased retention rate (through survey completion), \* Satisfaction Rate

- There are three strategies listed.

Objective 3 – Maximize the utilization of comparable benefits

- No strategy is listed.

Objective 4 – Increase IDVR integration with the workforce development system

- There is one strategy listed.

Objective 5 – Evaluate IDVR assessment expenditures

- There are three strategies listed.

Objective 6 – Revise internal case review process to align with WIOA requirements, and inform the continuous quality improvement cycle.

- There are three strategies listed.

Objective 7 – Collaborate with Community Rehabilitation Program partners to improve the quality of services.

- There are two strategies listed.

**Goal 3** – Meet the needs of Idaho businesses

Objective 1 – IDVR to be recognized by the business community as the disability experts in the workforce system.

- There is one strategy listed.

Gordon commented that because we are focused on the IDVR portion of the Combined State Plan and the IDVR Strategic Plan that some of these things are part of the Combined State Plan with other agencies. As the IDVR plans become part of the Combined State Plan the partners need to be looking at how this reflects back onto the partners and what they need to be doing.

Lori reminded council members to provide input to Gordon by January 25th so he could submit it to IDVR by the first of February. Teresa stated that if they are adding something she would like to have the strategy on how they could meet the new objective and how they could possibly measure it.

Gordon stated that part of the SRC input into the IDVR portion of the Combined Plan includes a section that is specific to SRC input. The committee is reviewing the large amount of SRC input they have received over the last two years that will need to be placed in that section. They are looking at how to condense it into themes, so things aren't repeated and to make sure the input is delineated as well as the response. They are hoping to find a solution that will make it easy to read.

**Agency Report** - Jane Donnellan, Administrator, and Nanna Hanchett, Deputy Administrator

*Administrator Update*

Jane stated that the Governor gave his State of the State on January 8th. Jane will be presenting to the JFAC, Friday, January 26th. Joey will be there to answer fiscal questions that might arise. We had two line item budget requests; one for VR and one for CDHH (Council for the Deaf and Hard of Hearing). The Governor did not recommend the CDHH request for a full-time position. This is the fourth year in a row they have submitted that request. VR sees the need for this position and stated it will likely rise to a line item budget request again next year.

The second line item budget request was for a full-time position to manage our Ticket to Work cost reimbursement program. This position was recommended by the Governor. This position allows VR to have an enhanced funding stream for case service dollars. Now it must be approved by the Legislature. The recommendations from the Governor on our overall budget were positive.

We have a new liaison with the RSA (Rehabilitation Services Administration), Jason Hunter. We had a conference call with him last week. We are currently in a

5-year monitoring cycle with RSA. RSA is in their 2nd year of the cycle. We were hoping to be in the third year, but it appears we won't be monitored until the 4th or 5th year.

Last November Jane, Nanna and Darrell attended CSAVR (Council of State Administrators of Vocational Rehabilitation). They had the opportunity to participate in round table discussions regarding Pre-Employment and business engagement. The feedback from those discussions should be forthcoming.

CSAVR is implementing Vision 2020 as a national effort to look at dual customer, business and agency focus, needing change through innovation and cutting-edge practices and customizing services to meet the needs of individual and business customers and creating partnerships to maximize resources. There were various breakout sessions including; Pre-Employment Transition Services, Career Pathways, Customized Employment Training; and other topics. An area of discussion was the definition of competitive integrated employment. National attention has focused on the definition and there will likely be more discussion about what the real intent is.

RSA noted 37 of the 79 VR programs are under Order of Selection (OOS). Another 16 or 17 are implementing OOS and will not be serving anyone other than people currently being served. Jane stated that VR knows it is only a matter of time before we will be joining these other states. She talked about OOS and the impact it will have on our customers, partners and Pre-ETS customers. She stated more information will be provided as things move forward.

Jane stated they had their first Workforce Development Council meeting last week based on the Governor's new Executive Order. She spoke about the importance of the VR program as part of the workforce system in Idaho and how we are an avenue to help employers.

VR continues to work on the One-Stop subcommittee that is responsible for working with other state programs in looking at the comprehensive one-stop centers. They have completed their MOAs and identified the two centers for Idaho and the costs associated with that. We have been looking at what VR's fiscal portion will be.

An area of discussion came up recently when an SRC member was contacted by a customer who had a complaint against VR. Jane stated that this is not a responsibility of the SRC and that they should direct these calls back to the

counselor, the Regional Manager, the Chief of Field Services, Darrell Quist or to Disability Rights Idaho.

A copy of the VR Organizational Chart was in member packets. Jane reviewed this with council members. Darrell provided information on his position at VR.

### *Deputy Administrator Report*

Nanna reported that they will be doing Pre-ETS training with staff throughout the state over the next three weeks. They will start to use the pre-case type after the training. This is where the individual counselor can open a customer as someone potentially eligible. This is only one of the five Pre-ETS services. If it is not one of the Pre-ETS services and they want assistance for other things, they would be counseled that they would need to open a VR case. This becomes important as we work with students who want to do our summer work programs. Many times these students need other service provisions that are not available to them unless they are VR customers.

### *Fair Hearings*

Nanna stated that the Agency has a responsibility to report to the SRC regarding Fair Hearings. They would like input from the council regarding the most effective way to distribute that information. Confidentiality is of utmost importance and information shared with the council is not to be shared outside of this council. It was suggested and agreed to that an executive summary would be sufficient. This would be reported on those cases where a decision was reached.

### **Live Better Idaho Presentation**

Jane welcomed the presenters from Live Better Idaho. The team consisted of Robbi Jackson, Gretchan Heller, and Chris Jenson. They presented an overview of their website <https://www.livebetteridaho.org/>.

The Live Better Vision is: “We want our community members to feel empowered to discover services within their communities to improve their lives. Customers should be able to walk into any agency at any location and connect to the existing umbrella of services.”

- The website is a technology based platform that helps people navigate through the services that are available and find those that might be helpful to them.
- It provides consistent statewide presentation and is available anywhere in the state.
- The goal of the website is to empower customers.

- The website is designed for customers, it is intuitive and friendly, customers should be able to find what they are looking for and act on that service.

Jane asked Jacque to get business cards from Live Better Idaho. Action Item: Jacque

### **Agency Reports Continued:**

#### *Field Update*

Jane reported in Darrell's absence. VR has a new Regional Manager in our Twin Falls office who will be starting on February 5th. She is Trina Staffon who came from our Blackfoot corrections office.

### **Committee Reports**

#### *Executive Committee Report*

Lori reported:

- Molly will be reaching out to Mike Hauser regarding his second term.
- Lori would like to have the council focus on a new member orientation. This is something she would like to work on before she terms off the council in June. She would welcome help from council members.
- She suggested implementing working lunches to make the most of our time together. We could do membership training during this time or have presentations from members, such as the CAP.

Ramona announced they will be hosting their fourth annual job fair on March 13th. They can do formal invitations and you can have a booth or table there.

### **Old Business –**

### **New Business –**

- ❖ Jane suggested we look into getting Steve Wooderson from CSAVR to present an overview of CSAVR and the 2020 Vision at an upcoming meeting. She will reach out to him.

A motion to adjourn the meeting was made by Rob and seconded by Ron. The meeting was adjourned.