



Minutes for the State **Rehabilitation Council Quarterly Meeting**

Holiday Inn Boise Airport, 2970 West Elder Street

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**July 17, 2018**

**Present:** Ramona Medicine Horse, Darin Lindig, Dina Flores-Brewer, Suzette Whiting, Sarah Tueller, Mel Leviton, Rob Atkins, Ron Oberleitner, Luke Rose, Janice Carson, Kenna Buckner, Molly Sherpa, Jane Donnellan and Mike Hauser.

**Absent:** Kendrick Lester

**Guests:** Karren Streagle, Darrell Quist, Doug Miley, Teresa Pitt and Matt Markve

Molly welcomed members and guests to the meeting and asked them to provide introductions.

### **Approval of Minutes from April 24, 2018**

Molly asked members to take time to review the minutes from the April 24, 2018 meeting. She then asked for a motion to approve the minutes, Mike motioned to approve the minutes as they read; the motion was seconded by Luke, and a verbal vote was taken, all in favor, none opposed.

### **SRC Training Discussion**

Dina stated that there have been discussions among members regarding the role of the SRC. In prior years there was training available to new members, but that training is no longer available. Dina, Molly, and Jane have been discussing a formal in-depth training. They talked about having a facilitator, Paul Dziedzic, from Western Washington University, do some training for the October meeting. Oregon recently did a retreat with Paul. Dina was able to get some of their training materials and thought it was good information that would help council members have a good solid grasp of what VR is and what they are supposed to do, who the partners are, and how they can all work together. Jane would like to know what council members want to do so she can work with Paul on the timing for a meeting.

Molly stated that council members had been sent a link to a 66-page document that contained information related to the State VR Agency and the SRC Council and their relationship as well as information related to WIOA (the Workforce Innovation Opportunity Act). Jane had this document as well as a copy of

Paul's presentation in a binder that was passed around at the meeting. There was discussion about training. Requests for training included:

- 1) Understanding funding for VR.
- 2) Bios for members to include their representation and why they wanted to be involved on the SRC.
- 3) A suggestion was made to do a little bit of training at each SRC Meeting.
- 4) A follow up packet so when new members come on board they receive training information.
- 5) A meeting for new council members to meet with Jane for a short orientation prior to their first SRC Meeting.
- 6) A timeline for members to present agenda items to Jacque, Molly or Dina prior to our next meeting. It was suggested agenda items need to be submitted prior to the regular agenda set meeting between Jane, Molly, Dina and Jacque, which is usually a month prior to the actual meeting date.
- 7) It was suggested to include suggestions for future meetings on the meeting evaluation forms.
- 8) Karren Streagle, who was attending today for Kendrick Lester from the Department of Education, stated she would be happy to do a presentation on Medicaid.

Jane stated that Paul's presentation is a full day presentation. There was discussion about having a retreat or an orientation. It was determined a one-day meeting/orientation would be best and we would try to do it in October. Jane, Molly and Dina will have a conversation with Paul regarding what the orientation/training would include. Dana suggested that members write down their training requests on the evaluation forms in their packets.

### **Change in Agenda**

Jane reported that Joey Sanchez, the Fiscal Manager for VR, resigned yesterday. She asked Doug Miley, Senior Financial Technician, to attend today to provide the fiscal report. Doug provided a short introduction. Jane informed the council that Doug manages the Independent Living Grant as we are considered the designated state entity for that Grant and VR gets the federal dollars for that program. A portion of that grant goes to the State Independent Living Council and to the Disability Action Center in northern Idaho as well as a portion goes to the Idaho Commission for the Blind and Visually Impaired, so they can carry out their independent living services. Doug also manages several other grants.

Jane stated we are changing the agenda today to allow Janice to present the State Plan and Finance Report at this time as Doug also has a part in that report but needs to return to work.

## State Plan and Finance Committee Report:

Janice provided copies of the report to members as well as providing the report via overhead projector.

She reviewed the report with council members:

- page 2 the [Status] portion talks about the mid-cycle report which was recently approved,
- Item 3 the agency's goals, objectives and priorities of VR related to the Services Portion of the Combined State Plan,
- Second bullet point on page 3, the part related to the Customer Satisfaction Survey, will be omitted on the next report as it relates to the survey committee,
- Item 5 refers to the Integrated Report Schedule and the SRC Requirement Flow Charts. These are quite expansive and might be better represented as a laundry list. This is under consideration currently by Janice and Teresa.
- Page 5, third quarter budget vs actual, line item budget request for FY 2019, and the social security reimbursement staff position with IDVR as well as the Council for the Deaf and Hard of Hearing (CDHH) request for an additional position,
- Page 8, WIOA/IDVR Services Portion of the Combined State Plan attachment and Mid-cycle Report and Comprehensive State Needs Assessment (CSNA) report URLs Coming soon to the VR website.

Doug provided an update on the IDVR Appropriations and Expenditures for the State Fiscal Year ending June 30, 2018, page 6 of the State Plan and Finance Committee report

- We spent all we had allotted by the legislature (\$4.5 million).
- Expended amount on the state side was 100%, the federal side fluctuates. The State Fiscal year ends September 30<sup>th</sup>.

There was discussion about training members about the budget. Jane suggested Doug prepare something on the funds and sources for those funds for a future presentation. This may be something we can do at our October meeting or at a future meeting. Understanding match, carryover and maintenance of effort were also mentioned by Jane as being topics that would benefit the council members. **Action Item:** Doug

- We have 2.5 million left in our budget.

Doug explained that Trustee/Benefits Payments are expenditures on behalf of our customers and that is the only thing those funds are used for.

There was a request for information on the number of people served to determine an average cost per person. Jane stated some analysis of that has been done and she would cover that further in her agency report. She did state we have done some fiscal forecasting for our preparation for Order of Selection (OOS) and that we have done some evaluation of case service dollars and numbers served over the last three years. We have a good sense, based on severity of disability, about the costs that are associated with that. She thought it might be a good thing to provide some fiscal forecasting, as it pertains to OOS, so the council has a better understanding of that as well.

There was discussion about OOS. Jane explained that means VR will be serving the most significantly disabled population to provide them employment opportunities in integrated employment. She anticipates this could happen as soon as SFY 2020, but that would be the soonest. She also talked about the Workforce Innovations and Opportunity Act (WIOA) which really changed things for the VR programs as well as other programs under the Act. VR is working to strengthen the partnerships with other programs to avoid duplication of effort and to maximize resources.

One of the expectations under WIOA is for VR to be part of the workforce in every state. The Workforce Development Council is our workforce representative with 37 members total. VR is represented by Jane. She chairs the One Stop Committee of the WFDC which is working to allow both customers and business opportunities to access the workforce in the state of Idaho.

- Social Security Funds captured go back to service customers
- Pre-Employment Transition Expenditures - Doug explained this is 15% of our federal grant which we are required to spend. He noted, on page 7, we had a big expenditure in September of 2017 which was from our summer work program for students.

There was a request from the council that the budget be associated with number of customers served.

### **Agency Report - Administrator**

Jane reported:

- The new mission and vision statements for VR – she wanted to remind council members of those statements. Dual customer focus

is important. This information is on our website as well as posted in all our offices.

- Doug and Jane will be attending a Fiscal Conference in August in Washington, DC. This will help clarify our responsibilities under WIOA.
- OOS – A core team is working on some evaluation. We are working with multiple states to become better informed and are working on our fiscal forecasting. We are doing an evaluation of the functional categories to see how our counselors code individuals who are eligible for our services. This is important because under OOS we will only be able to serve those who are most significantly disabled.

Darrell reported that historically we used a checklist to evaluate the functional limitations and it wasn't clearly defined (terminology). Going forward we have determined that how counselors code customers into those three categories must be more consistent. We are working on a new instrument to evaluate disabilities and we hope to have it completed within the next month or so.

Molly dismissed the council for lunch and announced that the Executive Committee would meet during the lunch break.

### **Customer Satisfaction Survey Update/Quarterly Reports-Performance Measures**

Matt, Teresa and Andrew presented on the Customer Satisfaction Survey and the Quarterly Reports & Performance Indicators. A handout was provided to council members.

Matt stated the data they presented is preliminary and is not complete.

- Under Performance Indicator A: Employment Rate – 2<sup>nd</sup> Quarter after Exit; for the fourth quarter, the number (11.82) % will continue to go up as we continue to get wage data, this data can potentially continue to flow in for up to a year from now. There is a two-quarter lag in obtaining data from the Department of Labor.
- Under Performance Indicator B: Employment Rate – 4<sup>th</sup> Quarter after Exit you will see that data is not yet populated; but in two quarters that data will slowly come on line.
- There have been other issues with data exchange. He explained the complexity of obtaining and verifying the data received. The federal partners are working together on a new data agreement.
- Regarding the 4<sup>th</sup> Quarter after Exit number, Matt explained that this is all new. We used to be required to have one (1) more rehab for the current year than we did for last year. We now have a different

system where the counselor's performance will be accessed, and the most important indicator is how to promote fourth quarter after exit employment retention. All other indicators are tied to that. Other indicators deal with measurable skill gain, credential attainment and business satisfaction.

- Performance Indicator C: Median Earnings – Matt reported this is an indicator that isn't expected to move much. It's hard to push the median as it depends on the characteristics of the people served and the characteristics of Idaho's economy. This number will be updated as we get 2nd quarter data. The team is working on how to code that back into an hourly figure to show the SRC what they are used to seeing in that metric. They will be looking at that in the future.
- Performance Indicator D: Credential Attainment - Andrew explained this is the number of people who achieved a credential while in the VR program or within one year after exiting. It also includes high school students who have graduated but they cannot be counted until they either get a job or they enroll in post-secondary education. The number looks reasonable. It is a number given to us by Rehabilitation Services Administration (RSA).
- Performance Indicator E: Measurable Skill Gains - Andrew explained that under this indicator the credential attainment is the main thing they are looking for. The next thing would be to assess employment. Measurable skill gain is the main way for us to find out if someone is making progress.
- Performance Indicator F: Effectiveness in Serving Employers (Pilot indicators) is a shared indicator as well as a pilot indicator. The two Idaho has chosen as a workforce are: Repeat Business Customers and Employer Penetration Rate. Those are coming on line and we will know more as we start to get some numbers.

**Updates:** We retained two of the old performance indicators.

- *Section 2. Performance Indicator 1: Individuals Achieving Competitive Integrated Employment.* This remains important and we are still tracking it.
- *Performance Indicator 2: Access to services for Minorities -* We want to make sure we are maintaining equal access to services. We are slightly improved this year over last year.

- *Section 3: State Rehabilitation Council Priorities 44:28 - Customer Satisfaction Survey Results* – Matt stated we are making great strides with the customer service satisfaction survey. We changed our platform and our response rate went up to 97% completion. The new survey went into effect July 1st. They will shorten the preamble statement.

Andrew continued with the response rate saying that once they changed the platform for the survey the response rate jumped dramatically – it is now 12 to 15%. They modified the questions and will see how that works out. Other changes included: changing the wording for clarification and adding one question which was to ask people why they left the VR program.

They shortened and changed the preamble to explain the purpose of the survey, explain what we would do with the data, the number of questions, confidentiality, and how we will use the data that they are providing.

The e-mails now go out of the 5<sup>th</sup> of the month – people now receive the survey within a month or so of closure. We also have incentives that will be add to this in the future to test their value.

We currently have four surveys and can tie the survey responses back to cases. We still have a mailer and the on-line survey. We believe the mailers are pulling us down because we have no way of finding out who has responded to the survey or who to send reminders to. They are monitoring this with the on-line surveys to see how effective the e-mail reminders are. These surveys are also mobile friendly.

Initially we had hope to triple our response rates. We are almost there before we even have our data back from the new survey.

### **State Rehabilitation Council Priorities - Customer Satisfaction Survey Results:**

The handout provides results of the four old type surveys. There are some glitches in the reporting due to timing issues and should be disregarded for now. This information is provided to give you an idea of the breakdown of the data they are getting. We now need to get this information to the Regional Managers, so they can act on it. We also want input from the council members as well as the Survey Committee as to what elements are most important to you.

Andrew is working on ways to make the visualization easier. They will be discussing this with the council at another time. There is a lot of room for improvement on the data and how we look at it.

### ***Workforce Development Council***

Jane continued with an update of her work on the WFDC (Workforce Development Council). In October of last year Governor Otter created this council; prior to that the Dept. of Labor managed the WFDC. Wendi Secrist is currently the Executive Director of that council.

Jane is the One-Stop Committee Chair for that Council. There will be two centers in Idaho; one in Idaho Falls and one in Lewiston. There are three types of centers for the one-stop system. There are comprehensive centers, affiliate centers, and network centers. The Idaho offices will be network centers as we don't provide the actual services in their offices. Affiliate offices are the DOL offices who may have some partners in those offices. Comprehensive offices have partners that go on an itinerate basis or may be housed within. The idea is someone goes into the one-stop and doesn't have to ask for a program; their needs would be identified and then whoever is serving them would provide the services. Currently we are looking at how to compile a universal intake form.

It is also a requirement under WIOA to have an ADA assessment completed on an annual basis. Recently we engaged with the Centers for Independent Living. Dana Gover is looking at physical and programmatic sides of things. We are looking at how to have a greater standard than what is being expected of us.

### ***National Governor's Association Meeting***

On September 11<sup>th</sup> there will be a National Governor's Association Meeting here in Boise. It will be focused on the Idaho workforce. They will have over 300 participants from all states. Jane will be participating in this meeting in some capacity. This will give us an opportunity to emphasize the importance of individuals with disabilities in the workforce and them being a vital part of the overall workforce.

### ***Business Engagement***

Loni Hanka is our Business Liaison. Under WIOA business as a customer is emphasized so we decided VR needed someone who could engage with businesses to develop relationships and inform businesses about VR and how we can benefit them.

Loni has teams of staff in all 8 regions. They had a facilitated meeting at the end of May to help launch their initiative to help support the agency in business

engagement as well as how we can best work with businesses and help them understand we have a talent pipeline that they can tap into.

Jane was recently contacted by Kathy West Evans, the National Employment Team Network person under the Council for State Administrators of Vocational Rehabilitation (CSAVR). Kathy explained that Microsoft has a program, an autism hiring initiative program. Microsoft recently met with HP as they would like to start a similar initiative with them. Kathy informed Jane that HP would like to engage IDVR. No details are available at this point. VR will meet with them at the end of July.

### ***Pre-Employment Transition Services***

Alison Lowenthal, our Transition Coordinator, has created a leadership team in transition. We have a counselor representative in each region. This is to help strengthen communications with parents and school districts, so we can get the word out about this program.

### ***Summer Work Experiences***

Alison communicated to Jane that we have 3 contracts with 3 CRPs throughout the state and are serving slightly under 444 students this summer. They get one week of work readiness training and five weeks of work experience. We have a separate agreement with IESDB to provide a wide range of opportunities for students.

### ***College Program for Students***

We have collaborated with BSU, Lewis-Clark State College (LCSC), the University of Idaho (U of I) in Moscow, and Idaho State University (ISU). These college have summer programs where students can go on campus and learn about college life and the responsibilities of college. Janice Carson spoke about the program at the U of I in Moscow where students spent a full week in the dorm. They learned about the programs, activities, student services, and clubs as well as building skills on blackboard, eating dorm food, and hanging out with a roommate.

Jane stated that Alison reported we had approximately 510 students that participated in some type of activity this summer.

Nanna oversees the Business Engagement Liaison and the Transition Coordinator. She has suggested at a future SRC meeting for either Alison or Loni could come do a presentation.

## **Staff Updates**

Sharon Pilkinton, who was an Administrative Assistant in the central office, was offered the position as our Ticket to Work Cost Reimbursement Specialist. Her goal is to work cases and get more reimbursement funds for the agency that will go into client services. She had been doing this as part of her other duties for the past year and a half.

We evaluated our counselor positions. We had three position levels in the past. Now we now have two levels: a primary Counselor and a VR Counselor Senior. We maintain our VR Specialist position. The VR Specialist position is someone who does not meet the educational requirements that we have defined under our Comprehensive System of Personal Development (CSPD). We are having difficulty hiring qualified staff for several reasons, but we felt if we eliminated the VR Counselor II position we could re-evaluate our personnel dollars and have a different starting wage. We implemented this as of July 1, 2018. We however continue to have recruitment issues. There will be meeting with the Regional Managers (RMs) in August where Jane hopes to hear from them about the challenges they are encountering in hiring and retaining counselors.

We have created a new permanent Assistant RM position. We hope by adding this position it will help with consistency and training as well as helping the RM with personnel issues.

## **Regional In-Services**

VR annually offers an In-service for staff. We have gone to every other year where we have all staff meet in the Treasure Valley. The opposing year we provide an in-service in the regions. This year we will be doing regional In-service trainings. Jacque will send out dates to council members, so they can participate if they would like to. **Action Item:** Jacque ask for head count as well.

Topics for In-Service include:

- Functional Assessment Classification – ethics coding
- Preparing for the Order of Selection
- Tribal Partners to attend and present. They will discuss how to strengthen collaboration and talk about the cultural significance of each tribal program.
- Safety training for staff will be provided (Active Shooter training).
- Internal controls and some customer success stories.

## **Committee Reports**

*Membership Committee Report – Dina Flores-Brewer*

We need improvement on our ratio of maintaining 51% of the council members with disabilities. Dwight Johnson, the Director for Idaho Career Technical

Education (ICTE) will be joining the council after the August State Board of Education (SBOE) meeting. Dwight will represent the Workforce Development Council (WFDC) position. Darin Lindig will be joining the Membership Committee, Kenna Buckner will be on the Planning and Finance Committee which leaves a position for Dwight on the Survey Committee.

#### *Survey Committee Report – Rob Atkins for Ron Oberleitner*

Rob stated that the Survey Committee report had already been covered in the presentation by Matt and Teresa earlier in the day. Nothing further to report.

#### *Executive Committee Report – Molly*

Our committee determined we have several people who are hard of hearing, so we want to employ a microphone system for future meetings. Mel said it was available at this hotel for an additional charged. **Action item:** Jacque to follow up with hotel.

#### **Resource Report – Jacque**

Jacque provided copies of the current quarterly report in council member packets. She reviewed the report with the members and asked if they had questions. No questions were asked.

#### **SRC Meeting Schedule for 2019**

Molly wanted to discuss schedule for the following year. Dates discussed in conjunction with the SILC meetings were – Jan. 9<sup>th</sup>, April 11<sup>th</sup>, July 10<sup>th</sup>, October 10<sup>th</sup>. Mel indicated the dates for SILC are not set in stone as the hotel may not be available for those dates. Janice may have to leave early if we have Thursday meetings. Jacque will send out dates to SRC members. **Action Item:** Jacque

#### **Old Business – none**

#### **New Business**

Mel suggested we may want to discuss evaluating emergency evacuations at our offices. She recently saw that Ada County did an evaluation of their emergency evacuation plan and reported they were ill prepared. She suggests we not only think about how to get staff out, but to especially consider customers. She suggested if we want to discuss this at some point, Jerry or the local county manager could provide some assistance on that topic. This could relate to an active shooter situation or a fire, or any other event that would necessitate safe evacuation.

Molly suggested we adjourn the meeting. There was a motion by Mike and a second by Mel, none opposed.