



**State Rehabilitation Council Virtual WebEx Quarterly
Meeting
July 21, 2020
9:30 am - 12:30pm Mountain Time**

Attendance:

Present in alphabetic order are: Janice Carson, Jane Donnellan IDVR Administrator, Angie Eandi, Mandy Greaser, Pam Harris Mike Hauser, Lynn Jorgensen, Darin Lindig, David "Max" Maxwell, Ron Oberleitner, Nathan Ogden, Danielle "DR" Reff, Sarah Tueller, David White, and Council Secretary Baxter Q. Andrews. Guests include Christine Meeuwsen, new Client Assistant Program, CAP, Coordinator, and IDVR's Teresa Pitt and Kean Miller.

Absent are Kendrick Lester and Ramon Medicine Horse

Approval of Minutes:

May 5, 2020 Members were given time to review the minutes from the May 5, 2020 meeting; no changes / revisions were requested.

Motion: Mike moved to approve the May 5, 2020 Meeting Minutes with as is version and Sarah seconded the motion. The motion passed unanimously by a roll call vote:

Angie-Aye
Mandy-Aye
Mike-Aye
DR-Aye
Sarah-Aye
Nathan-Aye
Pam-Aye
Max-Aye

Jane acknowledged that Kendrick is leaving Idaho. Jane has been in touch with his supervisor as his position is also a required representation.

Jane took a minute to acknowledge Christine Meeuwsen, participating as a guest at this time and is slated to take Angie's CAP position on the SRC. Angie will be taking early retirement due to COVID-19.

Agency Update:

Planning & Evaluation Update

Combined State Plan Approval

Idaho Division of Vocational Rehabilitation, IDVR, submitted our State Plan before the March 2nd deadline. SRC Vice Chair Janice Carson reviewed the entire plan and provided comment on the Vocational Rehabilitation, VR, Services Portion of the plan. Janice also completed Section a., Input of the State Rehabilitation Council, SRC. The Rehabilitation Services Administration, RSA requested approximately a dozen corrections in mid-April and several other corrections in the last two weeks of June. Most of the corrections requested more explanation in the specific sections. The VR Services Portion and the Combined State Plan was approved by the Departments of Labor and Education at the federal level prior to the July 1st deadline.

Field Services Policy Manual, FSPM, Development

Our current FSPM is no longer a document referenced in rule. Rule 34 CFR 361.20 requires public comment when IDVR makes substantive changes to our policies governing the provision of VR services. Substantive changes include:

- changes that impact the rights and responsibilities of individuals with disabilities;
- organizational changes that would likely affect the way services are delivered;
- changes that affect the nature and scope of services;
- changes in formal or informal dispute procures;
- policies implementing an order of selection; and
- changes to the financial participation.

The rule does not require public comment for non-substantive changes, for example, administrative changes, internal procedures that do not directly affect individuals receiving VR services, such as payment process or personnel procedures, change to the case management system, changes in indirect cost allocations, internal fiscal review procedures, or routine reporting requirements, minor revisions to VR procedures or policies to correct production errors, such as typographical and grammatical mistakes, or changes to contract procedures that do not affect the delivery of services.

We are required to provide appropriate and sufficient notice throughout the State in consultation with the SRC.

We recently engaged in a period of public comment on the draft FSPM. We held two phone sessions, sent out emails to stakeholders, posted notices in our offices as well

as posted on our external website; public comment closed at the end of June. We received one comment via email. IDVR is currently engaged with SRC members Mel Leviton and Max Maxwell as SRC committee representatives to review the policy manual prior to finalizing it and posting it on our website.

Status of Idaho Administrative Procedure Act, IDAPA, Rule 47.01.01 Rules Governing the Vocational Rehabilitation Services:

SBOE approved our IDAPA temporary rule at their board meeting last month. Tracie Bent, Rules Coordinator for VR, submitted the rule to the Department of Financial Management, DFM, and is waiting for further guidance or approval of the submission. It is unclear how the Executive Order for Zero Based Rulemaking will impact our temporary rule. We worked with our Attorney General regarding the need for a rule versus just having guidance in our policy manual only.

If DFM approves our rule we will need to engage in public comment 9/2/20 through 9/23/20. Teresa Pitt and Baxter Andrews are working to coordinate virtual public meetings during this time period. Notification of the meetings will be sent to stakeholders and posted in our offices and on our external website; we plan to have phone sessions too.

Negotiated Performance Measure, Measurable Skill Gains, MSG

Both IDVR and the Idaho Commission for the Blind and Visually Impaired, ICBVI met with RSA in early April to negotiate a target for one of the performance indicators MSG. We are required to do this as a state VR program, not separate agencies.

RSA provided a Measurable Skill Gains Data Tool to assist with calculating our program performance for MSG rate for PY20 and PY21. We were required to conduct an analysis using our program performance compared with other VR programs performance to establish an expected level of performance before our State Plan would be approved.

RSA encouraged IDVR and ICBVI to increase our expected performance for PY20 from 37.8 percent to 38.5 percent and for PY21 from 40.3 percent to 41.0 percent. Our performance for PY17 and PY18 was 40.9 percent and 37.8 percent respectively. We recognize that our PY17 data was not accurate because of the way the case management system was calculating MSGs, it was corrected in PY18.

Idaho VR programs Performance

Performance Indicators	PY 2020 Expected Level	PY 2020 Negotiated Level	PY 2021 Expected Level	PY 2021 Negotiated Level
Employment 2nd Quarter After Exit	Baseline	Baseline	Baseline	Baseline
Employment 4th Quarter After Exit	Baseline	Baseline	Baseline	Baseline
Median Earnings 2nd Quarter After Exit	Baseline	Baseline	Baseline	Baseline
Credential Attainment Rate	Baseline	Baseline	Baseline	Baseline
Measurable Skills Gains	37.8 percent	38.5 percent	40.3 percent	41.0
Effectiveness in Serving Employers [this is still being piloted and this data will not be entered for 2020 State Plans]	N/A In Pilot Phase	N/A In Pilot Phase	N/A In Pilot Phase	N/A In Pilot Phase

Program Highlights

- 2,827 individuals applied for VR services
- 5,878 individuals were served by the VR program (number who received planned services)
- 808 individuals successfully achieved employment
- \$13.88 average hourly wage of customers who achieved employment
- \$815,407 IDVR spent on Pre-ETS for students with disabilities
- 619 different employers hired VR customers
- \$5,194,694 IDVR spent on VR customers
- \$1,949,298 IDVR spent on VR customers for training services (includes all post-secondary education and related fees & books, vocational and occupational, apprenticeship, on-the-job, job readiness, remedial, and miscellaneous training).

Comments Questions

Comment: Ron kudos for providing these are the kinds of numbers quarterly is good to see the day-to-day. I would ask the Council to see if there are other reports they want.
 Comment: Janice when she was reviewing the numbers she was curious as to how the numbers compare to before as it relates to COVID-19.

Question: Janice what other data make sense individual how do numbers compare to before as it relates to COVID-19. Overall for SY 2020 is solid number of applications

SY2019 is 4007 you can tell the reduction of about 1200 from last year.

Other data: number three do not have rule another period

Temporary Rule was just approved by state board now financial management to get approval to move forward with temp rule and negotiated rulemaking. Then engage in public comment September 2-23, 2020. Teresa will be looking at times and will continue w phone, email, to send out rule/notice to stake holders.

Teresa posed a question to the SRC: *What can we do to increase our Public Comment?*

To help the SRC understand on our service delivery from impact from COVID-19 from July 2019 to March 2020 the average of applications was 339 application per month, since April-May-June. For July 2020 there has been 177 average this is ~52 percent about half of what we were doing prior to COVID. Eligibility on average during same time period 251 eligibility determinations, since COVID-19 April dropped to 155 eligibility direct result from fewer applications, means fewer eligibilities, results in fewer plans almost in half 50 percent there. The first-time plan for first 9 months was 182 now it's 96 average plans a month. For authorizations prior to COVID-19 was 1,517 prior to COVID-19 auth items, and as of the last 3 months this has dropped to 855. Successfully employed number of 808 has dropped as well, previous number over 1,000. Teresa offered to share the data above via email after the meeting. The numbers have not dropped by half, but has dropped more people being laid off during the last three months (April-May-June).

Question: Ron new applications that happen during COVID-19 time are they all in person or remote processing.

Answer: IDVR has definitely had a shift in our service delivery, Jane to reply.

Question: Darin to add are you seeing challenges with individuals getting connected to you.

Answer: Jane will segway into her update and if Ron/Darin questions not answered, then Jane will circle back to Ron/Darin to reply.

Top 3 SRC Priorities for PY2019 Progress Updates

1.2.3 Evaluate the delivery of benefits planning on a statewide basis.

Update: Teresa and Jane are leads on this initiative. Idaho IDVR of Vocational Rehabilitation, IDVR, activities as of this date include:

Consultation with Montana State University, MSU, Work Incentive Planning & Assistance Program, WIPA, Tiffany Costa. MSU provides services to Idaho. Obtained a Policy Brief from MSU which has been helpful to build our model of service delivery; Building State Vocational Rehabilitation Agency Benefits Planning Capacities. Interviewed several Community Rehabilitation Program (CRP) agencies who are Employment Networks and provide benefits planning, to help inform our model. One CRP provided an estimated service delivery rate based upon our discussion. Conducted a cross agency benefits planning service delivery analysis: Utah, Alaska, Oregon, and Washington. Alaska uses fee for service, Utah, Oregon, and Washington all have WIPA grants and does not use fee for service or the agency has staff trained to delivery services.

- Need to develop and finalize IDVR's model for benefits planning service delivery:
- Identify vendor expectations and requirements, training minimum requirements (Virginia Commonwealth University and/or Cornell University)
- Describe the service
- Describe reporting requirements
- Establish rate and possible provisional rate
- Provide agency volume data number of Social Security Administration beneficiaries for vendors make informed decision to become a vendor
- Need to determine method for vendor selection contract vs fee for service.
- Teresa will complete draft document for Central Office Executive Leadership Team, ELT, consists of Administrator-Jane, Deputy Administrator-Nanna, Chief Field Services-Darrell, Planning & Evaluation Manager-Teresa, and Fiscal-Kean discussion before end of July 2020, hopefully.
- Continue to expand services to potentially eligible students (504/IEP) through increased cross-training of VR and educators.

Update: IDVR Pre-Employment Transition Highlights. IDVR has developed Pre-ETS implementation strategies to provide services at the following levels, including all required Pre-ETS job exploration counseling, work-based learning experiences, counseling on opportunities for enrollment in postsecondary education, workplace readiness training to develop social skills and independent living, and instruction in self-advocacy.

IDVR has continued to modify and improve these strategies, including the coordinated

and authorized services, as service delivery and partnerships evolve. For example, IDVR has developed numerous Memorandum of Agreements (MOA) with various Local Education Agencies (LEA). These include contracting with educators to provide a Self-Advocacy curriculum for students previously developed through a partnership between the State Department of Education, IDVR, a LEA, and National Technical Assistance Center on Transition, NTACTION. IDVR has also developed MOAs to provide students with an opportunity to participate in a paid work experience while earning summer school credit.

IDVR has also improved coordinated activities by having our VR Counselors work collaboratively with local school personnel to develop effective referral and outreach strategies to maximize opportunities for students with disabilities to participate in Pre-ETS activities. These strategies also include opportunities for students who are receiving accommodations under Section 504 of the Rehabilitation Act. VR Counselors are attending numerous Individualized Education Plan (IEP) meetings and are working with districts to develop a better process for inviting VR counselors to IEP meetings. In addition, VR Counselors are working with districts to coordinate pre-employment transition services. VR Counselors are working with LEAs to provide career fairs and career mentoring.

IDVR is working with the State Department of Education (SDE), the Idaho Commission for Blind and Visually Impaired (ICBVI), LEAs, Institutes of Higher Education (IHEs), and the Council for Developmental Disabilities (CDD) to put on a Transition Institute for LEAs and VR staff. The Institute is modeled after NTACTION Taxonomy for Transition Programming. The Taxonomy for Transition Programming provides solid practices identified from effective programs and evidence-based predictors of post-school success for implementing Pre-ETS and transition focused education. This Institute allows collaborative planning between LEAs and VR. Teams discuss what transition/pre-employment transition services are available to students and what services are needed by students based on each district. Teams then create plans to help increase the necessary services for students with disabilities.

IDVR has strong relationships with education agencies throughout the state, including formal interagency agreements with several LEAs, a comprehensive formal interagency agreement which addresses collaborative service provision with SDE and ICBVI.

IDVR and SDE have developed a comprehensive formal interagency agreement which addresses collaborative service provision. This agreement specifies the programmatic and fiscal responsibilities for each agency and identifies the minimum age for service delivery to students with disabilities. The minimum age is 14 for service delivery to students with disabilities. This is a change from the last state plan minimum age of 15. Pre-ETS will be provided to students with disabilities who are potentially eligible or

eligible for VR services. This agreement was formalized and signed in August 2018. The agreement is reviewed annually for relevance and will be amended by mutual consent as needed. We anticipate a modification to this agreement in the upcoming months.

Additionally, the agreement will detail that the Individualized Plan for Employment (IPE) must be developed, agreed to, and signed by the student, or the student's representative, and the VR Counselor, as early as possible in the transition process, within ninety days from eligibility and no later than the time the student leaves the school setting, whichever is earlier.

Lastly, IDVR has partnered with the SDE to implement a Statewide Secondary Transition Plan which correlates to the IDVR's Pre-Employment Transition Plan. The goal on the statewide plan is to develop systems for effective collaboration between students, families, secondary and post-secondary educators, rehabilitation counselors, Career and Technical Education, CTE, and service providers to provide quality transition activities and pre-employment transition services to students across Idaho. IDVR continues to be involved in the Idaho Interagency Council on Secondary Transition with the purpose of ensuring that students with disabilities experience a collaborative, comprehensive system that facilitates a smooth transition from secondary school to adult life. The goal of this group is to increase the number of students with disabilities who are actively engaged in postsecondary education, employment, and community activities.

Interagency cooperative planning, information sharing, and the collaborative use of resources assist in accomplishing IDVR's mission at the state and local level. Members include SDE, IDVR, ICBVI, Idaho Educational Services for the Deaf and Blind, Idaho Parents Unlimited, IPUL, CDD, Department of Labor (DOL), Boise State University, Idaho State University, The Assistive Technology Project, Idaho Health and Welfare, Juvenile Corrections, Department of Correction, and LEAs.

Statewide Transition Plan IDVR, SDE, IPUL, Nampa School District, Lake Pend Oreille School District, and Idaho Falls School District, have developed and implemented a statewide secondary Transition Plan with support and assistance from NTACTION. The goal of the plan is to develop systems for effective collaboration between students, families, secondary and post-secondary educators, VR Counselors, CTE, and service providers to provide numerous transition activities and Pre-ETS.

Expected outcomes include increased teacher knowledge of agencies and services, increased number of students receiving Pre-ETS needed educational transition services, increased student knowledge of agencies and other services, increased families' knowledge of agencies and services, increased collaboration with CTE, increased number of students participating in higher education or competitive

employment and provide more effective Pre-ETS based on student need.

Furthermore, the formal interagency agreement with SDE, IDVR, and ICBVI contains several provisions designed to facilitate the development and implementation of Individualized Education Programs, IEPs. The agencies agree to cooperate in the development of transitioning students' and any relevant Individual Plan for Employment, IPEs. Development of the IEP is vested with the IEP team, including the student and his/her parent or guardian. Approval of the IPE is vested with the IDVR or ICBVI, the student and his/her parent or guardian.

3.1.1 Understand and meet the needs of business ADA, disability awareness/etiquette, work-incentives.

Update: IDVR's Business Liaison oversees the coordination of employer related outreach efforts within IDVR and to coordinate employer contact collaboratively with combined state plan partners.

The Business Engagement Team (BET) has evolved a mission statement, "To intentionally create and maintain long term partnerships with businesses for mutually beneficial outcomes for employers and job seekers with disabilities".

BET has engaged in a number of preliminary activities, including the creation of a mandatory "Business Basics" online training for all staff, a method for tracking business outreach activities through our internal case management system, updates to IDVR's external business relations portal, and development of marketing materials for business outreach and education.

Activities for BET are partly informed by an annual survey. This survey helps the Business Liaison prioritize activities based on input from the field. The latest survey indicated high perceived needs for the following: Disability Awareness training, Accommodations and Assistive Technology, and Hiring Incentives for Employers. Additionally, BET is now active in most of the chambers of commerce across Idaho including representation in each region of IDVR.

A toolbox for members of the BET has now been established and continues to develop. The toolbox features resources BET and other IDVR staff can use to promote positive employer engagement. There are tools for staff as well as a growing number of resources designed for employers including a new initiative to create a training for employers around disability etiquette. Expanding outreach to employers for students and youth in transition is a primary consideration for the coming year for the BET with a business engagement transition pilot for IDVR Region 1 launching in 2020. IDVR has engaged in the HP Spectrum Success Program and is a direct result of sustained engagement and partnership with HP. This program was highlighted in

RSA's VR 100 celebration video. HP is planning on engaging in a second cohort with IDVR in 2020.

IDVR will continue to coordinate business outreach efforts with the Idaho's DOL, and their business outreach team which serves as the central point of contact for Workforce Innovation and Opportunity Act coordinated business outreach activities.

IDVR's Business Liaison is engaged with the National Employment Team (NET) and attends the national conference in addition to receiving regular updates, conference calls provided through the NET community of practice. IDVR also has a working group through federal Region X (Alaska, Idaho, Oregon, and Washington) where business engagement leads from each State share best practices and approaches.

IDVR has traditionally engaged in the creation of "VR Success Stories" to showcase strong annual placements. The Business Liaison and BET have worked to overhaul, expand, and professionalize these segments and will now produce multiple success stories per region, with two selected for a full video production to showcases the customer and employer successes with these placements.

In PY2018, IDVR began earnest efforts to capture data on business engagement activities using our case management system. In PY2018 the business engagement staff made contact with over 350 businesses across the state. IDVR anticipates that data collection and business engagement activities will continue to advance in the upcoming years.

Additionally, IDVR's marketing and website development efforts recently yielded benefits. Norco, a local home health durable medical equipment company, submitted an inquiry through our website. The Business Liaison is now working on business development activities with the company and is also working with staff across the state as Norco is interested in hiring people with disabilities, as they are federal contractor. IDVR works with employers to provide the five required Pre-ETS and Transition services to both students and youth with disabilities in a competitive integrated setting. IDVR provides a coordinated set of transition activities that are outcome oriented and promote movement from school to post-school activities; including postsecondary and vocational training, and career exploration in competitive integrated employment. Other transition services we provide include working with employers to provide job-related services, job search and placement assistance, job retention services, and follow-up and follow along services.

IDVR has worked directly with employers to provide students with 100 hours of paid work-based learning experiences. Early efforts have focused on services available to students with disabilities.

IDVR is currently developing a curriculum for employers to use with groups of students and youth to provide career exploration and to understand employment opportunities and career pathways in specific career clusters. This will promote relationships with businesses, and between business, students, and youth.

IDVR is working on piloting a reverse job fair followed by a work-based learning experience in northern Idaho. The program will begin during the student's senior year of high school. Students will complete their senior project with a specific employer to prepare for the reverse job fair. Following graduation, the student or youth will then complete the work-based learning experience with the employer.

In the future, the IDVR will be extending all of these opportunities to youth, where appropriate.

PY2019 YTD Statewide Customer Satisfaction have these twelve questions with percentages proportion of strongly agree and agree responses, including number of responses to strongly agree, agree, disagree, and strongly disagree. The overall average is 87.57 percent is reflective of the strongly agree and agree responses: Question 1 VR staff treated me with respect 91.98 percent, 312 strongly agree, 101 agree, 19 disagree, and 17 strongly disagree.

Question 2 VR responded to my needs questions and requests in a timely manner 84.53 percent, 260 strongly agree, 117 agree, 35 disagree, and 34 strongly disagree.

Question 3 Over I am satisfied with my experience with IDVR

Question 4 I would recommend VR to friends with disabilities who are looking to find work, keep work, or advance in their careers.

Question 5 I understand from the start that employment was the goal of VR.

Question 6 I had the opportunity to make decisions regarding which service provider(s) would be used to delivered planned services, this question has a not applicable option.

Question 7 The services outlined in my plan for employment were provided in a timely manner.

Question 8 I had the opportunity to work together with my VR counselor to develop my plan.

Questions 9 I would recommend the Community Rehabilitation Providers, CRP, that assisted me to others in my community who need similar services

Question 10 The service provided by the CRP that assisted me in looking for work

were helpful.

Question 11 I am satisfied with the communication and interaction I had with the CRP that assisted me with looking for work.

Question 12 I had a choice when picking a CRP.

VR Update from Jane

Majority of staff has worked from home from customer perspective did virtual counseling either by WebEx, Zoom, GlobalMeet, FaceTime, telephone, whatever platforms worked to reach out to engage with the customer. Asking them to do more due diligence than normal stay connected.

June 15, 2020, customers are back in the office, very limited by appointment basis only; using social distancing.

In terms of outreach, besides the Regional Managers reaching out to their case load, they are working with Darrell to be proactive getting referrals from our partners such as: H&W, VA, SILC, medical professionals, DD Council. There will not be a spike in new applicants because of the unknown of COVID; individuals are not wanting to risk getting job during this time.

Yesterday directed all staff to wear masks at all times in public spaces; it is an agency requirement regardless of any city or local requirements to come to our office. If customer refuses to wear mask they will be asked to leave and will work with them virtually.

Once effective vaccine is ready, will see resurge in customers. Individuals who lost their jobs will generally enter into the programs and there will also be COVID related customers.

Impact of Covid-19

On March 25, 2020, Governor Little issued the statewide stay at home order. At that point in time we quickly developed our guidance to staff and customers in order to comply with the information we were provided from the Executive Branch including DHR and the AGs office.

At that time, IDVR was informed that our staff were to be considered essential workers and that we should develop a strategy to continue to deliver VR services. We moved very quickly to provide services as much as possible through virtual meetings and US Mail. We obtained and placed secure drop boxes at the door to most of our regional

office locations so that we could eliminate to the extent possible delays due to not meeting face to face with our customers. We closed all offices to in person interactions at that time. We began having limited face to face meetings with customers again on June 15, 2020.

A number of our staff have been directly impacted by the pandemic in ways that have impacted their ability to be at work. We have had staff work from home to the extent we can so that they can comply with isolation orders while still being able to work and meet the needs of the agency. We continue to work to increase the number of staff who can work remotely. IDVR continue to make every effort to conduct business in as safe a manner for our customers and staff. This includes doing most of our counseling and other contacts via phone and other virtual technology platforms. IDVR has seen a decline in the numbers of individuals seeking services as well as a decrease in the number of existing customers seeking employment in the weeks following the stay at home order. These numbers have leveled off, but we still have not seen a significant upward trend but we do anticipate a return to pre-pandemic demand levels and more demand beyond that level in part due to the loss of employment or the need for services for some previous customers to be able to fully return to employment.

On April 1, 2020, IDVR issued CRP service guidance which restricted what and how CRP services were to be delivered to customers in the community due to the stay at home order. This guidance was relaxed on May 15, 2020, in coordination with the state entering Stage 2 of the state Idaho Rebounds plan. This guidance was again modified on June 15, 2020, allowing all CRP services to resume with emphasis placed on safe practices including social distancing and masks when interacting with customers and employers.

Agency Restructure

On June 1, 2020, we made the change in regional structure in the Treasure Valley (TV). This change moved the supervision of approximately 50 percent of our field services staff in the TV from one supervisor to another. We now have three regions serving distinct geographic areas in Southwest Idaho instead of the separation of General VR caseloads from the specialty caseloads (Mental Health, Student Work Transition, SWT, and Probation & Parole). Within this structure are TV East, TV Central, and TV West regions.

Treasure Valley office moves in conjunction with the restructure are already happening. We have moved staff from our Middleton SWT, Nampa SWT and Caldwell MH offices to our TV West regional office in Nampa. On August 17, 2020 we will be moving our TV East staff to a new location at 1755 N Westgate in Boise. This office should be much easier to access than our current locations on Emerald. Our Treasure Valley Central staff are anticipated to move to a new location in Meridian in November.

Due to the decision by H&W BHS our colocation of staff in the H&W offices around the state will cease prior to the end of December. A number of these moves have already taken place including moving our staff from H&W offices in Lewiston, Caldwell, Boise and Pocatello. We still have staff in Coeur d'Alene, Twin Falls and Idaho Falls to move to new office locations. Along with these moves we are refocusing our efforts and will have multiple General Caseload counselors serving customers with MH diagnosis and are making every effort to maintain our important referral relationships.

IDVR is currently in efforts to find new office locations that meet all of our staff needs in Coeur d'Alene, Idaho Falls and Pocatello. Due to the need of the agency to provide office space for counselors previously housed at H&W as well as the need to provide more appropriate locations for our counselors serving the schools

IDVR Counselor and SRC member David White comments additional chaos as their building is currently under construction. Three different adjustment periods barely now feels like we are getting back to baseline. Everyone reaching out using whatever technology and means to help the customers.

For twenty-eight plus years we had an agreement with Health and Welfare Behavioral Health, because of a number of reasons including financial and changes within the system itself; they are no longer continuing collaboration. They were bringing 21.3 percent of non-federal match to capture our federal Grant. As of December 31, 2020, they will not work with us and IDVR will no longer have VR staff housed in those areas; we will transition into our Regional offices. IDVR will continue to expand our outreach to mental health, but there were so many cuts that this was an area that was cut. Nampa regional office had the least amount of impact just absorbing some staff that they didn't have.

Recruitment and Hiring

Due to COVID we did not fill positions immediately. There was a backlog of six (6) open positions that we needed to fill. We have recently completed interviews and hired individuals to fill those positions. These include counselor positions in Coeur d'Alene, Blackfoot, Idaho Falls, and the Treasure Valley. We still have two vacant counselor positions to fill in the Treasure Valley. In addition to the six positions mentioned, we also have our new counselor starting in August who will fill the newly created VRC position for the deaf.

The agency added three VRC Pre-Case Caseloads to better support and serve students and Pre-ETS. These internal transfer positions will serve the state in three geographic areas with one staff located in Northern Idaho, one in Southwest Idaho and one in Southeast Idaho. They will work under the supervision of the Statewide

Transition Coordinator, Alison Lowenthal.

Pre-ETS

COVID19 has had a significant impact to our Pre-ETS summer programming. Summer is the time of year that IDVR typically provides a significant number of Pre-ETS programs and spends a significant portion of the 15 percent reserve. The pandemic also impacted the end of the School Year as well. IDVR anticipates that had we been able to run the overnight programming for Pre-ETS and had more typical numbers for Summer WBLE we would have achieved our 15 percent reserve for the 19 Grant. The agency determined that without the programming, IDVR would not achieve this spend and therefore moved to the 20 Grant for Pre-ETS as of July 1, 2020. The programming that we cancelled due to the virus includes the following SOLE LEAD A Stem focused prog northern Idaho. Vandal Academy in Moscow. Boise State Prep Academy and IESDB Summer Work Program for the Deaf and Hard of Hearing. We cancelled one week of Academy Next at ISU. We have retained one week of Academy Next at ISU as a virtual delivery for Pre-ETS. The Contracted Summer WBLE has proceeded this summer but with lower number of individuals participating and with increased dropout rate after signing up for the WBLE; attributing this to the virus. We believed that with the Governor's Stay Healthy order we could safely provide the Summer WBLE. We have been very focused on safety and parents, individuals, and employers comfort level to participate.

We are continuing to evaluate and develop virtual online Pre-ETS delivery options. However, feedback from the VRCs in the Field have indicated that at least during summer 2020 there has been a lot of "virtual fatigue" and parents and students needed a break after the long finish to the 19/20 school year. We will continue to adjust our service delivery as fits the needs of the State, Schools, individuals, and parents to the greatest extent feasible.

Business Engagement (BE)

Thanks to the SRC members that participated yesterday (July 20, 2020) Ron, Darin, Nathan, Janice, and DR in the BE meeting. BE has also been challenging during COVID 19. We are moving forward with our BE Strategic Planning in a virtual format after we had to cancel the face-to-face in March. BE has been an evolving process over the past two years. IDVR has found that we have many staff who enjoy and are very successful with the BE process in their community.

IDVR has entered into a Videography contract to have professional success stories as well as the ability to build professional videos for informational and instructional videos. An example of informational and instructional videos is around serving the deaf population. IDVR has created a Disability Etiquette training that can be delivered to

employers. We have had a recent request from another state agency. Customized Employment: The second pilot structure has not been developed yet due to multiple reasons not the least is the ongoing need to focus on the EES program. This requires more than one staff to assist with this development. We are hopeful to restart this process in the near future.

IDVR In-service will virtual in-service due to COVID-19. IDVR is currently celebrating its Century of Service and is active in the ADA 30-year anniversary as well

Comments Questions

Question: Sarah with fiscal stuff when we are not utilizing services and not spending money and those types of things how does that look nationwide; and is there some sort of relief that this is not going to disappear and we won't be penalized for lack of services.

Answer: Jane said that Kean will respond during the Fiscal update for granular details. Jane explained that in the national prospective we are not alone. We assist individuals with disabilities to return to work by either contracting out to providers to identify proper employment or IDVR provides training and that looks different. In terms of waiver and responsibilities, back in May SRC was informed that there have been letters written to U.S. Secretary of Education Betsy DeVos for her to present to Congress to ask for waiving our requirement for 15 percent, Pre-ETS requirement, to extend our carryover time and some other flexibilities, at this point none of that has been review. When Congress resumes in August that is something that might be discussed at this point, we have not been told we have been giving any latitude at this point. Just operating as we move forward, because of our lack of ability to spend some funds, Pre-ETS, how we are managing our Grants at this time.

Question: Angie are masks being provided if a customer doesn't have.

Answer: Jane Yes, all IDVR office locations have masks supplied in all our offices and each staff was provided a cloth mask. It also should be noted that it is a requirement for staff if they are unable to wear a mask due to medical condition, they are required to provide documentation from their medical provider. This is a directive by the Division of Human Resources as well as the attorney for Human Resources.

Question: Janice is that shifting positions, or do you have more FTEs (Full-Time Employees).

Answer: Jane we had some vacancies and capacities, reviewed where our priority needs are and identified some FTEs that we could utilize for the purpose of these Pre-ETS Counselors. The areas we are looking towards are CDA to Moscow; Treasure Valley and Southern Idaho all the way to Idaho Falls, and Pocatello. Unknown were

their physical location will be; but Alison will supervise to enhance the Pre-ETS program. If IDVR does not spend the 15 percent of the Federal Grant, it will have a direct impact to our 85 percent; significant huge impact on how we can move forward and potential alleviate the counselors that have eligible Pre-ETS customers.

Question: Janice movement of specialty targeted with mental health how will measure impact.

Answer: It's hard to say at this time we haven't seen that transition yet. No specific to Extended Employment Service state funded program only. Through the years how managed from understanding who it benefits. There was a statute that went into law will be having some listening sessions, what does the statute mean. Jane encourages SRC to participate spring 2021 will go into negotiated rulemaking.

Made decision to cancel in-person in-service and currently shoring up some of what it means. It will be specific types of presentation but not full eight-hour days. Commission Mark Schultz from RSA will provide some opening remarks and ask questions of how pertains to the VR program. Also thinking of 100 year anniversary and different ways to celebrate.

Wendy and Jane are involved in 30 ADA; July 26, 2020, usually Hands Around the Capital this time large media campaign in the month of October. October is National Disability Employment month highlight our success sounds bites and maybe some from SRC as it relates to employment with ADA.

Fiscal Landscape

SRC Federal Fiscal Year 2020 Budget, October 2019 to June 2020

Note the needs assessment is done once every three years. This Budget only reflects the current year.

Operating	FFY2019 Budget	FFY 2019 Actual	FFY 2020 Budget
Other services Interpreters, etc.	350.00	188.00	350.00
Administrative Services printing, memberships, etc.	1,600.00	825.52	1,600.00
Administrative Supplies	200.00	0.00	200.00
Rentals Meeting rooms	1,000.00	1,016.00	1,000.00
Surveys and Needs Assessments etc.	2,000.00	0.00	2,000.00
Travel, Training	26,000.00	15,848.28	26,000.00
Total Operating	\$31,150.00	\$17,877.80	\$31,150.00

Amounts Expended FFY2020

Operating	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER
Administrative Services printing, membership, etc	0.00	232.30	0.00	0.00
Administrative Supplies	0.00	303.24	0.00	0.00
Rentals Meetings Room	263.60	150.00	0.00	0.00
Travel, Training	2,301.28	3,276.02	-485.00	0.00
Total Operating	2,564.88	3,961.56	-485.00	0.00

Year to date, Unexpended, Percent Extended

Operating	Year to Date Expended	Unexpended Budget Balance	Budget Percent Expended
Other services: Interpreters, etc.	0.00	350.00	0 percent
Administrative Services: printing, memberships, etc.	232.30	1,376.70	14.52 percent
Administrative Supplies	303.24	-103.24	151.62 percent
Rentals: Meeting rooms	413.60	586.40	41.36 percent
Surveys and Needs Assessments etc.	0.00	2,000.00	0 percent
Travel, Training	5,092.30	20,907.70	19.59 percent
Total Operating	6,041.44	25,108.56	19.39 percent

The spending has not been that different between the two years, but still has had significant impact. The report has comparison of last year due to SRC's request to

appear on the report.

These three things need to be understood how the Grant works:

Required to have maintenance of effort spend as much from the State as we did two years ago, if not there are penalties;

By Statute required to spend 15 percent of this Grant on Pre-ETS (Pre-Transition Employment Services); and

If we pay our match in the first federal year of the grant, then we are able to spend on that grant for 2 full years. Therefore, IDVR does our best to meet our match every year so we can spend on our grant for 2 years.

IDVR had been spending from the FFY2019 Grant when COVID hit. We had met our match for this grant by September 2020. We realized that our spend was not going to be sufficient to use all of the grant.

Maintenance of Effort, MOE. Once we realized that we would not be able to spend all the FFY19 Grant we decided to move about \$250,000 from match for the FFY19 Grant to the FFY20 grant. This was possible because the grants overlap (2nd year of FFY19 grant was the 1st year of FFY20 grant). This reduction to the match took the FFY19 Grant back to FFY17 rates and will not cause any penalty for not meeting our Maintenance of Effort (MOE).

Comments Questions

Question: Janice how? (2017 MOE rates)

Answer: Kean stated that IDVR was able to reduce the 2019 MOE to 2017 rates because FFY20 Grant was already open; so because we spent on match on this current state fiscal year we were able to move the match money to 2020. Therefore, did not exceed MOE but rather met it so no penalty and still able to move some match money to 2020. And reduced amount we have to pay for Pre-ETS; however, a lot of our Pre-ETS happen in the summer and expected this summer expenditure for this.

Question: Nathan: IDVR is wanting to spend more money; for a business that is not a bad thing.

Answer: Kean we are unable to spend because of COVID-19, in a normal month we spend one and a quarter million, but we have not come near that.

Question: Mike: is the Agency getting any feedback from the Federal or State levels to relax the 15 percent?

Answer: No, because the 15 percent requirement is part of the law, it requires Congress to address the waiver, but COVID has taken higher priority in terms of importance and no congressional action has been taken.

Pre-ETS: Unfortunately, due to COVID-19, the summer Pre-ETS activities were cancelled and the funds were not spent. Total spent on Pre-ETS on the FFY19 Grant is \$665,425.13. Using \$665,425.13 as 15 percent we calculated the 85 percent to be approximately \$3.8 million. The total spent on the FFY19 Grant is \$11.8 million. We will move over \$8 million to the FFY20 Grant and close 2019 having met MOE; paid \$665,425.13 on Pre-ETS and \$3.7 million. This will be reflected in the final report.

Our thinking is that we do believe the need for our services are going to greatly increase in a year with recession, lost jobs, and people looking. First, we have to meet Basic 2020 match, at 2018 rates since spend continues to be slow. IDVR will need to match the FFY20 Grant by September 30, 2020, in order to have the second-year carryover. If we are unable to spend all of the FFY20 Grant, we will treat it as we did the FFY 19 grant, i.e. determine the total spend for Pre-ETS as 15 percent and from that calculate the 85 percent for all other spending, close out the grant and move on to the FFY21 Grant.

State Rehabilitation Council

Prior to COVID-19 average spend was approximately \$3,000 quarterly; received refund from cancel conference due to COVID. We will not be exceeding our budget.

RSA Update on Membership: IDVR posed a question to RSA in April, regarding SRC members who fall under State Board of Education (SBOE) and voting members who fall under SBOE. The two SRC members Janice works for Uof I and Kendrick (SDE), SBOE does not hire and fire them but they do understand the complexity but there is not resolution as this time it's currently under review with their attorneys. Interesting fact is Kendrick is required member of SRC and is very specific of representative of IDEA; how does the voting work. Another member we are waiting for RSA to weigh in on is Clay Long another Member Administrator for CTE also under SBOE representing Workforce Development Council; the SBOE has a greater impact on the authority to hire and fire.

CSAVR has been canceled for onsite not sure about virtual meeting segways into how does SRC see the October meeting being conducted. It was decided by SRC that October meeting will be virtual.

Open for questions

Teresa extended the following kudos:

1. Mel and Max for reviewing the Field Services Procedure Manual on behalf of SRC;

2. Jane, Teresa, Baxter, and Mel for assisting with the prelim Annual Report meeting; and

3. Janice's involvement with State Plan: Teresa noted that this is the first time that she has experience the level of back-and-forth and the changes RSA wanted. However, this has been felt throughout the other States. The State Plan has been approved and as soon as published we will update IDVR's website with the link to RSA.

Old Business New Business

Next SRC meeting, October 27, will be moving toward virtual meeting.

Adjourn

Motion: Mike moved to Adjourn the meeting; Nathan seconded the motion. The motion passed unanimously by a verbal vote.