



# State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

## OCTOBER 2, 2019

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Welcome to Orientation Participants  
**VR Overview**

INTRODUCTION: Members in attendance and Vocational Rehabilitation Agency introduce themselves and share some information:

Molly Pollastrini, **Chair**

Angie Eandi, **Member**

Mike Hauser, **Member**

Darin Lindig, **Member**

David "Max" Maxwell, **Member**

Danielle "DR" Reff, **Member**

David White, **Member**

Jane Donnellan, **VR Administrator**

Teresa Pitt, **VR Planning & Evaluation**

Baxter Andrews, **Council Secretary**

VR OVERVIEW – JANE DONNELLAN:

-Vocational Rehabilitation assist individuals with a diverse array of disabilities to prepare, obtain, advance in, and retain employment based on their unique skills and abilities.

-Vocational Rehabilitation is a program that provides services to eligible Idahoans with disabilities to assist them in transitioning from unemployment to competitive integrated employment or to maintain employment; dependence to independence. It is not a welfare program, but a means to achieve self-sufficiency.

-"To prepare individuals with disabilities for employment and career opportunities while meeting the needs of employers." -Mission reflects the dual customer focus of WIOA (Workforce Innovations and Opportunity Act), and to align with our National Vision 2020 initiative.

-"An Idaho where all individuals with disabilities have the opportunity to participate in the workforce and employers value their contributions." -Our Vision further establishes the dual customer focus of WIOA and alignment with our National Vision 2020 initiative.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

- Vocational Rehabilitation the oldest State and Federally funded program. 78 programs nationally. It has a 21.3% non-federal match requirement. The federal grant is a formula grant based on the population. In Idaho we have two VR programs. IDVR general and ICBVI

### -Organizational Structure:

- U. S. Department of Education
- Office of Special Education & Rehabilitative Services (OSERS)
- Rehabilitation Services Administration (RSA)
- State Board of Education (SBOE)
- Division of Vocational Rehabilitation

### -VR Service Delivery

- Application and Eligibility
- Comprehensive assessment
- Individualized Service- IPE
- Employer Resource
- Competitive Applicants
- Jobs

The VR program service delivery is individualized to the unique, skills, abilities and talents of the customer.

Through significant guidance and counseling provided by our professional counseling staff, customers are prepared to become competitive applicants.

VR is also a resource to employers in providing trained talent to fit their unique business needs.

### -National Partners-

- Federal entities
- CSAVR
- NSRC
- WINTAC and other technical support – NTACTION
- Region X Collaborative



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

-Now we will transition to how the Council fits within the VR program...

-The Council was established following the 1992 Rehab Amendments giving a consumer voice to supporting the VR program

-The Council is established in the code of federal regulations (CFR) 361.16

-Requirements of the Council to include its' functions are defined in 361.17 Requirements of the State Rehabilitation Council.

-The Functions of the Council begin in 361.17 (h) 1-8. We will now begin to review this specific section in order to best assist you in understanding your primary responsibilities to the VR program.

### ***What is SRC Purpose?***

Brief discussion referenced from modules

Purpose of the Council – The Council works in partnership with VR and is mandated in Section 105 of Rehabilitation Act:

Review, analyze, and advise the designated State unit regarding the performance of the State unit's responsibility under this part, particularly responsibilities related to:

- Eligibility, including order of selection;
- The extent, scope, and effectiveness of services provided; and
- Function performed by State agencies that affect or potentially affect the ability of individuals with disabilities in achieving employment outcomes under this part. CFR 361.17

### **Responsibilities & Activities:**

Develop, agree to, and review State goals & priorities.

- Consult regularly regarding development, implantation, and revision of policies and procedures pertaining to VR services
- Review and comment on CSPD (Comprehensive System of Personnel Development)

Advise and Assist in the preparation of:

- State Plan portion of the Unified State Plan & Amendments
- Include summary of the Council's input in State Plan attachment.
- The applications, reports, needs assessments, and evaluations
- Participate and jointly conduct in Comprehensive Statewide Needs Assessment (CSNA) every 3 years including:



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

- Most significant disabilities
- Minorities
- Unserved & Underserved
- Served through Workforce Investment System
- Students & Youths with Disabilities including Pre-Employment Transition Services
- Community Rehab Centers

### Review and Analyze the effectiveness and consumer satisfaction with:

- VR services
- VR services provided by other state agencies and other public and private entities
- Employment outcomes achieved by eligible individuals including availability of health and other employment benefits

### Prepare Annual Report on VR program status:

- Jointly develop, agree to and review annually VR agency goals & priorities
- Submit to Governor & Commissioner
- Make available to public
- Deadline 90 days after the end of the FFY

### Assist in identification of qualified impartial hearing officers.

### DISCUSSION:

#### **What Does My Committee Do? – 10/2/2019 SRC orientation**

*Molly Pollastrini, Council Chair, Jane Donnellan, VR Administrator, and Teresa Pitt, Planning & Evaluation Manager.*

- Reviewed Committees, Idaho State Rehabilitation Council Bylaws, revised 7/2019.
- Distributed SRC Committees Excel Flowchart with subcommittees listed.

#### **Executive Committee**

This committee shall exercise the overall governance of the Council subject to Council Bylaws, policies, and any vote at Council meetings. The Executive Committee shall represent and guide the Council's efforts to advocate for the VR program to the state agency, state legislators and congressional delegation, and to the public at large. Advocacy efforts shall focus on a partnership with the agency toward a common goal - maximizing employment and independent living for people with disabilities.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

The Executive Committee shall be composed of the Chair, the Vice-Chair, the immediate past Chair, and the standing Committee's Chairs. At least one member with a disability shall be a member of the Executive Committee.

The Executive Committee shall be responsible for the fiscal, administrative, and coordinating functions of the Council including budget oversight, personnel oversight, policy recommendations, annual plan compliance, and coordination of all committee activities.

The Executive Committee shall act for the full Council between scheduled meetings, in situations requiring immediate action as determined by the Council Chair. The full Council at the next Council meeting must review all actions. In addition, the Executive Committee is responsible for reviewing the Membership Manual/By-laws every three years and providing an update to the Council.

### **Annual Report**

Each year, the Executive Committee shall prepare an Annual Report summarizing ISRC activities, the results of satisfaction measures, and the agency's progress towards meeting the goals, objectives and priorities within the State Plan. The Annual Report shall be submitted to the Governor, the State Board of Education, Rehabilitation Services Administration and the public.

### **Membership Activities**

This subcommittee shall consist of the Chair and the Vice-Chair of the Council and at least two (2) Council members at large. The Council members at large must be selected/appointed from the membership who does not serve on the Executive Committee. The Vice Chair of the Council shall be the Chair of the Membership Subcommittee.

The Membership Subcommittee shall monitor the composition of the ISRC membership to ensure compliance with federal regulations and the ISRC bylaws. Recruiting will include efforts to ensure that a veteran with a disability is included in Council membership. The Membership Subcommittee shall recruit and screen potential candidates for membership as needed. Candidates will be submitted to the Council members for a vote of endorsement prior to submission to the State Board of Education for nomination. Nominations must be presented to the Membership Committee at least 30 days prior to the next quarterly meeting. This committee is also responsible for soliciting candidates to run for Council offices.



# State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

## **Planning & Public Policy Committee**

The purpose of this committee is to educate, inform and influence the state and federal legislative agenda as it relates to the VR Program and disability employment policies. Responsibilities include meeting with state and federal legislators to advocate for the VR program, review and provide input on state public policy as it affects employment of people with disabilities, and be involved with VR in developing VR's policy.

The committee shall consist of the SRC Chair, and at least four (4) members at large, at least one of whom has a disability. The SRC Chair shall Chair the committee. Additional SRC members may serve on subcommittees.

## **Finance Subcommittee**

The subcommittee monitors state agency expenditures to budget and supports efforts to obtain sufficient revenues to fulfill the mission of IDVR and its financial performance; reviews the state agency's financial performance on a quarterly basis compared to budget and compliance with federal regulations; and provides recommendations on alternative sources of revenue to help meet the needs of IDVR clients and fulfill the agency's mission.

Develops and monitors SRC resource plan in conjunction with IDVR that provides resources, including funding, staff & personnel, and in-kind contributions that are necessary to carry out SRC functions (including travel, accommodations, meeting and public hearings, consumer satisfactions, annual report/marketing materials, conferences/training, etc).

## **VR Policy Development Subcommittee**

The SRC will engage with the VR agency in the development, implementation, and revision of VR policies and procedures. The SRC will be informed by IDVR regarding those policies which require revision based upon federal guidance provided by Rehabilitation Services Administration (RSA) or through federal regulation change. The SRC will provide recommendations to IDVR regarding other policy related changes. The SRC will review and provide input to policies drafted by IDVR for improvement.

## **Program Effectiveness Committee**

Activities of the Program Effectiveness Committee strive to ensure that the VR program produces high quality results for VR customers. Committee members will review, analyze, and advise IDVR on eligibility, including order of selection; the



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

extent, scope, and effectiveness of services provided; and functions performed by state agencies that affect or potentially affect the ability of individuals with disabilities in achieving employment outcomes. The Program Effectiveness Committee will have two co-chairs, one chairing the Survey and CSNA subcommittees; and the other chairing the Combined State Plan Subcommittee. Each subcommittee shall consist of at least X members.

### **Survey Subcommittee**

The subcommittee shall collect grassroots input and data from people with disabilities and their families to assess the effectiveness of and satisfaction with IDVR services. The subcommittee gathers consumer satisfaction information using a variety of methods that might include surveys, town hall meetings, public testimony and focus groups.

Federal regulations require VR perform a Consumer Satisfaction Survey. The Survey Subcommittee is responsible for providing guidance in drafting the Consumer Satisfaction Survey, surveying VR customers about their experiences with VR, and using the survey results to inform the SRC in developing the State Plan and Comprehensive Statewide Needs Assessment.

### **CSNA**

The Program Effectiveness Committee shall actively assist the state agency with its Comprehensive Statewide Needs Assessment of the unmet needs of people with disabilities across the state every three years. The assessment provides information relevant to improving VR services and practices, identifying any training needs for staff, and identifying strategies for continuous improvement. The SRC needs access to meaningful reports, statistics and data to provide effective analysis or advice regarding the performance of the program (qualitative data, i.e. data with contextual explanations of how the information relates to the concerns addressed by the program). The committee will review VR program data of interest to the SRC, including the Common Performance Measures. IDVR will provide program performance data in a manner agreed to by the SRC to help inform the committee.

### **VR Portion of Combined State Plan**

The Committee assists the state agency in the development of the VR Portion of the Combined State Plan. At the end of the two-year State Plan cycle, the ISRC helps the agency review how effectively it performed towards meeting the VR Portion of the Combined State Plan goals. Committee Responsibilities include:



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

- Actively works with the agency in developing the VR Portion of the Combined State Plan to be submitted to the Rehabilitation Services Administration (RSA). Participates with the state agency in amending the State Plan biennially (every two years).
- Monitors the state agency's performance towards the goals, objectives and priorities of the State Plan.
- Submits a quarterly written progress report to the ISRC, including assessment results of related processes contributing to the Plans development and its annual amendments, as continual improvements of ISRC functions.
- Reviews the transcripts from the Forums and Hearings held since the last recommendation cycle and drafts recommendations for the Council's approval based on the issues that emerge during the Forums and Hearings.

### **OCTOBER 3, 2019:**

#### **Welcome & Introduction of Council Members**

Members in attendance and Vocational Rehabilitation Agency introduce themselves and share some information:

Molly Pollastrini, **Chair**  
Rob Atkins, **Member**  
Angie Eandi, **Member**  
Mike Hauser, **Member**  
Mel Leviton, **Member**  
Darin Lindig, **Member**  
David "Max" Maxwell, **Member**  
Rob Oberleitner, **Member**  
Danielle "DR" Reff, **Member**

Lucas Rose, **Member**  
Sarah Tueller, **Member**  
David White, **Member**  
Jane Donnellan, **VR Administrator**  
Nanna Hanchett, **Deputy Administrator**  
Teresa Pitt, **VR Planning & Evaluation**  
Darrell Quist, **Chief Field Services**  
Baxter Q Andrews, **Council Secretary**

**Members not in attendance:** Janice Carson, Ramona Medicine Horse, and Kendrick Lester

**Approval of Minutes** from July 10, 2019:

Minutes from July 10, 2019 Third Quarter SRC Meeting review lead by Chair.

*Motion:* Lucas moved to approve the minutes from the July meeting as they read. Mike seconded the motion; all in favor, none opposed.



# State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

**Review of Agenda** for today's meeting. Discussion that the Agenda items were reorganized to have time to discuss Council Bylaws and for time to vote for Council Vice Chair. The Revised Agenda was distributed and reviewed.

Add: addressing language from Bylaws

Add: voting for Vice Chair

*Motion:* DR moved to approve the Revised Agenda to include Agenda Items: i) addressing language from Council Bylaws; and ii) vote for Council Vice Chair. Lucas seconded the motion; all in favor, none opposed.

## DISCUSSION:

### Bylaw Language Review – 10/3/2019 SRC meeting

*Molly Pollastini, Council Chair*

-Review & Discussion of Bylaws [July 2019 version]:

#### ARTICLE IV: MEMBERSHIP AND COMPOSITION

**Section 3. Vacancies:** A vacancy occurring in the membership shall be filled by the State Board of Education for the unexpired portion of the vacated position. This replacement period **shall be** counted toward an individual's two (2) term limitations as discussed in Article IV, Section 2 of these Bylaws.

Discussion: When a Council member finishes up the remaining term a resigned member, this time currently is counted towards their 2 terms (6 years) max. Council discussed adding the word "not" before shall to mean that this time is not counted towards a Council members 2 terms.

>>>>>PROPOSED: Add: "not" shall not be counted.

**Section 3. Vacancies:** A vacancy occurring in the membership shall be filled by the State Board of Education for the unexpired portion of the vacated position. This replacement period **shall not be** counted toward an individual's two (2) term limitations as discussed in Article IV, Section 2 of these Bylaws.

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#### Article V: COUNCIL MEETINGS

##### Section 4. Quorum and Action:

B. Council business shall continue to be conducted when a vacancy occurs in the membership and the **Governor** is in the process of filling that vacancy.

Discussion: Has language that the Idaho Governor appoints SRC Council members once they are nominated, however, this has changed, the Idaho State Board of Education (SBOE) does the appointment of SRC Council members.

>>>>>>PROPOSED: Replace: Governor with State Board of Education.

##### Section 4. Quorum and Action:

B. Council business shall continue to be conducted when a vacancy occurs in the membership and the



# State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

State Board of Education is in the process of filling that vacancy.

*Motion:* Mel moved to approve i) the proposed language in Article IV, Section 3 that “not” be added before shall; and ii) proposed changed Article 5, Section 4(B) replace Governor with State Board of Education. Lucas seconded the motion; all in favor, none opposed.

## DISCUSSION:

### **Vice Chair Selection – 10/3/2019 SRC meeting**

*Molly Pollastrini, Council Chair*

Chair nominates Mike Hauser for Vice Chair and opens the floor to all members to either nominate themselves or another member.

*Motion:* A motion was made by Molly to accept the nomination of Mike. A verbal vote was taken, all in favor: none opposed.

## DISCUSSION:

### **Committees Review – 10/3/2019 SRC meeting**

*Molly Pollastrini, Council Chair*

#### **Committee Selection Review**

- Committees outline goals for each committee
- Review of committee definitions
- Chair explained that Executive Committee is not a selection committee per Bylaws the Executive Committee membership is already defined of where the membership is derived.
- Re-Distributed SRC Committees Excel Flowchart with subcommittees listed for Members not in attendance yesterday, October 2, 2019.
- Chair encouraged all Members to think of their talents when reviewing the committee task

#### **Executive Committee:**

Molly Pollastrini, Committee Chair

Mike Hauser, Vice Chair

\_\_\_\_\_, Immediate Past Chair

\_\_\_\_\_, Committee Chair

\_\_\_\_\_, Committee Chair

#### **--subcommittee Membership**

Mike House, Committee Chair



# State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

Molly Pollastrini, SRC Chair  
Danielle “DR” Reff  
Ramona Medicine Horse  
--subcommittee Annual Report  
Mike House, Committee Chair  
Molly Pollastrini, SRC Chair  
Ron Oberleitner

## **Planning/Policy:**

Molly Pollastrini, Committee Chair  
--subcommittee Finance  
Rob Atkins  
Kendrick Lester  
--subcommittee VR Policy Development  
Mel Leviton  
Max Maxwell  
Dave White

## **Program Effectiveness:**

Mike Hauser, Committee Chair  
Angie Eandi, Chair??  
--subcommittee CSNA  
Darin Lindig  
Ron Oberleitner  
Danielle “DR” Reff  
Lucas Rose  
--subcommittee VR Portion Combined Plan  
Janice Carson  
Angie Eandi  
Mel Leviton  
Max Maxwell  
Dave White

## --subcommittee Survey

Darin Lindig  
Ron Oberleitner

\*\*\* Where is Sara\*\*\*\* 10/24, 2nd request 10/30

\*\*\*Where is Pam\*\*\* 10/30



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

### PRESENTATION:

#### **Extended Employment Services (EES) Overview – 10/3/2019 SRC meeting**

*Nanna Hanchett, Deputy Administrator*

- 1) Extended Employment Services (EES) is a separate program under VR no purview by SRC not federal program but there is an intersection, therefore, it is important for SRC to see intersection of VR and EES. This is a very political charged area it was designed and developed in the 1970's.
- 2) When Nanna first became Deputy Administrator, there was a wait list of ~700. Nanna first reviewed duplication of services between Medicaid waiver and EES Program under the supported employment side of the program, without duplications now have no wait list for over two years.
- 3) Every Idahoan who needs long term employment support or integrated employment can access either through Medicaid waiver or EES Program, there is no more waiting. Huge success not denying services and not eliminating anyone, in fact, expanding that.
- 4) EES able to serve everyone with needs they need as this is a need program, no federal funds attached to this program. Fiscal year 2019 served everyone with all their needs.

Introduction to Ryan Waddell, Ph.D. who is presenting. He is the fourth manager in five years not for overarching supervision of the Program to emphasize NH has been a fantastic job shoring up the purpose and intent of this program but it is a very politically charged for folks are very vested in keeping it that want to leave the program the way it is. VR moderation of this EES program. There are three VR programs: i) Fed VR Program under SRC; ii) State Administrative (2005 EES moved from H&W to VR no clear documentation as to why Agency switch); and iii) CDHH.

### PRESENTATION:

#### **EES Presentation – 10/3/2019 SRC meeting**

*Ryan Wadell, EES Program Manager*

- EES staff intros
  - June Fontes – EES Assistant
    - Employment Specialist (over 15 years)
    - Vocational Rehabilitation Assistant (VRA) for 4 years
  - Christine Dobson – EES Program Specialist
    - certified developmental specialist
    - Idaho residential habilitation program supervisor for 9 years



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

- 25+ years working with children and adults with developmental disabilities in both public-school settings and private sector
- Ryan Waddell – EES Program Manager
  - Community employment program division manager
  - Oregon Provider Transformation Project
  - Doctoral dissertation: Oregon's Employment First policy
- EES History
  - 19xx to 2005 – Administered by Department of Health & Welfare
  - Historical purpose: Sheltered, non-competitive work, supported employment
  - 2005 – Present – Administered by IDVR
  - Proposed statute: Continue supported employment for individuals without other funding sources.
  - Transform 14C work services to time-limited vocational skill-building program to enter into or return to competitive integrated employment
  - 14C – Federal Department Wage & Hour certificate allows qualified Community Rehabilitation Programs (CRPs) to pay sub-minimum wage
- EES Services
  - Service delivery is Needs based, not choice based
  - EES contracts with vendors (CRPs) to assist:
    - Long-term vocational maintenance service.
    - Assist worker to maintain paid employment
    - Vocational skill-building in prep for competitive integrated employment
- EES supports:
  - Individual competitive integrated employment (community employer)
  - Work Services – Goal, skill building for competitive employment
    - Individual non-competitive community employment (CRP employer)
    - Small group employment (enclave, CRP employer)
    - Work Services (sub-min. wage, sheltered workshop, CRP employer)
- EES Requirements
  - Referred by a Vocational Rehabilitation Counselor, employed by IDVR, who will provide the applicant with information on the services available from EES providers.
  - VRC determines individual will need Long-term employment supports to maintain employment.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

- EES is payer of last resort – Check for DD and A&D waivers at time of referral
- VR case closure, VRC determines “Too severe to benefit.”
- Needs based, not choice based. Individuals cannot “choose” to go into WS.
- Idaho 14C Wage Data
  - Examined reported wage/productivity from IPPs
  - Combined average “Training” for community employment is 12.9 YEARS!
    - \*Reminder - goal should be short-term vocational skill-building toward competitive integrated employment
  - Combined average 14C wage: \$3.75
  - Combine 3-year average wage change has decreased \$0.12
  - Last 3 years, Client Productivity has decreased an average of 3%
  - Found several clients with competitive productivity – refer to VR? If not, why not? When will these clients be “Ready?” 100% Productivity myth – who here is always 100% productive?
  - Some clients with multiple jobs in sheltered workshop. Found significant productivity disparity between contracts
    - Example:
      - Job 1 - 75% productivity and wage closer to competitive
      - Job 2 – 30% productivity and earns less than \$2.00 per hour
    - Keeping a higher productivity customer working a contract an entire IPP year for which he or she demonstrates exceptionally low productivity seems counterintuitive to training customers for competitive integrated employment.
    - It is important to build upon a customer’s skills and abilities since the goal of training is competitive integrated employment.
  - CIE & sheltered work
    - There are a small handful of customers receiving WS support and earning a sub-minimum wage; however, they also work in community integrated employment (CIE) earning competitive wages.
    - It would seem if the customer has been successful in CIE, then those customers should shift away from sheltered work and focus on their community employment.
  - Found instances of 0.00% change in productivity over 3-year period



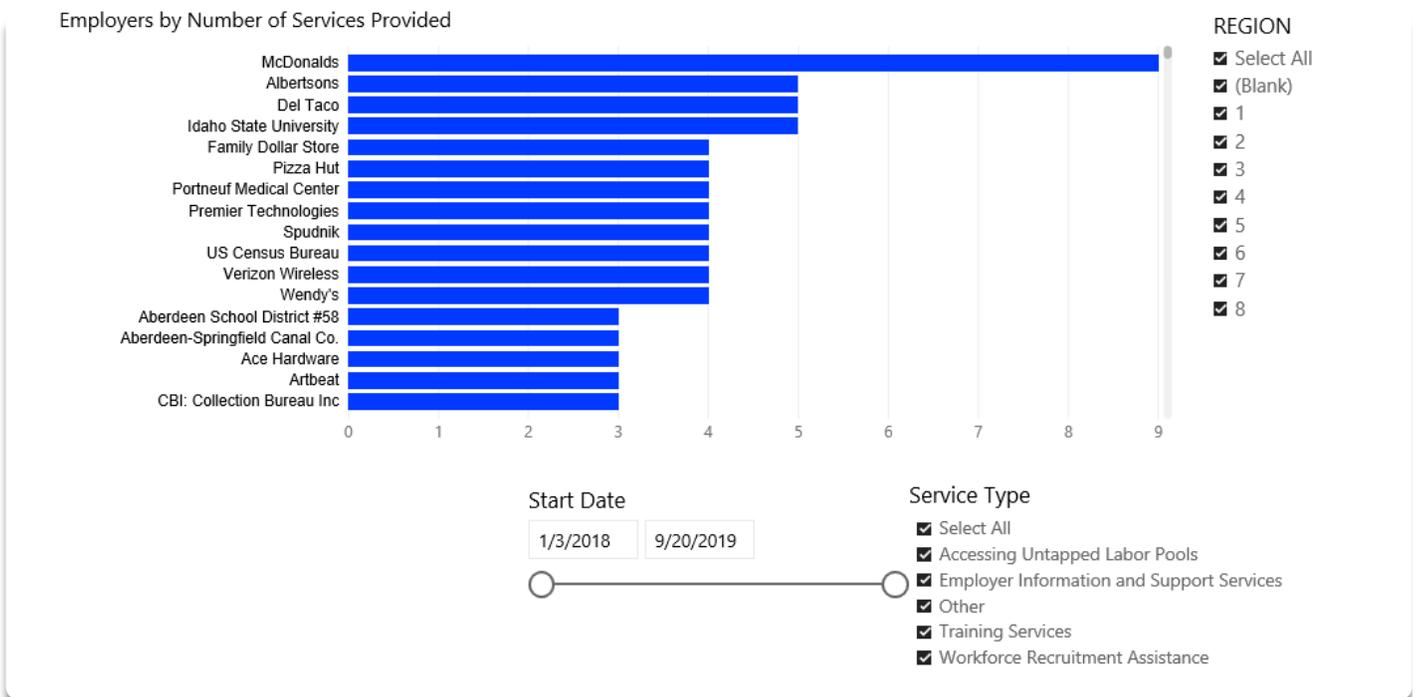
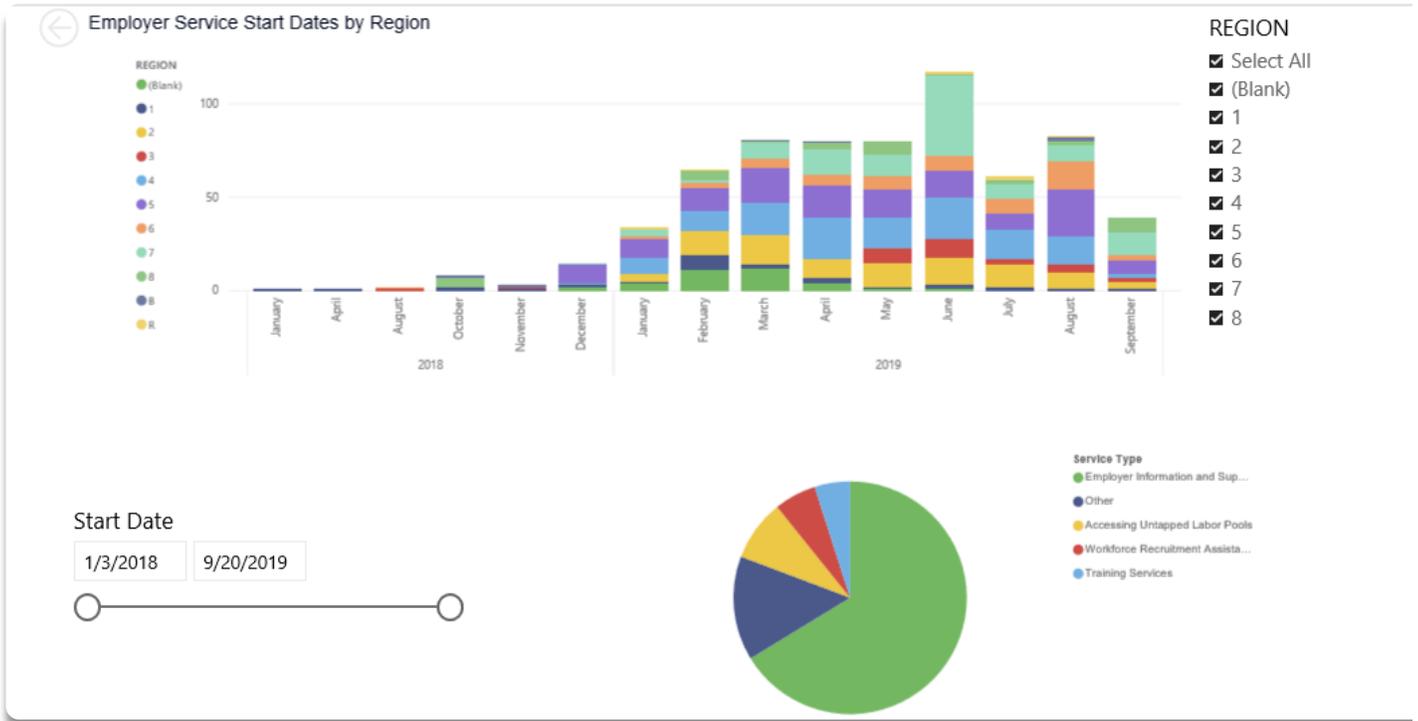
## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

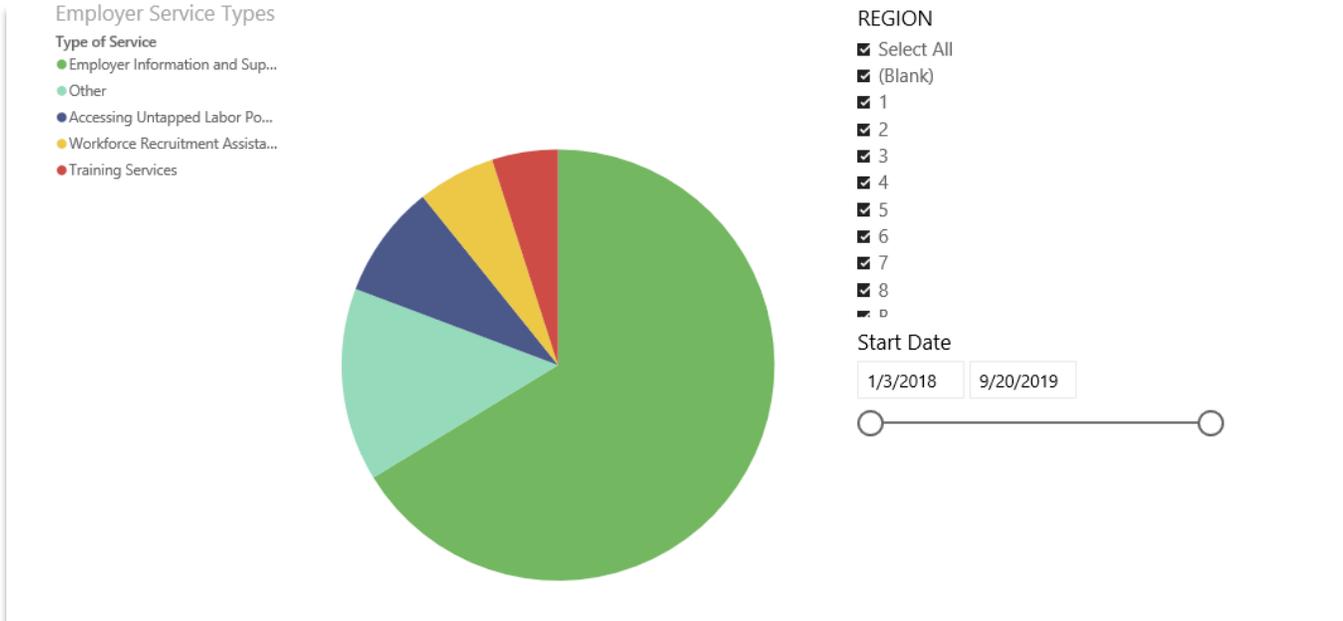
- Exactly ZERO percent change year over year
- Clients not getting accurate productivity time studies.
- Changes in Supported Employment
  - By separating from Medicaid, EES is able to support all Idahoans that need supported employment without a waitlist.
  - EES Numbers:
  - SFY 2018
    - 819 total
    - 385 Supported Employment
    - 338 Work Services
  - SFY 2019
    - 764 total
    - 359 Supported Employment
    - 324 Work Services
  - SFY 2020
    - 668 total
    - 317 Supported Employment
    - 285 Work Services
  - Number of individuals supported has decreased, but we see it as an indication that the majority of people needing supported employment received Medicaid Waiver
  - EES still working with IDVR to increase referrals for mental health and TBI.
- Points to Remember
  - Remember, EES is needs-based, not choice-based
  - VR case must be closed as “Too severe to benefit.”
  - EES remains payer of last resort
  - CRPs need to inform EES of any changes within 5 days

### PRESENTATION:

#### **Business Engagement Update – 10/3/2019 SRC meeting**

*Loni Hanka, Business Liaison*





## BUSINESS ENGAGEMENT – Strategic Planning:

- Tentative date: March, 2020
- 2-5 year plan
- Two day on site planning meeting with facilitator and Business Engagement Team members (13 staff members)
- Once facilitator pinned down, additional information forthcoming.
- SRC members are invited to attend

## HP Autism Spectrum Success Hiring Cohort:

- Concept: Worked with HP employee disabilities committee to develop hiring cohort that focused on people on the autism spectrum
- Timeline: Hiring cohort took place in March, 2019
- Outcome: Two cohort participants were hired for summer internships
- One individual from Idaho, one from Michigan
- Result: HP was happy with the cohort results and the individuals. They anticipate moving forward with another hiring cohort in January, 2020
- IDVR will continue to provide support and technical assistance
- SRC Member Darin Lindig from HP spoke about this cohort and future HP intentions of making this cohort throughout HP's United States locations.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

### FUTURE BUSINESS ENGAGEMENT:

1. Development of Employer Trainings
2. Survey IDVR staff for topic priorities
3. Disability Awareness
4. Hiring Incentives – Work Opportunity Tax Credit
5. Accommodation and Assistive Technology
6. Supported Employment
7. Programmatic Accessibility and Physical Accessibility
8. Federal Hiring Practices

SRC Members enjoyed the product of the video making. It is more professional and focuses on the customers strengths not disability or diagnosis.

### DISCUSSION:

#### **CRP Concern – 10/3/2019 SRC meeting**

Grievance Process: CRP Email Concern

Ron shared a recent email he received from one of the CRPs in Eastern Idaho. The CRP understood that the intakes from Eastern Idaho were being restricted and since she is impacted by the number of participants the agency can help, she is wondering if that is that an issue? Are there restrictions on intakes?

Molly and Jane had some email communications related to this CRP inquiry. Jane wants to discuss this email and future concerns and how they are vetted out to SRC.

There have been SRC member's concern submitted to Molly & Ron regarding a provider's perceived idea of things being processed in the state. Not important to identify who it came from but rather the content. When concerns are brought to SRC about VR, as SRC this will need to discuss and then bring to VR attention and work through those.

If SRC receives complaints, encourage the entity let the Administrator of VR aware as well, not to bypass SRC, just provide the needed information. If VR isn't aware then VR can't address the concerns.

#### **\*\*\*\*\*CRP EMAIL INQUIRY\*\***

CRP stated that VR coming to end of fiscal year noticed in past comparison data missing from year to year.

Answer: Over the past 5 years have not provided compassion data from year-to-year



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

Performance measure is required at State level and that is provided for all state agencies requirement has year after year for 5 years.

Jane did forward the comparison data, has not been in the annual report.

State FY19 performance measures were just submitted to SBOE.

Lastly, Jane suggested that the CRP to recommend to SRC to include year-to-year comparison for Annual Report.

CRP's prospective is that the number of people being referred to this CRP from their experience referrals have been down significantly which impacts number people who are achieving employment support.

CRP's account for over half of over outcome reported by VR. The data in SFY19 there were 949 cases closed where CRP provided job services at some point in the case; 422 or 42% successfully closed. FY18 43% closed were successful. Fewer customers are being served because strong economy individual finding and keeping jobs themselves w/out VR program.

In this particular CRP's Region, they stated that VR was restricting number intakes per week for two (2) per counselors. All regions will take into consider how many they do, but do not deny anyone services, assure meeting needs of customers on timely manner.

Answers: Contact VR or Disability Rights Idaho if they are feeling like they are being denied services.

Not true limited intakes some changes in how intakes were taken per week, VR was down on intakes.

Jane spoke to RM, Chair asked what changes were made if any? JD to follow up Not only CRP in that Region not the only option in that area and up to the customer to chose providers. The individual themselves can chose their own CRP. Informed choice of the customer to choose what provider they want. There are a number reasons why referral down (good job economy, other provider options in same area). This particular region had 3 or more in this region.

CRP not all individuals require CRP services nor is VR responsibility to keep CRP's in business.

Mike stated that at one time it was limited; Jane reiterated that since she has been at VR no such quota in place and that there is no limiting anyone.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

Darrell stated when he was a Regional Manager they were maxing out at 3 to 4 weeks out because there was so many people coming through their doors. Not so much now, there a number of Regions seeing high volume while they may not have an intake the same week they came in.

WIOA change the way things are done. We do have staff who are spending a sign amt of time not directly related to Open and applying for VR services, like Pre-ETS services is one of them. This person would not get intake. Business engagement activities contacting employers that is not specifically related to placing one our open VR customers but added to VR counselors' tasks.

There have been no complaints from anyone restricting access in a timely manner or that someone feels their intake was pushed out that it limited their access to VR services.

Are field position being reduced? No reduction of field staff continually evaluate where best needs for certain positions and types of positions. There was a discussion for accessibility services and order of selection (fiscal/human resources) Idaho not yet on order of selection.

Mel Leviton inquired if there is a SRC grievance process for the public. Thinks SRC should create process.

Ron stated at the national SRC meeting it was suggested to use quarterly meeting as standing agenda item grievance or issue.

### PRESENTATION:

#### **Fiscal Report – 10/3/2019 SRC meeting**

*Kean Miller, Fiscal Operations Manager*

Provided the fiscal update distributed two handouts:

- 1) Idaho SRC Federal Fiscal Year 2019 Budget
- 2) Quarterly State Fiscal 2020



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

### PRESENTATION:

#### **Pre-Employment Transition Services (Pre-ETS) – 10/3/2019 SRC meeting**

*Alison Lowenthal, Transition Coordinator*

14 slides, no handouts.

**Idaho-VR Student Website** <https://vr.idaho.gov/site/students>

**Online Modular Link:** <https://idahotc.com/lms/>

**Explained data, including a short description of pre-case for students who are not yet ready to fully participate with VR.**

**For 2018-2019:**

**-- 414 Applied for Services**

-- 384 Found Eligibility

-- 556 Pre-Cases

Explained Services Received with comparison with 4 years.

This last year 3 school districts collaborated with VR to provide students with a paid work during the school day. Districts located jobs for students and taught the student on the job appropriate work skills. VR was able to pay for the students for their work. This increased students responsibility for their work. A few students had discussed leaving school to find jobs, but this program kept them in school.

Idaho Educational Services for the Deaf and Blind (IESDB):

This summer opportunity for students who are deaf or heard of hearing one week of work readiness training in Gooding followed by 3 weeks of paid work experience with interpreting needs included.

Summer class:

This year Pre-ETS worked with a school district to provide a summer school class for credit where students participated in 60 hours of paid work experience. Students received 20 hours of in-class work readiness training, and 60 hours of on-the-job work readiness training, and a paid work experience. Students received credit and earned over \$400.

McCall Outdoors Science School (MOSS):

Students spent a week learning about STEM focused jobs. We partnered with the Idaho Falls School district to provide students with supervision and additional instruction to the students.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

Selkirk Outdoor Leadership & Education (SOLE LEAD):

Partnered with the Lake Pend Oreille school district to learn leadership and self-advocacy skills while also learning about jobs in conservation and forestry.

University of Idaho's Vandal Academy and Boise State's Postsecondary Rewarding Education is Possible (PREP) Academy:

Center program developed in partnership with the Idaho Division of Vocational Rehabilitation. PREP teaches students the skills to be successful in college. Including instruction in financial literacy and self-advocacy.

Idaho State University's Academy New & Exciting Transitions (NExT) teaches students with communication needs how to successfully communicate in both work and postsecondary education

Self-advocacy Tools for Life:

Introduced this 2-day event for students learn how to advocate for their needs, post-secondary education

Online Modules:

VR worked with BSU to develop modules. We piloted the modules in 3 school districts. Based on teacher feedback for being able to use the modules the material was revised. We re-piloted the modules and developed the training based on this. This program will be available for free or pay for credit on the Idaho Training Clearinghouse with the assistance of the SDE. As a reminder, all materials for teachers to use with students in their classroom will be given to them at no cost once they complete the training. BSU to create & University of Idaho is housing the training and the Idaho training

<https://idahotc.com/lms/>

The College and Career Prep digital literacies training:

Track 1 Entering Job Market

Track 2 Bound for College

Going live 10/1/2019

Molly stated that she had 8 calls from Pre-ETS families. Families had not been reported the wage data on their end. As students who got jobs with Pre-ETS getting paid and the students' social security number (SSN) went down. Molly met with SSN and SSN explained there is student exemptions. Nanna encourage Molly to provide and disseminate relevant information as the SSN student exemption information to VR. Molly to forward the SSN communication to the SRC members, in that, VR as well.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

### DISCUSSION:

#### **Annual Report – 10/3/2019 SRC meeting**

Jane distributed last years' Annual Report.

Discussion about use of the annual report highlights:

--December 1, 2019 - Deadline to printer

--This Report is posted on website, used when talking with local legislatures, and for talking points with businesses.

--Suggested that SRC review minutes from current year (all 4 quarters) to speak to what SRC did last year for their listed accomplishments.

--Member recommended SRC pay someone compose / technical writer such as the one hired to develop VR policy language.

--Even with technical writer, SRC needs to provide lead person as this is the SRC's report.

--Things to think about:

- data sets that VR can collect
- what bubbles to the top
- what do we wish bubbles to the top
- include QR code with video.
- create template to continue to use year after year

--Mel to work with Jane, Teresa, and Baxter to collect some data sets and forward to all the SRC members to provide our bubbles then ask if SRC supportive of these bubbles what additional ones? Then provide a "respond no later than [deadline date]."

Decided to use Infographic 11 x 17 folded three-ways on glossy paper. Using SILC as an example

### DISCUSSION:

#### **Planning & Evaluation Update – 10/3/2019 SRC meeting**

*Teresa Pitt, Planning & Evaluation Manager*

\*\*\*\*\*STATE PLAN\*\*

Members pulled out State Plan in their folders and handed out a chart with the 5 sections that SRC contributes. The State Plan due in March 2020

Reviewed chart:

Section A – SRC can include their input by 1Q 2020 SRC Meeting (January), however, SRC input of the Sections in the table/chart, such as *Section a.* can start happening now.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

State Plan Section a: Input of State Rehabilitation - provided by the SRC, including input and recommendations on the VR services portion of the Combined State Plan, recommendations from the SRC's report, the review and analysis of consumer satisfaction, and other SRC reports that may have been developed as part of the SRC's functions.

State Plan Section I : Comprehensive System of Personnel Development; Data System on Personnel and Personnel Development – minimum review and comment on plans, policies, & procedures necessary to meet requirements of sections (b) Plan for recruitment, preparation, and retention of qualified personnel, (c) Personnel standards, and (d) Staff development. 361.18(b)-(d)

State Plan Section j: Statewide Assessment; annual estimates; annual State Goals and priorities; strategies; and progress reports – CSNA conducted jointly by IDVR & SRC every 3 years. 361.29(a)

State Plan Section l: State Goals and Priorities – must be agreed to, reviewed annually, and, as necessary revised by IDVR & SRC. 361.29(c)

State Plan Section p: Evaluation and Reports of Progress, VR & Supported Employment Goals; VR Performance – evaluate the effectiveness of the VR program. 361.29(e)

Teresa will reach out to Janice to see what level of commitment she can provide and Dave will be available to assist as well.

### \*\*\*\*\*BUSINESS SURVEY\*\*

Earlier this year we just started tracking Business Engagement interaction. Some employers are in our system, but they are labeled as a “vendor” status and they sometimes are not local contact information.

It was suggested that we partner with local Chamber of Commerce's to assist in getting Business Survey to businesses.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

### \*\*\*\*\*FOCUS GROUP\*\*

Focus Group announcement reminder: As a valued member of our SRC and a representative of individuals with disabilities, your informed, professional opinions are essential elements in our efforts to assemble an accurate picture of the needs of these individuals. We would like your participation in a targeted focus group to be held: Wednesday, October 16th, from 1:00-2:30 at 650 W. State St, in the conference room in the basement, B35, (across from the ICCU).

### \*\*\*\*\*AUDIT UPCOMING\*\*

Past couple of day long Manager's Meeting in Central Office (Jane, Nanna, Teresa, Darrell and Kean) have identified some topics. VR has not been monitored since 2009; this means our day is coming for monitoring. At the October 2019 at the CSAVR conference it will be announced.

MTAG - Monitoring Technical Assistance Guide using 2018 guide as most recent. Kean is taking lead and broken down all the areas of questions, for instance Darrell has 24 or so questions. Manager's meeting Once is how VR works with CRP how to access and opportunity to keep personnel and Risk Assessment for internal controls and further to identify is policy issue or procedural.

Mark Schultz new RSA, previously from VR Nebraska and comes to table with having administered VR at the State level and will hopefully push RSA in a direction we haven't had before.

### \*\*\*\*\*BENEFITS COUNSELING\*\*

Benefits Counseling service is still being explored at VR and there is a planned meeting with Purchasing for the state of Idaho.

State of Idaho only needs to have 2 comprehensive one-stop centers and it is currently located in Lewiston & Idaho Falls)

### DISCUSSION:

#### **Field Services Update – 10/3/2019 SRC meeting**

*Darrell Quist, Field Services Chief*

-Update on fair hearings, there was just one this year down from past years.

-Regional Manager Nancy Reilly retired her position has been filled by Regional Manager Assistant, Heather Haugen, who was promoted.



## State Rehabilitation Council Quarterly Meeting Minutes October 2-3, 2019

Counselor Dave White (and SRC newest Member) stepped up and took Heather's position. This left Dave's Corrections case load position is open.

-Salmon VRC position is open, this area experiences high turn over and there will be a meeting later this month with Treasure Valley staff to explore some structural changes to be more responsive to changing dynamics of the community due to population growth.

-Other SRC members chimed in about Salmon employees issue experienced across board all levels of employees. There is lack of housing, lack of jobs, and transportation issues.

-Lucas shared an idea that a company is currently doing. A company noticed that once it hired and trained employees outside of Idaho, they leave Idaho. The company decided to hire local residents, send them to training outside of Idaho and then they tend to stay in the community as they are typically 3rd generation with roots in their community (more likely to stick around).

### DISCUSSION:

#### **New Business – 10/3/2019 SRC meeting**

*Molly Pollanstrini, Chair*

#### **\*\*2020 QUARTERLY MEETINGS\*\***

-need to start thinking of the dates for the Quarterly meetings.

-1Q will be Wednesday, January 15, 2020

-Chair's last meeting is the January 2020 meeting.

-Lucas indicated he would not be able to attend.

-Action Item: Council Secretary to send out Doodle Poll to schedule the remaining 2020 Quarterly Meetings.

#### **\*\*SRC TRAININGS / CONFERENCES\*\***

SRC Member asked if SRC would be willing to pay for SRC to go to a conference specific to disability and then attendee would provide report at the next SRC meeting. SRC could submit for budgetary addition to include training and conferences but there also need to be a mechanism in place for SRC to approve conferences relevant to mission that VR does. RSA requires prior approval before sending attendees.

Action Item: Mel to forward language from SILC they have an application process, etc. for SRC to start discussion. Put on Agenda for January 2020.

*Motion:* A motion to adjourn was presented by Mike and Lucas seconded the motion. All in favor; none opposed.