



Idaho Division of
Vocational Rehabilitation

State Rehabilitation Council Quarterly Meeting

Holiday Inn Boise
2970 W. Elder Street
Phone: (208) 344-7444

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July 10, 2019

Present: Rob Atkins, Angie Eandi, Kendrick Lester, Jane Donnellan, Ramona Medicine Horse, Dina Flores-Brewer, Molly Pollastrini, Darin Lindig, Mike Hauser, Ron Oberleitner and Jacque Truax

Absent: Dwight Johnson, Luke Rose, Janice Carson, Mel Leviton, Danielle Reff, David Maxwell, and Sarah Tueller

Guests: Nanna Hanchett, Kean Miller, Teresa Pitt and Darrell Quist

Welcome & Introduction of Council Members

Members introduced themselves and gave an update on recent activities either personal or business related.

Committee Structure, Assignments, Draft Bylaws

Dina had re-written the committee structures and a copy of the Proposed SRC Committee Revisions were in each members' folder. She read these to the members.

- ❖ Jane noted it refers to IDVR policies being incorporated by reference into IDAPA rule 47.01.01. under the subcommittee VR Policy Development. The language will need to be updated as this policy will no longer be incorporated by reference.

It was recommended that no more than 4 people be selected for each committee in order to keep them a manageable size. Dina suggested council members look at committee descriptions and determine which committee(s) they would like to serve on.

Motion: A motion was made by Molly to accept the Proposed SRC Committee Revisions (with the revision that IDVR policies will no longer be incorporated by reference). A verbal vote was taken, all in favor: none opposed.

Bylaws:

Dina provided copies of the revised Bylaws to council members. She stated that the previous standing committees were drafted into the revised Bylaws. She stated we will need to adjust these for the committee revisions that were voted on today (section 3, A.4.) She asked members to review the Bylaws. *Motion:* Mike then made a motion to accept bylaws with the revisions for the committees being updated. Molly seconded the motion; all in favor; none opposed. Motion passed.

Dina asked council members to read through the committees and decide which committees they would like to serve on. Members then chose as follows:

- Ron – Program Effectiveness/CSNA and Survey Committee
- Darin – Program Effectiveness/CSNA and Survey Committee
- Angie –Program Effectiveness /VR Portion of the Combined State Plan

- Molly – Executive Committee/Membership/Public Planning and Policy
- Mike – Program Effectiveness/Survey, and potentially Membership
- Rob – Finance
- Kendrick – Membership and anywhere under Planning and Policy
- It was suggested Janice had requested Public Policy Planning
- Teresa stated that Mel had mentioned Policy Development
- Ramona – requested membership committee but it was full

Action Item: Dina will send out an e-mail to all members with the approved committees to allow them to sign up. She will ask them to sign up for two committees for now, to see where we end up.

Jane stated that she and Darrell worked with the Regional Managers and they recommended David White, a corrections counselor out of the Treasure Valley Special programs (Region 3), for council membership as a representative of a qualified rehabilitation counselor and ex-officio, nonvoting member. Jane stated that if the council was not opposed, they would have him complete an application for nomination. No opposition was voiced. **ACTION ITEM:** Jacquie send application for nomination to David White.

CSAVR Report

Ron reported on the National Coalition for State Rehabilitation Councils and the Council for State Administrators of Vocational Rehabilitation (NCSRC/CSAVR) annual meetings that he attended last April. He presented slides.

Highlights:

- The SRC should represent the consumer voice for Idaho Vocational Rehabilitation and employers to help people get employed.
- He talked to other SRCs about what's working or not working, what issues they are dealing with and success stories.
- They outlined the responsibilities of the SRC and VR partnership
- VR's Dual Customer Model – consumer side and employer side.
- CAP Program – To have a place in our SRC meetings to address customer complaints about VR in a structured way. Jane stated that we had done this in the past. She and Darrell are currently meeting quarterly with DRI to discuss themes that might be apparent throughout the state so we can address those. She suggested they look at this prior to the quarterly meetings so that a report can be brought to SRC members.
- Vision 2020 – We are partners to employers in moving work ahead. CSAVR is asking for more congressional funds.
- Participated in regional breakouts.
- Success stories.
- National winner of best employer is Winco (Boise based).
- Visits to Hill with Idaho Legislators and staffers

Ron suggested that the SRC should propose quarterly meeting agenda items, taking more of an active role in framing the agenda.

- Transition
- VR Business Engagement

Orientation Modules

Molly stated these modules were sent to council members shortly after she attended CSAVR. She asked Jacque to send them to members once again. She emphasized the importance of the modules and strongly suggested members review them prior to our next meeting in October. Dina stated we will be incorporating a formal orientation meeting the day before our next SRC meeting. It will be from 4 to 6 pm on October 2nd. All members are requested to attend and to review the modules prior to that meeting. **Action Item: Jacque** to send orientation modules to council members.

Agency Reports

Jane Donnellan, Administrator

Highlights of recent activities:

- During the Legislative session two things happened. The Governor issued an Executive Order called the Red Tape Reduction Act which was meant to reduce the amount of words in rule. Then a second situation took place where the legislators did not concurrently pass the Going Home Bill which would have allowed all rules to continue year after year. So, with no concurrent resolution the Governor implemented his authority to expire over 8,000 rules for all state agencies. All agencies were asked to look at their rules and see which ones could expire; or after July 1 what rules would become temporary and proposed rules. We discussed the VR rules and determined we wanted to expire the VR rule in its entirety and not have a temporary proposed rule after July 1. We are in the process of creating a new temporary rule and are currently under the Governance of our Federal Requirements. As of the August State Board Meeting we will have a new temporary rule for VR. We are pulling our policy manual out of rule. This is significant and means we are beefing up our rule rather than reducing it.
- Jane sits on the Workforce Development Council (WDC) as a representative of Individuals with Disabilities in the state and is very involved in the One Stop Sub Committee. They have been working on how to certify entities; looking at programmatic and physical accessibility.

They have been doing assessments and working on policies for those entities over the past several months and will be shoring up that policy in April of 2020.

- Objectives under the One Stop Subcommittee include:
 - Working on the Combined State Plan,
 - Marketing and communication.

Labor is looking at decentralizing 13 offices throughout the state. They will utilize resources within communities to meet with customers and will no longer use their offices after September 30th. Jane voiced concerns about the impact on individuals with disabilities as to how and where they will access services. She plans to meet with the Executive Director of the Department of Labor (DOL) to discuss this. She has a list of offices which will remain open, for those interested.

Public Meetings

Listening Sessions – specific to the WIOA State Plan

Jane stated that listening sessions are specific to getting input from the community, both business and individuals using services to provide input into what their community needs to have for employment and opportunities. The best way to look for a meeting in your local areas is to click the link in the last e-mail you received from Jane. This will pull up the WFDC website where there is a

link to the listening sessions. Not all times and locations are tacked down. They are looking for what is working or not working, common barriers when trying to access services, and gaps in services, etc. VR will be represented at each of these sessions. Meetings will be an hour and half long with a brief presentation by an economist talking about the local labor market and likely the state and overarching economics of the labor market. The meetings are open for concerns to be heard and handouts will be provided by all core programs. Fliers for several locations were provided to members today. Council members were encouraged to attend these sessions.

IT Modernization

IT Modernization is an initiative by Governor Little to centralize IT within the state. As of June 16th, VR no longer has IT staff located within our office. We are still navigating our way through this process and meet on a consistent basis with the ITS department to identify areas of concern.

ADA Compliance

Our responsibility is that our agency is ADA compliant as a core partner under WIOA. We should be the experts at making sure our facilities are accessible. We will be doing training on August 15th to train our employees regarding physical and programmatic accessibility.

Announcement

Jane announced that Jacque's last day with the agency will be August 30th. Jane thanked her for her service to the SRC and to the agency.

Deputy Administrator Reports

Nanna Hanchett, Deputy Administrator

Loni will be going to the Lewiston area within the next two weeks to do two professional video shoots for success stories with a contractor. One story is from Lewiston and the other from Grangeville. We will be showing the videos to the SRC at the October meeting. Our goal is to have a process with the field where they will continually develop stories. We want video shoots as well as other stories that Jane can use in various formats. We will work on this for the summer programs in the future. We will be sending out an e-mail to the SRC members to do a short survey on topics that you feel we should develop for our staff to offer to employers.

The Business Engagement team has been developing ideas and will be doing strategic planning later this fall. SRC members are invited to participate. **ACTION ITEM: Jacque** add Business Engagement to October Agenda.

Regarding Pre-ETS, Nanna intends for Alison to report to the SRC on the summer programs at the October SRC meeting. We are hoping to engage teachers to help sell our programs. **ACTION ITEM: Jacque** add Pre-ETS to October Agenda

We increased our communication program at Idaho State University (ISU) by a week this year. This program is specific to individuals with Autism, although we do not limit it to any particular disability. When we have successes, we look at how we can replicate that around the state.

Nanna stated that the Age of Agility conference will be here October 8th. They will discuss work experiences and apprenticeships. Employers and stakeholders will be present. She asked the

SRC members if she could give permission to Kate Solace to send them invitations to the conference. No one objected.

Ramona asked Nanna if VR is working with the Special Ed Department at the BIA school on her reservation and whether they were receptive to it. Nanna will check into this. **Action Item: Nanna** to check with Alison.

The Boise School District allowed credit for graduation for the VR summer classes and built work experience into their curriculum. We were excited this year to try this.

Nanna attended the Statewide Plan Development Meeting for the Deaf and Hard of Hearing last month. These programs are for transition age students. There will be a follow up meeting in a couple months to discuss what our state planning is for services for individuals who are deaf and hard of hearing and how to deal with communication barriers.

Lunch Recess

Approval of Minutes

Members were asked to review the minutes from the April 11, 2019, meeting. On page 4 of the minutes it states that a future agenda item about the relationship of the EES Program and the VR Program and their budgets would be presented by Nanna. **Action Item: Jacque** - Place this item on the October meeting agenda.

Motion: Kendrick moved to approve the minutes from the April meeting as they read. Ramona seconded the motion; all in favor, none opposed.

Recognition

Jane recognized Dina on behalf of IDVR and the SRC, and thanked her for her contributions, efforts and dedication to the SRC. She presented her with certificate of appreciation and a gift from the council members.

Planning & Evaluation Reporting

Teresa Pitt, Planning & Evaluation Manager

Surveys

Teresa provided copies of the survey packet for members to share. She is hoping there will be a few individuals from the Survey Committee or the CSNA Committee that she can engage with later regarding the surveys.

Teresa provided background on the CSNA for new members. She stated we do a CSNA every three years. This year we decided to start the process early to help inform our state plan for 2020. We are trying to identify those individuals with most significant disabilities; their unmet needs and who we are underserving or where we need to be focusing more of our efforts. The CSNA looks at a lot of data pieces and helps inform us how to develop strategies to tackle the issues. San Diego State assisted us in the past and because they did our last survey and understand our needs and where we want to see improvement, we decided to use them again this year.

We will have five surveys and will be looking for input from the SRC. The surveys will launch in August, so they will need the SRC feedback (full council or a subcommittee) by the end of July. The emphasis of the survey's will be on students and/or their parents and looking at the delivery of Pre-ETS and how we can improve those services. She would also like suggestions on how to get input from the populations survey. They will survey all current open customers and those individual's VR has served within the last three years. Surveys will go to CRPs, SRC, and the Workforce Development Council (WDC). SRC members are welcome to forward them to others.

Action Item: Teresa will give the surveys to Jacque to forward to the council members. Input should be sent to Ron Oberleitner by July 26th. Ron will gather the input and forward it to Teresa by July 31st.

Focus Groups

San Diego State will also facilitate focus groups. They will try to get businesses to participate. The groups will include staff, partners, and some SRC members. There will likely be a meeting in one location and people can participate in person or by phone. Rachel Anderson will be here in September or October to help with the focus groups. This will provide input on how VR is providing services to individuals with disabilities including those with most significant disabilities and if we are serving the populations we need to serve, etc. It is meant to help VR improve its service delivery. Teresa will keep you informed of the schedule for the focus groups. She would like the SRC Chair to participate.

Along with the surveys and focus groups information, VR will supply San Diego State with data such as disability statistics and our financial information about authorizations and types of services before the end of July. San Diego State will analyze all the information and report back to us providing some observations and possibly some recommendations. Then Teresa will want to work with a SRC team that will access what information they want to include in the State Plan as priorities or initiatives.

Teresa stated that she would be communicating with Ron regarding the CSNA, surveys and deadlines. Before they settle on the language for the survey's and prior to the distribution, she will send the council members a final version. If anyone has suggestions on distribution or other ideas, please send them to Teresa. Ron stated he is presuming involvement of the newly revised CSNA Committee for feedback by July 31st. It was noted that not all committees have been determined as not all members were in attendance today when we began that process.

Teresa stated VR has been looking for ways to share information with the SRC. VR must submit a strategic plan to the state of Idaho and a performance report. She stated that they can save themselves time by using reports they are currently creating and supplementing them with things the SRC might like to see.

She wants to give the SRC more comprehensive data on the satisfaction survey. She stated that last year we re-designed the CSNA and are getting a 15% or more response rate, triple what we had been getting. The problem is we don't get immediate results, sometimes it takes a couple of months to get good data. She asked the council if this was something they might want. Ron stated he thought the council should be more explicit regarding updates that the council gets. He would like to have quarterly reports rather than annual information on specific data that the council deems important. Teresa stated they get data dashboards from RSA and they could share this information with the SRC.

Teresa stated that with the requirements of RSA, we have to be much more accountable for our own data and we have a lot of data. She suggested she could review with Ron all the data they have so they can determine what is important to the SRC so they can assist VR in improving their services. They will schedule time to do this. **Action Item: Teresa and Ron**

Red Tape Reduction Act & Rules

Teresa passed around copies of IDAPA 47.01.01 Rules of the Idaho Division of Vocational Rehabilitation to council members. She explained that the SRC had helped VR work on new policies, but when VR went to do negotiated rule making this spring a couple things happened, and our rules were not approved. We then met with Department of Financial Management (DFM) and the SBOE.

One thing that is very confusing to the legislators is why is this manual (the VR Policy Manual) looks like it's a practitioner's manual. They struggle understanding everything in it because it contains not only policy but procedures

The SBOE has been asking us when we were going to remove our policy manual from rule. Teresa's response was that when things quieted down from WIOA they would do it. Then this opportunity came along where the rules were not approved, and we were given the opportunity to send the rules through as a temporary and proposed rule or create a new temporary rule or expire them altogether. Teresa was encouraged to create a new temporary rule and remove our policy manual from the rule process which meant we had to strengthen our rule. She did just that, strengthening our rule to the point that it had all the elements that we needed in it.

The printed material Teresa provided is in draft, but it is working its way through the state process. DFM has approved our request for a temporary rule, now the SBOE needs to approve it before it can become a temporary rule. It will then remain a temporary rule through the legislative session. Next year we will go out for negotiated rule making on the rule. We will be requesting the councils input on what else needs to be in rule to strengthen it.

Teresa stated she would send out the redline version of the rule to council members because there are a lot of changes. She stated this will be a temporary rule for the rest of this year and then we have to go through the negotiated rule making process. The current temporary rule does not need public comment. VR will engage with the SRC before doing negotiated rulemaking next year.

Teresa explained that changes made to the policy manual last year with the assistance of the SRC are not being enforced. The policy manual is the same as it was last year. VR is currently going through the process of streamlining the policy manual and removing procedures for staff. We will go to out to Public Comment when we are ready to change the policy manual. We will give share this with the SRC policy committee before we go out for public comments. Because the policy manual will no longer be in rule, it does not have to go through IDAPA (the state of Idaho rulemaking procedures) but we must get input from stakeholders and others. As soon as they get a good draft, they we will bring it to the SRC for input. She anticipates this will happen before the end of the year and by next spring we will have a better version of our policy manual to go out for public

comment. Teresa stated that she will send the electronic version out to the SRC now. They are welcome to submit input, but any input she gets now will be saved for the spring of 2020.

Financial Data Reports

Kean Miller, Financial Operations Manager

Kean provided two reports for council members: the SRC Quarterly Financial Report and the IDVR Quarterly Budget to Actual Report by Fund.

She reviewed the SRC Quarterly Financial Report with the council members. There was a question about the survey needs assessment budget. She explained that nothing has been spent on that this year but if the survey committee should need to meet and there are expenses associated with that meeting those would come out under that heading on the report.

Kean then moved to the IDVR Quarterly Budget to Actual Report by Fund. She reviewed the report with the council stating:

- General Fund money is from taxes we all pay, and VR gets a portion of that.
 - Our goal is to spend 100% of this fund or it goes away.
 - When we get an appropriation, VR can spend that cash. It's in the general fund. (An appropriation is spending authority.)
- The Rehabilitation Revenue Fund is program income.
 - Money we get from the Social Security administration. They reimburse us for persons who no longer collect social security due to being employed as a result of VR services.
- The Federal Grant is what RSA awards to us. The amount appropriated is what the state says we can spend of federal dollars.
 - Personnel costs are for salaries of our staff
 - Operating expenses are the cost of doing business (electric bills, rents, printers, etc.)
 - Capital Outlay is for items that are capitol assets, having a value over \$5,000 and a life over 2 years.
 - Trustee and Benefits is what we spend on customers (schools, CRPs, doctors, etc.), including Pre-ETS.
- The Miscellaneous Fund is our cooperative agreements with schools or other agencies where we agree to assist them through VR processes, and they agree to pay us for that service. When they pay us, we request that they pay us out of non-federal funds. That allows us to use our Miscellaneous fund as match.
- Grant Information - the total Grant Award is for FFY2018 and FFY2019. The 2018 grant is about to be completed with 1.7 million left to spend. For the 2019 grant award, we have up to two years to spend this if we have met our match.
- VR Match requirement (21.3%). We will spend all of the general fund (starting July 2019) for client services until we complete our match. Then we switch over and pay everything out of federal funding.
- Pre-ETS Minimum Requirement – under the law we must spend 15% of our total grant on Pre-ETS. What is left must be spent by the end of September. We will spend it and likely exceed it. If we exceed it, that money goes to FFY2019.

Kean explained Maintenance of Effort (MOE). This is a federal requirement that we must spend from state funds the same amount as we did two years ago. If this does not happen our grant will be reduced. We need to maintain our level of effort.

Kean stated that our budget is due to the SBOE at the end of July and then is due to the Division of Financial Management (DFM) by end of August.

Field Services Report

Darrell Quist, Field Services Chief

- Our overall number of consumers is down. We believe this is a factor of our economy.
- We are also having more difficulty keeping employees due to compensation levels.
- We are having to hire individuals that don't have master's degrees and then we have to provide additional training.
- This month Shannon Wilcox came on board as our VRC Trainer. This will help us do a better job of onboarding new employees and bringing them up to speed.
- We have rolled out four permanent Assistant Regional Managers (ARMS). Their primary role is to train and mentor new staff. We currently have permanent ARMS in all three Treasure Valley Regions and in Coeur d'Alene.
- The closure of the Department Labor Offices is impacting us. In all but two of those offices we have provided services to our customers in those communities. As those offices close we will be working to secure locations in that area where we can provide services.
- The University of Idaho Program is going away, 2020 is the last completion date for their cohort group. Idaho State University (ISU) has been looking at developing a rehab counseling program. This may move forward at the SBOE meeting in August. They will have a presence in Meridian with a 2-year program and a satellite in Pocatello that will be a part-time 3-year program. As an agency we are supporting the ISU proposal.
- There is an overall reduction in customers we are serving, however with the influx of work we are doing with schools and transition there is an increase in the number of students being served by those counselors serving those school agreements. We have completed an assessment and are looking at moving those students who have exited the school system to other counselor caseloads to lighten the burden on those counselors working directly in the school districts.

Membership Committee Report

Dina stated we have an opening for a CRP representative. The recommendation of the committee is Pam Harris. Dina suggested in the future when we get nomination forms that we request a resume to allow us to have more information to assess their qualifications for council membership.

Motion: A motion to approve the nomination for Pam Harris was made by Molly. The motion was seconded by Ron; all in favor, none opposed. **ACTION ITEM: Jacque** will submit her nomination to the SBOE at their August meeting.

Old Business – None Reported

New Business

CSAVR Conference, who will attend? Molly suggested she would like to see the Chair and Vice Chair have that training and then open it up to other members of committee.

Molly stated we needed to vote on the Vice Chair position today and if we get a Vice Chair who wants to attend CSAVR they would attend the fall session. If we get someone who does not wish to attend, we can then open it up for other council members.

The floor was opened for nominations for the Vice Chair position. Molly nominated Ron. Ron declined the nomination at this time. After discussion it was decided that if we don't get a nomination today than anyone from the council who is interested in attending CSAVR this November is eligible to attend. Molly stated she would solicit nominations for Vice Chair, by e-mail, after the meeting. **ACTION ITEM: Jacquie** will send e-mails addresses for members to Molly

Other Business

Dina announced there will be a teleconference on Wednesday, July 24th, at 1 PM Eastern Time regarding a rethinking initiative by RSA to identify ways to better support grantees and improve program performance, particularly that of the VR program. They will seek input from stakeholders. **ACTION ITEM: Dina** will forward the teleconference information to council members.

Motion: A motion to adjourn was presented by Dina and Ron seconded the motion. All in favor; none opposed.