

# STATE REHABILITATION COUNCIL MEETING MINUTES

## JANUARY 29, 2019

### ATTENDEES

Nicole Cleveland, Lisa Schneider, Kim Drew, Mari Reynolds, Daryn Richardson, Scott Turczynski, Alex Watters, Amy Dutton, Page Eastin, Kyle Roed (phone), Brian Warner (non-voting), David Mitchell (non-voting)

**IVRS Support Staff:** Steve Faulkner, Lee Ann Russo, Jeff Haight, Brandy McOmber (phone)

### ABSENT

Dennis Bruce, Randy Davis, Monalisa McGee, Pam Fitzsimmons, Gary McDermott

### CALL TO ORDER

Vice-Chair Alex Watters called the January 29<sup>th</sup> 2019, State Rehabilitation Council (SRC) meeting to order at 10:45 a.m.

### QUORUM

### AGENDA APPROVAL

Motion to adopt and passed to accept the agenda

### NOVEMBER 6, 2018 MEETING MINUTES APPROVAL

Nicole motioned to approve the meeting minutes. Scott seconded the motion. **Minutes approved unanimously by voice vote.**

### PUBLIC COMMENT

No public comment at this time.

### STANDING COMMITTEE REPORTS

**Outreach – Kim Drew, Committee Chair** - ICIE reported results on a survey for 14c holders for sub-minimum wage. Data and information collected will be shared in more detail as patterns are identified. The committee is interested in referral information and if people are getting access to the information that is important. Questions discussed include How to engage and leverage services within business community? How to share on a larger scale through connections with private sector? A request was made to develop a flow chart and points of entry to help better understand the complexities of navigating public employment services. This could then be used to help educate council members about the service system. How to connect the dots? Audience would be to help councilmembers understand the system as well as businesses in the community. Page had interest in developing ideas for the flow chart and will initiate the concept.

**VR SERVICE DELIVERY – Page Eastin** - Five policies discussed in committee work. Serving Students in transition had the most discussion. Revisions were asked to be made and presented for review or infuse comments in the document and the committee would like to see another version prior to final approval. Customer Satisfaction, Section 511, outcomes for minorities and targeted population, were good to move forward.

Customer satisfaction – trend was identified that when multiple counselors are assigned to a case, there tends to be more comments. Staff changes impact outcomes in ways that might not be positive.

Feedback was positive on Customer Satisfaction survey – liked the summary.

## WORKFORCE UPDATE

Iowa has a low unemployment rate. There are a number of initiatives highlighted in the handout, including a General Update; Disability Access Committee; Ticket to Work; and the Disability Employment Initiative, which is grant funded and ending March 31, 2019.

## CAP REPORT

A Transition plan is in place for case transfers and how services should continue during this time. Steve will invite Lisa to attend local staff meetings to share information and discuss annual report updates. This will improve visibility and connections.

## SILC

The Annual report was submitted to ACL (Association of Community Living) VR contributed information to integrate into the report. CAP should share information on Independent Living concerns with SILC.

## RSB POLICY UPDATE

Five policies reviewed. Serving Students in Transition, Benefits Planning Services, Iowa Self Employment program, Non Supported Employment Job Coaching, Utilization of Community Rehabilitation Programs. Clarification was asked to go back to the committee regarding Serving Students in Transition.

## NOON UPDATE

David Mitchell shared information on Virtual on-line resume development and success stories that had were on video. In addition, a review occurred regarding the Planning and Development survey that went to all IVRS staff, trends, and strategies that were identified from the information gathered. The Council provided positive feedback and asked for additional research and information on the use of the visual resumes, encouraging exploration and use.

## RSB UPDATE

Deaf Services focus groups on issues with public employment services occurred in the Cedar Rapids and Iowa City area office. This report will continue in future meetings when we will hear directly from the supervisors who participated.

## ADMINISTRATOR'S REPORT/WORKFORCE UPDATE

SRC members were encouraged to use marketing resources to share messages and success stories. We have a solution to your work problem, in the form of quality workers. A handout was highlighting work occurring during the past three months as well as a discussion on the legislative reception planned for 1/30/19.

## FINANCIAL OVERVIEW

Independent Living and Partner Contracts were highlighted with the overall budget summarized. Handouts were distributed, with no questions.

## PARTNER CONTRACTS

Specific attention was on Community Rehabilitation provider programs and a few changes, which were occurring in these contracts. There was interest expressed in the Managed Care Organizations and the impact of the additional new MCO, which would begin service delivery July 1, 2019.

Information was shared on the development of Amerigroup/Anthem Apprenticeship Program, which is one of the first in the nation focused on VR participation. A summary was also provided on the work of the Employment First Leadership Grant focused on Individual placement and supports (IPS Pilots occurring in the SE region of the state, and the Employment First efforts IVRS is partnering with the DD Council. This work features technical assistance on

the employment strategies related to Discovery and Customized Employment in the Ames Area Office including Carroll, Ames and Marshalltown.

A question was raised regarding the numbers of individuals who are still working in sub-minimum wage positions. Discussion included if there will be more direct efforts at individual meetings providing counseling information and referral on the value of competitive integrated settings. Emphasis is currently being focused on providing career counseling and IVRS had data regarding 550 referrals to IVRS through these efforts. Additional information will be tracked and reported at future meetings.

#### LEGAL UPDATE

Kelley Rice is tracking bills being presented. These are monitored as they move forward or eliminated as the legislative process gets implemented. These daily tracking of the bill summaries can be shared and the SRC chair asked to be included. Kelley referred to the Companion bills that may be identified in the other side of the legislature with the thought that they typically may have more staying power because of moving forward in both the House and Senate.

#### AREA OFFICE SHARING

Leslie led a discussion of Pre-Employment Transition Services and how the Des Moines Area office was linking to Future Ready Iowa. She also discussed efforts in collaborating with the Workforce Center accessing ASL for one on one support for individuals who were deaf.

#### ADJOURNMENT

Motion for adjournment, seconded; all were in favor. The meeting adjourned.

The next SRC meeting is Tuesday, April 30, 2019, in Des Moines at the Jessie Parker Building, Knudsen Room, from 10:30 a.m. until 3 p.m., with committee meetings beginning at 9:30 a.m.

Meeting minutes approved by the Council on this date: \_\_\_\_\_

SRC Vice-Chair – Scott Turczynski \_\_\_\_\_