

# STATE REHABILITATION COUNCIL MEETING MINUTES

APRIL 30, 2019

**ATTENDEES:** Scott Turczynski, Monalisa McGee, Brian Warner, Lisa Schneider, Page Eastin, Kyle Roed, Kim Drew, Mari Reynolds, Nicole Cleveland, Amy Dutton, Daryn Richardson, Randy Davis (via phone), and Gary McDermott (via phone)

**IVRS Support Staff:** Steve Faulkner, Jeff Haight, Brandy McOmber, Lori Buske, Kelley Rice, Lee Ann Russo, David Mitchell.

**Other:** Andrew Pulford (Financial Processing Supervisor)

## ABSENT

Alex Watters, Dennis Bruce

## CALL TO ORDER

Vice-Chair Scott Turczynski called the April 30, 2018, State Rehabilitation Council (SRC) meeting to order at 10:35a.m., with a welcome and introductions. Andrew Pulford – Financial Processing Supervisor was introduced also at this time.

## QUORUM

A quorum is established with 13 of 15 voting members present.

## AGENDA APPROVAL

Scott motioned to approve the agenda, Monalisa seconded. **Approved unanimously by voice vote.**

## JANUARY 29, 2019 MEETING MINUTES APPROVAL

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

## PUBLIC COMMENT

No public comment.

## VOTE TO SELECT SFY19 SRC CHAIR/VICE-CHAIR

The Nominating Committee (Turczynski, Watters, Eastin, Drew, Reynolds) presented their candidates to the council for the 2019-2020 officers. They nominated Alex Watters as Chair and Scott Turczynski as Vice-Chair –both agreed to accept the nomination. Vice-Chair Turczynski asked if there were any other nominations from the floor, there were none. The Committee made the motion to approve, Amy seconded the motion. The motion passed unanimously for Watters to serve as Chair and Turczynski as Vice-Chair for SFY20

## STANDING COMMITTEE REPORTS

**Outreach – Kim Drew, Committee Chair** – Members used their time to discuss the Comprehensive Statewide Needs Assessment (CSNA). This is a federal requirement to analyze data measuring; satisfaction, goal attainment and identify gaps. The Committee made recommendations to LeeAnn to make changes; the CSNA will be sent out to the Outreach Committee to look over again and will then be sent out to the rest of the committee for review. LeeAnn shared the emphasis of the data was targeted to address specific populations that included Intellectual Disability, Psychiatric Disability, Autism Spectrum Disorder and Individuals Deaf or Hard of Hearing. David emphasized when looking through this information to look for keywords WIOA and Future Ready Iowa.

Mari shared a key point that was made during the committee meeting was although we have seen a decrease in sheltered workshops there has been an increase in individuals going into Day Habilitation or staying home.

Kyle asked the Committee “What does success look like?” – asking that the committee set benchmarks, and to be sure we are in fact making the impact we want to make.

David thanked committee members for attending the Legislative reception and asked Steve to talk about the connections that were made with some of the Representatives. Steve shared that Representative McConkey will be attending a Reverse Job Fair May 2 in Council Bluffs.

**VR Service Delivery – Page Eastin, Committee Chair** – The committee spent time discussing the Vocational Rehabilitation Service Flow Chart – and discussing what the Job Candidate can expect (Page created and shared a Flow Chart to hand out). Page recommended that those who are not familiar with services to take the time to look through the Job Candidate Handbook.

The committee discussed Sheltered Workshops and the responsibility of VR to move people out of the workshop. Page shared information on the webinars that were created for those working in sheltered workshops – that allowed them the opportunity to see what it would be like if they went to work in Community Integrated Employment – ensuring those that want to work get that opportunity. Monalisa talked about implementation and reaching out to the Stakeholder asking what does success look like to you? – Quality of Life.

Page reiterated the comment previously made about the decrease in sheltered workshops and an increase in individuals going to day hab. Monalisa asked for data on the top five entities that still have workshops.

David said it is the responsibility of VR to work with those CRP’s with sheltered workshops to talk about what they need to do to move away from this and be sure the VR area staff are working with them to move toward Community Integrated Employment. David shared how VR is working with the Department of Education in moving students in the direction of CIE vs. Day Hab or Sheltered Workshops.

## WORKFORCE UPDATE

Page Eastin provided a recap of her handout, sharing information about a new website in Development for Benefits Planning. The Disability Access Committee is currently working on this state website that will allow for accurate, simple information about benefits planning that can be used both by recipients and by support staff. Page will plan to access the website at the next SRC meeting to allow members to preview and provide feedback. IowaWORKS customers were recently sent a Customer Satisfaction Survey, where they received a 22% response rate.

Ticket to Work Update – time is being invested into training benefits planners giving them the resources and tools needed to support individuals. Page shared information on recent Benefits Planning Trainings that were offered. There have been 33 Tickets assigned between January 1- April 10, 2019.

## SILC UPDATE

Gary did not have an update; the most recent meeting had been cancelled.

David shared information about 2 upcoming state conferences – one in Des Moines May 4<sup>th</sup> - and another being held in Independence, MO May 31<sup>st</sup> – June 2<sup>nd</sup> [SOAR Regional Conference](#)  
Mari shared handouts for the Together We Can Conference in Des Moines on May 4.

## CAP REPORT

Lisa Schneider provided a recap of her handout, sharing her involvement with current IVRS cases and events/meetings taking place.

Steve thanked Lisa for her help with current IVRS cases and Lisa emphasized the importance of reaching out to CAP before a situation escalates to an appeal.

## RSB POLICY DISCUSSION

Brandy McOmber presented five draft policies today.

**COMPUTER REQUEST:** The changes to this policy were to remove the exception to policy to purchase a computer for a Job Candidate and to remove the tie to Post-Secondary tuition. In addition, the Computer Purchase Review Guide has been updated.

**STATUS 08-0: Closed Before Accepted into Service, STATUS 30-0: Closed Before Plan Initiated, STATUS 33-0: Closed From Post-Employment Services and STATUS 38-0: Closed from Status 04-0:** The changes to these policies were formatting and removing redundancy.

Brandy has asked for changes and comments to be shared within 2 weeks.

## NOON PRESENTATION

KREFFT AND STOTZ – VISUAL RESUME & MONICA BROCKWAY AND HOLLY MATEER – WORK GROUP

**VISUAL RESUMES** - Michelle Krefft and April Stotz presented on Visual Resumes. They have recently offered training to area offices and received positive feedback. Michelle also shared they have received good feedback from business partners. A YouTube page has been created to showcase the visual resumes for those individuals that have allowed their resume to be public. The visual resume is accessible on an individual's resume by scanning a QR code, which will bring the employer to the YouTube video.

Highlights included two of the Job Candidates who's Visual Resume were posted have since become employed in the community. Michelle and April shared a How to Guide.

Page talked about Workforce setting up workshops to create Video Resumes – Michelle said it is important the iPad be of a newer generation to support iMovie.

**Deaf and Hard of Hearing Activities – WORK GROUP:** Monica Brockway and Bob Hendrickson discussed their roundtable on February 19 with individuals from the Deaf and Hard of Hearing Community. These individuals were able to share how they feel and talked about the quality of service is missing when going to a One Stop Center – they don't feel comfortable walking through the door of a One Stop Center.

AT Considerations were shared, and recommendations were made; creating a welcoming environment, provide staff training, and connect to their network.

LeeAnn discussed strategies such as:

- Communication Access, action steps for each office
- Deaf stats (11,571 from 2010 census, Hearing loss = 396,027)
- PPT about Deaf for workforce/webinar, PPT for Deaf about VR on IVRS website
- Outreach/increased visibility to Deaf community (Deaf Clubs, FB Live, IAD)
- State Plan goals
- Summer program collaborating with WF/Future Ready IA to train youth

April shared information about training opportunities including a Webinar about Deaf Culture and ASL and an upcoming training in Oregon funded by RSA Grant that was recently shared with staff. This training is a 1-month training where staff are given a better insight into what it is like to be Deaf – described as a simulation. This information was sent 2 weeks ago and currently there are five staff who are interested. VR is in support of sending 1-2 staff a year to this training.

## RSB UPDATE

Steve Faulkner discussed WIOA & Integration and the importance of this as “no one can do it by themselves.”

Steve shared that he travels to each Area Office twice a year and during these visits he takes time to visit local workforce centers and CRP’s. Steve shared he is part of a Capstone Project with 5 states where they are working on Customer Service and its effects on our partnerships – strategies for training internally and cross training on customer service.

Brian Warner shared his partnership with Melinda at IWD – in Mason City IWD and IVRS work together in partner groups. Melinda and Brian are working with an individual with Autism who is a HS Senior graduating this May who had no idea what he was going to do after graduating – he knew he was interested in Art but he lives in Garner, IA with limited options. Crown Point Builders is looking to fill a position and the Job Candidate is going to have the opportunity to see if this position will be a good fit for him.

## SMALL GROUP BREAKOUT

Council members divided into two groups to discuss the WIOA Partner Service Chart created by Page and discuss how IVRS interacts with the different agencies.

## ADMINISTRATOR’S REPORT

David Mitchell provided a written report to the Council; he encouraged everyone to look over the report.

David recently attended the CSAVR in Washington, DC. He read a quote from a Representative from Delaware, “The opportunity to go to work is the most important investment we can make in our jobs. We provide that opportunity. It is not celebrating what we have done, but what we are going to do.”

## FINANCIAL OVERVIEW

Members received several charts and graphs for their review and reference. Data Analyst/ Resource Manager Jeff Haight reported on these charts, stating not much has changed since the last meeting.

Jeff provided answers to questions asked by the council at the last meeting, these were included on a handout.

The Committee discussed the Top 5 expenditures and top 5 increases in comparison to past fiscal year. Kyle asked for information on Occupational Skills Training – Lee Ann and Brandy defined this. Page asked about Workplace Readiness Service and why we are seeing a decrease – Brandy thought that maybe it had to do with this now being a part of Pre-ETS for students.

David and Jeff talked about the Other Eligible (OE) waiting list and the time and effort put into managing the process of reaching out to those coming off the OE waiting list. IVRS has decreased the OE waiting list substantially as in the past people had been on their since 2009 – 178 OE still remain. David asked the Committee where does the priority lie, effort to reach to the OE individuals or providing services to those who are MSD/SD. The Council voiced support for focus on those individuals who are MSD or who are in the community needing services, but outreach has not occurred to attract them to the value of VR services.

Successful closures are up 16 from this time a year ago. 902 vs 886.

## INDEPENDENT LIVING/PARTNER CONTRACTS UPDATE

Lee Ann provided a handout with updates to the directory of CIL's in the state. Lee Ann visited #1-2 in 2018, is visiting 3-4 in 2019, and will visit #5-6 in 2020. There are 76 amended contracts with our partners – she noted that many CRP's are desperate for Job Coaches – she receives calls often from CRP's with this being a concern.

IVRS's Intermediary Networks Contacts will be amended for Fiscal 2020 to continue with 13 of 15 Community Colleges in Iowa. These Intermediary Networks serve area high schools by providing Pre-Employment Transition Services.

David mentioned Bob Hendrickson's role in Independent Living, as there are only 33 counties covered by CIL's – IVRS is able to provide limited resources to assist – on average, we are helping 20-30 people a year. David highlighted that there had been a waiting list going back to 2015 that Bob has been able to eliminate.

## DEVELOPMENTAL DISABILITIES (DD) COUNCIL

No information

## LEGAL OVERVIEW

Agency staff attorney Kelley Rice presented a handout and legal overview for Boards and Commissions as it relates to open meeting laws.

Kelley highlighted:

**HSB 194:** Requires the Commission of Deaf Services to create an informational video, in consultation with the DOT, notifying the public of the availability of and requirements for a driver's license marked to reflect deaf or hard-of-hearing status. The video must be in American Sign Language and captioned in English. Also allows a deaf or hard-of-hearing person to request that the person's driver's license reflect their hearing status.

**HF 538:** Provides that mandatory child abuse and dependent adult abuse reporters complete one hour instead of two hours of initial training. Increases the frequency of training for mandatory reporters from once every five years to once every three years; and decreases the required hours of training from two hours to one hour. Separate child abuse and dependent adult abuse training must be taken (not combined training).

January 10, 2020 will be the next session.

## OLD BUSINESS/NEW BUSINESS

Scott asked the committee if they were familiar with software/web portals for boards to go paperless. Page asked what the cost of this would be. Lori will look into options.

Scott asked about the Customer Satisfaction Survey information in the packet. David shared when negative feedback is received we do follow up on these.

Page asked about the visuals on the website examples, map and flowchart. Because these items are not ADA compliant, they were removed. Committee asked for an option to have both visual and screen reader access available.

## ADJOURNMENT

Page made a motion for adjournment, Monalisa seconded; all were in favor. The meeting adjourned at 2:30 p.m.

The next SRC meeting is Tuesday, August 27, 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 \_\_\_\_\_