

MINUTES
STATE REHABILITATION COUNCIL
November 28, 2012

Attendees: Curtis Chong, Jill Crosser, Nancy Cruz-Tretina, John Mikelson, Jackie Wipperman, Sherri Clark, Kristine Hennings, David Mitchell, Venita Springman (by phone)

Absent: Joan Bindel, Daniel Bray, Gus Cordero, Craig Cretsinger, Jim Flansburg, Jeff Mikkelsen, Renee Nepl, Jeanne Sorenson, Chris Townsend

IVRS Staff: Matt Coulter, Kenda Jochimsen, Kelley Rice, Jane McCord, Jeff Haight, Barb McClannahan, Tomoko Yajima

Other Attendees: None.

The November 28, 2012 State Rehabilitation Council (SRC) meeting was called to order by Vice Chair Jackie Wipperman at 10:30 a.m., and introductions followed. Chair Joan Bindel was ill and could not make the meeting.

First order of business was approval of the minutes from the last SRC meeting. John Mikelson moved the August 29, 2012 SRC Minutes be approved, as submitted; Curtis Chong seconded the motion; motion passed unanimously. Since a quorum was not met at this meeting, motion will be brought before the Council for vote again in March.

Public Comment: None.

Administrator's Report: David Mitchell welcomed everyone to the meeting and called attention to SRC members he had seen out in the field this past quarter. There was a meeting at Mercy Hospital this fall recognizing the Project SEARCH Program. Joan Bindel also attended this meeting and thought the video shown at the event was very good. She would like to share that video with the SRC if we could get a copy of that to either send out or view at the next meeting. David will work on finding that for the March meeting.

John Mikelson was one of the presenters at the Iowa Rehabilitation Association (IRA) meeting this fall in Iowa City. His session focused on Veterans' Employment in Today's Workforce. Jackie Wipperman was also an active participant at the meeting, providing information on the ICAP and advocating for the VR program.

Nancy Tretina participated in the initial kick-off training for the Employment First program, and really appreciated the opportunity to attend. Sherri Clark also participated in the program. She is one of the members of the Employment First team, which is a collaborative effort between seven state agencies. The training covered job development, job strategies, and customized training. VR staff was challenged to think about things in a different way. We normally think in terms of job titles, and people were challenged to look at hidden talents and identify business models and business needs

to get ideas for matching skill sets with business needs. This could help job candidates that VR may not normally be working with. The Employment First Strategic Plan and work deliverables covers three goals, which are looking at rate realignment, six pilot projects looking at customized employment, and how state departments work together in identifying strategies.

David mentioned the report submitted to the National Governor's Association, which outlined some of the initiatives IVRS is currently involved with. David had sent the report out electronically earlier in the month to Council members for review, and asked for any questions people might have. There were no questions regarding this report.

David reported he and Matt had an opportunity to talk to the Governor on Monday regarding the IVRS budget request for 2014/2015. The report was reviewed with members and will also be shared electronically after the meeting.

In 2009 IVRS had 250 employees and today has 232. Some management positions have been consolidated. Cedar Rapids and Iowa City have been combined and have one supervisor; Burlington and Davenport are combined and have one supervisor. One area office was closed and combined with our West Central office. The Administrative Services Bureau Chief and Chief Financial Officer positions have been combined. Rehabilitation Services Bureau has not filled the Assistant Bureau Chief position left vacant when David became the Administrator. During the report to the Governor it was emphasized we are trying to do more with less.

During the budget discussion, federal dollars left on the table was pointed out to the Governor's team. We are asking for increased appropriations of \$371,083 for 2014 and \$895,526 for 2015. If we do not get that additional funding, we would serve approximately 1000 fewer clients in 2014 and 3,000 fewer in 2015. Those will be talking points for the Legislative Reception in March. IVRS is one of the only state agencies that can talk about return on investment. One of the pages in the report focused on the same goals as the Governor's. Graphs were shared containing state comparisons. It was noted for people that OOS on the graphs means *Order of Selection*.

John Mikelson asked if we knew the cost per case closure. That was thought to be a very good question, and we will try to get that information to share. Kenda stated Iowa has one of the highest efficiency rates when comparing with other states.

Financial Overview: Matt Coulter presented the financial overview and stated the agency will have adequate funding through 2013. We are asking for additional funds to allow us to continue to provide services at the current rate. The Agency is currently spending down some carry forward funds. Some of that money is the result of stimulus funds that came in. Carry-forward funds should be spent going from 2013 into 2014.

Charts and graphs provided are identical to graphs provided in the past. Matt will be comparing on a five-year average. He thinks federal funding might decrease some, but will not affect us to any great extent, and things seem to be following expected patterns. The last graph provided shows the worst case scenario.

David mentioned some IVRS staff did sit in on the webinar provided by RSA regarding performance management in state VR agencies and working with the SRC. We will make an effort in future meetings to share data, making sure the SRC understands how that data influences decision-making to impact performance.

RSB Update: Kenda Jochimsen reviewed the RSB Update and explained how the Quality Assurance process is used. The RSB Blueprint looks at the Agency as a whole and each office then looks at how they compare. Each person's performance is measured in relation to quality indicators. They also look at how staff works with business. People should have equal access to quality services no matter which office they apply at.

Item #1 of the report needed SRC approval. Managers in charge of the ISE program have been reviewing procedures and felt they would like to streamline the ISE process, making it more accessible to individuals. Once an analysis of disability has been completed and they find what supports are needed to work through feasibility, the counselor and business specialist work as a team. The ISE program had its own Rights and Responsibilities form and they thought this was just another hoop for people to go through. RSB would like to put forth a motion to eliminate the Rights and Responsibilities form that is within the ISE program. That is the request of action for Council members. Normally people would be signing two forms and this change would allow using the one. Curtis Chong made the motion to approve by electronic vote the use of the Agency Rights and Responsibilities form and eliminate a separate Rights and Responsibilities form for ISE; John Mikelson seconded this motion. There were not enough SRC members present for a quorum, so motion will be sent for electronic vote.

The Case Services Manual is being reviewed. There have been no policy changes yet, just procedural changes. Unnecessary steps have been taken out and the motivational interviewing philosophy has been infused into procedures. Kenda just wanted the Council to be aware they are working on this and if policy is changed down the road, they will bring that before the Council for approval. If federal regulations change, she will bring those before the Council also.

Kenda handed out *Guidelines for Unpaid OJT Training* that they have been advised by an attorney to adopt. Job candidates need to be paid a stipend to ensure compliance with Wage and Hour rules and to also ensure compliance with the Internal Revenue Service. The job skills plan has to detail what the person is doing throughout the month for performance measurement purposes. The job candidate is to be supervised and not left alone. This on-the-job training counts as earned income. If they are working independently, they should be paid as other employees. Kenda asked the Council to approve the adoption of these new rules to be more in compliance with wage and hour rules. Curtis Chong moved to approve the adoption of the *Iowa Vocational Rehabilitation Guidelines for Unpaid OJT Training* by electronic vote; Kristine Hennings seconded this motion to approve. Motion will be sent out electronically for vote.

Kenda also brought along an update on the Transition Alliance Program (TAP) completed by Ruth Allison for the Council's information. Kenda pointed out the second bullet regarding Indicator 14 data as important to review. TAP kids that go into college

have a higher rate of staying in college. We do have some potential future TAPs, including Charles City in 2013. A Fort Dodge TAP was started this year, and they are trying to start more in the Central Iowa area.

Lunch Speaker: David introduced Jane Hudson, Executive Director of Disability Rights IOWA (DRI). DRI is our federally funded partner, protector and advocate for persons with disabilities. Ms. Hudson has an interesting background and provides a great opportunity for partnership in looking forward to our needs assessment. She has been active throughout the fall with seminars. Ms. Hudson has a unique background and a real interest in working with persons with disabilities.

Ms. Hudson provided a Disability Rights IOWA brochure and document on FY 2013 Priorities, Goals, and Objectives. People were divided into groups of two to learn how much each knew about Protection and Advocacy. DRI is legally based and has attorneys and legally-based authorities. They currently have several cases representing people who need reasonable accommodations under the ADA. They are always looking for that legal hook for helping people.

DRI is looking to see how they can supplement our work through legal avenues. They are working with the Equal Employment Opportunity Center. Jackie says CAP is very limited in what they can do under the Rehab Act, so she tries to point people in DRI's direction for the legal aspects.

Protection and Advocacy has been around for 30 years, and basically got started as the result of an institution called Willow Brook on Long Island in the 1970s. There needed to be federal involvement with oversight for people with disabilities. It has expanded since that time, with Protection and Advocacy now in each state and territory. They try to get public input during the summer in order to set their priorities for the coming year.

Currently DRI is trying to make sure shelters are accessible in emergencies. Priority 5 of the handout relates to IVRS. If reasonable accommodations are not being provided on-campus, they would like to know about those situations. Priority 6, if you have information or facts or know of any issues involving the ACT tests, please let them know. The DRI priorities were approved on October 1, 2012.

DRI just hired a veteran who is involved in outreach efforts to veterans in the community. He is also an attorney. DRI is trying to focus on veterans with TBI during the next year. They have a very small staff and look for more systemic issues. Call them if your client or you have an idea of how to work together to make sure individuals' rights are protected. The Council may want to look at working together on assessment issues.

Independent Living Manual Revisions: Tomoko Yajima, who is the IVRS Resource Manager for Training and the Independent Living (IL) program, was added to the agenda to give a brief overview on revisions made to the IL manual. Tomoko has worked with Jackie Wipperman on this. Jackie has already reviewed the manual and has okayed the manual revisions. Some unnecessary information has been eliminated; some wording changed for transparency. In the past they had written an IL plan before

putting people on the waiting list. They decided it made more sense to make a plan after coming off the waiting list to more correctly reflect their current situation. IL services provided by the agency cover items that might not normally be covered by a local IL center, allowing people to remain independently in their homes.

An electronic copy of the manual will be sent out to the SRC for review. An electronic vote will be sent in January for approval to implement the new manual.

Employment Update: Barb McClannahan gave the Employment Update. She spends much of her time with business and industry, and said we will not get people placed if we're not promoting good business relationships. David pointed out that Barb has been the point of contact with the National Employment Network and some of our local businesses. She spends the majority of her time working at the national and local level and working with our area offices.

Walgreens is now taken as a model for training people with disabilities in a program called REDI (Retail Employees with Disabilities Initiative). Iowa is a pilot state and currently is working with the program in five Walgreens stores. They are planning on this program going nationwide in 2013. Walgreens is very excited about this new program and has set a goal of 10% of hires in 2013 being people with disabilities. The training curriculum was developed by Walgreens and involves 120 hours of in-store training. The local CRP provides a job coach. At the end of training, the store manager will categorize the individual who went through the training. A database has been developed where the ranking and how each individual did with the training is entered. Walgreens expects to hire around 8,000 people next year, and store managers will be held accountable to make at least 10% of those hires persons with disabilities.

Barb was in Ames this morning working with staff on how to identify businesses in their area and how to identify their needs. What we want to do is find what jobs are needed and how to prepare our candidates for those jobs.

EDRN is a group of state agencies working together and meeting monthly to talk about how to be a resource to business and industry. Sometimes they get requests to do presentations. Sometimes they get questions on accommodations and they send resources to that business to help them. The team works together to problem solve and be a resource to business.

Legal Update: Kelley Rice provided a handout with her update. We still have pending litigation with Ms. Wood. She feels work was done improperly on the remodeling of her bathroom. Ms. Wood lost her initial appeal before the hearing officer at IVRS, and appealed to Polk County District Court and lost there as well. She has now appealed to the Iowa Supreme Court. Briefs for the case will probably be submitted sometime in March and there should be a decision from the Supreme Court by summer. There are currently no other appeals pending for the agency.

In a little over a month the legislature will be opening up, with January 14 being opening session. The Governor's Condition of the State Address will be at 10 a.m. on January

15. Kelley will bring to Council's attention any bills that pertain to IVRS and its clients as the session progresses.

SRC Member Role: Nancy Cruz-Tretina took the member role portion of the agenda. She works at ASK resources, which is a parents training and information organization, helping parents with issues specifically related to schools, such as suspension or behavioral issues. They have coordinators that come in and help parents deal with those kinds of situations. They also have a health care piece. Nancy worked with Parents Training and Information (PTI) in Florida. She is a Transition Coordinator with a grant through the Department of Education and helps families in transitioning, and transferring of rights when children turn 18. They have training workshops on transitioning – from the age of 14 and up. She looks at what the parents and child want and is available throughout the state. If you have a child with special needs and are moving, be sure to look for the parent and training center in your area. The Rehab Act requires a member of the PTI center be on the SRC.

State Plan: Lee Ann Russo was attending an out-of-state conference, so David called attention to the paper she prepared. The six goals are listed and it talks about our CSNA, which is due next year. David encouraged members to review and be ready to talk more in March.

ADA Rights & Responsibilities Guide: Jackie Wiperman handed out a guide called the *Employer/Employee Rights and Responsibilities* on employment issues. They publish and provide copies to people. It starts at application and goes through the entire process. It contains important information that identifies what employers can and cannot do, and rights of those applying for services. If you would like more copies, just let her know. CAP provides this information free of charge to any client that needs to know what their rights are.

Jackie is the only advocate at the Client Assistance Program, and she will be out on leave beginning in February. She hopes to be out only 4-5 weeks and plans to begin by coming back part-time. She should be back by the March meeting.

Committee Reports:

Planning and Evaluation: Vicki Carrington will work on putting together talking points for the Legislative Reception and send those out to people in December or January. That will be the lead in for the March 20 Legislative Reception, beginning at 7 a.m. The Outreach Committee will be putting together goodie bags to hand out.

The Agency does a biennial report this year, so the SRC will not be responsible for an annual report. Instead a newsletter will be done and will include a letter welcoming new legislators and one to returning legislators. Another newsletter will go out in February.

Surveys were discussed during morning committee meetings. David sent out an e-mail to staff regarding consistency of handing out the surveys. We want to try to work toward more consistent access. Kenda has had conversations with managers to make sure a box is placed where it is more accessible. Several changes are planned to make the survey more accessible. Vicki Carrington is changing where the survey is located

on our Internet page in order to make it more visible. An Internet link will also be established, allowing the survey to be filled out directly.

Jackie hopes to send out an e-mail to people asking them to give a small donation to cover the price of bags to be handed out at the Legislative Reception.

Outreach: Jackie Wipperman gave the report for this committee. The SRC would like to ask supervisors to come in late afternoon of the March 19 SRC meeting and are also asked to be at the SRC Legislative Reception the following morning.

Nominating Committee Report/Elections: Nominating Committee consists of Sherri Clark, Renee Nepl, Chris Townsend, and Joan Bindel. Sherri Clark reported for the committee. They had met by phone and e-mail to discuss nominations. Jackie Wipperman accepted the nomination for Chair during 2013 and Jeanne Sorenson has accepted the nomination for Vice Chair during 2013. There will be discussion and vote taken at the beginning of the March SRC meeting, as bylaws specify new officers take over at this meeting.

Motion to adjourn the meeting was made by Curtis Chong; motion seconded by Nancy Cruz-Tretina; motion approved unanimously.

Meeting adjourned at 3 p.m.

Next SRC meeting is scheduled for Tuesday, March 19, 2013, here 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. The SRC Legislative Reception will be held Wednesday, March 20 from 7 – 9 a.m. at the State Capitol Building.

Other SRC meeting dates for 2013 are June 18, September 17, and December 3.



