

MINUTES
STATE REHABILITATION COUNCIL
June 7, 2016

Attendees: Joan Bindel, Jill Crosser, Page Eastin, Pam Fitzsimmons, Kathy Joblinske, David Mitchell (non-voting), Gary McDermott (attended via phone), James Smith (non-voting), Rosie Thierer

Absent: Sherri Clark, Nicole Cleveland, Randell Davis, Brian Dennis, Lori Moore, Renee Neppl, Deb Samson, Matt Coulter

IVRS Staff: Kenda Jochimsen, Kelley Rice, Lee Ann Russo, Kathy Slater

Other Attendees: Darlene Groomes, Jeff Haight

A presentation by Pat Salstrand of zSpace was conducted prior to the general meeting. The presentation provided an opportunity for SRC members to see and engage in an innovative virtual reality learning environment, utilizing interactive hardware and software. Advantages for students to this virtual learning opportunity include a “fearless learning” setting, which is safe and collaborative. Students with disabilities gain confidence in their learning ability, there’s increased engagement and the collaborative environment naturally imparts soft skills that can’t be taught. Applicable to STEM education, students are able learn in an immersive – yet safe manner for tasks that might otherwise be too complex, expensive or dangerous to conduct in the standard classroom setting.

The June 7, 2016, State Rehabilitation Council (SRC) meeting was called to order by Chairperson Rosie Thierer at 11:10 a.m., with introductions. A quorum was not established, with just seven of nine voting members present.

APPROVAL OF MARCH 22, 2016, MEETING MINUTES

Due to lack of a quorum, SRC members were unable to vote on the March 22, 2016, meeting minutes. Page noted one comment regarding the meeting minutes: on page 3, DRI is not involved with the production of the videos, which are being targeted for use in outreach efforts. Meeting minutes will be re-worded to more clearly reflect this prior to the vote to approve at the September meeting.

PUBLIC COMMENT: None.

STANDING COMMITTEES – Rosie Thierer

An opportunity was provided for members to determine which Standing Committee on which they would like to participate. The following were chosen as Chair for these committees:

- Outreach – Lori Moore (volunteered post-meeting via email)
- Planning and Evaluation – Page Eastin (volunteered post-meeting via email)
- Finance – Pam Fitzsimmons

RECOGNITION OF RETIRING MEMBERS – *Administrator David Mitchell*

David Mitchell presented certificates of service to these SRC members, who will be leaving June 30: **Joan Bindel** (July 2008 – June 2016), **Kathy Joblinske** (July 2013 – June 2016). Certificates for **Jeanne Sorenson** (July 2011 – January 2016), **Renee Neppi** (January 2012 – June 2016) and **Deb Samson** (July 2014 – June 2016) will be mailed to them. David noted it is anticipated that Kim Drew will replace Deb Samson as the Dept. of Education representative.

ADMINISTRATOR'S REPORT – *Administrator David Mitchell*

- IVRS Information Specialist Vicki Carrington & SRC member Page Eastin have continued activities to produce videos specific to different VR audiences.
- David shared the front page of the IVRS internet page, drawing attention to the Reverse Job Fair. This event, which connects business to job candidates, enabled four VR job candidates to obtain employment. WHO-TV provided media coverage.
- Iowa Job Honor Awards are also featured on the IVRS home page. SRC members viewed the video of a 2014 honoree, featuring T & D Repair, as well as the 2016 honoree – the Owner Revolution subsidiary, Plastics Professionals. IVRS hopes to utilize these videos as a marketing tool for counselors to use when out in the field with job candidates.

Questions/Comments:

Rosie Thierer asked if the videos could be used when working with a business, with the video possibly accessed on a tablet. She added that she believes there may actually be six job candidates hired from the Reverse Job Fair, some immediately, some later. Rosie said she appreciated that the Reverse Job Fair was very job candidate-centered, giving them total control over what they would like to do.

David responded that IVRS is utilizing technology that will allow counselors to access these videos. He said the job candidate display boards at the Job Fair, which told about each individual, gave potential job candidates a different way to interact with potential employers. Job candidates grew in confidence about themselves – their skills and abilities. Preparations have already begun for another Job Fair in a month or so.

FINANCIAL OVERVIEW – *Administrator David Mitchell*

- David presented for Matt Coulter. The financial position remains stable and predictable.
- We are serving more individuals on our caseload and the wait list continues to decrease. The significantly disabled (SD) wait list may be eliminated in the near future. Some of this is the result of VR decisions regarding how to move the case load, and how staff is handling the potentially eligible as well as transition students.
- IVRS continues to track PETS dollars very closely, creatively utilizing these dollars, zSpace is one example, another is Dept. of Education collaboration with community

colleges to expand intermediary networks – in which students with disabilities aren't always represented.

- IVRS is also attempting to partner with school districts to create a work experience program, doing this in areas where there are known gaps.
- Meetings are occurring with with iJAG (IA Jobs for American Graduates) personnel, who have indicated that if VR is able to fund a program, iJAG will create a program specifically for students with disabilities. iJAG programs provide students with classroom and work-based learning experiences that can lead to a career or quality job after graduation. These activities are still in the planning process.

Questions/Comments:

Joan congratulated IVRS on being creative in the way they have chosen to spend dollars they did not expect to spend.

LUNCH PRESENTATION: Darlene Grooms, Ph.D., Oakland University

Darlene Grooms, Ph.D, is an Associate Professor in the Department of Human Development and Child Studies at Oakland University, in Rochester, Michigan. Before that, she was a rehabilitation counselor. Dr. Grooms has volunteered her time and effort to work with IVRS – this is her second visit to an SRC meeting. For the entire week, she has been in Des Moines, interviewing staff about how IVRS makes management decisions in order to gather information about performance management in the VR program.

Dr. Grooms' discussion centered on the PowerPoint presentation: *Vocational Rehabilitation Performance Management and Quality of Life for Citizens with Disabilities; Phase 2: Strategic Planning and Quality Improvement.*

The objective is a review of the *2014 Study on Quality, Value, and Innovation in VR.* Counselors have always been interested in customer service efforts, but there isn't always a clear plan for how to use this data. Resource Manager Jeff Haight suggested this may be a way to guide agency decision-making and warranted a closer look. This year's focus is how to take this information and use it in agency strategic planning, which will be an evidence-based method of strengthening a culture of engagement in performance management.

Dr. Grooms explained that a Discovery Model asks how can field staff be more effective? How can we create capacity and be strategic with the limited funds available? Kenda added that data drives VR decisions. When asking where VR can get the best "bang for the buck" for example, work-based learning opportunities might be the management response.

The Inquiry Model looks at key elements to discover value and innovation in VR. Intellectual Capital is the human resources within an organization. Personnel have built a knowledge base – management needs to look at what it is and how it is used.

- *Value Chain Analysis* requires locating and understanding failure points, value completion points, and change management functions. This is something that SRC is involved with through the customer satisfaction surveys.
- *Competitive Advantage* looks at how the VR strategic plan is incorporated into the larger Unified Plan. The stronger the plan and its integration into the organization, the stronger the development of a competitive advantage through strategic planning, decision-making and quality improvement.
- *Knowledge Translation* addresses and informs vocational rehabilitation practice guidelines and the sharing of best practices. Data is utilized to develop best processes and planning efforts to drive positive outcomes for job candidates.

Phase 1 customer focus outcomes via the new satisfaction survey indicate results showing areas in need of process improvements. Kenda explained how the drill-down questions in the customer satisfaction surveys are useful. She used the example of additional questions asked in survey item #13, “My Plan for Employment was carried out to my satisfaction?” Even though the overall response was good, drilling down provided detail which indicated that vendors/community partners may not have provided services consistent with their plan.

Darlene is reviewing to see how well we are incorporating strategic planning concepts to ensure priority initiatives, i.e., the concepts that drive the highest success are not given secondary treatment. Communicating strategies will align the agency.

Phase 2 uses data to drive activity, focuses on continuous improvement and attention to an integrated system for workforce employment outcomes.

Employing the Inquiry Model, knowledge that is formed and utilized is everybody’s business. A competitive advantage is obtained through a focus on decision-making, strategic planning and quality improvement. Everyone needs to have a sense of how to incorporate their behaviors in a way that aligns with VR goals and we may all integrate that information differently. There are individual approaches and practices based on geographic area, diverse personalities, etc.

Randy Lewis – now retired from Walgreens – and who continues to be a disability employment advocate – refers to VR counselors as “suppliers.” There is an overarching picture of *difference* within VR that drives businesses crazy, said Dr. Grooms. She emphasized there should be an alignment of agency goals and staff held accountable to align with those stated agency goals.

Kenda provided an example of developing business partnerships. This goal has been incorporated into performance plans, and IVRS has established ways to measure, e.g. tracking action steps, measuring performance such as market penetration. She said it is challenging to identify the actions that are not working and evaluating the value chain to make sure we understand what is working. Darlene noted that mixed messages will ensure supply does not meet demand. Actions need to be consistent.

Darlene stressed the importance of valuing differences and uniqueness as a learning-culture organization, because all contribute – however, actions and processes need to be consistent. David said business engagement is a VR priority, but is also a challenge to engage staff who are resistant to this goal because of their comfort level to approach business. IVRS is now looking at ways to use local office mentors to help bring people along.

Darlene ended her presentation with an expressed appreciation for IVRS' continuous improvement mindset.

REHABILITATION SERVICES REPORT – RSB Bureau Chief Kenda Jochimsen

No report – handouts provided prior to the meeting for member review.

CLIENT ASSISTANCE PROGRAM (CAP) REPORT – Page Eastin

- Page provided a summary report handout of FFY numbers from Oct. 1, 2015 – May 26, 2016, prior to the meeting. She is currently serving 22 individuals, 12 of them are active cases as of May 26. Demographic categories are noted based on how data is reported to RSA.
- To clarify, she drew attention in the category of “Nature of Case,” *ADA Title 1*. One of those instances was a job candidate who was employed but still working with VR and needed Page to serve as a liaison between the VR job candidate and employer regarding accommodations. The individual was able to keep their job. She pointed out that counselors are able to do this as well, but Page offers her services to assist with this. This was not related to the VR process, but something with which she assisted.
- Regarding an update on IVRS area office ADA accessibility, Page noted that not all area offices are consistent with ADA standards. She and Jeff Haight met with David Mitchell regarding an ADA Transition Plan and have determined areas of priority, looking at it from a short-term, long-term goal for compliance. David asked Jeff if this information is posted on the internet regarding this plan. It is not. David asked that Page and Jeff craft the necessary language as an introduction to the plan and work to get it posted on the IVRS internet.
- Also, Page indicated the intent is to post “if you are having difficulty accessing our offices, please contact us so we can address this issue so job candidates may have program access,” perhaps at another location such as a public library to create awareness. Jeff will work with Page to get the verbiage needed and send to Vicki Carrington for IVRS internet posting.
- If there is an accessibility issue, Jeff is notified and he coordinates this information with supervisors, with the expectation of follow-up in one year. Page and Jeff will

revisit IVRS offices in two years. Page commented that supervisors are very helpful and interested in addressing these issues in a timely manner.

- Other activities include working with veterans, determining how Client Assistance Programs can best work with Centers for Independent Living, and reaching out to those earning subminimum wage, as required by Section 511 of the Rehab Act.

Questions/Comments:

Rosie commented that as the larger discussion continues about minimum wage, there are some journalists who believe people with disabilities do not need to earn minimum wage. As advocates, we should continue to promote and support minimum wage for persons with disabilities.

INDEPENDENT LIVING AND PARTNER CONTRACTS UPDATE – *IVRS Resource Manager Lee Ann Russo*

Independent Living:

- Lee Ann reported she is attending Independent Living (IL) board meetings to get a sense of how they operate to ensure we can collaborate with IL in a more meaningful way. As a part of this endeavor, she is also making an effort to connect supervisors with the IL directors in their areas.
- The Central Iowa Center for Independent Living, located in Des Moines, is offering employment services, which is a service that isn't traditionally offered by ILs.
- IL also does a State Plan, the final document (State Plan for Independent Living – SPIL) was posted in May. Traditionally, this was under the Department of Education/Rehabilitation Services Administration (RSA), but WIOA legislation transferred the program to the Department of Health and Human Services' Administration for Community Living (ACL). The Plan has been submitted to ACL and signed by CIL, SILC, VR, IDB and IDA.
- Two CILs didn't sign the SPIL – one concern was about the time period for open comments. The director of the State Independent Living Council said if comments come in, they will do an amendment. The second concern was a desire for discussion to move from IVRS as the state entity responsible for funding administration and oversight to the Iowa Department for Aging. IVRS did not take a stance regarding this.

Community Rehabilitation Program Partner Contracts:

- IVRS now has CRP contracts in place for 80 providers. Thirteen CRP contracts have been executed, with a total of 67 that will need to be amended for the new state fiscal year.

LEGAL UPDATE – *IVRS Staff Attorney Kelley Rice*

The 2016 Iowa legislative session adjourned as anticipated April 19. Kelley's legislative update included a review of the status for bills that were of interest to VR and SRC.

Most of the bills died in session. Only six bills of which had VR relevance were signed by the Governor, including:

- **HF 588** – Eliminates non-expiring disabled parking placards, making all placards expire every five years.
- **S.F. 2110** – Pertains to an individual obtaining and reviewing her/his own criminal history data.
- **S.F. 2144** – Relates to the disclosure of mental health information for the purpose of care coordination.
- **H.F. 2274** – Allows use of a driver's instruction permit as proof that a child is 14 years or older for purposes of obtaining a child labor permit.
- **H.F. 2364** – Amends Iowa's Open Meetings Law regarding public notice and accessibility of meetings. Kelley noted this legislation pertains to Chapter 22 of Iowa's open meetings and public records laws, of which IVRS is already in compliance.
- **H.F. 2415** – Requires Iowa Workforce Development, in coordination with the Department of Administrative Services, to establish a clearinghouse for providing information concerning the Veterans' Preference Law.

SRC Bylaws Committee Update: Kelley said some time has elapsed since the Nov. 2015 appointment by former Chair Renee Neppi – who was also a committee member, of this ad hoc committee to review SRC By-Laws. She asked whether anyone else was interested in joining this committee, and if the current members wished to remain on the committee. Current members are Page, Rosie and Pam. No additional SRC members wish to join. Page commented that since there is no requirement of a certain number of members for this temporary committee, the remaining members should continue as planned under Rosie's leadership as SRC Chair.

Kelley has a summary of what she believes needs to be amended or strengthened, with her biggest concern to ensure we have at least 15 members, per RSA regulations. She would also like to eliminate confusing language that refers to "seasons" as the time for certain meetings or activities to occur, as well as other items to review.

Proposed changes need to be provided 30 days in advance of an SRC meeting in order to vote. Since the next meeting is September 13, Kelley's goal is to distribute proposed revisions by August 14 for prior member review in advance of a facilitated discussion at the September meeting. She said she wants members to have plenty of time for conversation about any proposed changes.

Questions/Comments:

In response to a question about what happens to existing parking placards, Joan Bindel looked up the legislative wording for HF 588 regarding disabled parking placards. She informed the group that non-expiring placards will be grandfathered in.

NOMINATING COMMITTEE

Rosie asked for three to four volunteers to serve on the Nominating Committee. Members of the committee will select a slate of candidates who will be presented to the SRC membership at the December meeting to vote for the next Chair and Vice-Chair.

Page and Rosie volunteered to serve on the committee.

Because there wasn't a quorum to vote, it was decided by the Chair to seek additional members to serve on the Nominating Committee. Kathy Slater is to send out an email requesting additional volunteers, after which a signed email vote will take place to add to the posted meeting minutes.

Post-meeting addendum: Kathy sent out an email to seek additional volunteers. There were no responses. The following email was sent to SRC members June 16, 2016:

From: Slater, Kathleen [DVRs]
Sent: Thursday, June 16, 2016 9:43 AM
To: Bindel, Joan ; Clark, Sherri ; Cleveland, Nicole; Davis, Randell; Samson, Deb [IDOE]; Dennis, Brian [IWD]; Eastin, Page [DHR]; Fitzsimmons, Pam; Jill Crosser; Joblinske, Kathy ; McDermott, Gary; Moore, Lori ; Neppi, Renee; Smith, James [DVRs]; Thierer, Rosemary [IDA]
Cc: Rice, Kelley [DVRs]; Mitchell, David [DVRs]
Subject: UPDATE: SRC Nominating Committee - ACTION ON HOLD

Good morning, everyone. We are going to hit the "PAUSE" button regarding the nominating committee due to possible changes to SRC bylaws which might affect when the election of officers will take place. Staff attorney Kelley Rice and the ad hoc committee studying this will have thoughts and recommendations for you to review later this summer, at which time new members will be on board to be involved in this discussion. Thank you.

COMMITTEE REPORTS

Planning and Evaluation:

- The overall return rate has gone down slightly – from a 15% return rate in 2015 to 14% in 2016.
 - Darlene indicates a return rate of 20% is considered statistically valid data, although 14% is an average response rate for VR.
- There is a need to address areas of concern regarding satisfaction.
 - Closure in a job vs. a career
 - Informed choice
 - Frustration with waiting list
 - Contracting with 3rd party vendors is an issue – need to get a better understanding of issues

Questions/Comments:

Page suggested survey tracking at eligibility, plan development and at ending employment achievement.

- The active survey was revised based on SRC input, 5,000 postcards were printed.
- Job candidates complete cards at intake, plan development, and plan review.
- Cards are returned to PDT secretary Carol Stewart, who enters on a spreadsheet
 - Negative data is forwarded to the supervisor to make them aware and supervisors provide feedback information regarding how it is addressed/resolved.
 - Carol is tracking responses.

- The response rate is low for the active survey as well – counselors may not have postcards with them when out in the field, at least half of IVRS counselors are outside an office when meeting with a job candidate.

Questions/Comments:

- Email survey postcard to job candidates.
- Have counselor leave the meeting room so job candidates can privately complete the survey at the time of appointment.
- Perhaps have SRC try utilizing focus groups for feedback in lieu of a survey card – have council members ask questions of job candidates.
- Kenda believes the best solution is to have these cards mailed out from Des Moines. When she visits area offices, she sees the box containing the survey cards in plain view, she knows field staff are trying to utilize them.
- Joan suggested sending the active survey out quarterly, regardless of which point in case management; perhaps have the results go to Survey Monkey.
 - David clarified that data is not segregated by a point in time; quarterly might be too often.
- Page suggested checking with Dr. Groomes for guidance regarding this.
- Kenda noted that sometimes, we are not able to reach job candidates who have expressed a desire to be contacted regarding a dissatisfaction.
 - Pam inquired if there is a delay in reaching out to job candidates.
 - David responded that he previously contacted those expressing dissatisfaction or having an issue. He was only able to reach 20%, but most expressed a satisfaction with service when talking with them in person. About 1% were not happy. David wasn't sure the feedback he received was meaningful or a good use of time to handle this way.
 - Kenda will encourage job candidates to contact CAP if they are not satisfied with the VR response to any possible issues in order to ensure they receive a balanced perspective.
- Joan noted she has seen a decline in appeal cases during her eight years on the council.
 - Kenda said that is because VR tries to negotiate a solution whenever possible – and the solution does not violate legislation. Page concurs that is also her impression of how IVRS handles complaints. Kenda provided an example of when she is unable to approve or negotiate a solution with a job candidate. This is in instances where a job candidate purchases items in advance of VR approval/agreement, then seeks reimbursement even though the purchase is not in their Plan.

Outreach Committee:

- At the March legislative reception, 45 “goody bags” were distributed.
- Committee discussion centered around focusing more on marketing IVRS, telling about the agency and who we are, perhaps passing out flyers on both the Capitol's first and second floors.
- Send out personal invitations from those on the committee.

- Kenda suggested trying to obtain an earlier time in the year and wondered if we could try to reserve a 2018 date now.
 - Kathy Slater noted a 2017 date has already been set and all 2017 dates are noted on the SRC website at: <http://www.ivrs.iowa.gov/partners/SRC/2017Dates.pdf> .
 - There was difficulty in securing the 2017 legislative reception date with the limited timeframe of a Wednesday morning between 7 – 9 a.m.
 - Kathy also shared there were tentative dates and times held by other organizations, which the Capitol event coordinator said they needed to honor in 2017 as the commitment was made by someone who has since retired. The new electronic calendar reservation process will only allow reservation dates to be submitted one year before the event date.
- Page feels strongly SRC should serve coffee at the event, particularly at this early hour, to attract visitors.
 - Kathy S. confirmed that SRC can bring outside food and beverages into the Capitol.

The committee also discussed how to get the message out to employers about IVRS. Kathy Joblinske noted that SHRM (Society for Human Resource Management) was a great partnership last year for NDEAM activities, they pushed the IVRS message out through SHRM, who conveyed to their membership. She recommended memberships for area office supervisors – as she believes it is the personal connections that get the message out. Many people did not know of IVRS and asked about their local contact.

Financial Committee: no report

2017 SRC MEETING DATES

The 2017 SRC meeting dates have been finalized: March 14, March 15 (legislative reception), June 6, September 12, and December 5. Rosie noted these dates can also be found on the SRC web page.

A motion for adjournment was made by Page Eastin and seconded by Kathy Joblinske; all were in favor. The meeting adjourned at 2:39 p.m.

The next SRC meeting is scheduled for Tuesday, September 13, 2016, 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 Chair – Rosie Thierer