

**MINUTES**  
**STATE REHABILITATION COUNCIL**  
**November 10, 2015**

**Attendees:** Joan Bindel (left at 2:00 p.m.), Randell Davis, Brian Dennis, Page Eastin, Pam Fitzsimmons, Kathy Joblinske, David Mitchell, Lori Moore, Renee Nepl, James Smith, Rosie Thierer

**Absent:** Sherri Clark, Nicole Cleveland, Jill Crosser, Deb Samson, Jeanne Sorenson; Gary McDermott (attended by phone from 10 – noon),

**IVRS Staff:** Matt Coulter, Kenda Jochimsen, Kelley Rice, Lee Ann Russo (arrived at 11:15), Kathy Slater

**Other Attendees:** Denishia Wilson personal attendant for Randy Davis; Richard Clark and Mary Jackson, IVRS Resource Managers; Charlie Levine RSB Assistant Bureau Chief.

---

The November 10, 2015, State Rehabilitation Council (SRC) meeting was called to order by Chair Renee Nepl at 10:42 a.m., with introductions. David shared that Brian Dennis is a new member to SRC, recently applying and waiting to hear back on his official appointment by the Governor. Pending his official appointment, Brian will not be able to vote at today's meeting.

**APPROVAL OF MAY 12, 2015, MEETING MINUTES**

Joan Bindel moved the SRC Minutes from the May 12, 2015, meeting be approved as submitted; Lori Moore seconded the motion; motion passed unanimously with no corrections.

**APPROVAL OF August 4, 2015, MEETING MINUTES**

Prior to approval of the August minutes, Randy indicated he would like more information about people being served in the Independent Living (IL) program, as presented by Lee Ann Russo at the August meeting. David explained that the waiting list occurs when IVRS runs out of funding. IVRS spends about \$4,000 per person. Additionally, David noted that another contributing factor to a wait list for IL services was that IVRS had a vacant position following a retirement. He added that IVRS will refer people to the Independent Living Centers. The focus of the IL program is to allow individuals to remain living independently in their residence and avoid moving to an institutional setting.

Gary McDermott moved the SRC Minutes from the August 4, 2015, meeting be approved as submitted; Lori seconded the motion; motion passed unanimously with no corrections.

By a show of hands, approval is unanimous for both meeting minutes.

**PUBLIC COMMENT:** None.

**ADMINISTRATOR'S REPORT** – *presented by Administrator David Mitchell*

David began by asking members if anyone attended the various disability conferences that took place this summer and fall such as The Disability Employment Conference, Iowa Rehabilitation Association Meeting, APSE Employment Summit, On with Life conference, and the NDEAM webinars – several of the members indicated they were in attendance. David encouraged SRC members to continue this engagement as their involvement ensures a greater understanding of IVRS activities and will help to advance IVRS/SRC objectives.

Accompanied by IVRS IT Supervisor Steve Nicoll, David visited each of the area offices during the month of October. He and Steve discussed how various technologies can increase staff capacities and efficiencies. Additional talking points included Pre-Employment Transition Services, Progressive Employment, Motivational Interviewing, and Changes to the IVRS Menu of Service Delivery process to align with Medicaid Rates. David said the discussions are valuable, with good feedback. He also recognized service milestones for employees at these visits – more than half of those recognized had been with IVRS for 15 years or more.

**FINANCIAL OVERVIEW** – *presented by ASB Bureau Chief/CFO Matt Coulter*

Joan Bindel, Pam Fitzsimmons and Brian Dennis joined Matt in a committee meeting where Matt provided a financial overview.

Under WIOA, VR is required to spend 15% of its resources for Pre-Employment Transition Services (PETS). IVRS has spent \$1.3 million, which reflects about 32% of what needs to be spent. David added that although this goal can be intimidating, we are still early in the process. Beginning January 2016, IVRS will have the chance to fully implement this provision.

Kathy Joblinske asked what is tracked for PETS, Matt responded that IVRS tracks Payroll/Time, Case Services expense, as well as contract expenses for TAP (Transition Alliance Program), Making the Grade and (Youth Leadership Forum) YLF contracts.

The new federal fiscal year began with a Continuing Resolution to fund the federal government through December 11, 2015; the numbers for 2016 indicate an approximate 5% increase. This is a good thing, however, it is also a challenge as IVRS will need to provide a federal match in order to earn that.

A team of IVRS Administrative Service Bureau personnel won the distinguished Iowa Partners in Efficiency (IPE) Award for developing a paperless process to pay DDS medical billings. The IPE award recognizes “public sector employees and teams that significantly and measurable increase productivity, promote innovation to improve the delivery of public services and saves money for Iowa taxpayers.” The net value of this new process is an annual cost savings to IVRS of \$99,000, labor efficiencies (redeployed or freed up resources), and ultimately, customer satisfaction. The group received the award at the Iowa Lean Consortium fall conference.

**LEGAL UPDATE** – *presented by staff attorney Kelley Rice*

Kelley provided a *Legal Overview for New Board and Commission Members* handout, prepared by the IA Attorney General's (AG) office as well as two advisories from the AG office. Her discussion centered on holding electronic meetings and voting. Electronic meetings are allowed under state law, but the threshold is high to do so – and only in situations where an in-person meeting is impossible.

For example, Kenda asked if inclement weather, such as a blizzard, would be a reason to have an electronic meeting. Kelley indicated that would be an appropriate situation since the weather would make it unsafe for people to travel to the meeting. However, any meetings by phone would require additional actions to comply with Iowa's "sunshine laws."

Kelley discussed the importance of in-person attendance at SRC meetings, and the differences between a quorum (no less than 2/3 of eligible voting members needed to conduct business) and a majority (a majority vote of those present and eligible to vote). Based on SRC's current membership, there are 15 eligible voting members; therefore, an SRC quorum would be 10 voting members. A majority of the quorum would be a minimum of 6 people. Please note the majority number could increase if more SRC voting members are present at a meeting. To maintain the number needed for SRC voting purposes, Kelley indicated we can certainly connect people by phone if needed. All SRC members should have a copy of the By-Laws in their original new member binders.

Renee would like to take this as an opportunity to create an ad hoc committee to review SRC By-Laws. Kelley has reviewed approximately 10 other states' by-laws and believes we should consider some revisions to make the By-Laws clearer. Renee requested volunteers to be a part of the committee. Those who volunteered were Renee, Page, Rosie and Pam.

- ***It was moved by Randy and seconded by Joan Bindel that SRC vote their approval of the formation of a By-Laws committee comprised of the above-noted volunteers. Chairperson Neppi placed the motion to vote; the motion passed with all in favor by a show of hands.***

**UNIFIED STATE PLAN** – *presented by RSB Bureau Chief Kenda Jochimsen*

Kenda Jochimsen has spearheaded the effort to develop IVRS' portion of the Unified or Combined State Plan. She began with introductions of those who will be helping to facilitate this portion of today's discussion:

Richard Clark, Mary Jackson, IVRS Resource Managers; and Charlie Levine – Assistant Bureau Chief. Resource Managers have areas of specialty, Mary specializes in Transition Services and Richard in Quality Assurance. Brandi McOmber, who is domiciled in Waterloo, focuses on policy development.

The large group viewed a video from the movie *Office Space* involving a scene about passing along a piece of cake. In this scene, the character Milton passed cake to other staff members, but there wasn't a piece left for him. SRC Members broke into smaller groups facilitated by Mary, Richard, Charlie and David and were asked to discuss times

when they've felt they missed out on the "cake" (acronyms - confusing, too much information is overwhelming) how they felt when they got the piece of cake that had all of the frosting, and ways in which they could pass the piece of cake along. This served as a discussion point and analogy for the work occurring with WIOA.

A PowerPoint slide presentation was used to explain the work of the Unified State Plan. Kenda noted that the acronym WIOA, when pronounced as a word, could be an offensive term to some populations, so IVRS now tries to say this as "W-I-O-A."

- **Comprehensive Statewide Needs Assessment (CSNA)**
  - A primary responsibility of the SRC is to provide feedback on how IVRS should move forward, based on WIOA legislation.
  - WIOA requires significant change in how we work with IWD, focuses on employers and a job-driven model of training and competitive, integrated employment.
    - Comments: David noted how none of these activities are being done in isolation. Randy Davis appreciates that integrated employment is the preferred option.
  - Community Conversations were well-attended with a good cross-section of IVRS agency partners. Conversation included:
    - Strategies to better engage business and industry in strong partnerships
    - Programmatic changes to more fully integrate "earn and learn" opportunities
    - Resources already available in the community
    - Feedback from Business and Industry:
      - Work readiness is a critical upfront task for IVRS.
      - Transition services – ensuring students have technical skills prior to graduation. Parent involvement is important. Work experiences – job shadowing, career exploration, mentoring are important as well as actual "earn and learn" opportunities.
      - The business community also would like to have access to other businesses as a resource on the value of, and how to create a diverse workforce. Kenda noted the Iowa Job Honors Award was a way to connect to other businesses, as well as the SRC educational series during National Disability Employment Awareness Month – particularly the post-presentation discussions.
    - Important to remember that Progressive Employment isn't a quick "find a job and now they are employed," but rather, provides an opportunity for a job candidate to explore jobs and find what is the best fit.
  - Kenda would like ongoing input from SRC on how IVRS can make the concepts identified in the community conversations a systemic part of IVRS activities rather than simply an add-on activity.

- Richard Clark discussed job-seeking skills, indicating disconnect with job candidates in knowing the difference between hard skills and soft skills – e.g. how to interact with others, how to research about a position, problem solve, how to dress for a job, etc.
  - He also encouraged SRC guidance on IVRS policies, providing feedback to IVRS if they feel there are things that need to be changed.
- Strategies –
  - Develop a more business-focused work readiness training for job seekers and training to meet business needs.
  - Enhance progressive employment strategies. Employment First is a system-change effort to increase community-based, integrated employment opportunities for individuals with significant disabilities. As one of three original states awarded an ODEP grant to promote change and improve employment outcomes, this effort has been led by Administrator Mitchell and creates opportunities for those who may have previously gone to a sheltered work environment. This strategy represents a shift for IVRS staff as well.
  - The SRC customer satisfaction survey, developed with Dr. Darlene Groomes, is a part of the CSNA –
    - SRC members were provided a handout of proposed wording changes to the survey to make some of the questions clearer to respondents.
- **Mapping Event**
  - Mapping activities help to reduce duplication and barriers to collaboration.
    - Pam Fitzsimmons, Page Eastin and Lee Ann Russo participated in this event earlier in 2015, which involved 4 core partners (DHS, IWD, IDB and DE).
  - Ben Humphrey, an attorney with IWD, has been a great advocate in identifying barriers to accessing service provisions within the One-Stop system.
  - Strategies –
    - Increase communication among partners, develop data-sharing capability among all agencies; develop a common intake and referral process as well as a universal assessment and results sharing among partners.
    - Provide professional development including cultural competencies within a One-Stop system.
    - Develop knowledge of all partners regarding roles and responsibilities and braid funds to better utilize resources efficiently.
      - Braiding means funding is accounted for separately but is used for a common purpose as opposed to “blending” funds, where funding is combined into one pot.
  - Charlie commented it is surprising to discover there is a lot of this activity taking place and is pleased to see that Iowa is already taking things to the next level.

- **Continuum of Services**

- This is a model that will be used by any organization – instead of only referring someone to IVRS, disability has been brought to the mainstream and now involves many organizations. System accessibility issues includes addressing cultural competencies such as, “How do you talk to someone with a disability?”
  - Within the continuum, IVRS provides technical assistance; e.g. who has the legal responsibility to provide hearing aids to a student? *IVRS. Who provides an interpreter? The college or educational institution.*
- Comments: Randy asked Kenda if she would be open to presenting this Continuum of Services model to Independent Living groups. Kenda said she is actually in the processing of meeting with ASK resource center individuals to create materials. •Kathy Joblinske asked for an example of someone going to a workforce center who did not need IVRS. Charlie provided an example of someone in a wheelchair who knew the employer, Workforce set up an interview – therefore IVRS wasn’t needed. Kenda added that if an accommodation was needed, IVRS could assist with that. •Brian Dennis noted that IWD has a membership process that reviews several factors which might suggest partner services. However, just having a disability doesn’t necessarily mean they need IVRS services so accurately assessing what a person needs is a better way of braiding services, rather than assuming all people with a disability would be referred to IVRS.

**LUNCH PRESENTATION:** *Motivational Interviewing, presented by IVRS Counselor Callie Brass*

Motivational interviewing is an evidence-based, client-centered counseling practice that IVRS hopes to implement consistently across the state. This tool will be used to assist those job candidates who are experiencing ambivalence about working, enabling them to feel supported and empowered to make decisions regarding their vocational future.

- The methodology is goal-directed.
- Motivational interviewing involves facilitating and engaging inherent motivation within the job candidate. This is not a prescriptive approach – i.e. telling a job candidate what they need, but rather, a non-judgmental engagement of the job candidate, asking open-ended questions.
- It is a very fluid process – the more adept the counselor becomes, the open-ended questions will also become better. It is a process that requires some development on the part of the counselor.
- Behavior changes and a readiness to set goals are a result of the partnership relationship that occurs through this process.
- The spirit and methods of this approach will improve IVRS service delivery and client satisfaction surveys.

## NOMINATING COMMITTEE REPORT/ELECTION OF 2016 OFFICERS

Joan presented the slate finalized by the Nominating Committee for 2016 SRC Chair and Vice Chair. The committee nominates Rosie Thierer as Chair, Jill Crosser as Vice-Chair, both have accepted the nomination. Renee Nepl inquired as to whether there were any other nominations from the floor, there were none.

- ***Renee made a motion to accept these nominations, Randy Davis seconded the motion; the motion passed unanimously by voice vote. Rosie Thierer will take over as Chair at the March 22, 2016, SRC meeting; Jill Crosser will take over as Vice Chair at the same meeting.***

## UNIFIED STATE PLAN, K. Jochimsen, continued from morning presentation

- **Transition**
  - While Transition is a focus, WIOA now also asks VRs to serve the potentially eligible. (e.g. providing information to all students 14-21 years of age who might have disabilities, to determine if services are needed). This is a more effective strategy, because as job candidates become more familiar and comfortable with IVRS, the hope is to see fewer Status 28s.
  - Section 511 of the Rehabilitation Act involves youth < 24 years old. This legislation requires IVRS to provide employment assessment services before an individual under the age of 24 can be placed in a job paying less than minimum wage. The intent of the law is to ensure these transition students with the most significant disabilities do not go immediately from school to a sheltered work environment at sub-minimum wages. IVRS will work with this population so they can make an informed choice. In the event a parent/student decides to go to **extended employment** – which was previously called sheltered/workshop employment, IVRS will follow them for two years.
  - Comments:
    - Randy commented that calling it “extended employment” is hiding the reality that it is actually sheltered employment and is not the preferred outcome. He believes the terminology is misleading to the general public.
      - Kenda said this is a great point, but a term that is a part of the legislation. VR’s job is to provide the pre-employment services with an outcome of better informed choices made by job candidates.
    - James Smith asked why VR is in the role of providing the follow-up.
      - Kenda said the legislation says it needs to be someone who does not have a financial interest in the monitoring. She clarified that VR will not “police” the situation. VR will seek opportunities to determine if the job candidate has changed their interests in support of community employment.
    - Kathy asked, “What are PETS?”
      - Kenda said it is the part of WIOA legislation that requires VR to reserve at least 15% of funding for the provision of services to students with disabilities who are eligible or potentially eligible. It is designed to assist with the transition

from school to post-school activities and involves job exploration counseling, work-based learning experiences, preparation for work readiness, and pre-employment coordination to increase the chances the student can successfully obtain competitive integrated employment. It is targeted for youth 21 years of age or younger and who are eligible for IEP or 504 planning and still in high school.

- **Coordination with Education**

- There are some duplication of services with education services; Kenda noted there are workgroups that have been formed to address this.
  - The 911 is an annual case service report IVRS provides to the Rehabilitation Services Administration (RSA, the regulatory agency that oversees VR operations). VR is trying to coordinate with the Department of Education regarding student information which already exists in the Iowa Tier System (student data record). This would help to eliminate some duplication of efforts.
- IVRS has agreements in place to assist in the effort to work together with others and promote employment and transition issues for youth with disabilities including the Iowa Coalition for Integrated Employment; Making the Grade and the Transition Alliance Programs (TAP).

- **Employer Engagement**

- Kenda noted the goal is to develop a stronger and more business-focused work readiness for job seekers, developing more earn and learn opportunities, and increasing business engagement.

- Discussion: Kathy asked: Who is responsible for developing business relationships, since IVRS has just one Business Consultant who cannot be everywhere?

- Kenda explained IVRS collaboration in Sector Partnerships, which are driven by business and industry, and each having a specific expertise. Sector Partnerships work to address the needs of employers in the particular area of expertise (industry sector) as well as the needs of workers, reducing barriers to employment and creating pathways to those jobs. Most of the partnerships have been developed in the IVRS Burlington office, so they aren't statewide. However, WIOA legislation supports IVRS' participation in the partnerships, the regulations mandate VR be a part of the Sector Partnerships. These sector partnerships are being driven by local and regional work force boards.
- Page commented that she, Business Consultant Michelle Krefft and others are part of a group who are re-developing the IVRS business marketing toolkit so that Michelle won't be the only person working on business partnerships. She said Michelle is also training VR staff in job analysis, ergonomics, etc., in which they learn these skills and then apply it at their local level. Some staff are reluctant to develop these skills – it may perhaps be a fear and they just need to become more comfortable with doing this.

- Joan noted a difference in terminology, indicating those outside of vocational rehabilitation may look at Michelle's work as "selling VR," but VR looks at it differently, as counseling-related. She believes it is all about the approach, rather than looking at it as a sale, look at it as filling a business need.
- Randy suggested looking within the penalty system/correction system and providing services to youth offenders. David said there is a high percentage of disability within the correction system and Kenda added there needs to be a proactive approach to this.
- **State Policies regarding DREAM (Development, Relief, and Education for Alien Minors) Act**
  - Allows conditional residency for undocumented immigrants who meet certain requirements, including educational. VR cannot serve someone who is approved to go to college, they must also be able to work.
    - Currently services and outcomes must be achieved by the date their visa expires. IVRS is proposing that if the visa is continued, then IVRS can amend the plan to continue to provide more services to achieve the career goal.
      - Joan doesn't like the wording as presented, which Kenda clarified.
      - Page said getting permanent residency takes a long time. Kenda said that if they are legally allowed to continue in the U.S. and can document that, VR could amend the plan. If they are deported, VR will take an unsuccessful closure of Status 28.
  - ***It was moved by Randy and seconded by Lori Moore that if the DREAM Act visa is continued, then IVRS can amend the plan for employment to continue to provide more services to allow achievement of the career goal. Chairperson Neppi placed the motion to vote; the motion passed with all in favor by a show of hands.***
    - Kenda will draft the policy taking into account this SRC discussion, which involved some confusion about the word visa and varying employment scenarios involving visa expiration.
- **Competitive Integrated Employment** – Kenda noted there is a settings rule which compels businesses employing workers with the most significant disabilities to be located in an integrated (rather than segregated) location and that the worker interacts with other coworkers.

Kenda's presentation of the Unified State Plan concluded with a small group activity to create an elevator speech related to employing persons with disabilities.

[Joan left at 2:00 p.m.]

#### Additional discussion

- Pam shared that persons with disabilities are a labor pool that is untapped – why wouldn't employers want to take advantage of this group? She noted that accommodation is a scary issue and employers will welcome the support VR provides in these areas.
- Renee added that from a recruiting standpoint, VR assistance with employing persons with disabilities represents a cost savings to employers.
- Kathy added that VR assistance to make technology more accessible is also a valuable resource for business.
- Page noted the timing is right – expectations are higher for all people and society is more supportive of that movement.
- Brian said VR and IWD are collaborating to develop effective employment strategies for the customers they serve.

Kenda said the intent of today's activities will allow SRC members to take this information back with them to share with those with whom they work. Information will also be shared with IVRS area offices, policies will reflect SRC's perspective and coordination of such will be consistent with VR processes. She added that new regulations are anticipated in spring 2016, IVRS policies will not be written until those regulations are published.

#### **INDEPENDENT LIVING (IL)** – *presented by Resource Manager Lee Ann Russo*

Lee Ann shared the new IL brochure and map, indicating that IVRS IL/AT specialist Bob Hendrickson is now working so individuals are once again receiving IL services from IVRS. Ninety-five people are on the wait list; IVRS is currently serving about 40 individuals. Services are available for those not expressing a desire to be employed, who need services to enable them to live independently in their homes and maximize their ability to engage in self-directed activities.

There are a variety of IL services IVRS can provide, services are individualized according to each person's unique circumstances. IVRS is required by RSA to access comparable services and resources before utilizing IVRS funding. IVRS intent is to partner with an IL center to share some kind of service provision or at the least, acquaint ourselves with the services each provides.

Kenda added that under the new WIOA legislation, we cannot take a successful closure for homemaker closures, we would refer those people to a Center for Independent Living (CIL).

In response to a request from Randy Davis, Lee Ann Russo agreed to travel to the South Central Iowa CIL in Oskaloosa to talk to their board/staff. There was also discussion regarding how the IL Centers could partner with VR Area Offices to positively impact service capacity and support for individuals with the most significant disabilities. This would be something Lee Ann will be addressing in her visit.

**CAP REPORT** – *presented by CAP representative Page Eastin*

- Page provided the CAP annual report for member review, which is based on VR job candidates who were also served by CAP for the period 10/1/14 – 9/30/15. Age categories noted are the same provided by RSA. The type of cases have been grouped together somewhat generally as they are varied in nature.
- Page and Jeff are creating a draft of a transition plan to identify areas not in compliance with ADA standards for area offices and service unit locations that are being leased. They will prioritize any needed corrections and establish a timeline for removing barriers or discussing re-location plans.
- Page created a video describing IVRS services and processes and which features ASL, voice and closed caption. The video appears on the IVRS website and was created to provide outreach to the Deaf and Hard of Hearing community.

**SRC MEMBER ACTIVITIES – NDEAM RECAP** – *presented by Kathy Joblinske*

Kathy reported that activities went very well at the hosting sites of Waterloo, Sioux City and Des Moines. She commended the West Central Supervisor, Leslie McCarthy, for assisting with anything that was needed to facilitate this first-time educational series.

The virtual sessions generated a lot of good questions. Some employers conveyed they had been caught up in the notion that accommodations are complex and costly, many expressed really appreciating the simple accommodation ideas for business that were presented. She received additional, very positive feedback about Kyle Horn's inspirational presentation, which discussed employment of persons with disabilities.

Renee thanked Kathy for her hard work and successful disability employment educational series for business. Kathy was presented a gift on behalf of SRC for her efforts.

David inquired of Kathy what her thoughts were regarding future planning. Kathy felt that it is worth building upon; she was appreciative of the assistance from the Society for Human Resource Management (SHRM), who really pushed information out to members; she would like to engage them in further involvement. SHRM encountered a conflict with NDEAM activities this year as they occurred at the same time as their state conference. Kathy believes finding the right "stage" for this disability employment awareness month information – perhaps utilizing the Iowa Association of Business and Industry to get it on the agenda of their annual conference. Kathy is open to and asked for feedback.

David asked what message they could convey to IVRS Area Office supervisors to enable them to be more involved. Kathy suggested getting their ideas and feedback on potential topics – local conversations are needed. David said the goal could be to simply build upon what Kathy has started, perhaps adding more offices as hosting sites. Kathy said the offices that participated this year had the opportunity to interact with local

chambers of commerce, SHRM, etc. Renee feels having more time to pull it together is needed. She wondered if business partners felt the same way.

## COMMITTEE REPORTS

*Planning and Evaluation:* Discussion centered on the re-wording of some questions on the Consumer Satisfaction Survey to make them more understandable for job candidates. Jeff provided a handout created by the committee, which contained the original question and proposed revisions. IVRS Resource Manager Jeff Haight, who assists with the survey, noted that response rates are better when surveys are sent close to the time a case closes. However, if the wording of questions will be changing, he prefers to wait to ensure that the same questions will be used throughout the new fiscal year.

Kenda suggested everyone review and send suggestions to Page who will compile feedback, revising the wording again if needed and send to Kathy Slater, with a date of Nov. 30 suggested as the deadline to finalize any proposed changes. Kathy will send out documents for SRC members to vote on all of the finalized revisions in totality.

James asked members to be aware as they reviewed the proposed verbiage changes that the questions were clear, user-friendly, and easily apparent to the job candidate as to what information they are trying to solicit.

*Outreach Committee:* The group discussed/brainstormed activities for the legislative reception next March. Lori Moore will send out thank you notes again to the Education subcommittee to thank them for their support. Kathy asked IVRS to provide guidance to council members regarding any data they might need for talking points, as they have in the past. Randy inquired about the difference between IVRS and SRC talking to legislators. David responded that IVRS activities correlate to education, SRC has an advocacy focus.

Lori Moore offered a suggestion pertaining to a coffee shop in West Des Moines that employs teens with disabilities, perhaps some of those employees could attend the legislative reception and pour coffee for legislators who visit the SRC table. Renee suggested forgoing the goody bags in lieu of this activity. Randy expressed he was in favor of this idea. David mentioned VR supervisor assistance will be needed to get information out to their legislators, he asked for Kenda's help with this. He offered that if using the students from the coffee shop, perhaps Mary Jackson could talk about transition services.

Kenda asked Kathy Slater to find out if the students can serve coffee, noting that since the Capitol also has food services, we will want to make sure there is not a conflict. She also suggested possibly having the director of one of IVRS' private, not-for-profit organization partnerships attend to talk about a success story, or perhaps IVRS/IWD discuss our IWD partnership, etc. David cautioned that we don't try to tackle too many issues – he thinks being more focused is important.

Renee sought feedback from other SRC members about ideas for the legislative reception. Rosie suggested looking at the Unified State Plan and show how IVRS has taken that information and created collaboration and partnerships with various entities. She proposed utilizing a group of people to do this in a global effort, but with specific questions being directed to the person who would have specific information.

Kathy thought a brochure that shows all of the IVRS collaborative partners would be nice. Lee Ann asked if that information would be in the annual report. David suggested a Word Cloud graphic which IVRS could create to include all of the partners. David also discussed using SRC members as subject matter experts from their respective fields and that they could then discuss how VR involvement is positively making a difference.

*Financial Committee:*

No update was needed as Pam said Matt did a thorough job of covering details in his earlier financial overview.

**Other:** Lee Ann was asked by APSE (Association of People Supporting Employment First) to re-present to David the leadership award. In the previous presentation, the wording on David's award had been confused with Representative David Heaton's award.

Lori Moore shared that the ASK Resource Center received the Zeigler award, presented by the Learning Disabilities Association (LDA) of Iowa for the Resource Center's transition project. Each year LDA Iowa selects people and organizations from the state who have extended a service specifically tailored to the transition needs of young adults with learning disabilities.

A motion for meeting adjournment was made by Page; the motion was seconded by Renee; all were in favor. The meeting adjourned at 2:58 p.m.

**The next SRC meeting is scheduled for Tuesday, March 22, 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. The legislative reception is scheduled for the following day, Wednesday, March 23, 2016, at the Capitol – 1<sup>st</sup> floor East & South wings.**

**ADDENDUM – WORDING CHANGES TO CUSTOMER SATISFACTION SURVEY**

A vote to approve certain wording changes to the SRC Customer Satisfaction Survey took place by paper vote after the meeting, concluding December 15, 2015. Please refer to Attachment 1 for a recording of member votes which approved these revisions.

-----

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

\_\_\_\_\_  
SRC Chair – Renee Neppi

Renee sought feedback from other SRC members about ideas for the legislative reception. Rosie suggested looking at the Unified State Plan and show how IVRS has taken that information and created collaboration and partnerships with various entities. She proposed utilizing a group of people to do this in a global effort, but with specific questions being directed to the person who would have specific information.

Kathy thought a brochure that shows all of the IVRS collaborative partners would be nice. Lee Ann asked if that information would be in the annual report. David suggested a Word Cloud graphic which IVRS could create to include all of the partners. David also discussed using SRC members as subject matter experts from their respective fields and that they could then discuss how VR involvement is positively making a difference.

*Financial Committee:*

No update was needed as Pam said Matt did a thorough job of covering details in his earlier financial overview.

**Other:** Lee Ann was asked by APSE (Association of People Supporting Employment First) to re-present to David the leadership award. In the previous presentation, the wording on David's award had been confused with Representative David Heaton's award.

Lori Moore shared that the ASK Resource Center received the Zeigler award, presented by the Learning Disabilities Association (LDA) of Iowa for the Resource Center's transition project. Each year LDA Iowa selects people and organizations from the state who have extended a service specifically tailored to the transition needs of young adults with learning disabilities.

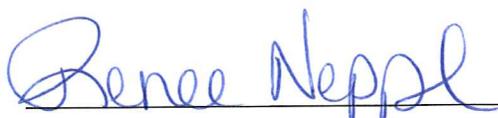
A motion for meeting adjournment was made by Page; the motion was seconded by Renee; all were in favor. The meeting adjourned at 2:58 p.m.

**The next SRC meeting is scheduled for Tuesday, March 22, 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. **The legislative reception is scheduled for the following day, Wednesday, March 23, 2016, at the Capitol – 1<sup>st</sup> floor East & South wings.**

**ADDENDUM – WORDING CHANGES TO CUSTOMER SATISFACTION SURVEY**

A vote to approve certain wording changes to the SRC Customer Satisfaction Survey took place by paper vote after the meeting, concluding December 15, 2015. Please refer to Attachment 1 for a recording of member votes which approved these revisions.

-----  
Meeting minutes approved by the Council on this date: March 22, 2016

  
\_\_\_\_\_  
SRC Chair – Renee Neppel