

State Rehabilitation Council (SRC)

April 30, 2014

9:00 a.m. to 12:00 p.m.

MINUTES

**Utah State Board of Education
Main Conference Room**

Conference calls: 1-877-820-7831 269450#

Next Meeting: Wednesday, May 28, 2014

PRESENT:	Ron Campbell	Carrie Dallas	Ken Gourdin
	Bart Hill	Tim Lewis	Susan Loving
	Karim Mardanlou	Travis Morgan	Jim Sterzer
	Maree Webb	Rylee Williams	
PHONE:	Kent McGregor	Merina Pope	Amy Powell
	Lester Ruesch	Paula Seanez	Tammy Wood
EXCUSED:	Kelly Boehmer	Sharon Brand	
USOE Staff	Russ Thelin	Kyle Walker	John Woeste
	Danny Schoenfeld	Ginny Henderscheid	
GUESTS:	Kris Fawson, USILC	Ralph Glathar	Carol Ruddell

COUNCIL BUSINESS COUNCIL WELCOME / MISSION STATEMENT

Ron welcomed everyone to the meeting which started at 9:05 a.m. John Woeste volunteered to read the mission statement.

Ron announced the appointments for SRC vacant positions. James Harvey, was appointed for, Business, Industry, and Labor (BIL), Melissa Freigang, BIL, Corrina Trujillo Tanner, as a Consumer, and Amberley Snyder, Consumer.

MOTION: Maree Webb made the motion to accept the recommendation for approval for forwarding to the Utah State Board of Education for appointment. Kent McGregor seconded the motion. All were in favor. None opposed.

APPROVAL OF MINUTES

The minutes of the March 2014 meeting were amended by Kent McGregor. On Page 1, the EXCUSED section should omit Merina Pope's name as she attended the meeting by phone. Tammy Wood should be replaced as EXCUSED. The second paragraph on Page 4 should be amended to make two sentences, *"with these moves this will save enough money for the agency. Hopefully..."*

The fourth paragraph on Page 4 should be revised to read, *"After discussing the concern of losing the benefit specialist positions, Chair Ron Campbell recommended that a priority be set with the District Directors' for in-service training for VR counselors especially in the hiring process."* Pages 2, 4 and 5 to correct Paula Seanez's name.

MOTION: Paula Seanez made the motion to approve the minutes of March 26, 2014 as amended. Kent McGregor seconded the motion. All were in favor. None opposed.

Ron requested discussion from the Council making a motion regarding the recommendation from the March SRC meeting concerning the loss of benefit specialist positions.

MOTION: Kent McGregor made a motion that the Council recommends a priority be set with District Directors that in-service training with basic skills on benefits planning be given to Vocational Rehabilitation (VR) counselors and be emphasized in the hiring process. Maree Webb seconded the motion. All were in favor. None opposed.

EXECUTIVE DIRECTOR UPDATE

RUSS THELIN / KYLE WALKER

Russ reported that he along with Kyle and Ron attended the CSAVR conference. Ron and Kyle also attended the National Coalition of State Rehabilitation Council's (NCSRC) training. Ron reported on the training, mentioning Utah's new position as a member of the NCSRC coalition.

Russ reported that the CSAVR conference focal point was on Senate Bill 1356. It proposed three issues. The first issue is the move of the Rehabilitation Service Administration (RSA) from the Department of Education to the Department of Labor. Russ reported a CSAVR panel of professionals was working in Washington D.C. to address these issues with the Senate and House. He reported that there was no substantial data, information, or cost analysis to support this move. Russ stated that because of the efforts addressing the opposition of this move, the current feeling of the CSAVR coalition and even some House members is that the move to DOL is looking like it is defeated. As a result current concern was minimal, but is still ongoing. A report will be given with a further update.

The second issue regarded decreasing VR counselors' qualification of CSPD standards. Russ summarized this by saying that credentials are very important. Rehabilitation counselors with master degree skills have higher levels of success getting clients into meaningful careers. Clients who receive these services also have a higher satisfaction rate. Agency staff members gave their viewpoint on this issue. Russ ended this discussion by stating VR does not want to undermine the qualification of VR counselors because it would then undermine services to individuals with disabilities. The last issue was allowing for successful closure at subminimum wage. This was not discussed.

There was a discussion on the issue of identifying the name "client vs. consumer." Ken Gourdin, Secretary, gave his synopsis on this discussion and shared his viewpoint.

Russ recognized Ron Campbell, on his representation of Utah's SRC at the conference reporting that Ron submitted a letter from the SRC to members of congress with facts and data of issues and concerns. Ron will forward the letter to Council members.

Russ shared with the Council the association VR has had with the Utah State Board of Education (USBOE). In recent months, USBOE has requested VR participate in educating and informing them on the role of VR. Russ continued by saying that USBOE brought up questions about why Utah State Office of Rehabilitation (USOR) is under the USBOE. Russ shared his discussion with the USBOE by stating that VR has been under Education since the agency started in 1921 and under the Department of Education nationally since the establishment of the Rehabilitation program in 1917. Russ continued with the fact that VR has an educational

emphasis that VR serves transitional students as we receive our regulations out of the Office of Special Education and Rehabilitation Services (OSERS) in Washington, D.C. Russ mentioned VR services are about life-success for individuals and that VR counseling and guidance is educational and transforming. To become more integrated with the USBOE one of the things that were suggested was that a member from USBOE be represented at the SRC meetings to inform and educate the USBOE on the role and accomplishment of the SRC and USOR's VR program. Discussion on this suggestion will be continued.

Russ gave an update on the budget and announced that VR was given the full allocation requested by the Legislature. The will allow VR to draw federal reallocations. Russ mentioned that Danny Schoenfeld, Stacey Cummings and USOE fiscal staff assigned to USOR are working on future projections. They are still looking to make sure VR can create efficiencies without reducing services to clientele. Russ stated plans are to look and analyze closely in the next fiscal year. He asked Council members for suggestions and recommendations.

Russ closed his update reporting on the "Rehab Way." He summarized regarding the efforts VR was making to transform to a client focus rather than a process focus with cultural changes within the VR organization, while enhancing the professionalism of VR counselors. Russ continued to report that the "Rehab Way" concept is so successful that he has been contacted (along with Kyle and Ron) by several other VR state agencies wanting to implement Utah's concept. Russ also mentioned that the Utah Department of Human Resource Management as well as Department of Workforce Services was asking VR's help to implement the "Rehab Way" in their organization.

John Woeste announced that Kyle Walker, Director, will be receiving the Governor's Award for Excellence next week.

SATISFACTION SURVEY UPDATE

DANNY SCHOENFELD

Danny provided the Council with a PowerPoint presentation on the Satisfaction Survey. Danny reported on the purposes and procedures of the survey. He continued by reporting on the response rate. A question was asked regarding the high rate of response to these surveys. Danny indicated that there are four mailings sent and these repeated mailings seemed to be the reason. Danny mentioned that 320 surveys were sent and 23% indicated good or valuable services were provided. Danny then handed out information on the 23% percentages on average year's response rate for status 26. On the average year's response rate for status 28, non-successful closure was 5%. Danny discussed question 14 on the survey. It was voted by the SRC Council (in October) to have the wording changed. He reported this will be implemented with the new printed survey on the next mailing.

A Council member asked if there were any data that analyzes the response results district by district and/or by disability. This could be used to determine who is or is not responding. Ron Campbell asked about Order of Selection (OOS), referencing a state that was on the OOS where customer satisfaction went up. He asked if there is a way to develop a similar survey if VR was to go on OOS. It was mentioned this could provide future leverage with the Legislature by providing reasons and facts why there should not be an OOS and everyone should be served. A suggestion was to have an Ad Hoc committee developed (with Council recommendations) to determine whether or not to include a question on the survey asking if USOR were to go on OSS how it would affect them. Danny reported he would ask other states if they are including OOS on their satisfaction surveys. It was mentioned that Colorado recently just got off OOS and would be a good state to contact.

ASPIRE/PROMISE GRANT

CAROL RUDELL

Carol reported on the progress of ASPIRE. Each state now has a state coordinator in place. Utah, North Dakota and South Dakota are fully staffed with three other states in the process of hiring their case managers. Carol mentioned there have been many challenges with ensuring that the six states implement the same interventions. Because ASPIRE is a human subjects research project, with treatment and control groups, USOR is collaborating with the U of U, Institutional Review Board (IRB) to review the study for benefit/harm to the participants. Carol noted that enrollment has been delayed due to circumstances beyond their control but will soon start. Carol distributed a copy of the ASPIRE program stating that Utah is responsible to enroll 250 youth and families by conducting outreach to agencies, community partners, and stakeholders to promote ASPIRE to youth and families who may be eligible for ASPIRE.

A question was asked how paid employment opportunity for the youth would be affected for those on SSI. Carol answered this question by saying there are several work incentives that will apply to the youth, including the Student Earned Income Exclusion which allows the youth to earn \$7,060.00 a year without affecting their SSI check. Carol was asked to give a progress report on the six states involved. Carol reported on enrollment numbers which she mentioned was based on per capita where the youth lives, stating the ASPIRE enrollment rate is 18.3% across the six states. Carol stated approximately 11,000 youths are coming from the six states reporting 5,000 youths are in Arizona having them to enroll 1,050 youths, Colorado enrolling 400, Utah 250, South Dakota 130, Montana 120, and North Dakota 50. Carol continued the update by mentioning that training was held in Salt Lake City bringing everyone together for the first time. It was encouraged checking the ASPIRE website when it is set-up linking it on Facebook and to get the word out about the program.

REPRESENTATIVE UPDATE/DISCUSSION

Lester Ruesch, USLIC Chair, reported USILC members will be meeting with SRC at May's meeting.

Tim Lewis, Disability Law Center (DLC), reported a need assessment survey was sent to reach out to the community to find out how DLC can help them. Focus groups are now in place to help determine better resources.

John Woeste announced that Robyn Chidester will be replacing Louise Ogden from the Utah Parent Center.

SUCCESS STORY

JOHN WOESTE

There is another successful client thanking the VR program along with his VR Counselor, Lisseth Madsen from the South Davis Office. This client at a young age had problems at school with reading comprehension, social and other anxieties, including test anxiety, ADD, and ADHA. He thought about college but worried that he could not succeed and would continue to have problems like he did in high school. His counselor came to his high school class and talked about the Vocational Rehabilitation program (VR) and how he could benefit from it, including going to college. Meeting with his counselor he was able to lay out a plan with goals of graduating from college in four years. His counselor supported him and gave him guidance. With hard work he received a Bachelor of Science degree in computer science with a GPA of 3.23, the highest GPA of his life. During his last semester of school he was hired

by Spillman Technologies as a QA developer. He stated that he owes his success to the VR program and to his counselor for the help and inspiration that was given to him to succeed in completing his goals and helping people like him.

DISCUSSION

Kyle gave an update on the milestone explaining the old process that counselors granted to vendors. One issue that came from the process was that the total amount of hours was sometimes not used. A new process was developed by taking away the total amount of hours and defining steps that needed to be completed with set dollar amounts. This was working with new vendors and was positive for the clients; however, with new vendors coming for referrals, the old vendors now had competition. Recently, a change was made where vendors will now be reviewed periodically. Russ shared with the Council that he recently presented at the Utah Association of Community Services (UACS) and the milestone discussion came up. Russ reported the group strongly expressed they were all in favor of the new milestone process.

Kris Fawson, Utah State Independent Living Council (USILC), reported that USILC is organizing this year's youth leadership conference for individuals with disability. Kris stated last year's conference was very successful and that everyone is looking forward to attending again. No further updates.

Ron Campbell, Chair, adjourned the meeting at 11:50 a.m.

Minutes submitted by Executive Secretary, Ginny Henderscheid