

**Maryland State Rehabilitation Council
Minutes
Workforce & Technology Center
February 28, 2018**

Members Present:

Jeff Moran, Chair
Sue Page
Sue Schaffer
Rene Averitt-Sanzone
Denise Carter-McCormick
Chris Conklin
Anil Lewis
Cindy LaBon
Christy Stuart

Members Unable to Attend:

Tom Laverty
Katja Fort-Rhoden
Barry Shaw
Tony Lawson
Marsha Legg

DORS Liaisons to Council:

Jean Jackson, DORS – WTC Director
Toni March, DORS – OBVS Director
Jody Boone, OFS Director

Guests:

Cammie Jacelin, DDS – Executive Leader Institute (ELI)
Derrick Serra, DORS – Staff Development

Support Staff for Council:

John Stem
Sandy Bowser

Introduction – Jeff Moran:

Jeff Moran welcomed guests and members to the Council meeting and asked that everyone introduce themselves.

The minutes from November 8, 2017 were approved as written.

Customer Satisfaction Survey Process – John Stem

The new Customer Satisfaction Survey is now ready for the State Rehabilitation Council's review before being rolled out to DORS consumers.

Background:

The Customer Satisfaction Survey is sent out quarterly to consumer's whose cases were closed in the last quarter. OFS records the responses manually; The University of Maryland records the responses for OBVS consumers and also uses a more direct approach by calling multiple times.

The Needs Assessment, Quality Assurance and Public Relations Committee made the recommendation to use the same instrument to survey consumer's whose cases are currently open. The projected date to launch this new survey is the first week of April 2018.

Customer Satisfaction Survey Procedures:

Target Population:

OFS and OBVS consumers with VR cases will receive this survey including:

- 5% of open cases in OFS in eligible, delayed, service or employed status, and all OFS cases closed-rehab or closed-other after IPE during the previous quarter.
- 5% of open cases in OBVS in eligible, delayed, service or employed status, and, beginning after July 1, 2018, all OBVS cases closed-rehab or closed-other after IPE during the previous quarter.

Timing:

- The surveys will be distributed quarterly – January, April, July, and October.
- The survey will remain open for three weeks.
- When the survey is closed, if an individual tries to complete, a standard message will provide a link to the MSDE survey and the option to email feedback to the DORScustomersatisfactionsurvey mailbox.

Quarterly Distribution via various methods:

- Email via GovDelivery to those with valid email addresses.
- Letter to those who do not have an email, including scannable QR code to make it easier to access the survey via the iphone.
- There will be an option to complete the survey over the phone.

Contents:

- Survey will take no more than 7 minutes; depending on the number of questions asked and individual consideration.
- All respondents will be asked the same general questions about their overall satisfaction with DORS and the DORS counselor.
- Respondents will be asked questions about the application process if they say that they have recently applied or been determined eligible (but don't have an IPE yet).
- Respondents will be asked questions about the Plan Development Process and Service provision if they say that they have an IPE or that they are employed.
- Respondents will be asked Outcome related questions if they say their case is closed (rehab or other). CRPs to which DORS referred them, if they want to include that information.
- Respondents are also given the option to provide their name and contact information if they want someone to contact them to further discuss their DORS experience.

Follow-Up:

- The Program Manager, Technical Assistance Branch, will be notified by email for SurveyGizmo when an individual indicates that follow-up is requested, and that individual will either follow-up or ask the Regional Director to follow-up and report back.

Feedback/Suggestions from the Council:

- Texting availability
- Anil would like to have his team through NFB test the survey for accessibility.

- OBVS & OFS Surveys to be kept the same (one universal design) – do not have two different versions.
- Discussion held on how to order the selections and the amount of choices. Suggestion was made to check with our education academic partners to see if there is a standard format to use.
 - I Strongly Disagree I Disagree No Opinion I Agree I Strongly Agree
- Separate the following question:
 - DORS staff are timely when responding to messages (phone calls and emails).
 - DORS staff are timely when providing services.
- Terms such as “Pre-ETS, Transitioning, ILOB, Supported Employed, CRP, etc.” need to be clarified on the survey. Simplify DORS language into terms all consumers will know.
- Suggestion made to send the first survey out to a smaller amount of consumers as a trial run to see how many responses are returned and to iron out any kinks with the survey.

Examples of the Complete Survey Questions were distributed to the Council.

Chairperson/Vice Chairperson Report – Jeff Moran & Anil Lewis

The Maryland State Rehabilitation Council Chair, Co-Chair and members officially welcome our new members:

- Denise Carter-McCormick - Maryland State Department of Budget and Management, Office of Personnel Services and Benefits/Recruitment and Examination Division.
- Tony Lawson – Chair, Maryland Statewide Independent Living Council
- Rene Averitt-Sanzone - Co TA Director for the Parent Training Center.

Committee Structure/Restructure:

The current Committees:

- Membership and Resources
- Policy and Planning
- Public Relations and Quality Assurance
- Employment/Career Development
- Blindness and Vision Services

The Council is recommending changes be made to the current structure.

Proposed Changes:

Purpose – To align the primary duties of these subcommittees for greater internal consistency.

Proposed new names for the subcommittees:

- Strategic Planning and Public Relations
- Policy and Quality Assurance

Strategic Planning and Public Relations subcommittee duties:

- Participate in DORS Strategic Plan development and review process.
- Review DORS Customer Satisfaction Survey process; provide recommendations related to information/data collection (e.g., survey development) and findings.
- Review Client Assistance Program, Mediation and Appeals reports and develop recommendations.
- Coordinate legislative and advocacy activities of the Council, including planning the annual legislative event.

- Develop and distribute MSRC public information including the Annual Report.

Policy and Quality Assurance:

- Participate in DORS policy development and review process.
- Review DORS QA System; provide recommendations related to data collected and findings.
- Assist in development and monitoring of DORS State Plan, program plans and planning activities.
 - Participate in DORS Planning Meetings including development of annual goals and objectives.
 - Partner with DORS in developing plans for, carrying out and assessing findings of annual public meetings throughout the State.
 - Assist in review and monitoring of the Comprehensive System of Personnel Development.
 - Participate in development of the triennial Comprehensive Statewide Needs Assessment and review of findings and recommendations.
- Review DORS Cooperative Agreements.

Comments from MSRC: Suggestion from Anil for members to be added to the Membership Committee.

The MSRC held a discussion on the new changes and all members unanimously voted yes and the changes have been accepted.

Legislative Day:

Historically, the MSRC members visited Annapolis in February to meet with legislators to discuss vocational rehabilitation services; what they do; success stories, etc.

Discussion was held on how to proceed with the MSRC Legislative Event in 2019.

MSRC members would like to continue with scheduled legislative appointments for the 2019 legislative event as opposed to distributing flyers.

New Chair – Employment/Career Development Committee:

MSRC Members are encouraged to review the new subcommittee restructure policy to see if they would like to change committees. New members should review to see what committee they would like to be a part of.

Annual Report 2017:

The Annual Report for 2017 is now complete and available on the DORS website. There are a few printed copies available for distribution. Thank you to Kim for a great job on the Annual Report.

Director’s Report – Sue Page

Corrective Action Plan (CAP) – RSA On-Site Monitoring and Technical Assistance Review was conducted in April of 2017. There were five findings; DORS prepared and submitted our Corrective Action Plan. RSA has approved the CAP for DORS and look forward to working with us and the first update is due in July 2018.

State Plan Update:

Due to the changes in The Workforce Innovation and Opportunity Act (WIOA), the State Plan is submitted every four years. This is a combined plan where all partners enter their part. The State submitted the State Plan April 16, 2016. At the two-year point, states have the option of amending their Plan. Maryland made the following updates:

Replaced the old Comprehensive Statewide Needs Assessment with the new version.
Updated goals, objectives and performance measures.
Updated Outcomes.

The updated amendments need to be submitted by March 15, 2018. The Plan is public information and is available on the DORS website.

VR Then & Now:

A statewide meeting was held on January 19th for DORS VR Staff to discuss the Workforce Innovation and Opportunity Act (WIOA) and to make sure all staff receive the same message. The presenters were DORS Executive Staff and Staff Specialists with Transition and Supported Employment. Agenda items included:

- What is WIOA, and Why is it so Important to DORS
- “Cultural” Adjustments
- WIOA Implementation at DORS to date
- WIOA Changes Still to be Implemented at DORS

The meeting was well received with good comments from DORS staff.

Quality Assurance:

The QA Reviews have started this month and will be completed on a bi-weekly basis. The four-person review team consists of John Stem, Patrick Peto, Program Evaluation & AWARE, Megan Glaze-Kelly, Client Assistance Program and rotating Administrative Supervisors. The Program Manager (to be filled) for Office of Field Services will complete the team once the position is filled with the Administrative Supervisors continuing on a rotating basis.

Two reviews were completed in Baltimore City with two more to go. The fourth District will be completed at the end of the year as there is a new Supervisor in that unit. All offices that have new Supervisors (6 months or less) will be completed at the end of the year in order to give them time to adjust to their duties. All reviews statewide are expected to be completed by the end of September.

The reviews went very well; Supervisors welcomed the feedback positive or negative and plan to use the review results with their staff.

A summary of the findings will be shared/discussed at the MSRC meeting in the fall/winter.

2018 MD Legislative Session:

We are currently in our 2018 Maryland Legislative Session. DORS does not have any bills of concern but there are a few that we are keeping our eyes on.

SB782/HB782: Maryland Achieving a Better Life Experience (ABLE)

- The purpose of authorizing money and assets in an ABLE account to be transferred, on the death of a designated beneficiary, to a certain estate or a certain ABLE account for an eligible individual, unless prohibited by federal law; prohibiting the State, unless required by federal law, from seeking payment from an ABLE account or its proceeds for certain medical benefits paid for the designated beneficiary; and generally relating to the Maryland ABLE Program.

SB403: Worker’s Compensation – Students in Unpaid Work-Based Learning Experiences

- The purpose of authorizing all county boards of education, rather than only certain county boards of education, to waive the requirement that a participating employer reimburse the county for the cost of the premium for worker’s compensation coverage provided to students placed in unpaid work-based learning experiences or pay a certain fee; and generally relating to worker’s compensation coverage for unpaid work-based learning experiences.

SB482: Remove Access information Program for Deaf-Blind Individuals – Establishment

- The purpose of establishing the Remote Access Information Program for Deaf-Blind Individuals; establishing the purpose of the Program; requiring the Department of Information Technology to consult with the Department of Disabilities to establish and administer the Program and adopt certain regulations; requiring the Department of Information Technology to enter into a certain agreement with the Department of Disabilities that provides for a certain annual payment to the Department of Disabilities; requiring the Department of Disabilities to identify and contract with a certain nonprofit entity to provide certain remote assistive technology; requiring the Program to be funded as provided in the State budget; defining certain terms; and generally relating to the Remote Access Information Program for Deaf-Blind Individuals.

Supported Employment Policy Updates:

DDA/DORS MOU is still in process with the hope to be finalized by May-June.

Instruction will be provided to the DDA Liaison counselors who have recently been assigned. All DDA providers now have a DORS Liaison.

The first meeting consisted of preparation for providing Career Counselor for sub-minimum wage earners. Future meetings will be follow-up and Natural Supports - what they are and how they work. WINTAC will also attend a meeting to help with the Workforce Innovation and Technical Assistance side.

CSAVR:

The Council of State Administrators of Vocational Rehabilitation (CSAVR) will hold their Spring 2018 Conference in Bethesda April 9 – April 11, 2018.

NCSAB:

The National Council of State Agencies for the Blind (NCSAB) will hold their Spring 2018 Conference in Bethesda April 11 – April 13, 2018.

Committee Reports:

Employment/Career Development – a Chair is needed.

Public Relations and Quality Assurance – Jeff Moran

Kudos to John Stem for the outstanding work he has done on the new Customer Satisfaction Survey. The next meeting will be held on March 23, 2018.

Blindness & Vision Services – Sue Schaffer – the next meeting will be held on March 14, 2018. John Stem has been invited to attend the meeting for discussion on the Customer Satisfaction Survey.

Policy & Planning – Would like more and/or new members on the committee.

Council Sharing:

Jeff Moran would like for MSRC members to recruit/invite members of the community to attend the meetings and to possibly join one of the sub-committees.

New Council Business:

The next full Council meeting is scheduled for Wednesday, May 9, 2018, at the Workforce & technology Center, Baltimore, 4:00 p.m. – 7:00 p.m.

Respectfully submitted

Sandy Bowser
MSRC Staff Support