

Maryland State Rehabilitation Council
Minutes
Workforce & Technology Center
May 9, 2018

Members Present:

Jeff Moran, Chair
Anil Lewis, Co-Chair
Sue Page
Cindy LaBon
Marsha Legg
Tom Laverty
Rene Averitt-Sanzone
Denise Carter-McCormick

Members, Unable to Attend

Chris Conklin
Christy Stuart
Katja Fort-Rhoden
Barry Shaw
Tony Lawson
Sue Schaffer

DORS Liaisons to Council:

Jean Jackson, DORS – WTC Director
Toni March, DORS – OBVS Director

Support Staff for Council:

John Stem
Sandy Bowser

Introduction – Anil Lewis, Co-Chair:

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

The minutes from February 28, 2018 were approved as written.

Customer Satisfaction Survey Process – John Stem:

The Customer Satisfaction Survey Letters were distributed to 5% of individuals who had open cases who had an eligibility date; the survey went live the 2nd week of April and was open for 3 weeks until closure on April 30th. 1,952 letters were sent to individuals with open cases in OFS and OBVS. The email/letter also gave instructions on how to provide feedback once the survey closed. A feedback email box was created specifically for consumer comments.

Survey Highlights:

239 – Response Attempts (some started survey, but did not complete)
216 – Completed Surveys
1 – Feedback Response – this was forwarded to the appropriate regional director

One unique feature of the survey asked if the consumer wanted follow-up. Ninety-three consumers indicated they wanted a call back from DORS; thirty-three of those individuals indicated they were dissatisfied with services. DORS Counselors contacted the individuals who provided positive feedback while the Regional Directors contacted the individuals who were dissatisfied with services.

Statistical Information:

- 13% - Application Status; eligible, still waiting on eligibility letter.
- 8% - received letter; knew they were eligible
- 31% - Plan for Employment
- 6% - Employed but not closed
- 22% - Closed as Employed
- 18% - Closed as Unemployed

Questions:

Question – Based on my Most recent experience with DORS, I would recommend this program to a friend:

- 98 Strongly Agreed (41%)
- 63 Agreed (26%)
- 23 No Opinion (10%)
- 13% Disagreed
- 10% Strongly Disagreed

One out of four disagreed – DORS would like to see this number increase to a positive response.

Question – DORS Staff are timely when respond to Phone Calls & Emails

70% Agreed or Strongly Agreed

Question – DORS staff are timely when providing services

70% Agreed or Strongly Agreed

Question – Staff worked well with other people who are helping me become employed.

61% Agreed or Strongly Agreed

Question - My DORS Counselor is committed to helping me become employed

41% Strongly Agreed

21% Agree

Looking to have this number increase and for the consumers to recognize that the counselor has this commitment.

Question – I am satisfied with my experience with my DORS counselor.

61% Agree

10% No Opinion

28% Disagreed or Strongly Disagreed –these individuals received additional questions

My counselor understands my needs and gives me useful advice

6% Agreed

70% Disagreed or Strongly Disagreed

My counselor is supportive and takes my concerns seriously

14% Agreed

Quality Assurance Update – John Stem:

As of February 2018 an intensive series of Quality Assurance Reviews began for every district.

Eight reviews have been completed so far:

Region III – Baltimore City – (3 districts)

Region V – Bel Air/Elkton, Owings Mills, Towson

Region II – Southern MD/Annapolis – combined

Region VI – Lanham

Hagerstown/Cumberland in Region I will begin next week.

The QA Team reviewed 285 cases which consists of 6 cases per counselor – 35-36 per review.

This four person consists of:

John Stem, Program Manager, Program Manager, Office of the Director

Megan Glaze-Kelly, Staff Specialist, Client Assistant Program

Patrick Peto, Staff Specialist, AWARE & Program Evaluation

There will also be a rotating person – Derick Serra, Eric Schmidt, Tandra Hunter-Payne, and the Administrative Supervisors from different regions

This is an online process using Survey Gizmo. This is the 2nd time the QA process has been completed using Survey Gizmo and is much more streamlined focusing on the areas of concern from RSA.

Application Date – Is the application date being reported to RSA verified by the hard copy file

30 Days from Referral – Was the individual seen for an intake appointment within 30 days

Comprehensive Initial Interview – Was it comprehensive and documented

Eligibility & Disability Priority – Determined timely with required documentation in place

RSA specifically has 60 days from the application

Initial IPE Developed – all signatures in place, plan date and verifiable with case record

Goods & Services – Provided in a timely fashion

Wages Verified – What is reported to RSA

Employment Start Date, Wages, Hours Works – Evidence in case record

Successful Case Closure – Appropriate and significantly documented

VR Supervisors using the checklist to verify everything is in place

Case Closed Other – Was the individual contacted a sufficient number of times before the case

Was closed unsuccessful and was a letter sent

The wrap-up session is held at 3:00 on the second day of the reviews with all staff. Counselors and Supervisors are asking good questions and having great follow-up discussions.

The QA Report is sent back within one week; Regional Directors have 30 days to turn in a Quality Improvement Plan to OFS/OBVS within 30 days of receiving the report.

Staff report that this is a very valuable experience and well received.

Chairperson/Vice Chairperson Report – Jeff Moran and Anil Lewis:

Jeff and Anil would like to thank all MSRC members for their commitment to serving on the Council and contributing their expertise and talents in order to build a better program.

National Council State Agencies for the Blind (NCSAB) Update – Anil would like to thank DORS for their support in being able to participate in the conference that was held in April. Anil reported that the conference was very interesting especially the discussion held on Order of Selection for blind individuals and the Pre-Employment Transition discussion was very well done.

By-Laws - The By-Laws were updated to include the discussion from the February meeting with a few minor edits that talked about the prior amendments from 1998. That was changed that to include WIOA and updated the language to the Governor's Workforce & Development Boards. The Committee names & duties which were approved by the Council at the February meeting were also updated.

Next MSRC Chair – Discussion was held on the Next MSRC Chair. Jeff Moran's term will end in September. Council members will be contacted sometime late August to submit their nominations via email for a new Chair and Vice-Chair.

Announcement – Sue Page, Director of DORS announced her retirement effective June 30, 2018 after 44 years of service. Congratulations and Best Wishes Sue! The Council also thanks Sue for her exceptional leadership for the DORS program!

Director's Report – Sue Page

DORS/CVS Partnership – DORS celebrated our first graduating class on April 27th. The Retail Inclusion Academy was developed in conjunction with WTC, CCBC and CVS Health. Everyone worked together to develop a curriculum and also set-up a mock store with CVS products at WTC. This is a 10-week program that includes 4 weeks of instruction and 6 weeks interning at a CVS store. There were four graduates with one person being hired. There is a Pharmacy Tech program that is currently in the process of being developed. The graduation and program was featured on Channel 11 News.

Bill HR 5658 – Workplace Choice & Flexibility for Individuals with Disabilities Act – To amend the Rehabilitation Act of 1973 to clarify the definition of competitive integrated employment. This bill was introduced in April and has been sent to the committee.

14C Update – There are 24 Agencies that need training. The Office of Field Services developed teams according to their regions and travelled to the programs to provide the training. Training will be provided to 558 individuals in groups of 30-40 by July 2, 2018.

State Plan Amendments:

Maryland submitted the Combined WIOA State Plan four years ago. This is a four-year Plan, but amendments are made every two years with updates. DORS made updates to the Plan to add the new Comprehensive Statewide Needs Assessment as it was completed after the original Plan was approved. The amended Plan was submitted in April.

Committee Reports:

Policy and Quality Assurance – Tom Laverty – QA Reviews started in February using Survey Gizmo. A team of four staff members are conducting this intensive series of Quality Assurance Reviews.

Employment/Career Development – A new Chair is needed

Strategic Planning and Public Relations – Jeff Moran – Customer Satisfaction Survey began the 2nd week of April and was closed April 30th. The sub-committee will meet in the next few months to discuss the DORS Strategic Plan.

Membership – Anil Lewis - Suggestion was made to reach out to the Governor’s Office of the Deaf and Hard of Hearing for members.

Blindness and Vision Services – Sue Schaffer - Discussion was held on the Consumer Satisfaction Survey; several sub-committee members reviewed and used the survey and approved this model for use.

Council Sharing:

Jeff Moran suggested Anil Lewis to be up for nomination of Chair at the September meeting.

Thank you to Sue, enjoy retirement. It has been a great pleasure working with you.

The National Federation of the Blind National Convention will be held in Orlando this year.

The Maryland Department of Disabilities now has blog and are looking for guest bloggers. Kim Schultz will email the information to the Council members.

The next Maryland State Rehabilitation Council meeting is scheduled for Wednesday, September 12, 2018 at the Workforce & Technology Center 4:00 p.m. – 7:00 p.m.

Respectfully Submitted
Sandy Bowser
MSRC Staff Support