

**MARYLAND STATE REHABILITATION COUNCIL
MINUTES
WORKFORCE & TECHNOLOGY CENTER
May 8, 2019**

Members Present:

Anil Lewis, Chair
Marsha Legg, Co-Chair
Denise Carter-McCormick
Scott Dennis
Tony Lawson
Sue Schaffer
Tom Laverty

Members Unable to Attend:

Cindy LaBon
Rene Averitt-Sanzone
Christy Stuart
Chris Conklin

DORS Liaisons to Council:

Toni March, DORS – OBVS Director
Jody Boone, DORS – OFS Director
James Evans, DORS – WTC Assistant Director
Kim Schultz, DORS – Public Relations Director

Guests:

Patrick Peto, Staff Specialist, Program Evaluation and AWARE Support

Support Staff for Council:

John Stem

Welcome/Introduction:

Scott Dennis, Assistant State Superintendent welcomed the council members to the meeting and asked that everyone introduce themselves.

The minutes from November 14, 2018, were approved as written.

Programmatic Updates – John Stem

Customer Satisfaction Survey:

The 2018 Customer Satisfaction Survey Report, was distributed to the council members for their review before the start of the meeting. The report is based on the Four Quarters from 2018.

Report Results:

The report is a reflection of the number of closures from the previous quarter as well as any open cases.

Consumers invited to take the 2018 survey:

Spring	1,952	Total Invited	6,603
Summer	1,638	Total Responded	952
Fall	1,534	Response Rate	14.4%
Winter	1,479		

Survey Questions:

Based on my Recent Experience, I would recommend this program to a friend
71.7% Favorable 18.6% Unfavorable

I am satisfied with my experience with my DORS Counselor (913 individuals responded to this question)

65% - Favorable 23% - Unfavorable

30% had IPEs

10% waiting for IPE

13% Applied for services

60% Favorable with DORS timeliness (returning emails and phone calls)

Closed Cases 23% Employed 20% Not Employed

Follow-up requests – 272 individuals wanted a DORS staff person contact them
56% Favorable 32% Unfavorable

Derick Serra, Program Manager, Office of Field Services worked with Regional Directors to contact consumers who wanted to provide follow-up feedback. More than half were happy with DORS services. Some of the concerns expressed were: Waiting List too long, response time too long, counselor vacancies (who is the new counselor).

The DORS Annual Statewide Supervisor meeting was held on May 6th with one agenda item dedicated to the customer satisfaction survey and counselor that leave the agency. As a result, letters will be distributed to consumers informing them of a counselor change. The Supervisor's name and phone number will be listed on the letter as the contact person until a new counselor is assigned. Supervisors will also notify CRPs of any changes in counselors.

The 2019 Spring Customer Satisfaction Survey started May 1st and will end May 24th.

CSNA Kick-Off – Comprehensive Statewide Assessment of the Rehabilitation Needs of Individuals with Disabilities in Maryland:

Thank you to all the MSRC Council members who participated in the CSNA Kick-Off on April 29th.

VR agencies are required to conduct a triennial Comprehensive Statewide Needs Assessment (CSNA). Brenda Isenock is the DORS lead coordinator. The last CNSA was completed in 2016; DORS incorporated recommendations from that CSNA into our previous three-year program plan and state plan and will do the same with the CSNA results for this year.

Focus groups have been developed to address the areas listed below and consist of the Office of Field Services, Workforce & Technology Center, Office for Blindness & Vision Services, and MSRC members.

I. Comprehensive Assessment of the Vocational Rehabilitation Needs of Individuals with Disabilities in Maryland.

A. Individuals with Most Significant Disabilities, Including Their Need for Supported Employment Services:	Patrick Peto – Data Review
1. Individuals who are Blind/Visually Impaired and Deaf-Blind:	Tandra Hunter-Payne, Mutassim Fadl, Kelly Blake
2. Individuals who are Deaf, Hard of Hearing and Late Deafened:	Hank Passi, Penelope Shook, Alisa Redmon
3. Individuals with Intellectual and Developmental Disabilities, including Section 511 Considerations: a) Consider interviewing CRPs continuing to employ individuals with sub-minimum wage on where they are with their transition. b) Consider interviewing CRPs which recently discontinued paying sub-minimum wages to determine what their consumers and their consumer’s families are saying they need.	Toni Cobb-Cannon, Kate Drake
4. Individuals with Severe and Persistent Mental Illness:	Kate Drake, Toni Cobb-Cannon
B. Individuals With Disabilities Who are Minorities And Individuals With Disabilities Who Have Been Unserved or Underserved By The Vocational Rehabilitation Program:	
1. Individuals With Disabilities Who Are Minorities	Marcy Roberts, Robin Griffin, Kim Schultz
2. Individuals with Disabilities Who Have Been Unserved, Or Who Are Underserved By The Vocational Program:	Derick Serra, Tom Laverty, Eric Schmidt Barriers to Employment Data – Patrick Peto

<p>C. Individuals with Disabilities Served Through Other Components of the Statewide Workforce Investment System.</p> <ol style="list-style-type: none"> 1. Maryland American Job Centers 2. Other Workforce Programs 3. Maryland Community Colleges 	<p>Jessica Hawes, Trina Robinson, Darlene Peregoy Brenda Isenock</p>
<p>D. Youth with Disabilities and Students with Disabilities.</p> <ol style="list-style-type: none"> 1. Their Need for Pre-Employment Transition Services (Pre-ETS) or Other Transition Services. 2. Assessment of the Needs of Individuals with Disabilities for Transition Services and Pre-Employment Transition Services & the Extent to Which Such Services are Coordinated with Local Education Agencies. 3. Pre-Employment Transition Services 15% Set-Aside Calculation 	<p>Lee Armstrong, Melissa Hults-Mokros Jill Pierce</p>
<p>II. Assessment of the Need to Establish, Develop or Improve Community Rehabilitation Programs within the State</p>	<p>Kate Drake, Toni Cobb-Cannon Jim Evans Laura Wellmann</p>

There will be monthly check-ins by Goggle hang-outs or in-person meetings for each groups' progress. The groups have already developed their strategies with some using survey information or planning focus groups in various parts of the state to get a feel for feed-back regarding the customer experience.

The focus group write-ups are due July 29, 2019.

The SRC will review and provide comments/recommendations of the preliminary report at the Executive Retreat in August; with the full SRC committee to review the report at the September meeting.

The CSNA Recommendations/Final Report is due September 30, 2019.

CIE Review Requests Update:

A workgroup was formed in March to develop policies and training to determine if jobs were considered Competitive Integrated Employment. The kick-off was April 1st. There have been requests for 14 site-visits. Seven of the site-visits have been conducted and the rest will take place within the next 2 weeks.

Requests were received from the Columbia Lighthouse for the Blind, Skocum Contract Services, Chimes, Soar 365 (formerly known as the Arc of Richmond), Didlake and Friends Aware.

Thirteen requests were approved and one denied as they did not meet CIE requirements. There have been a variety of job opportunities and a number of advancements within the

organizations - some examples of jobs on the list: Journeymen Electrician, Journeymen Plumber, Journeymen HVAC Mechanic, Steamfitter, Welder, Master HVAC Mechanic. We will continue to review sites for feed-back.

Chairperson/Vice Chairperson Report – Anil Lewis/Marsha Legg:

NCSAB Conference - Anil Lewis commented that it is very interesting that less than half of the VR Agencies have Blindness Agencies and over half of the states that have responsibilities to serve blind and visually impaired individuals did not attend. Thus, not learning about specialized services that are necessary in order to provide competitive integrated employment.

CSAVR Conference – Marsha Legg attended the conference and thoroughly enjoyed the experience.

Directors Report – Scott Dennis

RSA Data/DORS Data Analysis:

DORS is now reporting on a quarterly basis and completed the first Program Year (now on a July – June timeframe). Due to RSA’s increased emphasis on Data, Data Validation, Data Collection, Data Analysis, we purchased a Data Analytics Tool and are going to hire a Staff Specialist to work with Patrick Peto. This new employee’s main focus will be Data Analytics for DORS. The Data Analytics Tool has been in use approximately two months and we have already seen a noticeable increase in Eligibility Determinations and Plans being completed within the required timeframe.

DORS Financial Participation Policy & WTC Fees:

The DORS Financial Participation Policy & WTC Fees were reviewed by the Internal Control Team and a discussion was held on possible changes to the policy. This discussion was held due to Governor Hogan’s passing of legislation that allows scholarship funds be used for community colleges.

- Should financial contribution be applied to WTC Services
- Should we not apply towards some CRP services that offer similar or the same type of trainings.

The proposed changes include:

- Financial Contribution will not be applied to WTC trainings.
- Financial Contribution will not be applied to CRP related services.

The following services would require Financial Contribution:

- Home and Vehicle Modifications
- Rehabilitation Technology
- Higher Education at a college or university
- Proprietary Schools that provide vocational/occupational training skill training
- Transportation
- Child Care

These proposed changes would potentially help individuals attend training programs at WTC without a financial contribution.

A draft with current policy and proposed changes will be emailed to the SRC for their review/additions/corrections before any policy changes are made.

Post-Employment Services:

The DORS Policy Review Committee meet to discuss Post Employment Services.

WIOA Post-Employment states – services that are provided after an individual has achieved employment for the purpose of helping them maintain, regain or advance in employment and are included on the IPE or an amended IPE.

DORS Staff has requested RSA provide clear instructions on Post-Employment services. We were advised that RSA will send a letter to the DORS Director with their response.

CAP Report:

Tom Lavery provided information on the types of calls that CAP receives:

Counselor changes

Who is my counselor

Why can't I reach my counselor

Why isn't the supervisor calling me back

Concerns regarding behavior of the counseling staff (being disrespectful, not explaining things, making choices for consumer, they don't understand what is going on)

Transitioning Students – parents call, can't get a hold of counselor, do not want child's case closed.

Informed choice

Discussion was held on the information provided and recommendations were made to provide training for staff in the areas listed above.

General Information:

The State Rehabilitation Counsel meetings will be held from 4:00 p.m. – 6:00 p.m.

John Stem announced his resignation from the Division of Rehabilitation Services. John has been a valuable asset to DORS and will be greatly missed. We wish John the best in his new career adventure.

Respectfully Submitted

Sandy Bowser

MSRC Staff Support