

**Maryland State Rehabilitation Council
Workforce & Technology Center
September 9, 2016**

Members present:

Jeff Moran, Chair
Jani Willis
Sue Page
Tom Laverty
Christofer Conklin
Diane Pabish
Anil Lewis
Marsha Legg
Zosia Zaks
Joe Barrett
Will Stocker

Members Unable to Attend

Laurie Elinoff
Paulette Epps
Michael Whitehall
Barry Shaw
Andrew Cohen

Support Staff present

Racquel Moore

DORS Liaisons to Council

Kimberlee Schultz
Susan Schaffer
Jean Jackson
JoAnne Materkowski

Candidates for Membership present

(none)

Guests

Melissa Diehl, Project Director, George Washington University
Kate Drake, Staff Specialist, Community Rehabilitation Programs
Derick Serra

Introductions and Approval of Minutes

The Chair, Jeff Moran asked everyone to introduce themselves. The minutes from the May 6, 2015 meeting were approved as written.

Special Guests: Melissa Diehl/Kate Drake

- Melissa, Kate Drake and John Stem worked together on a special project that will look into methodologies and the way DORS pays for services. The goal of the program was to ultimately increase competitive employment outcomes of DORS consumers by strengthening and improving the services provided by Community Rehabilitation Providers.
- They surveyed CRPs, DORS Staff, Consumers and a review of National VR Practices and looked at what could be done to improve these services or come up with alternatives, as appropriate and the second was to develop a system for monitoring and evaluating CRP performance
- They looked at whether Fee for Service which DORS primarily uses and Milestone or pay for performance in which providers are compensated based on certain milestone development.
- Kate discussed the differences in survey findings between DORS and the CRPs concerning the hourly payment methods. The CRPs and DORS staff were also asked what they felt were important areas to monitor.
- The DORS Consumers surveyed felt that good communication with their counselor, a clear understanding of why they were getting referred to a provider and what to expect from that provider was very important.

- The National VR Practices survey was to see how other states accredit their Providers, how they handle Payment and Services and how they monitor the performance in their states.
- Monitoring and Performance – The majority of the states are going with either an annual report or a score card that give a snap shot and lets consumers see how the state is doing.

A draft report was submitted to Executive staff and the next step was to present to the State Rehabilitation Council and it will also be submitted to the CRP Advisory Board Committee and they will look at short term next steps and then look at long term next steps. Some of the things to be looked at will be rates, service structure and reporting requirements. Jeff Moran asked for a copy of the report.

Workforce Innovation and Opportunity Act: CSPD - Derick Serra

- CSPD is the Comprehensive System of Personnel Development. It drives the agency and develops the qualifications that people need to become professional counselors. It is part of the Rehab Act and all the amendments and also part of WIOA. CRCC which is the Commission on Rehabilitation Counselor Certification and it's the certification that high level counselors seek to obtain.
- The Rehab Act and its amendments required State units such as DORS to establish a CSPD and most states took that to mean the CRC.
- Currently in WIOA, it's recommending that the minimum education for someone to be a professional counselor in this field have at least a BA in a reasonably related field and experience of paid/unpaid for not less than 1 year or if you don't have that experience, you need a Master's degree or Doctorate degree.
- Currently at DORS, the CSPD for hiring has required the minimum of a Bachelor's Degree and experience with VR Specialist I with minimum experience or VR Specialist II if you have 2 years of professional experience, but a Master's Degree is preferred. So which DORS has been doing what WIOA in now saying is a bare minimum of qualifications.

So the question is "Will the CSPD section of WIOA have an impact on DORS" and the answer is not really because we're already doing what they recommending.

Public Comment

There were no representatives from the public present.

Dinner Break

Chairperson's Report - Jeff Moran

- Jeff thanked everyone for serving on the council and asked if anyone knows of persons who would like to serve on the council, please submit their names to the council.
- 2 new members' applications will be submitted by the end of September – one of those will replace the empty seat when Laurie Elinoff exits this month.
- The council will have to vote for a new vice chairperson. The council is in need of 2 Business individuals to serve. We don't have candidates for those positions yet.
- Jeff suggested that the council look at the Committee Structure at the upcoming meetings. The bylaws state that each council member must serve on a committee.
- Derick will send out a list of Committees and the persons on each committee along with a list of members who are not on any committee and then look at pairing everyone to a committee that

matches their interests and strengths. One of the focuses for the upcoming year will be to look at the implementation and understanding of WIOA as it relates to DORS.

- Jeff reminded everyone about the advocacy to the legislators in February. He encouraged members to reach out to their elected representatives in each of their areas prior to Legislative Day so it's easier on the actual day. They should have an idea of what DORS does and what the Council does in advance of going there in February.
- An agenda item for the next meeting should be Legislative Day and the process. Jeff spoke of an ongoing issue with our consumers and that is the lack of transportation. We should invite someone from the MTA to a council meeting and also inform legislators about this ongoing issue.

Director's Report – Sue Page

- **State School Superintendent** - Dr. Lillian Lowery is leaving her position as the State Superintendent of Schools at the end of this week. She has accepted a position at a non- profit organization in Ohio. MSDE is working on a transition plan. Jack Smith will be the interim superintendent. He has worked with MSDE for 2 years and is familiar with what DORS does. He will be interim superintendent and will complete Dr. Lowery's term until July 2016.
- **25th ADA Celebration, July 2015** – The Maryland Department of Disabilities (MDOD) took the lead on this event. It was held at Camden Yards. It had good speakers including Carol Beatty with MDOD and Marion Vessels from ADA, Maryland Congressman Steny Hoyer and the new director of the Governor's Office of Deaf and Hard of Hearing, Kelby Brick.
- **MRA/DORS Training Conference** – The conference will be held October 29 – 30 in Timonium at the Radisson North Hotel formerly the North Baltimore Plaza Hotel which is the same hotel from last year. Registration is now open to the public. The Conference has a new name: Maryland Rehabilitation Conference. This year's theme is ADA @ 25: Embracing Change and Empowering Abilities. Marion Vessels of the ADA will be the guest speaker on the 29th.
- **CSAVR 2015 Fall Conference** – October 31 – November 4, 2015 in Seattle, Washington. Sue Page, Sue Schaffer, Scott Dennis and maybe Jeff Moran to represent the council will be attending the conference. One of the highlights this year will be a panel of representatives from different federal agencies and it won't be the normal RSA.
- **2016 Budget and Staffing** – Governor Hogan announced there will be a 2% cut across the board in state government. Some of those cuts will be the University of Maryland System. The 2015 VR budget was 39.6 million and 20 million of that was case services dollars. We will probably be about the same or a little less. A request to MSDE was submitted for additional contractual positions (address waiting list). Additionally we have to provide services to students younger than we normally serve which is the Pre-Employment Transition Services (PETS). 6 new counselor positions and 4 new support staff positions were approved.
- **2017 Over-the-Target Budget Request** - Every year MSDE and other departments ask the divisions to submit requests for Over-the-Target Budget Requests for the following year. DORS is one of the requests that will move on to the State Board for approval. We have submitted that and it will be presented to the State Board later this month for approval.
- **DORS Wait List** – At the end of August the wait list was 2,586 consumers and what that means in time is up to 16 months for services. The wait time has been creeping up for the last 4 or 5 months. We did so well last year by reducing it by one-third and this is something we will continue to keep a focus on. Referrals are a little bit lower this year than they were last year. Sue will be taking a look at referrals

coming in also looking at established resources because we need to look at getting as many referrals as possible.

- **WIOA Implementation in Maryland** – The Department of Labor, Licensing and Regulation (DLLR), Division of Workforce Development is taking the lead on implementing WIOA. They formed 9 workgroups and DORS is represented on each of the workgroups. One of the workgroups is the Governor’s Workgroup – Governor’s Workforce Investment Board (GWIB). Sue asked Diane Pabish to speak on this a little.
 - WIOA requires us to create a State Plan – a combined state plan and a unified state plan. The unified plan is looking at the core programs and they provided them core programs and additional partners. They governance group initiated a collaborative process to examine limitations and benefits of the combined and unified plans.
 - Both are 4 year strategic plans and both have the core programs. The unified plan is a single plan which would incorporate the four core programs and would represent diverse populations and would represent a lot of the other partners. The combined plan is more elaborate so it included the core programs as well as one or more optional federal programs and the office developed 3 more programs.
 - Its role was to identify different partners in the workforce that will assist new partners and customers achieve job entry, retention and progression. And it also indicates how these partners can help others achieve this same goal since those are lacking. In conjunction with that, there is the joint data sharing agreement and also to allow enlisting data to be used produce WIOA outcome reports. The idea is that if someone comes in to one agency looking for work, they could possibly get what’s needed in 1 building.

Committee Reports

- Policy and Planning Committee, Tom Laverty – Committee has not met so there is nothing to report
- Public Relations and Quality Assurance Committee – Committee has not met so there is nothing to report at this time.
- Membership Committee, Laurie Elinoff – Laurie was not present at this meeting
- Blindness and Vision Services Committee, Anil Lewis – Next meeting scheduled for Wednesday, October 7, 2015, 3-5 pm at the Workforce and Technology Center
- Employment/Career Development Committee, Mike Whitehall has volunteered to chair this committee. There have been no meetings since the last update.

New Council Business

- The next full Council meeting is scheduled for Wednesday, November 18, 2015, 4-7 pm at the Workforce and Technology Center, Room T-130. A call-in option will be available.