

**Maryland State Rehabilitation Council  
Minutes  
Workforce & Technology Center  
September 12, 2018**

**Members Present:**

Scott Dennis  
Anil Lewis, Co-Chair  
Cindy LaBon  
Sue Schaffer  
Rene Averitt-Sanzone  
Christy Stuart  
Denise Carter-McCormick  
Marsha Legg

**Members, Unable to Attend**

Chris Conklin  
Jeff Moran, Chair  
Katja Fort-Rhoden  
Barry Shaw  
Tony Lawson

**DORS Liaisons to Council:**

Jean Jackson, DORS – WTC Director  
Toni March, DORS – OBVS Director  
Jody Boone, DORS – OFS Director  
Kim Schultz, Public Relations

**Support Staff for Council:**

John Stem  
Sandy Bowser

**Welcome/Introduction: Anil Lewis, Co-Chair:**

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

Scott Dennis was introduced as the Acting, Assistant State Superintendent of DORS and welcomed to the Council.

The minutes from May 9, 2018 were approved as written.

**Survey Information – John Stem:**

Quality Assurance (QA): Case Reviews began in February 2018 and are expected to be completed by September 28, 2018. A team of four – John Stem, Patrick Peto, Megan Glaze Keller, with 3<sup>rd</sup> seat consisting of a rotating administrative supervisor. As of August 592 cases have been reviewed. Below is the breakdown of the 592 cases that were reviewed.

**Case Status:**

Service	217
Employed	89
Closed-Rehab	182
Closed-Other	104

Reviewers are intentionally looking at Rehabilitations and Cases that are Open in the Service Status in order to can catch things as they are happening. They are also making a special effort in looking at cases

for individuals who are receiving Social Security Benefits to see if they are receiving Benefits Planning Services.

QA Highlights:

- Application Date Match – 56% - the team was very stringent on this date and expects improvement on the next case review cycle as RSA is looking for consistency so they know that the date is accurate.
- Referral to Application Date within 30 days – 59% - explanation must be added if not entered on time.
- Good emphasis on employment – 84%
- 69% - Eligibility Date often not consistent with counselor signature on the printed signature and/or the supervisor’s approval case note – issues resolved by recent policy change
- 71% - good on timeliness
- IPE Date – 54%
- 95% - confident that employment was Competitive Integrated Employment
- 85% - documentation of wages present in the case
- 90% - Substantial services contributed to outcome
- 89% - Employment maintained for 90 days

A report is generated and a wrap-up meeting is held with staff on the last day to review the highlights. The full report is given to the Regional Director and their quality improvement plan is due to the OFS & OBVS Director within 30 days.

The next QA Cycle will begin the first week of October and will end August 2019.

**Waiting List:**

The second Waiting List survey was completed in July. Approximately 1,650 individuals were sent the survey by letter and email. Responses were received from 340 individuals. Seventeen (17) individuals asked to be removed from the waiting list.

Wait List Highlights:

- 207 – involved with other programs
- 44% - are receiving SSI or SSDI
- 10% - are taking classes
- 10% - using the American Job Clubs
- 67% - not employed
- 17% - employed part-time
- 11% - employed full-time

95% (319) individuals want to remain on the waiting list – most are requesting assistance with job search (resume development; interview skills; help looking for work), others are asking for training.

The 14-Day “Did Not Respond Letter” was sent to 1,300 individuals asking them to respond or their case will be closed.

As of September the Waiting List consists of 2,390 individuals with a three (3) year wait.

**Customer Satisfaction:**

This survey was completed in July 2018. 1,653 individuals were invited to respond to the survey.

- 43 – OBVS with 11 complete responses
- 1,610 – OFS with 215 complete responses

The total response rate was 13.67, which is a 2% higher than the first quarter.

John attended the Program Evaluation in Oklahoma last week and sat in on a roundtable discussion around Customer Satisfaction Surveys. One of the comments from the group is that it is getting harder to receive responses from consumers. One of the co-facilitators, a professor that does customer satisfaction survey research said that the average rate nationwide is 11%; which is DORS' return rate.

Survey Highlights:

56% - strongly agreed or agreed they would recommend DORS to a friend

29% - disagreed or strongly disagreed

65% - DORS staff are timely

64% - DORS staff work well with others to become employed

66.6% - DORS counselor is committed to them becoming employed

69.9% - DORS counselor involved in decision-making

84% - agreed they were involved in their IPE – 5% disagreed

43% - agreed they were satisfied with the preparation or employment they received from DORS

29% - disagreed

79% agreed they were satisfied with their employment

13% - disagreed

Regional Directors will contact consumers that requested follow-up.

DORS Counselors have requested positive and negative feed-back from the survey

The full Customer Satisfaction Survey results is available upon request.

The use of these three tools will allow DORS to identify certain issues within the VR Program and develop strategies for improvement.

**Chairperson/Vice Chairperson Report: - Anil Lewis**

**Summary of MSRC Executive Retreat** – Anil reported that the Executive Retreat went very well and was very impressed with the camaraderie between the staff.

**MSRC By-Laws – Final Vote:**

The By-Laws were updated with a few minor edits that talked about the prior amendments from 1998.

That was changed to include WIOA and updated the language to the Governor's Workforce & Development Boards. The Committee names and duties were also updated.

A vote was held and the MSRC Committee approved the By-Laws.

**Nomination of New Chair/Vice Chair:**

Sue Schaffer took over the SRC meeting for nomination and voting for the Chair and Vice-Chair.

Marcia Legg nominated Anil Lewis as the New MSRC Chair – all council members voted unanimously in favor. Anil Lewis resumed as Chair for the meeting. Sue Schaffer nominated Marcia Legg for Vice-Chair.

All council members voted unanimously in favor.

Anil Lewis is the new MSRC Chair and Marsha Legg is the new Vice-Chair – Congratulations!

Gift Presentation – A special thank you and gift was presented to Jeff Moran for his expert leadership and participation on the Maryland State Rehabilitation Council 2012 – 2018.

**911 Reporting:**

Maryland submitted Quarterly Case Service Reports (RSA-911) during Program year 2017 on both open and closed cases. RSA provided visualization charts of Maryland data for quality review purposes. RSA-911 data charts reviewed focused upon VR participant Characteristics and Disability, Agency funded Education and Training Programs, Employment/Exit Outcomes, Pre-Employment Transition Service delivery, and WIOA program involvement. Discussion included data collection process, validation activities, and establishment of internal controls and procedures to ensure compliance with Federal requirements.

**Supported Employment:**

The State Supported Employment Services Program, authorized under Title VI of the Rehabilitation Act, as amended by WIOA (Act) provides grants to assist States in developing and implementing collaborative programs with appropriate entities to provide programs of supported employment services for individuals with the most significant disabilities. During May and June, DORS staff and CRPs were trained on the changes to DORS policy and procedures related to job development and job coaching services, including short-term job coaching, and youth extended services. The new policy went into effect July 6, 2018 and can be found on the DORS website in its entirety.

**Customer Engagement:**

DORS uses the Waiting List Survey and Customer Satisfaction Survey in order to obtain feedback from consumers.

DORS is working on increasing our use of current information technology by implementing text messaging. Text messages will be sent out as appointment reminders. This feature is expected to be available within the next year.

The Director of MIS is working on implementing other technologies to bring information into AWARE:

- Secure Fax Server
- Electronic Signatures
- External Portals
- Vendor Payment Information

**Acting Director's Report- Scott Dennis**

Strategic Plan - There was an initial discussion with several DORS staff and the SRC Sub-Committee to update the DORS Strategic Plan which will go into effect October 2018 – September 2021.

**Goals:**

1. Organizational structure will support the success of DORS customers and accurate/timely disability decisions for claimants in a manner that reflects statutory and regulatory requirements, respect for customer and claimants, and equitable working conditions for staff.
2. Increased use of current information technology will continue to enhance administration of the program, provision of services, and achievement of employment for consumers and timely and accurate decisions for claimants.
3. Collaboration with partners identified within the WIOA Combined State Plan will be enhanced.
4. A strategy for increasing consistent staff training and practice will be implemented.

The Strategic Plan was presented and discussed with the SRC Council. The Council unanimously voted yes to endorse the Strategic Plan.

The DORS Annual Planning meeting is scheduled for October 17, 2018. All SRC Members are encouraged to attend.

The CSAVR and NCSAB Fall Conference will be held in Long Beach California.

CSAVR – 10/29 – 10/31

NCSAB – 10/31 – 11/02

The DORS MRA Conference will be held October 29-31, 2018.

**Committee Reports:**

Blindness and Vision Services - the Committee met in September. The one issue that was discussed was the announcement that there would not be sub-grants for ILOB this year to the partner agencies. This grant serves individuals who are 55 or older that need Independent Living Services.

The next MSRC Meeting will be held on November 14, 2018 at the Workforce & Technology Center from 4:00 p.m. – 7:00 p.m. in room T-130.

Respectfully Submitted  
Sandy Bowser  
MSRC Staff Support