



MINUTES
FRC Conference Call
September 14, 2018
Michael Wiseman, Chair

Members Present

Mikey Wiseman
 Ann Robinson
 Michael Adamus
 Amanda Brown
 Bob Campbell
 Donte Mickens
 Stephen Hardy
 Judy White
 Allison Flanagan

Staff

Roy Cosgrove
 Kim Thomas

VR Staff

Lucy Mohs

Guests

Mark Noyes
 Brian Robertson
 Heather Bevin

The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC's monthly conference call.

<p><u>Call to Order</u></p> <p>Mikey Wiseman, Chair, called the meeting to order and welcomed new member, Stephen Hardy to the council. A quorum was established; the agenda was adopted. Minutes from the 8/7-8/8 meeting were approved with edit of adding Bob Campbell as present. The contact card workgroup minutes from 8/23 were approved.</p>	<p>Quorum established</p> <p>Vote: Approved 8/7-8/8 and 8/23 minutes.</p>
<p><u>Evaluation/Planning Committee</u></p> <ul style="list-style-type: none"> • New Survey Questions: Ann discussed, when customers are coded as "no longer interested", why are they not interested any more. Mark and Brian from Market Decisions recommended creating questions related to Pre-employment transition services (Pre-ETS) required by the Workforce Innovation and Opportunities Act (WIOA), e.g., job exploration, work-based learning experiences, peer mentoring, etc. They suggested adding questions about the coordination of services between VR and service providers as well. Mark and Brian will send recommended questions to Roy to disseminate. Roy will coordinate holding a workgroup before the October quarterly to discuss the questions, to include Kirk Hall, Program Administrator of Employment Programs for VR. • 722 Report: Ann discussed that requests for mediation are currently done as part of the formal appeals process when dispute discussion could be done earlier in the process. Ann said she would like to see mediation valued more. • Public comment: Heather Bevins from Jobs for Florida's Graduates asked if providers could be included in designing the survey and if the survey could be broken out by provider types. Market Decisions said there is currently no scientific method for determining which providers customers are referring to. Ann pointed out that the survey is geared towards customers' experiences, not providers. 	<p>Quorum established</p> <p>Action: Roy will coordinate workgroup to discuss new survey questions.</p>

Legislative/Public Awareness Committee

- Education and Outreach: Lucy reported that there is no new information to report on legislative activities. She said they are working on "Welcome Back" packets for legislators and will be putting the packets together after approval from DOE.
- Annual Report: Roy reported that there has been good progress with the Annual Report and that the council will have a mock-up copy in October for approval, with minor edits.
- Contact Guide: Roy reported that the Contact Guide workgroup met on 8/23 and recommended adding information to the VR Handbook on Disability Rights Florida and the Ombudsman's office. Allison said she had brought the idea to the Executive Leadership Team (ELT) who were 50/50 on whether the information should be on business cards or as a cut-out section in the Handbook. She said they will decide in early October and she will update the council at the October quarterly meeting. Mikey and Ann appreciated Allison's work on it and the inclusion of the field in the discussion.

No Quorum established

Action: VR will provide feedback on the contact card.

Quorum established

Action: Add 10 minutes to Executive at Oct. meeting to discuss SMT report.

Vote: Approved the prototype ID card.

Action: Determine area staff who will be at the quarterly meeting through coordinating with area office.

Vote: Approved purchasing an individual Wise Award plaque for Senator Baxley and future recipients.

Action: Add time to the Oct. meeting for a round-table discussion.

Executive Committee

- Senior Management Team (SMT) Report: Roy provided summary of July SMT report; Mikey suggested they be compiled as they come in. Allison said the team meets the last Friday of every other month but they may not be meeting in September due to scheduling conflicts. Mikey asked that 10 minutes be given to the report at the October meeting is the September meeting is held.
- ID Cards: Members reviewed the draft ID card which includes the FRC logo, council member's name, picture and expiration date on the front and their commission from the Division of Elections on the back. Allison is awaiting feedback from the DOE Commissioner and Chief of Staff and is also checking on what other councils are using. The council voted to move forward with the ID with the hope of approval through DOE.
- VR Area presentations at quarterly meetings: Allison and all agreed it was a good idea to invite either the Area Director, Area Supervisor or Unit Supervisor, as determined by the area office. Staff would probably add additional information to the basic questions asked by the council.
- Plaque for Senator Baxley: The council voted to approve purchasing individual plaques for Wise Award recipients so they can be displayed in their homes or offices. The cost should be under \$100.
- August Action Items: Roy said all Action Items had been addressed, however, not all have been completed.
- Draft October agenda: Roy went of the draft agenda for the October quarterly. Mikey suggested holding questions on the Director's Report until the end of the presentation and then going through each slide again to allow for questions at that time. Allison agreed with the idea.
- Mikey suggested having a round-table discussion among council members about issues members come across apart from the council related to VR which may be beneficial to bring forward for discussion. Ann suggested making time at the end of the meeting and both discussed the need for parameters to avoid any conflicts of interests. General, "broad brush" guidelines should be implemented.

Adjourned