



Florida Rehabilitation Council (FRC)

Michael Wiseman – Chair

Full Council Quarterly Meeting Minutes, January 17-18, 2018

Members Present or on Conference Line

Mikey Wiseman
 Michael Adamus
 Victoria Aguilar
 Amanda Brown
 Allison Flanagan
 Bob Campbell
 Patrick Cannon
 Don Chester
 Beth Moore
 Donte Mickens
 Ann Robinson
 Ana Laura dos Santos Lara
 Janet Severt
 Rebecca Witonsky

Staff

Roy Cosgrove
 Kim Thomas

Guests

Julie Kates
 Libby Moody
 Lucy Mohs
 Brent McNeal
 Candice Partee (FILC)

The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

Agenda Item Discussion	Outcome/ Action
<u>Call to Order</u>	Quorum Established
<u>Chair Remarks:</u> Mikey welcomed everyone and addressed housekeeping issues.	
<i>January 17th</i> <u>Director's Report:</u> <ul style="list-style-type: none"> Youth and Student Snapshot: Allison noted that transition age youth are from ages 14-21, which previously was listed in materials and publications as 15-21. The Student Transition Activity Record began in November 2016 and currently, 2,256 individuals have been served. Overall, about 18,349 individuals who are youth aged are being served, which represents about 44% of the VR caseload. Allison noted there are adjustments being made to broaden the referral process. Peer mentoring has recruited new providers and third party cooperative arrangements have increased. Additional training on Discovery will be delivered in February. 	

- Wait list: Categories 1 and 2 continue to be open; category 3 is being released after about a 2 month wait. Allison expects this number to change a little by the next quarterly and she is working with DOE on spending authority to address this.
- Allison reviewed the old performance indicators and said that new measures will be reported on when they are determined with VR's Workforce partners.
- Innovation and Expansion projects were discussed as well as VR providers. Julie noted that the service provider choice directory was helping customers see service provider options available.
- Allison discussed that there were 2,433 successful rehabilitations and 5,196 unsuccessful for a rehab rate of 31.89 %. Julie indicated that the new performance measures would help determine reasons cases are closed unsuccessfully.
- 511 program: Career counseling and information is being provided and there has been an extremely positive response. Allison noted Jan Pierce is doing a great job with this program.
- Case Load: The average caseload per counselor is 95 and this number is very manageable.
- Allison discussed that Melinda Jordan continues to train and establish guidelines for communication between staff and customers.
- Ombudsman Report: 1,081 contacts occurred so far for the current fiscal year. Of that number, about 50% of the contacts were for information and referral and the other were valid concerns. There has been an increase in service complaints and a decrease in counseling quality complaints. There were 2 administrative hearing requests this past quarter with no added discussion as these are still pending. Ann Robinson thanked Allison for meeting with the Client Assistance Program in Disability Rights Florida to address issues that mutual clients have. Allison discussed that the Ombudsman's Office makes a determination regarding complaints as to whether they are valid or not valid by a team approach.
- Members thanked Allison for the Director's Report.

Customer Satisfaction Survey Report:

Market Decisions reported that 750 customers were surveyed; survey response rate was 30.8 % with a cooperation rate of 82.2%.

- Overall core metrics have remained stable; customer satisfaction has been steady at around 80%.
- Experience with VR staff and Counselors, 90%.
- Communication, 80%.
- Outcomes and meeting goals, 82%.
- Satisfaction with current employment, 75%. Satisfaction with outside vendors had a slight downward trend. Allison noted the vendors choice directory was started in November 2017 and this may have had some effect.
- 94 % would recommend VR.
- 82% did not experience any problems. 18% did experience some problem.
- 26 % of customers that reported a problem reported that VR worked to resolve their problem. This is up from the last quarter.

- Market Decisions will continue to report on why customers' experiences may not have been positive. Nearly 2/3 of customers who completed the survey for the past quarter provided feedback in their own words. Top issues continue to be communication, help filling out forms and their counselor not helpful or supportive.
- 67% of customers were aware they could contact their counselor if in disagreement about their case; 57% were aware they could contact the supervisor; 45% were aware they could contact the Ombudsman's Office; 50% were aware they could contact Disability Rights Florida, Client Assistance Program. 58% were aware they could appeal a decision (these metrics tend to be trending downward).
- Market Decisions discussed a dispute resolution metric and noted that those individuals that scored higher on the dispute resolution metric also had higher overall satisfaction scores.
- Next quarterly, Market Decisions (in addition to their quarterly report) will be presenting comparative results with several other states.

Evaluation/Planning Committee-Members present: *Ann Robinson, Patrick Cannon, Beth Moore, Donte Mickens*

- Quorum established and members voted to approve minutes from November 7-8.
- Ann asked if the RSA monitoring report was available yet; Julie indicated that it had not been received yet.
- Mikey asked if the Evaluation Committee would like to sponsor a letter of encouragement to VR based on the good data coming from the survey report. Members discussed this and decided to table the idea pending additional information and metrics that will be received under WIOA integration.
- Members discussed approving areas for the focus group to be conducted in 2018 and voted to approve the Miami area and then Duval County (if a population sample is available as determined by Market Decisions).
- Ann noted that VR has a new orientation initiative, VR Works, that VR will be providing training on.
- Ann discussed data on rehabilitation engineering services. Members discussed hearing aid cost as well as worksite modification. Ann asked if hearing aids could be outsourced to get the cost down. Allison indicated VR will continue to evaluate this.
- Mikey asked about workplace modifications and if individuals are eligible for tax reimbursement. Ann followed that, asking if an engineer is going in to do the reports for modifications. Julie indicated they did not have the answers to those questions right now and in her upcoming presentation, she would discuss some of the factors driving cost.

Policy Presentation-Julie Kates:

- Julie discussed the VR case transfer process, saying that the process and policy was being streamlined and she outlined changes in a flow chart. Julie discussed some of the streamlined process and asked FRC for feedback on this policy change.

Vote: Approved use of Florida data in a comparative analysis with other states, the full council voted and approved.

Vote: Approved minutes from November 7-8.

Vote: Approved Miami area and Duval County for focus groups to be held in 2018.

Action: Provide feedback to FRC responses to policy changes.

Members discussed this and decided to have a conference call to be conducted as a workgroup to finalize feedback and recommendations to VR. Julie discussed changing the transition age from 15 to 14 and discussed VR would adjust timelines and processes to work with these individuals.

- Julie then discussed a change in definition of competitive integrated employment. She said that WIOA tightened the definition and that VR will be reviewing how each placement is made and if it is truly competitive and integrated. VR will bring back a draft process for FRC for to review and provide their input and feedback.
- Financial participation and policy is very cumbersome and is being reviewed with a plan to restructure. Julie indicated VR would come back between 6 months to a year with a request for FRC review and recommendations.

Legislative/Public Awareness Committee-Members present: *Patrick Cannon, Don Chester, Donte Mickens*

- Patrick determined a quorum was present and members approved minutes from November 7.
- Lucy provided a legislative update. She said that much of the focus is on the state's economy and the budget.
- Lucy discussed that House Bill 1437 has been filed (workers compensation) and that she will keep FRC informed. Lucy discussed that Senator Baxley deserved credit for moving this forward.
- The Governor's budget for VR is in line with what VR and DOE requested.
- DOE is including VR in more DOE activities. This morning, two VR customers attended a State Board of Education meeting and were recognized by Commissioner Stewart.
- Patrick opened the questions of how to conduct the next legislative outreach. Members discussed this and it was recommended to send between 3-5 individuals and to wait on room rate and availability to finalize scheduling.
- Members reviewed the Annual Report and noted it had been distributed to all required reports. Patrick recommended starting on the next Annual Report now and thanked VR for their collaboration.
- Donte recommended looking for additional ways to increase the effectiveness of social media; Patrick noted that recommendation.

Sunshine Law Presentation-Brent McNeal:

- Brent provided background on Florida's Sunshine law.
- Brent noted meetings must occur in the Sunshine unless in an executive session but did not advocate the use of this.
- Brent reviewed what is considered to be a meeting, how it must be noticed and accessible to the public. Brent gave examples of correct processes and penalties for not following the law. Members asked a number of questions and thanked Brent for his presentation.

Vote: Approved contracting with San Diego State to provide the CSNA.

Vote: Approved minutes from November 7th San Diego's CSNA examples to the Council.

Action: Provide feedback to FRC responses to policy changes.

Public Forum:

- Mikey opened the Public Forum and asked those in attendance to introduce themselves. He then opened the floor for comment.
- Darlene provided comment that she was a customer of VR and had difficulty receiving services. Members discussed how individuals who are deaf/blind are served. VR staff indicated that services are coordinated with the Division of Blind Services and that they would follow up with this individual.
- Lydia brought a question about the transition youth program and asked about the different phases of the program. Julie discussed the program and how it related to services under the Student Transition Activity Record. Members thanked everyone for their participation.

Adjourned

January 18th

Executive Committee/Business-Members present: *Mikey Wiseman, Donte Mickens, Beth Moore, Patrick Cannon, Ann Robinson*

- Rehabilitation Technology Services: Libby reviewed the rehab technology (RT) data, which included a summary of all services in the RSA rehab technology category. The services included auditory services, communication, computer related, vehicle related, mobility, adaptive technology, technology engineered, home modifications and worksite modifications. Raw data is available on ShareFile. Auditory and vehicle related services were the most frequently provided RT service type. Highest priced service was vehicle modifications. Across the state, 70.28% of all services provided are RT. The rehab rate for customers receiving RT services is: auditory – 79%; communication – 50%; computer related – 50%; vehicle related – 85%; adaptive technology – 83%; workplace modifications – 100%. Next steps are to evaluate additional services provided to customers who also received RT services. For a lot of computer related services, customers receive the service, then leave the VR program. Libby asked the Council if they needed any additional analysis of the RT data. Ann raised the question of possibly finding a more economical way to provide hearing aids. Libby said they plan to provide a summary of the RT data on a quarterly basis. She also pointed out that the rehab rate is calculated by the total number of successful closures divided by the total number of successful closure and unsuccessful closures. Julie reminded everyone that VR is changing the idea of 26s being a successful closure. Someone may get a job on their own but with the assistance of VR and the services provided.
- Comprehensive Statewide Needs Assessment (CSNA): Allison said that the agency learned that San Diego State University has been providing the CSNA to other VR agencies so the agency requested some examples, which were impressive. They will be contracting with San Diego State to provide the Needs Assessment for \$103,000, including travel. It will be conducted from March to December, with a big focus on transition. Patrick motioned to approve the survey through San Diego State. Michael Adamus seconded the motion. All approved. Allison sent examples from Nevada and DC to Kim to forward to the Council. Their scope of

Vote: Approved holding the Jan. 2019 quarterly in Tallahassee if hotel rates permit.

Vote: Approved Mikey to attend the CSAVR conference in April.

Action: Staff will reach out to FRCB to learn what they do to get public participation.

Vote: Recommend contracting with San Diego State to provide the CSNA 11/8 and 11/16.

Action: Kim will forward San Diego's CSNA examples to the Council.

work includes interviewing individuals partners, staff, businesses and focus groups throughout the State. Questions will be related to overall agency performance, the most significant disabilities and supported employment, unserved and under served populations, transition, community rehab programs (vendors), the WorkForce development system and businesses. They will be doing electronic and hard copy surveys. Libby requested input from the Council on topics and questions for the survey, stating that the questions used previously were not as specific as they should have been so a common theme was not apparent. Ann suggested giving the key informants the questions ahead of time so they had time to think about it before answering. The agency will be using results immediately for planning and will be incorporated into the State Plan in 2019. San Diego State will present the questions and topics; the agency and Council will have an opportunity to edit. Mikey suggested communication as a topic and ensuring all demographics are included. Donte suggested providing only the questions relevant to the informant and limiting the time to maybe 30 minutes. Allison explained that all but 1 of the 57 questions (Nevada) are a check box or bubble and that the agency will ask how San Diego State wants to proceed in getting FRC input. Libby said all would be discussed and that the agency will be asking the Council who we need to send the survey link to. A QR code would be included in order to scan it from their phone. VR and DBS may partner in the study but so far, DBS has not indicated an interest.

- Patrick motioned to approve the minutes from 11/8 and 11/16; Donte seconded. Minutes approved.
- Mikey asked Julie if the Council could be provided information on all the programs being provided now, at the May meeting. Julie said that since the end of the SFY is June, the August meeting would be better. Ann asked about feedback on the previous draft policy changes.
- The Council presented Ann with a gavel in appreciation of her work as previous Chair.
- Kim reported that the May meeting would most likely be in the Sarasota area. After discussion, it was recommended that the January 2019 meeting be held in Tallahassee in conjunction with legislative visits if hotel rooms are affordable. The meeting could be held at HQ, allowing more visibility for area staff to attend. Patrick motioned; Michael A. seconded. All were in agreement. Recommendations for the rest of 2019: April-Area 7 (Ft. Laud./Palm Beach area); August-Area 4 (Tampa area); November-Area 6 (Miami). The Council will follow up at the May meeting. Patrick then motioned for Mikey to attend the CSAVR conference in April, with Donte as a backup; Michael A. seconded. All approved.
- FRC Checklist-All were in agreement that all Federally mandated tasks were completed during 2017. Due diligence was done as far as coordinating with other councils. FILC representative, Candy Partee, said they would be renewing efforts to have a representative on the council; however, they would not be at the FRC quarterly in May due to the FILC meeting being held at that time. There was discussion about the lack of participation from the public and to possibly looking to FRCB's approach to getting better participation at the public forums.

Vote: Minutes approved from 11/8 and 11/16.

Action: Request feedback to FRC 2nd response to policy changes approved.

Vote: Approved holding the Jan. 2019 quarterly in Tallahassee if hotel rates permit

Vote: Approved Mikey to attend the CSAVR conference in April.

Action: Staff will reach out to FRCB to learn what they do to get public participation.

- Patrick volunteered to chair the Legislative/Public Awareness Committee. Michael A. had volunteered but withdrew his name and offered to assist Patrick. Mikey, Amanda, Michael A., Don, Ana Laura and Donte volunteered to be on the committee. Patrick was approved as Chair by acclamation. Ann was approved as Chair of the Evaluation Committee by acclamation. Bob, Mikey, Patrick, Beth and Donte volunteered to assist Ann on Evaluation as well.
- Jason Roland, IT Supervisor from HQ, provided an overview of security protocols in place by VR to protect sensitive information. Among those are data loss protection tools; encryption; spam tools; regular back-ups; protection tools for access to data; internal policies and education.
- Kim provided a summary of the CSAVR and NCSRC conferences held in Greenville in November, pointing out the podcast available through Virginia VR which highlights success stories. She said RSA reported they are finalizing monitoring reports for Colorado, Georgia, Maine, Massachusetts, Michigan, Ohio and Florida and should have them available in early 2018. When monitoring, they focused on 5 areas-performance data, transition, supported employment fiscal management and joint activities with other programs.
- Roy provided a summary of the focus group conducted by CSAVR in Orlando in late November. DVR and DBS collaborated on recruitment and organization. CSAVR, through the Vision 2020 initiative, asked 3 questions of the 13 participants: What did you seek from VR services, did you get the help you needed and what change do you suggest that would have made the program more responsive to your needs. The majority of participants were positive and appreciative of the services they received from both agencies. Suggestions for improvement were related to the long timeframe in between counselors; knowledge of the services VR could provide and the time to get them being provided up front and counselor workloads-too big.
- Kim read the partner report from FILC. FILC and SILC conferences are scheduled for mid-May; search for new director is ongoing; FILC has collaborated with multiple agencies on hurricane disaster relief.
- Bob gave an overview of Career Source Florida, a business-led board appointed by the Governor with leaders appointed by the Speaker and President, overseeing the state's 24 local workforce boards. Career Source Florida is working closely with DEO and DOE, to expand registered apprenticeship programs in Florida with a focus on healthcare, information technology, advanced manufacturing, and construction sectors. Last year, local boards provided assistance to over 369,000 Floridians who obtained employment. Next quarterly Board meeting is February 14th in Tallahassee; open to the public.
- Mikey reported that the next FRCB meeting will be held in February at the Fort Lauderdale Embassy Suites. FRCB and DBS are partnering with Dr. Karen Wolf (vocational rehabilitation expert), to study the possibility of standardizing vocational evaluations for individuals who are blind.
- Beth reported that the graduation rate for Florida's students is at an all-time high (82.3%), as well as for students with disabilities (66%), up by 18.2%. Drop-out rate for students with disabilities is down from 21.6% (2102) to 15.9%. This is

Vote: Approve Patrick as Chair of Legislative/Public Awareness Committee.

Vote: Approve Ann as Chair of Evaluation/Planning Committee.

<p>significant because students are no longer given the option of obtaining a special diploma; all are earning either a regular diploma or the Florida Alternative Assessment, offered only to students with a significant cognitive disability.</p> <ul style="list-style-type: none">• Ann reported that the CAP brochure and fact sheet is being printed and they have a podcast on the Disability Rights Florida website along with their Annual Report (out soon). They are getting a transition guide published which she would like to share in her partner report when complete.• A workgroup conference call was tentatively scheduled for 10:00a.m. on February 1st to discuss recommendations to the draft case transfer process.• Kim provided the budget report, which showed that the council has \$332,738 remaining in the \$500,000 budget for SFY 2017-2018, with 2 quarters remaining. Patrick motioned to approve the budget; Donte seconded. Budget approved.• Patrick motioned to adjourn the meeting; Michael A. seconded. <p><u>Adjourned</u></p>	<p>Vote: 2nd quarter budget approved.</p>