



MINUTES
FRC Quarterly Meeting Conference Call
October 23, 2018
Michael Wiseman, Chair

Members Present

Mikey Wiseman
 Ann Robinson
 Michael Adamus
 Amanda Brown
 Bob Campbell
 Donte Mickens
 Stephen Hardy
 Molly Hullinger
 Ana Laura dos Santos Lara
 Patrick Cannon
 Judy White
 Allison Flanagan
 Victoria Aguilar

Staff

Roy Cosgrove
 Kim Thomas

VR Staff

Lucy Mohs
 Libby Moody
 Julie Kates
 Melinda Jordan
 Kathy Davis
 Tawana Gilbert

Guests

Brian Robertson
 Mark Noyes
 Jennifer Bailes
 Lydia Bogan
 Shelly Gurr

The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC's quarterly meeting via conference call. NOTE: The meeting, originally scheduled to take place in Pensacola; however, due to the effects of Hurricane Michael, the Governor suspended all non-essential travel to that area.

<p><u>Call to Order</u> Mikey welcomed and thanked everyone for availability on cc. he explained the reasons for cancelling the meeting in Pensacola, were based on Governor Scott suspending all non-essential travel and the impact and circumstances in the North Florida region. Mikey thanked everyone for their flexibility in this regard. He reminded everyone to be mindful of good communication on the call. Patrick motioned to adopt agenda; Michael A. seconded the motion. Agenda adopted. Mikey welcomed new members, Molly Hollinger and Stephen Hardy and Judy White.</p> <p><u>Director's Report</u></p> <ul style="list-style-type: none"> Allison reported on the number of youth and students served. 47% of caseload is youth and students. 64 school districts are making referrals through VR's STAR portal. 24 agencies are registered to provide youth peer mentoring. Work based learning experiences-31 districts have applied to provide services. 118 providers have completed Discovery training. 375 individuals have been approved to provide self-advocacy training. 4,042 individuals entered service statewide during the 1st qtr. 	<p>Quorum established</p> <p>Vote: Approved agenda.</p>
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- Waitlist-Categories 1 and 2 are open and serving customers. Category 3 is closed but if an individual has a job and needs a service, VR will provide job retention services. 286 customers are currently on the waitlist; average wait time-164 days.
- VR Indicators and Targets-VR reports on them but no longer required by RSA. Employment outcomes have improved since last year. Rehab rate is still below target at 37.92%. New common performance measures are looking good. Allison would like to explain them well to the council so that members have a good understanding of them and the progress made.
- 1,293 were gainfully employed; unsuccessful closures-2,117. Unsuccessful closures by reason-68% are no longer interested. Allison said we need to do a better job at communicating. Orientation may help because people will better understand what they're there for. Unable to locate-next highest category in unsuccessful closures.
- Innovation and expansion pilots are all making progress.
- Gainfully employed and provider placements: Gainfully employed-1293; provider placements-829, 64%.
- Unsuccessful closures after referral to a placement provider-959; 45.3% of total.
- Provider capacity: Discovery-118 certified; Certified Business and Technical Assistance Consultants (CBTACs)-63; Project Search sites-36; Work-Based Learning Experiences (WBLE)-31; STAR districts-64
- 195 ASL interpreters have completed background screenings after the DOE Inspector General's office concluded that all interpreters should have background checks.
- WIOA: Kathy Davis presented at Career Source Summit on construction WBLE project in Brevard; business reps in area 7 are piloting a job board to increase referrals. Business relations will present at Florida Association of Rehabilitation Facilities' (FARF) upcoming mtg.
- Number of OJTs that resulted from business relations-42; expect to increase.
- 511-Approximately 5,000 individuals have completed the Career Counseling and Information and Referral (CCIR) course during SFY 17-18.
- Average caseload: 98 (84-112). Takes more time to work with transition population.
- Ombudsman: 652 contacts-342 information and referral. There was an increase in IPE complaints; a decrease in termination of services. Average time to resolve-2.8 days
- Administrative hearing requests: 5 this quarter, 1 dismissed due to timeframe. 2 regarding case closure; 2 IPE; 1 other.
- Additional program updates: Leadership is looking at how to evaluate VR Works in different areas. Additional training will be implemented if and where it is necessary to improve. Service Provider Choice Directory page visits-1.6 million
- Other: 3 offices are closed due to the hurricane. The Quincy office had minor damage-ceiling tiles were damaged and fell. An air quality study is being completed. Electricity and phones have been out. Marianna office is a total loss. DOE has been there to retrieve and salvage what they can. The building was condemned. VR is working with Career Source to relocate to one of their offices as a long term solution. Panama City-DOE determined that 25% is lost. A new roof is being put on. 75% of furniture, equipment is salvageable. Case files were not damaged. Panama City homes of some VR staff are a complete loss. All staff has stepped up to assist with caseloads as well as personal assistance. Many customers have relocated and may not return. Heather Servais is new Assistant Bureau Chief of Field services and will be working with employment programs, business reps, etc., under Melinda Mitchell.
- Ann thanked Allison for report. She asked Allison about the job retention services and if there a way to flag Category 3 customers so that they know an individual is working. Allison said the issue is they are not being identified as working but they are going to

start digging into it. Julie said there's no way to tell if someone should be a job retention case but isn't.

- Bob asked about unsuccessful closure by reason-no longer interested and if that determination was provided by the VRC or customer. Allison said the VRC gives reasons and that it's an easy catch all. They are looking at it. Are they really "no longer interested" or did we lose touch? She said that some "no longer interested" are valid. Some just disappear, don't hear back, etc. VR is focusing more on customer service.
- Patrick discussed unsuccessful closures and keeping the caseload down, asking if there's still a focus on closing cases. Allison recognized that in the past, efforts have been made to reduce the number of cases that have been there for years, which gives false data; not so much any more.
- Mikey said FRCB has been discussing the same thing-unable to contact and no longer interested. It is a determination by the VRC. He said maybe the council could assist with narrowing determinations. Ann remarked that if they are no longer interested, they should still get a letter with closure rights.
- Michael A. asked about the Innovation and Expansion pilots. The numbers look good for most but Brevard Achievement only has 1 placement; Diversity Initiative-22 placements; 2 repeat placements. Is there a reason why some are so low? Allison said it's just Qtr. 1 and she anticipates numbers will go up throughout the year. Julie said all programs do different things; different approaches.
- Allison said Tawana Gilbert has been phenomenal throughout the crisis. She thanked her for her leadership.

Business Relations

- Kathy Davis gave a brief summary of her role and the role of Business Relations. They spend a lot of time meeting with businesses with the hope that they will eventually turn into placements. The job board creates a summary of information about jobs available. Announcements will be in each unit office and provided to points of contact in each provider agency with the goal of improving outcomes.
- Questions: Mikey-at the Comprehensive Statewide Needs Assessment (CSNA) round table, there was a concern about reimbursements to partners. Are they monitoring timelines to OJT providers and service providers? Kathy-VR is aware that it's a barrier. Some things are beyond their control due to the Financial Payments process. Kathy said that Orlando school districts have invited them to the table for WBLEs, in which 25 manufacturing companies will be taking on 8 students each. Mikey asked if she could watch for someone to bring in she's collaborating with to help understand how the WBLEs are working.

Market Decisions (MD)-Customer Satisfaction Survey

- Mark said that MDs will not be calling anyone in the panhandle in October due to the effects of the hurricane but will make up for it in November and December. Brian presented the survey findings.
- MDs surveyed 377 open cases from July 5-Oct. 5, 2018; 377 open cases; 202 closed successfully; 171 closed unsuccessfully; 750 total. The response rate was 23.6%. He explained that the survey has 54 questions. They group data from the viewpoint of the customer.
- Overall satisfaction-Q3-79%. Mark said that even individuals who are closed unsuccessfully are satisfied with VR and the services they offer. Most are consistent and stable. Satisfaction with outside vendors went down slightly.

Action: Kathy will recommend WBLE partner to speak to council about how the WBLEs are working.

- Experience with VR staff is consistently the highest metric. Shows that strength of VR is the staff. The main complaint is communications with staff; only down 1 point from 80 to 79
- Satisfaction with outside vendors had been going up but went down from 82-79%. They will keep an eye on it.
- Almost all surveyed would recommend VR-94%. Those who did not experience problems went from 90-84%. MDs will keep an eye on it.
- VRC not helpful (29%); no return call (22%); had to leave multiple messages (18%); services not effective (17%); listens to customer, understands needs (16%); VRC wouldn't listen (13%).
- VR worked to resolve problems; positive trend-6%-30%; 42% better communication needed; 36% changing counselors; 34% counselor didn't follow up. Upward trend regarding awareness of appeal rights. 43-52% were aware they could contact the Ombudsman's office; 50-52% were aware they could contact Disability Rights Florida; 57-64% were aware they could appeal decisions.
- Satisfaction with services provided by outside vendors went from 72-64%. They will keep an eye on it. There was a slight increase in problems with their vendor. 47% received no or little help.
- Current employment status: 37% are working full or part time. 86% are satisfied with their current job. Dissatisfied: 68% said their job didn't provide any or good benefits.
- Area Profiles: Mark said he is not happy with the accessibility of area profiles; asked for help, thoughts to make documents more accessible to visually impaired. Mark explained what's included in the area profiles and went over the state profile criteria used for each area. Core metrics are relatively consistent across areas. There are common elements but differences in areas too.
- Allison said they've started sharing information from the survey with Area Directors. Response from the field is that leadership has been sharing as a tool to improve. The focus is on timely responses to customers. Suggestions have come out of it and leadership will be watching to see if it's still an issue. Mikey noted that all voice mails have changed to "all calls will be returned", a realistic expectation. Allison said that was a specific directive and that supervisors' names and numbers would be included.

Quorum established

Evaluation/Planning Committee

Members present: Ann, Bob, Michael A., Mikey, Patrick.

- Discussion on approving the new survey questions: Workgroup conference call was last week. New questions for those with closed and unsuccessful cases, those employed and youth in transition. Agency and MDs had input. Mark said it's no problem having more than 10 questions. Brian said there are really important questions that will help the agency, particularly due to the new group, youth in transition, and that there aren't currently questions geared to them. Donte and Mikey said the questions looked great. Mikey motioned to accept questions; Patrick seconded. No discussion in committee. Evaluation committee approved moving to full council.
- Council discussion-Judy suggested changing "feel" to "believe" in the questions, "Why do you feel your case was closed?" MDs agreed. Judy said she's not sure kids will know they're a client of VR. Mikey said there should be a "branding" going on. If they don't understand who's providing the services, they need to. So, by saying they don't know, would be helpful information as well. Mark said they keep track of number of individuals who said they've never received services through VR. There's not a lot but there could be

Vote: Approve sending new recommended survey question to full council for approval. Approved.

Vote: New recommended survey questions approved by full council.

with youth; they'll let the council know. Mikey asked if the survey goes out to STAR portal youth. Libby said they will be adding in potentially eligible to the sample file. Next file will include those captured through the STAR portal. There will be a marker if they've received services. The council asked that sometime in the future, if a specific analysis could be done on the satisfaction of STAR portal users. Youth under 18 require parental permission prior to being surveyed. Ann recommended "believe" instead of "feel" per Judy's suggestion. The council voted to approve recommended questions-all in favor.

Adjourned for lunch

Evaluation continued:

- Ann reminded everyone to review minutes and gave an open invitation to join the Evaluation committee.
- Libby provided an update on the CSNA. Surveys are open but due to hurricane, they'll be extended through mid-November, 2 additional weeks. They will be sending another reminder email. She said members could help by forwarding the email within their network.
- Project list: VR leadership prioritized projects last month. Many have been included in the Planning Update.
- Annual report: Libby's group is finishing up the data and will send to Kim/Roy by the end of the week. Some new things in Planning Update; the FRC Strategic Plan linkage was replaced with the linkage to WIOA performance measures. She will resend info on performance measures with the Planning Update.
- Ann asked for an update on the financial participation policy. Allison said they haven't had the first meeting on it. FRC wants to work closely with the division on developing the policy. Allison said the goal is to have it implemented by July 1. Mikey asked if the approach to financial participation is broader than just post secondary education. Allison said it can be applied to several different areas but it's too early to determine what the approach will be. Ann asked to make sure the council is on the same page as the agency, as far as getting information timely, talking it through, etc.
- Patrick brought up the discussion about "referral" being used instead of "application" and that it has to be hand delivered before the agency contacts them. Has anything else changed as far as the process to apply? Why referral instead of application? Allison said RSA tracks referrals and applications. 60 day clock starts when they apply. No time clock until they fill out the application. She said, when a referral comes in, it's only preliminary information; you don't have all the information you need. The application does. There was concern whether it will limit the number of applications submitted. Mikey said it may be a better funnel by being able to obtain the referral and decreasing a backlog of online applications determined to be ineligible; can better determine if the individual is in the right place. Ann said individuals should still be able to go to office and submit an application without meeting with a counselor. Allison-yes, they can but it'd be hard to determine eligibility if someone doesn't want to meet with a counselor. The timeframe from referral to contacting the customer is 3 days. Patrick remarked that it would have been good for council members to have known. Victoria said the application and referral have been separate since November of last year. Ann said she would encourage individuals to go in and ask for application so the clock starts then. Orientation is a good process so they know what they're in it for. Rights of clients are to get services as soon as possible; don't want folks to be kept out of the system.

Action: Forward Libby's CSNA email to network partners.

Action: Ask VR for financial participation development information and timeline.

Legislative/Public Awareness Committee

Members present: Patrick, Michael A. Donte, Ana Laura, Mikey

- Annual Report: Lucy said she will have a final draft by the end of the week. Michael A. motioned to approve report with minor edits; Mikey seconded. All approved.
- Cover letter and materials for legislative visits: Lucy said the cover letter is being reviewed at DOE Legislative Affairs office and she should have something back in a week. The VR Facts sheet and success stories brochure will be included in the packets.
- VR is requesting a continuation budget with enhancements for a case management system and set aside dollars for pre-employment transition services. Nov. 20-legislative organizational session; session is scheduled for March 5-May 3, 2019. Florida Endowment Fund is up for sunset which they will be watching. Lucy said she will have talking points ready for visits.
- Discussion about options for leg. Visits. Mikey recommended keeping the meeting the same week but making a subsequent trip for legislative visits. The council could extend the invitation to FRCB but they have no meetings until after the visits. Michael A., Mikey, Donte, Ann and Patrick would like to participate; possibly Stephen Hardy. Travel would be on the 22nd, outreach on 23rd; travel back on the 24th. Mikey motioned the above; Michael A. seconded. Motion approved. Will take to Executive for final approval.
- Contact guide: handbook is still relevant. Don't want to print new ones with tear out page until all are gone. Plan is that when staff start running low, they will revise, cut down on blank pages and reprint with contact guide. Lucy is waiting to hear back from areas to find out what their needs are. Patrick asked that the council be kept in the loop as to when they're getting ready to order.

Executive Committee

Members present: Mikey, Donte, Michael A., Patrick, Ann

- Patrick's recommended approving Annual Report with suggested edits. Michael A motioned; Patrick seconded. Full council vote-approved.
- Patrick motioned that legislative outreach be conducted the week of Jan. 22nd; Michael A. seconded. Allison approved of 4 people traveling. Patrick amended motion to include 4 to travel. Motion approved.
- Senior Management Report: Budget-Legislative Budget Request (LBR) due in a couple weeks; nothing significant. Public Affairs and Communications-brochures and fliers are being created and printed in English and Spanish. IT is in the process of encrypting computers. The 911 report will be submitted to RSA by 11/1.
- Budget report: 1st quarter FRC spent \$73,071.35; balance-\$426,928.65. Patrick motioned to approve budget; Donte seconded. Approved.
- January presentations: Mikey explained that the council should be informed about what's going on in the agency. The quarterly meeting in January is being held at the Easley Center in order to facilitate having VR staff present about their programs. Suggestions for presentations: Ombudsman, an update on financial needs assessment policy, what Don Alveshire, Bureau Chief of Program Development and Assistance, is looking at, the case management system, supported employment, transitional youth, contracts, performance measures. Members should reach out to Kim or Roy for additional suggestions for the agenda.

Quorum established

Vote: Approved the draft Annual Report with minor edits.

Vote: Legislative outreach approved on January 23rd.

Action: Agency staff will let the council know when they are getting ready to order new handbooks.

Action: Extend invitation to FRCB to partner with legislative outreach.

Quorum established

Vote: The full council approved the draft Annual Report with minor edits.

Vote: The full council approved 4 people to travel for legislative outreach the week of Jan. 22nd.

Vote: The council approved the 1st quarter budget.

Action: Members should reach out to Roy/Kim to make

- Michael A. motioned to travel to the quarterly meeting on 1/14, with the meeting taking place on 15th and 16. Approved.
- Membership update: Roy reported that the council can have up to 25 members. There are currently 15 members serving; 2 ex-officio. Roy has been working with FILC to identify a representative for membership on FRC. We are also seeking business, industry and labor representatives to apply but there are no recent applications. Mikey suggested asking Lucy if she thinks it's important for an introduction at the Appointments Office after the election. Also, check with Lucy or Allison after the election to ask if we should send out invitations to legislators to our meeting in Tallahassee in January.
- ID cards: Members reviewed 2 versions, as requested. Mikey explained that it's not an official, state issued ID; it's a council approved ID. Hopefully, it will allow members to identify themselves and get a better rate when traveling, a cost savings for the state. Patrick motioned to approve; Stephen 2nd. Approved.
- Action Items from August quarterly meeting: no discussion.
- New business: Mikey recommended sending a letter of support from the council to VR with regards to Hurricane Michael. Patrick motioned; Michael A. seconded. Audible vote. None opposed or abstentions.
- Patrick motioned to adjourn until 4:30; Ann seconded.

Adjourned

Members present during the Public Forum: Mikey, Molly, Ann, Judy, Allison, Victoria. FRC and VR staff present: Kim, Roy, LaRae Jemison, Julie Kates, Melinda Jordan, Tawana Gilbert. Public: Misty Soloman (Wiregrass Rehabilitation Center), Vickie (parent), Lydia Bogan (Mega Social Enterprise)

- Misty remarked that her area was hit hard by hurricane. Mikey offered support.
- Lydia said that at the last meeting, there was some discussion about changing the pre-authorization process and asked for an update. Julie was not sure of discussion and said to send email or call her. Lydia also ask if there was an update on the summer youth program 2019. Julie said they are looking at the budget to determine if it will be cost effective this year. It may have a size limitation, if they do it again. Decision is a few months away. Lydia recommended starting in May but Julie said it crosses over fiscal years so she's not sure if that would work.
- Vicki said she is learning more about VR and services that are offered. She asked who the contact person was in Fort Myers and said that emails aren't returned; changing counselors, lack of follow through. She hears a lot of negative things about VR in her community. Could be providers who VR contracts will, she doesn't know. Mikey told her to follow FRC email to get information on who to contact in her area and also told her about the FRC website so she could attend meetings. Ann gave her the Disability Rights Florida phone number and her extension. Allison welcomed her to contact Melinda, who gave her number.

No further comments.

Adjourned

suggestions for January quarterly.

Vote: The council approved the quarterly meeting on Jan. 15-16, 2019.

Action: Ask Lucy if a meet and greet at the Governor's Appt. Office would be helpful after the election. Also, ask if invitations to the Jan. quarterly should be sent to legislators.

Vote: Members approved the FRC ID card.

Action: Poll members to determine which size ID they would like to have.

Vote: Members approved sending a letter of support to VR regarding the hurricane.

