



## Florida Rehabilitation Council (FRC)

**Michael Wiseman – Chair**

### Full Council Quarterly Meeting Minutes, August 7-8, 2018

**Members Present or on Conference Line**

Mikey Wiseman  
 Michael Adamus  
 Victoria Aguilar  
 Amanda Brown  
 Bob Campbell  
 Julie Kates for Allison Flanagan  
 Patrick Cannon  
 Donte Mickens  
 Ann Robinson  
 Ana Laura dos Santos Lara  
 Janet Severt  
 Rebecca Witonsky

**Staff**

Roy Cosgrove  
 Kim Thomas

**Guests**

Rachel Anderson  
 Howard Bell  
 Lydia Bogins  
 Shontel Brown  
 Safee Broxton  
 Kathy Davis  
 Chip Kenny  
 Beth Meyer  
 Nat Mildner  
 Lucy Mohs  
 Libby Moody  
 Brian Robertson  
 Sarah Rueter

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
<b><u>Call to Order</u></b>	<b>Quorum Established</b>
<b><u>Chair Remarks:</u></b> Mikey welcomed everyone and addressed housekeeping issues.	
<b><u>August 7<sup>th</sup></u></b> <b><u>Director's Report:</u></b> <ul style="list-style-type: none"> <li>• Youth and Student Snapshot: Julie discussed that the VR caseload is almost half students and youth with disabilities (48.6%). Over 5,000 students have been referred for pre-employment transition services. The peer youth mentoring program is continuing to grow along with peer mentoring services.</li> <li>• TPCA: VR is replacing TPCAs with work based learning experience agreements. 30 school districts will be participating in that to start.</li> </ul>	

- Discovery: VR continues to focus on Discovery process with 106 staff certified to provide those services.
- Self-Advocacy: 2,312 individuals have completed self-advocacy training and VR has expanded that training.
- Customers entering service by area: Julie reviewed the breakdown by area.
- Wait List Summary: Categories 1 and 2 continue to be open; Individuals on the Category 3 wait list have not been released since December as VR is evaluating the impact of pre-employment transitions services on the overall budget.
- Performance Indicators: Julie reviewed the old performance indicators (which will be used only until the new measures start to be reported by partners and benchmarks are in place). Julie noted that there were 265 more successful closures in 2016-17 than in 2015-16. Julie also noted that the ratio of minority to non-minority customers is well above expectations. Julie discussed why participants are leaving VR and that the number is down from last year. VR hopes the new VR Works program is having a positive effect. This is an area they are paying close attention to.
- Provider Support Services: Julie discussed provider Innovation and Expansion projects and discussed how important providers are to VR customers. Julie discussed expansion of customized employment through Discovery and the work of Certified Business Technical Assistance Consultants and noted that the capacity to provide self-employment services has continued to grow since 2016. Project Search has grown to 36 sites and 30 school districts are involved in work based learning experience agreements.
- Business Relations: Julie noted that Kathy Davis will be providing an update later. Julie discussed that Business Relations staff have done some cross training with providers to be able to troubleshoot any problems. Additionally, the Business Relations unit and employment programs are working with Florida's Apprenticeship USA Grant.
- Section 511 of WIOA: In the last year, VR trained approximately 5,000 people with the goal to help them make informed choices about integrated employment.
- Caseloads: As of March, 2018, the average caseload was down to 96. Julie discussed that VR is looking at how this number is calculated and defined.
- Ombudsman Report: There was an increase in the number of complaints about IPE's over the last 2 state fiscal years as well as a decrease in the number of valid complaints. The average days to resolve an issue was 3.7 days.
- Administrative Hearing Requests: Julie noted that the number of Administrative Hearing Requests has gone down from last year and VR is continuing to work on providing participants information on their appeal options and rights.
- VR Works: Training is complete and is now, just VR's way of doing business.
- Mikey noted inequity of available services between PRE-ETS and individuals who are determined eligible but on category 3. Julie indicated it is a shortcoming in Federal law and VR has asked for additional technical assistance.
- Julie discussed that VR was granted additional spending authority 2 weeks ago in order to spend PRE-ETS monies and avoid sending funds back to the Feds.

- Donte asked about low numbers in area 6 for job retention relative to other areas. Julie said that VR would be looking at that.
- Julie discussed job retention services are available for customers who need limited services to maintain employment. For those on category 3 wait list, they would go on the waiting list but then come right back off.
- Julie discussed the rehab rate continues to be low. Patrick opined that this may be due to order of selection (serving more significantly disabled individuals first). Julie agreed and the new WIOA metrics will be a better measure of the quality of outcomes for customers.
- Julie addressed the question of if providers statewide have been trained on VR Works. She thought so but indicated she would find out.
- Patrick discussed his interest in correlating the reasons for unsuccessful closure with Customer Satisfaction Survey results.
- Mikey asked about integrated employment and Julie discussed that VR only supports competitive integrated employment.
- Rebecca discussed current 511 subminimum wage placements and that a goal of all placements being minimum wage or above should be pursued. Julie discussed that in Florida the number of subminimum wage employers has decreased and that this was a topic of discussion in Washington and an opportunity for advocacy.
- Mikey discussed that the Council may be interested in data on if the reduction of 14c certificate holders has impacted the individuals who used to work there. Julie discussed that some of them have stopped providing employment services and have just become day training centers where they get funding from APD. Julie discussed that the numbers should be available over time.
- Mikey asked if VR would present information on the 722 Report (dispute resolution activities) as an annual report to the FRC.
- An audience member asked how VR determines job placement numbers and if there was a question to determine why individuals may not be interested in continuing services with VR. Julie discussed placement numbers are available from internal information management system and VR captures feedback from customers via the Ombudsman's Office and the Customer Satisfaction Survey.
- Members thanked Julie for presenting the Directors Report.

**Action Item:**

Request VR to look into job retention number for area 6 relative to other areas and provide feedback.

**Action Item:**

Request VR to look into if training is complete for VR Works for providers and provide feedback.

**Action Item:**

Request VR to provide current 722 report to FRC and on annual basis.

**Customer Satisfaction Survey Report:**

Market Decisions reported on the recently conducted focus groups in Miami and Jacksonville. Nat Mildner discussed that 2 groups were conducted and the focus was to get feedback on communication with transition and young adult VR customers. Nat reported that most day-to-day communication was via telephone, letters and in person meetings. Participants made multiple observations and recommendations to improve communication that included:

- Greater use of e-mail and text
- Staff displaying soft skills to make the customer feel valued and that the counselor should have a positive regard for the individual and be supportive of agreed upon goals
- Utilizing new options such as a dashboard and online registration

- Use of electronic consent (signature) to allow reduction in face to face meetings (as transportation and time were issues)
- More frequent and clear feedback as to what they as a participant needed to do and where they were at in the VR process.

Participants also discussed problems with multiple counselor changes and not being able to get in contact with counselors or returned calls. FRC members and VR staff discussed the feedback provided and thanked Market Decisions staff for the detailed focus group report and noted that discussion and questions regarding the quarterly survey results would occur in the Evaluation Planning Committee.

**Evaluation/Planning Committee-Members present:** *Ann Robinson, Bob Campbell, Patrick Cannon, Donte Mickens, Michael Wiseman, Rebecca Witonsky*

- Quorum established and members voted to approve the agenda and minutes from the July 12 conference call and the June 14<sup>th</sup> call (with an edit).
- Members discussed adding questions to the satisfaction survey. Members asked Market Decisions (MD) for feedback on areas of communication and dispute resolution questions that have been surveyed so far. MD indicated that there were differences and that the differences by area were not statistically significant. MD indicated they would look to VR and FRC to determine reasons for levels of dissatisfaction. In addition, MD indicated they did not have the data to look at differences at the unit level. Members discussed this and Julie Kates indicated that VR had not looked into this yet but would be looking more closely. Julie indicated VR will be pulling key indicators and publishing those in the future for VR staff use and awareness. Members discussed adding additional questions by the start of the new survey year (October 1). Ann asked FRC members, VR and MD to participate in the development of new survey questions.
- Julie discussed a new case management system that VR is looking at. It is a system offered by Alliance that other states are using and VR will provide additional feedback as they work to develop and implement a new VR case management system.
- Ann asked about an update on new operating procedures to compliment new rules developed. Julie indicated these were still in development.
- Ann asked about VR budget feedback and the VR Senior Management Team update. Julie discussed that VR received authority to spend money from the Legislative Budget Committee and there is no budget shortfall. Julie indicated she would have VR staff look at getting the latest update to the FRC from SMT.

**Parent Training and Information Presentation:**

Ana Laura dos Santos Lara provided an overview of services provided from the Parent Training and Information Center – Parent to Parent (P2P) in South Florida. Ana Laura discussed that the mission is to empower and support families (who have members with disabilities) as well as young adults and adults with disabilities. P2P provides direct services and training for families and has 17 employees paid for through grants such as the Children’s Trust. P2P provides services to over 1500 families, some of

**Vote:** Approve minutes from the June 14 and July 12 conference calls and the current agenda.

**Action Item:** Request VR to provide additional feedback as they work to develop and implement a new VR case management system.

**Action Item:** Send request/poll to members and VR staff and regarding adding survey questions ideas for Evaluation/Planning Committee at the next conference call. Notify MD of conference call.

**Action Item:** Request VR to send last SMT minutes to FRC.

them for many years and also coordinates and refers individuals to state and local agencies such as VR and other agencies to complement their services. Members asked additional questions and thanked Ana Laura for her presentation.

**Stephen R. Wise Award Presentation:**

Mikey and members presented the Stephen R. Wise Advocacy Award to Senator Dennis Baxley. Members highlighted and recognized the work and support from Senator Dennis Baxley for the Workers Compensation Bill and issues that promote employment for individuals with disabilities. Senator Baxley took time to discuss why this was important to him and that he would continue to support promoting employment opportunities for PWD.

**VR Business Relations Presentation:**

Kathy Davis, the VR Business Relations Program (BRP) Manager, discussed VR's work to meet the new WIOA objectives to customize services to meet employer's needs. BRP works to develop strategic partnerships to support employers and focus on promoting careers and not just jobs. The goal of the BRP is to become the foremost recognized and trusted resource for employer's disability inclusion needs. The BRP also manages the Abilities Work Help Desk, which is designed to connect employers with qualified job seekers. BRP has been engaged in training across the state as well as partnering with business associations. Members asked additional questions and thanked Kathy for her presentation.

**Public Forum:**

Mikey opened the Public Forum and then turned the floor over to Julie Kates and Taylor Wolf to present the VR Rule Development Workshop. Julie and Taylor provided a review of proposed changes and then invited comment from the public and FRC members. After comments were taken and recorded, Mikey opened the forum for comment on all other issues related to Vocational Rehabilitation services. John Ficca spoke about an individual receiving assistance from VR and wanted to thank VR for their effort to provide job retention services. Lydia Bogins complimented VR on the summer youth program and that over 200 students received training. No further comments were received and the forum was adjourned.

**Adjourned**

**Action Item:**

Request VR - Kathy Davis if she can attend next quarterly meeting by conference line to address additional questions.

**Action Item:**

Request VR to send draft report of CSNA when they receive it to FRC.

**Action Item:**

Request VR to send draft of CSNA

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written survey to the FRC when it is finalized and ready.

**CSNA Presentation and Forum:**

Chip Kenny and Rachel Anderson provided a brief overview of the Comprehensive Statewide Needs Assessment (CSNA). They discussed the process and expected timeline for the report. Ann asked if FRC would receive the draft document when it is provided to VR. Julie indicated she would take that request back and speculated that it should not be a problem. Chip then provided questions and interviewed members on CSNA topics. Members thanked San Diego State staff for their presentation and for facilitating their participation in the CSNA. Mikey asked Libby if FRC could receive a copy of the CSNA written survey, Libby indicated it has not been sent out yet and she will provide that to FRC when it is ready.

**Legislative/Public Awareness Committee-Members present: *Patrick Cannon, Michael Adamus, Amanda Brown, Ana Laura dos Santos Lara, Donte Mickens, Mikey Wiseman***

- Patrick determined a quorum was present.
- Lucy provided a legislative update. Lucy discussed that they are keeping an eye on any possible committee meetings or early leadership appointments. Lucy indicated she did not expect any developments until after the November elections.
- Patrick discussed the Annual Report (AR) and reviewed that the cover was approved and asked for an update. Lucy discussed they were working on getting success stories and indicated they were looking for more high profile jobs to highlight in the AR. Libby discussed they were working on providing data for the AR. Roy discussed that the goal was to have a draft available for FRC approval (with edits) at the October quarterly meeting. Patrick said he was glad that we were on schedule and noted it was an important communication piece to the legislature, the governor and RSA.

**University of Florida Disability Resource Presentation:**

Amanda Brown presented information about providing access for students with disabilities at the University of Florida (UF). Amanda discussed that the UF Disability Resource Center (DRC) envisions a universally accessible campus that supports the holistic advancement of individuals with disabilities. The DRC is focused on learning what barriers exist for students and working to eliminate those. The DRC works to promote a social justice model that emphasizes providing necessary accommodations and inclusion. Establishing proper supports, communication and connections help students to receive services necessary to successfully complete their education and transition into employment. The DRC assists students to connect with VR and they work closely with the local VR office. Members thanked Amanda for her presentation.

**Vote:** The full council approved the budget report.

**Vote:** The full council approved contracting with San Diego State to provide the CSNA moving the last meeting in 2019 to Gainesville.

**Action Item:** FRC staff will try to schedule August meeting that meets most members' examples to the Council.  
**Action:** Kim will forward San Diego CSNA examples to the Council.

**Executive/Business Committee: *Mikey Wiseman, Donte Mickens, Ann Robinson, Patrick Cannon***

- Mikey established a quorum was present.

- Members reviewed the budget report and voted to accept the budget report.
- Mikey asked members to make their travel plans for the next quarterly in Pensacola and to send their information to Kim ASAP so members who fly can get the best rates and to keep travel costs low as possible.
- Mikey reviewed the quarterly meeting calendar for 2019 . Members discussed the last meeting scheduled in October/November of 2019 and recommended that the location be moved to Gainesville. Members voted to approve this move and keep flexibility in dates to allow staff to secure the best rates possible.
- Ana Laura asked if the August 2019 meeting could occur on the week of August 13-14 due to school starting and her work needs. Kim indicated she will try but reminded everyone that school districts start at different times around the state.
- Mikey asked for agenda items for the next meeting, Michael suggested asking Beth Myers to present on information about FILC. Beth indicated she would try to schedule this.
- Mikey discussed October would be a good time to plan for sharing planning information and asked Libby if she would present an overview on general planning update. Libby agreed.
- Patrick discussed the idea of getting a better understanding of local issues in each area the quarterly was held. Mikey discussed a form that FRCB uses and asked if staff could get information on that. Ann added that it would be great to have the area recommend an employer they would like to highlight.
- Judy White, the recommended member to represent Bureau of Exceptional Education Student Services, asked if she could present some data updates on students with disabilities. Mikey welcomed that presentation.
- Members discussed completing the yearly ethics form and Mikey emphasized member send that information in to the Ethics Office. Donte recommended that the forms be added to Orientation materials and a reminder sent to members at the May meeting every year.
- Mikey asked Kim and Roy to look onto identification badges for FRC members for travel and identification purposes. Members discussed this could possibly come through the Appointments Office. Members voted to have staff look into this.
- FRC Officer Elections: Members voted to elect Mikey Wiseman for Chair, Donte Mickens for 1<sup>st</sup> Vice and Michael Adamus for 2<sup>nd</sup> Vice Chairs for the term of October 1, 2018 – September 30, 2019.
- Partner Reports: Mikey provided a report on FRCB activities; Bob Campbell provided an update on CareerSource; Ann Robinson provided an update on CAP; Beth Myers provided an update on FILC.
- Members congratulated Patrick on the new addition to his family.

availability to attend while securing the best rates.

**Action Item:** FRC staff follow up with Beth Myers to determine if she can present on FILC at the next quarterly.

**Action Item:** FRC staff follow up with Libby to schedule a planning update at the next quarterly.

**Action Item:** FRC staff follow up with FRCB to discuss responses for additional badges from area.

**Action Item:** FRC staff follow up with Judy White to schedule presentation at the next quarterly in Tallahassee if possible.

**Action Item:** FRC staff follow up add ethics forms to orientation materials to attend the CSAA conference in April.

**Vote:** FRC staff will look into ID cards

**Action:** Staff will reach out to FRCB to learn

what they do to get public participation.  
**Vote:** Members voted to elect Mikey Wiseman for Chair, Donte Mickens for 1st Vice and Michael

**Adjourned**

Adamus for 2nd  
Vice Chairs for the  
term of October 1,  
2018 to September  
30, 2019  
Approved from  
11/8 and 11/16.

**Vote:** 1<sup>st</sup> and 2<sup>nd</sup>  
quarter budget  
approved.

