

State Rehabilitation Council
Meeting Minutes
June 10, 2013

A meeting of the Department for Aging and Rehabilitative Services' State Rehabilitation Council (SRC) was held on June 11, 2013 at the Richmond Marriott West in Glen Allen, Virginia.

Members Present: Suzanne Bowers, Charles Downs, John Eisenberg, Cheryl Johnson, Toney Lineberry, Ellen McIlhenny, Romy Mohta, Bryant Neville, James Rothrock, Thalia Simpson-Clement, Lauren Snyder-Roche, Sally J. Thompson, and Julie Triplett

Others Present: Elizabeth Smith, Policy and Planning Director; Scott Fraley, Vocational Rehabilitation Quality Assurance Analyst; Vanessa Rakestraw, Policy Analyst; Barbara Tyson, Staff Support; Rick Sizemore, Woodrow Wilson Rehabilitation Center Director; Kathy Hayfield, DRS Director; Jim Taylor, DBVI SRC Representative; Richard Keene, Guest; and Cat Clough and Shirley Hadeen, Interpreters.

Call to Order: The meeting was called to order at 11:10 a.m.

Approval of Minutes: The minutes were approved as distributed.

Matters of Public Comment: There were no comments from the public.

Chairperson's Report:

- Lauren Snyder-Roche and Charles Downs will serve on the Nominating Committee for the election of the 2014 SRC Chair and Vice-Chair. This election will occur at the August meeting.
- Ellen McIlhenny and Romy Mohta will serve on the Planning Committee for the SRC Retreat to be held on November 18.
- Mr. Lineberry, on behalf of the SRC, will develop a support letter to accompany the NIDRR "Return on Investment" grant application being prepared by Drs. Joe Ashley, DARS, and David Dean, Director of Disability Economics Research, University of Richmond. This is five-year grant in the amount of \$450,000 per year. Ellen McIlhenny offered to serve on the Committee along with former SRC member, Danny DeBoer.
- Mr. Lineberry will attend the National SRC Forum to be held from June 24-25, 2013 at the Hyatt Regency Crystal City Hotel, Arlington, Virginia. He will provide a report at the August meeting.

Commissioner's Report

- The agency continues to work on plans to address the Governor's Executive Order 55 to expand hiring options for individuals with disabilities. On June 27, 2013, DARS, the Department for the Blind and Vision Impaired, and the Virginia

- Workforce Council will host an event at the Parham Workforce Center. The morning will be representatives from State agencies to learn about the benefits of mentorships, situational assessments and on-the-job training options in helping Virginians with disabilities obtain employment in State government. In the afternoon, Wes Thies from Bon Secours Hospital will be the keynote speaker for private sector businesses on the value of hiring individuals with disabilities.
- Virginia is assisting the National Governors' Association (NGA) in the development of a "tool kit" for private business on best practices in the hiring of individuals with disabilities. DARS will be contributing information on Project SEARCH and long-term employment support services.
 - The Commissioner has been attending Project SEARCH graduation ceremonies around the Commonwealth. Ceremonies have been held in Richmond at Bon Secours Hospital and Prince William Hospital in Manassas. Another ceremony is scheduled this week in Williamsburg.
 - DARS is working on a partnership with the Hershey Corporation to provide employees for job openings at their Production Center in Stuarts Draft, Virginia. The Woodrow Wilson Rehabilitation Center will develop a program to train our consumers on the job duties at the Production Center. Outreach to the Vitamin Shop in Hanover also is occurring for job development.
 - The performance statistics for the Vocational Rehabilitation program are not as good as they should be due to the affect of the economy and Order of Selection. However, the agency received \$1.3 million in new money from the General Assembly this year which will allow us to again offer services to our most significantly disabled consumers effective July 1.
 - The Commissioner attended an event to recognize the Foundation for Rehabilitation Equipment and Endowment (F.R.E.E.) for their work in helping persons have access to appropriate and quality rehabilitation equipment.

Working Lunch: SRC Employee Leadership Recognition Award and Commissioner's Excellence in Transition Award

The following DARS employees were recognized with the 2013 SRC Employee Leadership Roy J. Ward Award: Kim Shepard, Susan Gaillard, Russ Neyman, and Barbie Ostrander.

Council Roundtable Reports

Written reports were provided to the SRC and are included with the meeting minutes.

DARS Program Reports

Division of Rehabilitative Services: Kathy Hayfield, DRS Director, reported the following:

- Project SEARCH continues to show much success. Eighty-five youth with disabilities have completed the program with a 66% rehabilitation rate. We are

seeing more graduates obtaining jobs in the community than before. At the end of next year, an evaluation of the program will be conducted and results shared with the SRC.

- For the current Federal Fiscal Year to date, there have been 1851 successful employment outcomes, which is up 100 people from the same time last year. About 1,000 consumers are in jobs awaiting successful closure and we have a 52.7% rehabilitation rate which is better than last year's 40.3%. Since March, 1,500 consumers with most significant disabilities have come off the waiting list. There are about 19,665 consumers in the program at an average of 99 consumers per counselor.
- Effective July 1, the Order of Selection Priority Category 1 (most significantly disabled) will be opened, allowing us to serve the 1,200 consumers on the wait list in this category and new consumers.
- The Intensive Consumer Engagement (ICE) program continues to show success as a collaborative effort to better engage our consumers in their Vocational Rehabilitation program. Kathy sends out periodic updates to the DRS staff with success stories to emphasize the importance of this program.
- The "Cold Case" project also is showing success. There have been 300 referrals made to the "Cold Case" unit and 50 of these consumers were found to be working. The process will be changed to require counselors to refer all consumers to be closed as "unable to locate" to the "Cold Case" unit for assistance in attempting to locate these consumers.
- Besides the partnership with the Hershey Corporation is developing jobs for our consumers, our Business Development Managers also are working with Jiffy Lube, Home Depot, and Riverside Hospital in Newport News. Fort Lee, through the Ability One contract, has hired 20 of our consumers.
- Kathy attended the National Governor's Association Institute in Pittsburg and was involved in a presentation on the collaboration with the Virginia Department of Education and Virginia's schools on our local cooperative agreements for youth in transition.
- The RTAC grant has ended and DRS benefitted greatly from the initiatives outlined in this grant to better utilize data in our management decision-making and program management.

Woodrow Wilson Rehabilitation Center: Rick Sizemore, WWRC Director, provided the following comments:

- WWRC continues to work collaboratively with the DRS division to enhance services leading to successful employment outcomes. The initiatives contained in the current WWRC Blueprint focus on employment outcomes for Vocational Rehabilitation consumers.
- The forklift training program at WWRC continues to show success. Southern States has shown interest in this program to, hopefully, lead to employment of our consumers at their stores. In addition, we are working with Jiffy Lube in the Valley on hiring WWRC training graduates.

- WWRC continues to work on tailoring services at the Center for consumers coming out of hospitals to assist them in returning to the workforce.

Committee Reports

Internal Affairs: Elizabeth Smith reviewed the draft Attachments for the 2014 Vocational Rehabilitation and Supported State Plan which is due to the Rehabilitation Services Administration by June 30, 2013. A motion was made by Charles Downs, seconded, and passed by unanimous vote to approve these Attachments as drafted.

Charlie Downs and Mabel Fleming reported on the new model for the Vocational Rehabilitation Consumer Satisfaction Survey that was developed with the assistance of the Internal Affairs Committee. A motion was made by Mr. Downs, seconded, and passed by unanimous vote that the Council accept the proposed new model for implementation in Federal Fiscal Year 2014.

External Affairs: DiVette Brisco provided an update on the activities of the DARS Cultural Diversity Team. A recent evaluation showed that information on community outreach, translation and interpretation services, and accessibility are needed by DARS staff. The Team is developing a 1-800 number for translations services as well as an agreement with vendors who will be neutral in providing translations. WWRC art students developed a calendar symbolizing diversity, and DiVette agreed to send this to all members. Some client forms have been translated into Spanish and the Cultural Diversity Team will plan future diversity training.

Current SRC members whose terms will expire on September 30, 2013 and are eligible for reappointment include: Suzanne Bowers, Cheryl Johnson, Ellen McIlhenny, and Julie Triplett. All but Cheryl Johnson indicated a desired to be reappointed for a second term. Ms. Johnson is waiting until a later date to make this decision.

The Committee discussed themes for the SRC 2013 Annual Report. Council members are requested to suggest possible themes to the members of the External Committee.

Cheryl Johnson reported that her organization is developing a program called Transition Points that will assist in educating families regarding services that are available. This program will bring all information together in one place in order to provide one-stop access.

Unfinished Business: None

New Business: None

Adjournment: There being no further business, the meeting was adjourned at 2:30 p.m. The next SRC meeting will be held on August 12, 2013 at the DARS Headquarters Building.

**Department for Blind and Vision Impaired
State Rehabilitation Council**

June 8, 2013

Commissioner's Report

- Expect monitoring of the VR program in 2014 – focus this time is primarily related to transition services and organizational structure.
- Commissioner Hopkins was a representative of NCSAB to the planning committee for the upcoming National State Rehabilitation Council Forum which is being conducted in June 24 and 25 in Arlington.
- Two other RSA trainings are being sponsored this summer that will impact DBVI; the National Fiscal Conference (in Virginia) and the National Randolph-Sheppard Conference (In Baltimore) both being conducted in August.

Budget Updates:

- The final appropriations approved by the General Assembly were passed as expected and included level funding for DBVI.
- As mentioned in the March 2013 SRC meeting, there is an exponential increase in the expenditures of Braille e-texts books during FFY 2013.
- Recently DBVI received \$450,000 from the Virginia Department of Education (DOE) to defray the cost of Braille production. As a result of the increase commitment for Braille text books, DOE has indicated that it will be unable to continue its contribution toward other educational services provided by DBVI. In FFY 2013 DOE granted \$175,000 in IDEA funds for support of educational services after October 1, 2013.

Legislative Updates :

DBVI is reviewing program and policy concerns to determine which issues will be presented to the Governor for consideration of items to be included for his 2014 legislative package.

Services:

DBVI has recently developed and initiated a new strategic plan for the Business Enterprise Program. This plan resulted from a comprehensive study by Mississippi State University, a series of stakeholder meetings, and collaboration with the Elected Representatives for the program.

VRCBVI updates:

The L.I.F.E. Program (Learning Independence Feeling Empowered) to slated to occur during the month of July as usual. This is a summer program targeting high school students who will be transitioning school to work or higher training education or training in the next two or three years.

Deputy Commissioner's Report

Excellence in VR Taskforce

This is a newly formed taskforce comprised of six VR Counselors and the VR Director. They have been charged to define what excellence is in VR and develop strategies that will bring DBVI's VR program to a level of excellence.

Update on Satisfaction Survey

DBVI has filled the VR Compliance and Customer Satisfaction Analyst position that is responsible for conducting Consumer Satisfaction Surveys. Subsequently, DBVI will be reporting on progress toward completion of these surveys at the September 2013 SRC meeting.

2013 Summer Program update

DBVI has entered into a memorandum of understanding with the Virginia School for Deaf and Blind (VSDB) to conduct a summer transition field program on the VSDB campus on June 25 through 26th to provide basic job readiness and job development skills for transition aged students.

New Business

A committee was established to develop draft SRC by-laws by the September meeting.

SRC chairperson will attend the fall CSAVR meeting.

It was agreed that the fall September meeting would be extended to a full day to work on SRC designated State Plan activities.

Next meeting is scheduled for September 14, 2013.

Submitted by Jim Taylor, DBVI SRC Member

Virginia Statewide Independent Living Council (SILC) Report to the Virginia State Rehabilitation Council (SRC)

Written for the SRC meeting taking place on June 10, 2013

* State Plan (SPIL) Update: Michalski-Karney read each goal and the proposed objectives and activities for the benefit of the Council members and asked for input in the Plan. A motion was brought to the floor from the SPIL Development Team to approve the SPIL objectives and activities, as revised during the Council meeting. The motion was passed unanimously by voice vote without opposition. Treasurer and SPIL Development Team member Snyder Roche brought the three-year SPIL Development budget the floor and explained the anticipated revenue and expenditures. The SPIL Development Team recommended that the draft budget worksheet be approved as written. Motion passed unanimously by voice vote without opposition. The SPIL building on the RSA site has begun since the Council met, and will be submitted on time and in accordance to RSA requirements.

*Travel for the officers, and members from the DSUs, to attend the National Council on Independent Annual Conference (NCIL) July 24th-27th in Washington D.C. has been approved; SILC members will be doing Capitol Hill visits while there.

* VACIL (Virginia Centers for Independent Living) update:

- § The CILs are converting to the newest version of their data collection system, CILs First. The software allows CILs to collect data on a consistent basis but also provides the flexibility needed to generate reports for local funding sources and management.
- § VACIL serves on the Medicaid Dual Eligibility Committee and is being contacted by managed care organizations for technical assistance with their proposals to DMAS to be one of the managed care organizations selected for the regional programs.
- § CILs are applying for the new WISE contracts (work incentives planning and assistance services).
- § CILs planning for the NCIL conference and Capitol Hill visits. Staff from nine CILs will be attending in part due to scholarships provided through DARS Independent Living Unit.
- § VACIL is assisting with the upcoming Americans with Disabilities Act (ADA) Summit on June 18 by identifying presenters and attendees. If SILC representatives are interested in attending, please let Karen know.
- § VACIL is working with state agencies and Donald Fletcher, the Independent Reviewer for the Settlement Agreement between the Commonwealth and the U.S. Department of Justice - Housing Work Group, Department of Behavioral Health and Developmental Services - Department of Justice Settlement Advisory Group, Case Management Work Group and Children in Facilities Work Group.
- § VACIL is working with DMAS to improve qualifications standards for Medicaid consumer-directed services facilitation organizations.

*Money Follows the Person (MFP) Marketing Update – A written report on MFP marketing was provided to Committee members in advance of the meeting. Maureen Hollowell reviewed the report for the benefit of the members. There are 272 nursing facilities in Virginia; of these, 20 are continuing care facilities. Of the 192 nursing facilities contacted about MFP, 41 responded (about 20%). Thus, 80% do not want the CILs to have interactions with their residents with disabilities. The CILs have identified 13 people with disabilities who desire to transition into the community. Two additional issues identified in the MFP report:

- 1) The Department of Medical Assistance Services (DMAS) reviewed and expressed its approval of the CIL brochure about MFP. DMAS indicated that they are working on their own brochure and it will be ready in about 2 months. Staff turnover has been a problem, resulting in delays.
- 2) Local contact agencies (LCAs) – About 70% of nursing facility staff know about the LCA process. (This is a federal requirement.) The transition process is evidently broken and ineffective. DMAS is currently developing a Power Point presentation to train LCAs. Preda informed the Committee that the new State Plan for Independent Living, if approved (has since been approved), will address the SILC working with DMAS to

improve the process. Hollowell encouraged the Committee to keep inquiring about the transition and keeping the issue in front of the administration.

*House Joint Resolution (HJR) 648 (dealing with building codes) Update – A brief, written update was authored by Marcia DuBois and reviewed by Jeter. Code change requests have been brought to the Board for Housing and Community Development by the HJR study group. The code change requests covered universal design, restriping of parking lots and accessible parking at medical facilities. The Board will meet next in May and the study group will be making revisions to the code change requests to address some of the Board's concerns. DuBois will continue to keep the Goal II/III Committee updated on the code changes. Additionally, Michalski-Karney and Ward-Solomon are members of the study group.

*Next SILC meeting: July 17th -18th
Submitted by Lauren Snyder Roche, SILC Member