

Event	SRC Quarterly Meeting
Date:	May 3 rd , 2019
Location:	Double Tree bend, OR
Attendees:	See attached list

Points Discussed		
	Topic	Highlights
1	VR Director's Report - Keith Ozols	<ul style="list-style-type: none"> • National Level: Pete Karpa, Tryna Luton, and Keith Ozols went to Washington DC for the CSAVR conference. They also went to the Hill and talked with representatives from the House. The people that attended from OCB also visited with Senators. Topics discussed included data, employer partners, success stories, and how VR helps their constituents with disabilities get competitive integrated employment or get back to work. The representatives asked questions about how they can be supportive and what kinds of information they should know about. Senator Bob Casey from PA in introducing a bill that would support VR and RSA with \$540 Million obligated to pre-employment transition services. • State Level: Two more months to go in the legislative session. Senate Bill 494 which will eventually eliminate sub minimum wage. House Bill 3122 will provide \$40 million additional funding to independent living centers across Oregon over 5 years, allowing the Independent Living centers to provide their five core services to all of the counties, which is not happening currently. This money would be coming out of the DHS budget and distributed by VR. • Program level: Strategic Planning session is coming up. VR will be using the fundamental mapping process to organize the core goals from the obligations in both Federal and State funding. Another tool being used is the results of the Readiness Assessment that was done last fall. The Readiness Assessment had some evidence

for the need of professional development opportunities. VR and DHS's training unit are working together with some other agencies to put on some training specific to VR. There is a group out of Washington that is helping to braid these agencies together and provide this very VR specific training, while still following the rules and guidelines of DHS.

- **RSA Monitoring:** The Oregon VR program will not be monitored this year, however, VR will be evaluating and investigating the Technical Assistance Guidelines that are used for monitoring to make sure that the program is holding up to the standards set out by the RSA, making sure the policies and procedures are in place to make sure the program is in compliance so in the event we are monitored, we are prepared to provide the answers to the questions that will be asked and data that will be investigated.
- **Lane V Brown:** A few new developments, Cathy Ficker Terrill who has been VR's developer is taking a step back from work that involves travel. Nicole Jorwick is taking her place as of this Fall. An accounting issue that has been an ongoing issue with the State and the Plaintiff has been resolved. This has been a disagreement about employment services and how they count toward competitive integrated employment. There are some definitions being created and negotiations for the last year are coming to a close. This will be a step in the right direction to make sure that people with intellectual disabilities have access to competitive integrated employment in community settings.
- **Talks with Tribal Partners:** Three out of the five Tribes that receive 121 Grants are up this year for reapplication this year, Grand Ronde, Warm Springs, and Klamath. VR and the Tribal Partners have been meeting to

discuss how Oregon VR can support them, writing letters, going to local meetings, and really talking about the local teams collaborating to work together, especially in the case of if someone doesn't get funding, to make sure there are no gaps in services. The 121 programs don't have the same requirements around Pre-ETS so VR is collaborating to make sure that their consumers can also access these services.

- Hiring: Two positions in central admin, training coordinator and dispute resolution coordinator. Also recruiting for the Senior Independent Living Executive Director position.
- Projects: Imaging project under way to transition to a paperless record keeping system. Working on scanning millions of old documents into the system. DHS wants to work with VR and ODDS to staff these positions and hire people with disabilities to be involved in this project, as a model employer. Looking into hiring five teams throughout the state and having groups that go out to areas for a few months at a time to scan, name, enter metadata, physical and technological updating to the systems.
- Comprehensive Statewide Needs Assessment and State Plan: Pete reports that VR is working on the RFP for the CSNA. VR is also in the first steps of the State Plan that is for 2020 and the current one ends in June. We hope to have the State Plan VR portion completed by the end of the year so that we can enter collaboration and negotiation with Workforce Partners, anticipated to start in March. Small change in the Workforce system to go from what was called a Unified State Plan to a Combined State Plan. This means there are more people involved and that is good, to be able to align people with more services and that is good for better outcomes across the

		<p>board. The Statewide Workforce system is going through some restructuring, waiting for guidance from the Governor’s office to see who will be involved. The collaboration will hopefully increase the level of quality in the State Plan and the Comprehensive Statewide Needs Assessment. These products will not only satisfy the federal government but will also clearly outline what our goals are and how we plan to achieve them.</p>
2	<p>VR Budget Report – Judy Barker</p>	<ul style="list-style-type: none"> • Judy: There are two parts to what’s going on with the budget right now. We are finishing up the current Biennium which will end June 30th and at the same time building the budget for the next biennium. VR is 87.5% through the biennium and in 87.3% of spending so VR is right on track. The way the budget is divided out shows that we are spending client services much faster, at 92%. VR is underspent in central admin and that is ok since it is looked at as a total, it evens out. The VR Admin percentage is low due to vacancies in positions. Part of the reason VR is ahead in client services spending is because the unfunded mandate for Pre-ETS, 15% of the budget has to be spent on pre-employment transition services. With the social security recovery money and allotment dollars that Eugenia Cox brings in, we have been able to fill the gap. In the current biennium, the set aside is almost \$9 million based on federal funds received, Eugenia has brought in \$7 million in this fiscal year, for the biennium almost \$10 million and almost \$9 in re-allotment dollars. Re-allotment dollars are something that VR can apply for every year when they are available. All agencies have to report

that they are going to spend all the money they were allocated or return some of that money, if they return it, then it is reallocated to other agencies that ask for it. Agencies must have a high enough maintenance of effort. Between the maintenance of effort and the federal grant, VR must match the requested amount of re-allotment funds. VR has been fortunate enough to receive some of that money for the last three of four years. VR is projected to finish the year on target with the budget, spending what we said and having the dollars for matching. This is a good thing because otherwise VR would have to do a rebalance and need to move funds between programs or ask the state for money to be able to finish the biennium out. If that were to happen, there would be other funds that have been carried forward that would have been at risk for being taken to satisfy the rebalance of the budget, since VR has found a way to stay balanced, we don't have the risk of losing the other funds that there are plans for. Keith has already been advocating for what will be done with that money and how it would benefit the state. Which brings us to the next biennium: it looks like the Governor's budget is what is going forward, flat funding for what VR had this year. Since we are seeing an increase in expenditures, it isn't ideal, but better than being cut. VR will have a better idea of what the budget actually is in the middle of July with final numbers in August. From Judy's experience, the state never gives what is asked for and VR expects a shortfall when it comes to the salary pot, the

negotiations with the unions for increases for personnel services. With the potential for the carry forward dollars and the social security claims and re-allotment dollars, VR should be ok for the first part and hopefully the whole biennium. The costs of everything continues to go up and VR doesn't expect to not give increases to pay and expect the same level of work when everyone's expenditures continue to rise, personally and in the field. The federal government is only doing a 1% cost of living increase.

- SRC Member Heidi Dirkse-Graw asks Judy about increases to the amounts paid to contractors. There hasn't been an increase in years and the cost of employees to do the contracting work continues to rise. Judy talks specifically about Job development contracts. They aren't set to renew this year at all, it's a year out. The meetings are starting again with job developers groups to talk about what needs to happen for the coming biennium or fiscal year when those contracts are updated. VR is also in the process of building the blended services contract which is due to be in place in a year as well. The program must figure out how to meet the needs of everyone so that they don't go into Order of Selection. Heidi also points out that there are rumors that some VRCs are using exploration instead of going through discovery process. Maybe it needs to be looked at how career exploration is being used in place of discovery when ODDS funds should be used for discovery and not use VR funds for career exploration. Judy will work with Jan to see what data can

be pulled around that. Heidi also suggests that VR identify who are the IDD consumers who may be receiving services that could come from ODDS. Should the SRC and VR be discussing the braiding of services and funding that effects consumers when they come to employment services? Providers won't be able to afford to provide IDD services without long term funding. Providers funding effects VR funding which impacts consumers. Keith points out that this is all a work in progress and continuous effort to collaborate on these concerns is happening. A new requirement of WIOA is to work with people in subminimum wage employment and provide them with comprehensive counseling and opportunities for competitive integrated employment with competitive wages. There are teams of temps that have been hired to discuss this, using natural supports to help navigate this issue. VR finds that working with these support teams, it is better for decision making. Looking at successful placements allows us to ask the counselors why that happened. There are unique situations that call for unique solutions. Heidi expresses concerns about how to map out what VR services might be impacted and what that looks like for providers and consumers that are engaging in supported employment. These larger companies like OHSU and Nike, that are moving people out of subminimum wage, how does that look from a budget standpoint? Keith says that VR can pull data and some of the data will need a deeper look into case files. With the VR Research Analyst, Jan McCoy on board, he

has a real passion for figuring this type of thing out and Keith appreciates having projects like this pointed out.

- Roberta Dunn asks if there is anyone from ODDS in the room and Keith answers that there is. Roberta reminds the group that at the beginning of the Lane V Brown case, that the leaders of these agencies didn't know each other and that it is key to have all the right people in the room to hear the concerns. Roberta goes on to suggest that there needs to be a deeper conversation on the service element that is discovery and the service element that is vocational exploration and understand if they are the same or how they are different, including how the two different funding streams work. As a parent of a consumer, Roberta doesn't want to see any unintentional consequences and that this needs to be part of the Counselor-client conversation. VR needs to be cautious and really know when it is right to use Discovery versus Vocational Exploration and how the client and case manager decide so it doesn't just become a funding issue.
- Lynn Wiles explains that VR and ODDS are working well in Linn and Benton counties with this issue with the help of Brad Collins, where ODDS is stepping up and paying for discovery before clients are even referred to VR, saving VR money.
- Roberta Dunn points out that the partnership with the department of Education with transition services. Young people should be coming out of the school environment

already having had vocational exploration, ready for, if not already working with VR. If anyone of these agencies is feeling they are working in isolation, there is something wrong. Lynn Wiles would like an update on ODDS about long term funding, there are rumors that support won't be cut.

- Crystal McMahon interrupts to bring it back to a general budget conversation and asks if the re-allotment and ticket to work are included in the budget projections. Judy Barker says that they are not, since there is no guarantees of how much money will be brought in, there is no way to build that into the budget. Crystal asks what are the odds that VR goes into order of selection in the next biennium and Judy says that she feels VR is safe from order of selection in the first year of the biennium and that at that point VR will know about re-allotment dollars and ticket to work and social security recovery dollars look like and that will help predict the second half of the biennium. It all comes down to the clients that are served, the money brought in, and the time frames in which VR can spend the money. Judy also points out that even if VR collects enough money with these programs, the State could say VR doesn't need it and take it away. Crystal asks another question about how capacity issues will be handled, how to keep up with the demand of increasing clients. Judy says that the position management, determining if there will be enough staff is as contentious as the budget, we know there is a shortage of staff have not been given any more in the budget bill to

add more. Judy and Keith have discussions often about how to push DHS and Human Resources to understand that VR really is experiencing a capacity issue and that more staff in all areas are desperately needed. The new Workday system has also presented some challenges that make this difficult to maintain.

- Clayton gives some background about the last time VR went into the order of selection it was due to several variables, such as money that VR had that was need by other agencies where VR lost \$5 million and that immediately created the order of selection in 20-09. Since that time, the admin staff have done an outstanding job of keeping VR out of the order, even though VR was in Order for a long time, VR was able to serve all the clients that came to seek services and this is because of people like Judy who manage the program to allow VR to use the money to serve all the consumers. Eugenia has delivered a lot of money that has allowed VR to do things they would not have otherwise been able to do. There are other players that are working hard at keeping other entities out of the VR Budget. The Legislature sees VR as an anomaly because of the way the VR budget is managed.
- Charles adds that at his time observing the legislative sessions, this year there is a hunt for funds and they are seeking a lot of cuts. These cuts can affect programs that people think are solid and won't go away.

		<p>Council members thank Judy for her hard work and recognize her efforts that have been effective at keeping VR in operations</p>
3	<p>VR Pre-ETS Data – CJ Webb</p>	<p>CJ Webb, Pre-Ets Program Coordinator, presents the data from the 2018 pre-employment transition services (Pre-ETS) in the whole state of OR. (Attached slide show)</p> <p>There are five main areas of tracking: The counseling on post-secondary and transition services, instruction on self-advocacy, job exploration, work-based learning, and workplace readiness. This is the first year VR has had data for the entire year. This data has to be reported to the RSA quarterly, showing continuous improvement.</p> <p>We learned a lot along the way, like how data was being reported and how to improve the reporting so the numbers get bigger as the year progresses because more people were reporting their work. The numbers get even better after training was delivered in the fall.</p> <p>Some of the info was captured in different ways, for instance, services may have started one quarter but didn't end until a new quarter and weren't captured until then. Once people knew that the numbers were being reported to RSA quarterly, staff were able to collect and enter their data in a more timely and efficient fashion and that made a difference. So we know in the first few quarters there was probably more services being delivered than reported. We also had some information accuracy issues at the beginning of this collection period in 2018, like birth dates entered incorrectly so we have to go back in and fix that. There has also been an increase in new students in the 2018 year.</p>

		<p>Jan McCoy and CJ will be working together to create a more efficient process based on what was learned this time around on how to report that data to RSA and how to find the new students coming into the program. There are a lot of students aged 14-15 receiving Pre-ETS.</p> <p>Nicole Perdue, Pre-ETS coordinator for Central and Eastern Oregon: Nicole’s role is to provide transition services with non-YTP schools. Nicole teaches a 12 week motivation enhancement class, using a small guided discovery exercise to teach youth how to advocate for themselves and learn about what opportunities may be fitting for them. She also does workshops on work readiness skills and self-advocacy as well as one on one counseling. Nicole exposes some of the smaller schools with limited VR services in the area to show them how YTP works and get the schools and students connected to resources and support. Nicole goes regularly to Klamath and Lake counties and is proud of the relationships she is building there. There is a “Jobs Club” starting where different schools throughout a district and tour facilities. Nicole hosts the Oregon Transition Podcast.</p>
4	Committee Updates	<ul style="list-style-type: none"> • Executive Committee: Met yesterday with some of VR admin staff and are working on planning the Strategic Plan Retreat which is a way to put some things together to work more effectively. • Business committee: March 27th, 2019, the Business committee held a healthcare labor sector forum meeting hosted by Legacy in Portland. It was well attended and well received. Representatives from Kaiser and OHSU gave updates on the projects they are

working on involving hiring people with disabilities and how they make it work for all involved. Legacy discussed some experiences they have going with the Oregon Commission for the blind. Representatives from Peace Health from Vancouver attended. Joe Miller helped to facilitate conversations about what BOLI had accomplished with creating an apprenticeship program for medical technicians in Coos County. Some of the attendees saw what the SRC Business committee was trying to accomplish and invited Gary Chiaravalli to attend a WorkForce Strategy meeting with a similar focus in the healthcare sector. This allows us to join their efforts instead of duplicating an existing group and allows the Business Committee to get more involved around the state and join over efforts.

- State Plan Committee: Pete Karpa's report explained what is going on with the Unified State Plan earlier.
- Youth Transition Committee: Resumed regular monthly meetings. Last month had an opportunity for a presentation from career and technical education regarding some preliminary data collected regarding students experiencing disabilities and access in the career and technical education programs at their local high schools. The Transition Committee would like to have Nicole and CJ join the meetings to talk more about the direct service delivery and the podcast. The committee is looking at evaluation tools already taking place. We

have looked at the FACT Transition data survey and David Abramowitz shared some of the local data from his area in Lane County. We are looking to assess how transition services are taking place in our communities and where they are going well and where there are gaps. Then we can provide specific support to local offices regarding transition and improving outcomes.

- Legislative Committee: A date has been set for the June meeting. One thing the legislative committee wants to work on is helping the SRC members connect with their representatives during the off season in their hometowns, relationship building so when we do have information to share with them, they will be more receptive.
- Policy Committee: With the upcoming Strategic Planning, the SRC will need to really evaluate what the Policy committee functions really need to be. Susie was on the teleconference line but we were not able to hear her give a report.
- Program effectiveness committee: Also needs to be discussed at the Strategic Planning session what the main tasks are and identify a plan. There is no Chair for this committee. It is a huge committee with a lot of tasks laid out so we will work to get it more manageable so people will be engaged.
- Membership Committee: Emily Purry was a guest who is someone that is interested in joining the SRC. She was invited to the

		<p>table to introduce herself. Emily is the Director at Incite, which helps people who are experiencing barriers get educated, employed and independent. Incite has multiple programs and is growing drastically. Emily's role is in the Independence realm where she goes out to Corporate offices and educates employers about disabilities and how to have conversations and normalize them within the workplace so that all the efforts VR and other partners and providers are trying to do from the outside are more effective. It is putting the culture in place and allows for the environment to be more welcoming and accepting. Emily's passion is in retention. Incite has 7-15 speakers that go to organizations to speak on all topics from racial justice and diversity to time management and productivity. Emily's other focus is leading the entrepreneurship program where people get assistance starting their own businesses. Emily was an Incite Hall Of Fame recipient in 2014 because of an injury and her blindness and Lynn Wiles, a current SRC member, assisted her to work on a live resume and was then hired at Multnomah county for 5 years. She is now working at Incite since Sept 2018.</p>
5	<p>VR Field Updates – Tryna Luton, Emily Armstrong</p>	<p>Hiring updates: Mark Mastoff's, position as the Consumer Support technician, replacement will be reporting to Tryna Luton, a change from Matt Baldwin. This position is open right now and is being recruited for.</p>

Region one, which covers the greater Portland area and will be expanding into the Hillsboro, St. Helens and Astoria area. Kadie Ross's position as Branch manager for Central Portland office has been being recruited for and has been extended to find more candidates. SRC Members are invited to be on the interview committee, Clayton Rees had volunteered.

Joe Miller's position as Region Two Manager will be opening up and recruited for as he is retiring at the end of the month. Region two is Roseburg and the coastal region from Tillamook to Coos Bay and Gold Beach. There has been a shift in regions. Donna Keddy, Region three manager has taken Grants Pass and Medford into that region. Kari Kingsolver has been put into the branch manager position for Grants Pass and Medford.

Fundamentals Map: DHS launched this management system in the last 5-10 years. This system has been revised so that all five DHS programs have completed their updated fundamental progress map. This map shows what the daily work is all about and allows DHS as a whole, to pull info from each program to build their own overview of what is being done in the field. VR is focusing on improvements and outcomes. There are four key components. Improving the fundamentals which is about driving the waste out of our routine processes. There are four focuses in this step. Achieving Breakthroughs, effectively delivering results on strategic initiatives, Monitoring performance with the Quarterly Business Review (QBR), and continuous problem solving. The next area is management as a system, to bring order of complexity. There are three tiers within the QBR, Tier 1 is more of an agency measure, Tier 2 is the programmatic measure, and Tier 3 I field related measures. The Key goals are: Organization is customer driven, work force is supported, training is highly engaged. Core processes show us what

		<p>routine work must be done well to meet the goals. The entire purpose of this map is about alignment and connection to organizational goals and outcomes. The SRC is the first group to see the map, the branch managers will be next at the leadership meeting in a couple of weeks. Now that the map is complete, VR is working on developing new measures, starting at the six performance measures and a couple others like the cost per rehab, the rehab rate, and employer effectiveness. At the end of May, VR is having a strategic Planning retreat, this will help to inform the SRC Strategic Planning retreat by defining the goals and objectives of VR. Then the map is updated annually. All of this continues to develop through May and Summertime and then rolls out at in-service in August.</p>
6	<p>Employer Partner Awards – Gary Chiaravalli</p>	<p>Gary Chiaravalli, Chair of the Business Committee, introduces and gives awards to the following Employers and partners with the help of the VR staff who nominated them.</p> <p>Cortney Gibson (VRC) Presented an award to Jim Roths and Erin Keaffaber for Dillon’s Grill and Club Pioneer in Prineville, OR</p> <p>Kari Clark, a job developer who works in Prineville and Madras was presented a partner award from Molly Joubert.</p> <p>Vallory Alter (OCB) and Michelle Flick presented an award from OCB to Angela Criteser, General Manager, and Ken McClintock, District Manager, at Abby's Pizza in Bend, OR.</p> <p>Jackie Minson, the VR Director for the Confederated Tribes of Warm Springs, and Zola Hulet and Julie Bettles from The Klamath Tribal VR, presented Joe Miller with retirement present, a Pendleton Blanket, as an honor from the Tribes</p>

		<p>for his time in VR working as a partner and advocate with the tribal VR programs.</p> <p>The SRC presented Joe Miller with a retirement gift of a Money Tree with donations from the SRC members and VR staff. Joe Miller had been to 70 SRC meetings, the only person to have attended more than him was Rhoda Hunter, the first SRC Coordinator who retired last October.</p>
7	<p>Public Input</p>	<p>Follow up: Public comment in Feb 2019 that addressed “Person First Language” inspired the SRC to distribute a hand out created by the CDC about person first language and identifying people who experience disabilities. It is the intent of the SRC to model this kind of language and lead by example, while making the education of language around disabilities more normative and positive, encouraging respect, inclusiveness, and acceptance.</p> <p><i>Heather Fitch</i> from East Cascade Works in Bend as the director of the local Workforce Development Board for this region from the Washington border in the Columbia River Gorge through Central Oregon all the way down to the Klamath Basin, ten counties directly east of the Cascade Mountains. She wants to point out the best practices that are happening in our region around the VR staff and the work they are doing. The Bend Workforce center has all the VR staff co-located within centers. She thanks Molly Joubert and Andrea Rogers for doing an amazing job. One of the benefits of not creating separate and siloed systems to serve different constituencies in Oregon is to increase educational awareness and inclusion within the centers that exist. This allows them to learn how to better engage with people, not just people experiencing disabilities., but</p>

anyone who looks or feels or act different than you are used to. She highly encourages the state to continue to pursue this kind of a model across the state. We really appreciate the support and the leadership of Keith Ozols and Pete Karpa as well.

Heidi Dirkse-Graw presents public comment in her role as CEO of Dirkse Consulting. She invites to Amplify Rock Stars 2019, an employer engagement celebration for employers who have engaged in Workforce inclusion activities.

Anything from job shadows to having a disability diversity inclusion training to hiring folks supporting people, or just getting more information and starting to dive in. More information about this event is located at www.amplifysuccess.org Dirkse will be doing a job fair after the event ends so if there are any employment providers in the room who might be in the Portland area, please register your job seekers, that is also available on the website. The event is May 23rd.

Emily Purry, director of Incite wants to make public comment to inform the council and audience of the Speakers' Co-op where any companies, organizations, that need some education about improving the culture can come and get educated. There is also job fairs, 10 scheduled in OR and 22 in CA. Incite is always looking for employers and job seekers. They have a bit of a different set up than the typical job fair where we trickle the participants in instead of letting them all in at the same time. We prepare the employers to look at the individual. Incite has an annual scholarship that has just closed in April.

Kim Poage provides Public comment from her role as the Clinical Coordinator for Western Oregon

		<p>University to thank VR for support they provide for both practicum and internship students. WOU students need a lot of time in the field getting the clinical experience, and VR is one of many sites we work with. VR has been very kind and generous in the support of what's called the VR Director Stipend which is something that helps offset some of the educational costs for students while they are on internship. This academic year, we have five students who have been benefiting from that and I know that something being looked at again each year. We see the successes, those students going to work within VR and partnering agencies. Huge shout out to thank you for that. Kim also wants the SRC to know that this is something VR is supporting not just with OU but also Portland State University and University of Idaho. Sometimes students come down from Western Washington as well. Kim also points out that SRC members and staff in VR come out regularly to WOU to present as guest speakers and she is very appreciative for those partnerships as the clinical coordinator because she is always working on practicum and internship sites. Kim invites the SRC members to let her know if there are opportunities in places of employment or places of contact in their communities that may be appropriate for an intern, as she would be interested in learning about more possibilities for partnerships.</p> <p>Kaire Downin, SRC Coordinator, read the letter received from Julia Jackson, LPC, MFT, Executive Director of Columbia Community Mental Health. (See attached)</p>
8	Local Office Update-	Donna Keddy, Region 3 Manager introduces Molly Joubert, Branch manager from madras

down to Klamath Falls including Lake County, primarily in Bend most of the time.

Molly: Wants to thank the SRC for coming to Central OR. Many of the staff from the Bend and Klamath offices were able to attend the meeting today. She points out that this particular branch has always been very high functioning and we're quite proud. She shows a picture of the Bend office from two months ago with icicles all the way to the ground. They did not take a single snow day off and work through all weather. Donna shares that the last time the SRC visited, their office was just moving into the Workforce and they have fantastic partnerships as a result. The staff were reporting how much they enjoyed working in the Workforce center only about two to three months after the move. We are integrated all through the Workforce, not just in one area, totally integrated. The collaboration that is being done is making sure that all Oregonians can be served by all WIOA mandated partners. This gives the opportunity to walk clients through the different processes and to know the partnerships with the agencies and make people comfortable with people with disabilities. This gives us a way to normalize the employment process with not only clients but also the WorkForce Staff. Its not uncommon to see all kinds of people with all kinds of different conditions coming through. Since the last SRC visit, we have seen the retirement of Steve Van Houghton and Bob Stevens. We had Monica Wade transfer to other DHS offices. Trisha from Klamath falls recently retired. We have welcomed several new people to the branch. Our lead counselor, Reneta Beck has been helping, she carries a full caseload working primarily out of the Bend office and one day a week at the Redmond

office. She is also our main contact for the Deschutes county mental health supported employment team. Heather Lynch is our specialist who travels and teaches Motivational Interviewing to partners and staff and carries a case load in the Bend office. Courtney Gibson is working primarily out of the Workforce Redmond and Prineville, carrying a special caseload of clients with IDD. She also attends IDD functions like Employment First meetings. She worked diligently on planning and implementing the Breaking Barriers conference here in Central Oregon. Betsy Meltimore is “holding down the fort” in Klamath Falls, where we are close to making an offer for employment to fill that position. Betsy teaches classes at City schools. It’s been a great success where City Schools are planning to sign up for the Youth Transition Program. Jenny Weldon is my lead HAS and she and Jeanette have been instrumental in our integration with worksource and helping counselors best serve the needs of the clients. Some new folks added to our office are Counselor Joanne who worked in Bend and Prineville, Barb Majors returning to us as she was our HAS several years ago and left, became a VRC and is now back with us. We are happy to have her back and she covers Bend and Madras including working closely with Warm Springs Tribal VR. We have an outstanding new HAS in Bend, Carmen Doyle and our newest counselor, Jeff Litchenberg, came from self-sufficiency, he is a manager and we are grateful to have him. Welcoming a new HAS to the Klamath Falls area, Katrina Roberts who is doing a fantastic job. This wonderful, professional and hardworking staff has served 866 clients since July 1, 2018. Thank you,

guys, for being such a fantastic group to work with and keeping me away from CAP!

Donna: Molly has been a wonderful leader and a very good person to bring partnerships, the move to Worksource and making that the kind of place in Central Oregon that is one of the few one-stops fully integrated. This year we welcomed Groupa Ambo, Business Integrity Coordinator (BIC) to be housed in Worksource Bend. His expertise and leadership are helping in many ways. The YTPs are in four of the five counties we serve, and we work closely with schools and YTP specialists. This year Bend, LaPine, Redmond added four new spaces. We are lucky to have the help of the KIA specialists and she travels to the rural areas and has been out in lake County. Next year Donna is planning on building more relationships with the Lake View and lake County areas. There currently are not a lot of resources so we are hoping to build and develop more and more partnerships and resources in that county. Central Oregon has 4% unemployment. That means people unemployed are people with disabilities. It's a thriving booming economy. We can help get more and more people placed. Heather had nine placements of clients with IDD last month. We encourage our clients to go through the Worksource as they wait for eligibility to be completed and reach out to our partners to assist us with the cost of training as we are working closely with our clients and worksource staff to encourage them to work with our clients alongside us and help clients understand disability, the impact on the person and how work with people with various disabilities they have not worked with in the past. We have gathered with the Warm Springs Tribe and are working on bringing a member of the Warm

Springs tribe in to the local worksource as well. Heather Lindsey comments that she has noticed the bend office has been incredibly responsive to working with transition aged youth. She hears from all of the local districts how increasingly responsive the counselors are and how collaborative they all are. Crystal McMahon comments that she recently started working with lake County because they are one of the two counties that don't have supported employment and are trying to get things going with their mental health system. Crystal offers to collaborate with Molly and Donna on ways they can encourage Lake County in that way.

Zola Hulet. Program manager for Klamath Tribal VR: The Klamath program is called the Reentry Employment by Design Vocational Rehabilitation Program. This is under the Education Department with the director, Julie Bettles. We have a secretary, a YTP specialist, and Zola, herself, and this is fully staffed. YTP has been interacting with the community and advocating for students in the schools. There is a new brochure that is available in the back of the room. They have been working with the criminal population to expunge some records so they can further their education and go higher up in the job career paths. This year we are focusing on culture. They are working on improving introducing tradition and culture. One thing they are doing is a healing circle and serving traditional food and have it program centered where the people who are involved get to decide what it will be. The staff have it pictured in their minds to have four meetings and gathering during the four different times of the year, then do a healing circle and craft while people are talking.

Jackie Minson, VR director for the Confederated Tribes of Warm Springs: The Warm Springs office has three full time staff. There is a job developer position that is vacant that they are considering doing a lateral transfer with someone that wants a new position. The grant ends Sept 30th this year. IN 1993, when the grant started, Warm Springs was under the Health and Human Services, but last year in March 2018, they were removed from that branch and were put under the Education Department. This initiated a need to move offices and that was a big job taking 3 weeks.

Jackie tells the SRC that the service area is actually around 2/3rds of the state of Oregon. All of Central Oregon, Jefferson and Crook Counties, East of Fossil to Condon area, north to The Dalles, Hood River and Portland with the exception of Washington County. Back in 2014 when the current grant started, they had 2 clients in Portland, they now have 15. One counselor is going to Portland 2 days a week and needs to extend that. The office manager is making connections with the people in Celilo Falls so they can get out there and see if anyone needs services. Warm Springs has met with the Bend and the Dalles offices earlier this month to collaborate about referrals. The current case load is around 43 people with the majority of those folks being employed, 1/3rd of them being service ready or employed in the Portland area. The Warm Springs, Madras, and Jefferson county area are struggling due to lack of jobs. The Keneta resort closed last September. Three people have become Peer Recovery Mentors in Madras working for outpatient treatment programs, a position that also allows them to work on their own sobriety, so this is a really great opportunity. The majority of their consumers are

in treatment for addictions, 4 out of 5 people they have referred to mental health assessments have been diagnosed with mental health issues and need treatment.

Warm Springs had a conference call with RSA about a week and a half ago and the grant process is still with congress and there is no established timeline. It is usually 90 days, this time it may be 45 days. The goal is to have the grant application ready for review within 30 days. This may be a challenge as the new Tribal Council will be sworn in May 6th, this comes with new secretary and treasurer and chief operating officer, along with new priorities.

Julie wants to recognize Zola who came on last fall. She has been the official manager as of last month. There has been 100% changeover of staff since last spring up until now. There are two staff that are not at permanent capacity as of yet.

When Warm Springs applied for the five year grant money 6 years ago, there were 48 grants available to 52 Tribes. This pre-notification came out saying there are only 11 grants for the same 48 programs and any additional. This puts Tribes in a competitive situation. Although the Tribal VR works collaboratively with the State VR, Tribal members approach these programs differently. In a report about the barriers given to the General Manager of the Tribe, Jackie stated that one of the prime barriers of this program identified is the succession of the program counselors as staff turnover rate was extreme in the past year. The placement of new staff, including full time new transition program counselors has been delayed due to hiring processes of qualified individuals

who are also interested in working in a rural area. Additionally, many Tribal Member clients are very modest in regards to identifying with their individuals needs to gain employment. The realization that the program exists to develop skills on an individual basis is revered to personal salvation and upon realization of potentials, many clients develop inspiration that motivates them to complete the program successfully.

In addition to increased number of federally recognized Tribe members within the community, the request for transportation services has also increased. The Tribal membership has increased from approximately 2300 to over 5300 in the last 10 years, based on Tribal decision to lower the blood quantum. But with the increase in numbers, it doesn't mean that federal dollars also increase. Use of referrals to multiple other programs is important to the success of the individuals. We work closely with Klamath works in the Klamath Falls area and with Oregon Employment department where we have a satellite office. We have MOUs with Oregon Institute of Technology and our local community colleges as well as Portland State University and U of O in the teach programs. We are in our 3rd year of the CTE, the college interim program as well as summer youth employment programs, which only offers 10-12 positions with 100% of those students returning to high school and graduating. This information goes back to the Department of Education to advocate for continued funding for Measure 98.

During January and February this year, we were transparent about the programs available and began offering training to all clients in the area of job skills and readiness, food handler's

		<p>certifications, CPR and first aid training, and increase the program clients' employability. We were able to provide 229 client support services in that two-month period.</p>
9	<p>Strategic Planning Update</p>	<p>Yesterday, The SRC Executive committee and VR Executive staff met to start planning a Strategic Planning Retreat. The previous Strategic Plan from April 2018 report was reviewed and objectives for this year were discussed. The goals are to make sure the SRC is strategic about what activities are done in partnership with VR and really prioritizing the roles and responsibilities outlines in the Rehabilitation Act that mandates an SRC exists. Part of the day will be spent clarifying the roles of the SRC and how to put the goals into action. This will lead into creating some ownership of the goals, who does what and when. The VR Strategic Plan and Fundamentals Map will be used to help guide the way the SRC participates in activities. We are working on identifying the facilitator and securing a date. The dates that were options were passed around the room and August 1st was chosen because it would be more cost and time efficient for the SRC as we will be meeting the following day for the next quarterly meeting and the location and rooming and travel expenses would be reduced to do it back to back. Embassy Suites in Tigard, August 1st will be the strategic plan retreat and the quarterly is on August 2nd at the same location.</p> <p>The SRC discussed what they want to achieve during the Strategic Planning Retreat. Topics included:</p> <ul style="list-style-type: none"> • How to encourage more diversity among the SRC members as well as in the program with staff and clients. Diversity being expanded into diverse abilities and disabilities and not just focused on race and gender. The SRC talked about the term, "Rehabilitation" and what that means to people with natural disabilities who don't have recovery in the way someone with an

		<p>injury or physical disability may have and how that term being imbedded in the program name needs to be explored. Keith mentioned that DHS has hired more managers in the Office of Equity and Inclusion and that one will be assigned to VR and that they can really help us walk the walk in bringing diversity to the front of the discussion in hiring, service, outreach, etc.</p> <ul style="list-style-type: none"> • Identifying goals in a more succinct way, narrowing down the priorities and activities to accomplish these goals. • Having room in the quarterly meetings for training and speakers. Making sure that the meetings are more accessible for clients, vendors, partners, and staff so they can also benefit from the educational opportunities. • The SRC being more prepared to work with Legislators so that advocacy for VR can take place in ways that VR can't do for itself. This involves building relationships with the Legislators and being able to have their ear when it is time to share important information in support of VR needs.
10	<p>Open Format / Consent Agenda / Adjourn</p>	<p>In-Service announcement: The SRC is invites to attend the VR In-service happening August 28-29th at the Salem Convention Center. The SRC will have a table in the vendor section and council members are encourage to take a shift to provide networking opportunities and be able to represent the SRC in a way that makes us more visible and engaged and accessible with the participants of VR.</p> <p>ADA Celebration at the HSB building in Salem is happening on July 23rd. There will be presenters and vendors there as well. The SRC will have a table and members are welcome to come and participate. This event is hosted by the Oregon Disabilities Commission. Ted Wenk has sat on that commission for a number of years but the</p>

		<p>Governor recently put a limit on terms for that one and it would be appreciated if someone from the SRC could sit on that commission as well.</p> <p>Meeting Minutes from Feb quarterly were not available for approval.</p> <p>Meeting adjourned at 3:33pm</p>
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May 3rd, 2019 – SRC Quarterly Meeting Attendees

SRC Members:

Lynne Carter, Gary Chiaravalli, Roberta Dunn, Mary Jo Erickson, Elisha Kirsch, Heather Lindsey, Crystal McMahon, Jorge Martinez, Steve Paysinger, Kim Poage, Clayton Rees, Charles Richards, Ted Wenk, Lynn Wiles

VR Staff:

Emily Armstrong, Judy Barker, Renata Beck, Sheri Boyd, Lisa Catherwood, Kaire Downin, Carmen Doyle, Emma Duncan, Cortney Gibson, Molly Joubert, Pete Karpa, Jolene Kaweck, Donna Keddy, Jeffery Lichtenburg, Tryna Luton, Jan McCoy, Barb Majors, Joe Miller, Betsy Miltimore, Keith Ozols, Nicole Perdue, CJ Webb, Jamy Welden

Guests:

<p>Julie Bettles, Klamath Tribal VR Emily Perry, Incight Zola Hulet of Warm Springs Tribal VR Vincent Shaw, OCB Theresa Knowles Ramona McCallister, YTP partner Katheryn Cowsert, Meraki Consulting Angela Criteser, Awardee Jim Roths, Awardee Erin Keaffaber, Awardee Kevin Golf, VR client</p>	<p>David Harrison, Independent Job Developer Angela Faulkner, Careerwell Eric Stone, Advantage Working Solutions Erika Drake, ODDS Patty Bates, YTP Prineville Vallery Alter, OCB/VRC Heather Ficht, East Cascades Works Michelle Flick, Job Developer Kari Clark, Central Oregon Employment Solutions, Awardee</p>
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Picture text: left to right

May award 1: Molly Joubert, Jim Roths, Erin Keaffaber, Gary Chiaravalli, Cortney Gibson

May Award 2: Molly Joubert, Gary Chiaravalli, Kari Clark, Cortney Gibson, Jolene Kawecki

May Recognition of Ramona retirement: Molly Joubert, Ramona McCallister, Jolene Kawecki, Gary Chiaravalli

May Award 3: Gary Chiaravalli, Vallery Alter (OCB), Kevin Golf, Angela Criteser, Michelle Flick

Joe Miller recognition of retirement with Tribal members: Julie Bettles, Jackie Minson, Joe Miller, Zola Hulet