

<b>Event</b>	SRC Quarterly Meeting
<b>Date:</b>	November 2, 2018
<b>Location:</b>	Hallmark Resort, Newport
<b>Attendees:</b>	See attached list

<b>Points Discussed</b>		
	<b>Topic</b>	<b>Highlights</b>
1	Welcome & Introductions Kim Poage, Chair	Kim welcomed members and guests. Introductions were done and recognition of new members, Jorge and Heather (not in attendance) and SRC Coordinator, Kaire Downin, as well as SRC members who were terming out, this being their last meeting, David, Sally, Jeri, and Rhoda. See attached attendance list.
2	VR Director's Report Pete Karpa, Tryna Luton	<p>Pete: Monitoring was part of the discussion with Trina Lee after the trip to the CSAVR conference. There are 49 programs that need to be monitored in the 3 years but no word on when it could start.</p> <p>Thank you to Eugenia Cox who has processed \$60,000 in SSA/Ticket to work reimbursements For the month of October 2018. Total reimbursements up to date is exceeding the amount of reimbursement for this year compared to last year.</p> <p>Budget conversations at the state level should have VR and SRC representation, Pete will share the dates when they become available. Heidi points out that the SRC Legislative committee would like to have the opportunity to prepare and have a voice at the legislative level.</p> <p>During the spring, Matt Balkwell and Pete met with Rebecca ray, Representative Walden's assistant, who expressed significant interest in the VR program. Pete expressed it was like "having an Ally on the Hill." There are talks and presentations being had on the value of apprenticeships and Kim points out that this fits in well with the WIOA</p>

goals. Kim also points out that this Spring at the NCSRC conference, we should be reaching out to partners and learning about their apprenticeship programs.

Keith and Pete had a call with Microsoft about their Autism Program where two individuals in Oregon were chosen out of hundreds of people in the nation to go into the Microsoft internship, all expenses paid. They have a 60% hire rate and high wages. These individuals weren't VR clients but there will be discussion on how to make the "pipeline" work in a way that acknowledges VR's role in assisting clients to get to these high-level internships. VR was able to expedite the clients' application paperwork and assign VRCs to assist in helping these individuals get all set for the internship opportunity.

Conversations with Amazon are also happening to reopen opportunities that were looked at a few years ago that never were finalized. They are looking for more warehouse type employees where Microsoft is looking at engineers.

OED cleared the backlog for people applying for Work Opportunity Tax credits (WOTC) and set up a system for VR to verify what involvement they have. 543 employment situations received a tax credit based on VR status, bringing in \$1.3 Million to the community in OR, this year, to date.

Tryna: Recap on the last 10 weeks:

- Branch visits: The priority has been visiting as many branches as possible and meeting with the branch managers, VRCs, and HSAs. Also, worked to deal with several personnel issues across the state. Tryna has

been to The Dalles, Pendleton, Hermiston, Bend, and Klamath Falls. While in Ontario, there was an all staff meeting so she was able to also meet with people from La Grande, Baker City, Burns, and John day. Also visited Roseburg, Coos Bay, and Gold Beach. Still planning on visiting Medford, Grants Pass, Eugene, Springfield, Albany/Corvallis, Salem, Portland area and meeting with the Tribes.

- Hiring: A few key positions that are being worked on right now. The position for the regional manager in the Portland area has closed, all applications are in and are being reviewed. Interviews will be scheduled for December. A council member should be invited to be on the interview panel, consisting of an SRC Member, Tryna, a branch manager, a VR staff person, and a regional manager. There will be a second interview as well. There are two other branch manager positions in the Washington County area. One position has been offered and they are interviewing for the second.
- Leadership meetings will be happening every second Tuesday and Wednesday of the month in the afternoon. Tuesdays are for central staff to give updates to branch managers, and Wednesday is for branch managers to meet with regional managers and guests from central offices to solve issues if needed. Tryna feels that this will be the catalyst for improving communication and is also hoping to instate some leadership skill-building to enhance the staff's skills.

		<p>Take Away from branch visits: Communication needs to be improved. Plans are being made to address this on several fronts.</p>
3	<p>VR Budget Report Judy Barker, Heidi Dirkse-Graw</p>	<ul style="list-style-type: none"> <li>• VR Budget committee had a good meeting the evening before the SRC meeting. In exploring way to manage funding the use of comparable benefits arose. Heidi requested that the committee would like an explanation of this and Peter Karpa agreed to participate in the December 19<sup>th</sup> meeting to explain how it works. Discussed RSA Preapproval processes and how it can be time consuming and complicated, sometimes costing more VR money and increasing the work load of staff.</li> <li>• Spending is on track for the current biennium and, at this point in time, VR is still projecting to be able to stay out of the Order of Selection through the current biennium. There is a slight increase in client service spending as well as increase in contracts and serving more people with more severe disabilities.</li> <li>• The budget cycle is progressing and there should be more information available on the 2019-2021 budget after the election. The SRC will be informed of what the Governor’s Budget looks like for VR once that is disclosed.</li> <li>• Future possibilities of OOS: Clayton shared Wisconsin’s model of creating an itemized cost break down of services and salaries to budget for the influx of clients when OOS is over, how to fund the staffing needs for</li> </ul>

		<p>increased clientele. Rhetorical question, “Then what?” Kim mentioned Ron is planning on retiring and that the person who takes his place in data will need to know how to manage this kind of data and provide the detailed analysis. (Later, Emily chimed in saying that planning was happening around this.)</p>
4	<p>Organizational Change Readiness Report Tryna Luton</p>	<p><b><u>Background of the report:</u></b> Long standing conversation with leadership about assessing change within VR, how the staff view change and the efficiency and effectiveness of the methods.</p> <p><b><u>Methodology:</u></b> Hired, Michelle Kennedy, to consult with the VR agency and facilitate the assessment. She visited the field and conducted face to face discussions with VR staff and management.</p> <p><b><u>Themes:</u></b> Nine themes were pulled from the data collected. Numbers three, five and eight will be delegated to other groups outside the tactical team.</p> <ul style="list-style-type: none"> <li>• Number three: has to do with leadership development and lack of training around management fundamentals. This will be addressed through the leadership committee.</li> <li>• Number five: is focused a lot on the I/DD population. A committee strategically named VOISE (VR and ODDS Implementation of Supported Employment) whose membership consists of VR, I/DD and ODDS staff will be addressing this.</li> <li>• Number eight: falls into Judy Barker and Matt Baldwin’s work with QA/QC audits</li> </ul>

and strategizing for VR to make sure we are compliant.

**Tactical team:** Kick off November 29<sup>th</sup>.

Following meetings will be held in other areas of the state. They are hoping to accomplish this work within four meetings. This committee will take the report and prioritize based on criteria that hasn't been developed quite yet, looking at time and resources. The result of that prioritized report will then go to the VR Exec team of review as well as SRC. Once recommendations are finalized, projects will be developed to implement the recommendations with SRC representation. There will be a reporting template for each project to be used to stay organized and updated. We should have this part complete by the Feb Quarterly SRC meeting so we can look at the results then.

**Challenges:**

- Being careful not to make solutions too “cookie cutter” to account for cultural differences among the regional VR branches. Different needs for different communities.
- Need to develop a better plan for implementing change ongoing.
- Understanding of WIOA is limited, although the mandates are the same, how to reach them may look different at each location.
- As responsibilities and tasks are added to staff “to-do-list” there also needs to be a way to eliminate out dated tasks that are no longer useful or are redundant.

		<ul style="list-style-type: none"> <li>• Being mindful of turn over and making things easy enough to train new staff and they can pick up where the vacating person left off with little disturbance to clients. People are retiring and there is institutional knowledge that can be lost if we don't tap into that now.</li> <li>• How can we measure staff retention rates after these recommendations are implemented to see how it impacts staff?</li> </ul>
5	<p>Advocates for Disability Awareness Education Deborah Herron</p>	<p>Deborah is the field director for the State and local public affairs and government relations for Walmart Stores. The role is to work with the state and local government and agencies like DHS and committees and councils around charitable work in the community. This presentation was around cultural diversity and inclusion.</p> <ul style="list-style-type: none"> <li>• The program's name is "Associate Disability Awareness"</li> <li>• Walmart's history in Oregon: Started establishing stores in 1990's, now 44 stores. Hermiston has a distribution center. Walmart buys lots of goods that are Oregon made and shares across country.</li> <li>• About 11,000 associates in Oregon</li> <li>• Video shared about individuals and associates within the company that are part of the resource groups (ARG).</li> <li>• 4 basic beliefs that Walmart is guided by. One of them is Respect for the Individual. And that leads to acceptance and inclusion of all peoples regardless of skin color, age, race, ability, religion, etc. Bring your authentic self to work.</li> <li>• One of the things they are rolling out is programs like "Self-ID" where people can speak out confidentially to ID themselves as having a disability or belonging to a group of people in a protected class, or identifying</li> </ul>

		<p>their preferred gender. This allows their management and co-workers to acknowledge how they want to be seen and treated.</p> <ul style="list-style-type: none"> <li>• The ARGs are set up at a national level and go all the way to local, grass roots type support groups and memberships. This helps connect people both locally and nationally. One of their largest ARG groups is the PRIDE group and they have won awards for having the largest group participating in events.</li> <li>• The President’s inclusion council made up of a broad group of people who meet with the president of the company on a regular basis to contribute to the feedback loop.</li> <li>• Walmart has always been an employer of people with special needs and disabilities. It is part of the company culture so things like supported employment aren’t an actual program approach, it is just how they do things.</li> </ul>
6	<p>Policy Committee Report Ted Wenk, Robin Brandt</p>	<ul style="list-style-type: none"> <li>• Next time we get together, Robin would like to have the list of Oregon Administrative Rules (OARs) from back in April at the planning session and have a look at where we are and hopefully get things out for public review before the end of the year. These are areas we need to move forward on whether we are monitored or not. The process is complex with executive teams reviewing them and then periods of public comments. The meetings have had very low public turn out. We need to get the word out and encourage people to come out and be heard, there is no right or wrong, just input.</li> <li>• Robin has been working on flow charts to help people understand the process and enhance communication. There are several</li> </ul>

		<p>located on the cubicle walls outside of Robin's space.</p> <ul style="list-style-type: none"> <li>• Hand-outs distributed with info about Policy Committee goings on.</li> </ul>
7	Employer/Partner Awards	<ul style="list-style-type: none"> <li>• Co presenting with Gary, was Vincent Shaw a VRC with OCB to present the Regional Manager Award to Paul and Jennifer DenBeste.</li> <li>• An Employee Partner Award went to Job Developer, Ellen Hyde and her Company Careergous.</li> <li>• Absent award receivers were Daniel and Caylyn Brand from Newport Emporium of Digital Entertainment and Surveillance (NEDES) and Front End manager at the Fred Meyers in Warrenton, Lisa Thompson.</li> </ul>
8	Public Input	<p>Jennifer Thomas: Spoke around vendor payments. The majority of her clients experience I/DD. A recent incident involved \$11,000 of payments that were due to the PCL that had not been paid and that was discovered through a series of events. This experience exposed a breakdown in communication in the system and they are concerned it is happening to other vendors as well. Although this was resolved, Jennifer felt it needed to be brought to the attention of the council to look into further. The second thing is about TVA service, that in the contract is \$300, lasting 6 to 8 hours. The standard payment has gone up to \$450 in the new contract which is supposedly intended to cover any job coaching that takes place during a 6-8 hour TVA. Although the increase is appreciated, the issue hasn't been addressed around simultaneous job coaching AFPs. The combined services under the previous contract (\$300 for the TVA and \$320 for 8 hours of job coaching) come out to \$620, not \$450. There seems to be a lack of consistency and</p>

		<p>understanding about the complex support needs of the I/DD population served by VR. Successful placement can take 2 months to 2 years. Kim acknowledged the comments and said that the SRC would discuss with VR.</p> <p>Bruce Hobbs with Sunshine Industries informs the SRC that they have been “feeling the frustration and pain of the VRCs,” including that they submit paperwork to be told that things have changed and it needs to be done a different way and re-submitted and then adding deadlines and it feels like the VR folks are one or two steps behind. This is being felt on both sides, as Bruce points out that the VRCs are burnt out, “swimming upstream.” Kim thanked Bruce for his comments.</p> <p>Heidi Dirkse Graw: Putting on the Dirske Counseling hat. Acknowledging the 2 people before her that spoke about consistency in the field and acknowledging that she knows VR is working on things. What we are hearing is the time that it takes for things to “trickle down.” Heidi addresses a specific payments issue coming from the job placement providers’ view point. The job coaching rate is \$40 an hour and that hasn’t changed in eight years, although increases are made for cost of living and program costs, costs of benefits, raises for employees, etc. Heidi expresses that this can be a burden for job developers and placement providers.</p>
9	<p>Local Office Update Matt Balkwill, Rhonda Meidinger</p>	<p>Rhonda Meidinger, Manager for South Salem and Tillamook and Kathie VanLoh, VRC; One other VRC, Aaron Green, VCR, and Assistant Monica Wolford. They assist individuals with emotional, physical, intellectual and/or psychological issues who seek services in their office.</p> <ul style="list-style-type: none"> <li>• Aaron’s focus is primarily with schools. One of the benefits of having a second VRC is the ability to travel to Tillamook,</li> </ul>

Nestucca and Neah-Kah-Nie high schools which he does five or more times a month. He connects with the YTP specialist and has a number of youth which he creates relationships with. These are kids that can graduate high school with a modified diploma and continue school until they are 21 years old.

- Kathie works primarily with people who have intellectual disabilities issues. Referrals may come from Marine Mills, which was a sheltered workshop and they made a transition assisting those who want to work in the community, partnering with VR.
- Kathie also partners with Tillamook Family Counseling Center who has both I/DD and mental health services. VR assists the individuals for 90 days and then transfers them to the Tillamook Family Counseling Center or ISN if they need continued ongoing services.
- Partnering with Worksource. Once a week going to that office and meeting clients already on the case load and also meeting potential clients and giving info about VR services. Referrals are received from Worksource and ResCare, which is a part of Worksource.
- Partnering with Employment First, meetings are once a month. This agency works with working age youth and adults with I/DD and the belief here is that they can work in a fully integrated setting. This group involves high school teachers, transition teachers, Special Ed teachers, advocates, provider agencies and VR, all coming together to make sure it's a seamless transition. They communicate well so there are no duplicated services, working as a team to help keep focused and reduce confusion.

- MEGI is Motivational Enhancement Group Intervention for students between 14-23 years old. This is about making sure the clients believe in themselves, that they can do it, turning around the negative self-talk into being strength based and focusing on what they CAN do.
- Trainings and conferences are a huge part of important tools because you always bring something back. The Motivational Interviewing is a huge component of what VRCs do, collaborative, goal oriented way for clients to achieve their hopes and their dreams and their aspirations.
- Another key point is that the person's desire plays into the services and support. We are not doing this FOR them, we are doing it WITH people and so much of what happens is coming from them.

Matt Balkwill and Vanessa Kincheloe present about Northern Oregon Astoria, St. Helens, and Portland areas.

- Matt: Was tasked to be the mentor for the North Portland branch manager back in Feb/March and due to a series of events, ended up "gaining ownership" of Astoria and St. Helens. During this time, he has conducted a site survey. Both VR offices in St Helen's & Astoria are co-located next to Worksource Oregon One-Stop (WSO) locations and are starting to look for collaborative training opportunities for clients with the Title 1b provider in the area (Rescare).
- Vanessa has been the only VRC in Astoria for 3 years. At first she had a case load of around 30 and she is now at 80-ish and booked out for intakes until January because of so much growth. Vanessa chairs the Employment First group meeting and created the team to have everyone at the

table, such as local job corps, county mental health, the community college, schools all addressing the needs they see across the board for all clients. There aren't a lot of resources in the area so agencies have to apply for grants to function. Vanessa echoes what Rhonda says about trainings and conferences, it is really important to network and learn new skills. A recent training allowed her to meet a job developer and was able to work with her to become her own satellite and she is with Mentor Oregon now. They have recently established a program called Clatsop Works where they receive funding through WOIA to provide services to students including summer paid internships to students as young as 16 years old and community college students, one of the oldest they served was 58 years old. There is now discussion on how to extend these services beyond the summer. Vanessa has made relationships to improve the YTP program that was being underutilized because of misunderstandings, those have cleared up now and she helped to hire a specialist that will help the community grow! The list of accomplishments continues with multiple partnerships and agency collaborations.

Bryan Campbell: Branch Manager for the Corvallis, Albany, Newport and Lincoln City offices.

- Corvallis office has just moved into a 50,000sq ft building housing child welfare and self-sufficiency, with their own entrance which is super convenient for people with disabilities.
- The Albany office was expanded with a remodel
- The Lincoln City office moved to the Worksource Building

		<ul style="list-style-type: none"> <li>• The Newport office is about to move a couple blocks away to self-sufficiency and the employment office because the need for more space and also because of serving mutual clients and it makes sense.</li> <li>• Hiring: in Albany, there was a complete change over of support staff. The lead support staff retired a few months ago and another support staff left a few weeks later and las month they lost the last lead support staff. Working on hiring two VRCs in Corvallis right now.</li> </ul>
10	<p>SRC Values Report SRC Mission Statement - SRC</p>	<p>The council agreed that the proposed draft was too wordy. We took time to discuss and submit suggestions for Kaire to type up and send back to the Executive committee for finalization.</p>
11	<p>FACT Transition Survey Roberta Dunn</p>	<p>Roberta presented a power point about the results of FACT's Impact and Reach Data for 2017, a survey given to families and participants in the FACT program on their experiences in being provided with transition services and IEP meetings. FACT Oregon continues to serve more and more individuals that are using VR and that there is need for continued work in the area of VR participation in the transition IEP process.</p>
12	<p>Business Committee Report Gary Chiaravalli</p>	<p>Business Committee is identifying partners for the health care summit and creating invitations for an event, tentatively scheduled for early 2019. The healthcare sector is the target audience due to the great success VR has had in partnerships and the hope they will assist in reaching out to other sectors about the benefits of working with VR clients.</p>
13	<p>SRC Community Connections Kim Poage</p>	<p>A list was created of all the agencies and organizations that SRC members are already connected with, The intention is that people have a</p>

		<p>“go to” for resources in all areas of expertise that the SRC members collectively hold.</p> <p>Clayton: Tillamook County Health Council is going to have a 30 minute radio spot on a local radio station to discuss Veterans’ health. The Veterans’ Officer is a VR partner and it is encouraged that all VR offers reach out to him to make sure they are partnering in a way that is beneficial to their veteran clients. Jonathan Ferris, who is also a clinical coordinator. His assistance in helping navigate multiple systems and how to apply for benefits would be a huge help to all involved.</p> <p>Roberta: The one day FACT conferences, “Give us one day and we’ll give you all we’ve got.”</p> <p>Mary Jo: the Oregon Statewide Transition Conference in Eugene Oregonstc.org</p>
14	Open Format / Consent Agenda / Adjourn	Motion to Approve Meeting Minutes from August 2018 made by Clayton, seconded by Charles, no one abstained, all approved.

**August 3, 2018 – SRC Quarterly Meeting Attendees**

**SRC Members:**

David Abramowitz, Susie Calhoun, Lynne Carter, Gary Chiaravalli, Jeri Cohen, Roberta Dunn, Mary Jo Erickson, Heidi Dirkse-Graw, Steve Paysinger, Kim Poage, Clayton Rees, Charles Richards, Sally Simich, Ted Wenk, Lynn Wiles

**VR Staff:**

Emily Armstrong, Matt Baldwin, Matt Balkwell, Ann Balzell, Judy Barker, Robin Brandt, Bryan Campbell, Kaire Downin, Rhoda Hunter, Ellen Hyde, Pete Kaarpa, Vanessa Kincheloe, Tryna Luton, Kayla Matlock, Rhonda Meidinger, Vincent Shaw, Polly Studley, Kathie VanLoh, Jackie Welch

**Guests:**

Approved 2-01-19