

<b>Event</b>	SRC Quarterly Meeting
<b>Date:</b>	Nov 1st, 2019
<b>Location:</b>	Chachalu Cultural Center, Grand Ronde
<b>Attendees:</b>	See attached list

<b>Points Discussed</b>	
<b>Topic</b>	<b>Highlights</b>
<p><b>New Committee Structure- morning workgroups</b></p>	<p>The SRC reviewed work from the previous quarterly meeting and strategic planning session. Four new committees were identified. In each of these committees, there are multiple projects and responsibilities the entire committee is working on, but many of those projects are seasonal and require background knowledge of the co-existing responsibilities. Not all members of the committees have to work on every projects, but they do need to stay in communication and work together with each other to make sure each project and responsibility have multiple perspectives and the support of the entire SRC. The morning part of the quarterly meetings are for face to face work group time and then report outs to the entire council to make sure that any project being worked on has the attention and approval of the entire council before being submitted and completed.</p> <ul style="list-style-type: none"> <li>• <u>Policy Ways and Means</u>: The existing policy committee would be joining with budget and legislation responsibilities. Legislation activities won't be starting until later in 2020.</li> <li>• <u>Evaluation and Recommendation</u>: includes the Combined State Plan every 2-4 years and in between that, looking at data around the program and collaboration with the Comprehensive Statewide Needs</li> </ul>

Assessment and Consumer Satisfaction Survey committee's data to provide ongoing recommendations about program operations. This committee is program focused.

- Comprehensive Statewide Needs Assessment (CSNA) and Consumer Satisfaction Survey: The CSNA happens every 4 years and takes about a year to work on. The Consumer Satisfaction Survey will be an ongoing project and the data from this survey feeds the CSNA as well as the State Plan and Policy work. This committee is consumer focused.
- Outreach Committee: responsibilities include the Business Partner networking workgroup which is picking up where the Business committee left off, organizing networking opportunities for businesses and employment service providers to work together and collaborate around the state. The Youth Transition services committee is included in this as well, as they also network with businesses who will employ transition age youth and assist in that mission. This committee is also simultaneously promoting the recruitment of new members to the SRC and will be reviewing recruiting and membership paperwork. This committee is focused on partnerships.
- Executive Committee: The same structure as before, the Chair and Vice-Chair of the council along with the chairs and co-chairs of each of the above committees meet monthly to stay in touch regarding each

other's' activities to make sure that full collaboration is happening between committees before any project is submitted as complete.

Each committee has VR representatives, and some have multiple. The support and partnership between SRC and VR continues to grow as we work together to complete these projects and look at new ways of providing services to the communities we serve.

Timelines, goals, and activities are being tracked in a master sheet for each committee and then a tracker for the whole SRC to make sure we are staying on track.

The first report out results:

- Outreach: Being intentional about networking and recruitment for specific people and businesses. Identified partnerships and key stakeholders, SRC members, Tribal VR, schools, students, and clients. One goal is recruitment. There will be a form created that shows the terms and representation on the SRC and from that we will create an expectation for responsibilities for people joining the SRC so they know what to expect if they decide to join. We will come up with a recruitment strategy and be intentional about diversity and representation from multiple groups not currently represented on the council. The other goal was about a collaboration group of community stakeholders that meets at the

quarterly meetings so the SRC and VR have a chance to do more face to face with partners and provide access to the SRC meetings for networking and of course opportunities for the SRC to receive feedback from the field. The chair for this committee is not yet identified and the VR representatives are Sheri Boyd and Lisa Catherwood.

- CSNA and Consumer Satisfaction Survey: A hypothesis was created stating that “If we assess the satisfaction of the consumers of VR services, then we will have a consumer voice utilized for process improvement strategies to be integrated into the State Plan in order to improve service delivery.” The primary goal is to develop the consumer satisfaction survey and have it ready to start distributing no later than a year from now. The Chair of this committee is Emily Purry and the VR representative is Heather Lindsey. The Current CSNA is being lead by Robin Brandt and the SRC Coordinator, Kaire Downin is working closely on that project along with Kim Poage.
- Policy: Susie Calhoun is leading this committee in the Policy and Budget areas, Todd Nell and Ted Wenk will take on Legislation when that is ready to move forward. VR Representation will be Robin Brandt for Policy, Keith Ozols for Legislation along with Soren Metzger, and the newly hired Programs operations manager will assist with Budget. The goals

		<p>are that WIOA rules and compliance measures are fully realized with VR. With legislation, we want to see that the POPS and benefits to inform cross cutting programs. It is a goal to make sure that there is collaboration and education happening with legislators about how programs are funded and that the budget leads policy. We would like to support a cost per case analysis and support the hiring of a mid level position that just helps with the data entry and paperwork of the case loads. Challenges we have is not enough people on this committee. Strengths are that we have the Annual Report to work with for distributing to legislators. The Policy workgroup is committed to meeting twice a month.</p> <ul style="list-style-type: none"> <li>• State Plan Evaluation and recommendation: Today we focused on the pressing need to formulate the questions that will inform the SRC members as to what the input will be. W are asking VR about specific things that have been done since the last Sate Plan and the Change Readiness assessment to understand the efforts that are current and then we will create the input to give to Pete. We have deadlines. We are meeting again on the 19<sup>th</sup> to dive deeper into these questions and get them to Pete so we can move forward.</li> </ul>
	<p><b>Employer Partner Awards/Recognition</b></p>	<ul style="list-style-type: none"> <li>• Angie Rideout from Grand Ronde Tribal VR nominated an award for Big C Construction. Phillip Cureton is a previous</li> </ul>

		<p>TVR consumer who now has his own successful business and employs two to eight Tribal members that are also consumers of VR services.</p> <ul style="list-style-type: none"> <li>• Clint nominated Meadowlark Careers, Northwest’s Clara Dawson, as an employment partner for her excellent quality services in McMinnville for the past four years.</li> <li>• Lynn Wiles nominated Dutch Bros of Linn County for an employer award for assisting with VR clients in the Albany and Corvallis areas.</li> <li>• Roberta Dunn and Clayton Rees both completed their second three year term on the SRC and are being sent off with thank you’s and special personalized commemorative items for their service to the SRC and VR.</li> </ul>
	<p><b>Keith Ozols: VR Director Report</b></p>	<p>Keith Ozols, VR Director:</p> <ul style="list-style-type: none"> <li>• Re-allotment dollars: Funds that other programs don’t use that are given back to the RSA are eligible to be requested through a process called “re-allotment.” VR has never received their asking amount before. This year, Keith and Judy Barker decided to ask for \$15M and this year RSA granted the whole amount to Oregon VR. This will allow OVR to stay out of Order of Selection (OOS) as well as start some innovative projects, support staff, and support community members that are VR partners.</li> </ul>

- Judy Barker retires in November 2019 after 17 years of service. Heather Lindsey has taken some time to learn about Judy's position as they are getting ready to re-hire.
- Brook Wilson, from Utah as the Executive Director of their State Independent Living Council (SILC), has been hired for Oregon's SILC Executive Director.
- Heather Lindsey, Tryna Luton, and Keith Ozols just returned from the CSAVR conference in Florida the week before.
- RSA is considering ways they can rethink their partnerships at the federal level with VR state programs. There are seven areas that were being focused on. They combined the data driven programs with the need to reduce the requirements for data entry, removing around 89 data elements in the RSA-911 reports. That means the counselors don't have as many data points to enter. RSA did not focus on the retention of counselors. There were 5 goals outlined with action steps and some of those have already been completed. This past week, RSA published a FAQ addressing prior approvals where the agencies have to ask RSA permission to spend money over \$5000 on client needs, that has been removed. Another prior approval removed is the need to ask before sending individuals to conferences and trainings. RSA removed the Maintenance of Effort Penalty. RSA hasn't done monitoring in OR in the last 10 years. They usually will tell the states ahead of

time who will be monitored but they are not doing that anymore. However, OVR has been using the monitoring guide and have been preparing for the case that Oregon is chosen to be monitored. They will also monitor the commission for the blind in most cases if RSA comes to a state for this purpose but the OCB has been told they won't be monitored in 2020.

Heather Lindsey, Deputy Director:

- Judy Barker has retired so there is recruiting for the Business and Operations Manager position happening.
- Completed the second round of interviews for the Policy and training manager.
- Recruitment has just closed and now the screening process is happening for the Youth and Workforce Manager position.
- Policy team has Division 50 being reviewed around application, referral, and eligibility sections.
- The VR Programming team completed the Pilot project, Student Summit last month, a collaborative effort between the department of education and VR. This was bringing the students together to learn more about pre-employment transition services and allow students from different districts to engage with each other. Discussions around career exploration and employer engagement were happening and how to take away some exciting opportunities to share with their communities.

		<ul style="list-style-type: none"> <li>• 2020 short session legislative activities are going on in March. Keith will be using the 2020 year to provide education around bills that will be developed for the 2021 session, including making the case for more funding to allow for more VRCs to lower caseloads and serve outer lying areas that are underserved, like Eastern OR. VR and Workforce Talent and Development Board are also mandated partners that will be working on how to address the legislative sessions jointly.</li> </ul>
	<p><b>Field Updates: Tryna Luton, Emily Armstrong</b></p>	<p>Tryna Luton:</p> <ul style="list-style-type: none"> <li>• Announcing and introducing Nathan Tierney as the new Region 2 manager. Nathan started at the Missouri School for the Blind and moved into a head start program as a disabilities manager then spent the last 15 years at the Oregon Commission for the Blind (OCB).</li> <li>• Listening sessions started in August and there are only two more branches to go. Emily Armstrong, Jan McCoy, and Tryna have been traveling across the state to have face to face time with branch offices. This was an opportunity to share the fundamentals map and some professional development on the WIOA performance measures. This was also a chance to hear what the staff needed in regard to data points.</li> <li>• We have just started putting together a comprehensive quality assurance model,</li> </ul>

acts as an audit and monitoring system where we pull files and review them to make sure of quality assurance and accountability so that the training team know where efforts need to be placed to make sure staff are in compliance with the expectations.

- Readiness assessment actions update: Its been a year since this report was released. It has been a priority to address all of the recommendations and that has been done through the Tactical Change Team consisting of managers and counselors who met repeatedly, going through the report in detail. This lead to a ranking system on when and how to address some of the recommendations. Several recommendations included working with clients who are in the IDD population. Those recommendations were assigned to a group called VOISE standing for VR and ODDS Implementing Supported Employment, which meets monthly. The VOISE group is the Liaison with another group of counselors from the IDD programs on how to work with this population and provide appropriate services. Another theme that came out of the readiness assessment was the need for professional development and communication flow for management and staff. This is being addressed in the monthly leadership meetings as well as a series of comprehensive professional development trainings.

		<ul style="list-style-type: none"><li>• Tribal VR programs that had to renew their funding grants were granted except for Warm Springs. They can compete next year along with Umatilla and Siletz. Tryna is planning meetings to discuss how OVR can support them.</li></ul>
	<b>Local Office Updates</b>	<ul style="list-style-type: none"><li>• Grand Ronde office updates: Michael Herrin: The process for the Tribal 121 programs is that they have to reapply for funding every 5 years. RSA provided the numbers that only 45 tribes would be approved nationally and only 11 in our region which was concerning. Grand Ronde started to do some contingency planning. Although Grand Ronde is happy to have received funding, it is also sad that many Tribes did not. It shows a need to change the system where the Tribes must compete with each other for funds. If a Tribe in Oregon doesn't get refunded, we must look at what is allowable through RSA for the State VR program to assist with the services and clients. This conversation needs to be continued so there is a contingency in place in the cases that one of the Oregon Tribes doesn't receive the funds necessary to continue operation. Susie Calhoun provides more information about the process: Out of 48 applications, only 43 were funded this round due to lack of funds. There are 500 Tribes in the United States, only 83 get funding, and the funding numbers are being reduced. There is no re-allotment dollars for</li></ul>

		<p>Tribal programs. It is all from discretionary and formula funding.</p> <ul style="list-style-type: none"><li>• Rhonda from South Salem VR covering Tillamook and Polk Counties. The Salem and McMinnville Branches really appreciate the partnerships with the Tribal VR programs. The YTP and IDD transitional programs are up and going, providing pre-ETS to students. We are having a shortage of job developers especially around track two and track three.</li><li>• Andres from the office of Equity and Multicultural services introduces himself as the new service and equity manager for Vocational Rehabilitation. The purpose of this position is to inform the program about different needs around multicultural and equity services.</li></ul>
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**SRC Business: Voting for new members, By-laws, Executive elections**

**Membership:**

- John Marvin, Toni DePeel, and Anais Keenon were unanimously voted in for appointment by the Governor.

Meeting minutes for August: Motion to approve by Lynn Wiles, seconded by Todd Nell.

Announcements: Oregon Statewide Transition Conference is coming up April 2-3<sup>rd</sup> at the Graduate Hotel in Eugene.

Meeting adjourned at 3:52 PM

Attendees:

SRC Members: Susie Calhoun, Lynne Carter, Gary Chiaravalli, Roberta Dunn, Mary Jo Erickson, Elisha Kirsch, Todd Nell, Steve Paysinger, Kim Poage, Emily Purry, Clayton Rees, Charles Richards, Ted Wenk, Lynn Wiles, Tell Woolsey

VR Staff: Emily Armstrong, Sheri Boyd, Robin Brandt, Rachel Britson, Bryan Campbell, Lisa Catherwood, Toni DePeel, Kaire Downin, Clint deLongpre, John Gaudet, Toni Leija, Heather Lindsey, Tryna Luton, Jan McCoy, Keith Ozols, Nathan Tierney, CJ Webb

Guests: Kristie Madden, Kyle Zerger, Phillip Cureton, Alan Cureton, Karie Cureton, Clara Dawson, Julie Bettles, Amber Yates, Carmen Mercier, Rachelle Enders, John Marvin, Anais Keenon, Morgan Rincon, Michael Herrin, Andres Endericavillacis, Pilar Peltier, Kent Smith, KT Johnson,