

<b>Event</b>	SRC Quarterly Meeting
<b>Date and Time:</b>	February 2, 2018
<b>Location:</b>	Quality Suites, Keizer, OR
<b>Attendees:</b>	See attached list

<b>Points Discussed</b>		
	<b>Topic</b>	<b>Highlights</b>
1	Welcome & Attendance Jeanne Barter	Jeanne welcomed members and guests. See attached attendance list.
2	Budget Update Judy Barker	As of the close of December 2017 the Biennium is 25% complete and VR has expended 23% of the Legislative Approved Budget. Personnel Services is at 23% the result of the hiring freeze being in place the first three months of the biennium. 33% of the approved budget for Service & Supplies has been expended. VR has a very small amount of Service and Supplies budgeted in the state system and historically has expended \$2.2M more than was budgeted. These expenditures are from funds budgeted to be spent in special payments (client services). The \$27,589.67 is for capitalized remodel expenses to a VR Branch Office. Since these funds were not prior authorized by the federal government they must be paid out of state funds and cannot be used for match or maintenance of effort. It is expected that there will be an additional charge for some work done in the new Central Portland Office that was not preauthorized. Facilities is now aware that we must get these items authorized prior to contracting out the work.
3	Director's Report Pete Karpa	<ul style="list-style-type: none"> <li>▸ WIOA Regulations: VR is currently working on new regulations regarding the WIOA requirements for reporting to the federal government on a quarterly basis on open and closed cases. There is a minor glitch in some data entry and there will be considerable work getting the reports cleaned up prior to the Feb. 15<sup>th</sup> deadline. Pete recognized the ORCA team and others for all their hard work.</li> <li>▸ Hiring update: Will soon announce a hire for the Training Development Specialist. Recruitment will reopen for the VR Field Services Chief.</li> </ul>

▸ Legislative Update

.Senate Bill 397 - This bill has to do with a common release form for just about everyone who does social service activities. Looking at a mechanism that allows everyone to share what services they need. The goal is to provide coordinated and more efficient services with multi agencies. The Employment First Program, VR and others have worked on a referral release form development process regarding supported employment that could become a foundation for this work.

.House Bill 4041 – A rewrite of last year’s HB2965 which was set up to create a task force to evaluate workforce programs for Oregonians with disabilities. It didn’t pass last year but is up again this year as HB4041.

▸ State Plan Update

Federal Regulation requires VR to do updates/modifications or amendments to the Oregon Unified State Plan. There are 18 sections that need to be addressed, some have to do with strategies and objectives and some with program administration. Due date is March 15. The SRC will need to submit their input and recommendations and review the VR State Plan Update before it is submitted.

▸ Region X Directors Call

Brief discussion on prior approval for Administrative VR expenditures. 99% of the time this does not apply to client expenditures.

▸ DHS Executive Leadership Team

February 6<sup>th</sup> the Governor will be meeting with the DHS Executive Leadership Team. Each DHS program will be sharing the good work they do regarding the governor’s initiatives. VR will be discussing our success in helping Oregonians with disabilities find employment.

▸ Workforce Programs

VR is working well with aligning better with the workforce programs. There will be future conversations regarding co-locations.

		<p>▸ VR Quarterly Business Review – Wednesday, Feb. 14</p> <p>Will be looking at some of the metrics they are tracking. Do the QBR results reflect the strategies and new information?</p>
4	<p>Job Placement Advisory Committee Lexie Majors, Joe Miller</p>	<p>The Job Placement Advisory Committee (JPAC) was established nearly one year ago to assist with reviewing proposed Job Placement Contract amendments. The group consists of 3 SRC members (Jeanne, Gary, and Heidi), Job Placement Contractors (large, small, rural, urban, IPS, etc.), and VR admin (3 exec members and contract coordinator). During this year, the group was able to review approximately 20 proposed changes with 13 moving forward into the 2018 job placement amendments and the others moving forward to promote change in other areas of the VR process. The Job Placement Contract Timeline was discussed with the current contract ‘release’ date as early as May 2018. Meaning that amendments will be able to start being processed with the new contract language as early as May.</p> <p>The committee has decided to change their meetings to be on a quarterly basis now that the 2018 amendment is moving forward. A few of the members may also participate in the new workgroup for the Rural Subsidy Pilot Project. This project is intended to look at the how adding a rural subsidy to the Job Placement Contract may optimize supports to clients living in rural areas. They agreed that there should be a workgroup which meets regularly during the month and is comprised of committee members, job developers, and VR staff. Their first group meeting is scheduled for March.</p>
5	<p>VR &amp; ODE Transition Collaboration Sally Simich, Heather Lindsey, Keith Ozols</p>	<p>Sally Simich (ODE and SRC member), Heather Lindsey (ODE) and Keith Ozols (VR) presented to the council on the current state of transition services across the state. It had been roughly three years since ODE and VR presented to the council so they did provide some overview of the past three years (Review from 2015-2017).</p> <p>Sally, Heather and Keith shared some recent success including: increasing capacity by hiring more staff or contracting for more staff; joint trainings; expansion of YTP; training and addressing Mock Sheltered Workshops</p>

		<p>and how to make school services inclusive; the development of new documents, curriculum and resources; and the development of new programs like Regional Job Club, Pre-ETS, collaboration with BIE and Tribal education and Think College at PSU. They also discussed some of the obstacles that the teams have including: staff turnover (loss of knowledge); rapidly changing policies and procedures; coordinating the transfer of services from one agency to another; and data sharing.</p> <p>Sally, Heather and Keith also shared that Oregon was selected as one of the states to receive Intensive Technical Assistance from the National Technical Assistance Center on Transition. They shared the plan that has seven specific goals that the state will be working on over the next several years.</p>
6	Workforce Investment Board Todd Nell, Bridget Dazey	<p>WIOA, at the Federal level, has 16 mandated programs, including WIOA Title 1, Rehabilitation Act Title I and Career &amp; Technical Education to name a few. The 9 Workforce Development Boards (LWB) adhere to 13 WIOA mandated functions that account for our metrics of success. Among them are program oversight, coordination of Education Providers and accessibility for individuals with disabilities. Measures of success for each of LWB are, simply put, did our participant get a job, keep a job, make more money, finish training, learn a new skill and did we receive positive feedback. About 25.7% of Oregon’s adult population, working age, have a disability – with an astounding rate of 8.9% unemployment. With a variety of sectors in each of the 9 LWB regions highlighted as potential job growth, our strategy as a system is to link workforce supply with training, education programs while meeting industry demands. By working with WorkSource Oregon centers, we have a real chance at making the system work by creating skill building workshops, technical training programs and career coaching, while also increasing access to basic needs. Accessibility and Assistive technology for individuals with disabilities will help to create a more equitable workforce. Increasing co-locations between case management, value-added referrals and technical assistance can only benefit each participant no matter the skill level.</p>

7	Employer Partner Recognition,	<p>Gary Chiaravalli and Phil Matthews (VR) presented an employer award to Grocery Outlet Bargain Market, accepted by Jelly Wilson. Employer awards are presented to employers who have hired multiple VR consumers in the last year or gone the extra mile to carve a custom job and have demonstrated commitment to diversity and inclusion through several activities with VR. An employment partner award was presented to Tom Suing by Gary Chiaravalli and Alice Pangburn (VR). This award goes to partners who have provided noteworthy rehabilitation and employment services resulting in quality, lasting job placements for VR consumers.</p>
	Public Input	<p>Ed Harrison provided input that after his son has been in the VR system for 3 plus years, in his perspective, VR seems to focus more on clients who are easier to serve. He noted there seems to be a profound lack of job developers willing to serve the DD population. It appears that many of these difficult clients are not being served adequately.</p> <p>Seven letters were received and read during public input:</p> <p><i>Lisa Birkholz of Pacific Stair Corporation</i> gave high praise to job developer Tom Suing who has placed 3 VR clients with Pacific Stair Corporation in varying capacities, all of whom have proved to be hard workers and fit well into their working environment and culture. Pacific Stair looks forward to a continued relationship and future placements.</p> <p><i>James Barrera</i> comments that he likes Alex at MV Advancements who got him a job setting up for games at Dallas High School. He was able to buy clothes for work that are school colors of black, white and orange. When he was in school Tim Larson was his math teacher and now he is his boss as the Athletic Director. James likes that he can wear Dallas High School gear to work and be a part of the team. “McKenzie at MD Advancements helped me make Larson proud of me.”</p> <p><i>Holly Patchin</i> said she likes working with MV Advancements because they are friendly, want to help her and she trusts them. Steven S. and McKenzie D helped her figure out what places she liked and didn’t like. They helped her build a resume and she took it to Subway. She was able to purchase interview clothes and had help practicing for an interview and was happy to get the job.</p>

*Mart Artz* wrote about her son’s placement with Capital Auto: “Jonathan began his journey of finding work in June 2014 when he graduated from high school. Because of Jonathan’s unique type of disabilities, in a wheelchair, little to no use of his hands, and speech that is hard in the beginning to understand, it was difficult to find a workplace that would carve a position for him. We had numerous meetings with VR voicing our frustration with the long wait. We went through 2 different job developers that were not a good fit. I am thankful that VR hung with us and continued to work hard to help Jonathan find placement. They learned that Jonathan was not going to give up, they respected his wishes and kept looking. Last summer VR hooked us up with Tom Suing. Within in few months Tom was talking with Capital Auto Group about carving a position with them. Jonathan just finished his 90 days with Capital Auto and the results couldn’t be better. We are very thankful and appreciative of everyone involved. We understand the complexity of finding work for someone with Jonathan’s type of disabilities. However, through Jonathans determination, VR respect for his desire and right to work, and Tom Suing’s insightfulness and persistence, Jonathan has found meaningful employment.”

*Leslie Stampley* wrote that she had been a hospice caregiver for many years and could no longer perform those duties and needed to find other work. Pablo at the employment office referred her to VR where she met Clinton. Clint provide her with a laptop, program to improve her skills and new shoes and inserts, and connected her with a development counselor. “I can’t thank everyone enough. I now have a job that has consistent hours, regular pay and bonuses. Best of all I’m able to provide health insurance for my children. Thank you for your services. My transition into another field of employment has been more successful.”

*Jeramie Swarts*: A former teacher referred him to VR and he met Clint. VR helped him understand what he is good at and Mari helped him find a job. They helped prepare him for interviews. “I really thank VR for helping me get the job I have now which is working with children.”

*Carmen Lord* wrote how impressed she is with Rachel Britsch and the services of her VR office at Work Source in

		Salem. She expresses her “gratitude and admiration for her fine work in our community.”
8	Local Office Update Martha Dodsworth	<p>The North Salem VR office has been understaffed for quite some time. The South Salem office has been great in helping – especially with the youth. The North office is getting closer to being fully staffed. The Salem area has only one job developer which is a real problem. With the number of consumers coming to VR and the amount that need job development services, there is a wait list. Work is being done to try and build capacity with vendors.</p> <p>In Yamhill County, cross training is being developed between DHS offices that includes Child Welfare, Self Sufficiency and Worksource. It helps each program better understand what services they all provide, which will lead to more appropriate referrals.</p> <p>The Employment Department has created some paid internships for people who want to learn skills for working for the Employment Department. Three consumers from the North VR office were hired into those internship positions and two of them were hired into permanent positions with the Oregon Employment Department.</p>
9	Individual Placement & Support Crystal McMahon, Vanessa Taylor	<p>Supported Education is a program that helps people with mental illness participate in an education program so they may receive the education and training they need to achieve their learning and recovery goals and become gainfully employed in the job or career of their choice. The services provided to an individual include: clarifying education and career goals, finding education programs consistent with these goals, navigating the application process &amp; school system, securing financial support, and finding education supports and accommodations to help ensure student success in meeting academic requirements.</p> <p>In 2016 OSECE collaborated with consultants, Karen Unger and Trevor Manthey, to develop and release a crosswalk from the 25 items of the IPS Supported Employment Fidelity Scale to an equivalent 25 item best practice SEd Fidelity Scale. The SEd Fidelity Scale provides guidance to providers regarding service delivery. The Oregon Integrated Supported Employment/Education Fidelity Scale is currently being used by eight agencies around the State, and seven other agencies are interested in implementing this service in the future.</p>

10	<p>Workload Model Update Wendy Gibson, Robin Pascual, Joe Miller</p>	<p>Joe Miller presented the Workload Model since Wendy Gibson and Robin Pascale were unavailable. Joe shared that by using a “logic model” formula, the VR Program can identify the number of FTE counselors, support staff, and branch managers in the field required to run the VR Program based upon the number of consumers coming through the doors. This formula provides “real time” data as a snap shot for future legislative requests in asking for allocated position authority to hire additional program staff.</p> <div data-bbox="649 672 1185 840" data-label="Diagram"> <p>The diagram illustrates the workload model formula. It consists of three main components: a numerator and a denominator. The numerator is a product of two boxes: 'Official Forecast' (in a red box) and 'Minutes required to do the work' (in a blue box), connected by a multiplication sign (X). The denominator is a box labeled 'Available minutes per FTE' (in a green box). A horizontal line separates the numerator from the denominator, followed by an equals sign (=). To the right of the equals sign is a rounded rectangular box containing the text: "FTE EARNED" followed by "FTE required to complete 100% of the forecasted workload".</p> </div> <p>Joe explained how this new workload model will transition the VR Program to a more advanced methodology using an average length of time to serve the clients by priority category, e.g. most significantly disabled, significantly disabled, and disabled. The RSA definitions have been used for the priority categories (corresponding to the number of functional limitations and anticipated length of rehabilitation services).</p> <p>To develop a workload model unique to Oregon VR, Wendy Gibson and Robin Pasqual (from the DHS Workload Modeling and Consulting Unit) made in-person visits to observe VR staff located in 14 counties (both urban and rural) to identify the estimated average length of time needed for each phase during the rehabilitation process: intake, eligibility determination, assessment, plan development, ongoing counseling, 90 day monitoring, continued monthly monitoring until client closure by priority category, e.g. more time allowed for plan development for a priority 1 (most significantly disabled as compared to a priority 3 (disabled).</p> <p>Another factor included in the workload model is an adjustment for new counselors, first year counselors as compared to more experienced counselors (3 years and up). A travel component is being added to the formula for staff time required to drive longer distances in rural areas</p>
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		<p>of the state. There is a VR workgroup of counselors and support staff giving on-going feedback to “road test” the average length of time in completing tasks while delivering client services.</p> <p>Next steps: Trina will be discussing this workload model in detail with the DHS Director. This model will be presented to the State’s Budget and Management Office. The Budget and Management analysts work with the Governor, Legislative committees, Legislative Fiscal Office. Ultimately, the workload model will be used when asking the legislature for additional field staff, either through a Policy Option Package process or during the ‘19-‘20 legislative budget session.</p>
11	Consent Agenda	<p>Jeanne Barter reminded council members of the April 20<sup>th</sup> Strategic Planning Session in Keizer. More details to follow. Clayton Reese moved to approve the 11/3/17 meeting minutes. Susie Calhoun seconded and motion passed.</p> <p>Jeri Cohen announced the dates of the Brain Injury Conference March 1-3, 2018 at the Sheraton Portland Airport Hotel.</p> <p>Mary Jo Erickson reminded the group of the Statewide Transition Conference February 28-March 2, 2018 at the Portland Marriott Downtown Waterfront Hotel.</p> <p>Rhoda announced that Ted Wenk was unanimously voted as Vice Chair and Crystal McMahon’s membership application was unanimously approved and will be forwarded to the Governor’s office.</p> <p>Next quarterly meeting: Medford - 5/4/18.</p>