

# State Rehabilitation Council (SRC) Meeting Minutes

## Holiday Inn Express, Douglas, Wyoming

### November 6 & 7, 2008

#### State Rehabilitation Council Members present:

Dorothy Cronin	Mark Pixley
Marsha Krotz	Bob Rowan
Jim McIntosh, Ex-Officio	Debbie Terech
Laura McKinney	Joe Thomas
Lisa Osvold	Donna Thompson

#### Council Members Absent:

Shannon Bodin	Ray Metcalf
Lee Beidleman	Kristi Mogen
Marion Cotterman	Becky Taggart
Terri Dawson	

#### Others Present:

Susan Hagan, DVR	Steve Miedziak, DVR
Kirk McKinney, DVR	Deb Simon, WDE - IDEA

#### Thursday, November 6, 2008:

##### *Welcome and Introductions*

Chairperson Joe Thomas called the meeting to order at 1:00 p.m. at the Holiday Inn Express, Douglas, Wyoming. Introductions were made and roll call was taken.

##### *Approval of August 2008 Meeting Minutes*

**A Motion was made to accept the minutes from the August 12 & 13, 2008 SRC meeting. The Motion was seconded and passed unanimously.**

##### *Employer Award*

The Employer Award will be presented to Memorial Hospital of Converse County Hospital in Douglas. They leave a 4:30 p.m. so presenters will need to leave a little early to arrive in time to present that award.

##### *Administrator's Update – Jim McIntosh*

###### **Dress Code for Meetings**

Propose that the meetings be casual dress; therefore, no suits or ties are needed. This suggestion would need Council approval. Joe Thomas, Chairperson appreciated the suggestion. It was suggested that Council Members that will attend the Employer Award be mindful of their attire. Casual dress for meetings will be fine.

**Federal:** No new information on the reauthorization of the Rehab Act. There will be continued resolutions for a period of time; the one we are currently in goes through March. The earliest date projected for reauthorization is 2010. For VR, this means there will not be a lot of change. There is a unique situation, in that money is becoming less available as

it used to be – things are tightening up. VRs funding is based on 1998 funding levels, with that said, don't worry that VR is broke – VR is just not a flush as it once was. At one point in time, VR would turn back/not access approximately \$1 million from the federal grant; last year VR did not access \$400,000. This varies from year to year. The services provided will still be funded – VR will be fine.

Transition Program will continue to be monitored closely as the emphasis for VR is transition cases. Wyoming may be slightly ahead of other states with regard to transition, as Clay Dokken, Transition Consultant, has been getting out to communities around the state. Clay is working with Mike Griffin, Employment Services (ES) Youth Coordinator, to get information into the school districts about the services that VR and ES can provide to that population. Caseloads for the Transition Counselors, which are located in Casper, Cheyenne and Sheridan, are beginning to take off.

Elections - Senator Enzi is very supportive of VR and Senator Barrasso, who worked as a medical consultant in Casper with VR, is also a strong supporter of the VR program. Jim isn't sure about Representative Lummis' position regarding VR.

**Departmental:** Employment Services has a few things that are being worked on; they have a good group of people working on those issues. Joan Evans, Director and Lisa Osvold, Deputy Director are supportive of changes being made in that division. Overall, the Department is stable. Some turnover was occurring but things are stable.

**Division:** VR is stable – Tim Gittins, Rehabilitation Counselor in the Evanston office, resigned to go back to Utah as a VR Counselor as well as an unpaid position as sports writer for the Utah Jazz. His position will be filled as soon as possible.

DVR had 699 Successful Closures meeting federal standards. For FFY 2008, VR had the highest number of 26 Club counselors ever. The 26 Club requires at least 30 successful closures in one year. VR had a very good year with very professional people working for the people of Wyoming.

Lisa mentioned that Employment Services (ES) is trying to take the retention tactics that VR has devised and implement that philosophy in ES.

Customer Service - the Review Committee to review individuals that have gone through VR services and we have the Information Sessions to listen to individuals that are interested in VR services or individuals that have gone through those services and had either a good or bad experience. That same philosophy is being taken to the field offices for both VR and ES. The concern is 'Are clients being served?' To get feedback, comment cards are available to clients/customers. Decals on all DWS office buildings provide an (800) number to call so clients/customers can call with their comments regarding the service they have received. Employment Services had not had the consistency and leadership that VR has had so hopefully with some consistency ES might achieve the record that VR has been able to achieve.

### ***Treasurer Report – Jim McIntosh***

Marion Cotterman, Treasurer, was unable to attend meeting but gave report to Jim McIntosh to report to Council. A brief summary of a meeting held in December between Marion Cotterman, Jim McIntosh, Administrator, and Kym Freeman, Assistant Administrator/Fiscal Services, discussing the newly created office of Treasurer for the State Rehabilitation Council. The

meeting established guidelines for the Treasurer in order to coordinate the Council's plans and expenses associated with them between the SRC and DVR. The Treasurer will be a liaison between the Council and DVR for all fiscally related issues.

1. SRC cannot do any authorizations for spending – items will need to go through the Treasurer to get items approved
2. All requests for expenditures by and for the SRC will go through the Treasurer to DVR
3. The Treasurer will contact Susan Hagan to discuss lodging and meeting expenses
4. The Treasurer will receive monthly budget reports from DVR's fiscal representative. The report will list all SRC expenses in detail for the month
5. The Treasurer will give a report of each quarter's expenses at the quarterly council meetings

The council should plan for CSAVR in April 2009 in Washington, DC and plan to send a council member. Two things to keep in mind for the April 2009 CSAVR are there will be some very good training available to the SRC and Jim would like to schedule meetings with Senator Enzi, Senator Barrasso and Representative Lummis while there to discuss Wyoming DVR.

#### ***Elimination of Vice-Chairperson Position – Joe Thomas***

Joe Thomas indicated that at the last meeting there was discussion to revise the Bylaws and move the Vice-Chairperson responsibilities to the Chairperson Elect, therefore eliminating the Vice-Chairperson position from the Council. It was asked if the out-going Chairperson would assume the duties of the chair if the Chairperson was unavailable.

Minutes from the August meeting were read, **“A Motion was made that the Council eliminate, in the By-Laws, the Vice Chair position, and the Chair Elect or the immediate Past Chair could fulfill the position of Chair in the absence of the Chair or Chair Elect. The Motion was seconded but will need to be voted upon at the next meeting. A Motion was made to nominate Council member Mark Pixley, to fill the office of Chair Elect position. Mark Pixley accepted the nomination. The Motion was seconded and was passed. A Motion was made to nominate Councilmember Marion Cotterman, to fill the position of Treasurer. Marion Cotterman accepted the nomination. The Motion was seconded and passed unanimously.”**

These were the decisions made at the August meeting, so it would depend on who would be available to chair the meeting should the Chairperson be unavailable. A chain of command would need to be defined to be written into the Bylaws.

**A Motion was made to eliminate the Vice-Chairperson position from the Bylaws. The Motion was seconded and passed unanimously.**

Wording changes needing to be made to the Bylaws should include that the Chairperson Elect or immediate past Chairperson could fill that position if the Chairperson was not available, and this could be voted on or a Motion made for. Page 8, Section 6.03 of the Bylaws lists the responsibilities of the Vice-Chairperson. Mark Pixley, Chairperson Elect, was asked if he would be comfortable to assume the role of the Chairperson should Joe be unable to attend a meeting or would he prefer the immediate past Chairperson, Shannon Bodin, assume that role of Chairperson. Mark indicated that he would be alright with assuming the role of Chairperson should Joe be unable to attend a meeting. Mark posed the question of who was responsible for assuming the role

in the absence of the Chairperson was it the Vice-Chairperson or was it the Chairperson Elect? It was the responsibility of the Vice-Chairperson previously. Joe indicated that if he were unable to attend a meeting, he would try to have everything prepared for Mark, the agenda would be completed, and Mark would then need to run the meeting in Joe's absence. It was mentioned that the Chairperson Elect is training as successor to the Chairperson.

Joe asked if the changes in the wording of the Bylaws would need to be made and then have those changes be voted upon at the next meeting. Section 6.03 Vice-Chairperson would be struck from the Bylaws, and Section 6.04 Chairperson Elect would then become Section 6.03. In current Section 6.04 Chairperson Elect, Section b. strike "and the Vice-Chairperson;"

The current Section 6.03 Vice-Chairperson, Section d. "Serve as immediate Parliamentarian." would this section need to be moved into the Chairperson Elect responsibilities? It was discussed if this is really something that the Council needs; a Parliamentarian usually is the one that makes sure that you are following Roberts Rules of Order in a meeting. The SRC is a small enough group that this isn't something that is needed; therefore striking the entire Section 6.03 Vice-Chairperson, would take care of this.

Would there need to be three readings on this as it is a change to the By-Laws?

**Article IX, Amendment, 9.01 Changes to/Amendment of Bylaws:** "Bylaws may be changed/amended by a two-thirds vote of the SRC members present at any regular SRC meeting, provided notice of the proposed changes was given with the meeting notification. Changes/amendments shall become effective immediately upon approval."

Notification will be made for the next meeting and it will be voted on at the next meeting.

The Vice-Chairperson office should also be removed from the Executive Committee.

### ***Set meetings for the upcoming year – Joe Thomas***

Joe Thomas, Chairperson indicated that the State Independent Living Council (SILC) held their quarterly meeting November 5 & 6, 2008 and that council would like to have one, possible two joint meetings between SILC and SRC per year. Dorothy Cronin, Council Member, is also a Member on the SILC and attended the recent meeting. The SILC didn't schedule their meeting for the next year but will base their schedule on the information that Dorothy will provide to the SILC regarding the SRC schedule and will coordinate joint meeting between the two councils.

January/February meeting in Cheyenne due to the Legislative Session.  
February 12 & 13, 2009 – have regular SRC meeting the afternoon of  
February 12, 2009, have joint meeting the morning of February 13, 2009 and  
SILC will have their regular meeting the afternoon of February 13, 2009.

April/May – Dubois – Headwaters Arts & Convention Center  
May 19 & 20, 2009

August 2009 – Gillette or Sheridan  
August 11 & 12, 2009

November 2009 – Evanston  
November 5 & 6, 2009 - ? joint SILC & SRC Meeting.

***BREAK***

### ***Presentation from CANDO – Linda Wolfe and Joe Coyne***

Linda Wolfe, Education and Outreach Manager for CANDO, presented on the variety of training opportunities that Converse Area New Development Organization (CANDO) has available for Douglas and Converse County. CANDO works with Vocational Rehabilitation, government agencies, as well as private industry. CANDO is an economic development agency, one of the things when you consider infrastructure isn't just streets, roads, sewer and water; it is also people in the community. Not only do they offer computer classes and business development, but also self-help skills. They have a listing of the training opportunities they offer at: [www.candowyoming.com/calendar](http://www.candowyoming.com/calendar).

### ***Client Satisfaction Survey Letter***

At the August meeting the Client Satisfaction Survey cover letter was discussed. When a council member calls clients the clients have a misconception as to what the council member can actually do for them. There was a concern that someone might be overwhelmed by the current letter and not complete the survey. The suggestion of adding a phone number for someone to call was brought up and had been discussed previously. The first sentence is long and the language level should be lowered; a cognitively challenged individual might have difficulty reading and understanding the current letter. Dorothy Cronin has volunteered to work on this letter and will present changes to the council at the next meeting.

Completed/returned Client Satisfaction Surveys were distributed to council members so they can contact clients for comments.

### ***Presentation on the Career Readiness Certificate – Lisa Osvold***

Lisa Osvold, Department of Workforce Services Deputy Director, presented information on the Career Readiness Certificate (CRC) program administered by the Department. The Career Readiness Certification Initiative is a statewide program designed to foster economic and workforce development in the state of Wyoming. The career readiness certificate is a nationally-recognized credential which denotes that the holder possesses the fundamental skills required to achieve success in the workplace and become a productive, valuable employee.

There are three levels of certification: gold, silver, and bronze. The level of certificate earned depends on the recipient's scores on the WorkKeys exam. The exam is a cognitive assessment which measures a tester's skill levels in the three key areas which have been found to be critical for workplace success: Reading for Information, Locating Information and Applied Mathematics. These three tests make up the core assessment for career readiness certification.

Testing sites have been set up throughout Wyoming.

The Career Readiness Certification Initiative is a joint partnership between the following entities: The Governor's Office, Wyoming Community Colleges, Wyoming Department of Education, Wyoming Department of Corrections and the Wyoming Department of Workforce Services.

More information on the Career Readiness Certification Initiative is available on the Department of Workforce Service's website: [www.wyomingworkforce.org](http://www.wyomingworkforce.org).

### ***Certificate to Donna Thompson***

A Certificate of Appreciation for her service to the Council was presented to Donna Thompson as she will be retiring from the Wyoming Department of Education and will resign from the Council.

### **Friday, November 7, 2008:**

#### **Committee Reports**

**Executive** – Nominations – an application to the council was received from Jane Nichols, she works for the Veteran’s Administration and would be an excellent addition to the council. Ms. Nichols would be a disability advocate from the VA.

**A Motion was made to accept Jane Nichols’ application and forward it to the Governor for appointment. The Motion was seconded and passed with one ‘No’ vote.**

Also, a letter will be sent to the Governor, along with Deb Simon’s application, recommending her nomination to the Council. Deb will fill the required position on the council for IDEA.

**Review** – Marsha Krotz, DVR Counselor has been added to the Review Committee. The State Plan has been finalized. A quick reference/talking points brochure had been presented for edits/review. Kirk McKinney will have the noted edits/revisions incorporated and present a new draft at next meeting.

**Communications** – Donna Thompson indicated that Debbie Terech gave a very nice, impromptu presentation at the Employer Award. The Committee was quite surprised by the number of people and press present at the hospital for this presentation of the Employer Award.

The Information sessions continue to struggle with attendance. Invitations have been sent to clients to try to get more individuals to attend. Lisa Osvold suggested that at the next Information session in Cheyenne the Committee should not only target clients to attend, but also invite people in the community to attend. Possibly invite Legislators, providers, employers, etc. Another suggestion was to ask on the invitation if an individual would like a private appointment with an SRC member, and if so, please respond by a deadline. Having two-person teams available for 20-minute appointments for individuals wanting a smaller setting to speak with the SRC regarding their DVR experience. Talking points for this would need to be developed to help council members if someone asks for an individualized appointment.

#### ***Information Session***

One person came to the Information Session last night wanting more information/answers than the council can offer. The client was told that the council is available not to give answers, but to give information; the council doesn’t have the authority or influence over the clients plan.

***Statistical Reports – Steve Miedziak***

Steve Miedziak, Assistant Administrator, presented information on FFY2008 Statistical Reports. Steve distributed handouts, which outlined Rehabilitation Services Administration standards and DVRs performance results. DVR has been fairly consistent over the previous 3 Federal Fiscal Years. One of the standards being monitored closely is Evaluation Standard 2 – Equal Access to Services, which makes sure that DVR is serving minority groups to the same extent as non-minority groups. Performance Indicator 1.5, which compares the hourly wage of DVR successful closures with the state average hourly wage. The state average hourly wage has been going up a lot due to the energy industry, and clients are not keeping up with the state average.

RSA Performance Standards for FFY 2007 comparing Wyoming with the other states in Region 8, which shows that Wyoming compares fairly well with other states in the region. A report on the number of cases that DVR has closed in the last FFY indicated the different categories of closures. Primary Disability Coding outlines the disability of applicants over the previous 3 FFYs which indicated that the number of clients with psychiatric disorders has risen. Referral Source report, which shows who is referring clients to DVR.

***CAP Report – Lee Beidleman***

No Report at this time.

***SILC – Dorothy Cronin***

Councilmember Dorothy Cronin reported that WILR is looking for state funding to go with federal funding for programs due to the increased number of applicants. Ken Hoff, WILR Executive Director, is working to get additional funding for programs. Members of the council are helping to get information out about what a valuable service Independent Living is by doing some public service announcements, letters to editors and contacting legislators. A staff member from Wyoming Services for Independent Living (WSIL) participated in the meeting and will attend future meetings if Joe Thomas isn't able to attend in person. Council members reported on conferences that they attended, which were the MEGA Conference and APRIL Conference.

Grant funding has run out for the Aging and Disability Resource Center; they are able to answer calls received but only provide in-person assistance in Natrona and Converse Counties. They are proposing to the Legislature to expand to include 3 additional counties based on proposals.

SILC is pursuing having a Legislator become a member of their council to help champion their cause with issues they have. They also discussed the joint meeting with SRC and will schedule to try to have two joint meeting per year.

***Project BRAIN – Dorothy Cronin***

Councilmember Dorothy Cronin reported on quarterly activities. Dorothy also discussed the progress with the hospital in Cheyenne as the hospital has had turnover in staff and they lost contacts. Project BRAIN has met quite a few roadblocks in getting the hospital in Cheyenne to have information about their services and training available to patients and family members. Project BRAIN decided to try other venues for their outreach in Cheyenne and is working with the Veteran's Administration.

In Riverton the tip cards have been well received; the cards have been passed out to social workers. The Community Resource person is part of the local support group, and he takes cards one per week to distribute and visit with social workers and staff. The hospital in Gillette is interested in Project BRAIN; information has been given to the hospital. The hospital in Rock Springs has also expressed an interest in the program so the local support group leader and the Community Resource Team Director have discussed the approach to use with establishing that relationship.

The statewide educator, Mike Aurand, has been very busy around the state and although there are 34 different modules to choose from the most requested training is 'Brain Injury 101.'

Drop in the attendance at the MEGA Conference was discussed. The topics/theme of the conference might have been part of the reason for lower numbers. Dorothy attended the Association for Persons in Rural Independent Living (APRIL) Conference which had quite a large attendance. A presentation at the APRIL Conference was based on an IL video interview project which was grant-funded; over 500 people across the country were interviewed regarding independent living issues and persons living with disabilities.

### ***Telecommunication Relay Service Program (TRS) – Lori Cielinski and Heather Parsons***

Lori Cielinski, Program Consultant for the TRS gave a presentation along with the Telecommunication Advisory Committee Chairperson Heather Parsons. Heather Parsons discussed the Telecommunication Advisory Committee which is a seven member committee appointed by the Governor for three year terms. The Committee provides advice concerning the administration of the Wyoming Relay Program and annually determines the amount of the telephone surcharge per access line. Members are selected from appointment districts and currently they have two vacancies – one from the northeast corner of the state and one in the northwest corner of the state.

Services and equipment available through TRS were discussed. More information regarding the TRS Program is available at: <http://wyomingworkforce.org/vr/wyrds.aspx>.

### ***Client Transition Report – Donna Thompson***

Councilmember Donna Thompson reported to the council regarding the focus monitoring the Wyoming Department of Education (WDE) has been conducting which gives the districts 60 days to make corrections noted in IEP. New districts have been selected for monitored in the future.

Project Eye to Eye is a mentoring program for college students to mentor high school students with LD or ADHD – this is being conducted at Casper College the students meet one evening per week. This mentoring program provides excellent opportunities for both the college students as well as the high school students.

There have been some proposed language changes to Indicator #13, which is setting appropriate post-secondary goals. The change added is that they need to invite the agency and the student be to the IEP/transition meeting which hasn't been in the language before, they were expected or required to do these things but it wasn't in the language of this indicator prior to this proposal.

WDE is required to follow up with students one year after they leave school, and a survey of the post-secondary outcome was contracted out and the results compiled. Their response rate was

fairly good. Questions that the students exiting high school were what have they been doing since exiting high school, what type of post-secondary programs have they attended, what type of employment have they engaged in, how many hours per week are they working, and are they earning minimum wage.

***BREAK***

***Old Business***

No old business.

***New Business***

Laura McKinney wanted the council to be aware of this matter. Laura attended the Regional Service Provider meeting where they met with Cliff Mikesell, Administrator of Division of Developmental Disabilities, which administers the Adult and Children's Developmental Disability Waiver and the Brain Injury Waiver. Funding for these waivers is in crisis; it has to do with a new funding system. Since the conception of the Children's Waiver, those individuals that were on the Children's Waiver would move directly onto the Adult Waiver, but now there is the possibility that when these individuals turn 21 they would go onto a waiting list. This probably could affect the Transition Program and Vocational Rehabilitation might receive an influx of individuals seeking services that they might have received through the waiver that now are not available to them. The Department of Health has not put anything into the supplemental budget to address the shortfalls in the Adult Waiver, so Regional Service Providers are going directly to members of the Appropriation Committee asking to get about \$6 million dollars to fix this problem.

Jim McIntosh provided some feedback regarding the Employer Award presentation and indicated that he had spoken with Linda Alley, ES, and Stephanie, VR both were very disappointed with the presentation. Linda, Stephanie, and Mickey Anderson, Converse County School District have worked very hard for the young man into school and on the job successfully, but were not included in the pictures, weren't mentioned in the presentation. It looked and sounded like this was strictly the SRC at work. The SRC's purpose is to sell VR. The SRC got into the pictures and the individuals that did the work weren't in the pictures, weren't mentioned, and won't be in the newspaper article. The presentation committee felt like they weren't prepared for the overwhelming presence at the award. The main purpose of this is to discuss why the award is presented, and to recognize the hard work done by this team of individuals on behalf of this young man and that they be commended; the paper will be contacted and hopefully the article can be changed to include information regarding the team.

***Adjourn***

The meeting adjourned at 4:30 p.m.

**Next Meeting:**

February 12 & 13, 2009

**Holiday Inn**

Cheyenne, Wyoming