

NORTH DAKOTA STATE REHABILITATION COUNCIL
QUARTERLY MEETING
HOLIDAY INN, FARGO
OCTOBER 21-22, 2014

MEETING MINUTES

Members Present

Pat Anderson	Scott Burlingame	Russ Cusack
Tim Davenport	Harley Engelman	Rod Gillund
Vickay Gross	Deborah Jendro	Darren Moos
Darcy Severson	Sherry Shirek (Day 1)	Sheri Wilson

Members Absent

Christy Coughlin	Marshall Longie	Kevin McDonough
Sherry Shirek (Day 2)	Kelly Smeltzer	

Others Present

Gillian PlentyChief	Jeff Anderson
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State Office Staff

Patty Wanner

Thursday, July 24, 2014

Chairman Scott Burlingame called the meeting to order. Roll call was taken and a quorum was present.

Agenda

Action: A motion was made by Harley Engelman and seconded by Darren Moos to accept the agenda. Motion carried.

Approval of July Minutes

Request to add Darcy Severson to the list of members present at the July meeting.

Action: A motion was made by Rodney Gillund and seconded by Darren Moos to accept the SRC quarterly minutes from its last meeting on July 24-25, 2014 as amended. Motion carried.

Election of Chairperson Elect

Action: A motion was made by Tim Davenport and seconded by Rod Gillund to elect Harley Engelman as chairperson elect for next 48 hours and Chair beginning at next meeting. Motion carried.

Approval of 2015 Meeting Dates

The following 2015 meeting dates were recommended to the Council:

January 9	1:00 – 4:00 pm	Statewide Polycom
April 23-24	1:00 – 5:00 pm and 9:00 am – noon	Bismarck
July 23-24	1:00 – 5:00 pm and 9:00 am – noon	Bismarck
October 13-14	1:00 – 5:00 pm and 9:00 am – noon	Grand Forks

An option for the fourth quarterly meeting is to tie into Governor's Workforce Conference in Fargo, September 16-18, 2015. This alternative date presents an opportunity for SRC members to interact with policy makers on the workforce development side. Business is recognized as a dual customer and it is appropriate for SRC to attend the workforce conference.

Action: A motion was made by Vickay Gross and seconded by Harley Engelman to move the last SRC meeting to September 2015 to coincide the Workforce Conference and accept the others as recommended. Motion carried.

Budget Update – Lynn Derman

Lynn Derman was connected to the meeting via the phone and provided a budget update. As of September 30, 2014, the Basic Support Grant was estimated to be under spent by a little over \$1 million. DVR notified RSA of the amount they would not draw down and this money will be re-allotted to the PROMISE grant. DVR is on track to spend the total revised amount of grant award.

The Maintenance of Effort (MOE) has been met for FFY 2014 so the total amount of the grant is secured.

Russ Cusack indicated the WIOA provisions will require additional spending and ND has sufficient funds to meet obligations of the new act. Russ clarified the role of the SRC is to review and advise on policy; and to be engaged in state planning, consumer satisfaction, and decisions related to order of selection. In terms of budgeting it is left up to the designated unit (DVR) to receive funds and expend in a manner that is responsible. Questions are welcome on how DVR is managing the funds.

Transition and Summer Work Experience – Jeff Anderson, Community Living Services

Jeff provided an overview of services provided at Community Living Services. Community Living Services is a private social service agency serving over 500 individuals with disabilities with over 300 employees. They serve primarily developmental disabilities and provide job coaches for the Fargo public schools.

Summer Youth Work Experience program provides an opportunity for students with disabilities to try out work to identify a career path before entering college. Community

Living Services received 16 referrals this summer and 11 of them went to work. Of the 11 who went to work, 6 of them have permanent jobs.

A request was made to send the program description and age limits, etc. to SRC members.

Updates from Tribal Vocational Rehabilitation Directors

The Tribal Vocational Rehabilitation Directors were invited to call in to provide program updates. The Council welcomes the opportunity to have all 4 Tribal Directors on the calls.

Donna Thomas, Director at Turtle Mountain provided an update. Donna indicated they have received funding for the next five years and plan to serve 125 clients. They will continue to work with Vocational Rehabilitation. The unemployment rate on Turtle Mountain Reservation is 69.25% but the employment outlook is going to change. A manufacturing plant is reopening and plans to hire 300 employees by December 31. They will manufacture global modular homes for the Bakken. Donna further indicated two different railroads are coming to Turtle Mountain and will be moving prefabricated homes and oil will be moved to rail from semi-hauling. Employers will be looking for welders, carpenters, electricians, and HVAC workers.

Gillian PlentyChief, Director at Standing Rock provided an update. Gillian indicated the service area is within a 50 mile radius of Standing Rock. They are fully staffed with 2 counselors, one serving ND and one serving SD; and one transition counselor serving both North and South Dakota. Standing Rock has a caseload of 95-100 which includes transition students. Of these cases, 30 are shared with ND Vocational Rehabilitation and 20 are shared with SD Vocational Rehabilitation. In the past, 100% of the caseload was shared and staff are working to increase the number. It is beneficial for consumers to have a shared case as it provides more opportunity.

Gillian stated Standing Rock's grant is up this year so she has starting the grant writing process.

DHS Good Health TV Expansion – Harley Engelman

Harley provided a handout and briefed the Council on GoodHealth TV. GoodHealth TV is a web-based healthcare education network which started in 2006 and is currently in twenty states. The system is being expanded into the Department of Human Services. North Dakota is an innovator as they are the first human service agency across the nation to implement.

The council broke into committee group meetings and recessed for the day.

Friday, October 22, 2014

Planning/Evaluation Committee – Pat Anderson, Chair

Pat provided a history of the client satisfaction survey project the committee has been working on over the last couple of years. The goal is to improve the response rate and provide DVR with a tool to evaluate client services.

Robyn Throlson attended a quality assurance summit and was introduced to Market Decisions, LLC. Market Decisions develops satisfaction surveys and reports telephone surveys have the best response rate. They further recommend a point in time survey. Other states use Market Decisions, LLC and are satisfied with the results. Robyn Throlson discussed the idea with Russ Cusack and learned that there are currently funds available. DHS Decision Support Services was consulted and are on board. VR would need to complete an RFP to secure a contract. It is important to acknowledge that the people responding to the survey may have multiple disabilities and should be allowed to select a format of choice to allow accessibility. A sampling is being looked at and anonymity will be maintained.

Pat indicated Job Service conducts a phone survey by someone other than the case worker and has a 60% response rate.

Action: A motion was made by Pat Anderson and seconded by Darren Moos recommending VR develop an RFP to determine if there are companies such as Market Decisions, LLC to perform the client satisfaction surveys by telephone or electronically. Motion carried.

Resource Committee – Harley Engelman, Chair

Harley indicated Tim Davenport and Sheri Wilson will assume the responsibility of co-chairs of this committee beginning in January. In order to provide good recommendations, the Committee needs to understand what is driving the turnover rate. They plan to develop a survey for staff and have been working through questions. The Committee will review a document from Frank Strom that he did as part of a leadership project to determine the driving force behind people leaving VR. This will serve as background information. The DVR strategic plan references working with the Resource Committee and this survey. The IRB must review and approve the survey before they can move forward. Need to be sure all steps are in place before asking for support from the Council. This will occur at the January or April meeting.

Membership/Public Relations Committee – Vickay Gross, Chair

Vickay reported the Council is fully functioning and fully constituted with a 53% disability rate. The SRC Overview document will be sent to all members and can be redistributed as needed.

New members will be mentored by a member of the Committee. Scott Burlingame has been assigned to work with Kirsten Dvorak and Vickay will work with Marshall Longie.

The Committee recommends the Tribal 121 Directors be encouraged to apply to be a member for review by Committee. The Council is looking for valuable input. We have had tribal representation at the last two meetings but they are not members and are unable to vote.

The Committee recommends holding educational townhall meetings during the month of April in Fargo and Bismarck because they have facilities to accommodate. Russ Cusack requested a one page proposal defining the structure of the town hall meeting for review.

Client Assistance Program (CAP) Report – Vickay Gross

The ND Protection & Advocacy Project is contracted by the Division of Vocational Rehabilitation to administer the Client Assistance Program for North Dakota. The information being provided in this report to the State Rehabilitation Council covers the federal fiscal year 2014, running October 1, 2013 – September 30, 2014. The data in this report is subject to change since the federal fiscal year just ended and final data entry is still in process.

Cases/I&R

- CAP provided information and referral to 11 individuals.
- CAP provided 42 individuals advocacy services with a total of 52 services requests/cases. The areas of concern included:
 - Communication problems between individual and counselor – 10 service requests.
 - Conflict about services to be provided – 15 service requests.
 - Related to application/eligibility process – 9 service requests.
 - Related to IPE development/implementation – 8 service requests.
 - Other Rehabilitation Act related problems or information – 0 service requests.

Education/Outreach

- CAP provided 10 education/training activities
- CAP disseminated brochures – 2818 standard brochures and 200 large print brochures.
- CAP posters have been distributed to VR offices, Tribal 121 VR offices, CILS, Job Service offices, schools, college disability service offices, etc. – 105
- Booths at conferences and other public awareness venues.
- CAP is collaborating with MHA Tribal 121 VR to plan an employment conference to provide education and information to stakeholders.
- CAP is a partner in the Transition Consortium which collaborated to develop the website, Launch My Life.

Systemic Issues

- CAP advocates to try to meet with each VR office, CIL and Tribal 121 offices every quarter.
- CAP has been collaborating with the Standing Rock Tribal 121 VR program to address service gaps that create a barrier to employment for their clients.

- Advocate serving on the Governor's Committee on Employment of People with Disabilities works in the CAP program.
- CAP advocate participated in the Olmstead Academy.

Region 4 – Linda Kinzler, Regional VR Administrator, Grand Forks

- Region 4 serves 4 counties (Walsh, Pembina, Nelson, and Grand Forks).
- In the past 12 months there have been several personnel changes for vocational rehabilitation counselors, the vision rehabilitation specialist, and the regional administrator.
- There has been an increase in referrals in the last 6 months.
- There is a boom in Region 4 with numerous new businesses coming to the area, including several restaurants.
- In 2014 construction in Grand Forks has included 87 single family homes, 90 town homes, and 17 buildings with 685 residences. Despite this growth there is still a housing shortage.
- UND expansion for medical and law departments.
- Northrup Grumman will be the first business building in the IT corporate park by the Grand Forks Air Force Base.
- A nitrogen plant is to be build west of Grand Forks.
- A plastic plant is to be built in Eastern North Dakota. Projected cost is \$4 billion; location unknown.
- Challenges in finding workers, housing, and daycare.

Region 5 – Curt Markel, Regional VR Administrator, Fargo

- Region 5 serves 6 counties (Steele, Traill, Cass, Richland, Ransom, Sargent).
- Currently have 13 positions made up of the regional administrator, 8 counselors, 1 vision rehabilitation specialist, 1 career assessment specialist, and 2 support staff. 4 of the counselors are new since January 2014.
- Planning to hire a business specialist position.
- Reviewed results of FFY 2014 performance goals and the July 2014 case review.
- Business climate is strong in Fargo, okay in Wahpeton, and slow in the remaining rural areas of the region.
- Fargo has a lot of entry level positions; business specialist will help develop and nurture employer relationships.
- 5 counselors have been identified to work with transition students covering 22 high schools.
- Staff have good working relationships with community partners.
- Challenges include reaching the employment goal, developing business relationships, and lack of office space.

Bylaw Change

At the last Council meeting the ad-hoc Policy Committee consisting of Scott Burlingame (SRC Chair), Harley Engelman, Vickay Gross and Pat Anderson (Committee Chairs)

were in the process of drafting a removal policy which would be added to the bylaws. The proposed policy was sent to the Council members via email prior to the meeting.

Proposed Removal Policy: The Chair or Chair Elect of the SRC may be removed from office by a three-fourths (3/4) vote of the membership of the SRC present at any official meeting provided the SRC liaison has given written notice presenting the reasons for such action signed by at least 20 percent of the membership (3) weeks before any such meeting.

Action: A motion was made by Pat Anderson and seconded by Rodney Gillund to approve the proposed removal policy to be included in the bylaws. Motion carried.

Meeting adjourned at noon.