

# STATE REHABILITATION COUNCIL MEETING MINUTES

*JULY 23, 2024*

## **ATTENDEES:**

Eva Castillo  
Linda Rouse (virtual)  
Lisa Schneider (virtual)  
Margee Woywood (virtual)  
Pam Woelber (virtual)  
Rich Phelan  
Kelsey Teeter

## **IVRS Support Staff:**

Dr. James Williams  
Andrea Keith  
Ashley Banes  
Bob Hendrickson (virtual)  
Brandi Fitch (virtual)  
Brandy McOmber  
Cara Di Giovanni (virtual)  
Dee Schweizer  
Jeff Haight  
Lori Kolbeck (virtual)  
Sandy Ostendorf  
Tyler Hansen  
Vienna Hoang  
Wendy Solano

## **PUBLIC/GUEST:**

Dr. Allison Levine, Speaker (virtual)  
Lani Brown, RA (virtual)  
Lucus Grundmeier (virtual)  
ASL Interpreter Danja Hirsch (virtual)  
ASL Interpreter Carrie Wood (virtual)

## **ABSENT:**

Susan Seehase  
David Zrostlik

## **CALL TO ORDER**

Eva Castillo called the July 23, 2024 State Rehabilitation Council (SRC) meeting to order at 10:35 a.m.

## **QUORUM**

A quorum was established prior to the start of the meeting at 10:32 a.m.

## **ADOPTION OF AGENDA**

Motion by Rich Phelan, Second Lisa Schneider – approved agenda for July 23, 2024 meeting, time 10:36 a.m.

## **APPROVAL OF APRIL 2024 MEETING MINUTES**

Motion by Lisa Schneider, Second Margee Woywood – approved April 23, 2024 meeting minutes, time 10:36 a.m.

## **PUBLIC COMMENT**

No public comment.

## **VOTE TO SELECT SFY24 SRC VICE-CHAIR**

Nomination by Rich Phalen of Margee Woywood for SFY24 Vice-Chair, Second by Lisa Schneider

- Nomination passed by unanimous vote.
- Margee Woywood was named SRC Vice-Chair effective immediately.

## **VOTE TO SELECT CHAIR FOR SERVICE DELIVERY COMMITTEE**

Nomination by Eva Castillo of Lisa Schneider for Chair for Service Delivery Committee, Second Rich Phalen

- Nomination passed by unanimous vote.
- Lisa Schneider was named Chair for Service Delivery Committee.

## **STANDING COMMITTEE REPORTS**

### **Outreach Committee (Brandy McOmber)**

- No committee members were in attendance, therefore there was no Outreach Committee meeting during this meeting.
- Susan Seehase (absent) is currently the only member of this committee.
- SRC is currently waiting for appointments by the Governor to add more committee members.

### **VR Service Delivery Committee (Lisa Schneider)**

- Reviewed five main focuses and the mission of the VR Service Delivery Committee, along with responsibilities.
- Reviewed minority reports of different populations and the need to identify with more of a breakdown to see what kind of outreach needs to be done.
- Reviewed how services are going with the Deaf and Hard of Hearing population.
- Suggested targeted outreach: Marshallese population and resources for interpreters.

### **Business Services Committee (Eva Castillo)**

- Reviewed the purpose of the Business Services Committee.
- Tyler Hansen shared information about the upcoming National Disability Employment Awareness Month.
- Rich Phelan shared information on what topics businesses might want more information about and possibly having a video series. Also discussed identifying larger businesses to share experiences of hiring persons with disabilities.

## INTRODUCTIONS

Introductions of all meeting attendees, in-person and virtual.

## ADMINISTRATOR REPORT – DR. JAMES WILLIAMS

- The Re-allotment process
  - VR is requesting additional funds of \$2,250,000.00 this year. The VR sustainability model and forecasting are used to determine amount to request. If allotted, VR plans to use the funding for:
    - Addressing staff capacity, including creating a dedicated eligibility team to relieve staff in local offices and looking at gaps in service delivery in the field and how to create more capacity.
    - Case management redesign to allow connection to the IowaWORKS platform.
- Training redesign
  - VR is working to strengthen and streamline the training processes across the agency.
    - VR has created a structured matrix broken down by position.
    - Once completed, VR will use this matrix moving forward to train staff across the State.
    - Part of this plan includes the pursuit of a platform called YesLMS, a national VR training platform.
- Office updates
  - The Fort Dodge office will be moving to a different space in one year when the current space is no longer available. IWD and AJC programs will be collocated in the new space. HHS has interest in occupying space in that same building.
  - The Des Office will be adding a location due to population growth and the need for more space to increase capacity. Currently VR is in the process of finalizing the space in the downtown area. The goal is to have the new location open by the end of this year or early next year.
- IDB (Iowa Department for the Blind)
  - Sarah Willeford has taken the role of Interim Director.
  - VR is working on developing that relationship and finding ways to work together to strengthen both programs.
- Business services
  - VR is rolling out a team that includes VR and IWD staff.
  - Two VR-funded staff members were added to this team.
  - A meeting has been planned to determine what those roles will look like.
- SRC Membership
  - VR is currently waiting on the Governor's appointment office.
  - VR has been working on submitting recommendations and will continue to invite interested individuals to meetings.
  - SRC term durations are three years, with two terms allowed.
  - Current members seeking a second term should apply before May of the expiring term.
  - There is no limit on number of SRC members.
  - The SILC (State Independent Living Council) role is vacant.
  - The Parent Training Center (Ask Resources for Iowa) role is vacant. Pam Woywood has applied for that role and is waiting for appointment.

- o There is one opening for a VR Counselor. VR would like to get two VR Counselors to stagger the term end dates. These positions would be non-voting but required members.
- o Another opening for a CRP (Community Rehabilitation Program) role is available. Individuals have applied from the Centers for Excellence and Behavioral Health, Easter Seals and DD Council.
- o There is one opening for Business, Industry and Labor role available, with the possibility of two openings.
- o The State Educational Agency role is vacant. Kelsey Teeter has applied and is waiting on appointment.
- o The former or current recipient of VR services role is vacant. Multiple applications have been submitted for this role.
- o Dr. Williams has applied for membership for that role.
- CSAVR
  - o Eva Castillo and Dr. James Williams will be attending the 2024 Fall Conference.
  - o Considerations were discussed regarding the potential of moving the upcoming October SRC meeting to a different date to allow members to attend the CSAVR conference.
- CRP contracts
  - o VR rolled out new contracts for 75 of the 91 CRP partners across the State.
  - o A video was prepared and sent to VR staff and CRPs to assist in understanding the responsibilities of each.
  - o It was determined that best practice would be to have contracts in place to align with RSA guidelines.
  - o These contracts also protect VR Job Candidates.
  - o VR's goal is to have all contracts in place before October 1, 2024.
- Combined vision
  - o Dr. Williams has been touring local offices around the state with Director Townsend and IWD leadership.
  - o VR's vision for working with IWD includes:
    - A combined application for services through one doorway, where the application is routed to the appropriate programs for needed services for the individual
    - Every person gets served by every service they are eligible for. This happens through collaboration with all AJC partners and programs. Having a case management system that is connected to IWD will help this along.
- IVRS Conference Recap
  - o There was great attendance, sessions were strong. VR received good feedback about the conference and had good vendor attendance. Additionally, there were several Job Candidates from VR's Self-Employment program with booths at the conference.
  - o Next year's conference will be held at the Waterloo Convention Center again. Dates are being finalized, but will be near the end of April again. VR will be encouraging more of the CRPs, contract staff, and IWD Operation Managers to attend.
- Update on the IL program
  - o The program is in process of moving away from VR as their DSE (Designated State Entity) and towards HHS. VR will be contributing approximately \$45,000.00 per year towards the program.

## **RSB BUREAU CHIEF REPORT – LORI KOLBECK**

- Staff changes
  - Shayla Stater has taken the Supervisor role in Council Bluffs.
  - Jenny Nuss has taken the Supervisor role in Waterloo.
  - Kali Troe has moved from the Supervisor of the Fort Dodge office to the Supervisor role for the second Des Moines office.
  - Working on hiring for the roles these new supervisors vacated.
- Waiting list
  - Local offices prepared for all individuals being released from waiting lists as of August 1<sup>st</sup>. Offices reviewed caseloads to determine if those not engaged in services could be re-engaged or the file could be closed. Staff were proactive in contacting those who would be released from the waiting list to determine if there was still an interest and a need for services and scheduled those ready to proceed.
- Transition Services – Pre-ETS (Pre-Employment Transition Services)
  - Summer programs are in full swing across the State. Supervisors were asked to reach out to IWD Communications team with programs to highlight. A video will be released of the Marshalltown summer program.
  - Mary Jackson participated in a podcast with the IWD Communications team where transition services were discussed.

## **CSNA DATA DISCUSSION – DR. ALLISON LEVINE**

- Dr. Levine was joined by research Assistant Lani Brown.
- Mockup of redesigned customer satisfaction survey and postcard with QR code were presented. Discussion and feedback provided. Brandy McComber will collect additional feedback from SRC members and share with Dr. Levine.
- Presentation was provided on CSNA data collection plan and progress.
- Results of consumer focus group data presented.

## **BUSINESS PRESENTATION – RICH PHELAN**

- Presentation was provided on LyondellBasell, Grow Clinton and The Skyline Center.
- Brandon from the Skyline Center will be invited to a future SRC meeting.
- Presentation will be shared with SRC members via email.

## **COMMITTEE REPORT/UPDATES**

- **IL Contracts – Bob Hendrickson**
  - Statewide IL contracts are currently in the chain of management phase, ready to be wrapped up. Will be starting on the Federal contracts soon.
  - State plan for IL has been approved.
    - IVRS is stepping back as the DSE, but will still be supporting the IL network. HHS is the new DSE.
    - The IVRS 5% administrative costs received will be passed on to the SILC (State Independent Living Council) and IL network, which equals approximately \$45,000.00 each year for 2025-2027.

- **Financial Overview – Jeff Haight**
  - Presentation was provided and discussion held on reports and provided handouts.
- **CAP Update – Lisa Schneider**
  - CAP was invited to be part of the grant Iowa was awarded for bridging disability and aging.
  - Discussion was held regarding the final rule for section 504 that was finalized on May 23, 2024.
  - Discussion was held regarding the Chevron deference overturned by the Supreme Court.
  - Update was provided on number of clients (determined by current number for the FFY, how many were carried over, and how many were closed)
    - As of October 1, 2023, 5 carryovers, 3 closed
    - 5 new cases, 2 of which had previously closed cases
    - 1 monitoring case
    - 2 recent cases, in the intake stage, IDB cases
    - Current totals: 8 for IVRS, 2 for Department for the Blind

### **CSAVR (FALL) - MCOMBER**

- This year's fall conference coincides with the next scheduled October SRC meeting.
- In the future, will send 2 SRC members and alternate members each year.
- National SRC meets in conjunction with the CSAVR conference.
- Dr. Williams will connect Eva Castillo with the Chair from Texas at the conference. NCSRC (National Counsel for State Rehabilitation Councils) is a good opportunity to meet and collaborate with other SRC council members from around the country.

### **OTHER BUSINESS**

- **Business updates - Tyler Hansen**
  - Two staff were added to the team. Plans to develop Business Cadre to include a staff member from each local office around the State.
  - Plans include collaboration with the CORE 4 (Business Engagement, AJC programs, IWD, VR) with rapid placement as a focus.
  - January SRC meeting: will present on CORE 4 and the new structure
  - NDEAM (National Disability Employment Awareness Month)
    - There will be a virtual and hybrid kickoff on October 2<sup>nd</sup> in Cedar Rapids, which will include a panel discussion.
    - Area offices will hold local events in various formats.
- **Upcoming SRC meeting**
  - Discussion was held regarding moving the October SRC meeting to a different date to allow members to attend the CSAVR fall conference.
  - Brandy McOmber will look at the calendar and report back.

### **ADJOURNMENT**

Meeting was adjourned at 1:46 p.m. by Eva Castillo.

The next SRC meeting is October 27, 2024.

Meeting minutes approved by the Council on this date: 10-29-2024

Signed by SRC Chair – Eva Castillo: Eva M. Castillo