



Nebraska State Rehabilitation Council

500 S. 84th St., 2nd Floor PO Box 94987 • Lincoln, Nebraska 68509-4987

"A consumer-controlled council committed to ensuring quality rehabilitation services."

SRC Meeting Draft Minutes

Virtual Meeting

Tuesday, May 2nd, 2023

10:00 a.m. to 2:00 p.m.

MEMBERS PRESENT: N/A

MEMBERS PRESENT: Lonnie Berger, Jodi Bodnar, Crystal Booker, Jeremy Daffern, Gloria Eddins, Lindy Foley, Gayle Hahn, Matthew Kaslon, Tobias Orr, Diane Owen-Downs

MEMBERS ABSENT: Andrew Barritt, Michael Bursaw, Sharon Elliott, Jason Gieschen, Catrina Gray, Theresa Hayes, Lisa Kent-Scheer; Brock Wettstead

NEBRASKA VR STAFF PRESENT: Cathy Callaway, Sarah Chapin, Holly Enriquez, Angela Fujan, Mary Matuziak, Shawn Roberts, Cinda Wacker

VISITORS: Jana Egan, Margie Propp, Ben Sparks

I. Approval of Agenda

Gloria Eddins moved to approve the agenda. Crystal Booker seconded. Roll call vote taken. Motion passed.

II. Approval of Prior Meeting Minutes

Revision to 2/7/23 SRC draft minutes — Revise "Agenda" to say SRC Meeting Minutes. Gloria Eddins moved to approve the minutes. Gayle Hahn seconded. Roll call vote taken. Motion passed.

III. Council Membership:

- A. New/potential members: Shawn Roberts (VR Recorder), Holly Enriquez (VR Assistant Director), Sara Fluhart (New), Jana Egan (Mutual of Omaha – visitor)
- Shawn Roberts introduced herself, previously worked for LPS and Nebraska VR before coming back to Nebraska VR. Holly Enriquez introduced herself, worked in PreETS at Scottsbluff VR, will continue to work out of Scottsbluff. Jana Egan works as an HR consultant for Mutual of Omaha and leads a group of disability outreach staff. Sara Fluhart was not in attendance.

B. Introduction of SRC members in attendance

C. Terms ending 2023: Second Term: September, Mike Bursaw (Employer), Gayle Hahn (Community rehabilitation service provider), Diane Owen-Downs (Qualified VR Counselor).

Lonnie reminded members of the upcoming term expirations.

D. Recruitment reminder: Community rehabilitation service provider (Angela)

Lonnie reminded members to promote SRC and promote recruitment to SRC. Angela will recruit Nebraska VR counselors to replace Diane Owen-Downs. If you know of other potential members, notify Angela. There is an “ask” on the SRC Client Satisfaction Survey if they would like to be a member of SRC which has been successful.

IV. ACTION — Follow-up to action items from last meeting:

A. Senator’s Outreach (Crystal and Sarah)

Crystal mentioned that some SRC members had problems accessing Senators’ emails for the outreach. Any feedback from others? One email came back from a Senator’s aide who thanked Crystal for the email. In the past, we’ve gone into the Senator’s office and gave information and had coffee/cookies. How are you considering moving forward this year? Gloria mentioned a personal connection is good. Construction at the Capitol is done and could be better to pop into offices and give information. Disability Employment and Inclusion Awards is in October. Members could go to the Capitol after that. Senators won’t be around in October but are in-session in February. Lonnie mentioned he’s been at 2 events and sat next to a Senator. We couldn’t elevate it too high because funding impacts our work, could be year-round event, building relationships with Senators is important, look at any opportunity to share the work and passion for the work we do. Without their support, it would be hard to do.

Thinking about the October event, we will have employers from different parts of the state at the event. What would happen if we reached out personally to the Senator that resides in the part of the state where the award winner is coming from, “could you come and attend the event?” Sarah does that. Sarah would appreciate SRC members to reach out also because it is powerful when SRC members send in your input. <http://VR.nebraska.gov/resources> is the fact sheet from the website. Sarah mentioned any of those resources can be shared by linking or downloading. The map on the factsheet will show Senators the number of people in their area by county that were served by Nebraska VR in the last fiscal year. Gloria mentioned asking the Governor to attend. How about inviting all Senators to the SRC event? Lonnie felt it would be a good idea and it also gets the word out about what Nebraska VR work is about and talk about it year-round. Crystal mentioned the Employer Committee helps plan the February event with Nebraska VR and ATP. Client Services Committee does the satisfaction survey. Maybe there is a plus for a specific committee to work on the

February event. Matt mentioned Client Services Committee could help.

B. Transition to new office and back-up plan for October Event (Tobias)

The 1st floor at 500 S 84th should be done September 1st so the State Board Room would be available for the October event. There is a large training room on 2nd floor if State Board Room is not available or a possible off-site location if that doesn't work.

V. Discussion:

A. NCSRC Conference (Lonnie)

Lonnie reported attending the National Council of State Rehabilitation Council meeting in Bethesda MD. During the meeting and leaving the meeting he had an overall feeling of thankfulness and gratitude on where we are as a Council and a team who is working alongside Nebraska VR. All Councils are reporting that recruitment of new members is a challenge. The stability and length of service of so many people is a plus. There is a learning curve for new members; however, there are seasoned staff who make our work easier to do. Excellent training event. Good networking that took place at the training and here in Nebraska VR. There was a non-speaking individual (a student) at the training who typed into a device enabling them to be heard, they really added "fire to the meeting" all in a positive way. It was a training event with the following sessions: SRC history, how to recruit members, how to retain members, probably some resources out there that could help new members to get up to speed, an attorney who was disabled who worked in the Alabama Attorney General's Office who made a presentation on building relationships with legislators, budgeting, by-laws and changing of those by-laws, annual reports, sharing of best practices, State Plans, NCSRC and its value. If Nebraska VR can continue to send individuals to this training, it would be beneficial. Lonnie expressed his appreciation to Cinda and Angela for their help in helping him attend the training.

Sarah asked for a paragraph or 2 for upcoming newsletters about SRC and recruitment of new members. Lonnie will put together and send to Sarah and Angela.

Angela reminded members: After 6 continuous years of SRC membership, you must be off the SRC for 1 year and then you can come back.

B. Client Contact guidelines to ensure quality and timeliness of services (Cathy & Angela)

Angela asked for groups' feedback on current client contact guidelines re: case management, 30-day contact, or monthly contact, which is different. Monthly provides flexibility in counseling and case management which is a minimum contact. When reviewing, they are looking for consistency, Standard says 30-day. Computer case management system says 30 days, has someone touched the case, not has someone talked to the client. Discussion ensued regarding if contact was a value-added contact. Jodi Bodnar mentioned schedule of students sometimes does not lend itself to 30-day contact because if the school is out, adult is on vacation.

Cathy mentioned part of monitoring was compliance and that the system can be programmed to meet the needs.

The main question is that: Right now, QE2 is programmed on 30-day contact. There have been some suggestions from staff that it be monthly. Should we move from 30 days to monthly? There is no requirement from RSA. Lindy just asked other states at the Region VII meeting so it's now quality vs. compliance. Tobias feels 30 days. Crystal mentioned from a former Nebraska VR client and now working in HR, more than 30 days is an insane amount of time, comparing it to customer service, we should be making contact every 30 days. Nebraska VR and ATP are the best in the nation so why don't we have contact with clients in 30 days. Would you want 2 different contacts (PreETS vs. adult)? PreETS we see 1 time/month. Nebraska VR tries to be 1 program. QE2 is programmed to put task note in many clients' information at once. If there is no task note or no "checked" contact, there will be a ding.

Angela is hearing 30 days from SRC members. Lonnie feels Nebraska VR is a service business so if I'm not contacted in 30 days, I would think I was forgotten.

C. Member Feedback on Written Reports:

1. ATP (Tobias Orr) See attached ATP report. The link to the ATC Center and free digital accessibility courses training link is:

<https://at3center.net/digital-accessibility-courses/>

2. CAP (Jodi Bodnar)

See attached CAP report.

3. Deaf & Hard of Hearing (Jeremy Daffern)

A couple offices hosted workshops for 911 in Kearney and Norfolk which did not have a high number of attendants. In June we will have deaf awareness day at the Storm Chasers stadium. NCDHH will be partnering w/ Community Alliance, Mental Health, Wellness and Mindfulness. NCDHH has a new Executive Director. There will be changes in the workplace which he will share at the next meeting.

4. NSILC (Matt Kaslon)

Had Executive Committee about Erin Phillips coming to a SILC meeting. SRC is after the SILC meeting, so it is hard to give a report. It was noted that you can always reach out to the Director, but the Director didn't have any report this meeting. SILC is always looking for new members. Angela mentioned all you need to do is provide a summary the SILC's last quarterly meeting which you are in attendance. Gloria reported losing fiduciary agency at university system, but DAS will help. There are trainings put on by SILC. How could SRC members get on the list of trainings? Gloria can send names to Don Dew to add names to listserv.

5. Ombudsman (No report)

6. Youth Leadership Council (report only)

D. Member Feedback on Nebraska VR (Chair) Nothing to report.

E. Director Report (Lindy Foley)

National: Today Lindy is multitasking by attending a meeting in KC and SRC. Excited to be back from CSAVR in Bethesda, MD. Cathy, Lindy and Holly attended. Lindy attended director and leadership meetings as well. Learned about innovative projects. Lindy is on the CSAVR Executive Committee so gets to help with the agenda. Underlying theme is how to increase number of individuals engaging in the workforce. There were many presentations on budgets, how to increase budgets, how money has been given back to federal government, how to get more people working. RSA talked about spending patterns, how to increase referrals, applications, how to get/keep clients engaged in the Nebraska VR process, dynamic conversation, see help wanted signs everywhere so what does Nebraska VR bring to these businesses, proud of our services provided to businesses. There is always a great conversation at CSAVR. The Spring conference is always in Bethesda. The Fall conference is at other locations. The CSAVR will possibly get back to going to the Hill at future spring conferences. In the fall Lindy will be asking for SRC members to attend the conference.

Regional: Attending Region VII (Iowa General and Blind, Missouri General and Blind, Nebraska General and Blind). Agenda topics are staff recruitment and retention strategies, spending plans (Nebraska VR clients and PreETS), apprenticeships, pre- and post-COVID numbers on new applicants/employment rates/business contacts, virtual/in-person with businesses, what are others seeing in terms of potentially eligible participants applying for Nebraska VR eligible services? Social Security Cost Participation; will have breakout sessions Tuesday afternoon.

Local: Wrapping up team tour (Lindy, Cathy, Holly) meeting with teams in the field offices, agenda items are from offices, team tours are twice/year, discussions center around what we have done in the past 6 months and what to look forward to for the next 6 months. Staff are feeling informed. Pace of information is good. Corrective Action Plan was sent to RSA for this quarter. No surprises with the CAP and we're excited when CAP is recognized by RSA. Offices: State Office is at 500 S 84th, staff will be moving the N 27th Nebraska VR and ATP office to the 1st floor at 500 S 84th, thanks to Tobias for all his help, 5-6 Nebraska VR/ATP N 27th staff are now on 2nd floor, S 84th; the Fremont office will be moving to a new location.

Crystal asked what Nebraska's share will be at the Regional Meeting. Lindy mentioned there is great competitiveness between Nebraska, Iowa, and Missouri. Bright spots: Nebraska VR will share the IPE changes, paperless system, PreETS and direct services to clients, work well of braiding services with NDE Nebraska VR, CTE and Special Education; challenges: tease out priorities. Nebraska VR wants to do better

with needs assessment this next round: how can we get better information from partners. Surveys will be sent.

Thank you for all your engagement and intentional feedback.

Lonnie reiterated from his NCSRC attendance in Bethesda, his overall thankfulness for Nebraska VR, cooperativeness, his appreciation of Lindy for her leadership, appreciation of Nebraska VR staff, really felt good about Nebraska VR's direction and if there are challenges, looking at those challenges and how we be better.

F. October Awards Event (Mary)

Gearing up at the end of May to send out nomination request forms to Nebraska VR staff, submit nominations during June, nomination form to SRC for Champion. July is when nominations will be reviewed/chosen. During the August meeting, winners will be announced. The event will be in October. Is it realistic to have pre-award celebrations at each winners' location and then showing at October event? Jana said it was a very positive experience for her. Jana will be on the SRC Employer Committee.

VI. Committee meetings and reports:

A. Client Services Committee (Matt)

Discussed Client Satisfaction Surveys. Need to address if a client is not happy, refer them to CAP. If there are problems with services, refer them back to Nebraska VR. Committee going to figure out how to ask questions differently (closed successfully and how many are still working/not working/still need services), need programming of QE2 for this information and how to tease out information from the satisfaction survey. Want to make sure associates are offering CAP to clients when calling the clients. Different questions on referred to CAP or re-referred to Nebraska VR?

B. Employer Services Committee (Lonnie)

Primary focus is to keep everything on-task for October event. Work for this event is still to be done. Everything is in place and a good plan. Will give more of a report in August. Glad to have Jana on-board to work with on this committee.

C. Transition Services Committee (Gloria)

Need to have more people in this group and especially with people w/ disabilities. Recommend follow-up of HS graduates at 6 months; discussion of how to reach young adults. 18–21-year-olds stay in school, Nebraska VR stays involved until 21. If student does not keep services after 18, would be interesting to have 6 months-1 year follow-up. Would be good to get credentials to see if Nebraska VR helped with next step.

D. Executive Committee (Chair) Review and plan agenda for next meeting. Discussed that the permanent topic of Senator Outreach be on the agenda; use SRC flyer that's already produced for outreach. Lonnie stepped into a well-oiled committee. Hats off to

Cinda and Angela who do so much behind the scenes.

VII. Public Comment/Announcements

Gloria reported there will be a Disability Pride Day, July 22, 2023, Lincoln, Antelope Park, Disability Pride Day. Need able-bodied people to help with this event. There will be a tribute to Judy Heumann, service dogs, other events. Gloria is sending flyer to all.

York has a new accessible park to be dedicated Mother's Day, northeast corner of York, immediately north of swimming pool/ballpark complex.

VIII. Future SRC Meetings (10:00 a.m.– 2:30 p.m.):

August 1, 2023: Election of Officers (virtual)

October 3, 2023: Awards Ceremony (in-person)