Florida Rehabilitation Council
Strategic Plan Workgroup
Conference Call Agenda
January 3, 2017
5:00 – 6:00 p.m.

Conference call # 888-670-3525, Conference Code: 7513637441#

AGENDA

Call to order
Roll Call

Chair Remarks & Discussion of agenda items

Business
   1. FRC Strategic Plan
      • Brief Review of FRC Strategic Plan
   2. Linkages between committees
   3. How the SP will be measured
   4. Added items

Adjourn

*Notes from the call: Attendees included John Pribanic, Patrick Canon, Don Chester and Mikey Wiseman. John reviewed the SP and brought forward a tracking document that included strategies to measure FRC performance. John reviewed this and members agreed this was a good model to move forward with. Members thanked John for his work to develop this. John will bring this for discussion to the next full council conference call.
Florida Rehabilitation Council
Customer Satisfaction Focus Group Workgroup
Conference Call Agenda
January 5, 2017
12:00 – 1:00 p.m.

Conference call # 888-670-3525, Conference Code: 7513637441#

AGENDA

Call to order
Roll Call
Chair Remarks & Discussion of agenda items

1. FRC Focus Group Questions
   • Discussion of previous questions
   • Feedback from Market Decisions
   • Feedback from VR
   • Develop Recommendations for Topical Areas/Questions

2. Next Steps/Action Items
   Adjourn

   • Summary of Call – Ann Robinson, Mikey Wiseman and Donte Mickens attended, as well as Steve Collins, Julie Kates, Kim Thomas and Roy Cosgrove. Ann discussed an overview of the focus group process. Members and VR staff discussed developing two focus group topics: 1) A focus group on individuals who have a mental health diagnosis and were closed unsuccessfully, why were they unsuccessful, what was their expectation and experience. An additional area of study was recommended 2) A focus group on transition age individuals who have been in plan with VR and outside of a VR plan, what were their expectations, how did their experience compare to their expectations and recommendations they may have to improve process. It was discussed that
additional questions pertaining to orientation process and satisfaction with outside vendors should be embedded in the focus group topics.
The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

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<tr>
<th>Agenda Item Discussion</th>
<th>Outcome/Action</th>
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<tr>
<td>Call to Order</td>
<td>Quorum Established January 12, 2017</td>
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**Chair Remarks:**
- Patrick welcomed everyone and asked members and those present to introduce themselves.
## Business Items

### Planning Coordination Committee/FRC Strategic Planning
John Pribanic reviewed the work accomplished in previous Committee and the strategic planning workgroup regarding the FRC Strategic Plan (SP). John thanked members for their work and asked for additional feedback, members discussed the presented format looks great to continue to develop the SP, but that significant work remained. John recommended that another workgroup be held to develop strategies and Committee responsibilities. Patrick recommended that members who attend do some homework prior to the workgroup conference call. John agreed to hold the call on January 23, 2017, from 6:00 – 7:00 p.m. John asked for approval of minutes and members voted to approve minutes from November 1, 2016, and December 8, 2016.

### Evaluation Committee
Ann discussed the recommendations from the work group to address focus group topics for the customer satisfaction survey contract. The ideas presented were to conducted focus groups on individuals who were not successful in VR and had a mental health disability and also transition age youth. Julie Kates discussed the need from a VR perspective for more information about why individuals with a mental health disability were not successful. Roy discussed feedback from Market Decisions to limit the focus groups to one population. Ann and members discussed pursuing the focus group on individuals with mental health disability this year and then follow up on transition in a later focus group. John discussed he would vote for that recommendation when the vote came up. Ann discussed including questions on orientation and appeal process. Patrick recommended bringing this question to the full Council. Ann and members tabled the question and will add this recommendation to the quarterly Evaluation Committee meeting. Ann asked for approval of minutes and members voted to approve minutes from November 1, 2016, and December 8, 2016. John asked two topics be ratified to bring to the full Council, members discussed and approved this. Ann tabled the discussion for contract renegotiation for a later meeting.

### Public Awareness Committee
Christine Goulbourne asked for approval of minutes from November 1, 2016, and December 8, 2016, members approved the minutes. Christine discussed that the Annual Report was distributed to all required reports and members would be getting a final copy of the Annual Report at the upcoming quarterly meeting. Christine provided a Marketing Plan update, she asked members to review that and provide feedback. Christine created a power point presentation for educating the public on the FRC and asked members review that and provide feedback at the next quarterly meeting. Christine discussed the FRC web link and that it needs updates to make it more accessible and include more links. Patrick recommended making the application for services easier to access on the VR web page and also rename the Rehab Council tab. John recommended working on developing a separate web page. Patrick discussed making the tab change and to facilitate that to invite Rachel Smith to attend the upcoming PA meeting by conference line to discuss this. Christine recommended getting input from the Council and then ask for VR help. John moved that FRC add the VR application on the FRC social media page, members approved this. Mikey recommended that this be reviewed to make it accessible. John recommended that FRC just point users back to the FRC web link, members agreed. John recommended workgroup discussions be brought back to the full Council.

| Action Item: Schedule workgroup conference call on January 23, 2017, at 6:00 – 7:00 p.m. |
| Vote: Minutes were approved for 11/1/16 and 12/8/16. |
| Vote: To ratify 2 topics discussed for focus group topics to bring to the full council. |
| Vote: Minutes were approved for 11/1/16 and 12/8/16. |
| Vote: Minutes were approved for 11/1/16 and 12/8/16. |
| Action Item: Ask members to review the FRC informational PowerPoint. |
| Vote: To post the VR application/link on the FRC Facebook page, members approved. |
**Legislative Committee**

Patrick Chaired the meeting for Kara who could not attend. Minutes were approved for 11/1/16 and 12/8/16. Patrick and members confirmed who would be attending legislative outreach visits in Tallahassee. John Pribanic indicated he would not be able to attend. Roy discussed travel would occur on February 7, meet with Legislators on the 8th and return home on the 9th. Mikey indicated a conflict on the 8th with the FRCB meeting. Members approved 4 individuals for travel for legislative outreach. Patrick discussed Lucy Mohs would be able to provide a training on legislative outreach. Lucy discussed legislators who had been scheduled in district, Roy discussed that no in district meetings had been scheduled as yet. Patrick indicated several legislators he wished to see. Lucy discussed legislative Committee meetings were occurring and in process and the state budget was being reviewed in a reduction exercise. The final number of members participating in legislative outreach is six members.

**Executive Committee**

Patrick asked for approval of minutes with edits, members approved. Patrick asked for the PCA Policy (that includes meals) to be added for a vote by the Council at the quarterly. John discussed specifying the reimbursement amount for meals, Roy discussed that this was specified by state travel guidelines. Patrick discussed the Go-To –Meeting, that this was planned for parts of the meeting. John asked that this be advertised/shared widely as possible. Roy discussed this had been disseminated to the list serve and VR staff. John recommended that this include all employment services contracted vendors. Patrick asked if members had seen the quarterly agenda, Roy indicated this would be sent out next week. Minutes are approved with correction.

**Adjourn**
Florida Rehabilitation Council (FRC)

Patrick Cannon – Chair

Quarterly Meeting Minutes, Jan 31-Feb 1, 2017

Members Present
Patrick Cannon
Vincent Cosentino
Don Chester
John Henry Douglas
Christine Goulbourne
Aleisa McKinlay
Donte Mickens
Beth Moore
John Pribanic
Ann Robinson
Janet Severt
Kara Tucker
Mikey Wiseman

Staff
Roy Cosgrove
Kim Thomas

VR Staff and Guests
Steve Collins
Libby Moody
Lucy Mohs
Fred Wollet
Tess Crowder
Lea Ann Gates

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**Business Items**

**Directors Report**
Director McKinlay discussed transition, Order of Selection, job placement strategies, public awareness of VR, mediation, conflict resolution, as well as additional program and project updates. Regarding the State Plan recommendation highlights, Aleisa discussed that not all of the items would be addressed because there might not be any updates that are pertinent. Regarding a transition snapshot; at this point the number of 16 to 21 year olds being served is 44.6 percent statewide. The Student Transition Activity Record, (STAR), went live in November, that as of January 2017, 27 school districts out of 67 have made referrals to VR and are working with VR regarding the Discovery Program. VR has worked to increase the capacity for Discovery statewide and in participation of referrals. Section 511 of WIOA, provides for services to individuals who are currently working in sub minimum wage settings. Regarding Order of Selection, at this point there is no waiting list for category one and category two. Regarding category three, VR released 160 individuals, the longest/earliest application date being August 1st of 2016. Regarding VR staff working hours, Aleisa indicated some staff are working flexible work hours, a member made a suggestion that VR consider keeping office hours open for customers between 7:00 a.m. and 6:00 p.m. Aleisa thanked the member for the feedback. Regarding state plan recommendation highlights, these are the old VR performance measures and won't be reported on due to new performance measures. The first report on new measures will be due in November of 2017. The current performance measures are all good with the exception of the rehab rate. Regarding how VR compares to other states, Libby Moody discussed that information is available from the Rehabilitation Services Administration website. Aleisa spoke about the concept of One VR and then took several questions that included benchmarks and payment for services to vendors, use of Salesforce, VR business relations, a legislative update, VR staff retention and counselor recruitment and collaboration with CareerSource. Members thanked Aleisa for the Directors Report.

**Market Decisions Customer Satisfaction Survey Report**
Brian Robertson, Mark Noyes and Jen McBride provided the Market Decisions (MD) Customer Satisfaction Survey Report by conference line. MD Conducts 3,000 surveys over the course of a year, 250 completed per month by telephone, mail, or on line. These surveys include open and closed cases. Data has been collected since 2014. For the current year (data collection from October, 2016 to current), a total of 750 customers (360 open cases, 201 customers closed successfully, 189 closed unsuccessfully) have been surveyed. The current quarter response rates are at 51.3 percent and are significantly unchanged. MD changed their Power Point reporting format slightly to include a modification in reporting and a dashboard with different graphics (the full report was included for members separately). Regarding the key measures, they have been very consistent and have not changed much over the last 3 quarters.
Regarding some of the items that don't fit into other domains: 82 percent of customers think that it was easy to complete the application; 94 percent find VR accessible for someone with their type of disability; 89 percent of customers would tell their friends with disabilities to go to the VR program for help; 82 percent of customers surveyed were aware they could contact their VR counselor if they had a problem; 70 percent of customers were aware they could contact the VR supervisor, 53 percent of customers were aware they could contact the Ombudsman Office, 56 percent of customers were aware that they could contact Disability Rights Florida, the Client Assistance Program, 67 percent of customers were aware they could appeal, 63 percent of customers were satisfied with the services provided by outside vendors, 14 percent of customers that worked with outside vendors reported problems, that 38 percent of current customers are working full or part time with the largest chunk of them working part time. In addition, about a third are looking for a job - just under 30 percent; 79 percent of customers were satisfied with their current job and Market Decisions was seeing a positive trend here. Regarding those that were not satisfied, a large percent of them were dissatisfied with the aspects or certain parts of the job; 39 percent mentioned low pay; overall there's a high level of satisfaction across customers. Members thanks Market Decisions staff for their report.

**Evaluation Committee**
The Evaluation Committee achieved quorum and members voted to approve minutes from 1/12/17. Members discussed that the customer satisfaction focus work group had recommended limiting to one focus group topic (individuals with mental health disability who were closed successfully and unsuccessfully and their experience). Members voted to approve this focus group topic, then the full council voted to approve the topic. Members discussed that the topic of transition age youth could be followed up on for an upcoming focus group. Ann discussed that discussion of renewal of the Market Decisions contract would be moved to the Executive Committee.

**Public Awareness Committee**
The Public Awareness Committee achieved quorum and members voted to approve the minutes from 1/12/17. Christine thanked everyone for the 2015-16 Annual Report and members discussed preparing for the 2016-17 Report. Christine asked for members to contribute ideas for the 2016-17 Report. Christine discussed the current marketing plan and members discussed ways to increase FRC membership. Members indicated a commitment to continue recruiting new members. John Pribanic asked for a list of current appointments, positions with terms ending and open positions be sent to members. Roy indicated he will follow up with that request. Members discussed marketing outreach material to increase awareness of employment of persons with disabilities. Members then discussed increasing attendance at public forums through members contacting local organizations and individuals. Members discussed using the web cast to continue providing outreach opportunity for the public to attend in person or virtually. Christine discussed maintenance of network partners and use of social media in that effort. Members discussed

**Vote:** The Evaluation Committee voted to approve Evaluation minutes from 1/12/17.

**Vote:** The Evaluation Committee and then the full Council voted to approve the focus group topic of individuals with a mental health disability who were closed successfully and unsuccessfully.

**Vote:** The Public Awareness Committee voted to approve Evaluation minutes from 1/12/17.

**Action Item:** Roy will provide members a list of FRC positions filled and open with ending dates of members positions.
communicating to business leadership networks and also the NCSRC, Christine will continue to develop these ideas.

**Legislative Committee**
Kara discussed the upcoming outreach to legislators and the materials in the welcome packets developed by FRC and VR staff. Lucy provided an overview of the legislative platform and ideas how to successfully talk to and deliver a successful message to legislators. Members discussed their “elevator speech” and Kara discussed the plan to meet with every legislator or legislative staff member to educate and advocate for VR and employment for persons with disabilities. Members will also provide informational packets to legislators and staff. Members discussed the plan for those going to the Capitol.

**Succession Planning Presentation**
Lucy Mohs and Fred Wollet provided a presentation on succession planning in VR. Lucy discussed that when one counselor is lost, the cost of that loss is @ 51,400 dollars. Last year there were 59 vacancies. Lucy discussed new initiatives to reduce staff turnover and improve performance and productivity. Lucy discussed the approved training and that the goal is to encourage current supervisors and employees who are aspiring to be first level supervisors to enroll in succession training. Fred discussed the curriculum and the program success to date. Fred indicated there is a great return on investment and the potential for future success. Members thanked Both Lucy and Fred for the presentation.

**Public Forum**
Patrick Cannon opened the public forum and asked FRC members to introduce themselves and discuss who they represented and where they were from. Patrick opened the forum for public comment. Becki Forsell was present at the meeting and provided feedback that transportation continued to be a significant factor in successful and unsuccessful placements into employment for persons with disabilities. Becki promoted additional funding for transportation and that members should participate in Transportation Disadvantaged Day. Several members discussed transportation issues in their areas and thanked Becki for her feedback. No other comments were provided and the forum was closed and members adjourned.

**Wednesday, February 1, 2017**
Quorum established on February 1, 2017

**Planning and Coordination Committee**
The Planning and Coordination Committee achieved quorum. John Pribanic opened the Committee indicating he wanted to start the conversation regarding the strategic plan with a discussion of dollars and cents regarding the Council. John indicated that it cost @364,000 dollars to operate the Council last year and that translated to @ 3 million dollars of client service dollars that could be returned into the Florida economy. John discussed the idea that the Council should aspire to bring that value in terms of participation and outcome. John then reviewed the strategic plan and workgroup recommendations. John discussed two options moving forward, one, (he did not recommend) that of using different narratives to measure progress or two, (which he did support) to define strategies to measure objectives. Patrick discussed the goals identified were good. Ann discussed that the strategic plan goals and objectives had already been approved. Members discussed this further and Patrick made
a motion within the Planning Committee to reevaluate the strategic plan objectives within the goals to make sure they are attainable for what resources the Council has. The Planning Committee voted to approve the motion. Members discussed that Chairs and members should review this and provide feedback from their committees. Executive members discussed they could address this at this current time. John discussed striking Workforce Innovation and Opportunity Act (WIOA) (from Goal 1 - Objective 1.1). Members discussed this objective. Patrick noted the phone line was not working and a Chair was not available due to this, he recommended continuing this discussion at a future conference call. John asked to make the other recommendations he had, on objective 1.2, John recommended striking the phrase (use of best practices). On objective 1.3, no revision needed. Regarding Goal 2, Objective 2.1, no changes needed. Patrick recommended each Committee Chair evaluate this as a homework assignment. Patrick discussed the point of this is to keep the council on track with achieving goals of the strategic plan. John discussed that members may differ in their ideas and there are objectives that have not been defined or worked towards. John discussed he was in favor of keeping the existing document but recommended getting full council feedback on how to define and implement those objectives. Libby Moody discussed that in the VR planning update, that there are links to the FRC state plan recommendations, that there is a list of consistent initiatives that VR is implementing and tracking (of importance to VR) that correlate to FRC goals and objectives. Patrick recommended that due to time constraint, that Chairs and members bring this to the next conference call under the Executive Committee. John discussed the idea of adding an Employment Committee. Members discussed this and then Planning Committee members voted to bring this discussion to the Executive Committee, all Planning Committee members voted and all approved. The Planning Committee was adjourned.

**Executive Committee**
The Executive Committee achieved quorum. Patrick recommended that the new PCA policy be added to the By-Laws. Members discussed this, a motion was brought and approved (by over 2/3 of the full Council) to amend the FRC By-Laws with the new policy addition (adding meals for PCA’s). Members discussed extending the customer satisfaction survey contract for 3 years with Market Decisions (with minor modifications within the scope of the contract). Members then voted to approve extending the contract and that Ann will work with FRC and VR staff to implement this. Patrick then reviewed the new process of combining conference calls for all committees. Patrick discussed he thought this was effective and that committees were able to achieve a quorum and get business done. Patrick recommended that future calls be extended by ½ hour. Kara recommended that Go to Meeting be utilized for work-group conference calls and Patrick indicated that could be done and a vote would not be required for that. Members then discussed approving members and staff to attend the NCSRC and CSAVR conferences, members voted to approve monies for 2 members and 2 staff to attend.

**Vote:** The Planning Committee voted to bring discussion of adding an Employment Committee to the Executive Committee agenda for future discussion.

**Vote:** The Full council was invoked and voted to add language to include meals for PCA’s into the FRC By-Laws.

**Vote:** The Full council was invoked and voted to add 30 minutes to conference call (at the end of the call).

**Vote:** The Full council was invoked and voted to extend the customer satisfaction survey (with minor edits) with Market Decisions.

**Vote:** The Full council was invoked and voted to approve 2 members and 2 staff to attend the NCSRC and CSAVR conferences.
**FRC Business Meeting**

Roy provided the FRC Budget Report and discussed that 35% of the budget had been utilized to date and the Council was under budget for spending. Members voted to approve the Budget Report. Members discussed the Stephen R. Wise Award and agreed it should be utilized to recognize people outside of the Council. Members discussed ways FRC could help VR. Libby recommended that FRC members continue to review and consider the VR performance plan. Steve concurred with that and that VR would continue to provide information that the FRC needs. Steve complimented FRC on the working relationship with VR. Patrick indicated that FRC members would continue to build on this and thanked everyone for their input. Ann provided a partner report. She discussed that Client Assistance Program met with VR and had developed a better way of requesting records. Ann discussed there were 2 administrative hearing cases that have been resolved.

*Adjourn*
Florida Rehabilitation Council (FRC)

Patrick Cannon – Chair

Full Council Conference Call Summary, February 9, 2017

Members Present
Patrick Cannon
Beth Moore
Ann Robinson
John Henry Douglas
Kara Tucker

Staff
Roy Cosgrove
Kim Thomas

VR Staff and Guests
Steve Collins
Lucy Mohs
Libby Moody

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**Chair Remarks:** Patrick welcomed everyone and asked members and those present to introduce themselves. Patrick said he would head up Planning and Coordination since John was not in attendance. He requested holding another call later in the month since a quorum was not achieved and attendance was low on the call.

**Business Items**

**Planning Coordination Committee:** Committee Chair was not present. No business discussed.

**Evaluation Committee:** Ann discussed needing a timeline for the next focus group. Roy said they were waiting on the OK from the Council to proceed. Libby said that previously, Market Decisions was able to conduct the group within 6 weeks from first discussion meeting to conducting the groups. Should be able to get results for August meeting. A preliminary phone call with Ann and MDs was suggested to determine what Market Decisions could do.

**Public Awareness Committee:** The Committee Chair was not present. Patrick recommended beginning discussion on the Annual Report at the next quarterly in May. Tabled recommendation until Christine could participate.

**Action:** Roy will set up conference call with MD, Ann and staff to determine timeline and process for focus groups.
Legislative Committee: No quorum. Minutes could not be approved.
Kara reported on legislative visits and thanked all for helping. Lucy thanked everyone and said to let her know if any additional follow-up was needed. It was recommended that some form of a thank you card should be sent to legislators who members had spoken with. Lucy said that would be up to Council members to send. Members will send a follow up note as needed. Lucy reported that VR was not mentioned in Appropriations Committee meetings. Kara reported on past experiences with providing DVR/FRC info to DC legislators. She said that CDs of the Annual report were taken to previous NCSRC conferences to share with other councils. It was recommended that a link to the Annual Report be provided on business cards or other format. Lucy said other DVR staff has also gone to the hill. Steve Collins and possibly Melinda Jordan may go.

Executive Committee: A Committee quorum established - Patrick, Kara and Ann.
No problem perceived in renewing Market Decisions contract. Feedback on Go-To meeting: some audio difficulties but goal is to try to broadcast at least presentations; possibly entire meeting if technical difficulties can be worked out.
Patrick suggested we need hard links in order to copy link from .pdf to computer.
Approximately 25 people attended webcast, mostly VR staff. Suggestions were presented to further market the webcast next quarterly meeting via FRC and VR webpages, VR Facebook page and VR newsletter. Other methods could include enabling counselors to provide information to customers. Ann suggested adding link to bottom of all VR staff emails. She also suggested that when Market Decisions participated by conference line, that they consider individual phone lines and/or speak one at a time.
Libby reported that she has spoken with Julie Kates regarding a “wish list” of initiatives that the FRC could assist VR with. Statewide Needs Assessment is coming up this year so Libby would like to brainstorm ways in which the Council can support VR; would like to present at the next quarterly.
As previously approved, Roy and Kim will attend DC trip. Patrick, Kara and John Henry expressed interest in attending. Following a lengthy discussion, members voted to approve Patrick and Kara attending. John Henry will be an alternate if needed and if approval time permits.

Adjourn
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<td><strong>Business Items</strong></td>
<td>Executive Committee Quorum Established.</td>
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<td><strong>Executive Committee:</strong> Members determined that there was a quorum for the Executive Committee but no other Committee had sufficient members to achieve a quorum. Patrick opened the meeting by taking attendance for the full Council and the Executive Committee and noted all other votes needing full council approval and all Committee agendas would be deferred until the next conference call. Members approved Executive minutes from February 1, 2017. Members discussed the idea of creating an employment committee. Members indicated that at this time, there are not enough members to create another working committee. Members discussed that the Council as a whole should continue to focus on employment. Patrick discussed the idea of combining the Public Awareness Committee and the Planning and Coordination Committee. This topic will be brought to the next conference call for further discussion. Members discussed the future of webcasting entire quarterly meetings versus presentations only. Patrick and members agreed to webcast the Director’s Report, Market Decisions report, Libby’s presentation and the public forum at the May meeting. Ann discussed that renewal of the Market Decisions contract was in process and further updates will be provided. Regarding the Annual Report, Christine discussed she had met with Rachel and discussed theme ideas for the upcoming Report. Patrick recommended polling members for further ideas, Roy will follow up with that and provide member feedback at a future noticed meeting. Aleisa then discussed that the</td>
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Rehabilitation Services Administration (RSA) will be monitoring DVR and DBS the starting week of April 24th-28th. They will only be at HQ; no area offices. Aleisa said RSA is aware that VR will still be in the process of implementing major changes in order to align with WIOA at the time of the visit.

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Florida Rehabilitation Council (FRC)

Patrick Cannon – Chair

Full Council Conference Call Minutes, March 9, 2017

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**Business Items**

**Planning Coordination Committee/FRC Strategic Planning:**
- Patrick told the group that John P. would no longer be able to chair the committee so he is looking for someone to take over the position, which may be combined with Planning and Public Awareness (to be discussed in Executive). Patrick asked if anyone had ideas to improve the Strategic Plan. He said he would be reviewing it, looking at ways to simplify it and would present at the quarterly.

**Evaluation Committee:**
- Kim reported that Roy had secured the CIL of South Florida in Miami and the Self-Reliance CIL of Tamps to host the focus groups. Nat from Market Decisions will conduct the Tampa group on May 1st from 12-1:30 then travel to Miami to host that group on May 2nd from 2-3:30. Nat would then present his preliminary findings to the Council at the quarterly on May 3rd.
- Patrick reported that the negotiations were on track for renewing the contract with Market Decisions for 3 years.

**Action Item:** Approve Planning Committee minutes from 1/31 at April conference call.

**No Quorum established.**

**Action Item:** Approve Evaluation Committee minutes from 1/31 at April conference call.
Public Awareness Committee:
- Minutes from 1/31 approved.
- Christine suggested theme for Annual Report—EEE—Empower, Employ and Enlighten; “Working together to improve opportunities for individuals with disabilities” or “Working together for a better tomorrow”. Patrick suggested, “Removing barriers to employment”, which Christine liked. She will ask Rachel to put ideas together for Council to review and she will present at the quarterly. Patrick asked members to respond to Roy’s poll about ideas for the report.
- Christine’s focus before she rolls off the Council in June is on recruitment, the FRC presentation and website improvement. She reported that Florida’s FRC website surpasses other states she reviewed. Christine will work with Roy to create questionnaire on website ideas. She and Rachel will follow up and submit to Council for review by June. She is also reviewing recruitment letter and documents. In the next couple of months, Christine will send Roy a recruitment plan that she is creating to send to members with a list of idea and outreach strategies to review. Patrick suggested each Council member recruit 3 people and forward them to Roy or Kim for assistance in filling out application. Christine included that it in her recruitment plan and is also working on a form for members to use in submitting recruits to the Council. She is also working on finalizing the FRC presentation for the website, which she will present at the Miami quarterly.
- Christine reported that the Wise Award nominations are due by April 21st so she urged members to make their nominations by then. The selection would be made at the May quarterly. Kim reported that 2 individuals had been nominated-1 a VR Counselor and the other, a VR employment services provider. Donte asked about a rubric; Patrick responded that nominations were reviewed by the Council, 2 are selected, then they are narrowed down by voting by ballot.

Legislative Committee
- Patrick reported that he, Ann, Kara and John Henry had visited the Capitol and presented packets to either the legislators or staff.
- Lucy reported on SB 868, the Worker’s Compensation bill. There had been problems with the Career Source language so DOE is working with Senator Baxley on new draft amendment language, which has been referred to the Senate Education Committee. Currently, there is no House sponsor so DOE is looking for a vehicle in the House to add language onto. DOE/VR is also following the Adults with Disabilities programs. Lucy suggested that legislative updates be sent to Council members as well as Patrick and Kara.
- Patrick reported that the DC trip to the NCSRC and CSAVR conference had been reduced to 1 FRC member and 1 VR staff. Meetings are being scheduled with key legislators while they are in DC except for Senators Rubio and Nelson, who Patrick visited and presented to on 3/9 in Tallahassee.

Quorum established.

Vote: The Public Awareness Committee voted to approve Public Awareness minutes from 1/31.

Action Item: Christine will work with Rachel to create Annual Report ideas to be presented at quarterly.

Action Item: Members should respond to Roy’s poll on Annual Report ideas.

Action Item: Christine will work with Roy to create questionnaire on website ideas to send to members.

Action Item: Christine will work with Roy to submit draft theme to Council for review by June.

Action Item: Members should recruit 3 people each; guide to Kim/Roy for assistance in filling out application.

No Quorum established

Action Item: Approve Legislative Committee minutes from 1/31 at April conference call.

Action: FRC staff will send legislative updates to Council members as may be needed.
Executive Committee

- Patrick suggested combining Planning and Public Awareness; would need to update By-Laws, restructuring areas to balance committees’ workload. Donte suggested a temporary workgroup to fill in the void during the restructure and appointment of Chair. Final decision would rest with the Executive committee. Patrick said new By-Law language would still need to create an interim workgroup. Language would be flexible for future scenarios, allowing for workgroups to be developed in the future, as Donte suggested. There would be more discussion at the quarterly.
- Patrick gave a new member update. One applicant, Sara, a former VR customer and acquaintance of Kara’s, had recently been appointed to FILC and is interested in the FRC. Patrick asked members to think of individuals who may be interested in the Council and guide them to Roy or Kim to assist with the application process.
- Patrick said the Market Decisions contract is on track for renewal.
- Patrick told members about new travel policies and reminded them to get receipts in immediately following trips. He told them that members are permitted to rent cars at the state rate; Kim would be sending more information. Pictures of receipts are acceptable. Any other questions, contact Kim.
- Patrick recommended that the next conference for May be moved from 5/11 to 5/18 due to the closeness to the quarterly meeting. No objections.
- Libby asked for feedback on the Director’s Report and the Planning Update to incorporate into the documents for the next quarterly. Mikey said access was awesome; the flow, format and accessibility were all great. Patrick asked the Council to respond to Libby for any additional feedback.

Adjourn

No Quorum established.

Action Item: Approve Executive Committee minutes from 1/31 at April conference call.

Action Item: Members should recruit 3 people each; guide to Kim/Roy for assistance in filling out application.

Action: Kim will send out new travel policies to all members.

Action: Update calendar; send to Rachel and upload to ShareFile.

Action: Patrick will work with Roy on draft language for By-Laws to combine committees to be presented on the April conference call.

Action: Send Libby feedback on Director’s Report and Planning Update.
The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

<table>
<thead>
<tr>
<th>Agenda Item Discussion</th>
<th>Outcome/Action</th>
</tr>
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<tbody>
<tr>
<td><strong>Call to Order</strong></td>
<td>No quorum established April 13, 2017</td>
</tr>
<tr>
<td><strong>Chair Remarks:</strong></td>
<td></td>
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<tr>
<td>- Patrick welcomed everyone and asked members and those present to introduce themselves.</td>
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<tr>
<td><strong>Business Items</strong></td>
<td></td>
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<tr>
<td><strong>Planning Coordination Committee/FRC Strategic Planning:</strong></td>
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<tr>
<td>- Roy presented a summary of Libby’s Planning presentation that she’ll be presenting at the quarterly.</td>
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<tr>
<td><strong>Evaluation Committee:</strong></td>
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<tr>
<td>- Patrick motioned to approve minutes from 1/31/17 conference call; Donte seconded the motion; minutes approved.</td>
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<tr>
<td>- Kim reported that the contract amendment with Market Decisions is on track for execution in ample time before the termination of the current contract.</td>
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<tr>
<td>- Ann reported that the CILs in Tampa and Miami agreed to host the focus groups on May 1 and 2. Then Market Decisions will give a preliminary report on the outcome of the meetings at the quarterly on May 3.</td>
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</tr>
<tr>
<td>- Ann recommended having a presentation on the new orientation process at the August quarterly. She said Disability Rights Florida has a new podcast on CAP being developed, geared towards VR Counselors and will share the link when it is ready, with the possibility of putting it on the VR website.</td>
<td></td>
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</tbody>
</table>
There was discussion as to whether RSA is coming to Florida in April because we are considered an “at risk” state. Steve reassured the group that RSA is coming to provide technical assistance through routine monitoring and that they are coming without the usual amount of warning because they (RSA) were concerned that the continuing resolution for funding would end on 4/30.

There was discussion on the return on investment rate. The 911 data will provide more information; more time will be needed to determine the rate with the additional data and measures. Steve said he would provide the Council with the slide presentation, possibly by Kirsten Rowe, that Patrick saw in DC, at the quarterly in May.

Donte initiated discussion on the role that the lack of transportation plays in unsuccessful closures and said it would be interesting to see the breakdown by area. He said that transportation may be at the root of many closures but the closure may be coded in another category. Steve said they are looking at this. No data in RIMS on the number of individuals who have driver’s licenses but Vincent said that from his experience, the majority of customers do not have licenses.

Public Awareness Committee:

Christine reported that the Annual Report is on schedule with the timeline established for last year’s report. Roy said he had limited responses about the theme so he will send the survey out again so it can be approved at the quarterly.

Website improvement survey results not in but will be available at the quarterly.

Patrick suggested adding Rachel to communications about website improvement.

Christine shared that she has almost completed the FRC Power Point presentation and will share with the Council for final approval. She is still working on captioning for 508 compliance.

Kim gave an update on the Wise Award nominees and said she would send all the nominations and a summary of the nominees prior to the quarterly.

Legislative Committee:

Lucy gave a legislative update.

The Senate’s budget proposal (SB 2500) leaves VR funding primarily intact; however, the House proposes to cut 9 FTEs. There may be a special session on other issues.

The Senate and House differ on which Adults with Disabilities (AWD) grants to continue or include as new ones in the VR budget. Aleisa has asked Lucy and other

Rights’ podcast when available.

Action Item: Steve will provide the Council with the Kirsten Rowe’s slide presentation on the return on investment at the quarterly in May.

No quorum established.

Action item: Approve minutes from 1/31 and 3/9 at quarterly mtg. in May.

Action item: Roy will send survey out about the theme for the Annual Report; results to be reviewed and one, approved at the quarterly.

Action item: Roy will tabulate results of website improvement survey to present at the quarterly.

Action item: Christine will send presentation to staff; Kim will upload the presentation onto ShareFile for review.

Action item: Kim will post the Wise Award nominations on ShareFile on 4/24.

No quorum established.

Action item: Approve minutes from 1/31/17 at quarterly meeting in May.
VR AWD team members to conduct onsite reviews of the programs to help respond to legislative inquiries.

- The VR Direct Service Organization, known as the Florida Endowment for Vocational Rehabilitation or Able Trust, is up for Sunset review this session. HB 907 makes sweeping changes to the statute, s. 413.615, F.S., including extending the repeal of the program to October 1, 2018; requiring the DSO to separately account for state and private funds; limiting the amount of funds that can be spent on administrative costs, which must be paid from private funds; and directs funds for the High School/High Tech program administered by the Able Trust to VR for administration. There are currently 43 HS/HT programs operating in 41 counties. SB 890 changes the sunset date from 2017 to 2022 and includes some of the administrative provisions found in the House Bill. SB 2516 includes language sunsetting the DSO in 2018. VR is closely monitoring these bills.

- There is no House vehicle for the Worker’s Comp bill (SB 868) at this time. If it doesn’t pass this year, it will give VR more time to tweak the language for next session. Lucy thanked VR partners and Council members who contacted legislators to enlist support for the bill.

- SB 772 and HB321, regarding Assistive Technology devices following the child (from school to home), are moving quickly through both houses.

- Patrick gave an update on the trip to DC for the Council of State Administrators of Vocational Rehabilitation (CSAVR) and the National Coalition of State Rehabilitation Councils (NCSRC) conferences. He said the experience was very positive and educational. He also said the trips to Florida legislators’ offices (8 in the House and 2 in the Senate) went well. Roy thanked Lucy and Christienne for their hard work in organizing the trips to the Hill.

**Executive Committee:**

- Ann motioned the approve minutes from 2/23 conference call; Christine seconded motion. Minutes approved.

- There was discussion about combining the Planning and Public Awareness committees but concerns were raised about the amount of work it would entail. Steve suggested combining the Evaluation and Planning committees instead, to better align functionally. Patrick suggested taking a look at the roles in each committee to determine whether some of the roles could be shifted. Donte asked if certain committees were required (Patrick said no), and also, what would give the most flexibility. He suggested amending By-Laws to allow for more flexibility when a Chair is out. He also reported that DBS’s Rehab Council had 3 committees-Evaluation, Planning and Executive. Roy will send out the pertinent area of the By-Laws and will work on draft with Patrick to present at the quarterly. He will also send out Steve’s draft diagram of an alternative committee structure.

- Patrick reminded everyone that the Public Awareness Chair will be open so let he or Roy know if they are interested in filling the position.

- Patrick gave a brief bio of Sara Gaver, newly appointed Council member who is also a FILC appointee. Roy gave an update on the upcoming VRC position on the Council, once Vincent’s term expires. He said there are 12 individuals interested in the position; Senior Management will provide feedback to the Council.

**Additional Items:**

- Roy reported that John Henry had surgery and is in ICU at the Veteran’s Hospital in Gainesville.

**Quorum established.**

**Vote:** Minutes approved from 2/23/17 conference call.

**Action item:** Roy will send out the area of the By-Laws discussed and will work on draft with Patrick.

**Action item:** Roy will send draft of By-Laws change and Steve’s diagram of an alternative committee structure for review prior to quarterly.
Steve reported that the next Summit Conference for VR Program Evaluators will be held in Omaha on 9/6 and 9/7. He also said that Market Decisions’ data for this quarter showed an increase in satisfaction among VR customers in all domains.

Meeting adjourned at 5:45.
**Florida Rehabilitation Council (FRC)**

**Patrick Cannon – Chair**

Quarterly Meeting Minutes, May 2-3, 2017

<table>
<thead>
<tr>
<th><strong>Members Present</strong></th>
<th><strong>Staff</strong></th>
<th><strong>VR Staff and Guests</strong></th>
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</thead>
<tbody>
<tr>
<td>Patrick Cannon</td>
<td>Roy Cosgrove</td>
<td>Steve Collins</td>
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<tr>
<td>Vincent Cosentino</td>
<td>Kim Thomas</td>
<td>Julie Kates</td>
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<td>Don Chester</td>
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<td>Melinda Jordan</td>
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<tr>
<td>Christine Goulbourne</td>
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<td>Libby Moody</td>
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<tr>
<td>Aleisa McKinlay</td>
<td></td>
<td>Lucy Mohs</td>
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<tr>
<td>Donte Mickens</td>
<td></td>
<td>Tess Crowder</td>
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<tr>
<td>Beth Moore</td>
<td></td>
<td>Lea Ann Gates</td>
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<tr>
<td>Ann Robinson</td>
<td></td>
<td>Susan Witonsky</td>
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<tr>
<td>Janet Severt</td>
<td></td>
<td>Cindy Gaber</td>
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<tr>
<td>Kara Tucker</td>
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<td>Monique Johnson</td>
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<tr>
<td>Mikey Wiseman</td>
<td></td>
<td>Tanya Acevedo</td>
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<tr>
<td>Rebecca Witonsky</td>
<td></td>
<td>Yolanda Martinez</td>
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</table>

**Chair Remarks:**

- Patrick welcomed everyone and asked members and those present to introduce themselves.
Business Items

**Directors Report**
Director McKinlay discussed an overview of the VR program, which included; a transition, youth and student snapshot and the Student Transition Activity Record (STAR). Aleisa discussed STAR is a new Workforce Innovation Opportunity Act (WIOA) requirement and is providing limited services to youth who will potentially be eligible for VR services that the STAR participant numbers are increasing in every VR area. Aleisa discussed that VR is encouraging more third party cooperative agreements; VR is promoting more Project Search sites, currently there are 23 active sites for adult customers; VR is promoting self-advocacy training and peer mentoring; regarding Order of Selection, at this point there is no waiting list for category one and category two, category three has a wait list of @ 101 individuals, the earliest date being January 1st; currently the turn-over (new customers on the category 3 wait list) is approximately three months; that VR continues to offer job retention services (limited services to keep an individual working); that old performance measure look good (these will not continue to be reported on) except for the rehab rate; that with new measures in place for VR, it will still be important to work closely with contracted employment vendors to make sure vendors have the skills needed and understand the benchmark payment structure to provide quality services. Aleisa discussed that at a future point that information regarding vendors services will be made available and will initially be provided by vendors, then additional data will be made available after appropriate feedback and review; that regarding job placement, that VR is pushing for more phase II support services; that there are @ 30 vendors providing career counseling (4 hour requirement) to people who are working in sub-minimum wage jobs to let them know about VR and/or other options; that VR continues to work with the state manager of human relations to ensure they know about VR regarding meeting the Florida legislative requirement to recruit more individuals with disabilities; that VR continues to work on Counselor recruitment and retention through managing counselor caseloads, mentoring, supervisor succession training, as well as Certified Public manager training; Aleisa also discussed the Ombudsman report and additional program and project updates. Members thanked Aleisa for the Directors Report.

**VR Draft Policy Changes**
Julie Kates provided a presentation on draft changes to VR policy. Julie discussed an overview of draft policy changes. Julie discussed these draft changes by chapter and areas where there was no change. Julie asked that FRC provide feedback to VR on the draft changes by the May 31, 2017, so VR can provide feedback to the Rehabilitation Services Administration by June 30, 2017. Members indicated a review and feedback would be provided to VR before the end of the month. After the current changes are completed, Julie indicated she and her team would be undertaking a comprehensive review of VR policy to make the policies easier to understand and user friendly. Members thanked Julie for her presentation.

**Action Item:** Roy will schedule a workgroup conference call on 5/15/17 for members to address draft policy changes.
**VR State Plan and Comprehensive Statewide Needs Assessment (CSNA)**

Libby Moody provided a presentation on the VR State Plan and CSNA. Libby discussed an overview of the CSNA, the reorganized Directors Report, a planning update, and discussed opportunities for the FRC to provide feedback to VR. Libby noted that VR tried to provide big picture information and overview and that a number of the components of the planning update and Directors Report were changing due to changes in WIOA. Libby noted moving forward they would include more trend data. Libby discussed that the 2-year State Plan modifications were due no later than March, 2018. Members discussed developing the FRC feedback to state plan by the November, 2017, quarterly meeting. Members discussed Libby’s feedback and thanked Libby for her presentation and work to improve communication.

**Legislative Committee**

Members Present: Kara Tucker, Patrick Cannon, Donte Mickens, Mikey Wiseman, Rebecca Witonsky.

Kara noted a quorum was present and asked for approval of minutes from 4/13/2017, Legislative members voted and all approved. Lucy Mohs provided an update on Legislative session update. Lucy discussed that it looks like VR will receive a continuation budget, that the 9 (full time employee) positions that were in discussion to be cut may be restored. Lucy discussed it is currently unclear what will happen to the High School High Tech program funding. Regarding the Workman’s Compensation language VR is promoting, it looks like a companion bill will be filed and this may be passed. Lucy thanked FRC and others for their support. Members thanked Lucy for her report and feedback. Kara adjourned the Legislative Committee.

**Public Awareness Committee**

Members Present: Christine Goulbourne, Patrick Cannon, Janet Severt.

The Public Awareness Committee achieved quorum and members voted to approve the minutes from 3/9/17. Christine discussed the upcoming Annual Report and selected the theme: Empower, Employ, Enlighten – Working together to Remove Barriers to Employment. Christine discussed feedback received from members and a list of suggested changes to update the FRC web page. Members approved of the ideas discussed and asked Christine to work with Rachel Smith (VR Communications Director) to update the FRC web page. Christine asked for recommendations regarding the draft FRC Power Point presentation. Patrick recommended updating the staff information, there was a recommendation to reduce the number of bulleted points per page and a recommendation to use only FRC member titles and not names. Regarding accessibility, there was a recommendation to put a caption with visuals. Regarding the FRC membership recruitment flyer, Christine recommended developing several versions. Members thanked Christine for her service to the FRC and the committee meeting adjourned.

**Vote:** The Legislative Committee voted to approve minutes from 4/1317.

**Vote:** The Public Awareness Committee voted to approve Evaluation minutes from 3/9/17.

**Action Item:** Christine will work with Rachel to update the FRC web page.
**Public Forum**
Patrick Cannon opened the public forum and asked FRC members to introduce themselves and discuss whom they represented and where they were from. Patrick opened the forum for public comment. Several VR staff were present. There was no initial public comment. Members asked about transition services and how they are being coded and served. Julie Kates and Aleisa McKinlay addressed transition questions. A member commented that there was still a need to reduce the caseload of VR counselors and a recommendation for the agency to hire more individuals who have autism. There was a recommendation to continue peer mentoring and self-advocacy.

**Wednesday, May 3, 2017**

**Market Decisions’ Presentation**
Brian Robertson from Market Decisions (MD) presented a summary of survey results from the previous quarter-January 3-March 31, 2017. Overall satisfaction increased from 77% to 81%. Satisfaction with current employment is the only area that went down slightly, from 87% to 77%. 93% of customers are recommending VR, their staff and the services provided. A specific core metric analyzed was communication with VR staff, which has typically been the “least positive experience”. This improved from 79 to 83% satisfaction (downward trend in the number of customers indicating they experienced problems). The wait time is creeping up, possibly due to the transitions VR is going through. An issue not previously seen is that customers need help filling out forms. There appears to be a trend developing that customers are less aware of the internal communications and appeals process but more aware of external resources. There is a positive satisfaction trend with outside vendors. Satisfaction with current job is slowly trending downward. MD will look deeper into individual questions/answers if they see an area that warrants further attention. Brian asked the Council and VR staff how they could help answer any pending questions about customers’ experiences. Steve said data at the unit level and vendor satisfaction results will be very helpful.

Nat Milder from Market Decisions provided preliminary feedback on the focus groups he just conducted in Tampa (May 1st) and Miami (May 2nd). The groups included customers who had a mental health diagnosis and were closed unsuccessfully. Twelve individuals were recruited for each group; 6 individuals showed up in Tampa and 5 in Miami. Four of the six individuals in the Tampa group were unsatisfied with their VR experience but all 5 in Miami had a positive experience. Dissatisfaction seemed to focus on working relationship/communication. Nat explained that confidentiality is a requirement so researching case notes is not an option. Mikey noted that breakdown in communication could be a result of unreasonable expectations. Mikey offered that communication should be fluid and adjusted to the customer. Steve indicated that VR may consider developing further communications policy or practice with the customer. Market Decisions discussed they could research the demographics and specific units of related to customers concerns with communications. To help manage expectations, the idea of a separate signature page in the Handbook and for it to be reviewed periodically was discussed. Mikey reminded Yolanda that if she hears concerns in her area as an advocate, to please steer individuals to the public forums for comment.

**Evaluation Committee**
Members present: Ann Robinson, Patrick Cannon, Vincent Cosentino, Donte Mickens

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**Action Item:** MD will report recommendation regarding areas to be analyzed more closely.

**Action Item:** Consider further discussion regarding developing a signature page in Handbook and guideline or policy to readdress with customer on periodic basis.
Ann praised Market Decisions for their quality of research and their partnership with FRC and VR. Patrick motioned to approve the minutes from 4/13/17; Donte seconded.

Roy reported that the contract amendment is moving forward with minor modifications. A presentation of the orientation process has been requested at the August meeting in Brandon. The transportation code, not feasible or not available, is scheduled to be deleted around July 1st. Donte suggested counselors look at opportunities in other communities for employment rather than being confining the search to a specific locale and letting transportation be the guide; however, relocation could be a roadblock.

**Executive Committee**
Members present: Ann Robinson, Janet Severt, Rebecca Witonsky, Christine Goulbourne, Ann motioned to approve the minutes from 4/13/17; Christine seconded.

Patrick introduced the proposed By-Laws changes for consideration, which allows Committee chairs to start immediately as opposed to waiting until October. Draft language also allows for committees to be created or dissolved at any time by a 2/3 or greater approval of the Executive Committee or of the Council voting membership. Committee Chairs will be voting members of the Executive Committee. Specific committee structure language is stricken. Steve suggested aligning chair terms with a year review period.

Mikey motioned to approve the draft By-Law language; Janet seconded. Donte pointed out typo in Section 1, Article 8, which Patrick said would be removed. Vote: Beth Moore, Ann Robinson, Janet Severt, Kara Tucker, Rebecca Witonsky, Don Chester, Donte Mickens, Mikey Wiseman, Patrick Cannon, Christine Goulbourne, vote was unanimous. Patrick recommended dissolving the Planning/Coordination committee and combining the Public Awareness committee with Legislative Committee. Kara motioned to combine Legislative and Public Awareness committees, Mikey seconded the motion. Discussion followed. There were concerns discussed about having reduced representation. Patrick said that the chairs did not have to be officers and there could up to 6 officers and chairs.

A motion was made to combine the Legislative and Public Awareness committees and call it the Legislative and Public Awareness Committee: Beth Moore, Ann Robinson, Janet Severt, Kara Tucker, Christine Goulbourne, Don Chester, Donte Mickens, Mikey Wiseman, Patrick Cannon-Yes; Rebecca Witonsky-No, members approved motion.

Patrick suggested moving the tasks associated with the State Plan into Evaluation Committee, Ann because of its importance it should be moved to Executive since it is going to be full council anyway. Patrick clarified: The Executive committee would be responsible for the strategic plan, the Needs Assessment, the State Plan, Section A; Evaluation would handle the survey; policy and procedure changes would come before the full council. Libby recommended, instead of dissolving Planning and moving the tasks to Executive, combine Planning and Evaluation since there would be coordination between planning activities and what would be evaluated. Ann, Kara and Patrick agreed. Libby suggested having Co-chairs or a first, second, and require that both be on the Executive committee. Roy recommended that the council develop language to be added to the bylaws regarding co-chairs and voting. Patrick did not feel the need for a co-chair yet. Rebecca motioned to combine the Planning and Evaluations committees; no second. Council took a break.

Members present after the break: Beth Moore, Ann Robinson, Kara Tucker, Rebecca Witonsky, Don Chester, Donte Mickens, Mikey Wiseman, Patrick Cannon. Christine also joined. Kara recommended tabling the vote on combining the Planning and Evaluation committee until August. Donte voiced his concern about the tasks associated with the

<table>
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<tr>
<td><strong>Vote:</strong> Minutes approved from 4/13/17.</td>
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<td><strong>Vote:</strong> Minutes approved from 4/13/17.</td>
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<tr>
<th>Action Item:</th>
<th>Correct draft By-Law (Article 8, Section 1, remove # 1 in draft.</th>
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<tbody>
<tr>
<td><strong>Vote:</strong> Revision to By-Laws language-Approved unanimously.</td>
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| Vote: | To combine the Legislative and Public Awareness committees and call it the Legislative and Public Awareness Committee, approved. |

| Action Item: | Develop draft Committee structure with tasks-responsibilities. |
coordinating aspect of the Planning and Coordination committee. Roy affirmed that it is a federal requirement that the council is to coordinate with key partners; however, it has not always fallen on that committee to perform the coordination piece. Steve reminded the group that the federal regulations tell the council what they are required to do but they do not say how they are to accomplish it. Ann felt that Evaluation and Planning are a natural fit and coordination can be accomplished by all members, particularly through the use of technology. Patrick reiterated the need to streamline the committees in order to achieve quorums and get more work accomplished. He agreed with Kara, that there needs to be a draft committee structure, with tasks within each committee laid out so everyone has a better understanding, to be drafted by the August meeting.

The council discussed adding an extra day to the November meeting in order to discuss developing feedback to the state plan and the CSNA. Mikey said it needs to be clear as to what is expected and a commitment of participation since it has to be agreed on and approved by the full council. Pre-work would be completed in advance. Roy recommended developing a work group to lay out the road map for the Needs Assessment and the State Plan. Yolanda Herrera (phone) voiced concerns about only a few members doing the work and bringing it for approval without more members understanding and contributing to the issues. Libby reminded the group about focusing on the topics at hand in November and not to get hung up on wordsmithing. Mikey said there are times when each word does need to be analyzed because it can mean a deciding factor for customers. Mikey motioned to add a day to the November meeting; Patrick seconded it. Steve reminded everyone how important it is to be at the meeting in person.

Vote on motion to add an extra day to the November meeting: Beth Moore, Ann Robinson, Kara Tucker, Rebecca Witonsky, Christine Goulbourne, Don Chester Donte Mickens, Mikey Wiseman, Patrick Cannon. Motion approved.

Kim read each of the Stephen R. Wise Advocacy Award nominations. Kara explained the history of the Award and characteristics the awardee should possess. Members agreed to vote by ballot. Rhonda Beckman, of the ARC Ridge Area, was chosen for the Award and will be recognized at the August quarterly.

Vote: Ms. Rhonda Beckman was chosen to be the recipient of the Stephen R. Wise Advocacy Award for 2017-18.

Patrick recognized members whose terms were ending. Vincent thanked FRC members and staff and for the opportunity to serve. Members thanked Kara, Rebecca and Vincent members rolling off the Council. Kara read the places she has been with the council and thanked all. Mikey reported that the Council for the Blind is emulating the FRC’s relationship with VR. FRCB will also discuss working with FRC for future legislative outreach opportunities. Patrick gave Kara the gavel for adjournment.

Adjourn
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<td>Patrick welcomed everyone and asked members and those present to introduce themselves.</td>
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<tr>
<td><strong>Business Items</strong></td>
<td></td>
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<tr>
<td><strong>Planning Coordination Committee/FRC Strategic Planning</strong></td>
<td>Quorum established. Minutes approved from 5/1/17.</td>
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<tr>
<td>• Mikey motioned to approve minutes from May 1st meeting; Christine seconded the motion. Minutes approved.</td>
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<tr>
<td>• Patrick asked for Libby’s input on a timeline for the Comprehensive Statewide Needs Assessment (CSNA). Libby said they are still in the planning phase but will need input from the Council in between meetings on survey items, identifying different outreach methods, analyzing results, etc. They would like to interview several Council members as well. The Council will also determine whether to keep, amend or cut comments in the State Plan. Preliminary work will be done at the August meeting and completed in November.</td>
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| **Legislative and Public Awareness Committee** |                                                     |
| • Patrick motioned to approve minutes from May 1st meeting; Mikey seconded the motion. Minutes approved. | Quorum established. Minutes approved from 5/1/17 |
| • Christine said the webpage had been updated but more changes will follow and will be presented to the Council at the next quarterly. She will also be sending the updated presentation to staff to disseminate to the Council for final approval. When approved, voice-over will be added. |                                                     |
The Annual Report theme had been approved at the last meeting. The same protocol and template would be used as last year for this year’s report. Christine reminded the members to send any stories and/or pictures to Roy or Kim to forward to Rachel for possible inclusion in the report. Rachel said that William is already working on a couple options for the cover which will be ready for the August quarterly for review.

Lucy gave a Legislative update: The Worker’s Compensation bill did not pass. Legislators Baxley and Galvano worked to get it through but it died in the 3rd reading. Lucy asked members to let her know if they know a representative who may be interested in sponsoring the bill during the next session. Continuation budget; no loss of FTEs. Session starting in January with committee meetings convening in late August. DOE requesting legislative proposals and budget requests now. Funding for the High School High Tech program, administered by the Able Trust and housed in 43 counties, will move to VR’s Vendor and Contracted Services for administration. VR will contract with the Able Trust to provide the service. The sunset date was moved to 2019, when it will be reviewed again. Lucy reminded members to talk to legislators over the summer in their districts. Also, with session starting early, packets will need to be assembled and legislative visits made during committee week. Patrick said interested members should contact Roy to come to Tallahassee for the legislative visits after we know a more precise date of when committee meetings will start.

Executive Committee

- Ann motioned to approve minutes from May 1st meeting; Christine seconded the motion. Minutes approved.
- Members reviewed a draft committee structure and functions of an SRC. Ann said it seemed streamlined; asked how quorums would work with only 3 committees and 3 Chairs. Patrick said there would be a Chair, 1st Vice, 2nd Vice. 1st and 2nd Vice Chairs would not be required to be Chairs. Mikey said it allows flexibility for workgroups or subcommittees. Patrick said 3 standing committee reports would be expected. Recommendations would come from the 3 committees to the full Council. Donte cautioned the Executive committee to not take on too much. He also asked about the coordination piece with other entities. Patrick said it’s already being done, but not through a specific committee. Ann motioned to bring the draft committee restructure to the full Council on the June 8th conference call. Christine seconded the motion. Motion approved.
- Draft policy changes: Roy told members that the workgroup had recommended changes, which they were provided prior to the call. He suggested that the Executive committee could approve to give to VR in lieu of the full Council; then the full Council could approve at the next conference call. Ann said she had looked further into the draft mediation process and feels that VRCs need the process to be clearer. She said the DBS policy is clearer and provides for mediation at any time during the process; whereas, VR’s policy is to go from Administrative Review (AR) to Administrative Hearing (AH), with the offer of mediation only at the AH level. She said the manual does not follow the Decision letter; work needs to be done in the area. Mediation can be very valuable and can foster a positive, working relationship. She felt that VR should come back to the FRC and report where they are at with appeal rights so that some positive changes can be made. She said VR just does not do mediation but when people are open to solving problems, there’s a better chance of solving it. Roy summarized the recommendations - Need to clarify mediation and language on appeal rights; look for ways to promote mediation; come back to FRC and let the Council know what they’ve done to clarify the policy. Mikey said from a DBS standpoint, instilling a need for

Quorum established.
Minutes approved from 5/1/17

Vote: Bring the draft committee restructuring to the full Council on the June conference call. Approved.

Action: Ask VR to clarify the request for mediation process and language on appeal rights; look for ways to promote mediation; request
communication is essential and that both parties need to be in agreement for mediation, no matter when it’s brought up. Ann acknowledged and said the DBS policy may be outdated but it’s good, philosophically; it’s flexible and fluid. Mikey said VR needs to clarify that mediation could be offered at any time, cautioning not to give customer carte blanche, but that the customer to be able to request mediation. Ann pointed to the DBS policy 11.2.3., allowing the customer to request it at any time but both parties need to be in agreement. Mikey said that language would need to be strengthened as in the criteria and guidelines for accepting mediation. Roy summarized—What are the criteria for requesting mediation be requested? This will be added to the comments to VR. Roy clarified VR’s policy—that mediation can be offered prior to AH and that both parties do have to agree to mediate. Typically, if it does not involve clear policy criteria, it would be more likely to go to mediation. Ann stated that the decision letter says they are only offered an AR or AH; if an AH is requested, they can request mediation. She said AHs cause delays, they’re legal, formal, require subpoenas, etc. She said the delays cause backing away from both parties and that this topic is in the FRC State Plan comments. Ann indicated services being provided could continue during an appeal if they’ve already been approved. Mikey said the request for mediation should be more readily accessible. Christine motioned to add the comments to the response and give to VR. Ann seconded the motion. Motion approved. Comments will be brought before the full Council on the June call. Ann requested to ask if VR will be holding a public hearing on the policy changes.

- Roy reported that in the draft renewal of the survey contract, Market Decisions had responded to the recommended reducing the number of in-person presentations from 4 to 2 in year 1, which would save VR $4,280. Christine motioned to approve; Ann seconded the motion. The Executive Committee voted to approve this amendment. This will be reviewed at the next full Council. Mikey suggested when presenting at full Council, present clearly and precisely with strong recommendation.

- Roy recommended changing the August conference call date from 8/10 to 8/24. Agreed.

**Evaluation Committee**

- Roy said he is working out the details of having a presentation on the orientation process at the August quarterly meeting with Melinda Jordan, Chief of Field Services.

**Other**

- Mikey asked what the Rehabilitation Summit in Nebraska this fall is about and whether it would be something that Council members could benefit from. Patrick said that he and Roy had attended in the past; Steve had presented on Florida VR’s Performance management system and that it was a very positive, educational experience. He said the “Performance Management in Vocational Rehabilitation” conference would be discussed on the June conference call.

**Adjourn**
Florida Rehabilitation Council (FRC)

Patrick Cannon – Chair

Full Council Conference Call Minutes, June 8, 2017

**Members Present**
Christine Goulbourne  
Beth Moore  
Ann Robinson  
Mikey Wiseman  
Rebecca Witonsky

**Staff**
Roy Cosgrove  
Kim Thomas

**VR Staff and Guests**
Lucy Mohs  
Libby Moody

The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

<table>
<thead>
<tr>
<th><strong>Agenda Item Discussion</strong></th>
<th><strong>Outcome/Action</strong></th>
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| The Chair was not present and a quorum was not established. The Vice-Chair recommended that all business roll over to another conference call later in June, particularly to begin discussion of modifications to the State Plan. Due to the need to advertise the meeting, it would have to occur after June 19th. June 22nd was agreed upon but will need the approval of the Chair. Roy will contact Patrick to determine if June 22nd from 4:00-6:30 is acceptable. | No Quorum
Established |

Adjourn
Florida Rehabilitation Council (FRC)

Patrick Cannon – Chair

Full Council Conference Call Minutes, June 22, 2017

Members Present
Patrick Cannon
Don Chester
Donte Mickens
Beth Moore
Ann Robinson
Mikey Wiseman
Rebecca Witonsky

Staff
Roy Cosgrove
Kim Thomas

VR Staff and Guests
Steve Collins
Julie Kates
Lucy Mohs
Christienne Adrick

The following represents a summary of deliberations, advice, comments and motions that comprise this meeting of the FRC Quarterly Meeting. Please see each committee for committee minutes.

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<thead>
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<tbody>
<tr>
<td>Call to Order</td>
<td>No Quorum established</td>
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<tr>
<td>Chair Remarks:</td>
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<td>• Patrick welcomed everyone and asked members and those present to introduce themselves.</td>
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Business Items

Planning Coordination Committee/FRC Strategic Planning

• Mikey motioned to approve minutes from 5/18; Beth seconded the motion. Minutes approved.

• Roy went over the timeline for the State Plan. He said the existing Plan will be reviewed at the August quarterly; the extra day in November should be sufficient to complete the review and to provide required feedback for the continuing State Plan, which goes through 2020. The format will likely be to add, delete, modify or revise each existing recommendation. Ann recommended the Council look at RSA’s monitoring report to incorporate into the comments and feedback. Julie said the monitoring will not be closed out until 6/30 and RSA has 60 days to submit the monitoring report. It’s likely that it would not be received until the end of August but would be available to incorporate into State Plan feedback in November. Ann said it will be important for the council to discuss as a group as opposed to an individual workgroup. Ann will take the lead on the Nov. 6th meeting to provide feedback and recommendations to the State Plan which will include developing the agenda, developing the format and keeping the Council on track. Mikey suggested bringing the recommendation (of Ann’s lead) to the full Council. Ann will report about the proposed format, agenda, etc. on the July call.

Quorum established.

Vote: Minutes approved from 5/18 meeting.

Action Item: Bring the recommendation of Ann taking the lead on the State Plan recommendations to the full Council on the July conference call.

Action Item: Ann will report on the format and agenda for the State Plan recommendations on the July conference call.
Legislative and Public Awareness Committee

- Christienne Adrick gave the legislative update. Interim committee meetings will be held the weeks of 9/12, 10/9, 10/23, 11/6, 11/13 and 12/4. Patrick recommended visiting legislators in October or November when it’s closer to session and asked if the council wants to coordinate with DBS. Mikey (who will be out the week of 12/4) said he would discuss at the FRCB meeting in late July when he would recommend working in tandem with the FRC. If so, FRC staff will work with FRCB staff to have visiting members stay at the same location. Donte said he was interested in attending; other interested members should contact Roy.
- Legislative proposals for 2017, which need to be approved by DOE in August:
  o Worker’s Compensation coverage for customers while in OJT settings. Individuals would be considered employees of the state for the purposes of the coverage.
  o Background screening exemption for teachers since they have already been screened through DOE.
  o WIOA-Make Florida Statute 413.2 consistent with Federal law
  o Requesting a continuation budget
  o SB890-Approved by the Governor, continues the Able Trust as a direct service organization for the next 2 years.
- Roy asked members to review the website for updates, consistent with Christine’s recommendations. He also pointed members to the new interactive calendar on the FRC website.
- Roy said Christine had completed the presentation and asked that members provide any feedback to Roy or Kim.

Evaluation Committee

- Patrick motioned to approve minutes from 5/3; Donte seconded the motion. Minutes approved.
- Roy reported that the VR Orientation presentation will be given by John Howell and Marivett Gerena-Marrapodi from 1:15-2:45 on August 8th.
- Roy said he has not received the report on the focus group yet but would reach out to Nat at Market Decisions to inquire about it.

Executive Committee

- Donte asked about the dates that council members would be rolling off. Patrick reported that 6 members’ terms would end on 6/30/17 and that several applications had been submitted to the Governor’s office. Roy said he is working with Sara Gaver to fill a different position on the council as she resigned from her position on FILC.
- Mikey asked when the committees would be restructured. Patrick said at the August quarterly when there would also be elections for the Chair.
- The group discussed the Evaluation Summit in Omaha in September, which focuses on how VR agencies across the country evaluate their performance. Patrick recommended Mikey and Ann go. Rebecca also expressed an interest in attending but she would need to reapply to be on the council since her term ends on 6/30. Mikey is very interested in going and feels it’s important that someone from the council attend in order to assist VR. Steve said Florida hosted the Summit several years ago and recommended sending the
link to the Summit’s website to members. Members will vote on Mikey attending the Summit at the next full council meeting (or conference call).

- Roy reported that he has not received specific feedback on the policy changes for a full council vote yet.
- Roy said the Market Decisions contract amendment is moving forward with the same dollar amount as the original contract.
- Roy reported that CSAVR has contacted FRC and FRCB staff, and Florida DVR and DBS to host a roundtable discussion with approximately 20 individuals from DVR and DBS to find out what’s working and what’s not. FRC staff and FRCB staff are collaborating on the event, which will likely be held in the Orlando area in August or September. Both Directors are on board.
- Patrick explained that with Sara Gaver’s FILC resignation, she automatically resigned as the FILC representative on the FRC. Roy said he had spoken with Jim Baker, Executive Director at FILC and had explained that an alternative option for representation (per RSA) would be for the FILC Board to designate someone to fill the position who may not be on the Board. Jim is not a member of the Board and had expressed an interest in filling the position at some point. Julie Kates will take Aleisa’s place on the FILC Board when she retires. If there are no new appointees after 6/30, the council would still have the capability to function.

Adjourn