Members present or on conference line:
Michael Wiseman, Ann Robinson, Ana Laura dos Santos Lara, Patrick Cannon, Bob Campbell, Judy White, Janet Severt, Donte Mickens, Michael Adamus, Amanda Brown, Molly Hullinger, Victoria Aguilar, Rebecca Witonsky

VR Staff:
Julie Kates, Libby Moody, Don Alveshere, Debbie Hall, Roy Cosgrove, Kim Thomas

Guests:
The following represents a summary of deliberations, advice, comments and motions that comprise this FRC Conference Call.

Call to order-Quorum established

Chair remarks:
Mikey welcomed everyone to the call. Patrick motioned to approve the 4/16-4/17 minutes; Bob seconded. Motion was approved with the addition of Ann being added to the roster on day 1 and minor edits. Mikey turned the meeting over to the Ann Robinson, Chair of the Evaluation Committee.

Evaluation/Planning
Quorum established. Ann thanked Molly for joining the Evaluation Committee.

- Financial Participation: Ann asked if the Council wanted to vote on the proposed rule change since it was substantial and asked for concerns for or against support of the rule. She was concerned that if the Council did not express their opinions on it, they may feel left out of the process when it comes time to do the State Plan. After discussion, Bob, Patrick, Judy, Mikey, Donte, Rebecca and Molly were in support but said it should be monitored, particularly, the potential impact of individuals not pursuing college because of the rule. They asked that data on how many individuals fall into each criteria be provided, Julie indicated that may be provided in the Director’s Report. Ann was not in support of the rule, as well as CAP. Julie said the agency would certainly provide the data requested to the extent that the system can provide that because they want to review it also.

- Customer Satisfaction Survey: Ann discussed that the contract will end on September 30, 2020 so she is putting it on the radar for the Council and agency to determine next steps.

- Adding questions to the survey: Ann said that there is an opportunity to add questions to the survey starting in October, 2019. Market Decisions will also be conducting 2 focus groups next year and suggested college students on campus as a possible group to survey in that format. Discussions should begin soon for both topics.

- State Plan: Julie said they are still looking at the schedule. The partners on the Plan are just beginning to discuss but they will keep the Council posted.

- Ann thanked Bob for his work on the committee and the Council.
Roy discussed that Market decisions is having difficulty getting responses due to the increasing number of spam calls that people receive and the youth population. The Executive Leadership Team (ELT) will be discussing and coming back with recommendations to address the issue.

Legislative/Public Awareness
Quorum established
- Legislative end of year recap: Debbie reported that the Governor signed HB1121, which continues the Florida Endowment for Vocational Rehabilitation (Able Trust) until October 1, 2023. Back to school sales tax was approved, allowing for 10 tax free days (August 2-11) in which Floridians can purchase certain personal items exempt from the tax. A bill prohibiting Medicaid from filing a claim against a deceased person who has assets in an Able account was passed. Information Technology Reorganization bill is pending the Governor’s signature, which transfers the responsibility from the Agency for State Technology to the Department of Management Services. The Governor vetoed the single-use plastic straws bill because it would pre-empt local control from imposing the bans. Julie said the Governor has not signed the budget yet but the agency did not gain or lose any positions. OPS funding is managed by budget, not positions. Funding for case management system is being reviewed for next year’s session.
- Legislative outreach for 2020: Roy discussed that Allison said legislative visits would be allowed for education and outreach. Roy read the committee weeks and the Council agreed that attending during committee weeks would be most advantageous. Debbie will research and get a recommendation and will forward to Roy and Kim. Mikey moved that they go during a committee week based on Debbie’s recommendation; Donte seconded the motion. Approved. (Patrick dropped out for a minute; Mikey took over.) Committee weeks are:
  - September 16-20
  - October 14-18
  - October 21-25
  - November 4-8
  - November 12-15
  - December 9-13
- Annual Report: After discussion, the Council voted on the report cover with a beach scene that wraps around to the back. Molly recommended the cover with the brick scene. Mikey motioned to accept the wrap-around scene; Donte seconded the motion. Full Council vote-Patrick motioned; Donte seconded. Roll call vote-9 in favor; 1 not in favor; 2 absent. Motion approved.

Executive
Quorum established. Mikey reminded everyone that this was the first meeting with the new attendance policy and he will follow up with any members who may not meet criteria.
- NCSRC Attendance Update: Mikey discussed the need to move the quarterly meeting in October from October 28th-29th to the 24th-25th due to the CSAVR conference being held during that time. The NCSRC meeting will be held on October 26th-27th. There were no objections.
- 2020 calendar: Kim went over the draft calendar-
  - Feb. 4-5 or 11-12, Area 1, Destin, Panama City, Pensacola
  - May 5-6 or 12-13, Area 5, Bradenton Fort Myers, Naples
  - August 4-5 or 11-12, Area 6, Key West, Dadeland
  - October 27-28 or Nov. 3-4, Area 3, Lakeland, Cocoa
Julie said if the Council decides to go to Key West, that Allison would like to run it by DOE Leadership before proceeding. Mikey asked if data could be pulled from Monroe County with regards to the number of customers, providers and basic demographic information. Julie said that was do-able. Don said sometimes, where people come from is more important than where they live, e.g., could we do better, is there staff turnover, are there partners we don’t have access to etc., and that could be more important than the number of customers in one city or county. Patrick motioned to accept the 2020 calendar; Donte seconded. Roll call vote-approved.

- FRC Correspondence: Mikey discussed that there has not been a formalized process developed on customer correspondence that comes in to the FRC. He said a standardized template has been developed with options available to the customer, including contacting the Ombudsman’s office, the Client Assistance Program, attending or calling in to the FRC quarterly meeting and calling in to an FRC conference call. VR Leadership had provided recommendations. Ann said she would like the customer to have a choice as to whether or not to automatically send the correspondence to the Ombudsman’s office and thought the FRC website should state how to handle individual concerns. Patrick discussed that the same information could be provided as is provided in the Handbook of Services and that it shouldn’t be the FRC’s responsibility to forward them directly to the Ombudsman’s office. Julie said the agency wants to know about correspondence; there should not be a wrong door. She said if someone comes through the FRC door, they can get help through the FRC to reach the option they choose. No one is required to return a phone call or email (from the Ombudsman’s office) but it keeps everyone in the loop so the issue can be resolved as soon as possible. Mikey said the Council does not have the ability to rectify the issue. Donte discussed that if someone chooses to go to the Council, they may have a specific reason for doing so, so they should be given options including asking them if they would like their concern to be forwarded before automatically doing so. Some members agreed; others did not. Important to let the individual know they have been heard. Julie discussed the staff having discretion as to whether to pass on information to the Ombudsman and to use professional judgment to address the immediate needs of the customer. Donte said the Chair should be aware before forwarding and that individual concerns actually be systemic concerns when analyzed collectively. Roy said the Council receives around 12 inquiries each quarter, ranging from basic inquiries to customer concerns. He explained that all correspondence is provided at each quarterly meeting for Council review. After discussion, Michael motioned to table the discussion until after receiving guidance from Legal on how correspondence should be handled without violating any laws, specifically, if it’s allowable for customer concerns to be forwarded within the agency. Patrick seconded. (Discussion ensued unrelated to the motion.) The Executive Committee approved. Roy and Mikey will develop the request to go to Legal.

- Senior Management Team (SMT) notes: Julie told the Council that the Area 2 Director, Yovancha Lewis-Brown, passed away on June 12th. Arrangements will be forwarded to staff and shared with the council. Michael motioned to send a card to the family on behalf of the Council; Patrick seconded. Motion approved. Julie discussed that there is a redesign of services going on now. Information will be in public hands for review by September 1st, including to the FRC. The changes modernize how services are delivered, including definitions, how to pay for them at what point they pay for benchmarks and how much we pay for the different services. It is a very large project which probably won’t go into effect until Spring 2020. They are looking at rewriting REBA and the referral system. Julie said an update could be provided at the August quarterly, possibly in the Director’s report. There will need to be discussion about how the information will be provided to members for the September call. Mikey said the Council would appreciate even a macro view of the project.
• Council membership: Mikey thanked Bob and Ana Laura for their service and participation. He discussed that if reappointments are not approved by June 30, 2019, Michael Adamus will be the acting Chair. If members are not reappointed, Council members would be Ann, Janet, Patrick, Allison, Molly, Rebecca, Michael and Amanda. The Council will continue to function with the available membership. The expectation is that the Executive Committee would comprise of members voted on by the Council.

Michael motioned to adjourn Donte seconded the motion. Adjourned