

Oklahoma Rehabilitation Council

Employment Committee Meeting Minutes

Tuesday March 21, 2017

1:00 pm – 3:00pm

Present: Renee Sansom, Linda Jaco, Becky Bradshaw, Suzanne Williams, Rob Carr, Tiffany Davis, Thaddeus Babb and Carolina Colclasure

Discussion Items

- Suzanne Williams with Oklahoma Department of Mental Health and Substance Abuse Services (OKMHSAS) gave an update on the Individual Placement and Supports (IPS) Program. She told the committee that DRS sent a representative, Melinda Bunch to one of the trainings for more information. The hold up with the program on DRS' end is that IPS has a zero exclusion program which means the client doesn't have to be sober to get services, mainly because OKMHSAS believes that working is recovery and recovery will lead to sobriety that would be the main issue for DRS and OKMHSAS to work through. The MOUs between DRS and OKMHSAS for transition youth will go into action on July 1st. OKMHSAS will use a grant to send 2 DRS counselors, Melinda Bunch and Janie Fugitt, to the IPS training to understand better the program with the help of the other 22 States that have implemented and have been working with IPS. Suzanne sent national data to Terri Williams Murphy on how IPS would be cost saving for DRS because it would eliminate pre-employment training and the client will have competitive employment within 30 days; it also focuses on getting and maintaining the job. This information will hopefully help with the decision making on DRS' end.
- Becky Bradshaw commented on the great response she had to the jobs she posted and that she had a lot of applicants for the positions. She believes it was due to the detailed description of the posting (which included the salary) and because of the Committee's efforts to distribute the information to a broad number of people. She also presented to the committee an issue she is having with 2 employees that are deaf. She explained how the change of supervisor for those 2 employees has caused them not to be able to effectively communicate with them (because they don't have a person that knows sign language) and both employees have no literacy skills so written documents are not a solution. This situation has brought many misunderstandings and they are close to losing their jobs because they are not understanding what they are asked to do. Linda Jaco offered as a possible solution a picture board which will be a low tech assistive technology solution, she explained that based on their needs the board will be created with the information they are trying to convey to the employees and it could make things easier for them. Becky will try this option and will get back to the committee about this.
- Survey/Tool Kit information. The Process Improvement (PI) unit and ORC met to discuss the opportunities to collaborate and the first one they talked about was the Client No Show project, which will include a survey for clients. Tiffany Davis informed the committee that VS is doing a phone survey currently with 650 of their clients where they are asked if DRS has provided them with information about activities or programs they could attend to and they also ask them if they participated when they were informed. Tiffany provided a copy of the survey to the committee for their review. This project started in the fall, they are trying to contact the clients right now and

she expects that they will be done by the end of April. After they get the information they will do the analysis and the PI unit expects to have a report by summer time. For the VR side Tiffany explained that it would be better to start with a staff survey, this will target counselors, evaluators and anyone who has contact with the client to get the information from them before they ask the clients. The reason for this is that there is no data if the services have actually been offered to clients and if they are participating/using them or if it is just perception on the client's end that they have not been offered anything from DRS. The other option will be to include the no show questions to the Open Case Satisfaction Survey that will be mailed out next year; this survey will be sent to clients over 18 and they are in different stages of the process - it's sent to 2000 clients right now. The main issue with the surveys is that we are basing the results on client's perception and we need to figure out a way to narrow the focus of this Committee because there are a lot of variables that have to be considered. Suzanne Williams will provide information of the successful closure numbers of IPS nationwide to see if there is anything we can use to adapt to DRS' model to become more successful.

- The Employment Committee will talk to the DRS Division Administrators if the 3 strike rule can be implemented with DRS' clients. Also they will be invited to the next meeting.
- Renee Sansom, Becky Bradshaw and Linda Jaco will try to meet with both Division Administrators before the next meeting to discuss the issues present in the process and to determine which will be the action items the Committee will help with.
- **Strategic Plan**
 - The goal to collaborate with DRS to proactively promote Job Seeker Customer motivation, thus reducing "no show" activities, may have to be changed because of the issues that have been discussed previously.
 - Objective 1.1: Determine whether or not a model or toolkit addressing this job seeker challenging issue already exists – Tiffany will provide more information once the VS survey has been analyzed and the results are during the summer. Once we this information is provided a meeting with the VS/VR Division Administrators is necessary to go over the results and determine the next steps.
 - Activity 1: Each committee member researches the topic and then decides whether a new model or tailored model is needed based on their findings. The committee is at a standstill on this area, this activity will remain like this until there are more details.
 - Activity 2: Develop a survey on motivations and de-motivations to be administered to job seekers. When the Committee met in January we didn't know that VS had a survey about this, so we will wait for those results and will determine if it is something that we will do for VR in the future or if it can be included in the Open Case Satisfaction Survey.
 - Activity 3: Develop and implement a Strategic Training Plan of the toolkit to staff within the Divisions of Vocational Rehabilitation and Visual Services. This activity is yet to be determined if it will take place or not.
- Updates: Thadd mentioned that the Tulsa Workforce Office will move to a more centralized building by the summer, probably downtown Tulsa. Charles Watt has been there to provide training and some more changes may come.
- From now on the Committee meetings dates will be set by Renee Sansom and she will email them to the participants with the time and place. For 2018 in November when the calendar is created all the dates will be included and the members will have them in advance.

- Adjourn