

# Oklahoma Rehabilitation Council Program and Planning Committee Meeting Minutes

The Committee met on Thursday, January 28, 2020, at 9 am, via Zoom.

Participants: Shelley Gladden, Jeff Newton, Jerod Gleason, Tiffany Davis, Tina Calloway, Stephanie Roe, Linda Jaco, and Carolina Colclasure.

## Discussion Items

### 2017-2019 Needs Assessment partnership

The DRS Process Improvement (PI) Unit will use the three pages of the recommendations that came out of the Needs Assessment intake and host a Partner Zoom Meeting to get feedback. It will be a brainstorming session to get ideas on how to meet those needs.

The planning has been delayed because of COVID, but it has been decided to move forward with virtual meetings. The PI Unit will review the recommendations; remove the ones that have been worked on; and list the ones where additional feedback is needed.

The P&P Committee will assist with the coordination of the meeting by inviting its partners and serving as a co-host during the session. The objective is to have at least 30 different people; if more partners or agencies are interested, a second meeting could be considered.

The target date will be late Spring or early Summer.

### Open Case Survey Pilot Update

The open case survey pilot was put on hold because of COVID-19. The iPads were provided to the different offices, but no clients were coming to the offices; therefore, there were no responses for months.

ORC has purchased four more iPads for the pilot. They will be used in different offices, including one for the Hispanic Unit, one for the Deaf and Hard of Hearing Unit, and two for Assistive Technology (AT) Evaluations.

The AT survey has not been developed yet, but it will be shared with the Committee for feedback once it has been developed.

## **DRS Covid Client Survey**

The PI Unit implemented a survey on the effects of Covid on DRS clients in 2020.

The survey included all clients who had signed an Individual Plan for Employment (IPE) on September 30; all clients in delayed status on September 30; and anyone successfully closed between October 1, 2019, and June 30, 2020.

There were 700 responses it was sent to about 7000 clients. The surveys went out in multiple formats; if an email address was available it was sent via email. This method allowed DRS to reach out to more people; that is how the majority of responses were received, as well as through mail and phone calls. The phone calls were limited because DRS doesn't have the staff for them. The calls were made when the clients had a preference listed in their case for braille or audiotape.

The final report of the survey is being reviewed, and the results will be presented to the Committee during the next meeting on March 25.

## **State Plan Update/WIOA – Stephanie Roe**

The 2020-2023 State Plan was approved on June 1; there will be no more work on the State Plan until the rewrite starts again in 2022.

The Access for All Star Rating Certification Policy was also approved during the last Governor's Council Meeting. The policy was released for the initial assessment; it will have to be completed by September 30, 2021.

In addition, the Office of Workforce Development was in charge of procuring the learning management system for the course catalog that goes along with this initiative for training; the task force was notified last week that they now have access to it and can log on to review it.

The course catalog was developed, but it is more than likely going to morph because of the current virtual environment. Hopefully, more virtual content can be added than was initially planned.

Also, in other news, the Tulsa Workforce Board has absorbed the Eastern Workforce Board. The state decertified the Eastern Workforce Board; merging with Tulsa creates an extensive area that will be served. They will be called the Green Country Workforce Board.

### **Strategic Plan (SP) review**

The Committee reviewed the SP. Objectives 1.1, 2.1, and 2.2, and activities 1.3, 2.2, and 2.3 are ongoing. Objective 1.2 and activities 1.1 and 1.2 have been met. Activity 2.1 is on hold.

### **Time and location for the next meeting/discussion**

ORC Quarterly Meeting – Thursday, February 18 – 9:30 via Zoom

P&P Committee Meeting – Thursday, March 25 – 9:00 am via Zoom