

Oklahoma Rehabilitation Council Program and Planning Committee Meeting Minutes

The Committee met on Thursday, March 25, 2020, at 9 am via Zoom.

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

Strategic Plan Review

State Plan

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 the Spring of 2022.

Stephanie Roe shared that the Oklahoma Department of Rehabilitation Services (OKDRS) will not be monitored by the Rehabilitation Services Administration (RSA) this year. OKDRS is anticipating being on the list for 2022.

2017-2019 Needs Assessment Focus Group

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 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 date for the Focus Group is May 17, from 10 am to 12 pm. Tiffany Davis will email the ORC Program Manager (PM) the details that need to be included in the email, and the PM will disseminate with the Council and other partner agencies.

Registration will be open through Zoom, and it will be limited to the first 30 people that sign up.

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 been approved, and the ORC PM assisted with the Spanish translation. The iPads will be set up, and when the VR units at Shepherd Center move to the Frates Building, a training session will be coordinated.

DRS Covid Client Survey

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

Three separate surveys were sent out as the COVID client survey:

1. The first group's target was open adult cases with assigned Individualized Plan for Employment (IPE) as of September 29, 2020.
2. Adult cases and delayed status as of September 9, 2020, was the second group.
3. The final group was former clients with cases closed successfully between October 1, 2019, and June 30, 2020. This last group DRS wanted to know was if COVID cost them to lose the jobs they had found during the life of the case with DRS.

There were multiple distribution methods for the surveys. The clients that had an email listed in AWARE received the survey via email. The second one was through the postal service mail, and it included a pre-paid envelope. And the third one was a phone call for any client that had a preference for audio or braille.

The Closed Case Survey was sent to 829 closed cases, and OKDRS received 90 responses. The response rate was 10.86%.

The Delay Status Survey was sent to 1,030, and OKDRS received 190 responses. The response rate was 11.55%.

The adult IPE survey was sent to 6,129 clients and open case status that assigned IPEs. OKDRS received 569 responses, and the response rate was 19.28%.

Successfully Closed Case Survey Findings

The survey of clients whose cases closed successfully between October 1st of 2019 and June 30th of 2020 included a total of 90 responses, and they responded:

Response	Frequency	Valid Percentage
Temporarily worked from home	18	20.93%
Temporarily laid-off from your job	19	22.09%
Had to self-quarantine due to possible or confirmed COVID exposure	23	26.74%
Been hospitalized due to COVID-19	0	0%
Had to limit contact with family or friends due to COVID-19	34	39.53%
Moved to permanent telework	5	5.81
Filed for unemployment insurance	12	13.95%
None of the above	22	25.58%
Total	86	

When asked if COVID-19 had affected them negatively, they responded:

Response	Frequency	Valid Percentage
Your physical health	14	16.67%
Your mental health	36	42.86%
Your living situation	9	10.71%
Your finances	35	41.67%
Not Applicable or no	34	40.48%
Other	3	3.57%
Total	84	

When asked if they had the same job, they responded:

Response	Frequency	Valid Percentage
Yes	54	62.07%
No	33	37.93%
Total	87	100.00%

When asked if they lost their job because of COVID-19, they responded:

Response	Frequency	Valid Percentage
Yes	16	55.17%
No	13	44.83%
Total	29	100.00%

When asked if they had reapplied for OKDRS services, they responded:

Response	Frequency	Valid Percentage
Yes	7	22.58%
No	24	77.42%
Total	31	100.00%

When asked if they had been available to get a new job, they responded:

Response	Frequency	Valid Percentage
Yes, full-time	10	31.25%
Yes, part-time	4	12.50%
No	18	56.25%
Total	32	100.00%

The complete copy of the 2020 OKDRS Client COVID-19 Impact Survey Report was shared with the P&P Committee; Tiffany Davis will present it to the whole Council during the May Quarterly meeting.

Member Updates

Linda Jaco shared that the TechAccessOK conference is coming up at the end of April. Registration is open, and the link is available on the [website](#).

ABLE Tech is working with OKDRS on the Special Population Committee for Workforce Oklahoma; more updates will be available in future meetings.

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

ORC Quarterly Meeting – Thursday, May 20 – 9:30 via Zoom

P&P Committee Meeting – Thursday, June 24 – 9:00 am via Zoom