

9/11-12/2013 DIG meeting

(very rough notes from Cheryl's iPad that she took for herself, decided to post to have a record of this meeting)

1. Marketing update - Sarah and Sandy

- *until we get a brand we will continue using the words Disability and employment
- *additional information from RSA about what we can spend money on - so things that we used to do in the past we will be looked at more closely
- *no meals whatsoever - even if we call them working lunches including SRC and SLIC
- * what about those Chamber lunches - Mark said we will have to look at this and talk with Cathy
- *new displays have been delivered to each office, asked that if the new display is not being used outside of the office to display in the office
- *would like the old displays returned to SOB as we don't want any of these being used
- *brochures were received today at SO and Sandy distributed them
- *looking to purchase cardboard brochure displays - let Sandy know by end of this week if you'd like one
- *radio ads, TV ads and on buses in Omaha and Lincoln
- *Larry shared his experience with their local state senator regarding perception
- *working with Kearney - Super Booth Training - a couple of years ago complained that staff don't know what they are supposed to say when manning a booth, Marketing Team is working to come up with language and a framework on how this works. Kearney staff were asked to participate in working with the Marketing Team to come up with the guidance.
- *we will not be buying give always except for the tip cards, the keyboard calendars
- *PSA's that will run at SOB on lobby monitors during the month of October
- *Omaha downtown - Marketing Blitz - one day, pair off and some kind of sign that says something like "I support Nebraska VR" and take a picture with the businesses and then posting to Facebook and twitter.

2. MyVR - Sarah

GI teams and Bridgid's team will speak with about 20 clients, if they have their own cell phone, Internet access and if they don't we'd give them a stipend to cover the cost. In QE2 staff will identify the client as a MyVR client and they have to have a unique email address.

they would go to the state's citizen web site to create a Citizen account which then would allow them to get in MyVR

gave a tour of how the MyVR will work for clients

3. Mark's update - RSA isn't Washington's priority right now because of other priorities (Syria) they feel that it will go to the floor of the house in November and should pass. Mark thinks this bill happen. RSA moving to Labor is not in the House bill but in the Senate bill but he doesn't think that will be an issue. Transition how we used to do it is in both bills, a bit different but doesn't see it as a problem. RSA commissioner appointment is a bit different in the house and senate but doesn't think it's a problem.

CSPD is in the senate bill which moves it down to bachelor degree and opens the door to other degrees which would be a big change. Senate side has some pro labor language.

IL Part B moves out of RSA to HHS in the senate bill but not house level, advocates are in favor. locally the SLIC just realized that would mean the governor would appoint the SLIC and the SLIC people just figured it out and there are many of them that the Gov. doesn't like so they are not in favor of this change

CSAVR has hired a firm to lobby to the Hill to keep RSA where they are at (not the best decision - Mark thinks)

Sec 503 regs are final and become effective 180 days after publishing in Federal Register - requires a Utilization Goal - auditors want to see that 7% of their workforce will have individuals who experience a disability. this will be huge for us - applications will have language to allow individuals to self disclose.

Office moves - Omaha South working with DAS to move the office out of downtown. It is now going to the final review - he is not as confident as he was originally that we will move. Norfolk office - DAS is still interested in having VR co-located with Labor - it came up as it's time to renegotiate the Norfolk lease.

Contracts on the State Board - Mark had to present on the new Project Search contracts and they had lots of questions and 2 of the board members really touted Project Search. The NP board member had actually toured the Wal-Mart facility and really went on and on about how great it was and Lillie Larson also went on and on and said we should be doing more of that

3. CAP report - if a returning client comes back the OD must be involved and it's only in the Employment Discussion chapter but it also needs to be in the chapter on What to Consider for clients who have come back. Angela will add to this chapter.

Melanee asks that if Vic gets a CAP case for one of her staff she would like to be contacted. Everyone except Larry would like to be notified and Vic will send an email to the OD when the situation has been resolved.

4. Update of SE grants - Judy

the feds have continued to have questions about our funding the cooperative agreements and that the money we spend the agreement people are providing the required services

HHS meeting - new funding model to make sure that each is paying for the milestones that we should be and not double paying. focusing on behavioral health now.

for DD we really shouldn't be doing SE for DD adults as that is really the responsibility of DD. One thought is that we could fund DD in the 18-21 with this intent is that DD will provide the long-term support once they hit 21.

5. Committee updates

Jim - resume project with Placement staff - had staff submit their best resume and then had employers critique them and then shared that information with the staff. also looked at the interview questions that OD's use to interview potential staff. Soft skill training - developing this training to be used with TR students as well as apprenticeship. met with Keri to see how to work with individuals with autism and how to placement. looking at liability insurance again - it's looking like it's possible that we might be able to get a liability insurance coverage. Constant Contact - employer database - placement staff have been trying. helping consumers understand the types of benefits that are available to clients when they apply for jobs. also looking at background checks on OJE's.

Jim, Janet, Angela, Vic, Judy met to discuss how to make OJE's or volunteer opportunities for consumers. Employers have said if young people don't have work experience they will look at volunteer experience. The question is whose responsibility is it to develop or find OJE's.

Transition Committee - Mark - worked with Marketing to create a TR oversized post card. working on the Making it Work newsletter - it will have a different look at format - shorter stories and more stories. the new newsletter should be available yet this month. working with the ATP Transition specialists that are housed in the ESU's. these specialists will be contacting the teams to meet with them and share what they do. they will also have Transition Youth Conferences. working on a map on the VR website that people can pick a site and find who the TR specialist is that cover's that school. He has asked each of the teams who is at which school. does a videoconference with new staff, first one was in July and it went well. had sent the TR numbers out previously to discuss.

Eval Committee - Janet been trying to get Erik Henderson on video for one of those meetings - scheduled again for October. Eval has asked for mentors for new evaluators so they are working on how this could work. working on setting up OJE's - Jan and Regan set up a lot of them. OJE's for handling money are impossible to find. Larry mentioned needing training for clients on how to run/operate credit card machines.

Consumer Input committee - Vic they worked with Sandy and Sarah to comment on MyVR and magnets

Counselor committee - Angela not operational currently. as she went around the state talked about what would be helpful. heard that they want MI support. Angela suggested that she open it up to everyone and that she schedule one once each quarter and anyone could attend. Larry said he talked to his staff and would like it once a month/every other month - everyone or counselors? several OD's said their counselors feel like everyone has a voice but them and they feel lots of pressure to perform and that if the agenda was distributed ahead of time that would be helpful.

Leadership - Pat - been working on items to prioritize that need to be worked on. each rep surveyed their team to identify the top 10 and then it will be worked on to prioritize

Terri - 5 certificate programs

Janet - job duties for evaluators for LINK library
Angela - developing new referral sources - possibly targeting the middle class, working with EAP, ATP for referrals
Vicki - visited with the CIL's and encouraged them to get involved with VR & also visited with our service providers
Jim - 3 new search sites in Omaha - possibly one with Valmont Industries (first time in manufacturing) and VocDec which would be first for adults
Judy - Abilities Fund and Easter Seals - benefits orientation and benefits analysis - many of our clients are getting these services
Pat - State Rehab Council and the Placement committee wanting the client satisfaction survey to be updated- developed categories for the interviewers to ask clients
Mark Mason - new Youth council out west, working with Kristi on their budget clarifying her goals and her budget, also HHS is
Terry - work with their associates to document what they do so when someone leaves there is a way to train new associates
Cheryl - Wendy Wettstead
Brigid - working with Sarah on MyVR and with the team on identifying people
Lisa M - Project Search with the Reservation and with Mercy Hospital at SSX
Keri - TBI advisory council - one of these task force - children and youth task force getting these screens done in school and they have gotten a lot of recognition this past year and now because of the concussion bill they are getting a lot of response from schools and the are getting on board
Larry- manufacturing certification program in the Columbus area, in Fremont trying to get Community Alliance to come back to Fremont
Jen - going around to the different prison systems in Nebr and working with the teams who have partnerships with these prisons
Amelis - team is really focused on achieving their goal
Gordon - traumatized by singing to Angela happy birthday
Kim - Project Search and talking about a certificate program
Melanee - working with Jen and Mark M trying to get in with Juvenile Justice to get referrals
Elaine - hired a new associate - first new hire - welding program, reorganized staffing in the rural areas
Debra J - relationship with a grant writer at SCC and received a call from them about a program with Nelnet
Deb D - Heartland Workforce Solutions - trying to make the partnership work with VR.
Mark S - reauthorization with CSAVR - one thing he is trying to get through CSAVR is getting the referrals from DDS again - CSAVR did see the sense of that and is working on it, because of the hard work we are doing Nebraska is getting a lot of press nationally, as well as the certificate programs and the MyVR. at the council of Native American administrators may present MYVR and certificate programs as well as another group on the certificate programs.

7. Fed ex updates

Larry - Community Service idea - originally to take a work day and do community service but then decided not to - get on the community TV programs and going to referral sources and saying thank you
Lisa M - the shape up get out of our sets. Set up a calendar for Sept and have a morning

break exercise or afternoon break exercise. There is an under the desk pedal machine that they are going to try out, an ball chair from ATP and looking for a walking machine for the office. questions to ask themselves after 3 months 6 months 1 year. bringing healthily snacks

Brigid - reorganization on their team - need more concentration on placement losing an associate position to service specialist for placement, an SOS position for receptionist Elaine - job coaching - recreate something that was done previously. looked at some of the old training that staff had gone through so that they can be more responsive to employer issues and who on the staff will be willing to take on this role.

Melanee - to create more OJE's they are looking at 4 sites.

Terry W/Terri - last year's goal GPS - means Goals Progress Success - have a meeting and actually attend to what the meeting is really about and who is going to do it, this year's is the like the next step. actually this year they set up committees and identified what they are going to - Blitz Day with referral sources, develop materials that everyone will use, write a script for staff to use. Also working on communication among staff as they have had lots of new staff and it wasn't always easy for the new staff to understand how the office rules work and be able to provide a way for new staff to contribute

Jackie - making their office more welcoming and open. ON their new large wall there is a committee to create the Welcome and Where your future begins in many languages. Several committees to look at what kind of reception area and how it looks. Lots of reorganizing going on with their office. Would like to have a student intern but all the other changes need to be in place first. They will also have 2 people at their receptionist and one of them will be a client volunteer

Program Team (Pat) volunteerism - staff could choose to volunteer up to 4 hours a month in a place that our clients could use. The client would accompany the VR Staff to these volunteer opportunity. Met with Ed-HR. Just having VR staff volunteering lukewarm but if we accompanying a client we can do that now so that wouldn't be a problem. Not sure where this project will end up.

Debra Jenkins - last years - extended job seeking skills class - 38 clients participated last year (ones who can't go to placement from JSS). they have discovered that for some clients the skill deficits are so strong that advocacy by VR will be necessary. For some clients extra training can reduce the need for our advocacy. The class should be taught by the same person all the time. They also discovered that many clients don't even have basic computer skills so they have found/discovered a survey they can use with clients to assess what skills they have or will need to develop. There are a couple of resources for clients who need more training - one resource is the Center for People in Need and they have 3 classes that are free for clients to attend. GFC - free computer learning website. This year's idea - how to add case management tools to QE2 and Cheryl met with their team to discuss

Gordon - trying to approach employers to develop placement opportunities. They don't feel they can do a successful certificate program because of their numbers. Meeting with the employers is a group an eval, placement, counselor and it is going very well. the group has developed a real good chemistry. they do this every other week taking one day to do this outreach

Deb Dixon - continuation of previous fed ex ideas - last year compassion fatigue - visited referral sources to really understand what those places offered and gave us a better idea of what could be offered. VR staff had the same experience that clients do, walked, bussed, cold calling found that a lot of the information they had was wrong and needed

to be updated. This year the idea was right the wrong. Meeting with referral sources to introduce us and also focusing on those services so that when we are recommending them to clients it's current info. looked at housing, transportation, medication, food places as these are the needs of our clients most.

Amelis - reorganizing space - on hold until the decision about Deb's team moving but looked at how the reorganization will be with cubicles and getting used to that concept. Last year looked at the stages of a team to re-access how they work together and developed strategies to improve and just recently they re-accessed their team and it has showed great improvement.

Operations - Cheryl reporting for them - streaming meetings on their iPads

Kim - will be meeting with the marketing team about using the QR code and VR flag

8. VRIS update - Pat provided the links to revised chapters and checklists on VRIS and to share with staff to get feedback.

9. former clients returning for further education assistance - Gordon

has struggled with furthering education for previous clients - participated in a video with some state office and for those situations at that time he got it but just recently he had 3 clients who had bachelors but came back for a master's degrees. they were working but by getting an additional degree they could advance in their job or career. the Program Team will look at coming up with some critical questions for staff to use, Angela will be the one to contact if you have questions

10. Larry - Violent Client Policy - they had an issue with a client who got verbally and physically abusive and his staff felt threatened. As a result they came up with a security plan and put doorbell buzzers in each of the interview rooms and at that there front desk receptionists. He talked to Judy as she was one of the staff who worked on our violent behavior policy along with Vicki and Kim.

Workforce in Columbus provided training on workplace violence and Larry didn't know if its any good as it is happening today but he could find out and see if we could use them.

reconsider having training on violent clients and what to do

11. Training budgets - Cheryl Discussed that the teams will have their own training budgets and will approve cost training for their team. Exceptions will be NST, State Staff and out of state training. Distributed a revised training request form that has a checklist on the flip side for OD's to use to determine appropriateness of training. The information on the checklist has been made into Training Instructions that will be placed on VRIS.

inclement weather policy - change in the NAPE agreement 15.8 if you are in a office that is state owned or the building is leased by the State.

The governor will decide if the office can be closed and basically this means that our offices will never close again

options are: staff report at other pre-arranged site
telecommute from home if possible - has to be approved by deputy commissioner so it won't happen
use vacation leave, comp time or last
make up the time within the week (can flex on Sat as that is now part of the work week but not part of the core hours, which would require Mark's approval - which he would allow but he would have to be notified before it happens)