

Council of State Administrators of
Vocational Rehabilitation
2019 Fall Conference
Wednesday, October 30, 2019
Onsite CART Captioning.

CSAVR Business Meeting
8:00 a.m. – 8:59 a.m.

>> So we're going to get started with our business meeting today this morning, so if you are a director, you're a voting member and we need your vote on a few items as we go through, particularly, our reports. That's the main thing we have going on, some of the reports of the committee chairs.

And just a reminder that the director from the agency is the voting member and that's who we would expect to be voting. If you have been designated by your director to vote on their behalf, then make sure Theresa knows that that's you. So let them know and -- let her know.

So we will go through couple of three reports here and then we will move toward our -- the reports of our committee chairs.

Committee chairs as you come up, if you're next on the list, get in the queue, it takes a little time to get on the stage. So maybe we can keep it flowing pretty promptly if we can. So first we'll ask bill Robinson to present the treasurer's report

>> Good morning everyone. I have a quick story in advance of Halloween. The halls here are so lodge, my room is way down at the other end and it makes me think of the Shining, walking down that lodge hall and looking for those two twins it was funny, I was telling my wife about that and USA today had the twins in the corner, because they're re-releasing it, so be on the lookout for two little girls in blue dresses about this high, if you see then, let me know, so I'll run the other way.

I wanted to just go over a couple things that are just some givens. And that is that we maintain our books on a fiscal year ending June 30th. So we have just ended our first quarter of the fiscal year.

The treasurer's report, therefore, is through the first quarter of September 30th, 2019.

The prior bookkeeping firm was not meeting our expectations, so one of the major things that we did this year, and I have to thank Theresa Hamrick because she really helped a lot in in effort, was to go out for bid. We went to three different firms, did telephone interview, told them what our expectations were, and it was like interviewing somebody for a job. We asked the same questions and got different answers.

So we were able to narrow that down to two firms and then we did a final interview. And then we selected one firm and I happened to be in D.C., so Theresa and myself and Steve did a final interview in person.

And so the final selected firm was cone rest sick and I can tell you one of the things that's really been nice about them is they're responsive. They are so responsive, I can e-mail them in the morning and I get a report by the end of the day. They are on top of everything. They're producing our monthly financials on time, which is a big deal cause as part of an internal control we want to see those numbers, as a treasurer, as soon as possible.

I would also like to thank both Allison and Robert Doyle who have been part of the budget committee for me. So as I produce reports I've been able to send them to them for review and comment.

Another thing that we did request with the new accounting firm is we budgeted categories. So we have grants and one of the things that we were challenged with is really trying to make sure we are accounting for all the costs we could bill back to the grants.

So you new accounting firm has a lot of experience in this area and they have been helping us in that area as well.

The one drawback of going to a new accounting firm is that they -- it's a good and the bad. The good news is they sent a lot of time on setting up a new chart of accounts. They spent a lot of time correcting things in the prior financial statements from the prior bookkeeper.

And ultimately, as a result of that, our audited financial statements are not available as of today. Which normally they would be, but we expect those to be here any day.

Couple highlights for fiscal year 19, CSAVR ended its June 30, 2019 year with cash savings and investments of 2,899,289.19.

CSAVR fiscal year June 30, '19, results from operations was a positive 59,396 dollars and 61 cents.

So the organization, your organization as a member organization is in healthy fiscal condition.

For 2019 to 2020, the new budget year, we are projecting revenue of 1,687,900 dollars. Expenses of 1,560,906 dollars and our operating surplus of 126,994.

Some good news on the dues front, pull this up, as, I think this was Tuesday, Theresa sent this to me. Dues paid are now a million 20,936.68. So we made some real advances over the collections, as of September 30th, as on this sheet that showed 894,595 dollars and 36 cents.

And we appreciate your timely payment. Steve refers to Theresa as T. When it comes to dues collection, she's known as T-rex.

Cash in checking was 178, 4 -- and 47 cents as of September 30. Savings accounts total 508,910 dollars and 82 cents and certificates of deposits total 1,419,379 and 9 cents.

So for the year in the beginning of the year, typically we collect most of our dues up front and our expenditure occur evenly. So those checking account numbers will go down.

I have talked to receive about moving some of that money in the interim to earn some interest in money market or savings. So with that unless there's questions I'll wrap up my report. And yes I hurt my chin this morning, falling in the shower, when the curtain pulled back and there were two little girls standing there.

So if there's no questions then I'll ask to for a motion to accept the report.

>> Is there a second? So all in favor? Mr. President we have a accepted treasurer report

>> Thank you bill, we appreciate your report as treasurer. Next up, Carol?

>> All right. Morning. It's a little bitter sweet because this will be the last time I stand before you as president of NCSAB, for CSAVR, my colleague Dacia Johnson will be taking over the first of the year. I really enjoyed the past two years, I feel like we had excellent collaboration with CSAVR and some very important issues that face the public program.

And this includes our works on the prior approval flexibilities and finally we were able to hear something yesterday. We have been advocating literally two years for that and then working with RSA on the rethink performance initiative. And you'll hear more about this this morning.

I think the most critical piece I've seen, we're five years into WIOA. We know what the challenges are. we now have hard data. We know we have people still continuing to have a problem spending the 15 percent reserve. More programs than ever are on a priority or service and have implemented and order of selection and programs are fiscally strapped. And staff have been tired.

Now more than ever we have an opportunity to impact change. On a federal level. We have hard facts, we know the difficulties that we're facing every day and I feel like OSER and RSA are really listening to us, I have a sense of hope that things are about to change.

So as you are winding down, we are ramping up at NCSAB for the next two days kicking off our conference on optimizing performance. I feel we're all better when we're together. That ends my report.

>> . All right we've got Graham coming up with report from NCSRC

>> Thank you very much. This is Graham Sisson, president of the national of could he litigation counsels, on behalf of the NCSRC board of directors, we'd like to thank you for the opportunity to be here again today.

I served as the NCSR president for about a year and I've been a liaison to the

Alabama state rehabilitation council for over 20 years. Do we have any of our NCSRC board members present? Is Sherry Taylor from West Virginia? Thank you. Can you stand up. Sherry's our vice president and treasurer. Does a lot of good work.

Also we have Karen Sanfield from Texas our secretary, Bernadine Sanchez from New Mexico, Pat Thompson and Tom from New Jersey are other board members who have been involved since the beginning. I would recognize them but they're not here this morning.

We also have Keith Travis and Risani Rios who serve on the board and we have 61 members out of the 79 SRCs that have our signed resolution and are full members of the NCSRC.

My question is, is your state a member? If your State's not a member, please join us. You've heard of the band wagon pitch, get on the bandwagon. Join us.

NCSRC charges to dues. Our conferences in spring involve fees.

What has the NCSRC been up to, we launched the new web site in June of this year. We encourage you to visit the web site at www.ncsrc.net, www.NCSRC.net.

The training and networking we do quarterly conference calls on training topics requested by our members.

Also 70 people have been on those recent calls. We encourage your state rehabilitation council be a part of those calls. Then something else that we've done and I'm going up towards the front of the table. I'm not going to cost these people in front here, but I don't have any movies to talk about. I did not see those people in the hallway, but we have this book.

We did a reprint or reworking, not just a reprint, of the 36 institute on rehabilitation issues on the state rehabilitation councils and you know that it is Halloween orange okay? That was on purpose. it's Halloween orange.

On the very back cover you'll see the picture of those two girls, okay?

Couple of our things that we've been up to. Is we have a new SRC guide book for chair persons members on the web site, NCSRC.net and we encourage all state rehabilitation councils to use is this book. We're also working on the training modules. We had training modules that were originally funded with RSA. We're going to we also have a list serve, we established one that includes every state territory. This gives all SRCs state information from CSAVR, RSA and NCSRC. So we're always updating. If your state has changes in the chair or the liaison, if you would please let us know.

And anyone is welcome to our trainings. Usually they're on Saturday and Sunday before the CSAVR meetings. It's a great way to network and help your SRC to be an asset to the your agency.

Again, thank you very much for allowing me to share this information with you. If you're state is not part of the NCSRC, we encourage you to join us. Thank you very much.

>> Thank you Graham. We appreciate the SRC group and we're so glad you're able to meet at the same time as the rest of the conference. I labeled -- I stick my head in for an hour or so, and listen to one of the presentations particularly as Joe Xavier was on a panel and some of the directors. It was a great opportunity to see what's goings-on. So we really value the work, I know in Arkansas, just truly value my SRC. Provides a lot of great input.

The report that's not on the agenda that we've added is for the constitution and bylaws report. Dacia Johnson has been leading a great effort along with a few folks and she's going to report on some of the activities of that.

>> DACIA JOHNSON: Good morning. Some I will be brief this morning. We had an engaged conversation during the directors forum, but just as a reframe, I think last week you received directors a copy of a draft revised operations manual and constitution for our membership organization. And this is really the culmination of several months of dialogue and engagement with several members around

rethinking the way we engage a committee structure for the members, as well as stake holders and folks that always come and give value to our conferences each year so this is really just an opportunity to answer any questions that folks may have in that process. We've already gathered, I think, some valuable information thus far during the conference.

But we are not proposing an action item this fall. And Robert Doyle is going to lead the next phase of the work. Is Robert in the room?

>> Back in the corner of the room

>> So hopefully our goal is to engage in a further reminder of the draft that you were presented. And during your spring business meeting we will likely be asking for an action item.

So when we talk about changes we're really talking about chaining that would be implemented a year from now. So hopefully we're going fast enough so you can see the progress, but slow enough that folks feel like they can engage and impact the final work product. I see no questions. Thank you very much.

>> Thank you Dacia. Thanks for the work of the committee. We appreciate it.

Next up of our reports of our committee chairs and co-chairs. We've got eight or so to provide some reports on, each of the chairs or their representative are going to come up and present some brief reports and so looks like Curtis from Alabama combined is up for the deaf and hard of hearing so we appreciate Curtis coming and giving report.

>> CURTIS GLISSON: Good morning everyone. We had a great deaf and hard of hearing meeting yesterday. At least 25 were in attendance. That included 18 state coordinators for deaf services and other key organizations in deaf services.

About half of those were through zoom on line, I tell you I'm glad there were folks there that understood technology better than I do. All the interpreting with Betty Joe and her team and my younger co-chair and more tech savvy, Bedarius Bell is constantly switching screen sizes and cameras and microphone to ensure clear communication. But it all worked. I was very anxious at the beginning and really amazed at the end, so that all went well.

We had important updates from the national technical institute for the deaf and gal debt university and Helen Keller national center. And for the first time in years, we had an update from the national association of the deaf, which was represented by the president of NAD Howard Rosenbloom who joined us.

You know. NAD is the main consumer group of deaf and hard of hearing individuals in the country and are really interested right now with being more involved with VR nationally. As a matter of fact they've established a work group that includes some VR staff to bring issues to the table with VR. And they would like to do that through CSAVR, so I'm sure we'll be hearing more from them in the future.

One issue that Howard brought up at the meeting was a trend in some states to send less people to NTID and gal debt, where they receive direct communication from instructors, so that's just an example.

We had open discussion after the updates and met the entire two and a half hours. The committee also continues to work on the revision of the model state plan for deaf, hard of hearing, deaf blind and late deafened. All chapters of mostly complete but it has been a challenge and caused some delays because of staff turn over in some states.

Because CSAVR has not yet finalized the current revisions to the committee structure, the committee did want me to again stress the importance of a permanent deaf and hard of hearing committee within the CSAVR structure in some form or fashion.

Most professionals in the deaf and hard of hearing services world believe that separate specialized services for deaf and hard of hearing consumers is best for that population, in the same way that it's generally understood to be for blind and low vision services.

Blind services has NCSAB, but there is no NCSAD. And I think that in a nut shell kind of emphasizes why this committee is so important. We had no action items, so that concludes my report. Thank you

>> Thank you Curtis I'll take that as a motion for I didn't remember report. Could I have a second for Curtis' report

>> JOE XAVIER: Second

>> Mr. Xavier got you, all in favor say eye? All right, I think the ayes have it.

Coming up for employment he committee I think I saw Jane -- there she is. Jane Elizabeth Burdeshaw is going to give the report for the employment committee

>> JANE ELIZABETH BURDESHAW: Good morning. Bill, I had just talked to someone yesterday about the hallway. We're down the same hallway and I kept thinking, can I out run a tricycle. First I want to thank directors who sent anyone to the net summit this year.

We had a great meeting in Maryland. It was well attended and we hope to have another one next year. If you did not send someone this year, and would be interested, contact myself, my co-chair or Kathy West-Evans and we will get that information to you.

We had 48 in attendance in the room. We had another 8 on a call. The first was spent with a gentleman named John Fica, he spoke about the Florida VR partnership, that has now been extended. We have graduates who obtained employment. 250 of those were at high I can't tell, so since we're staying at Hyatt .why don't we give them a hand.

They do this through a 80 hour paid internship to learn about what the strengths are of the individual that's coming to work.

The only requirement is that they be 18 years and older, so if you were interested in joining in on this partnership in your state, you can reach out to John Fica with hands on education or Kathy West-Evans.

In attendance also were Calan and Layla from the Hyatt here in Florida and the executive chef from this property as well.

Next we had the WINTAC and an update from Sean in a Brian and Linda mock. Primarily we discussed customized employment and the 13 active engagements that the WINTAC has around that subject with states.

They discussed their revise the road map and other additional tools for customized employment. you can find those on the WINTAC web site. They also discussed new data dashboards to track progress, and then we also discussed the community of practice for supportive employment that is happening once a month.

There are also new publication that issue, as well on the web site. Linda Mott moved into business engagement in the WINTAC's work there. If you're interested in technical assistance around the topic or training in that area, please contact Linda Mott with WINTAC.

Also, Linda discussed a new grant that will be coming forward from the Boston institute of community inclusion around the issue of employ engagement. So be on the lookout for that.

We moved into regional reports from our net points of contact and all other business relations staff. The primary topics that we discussed were obviously October, national disability employment awareness month and the activities in each state.

The new and growing partnerships we have with the OFCCP, I think you heard about that a couple days ago. We discussed career fairs. Some of the employer partnerships that we discussed were with Starbuck's, compass, Dollar General, gold man sacks and let's see, Kaiser Permanente and Intel, oh, and wells fargo.

I wanted to point out in region six a couple ideas they presented. One is that their VR agency created a phone number specifically for employers so that when they contact the agency anywhere from that state, they get that one single point of contact.

In addition they also had a new and innovative idea around self employment. It had to do with the shark tank. It's called dream it, pitch it, do it.

And the self employment candidates go and present their ideas to a panel for the panel to hash out ideas about that concept. And I thought that was a neat model.

We also discussed efforts in each state around state to state as a model employer and executive orders and legislation that are happening across the country.

Kathy West-Evans updated us with both the OFCCP and the VR. She also discussed a task for with the ETA and work force in hiring individuals with disabilities.

She also discussed the work with AFV for trained individuals with federal employment and last but not least we discussed the tap. If you don't know about tap. Please see us, we'll be happy to inform you, thank you.

>> Thank you Jane Elizabeth and thank you for the work of that committee. I'm sure you heard a lot of things that resonated with you, did with me. Things that are going on just constantly in our own state so we'll take that as your motion, do we hear a second to accept that report

>> Rob

>> All right. All in favor say aye? Little more enthusiasm, all right we've accepted that report. Thank you Carol

>> HRD committee. We had represented 20 state agencies and this is about double the size of the group we typically have and I think indicative of the issues if he people are facing around retention of staff. Dr. Susan, spoke about her research that is soon to be published in the journal of rehabilitation.

She discussed a flu transition specialist that will be rolling out from the CRCC after the first of the year. They will be offering five courses including family engagement, student center planning, transition assessment, using school data and legislation in the transition policies.

Russ Thieland and Kyle Walker have an internal leadership course they are developing focusing on leadership skills that will help to your culture. They do have a opportunity to go to the state individually and they're hoping to roll this out by the spring of 2020.

Mary lovely from RSA discussed the 30 million dollars grant competition that was recently awarded. There were 51 new awards. 29 in general rehab, 12 in rehab with MI focus and eight with a focus in blindness and two with a focus in deafness.

Mary reported there were many applications and they just didn't have enough funds to grant all the proposed projects.

There are also seven new training grants that were in direct response from questions asked by RSA. Now RSA is planning the FY20, the parent education training centers and AV IRS programs, they're going to be evaluating the technical assistant center work with TSA staff, RSA and they're going to get input from the states with a series of web under arrest I think after the first of the year.

Spoke about the upcoming supervisor academy. This was something we worked on through the HRD committee. It has been in place for about three years now. The next cohort is in the winter of 2020 and we'll start in January. The cost is 16 hundred dollars plus travel and applications are being accepted right now.

We then had Dr. Geis, she discussed her work with a counselor credential study and she is looking at the disaggregated data with counselors. To date, Georgia, Florida and Tennessee have participated. She would like to get up to 20 more states to participate. Her study is able to look at the quality of placement per counselor with rehab degrees versus other degrees and she did recently receive some funding from RSA so also analyze the results that counselors are having with the ID D populations.

Dr. Marie McGuire presented on George Washington University happenings, they were approved for two long term grants. First is a master program for rehab

counseling where a focus on mental illness and the first will start in 2020 and they're recruiting for students right now.

And then secondly, they were funded for an innovation training grant to give rehab counselors and paraprofessionals the additional training they might need in the VR process. And there will be a variety of trainings that will be available for CRC credit. This isn't meant to replace a degree in counseling, but will provide a for training manuals.

They're creating a series of approaches to train staff working with clients that have IDD. And they're also working on an employer engagement series that will increase capacity of staff.

And then finally the group finished up with a really good discussion on the pressures people are having around recruiting and retaining staff. There were really five asks they brought forward. One was to have commissioner Schultz, thanking them for the last five years and kind of recognizing the trials that people have gone through and discuss what has been accomplished together along with the time can of the hundredth anniversary of the VR public program and I know Mary lovely brought that to the commissioner and I spoke to him about that. He seemed interested in doing that.

We have a repository of wage data, fringe benefits to help states that may be working on some ask within your state to maybe move the wages of your counseling staff and so that will be in the works.

The third ask was to have CSAVR develop videos that would help with the recruitment of staff that depict a day in the life of a business engagement specialist, supervisor or other VR staff and CSAVR is going to research this as part of a larger retention and recruitment strategy.

And then having CSAVR advocate for the reduction of administrative burden and advocate for a nation wide electronic case management system. And then finally, to have a future training that would include an HR specialist to discuss how to attract, retain and grow talent at a future conference.

That ends my report.

>> Thank you Carol. Thank you to the committee. You've heard the report and the motion. Can we have a second to accept the report?

>> System all right. All in favor. Opposed? opposed? I didn't think so, all right. Motion carries so next is David.

>> Morning everyone. For the management services committee with we had a total of 65 people attend our meeting, including four staff from RSAP, which for them is probably CSAVR's equivalent of walking into a haunted house.

In all seriousness we definitely appreciate their participation and assistance in airing out our agenda.

The first topic was 107 monitoring. We had a report that all 2018 monitoring visits will -- the final reports for those will be issued by January 31, 2020, all final reports for 2019 will be out by March 31 of 2020.

Common areas of finding were 60 day eligibility, 90 day IPE development, issues with internal controls both as they relate to accuracy and validity of 911 data and fiscal processing in particular related to period of performance.

Another area of concern was VR representation on work force development boards.

2020 monitoring will be for six states and will be scaled back to nature, yet focused. The list will be out soon as to which states will enjoy an RSA visit and those will start occurring in late February to early March.

2021 monitoring will be a revised approach. Which will be adjusted by the rethink group. Randolph shepherd monitoring will be piloted in 2020 with three sites being evaluated.

Second panel area of topic was 911. It will be implemented 2020. We discussed the RSA edit check tool. Chris Pope was able to discuss this with us around

described it as an iterative process at this point, as they relate to the anomalies that exist in our data.

Chris also discussed there is an eight part training series on the RSA 911 being developed in partnership with WINTAC. A few of those are first few component parts of that are out now and they're being made available as they are ready to go.

Third area of technical assist -- well third area was technical assistance. RSA has implemented a tracking tool to log response to questions they receive. They're very pleased with this so far. They believe they're making great strides in being able to be responsive and accurate in their responses to individual states.

To date they've responded to 61. 66 inquiries they received.

Last area that we covered was fiscal. Continuing rest -- with the continuing resolution, the grant awards that have been sent so far equal 14.21 percent of the projected funding. Although final awards are still dependent upon the final appropriation of the program nation wide.

A reminder was issued that there will be no fourth quarter grant award, so the -- the total award being distributed will be as soon as the appropriation is finalized.

By the end of calendar 2019, we should see an update to the uniform guidelines, which I'm sure we're all looking forward to.

Presently working on revisions to the RSA two, which will result in the elimination of the SF425 report: RSA 2 will become a quarterly report. This report will work in conjunction with the 911 record we're now submitting quarterly. They're looking to reduce the burden as much possible for duplicate reporting.

That RSA host another fiscal conference. RSA stated they're open to the possibility of acting as subject matter experts if the conference were to be arrange and this matter will be discussed further.

At the request of commissioner Schultz we had a discussion related to case by case determinations of competitive integrated employment. Several states shared their approaches for managing, and what times can be this tricky call.

The key here is there's two elements to competitive integrated employment which of course is minimum wage and integration of the work site.

States have taken different approaches with different checklists being developed, a variety of staff both in the field and administration to review these cases on individualized basis.

We moved on to the state rehabilitation council consumer surveys. Sever states expressed their satisfaction with the surveys. These ranged from state developed surveys such as survey Gizmo or survey monkey, others having professionally managed and developed surveys much like the human resource committee, staffing issues was a major topic for our committee. Though what I will refer to as we exacerbated burdens on counselors and the need to address this was very intensely discussed.

At one point the committee was asked if there were any states they were not having issues with retention and salary competitiveness so show their hands and I don't believe any hands were raised so it's a common issue.

Staff turn overs reached a critical point with multiple states expressing that attrition is at an all time high.

Suggestion was made that CSAVR assist with convening state agency toss discuss best practices for process improvement and so support over all system change which can be conserved to try to reduce this burden on counselors and hopefully improve their satisfaction with the work they're doing.

The last piece we had was a report from WINTAC, Chip Kenney reported that WINTAC is in the fourth of their fifth year of their contract and they have drastically out performed the volume of their deliverability. Chip went over data including numbers of university and intensive TA agreements. He also showed some impressive numbers regard to utilization of index plus. WINTAC's work is definitely

appreciated by all present and we look forward to future collaboration with them.
That concludes my report

>> Thank you David. Can I have a second? All in favor? Thank you. Carries.

As Dacia makes her way up, I want to remind you to submit your commission report to Theresa, otherwise she will hunt you down to get it so please send it to her as soon as possible. So for the rehabilitation research committee, Dacia?

>> DACIA JOHNSON: Good morning again so during the research committee, we had 14 active members participating in a discussion. We started with an open discussion of potential research that could impact and improve the field of public VR.

And that included talking about using the data that's becoming available for both youth and pre-ETs and looking at expenditures versus actual impact on outcomes.

And then we also talked about different types of impacts that the changes to the merging of core and in the preparation of counselors and how that might impact individuals choosing to enter the field of public VR.

And then also looking at retention rates and -- by industry and sector and if there are areas that we could impact that particular area to increase some outcomes.

There were no action items and that concludes my report

>> Thank you. Can I have a second to accepting the report? All right. Cheryl or Joe?

>> JOE XAVIER: Cheryl

>> All right all in favor please say aye.

All right. Social Security and John Connelly is going to have that report.

>> Well good morning. We had approximately 20 participating in person by phone with the Social Security committee report. And reports were received from SSA and maximus and I want to go over some highlights from their reports. SSA is working on a communications plan to improve communications at the director level. SSA is also working on clarification of the pay back notifications and they hope to be issuing that clarification soon.

WIPA funding they expect to remain flat at 23 million dollars for the next year and approximately 79 percent, 79 percent of ticket holders that are being served by state VR agencies.

Cost reimbursement, SSA paid out to VR agencies in 2018, 185 million dollars.

Due to an audit finding, SSA has to discontinue holding reimbursement payments per agency requests and they're going to be making those payments as the claims are processed.

So you may want to follow that more closely than you have been to manage that.

Um, this past summer, SSA had an employment summit. There were many state VR agencies and employment works represented there and they hope to release the findings from that soon.

I do want to thank David Leon from Virginia general for developing the agenda for the committee and thank the committee and Mr. President that ends my report and on behalf of the committee I move acceptance to the report

>> Thank you John. Do I hear a second? Dacia, all right. All in favor say aye please.

And Andrea Guest on the transition committee. Lisa January send hats is going to present the report, who will be taking over the role as the transition committee chair, so thank you

>> Good morning everyone. My strategy, Allison -- where is Allison -- there she is.

My strategy for the frizzy hair and the twins was keeping my room at a cool 63 degrees.

So that is that. So I'm really happy to be back in the transition committee. Thank you to my lovely -- I call her the chair of the committee. I'm really her co-chair, but Andrea Guest from the great state of Delaware and so we had 47 individuals in attendance. We had three or four on the phone. It was kind of hard for me to tell.

But we were happy to have Suzanne Mitchell in the group with us as well as

Tonya Stellar on the phone from RSA so provide a couple clarifications for us.

We had really a fabulous conversation, if you will, about where we've been with our preemployment transition services this last, you know four and five years.

And we really had a lot of questions to ask ourselves to look at how our agencies are doing with that. How are we leveraging our partnerships, how are we responding to the shift in the work that we have?

There were some great examples from states on things that they're doing. A lot of states have separate case loads. We do for our potentially eligible as well as our eligible students.

How are the TA centers helping us with this work? We were really lucky to have Brenda Simmons and the team from both -- well actually frequent three TA centers, the WINTAC, the would I tact and the in enact. We talked about the CRP guide, helping with the competency they need to know in terms of helping our students through the process.

And we took a look at some initial data, some of the data that we haven't seen. A couple of notable ones, the first one is that in terms of program year 18 data, we now have 50.5 percent of our participants are aged 24 and under, which is really something to think about for the agencies.

I know we heard that data yesterday from Chris Pope, but it really does make us have a lot of questions.

The other data that we really thought was interesting was in looking at some of the ID EA data out there, that the increase in students with IP -- IEPs, sorry, not enough coffee, has been going up while the dropout rate has been going down.

And I now in New Hampshire, one of the assumptions I make is that our services are helping with that. In New Hampshire we have extended learning opportunities, high school credits that students can gain to do that, so that is helping with dropout prevention.

We also asked ourselves what kind of quality insurance tools do we have for the pre-ETs that we're doing. Are they increasing the time cases are open if students are applying for services.

How are we measuring outcomes? I tried to put this on my phone but it was too small for me to read.

So a couple things we were looking at in terms of our next meeting, whether it be via webinar or some in person conference is really taking a look at when should students apply for services once they've received pre-ETs much what kind of conversations do we have with staff and what kind of training, what will that look like. Taking a look at some of the credit options that students can have or competency education pieces and there was a recommendation to have a transition summit or conference, so that is something that wreck start to discuss a little bit more in the committee.

There was a lot of resources shared and those will be in the notes, as well so check those out and had a is our report Mr. President

>> All right. Thank you for the report, we'll receive in a as your motion and do we have a second to receive the report?

All right David, second. All in favor. All right. Thank you. All right.

Last but certainly not least with Rob Hines reporting on the veterans committee

>> Good morning. So before I get started I just want to say I probably need to clear the air that reports of my karaoke skills are largely exaggerated, however David Doukas, David, no exaggeration, not that shabby.

Any veterans out there? All right. Veterans, thank you for your service and we're coming up on veterans day right? So I look forward to that.

So also if you remember last time I reported, I told you I was working on my public speaking skills and so back then I was working on hand gestures. And I've been pretty successful with that. And so bare with me cause like I want to use key words, buzz phrases, so I'm going to try to use robust, okay? Robust say that.

>> Robust

>> Is to first I want to say attendance was robust for the committee, and we had some new folks from VR, which was pretty cool. Peter Diplock from Maine, John from New Mexico and Robin from North Dakota. RSA was also represented. We said Jerry Elliott and WINTAC made their appearance as usual, Steve Allen, thank you.

And they be we had a new person from Washington's vocational rehabilitation employment program, the VRA program, Jonathan Pen in a and he is somebody we're working with in the State of Washington now.

And in advance of this gathering today, or this week, we had our quarterly veterans call on the 19th of September and it was pretty well attended. I think we had 28 lines open and some of the rooms had multiple people in them so it was a very robust discussion. And the discussion centered on best practices and resources for staff as they work in partnership with the VR and veteran's help programs in their areas.

The gathering discussion here this week was equally robust. Yes, it was. As CSAVR approaches making some changes to the committee structure and that's a topic of discussion, as you know, for not only deaf and hard of hearing but also the veteran's committee and I think that the -- the thing that was stressed most was the importance of maintaining veteran's voice in services.

So however we go forward, the group wanted to make sure that we maintained the integrity of that conversation and that does not become deluded or marginalized because veterans do have needs and we want to make sure we attend to their needs as we move forward.

So we were also fortunate to get an update from job than Pena from the VR program in Washington. They talked about a few things we've heard a little bit about recently like the business management modernization initiative that they have. Their case management system.

They are including a virtual personal assistant. They call it Eva, and it's like Sara, you know Sara.

They also have a new ratio for counselor to veteran and it's one to 125. Still kind of a high caseload but it's better than what they had seen in the past and I think it will provide a better opportunity for services and with counselors not being overloaded to kind of get services more quickly.

They also have a fresh approach to remote counseling called video connect. And I see that as an opportunity. It's something we discussed because many of our agencies have rural parts of their state where customers have a hard time being served and we have a hard time getting out to them. So we look forward it a discussion about that in the future.

Jonathan also mentioned that they are modernizing the appeals process for veterans, so if they disagree with the finding or the eligibility process they can get somebody to intervene and help them with that conversation earlier.

Also Kathy West-Evans stopped by, and which is upcoming and a welcome bit of news and I also believe we have will straight Berger, the new director, I's been invited to come to the spring conference. So we look forward to that.

So robustness ensued further with a round table discussion about the need for a toolbox of sorts that would include resource that is could help staff and VA folks as they seek to create local enter agency agreements, to do out reach events and provide more consistency across the nation.

So that was some of the discussion. Like I said, it was pretty good and as I leave you I want to encourage directors kind of dust off your inner agency or MOUs in your area. You know meet with your State's counterparts in the VR program and also veterans health, don't forget the hospital side.

In Washington we started doing that recently and it's actually been pretty great because it's just starting the conversation again and I think that if you looked across

the room and we asked for a show of hands, we would probably find folks saying well I don't really know when we last signed our MOU. So it's just something to look at.

So again don't forget veterans day on November 11. And the committee has no action items, I move for acceptance

>> Thank you, Roger have a second?

>> Second

>> All in favor? All right. It carries, thank you. And thank you to all the -- five, five robusts cause we were counting, I'm sure other people were, too.

I think robust describes all those committee reports as you look back through and heard everybody mention those and all the work of the committee so I think in addition to the veterans committee, I hear robust as good descriptor of all the work going on so I appreciate everybody who puts the time and effort in not only the leadership of those committees, but just participation and getting involved and what a great time and a venue is to share your ideas with each other and to learn from each other so I think they are a huge value, so please, please stay connected in those.

So I'd hear a motion to adjourn our business meeting, can I entertain that

>> Robert is all its first to motion

>> Robert did you motion to adjourn? Okay. Do we have a second? All right all in favor of adjournment, say AYE. Okay. Motion carries, we have a little bit of a break 'til the beginning of our 9:30 session. Anything else, boss? All right.