

Minnesota State Rehabilitation  
Council for the Blind



# Annual Report

*October 1, 2010 - September 30, 2011*

# Minnesota State Rehabilitation Council for the Blind

## *Table of Contents*

<b>INTRODUCTION .....</b>	<b>2</b>
<b>MISSION AND VISION .....</b>	<b>3</b>
<b>MESSAGE FROM THE CHAIR .....</b>	<b>4</b>
<b>DIRECTOR'S COMMENTS .....</b>	<b>5</b>
<b>COMMITTEE REPORTS .....</b>	<b>7</b>
<b>Customer Satisfaction Survey Review.....</b>	<b>7</b>
<b>Progress on FFY11 Goals and Priorities: .....</b>	<b>10</b>
<b>Standards and Indicators .....</b>	<b>16</b>
<b>Minority Outreach Committee .....</b>	<b>17</b>
<b>Vendor Outcomes and Measures Committee.....</b>	<b>19</b>
<b>DeafBlind Committee.....</b>	<b>20</b>
<b>Senior Services Committee .....</b>	<b>21</b>
<b>Communication Center Committee .....</b>	<b>22</b>
<b>Transition Committee.....</b>	<b>24</b>
<b>APPENDICES .....</b>	<b>26</b>
<b>Appendix I Council Members.....</b>	<b>26</b>
<b>Appendix II Council Work Plan FFY2011 .....</b>	<b>28</b>

# Minnesota State Rehabilitation Council for the Blind

## *Annual Report*

### **Introduction**

Long before it was required by federal law, blind consumers and Minnesota State Services for the Blind (SSB) recognized the wisdom of developing a partnership. In 1985, the Advisory Council for the Blind was formed. Prior to its existence in federal law, the majority of the membership of the Advisory Council for the Blind was composed of blind consumers with some representation from the business community. The Federal Government mandated the existence of a State Rehabilitation Advisory Council for the Blind in 1992 and the existing Minnesota Advisory Council for the Blind was expanded to comply with federal requirements.

In August, 1998, the Rehabilitation Act was again changed to rename this federally mandated council by deleting the word “advisory” and expanding its duties. The renamed State Rehabilitation Council for the Blind (SRC-B) is now asked to carry out its responsibilities after consultation with the Governor’s Workforce Development Council and in partnership with SSB. The SRC-B’s role is still advisory in relation to SSB; however, SSB’s relationship with the SRC-B is no longer discretionary. The implications of these changes indicate a stronger directive for the SRC-B and SSB to work in a more equal relationship.

The SRC-B has increased responsibilities to work in partnership with SSB to develop, agree to and review state goals and priorities. This is accomplished by evaluating programs for rehabilitation and submitting progress reports to the commissioner and in an annual report to the Governor. The SRC-B still has responsibility for overseeing services provided by public and private agencies, and now must review employment outcomes as well as service outcomes for blind people.

The SRC-B now has a stronger role in coordinating efforts with other state and federally mandated councils. Minnesota has made an effort to avoid duplication of these councils since the early days of our Advisory Council for the Blind. The Minnesota SRC-B has always had members that represented the Statewide Independent Living Council, advocacy organizations for the blind, advocacy organizations for children with disabilities, and representatives of business, industry, and labor. Another responsibility of the SRC-B is to enhance its current organizational contacts to incorporate a system of working with the Governor’s Workforce Development Council.

This report is produced pursuant to federal law, Section 105(c) of the Rehabilitation Act of 1973, as amended, which calls for each state rehabilitation council to prepare and submit an annual report to the Governor or appropriate state entity and the Commissioner of the Federal Rehabilitation Services Administration.

## **Mission and Vision**

### **Mission Statement for the State Rehabilitation Council for the Blind**

The Minnesota State Rehabilitation Council for the Blind, working on behalf of Minnesotans who are blind, visually impaired, or Deafblind is charged with insuring that State Services for the Blind is in compliance with mandates under Title IV of the Workforce Investment Act. The Minnesota State Rehabilitation Council for the Blind strives to insure that Minnesotans who are blind, visually impaired, or Deafblind receive the best possible services under the law.

### **Vision Statement for the State Rehabilitation Council for the Blind**

The State Rehabilitation Council for the Blind (SRC-B) will be a catalyst for the emergence of State Services for the Blind (SSB) as a national leader in the development, implementation and continuous improvement of the quality of service programs and education for persons of all ages who are blind, visually impaired or Deafblind throughout our state.

The SRC-B, in conjunction with SSB, will strive to insure people who are blind, visually impaired or Deafblind are made aware of the full array of services available to them whether aimed at adjustment to blindness training, independent living, employment or education.

The SRC-B will work to make employers aware that people who are blind, visually impaired or Deafblind have tremendous abilities for employment today and must be included in planning for the workforce of the future.

It is our vision that persons who are blind, visually impaired or Deafblind will enjoy full equality of opportunity, education, complete integration in the life of our communities and appropriate employment which fulfills each individual's needs and aspirations.

## Message from the Chair

### **From Judy Sanders: outgoing chair**

The following report is a review of activities of the Minnesota State Rehabilitation Council for the Blind for 2010-2011. It was a time of change, challenges and hope.

I want to begin by introducing the Council's new chair, Jan Bailey. Jan is first and foremost a blind person who has learned that blind people are most successful when we work together to improve our lives. For many years she has served as president of the National Federation of the Blind' Rochester, Minnesota chapter. She also knows the blindness system of services through her professional career as a counselor at SSB for over twenty-five years.

Before I turn this report over to Jan I want to thank the entire Council and the many committee members who made my tenure as chair successful. Special thanks to Coke Stenstrom, who, as vice chair, was there to keep me on task. And now, here is Jan Bailey.

### **From Jan Bailey new council chair:**

First of all, I would like to thank all the chairs of the council committees and all the members of their committees who do a lot of hard work for the council.

Last April I attended the meeting of the National Council for State Agencies for the Blind, NCSAB. There were several very good presentations on summer programs and employment.

This year the council added an employment committee, and this committee will be chaired by Steve Ditschler.

One of the biggest challenges over the past year was the state government shut-down which, of course, included State Services for the Blind, SSB. The National Federation of the Blind of Minnesota and Blindness Learning in New Dimensions Blind Incorporated went to the special master to request that adjustment to blindness services be considered a necessary service. The council voted to send a letter of thanks to both of these organizations, so the following letter was sent.

At the August 28<sup>th</sup> meeting of the state rehabilitation council for the blind a motion was unanimously passed to commend the National Federation of the Blind of Minnesota and Blindness: Learning in New Dimensions for their efforts to ensure that adjustment to blindness training for SSB customers would continue during the government shut-down. Therefore, on behalf of the council, I thank you for your advocacy with the special master. Your action not only allowed services to continue for BLIND customers, but sets an important precedent for the future.

Adjustment to blindness training is the most important service offered by SSB, and your advocacy brought attention to this worthy expenditure. Thank you again.

Our challenge during the rest of the year is to help SSB get the most out of its budget so that Blind Minnesotans will find employment in a struggling economy; we will lend our support to bring creative ideas to the SSB staff and work with them to provide the best services possible to Minnesota.

Sincerely,  
Jan Bailey  
Council chair

## Director's Comments

The State Rehabilitation Council for the Blind (SRC-B) is a model of the close collaborative relationship State Services for the Blind (SSB), a governmental organization, needs in order to access and benefit from the real world experience of the consumer. This relationship serves and strengthens our ability to build and improve SSB services. Long before called for in federal legislation, Minnesota established in statute (and in reality) a mechanism for customers and partners to advise and help shape the policy and direction of SSB. Since those early days of the 1980's, with the Minnesota Council for the Blind, SSB has sought out and heeded the advice and recommendations of the Council. It continues to do so today.

The strength of the Council comes primarily from its committee structure and the active participation of a broad range of community members. Membership on those committees, subject to appointment by the Chair of the SRC-B, is available to any interested person and is not limited to members of the full State Rehabilitation Council for the Blind. In this way a veritable chorus - composed of the voices of customers, partners and interested persons – are heard and help shape the programs and services of SSB.

SSB, due in no small part to the work of the Council and its committees, along with our outstanding staff and scores of dedicated volunteers, realized a number of magnificent accomplishments during the year. Here are just few of the truly shining examples of those results:

1. 81 blind or visually impaired Minnesotans attained competitive employment in an integrated setting as the Workforce Development Unit exceeded its placement goal.
2. Over 3,100 Minnesotans were served by our Senior Services Unit. This was done despite a number of staff vacancies during the year and the elimination of direct services provided to person who are permanent residents of nursing home facilities.
3. Nearly one million braille pages were provided to blind Minnesota children and others by the highly skilled staff and dedicated volunteers of the Braille section.
4. Successfully implemented a new administrative rule that establishes procedures and standards for the provision of rehabilitation services to blind and visually impaired persons present in Minnesota.
5. The RTB digital radio receivers are nearing full distribution with needed pilot testing continuing in the last remaining markets statewide.
6. The entire staff underwent a strategic planning process that will impact the way we prioritize and accomplish our mission.
7. Audio Services unit has reduced costs by making good use of their new recording technology. While they used to send multiple copies of books requested by Minnesota Braille and Talking Book Library (MBTBL) in Faribault, they now send only one, because the technology makes it easier for MBTBL to make the copies they need “on demand.” This saves time and money and is more efficient for both departments.

8. A total of 1,379 donors contributed \$142,766 in support of Communication Center and Senior Services.

As you can see, together we accomplished much in 2011. Thanks to all who work so hard to turn hopes and aspirations into accomplishments. The coming year will be one full of challenges, frustrations, and trials. I believe that SSB, together with its State Rehabilitation Council for the Blind and its community partners, is ready for the tough days ahead and will succeed: our customers deserve and expect no less.

Richard Strong  
Director

## Committee Reports

### Customer Satisfaction & Goals and Priorities Committee

*Jennifer Dunnam--Chair, Patrick Barrett, Steve Jacobson, Craig Roisum, Tom Scanlan. SSB staff—Pam Brown, Jennifer Beilke, Heidi Jacobson, Jon Benson, Nicole Schultz.*

**CHARGE:** This committee exists to carry out specific duties contained in federal regulation for the Vocational Rehabilitation (VR) program. These include:

1. Conduct a review and analysis of the effectiveness of and consumer satisfaction with the functions of the Department of Employment and Economic Development; Vocational Rehabilitation services provided within the state (except adjustment to blindness and technology services), and the employment outcomes of persons served.
2. In collaboration with SSB, evaluate the extent to which SSB achieved its goals and priorities, strategies used, and factors that impeded success and performance on the federal standards and indicators.
3. Jointly with other committees of the Council, and in partnership with SSB, develop and, as necessary, revise an annual statement of goals and priorities.

### Customer Satisfaction Survey Review

The Committee reviewed the Customer Satisfaction Survey (CSS) results through March 31, 2010.

Five survey items were analyzed to compare the results for years ending 3/31/07, 3/31/08, 3/31/09, and 3/31/10. While there has been some fluctuation in results, no significant changes have taken place from year to year.

Summary	YE 3/31/08	YE 3/31/09	YE 3/31/10	YE 3/31/11
Q1: Overall satisfaction with services provided	84%	83%	84%	80%
Q2: Extent to which services have met expectations	77%	78%	80%	89%
Q3: Comparison with “ideal” set of services	80%	77%	80%	81%
Q4: Satisfied that counselor (staff) understood customer’s needs	88%	91%	89%	90%
Q5: How satisfied are you with the time it usually took to get your answer	85%	87%	78%	81%

SSB’s results on the Customer Satisfaction Survey are also computed by the Minnesota Department of Economic Development utilizing the Minnesota Customer Satisfaction Index (MnCSI). Simply put, this index summarizes overall satisfaction with services by applying a formula to the responses for Questions 1, 2, and 3 on the survey. Using the MnCSI makes it



possible to compare the customer satisfaction ratings of SSB with those of other agencies in Minnesota and with industry in general.

CUSTOMERS SERVED	APR09 - MAR10	JUL09 - JUN10	OCT09 - SEP10	JAN10 - DEC10	APR10 - MAR11
MNCSI	72.3	70.9	72.1	73.8	73.1
N	276	277	288	299	297

The committee continued to track the VR-specific questions which were added to the survey in 2010. The data for FFY11 were as follows:

RESPONSES	APR-JUN 10	JUL-SEP 10	OCT-DEC 10	JAN-MAR 11	LAST 4 QUARTERS
QVR1: Satisfied that customer given enough info to make good choices on employment plan	82%	82%	92%	86%	86%
QVR2 Satisfied that customer had an active role in decisions about services	92%	93%	94%	93%	93%

On the survey, each customer is asked 2 of 3 open-ended questions: “What would you like the program to START doing?” or “What would you like the program to STOP doing?” or “What would you like the program to KEEP doing?” The committee reviewed the verbatim comments in response to these open-ended questions and tracked the categories of comments receiving the four highest percentages from quarter to quarter.

**OEQ4: What would you like [SSB] to START doing?**

COMMENT	APR-JUN 10 (35)	JUL-SEP 10 (34)	OCT-DEC 10 (45)	JAN-MAR 11 (75)
Highest	Help finding Job 43% (15)	Staff improvements 56% (19)	Help finding Job 44% (20)	Help Finding job 32% (24)
2 <sup>nd</sup>	Staff improvements 43% (15)	Help finding job 50% (17)	WFC (SSB)-related improvements 31% (14)	WFC (SSB) improvements 19% (14)
3 <sup>rd</sup>	WFC (SSB)-related improvements 31% (11)	WFC (SSB)-related improvements 29% (10)	Staff improvements 27% (12)	Staff improvements 15% (11)
4 <sup>th</sup>	Provide education/classes 27% (8)	Misc. 18% (6)	Miscellaneous 24% (11)	Misc. 12% (9)

**OEQ5: what would you like [SSB] to STOP doing?**

COMMENTS	APR-JUN 10 (34)	JUL-SEP10 (30)	OCT-DEC 10 (37)	JAN-MAR 2011 (40)
Highest	Misc 53% (18)	Gen. Job search issues 50% (15)	Misc. 70% (26)	Misc. 43% (17)
2 <sup>nd</sup>	Gen. Job search issues 47% (16)	Misc. 47% (14)	Staff issues 27% (10)	Staff issues 30% (12)
3 <sup>rd</sup>	Staff Issues 32% (11)	Staff Issues 47% (14)	General issues/finding job 19% (7)	searching for job 18% (7)
4 <sup>th</sup>	Process Issues 15% (5)	Process Issues 17% (5)	Process issues 3% (1)	Process issues 10% (4)

**OEQ6: what would you like [SSB] to KEEP doing?**

COMMENTS	APR-JUN 10 (39)	JUL-SEP 10 (41)	OCT-DEC 10 (31)	JAN-MAR 11 (68)
Highest	Staff Strengths 48% (11)	Help finding job 49% (20)	Staff strengths 52% (16)	Staff strengths 26% (18)
2 <sup>nd</sup>	Help finding job 48% (11)	Educ./training/classes 41% (17)	Help finding job 29% (9)	Help finding job 21% (14)
3 <sup>rd</sup>	Education/training 48% (11)	Staff Strengths 24% (10)	Info And resources 26% (8)	info and resources 18% (12)
4 <sup>th</sup>	Info & resources 22% (5)	Info & resources 22% (9)	Educ./training 13% (4)	Education/classes 13% (9)

In addition, the members of the committee also read the verbatim comments to determine if trends or issues specific to SSB arise which may not be apparent from these categories. No significant trends were identified from this data, although the committee did note a recurring theme of dissatisfaction with the time it took to get a response back from SSB when a contact was made.

As a result of a legislative audit of the entire Workforce Center System which provided feedback on areas that may be underrepresented, four new questions were added to the customer satisfaction survey in July of 2010. The questions specifically examine customers' satisfaction with how services impact their vocational process (career exploration, knowledge of job seeking skills, interviewing, etc):

How satisfied are you that the services you received helped you find a job? Are you very satisfied, satisfied, dissatisfied, very dissatisfied or it does not apply to your situation?

How satisfied are you that the services helped you with career planning? These services may have included information about jobs that will be in demand now or in the future, or learning about the education and skills needed for different types of jobs. Are you very satisfied, satisfied, dissatisfied, very dissatisfied or it does not apply to your situation?

How satisfied are you that the services helped you connect with employers who were hiring? Are you very satisfied, satisfied, dissatisfied, very dissatisfied or it does not apply to your situation?

How satisfied are you that the services helped you improve your job-seeking skills? Are you very satisfied, satisfied, dissatisfied, very dissatisfied or it does not apply to your situation?

Some of these new questions may not apply to individuals SSB is serving depending on where they are in the vocational rehabilitation process. Data from these questions were not available to the committee until after this reporting period, but the committee will monitor the responses to these questions going forward.

For the complete Customer Satisfaction Survey results see:

[http://www.positivelyminnesota.com/About\\_Us/Customer\\_Satisfaction/Job\\_Seeker\\_Satisfaction/Results\\_by\\_Program\\_5.aspx](http://www.positivelyminnesota.com/About_Us/Customer_Satisfaction/Job_Seeker_Satisfaction/Results_by_Program_5.aspx)

## **Progress on FFY11 Goals and Priorities:**

**GOAL #1: Improve number and percent of closed cases achieving employment after receiving services.**

**PRIORITY #1.1: Employment Outcomes**—By the end of FFY 2012, SSB will meet RSA Indicator 1.1 by increasing for the two year period (FFY2011 and FFY 2012) the number of individuals achieving employment over the base period of FFY2010-FFY2011.

**During FFY 2011 and 2012, the strategies for meeting this priority are—**

1. By August 31 of each year, each counselor and their supervisor will meet to review the potential of each customer for successful employment by the end of the next FFY. Based on determinations made during this review, supervisors will set individual outcome goals for each counselor. Between January 1 and January 31 of each year, supervisors and counselors will review the projections, taking into account any changes in the caseload. As appropriate, the supervisor will revise the outcome goal. Supervisors will monitor progress of designated customers toward their employment outcome during required monthly meetings with each counselor and provide assistance as needed. Recognition of counselors who met and who exceeded their individual outcomes goals will occur at the October staff meeting each year.

STATUS: This strategy is ongoing. For this year, due to the government shutdown, the time frame for the meetings to review potential for successful employment outcomes was shifted to November 30, 2011, rather than August 31. Additionally, the staff recognition has been occurring at the February all-staff meetings rather than the October ones.

2. Each counseling supervisor will ensure each WFD counselor attends Labor Market Information training at least once every two years. Counselors newly employed by SSB will attend the training within one year of hire. Because LMI data provides counselors with information about current and future jobs by region of the state, they will be better able to provide customers with information to assist them in choosing a job goal in a high demand area. Ensuring counselors have current labor

market information to share with customers is expected to result in an increase in the number of applicants who achieve an employment outcome.

STATUS: This strategy continues to be met.

3. Data on the effectiveness of the three job development staff hired with ARRA funding will be analyzed beginning January 1, 2011. The analysis and any resulting plan for changes to the Workforce Development Unit staff allocation will be set for implementation by March 1, 2011.

STATUS: This strategy was completed and resulted in the hiring of two full-time job placement staff.

4. Staff new to SSB have little, if any, experience with blindness, and a paucity of understanding of the capabilities of persons competent in the skills of blindness, Therefore all new WDU staff will complete Introduction to Blindness —Phase 1 and Phase 2 training on the essential aspects of blindness and visual impairment within three months of hire.

STATUS: This strategy continues to be met.

**PRIORITY #1.2: Employment Rate**— By the end of FFY 2012 SSB will have made progress toward meeting RSA Indicator 1.2 by increasing the percentage of persons closed achieving employment after receiving services from the FFY09 baseline of 45%.

**The strategies for meeting this priority are—**

1. Continue ongoing data analysis of successful and unsuccessful closures. On a quarterly basis assess and, as appropriate, develop and implement changes in service provision which address areas of specific concern.

STATUS: This strategy is ongoing. During this fiscal year, two particular changes were made which are expected to have a positive effect on outcomes: 1) The initial in-take interview is now to be conducted by a rehabilitation counselor within thirty days of initial contact; 2) An "Interrupted" status has been implemented to reflect the fact that services may sometimes be interrupted for various reasons when an actual case closure is not appropriate.

2. By December 31, 2011, develop, and by March 31, 2012, implement a comprehensive program to facilitate the success of customers interested in self-employment /entrepreneurship as an employment outcome.

STATUS: This strategy is ongoing.

3. By August 1, 2011, data on the employment outcomes of customers who participated in an internship, job trial or on-the-job training experience between June 2010 and June 2011 will be analyzed to determine the effectiveness of these employment strategies. Based on the results of the data analysis, procedures to improve these experiences will be developed and implemented by September 30, 2011.

STATUS: Due to staff transitions and other circumstances, this priority was not met this year. The activity will occur in FFY2012 according to the above timeline.

4. By no later than March 1, 2011 include in new customer orientation process information about and means to access the mentorship and/or peer counseling programs of the various consumer organizations. Such programs are one way for applicants to facilitate their adjustment to blindness and develop an understanding of the viability of competitive employment for them.

STATUS: SSB staff engaged in this effort indicated that no formal peer counseling or mentorship programs exist, and that organizations are being encouraged to develop them. Dialog continues.

**PRIORITY #1.3: Increase customer satisfaction with services provided**—By the end of FFY2011 the annual overall satisfaction with services provided by SSB will be at or above 85%. (Q1 on the Customer Satisfaction Survey, “What is your overall satisfaction with the services provided?” The scale is from 1 to 10 where “1” means “very dissatisfied” and “10” means “very satisfied”. A response equal to or greater than “6” fall in the “satisfied” range).

STATUS: For FFY 2011, the overall annual satisfaction with services provided was 80%. SSB did not meet this priority.

**The strategies for meeting this priority are—**

1. Customer satisfaction surveys will be administered quarterly to approximately 70 SSB customers as part of the DEED customer satisfaction initiative. The surveys are conducted by an external organization.

STATUS: This strategy continues to be met.

2. SSB and the SRC-B Customer Satisfaction & Goals and Priorities Committee will continue to review and analyze the data on a quarterly basis including specific customer comments.

STATUS: This strategy continues to be met.

3. Based on the analysis of the Customer Satisfaction Survey results, the Customer Satisfaction Committee will provide recommendations for program improvements at their next scheduled meeting of the SRC-B to assure that services are available that meet customer needs.

STATUS: This strategy continues to be met.

**PRIORITY #1.4:** Continue to insure every SSB customer has the information needed to make an informed choice in selecting a Community Rehabilitation Provider (CRP) for adjustment to blindness training. During FFY2011, 100% of SSB customers attending ATB half time or more will indicate that they were given all the information they needed to make an informed choice about the CRP they wanted to attend.

**The strategies for meeting this priority are—**

1. During FFY2011, SSB counselors will complete the “Choosing ATB Training” form with each customer who is considering ATB training. Counselors will ensure that all customers are provided information, in an accessible format, about options for receiving adjustment to blindness services, and strongly encourage each customer to tour each community rehabilitation program. The “Choosing ATB Training” form is signed by the counselor and customer. The customer affirms that they received the information they needed to make an informed choice in the selection of the CRP. A copy of the form will be sent to SSB’s State Director, and the information will be compiled and reported semi-annually to the SRC-B.

STATUS: This strategy continues to be met

2. SSB and the Vendor Outcomes and Measures Committee of the SRC-B developed and implemented a customer satisfaction survey for all customers who complete adjustment to blindness training. During FFY2011, each SSB customer will be surveyed six months after completion of adjustment to blindness training or at time of case file closure, whichever comes first. Each month an estimated ten to fifteen customers will be contacted to complete the telephone survey of eighteen questions.

STATUS: This strategy continues to be met.

3. The data gathered from the completed customer satisfaction surveys will be formatted, posted externally on the SSB website, and made available in an accessible format for customer review when selecting a service provider to meet their rehabilitation needs. ATB providers will be able to use the results for continuous improvement of their services. The results will be reported to the SRC-B and will be used to identify customer needs and areas for service improvements.

STATUS: This strategy continues to be met.

4. To insure quality services, SSB will continue to require individual vendors who provide training to SSB customers on access and assistive technology to pass a test on software they wish to teach and to successfully complete an adult learning course prior to becoming an approved vendor.

STATUS: This strategy continues to be met.

## **GOAL #2: Increase number of individuals served.**

**PRIORITY #2.1: Minority Service Rate**— By the end of FFY2011, SSB will meet RSA Indicator 2.1, as follows: The ratio of customers from the minority population exiting after receiving services under an IPE to all customers from the minority population exiting will exceed 80% of the same ratio calculated for customers from the non-minority population. Current (FFY2011) performance level is 30.13%.

**The strategies for meeting this priority are—**

1. Not later than 12/1/10, an on-line reference guide to understanding the culture of and working effectively with customers from the five major cultures represented in Minnesota will be available for all WDU staff. Staff orientation to this resource will be completed by 2/28/11

STATUS: The resource was made available in March 2011, and the staff orientation was completed.

2. In conjunction with the Minority Committee of the SRC-B, the SSB marketing and outreach coordinator will develop a list of relevant community based organizations to contact to obtain information on how best to outreach to that specific minority community. This list will be developed by December 1, 2010. The SSB marketing and outreach coordinator will meet with the targeted community based organizations not later than May 1, 2011 and provide a report of the results of these meetings to the Minority Committee of the SRC-B at their May 2011 meeting. By September 30, 2011, the SSB marketing and outreach coordinator, in conjunction with the Minority Committee of the SRC-B will develop a plan for implementing specific marketing and outreach activities based on the information learned from the initial contact with the community based organizations.

STATUS: The first two provisions of this strategy were met. The development of the marketing plan will be completed by 2012.

3. SSB will work with the most frequently used foreign language interpreter services to develop a venue for exchanging information with foreign language interpreters regarding the appropriate use of interpreters during meetings and during training activities. SSB will determine the most frequently used foreign language interpreter services by January 30, 2011. SSB will schedule the meetings not later than March 1, 2011 and complete them by July 1, 2011. Information from the meetings will be compiled and presented to WDU staff at their July 2011 staff meeting.

STATUS: All aspects of this strategy were completed except for the presentation at the July 2011 staff meeting due to a State shutdown. The presentation was made in October 2011.

4. In conjunction with the Minority Committee of the SRC-B, SSB will develop a plan for providing information to CRPs, vendors and Adult Basic Education programs on innovative approaches to effectively serving non-English speaking SSB customers by September 30, 2011.

STATUS: This strategy was not completed but will be done by September 2012.

5. Data on the employment outcomes of customers from minority backgrounds who participated in an internship, job trial or on-the-job training experience between June 2010 and June 2011 will be analyzed to determine the effectiveness of these employment strategies. Based on the results of the data analysis, relevant procedures will be developed by July 31, 2011 and implemented by August 31, 2011.

STATUS: This strategy was completed. A survey of counselors determined that although some were considered for these experiences, there were no individuals from minority backgrounds who

participated in an internship, job trial or on-the-job training experience between June 2010 and June 2011.

**PRIORITY #2.2: DeafBlind Outreach and Service**—Enhance services for persons who have a dual sensory loss, including persons who are Deafblind. During FFY2011 at least 3 individuals with a dual sensory loss will secure employment as a result of SSB services.

**The strategies for meeting this priority are—**

1. Continue training opportunities for new staff on understanding Deafblindness and competency in serving SSB customers who are Deafblind.

STATUS: This strategy continues to be met.

2. In conjunction with the Deafblind Committee of the SRC-B, utilize the information from the FY2010 needs assessment to identify at least one service delivery need by December 31, 2010. In conjunction with the Deafblind Committee, develop and implement an Action Plan to address this service delivery need by March 2011.

STATUS: Improved communication was identified as a service delivery need. As of the end of this fiscal year, the action plan was in the process of being developed.

3. To increase and improve communication between Deafblind customers and SSB, the Deafblind Committee of the SRC-B, in cooperation with SSB, will continue to review standard written communications at least once per year to determine their effectiveness with ASL users. Additional materials will be developed as determined by the Deafblind Committee.

STATUS: This strategy was met and is ongoing. There will be a revision of "Customers and Informed Choice" document in FFY 2012.

4. Based on information from the FY2010 needs assessment, SSB will provide information to Vocational Rehabilitation Services and Deaf and Hard of Hearing Services of the Department of Human Services about potential collaborative efforts not later than December 31, 2010. SSB will request information from these agencies by June 30, 2011 on their ability to work collaboratively with SSB on identified needs. For all agreed upon collaborative efforts, an action plan will be developed by SSB and the collaborating agency by September 30, 2011. SSB will update the Deafblind Committee of the SRC-B at each of the milestones indicated above.

STATUS: SSB provided information to the relevant agencies as indicated in the strategy. The agencies did not express interest. One possible additional strategy for increasing SSB's collaboration with other agencies on this issue is to include members from The Commission on Deaf and Hard of Hearing Services and from the Department of Education on the DeafBlind committee of the SRC-B.

**PRIORITY #2.3: Increase the percentage of students who apply at ages 14 and 15 from the baseline of 39% of all applicants between the ages of 14-22 in FFY2009 to 45% of all applicants between the ages of 14-22 in FFY2011.**



**The strategies for meeting this priority are—**

1. Continue working statewide with Special Education teachers, teachers of the blind, visually impaired, or Deafblind and other IEP team members in designated school districts to facilitate regular information meetings with SSB counselors.

STATUS: This strategy continues to be met. The recent revitalization of the Blind and Visually Impaired (BVI) committee of the Resource Center will further facilitate these efforts.

2. Conduct an SSB Information Fair and open house twice a year for families, students, and teachers. Fairs to include presentations about SSB programs, informed choice, one-on-one time with counselors and Communication Center staff and general question and answer session.

STATUS: This activity continues to be scheduled but has not been successful due to lack of attendance. SSB is evaluating the effectiveness and purpose of conducting the information fair and expects to have the evaluation completed by December 2012.

3. By June 30, 2011, implement a method for documenting enrichment activities provided to students between the ages of 14-22 in all areas of adjustment to blindness training as part of an employment plan. By September 30, 2011, implement a method of measuring the outcome of these enrichment activities to use as a marketing tool at SSB Information Fairs and with teachers of the blind and visually impaired.

STATUS: A measurement method has been developed, and the data entry will be implemented in FFY2012.

4. In conjunction with the Transition Committee of the SRC-B, develop a plan to assist eligible students of transition age to obtain at least one paid work experience prior to graduation. This plan will include procedures for collaborating with the IEP team and a method for measuring the effectiveness of the work experience in assisting these students to become successfully employed. The plan will be developed not later than 12/31/10.

STATUS: This strategy is in process, to be completed in FFY2012.

## **Standards and Indicators**

The performance of the WorkForce Development Unit of State Services for the Blind on the Rehabilitation Services Administration (RSA) Standards and Indicators for FY2011 follows.

The numbers reported for FFY2011 are unofficial because the information is still being validated. The RSA requires that at least four of the six indicators of Standard 1 must be met. The RSA requires that the State agency meet or exceed at least 2 of the 3 primary indicators.

## State Services for the Blind Performance on Standards 1 and 2

*Must pass at least 4 of 6 Indicators and 2 of 3 Primary Indicators for Standard 1*

### Federal Fiscal Year

	2011*	2010*	2009	2008
Ind 1.1: Change in employment outcomes(>=0)	3	-13	-3	-11
Ind 1.2: Percent of employment outcomes (>=68.9%)	59.19%	50.64%	48.17%	44.38%
Ind 1.3: Competitive employment (>=35.4%)	94.41%	92.40%	98.11%	97.70%
Ind 1.4: Significant Disability (>=89.0%)	97.52%	98.74%	100%	100%
Ind 1.5: Earnings ratio (>=.59)	.741	.80	.668	.648
Ind 1.6: Self support (>=30.4)	33.59%	34.5%	36.54	42.94
Number of indicators in standard 1 that were passed	5	4	4	4
Number of primary indicators (1.3 to 1.5) in Standard 1 that were passed	3	3	3	3
Ind 2.1 Ratio of Minority to Non-Minority Service Rate (>=.80)**	** 0.3013	** 0.288	**	**

\*Not official until approved by the Rehabilitation Services Administration. Approval pending at time of publication.

\*\*The ratio of minority to non-minority service rate is not calculated if fewer than 100 persons from minority backgrounds exit the program during the fiscal

### Minority Outreach Report

*Kathleen Hagen – Chair, Connie Lee Berg, Kotumu Kamara, Sharon Monthei, Fanny Primm, and Ken Trebelhorn. SSB staff- Jon Benson, Linda Lingen.*

**CHARGE:** This committee exists to recommend specific strategies for increasing and improving services to individuals from minority backgrounds. This committee will provide input to the Customer Satisfaction and Goals and Priorities Committee and the full Council for consideration in the development of annual goals and priorities in conjunction with SSB.

## **2011 Report**

SSB completed the on-line guide of cultural information on the five largest minority populations in Minnesota: American Indian, Hmong, Latino, Russian and Somali. WDU staff were oriented to the finished guide at the quarterly staff meeting on February 15, 2011, and it is now available on the SSB intraweb site.

The SSB marketing and outreach coordinator in conjunction with the Minority Outreach Committee of the SRC-B, worked on developing a list of relevant community based organizations to contact for information on how best to outreach to that specific minority community. This list was completed by December 1, 2010. The initial idea was to have the committee and staff draft a plan to implement further outreach by September 30, 2011 to take these connections beyond the initial contact. This plan could not be completed and will continue on through FFY 2012.

Staff learned that in order to make inroads into various minority communities, people from their own culture, or at least people who are blind, are the best communicators. The committee recommends the following ideas to implement this plan.

- A. Committee members with contacts in various minority communities will work with staff to set up meetings and go with staff to help bridge the gap between SSB and the group in question.
- B. A committee member teaches classes for blind immigrants learning English as one step toward rehabilitation. She will see if some of her successful students are willing to help SSB set up meetings within the minority communities.

SSB staff held meetings with the two most frequently used spoken language interpreter organizations, and they have provided some ongoing objectives which will be implemented in FFY 2012:

- A. Have an initial planning meeting between the CRP, the interpreter, the rehabilitation counselor and student before the start of the ATB training. This allows everyone to understand the reason for the training, know the goal of the training and ask any questions they might have before the start of the program.  
The counselor will define in advance for the interpreter, any technical terms that may be used during the meeting (IPE, plan objectives, services, etc.).
- B. At least annually, at a WFD unit meeting, have a discussion with staff to determine if there are any issues with spoken language interpreters. These issues will be captured and either addressed by a vendor panel and/or discussed and answered via email. A form will be developed for staff to complete if they have concerns between these meetings so that issues could be addressed as they come up.

Working with the Minority Outreach Committee of the SRC-B, SSB will continue to work on developing a plan to provide information to CRPs, vendors and Adult Basic Education programs on innovative approaches to effectively serve non-English speaking SSB customers.

In order to obtain relevant data on the employment outcomes of customers from minority backgrounds who participated in internships, job trials or on-the-job training experiences, procedures for correlating the data need to be developed. Current computer analysis programs do not capture the necessary data.

The committee will continue to advise SSB in developing future goals, priorities and strategies to provide services to minority communities.

## **Vendor Outcomes and Measures Committee**

*Tom Scanlan--Chair, Michael Malver, Bob Raisbeck, Ken Trebelhorn. SSB staff—Jennifer Beilke.*

**CHARGE:** This committee exists to support and advise SSB regarding measuring the outcomes realized by the recipients of training in adjustment to blindness and technology. This committee will provide input to the Customer Satisfaction & Goals and Priorities Committee and the full Council for consideration in the development of annual goals and priorities in conjunction with SSB.

The committee continued the survey of 20 items given to each SSB customer after completing specific training with a vendor. Since the population base is relatively small in statistical terms, especially for a single vendor, the committee was concerned that the highest return possible is needed. The company surveying for the Customer Satisfaction & Goals and Priorities Committee also surveys for this committee, providing the maximum response rate by contacting people at night as well as during the day.

Some vendors raised concerns about mixing the very different training provided for Senior Services and Workforce Development in the same report. The committee agreed, and split the survey into two parts, one for each service unit. These two separate reports better reflect the needs of each unit and provide more accurate information to the users of the reports.

The survey results are published in semiannual reports covering 12 months of activity. These reports contain extensive tables for each vendor meeting the minimum statistical requirements for meaningful results.

To reduce the complexity and volume of the full table-laden reports, the committee also produced a condensed report for each service unit with just explanatory text and a summary of vendor ratings according to skill area. This report can be used as an introduction to the full respective report to narrow focus on the desired training.

Both reports for each unit are available in print, braille, audio, and the SSB website so that all customers, SSB staff, vendors, and the public have access to the results.

The data collected showed good customer satisfaction, but some areas of training need improvement. The best results were achieved in travel and computer. The areas that were weakest in the results were for challenging the student, increasing self confidence, and reading/writing braille.

SSB management continued to provide full support for the survey.

## **DeafBlind Committee**

*Lynette Boyer--Chair, Jamie Taylor, Joni Anderson, Michael O'Reilly, Kim Williams. SSB staff—Pam Brown, Natasha Lemler, and Linda Lingen.*

**CHARGE:** This committee exists to support and advise SSB regarding its services to individuals who are deaf/hard of hearing and blind/visually impaired. This committee will provide input to the Customer Satisfaction & Goals and Priorities Committee and the full Council for consideration in the development of annual goals and priorities in conjunction with SSB.

### **2011 Report**

As Chair of the DeafBlind Committee, I have to say this year was bitter sweet. What I mean is that we have a wonderful working committee; all who volunteered were talented, involved and offered a lot of insight to the council charge. In that same group was one person whom I grew to admire over the years and she decided to retire. Pam Brown will be missed but the work continues. We did commit to move forward. There are many people who work at SSB that the DeafBlind community has grown to appreciate and considers being family. We on the committee would like to encourage more growth, understanding and education of people about the needs of our community. I could not have asked for a better group of people to work with on this committee, I want to personally thank each member of the committee and all the various visitors we had over this past year. We welcome anyone who wishes to take part on the Deaf Blind committee.

Our work consisted of:

- Discussed preliminary DB survey results at November meeting. The results must be used to choose one way SSB can get better at working with DB people in Minnesota. The committee spent several meetings reviewing and discussing the results.

1. Between the November and December meetings, the committee did an email exchange and came up with two areas to review at the December meeting that SSB needs to get better at working with DB people.

2. The two areas were: job development/job placement services and communication..
3. After an animated discussion on these two areas, the committee voted unanimously to work on developing a plan to help SSB get better in both of the above areas.
4. Now began the hard work of developing a plan with measureable strategies. A plan for SSB to get better at communicating with DeafBlind customers will be the first plan to be developed during upcoming meetings.
5. During the March meeting, a plan to help SSB get better at communicating with DeafBlind customers was unanimously approved by the committee.

- The committee did have a robust discussion about the job development/job placement area, and in the end it was decided to go with only one plan for 2011 – the Communication Plan.

- SSB provided data to the DB Committee regarding the number of DB customers closed both with jobs and without jobs. This is the first step in developing a job development/job placement plan.

- Finally, the committee did decide that for the 2012 Federal Fiscal Year, work on simplifying the “Customers and Informed Choice” document would begin. This document is used frequently with SSB customers during the intake process. Simplifying SSB documents is one of the priorities for this committee.

I would like to thank the council for allowing me to serve another year as chair of this committee I look forward to more opportunities to better serve our DeafBlind consumers in this wonderful state of ours.

## **Senior Services Committee**

*Joyce Scanlan--Chair, Amy Baron, RoseAnn Faber, Harry Krueger, Larry Lura, Coralmae (Coke) Stenstrom, Frances Whetstone. SSB staff—Lyle Lundquist, Richard Strong, Sue Crancer.*

**CHARGE:** The Senior Services Committee exists to assist State Services for the Blind improve and expand services to blind, visually impaired, or Deafblind Minnesotans who are not interested in employment. The majority of this group is seniors. These customers face significant barriers to independence, but they can benefit from services which help maintain or increase their independence. Activities include identifying unmet needs, recommending services necessary to meet these needs and identifying strategies to remove or reduce barriers to their independence.

### **2011 Report**

The seven members of the Senior Services Unit committee held regular meetings at 3:00 (later changed to 3:30) on the afternoon of the same days the SRC-B met so that our members could attend both meetings. Committee meetings were well attended, and participation was enthusiastic and meaningful. With two new members, we took a few minutes to introduce ourselves to one another.

We greatly appreciated the information presented by SSB staff at our meetings. The video prepared for nursing home staff working with seniors who are dealing with loss of eyesight was well received and given high praise as a training tool. The committee received regular reports on the financial status of the SSU. We also reviewed the 28-page guide outlining SSU services available to customers designed for use by staff. The committee was kept updated on the progress of the work being done on the SSB administrative rule.

All members of the SSU committee are well aware of the fact that our specific issues are not at a high priority level for the SRC-B, despite the fact that the SSU serves the largest number of customers within SSB, and the SRC-B's primary concern is with federally-funded programs; and the services of the SSU are available largely through state funds. We also know that whenever funds are scarce, it is always the SSU services or staff which takes the cuts. Nevertheless, the members of the SSU committee have committed themselves to making certain that senior blind do not lose services due to reduced funding. We are ready to take whatever steps are necessary to inform relevant officials of the importance of senior services in ensuring the continued independence of those experiencing loss of eyesight.

## **Communication Center Committee**

*Steve Jacobson-Chair, Liz Bruber, Joan Breslin-Larson, Catherine Durivage, Rebecca Kragnes, Jennifer Oliphant, Carla Steinbring, Andy Virden, and Jeffrey West. SSB staff- Dave Andrews, Gwen Bighley.*

**Charge:** The Communication Center Advisory Committee exists to help State Services for the Blind (SSB) improve and expand the services of the Communication Center for blind and visually impaired persons. Committee membership includes representatives of the following: Minnesota Braille and Talking Book Library; Resource Center for the Blind /Visually Impaired (Department of Education); teachers of the blind and visually impaired; representatives from colleges/universities; and consumers at large.

### **2011 Report**

The product of this committee are reports to the State Rehabilitation Council for the Blind containing specific strategies for increasing and improving Communication Center services. During FFY 2011 the Communication Center Committee met five times to receive updates and offer input on the projects, staffing changes, and other on-going work of the Communication Center.

Listed below are highlights and accomplishments of the Communication Center and this committee in FFY 2011:

- Evolution of Textbook Production – Training of volunteers has been completed in the production of textbooks in the "DAISY" format. This format allows students to navigate recorded material

similarly to what can be done with a hard-copy book, providing direct access to specific pages, sections and chapters. Books can be distributed as downloaded files, on CD's and still on Cassette. A Pilot program to test the process of downloading books was completed during this past year. Downloading books would avoid the expense and the delays in distributing books through the mail. Textbooks have also been made available on cartridges that can be played in the free NLS player, but full automation is not yet complete. Processing textbooks in electronic formats is increasingly important. This method of converting textbooks into spoken word and braille brings with it both advantages and challenges.

- Support of National Library Service Functions – The Communication Center is the agency in Minnesota that distributes and repairs the equipment used to read books from the National Library Service for the Blind and Physically Handicapped, a division of the Library of Congress. During the past year, use of the new digital Talking Book Player as increased dramatically as production of new cassette books has ended in favor of a new digital technology. Still, cassette players are widely used, and the Communication Center has the challenging responsibility to keep these machines running a while longer.
- Radio Talking Book Receivers – The new digital radio talking book receivers were received from the manufacturer, and distribution has begun in targeted areas of the state. This effort must be carried out in coordination with the conversion of the Radio Talking Book signal from "analog" to "digital". Most of greater Minnesota can now use the new and clearer digital signal.
- Modernization of the Radio Talking Book Service – This work has permitted greater automation of broadcasts. Overnight broadcasting now makes use of the new system reducing overall costs to some extent and increasing reliability. Also being developed are approaches for more flexible listening options for users. Programs are now archived and can be retrieved through a secure web site.
- Braille Production - Huge numbers of print pages were converted to braille and audio to support Minnesota students in K-12 and in post-secondary institutions. Over 700,000 braille pages were produced directly or distributed from other sources during this year. This effort has a strong affect on the quality of education of blind Minnesotans and ultimately their potential for employment.
- Newslines and Dial-in News Service Improvements – The NFB Newslines service which is administered in Minnesota by the Communication Center added the St. Cloud Times to its list of Minnesota publications as well as a number of other national newspapers and magazines. Also, efforts are being made to make newspapers available through other paths than the telephone including via e-mail and specific portable devices. The Dial-in News service has improved the navigation of TV schedules and has made other hardware and software upgrades.
- Budgeting and State Government Shutdown Activities – During the past year, this committee actively participated in a service prioritization process to anticipate a significant budget reduction. In addition, an extra meeting of the committee was held in June to understand the impact of the impending state government shutdown on the Communication Center. While the anticipated budget reductions did not occur as anticipated in January, indications are that the “new normal” of increasingly stressed state and federal funds will continue in the foreseeable future. We believe



that the prioritization work done by this committee will be useful.

- Annual Volunteer Recognition Events - The Communication Center conducted the annual volunteer recognition events to applaud the work of nearly 700 volunteers that make possible much of the work of the Communication Center. This year the major event honoring current volunteers was a delightful boat trip on the St. Croix River, attended by more than four hundred people. This event is funded by a foundation grant recognizing the importance of volunteers to the success of this program.
- National and International Involvement - During the year staff and committee members were involved in a number of national and international activities including: the DAISY consortium, Broadcasting associations that impact Radio Talking Book transmissions, National Braille Association, Braille Authority of North America, and the International Association of Audio Information Services. In addition, the Communication Center is continuing to consult with representatives of the People's Republic of China as they work to establish a Radio Talking Book service in that country. These efforts reflect continued leadership by staff members and Communication Center Committee members.

Staff Changes – During the past fiscal year, new staff members assumed critical roles as a result of retirements and other changes. At the end of FFY 2011 the Center was again fully staffed and providing quality service to its customers.

## **Transition Committee**

*Liz Bruber- Chair, Kristin Oien, Diane Donalik, Rebecca Kragnes, Jan Bailey, Lisa Vala, Candace Whittaker. SSB Staff- Mary Kolles.*

**Charge:** This committee provides specific advice and counsel regarding services to transition-age youth (ages 14 – 21). This committee will provide input to the Customer Satisfaction & Goals and Priorities Committee and the full Council for consideration in the development of annual goals and priorities in conjunction with SSB, and will monitor those goals and priorities throughout the year.

### **2011 Report**

The 2011 Transition Committee concentrated on Strategies 1- 4 of the Goals and Priorities. Strategy 1 was to continue working statewide with Special Education teachers, teachers of the blind, visually impaired, or Deafblind and other IEP team members to facilitate regular information meetings with SSB counselors. Strategy 2 addresses outreach efforts to ensure that every blind, visually impaired or deafblind student applies at age 14 or as soon as possible for SSB's Workforce Development Unit's services. SSB 101 was designed for outreach. Strategy 3 was the creation of a method for documenting enrichment activities provided to students in all areas of adjustment to blindness training. Strategy 4 addresses assisting high school students to obtain at least one paid work experience during this high school years.

Strategy 1: The strengthening of the relationship between SSB, teachers and members of the IEP team continues, aided by the cooperative relationship with the Minnesota Department of Education. The Committee recognizes and expresses gratitude to Kristin Oien of the Minnesota Department of Education, whose vision of collaboration and conviction of the importance of work closely aligns with SSB's.

Strategy 2: Addresses SSB 101, an outreach event. The Transition Committee discussed incorporating SSB 101 into the Summer Transition Program of 2011 (STP). State Services for the Blind presented SSB 101 topics to 14 students in June of 2011 during the one week program. This was a successful incorporation of SSB 101 into STP. Essential topics such as the relay of information to students clarifying the roles of high school teachers and SSB were presented. Additionally, a career interest inventory was given and the students had the opportunity to work one on one with their counselors to discuss their individual results.

Strategy 3: A database has been designed to begin tracking the work related activities of each transition student. The emphasis to teachers and counselors is to utilize the summers to enrich the student with work or volunteer experiences, and career exploration activities. The intention is to document these efforts and to track the impact on the student's career development.

Strategy 4: As a result of the Transition Committee's recommendation and in collaboration with the Minnesota Department of Education and Kristin Oien, a tool for career development was designed. It is the "Transition Timeline". This document advises students, families and teachers of SSB's expectation for each year of high school. The emphasis is on assisting the student to obtain work or volunteer experiences, conduct job shadows and informational interviews. The Transition Timeline is intended for use by SSB counselors, teachers, students and families. The introduction of the Timeline to the student and IEP team is at an IEP meeting. Thereafter, the SSB counselor will be referring to it in their communication with the student. Teachers will be referring to the Timeline and encouraging students to follow it.

Chad Bowe presented the Transition Timeline at the Workforce Development Unit meeting in October 2011. The SSB counselors were given a copy and it has been placed on the Shared Drive. Kristin Oien presented the Timeline at the last SVN meeting and is encouraging teachers to use it. The database referred to in Strategy 3 will be used to track student's Transition Timeline activities.

The Transition Committee will continue in 2012 to collaborate with the IEP team to assist eligible students of transition age to obtain at least one paid work experience prior to graduation. The plan for this will be developed by 12/31/12.

# Appendices

## Appendix I Council Members

<u>Member</u>	<u>Representing</u>
<b>Jan Bailey, Incoming Chair</b>	Vocational Rehabilitation Counselor
<b>Connie Lee Berg</b>	American Indian Vocational Rehabilitation Project
<b>Joan Breslin-Larson</b>	Department of Education Representative
<b>Elizabeth Bruber</b>	Parent of Blind Child
<b>Steven Ditschler</b>	Governor's Workforce Development Council
<b>Kathleen Hagen</b>	Client Assistance Project
<b>Steve Jacobson</b>	Recipient of Vocational Rehabilitation Services
<b>Rebecca Kragnes</b>	Disability Advocacy Group
<b>Michael Malver</b>	Recipient of Vocational Rehabilitation Services
<b>Jeff Mihelich</b>	Disability Advocacy Group
<b>Felix Raymond Montez</b>	Business, Industry, and Labor
<b>Michael O'Day</b> *Term began 6/30/2011	Current or former Recipient of Services
<b>Kristin Oien</b> *Term began 6/30/2011	Department of Education Representative
<b>Fannie Primm</b>	Business, Industry, and Labor
<b>Craig Roisum</b>	Business, Industry, and Labor
<b>Judy Sanders, Outgoing Chair</b>	Statewide Independent Living Council
<b>Tom Scanlan</b>	Disability Advocacy Group
<b>Coralmae Stenstrom</b>	Disability Advocacy Group
<b>Richard Strong</b>	Director, State Services for the Blind
<b>Jamie Taylor</b>	Deafblind Community
<b>Kenneth Trebelhorn</b>	Community Rehabilitation Program
<b>Lisa Vala</b>	Parent of Blind Child
<b>Jeffrey West</b>	Business, Industry, and Labor
<b>Candace Whittaker</b>	PACER Representative

**STATE REHABILITATION COUNCIL  
FOR THE BLIND  
MEMBERS  
FFY 2011**



Picture (Left to Right)

**Front Row:** Jan Bailey, Candace Whittaker.

**Middle Row:** Jamie Taylor, Judy Sanders, Kathy Hagen, Lisa Vala.

**Back Row:** Richard Strong, Steve Jacobson, Ken Trebelhorn, Tom Scanlan, Michael O'Day, Coralmae Stenstrom, Steve Ditschler.

**Not Pictured:** Joan Breslin-Larson, Liz Bruber, Rebecca Kragnes, Connie Lee Berg, Michael Malver, Jeff Mihelich, Kristine Oien, Fannie Primm, Felix Raymond Montez, Craig Roisum, Jeffrey West.

## **Appendix II Council Work Plan FFY2011**

### **State Rehabilitation Council for the Blind**

#### **2010 – 2011 Work Plan**

\*Refers to list of Standing Committees located at the end of the document.

##### January-2011

All committees assess progress on goals and priorities relevant to their committee and submit recommendations to the Customer Satisfaction & Goals and Priorities Committee by February 10.

##### February-2011

The Coordinating Councils Task Force provides feedback on their activities to the Council.

Standing Committees report to the full Council.\*

The Customer Satisfaction & Goals and Priorities Committee and SSB begin drafting goals and priorities for next federal fiscal year.

The Council elects Chair and Vice Chair.

The Chair, with Council approval, appoints a Budget Task Force to get update on current status of expenditures and to propose any necessary refinements in the Resource Plan for the current fiscal year at the April SRC-B meeting.

The Chair, with Council approval, appoints a task force to review the SRC-B New Member Orientation Packet and make updates if needed.

The Work Plan Task Force reports on revisions to the annual work plan for Council approval.

Client Assistance Project annual report.

##### March-2011

The Customer Satisfaction & Goals and Priorities Committee and SSB provide a joint draft of the goals and priorities to the Council by March 18.

The draft goals and priorities will be distributed to the Council as part of the Council packet to ensure action at the April meeting.

##### April-2011

The Customer Satisfaction & Goals and Priorities Committee and SSB present goals and priorities for next federal fiscal year for joint approval. The federal fiscal year begins October 1.

The Budget Task Force makes recommendations for any necessary changes to the Resource Plan for the current fiscal year.

Standing Committees report to the full Council.\*

The Chair, with Council approval, appoints a Task Force on Council Committee Structure to review committee structure and report recommendations on changes necessary at the June SRC-B meeting.

In even numbered years, the Council, in partnership with SSB, agrees on a pool of impartial hearing officers.

The Needs Assessment Task Force submits a written or oral report on their progress.

#### May-2011

The task force on Council Committee Structure meets to review the committee structure and propose changes to the Council.

#### June-2011

The Customer Satisfaction & Goals and Priorities Committee reports progress to the Council on achievement of goals and priorities.

Standing Committees report to the full Council.\*

Review and act on report of the Task Force on Council Committee Structure. The Chair notifies members and the public at large in writing of the July 15 deadline to submit applications for committees.

The Budget Task Force meets in order to make recommendations at the August meeting for the resource plan for next fiscal year. A written report is due to SSB by July 15.

The Customer Closure Task Force reports at the June meeting.

#### July-2011

Applications for committee appointments must be submitted to the Council chair or SSB designee by July 15.

The Budget Task Force written report is due to SSB by July 15.

#### August-2011

The Budget Task Force makes recommendations for the resource plan for next fiscal year. The Council acts on the recommended resource plan.

Standing Committees report to the full Council.\*

The Chair, with Council approval, appoints Council committee members and chairs.

The Annual Report Task Force, consisting of committee chairs, will begin its work.

The Chair, with Council approval, appoints a Coordinating Councils Task Force to address the federal requirement of collaboration. The Task Force determines the councils appropriate for coordination and the methods to be used to carry out that coordination in keeping with the requirement in the Rehabilitation Act.

The Chair, with Council approval, appoints a Needs Assessment Task Force.

#### September-2011

Chair reminds the Annual Report Task Force members to submit their section of the annual report to SSB by October 14.

#### October-2011

The Chair reports on member terms and current and upcoming vacancies.

Standing Committees report to the full Council.\*

#### November-2011

The Customer Satisfaction & Goals and Priorities Committee reviews preliminary VR effectiveness data.

The Annual Report Task Force delivers draft Annual Report, including the Report on the Effectiveness of the Vocational Rehabilitation Program, to SSB by November 4.

SSB sends draft of Annual Report, including the Report on the Effectiveness of the Vocational Rehabilitation Program, to Council members by November 17 as part of the Council packet to ensure action at December meeting.

#### December-2011

The Customer Satisfaction & Goals and Priorities Committee reports progress to Council on achievement of goals and priorities.

The Council approves the Report on the Effectiveness of the Vocational Rehabilitation Program and the Annual Report.

The Annual Report, including the Report on the Effectiveness of the Vocational Rehabilitation Program, are produced for distribution by December 30.

Standing Committees report to the full Council.\*

The Chair, with Council approval, appoints a task force to review the Council's annual work plan.

The Chair reminds committees to review goals and priorities during January. Committees provide any recommendations to the Customer Satisfaction & the Goals and Priorities Committee by February 10.

#### January-2012

All committees assess progress on goals and priorities relevant to their committee and submit recommendations to the Customer Satisfaction & Goals and Priorities Committee by February 10.

The Work Plan Task Force meets to update the Work Plan for 2012-2013 and reports on updates to the Council at the February meeting.

#### February-2012

The Coordinating Councils Task Force provides feedback on their activities to the Council.

Standing Committees report to the full Council.\*

The Customer Satisfaction & Goals and Priorities Committee and SSB begin drafting goals and priorities for next federal fiscal year.

The Council elects Chair and Vice Chair.

The Chair, with Council approval, appoints a Budget Task Force to get update on current status of expenditures and to propose any necessary refinements in the Resource Plan for the current fiscal year at the April SRC-B meeting.

The Chair, with Council approval, appoints a task force to review the SRC-B New Member Orientation Packet and make updates if needed.

The Work Plan Task Force reports on revisions to the annual work plan for Council approval.

Client Assistance Project annual report.

#### March-2012

The Customer Satisfaction & Goals and Priorities Committee and SSB provide a joint draft of the goals and priorities to the Council by March 9.

The draft goals and priorities will be distributed to the Council as part of the Council packet to ensure action at the April meeting.

#### April-2012



The Customer Satisfaction & Goals and Priorities Committee and SSB present goals and priorities for next federal fiscal year for joint approval. The federal fiscal year begins October 1.

The Budget Task Force makes recommendations for any necessary changes to the Resource Plan for the current fiscal year.

Standing Committees report to the full Council.\*

The Chair, with Council approval, appoints a Task Force on Council Committee Structure to review committee structure and report recommendations on changes necessary at the June SRC-B meeting.

In even numbered years, the Council, in partnership with SSB, agrees on a pool of impartial hearing officers.

The Needs Assessment Task Force submits a written or oral report on their progress.

### May-2012

The task force on Council Committee Structure meets to review the committee structure and propose changes to the Council.

#### \* Standing Committees:

- Customer Satisfaction & Goals and Priorities Committee
- Vendor Outcomes and Measures Committee
- Minority Outreach Committee
- DeafBlind Committee
- Transition Committee
- Communication Center Committee

## Appendix III Federal Standards and Indicators

### Standard 1:

For any given year, calculations for indicators 1.1 through 1.6 for Designated State Units that exclusively serve individuals with visual impairments or blindness are based on aggregated data for the current year and the prior year, i.e., two years of data (34 CFR §361.81(4)). The Designated State Unit must pass four of the six indicators in Standard 1 and must pass two of the three primary indicators (1.3 to 1.5).

#### Indicator 1.1

The number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the previous performance period.

*Required Performance Level: DSUs performance in current period must equal or exceed performance in previous period.*

#### Indicator 1.2

Of all individuals who exit the VR program after receiving services, the percentage who are determined to have achieved an employment outcome.

*Required Performance Level: For the general and combined DSUs, the level is 55.8%; for agencies serving individuals who are blind, the level is 68.9%.*

#### Indicator 1.3

Of all individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage.

*Required Performance Level: For the general and combined DSUs, the level is 72.6%; for agencies serving individuals who are blind, the level is 35.4%.*

#### Indicator 1.4

Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.

*Required Performance Level: For the general and combined DSUs, the level is 62.4%; for agencies serving individuals who are blind, the level is 89.0%.*

#### Indicator 1.5

The average hourly earnings of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage as a ratio to the

**State's average hourly earnings for all individuals in the State who are employed (as derived from the Bureau of Labor Statistics report "State Average Annual Pay" for the most recent available year).**

*Required Performance Level: For the general and combined DSUs, the level is a ratio of .52; for agencies serving individuals who are blind, the ratio is .59.*

#### **Indicator 1.6**

**Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their own income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source of support at the time they apply for VR services.**

*Required Performance Level: For the general and combined DSUs, the level is an arithmetic difference of 53.0; for agencies serving individuals who are blind, the level is a difference of 30.4.*

### **Standard 2:**

**If a DSU had fewer than 100 individuals from a minority background exit the VR program during the reporting period, the DSU must describe the policies it has adopted or will adopt and the steps it has taken or will take to ensure that individuals with disabilities from minority backgrounds have equal access to VR services, in lieu of calculating the ratio described below (34 CFR §361.86(b)(2)(iii)).**

#### **Indicator 2.1**

**The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all individuals with disabilities from non-minority backgrounds.**

*Required Performance Level: All agencies must attain a ratio level of .80.*