

Minnesota State Rehabilitation
Council for the Blind



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Annual Report

October 1, 2011 - September 30, 2012

Minnesota State Rehabilitation Council for the Blind

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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 Minnesota Council for the Blind was formed. Prior to its existence in federal law, the majority of the membership of the Minnesota 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 partnership.

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 rehabilitation programs 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 Minnesota 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 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 quality 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

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. Our work would not get done without all of your efforts.

This year the council began something new. We began having guest speakers from the different units of SSB: Business Enterprises Program (BEP, Workforce Development Unit (WDU), and in December the Senior Services Unit (SSU).

I will be ending my final term on this council, and have enjoyed being chair of the council. A new chair will be elected in February, 2013. I would like to thank Jamie Taylor, my vice-chair, and especially for taking over for me at our August meeting while I was at a family wedding. I know this council will continue its hard work to give SSB its best advice.

I would also like to give a special thanks to Stephen Larson, the director of the Administrative Services unit for his work with me with the council. Steve will be leaving his present position to begin his new job as a rehab counselor in Duluth. Thank you, Steve, for all your hard work on behalf of the council.

Sincerely,
Jan Bailey
Council Chair

Director's Comments

The State Rehabilitation Council for the Blind plays a critical role in the ongoing improvement and success of State Services for the Blind. The Council and its committees provide valuable input, guidance and direction to the work of SSB. Representatives from all segments of the community are appointed by the governor to serve on the full Council. Other residents step forward and volunteer to serve on the several committees of the Council. Together they represent the amazing diversity of Minnesota. They willingly share their time. More importantly they share their rich and varying perspectives and yes, their wisdom, to make SSB better.

These citizen volunteers do so much more than identify needs and point out problems. Operating via numerous committee forums, tasks forces, and ad hoc work groups they bring their experiences, ideas and well thought out suggestions to the critical issues and concerns SSB faces.

Each year members spend untold hours reviewing reports, charts, trends, comments of customers and data to inform their thinking. They work with SSB staff to carefully craft specific options and pathways to improve services to and outcomes of Minnesotans who are blind, deafblind and have a visual impairment.

I will not list here the many accomplishments realized in 2012; those accomplishments are contained in parts of this and other reports. Suffice to say the organization is headed in the right direction. It is headed that way in no small part because of the hard work and dedication of Council members, the hundreds of additional volunteers in the Communication Center, our staff and ultimately, the customers we serve.

The year (and years) ahead will present numerous challenges, many we can predict with great certainty: the increasing pressure on already tight resources; the Age Wave of older Minnesotans and the increased pressure for needed services; the impending worker shortage and the need for blind, deafblind and visually impaired Minnesotans to have the positive attitude, skills, talents and opportunities to compete in the emerging global economy. Then there will be those things we can't predict; things we nevertheless need to be ready to address.

Jan Bailey has served as Council Chair for the last two years. Due to term limits prescribed by law her time on the Council comes to an end January, 2013. She leaves a strong legacy of accomplishments that will serve as a strong foundation for future Council accomplishments. Because of her leadership and the hard work of her colleagues the Council is well positioned to continue its strong tradition of partnering with SSB. Together we can and shall make a positive difference in the lives of Minnesotans who are blind, deafblind and visually impaired. Minnesota deserves 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—Jon Benson, Jennifer Beilke, Heidi Warwick, Stephen Larson.

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, 2012.

Five survey items were analyzed to compare the results for years ending 3/31/09, 3/31/10, 3/31/11, and 3/31/12. While there has been some fluctuation in results, no significant changes have taken place from year to year.

Summary	YE 3/31/09	YE 3/31/10	YE 3/31/11	YE 3/31/12
Q1: Overall satisfaction with services provided	83%	84%	80%	87%
Q2: Extent to which services have met expectations	78%	80%	89%	76%
Q3: Comparison with "ideal" set of services	77%	80%	81%	80%
Q4: Satisfied that counselor (staff) understood customer's needs	91%	89%	90%	88%
Q5: How satisfied are you with the time it usually took to get your answer	87%	78%	81%	79%

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	APR10-MAR11	JUL10-JUN11	OCT10-SEP11	JAN11-DE11	APR11-MAR12
MNCSI	73.1	72.9	72.5	69.5	70.3
N	297	281	264	256	256

The committee continued to track the VR-specific questions which were added to the survey in 2010. The data for FFY12 were as follows:

RESPONSES	APR-JUN11 (55)	JUL-SEP11 (59)	OCT-DEC11(71)	JAN-MAR 12 (71)
QVR1: Satisfied that customer given enough info to make good choices on employment plan	85%	77%	70%	81%
QVR2 Satisfied that customer had an active role in decisions about services	90%	88%	89%	87%

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?

COMMENTS	APR-JUN 11 (25)	JUL-SEP11 (64)	OCT-DEC11 (41)	JAN-MAR12
Highest	Misc 56% (14)	Help finding job 47% (16)	Staff improvements 68% (28)	Help finding job 46% (18)
2 nd	Help finding job 44% (11)	Misc. 32% (11)	Program improvements 49% (20)	Staff Improvements 44% (17)
3 rd	Staff improvements 32% (8)	staff improvements 32% (11)	Help finding job 41% (17)	Misc. 26% (10)
4 th	WFC (SSB) improvements 8% (2)	Job leads 29% (10)	Misc. 27% (11)	Job Leads 15% (6)

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

COMMENTS	APR-JUN 11 (22)	JUL-SEP11 (45)	OCT-DEC11 (36)	JAN-MAR12 (30)
Highest	Misc. 77% (17)	Misc. 50% (15)	Misc. 64% (23)	Misc. 87% (26)
2 nd	Gen. Job issues 27% (6)	Gen. job issues 47% (14)	Gen. job issues 31% (11)	Gen. Job issues 17% (5)
3 rd	Staff issues 23% (5)	Staff issues 33% (10)	Staff issues 28% (10)	Staff issues 7% (2)
4 th	Process issues 0% (0)	Process issues 13% (4)	Process issues 8% (3)	Process issues 3% (1)

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

COMMENTS	APR-JUN 11 (27)	JUL-SEP11 (44)	OCT-DEC11 (36)	JAN-MAR12 (32)
Highest	Staff strengths 52% (14)	Help finding job 37% (10)	Education/classes 42% (15)	Help finding job 41% (13)
2 nd	Help finding job 30% (8)	Education/training 37% (10)	Staff strengths 39% (14)	Education/training 38% (12)
3 rd	Financial help 22% (6)	Staff strengths 30% (8)	Help finding job 36% (13)	Staff Strengths 34% (11)
4 th	Info & resources 19% (5)	Info & resources 22% (6)	Misc. 25% (9)	MISC. 28% (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.

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). Some of these new questions may not apply to individuals SSB is serving depending on where they are in the vocational rehabilitation process.

RESPONSES	APR-JUN11 (55)	JUL-SEP11 (59)	OCT-DEC11(71)	JAN-MAR 12 (71)	LAST 4 QUARTERS (256)
QS1 Satisfied that services helped customer find job *	47%	29%	26%	31%	33%
QS2 Satisfied that services helped customer with career planning *	49%	65%	54%	55%	55%
QS3 Satisfied that services helped customer connect w/employers who were hiring*	42%	30%	24%	32%	32%
QS4 Satisfied that services helped customer improve job-seeking skills*	51%	45%	48%	58%	51%

For the complete Customer Satisfaction Survey results see:

http://www.positivelyminnesota.com/About_Us/Customer_Satisfaction/Job_Seeker_Satisfaction/Results_by_Program_5.aspx

Progress on FFY12 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 2013, SSB will meet RSA Indicator 1.1 by increasing for the two year period (FFY2012 and FFY 2013) the number of individuals achieving employment over the base period of FFY2010-FFY2011.

During FFY 2012 and 2013, 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. Each counselor with at least two years of experience will be expected to identify at least six individuals for whom successful closure is realistic during the next FFY.

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 and customers identified as potential successful closures. 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 February staff meeting each year.

Status: Ongoing

2. 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 WFD staff will successfully complete Introduction to Blindness —Phase 1 and Phase 2 training on the essential aspects of blindness and visual impairment within three months of hire and before any caseload activity is assigned.

Status: Ongoing

PRIORITY #1.2: Employment Rate— SSB's performance on RSA Indicator 1.2 will increase annually from the 2010 baseline of 50%, reflecting an increase in the percentage of persons closed achieving employment after receiving services.

The strategies for meeting this priority are—

1. By December 31, 2012, SSB will establish strategic relationships with at least two employers with in the distinguished industry clusters of healthcare and education in Minneapolis and St. Paul.
2. By December 31, 2012, review and evaluate the self-employment/entrepreneurship program.
3. By November 1, 2012, SSB will examine the WDU case review system and determine if enhancements can be made to contribute to higher employment outcomes.

Status:

- 1. This has been completed. A relationship has been developed with Gillette Children's Hospital in St. Paul and the WDU is involved with the Project Search initiative for Minneapolis and St. Paul public schools, a program that puts transition students into work experiences that are expected to lead to employment with that employer.**
- 2. A work group was established during the summer and the initial review and evaluation of the self-employment/entrepreneurship program has been conducted. The group is now involved with collecting data from multiple resources and entities for consideration as they begin to develop what will replace the current program.**
- 3. The case review system has been reviewed resulting in adding a question to the review instrument to ensure that the Individual Plan for Employment accurately reflects the employment goal as the case is moved into employment status and subsequent successful closure.**

PRIORITY #1.3: Increase work experience, job shadowing opportunities, internships and enrichment activities--WDU staff will aggressively pursue work experience, job shadowing opportunities, internships and enrichment activities for SSB customers.

The strategies for meeting this priority are—

- 1. By December 31st 2012, develop a mechanism to gather WDU Staff's pursuit of work experience, job shadowing opportunities, internships and enrichment activities for its customers.**
- 2. Establish a baseline by September 30, 2013, of the pursuit of work experience, job shadowing opportunities, internships and enrichment activities.**

Status: A transition student timeline has been incorporated in to the work counselors do with these customers which will be documented in a transition data base. The data base is now operational and data collection is beginning.

PRIORITY #1.4: Increase customer satisfaction with services provided—By the end of FFY2013 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).

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: Ongoing

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: Ongoing

PRIORITY #1.5: Continue to insure every customer has access to customer satisfaction information needed to make an informed choice in selecting a vendor for Adjustment To Blindness (ATB) training. During FFY 2013, all customers surveyed under strategy #1 will report they have been provided access to information they needed to make an informed choice about the provider of ATB services.

The strategies for meeting this priority are—

1. 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 FFY2013, 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: Ongoing

2. 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: ongoing

GOAL #2: In the targeted groups, increase the number of individuals served and the vocational outcomes achieved.

PRIORITY #2.1: Minority Service Rate— By the end of FFY2013, SSB will address 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 30.1%.

The strategies for meeting this priority are—

1. During FFY2013, SSB staff will conduct at least two marketing and outreach activities to minority communities.

Status: SSB had representation at the Hmong Resource Fair held on October 13 at the North Hennepin Community College. In May of 2013, SSB will be represented at the Multicultural Fair at the

Convention Center in Minneapolis. SSB staff Linda Lingen serves on the planning committee of the Multicultural Fair.

2. Guidelines will be completed and shared with CRPs, vendors, and adult basic education programs by September 30, 2013.

Status: A final draft has been prepared, and the work will be complete after committee review.

3. During FFY2013, SSB staff will be informed of current marketing and outreach activities to minority communities and strategies in serving these populations.

Status: Ongoing

PRIORITY #2.2: Deafblind Outreach and Service— Enhance effective communication between SSB and individuals who have a hearing and vision loss, including persons who are DeafBlind.

The strategies for meeting this priority are—

1. All new WFD staff will receive one-on-one training on the DeafBlind Procedures Manual to include communication styles and communication issues as part of the orientation that occurs within the first three months of hire. All WFD staff will receive an annual review of the communication methods at their October staff meeting.

Status: Ongoing

2. The Plan to increase effective communication between counselors and Deafblind customers and the Plan to increase the number of Deafblind competitively employed will continue as written until June 2013. In June 2013, the Deafblind needs assessment will be administered. This needs assessment will contain questions specifically designed to determine the effectiveness of the Plan to increase effective communication and the plan to increase the number of competitive employments.

Status: Discussion has begun with the DeafBlind Committee regarding the needs assessment. The assessment is usually completed by May and administered during the summer. Results are reviewed by the Committee at the first meeting after the summer break.

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: Approved simplified English for Customers and Improved Choice at the October meeting.

4. During FFY 2013, strengthen the collaborative efforts of SSB, Vocational Rehabilitation Services, Deaf and Hard of Hearing Services of the Department of Human Services, Department of Education and the Department of Health to improve statewide services to DeafBlind individuals. As a result of

the DeafBlind needs assessment survey in June 2013, strategies for additional collaborative efforts will be developed and incorporated in the Goals, Priorities and Strategies for FFY 2014.

Status: The Quad Agency team meets periodically. At the October meeting and in the December meeting, Mary Hartnett, Executive Director of the Commission of Deaf, Deafblind and Hard of Hearing Minnesotans, presented to the team. SSB has proposed a panel discussion to be presented at the American Deafness and Rehabilitation Association (ADARA) Conference – a national conference – being held in Minneapolis in June of 2013 to demonstrate how collaboration among state entities can improve service provision for the Deafblind Community. The panel members include representatives from the: DeafBlind Project; Commission of Deaf, DeafBlind, and Hard-of-Hearing Minnesotans; State Services for the Blind; Vocational Rehabilitation Services; DeafBlind Committee under the State Rehabilitation Council for the Blind; and Deaf and Hard-of-Hearing Services of the Department of Human Services. Each of these entities has a unique expertise and role in working with DeafBlind Minnesotans.

PRIORITY #2.3: Transition Services--Increase the number of students who apply at ages 14-15 from the base line of 12 students in 2011.

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: Ongoing projects and collaborations in process, which include the SSB Transition 101 for family and students twice yearly, and SSB participating at the Minnesota State Academy for the Blind January Family Weekend.

2. A new format for communicating information about SSB to transition students and their families will be developed by September 30, 2013.

Status: A parent newsletter is being planned that will be distributed twice yearly to parents, students, and teachers electronically and in ink print formats.

3. Working collaboratively with the Minority Outreach Committee, develop outreach strategies for teachers of the blind, visually impaired and DeafBlind to provide information to students and their families from minority communities about SSB by September 30, 2013.

Status: A brochure in 3 languages for families with transition students is done and is being distributed. Discussion is ongoing with Committee for other opportunities.

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 FY2012 follows.

The numbers reported for FFY2012 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. SSB has passed 5 of the 6 Indicators and all 3 of the Primary Indicators for Standard I.

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

	<i>2012*</i>	<i>2011</i>	<i>2010</i>	<i>2009</i>
Ind 1.1: Change in employment outcomes(>=0)	1	3	-13	-3
Ind 1.2: Percent of employment outcomes (>=68.9%)	58.70%	59.19%	50.64%	48.17%
Ind 1.3: Competitive employment (>=35.4%)	96.91%	94.41%	92.40%	98.11%
Ind 1.4: Significant Disability (>=89.0%)	98.15%	97.52%	98.74%	100%
Ind 1.5: Earnings ratio (>=.59)	0.668	.741	.80	.668
Ind 1.6: Self support (>=30.4)	40.13	33.59	34.5	36.54
Number of indicators in standard 1 that were passed	5	5	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 year.

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 & Goals and Priorities Committee and the full Council for consideration in the development of annual goals and priorities in conjunction with SSB.

2012 Report

1. Outreach efforts

The committee decided to take a different approach to reaching out to minority communities. Instead of focusing on organizations of people from different cultures, as this approach has not been very successful, the committee suggested that SSB explore setting up trainings with agencies and advocacy organizations whose purpose is to assist immigrants to find housing and other services. People of different cultures are more familiar with those agencies, and with getting information about services from those agencies.

Along with other helpful information, the advocates could provide information to them about services available through SSB for blind people.

Outreach has been successful particularly with Hmong agencies and with the Red Lake and White Earth reservations. It has been harder to find ways to contact agencies and community members providing services to Somalis and Latinos, and SSB will continue looking for ways to connect with programs serving these customers in 2013.

2. Progress on Identifying and Sharing Best Practices for Spoken Language Interpreter Agencies

This committee recommended the following procedures to remedy any communication and confusion problems regarding minority customers and their interpreters:

- Interpreters notify SSB and the referring counselor if they will be late for a meeting
- Interpreters are now informed by the agency sending them, the name of the customer they are interpreting for and the name of the referring counselor to make it easier for the front desk personnel to connect the interpreter with the right people.
- In addition to bringing up any interpreter issues once a year at the October meeting, SSB has also developed a short form for individual counselors to use if an individual counselor has a question and staff supporting the Minority Outreach Committee will get answers for them. With these steps, the minority committee feels that this issue has been totally resolved.

3. A Best Practices Guide for working with customers who have English as a second language is being developed by this committee.

Initially this guide was going to be for CRP's and other contracting agencies that have blind or deaf-blind customers from minority cultures. This goal was changed to become a guide placed on

the intranet for SSB staff, only to be shared with other agencies if they requested assistance from SSB on this issue. This guide is still in process, and this goal has been held over for the 2013 year.

4. The Minority Committee partnered with the Transition Committee to provide a short brochure which could be given by schools to their minority students to introduce them to SSB. This brochure will be provided in a number of languages. The brochure has been very successful and is ready for its second printing.
5. Data on Employment Outcomes for customers from minority backgrounds

In FFY 2011, customers who did not speak English more often were closed as unsuccessful. In fact only 4 SSB customers who did not speak English were closed – successfully employed; while 55 customers were closed as not employed for a variety of reasons such as: failure to cooperate, unable to locate, etc. SSB will continue to track the employment data on customers from other cultures and report to this committee once per year – in May. The 2012 statistical analysis had not yet been completed but will be available by January 2013.

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.

2012 Report

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—Lindsey Hanson, 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.

2012 Report

The Deafblind Committee has been meeting monthly since last fall. The committee spent some time catching up on what's new in the community as well as changes at SSB.

- Lee Clark gave an update on the DeafBlind Consumer Directed Services Program at the State.
- Kristin Oien talked about a communication matrix that the education department is using.
- Michael O'Reilly gave an update on Minnesota Deaf Blind Association (MDBA) activities.
- Jamie Taylor talked about activities at the airport and her attendance at the National Council of State Agencies for the Blind.
- Adrienne Haugen informed the committee of the St. Cloud Deaf and Hard of Hearing Services office offering a hearing aid distribution program.
- The SSB Rule was revised August 11, 2011.
- Two SSB staff members attended the National Conference for Rehabilitation Education in Arlington, Virginia.
- SSB hired a new rehabilitation counselor, Katy Thorpe. She is deaf.
- Staff introduced new SSB intern, Brittany Bronk.
- Lindsey Hanson and Natasha Lemler gave a report on the Expanded Evaluation Program at SSB.
- Natasha Lemler talked about her new position – lead counselor providing policy and procedure training to Workforce Development staff.

The committee began working on revising the English in the SSB document “Customers and Informed Choice”. We decided to go through the document section by section and simplify the English. We began with the introduction in October, moved into “Writing Your Individualized Plan for Employment (IPE)” in December, then “Reason for Services” and “Who will provide”. In January we made some revisions and then moved onto the section “Choosing Your Vocational Goal”. In February we worked on the section “Choosing Services”. This work will continue at the April meeting. In March we did a review of the SSB Goals, Priorities and Strategies for 2013 and made the following decisions:

1. To drop the words “dual sensory loss” and change this to “visually impaired/hearing impaired including persons who are DeafBlind”.
2. The 2012 plan to increase the number of DeafBlind competitively employed should be dropped from the 2013 strategies.
3. The committee will continue the priority for 2013, “To increase effective communication between counselors and DeafBlind customers”.
4. Continue to review and simplify the English in standard written communications used by SSB with ASL users.
5. Continue the priority of maintaining a collaborative effort between agencies serving DeafBlind. The committee felt very strongly that this was a priority worth keeping.

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.

2012 Report

The Senior Services Committee met four times during the past year with excellent attendance by all members. Our primary concern always is making certain that State Services for the Blind, SSB, is providing superior services to its elderly and independent living customers WITH ADEQUATE FUNDING. Committee members eagerly receive regular reports from Lyle Lundquist and Director Richard Strong. We were pleased that funding during the most recent legislative session remained at fairly acceptable figures to permit services to remain fairly stable.

We look forward to continuing our committee work during the next fiscal year.

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 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.

2012 Report

The product of this committee consists of reports to the State Rehabilitation Council for the Blind containing specific strategies for increasing and improving Communication Center services. During FFY 2012 the Communication Center Committee met four times to receive updates and offer input on the projects, staffing changes, and other on-going work of the Communication Center.

During 2012, a major change was made to the format of committee meetings to stimulate more discussion and interaction. Staff reports, which have for many years been provided orally at meetings, are submitted to members in advance. The meeting time can then be used to ask questions and discuss issues in depth.

Listed below are highlights and accomplishments of the Communication Center and this committee in FFY 2012:

- Evolution of Textbook Production - Changing technology makes this an on-going concern of the Communication Center. The Digital Accessible Information System (DAISY) format allows recorded and electronic braille books to be navigated much like hard-copy books, by page, chapter, and other significant divisions. Production of such books has become routine during the past year after significant software upgrades and staff training. Books can now be distributed as downloaded files, on CDs and still on cassette. A successful pilot program in 2011 has led to downloading of books becoming a standard part of the Communication Center's services, saving money while getting books into the hands of customers sooner.
- 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 two years, use of the new Digital Talking Book Player has increased dramatically as production of new cassette books has ended in favor of the 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. A new joint initiative undertaken during 2012 is exploring

other ways the Minnesota Braille and Talking Book Library in Faribault and the Communication Center can work together to serve their common customers more efficiently. A Kaizen event held late in the year by the two units promises to result in significant process changes and radically improved customer service.

- **Radio Talking Book Receivers** - During the past year, the new digital Talking Book Radio receivers were distributed to listeners in the Metropolitan Twin Cities area and digital broadcasts commenced. The transition went very smoothly. With much of Greater Minnesota converted in 2011, and the Metro area now complete, only Rochester, Mankato and Grand Marais remain. Those three area will be completed in the Fall of 2012.
- **Modernization of the Radio Talking Book Service** - In addition to making the operation of this service more efficient, new methods to get programs to customers have been developed. Programs are archived on a secure web site and can be accessed by customer at times that fit their schedules. Also, programs can now be delivered on NLS digital cartridges playable on the new National Library Service digital machines which, as noted above, the Communication Center distributes.
- **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 direct impact on the quality of education of blind Minnesotans and ultimately their potential for employment.
- **Newsline and Dial-in News Service Improvements** - The Communication Center continues to administer NFB Newsline service in Minnesota. This service, supported by the Telecommunication Access Minnesota fund, now has the added the ability to distribute newspapers to digital devices as well as to the telephone. For the first time ever, a blind person with an electronic braille display can read daily newspapers in braille.
- **Budgeting** - While deep budget cuts were avoided last year, the future of the Communication Center is very much dependent on how state and federal budget challenges are resolved. Continuing examination of ways to provide services at lower costs will put the Communication Center in a better position to handle whatever happens with budgeting.
- **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 three hundred people. They were entertained by a group of barbershop style singers. This event, funded by the Hamm Family Fund of the Saint Paul Foundation, recognizes 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, National Braille Association, and the Braille Authority of North America. The supervisor of the Communication Center's Radio Talking Book section, Stuart Holland, was recently elected president of the International Association of Audio Information Services.

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 2012 the Center was again fully staffed which is optimal for providing quality services to its customers.

Transition Committee

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

2012 Report

The 2012 Transition Committee was tasked with Priority # 2.3: Increase the number 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:

STRATEGY #1

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

How this strategy was addressed:

Informational meetings with SSB counselors include Statewide Vision Network (SVN) meetings, Special Education Director meetings where the Transition Timeline information was disseminated, as well as transition opportunities for Blind and Visually Impaired (BVI) transition aged students statewide. There has been a wealth of information sharing and collaboration with SSB counselors including SSB involvement with the Minnesota Resource Center for BVI Advisory Committee, the BVI List Serve, SSB 101, increased sharing of data targeting transition between SSB and Minnesota Department of Education (MDE), Low Vision Clinics, The Summer Transition Program (STP), Family Transition Weekend at the Minnesota State Academy for the Blind (MSAB), audio services provided with brochures and an SSB liaison to MSAB.

STRATEGY #2

By November1, 2011, SSB will evaluate the Information Fairs hosted to date to determine their effectiveness. Based on the result of this evaluation, SSB will develop a format for communicating

information about SSB to transition students and their families not later than December 31, 2011. This format will be implemented by June 30, 2012.

How this strategy was addressed:

The goal of this strategy is to increase family understanding of SSB and the workforce unit by hosting the Student and Family Event: SSB 101. SSB is continuing outreach to transition students and families through informational fairs. SSB will continue to evaluate Informational Fairs, SSB 101, MSAB Informational Fairs, and disseminate all relevant information through the National Association for Parents of Children with Visual Impairments (NAPVI) organization. Feedback from the NAPVI group confirms there is great value in the informational fairs. The invitations have been sent to transition families for the November 3, 2012 SSB 101 event. Additionally, an attractive brochure was designed in collaboration with the Minority Outreach Committee to be distributed to teachers and prospective transition students and their families. It is produced in several different languages to accommodate all Minnesotans.

STRATEGY #3

Monitor outcomes of enrichment activities beginning March 2012 to determine whether the goal of each activity was met. Enrichment activities will be reviewed every six months between March, 2012 and October 2014 to monitor impact on success of each student and determine future direction of provision of enrichment activities for students.

How this strategy was addressed:

The Transition Committee has reviewed enrichment activities on an ongoing basis. The Summer Transition Program (STP), SSB 101, and other student and family events are continually reviewed. The Transition Committee is being updated by SSB Staff and Kristin Oien of MDE as to the opportunities presented to students, the goals of the events and the outcomes. The strength in the review process is that information is disseminated to all avenues of information sharing through this collaboration between SSB and MDE. A Database for Transition Students was designed to track student activities for each year of high school. From this data SSB will be able to run reports and extrapolate various pieces of information to indicate the effectiveness of activities and the correlation to later post-secondary successes and employability. The Transition Database is available to SSB Counselors, giving them the ability to track and evaluate data, activities, demographics, status, services, case notes and records. It also tracks authorizations, expenditures summaries, work plans, ticket to work and documentation, queries and reports.

STRATEGY #4

Between May 2012 and July 2012, evaluate the contents of the Transition Timeline and, based on feedback from counselors, revise as necessary. Review changes to Transition Timeline with counselors prior to September 2012 and implement revised document no later than September 30, 2012.

How this strategy was addressed:

The Transition Timeline is available as a link on the Minnesota State Services for the Blind website. It is available as a link on the MDE website. The Transition Timeline can be followed by year: 9th, 10th, 11th and 12th grades. It also includes foundational skills documents. The value is enhanced by the wide distribution of the Timeline by SSB and MDE. Counselors were provided the Transition

Timeline in February 2012, reviewed together in May 2012 and again in October 2012. Once a month the Timeline is discussed in a teleconference with staff to insure its implementation in IEP meetings and in counselor meetings with their students.

Employment Committee

*Steve Ditschler--Chair, Michael O'Day, Mike Sahyun, Judy Sanders.
SSB staff—Mike Newman.*

CHARGE: This committee exists to provide advice and propose strategies to increase the quantity and quality of employment outcomes for individuals served through the state vocational rehabilitation services for the blind system.

2012 Report

The Employment Committee was established as a new standing committee near the end of the last program year. It has only met a few times since its establishment and focused on understanding its duties and responsibilities; determining how it will measure successful outcomes; ascertaining the information it needs, and the most effective way to obtain it, in order to fulfill its charge; and developing the details for its own function. The committee also began the process of reviewing recommendations of the “All Hands on Deck” document reissued for 2012 for the purpose of assessing the potential for greater alignment with its content.

Appendices

Appendix I Council Members

<u>Member</u>	<u>Representing</u>
Jan Bailey, Chair	Vocational Rehabilitation Counselor
Connie Lee Berg	American Indian Vocational Rehabilitation Project
Steven Ditschler	Governor's Workforce Development Council
Kathy Hagen	Statewide Independent Living Council
Steve Jacobson	Recipient of Vocational Rehabilitation Services
Jeff Mihelich	Recipient of Vocational Rehabilitation Services
Michael O'Day	Recipient of Vocational Rehabilitation Services
Kristin Oien	Department of Education Representative
Ken Rodgers	Disability Advocacy Group
Rochelle Roehrich	Client Assistance Program
Judy Sanders	Statewide Independent Living Council
Tom Scanlan	Disability Advocacy Group
Richard Strong	Director, State Services for the Blind
Jamie Taylor	Deafblind Community
Kenneth Trebelhorn	Community Rehabilitation Program
Lisa Vala	Parent of Blind Child
Jeffrey West	Business, Industry, and Labor
Francis Whetstone	Disability Advocacy Group
Candace Whittaker	Representative of Parent Training and Information Center

**STATE REHABILITATION COUNCIL
FOR THE BLIND
MEMBERS
FFY 2012**



Picture (Left to Right)

Front Row: Francis Whetstone, Kristin Oien.

Middle Row: Ken Rodgers, Jeff Mihelich, Kathy Hagen, Jan Bailey, Ken Trebelhorn.

Back Row: Steve Ditschler, Jeff West, Jamie Taylor, Michael O'Day, Tom Scanlan, Richard Strong.

Not Pictured: Connie Lee Berg, Rochelle Roehrich, Lisa Vala, Candace Whittaker.

Appendix II Council Work Plan FFY2011

State Rehabilitation Council for the Blind

2012 – 2013 Work Plan

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

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.

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 recommend updates if needed.

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 task force responsible to review the New Member Orientation Packet recommends changes to the Council for approval.

SSB's Director reports on the compilation of data from the "Choosing ATB Training" forms.

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.

June-2012

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

The Vendor Outcomes Committee will report on the latest survey of adjustment to blindness vendor evaluations.

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 16 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 16.

The Employment Committee reports at the June meeting on the status of successful VR closures.

July-2012

Applications for committee appointments must be submitted to the Council chair or SSB designee by July 16.

The Budget Task Force written report is due to SSB by July 16.

August-2012

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-2012

Chair reminds the Annual Report Task Force members to submit their section of the annual report to SSB by October 15.

October-2012

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

Standing Committees report to the full Council.*

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

November-2012

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 5.

SSB sends draft of Annual Report, including the Report on the Effectiveness of the Vocational Rehabilitation Program, to Council members by November 16 as part of the Council packet to ensure action at December meeting.

December-2012

SSB's Director reports on the compilation of data from the "Choosing ATB Training" forms.

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.

The Vendor Outcomes Committee will report on the latest survey of adjustment to blindness vendor evaluations.

Standing Committees report to the full Council.*

The work plan Task Force presents its report for Council Approval.

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 11.

The chair, with Council approval, will set meeting dates for the next calendar year.

January-2013

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 11.

February-2013

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.

Client Assistance Project annual report.

March-2013

The Customer Satisfaction & Goals and Priorities Committee and SSB provide a joint draft of the goals and priorities to the Council by March 8.

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-2013

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-2013

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
- Employment Committee

First approved at SRC-B Meeting on April 5, 2012. New Member Orientation Packet language added and subsequently approved on June 7, 2012.

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.