

Montana State Rehabilitation Council

Virtual & In-Person Meeting

May 14, 2021

Meeting Minutes

Members present: Barbara Davis, Kathy Hampton, Chanda Hermanson, Renea Keough, Eliza Kragh, Tom Manthey, Denise May, Kathy Meier, Marcy Roberts, Emma Rooney, and Tom Sullivan.

Members absent: Scott Eychner, Michele Letendre, Cheri Reed-Anderson

Staff and guests: Lacey Conzelman, Darrel Hannum, Bill Harant, Sarah Seltzer, Jean Schroeder (subbing for Sandy Taylor), Shawn Tulloch, two sign language interpreters, CART transcribers

Mission Statements were read aloud.

February Meeting Minutes: Motion made to approve the February 25 & 26, 2021 Meeting Minutes unanimously.

Reports from Committees:

- Education & Membership, Denise May:
 - Membership on the Council:
 - Vacancy: 3 for Business, Industry, & Labor; 1 for Native American VR Project, 1 for Education Agency, 1 for VR Counselor and 3 for Disability Advocates
 - Terming out this fall is Kathy Meier (2nd term); Tom Sullivan and Sandy Taylor is finishing their 1st term this fall.
 - Barbara Davis is on this Council representing SILC; her term with SILC expires this year – should she continue serving on SRC?
- Planning & Review, Barbara Davis:
 - Working on changing rubric, increasing the number of words (300) for Pre-ETS, changing the form with better instructions for the counselors.
 - The committee will choose the final story in each category, not the full Council.
- Consumer Satisfaction & Needs Assessment, Eliza Kragh:
 - Less people on the committee; Anna, Lacey and Tom Manthey met with the committee.

- Initial survey has 25 questions – it has been reduced to 20 – more specific questions. The committee would like to make it available using social media.
- Policy, Procedure, & Personnel Development, Brook Hodge:
 - Kathy Hampton has brought up a few concerns and asked for policy/procedure to prevent it from happening again.
 - Ticket to Work training will be provided by Tiffany Costa to 6 of 9 VRBS field offices.
 - Showed the developmental disabilities program procedures completed. A Pre-ETS specialist will work on a driver education training procedure.
- Employer of the Year Award, Tom Sullivan:
 - Showed a letter to be sent out requesting nominations. After four stories chosen by Planning & Review, this committee will choose one.
 - It was suggested to add inclusion.

Panel of VRBS Teams:

- Assistive Technology, Shawn Tulloch:
 - Darrel Hannum will lead this team; purpose of the team is to provide information on assistive technology devices for the individuals with disabilities. The team is working on a newsletter to be sent out to VRBS staff. The team completed questionnaires which is now being reviewed by Quality Assurance Team – the questionnaire is for the counselors to use while working with a client.
- Customized Employment, Lacey Conzelman:
 - Talked about Business Services Specialist having a large role in the customized employment which will help grow our provider network especially in the rural areas.
 - New VRBS staff has taken Discovery training.
 - Working on a brochure about customized employment
 - Monthly call with the team including the providers with certification
- Deaf & Hard of Hearing, Shawn Tulloch:
 - Team consists of VR counselors with deaf cases and counselor supervisors. Because of the different hearing levels, the communication needs vary. Some see themselves as Deaf with native language and culture.
 - Bi-monthly meetings to discuss cases, different accommodations, how to get an interpreter, etc.
 - Partnered with MSDB, Helen Keller National Center, MT Deaf-Blind Project.
- Policy & Procedure, Chanda Hermanson:

- Working on procedures on administrative support tasks, performance appraisals, internal controls, different transportation issue, benefit counseling, etc.

Wrap-up:

- Next SRC meeting is August 5 & 6
 - Feedbacks are shared about the hybrid meeting format:
 - A meeting in-person is far more valuable for networking purpose.
 - Hybrid is best as it gives attendees options of what they want to do and they have better access to captions on Zoom and interpreters. It helps for those not have to drive long distance and for those not have transportation.
 - Having the high-speed internet would help with Zoom – video quality was not great. A list of expectations & ground rules for hybrid meetings would be beneficial.
 - Suggestions of next meeting locations: Helena, Livingston, Billings, one of the Independent Living Centers (Missoula), Lewistown, maybe one of the tribal areas
- Agenda items:
 - Bring in people from the community (wherever the SRC meeting will be) to talk about their experience working with individuals with disabilities or VR. Maybe check out Anaconda and their community?
 - Sub-committees are encouraged to meet outside of SRC meetings.