

## **Missouri Statewide Independent Living Council**

Unapproved Minutes  
VR District Office  
Jefferson City, Missouri  
May 21, 2004

**Members in Attendance:** Mike Keller, Chair, Gary Maddox, Stephanie White, Tim Azinger, Donna Borgmeyer, Jerry Armstrong, Jim Brinkmann, RSB

Members not present: Joseph Matovu, Barbara Dewberry, Clayton Porter, Kevin Jenkins

**Others in Attendance:** Kelly Flaughner, DVR; Jackie O'Dell, DVR; Tamra Schlote, DVR; Lyman Trachsler, DVR; Gary Moll, DVR; Rich Walker, DVR; Sherry Keller, Donna Nichols, DCAI, Cindy Moore, OIL, Sheila Rainey, ILRC, Crystal Stall, Sybil Nobel, Mike Fester, RSB, Craig Henning, DRA

### **Agenda**

Mike Keller called the meeting to order and started introductions around the room. Mike asked for a review of the agenda. Tim Azinger will be reporting for the Budget Committee in place of Clayton Porter who is absent. The agenda was approved.

### **February Minutes Approval**

Mike asked for a motion to approve the minutes from the February 2004 Council Meeting. The minutes were approved by the council.

### **Chair Report – Mike Keller**

Mike will give his report under the SPIL update and the Executive Committee report.

### **SRC Report – Gary Maddox**

Gary reported that the SRC discussed the Order of Selection issue. There are concerns from consumers and agencies on this topic. DVR has been proactive in its approach to this problem. Dr Loyd and Betty Chandler, the SRC Chair, recently visited Washington, DC to meet with Senator Graves and other congressional persons to discuss the problems unique to Missouri. Other states are also dealing with these same types of issues. Everything possible is being done to get services to consumers.

The annual report is being finished up and will be available for dissemination soon.

Gary suggested that anyone who needs a more detailed SRC report to please request that of him or DVR staff.

### **DSU Reports**

#### **Vocational Rehabilitation – Kelly Flaughner**

Starting with an update on budget, Kelly reported that the 3% withholding on General Revenue monies was released. Jackie O'Dell has sent emails to all the Centers to let them know the amount that will be deposited. The total amount released to the Centers was \$64, 695.

The PCA program received an additional \$4 million increase over last year's funding. The General Revenue received a \$2.3 million increase over last year. The 5% administrative fee that had been cut last year has been restored for a total of combined funds of \$500,000. The IL funding will remain the same as FY04. Kelly commended everyone who advocated for the NME program. There was a threat of Legislation eliminating the NME program.

Kelly mentioned that the new IL Outcomes information will be needed when the Budget Form 5's are prepared. This will probably be around July 19, 2004. This will be discussed further in the Quality Assurance Committee report.

The SILC was asked to provide a recommendation on filling the NME open hours. This guidance is needed by DVR to help decide how these units are to be distributed.

Gary Moll gave a report on the IL monitoring. They have completed 20 of 21 centers. Only about two centers have been questioned on adequate services to consumers. Those centers have cleared up any of the issues reported. Common weaknesses have been documentation, goals met/set, and consumer satisfaction feedback. There needs to be more clear

instructions for Center personnel on how to handle IL requests from consumers and also on Personnel issues such as travel and reimbursement. The Centers have access to the Compliance and Resource Manuals on the mosilc.org web pages. The next round of monitoring will concentrate on quality assurance, contacting direct consumers, more case file reviews, and interviewing board/staff members.

There was discussion on the FY06 state funding of Centers. Part of the monies used to fund the IL grant portion of the budget came from the IL Fund which replaced some of the GR monies that were eliminated. This fund will be depleted by the end of FY06 if the current rate of usage and incoming revenues stays the same. Kelly and Jackie will double check the figures and dates and update the SILC on the IL Fund figures.

### **Rehabilitation Services for the Blind – Jim Brinkmann**

Jim Brinkmann gave the RSB update. He reiterated the budget concerns of DVR. Jim commended the Centers for advocating for funds for RSB services. The overall funding of RSB will remain the same for the next fiscal year. RSB is finally able to fill a few of the vacancies of front line staff. This will help to timely serve consumers needing services. The Older Blind Services program continues to grow and the VR Employment program is holding steady. There was discussion on the Older Blind Services program and that it will continue to grow based on the population becoming older and needing these services. Many of the Centers have low vision equipment in them that would be a good resource for RSB. Zeze Miller visits the Centers who have a Low Vision Center to do training and demonstrations of equipment provided.

Jim asked for someone from SILC to be appointed as a representative to the State Rehabilitation Council for the Blind. Donna Borgmeyer will replace John Ford as that representative.

Mike Fester, RSB Deputy Director attended the SILC meeting and provided a report on SR 34. This Resolution passed both Senate and House and would be to raise RSB from an agency within the Family Support Division of DSS to a division itself. It is in the Governor's office now for approval. This would increase the visibility of RSB and raise the status of it in the department. An issue that would have to be handled would be staff to coordinate all the functions of RSB. Currently this is all done by the Family Support Division.

## **COMMITTEE REPORTS**

### **Executive Committee – Mike Keller**

The Executive Committee sent a letter to RSA requesting their input on whether the Missouri SILC is in compliance with Title VII. The request was for a response within thirty days so that this would have an impact on the new State Plan. The letter was addressed to Gerri Harris, Regional Coordinator, at the RSA Regional Office in Kansas City with a copy going to the RSA Central Office in Washington, DC.

Gary Maddox made a motion to accept the committee's sending a letter to the RSA Regional office. This was a change from sending it originally to the RSA Central office. Jerry Armstrong seconded the motion. The Council approved the change.

The Executive Committee will meet by conference call to discuss the NME guidelines.

### **Budget Committee – Tim Azinger**

Tim Azinger is giving the Budget Committee report for Clayton Porter who is not able to be at the meeting today. The Committee reviewed the Operations and Technical Assistance expenditure reports. There is a motion from the committee to move the \$10,140.32 from the line items of State Plan and Power Up categories to the Technical Assistance line item. Gary Maddox brought up the discussion of purchasing some sound equipment with these funds if the Centers do not use the whole amount. The problem is the timeline. The funds have to be disbursed by June 10, 2004 and that doesn't leave a lot of time for research and purchasing of sound equipment. The motion was withdrawn by Tim Azinger. A new motion was made by Tim Azinger to move the \$10,140.32 to technical assistance and for \$2999 to be kept out for the sound equipment. The amount has to stay under \$3000 or else an RFP will be required by OA. If the funds are not used for sound equipment, then they would go into the Technical Assistance Fund for use by the Centers. Gary Maddox seconded the motion. The motion was approved by the Council.

The Legislative Committee by Donna Borgmeyer had requested funds to support the LEP for the next fiscal year. This was not approved by the Budget committee as funds would have a priority for creating a 501(c)(3).

### **Communication Committee –**

There is currently not a chair for this committee so there will be no report this meeting. Mike Keller will appoint a new Chair for this committee as soon as he can.

### **Consumer Satisfaction – Stephanie White**

Stephanie has tried to recruit members for this committee without success. During the SPIL planning meetings, this committee was discussed and it was suggested to combine it with the Quality Assurance committee. This will be discussed further in the Quality Assurance Committee report.

Stephanie reported that a total of 1397 consumer satisfaction survey cards had been returned to date. An additional supply of 150 cards per center was mailed out to the Centers to supplement their supplies. There have been no cards returned from WILS and Paraquad. Stephanie will work on a letter to send out to the Centers requesting them to participate more fully. DRA has the most returned cards with 263.

### **Emergency Management – Gary Maddox**

The Emergency Management Committee is meeting in cooperation and coordination with a larger state level group. This group met on May 10-11, 2004. This group is made up of around 30 people and includes members of the SILC Emergency Management committee. There are two subcommittees that are in cooperation with the Red Cross, Salvation Army, and DHSS who has an emergency bioterrorism grant. Rich Walker and Gary Moll have also been attending these meetings. These groups make recommendations which are sent to an organization called Tetra Tech. The plan will be done in August 2004 and then the group will break out into smaller groups to discuss implementation of the emergency response at the regional and community level.

The continuation of the Emergency Management committee was written into the next SPIL. Gary also wrote a generic RFP on utilizing the PCA program as a pilot program for putting the AA weather alert radios in homes and communities of persons with disabilities. There are also some great resource links on the mosilc website. Gary encouraged everyone to get in contact with the local SEMA offices. He suggested doing a memorandum of understanding or letters of cooperation between organizations. There was discussion on RSB's involvement in the emergency management planning.

### **Housing – Joseph Matovu**

Stephanie White gave the Housing Committee report because Joseph could not attend the SILC meeting. The Housing committee has met several times and is working on the Universal Design Summit to be held on August 18, 2004 at the Pioneer Community College Auditorium. There is also information available on the Summit on the mosilc website. The Universal Design Housing Network, headed by Paul Levy, is handling the registration. Paul Levy is on the Housing Committee as well. There are several vendors who are going to present and have information booths. Organizations being invited include: architects, builders, landlords, consumers, legislators, agencies, and Centers. One of the new committee members, Lari Calder from Paraquad, has helped with the Universal Design Summit in St. Louis, so she is a good resource and help for the committee. The committee toured the venue to check for accessibility issues. The registration will be \$50 per person which includes a meal. There will be an optional tour given of a local home that is Universally Designed.

The Housing committee will meet again on June 7, 2004 to finalize the conference plans. The committee has asked the SILC for \$1000 for use in planning and implementing this Summit.

Donna Borgmeyer discussed a booklet that the Personal Independence Commission is putting out on Housing issues. The booklet should be available by September.

### **Legislative Committee – Donna Borgmeyer**

Donna reported on the LEP. Attendance was up from last year with a total of 107 participants. Twelve Centers attended and there were three Centers that participated more than once. Other groups such as the SILC Housing Committee, People First of Missouri attended as well. The committee discussed planning for next year and will come up with some ideas to make the process smoother for attendees. There is a need for experienced attendees to take the new people around.

HB 855 (Mental Health Parity) passed, SB 1003 (Comprehensive Mental Health Children's service system) and SB 1144 (Disabled parking) did not pass. SB 1233 (license plates and disabled parking language) passed. SR 34 (RSB Division creation) passed. HB 1566 did not pass. None of the Universal Design legislation passed. Service dogs bill did not pass. Universal Health Insurance programs did not pass.

The committee discussed another Legislative Issues Survey for this next fiscal year. The survey would be done in September and would survey consumers and Centers on their legislative topic priorities. Last year's survey data was used in the LEP and the SPIL planning meetings.

### **Quality Assurance – Tim Azinger**

Tim Azinger discussed how he and the committee researched for an outcomes tool to use for IL Outcomes measurement. Tim used a study by OSERS on independent living to develop the new IL Outcomes tool. The new IL Outcomes tool defines who the population is in Missouri that the tool would survey. It will include active and inactive consumers; active meaning a consumer who received services during July 1, 2003 to June 30, 2004 and inactive would be consumers who withdrew from active status from the same dates for any reason except death or moving. Then each center's final report would note the number of consumers in their center population as defined above and they would note what the number of their consumers in the random that they actually sampled. The sample would be for a 95% confidence level and a 5% confidence interval. Also being asked are some basic demographic information (ethnicity, gender, age, etc.). It would measure the four core services. Other services provided by the Center will be optionally surveyed such as benefits advisement, housing referral or assistance, personal assistance services, home modifications, employment advisement and training, transition from school to work or independent living, obtaining technology or adaptive equipment, transportation, and ADA training.

On the second part of the IL Outcomes tool it will ask each consumer surveyed to rate their level of satisfaction on a five point scale from very satisfied to very dissatisfied. It will ask for each service a closed question such as did you gain skill or knowledge from the service, yes or no. And did the service make a change in your life, yes or no.

The proposal from the committee is that for year one all centers complete the survey, but only two centers voluntarily would be asked to do a follow-up question on did this service make a change in your life. The follow-up question would be what type of change did it provide. The reason for only two centers to do the follow-up question is that this will be a lot of data and a lack of personnel capability to compile all this data. The timeline from the committee would be to do the outcomes on the fiscal year ending now and the Centers would have from July 1 to September 30 to get this data collected and electronically formatted. The committee will provide direction on this format. The committee would then send the data to DVR so that either in-house or by a third party it would be compiled and ready for a statewide report in the months of October and November so that by December, when hearings are being called, this important information would be available to share with legislators, Governor's Office, etc. There was discussion on the format of the database. This IL Outcomes survey will take the place of the SILC Consumer Satisfaction Survey cards that are sent out every year.

Gary Moll discussed using universities and colleges close to each of the centers to help with this survey.

Gary Maddox made a motion to combine the Consumer Satisfaction Committee and the Quality Assurance Committee into one. Jerry Armstrong seconded the motion. The Council approved the motion. The reorganized Quality Assurance Committee will be Chaired by Tim Azinger.

Tim Azinger brought a motion from committee to approve the IL Outcomes Measurement tool that has been developed. The motion was approved by the Council.

### **Service Capacity – Mike Keller**

Mike Keller is giving the Service Capacity Committee report for Kevin Jenkins who could not attend today's meeting. The committee met by conference call on May 4, 2004 to establish contact with committee members and the new committee chair. Issues discussed included outreach, serving the un-served and underserved populations, and rural vs. urban issues. The committee decided to look at the 704 reports and census reports to try to determine the areas that are un-served and underserved. This will be done annually. There was discussion on the 704 reports and the disability listings. There may be a change on the 704 from RSA, but this has not made it to the regional offices or DVR yet.

### **Training Committee – Gary Maddox**

The Training committee met by conference call on May 18, 2004. The main issue discussed was the IL Conference. RCEP VII has indicated that it will provide \$5000 for helping to host this conference. Alison Martin of RCEP VII will work with the committee on getting the planning and preparations done for this conference. It will be held at the Holiday Inn Select in Columbia, MO. The target date is mid September. Gary and other members of the committee will be looking for speakers to present at the conference. Gary polled the Centers on how many would attend so that the committee could set a registration price based on known expenses such as meeting room, food, and alternative formats needed. The conference will be a two day event with breakout sessions in the afternoon.

The committee will meet again by conference call on June 2, 2004 to further discuss plans for the conference.

### **Transportation – Barbara Dewberry**

Barbara was not in attendance today so there will not be a transportation report.

### **OLD BUSINESS**

#### **SPIL 2005-2007**

A copy of the proposed 2005-2007 State Plan for Independent Living was provided to all SILC members. A roll call vote was taken for approval by the SILC of the proposed SPIL. Tim Azinger, approved; Gary Maddox, approved; Donna Borgmeyer, approved; Jerry Armstrong, approved; Stephanie White, approved; Mike Keller, approved.

Approvals by email message prior to the meeting were Barbara Dewberry, Kevin Jenkins, and Joseph Matovu. Approval by written notice was by Clayton Porter.

Mike Keller thanked everyone for their assistance with the new SPIL.

The SPIL will be presented to the Missouri State Board of Education for their approval at the June Board Meeting. Dr. Jeanne Loyd will sign for DVR, Mike Fester will sign for RSB, and Mike Keller will sign for the SILC.

### **Correspondence**

Brochures and conference information received since the last SILC meeting are available upon request to read.

### **NEW BUSINESS**

#### **Cash and Counseling – Lyman Trachsler**

Lyman gave an update on the Cash and Counseling meetings taking place in Columbia. There are nine grants being offered by the Federal Government and DMH and DHSS have applied for two of them. The remaining grants have to be applied for by June 30, 2004. A link to this website and the grants on it will be provided on the mosilc.org web pages.

#### **Presentation to Bonnie Lewis – Mike Keller**

Mike Keller presented a certificate and paper weight in recognition of service to Bonnie Lewis for her years of service as a SILC member. Bonnie sent a letter of resignation to the SILC effective immediately. The certificate and paper weight will be mailed to Bonnie after the meeting.

### **Open Forum**

There was discussion on Universal Design and legislation relating to it.

Mike Keller discussed a need for more members on the SILC. Anyone who would like an application should contact Chris Brown at the Governor's Office of Boards and Commissions.

### **Adjourn**

A motion was made to adjourn by Tim Azinger and seconded by Jerry Armstrong. The motion was approved by the council.

The next meeting will be on August 20, 2004 at the VR District office in Jefferson City.