

Idaho Commission for the Blind & Visually Impaired
Regular Board Meeting Minutes
April 10, 2014

Board Members present: Britt Raubenheimer, Chair; Mike Gibson, Vice-Chair; Sue Payne and Travis Beck

ICBVI Staff present: Angela Jones; Raelene Thomas; Greg Metsker; Nancy Wise; Jason Madsen; Justin Fish; Kevin Jernigan; and Laine Amoureux.

Guests present: Susan Bradley, Jan Gawith and Don Nepple.

The mission statement was read by Raelene Thomas

MOTION to amend the agenda for April 10, 2014, that the BEP Report will be read by Justin Fish instead of Gina Washburn as she is attending a conference, made by Commissioner Payne, seconded by Commissioner Gibson – all in favor.

MOTION to approve the minutes from January 30, 2014. Made by Commissioner Gibson, seconded by Commissioner Payne – all in favor.

ADMINISTRATOR’S REPORT – Angela Jones:

We lost Julie Bohman recently. She worked at ICBVI as a reader/driver and had many friends who she helped in the blind community. She will be missed.

The legislative session went well this year and ended before the end of March. They approved a 1% one time bonus and 1% performance based increase. We are not sure how that increase will look for the agency as we have had furloughs for the past few months. We missed a payroll in 2013 and we thought we would be okay because of continuing salary savings; however, we ended up having to reduce salary expenses by requiring furloughs. We have made corrections and are double checking our payroll to make sure we don’t have this issue again.

CVS Pharmacy is now providing talking script labels on medications for the Blind and visually impaired.

SB1356 – we have about an 85% chance this bill will pass, which will, on a national level, put the Vocational Rehabilitation program under the Department of Labor instead of under Education. Angela has met with our Governor liaison, and was told it doesn’t appear this change is anything serious for ICBVI, but we will be getting our federal funding from Labor instead of Education.

We recently were notified by the Attorney General that the State Insurance Fund had not been paying premium dividend returns to policy holders; they are required to pay these premiums back now. The ICBVI is one of the policy holders, and we may be getting some reimbursement, but the amount is unknown at this time.

The Idaho Division of Vocational Rehabilitation Administrator, Don Alveshere, has resigned and the acting Administrator is Jane Donnellan.

Our most recent state audit has been completed. The auditors reported that we had some issues with P-card use by staff, a w-9 form issue for accounting, and an issue with federal reporting. The issue with P-cards has been corrected and managers will have to sign off on all purchases made with P-cards by their staff. The federal reporting issue has also been resolved.

Angela is going to be a grandma and will be taking off some time in October.

Angela will be sending out the following survey to Business Enterprise Program (BEP) Vendors for their input on how things are going:

- Do you feel like your BEP staff understand visual impairments or blindness?
- Do you feel like the communication has increased or decreased with BEP staff over the past year?
- On a scale of 1-5, how well do you think the BEP Staff partners with you?
- Can you describe what you think are BEP staff's strongest customer service skills?
- Do you feel that BEP staff deal with issues in a timely manner?
- On a scale of 1 to 5, with 1 being poor and 5 being excellent, please rate your satisfaction of being involved in the ICBVI Business Enterprise program. (1 to 5)
- Do you feel that BEP staff are easily accessible, i.e. by phone or email?
- What is your biggest challenge in working with BEP Staff?
- Do you feel that BEP staff are professional?
- Rate the BEP Supervisor on a scale from 1 to 10, with 10 being the highest.
- Rate the BEP Specialist on a scale from 1 to 10, with 10 being the highest.
- How can the program improve?

There has not been a BEP Staff Survey that vendors have completed since Angela has been here, more than 10 years. She would like to do this type of survey at least every two years based on the findings from this first initial survey.

MOTION – The agency will conduct a survey of BEP Staff at a minimum of every 2 years. Made by Commissioner Payne, seconded by Commissioner Gibson – all in favor.

Angela thanks the ICBVI Managers for answering questions from staff about the furloughs and helping out with changing schedules to accommodate the furlough hours.

ICBVI BUILDING UPDATE – Raelene Thomas:

We recently updated the vinyl on the main staircase in the building. The previous vinyl was probably from the 1970's, and required us to use wax for upkeep. With the new vinyl we will not have to worry about waxing and it should be much easier to maintain. The new vinyl is a darker color and hopefully will help with contrast for some of our visually impaired staff or students who use the stairs daily.

We are working on getting a bid to have our control panel for our HVAC system redone. When the system was installed back in 2006 it was designed to be automated. Unfortunately, many issues happened and the initial contractor was unable to fix them, so we ended up doing a manual override on the system so that we can switch it from cool to heat when needed. Raelene will keep the board apprised of this situation as we get bids.

We have purchased a commercial carpet cleaner for the building, which will save us money in the future. We were spending about a \$1,000 a year for a company to come in and do this. Our building

Personnel	-	General Fund	\$ 635,100	485,691.40	76.47%
		Federal Fund	1,763,200	1,312,440.29	74.43%
		Adaptive A & A	17,900	13,054.54	72.93%
Operating	-	General Fund	\$ 48,500	37,368.79	77.04%
		Randolph-Sheppard	27,300	-0-	-0-
		Rehab Revenue (SSA)	34,300	10,848.14	31.62%
		Miscellaneous	52,400	14,108.92	26.92%
		Adaptive A & A	47,600	30,219.17	63.48%
		Federal Fund	546,200	351,330.37	67.12%
Trustee/Benefit -		General Fund	599,200	373,643.62	62.35%
		Randolph-Sheppard	100,100	13,925.00	13.91%
		Rehab Revenue	13,000	-0-	-0-
		Miscellaneous	81,300	36,055.83	44.34%
		Federal Fund	541,500	311,881.29	57.59%
Total	-		\$ 4,507,600		

Another \$12,471.07 has been transferred to Capital Outlay in the Federal Fund to pay for a piece of equipment for ATC, a commercial carpet cleaner, and new hardware for Tom to be able to back up the H: and I: drives. JFAC approved the fiscal year 2015 budget as requested. We transferred some trustee/benefit VR funds to BEP so they can buy new machines. There is a possibility of one retirement this next year, but we have no date or confirmation.

VOCATIONAL REHABILITATION PROGRAM UPDATE – Angela Jones for Bruce Christopherson:

Federal Reporting: The RSA-113 was completed and successfully submitted on April 2nd. The Needs Assessment for the State Plan will be completed by April 7th. The State Plan will be updated and sent out to the board for their review, with prior approval from the Administrator, by the end of April, put out for public comment in May, and then voted on for approval at the June Board Meeting.

Staff Training: The counselor in Lewiston is on schedule to complete his Master’s Degree by 12/2014. Three staff attended the Tools for Life Conference in Idaho Falls. One staff person attended training on Zoomtext. One individual attended a Webinar on Ethics. Two staff attended training on Assessing and Managing Suicidal Risk and Suicide Prevention.

Assistive Technology/Social Media: Facebook Data from 2/1 – 4/1- Current “fan” count: (number of people who like our page) 130, with 16 new “fans” since 2/1. In the past 76 days, 707 people have seen content from ICBVI – an average 9.8 people per day. In the past 76 days 66 people have shared our page - an average .86 people interact each day. (Share means people liked the page, liked, shared, or commented on a post, responded to a question that Laine asked, mentioned ICBVI in their own posts, “tagged” ICBVI” in a photo, or “checked in” at our Boise location.) In the past 76 days, 542 people have visited the Page, or saw the Page or one of its posts in a news feed or ticker – an average 7.13 people per day. In the past 76 days, 172 people, who are not fans, have seen a post from ICBVI, through the interactions of our fans - an average of 2.26 people per day. There has been zero (0) negative commenting of ICBVI on Facebook.

AT assessments completed: 7 - On job location: 3, In the field: 1, In the Boise office: 3

AT Training Hours: 33 - 3-VR, 5-OB, Virtual-5, Job Site-20

Program Development: A Quality Assurance Review is scheduled for the Lewiston Office April 21st and 22nd.

Program Statistics: Statistically the VR Program is on track with its projections. Through March 31st - listed below are the performance statistics for the VR Program:

New applications – 103 (Goal 182) 57%

Eligibilities – 88 (Goal 142) – 62%

New IPEs – 82 (Goal 115) – 71%

Successful Closures – 37 (Goal 81) – 46%

Rehabilitation Rate – 68.82% (needs to be 68.9%)

ASSESSMENT AND TRAINING CENTER UPDATE – Greg Metsker:

The Spring Term has just begun in the ATC, and we have 10 students in the program. Six of the students are staying in the dorms, and the remainder are commuting in each day. Two of our students are working towards becoming licensed BEP Vendors, and a third BEP candidate may come back to the ATC shortly to finish up his BEP preparation and training.

Gina and Justin have been working with the ATC Instructors to determine how much of the BEP training can be accomplished while potential vendors are in the ATC. They have come up with a long list of skills and experience that a BEP Vendor needs to have, and they are working with each ATC Instructor to figure out how to integrate some of the necessary BEP training into the ATC curriculum. So far the process seems to be going very well, and the ATC staff have indicated that they should be able to train vendors in most of the areas that the BEP has identified as being critical. Some examples of the skills that BEP candidates will likely learn while they are in the ATC are vending machine maintenance, set up and take down of serving equipment like salad bars and steam tables, how to prepare large quantities of food, how to prepare a large catering order, how to cost out a recipe, how to navigate the internet in order to be able to access sites such as the set-aside program or the tax commission site, how to safely navigate a commercial kitchen and to make vending deliveries and many other skills that are critical in the BEP. All of the ATC staff will be involved in one way or another in the training of BEP candidates.

On February 25th Greg visited the Criss Cole Rehabilitation Center in Austin, Texas. It is Texas' version of our ATC. My reason for visiting was to learn how another center operates and see if they were doing anything innovative or different from us. Greg really enjoyed the opportunity to visit the CCRC. Greg also knew that their center had undergone some major changes in the last year or so and he wanted to get a feel for how those changes were working. Texas essentially went from a traditional NFB/Iowa model of shaded training for 9 months, to a system where clients can choose from one of three different programs the center offers. They can choose from the traditional shaded training for 7 weeks, or they can go directly into the Proficiency Program where they start focusing on the specific skills they will need for employment, or they can go into the Career Center where they will work on Job Readiness skills such as interviewing, resume development and even part time work as a volunteer. It will be interesting to see how their new model works over the next few years. Two things Greg really liked about their center, and may try to integrate into ours, were a "Next Step Plan" that each client has to have when they leave the center, that outlines what they are going to do next in terms of training, housing, education and so forth, complete with details, dates and milestones. The other thing that Greg really liked was the opportunity the clients in their Career Center have to do volunteer work while they are in training through a network of volunteer agencies who are willing to take on their clients as needed.

SWEP preparations are well underway. The activities with Boise Parks and Rec, Toastmasters, Boise Hawks baseball and the road rally have been scheduled. We solicited bids from three different CRP's for Job Coaching services and have selected CPI to provide the coaches. The BSU dorms/suites have also been booked. We are beginning to get applications for the SWEP Assistant Coordinator position that closes on April 11th. As of this writing (4/3/14) we have 5 applicants who all look to be very qualified. The other SWEP staff positions will be posted on the DHR website in mid-April and will be open until all the positions are filled. We currently have 4 clients who have sent in their applications to participate in SWEP. That deadline is also on April 11th, and Greg would expect a handful of other applications to come in between now and then. A preliminary count taken back in early January with our counselors indicated we might have 10 or 12 kids who want to participate this summer. The SWEP will be a team effort again this year. Lisa and Larry will be working with employers and developing job sites, Scott, Kevin and Mel will be planning and coordinating the staff training week, Jason will be assisting with interviewing and hiring staff, and all the ATC team will be training the Assistant Coordinator and staff over the next couple of months. There are still a few assignments to be made, but Greg feels SWEP 2014 will be a real team effort on the part of the ATC staff.

MOTION: To move to Executive Session (67-2345b) at 12:25 p.m., to review and discuss a personnel issue.

Roll Call Vote:

Commissioner Raubenheimer: Yes

Commissioner Beck: Yes

Commissioner Gibson: Yes

Commissioner Payne: Yes

The ICBVI Board resumed into open session of the meeting at 1:40 p.m. with the following two motions:

MOTION: To place the Business Enterprise Program back under the Administrator, Angela Jones, so that the Administrative Services Manager, Trina Ayres can focus on the Administrative Services of ICBVI. Made by Commissioner Payne, seconded by Commissioner Gibson, all in favor.

MOTION: To have BEP Vendor Kevin Servatius report to Rehabilitation Services Chief, Bruce Christopherson, if there is a conflict with his supervisor. Made by Commissioner Payne, seconded by Commissioner Gibson, all in favor.

INDEPENDENT LIVING PROGRAM UPDATE – by Nancy Wise:

The Rehab Teachers have served 562 OB/IL clients this FFY and have provided one-time services to 250 referrals.

We have been busy planning our Senior Spring Fling Activity Training Days, April 16, 17 and 18, 2014. There are 40 participants and 18 of the attendees will be staying 2 nights at the Grove Hotel. Transportation is being provided by Commission staff and a contracted driver, plus several participants will be taking taxi cabs. Thanks to Candy our "Spring Fling" planner, Steve, Jack, Jackie, and Collene who always contribute to the success!

Wednesday, April 16, 2014

10:00 am - Clients arrive at ICBVI 2nd floor – Meet and Greet, Angela Jones, Candy and Steve
11:00 am - Dana Ard Brings on Braille and Music
11:45 am - Catered Lunch

- 1:15 pm - Transport to the Potter's Center
- 4:00 pm - Transport back to ICBVI or Grove Hotel

Thursday, April 17, 2014

- 10:00 am - Transport to Idaho Aquarium
- 11:30 am - Lunch at Raedean's Restaurant
- 1:00 pm - Boise Historical Tour (2 groups)
- 4:00 pm - Transport home or Grove Hotel

Friday, April 18, 2014

Those folks staying at the Grove will have breakfast and check out.

- 10:00 am - Tour ICBVI Assessment and Training Center
- 12:00 pm - Catered Lunch with Dr. Hansen Q & A
- 2:15 pm - Tour the Store with Collene – products/CCTV Demo
- 3:30 pm - Transport Home

On April 20th and 21st, the Pocatello team, Matt, Marge and April attended a regional health fair sponsored by Idaho State University. During the two-day community outreach event, VR, SR, and IL staff were able to meet with and talk to individuals who would benefit from services. Several referrals came in as a result of the Health Fair.

The following week April was invited to attend the NFB Conference. At the conference she demonstrated technology and talked about services with individuals who were not familiar with ICBVI. Referrals also resulted from this event.

April Mills, ICBVI Rehabilitation in Pocatello is providing one-day training, April 30th (courtesy event for folks in the area) at O'Callahan's Restaurant Banquet Room for 8- 10 visually impaired participants to introduce them to LDS iPhone App navigation for Hymns, Church Doctrine and Sunday School lessons. She is pairing this with Braille display for the ability to sing during sermons without the voice over interrupting the song.

Brenda Knight and Heidi Gainan, RT's in Twin Falls and Idaho Falls are planning a Senior Activity Training Day in June – tentative dates are June 11 – 12th. Candy and Nancy are planning to assist.

The CDA region continues to receive lots of referrals – over 60 OB referrals since January.

Michelle Grandstaff, Rehab Teacher and Jackie Paulding, VR Counselor are planning an ICBVI training and Community Activity Day on July 20th and will be inviting clients and visually impaired individuals in the community to take part in a one hour hands-on presentation/training regarding the aids and appliances that are carried in the store. After the presentation, attendees would travel to Spokane to see a Spokane Indians' baseball game and enjoy a buffet during the game.

The VRA's have served 73 clients this SFY. They continue to work hard at obtaining reduced rates so more folks can benefit. They all work so well together to transfer funds around to provide as many services as possible. Special thanks to Marge Coulter who continues to trouble shoot VRA questions and lead with the program. The SR budget should be spent by May.

Low Vision Clinic – The TF’s team has requested an additional day to accommodate all their clients – May 27, 28 and 29. Our next available Boise appointments are in June. Collene and Sandra are very busy and continue to provide outstanding customer/patient service in the store and clinic. The CDA/Lewiston Regional Low Vision Clinics are scheduled July 21, 22, and 23, 2014.

BUSINESS ENTERPRISE PROGRAM UPDATE – Justin Fish for Gina Washburn:

Development & Changes:

Idaho State Police Cafeteria - We were contacted by the ISP contracting officer asking if we were interested in assuming the operation of the cafeteria that is located on the campus of their Meridian training campus. After reviewing the numbers we gladly agreed to do so and commenced the bid process. We had two licensed vendors complete the bid process. Mr. Daniel Solis was awarded the location on April 2, 2014. This new contract will start on June 1, 2014.

Centennial Job Corps - After months of waiting we finally received a response from the National Director of the Job Corps. She denied our request to provide services based on the premise that the Centennial Campus had fewer than 100 employees. The CFR that they pulled that premise from defines the rules for the “Acquisition and occupation of Federal Property” and has nothing to do with whether or not we have priority. At our request our AG has drafted a very strong letter in response giving them one month to honor our priority for vending before we take further legal action. Gina is hoping that they come around and we avoid having to take such action but we will if we have to.

Vendor Updates:

On Friday March 14th, 2014 we held one of our major training days for the year. We invited Mr. Terry Smith of the NFBEI to join us. Because we have a small group we were afforded the opportunity to have a roundtable discussion with Mr. Smith in addition to him presenting information on challenges that are facing BEP as a national program and on the “10 Characteristics of a Highly Effective BEP”. It was an incredibly powerful morning and Gina hopes that each of the vendors got as much out of it as she did! The afternoon session of the training day was reserved to review all of the rule changes that had been proposed prior to voting on them.

On Saturday March 15th, 2014 the IBMC held their Spring Meeting. It was decided that the group as a whole would like to return to bi-annual meetings because one a year was simply not enough to keep the team united and involved. The rule revisions were also voted on and passed thanks to the efforts of the group the previous day.

NEW BUSINESS:

The next ICBVI Board meeting will be in Boise on June 26, 2014 at the ICBVI 2nd Floor Library Conference Room. A tentative date has been set for the following board meeting, which will be October 3rd in Coeur d’Alene.

Meeting adjourned at 2:30 pm. Minutes respectfully submitted by Raelene Thomas on April 17, 2014.