

Idaho Commission for the Blind & Visually Impaired
Regular Board Meeting Minutes
June 9, 2011

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

ICBVI Staff present: Raelene Thomas; Nancy Wise; Nanna Hanchett; Greg Metsker; Lisa Van Ry; Matt Queen; Marge Coulter; and April Mills

Guests present: Elsie Dickerson; Vickie Bateman; Wanda Jolly; David Jolly; Curtis Mitchell and Don Mitchell

Motion to approve the agenda with Raelene Thomas giving the Administrator's Report for Angela Jones. Made by Commissioner Gibson, seconded by Commissioner Beck – all in favor.

Motion to approve the minutes from February 24, 2011. Made by Commissioner Beck, seconded by Commissioner Ireton – all in favor.

Administrator's Report – Raelene Thomas for Angela Jones

Special thanks to Nanna, Jeff, Nancy and Raelene for working so hard on IRIS, our upgraded caseload management software program.

Merepeace, a long time reader for ICBVI's books on tape, originated the idea in 1995 that the Boise Peace Quilt Project could make a quilt visible to fingers as well as eyes. Although the spirit of the quilters was most willing to put this quilt together, they couldn't figure out how to do it. Early in 2009, the quilters brainstormed and realized that they could do this and so the quilt slowly evolved into four panels, one for each season. A tree in the center of each would be "dressed" in appropriate "clothing" for that season and would be surrounded by six blocks of coordinating seasonable images. One block was devoted to a haiku written by and in memory of a quilting member Elisabeth Jay, which was written in English and Braille. The instructions asked each quilter to focus not only on color for the sighted to view but copious texture for the visually impaired. In 2010, the pieces were finally stitched together and within the last 2 weeks we had a celebration with the Boise Peace Quilters in honor of their accomplished quilts. These quilts were on display at the Board Meeting for staff and guests to view and read the Braille. The final resting place for these quilts will be at the ICBVI location in Boise.

The 2012 President's budget does not include a cut to VR Title 1 funds, but nothing has passed as of yet. Angela will keep you informed of any activity with this budget.

The ICBVI budget is looking good and we are planning on spending all funds appropriately to include ARRA. We will be able to fund Newsline for this next year. At this time, there are not more holdbacks projected.

The Idaho Division of Vocational Rehabilitation (IDVR) has requested from RSA a Maintenance of Effort (MOE) in the amounts of \$141,366 for FFY 2010 based on the economic downturn, which meant they were unable to meet or exceed expenditures incurred in FFY 2008. ICBVI will not have a MOE for FFY 2010.

SWEP is going well and we have hired Callie Wood to assist in the day to day operations and management of SWEP staff with Larry Henrie being there for questions and consulting.

The Strategic Plan for 2011-2015 is due July 1st and we are working on changes and updates, which are due back from Managers by June 17th. We will then send these changes out to the Board for their approval. The Annual Performance Report is due September 1st.

We have been notified that IDVR will be reverting 2.1 million dollars and they wanted to know if we can match any of that money before they give it back. We can match about \$375,000. Angela met with the Management Team to review and discuss how we could spend this one time VR money for the clients and the agency.

The phase 3 of the ICBVI building remodel began June 8th and should be complete by August 31st. Some of the areas being worked on are redoing the 4th floor stairs, refurbishing the cornice on the outside of the top of the building, redoing the concrete slab in front of the basement door to install a new floor drain, modifying and repairing stair treads on the front steps, and repairing tile in both 2nd floor and 1st floor women's restrooms.

IRIS (Idaho Records Information System) – Raelene Thomas:

ICBVI staff have begun using our updated caseload management system, which was voted on by staff to be called IRIS, which means Idaho Records Information System. The icon on staff desktops to access IRIS is a little monster with one eye and two buck teeth (similar to the one in Monsters Inc. movie). This particular icon was picked as some thought this had been a monster of a project.

When we last reported to you in February about the new system, we were working out kinks of testing pages and building new pages, which seems like a long time ago. Since that time, we have finished all of the data collection pages within the system. For example in all four programs we have a new referral process in place that all staff have been trained to use in the event someone calls in looking for services. All four programs now have 1 bio data (or master file) for each person, so there is no way to have two cases open at one time in any of the

programs. This change will reduce duplicates, which we experienced a lot in the old system. All four programs will use the same fiscal menu for issuing authorizations, case documentation, and reports. In VR, we collect data on an application page, eligibility page, plan page, employment page, updates page, and closure pages. In OB, we have an application page, goals page, and closure page. In IL, we have an application, IL services page, goals page, and closure page. In SR, we have an application page, eligibility page, plan page and closure. Lots of new data is being stored on these pages in the four different programs.

In April, we conducted a “train the trainer” two day session for staff who had participated as our Test Team with all the pages. This group of staff helped with training the other staff on how to use IRIS. Those trainers were April from Pocatello, Brenda from Twin Falls, Guyla and Jeff from Lewiston, Sherry & Michelle from Coeur d’Alene, and Laine, Greg, Nancy, Nanna, Laurie and Raelene from the Boise Office.

In May, we began staff training, which ranged from one to three days of training depending on the expected use of the system. Those with caseloads were around for the more in depth three day training. We were able to purchase 10 laptops, 3 of which had Jaws and 2 of which with Zoomtext software for staff who needed assistive technology. All staff received hands on training during this time.

We are still working on reports for all four of the programs, but before rollout we implemented between the four programs twenty different reports that will assist staff in their day to day functions within the system. We still have at least 20 more to implement over the next month or so.

The programmers were also able to put together an ATC section, which is a really nice feature to have as part of the system. Counselors can go into a client case and select “add an ATC tour”. After this is done Greg can see it on his side of the system for ATC, and he will be able to go in and schedule the client for a tour of the ATC. From that point on the counselor has access to view when the tour has been scheduled and then after the tour Greg can go in and select if they have been scheduled to be a part of the ATC. Greg then begins the tracking process to make sure he has received the clients ATC packet. Once the client has his packet in, Greg assigns them to ATC classes and they are able to track the client’s attendance and class progress in the ATC program. This always seemed a little like school, so some call him Principal Metsker. But overall, this is a really great addition to the system.

Accounting has also been revised, with one new feature was that Trina will no longer have to maintain our own internal vendor list for staff to do authorizations. We were able to secure an agreement with the State Controller’s office that allowed us to tap into their vendor database

and use their's instead of our's, which is a huge difference in how we do business with vendors from whom we purchase services.

We ended up being able to keep one of the programmers out of the three to stay on with us until the end of July to help with fixes and other small programmatically items that still needed to be implemented. Ideas were discussed briefly about a phase 3 update to the new IRIS, and we have been keeping track of those ideas for when the time and money become available to implement.

ATC/SWEP Update – Greg Metsker:

The ATC has been busy the past few months. The student count has hovered around 19 clients for most of the term and the day to day operations and training have been going very smoothly. We will have quite a few full time students who attended this spring term who have completed the training or will not be coming back next term for other reasons. Out of 11 full timers, 8 of them are moving on to the next phase of their lives after the ATC. The 3 clients who are coming back are going to be coming in as part time students.

The result of losing that many full time students at once is that our July term numbers will look kind of odd. At this point it looks like we will have 2 full time students and 13 part time students. Luckily many of our part time students next term are taking 2 or 3 classes, so the instructors will still be busy and the place will still be jumping.

It seems that the majority of Greg's time this term has been spent monitoring budgets, managing the SWEP startup process, and preparing for the ATC College Days program, which begins on Monday June 13th at 2:00. He's happy to say that the budgets, SWEP, and College Days are all on schedule and right where they should be at this time. Larry and Greg hired Callie Wood to be the Assistant SWEP Coordinator this year. In the last 5 years, Larry has pretty much done it all in terms of coordinating the SWEP and each August he is burned out, sick and in need of a vacation. Angela and Greg wanted to avoid that this year, so Larry has an assistant this year who will be the "go to" person this summer for staff and participants alike. Callie will manage the staff and be in charge of dealing with employers, job coaches and other personnel who are affiliated with the SWEP. Larry will be the brain trust and will help direct Callie and be a resource for her when she has questions. Our hope is that in mid-August this year, Larry won't be so burned out that he needs three months to recover. Callie worked in the program last year and demonstrated great work ethic and leadership skills, so when we went looking for an assistant she was one of the first people we contacted. It is highly unlikely that Callie will be available next year, so Larry and Greg will pay close attention to this year's SWEP staff to see if one of them demonstrates some good leadership skills and might make a good coordinator for SWEP 2012.

Last week Greg, put the finishing touches on the College Days agenda, and contacted all the participants to make sure they are ready to go. The program will begin next Monday and go through Thursday. Friday will be an optional assistive technology day, and it looks like most of

the 9 participants will be staying that day to get some more in depth AT instruction on the software/hardware of their choice.

June 30th is the end of the state fiscal year, which for us means we will be losing the services of Corinne Vieville in our computer lab. Corinne has been teaching AT for us since the middle of January. Due to having some extra VR ARRA money available, we were able to hire Corinne to teach in the ATC and she has done a fantastic job working with our clients. Having Corinne in the ATC freed up Laine to travel the state and work with IESDB staff and many of our transition age clients. The feedback we have gotten from IESDB staff has been very positive. Many of them have remarked that Laine works very well with kids and that she has taught the Outreach Teachers a lot about assistive technology. Having Corinne here and Laine in the field has been a very productive use of some of our ARRA resources.

The Roving Assistive Technology (RAT) position is funded through the end of September, Laine will begin going back out to the regions beginning July 1st to work with staff and clients.

The ATC portion of the IRIS system will track everything the person does in the ATC/ We will collect data that has never been collected before. Greg is working on the types of reports he will be able to generate from the data that is going to be collecting.

Consumer Input:

Elsie Dickerson – At the NFB Convention we honored the 2 NFB Scholarship recipients, one of whom was McKenzie Stevens, who is a very talented singer as well as an exceptional student. We also had the election of the nomination committee and a few changes occurred with the officers. Elsie is still the president, 1st Vice President is Wanda Jolley and 2nd Vice President is Vickie Bateman. They have a new board member, Johnna Jacobsen from the Blackfoot area and Dana Ard is the secretary.

The NFB is sending one participant this summer to Youth Slam. The NFB national convention is in Orlando Florida in July with 18 plus participants going from Idaho.

We have had a great response to our Youth/Parent Outreach Seminar coming up in September/October, and we appreciate ICBVI helping us out with this.

The NFB is very glad the ICBVI Board travelled to Pocatello to hold this meeting and Elsie is especially glad no-one showed up to complain. She remembers in the past one year when she served on the Board they held 14 Board meetings in one year.

The NFB sent a resolution to the IESDB regarding training for paralegals to work with kids and this has been done.

Wanda Jolley – She grew up in Idaho and went to college in Utah and is very impressed how things have changed here in Idaho for the blind in the last 45 years. She left the state because there were no services. Today she is grateful that we (ICBVI) are working with kids as much as

we do.

Vocational Rehabilitation – Nanna Hanchett:

The ICBVI VR program and its team members have been working hard to serve the clients, adjust to changes in staff and work with other ICBVI staff to create, test and implement the new case management system that will now be known as IRIS.

The past 3 months have seen the retirement of long time ICBVI employee and Senior VRC Norma T. Norma served in the Pocatello region for 35 years. We hired Matthew Queen to be the Senior VRC for the Pocatello region as well as cover the Idaho Falls VR region. Matt comes to us with his Master's in Rehabilitation and CRC. He brings 10 years of VR experience. Matt spent two weeks training with Norma and four weeks training in the ATC before taking charge of the Pocatello and Idaho Falls VR caseloads. We are excited to have Matt join the VR team.

During the month of May, ICBVI learned we were going to lose another long time ICBVI VR staff member and Senior VRC to retirement. Mike Blackaller has worked for 34 years with ICBVI. Mike will work until the end of July. Jeff Weeks from our Lewiston office will be moving to Boise to replace Mike. Beth Pederson, a VR intern who has been working with Dana Ard, will assist with Mike's caseload until Jeff can make the transition from Lewiston to Boise.

The VR statistics for the current federal year are down. I attribute these numbers to the turnover in VRC staff, new VRCs learning, and the impact of the continued depressed state and national economy. However, I am still positive that we have the ability to pass the Standards and Indicators for FFY 2011.

All staff attended IRIS training for 3 days in Boise. Jeff Weeks and Linda Upton, VRCs, also participated in Critical Case Questioning training in May with IDVR VR counselors. All VR staff and Readers have assisted in preparing for the role out of IRIS.

The VRAs have been working hard to serve as many Sight Restoration clients as possible with the funds available. To date they have successfully assisted 37 individuals with their restoration goals for SFY 2011.

During the past 3 months Nanna has written and submitted the Annual In- Service Training Report, worked with the contractor in the completion of the 3 year needs assessment, completed the State Plan, and worked on the IRIS team. The RSA 113 quarterly report was submitted for the second quarter of FFY 2011.

The State Plan is due July 1st to the Rehabilitation Services Administration, and we are required on an annual basis to update certain sections. The public comment period was from June 6 –

10th. It was available on our public website and all regions had a copy in braille and regular print.

Motion to approve the annual updates to the State Plan. Made by Commissioner Beck, seconded by Commissioner Ireton – all in favor.

We hired a contract employee to conduct the Three Year Needs Assessment, which is required by our State Plan every three years. The input allows us to see our areas of strength and weakness from our clients and stakeholders views. We evaluated fiscal years 2008 through 2010. The contractor did a phone interview.

The 3 year needs assessment overall indicates that ICBVI is meeting the needs of Idahoans with Blindness and Visual impairments. The results would suggest that ICBVI has increased its ability to meet the needs of the clients it serves when compared with the survey 3 years ago. The 2011 report indicates that satisfaction with services and staff has increased when compared with 3 years ago. Only 12% of those surveyed had comments or suggestions about services. The staff from ICBVI is a huge part of why the commission is a success.

We need to focus on the awareness with the tribes and Hispanic population. Outreach has been helpful with the efforts of Doug Raper, i.e. videos regarding each ICBVI program.

One suggestion was made to have a roving Assessment and Training Center around the state. Two difficulties with having a roving ATC are the logistics (eg, where we could have a 2-3 day training) and the transportation for clients.

Nanna reviewed a few changes on the VR Policy Manual that we were required to update according to the 107 Review as we were out of compliance in three areas: the Information and referral, application for VR services, and financial participation.

Commissioner Raubenheimer suggested a few changes and those were noted to the policy draft.

Motion to approve the VR Policy Manual changes with Commissioner Raubenheimer's recommendations. Made by Commissioner Beck, seconded by Commissioner Ireton – all in favor.

Fiscal Update – Trina Ayres:

Fiscal year-end is quickly approaching! Financially ICBVI is in good shape; we've been able to easily meet the additional demands on the budget thanks to the one-time increase from IDVR and the re-allotments.

Angela has had the managers closely monitor their operating budgets so we are anticipating little-to-no reversion in this category.

Nanna and Nancy have been diligent in monitoring outstanding authorizations in their respective programs. We will transfer spending authority from the personnel budget to trustee/benefits in order to accommodate all needs prior to June 30th. At this time the amount needing to be transferred is approximately \$30,000.

Due to a couple of staff retiring causing positions to be temporarily unfilled, and some staff going into Leave Without Pay for various reasons, salary savings have been created. After transferring spending authority out of personnel, we will revert approximately another \$30,000.

Our fiscal year 2012 appropriations are:

Personnel:	2,292,600
Operating:	907,800
Trustee/Benefit:	1,270,100
Total	4,470,500

ARRA funds will be exhausted the first quarter of the state fiscal year...to no one's dismay! While beneficial, there was an extraordinary amount of work involved in administering the ARRA dollars, which had many more federal requirements than our usual grants.

Angela has not yet set the internal budgets for fiscal year 2012.

Business Enterprise Program – Lisa Van Ry:

TSA /TSB Snack Bar - The remodel was completed. Customers are enjoying a new snack bar. The space looks much larger with the new lighter colors and flooring. We added a new chip and snack rack that matches the new cabinets. We also added a small counter for customers to set down the items they purchase while they pay for them.

New Specialist - The new specialist is Gina Washburn. Gina has a Bachelor of Science Degree in Law and Public Policy from the school of Business at Syracuse University. She has managed restaurants all over the nation including New York, Las Vegas, and Boise. We were able to overlap the time Klaudia was here with Gina so that Klaudia had some time to train Gina on some basic duties. Gina has spent some time in the ATC in mobility and as time permits will return until she has some experience in every class. She has a very easy going personality and will truly be an asset to the program.

BLAST Conference - This year BEP is happy to provide a once in a lifetime opportunity. All vendors and staff will be attending the BLAST conference in Nashville this September. They will be able to hear from Dan Frye RSA/ BEP Specialist and our RSA Commissioner, attend the equipment/technology and product show, and hear discussions from USPS, GSA, and other organizations associated with the Randolph Sheppard Program. It's a great opportunity to meet other vendors around the nation and exchange ideas. It will also be a great team building event. We will hold the annual Blind Merchant meeting while we are there. Ten out of 14 vendors will participate.

Development - We recently added two post offices in the Nampa Caldwell area to Theresia Hout's route. We also investigated the Health Department as a possible site. Our Deputy Attorney General assigned to our agency investigated this and his legal opinion was not in our favor. Apparently the Health Department is not a true state agency and so the Food Facilities Service Act does not apply. We added one site to the CDA route and we are working on adding another. Vickie Cordova has an opportunity to provide vending service at the Parks and Recreation Pool this summer in Lewiston. She also added a tire store, which is a private business. Sales at this site are going well.

Gowen Field - Kevin Servatius received a notice of Gowen Field placing the Army Guard training center contract out to bid. We used Nayyarson's again and submitted a bid to provide food service. We were not awarded the contract. Since then several companies filed a formal protest and we're waiting to see what happens. We plan to meet with the teaming partner that held the contract previously for eight years. If it's placed out to bid again, we will submit a new bid.

New vendors - We have one client entering assessment for the program.

Locations for Bid - One opportunity will be placed out to bid the middle of June. It includes vending in the town of Idaho Falls, a large INL building and one rest area.

Vandalism - In the past month four rest areas have been vandalized with damage to Pepsi machines. We are going to place some extra security equipment to protect the machines. We have one vendor, Bill Morgan, who is going to implement the card readers on a few rest area vending machines. On behalf of the vendors, NAMA has negotiated some low cost card reader rates. We are also putting an ATM in the Galley.

ISSH Cafeteria closure - The Idaho State School and Hospital will close its campus cafeteria at the end of July. Reduction in funding has decreased clients and staff to the point there are not enough sales to remain open. The vending on campus will remain with our vendor.

Possible Change in the Allowable Cost Manual - It's been seven years since we've reviewed the performance standard percentages in the Allowable Cost Manual. We've hired an accountant specializing in the food industry to review books from four vendors. We'd like to determine if we are still on track or if the percentages need to be adjusted. Sales are down and costs have risen. The circumstances of most vendors have changed. We would also like to determine where we can provide up to date training in bookkeeping, efficiency, and food cost.

Each year we will review books with different vendors so that all will have input into the process.

Independent Living and Older Blind Programs – Nancy Wise:

The Rehab Teachers are currently working with 395 IL/OB clients and have closed 250 cases since October 1, 2010. All ARRA funds will be spent by June 21st after our last rural low vision clinic is held in Twin Falls. Heidi also participated in the Salmon low vision clinic on May 16th. One client, especially, received a good deal of assistance through low vision aids and she was thrilled beyond words. Heidi will be going to Twin Falls in early June to work with some of Brenda's clients in mobility and is looking forward to that trip. Brian, who typically provides O & M during the rural clinic, will be assisting IESDB with the kid's summer camp that week.

Brian, Candy, Shane and April all attended the AFB/Josephine Taylor Leadership training in Seattle March 10-12 exposing them to current philosophies, concepts and skills as related to serving the blind and visually impaired. Additional sessions were provided on recreation and physical activities, O & M, Braille and low vision.

March 26th, Nancy, Candy and Collene attended the ACB Conference at the Boise Hotel and Conference Center. Candy provided a 30-minute presentation on all ICBVI services, and Collene and Nancy assisted attendees in the exhibit area, answering questions, obtaining materials and purchasing products. Collene, who always provides outstanding customer service, made a trip back to the Commission to provide additional products for several out-of-town attendees.

Our next low vision clinic dates are June 13 and 14th, and we continue to be booked out for 2 weeks. Joni has received some very nice phone calls from patients, one in particular who was thrilled with her glasses. She had a stroke and was experiencing a lot of difficulty with her vision, so Dr. Hansen prescribed one pair of glasses with a frosted bifocal and center and another pair with purple polarized lenses. She's amazed and very grateful for the way she can see and how comfortable she felt with the low vision team.

We are scheduled to visit the Duck Valley Reservation July 8 and 9th to provide eye evaluations, glasses, and low vision aids. Dr. Hansen, Candy, Brian and I will use the Owyhee Community

Health Facility on the reservation for exams. There has been quite the application process for Dr. Hansen to complete.

Boise Peace Quilt Project Presentation was on June 1st – This event was well attended – approximately 50 participants, including channel 2 news. Dana and Merepeace, one of the Commission's long time volunteers and quilter, provided a very informative interview to channel 6 on Memorial Day as well. This beautiful and unique work is now displayed at the Commission. It is an honor to have been chosen for such a project!

Special thanks to our Rehabilitation Teachers, Michelle, April and Brenda who were so instrumental in helping with the IRIS testing and training.

New Business – ICBVIs next Board Meeting Date:

The next ICBVI Board Meeting has been scheduled for August 18th, to be held in Boise at the ICBVI Building.

Respectfully submitted by Raelene Thomas on June 15, 2011