# Oklahoma Rehabilitation Council

# Program Manager Report

Carolina Colclasure

Since our last Report in October the Council has:

Program Manager (PM) attended and assisted the Oklahoma Transition Council (OTC) with the 2018 Oklahoma Transition Institute (OTI), held in Norman on October 15th – 17th. During those days the PM assisted in the Registration Table, the Exhibitors set up, the Silent Auction and the packet stuffing.

On October 27th and 28th, the PM along with Lori Chesnut (ORC Chair), Tim Yeahquo (ORC Vice-Chair) and Theresa Flannery (Member at Large) attended the 2018 National Coalition of State Rehabilitation Councils (NCSRC) Fall Conference, in Long Beach, CA.

During the Conference, we attended presentations focused on the role the State Rehabilitation Council should play in the Success of the DSA, some of the presentations included:

* Foundation for Building a Strong SRC
* Developing an Informative Orientation
* Structuring your Business Meetings
* SRC By-Laws that work for the Council
* Consumer Input – Why is it important
* State Plan Management & How the Council should be involved.

The take away from this Conference is that SRCs need to be a proactive and work together with the DSA to ensure all clients and potential clients get the best services possible.

In order to do this, SRCs need to be actively involved with the Customer Satisfaction Survey..

Some of the recommendations listed by other SRCs are:

* Hold Focus Groups with Clients: develop a Survey or a list of questions, which will be given at the beginning of each session for the attendees to have time to look through it and make notes, that way the person will be more likely to participate and give honest feedback.
* Create an App for DRS Clients to give feedback after their interactions with their Counselors or Service Providers.
* Train the Council on their duties and responsibilities, to make sure we are all working towards the same goal and objectives.
* Reach out to DRS offices and give trainings on ORC’s mission and what we can do for their clients and them.
* Create Committees for By-Laws and Membership: they will work as needed and will make sure the Council’s By-Laws are current and the Council has all the Members.
* Make the SILC position as a Standing Position like the DRS Director, this way we make sure the SILC is represented and we don’t have to wait for the appointment when the Chair changes.
* Be involved with Policy discussions at DRS.

The new [NCSRC website](https://ncsrc.net/) was launched on November 14th, and has a lot of new resources and all the information used in the Conference for more information you can go to <https://ncsrc.net/>

The PM also attended the Council of State Administrators of Vocational Rehabilitation (CSAVR) Fall Conference in Long Beach, CA from October 27th – 31st.

The Conference provided the State Agencies with information about CSAVR’s stand on Vision 2020 and what they hope to accomplish by then and how.

The highlight of the General Sessions, was how the States Agencies need to collaborate with their partners to accomplish their goals and objectives. There is a lot of work to be done but the main focus should be the client and the client’s choice, because they know what works for them and what they want for their life, so the Counselors should listen and give them choices so they can make an informed choice.

The [materials from the Conference](https://www.csavr.org/conference-presentations) can be found on their website <https://www.csavr.org/conference-presentations>

On November 15th, 2018 ORC had its first Quarterly Meeting of Fiscal Year 2019. We had reports from:

* All 5 ORC Committees
* DRS Director Report
* VR Division Administrator Report
* VS Division Administrator Report
* Field Coordinator Report
* And as a special guest we had Rod Van Stavern, DRS AWARE System Manager; he provided the Council with a review of all the new RSA indicators and measures.

PM participated in Virtual Session #2, #3 and #4 of the Customer Service Cohort (November 28th, December 19th and February 20th respectively). The Cohort has presented Oklahoma with a great opportunity to share information with other States, and use the experiences from other States to improve the way the services are provided in the Oklahoma State Agencies.

Attended the VR Program Manager training on November 29th and gave an update on what the Council is working on and the new goals and activities for FY19.

Attended the 2018 Annual Workforce Alumni Celebration at the State Capitol with Linda Jaco and Director Fruendt.

PM presented at the VR #23 Unit Meeting. Introduced the unit to what ORC is doing for FY19 and provided information on how the Council could help the Agency.

Worked on the 2018 ORC Annual Report. The PM sent the draft on December 6th to the Council for their review and after their input the final version was sent to RSA on December 13th, 2018 and hand delivered to the Governor’s Office on December 19th, 2018.

On December 20th, 2018 the PM attended the Oklahoma Works Planning Committee Meeting, in Oklahoma City.

Participated in the OTC Zoom Meeting on January 15th, 2019.

Attended the Business Advisory Council meeting in Oklahoma City on January 15th. The BAC has at least 2 big activities coming up in 2019 and the ORC will be assisting as part of the Strategic Plan of the Employment Committee. The main support will be given through coordination and assistance during the Fall Job Fair that will be held on October 10th, 2019 from 10am to 3pm at Shepherd Mall.

On January 17th, PM attended the Success Story Meeting organized by Director Fruendt. This meeting included both VR and VS Division Administrators, Field Coordinators, the DRS Communications Unit and ORC. The meeting was very successful; we found out that DRS has been receiving Success Stories directly from clients and the Communications Unit has kept a database with all of them and they are given to Legislators at the Capitol on Disability Awareness Day.

Just in the last year (2018) they received 34 Success Stories, which is more than what ORC gets, so from now on ORC, the Communications Unit and the Field Coordinators will work together in a Committee to create one Success Story questionnaire, that will be standardized for ORC and DRS and that will get us the information for our Success Stories and the Workforce Alumni Celebration Nominations.

We set a goal of 77 Success Stories per year, one per County so we can give each legislator a success story from the county they serve, it may not be one of their constituents but at least someone in their county.

The Success Story Committee met on January 28th and created a new Success Story form, it will be used by DRS Counselors and ORC. This new form will allow us to have a first look of the Story and will give us the information to contact the client and a follow up for an interview.

Attended the Oklahoma Tribal Vocational Rehabilitation (OKTVR) Meeting in Oklahoma City on January 30th. The Transition Committee has as one of its objectives in the Strategic Plan to assist with a Transition training for Tribal VR, so we requested a slot in the Agenda to use it as a Comment/Brainstorming time to get the information from the Tribes on what their needs are, and what they hope to accomplish with this training. The activity was very successful and the information will be provided to the Transition Committee.

On February 1st, the PM, the Policy and the Legislative Committee and Linda Jaco met with the DRS Division Administrators and Tina Calloway to review the changes and the new additions to the DRS Policy. The meeting provided the information necessary for ORC to create the letter of support that was presented at the DRS Policy Public Hearings in Oklahoma City, Lawton and Tulsa.

PM attended the DRS Commission Meeting at the Library for the Blind.

On February 21st, we had the ORC Quarterly Meeting and we had reports from:

* All 5 ORC Committees
* DRS Director Report
* VS Division Administrator Report
* Field Coordinator Report
* And as a special guest we had Tina Calloway – DRS Policy Officer and she provided the Council with a review of the revisions and new DRS policies that will take effect in 2019.

**Regular Meetings:**

Department of Rehabilitation Services Commission Meeting

ABLE Tech Advisory Meeting

Oklahoma Transition Council (OTC) Meetings

ORC Committee Meetings