

DAC Notes for 9-13-17

Members present: Steve, Amy, Heather, Sandra, Nick, Patti, Sheila, and Joe

We reviewed the results of our focus groups from last Thursday. We did receive a lot of good information, but mostly about customer service and consumer concerns. We have not heard from NIACC electronic surveys which were sent out by Lisa, and Steve had no responses yet from the survey sent to around 65 clients of IVRS in the counseling and guidance and the job ready phases of their service plans. Given the lack of a broad range of disability related experiences, we decided to modify the electronic survey to make it less lengthy and easier to understand and respond to by using the Survey Monkey. We spent most of the time for today's meeting revising the survey, and this was submitted to Sandra who set up the Survey Monkey preview for the group to edit. When this is finalized, and perhaps yet this week, the link to the Survey Monkey will be distributed to Steve for use with a broad range of VR cases, as well as a few closed cases; other members too may use it with their consumers who may have disabilities. Whatever results we get will be added to the final report, which is due in Des Moines (to Page) by October 1. We have put a great deal of effort into this survey and to conducting the focus groups, so we will just go with the results we can gather by October 1 and will not plan further efforts in this regard beyond the Survey Monkey.

The group reviewed the checklist item designated the ADA Accessibility Transition Plan, and Amy checked with Page. Apparently, we have already submitted the information necessary with the reports of the physical plant accessibility review. The compliance timeline will be handled, as I understand it, at the State level with IWD, so no further reports are required at this time from Region 2. Page, please correct me if needed.

Steve will seek guidance from the Statewide committee on what should be done with the information on barriers needing attention. Recall that Nick has already shared this information with the landlords, but we are not sure at this time how to proceed with actions that may be needed.

At our last meeting, we briefly discussed the need for a process to be developed for Region 2 for consumers to request reasonable accommodations, and for the processing and determination of the final decision and needed actions. I think we saw from the focus groups also that a process for filing complaints should be clarified and implemented, and both processes will need to be made known to the public in a variety of ways.

Also, I believe that we learned from the focus group findings that the orientation process could be improved for the center as a whole, and for IVRS in particular.

Our next meeting will be on October 27, Friday, at IowaWORKS; 10-11:30 a.m.

Steve will provide updates on the activities and accomplishments of the DAC to the RWDB on Thursday, 9-14.

Respectfully submitted,

Steve Faulkner, chair, DAC