

**DRAFT Quarterly Business Meeting Minutes**

August 13, 2020, 9:30 a.m. – 2:30 p.m.

Virtual Meeting through Microsoft TEAMS

**Participation**

Council Members Present:

Elizabeth Kamm Abdnour, Mikyia Aaron, Carol Bergquist, Myrtel Brown, Lisa Cook-Gordon, Todd Culver, Tiffany Guthrie, Elham Jahshan, Travar Pettway, David Szydlowski, Jackie Tahtinen, and Janet Timbs.

Council Members Not Present:

Kimberly Kennedy Barrington (excused) and Karen Schulz (excused)

Ex-Officio Members Present:

Tina Fullerton – MRS

Bill Robinson - BSBP

DSU Liaisons Present:

Lisa Kisiel - BSBP

Eric Bachmann – MRS

Other:

Alicia Kirkey – LEO, Staff Support to the Council

DSU Staff Members Present:

Sigrid Adams - MRS

Jonathan Bischoff – MRS

Kammy Frayre – MRS

Sue Luzenski - BSBP

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Mike Pemble – BSBP

Claudia Pettit - MRS

Amie Weber – MRS

Guest Speaker

Sukyeong Pi – MSU Project Excellence

**Call to Order**

Chairperson, Carol Bergquist, called the meeting to order at 9:30 a.m.

**Roll Call**

Alicia Kirkey read the roll call. A quorum was present.

**Introductions and Welcome**

All in attendance introduced themselves and explained their role and function on the Council.

**Approval of Proposed Agenda**

Todd Culver made a motion to approve the 8/13/2020 Proposed Agenda with support from Janet Timbs. Motion passed unanimously.

**Approval of Business Meeting Minutes**

Mikyia Aaron made a motion to approve the 5/14/2020 Business Meeting Minutes with support from Elham Jahshan. Motion passed unanimously.

**Committee Reports**

Executive Team: Carol Bergquist reported that

- Two MCRS Orientation Sessions were held, the first on July 15th Orientation 1, and July 29<sup>th</sup> Orientation 2. Orientation 1 covered the Purpose of the MCRS, the 8 Federal Mandates, the Structure of the Council and Relationships with MRS and BSBP. Orientation 2 included Business Meeting Format, the Open Meetings Act (OMA), the Freedom of Information Act (FOIA) and Roberts Rules of Order. Both Orientation Sessions were recorded and are available for future use.

- Carol also reported that because Aaron Andres was no longer serving as Chair of the Statewide Independent Living Council (SILC), he is no longer eligible to represent SILC on the MCRS. This created a vacancy. The SILC will elect a new Chair on August 22, who will subsequently be appointed to serve on the Council.
- Jonathan Bischoff of MRS is working with DTMB on a member communication system for the Council and more information will be forthcoming.
- Because the majority of MCRS Members were appointed in 2020 and our need to revise the MCRS Bylaws
- Carol announced that the Executive Team (ET) elections will be postponed until our February 2021 Business Meeting when all current Members will be eligible to run for an ET position.

Ad hoc Bylaws Committee: Mikyia Aaron, newly appointed chairperson for this committee, reported that she has reviewed the current Bylaws (5/15/2018) and has found no major issues; however, she noted some changes need to be made. Mikyia and Jackie Tahtinen began preliminary work on a new draft of the Bylaws, and Elizabeth Abdnour, Bill Robinson, and Janet Timbs also volunteered to work on this committee.

Annual Report Committee: Carol discussed the need for an Annual Report Committee to commence work on the Annual Report that is due each year on December 30. Carol stated she would be will to chair this committee. Todd Culver and Jackie Tahtinen also volunteered to serve on the FY2020 Committee.

Partnership Committee: Both Janet Timbs and Tiffany Guthrie agreed to co-chair this new Committee. Lisa Cook-Gordon volunteered to work with them.

Additional Committees: In discussing other needed committees, Carol identified “Policy and Innovations” and “Customer Experience.”

This list is not exhaustive, and Carol asked members to contact her with any interest to serve on existing or prospective committees. A description of each committee will be emailed to members for further discussion.

### **MPAS Quarterly Report**

Elham Jahshan gave an update on MPAS and CAP. She reported that as of August 24th the name of MPAS will change to Disability Rights Michigan. Elham agreed with Carol's request to provide a more comprehensive presentation about CAP at a future Council Business Meeting.

### **New Business**

Carol provided a proposed FY2021 Quarterly Business Meeting Schedule to include November 12, 2020 (virtual), February 11, 2021 (virtual), May 13 and August 12, 2021. Todd Culver made a motion, with support from Myrtel Brown, to accept. Motion passed unanimously. The MCRS FY2021 Business Meeting Calendar will be posted on the MCRS Website.

### **Unfinished Business**

Mike Pemble (BSBP) and Amie Weber (MRS) reviewed the MCRS FY2020 Resource Plan. They then presented the MCRS FY2021 Resource Plan. Jackie Tahtinen made a motion, with support from Myrtel Brown, to approve the FY2021 Resource Plan, as submitted. Motion passed unanimously.

### **11:30 a.m. Public Comment**

Jackie Tahtinen read the guidelines for public comment. No Comments were received.

## DSU Reports

Director Bill Robinson from the **Bureau of Services for Blind Persons (BSBP)** provided an update on challenges and opportunities his agency has faced during the COVID-19 period in Michigan. He summarized that during Program Year 2019, the VR program served 828 consumers (a 17.2% decrease from PY18.) The VR program placed 72 individuals in Competitive Integrated Employment during this same time period (a decrease of 20.9% from PY18.) With Pre-Employment Transition Services (Pre-ETS), PY19 data showed that 328 students with a disability were served during this time, which was an increase from recent years. Bill Robinson also reported that BSBP has submitted a safe start plan for re-opening its Training Center to in-person services and is waiting for approval from the State; provided an update on Budget; and announced the following: Honor Roll Awards (virtual and to be held from 1:00 -3:00 p.m., on October 22); CSAVR Conference (virtual and to be held the week of November 9 from 1:00 -4:00 p.m.); and NCSAB Conference (virtual and to be held from 1:00 -4:00 p.m. the week of December 7.)

Director Tina Fullerton from **Michigan Rehabilitation Services (MRS)** also echoed many of the statements about opportunities and challenges during this time that staff with BSBP have faced. Similar to BSBP, all staff will be teleworking through October 31. Michigan Career & Technical Institute (MCTI) has submitted a safe start plan for re-opening in-person classes which is also being considered for approval. However, assessments, IT training and Pharmacy Tech training will continue on a virtual basis with MCTI. Tina reported that while there has been a significant decrease in VR applications during the COVID 19 pandemic, that number has been increasing lately. The activities of the Business Network Unit were also reported by Tina, including virtual training sessions and webinars throughout the state for businesses, ongoing activities with work-based experiences for students with disabilities with the DNR, outdoor job fairs, and virtual job fairs. Tina also praised the

company, Amazon, for actively hiring MRS customers during this time. She introduced staff person, Kammy Frayre, who is tasked with handling customer complaints, concerns and questions. Finally, Tina stated that the Championship Awards (12<sup>th</sup> year) will be held in October 2020 (virtual with date to be determined) and will be woven together with the celebration of the 100-year VR anniversary and the 30-year ADA anniversary.

### **12-1 p.m. Lunch Break**

### **1:00 p.m. Presentations on Customer Satisfaction**

Sukyeong Pi, Project Excellence, Michigan State University, provided a 2-year overview of the *MRS* Customer Service Satisfaction Survey Process for 2017 and 2018. Claudia Pettit of MRS stated that a 2019 summary will soon be forthcoming. This MRS-MSU partnership for measuring customer satisfaction with MRS consumers at Plan and at Exit has been ongoing for nearly 20 years and has provided vital information on the feedback from MRS customers.

Lisa Kisiel of *BSBP* explained the process that *BSBP* takes with measuring customer satisfaction. While *BSBP* has no formal arrangement with Project Excellence, they secure customer satisfaction input via numerous strategies. Jackie Tahtinen asked Lisa to consider if the MCRS could help with this process in any way, and she said that *BSBP* would take this under consideration.

### **Business Meeting Adjournment**

Todd Culver made a motion to adjourn the Business Meeting at 2:30 p.m. Motion passed unanimously.