

MINUTES OF MEETING
BOARD OF GEORGIA VOCATIONAL REHABILITATION SERVICES
WEDNESDAY, January 10, 2018
1 p.m. to 3 p.m.

AMAC
512 Means Street
Atlanta, GA 30318

BOARD MEMBERS PRESENT:

Sandy Adams
Dianne Davis
Jimmy DeFoor
Faye Perdue
Tom Wilson
Vincent Martin
Louise Hill
Jonathan Taylor

Mr. DeFoor, Chairman, called the meeting to order at 1:07 p.m.

Mr. DeFoor introduced Martha Rust with AMAC who welcomed all those in attendance to the facility.

Mr. Wilson recommended the board formally commend Executive Director Sean Casey for his stewardship. A formal commendation will be drafted.

Approval of Minutes

Mr. DeFoor called to consider the minutes of the November 2017 board meeting. Ms. Adams motioned to accept the minutes, and Mr. Wilson seconded. The motion was passed unanimously. These minutes have been posted to the GVRA website.

GVRA Staff Reports

Mr. DeFoor recognized GVRA Executive Director Sean T. Casey.

Mr. Casey thanked staff members for all they've done in the last year and acknowledge their hard work in advancing the mission.

He noted that the Georgia Legislature is currently on Day 3 of the annual session. The agency's primary goal is to secure funding at or above current levels. The agency will be highlighting the return on investment on every dollar it spends in a handout to the legislature.

Mr. Casey discussed a recent internal survey surrounding the VR program. Numbers from this survey will be shared with the board at the next meeting. GVRA will also be conducting leadership training through the Carl Vinson Institute out of the University of Georgia. The purpose of these trainings is to help develop the talent of existing employees and help with employee retention.

Mr. Wilson motioned to commend Mr. Casey for his leadership, with Ms. Adams seconding. The motion was passed unanimously, and the resolution will be drafted.

Mr. DeFoor welcomed GVRA Service Satisfaction Manager Cecelia Walker who gave a brief summary of a recent internal customer service survey that focused on the agency's administrative offices. 590 individuals responded to the survey, which represents a response rate of just under 50 percent. The survey found opportunities for improvement, and changes have already begun to be implemented.

Mr. DeFoor welcomed Director of Client Management Dale Arnold. Mr. Arnold noted that the agency was currently finalizing several agreements with the Department of Behavioral Health and Developmental Disabilities to expand services to clients. The second annual Evolution Conference will be held in July of this year, he said. Also, the agency is expanding its efforts to serve veterans. Mr. Arnold said that the agency has now centralized Assistive Work Technology, making it easier to coordinate AWT services across the state. The sensory unit has also been working with staff statewide to better train them in regards to how to help clients with sensory issues. The intake pilot program in the Metro Atlanta area has expedited the entire intake process significantly, which will help clients go into the workforce much more quickly. Mr. Arnold noted that Employment Services has done much in recent works to connect local businesses with GVRA clients. Transition Services has been expanding its reach across the state, largely in the form of the pilot sites in the E3 Program.

Mr. DeFoor welcomed Director of Marketing and Communications Robin Folsom. She noted that the return on investment on recent advertising has been dramatic, receiving more than five times the placements compared to the paid rate. The interview campaign with the Georgia Radio Reading Service continues into the new year. GVRA Communications continues to produce new marketing pieces for public dissemination. Ms. Folsom outlined the goals for the coming year, emphasizing social media engagement and growing the success stories database among other things.

SILC Presentation

Mr. DeFoor welcomed Shelly Simmons, Director of the Statewide Independent Living Council. She said the SILC recently finalized its annual report. She outlined the 2018 legislative agenda. IL Day at the Capitol will be on February 8 this year.

SRC Presentation

Mr. DeFoor welcomed State Rehabilitation Council Chair Rossany Rios. Ms. Rios noted the recent publication of the SRC report and encouraged board members to share the report with others. She outlined the findings of the client satisfaction survey conducted by UGA last year.

New Business

Mr. DeFoor reminded members to complete their annual affidavit for board service.

Adjournment

Mr. DeFoor adjourned the meeting at 3:02 p.m.