



# ***Commission for Rehabilitation Services***

Commissioners Emily Cheng, Wes Hilliard and Jace Wolfe

Regular Meeting

April 13, 2020

Conducted by Video-Conferencing

Empower Oklahomans with Disabilities

State Of Oklahoma  
Commission for Rehabilitation Services  
Oklahoma Department of Rehabilitation Services  
3535 NW 58<sup>th</sup> Street, Suite 200  
April 13, 2020 at 10:30 a.m.

Regular Meeting

Conducted by Video-Conferencing

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join. <https://zoom.us/j/369914461>

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 900 9128 or +1 346 248 7799 or +1 646 558 8656 or +1 253 215 8782 or +1  
301 715 8592 or +1 312 626 6799

**Webinar ID: 369 914 461**

International numbers available: <https://zoom.us/u/aeAt6Z22NK> ”

Jace Wolfe, Commission Chair

Location: Office at Hearts for Hearing, 11500 N. Portland Ave, Oklahoma City, OK

Wes Hilliard, Commission Vice-chair

Location: Office at Simmons Bank, 1300 E. Main Street, Davis, OK

Emily Cheng, Commission Member

Location: Home

Carol Brown, Commission Assistant, location: State Office. 3535 NW 58<sup>th</sup> Street, Oklahoma City, OK  
Sign Language Interpreters are provided for public accessibility

Tonya Garman: Location: Home

Hosts for ZOOM: Jonathon Cook and Mark Ferguson Location: Their home

- |    |   |                      |
|----|---|----------------------|
| 1. | Call to Order and Roll Call                   | Jace Wolfe, Chair    |
| 2. | Statement of Compliance with Open Meeting Act | Commission Assistant |
| 3. | Introduction of Guests                        | Jace Wolfe, Chair    |
| 4. | Public Comments                               | Public Audience      |

## REPORTS

- |    |  |   |
|----|--|---|
| 5. | Executive Director's report with possible Commission discussion. The report includes a remembrance of Carlyne Paradiso of OSD; state committees, meetings, and PWDAD attended by the Executive Director and team; updates on COVID-19 and how each division and school has and will be responding; updates from the Project Coordinator and Process Improvement Administrator; and comments by the Executive Director. | Melinda Fruendt,<br>Executive Director<br>Reporting from her home |
| 6. | Priority Group Updates with possible Commission discussion. Report includes current status of all Priority Groups I, II and III. Prepared by Mark Kinnison, Director of Vocational Rehabilitation Services   | Jace Wolfe, Chair   |

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|-----|---|-------------------|
| 7.  | Financial Status FY 20 report as of February 29, 2020 with possible Commission discussion. Prepared by Kevin Statham, Chief Financial Officer   | Jace Wolfe, Chair |
| 8.  | Personnel Activity report with possible Commission discussion, as March 30, 2020. The activity report has current FTE status. Prepared by Tom Patt, Human Resources Programs Director.  | Jace Wolfe, Chair |
| 9.  | Legislature report with possible Commission discussion. This report includes update on Budget and legislation. Prepared by Kevin Nelson, Legislative Liaison  | Jace Wolfe, Chair |
| 10. | Oklahoma School for the Deaf report with possible Commission discussion. This report includes the comprehensive school-wide program put in place in response to COVID-19 and procedures followed per State Department of Education announcement of physical closure of schools. Prepared by Chris Dvorak, Superintendent                            | Jace Wolfe, Chair |
| 11. | Communications Division report with possible Commission discussion. This report includes results of People with Disabilities Awareness Day on March 10, 2020; COVID-19, Telework and Accessibility; renovation of conference rooms; and updates on other functions of the Communications Division. Prepared by Jody Harlan, Communications Director | Jace Wolfe, Chair |

## **ACTION ITEMS**

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|-----|---|-------------------|
| 12. | Review and discussion with possible vote for approval of the March 9, 2020 Commission for Rehabilitation Services regular meeting minutes.  | Jace Wolfe, Chair |
| 13. | Review and discussion with possible vote for approval of the March, 2020 donations to the Oklahoma Library for the Blind and Physically Handicapped. Prepared by Kevin Treese, Programs Manager | Jace Wolfe, Chair |
| 14. | Review and discussion with possible vote for approval of the March 2020 donations to the Oklahoma School for the Blind. Prepared by Rita Echelle, Superintendent                                | Jace Wolfe, Chair |
| 15. | Review and discussion with possible vote for approval of the March, 2020 donations to the Oklahoma School for the Deaf. Prepared by Chris Dvorak, Superintendent                                | Jace Wolfe, Chair |
| 16. | New Business ("Any matter not known about or which could not have been reasonably foreseen prior to the time of posting." 25 O.S. § 311).   | Jace Wolfe, Chair |

17. Announcements Jace Wolfe, Chair  
Date and location of next regular meeting of the Oklahoma  
Commission for Rehabilitation Services:  
Monday, May 11, 2020 at 10:30 am.  
3535 NW 58<sup>th</sup> Street  
Suite 200  
Oklahoma City, OK 73112  
Or video-conferencing if unable to meet. Notification will  
be sent out ASAP
18. Adjournment Jace Wolfe, Chair

# **Executive Director's Report**

**OKLAHOMA DEPARTMENT OF REHABILITATION SERVICES  
EXECUTIVE DIRECTOR'S REPORT  
April 13, 2020**

**Remembrance**

DRS family member, Ms. Carolyn Elizabeth Paradiso, Oklahoma School for the Deaf, and her aunt Phylis Mae Newell were killed in a car accident on Monday, March 16, 2020 in Palm Springs, California. Carolyn served in the field of Deaf education for over 25 years, and her two daughters are OSD graduates. She was an integral part of OSD's leadership for the last 14 years. Carolyn's contributions to our school and the field of Deaf education are many. She had such a loving relationship with so many of our students and will be greatly missed.

**Executive**

March 6 – Farewell reception for Secretary of Human Services and Early Childhood Initiatives and Executive Director of Office of Juvenile Affairs, Steve Buck.

March 10 – People with Disabilities Awards Ceremony at the State Capitol.

March 12 – United We Ride Council meeting.

March 12 – DRS received first media inquiry from Southwest Ledger asking about our precautionary measures in response to COVID-19.

**March 13 – COVID-19 escalates in Oklahoma per Governor Stitt Press Conference and Safer At Home becomes a reality.**

March 16 – DRS Executive Team met to produce Agency Guidance on Pandemic – COVID-19. Guidance was sent out to staff to begin teleworking as many staff as possible to comply with Safer At Home.

*The following is how each division and school has been responding to COVID-19:*

**Agency Operations – Chief of Operations, Randy Weaver**

Coordinated the update to the DRS State Plan for Pandemic Influenza Continuity of Operations. Serving as the DRS Emergency Management liaison during the COVID-19 pandemic.

Have handled many emails, calls, and meetings to find solutions to operational issues statewide. All staff under my area are teleworking, with the exception of three working in the state office full time.

**Financial Services Division – Kevin Statham, Chief Fiscal Officer**

Coordinated with the Executive Team the DRS Guidance to Staff Regarding COVID-19 plan and distributed to all staff on March 16.

FSD staff are embracing telecommuting but it should be noted that we do miss human interaction...who knew. All processes are functioning and the bulk of the activity is being accomplished remotely. Most of the financial processes have a component that requires a

touch point. Staff are rotating in to perform those actions and minimizing contact with others while onsite. The most notable functions that have touch points involve depositing checks, scanning invoices and mailing warrants. FSD has worked with OMES to loosen restrictions on signatures during the emergency declaration to ease the burden on staff.

The CFO and managers have been involved in conference calls with the Oklahoma Secretary of Finance and RSA. These calls have helped served to inform and understand what needs to be implemented regarding DRS activity to comply with emergency requirements for expenditures and reporting.

Currently all FSD staff are safe and there are no reports of family members being afflicted. We look forward to the world returning to normal.

### **Human Resources – Tom Patt, HR Director**

Although we are really only doing our job, it has been somewhat difficult in this COVID-19 situation. I would say the biggest share of what I and my staff have been doing relates to providing advice and guidance to managers and supervisors on dealing with complex issues related to the status of employees during the pandemic and how to treat specific cases of individual employees who are unwilling or unable to telework or report to their worksite during this health crisis. Related to that, Kathy James, Paula Moon and I have been carefully reviewing and studying the new Families First Coronavirus Response Act (FFCRA) so that we can address specific situations that arise. We worked with VR to address a specific question regarding the application of the Act to an employee who met the criteria of a “vulnerable individual,” and have worked with IS to post the required DOL notice on the FFCRA on iDRS. We have also had to address an issue with the schools and some VR offices regarding the appropriate use of the new COVID-19 time reporting code, and we have provided information on numbers of teleworking employee to OMES/HCM in response to their request. Finally, we assisted the OSB Superintendent on a recent update communication to all OSB personnel regarding the status of the school during the pandemic, and (along with Grant Moak) advised OSD on a plan to obtain signed telework agreements from their entire staff.

All of my staff have been busy handling routine personnel actions and questions during this time, including the processing of an employee death, responding to PMP questions, and the handling of an employee grievance. However, one action was highly unusual, and I would like to give credit to April Story and Tommy Pham for the way they responded to it. It seems that Denise White, OMES Communications Manager, was desperately seeking assistance in translating a sign to guide Vietnamese and Spanish community members needing help contacting Oklahoma Works. April referred Denise to Tommy, who then introduced her to some employees in other state agencies who were able to provide the required translating skills for the signs. Denise was so grateful, she sent the following message to April: “I can't tell you how much these partnerships that spring up during these stressful times impress me. Honestly, I've had a lot of curve balls doing media for the past decade, but translate this to Vietnamese is definitely one for the record books. You guys handled it like it was all in a day's work.”

I'm very proud of my staff and the way they have stepped up to the plate to continue to provide personnel services during this most unusual time.

### **Central Departmental Services – Jonathan Woodward, Administrator**

Here are some of the actions we have taken as a result of the COVID-19 Global Pandemic.

**Rapid Response Team** - In response to the immediate need to provide telework capabilities for over 600 staff members I stood up a Rapid Response Team and email group ([TaskForce@okdrs.gov](mailto:TaskForce@okdrs.gov)). The intention was to field issues for those who were thrust into a new working environment literally overnight. This team was dedicated to supporting only DRS based requests. To date (04-02-20) the team has worked well over 200 tickets. This team which consists of German Khanagov, David Unklesbay, Casey Williamson, Kenneth Washington, Brad Crawford, and Lucas Primm deserve many kudos.

**Mobile Device Online Request Form** – I requested the OMES applications development team create an online request and ordering form for mobile devices. This was to give better visibility and tracking across the requests as well as provide streamlined processing based off the Division Administrators priorities for staff to receive equipment. Kudos to Casey Williamson for getting this completed in record time for DRS.

**Mobile Device Shipping** - We have worked out a new process where MiFi's and iPhones can be configured remotely then shipped directly to individual staff member's home address. We decided to go this direction in order to keep not only our own techs safe but also our field staff. This way there is no need for physical interaction or the need for staff to be in public areas to pick up the requested devices. We are seeing substantial shipping delays from all major carriers at this point. We are ordering and processing as many as we can at this time. A big thank you to Lucas Primm for all of his hard work during this time and willingness to pivot when needed from issue to issue.

**VPN Issues** - Once we had everyone working remotely our VPN connectivity became unstable. This caused many disruptions for those beginning to telework for the first time. OMES appears to have resolved those issues for now and VPN is working as of 04/02/2020. Many thanks to our task force as well as the OMES server technicians for getting this resolved as soon as they could especially given their current strained workload.

**Zoom Teleconference Licenses** - I made the recommendation that each division increase its number of Zoom licenses so that counselors could still meet not only with one another but also with their clients virtually while working remotely from their office locations. At this point we have gone from having 5 Zoom licenses to well over 70 and still increasing weekly as more and more staff begin to use this technology. Kudos to Elaine Woodward for staying on top of these orders and then getting the accounts provisioned for use after the fact. This did include some one on one training with individual users after the fact as well.

**Zoom Based Training** - Once we saw the license count increasing I reached out to Nancy Hurst and requested that her training team begin creating Zoom training content to be delivered statewide via Zoom itself. I had also recommended some training content for supervisors that are brand new to managing a remote workforce. Nancy Hurst, Mark Ferguson, Craig Glasscock, and Jonathon Cook have done a terrific job taking this on and getting to work quickly to develop a training plan.

**Password Expirations** - I have requested OMES to disable all upcoming password expirations for DRS staff. Since DRS has not yet been migrated to Office 365 we do not have the ability to do self-service password resets for the Windows login credentials. This becomes a real problem because the individual would have to be connected to the domain by being at one of our office locations in order to reset their password. Disabling the requirement for password expirations

will dramatically mitigate future issues with staff being able to login to their machines while off the network.

**Electronic Signatures** – We will be increasing our Adobe Sign licensing footprint across the divisions as well. This will give staff more opportunities to reduce the overall amount of hard copy documents being transported by hand. We are already seeing a loosening of outdated state rules such as the requirement for wet signatures on forms. Many no longer have this requirement associated with them. We are also actively trying to move our own DRS owned forms away from requiring wet signatures wherever possible.

**OMES** – I would like to thank Len Morris for all of his hard work as well. Len is the OMES interim strategist assigned to DRS. He has been a point of escalation for issues that arise with DRS systems. I would also like to thank our OMES applications and development team for all of their work over the past several weeks. This team has been working outside of their day to day job duties in order to support DRS wherever and whenever needed during this crisis. We very much appreciate their willingness to take on the extra duties we have requested of them.

**Services for the Blind and Visually Impaired – Tracy Brigham, Division Administrator**  
Division Administrator disseminated ZOOM licenses statewide to allow for supervisors to continue to supervise employees and programs, as well as, employees to continue conducting business with clients, vendors, providers, etc....to the best of our abilities.

All Mifi's have been shared statewide to allow for the maximum number of employees to telework.

Employees are being extremely flexible in all areas.

#### OLBPH

All staff are teleworking except for 3-5 rotating through the circulation department. Circulation Department---Wearing gloves and using sanitizer to sanitize every cartridge and player that comes into the library upon return in order to continue the service of providing audio books to patrons who may rely on the library services as their only connection to the outside world. We have had multiple notes and messages of "thanks" from patrons and their family members.

Librarians and other staff are receiving calls at home and handling business as best they can with use of their computers as our library is electronic and digitized in many respects.

The Studio staff are able to continue editing and even recording, in some instances, from home. Where we have greater needs we are utilizing employees differently and everyone is being very flexible in providing services in any way that will help.

#### BEP

All are teleworking except for the need to be in the warehouse to pick up, return and/or repair equipment to maintain services to the Licensed Vendors. Vending Machine Technicians are continuing to repair equipment as requested where safe.

The new trainee training program will begin as scheduled on 03/31/2020 but will be held via ZOOM instead of face-to-face. This is a new venture but we have 2 trainees who are smart and motivated and are excited to begin!

We have a serious need to fill the Business Manager position our 1 vacant Business Consultant position as these are the positions that directly serve and maintain relationships with the Licensed Vendors.

### Field Services

The biggest issue has been determining how to serve clients without being face-to-face for the positions that are typically hands-on.

Below are options that we, as a team, have come up with for providing field services in a telework environment either by phone, email, ZOOM/Skype, FaceTime, text, mail, etc...for all SBVI field staff:

Adjustment counseling about disability; Discuss advocacy in relation to interacting with friends and family, professors, the public and legislators; Provide information and referral on services and resources available to individuals with blindness and low vision; Telephone or video conferencing to train on items such as cell phone use, voiceover, labeling, organization, talking book player, managing an electronic calendar, entertainment options, apps, telephone use, etc...; Complete applications by mail and/or over the phone and conduct initial interviews; Talk with clients for planning purposes via phone/video conferencing and review IPE's and plans and mail out for signature; Order and review medical records for eligibility; Complete all AWARE information as usual; Discuss and provide online or audible resources for training opportunities; Staffing with other employees; Video or conference calls with providers/vendors/partners/employers to plan for services to clients; Verbally instruct in some sighted guide techniques without the actual performance (for safety purposes); Discuss and practice contrast, reducing glare and magnification if available; Telephone or video lessons using descriptive content; Introduction to support groups in their areas or to national organizations; Assist in starting online support groups; Complete and update case notes, closures, lesson plans, program planning, etc...; Video lessons and free online training can be offered to clients that allow for computer screen recording. ZOOM can also be recorded for a training session and shared; AT functional assessments can be completed via phone or video; Follow up with clients by phone on equipment that has been delivered already; Creation of post-consumer computer training report via Google; Email lessons on file management, text editing, email and typing; Send marketing information to physicians and community contacts; Complete CEU's and professional development online; Research new products; AT Specialists—Mac for the Blind training; Learn Google Suite Platform for use with clients; Develop curriculum for training clients; Review, organize and purge computer files; Update and redesign referral tracking spreadsheet; Update and develop projects that have been on hold due to work schedule such as schedule a ZOOM as an Instructional Staff Group to plan the next VIBE training program

For SBVI, we will attempt "business as usual" while remaining safe for our employees and our clients.

### **Vocational Rehabilitation – Mark Kinnison, Division Administrator**

With growing concerns regarding the COVID-19 pandemic the Division of Vocational Rehabilitation has taken the following action.

1. Collaboration is ongoing with SBVI Division Administrator and Field Coordinators in both employment divisions.

2. We have taken steps to have all staff work from home with the exception of designated staff coming to field offices on Monday, Wednesday, and Friday's to carry out some basic functions and then return to home.
3. VR is having weekly leadership meetings by ZOOM.
4. Most of our summer transition programs have been put on hold.
5. Our counselors and Rehabilitation Technicians have been encouraged to reach out to clients and update them regarding our agency practices due to COVID-19.
6. We have discontinued travel to client's houses and are only meeting with clients at our local offices if there is an immediate need. So far I'm not aware of any clients having a specific request.
7. Authorizations are being canceled for appointments that are not going to be carried out due to COVID-19.
8. It goes without saying that staff have been encouraged to complete as much work with clients by working from home using current technology.
9. We have assured all staff that can do work from home has the necessary equipment to do so.
10. We are encouraging counselors to be flexible with clients at this time who may be at risk of losing their job or having difficulties with participation due to COVID-19.
11. We have met with the PM from the training unit to explore webinars and other means of non-face-to-face trainings.

I'm very proud of our staff in their response to these sudden changes in practice. It's been a great team effort.

### **Oklahoma School for the Blind - Rita Echelle, Superintendent**

On March 12, 2020, OSB and all Oklahoma schools were directed by the Oklahoma State Department of Education and State Board of Education to close buildings and cease instruction until April 6, 2020. Then, on March 26, 2020, the State Board of Education unanimously approved an order that implements a Distance Learning Plan to complete the 2019-2020 school year for Oklahoma students without reopening school buildings. The approval comes as numbers grow for positive COVID-19 cases in the state. OSDE has provided learning frameworks and resources on their websites, and Superintendent Echelle has participated in several zoom meetings held by State Superintendent Joy Hofmeister. In addition, Superintendent Echelle has conducted a zoom meeting with Muskogee Area Consortium Superintendents and participated in a OASA zoom meeting with fellow superintendents to brainstorm issues and network ideas for Distance Learning Plans and school closure issues. OSB Executive Team has met by zoom meeting and conference calls to respond to the directive and are making plans and policies for staff. Superintendent Echelle also participated in a conference call with the DRS Executive Team to discuss issues regarding COVID -19 procedures.

Administrators and teachers are working in cooperation to formulate Distance Learning Plans for all grade levels. Administrators and teachers are participating in zoom meetings and webinars to gain valuable information regarding distance learning. All parents will be contacted this week to inform them of the upcoming continuous learning plans which will begin on April 6. Packets and technological equipment will be delivered in the coming days to students in order for them to complete assignments. Students' grades will NOT be negatively impacted by the closure; however, the students may have opportunities to improve their grades. All

Individual Education Plans will be followed and meetings held in a timely manner with parental input. These meetings will be conducted by phone or zoom meeting. OSB will conclude the school year on May 12, and teachers will have until May 14 to assign final grades.

Currently, only essential employees are accessing the building and performing necessary functions at OSB. A thermometer, gloves, and anti-bacterial wipes are stationed at the front lobby of OSB. Any employee entering the building must take temperature and record it before beginning work. Anyone with a temperature of 99.9 or above is directed to leave the building and call their supervisor. During the next few weeks, there will be very few employees at OSB. Essential services will be completed but the majority of employees are asked to tele-work if possible or remain at home. Our employees' safety is our top priority and CDC guidelines will continue to be followed.

### **Disability Determination Services – Brian Nickles, Division Administrator**

The DDS has been working closely with both State and Federal partners throughout the Covid 19 Pandemic. Staff of the DDS conduct business on Federal networks and equipment for which the Social Security Administration has security oversight. Prior to the spread of the Coronavirus, the Oklahoma DDS did not have authority for our staff to telework. Additionally, 95% of the IT hardware consists of CPU towers and monitors which makes telework a logistical challenge.

In working closely with Melinda and the DRS eTeam as well as the Dallas Regional SSA Office, we were able to get authority from SSA to telework formally on March 31, 2020. In the week prior, we conducted limited scope testing and implemented the logistics of deploying workstations to home locations. This was quite an undertaking for a staff of 300+ and kudos go out to multiple individuals within the DDS who worked tirelessly to make this happen.

SSA has updated their instructions almost daily since the last week of March. Currently we have deployed about 290 employees to telework in less than the span of a week, where we previously had none. SSA has prioritized initial and reconsideration workloads, particularly those with terminal illnesses, and military casualty cases. At the same time, SSA has suspended workloads including continuing disability reviews and disability hearings. More recently this week, SSA has directed the DDS to cancel all consultative examinations pending and to cease scheduling additional examinations. This resulted in notifications to over 3000 claimants and 300 vendors of the need to cancel examinations. This will result in significant delays in make eligibility determinations for many individuals.

We are in the process of aligning our available resources based on the newly established workload priorities. Additionally, our IT team is working with individuals experiencing challenges in the new telework environment. SSA has agreed to provide cell phones for over 200 DDS staff to whom phone service is critical. We expect these phones to be received this week. Having the cell phones will enable the DDS staff to continue to provide great customer service, while ensuring the protection of personally identifiable information.

### **Oklahoma School for the Deaf – Chris Dvorak, Superintendent**

*Report provided separately.*

## **Communications – Jody Harlan, Communications Director**

*Report provided separately.*

During the beginning of the COVID-19 medical crisis, I began participating in 3-4 hour daily meetings. Cabinet Secretary Justin Brown aligned the communications and public information officers within the Health and Early Childhood Initiatives Cabinet; and Oklahoma Emergency Management Entity – Joint Information Command Website, a clearinghouse for communications directors, has been utilized as a platform for communications strategies teleconference meetings. Meetings have been held 7 days/week.

## **Executive Projects – Stephanie Roe, Project Coordinator**

### State Plan

Participated with DRS administration and RSA in a conference call to confirm the negotiated levels of performance for the Oklahoma VR program's Measurable Skill Gains. The negotiated levels of performance will be added to the VR Services Portion of the State Plan prior to approval by the U.S. Departments of Education and Labor.

### 2020 Proposed Administrative Rules

Upon approval from the commission on March 9<sup>th</sup>, the 2020 administrative rules were submitted electronically to the Governor, House of Representatives and Senate via the online state filing system and filed in-person at the Office of Administrative rules on March 16<sup>th</sup> as required.

### Governor's Executive Order 2020-03

Work is underway to review administrative rules in Chapter 10, Subchapter 1 to comply with the Governor's Executive Order 2020-03. Revisions identified in this subchapter will be distributed to the VR/SBVI policy committee for review.

### ADA Coordinator:

A new advisory group for the Tulsa International Airport, the Inclusivity Advisory Group, held its first meeting on February 21st. This group includes individuals with various disabilities, individuals from advocacy groups, academia, and governmental agencies. We will be giving feedback and recommendations to the airport staff on ways to make the travel experience more inclusive of people with disabilities. This group will be meeting monthly, at least to start.

### Research Activities

Numerous different webinars on various ADA-related subjects were attended online during this period.

### Training Activities

On February 18th an interactive meeting/training was conducted with WIOA partners about the proposed Star Accessibility Rating system for Access for All certification.

### Elaine Woodward - Administrative Programs Officer

The State Office Safety and Evacuation Training course is completed. It has been revamped to include a quiz at completion on the iDRS Risk Management page, and an exemption from the state security policy has been granted by OMES to access the quiz. The LEARN system will enable us to digitally track enrollment, completion statistics, records, etc.

As the Zoom admin for DRS, I have been purchasing and distributing Zoom licenses to approved employees throughout SBVI, VR, OSB, OSD, and MSD. I have been assisting employees on an as needed basis with testing and training.

I have started work on some of the cabinet secretary requests for telecommunications services and IT purchasing for FY21. However, some of the cabinet secretary requests will need to be submitted in May as more accurate financial projections will be available.

Major purchases I have been working on include replacement of the aged out security camera servers statewide, the KnowledgeLake renewal, and ImageNet hosted services through Laserfiche. The AIM Center has requested another solicitation for braille devices. Work on that is underway.

### **Process Improvement – Lyuda Polyun, Administrator AWARE**

The AWARE team is assisting the State Auditor's office with its annual audit of the agency's VR program.

We have also been involved with testing and planning for a new way of storing and viewing electronic documents in AWARE.

In addition, the team has been developing new procedures to improve the accuracy and completion of mandatory Federal reports by identifying errors and anomalies earlier before they reach the quarterly Federal RSA-911 report.

Furthermore, we have been working with the DRS Professional Development staff to develop new training strategies to improve efficiency and data accuracy. In March, the AWARE team attended the new employee Academy to provide training and demonstrate case management activities in AWARE.

### **Case Reviews**

The QA team is currently auditing closed cases. 443 cases qualified to be audited: 339 unsuccessful closures and 104 successful closures

QA team continues to evaluate a Data Validity audit to help identify and assess the data validity entered on the AWARE case management system to meet the requirements of the 911 reporting.

Victoria Drake was invited to sit on the Policy Committee. She is to identify any obsolete and redundant Terms.

March 2, QA team along with Rod VanStavern met with Field Coordinators to enhance open communication and explore issues and concerns with a common goal of being on the same page.

### **Program Standards, Statistical Research**

The research team are conducting a survey of SBVI clients who received Orientation & Mobility training from October 2019 to February 2020.

The team met with the Transition team to work on streamlined methods of evaluating services and maintaining records of the evaluations.

We continue to participate in the Evaluation Peer Learning Cohort.

The VR and SBVI staff training needs assessment was completed.

The OSB and OSD parent satisfaction surveys have been postponed until August.

**Closing Comments – Melinda Freundt**

These past few weeks have been extremely challenging with the medical crisis. DRS Services may be delivered in a different way via teleworking and technology, not face-to-face, however, the spirit and compassion of our DRS staff remains sturdy and strong in the face of COVID-19.

*Thankfully, no DRS Staff members have tested positive for the COVID virus.*

The DRS Executive Team has been executing communications, emergency management, operations, and many other critical matters. I am very proud and humbled to work beside each E-Team member, especially during this crisis. I believe we have ALL worked together as a team and will continue to do so during and after the crisis is averted.

***Respectfully submitted by  
Melinda Freundt, Executive Director***

**Priority Group**

**Status**

## PRIORITY GROUP STATUS

April 6, 2020

The Priority Group Status:

Priority Group I	231
Priority Group II	1,171
Priority Group III	<u>127</u>
Total	<b>1,529</b>

# **Financial Status Report**

# Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

## All Programs Agency Summary

	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	79,928,360.00	44.1%	46,502,742.01	58.2%	32,629,084.44	99.0%
Travel	1,118,900.00	0.6%	656,394.29	58.7%	72,624.52	65.2%
General Operating	50,712,715.00	27.9%	10,249,995.92	20.2%	14,260,919.29	48.3%
Office Furniture & Equipment	2,384,217.00	1.3%	614,599.70	25.8%	439,419.50	44.2%
Client / General Assistance	38,448,175.00	21.2%	22,549,231.36	58.6%	15,092,265.88	97.9%
Indirect Cost	8,849,550.00	4.9%	5,411,744.45	61.2%	3,437,805.55	100.0%
<b>Total</b>	<b>181,441,917.00</b>	<b>100.0%</b>	<b>85,984,707.73</b>	<b>47.4%</b>	<b>65,932,119.18</b>	<b>83.7%</b>

## Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

### All Programs Vocational Rehabilitation and Services for the Blind and Visually Impaired

	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	26,049,157.00	27.4%	14,445,565.33	55.5%	11,485,204.22	99.5%
Travel	812,000.00	0.9%	493,089.29	60.7%	1,140.00	60.9%
General Operating	34,561,940.00	36.4%	4,125,335.88	11.9%	4,709,916.60	25.6%
Office Furniture & Equipment	1,270,683.00	1.3%	385,154.14	30.3%	321,366.50	55.6%
Client / General Assistance	28,692,404.00	30.2%	17,144,602.41	59.8%	11,117,478.99	98.5%
Indirect Cost	3,691,039.00	3.9%	2,163,215.19	58.6%	1,527,823.81	100.0%
<b>Total</b>	<b>95,077,223.00</b>	<b>100.0%</b>	<b>38,756,962.24</b>	<b>40.8%</b>	<b>29,162,930.12</b>	<b>71.4%</b>

### *Vocational Rehabilitation Grant*

	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	23,333,105.00	35.8%	12,852,369.34	55.1%	10,380,713.44	99.6%
Travel	784,000.00	1.2%	471,982.86	60.2%	1,070.00	60.3%
General Operating	8,769,216.00	13.5%	3,813,252.95	43.5%	4,397,199.01	93.6%
Office Furniture & Equipment	1,015,000.00	1.6%	286,955.17	28.3%	310,898.79	58.9%
Client / General Assistance	27,836,559.00	42.7%	16,886,761.60	60.7%	10,688,505.57	99.1%
Indirect Cost	3,401,148.00	5.2%	1,992,139.10	58.6%	1,409,008.90	100.0%
<b>Total</b>	<b>65,139,028.00</b>	<b>100.0%</b>	<b>36,303,461.02</b>	<b>55.7%</b>	<b>27,187,395.71</b>	<b>97.5%</b>

## Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

### All Programs Oklahoma School for the Blind

	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	6,394,012.00	74.9%	3,787,475.61	59.2%	2,602,561.82	99.9%
Travel	50,000.00	0.6%	50,489.10	101.0%	0.00	101.0%
General Operating	1,138,741.00	13.3%	527,918.53	46.4%	541,232.10	93.9%
Office Furniture & Equipment	208,000.00	2.4%	70,808.97	34.0%	5,800.00	36.8%
Client / General Assistance	85,000.00	1.0%	29,808.11	35.1%	0.00	35.1%
Indirect Cost	661,431.00	7.7%	396,323.84	59.9%	265,107.16	100.0%
<b>Total</b>	<b>8,537,184.00</b>	<b>100.0%</b>	<b>4,862,824.16</b>	<b>57.0%</b>	<b>3,414,701.08</b>	<b>97.0%</b>

## Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

### All Programs Oklahoma School for the Deaf

	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	7,794,643.00	53.0%	4,541,226.04	58.3%	2,944,862.84	96.0%
Travel	64,900.00	0.4%	36,344.65	56.0%	12,706.35	75.6%
General Operating	4,446,011.00	30.2%	1,312,840.88	29.5%	3,178,955.63	101.0%
Office Furniture & Equipment	749,534.00	5.1%	117,300.70	15.6%	96,969.00	28.6%
Client / General Assistance	856,771.00	5.8%	281,843.88	32.9%	253,763.85	62.5%
Indirect Cost	795,137.00	5.4%	489,754.93	61.6%	305,382.07	100.0%
<b>Total</b>	<b>14,706,996.00</b>	<b>100.0%</b>	<b>6,779,311.08</b>	<b>46.1%</b>	<b>6,792,639.74</b>	<b>92.3%</b>

## Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

All Programs						
Disability Determination Services						
	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	32,683,858.00	63.7%	19,513,263.19	59.7%	12,806,412.67	98.9%
Travel	143,000.00	0.3%	37,895.74	26.5%	54,494.17	64.6%
General Operating	5,873,142.00	11.4%	2,508,414.45	42.7%	3,151,072.54	96.4%
Office Furniture & Equipment	91,000.00	0.2%	21,010.88	23.1%	15,284.00	39.9%
Client / General Assistance	8,814,000.00	17.2%	5,092,976.96	57.8%	3,721,023.04	100.0%
Indirect Cost	3,695,000.00	7.2%	2,358,948.65	63.8%	1,336,051.35	100.0%
<b>Total</b>	<b>51,300,000.00</b>	<b>100.0%</b>	<b>29,532,509.87</b>	<b>57.6%</b>	<b>21,084,337.77</b>	<b>98.7%</b>

## Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

### All Programs DRS Support Services

	Budget	% of Total Budget	Expenditures	% Expended	Encumbrances	% Used
Personnel	7,006,690.00	59.3%	4,215,211.84	60.2%	2,790,042.89	100.0%
Travel	49,000.00	0.4%	38,575.51	78.7%	4,284.00	87.5%
General Operating	4,692,881.00	39.7%	1,775,486.18	37.8%	2,679,742.42	94.9%
Office Furniture & Equipment	65,000.00	0.5%	20,325.01	31.3%	0.00	31.3%
Client / General Assistance	0.00	0.0%	0.00	0.0%	0.00	0.0%
Indirect Cost	6,943.00	0.1%	3,501.85	50.4%	3,441.15	100.0%
<b>Total</b>	<b>11,820,514.00</b>	<b>100.0%</b>	<b>6,053,100.39</b>	<b>51.2%</b>	<b>5,477,510.46</b>	<b>97.5%</b>

# Department of Rehabilitation Services Financial Status Report FY 20

As of February 29, 2020

## **Personnel**

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Salary Expense

Insurance Premium -Health-Life, etc

FICA-Retirement Contributions

## **Travel**

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Travel - Agency Direct

Travel - Reimbursements

## **General Operating**

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AFP Encumbrances

Bond Indebtness and Expenses

Buildings-Purchase, Construction and Renovation

General Operating

Inter/Intre Agency Payment for Personal Services

Maintenance & Repair

Miscellaneous Administration Fee

Professional Services

Production, Safety, Security

Refunds, Indemnities, Restitution

Rent Expense

Scholarships, Tuition and Other Incentive-Type Payments

Shop Expense

Specialized Supplies & Materials

**Office Furniture & Equipment**

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Library Equipment & Resources

**Office Furniture & Equipment**

---

**Client / General Assistance**

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Social Service and Assistance Payments

**Indirect Cost**

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# Personnel Report

## PERSONNEL ACTIVITY REPORT AS OF MARCH 30, 2020

### FILLED AND VACANT POSITIONS

Personnel Activity = 6 vacant positions filled / 29 positions in Announcement or Selection Process – Some positions paused due to COVID19

Division	Title/PIN	Date Vacated	Location	Begin date	End date	Ann. #	Action/Incumbent	Date Filled
DDS	Disability Determination Technician / 0318, 0657, 0455, 0503, 0757, 0116	12/31/2015, 08/13/2019, 11/01/2015, 02/01/2018, 07/01/2015, 11/01/2015	DDS	03/12/2020	03/31/2020	20-087	Applicant list sent 04/02/2020	
OSB	Police Officer / 0487	Vacant – Never Filled	OSB	02/19/2020	03/03/2020	20-038.2	Requested to Close due to COVID19	To be filled at a later date
OSB	Food Services Specialist / 0915	01/18/2020	OSB	03/11/2020	03/30/2020	20-085	Requested to Close due to COVID19	To be filled at a later date
OSD	Teacher / 0400, 0666	07/31/2020, 05/31/2020	OSD	03/12/2020	Continuous	20-086	Erin Dunagan	08/01/2020
OSD	Food Services Specialist / 0663	02/05/2020	OSD	02/20/2020	02/26/2020	20-080	Debra Smith	03/01/2020
OSD	Food Services Manager / 0224	02/04/2020	OSD	02/07/2020	02/20/2020	20-076	Kristopher Travis	Start date unknown at this time due to COVID19
OSD	Direct Care Specialist / 0387, 0837	05/01/2020, 01/14/2020	OSD	02/10/2020	02/24/2020	20-077	Applicant list sent 02/26/2020	
OSD	Audiologist / 0466	08/01/2008	OSD	02/21/2020	02/27/2020	20-081	Teresa Mazza	08/01/2020
VR	Business Services Liaison / 0814	10/29/2019	VR47 – OKC	01/22/2020	02/04/2020	20-065.1	Francisco Santiago Rivas	03/23/2020
VR	Vocational Rehabilitation Specialist / 0369	12/01/2019	VR80 - Tulsa	02/24/2020	03/12/2020	20-082	Applicant list sent 03/17/2020	
VR	Vocational Rehabilitation Specialist / 1030	09/26/2018	VR78 – Tahlequah	01/27/2020	02/24/200	20-073	Applicant list sent 02/26/2020	
VR	Vocational Rehabilitation Specialist / 1190	06/17/2019	VR08 – Enid	01/24/2020	Continuous	20-071	Applicant List sent 03/10/2020	

VR	Vocational Rehabilitation Specialist / 0644	11/14/2019	VR42 – Poteau	02/04/2020	Continuous	20-068.1	Applicant list sent 03/04/2020
VR	Vocational Rehabilitation Specialist / 0438	11/16/2019	VR47 – OKC	02/12/2020	02/25/2020	20-078	Applicant list sent 02/28/2020
VR	Rehabilitation Technician / 0614	11/11/2019	VR81 – Chickasha	02/18/2020	02/24/2020	20-066.2	Lacy Merchant 03/17/2020
VR	Vocational Rehabilitation Specialist / 0764	07/01/2019	VR81 - Chickasha	09/16/2019	Continuous	20-024.1	Currently Open
VR	Vocational Rehabilitation Specialist / 0066	03/04/2019	VR06 – Duncan	05/23/2019	06/05/2019	19-114	Pending
VR	Vocational Rehabilitation Specialist / 1077	10/01/2019	VR07 - Durant	11/06/2019	Continuous	20-050	Applicant list sent 02/24/2020
VR	Assistive Technology Specialist / 0085	04/01/2018	VR66-Tulsa	07/02/2019	Continuous	19-065.2	Currently Open
VR	Vocational Rehabilitation Specialist / 0255	06/24/2019	VR23 – OKC Evaluation Center	10/8/2019	Continuous	19-129.1	Currently Open
VR	Vocational Rehabilitation Specialist / 0750	01/14/2020	VR19 – OKC	03/19/2020	Continuous	20-083.1	Currently Open
VR	Rehabilitation Technician / 0708	02/01/2020	VR05 – Weatherford	03/09/2020	03/26/2020	20-084	Applicant list sent 03/31/2020
SBVI	Programs Manager / 1039	03/01/2020	SBVI 90 - OKC	02/07/2020	02/20/2020	20-075	Applicant list sent 02/24/2020
SBVI	Vocational Rehabilitation Specialist / 0669	10/07/2019	SBVI 69 – Weatherford	10/14/2019	Continuous	20-045	Currently Open
SBVI	Rehabilitation of the Blind Specialist / 0754	10/01/2018	SBVI 71- Idabel	05/29/2019	Continuous	19-043.3	Currently Open
SBVI	Vending Facility Business Consultant / 0134	11/23/2019	SBVI 33 – OKC BEP	12/10/2019	Continuous	20-064	Currently Open
SBVI	Vocational Rehabilitation Specialist / 0935	09/20/2019	SBVI 65 – Stillwater	10/09/2019	Continuous	20-044	Currently Open
SBVI	Rehabilitation of the Blind Spec / 0924	01/27/2020	SBVI 91 – Tulsa	02/10/2020	Continuous	20-079	Currently Open
SBVI	Rehabilitation of the Blind Spec / 0582	01/08/2019	SBVI 91- Tulsa	007/17/2019	Continuous	19-085.3	Currently Open

Waiting for E-List = Waiting to receive electronic applicant log from HCM.

Pending Approval= Waiting for unclassified appointments to be approved by director and cabinet secretary to establish an effective date

**NOTE:**

**RESIGNATIONS/RETIREMENTS/SEPARATIONS = 6**

As of March 30, 2020

**SUPPORT SERVICES DIVISION (Executive/MSD/FSD)**

None

**DIVISION OF VOCATIONAL REHABILITATION**

None

**SERVICES FOR THE BLIND AND VISUALLY IMPAIRED DIVISION**

Resignation = 1

1 = 1 month

**OKLAHOMA SCHOOL FOR THE BLIND**

None

**OKLAHOMA SCHOOL FOR THE DEAF**

Deceased = 1

1 = 13 years 7 months

**DISABILITY DETERMINATION SERVICES**

Retirement = 1

1 = 10 years 2 months

Resignation = 2

1 = 4 years 6 months

1 = 6 months

Probationary Discharge = 1

1 = 6 months

# CURRENT FTE STATUS

## FY 2020

*FTE as of March 30, 2020*

<u>DIVISION</u>	<u>BUDGETED FTE</u>	<u>FILLED</u>	<u>PENDING</u>	<u>EXEMPT FTE</u>	<u>TOTAL FILLED PLUS PENDING MINUS EXEMPT FTE</u>
Support Services (Executive/MSD/FSD)	77.5	75.00	0.00	(1.00)	74.00
Vocational Rehabilitation	242.8	216.00	13.00	(7.00)	222.00
Services for the Blind and Visually Impaired	123.5	103.00	7.00	(3.00)	107.00
VR/SBVI-DP	2.00	2.00	0.00	(0.00)	2.00
Oklahoma School for the Blind	98.5	93.00	2.00	0.00	95.00
Oklahoma School for the Deaf	127.3	115.00	6.00	0.00	121.00
<b>Total (NON-EXEMPT)</b>	<b>671.6</b>	<b>604.00</b>	<b>28.00</b>	<b>(11.00)</b>	<b>621.00</b>
Disability Determination Services (EXEMPT)	332.9	310.00	6.00	(332.9)	316.00
<b>TOTAL NON-EXEMPT &amp; EXEMPT</b>	<b>1004.5</b>	<b>914.00</b>	<b>34.00</b>	<b>(343.9)</b>	<b>937.00</b>

**FY 20 Budgetary Limit = 1255**

**\* Authorized agency FTE limit does not include Executive Fellow and SWIP appointments**

ROUTING TO: Melinda Fruendt, Director  
Kevin Statham, Chief Financial Officer  
Randy Weaver, Chief of Operations  
Tom Patt, Human Resources Program Director  
Dana Tallon, Public Information Manager II  
Carol Brown, Executive Assistant  
Rosemarie Chitwood, Secretary V  
Brett Jones, Public Information Officer III

**Legislative**

**Report**

April Legislative Report  
Kevin Nelson  
DRS Legislative Liaison

BUDGET- Leadership is working on a budget but according to the Pro Temp, this has been made difficult by the economic impact of COVID-19 on the current and next fiscal year budgets. The governor's declaration of a state of emergency permits the Legislature to tap up to three-eighths of the Rainy Day Fund, currently at \$800 million. The Legislature also can use money in the Revenue Stabilization Fund that was created in 2019, which has a \$200 million balance. Finally, the federal response to COVID-19 includes additional money for State and local governments, particularly for public schools, with Oklahoma receiving at least \$ 1.534 billion. Outside the Health Department it is likely that Health and Human Services will see flat budgets or slight increases. I would expect a budget mid to late April.

LEGISLATION – The last legislative action was on March 17<sup>th</sup>, when both chambers approved SB 661, allowing for virtual open meetings, and went home. Since then, they are in the third week with no legislative activity. We have kept legislative leaders and staff apprised of our COVID-19 status by email.

The House's April 9<sup>th</sup> deadline for Senate bills and joint resolutions looms, as does the April 17<sup>th</sup> deadline for appropriation measures. However, it is expected these will be waived. The Senate removed its April 7<sup>th</sup> deadline for House bills and joint resolutions the 17<sup>th</sup>, when both chambers adjourned indefinitely to the call of the chair. That said, it is likely that outside of a few critical bills and the budget, no other legislation will pass. I do not expect any of our bills to progress this year.

**Oklahoma School  
for the Deaf  
Superintendent  
Report**

OSD Report-Chris Dvorak, Superintendent  
DRS Commission Meeting  
April 13, 2020

Oklahoma School for the Deaf resumed instruction on April 6th after the expedient design of a distance learning program by OSD teachers and educational administrators satisfying the guidelines required by SDE for all accredited schools in the state. All students and teachers have Apple iPads and keyboards to accommodate distance learning. A more comprehensive school-wide program was also created which includes routine virtual contact with students and families to continue the following activities:

- Student distance learning to include Art and Physical Education
- Teacher assistant tutoring and supplemental instruction
- Student IEPs and related services (audiology, speech therapy, etc.)
- Counseling and transition
- Psychological services
- Nursing checkups and guidance related to preventative and general health and wellness
- Social services and family support
- Statewide Equipment Distribution Program family check-ins
- Staff and student ASL language development
- ASL interpretation and Spanish translation services
- Routine communication to families
- Routine communication to staff from school leadership

Some essential services remain full or part-time on the OSD Sulphur campus.

- Operations (Full-time)
  - Disinfecting specific areas after being accessed by essential clerical staff.
  - Disinfecting buildings, buses, and equipment.
    - Adhering to CDC disinfection protocol
  - Routine checks to identify structural damage or equipment failures
  - Routine upkeep of grounds, equipment, and facilities
  - Continuation of critical infrastructure projects
- Business and personnel office (Part-time)

OSD experienced only a brief pause in our business and maintenance activity.

Upon the SDE announcement of the physical closure of schools for the remainder of the 2019-2020 school year, OSD immediately took the following steps:

- Student prescribed medications were mailed home.
- Student belongings were collected, packed, and returned, and additional iPads were delivered to students across the state.
- Excess medical PPE was donated to Arbutle Memorial Hospital.
- Three large canopies were donated for Arbutle Memorial Hospital's outdoor testing site.
- Perishable food supply was donated to the local public school to be used for area child nutrition services.

OSD leadership remains connected with municipal and county authorities and DRS leadership to make sure we have the most current local information and agency guidance. We continue to maintain routine communication with our students and families so that they feel connected and

retain that very critical sense of importance. OSD staff and families will also continue discussions regarding virtual events that may provide a semblance of normalcy such as prom, athletic banquet, and graduation.

**Communications**

**Division**

**OKLAHOMA DEPARTMENT OF REHABILITATION SERVICES**  
**DRS Communications Team's Report**  
April 13, 2020

**25<sup>th</sup> People with Disabilities Awareness Day – March 10, 2020**



The first big challenge in 2020 for the Communications Team was recreating and rebranding DRS' 25<sup>th</sup> annual People with Disabilities Awareness Day. PWDAD normally attracts 900 participants and 76 exhibitors, and is believed by Capitol staff to be the largest annual event at the state Capitol. DRS' event was in jeopardy due to construction, which prohibited reserving all the space we needed.

Telling our stories has always been the most powerful way for the disability community to engage and inform elected leaders and move them to action on critical disability issues. So we decided to “go mobile” and connect with legislators from wherever we were by phone, email, letters, social media and visits by individuals using what we now call “social distancing.” Communications Administrative Technician Rachel McLemore wrote an impressive letter to her legislators, that we used as an online sample. Plus, Rachel got an appointment!

The Communications Team developed a new #PWDAD2020 platform and strategy. Communications Manager Dana Tallon designed a new website. Communications Officer Brett Jones created a menu of new communications tools. Dana created five PWDAD videos and Brett created one. Dana scheduled Facebook and Twitter posts to hit every 30 minutes from 10 a.m. to 5 p.m. to mobilize online participants. We also coordinated two traditional PWDAD events at the Capitol on March 10: the DRS awards ceremony and volunteer visits to 101 legislators, the governor and lieutenant governor.

Hosting the online event may have saved 900 on-site participants from possible exposure to the COVID-19 pandemic.

**COVID-19 Pandemic and Telework - March 13 – April 13, 2020**

Before we could unpack the PWDAD boxes, COVID-19 exploded with the first media inquiry on March 13<sup>th</sup> and a DRS Executive Team meeting on March 16<sup>th</sup> to plan the agency's response. On March 16<sup>th</sup>, Jody Harlan responded to media inquiries about Oklahoma School for the Blind and Oklahoma School for the Deaf shutting down

operations initially until April 6. Eventually the schools moved to distance learning along with other public schools for the rest of the 2019-20 school year.

The Communications Team transitioned with the rest of DRS staff to telework in the middle of March. Customer Service Representative Brett Freeman is responding to calls to the DRS State Office from an agency cell phone and providing many callers with cell phone information for teleworking DRS staff.

Brett F. had several suggestions that helped Jody write a comprehensive DRS Telework, Building Closures and Event Cancellations message for the DRS web site and social media.

Jody's priorities shifted to analyzing COVID-19 information, writing summaries for DRS leadership, staff and the public, and responding to requests for information generated in in two daily teleconferences

(Saturdays and Sundays too) led by the Health and Human Services Cabinet Secretary Justin Brown and the Virtual Joint Information Center team. JIC involved Governor Kevin Stitt's office, OK State Department of Health, Oklahoma Management and Enterprise Services and approximately 50 state communications directors representing their agencies.



This is one of the 62 memes submitted to the DRS CORVID-19 Meme Contest.

Jody also summarized the content for DRS leadership of five streamed teleconferences by the governor and municipal mayors.

During a JIC meeting, Jody asked if state employees could get access to Facebook again so that they could watch Gov. Stitt's Facebook Live press conferences on COVID-19. (Facebook access was blocked for most state employees In October 2019. The Communications Team received an exception.) The request to restore statewide access was granted the next day, although some DRS employees may still be blocked due to division or school restrictions.

## **COVID-19 and Accessibility**

Jody advocated for DRS at the JIC teleconferences and with individuals about making state COVID-19 communications fully accessible for Oklahomans with disabilities. The governor's office passed along our recommendations asking TV stations to frame their shots so sign language interpreters are visible and not blocked by chat boxes on the screen. OK State Department of Health announced at a JIC teleconference that the Americans with Disabilities Act required agencies to use interpreters and provided hiring information. Meanwhile, DRS Vocational Rehabilitation Specialist Jimmy Mitchell became a media and social media "star" for his Deaf Interpreter skills at the governor's press conferences.

Communications Administrative Assistant Cathy Martin translates OK State Department of Health COVID-19 memes so Jody can post them with alternate text on the DRS web site, social media and emails to DRS staff. (The original graphics are jpegs or traditional pdf files, which are not accessible to screen reading software used by blind people.) Dana Tallon prepared basic instructions to help JIC partners create accessible pdf documents. Jody talked with ABLETech expert Rob Carr, who advises the Governor's office on accessibility, regarding possible document accessibility solutions.

## **Meme Contest**

On March 18, Jody launched a meme contest encouraging teleworking DRS staff to submit memes for a competition intended to boost morale. Sixty-two staff responded to date. Brett Jones emails one meme to staff every day (like the Beatles meme on this report) and will conduct contest voting through "Breaking Barriers."



## **State of Oklahoma Branding Campaign**

Dana Tallon created a new profile design for Facebook, Twitter and YouTube to show cooperation with the State of Oklahoma's new branding campaign launched on February 12. We developed a DRS rebranding campaign plan based on state guidelines with recommendations for a smooth transition. Projects include a new DRS logo, email signature, letterhead, envelopes and other collateral materials.

## **Conference Rooms Renovation**

Dana Tallon, assisted by Brett Jones, created designs, recommended signage, and color palettes, and cooperated with DRS Management Services to complete renovations in the second floor conference room. Designs are finished and painting is done in the fifth floor lobby and conference room. We are waiting to purchase signage in fiscal year 2021.

## **Census 2020**

Jody continues to post Census information on social media and emails DRS staff to encourage participation. Dana Tallon worked with Tiffany Davis from DRS Process Improvement and OK Commerce to create a large print Census poster and a braille-ready file to post in DRS offices. Cathy Martin brailled the documents and distributed the packets.

## **Publications**

Brett Jones publishes the DRS internal, online newsletter “Breaking Barriers” every two weeks and is redesigning “Introduction to DRS,” our publication about all DRS divisions and schools, and Business Services Program Western Region brochure. The Transition brochure for parents is complete. Brett assisted Renee Sansom with the Transition folder update in cooperation with Oklahoma State Department of Education.

## **DRS Website**

Dana Tallon is perfecting DRS website’s mobile presence to ensure that the mobile display is responsive and attractively styled. She continues to update the content of the DRS website and ensures that it sets the standard for website accessibility.

## **Oklahoma News Target**

Cathy Martin chooses print and broadcast media stories about state agency and legislative topics for DRS’ daily “OK News Target.” Cathy also processes and maintains a library of news stories about DRS on a daily basis.

## **DRS Success Stories**

Cathy maintains DRS’ consumer success stories database for Vocational Rehabilitation and Services to the Blind and Visually Impaired. This year, OK School for the Blind and OK School for the Deaf students have a form for their successes so DRS can distribute more stories to state legislators and the Congressional delegation.

## **Disability Resource Guide**

Rachel is contacting more than 3,000 state and community organizations to update their information in the DRS Disability Resource Guide, an online, fully accessible resource for DRS staff and the public at <http://www.okdrs.gov/guide/home>. The Guide is listed as a COVID-19 resource on the Virtual Joint Information Center web site at <https://officemgmtentserv.sharepoint.com/sites/extranet/OKVJIC>.

# **Regular Commission Minutes**

**Oklahoma Commission for Rehabilitation Services  
Department of Rehabilitation Services  
Oklahoma Library for the Blind and Physically Handicapped  
Regular Commission Minutes  
March 9, 2020**

**PRESENT**

Jace Wolfe, Commission Chair  
Wes Hilliard, Commission Vice-Chair  
Emily Cheng, Commission Member

**CALL TO ORDER AND ROLL CALL**

The meeting was called to order at 10:35 a.m. by Commissioner Wolfe. All three Commissioners were in attendance, and a quorum was established.

**STATEMENT OF COMPLIANCE**

The Commission Assistant confirmed the Commission for Rehabilitation Services is in compliance with the Open Meetings Act.

**INTRODUCTION OF GUESTS**

There were none.

**PUBLIC COMMENTS**

Vickie Walls, Executive Director of SILC, asked to speak. She wanted to let the Commission know they have not received state funds since Director O'Brien, and asked for it to be given to SILC.

**REPORTS**

**RESENTATION OF DIRECTOR'S CERTIFICATES**

Commissioner Wolfe recognized Melinda Fruendt, Executive Director to present Director's Certificates to Melita Griffith, who was unable to attend and accepted for her by Linda Fox; Lucas Primm; Eddie Taylor and Miriam Savage.

**DIRECTOR REPORT**

Commissioner Wolfe recognized Melinda Fruendt. Her report included a remembrance of Matt DeJonge of DDS; state committees, meetings, and Expo attended by the Executive Director and team; testing and training on AWARE; the submission of federal report RSA 911 PY2018 Q2; case reviews; and updates on Program Standards, Statistical Research. She also let everyone know Grant Moak, Assistant Attorney General, will be our agency attorney and will be working in our state office. She reminded everyone of the PWDAD at the Capitol tomorrow.

**PRIORITY GROUP UPDATE**

Commissioner Wolfe recognized Tracy Brigham, Services for the Blind and Visually Impaired Director. She said in February they released 178 clients and none in March. Currently Priority Group I has 105; II 1,006 and III 116 with a total of 1,227.

**FINANCIAL STATUS REPORT**

Commissioner Wolfe recognized Kevin Statham. He gave the Financial Status Reports for FY20 as of January 31, 2020

## **PERSONNEL ACTIVITY REPORT**

Commissioner Wolfe recognized April Story for Tom Patt. She gave the personnel activity report as of January 31, 2020. The activity report also has current FTE status.

## **LEGISLATURE REPORT**

Commissioner Wolfe recognized Kevin Nelson. He reported on the FY2020 Legislative session requests.

## **OKLAHOMA REHABILITATION COUNCIL**

Commissioner Wolfe recognized Carolina Colclosure, Program Manager for ORC. Her report included updates on all ORC committees and state meetings and conferences attending by the Program Manager.

## **BUSINESS SERVICES PROGRAM**

Commissioner Wolfe recognized Fatos Floyd, Business Services Coordinator. She gave a report about the Career Opportunity EXPO held February 11, 2020 at Shepherd Mall in Oklahoma City.

## **ACTION ITEMS**

### **COMMISSION MEETING MINUTES**

Commissioner Wolfe asked for review and discussion with possible vote to approve the February 9, 2020 Commission for Rehabilitation Services regular Meeting Minutes.

***Motion was made and seconded to approve the February 9, 2020 minutes. All three Commissioners voted in the affirmative. Motion passed.***

### **DRS PROPOSED ADMINISTRATIVE RULE REVISIONS FOR 2020**

Commissioner Wolfe recognized Stephanie Roe for Tina Calloway. She read the areas

***Motion was made and seconded to approve these three requests. All three Commissioners voted in the affirmative. Motion passed.***

### **OCTOBER BUSINESS SUMMIT BY BUSINESS SERVICES PROGRAM**

Commissioner Wolfe recognized Fatos Floyd, Business Services Program Manager. She is wanting to conduct a Business Summit in October, 2020 and asked for discussion with possible action to authorize sponsorships for this summit.

***Motion was made and seconded to approve the sponsorships for the Business Summit in October, 2020 "Pending Legal Counsel Review". All three Commissioners voted in the affirmative. Motion passed.***

### **OKLAHOMA LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED**

Commissioner Wolfe recognized Kevin Treese to present the February, 2020 OLBPH donation report for review and discussion with possible vote for approval.

***Motion was made and seconded to approve the February, 2020 OLBPH donations. All three Commissioners voted in the affirmative. Motion passed.***

### **OKLAHOMA SCHOOL FOR THE BLIND**

Commissioner Wolfe recognized Rita Echelle to present the February, 2020 OSB donation report for review and discussion with possible vote for approval.

***Motion was made and seconded to approve the February, 2020 OSB donations. All three Commissioners voted in the affirmative. Motion passed.***

## **OKLAHOMA SCHOOL FOR THE DEAF**

Commissioner Wolfe recognized Melinda Fruendt to present the February, 2020 OSD donation report for review and discussion with possible vote for approval.

***Motion was made and seconded to approve the February, 2020 OSD donations. All three Commissioners voted in the affirmative. Motion passed.***

## **NEW BUSINESS**

Commissioner Wolfe asked if there was any New Business. There was none.

## **ANNOUNCEMENTS**

Date and location of next regular meeting of the Commission for Rehabilitation Services:

Monday, April 13, 2020 at 10:30 a.m.

Oklahoma Department of Rehabilitation Services

State Office

3535 NW 58<sup>th</sup> Street

Suite 200

Oklahoma City Ok 73112

## **ADJOURNMENT**

Commissioner Wolfe adjourned the meeting.

**Respectfully submitted by Carol Brown, Assistant to the Commission**

**Oklahoma  
Library for the  
Blind and Physically  
Handicapped  
Donation  
Report**

**OLBPH Donation Report  
March 2020**

**Donations under \$500**

<b>Date</b>	<b>Name</b>	<b>Cash</b>	<b>Fund</b>	<b>Property</b>	<b>Value</b>
3/5	Hazel Kerr	20.00	216		
3/10	Dixie Rhodes	5.00	216		
			216		
			216		
			216		
<b>Subtotal of Cash (Under \$500) Donated in March 2020</b>		<b>\$ 25.00</b>			

**Donations \$500 and over**

<b>Date</b>	<b>Name</b>	<b>Cash</b>	<b>Fund</b>	<b>Property</b>	<b>Value</b>
<b>Subtotal of Cash (over \$500) Donated in March 2020</b>		<b>0.00</b>			

**TOTAL DONATION AMOUNT March 2020    \$25.00**

**Oklahoma  
School for the  
Blind Donation  
Report**

# OSB DONATION REPORT

## March 2020 Donations

### Donations under \$500

Date	Name	Cash	Fund	Property	Value
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**Subtotal of Cash (under \$500) donated in March 2020**

**\$ -**

**Subtotal prop.**

**\$ -**

### Donations \$500 and over

**\$ -**

3/4/2020 Delta Gamma Goundation

**\$ 1,473.95 216**

3/9/2020 Cherokee Nation

**\$ 1,539.18 216**

**Subtotal of Cash (\$500 and over) donated in March 2020**

**\$ 3,013.13**

**Subtotal prop.**

**\$ -**

**TOTAL DONATION AMOUNTS March - 2020**

**\$3,013.13**

**Oklahoma  
School for the  
Deaf Donation  
Report**

## OSD Donation Report March 2020

### Donations Under \$500.00

Date	Name	Cash	Fund	Explanation	Property Value
<b>Subtotal Cash Under \$500.00</b>				<b>Subtotal Property Under \$500.00</b>	

### Donations Over \$500.00

Date	Name	Cash	Fund	Explanation	Value
3/25	Allete Clean Energy	5,000.00		Community Garden	
<b>Subtotal Cash Over \$500.00</b>				<b>Subtotal Property Over \$500.00</b>	

**Subtotal Cash Combined**

**5,000.00**

**Subtotal Property Combined**

**Total donation for March 2020**

**\$5,000.00**