# NC Statewide Independent Living CouncilMeeting MinutesJanuary 15, 2016

Country Inn & Suites, Burlington, NC

## Welcome/Mission /Minutes

The meeting was called to order at 9:02 by Kay Miley, Chair.

**SILC Mission** was read by Keith Greenarch

**SILC Accessibility Reminders** was read by Janet Withers

**Introductions:** Introductions were made by all.

**Absent members:** Joshua Kaufman, Ping Miller, Tavonne Enoch,

**(Action) Approval of Agenda** – Sandy Ogburn/Oshana Watkins

Motion carried unanimously

**(Action) Approval of the minutes** – Keith Greenarch/Sandra Hicks

Motion carried unanimously

**Goal Committee Reports**

**Goal 1 Provision of Quality Services** Rene Cummins, chair

Goal 1 is supporting network building activities of the centers across NC which are incorporated under the name Independent Living network of NC.

There are two activities under this goal. 1 the first is the support of the Independent Living network of NC to do network building activities. Mark will have a more complete report from the CIL directors retreat.

One thing in the first quarter is that the CIL directors had a fall retreat in Nashville, TN. The reason they met in Nashville is because that meeting was in conjunction with the SE Center Directors association.

The other part of goal 1 is to fund the center’s staff for staff development and training. Funds paid for representatives to attend the SE Center Directors Association. Staff members attended The Association of Programs for Rural Living, the APRIL conference. Those funds were used to attend the SILC quarterly meeting in Oct.

The total amount spent across all 8 centers, their current total budgets for goal 1is $33,520. The expenditures from the first quarter are $9,440 which equals about 28%. The reason why I said current, those of you may recall from the Oct. meeting that there was a vote to amend all the contracts adding more funding so we can transition into current year funding. Those contracts, Mark will update on later, those contracts are currently still being amended. There are going to be funds added to all 8 centers. Where those funds are utilized will be up to each CIL so the total amount under the goals will change. It could change by the time we report on the 2nd quarter.

Are there any questions?

Debbie Hippler – Do we know how many centers have their amended contracts in place?

Mark Steele – none

Rene Cummins - Mark will update in his center director report. Some may get the contract by Feb. 1. This is why we emphasized these amendments in Oct., so contracts could be put in place in time to use without money being reverted.

The last thing I would like to offer since it is Martin Luther King’s birthday, one of my favorite quotes. “Injustice anywhere is a threat to justice everywhere.”

**Goal 2 Leadership and Empowerment of individuals with disabilities:**

 Gary Ray, chair

There are three items under this goal. I will report on the first two and ask Sierra Royster to report on the Youth Leadership Forum because that is a separate contract.

The first activity is Independent Living trainings. All 8 centers have been contacted and have done 76. Disability and awareness trainings and there were 19 presentations. As far as the money, the budget is $10,952 spending $2,243 which is 20%. I understand from my mentor that that is a little low based on previous years but I would say, well within targets.

Youth Leadership Forum: Sierra if you would report on this please.

The Youth Leadership Forum has now put out application s for delegates. I sent them to Debbie yesterday to be sent out, please distribute. It’s open to any person 15 – 30 with a disability. We have 20 slots. We have received an application already.

We also have group leaders; there are four groups so we have applications for those leader positions. Leaders have to be anyone over 18 with a disability.

Youth Leadership Forum committee is made up of 5 young people; we are now going through a transition. One of our young people has gotten a full time job which is great for him but that means he is no longer available for the committee. We are looking for a replacement. They will be meeting this month.

They are trying to become a network with different CIL doing different parts. Disability partners is now overseeing forum committee and helping mentor those young people. Dis rights and Resource is taking over the delegates subcommittee, the ones that go over applications and make selection and cover all accommodations. Alliance is working with DRC on marketing. The youth are in charge but sometimes they need help mentoring by the centers is very helpful. Nellie Palencia is the Coordinator over the Youth Leadership Forum. It will be held on NC State campus June 12 – 17.

Please help get the applications out; the deadline is the middle of March.

Keith Greenarch – Thank you Sierra. My question is for the Centers and the trainings done for the quarter; do you have a breakdown per center?

Gary Ray – Rene has that breakdown.

Rene Cummins – I have it in notes, I will have to pull it.

Gary Ray – We will get that and send it out.

Rene Cummins – Do you want the Independent Living trainings or the Disability and Awareness trainings also.

Keith Greenarch – Both.

**Goal 3 Growth and Improvement of Independent Living Services:**

Report given by Julia Sain

This committee needs a chair. The committee is not derelict in its duties. All the objectives have been met. The report is we’ve done a good job. Making sure that the SILC office had information about the centers, that information is on the website and it’s kept updated. Brochures from all centers are taken to any resource table the SILC presents. We all have information on our websites that provides general information for cross disabilities. The committee reported that all the CILs websites had information for all disabilities and all ages. An audit was done and any place more information was needed was reported to the center. Current year funding was a topic we are now in current year funding with no money going back to the feds. We are spending more this year but doing it in a good way. I feel good that in spite of the fact of lack of enthusiasm it was really quality over quantity and we got good stuff done. In my opinion, Goal 3 has been met.

**Goal 4 Support NCSILC office:** Oshana Watkins, Chair

We have not met since it says Part B funds are used for the SILC. Other objectives are all being met on a continual basis. The SILC staff has done a really good job. Another objective is that we maintain representation of youth on the SILC. Looking around I guess we need to have the membership committee help report on that.

**Goal 5 Promote Community Based Living:**  Kay Miley, Chair

Have any of the CILs done any transitions this quarter? Yes? That’s great, I know that Gloria’s center here helped to get funding to do more transitions and so basically this goal helps the CILs do transitions. Some of you new people, if you are interested in being on this goal it would be nice to have a person on the committee who has been transitioned. I think that is something that has really picked up over the years. I think it’s a whole lot of people who want to but just don’t know how to do it.

Mark Steele – As far as transitions go we are now federally mandated to do transitions. We were doing them but now are mandated to do so. We have Part B and other and are all doing transitions.

Gloria Garton – CIL in Wilmington has and in addition to that all the CILs are working to become targeted referral agencies to make referrals for housing which is very important in that transition process. This is a key piece for finding affordable housing. Each month each CIL is required to report to the state the number of transitions made. We could easily get that info to all. Our center at this point, we have done 2. We are not in the Money Follows the Person at this point but two CILs do participate with Money Follows the Person contracts, Alliance in Raleigh and the Charlotte CIL. You can do transition in all CILs without a contract.

Vicky Smith – Have any of the MCOs reached out to any of the CILs to help with their community transitions from the Department of Justice settlement.

Gloria Garton - I can speak to my Center disAbilty is doing something unique in our area. We are working with our local hospital and MCO to help transition individuals who need respite care, who are homeless with lots of medical issues and try to transition them into housing. We have a unique partnership but we are realizing that under the Department of Justice settlement and working with our local MCO there are a lot of barriers to overcome because of the mental health piece of it. Does that answer your questions?

Vicky Smith - Isn’t that something you would want to encourage?

Mark Steele – We have been approached in side discussion about how much we could partner with them. It never gets a step further.

Julia Sain – Cardinal is the same way in our area. If our transition coordinator happens to be in a meeting with “boots on the ground” people and they say let’s do it, it doesn’t ever get any further than that, up the ladder to actually happen.

Debbie Hippler– Please define MCO.

Julia Sain – Managed Care Organization.

Vicky Smith – If I might explain the question, I apologize for not doing that. There is a settlement agreement between Department of Justice and the state of North Carolina to move people with mental illness who are living or stuck in facilities or institutions. They have to move under the settlement a specific number of people from those locations to the community and offer them housing tenancy support and employment support and ACT which is a service that helps them in a crisis. The state is failing to meet the mark for lots of reasons and one of the things that has always seemed to be lacking in Cardinal specifically was support for Independent Living. So I was just wondering that maybe we should facilitate a meeting between the Department of Justice advisor and CIL to see if the CIL could help the state meet their goal. Right now they have a letter that they disagree with strongly about their compliance. The state of North Carolina

Rene Cummins - I wanted Vicky to know that at Alliance we reached out to MCO because they didn’t contact us. We went to their office and proposed collaboration but it has not gone anywhere. We did it extending the idea to them instead of waiting for them to contact us.

Vicky Smith - Maybe we could figure out a way NC Disability Rights could facilitate this. You have a lot to offer.

Gloria Garton – I just want to add on to what Rene just said. Our partnership with our MCO was going along very well at the local level with a lot of progress. When coastal care became trillium and did their recent transition, a lot of the progress had come to a halt because there is something above our local level that we cannot go any further with some of the plans we had.

Keith Greenarch – we were working with a consumer that was using partners and they had told him that they could provide any services we were providing he didn’t really need another person in his live that could help him. My comment to him is, I’m not here to tell you what to do, and I am here to help you. We work under the consumer control model. That is just one thing that the MCO was telling that person.

Jan Withers – Two things, I’m wondering that I’m recognizing that not every county has a CIL. That means that there is nothing available in a lot of counties. Listening I see everyone had the potential to make an impact on these issues. I also agree with Vicky that we need to have some kind of dialogue with dhhs to go over that issue to address things that aren’t being covered in different counties. The second thing is the word transition is very general and broad. I’ve heard only in adult and community living. Does it also include children and youth into transitioning into school and college?

Mark Steele – Yes it does also include youth transitions. It is part of the federal mandate to all CILs. That was part of WIOA; we have centers that are doing these also. In addition we have let Vocational Rehabilitation Department of Health and Human Services know that we can assist as they have to use 15% of their budget for youth transitions. We have offered to partner, it has not been as well received as we had hoped. Vocational Rehabilitation is planning a youth transition conference and we were told that maybe we could talk after the conference. It was a little bit insulting. At least they have opened the door that they would discuss with us about youth transitions.

John Marens – When VR talks about transitions it is totally different from what you speak. The context of the beginning of this conversation was housing. When VR talks about transition it is from high school into adult; mainly through training and education so are we talking 2 different definitions here? I could certainly help with this. Help me understand.

Julia Sain – I’m going to answer this because I’m the oldest person in the room. When Centers were under the Rehabilitation Services Administration in the Department, the Executive Director told us that you need to be thinking about transitioning people from nursing homes into the community because that will become a requirement, without any additional funds or standards and indicators. Every Center struggled with what that would look like. Then money was coming in and some of us were looking for grants because there was no other funding, the grantors would say, well what about someone in a homeless or assisted facility or domestic shelter. So we broadened just because we recognized that yes, you are right. Some CILs were only getting people out of skilled nursing facilities and the process just snowballed. When the WIOA was signed as a law, that was passed 2 years in July, one of the things it did was move CIL under Federal Department of Health and Human services. They said well we have different definitions of transition. Now there are 3 parts of what we call transition. Community based living, assist people who are not living as independently as they choose to live. That allows us to go to shelters or couch surfing or family in section 8. It gives us more. The second was called youth transition; they were talking about 14 – 24 year olds who need to go to the next step of their independent living lives. Middle school to high school, it might be self awareness or advocacy, it might be all kinds of things, we can help that. Third is called diversion, preventing people from going into things they don’t want. If I could do that and bottle it I’d sell it to every 8th grade teacher. So we really don’t know what that means. The 8 Centers in North Carolina sit down and decide what we can justify and defend and what we could do to make a difference. So we feel confident that the CILs have years of experience. The Southeast Center Directors are meeting in April; and this is our topic, “What is youth transition and diversion?”

We’ve been struggling to get affordable housing so now that this new part has been added we don’t have a full definition.

John Marens – So what’s holding this up is a lot of other things, because the feds haven’t come out with the standards and policies? They did do a draft of the statewide unified plan yesterday. It seems to be a big problem.

My other question is why with everything going on with the Department of Justice, why is there not any collaboration or meeting of all the people involved in this? Why isn’t’ there a coordination of efforts? It doesn‘t make sense to me.

Julia Sain – I would say, follow the money, part is territorializing, part is that if it all fails they can say see, I said it couldn’t be done. If their goal is to get everyone out it could happen. Not everyone’s goal is as benevolent as we would like. The CILs will do anything we can but there are barriers and not considered equal. The concept of the consumer controlled model is not shared, our philosophy clashes.

Rene Cummins – Bringing it back to the state plan, I don’t want to discourage anyone who would like to work on Goal 5. This is a goal that needs someone working on it so a report can be given about how much funding have the 8 centers put into putting people in community based living. How many outcomes, how many are now living independently. This funding is so important because there is no other source of funds for those 1 time transition costs setting up someone up for this one time. Deposits and up front rent, etc. It may be getting household items including clothes. The way the SPIL is written it can address all those one time needs. The institution in the state plan is anywhere you happen to be where you cannot make your own choices and you don’t have a key to decide who comes and goes and not having to let someone in your private space if you don’t want. That is why goal 5 is so important. Finding out the percent of money spent and how many people were transitioned figuring out the average cost of each person. This contrast between part b funds and Money Follows the Person is quite remarkable.

John Marens – I still don’t understand why you aren’t sitting down with the MCOs and the Money Follows the Person, so why aren’t all the housing agencies getting together

Vicky Smith – The short answer to your questions is that there was a lack of leadership at the secretary level at the Department of Health and Human Services about complying with the DOJ settlement until we got a new secretary. This secretary has owned the settlement, so he is actively embracing and has had very high level discussions. It was discussed with the legislator for the first time last Tuesday. I don’t think it’s because of a difference of philosophy; it was a lack of leadership. The other clarification, I referenced the MCO, Managed Care Organization. This isn’t managed care money, this is LME; all state funded money. Not federal dollars and they aren’t using Money Follows the Person they are using specifically designated money to do the settlement agreement. The other problem is something all have touched on it, you are working with a local level person and it’s not moving up the chain and I think that the CILs and the SILC itself is not recognized by the leadership at the DHHS so they don’t think about the SILC and what the CILs can do; so there is no trickle down. That is what I’m hoping to accomplish with this meeting with Jessica Key. I apologize that it actually hasn’t’ occurred. One article about one person, I read that and I try to use secular description but what was missing what Independent Living support. They got him out and helped set him up but this person didn’t have anything personal or anyone coming in and talking and integrating him into the community. I kept thinking, where is the Independent Living part of this. So, that is the answer to your question, lack of leadership which I now think we have. At some point, having a meeting not with the DMA folk and not the traditional people in the department but this conversation with Marty Nicely who is the impartial advisor and Jessica key who is the lead person, (this is not all she does she is the ADA compliance person for the whole project) will help. Let’s get the state level people to be aware of the local resource available through the CILs.

Jan Withers – I have a question for Vicky. Could you explain to us how Department of Health and Human Services talks about identifying all the individuals who need transitioning and are those institutions the only ones within the Department of Health and Human Services that needs to be looked at or are there more institutional outside Department of Health and Human Services that we also look to look at.

Vicky Smith – There are two named Institutions types, the state operated facilities involving people with mental illness the second is adult care homes. Many thousands of people with mental, intellectual and other developmental disabilities and people who don’t have either of those things but might not be able to live independent and end up in adult care home which are according the 4th circuit are institutions in North Carolina. Those are the two. When someone is discharged from a physiatric faculty they have to be screened to determine if they need to go into an adult car home which needs certain criteria met. Similar to when someone leaves before they can go into nursing home level care with some modifications. The 2nd is that the state has to actively send people into adult care homes across the state and do in-reach asking, “Do you want to live here, do you want to move out of here into another place?” If that person says yes, they have to start working on it. Does that answer your question?

Jan Withers – To follow up, adult care homes, not all are responsible to Department of Health and Human Services, are some that are private or independent included in the Department of Justice settlement.

Vicky Smith – Any facility licensed whether with private or public funds. Typically if someone is paying for an adult home placement, that is where they want to be; because they are paying to live there. Typically the focus is on those individuals who have public guardians who put them in the adult care home. It’s complicated but interesting and system changing if we can get there.

Break – 10:15 - 10:30

**Goal 6 DSUs Provide Independent Living Services**: Teresa Staley, Chair

We have had an ongoing problem coordinate schedules. Tavonne and I met once in October. We haven’t looked a lot at veterans services so we decided to focus on this. Tavonne wanted to talk to the centers and ask about statistics concerning serving veterans. We are working to identify and develop a survey to determine what services were and weren’t being met. We determined two goals for the committee to work on. To encourage communications between service areas, Tavonne brought up that she went to a training workshop with Division of Services for the Blind someone told her about a whole other set of services that she wasn’t aware of. Consumers are not aware of all services available to them. We also wanted to evaluate the existing services to determine the needs not being met. Tavonne suggested that there were more links to the VA on the SILC website. We decided to contact all the members of Goal 6 committee about meeting schedules. I am going to talk to the Shabazz Center regarding serving veterans. We focused on transportation in the past and also had the different DSUs report what they had been doing. We are definitely looking for input from people on what direction the committee should go and for more people on the committee.

Julia Sain – The goal 6 committee is to find out what the Division of Services for the Blind and Vocational Rehabilitation Independent Living does and doesn’t go, so help me understand how finding out what I do for veterans is under that goal and how that is going to have anything to do with if Division of Services for the Blind and Vocational Rehabilitation Independent Living does something different.

Teresa Staley – That was something that these questions Tavonne brought up being a new member it was just conversation. Because she is a veteran it was concerns that if she has. Yes I feel we have drifted a bit and need to get back on track. We also originally had Deidre from Division of Services for the Blind.

Patricia Sikes – I would like to participate to provide more information.

Teresa Staley – Pamela is on the committee but we have had problems with scheduling.

Jenny Pleasants – I work for Pamela and am here to present her report for Independent Living Money Follows the Person and Division of Vocational Rehabilitation. She is at a meeting in Utah.

**Membership Committee** Keith Greenarch, Chair

I wanted to bring an update from the membership committee a couple of changes for the SILC to be aware. Rene Cummins with her many hats she wears, has retired from the center in Raleigh and is now working for the Atlanta ADA center. She is now a member and will continue with the SILC. We are required to have a CIL rep on the SILC, one on which the CIL directors vote. They have elected Mark Steele. The membership committee had an electronic vote and sent Mark’s name to the Governor’s office. Mark congratulations you are now official. Mark will fulfill the role; he will do a good job. I wanted to bring that to the attention of the SILC before Mark gave his report.

**Center Directors Report Mark Steele, IL Network**

I was at the table then I was in the gallery and now I’m back as the Center Directors representative, good to be back. You’ve heard a lot through the goal committees and what the CIL are doing. You heard Ann referenced the Independent Living network of NC. There are two; one is a formal Independent Living network of NC made up of the eight centers. We are an official non-profit organization. The other is the CILs and the SILC and other organizations that provide services to people with disabilities in NC.

Some of the new members, network is a term that can be confusing.

The CIL directors had a South East Center Directors meeting in Nashville in November. All the directors from North Carolina were able to attend. We went a day early to hold our own meeting. The bottom line is that we are working hard to develop our Independent Living network. As a result of our meeting, we will add a 2nd decision maker from each center to the Independent Living network. So now our network has doubled in size. We are working hard to make the network a viable and active organization. We had a meeting yesterday. We are looking at various, exciting opportunities in the future. I want to give you an update on the amendments of the centers. In October, we had four different votes on money. Vote four of those was for $94,808 to be divided among 6 centers which resulted in amendments to our contracts of $15,801. All the CILs provided the documents to Vocational Rehabilitation and we were told at that time the earliest date would be February 1. Personally speaking The Adaptables had one point of clarification which we addressed, all have been sent back. We are all anticipating an effective date of February 1 for those amendments to be effective. Jenny, do you of any updates?

Jenny Pleasants – I know that Pam has been working hard and that it goes upstairs then to auditors then to attorneys, she is doing her best.

Mark Steele - We haven’t heard anything different so February 1, so what is what we are counting on. Thank you for voting on those amendments and funds, we will start using that money.

Debbie – You are speaking of the centers, there was also an amendment on the Youth Leadership Forum, Sierra, have you had any information about your amendment?

Sierra Royster – We just sent back the signed amendment contract and I was told that it should be in place February 1.

**Standing Committees**

## **Executive Committee Kay Miley, Chair**

Our goals and objectives are to redo some things like work on the by-laws and the big project is the SPIL writing committee. Rene is heading both of these committees. The membership committee met yesterday working to fill the empty positions on our council.

If anyone wants to fill a position or work on certain items or make suggestions please let me know or anyone on the executive committee. We are working to improve our support system by reviewing our by-laws and policy and procedures.

We have not started looking for Executive Director; I think we need to get our structure stable before we put another person in.

John Marens – I have a couple suggestions. In answer to your questions I would be happy to be a part of the process if that would be of assistance to you. Secondly I would like to say that this discussion has been going on for quite a while, policy and procedures and by-laws, you might want to set a deadline to help create some action,

or this kind of thing could go on forever.

Oshana Watkins – I like the idea yesterday that our presenter, Ann gave about having a retreat with all the SILC and CILs to all get on the same page. I really thought that was a good idea. That is just something I wanted to throw out. I know SPIL writing will take priority but that would be a good idea.

Kay Miley – Yes, the SPIL writing will take priority but I do agree with you, anyone who wants to help with spil writing contact Rene, me or anyone on Executive committee.

Several of us are heading out to Arizona tomorrow to SILC Congress. We are hoping to hear of the WIOA updates. We will get a lot of good information.

The members, not just the new members but all members those of us that have been around, if you want to change your committees please contact me or Debbie and let us know. We need to really get the committees going. With the new SPIL there will be new committees looking forward.

**Finance Committee Ping Miller, Chair**

In Ping’s absence I was to give the financial report but I did not receive any written report.

Debbie Hippler – Ping did not have a written report, she wanted to say that the P&Es have been reviewed and that everything is going as planned.

Oshana Watkins reported from the Finance Committee. Our last meeting was Tuesday and I’m echoing you Debbie, the P&Es were reviewed. It seems to be safe footing on the funding and how the reimbursements are flowing. I think we are starting to really get our footing reviewing both sets of budgets. If you ever have any questions Ping is available and I am as well.

**Policy Committee Joshua Kaufman, Chair**

Report was given by Keith Greenarch, Vice-chair. As you’ve heard we have been asked by our chair to look at the by-laws and John I do appreciate your comment, it is something that seems to be being put to the side. I think as we move on this year and with Joshua with his commitments not being able to attend because of his work at UNCA in disability services, they just got back into classes and have been tied up and with his surgery and things that are understandable. Joshua and Rene and I are on that committee and I think we could use a couple more people. As we go through long term planning the SPIL is a part of that. Going back to the by-laws, if anyone has experience we would welcome your comments and help. Rene has been given the task to look over the by-laws and make suggestions. I am in the process of doing that also. As we move forward I think that is something we will have to put to a deadline or timeline and report that timeline back to you in our quarterly report. That is something we will talk about. We meet the first Thursday at 9am. Anyone is welcome to join on the conference line.

Oshana Watkins – You can put me down to help with that.

Keith Greenarch – Thank you, any new member would be welcomed.

**Membership Committee Keith Greenarch, chair**

The membership committee met yesterday. We have received some new information. We are going to meet during lunch so I am asking that the report be moved to after lunch.

**Designated State Units Reports**

**Vocational Rehabilitation Independent Living Pamela Lloyd-Ogoke**

In Pamela’s absence the report was given by Jenny Pleasants, the Housing and Transition specialist from DVR, I manage the Money Follows the Person contract. There are 2 CIL under that umbrella. I have all the statistics that Pam wanted to report to you from services provided for Independent Living in the last of 2015 state year.

Independent Living program provided 612 assistive technology services to clients, home and housing and shelter modifications to 999 people at a cost of $4,567,187, Independent Living skills training and life skills training were 243 at a cost of $72,495, personal assistance provided to 260 clients at a cost of 3,594,955, rehabilitation technology services provided to 403, transportation assistant services to 224, the total number of new Independent Living applications entered for the state were 2,603. The total number of individuals served and these is for the central, east and west were 4,839 individuals. Successful Independent Living closures 1,381. Does anyone have any questions about the Independent Living report?

Keith Greenarch – Can you give us that information by email?

Jenny Pleasants - Yes and I would’ve had it except that I’m filling in, I’m reading it from the person who emailed me the report.

Keith Greenarch - It would also be helpful to break that down by region.

Jenny Pleasants - Do you want it in writing or I can tell you right now.

Keith Greenarch – Both please.

Jenny Pleasants – Central region total served was 1,260; eastern region 1,531; western region 2,048. The western is the strongest of the three regions.

John Marens – You may not be able to answer this, it would be real helpful for me to understand what those numbers mean since the figures you are giving far exceed the Independent Living budget for the state.

Jenny Pleasants - I can answer that, some of that is the funding streams that we access like DPP, so when you look at the amount that the agency paid out that is where that figure comes from, it’s not recorded how much we get reimbursed from DPP funding. The figures I’m giving are the figures the agency paid out but we do get reimbursement from other agencies. Some of these services were provided by Money Follows the Person, we have to be reimbursed. This is the actual amounts we paid out.

John Marens – One of the things I would love to see in the future is that it’s nice to hear numbers but there are a lot of changes, especially with Independent Living moving out into ACL in the federal. I would like to know or have info on where you see Independent Living services going and what kind of direction do you see your piece of the agency moving. I would like to hear your thoughts. That is just from my point of view because there is a lot going on. ACL is Administration for Community Living.

Jenny Pleasants – I would like to know that answer too! And don’t think I don’t ask that every day.

Debbie –Just for clarification could you please define your acronyms?

Jenny Pleasants – Money Follows the Person is MFP which I administer the contract through Division of Vocational Rehabilitation Independent Living, DPP – Displacement Prevention Program through NC Housing and Finance which is a funding stream for home modifications for aging and disabled adults across the state in all counties, administered through the Independent Living program. This is a huge chuck of money. Going up from $6,000 to $8,000 per person, this is considered a comparable benefit for Independent Living having to use it first before they use the Independent Living funding stream. We have also used the Money Follows the Person, DVRIL as a comparable funding stream. And we have to use the Medicaid budget for DMA or DME for equipment or if they have Medicaid we have to file that first and get a denial before the Independent Living program can pay for that piece of equipment. It’s not the same system as when I was the Independent Living counselor, it is tied to comparable benefits and accountability we have to have all the legal documents signed and it’s a lot that goes with accepting those funding streams.

Julia Sain – That is great information. I don’t think that is something that we have had in writing before. We all have insurance where you have primary and secondary but I still don’t understand when a Vocational Rehabilitation Independent Living counselor is looking at someone who needs a roll in shower what the Vocational Rehabilitation Independent Living has to go through to figure out which pot of money comes 1st, 2nd, 3rd and 4th. If I had that flow chart I would love that! Where does, so if you had someone who qualifies for the DPP funds and also MFP can you tell me which one has to be spent first?

Jenny Pleasants – The MFP funds, the $3,000 can be spent for a variety of things, the DPP can only be spent for a home modification only for someone who owns their home or family members own the home and fall in the poverty level for each county and there has to be a property search. Let’s say your grandpa is living there and gave you the property, you have to sign off to allow the state of NC to do the modification and use that funding stream.

Julia Sain – An example, the $3,000 that MFP has for someone to transition is for everything for that person to transition, you have this person and this happened in Charlotte and I don’t mean to put you on the spot, we have a person who we collaborate with in the State Independent Living program very well, because they have more money than we do. We have someone transitioning under MFP and qualify all that stuff and they need things like first and last month’s rent and security deposit and to get utility deposit, they need $250 in groceries, they need a bus pass for a month and they need a ramp and a roll in shower. Now what we had happen in Charlotte, I’m not picking on anyone

Jenny Pleasant – I’m the one that has to sign off on this so bring it on.

Julia Sain – So this guy can’t get out until he has the ramp and the roll in shower, so we go to the local Vocational Rehabilitation Independent Living office have that conversation they open the case on the person for the modifications. Then the Money Follows the Person $3,000 is used for the ramp and they figured out something for the shower but that left 0 for the bus pass, food, rent and utility deposit and the security deposit. So I don’t understand, and I’m not picking on anyone because we made it work, but if there is other money to build a ramp and the TYSR money is golden for deposits and food, why were not using the DPP money first or the NC General assembly funds or anything else like that to leverage so we can use the precious $3,000 for the things no one else will pay for.

Jenny Pleasants – If this is rental property you can’t use DPP money, so you have to use the Money Follows the Person money or/and Independent Living comes in and spends up to the what the state allows on rental property which is treated very different. If it’s rental property you have to get the organization that owns to sign off to allow the state of NC to come in and do modifications so even though we know he needs a ramp if he’s going to his choice of an apartment then he’s paying rent on it and the managers chooses not to allow the modification there is nothing anyone can do. Now the other things about that you probably don’t know and this is going to get out, DVRIL program that handles transitions with MFP have access to an extra $5,000 per Money Follows the Person client that can be drawn down for extra. It’s called over and above funds. I have to sign off on those, we use those more now that I’m here because I’m like you Julia and will use every cent I can. It’s based on a set amount there’s a one pot one time that starts over in March because that s when the contract starts again with MFP and DVRIL. I probably have $10,000 left in that pot and what we are looking at is moving some of the money that was allocated for assistive technology to increase that pot. That can only be accessed through your DVRIL program because the state is paying an 18% I believe, don’t quote me, match. It’s not total federal money; it’s some of the state funding. That is a limited amount but only accessed through Vocational Rehabilitation Independent Living program.

Julia Sain – One of the things I’d like to talk about off line and I think this is good for Goal 5 committee, is there a discussion when it’s time for the person to move out if we have a joint case with the center and VRIL office and we have a list of things that need to be paid for that person to move even though some have to come before others, is there currently a meeting where the VRIL and CIL person sit down and say were going to use the $3,000 for this part and the $5,000 for this part and then if VRIL or DVR can come up with anything else we can do that and we decide before the first step? Do we do that or should we do that?

Jenny Pleasants – Yes, some geographical areas do that.

Julia Sain – Should do that, I just want to know if that is something that happens. I don’t know our case was because it was discussed ahead of time and I just got the tail end of it or if it was a shock to all that the $3,000 was used on the ramp and not available for other items. You all, the SILC need to know how complicated this process is.

Jenny Pleasants – The other thing, the way it should work is the transition coordinator, 4 are DVRIL and 2 are with CIL, Kristin in Raleigh and Lydia in Charlotte, that TYSR money, the DVRIL transition coordinators work in a different way than the Independent Living counselor because they are housed there. There is more communication and this recently happened. Kristin sent in a TYSR after I had already approved a $5,000 modification which used the $3,000 and I had to go and negotiate with the controller’s office to switch that to over to over and above. I think this is just issues that have come up as we grow, and the one thing good about Lydia talking the way we do, she can share that with me because I’m the one that has to approve the Independent Living counselor’s authorization also. All of that comes when a field authorized for a service and we are using Money Follows the Person funding, it comes to me and I sign off on it and track it and get the bill and turn it in to the controller’s office for DVRIL to get paid back that $3,000. So it all comes through me. It has happened…

Julia Sain - This is fabulous, I think we can see it’s not easy to do transitions, not just anyone can do it.

Jenny Pleasants - I can say being the transition coordinator for the last 6 months it’s the hardest job I’ve done in my life. Trying to coordinate all our agencies all having their little piece of the puzzle and when it’s done they don’t want to assume the responsibility for the other and what is left and my transition coordinator in the middle calling me at 6:00pm because someone’s aide didn’t show up. This is technically not the coordinator’s responsibility. What we are learning in all these issues, I’m meeting tomorrow with the Assistant Director who contracts with the CAP Medicaid agencies across the state of NC and see why some of our transitions are experiencing so much difficulty right now and what can we do to better prepare the field for that as we enter the new contract phase which starts in March. We are also identifying barriers for housing and we are developing ways that key and targeted housing can pay rent and your application fee for your MFP applicant so we don’t have to depend on using Money Follows the Person money for that. That is going to free up some of that, in fact we use it all the time, I don’t know why everybody doesn’t know it’s available. They can pay up to 4 months and at the end of the 4 months the client is responsible for paying their rent. So if they have someone transitioning form an institution and we can’t get them quite out they will pay that rent to keep the apartment until the person can get there, they will also pay it up to 4 months if they need to get their Social Security checks from the nursing home back to the field. So, have I given you all brains too much information?

Julia Sain – This is fabulous.

John Marens – I just want to say how much I appreciate you, you have provided more information in the short amount of time you have spoken today than I’ve ever heard before from Independent Living , I want to applaud the information and your spirit and I think you should just keep coming.

Jenny Pleasants – I was an Independent Living counselor before I took this position, I never dreamed it would be this complicated, managing trans coordinators and having 2 different agencies and now 4 different agencies and I’ll have to share real quick. We all have a meeting and we all do what we were told, we all showed up the participant, facility, family all agencies and everything worked the way it was supposed to work and I put on my Independent Living cap and took off my coordinator cap. I called Mark Steele and asked him to please go see this person, there is something I feel that none of us see. I have to sign off on every single transition when it is completed. I was thinking I can’t set anyone up for failure, that’s not how I roll. When we all work together it works and it take all of us to get someone home and to keep someone in the home and I just want to say thanks to Mark for coming through for me.

Mark Steele – We’ll talk next week.

Jenny Pleasants – We are also getting ready to do our first due process and Kristin as a transition coordinator and due process happens when the Community Alternatives Program, Client Assistance Program Medicaid deems them not eligible. There is what we call due process. With a client who was a participant who was denied access to that waiver service because their level of care is too high. Kristin is really working hard together as a team. I do have some reports that were given to me to take back to Pam. If any CILs have items to deliver I would be glad to deliver them.

Keith Greenarch – Can you take what you said back and put it on a big old sign It takes all of us” and be sure that everyone sees it.

Jenny Pleasants – I think honestly more of us realize that than not but because state government is in such a transition everyone is scrambling. I run up and down the halls of state office begging and borrowing and trying to connect the pieces and get authorizations and if I don’t represent it takes us all, then I don’t know who does.

Sierra Royster – Kristen works in our office, can you guys define the DPP funds.

Jenny – DPP funds, Displacement Prevention Program administered through housing and finance Department. DRIL has a contract with them that we use money for individuals that want to stay in their home and own it, not rental property, and fall in the federal poverty guidelines for the county they live in. It’s also based on the number of people living in the home. They have to use the income of all the adults in the home.

Sierra Royster – I would ask that someone email Kristin or me or both of us, because we do want to stay on top of the discussion to hear those things. Please keep us in mind for meetings and discussions.

**Division of Services for the Blind Patricia Sikes**

That is a hard act to follow, I’m not as at ease when presenting. If you want more information, just ask. I have data and a general overview. In the last quarter, we held 11 mini centers with 132 taking part. These are community based learning programs where training in adaptive living skills, safe travel techniques, peer support and hands on instruction are given. We provide services in the home. I want to mention that when we are recording and sort through this we have our Independent Living rehabilitation program and we have our Independent Living older blind program. We have historically served up to age 55 in Independent Living program and then over 55 in the older blind program. With our case management system we sometimes have a mix of the ages. We have it sorted out and I would be glad to talk to you about that data. We served 817 in that quarter, 307 under 55, 510 were 55 and older, 63 successfully achieved their Independent Living goals, 25 under 55 an 38 were over 55. As we mentioned last time our director was retiring. We said a sad good bye to Eddie Weaver after 32 years of service. Our assistant, Cynthia Speight is serving as our interim director while continuing to cover her assistant director duties and 2 other key leadership positions that have been vacant for long term. We are stretched thin in our leadership. I am here because our Independent Living program specialist normally serves here and that position has been vacant since August 1. We are hopeful that the position will be filled before too much longer. We do continue to be fully staffed with Independent Living counselors which is good news. I do look forward to having the program specialist position filled as soon as possible. We really need a full time person to provide full time training, over site and support. That is my report.

I will mention one last thing. We have had a challenge in the last quarter. It is common for travel funds to be exhausted and normally it is a simple budget revision to enable us to continue to be out in the homes and community. We have had significant travel restrictions. The process has not been as simple; we have currently just received an ok to request a revision more than six months into the year. We are hoping for that to be resolved very soon.

Gary Ray – I have a couple of questions. I was very interested in hearing the DVR report and Patricia, my first question is that over the years Division of Services for the Blind has slowly been merging operations into DVR. Can you tell me where that stands today, how much of what she was talking about DVRIL is leaking over into DSBIL?

Patricia Sikes – Thank you Gary for that question. What I can tell you is that our budget officer as of January 1 was moved to DVR.

Jenny Pleasants – Right next to me.

Patricia Sikes – That is one thing and for some time now a couple of years ago we lost our full time HR person. We had two fulltime in HR, one position was cut and another now is at DVR and is ½ the time and reports to Division of Vocational Rehabilitation and that is why the hiring process is always a challenge. It has made things more difficult. That is where things are now. Otherwise I do not have much information.

Gary Ray – For those who do not know, one of the capstone issues for the blind community is to keep a strong separate line of vocational rehabilitation agency because the blind form such a small miniscule part of rehab but per capita seem to consume a large amount of funds. The blind have traditionally believed that if the agency is merged rehab for the blind in NC will suffer. So it is extremely important to the blind of NC that we know what is going on. I appreciate what Patricia said and it sounds to me that, I’m getting to the question, is it basically that the Division of Services for the Blind doesn’t know what’s really going to happen? I feel like the blind of NC are being hoodooed by the Department of Health and Human Service because they know we will hit the streets if the truth comes out and so I know this blind guy is feeling somewhat hoodooed by misdirection on the part of the Department of Health and Human services. Several secretaries back, the doctor was the last secretary I talked to and I told her that probably the biggest issue for the blind of NC is for us to have a separate and strong VR agency for the blind in NC. She looked me straight in the eye and she said I cannot promise you that. So I don’t know what these later secretaries are doing but I know that this is something that the blind of NC are having a hard time watching. My last question, there is a rumor in the blind community that there will never be another blind director for the Division of Services for the Blind. We have had a blind director since early 1970s. Do you have any information about whether or not there is a search to replace the Director of Division of Services for the Blind with an appropriate blind person?

Patricia Sikes – I have no information about a search to replace the Director.

John Marens – I just want to add what I have heard to this issue. I have had thoughts as well. Here is what I can tell you. I think it’s dangerous to lie down to rumors the reality is that there are things we don’t know. It is interesting to note that both of the people who have been named directors of each program Cynthia Speight and Kenny Gibbs of VR have been named as interim so I think that is something to note. My senses are that there is still discussion going on about this, I am aware of your last discussion with the previous secretary. This guy is a whole different animal. This is a gentleman that I feel everyone feels that his head is in the right place and genuinely cares about people. I think that my understanding is the agencies are not planning to be merged. My understanding is that the administration is trying to realign some functions to make it in the words of the government we have been hearing for how many years, efficient and effective. The bio words of this administration. Now, can I say to you in all honesty that I know what is going to happen? No. I think there are a lot of things being looked at and I can only give you perspective of the moment.

Jan Withers – I am the Director of Division of Services for the Deaf and Hard of Hearing, I am going to echo what John was saying. We just do not know what ultimately will happen. There is a big push to make the operations more streamline and efficient and to make the agencies like administrative offices and controller’s office that is a responsibility for the payment and human resources. The supportive agencies, they are trying to make them more responsive to the services program the part of the division. I can tell from my experience that I have been struggling with things like the vacancies and filling them. There is discussion and it’s already in action to co-vocate regional offices for example the Division of Services for the Blind and The Service for the deaf for Vocational Rehabilitation should be located in the same building to promote better coordination and quicker referrals and various things. That is what I can share with you. Also, I want to explain a little bit more about why it requires such a long time to fill a position. It begins with your representatives in the legislator office. They didn’t pass budget until the 3rd week of September when the legislature budget we were waiting about two months for this state budget office. What to do what they call the drop of the budget which really means we can’t make payments and things like that. By that time it was the middle of November and so all during the time for July and August, I was ready to make offers to several people and I thought we were ready to go ahead and when they announced the budget was dropped then wait, part of the budget was covered so that is one part that has not been dropped yet. Here will be further delays, so I hope you are hearing my point, talk to the legislators.

Gary Ray – I do want to say to Patricia, I want to apologize for putting you on the spot. I’ve know you for many, many years. One of the capstones, the foundation stones is to have a separate, strong Vocational Rehabilitation agency for the blind. There is a lot more I could say but I will shut up because I know, I hope everyone here caught the drift of what I’m saying. Thank you very much.

**Ex. Officio Report**

**Disability Rights North Carolina Vicki Smith, ED**

For the new folks we are your federally mandated protection and advocacy system. We have federal responsibility and a variety of different funding sources. Before I would have told you that we were administered by 6 different agencies and 7 different grants. Because of recent changes, our TBI program, our DV program, Assistant Technology program and a voting program have all moved over to Administration on Community Living. This will be the last time I will have to do 7 program performance reports. Next year I will only have to do 4.

We are a statewide organization; we have a combination of responsibilities, investigation, allegation and abuse neglect which took us last year into over 80 different facilities across the state. The state operated adult care homes, group homes, family care homes just a wide variety and we have authority to access records of clients and facilities under our federal authority, every once in a while we have to litigate , because we have to go to a judge for example who then orders for example five hospitals to release records. We settled and finished, it’s done, they actually issued a check for attorney fees on a case that we’ve been talking about since 2011. It actually had to do with due process for people under the innovation waiver. There were approximately 11,202 clients receiving services under the innovations waiver. The original suit was filed against what is now called Cardinal Innovations. The settlement agreement covers every single person who is eligible and receiving services for or applies for services under the innovation waiver. It was about due process, under the settlement a participant of the waiver by way of grieve can challenge the budget assignment themselves or the result of any clinical assessment using and determining the budget. So they have the right to challenge that which they did not have before. Under the settlement the budget is not treated as a binding limit but rather on the value of services requested in the plan of care but rather as only advisory so they can’t say the budget is and you can’t exceed the budget. They can go over the budget it is supposed to be a guide. Under the settlement all managed care organizations are prohibited from making any budget changes midyear for one year after the settlement goes in. There after any midyear budget changes would give rise to immediate appeal rights which they didn’t have before. Finally under the settlement, care coordinators are required to encourage waiver participation to request whatever service they believe they need and appeal rights are given to the participant if their request is denied in whole or in part. There has to be maintenance of service during any appeal. Those are all big wins for people under the waiver.

We also are in the process of settling the Pasby case. In this case there is a tentative settlement and letters are going out to the 9,230 people currently receiving personal care services either in their home or in an adult care or group home. This case was also filed in 2011 and it challenged the way the institutions in the state of NC it was easier to get personal care services in an adult care or group home than it was living in your own home. The legislature tried to fix it and raised the number of activities of daily living that people had to need assistant or to get personal care services and they thought they settled the case. The state of NC used the same tool to access eligibility but different methodologies. So if you lived in your own home you had to demonstrate that you needed assistance with cooking, bathing and other of the five activities of daily living. If you lived in an adult care home by virtue of living in that home they checked the box that you needed help with meal preparation because they couldn’t assess it. So everyone living in adult care home got one free check. Now the state has to use the same methodology for all people the letters go out this or next week in the fair hearing before the judge before the judge is scheduled for April 1 and then that case will be settled. It really is just trying to neutralize the bias toward institustion setting. There are several other litigations, we don‘t do just litigation but they are the interesting, tangible things. We filed a lawsuit against the domvDMV that alleged maintains a medical review process that is directed to people with disabilities only based on speculation stereotype and unwarranted generalizations. That can result in greater behind the wheel driving test. The need to attain unnecessary physical exams or assessment from your doctor, the doctor has to say whether you can drive or not, how would they know and arbitrary licensure restriction all without due process. There was no way to challenge theses mechanisms and if you do you usually get slapped with another restriction. This is in discovery, meaning that we are talking to their experts and they get to talk to our experts moving forward. Litigation takes a while because the first thing DMV did was to move for motion for settling judgment, which means that they went to court and said, your honor this lawsuit has no foundation. They are trying to argue that people with disabilities has abilities. The judge ruled against them.

The other one of interest is that we have filed suit against Duke. A divinity student applied for and was granted reasonable accommodations but failed to have them delivered. We are in discovery and again Duke moved for summary judgment, there is lots of stuff going back and forth between the two.

Another litigation that might be of interest involves a person with a service animal who went to see a podiatrist, and Gary this is filed in the western district, somewhere in the west of the state. When the individual was told he couldn’t take the service animal in the office and back into the exam room he was denied. He actually called the police and said, please enforce my right, my service animal gets to go where I go; he can’t be excluded. You won’t be surprised that both sides have moved for summary judgment, waiting for a judge to make a ruling, we are confident that the Americans with Disabilities Act is very clear on this. Discovery will commence. We had to go Texas to talk to their expert witness.

We also filed two amicus briefs, one in state court on a state issue that you might be interested in, a housing issue. In NC and a lot of you deal with housing or organizations, you can be evicted if anyone in your unit has illegal substance even if it is not yours. This involves a case of a baby sitter having an illegal substance and the person living in the unit was evicted. It was challenged by another organization but we signed an amicus because so many people with disabilities are dependent on staff and they may not know if they have a joint or another illegal substance and they should not be penalized, they should be protected. The person who is responsible should pay something.

The other one involved a traveling salesperson, who was losing their vision and lost their job even though they requested a reasonable accommodation, doing sales from a desk instead of driving around.

We are looking at guardianship in a big way this year and alternatives in guardianship. We are hoping to issue a report in April about how unnecessarily easy it is for a person to become a guardian of another person. We talked about maybe somebody trying to take me to court and become my guardian but I don’t trust my staff on this particular issue they might like to make decisions for me. We are looking at that and we are also completing a 3 year project with the Developmental Disabilities Council where we went out to adult care homes to see why people with Intellectual and developmental disabilities are stuck in these facilities and the biggest challenge we have is that we don’t know the number of people with intellectual and developmental disabilities are living in these homes. It’s neither collected nor those with traumatic brain injury, we don‘t know enough of where people with disabilities are placed in this state. There is little or no good data.

Oh I’ve been asked because Mercedes has been coming to these meetings. She resigned in mid December for personal reasons and we have not yet assigned all of her duties to people on staff. I don‘t know who will be taking up her work on voting but you can count on that activity continuing.

Gary Ray – Let’s talk about voting, is that one of those things you are going to keep?

Vickie Smith – Oh yes we get money to address voting.

Gary Ray – The last time, before HAVA, the last time I voted independently was in 1972 and I’ll admit I voted for tricky Dick. But when HAVA came in I started casting private ballots and I could vote for whatever idiot I wanted to without anyone else knowing. I am glad to hear that you are going to be there to protect my ability to vote for idiots.

Vicky Smith – We can’t tell you who to vote for, but we can remove barriers. If you have not seen that if you are on FB or have a YouTube account type in rooted in rights. It’s a series of videos and right now they are doing a series around voting and these videos are developed rooted in rights is associated with protection and advocacy out of Washington. They got special money to do this. They have a series of interesting subjects. This summer they did a series on crappy curb cuts. It was just one of the projects. They filled it and did a call across the county. The series right now is on voting accessibility, they have one that talks about voting rights for people who are death, the one released last week are for those who are blind or visually impaired. It’s the people who have the most experience. It’s really cool and I link it to our Facebook account. You can also subscribe to them on YouTube. They have done a whole variety of issue focused stuff. It’s just a really good quick way. I used to do a 25 min. presentation on what is a PDA and they have a little video and they do it in 3.

Steve Strom – I have another question regarding voting. Is there a quick Reader’s Digest version to address changes in voting?

Vicki Smith – Everybody has this. What happens in 2016 and it’s pretty important? We are hoping that a challenge to an overall requirements. They did pass some legislation this summer that if you can give a good reason but they don’t give and it hasn’t been challenged. It hasn’t been tested yet. People who live in congregate situations we are going to be paying attention to that. As Gary demonstrated you don’t have to be competent to vote.

Kay Miley – Let’s go eat. The membership committee will be meeting in here during lunch.

Lunch: 12:05 – 1:08

Meeting was called back to order by Keith Greenarch, vice chair.

## **Membership Committee Keith Greenarch, Vice Chair**

We were doing Ex. officio updates we would like to go back to membership as we are ready to report.

 We met during lunch this was requested to be added after lunch.

The membership committee is to look at applications that come to the SILC office and then membership committee. We have validated and looked to see if these applicants can be brought to the full council for a vote.

Today we have three candidates, I just want to say that the goal of the membership committee is to get all the seats full by the time we sign the new SPIL. We will need all present to work on committees. To be involved in the process f the SPIL. Rene and I have made our way around the state and have held the listen sessions. That will all come together determining our needs assessment, as far our customer satisfaction and service. That is why we need all hands on board. We currently have four slots open. We have two members we will tell you a little bit about each candidate. Sandy, do you want to speak?

Sandy Ogburn – I just to talk a little about the two candidates. The one thing I saw was that they are both knowledgeable about being in the system and what it is like to not be able to access resources. This is strength because it makes them even more passionate because they have lived it, more passionate about helping others. Both of them seem more knowledgeable.

Keith Greenarch – we have to work around certain parameters, age and location. It also depends on disability because of diversity. Both of these young ladies are in the eastern part of the state and that is an area we do not have good representation. We are trying to look at the areas that don’t have good coverage. It’s my understanding that Melea Williams may be moving, right now she is in Wilmington doing grant work through the CIL we got some good information from Gloria the Executive Director of the Wilmington Center. She is a people with disability she comes to us with a lot of knowledge as Sandy has said. The membership committee met and looked at the application. She is in New Hanover county, has a visual disability and she is a parent of an adult child with a disability, she also has multiple disabilities. We feel that with the two open slots we will have we will have others leaving as they term off. We didn’t want to let these two ladies go because I think they will bring a lot to our council. We are recommending her to the full council to be approved for membership to the council.

Gary Ray – What is her educational background?

Keith Greenarch – That is not a question we ask, we do ask about life experiences.

Gary Ray - Is it not appropriate for me to ask?

Gloria Garton – Melea has a graduate degree. Melea has a great background. Her father is a person with a disability growing up in Texas. He was part of the original movement in disability rights and was actually at the signing as a representative of Texas.

Keith Greenarch – Gary, to answer your question, in the Independent Living world and being independent we at one point decided that education was a question we needed to ask because if you are a person with a disability then you know. The membership committee does the interview and Teresa does the task of checking references and Melia comes highly recommended. You are welcome to come to one of our meetings and if you think education is important then address it.

Gary Ray – Do you talk any of vocational past, can you give me a thumbnail of this lady?

Keith Greenarch – Let me just read the questions that we give and maybe you can get a better aspect.

We ask why are you interested in becoming a member of SILC.

Which CIL have you visited?

What State Independent Living programs are you familiar with?

What community activities have you done?

During the interview we do talk about their vocational or other background. She is working now on a grant. She is very involved with domestic violence or violence against people with disabilities.

Gary Ray – Is it appropriate to ask where they are back?

Keith Greenarch – I don’t think so, and I will ask the membership committee, do you agree. They are nodding yes. You are more than welcome to come to a membership committee meeting to talk of this. Her references have been checked and they are stellar. Gloria Garton gave a glowing recommendation. At this time we would like to bring Melea Williams to be sent to the governor’s office as approval for membership.

**Action: (Committee/Oshana Watkins)** unanimous

Keith Greenarch – we had one applicant that did not meet requirements so we will move on. The last applicant brings a lot of good things to the council. Sabrina Dionne also from New Hanover county and works with the CIL in Wilmington, dRC. I have met her and she emails me on a regular basis being very diligent and staying interested because she wants to make a difference in the live of people with disabilities. She is interested in working at state and national levels.

I want to say something more about the Wilmington Center. We brought Jennifer Overfield from that center and she is now going on to an internship leaving Sunday so that is awesome. We’ve had real good representation out of that area.

Sabrina has worked for centers in Broward County, Gulf Coast /Fort Myers in FL. Now she is working as the consumer coordinator at the Wilmington center having 5 years working there and has been a Vocational Rehabilitation client. She has started a group called PUSH (People Using Strengths and Hopes) a group for people with disabilities, people without disabilities, caregivers, family and friends to participate in monthly outings and events. She is also on the Cape Fear Council and the Alliance of Disability Advocates and the Youth Leadership Forum. She comes with glowing recommendations and the references were also outstanding. So we bring to the floor a vote to endorse Sabrina.

**Action: (membership committee/Rene Cummins)** unanimous

Keith Greenarch – these two names will be sent to the Governor’s office. The committee would like to challenge you and especially the CILs. Take applications to your area, we need youth and we really are looking for the NW area of the state. We are saturated with the triad and triangle area. We do need to have a store house of folks to fill in spots emptied by term expirations.

Patricia Sikes – What is the youngest age?

Keith Greenarch – I don’t think we have a minimum age.

Julia Sain – As someone who runs a CIL, this is a not for profit so anyone who sits on the board is fiscally responsible and is someone who could be sued if there were ever misappropriations.

Keith Greenarch – we are looking to be sure that members know it is important for members to attend all meetings and trainings as well as committee teleconferences.

We are moving in the right direction to get the right people here so we move in the right directions. We challenge you to take these applications. Please share with those who you think would be a strong member. The application is also on the website. Are there any questions for the membership committee?

Gerald Green - What is the upper age limit on youth?

Keith Greenarch – The upper age is 28. We would hope that they would work with Sierra and Nellie on the Youth Leadership Forum. Thank you all for helping us keep this council full.

**Ex. Officio Reports – continued**

**North Carolina Council on Developmental Disabilities Steve Strom**

Yesterday we finished up the public comment phase for our five year plan. We didn’t have a lot of substantive comments that will change the plan; we will incorporate a couple of good suggestions and will present those goals back to our council on February 12 for approval. This will lead us into our new 5 year plan starting on October 1, 2016. There are three big goals for the new plan that are very easy to understand.

They are Community Living, Financial Stability and asset development and Advocacy. There are lots of objective and activities that we can do under these three broad categories. When we mention those terms vs. how we have it now, community capacity, building disability system change and advocacy and leadership it makes it a little more public friendly.

In October one of our grantees, National Disability Institute conducted a financial stability seminar and hosted the sec. of Treasury, Janet Cowell, who came in and talked about the ABLE act being launched in the state of North Carolina; achieving a better live experience. This will be launched in 2nd quarter of 2016. It all seems to be moving smoothly and were very glad to have sec. Cowl there to talk to the group.

For those who don’t know, it is similar to the 529 accounts. For people with disabilities it won’t affect your benefits as long as your account is under $100,000.

We have new staff; you may know Philip Woodward, who joins as a new systems change manager. He will be working with our community capacity building committee; more info will be available moving forward. Beth Stalvey who was our policy analyst took the Executive Director position with the Texas Council on Developmental Disabilities. We have two advising on policy in her absence, Dr. Jill Hinton and Erika Hagensen. That is my report, thank you.

## Division of Services for the Deaf and Hard of Hearing Janet Withers

I didn’t’ know I was supposed to give a report so I’ll see what I can share.

You all probably know that we are 100% financially supported with receipts and the charges and surcharges on your phone bill. Did you know that, you do know what I’m talking about?

Starting December 1, the charges were decreased from $.14 to $.10. It doesn’t mean our budget shrunk it means that we have to continually balance between spending and revenue. We’ve reached the point where the revenue had increased more than what we spend. Our expenses have decreased but we keep a balance.

 Department of Health and Human Services recently came up with ADA complaints procedure. Now it’s on Department of Health and Human Services website. That was the result of a settlement of a law suit against dentists who were Medicaid providers. As a result of that agreement to update the complaint process to make it easier, that suit was from a deaf person against a dentist who failed to provide an interpreter. The Department set up a procedure to allow the department to respond within thirty days.

Division of Services for the Deaf and Hard of Hearing is currently working on an ASL tape to put on the website that will match the written process. Now we are cautioning all that as we are in the process of setting this up. It will help benefit people who have complaints or issues. If they have a medical need that is urgent you don’t have to go through the process, they are to contact us directly so we can fill out and file right away. They can contact the local regional center to get something done quickly.

We also noticed that most of our contacts from people who have experienced some kind of problem with accommodations for health care services, private doctors, appointments etc. have similar complaints and it sounds like a broken record, the same thing over and over again. So we are looking at the broader system for changes that are needed, training, and education and also we want to partner with allied health and educational centers. All for training and people would benefit and earn CEU s for that. We offer training in Wilmington. It is a very popular training; people from across the state come to attend. We want to provide that training through all the regional centers.

We just developed a training curriculum designed for skills, healthcare and service providers for those who provide in home care healthcare. We are working to develop a contract to make several different training tapes. So that we can leverage our resources and also use things like North Carolina hospital association, their webinar system to provide training throughout hospitals.

Considering military veterans, about 60% of all returning military that have had exposure to combat experience some type of hearing loss or tinnitus. Our challenge is that hearing loss is sometimes overlooked. When the Governor released a proclamation that was meant to advocate for military veterans across the state, many issues were mentioned but nothing about hearing loss. Hearing loss is the #1 disability as a result of combat; that is a big challenge. The second part we are trying to make sense of all the complicated military support system. It’s hard to get collaboration with agencies involved. We are trying to figure out how to best approach this. We are partnering with North Carolina Veterans division. They have a publication put out annually with pages of listing of all kinds of resources. If you have a contact I would love to refer to the division info about Division of Services for the Deaf and Hard of Hearing. We provide 2 different travel events annually.

One last thing, we just developed a webpage on our website focusing on domestic violence. There is nothing in ASL specifically for deaf people there are wonderful tapes that explain the information intended to educate the deaf community. And help arrange or encourage them to contact us. We are not domestic violence providers. That is the responsibility of other agencies. We can be a link and provide counseling to those agencies in conjunction. We really want to help focus that the communication is there. That is my report.

Julia Sain – So Jan I wanted to ask a question, I heard you say that a person who is deaf who is not provided an interpreter by their medical provided they can file a complaint with Department of Health and Human Services. To do what? If a person is deaf and the doctor won’t provide an interpreter and they complain to Department of Health and Human Services what is their standing? What will Department of Health and Human Services do?

Jan Withers – this is a clarification, it needs to be a Medicaid provider not a private insurance doctor, so as it is related to Department of Health and Human Services because they contract with provider to provide Medicaid service which are federal dollars. Those providers are responsible to provide those services. So they file the complaint and sent it in, it will go to 2 peoples the Department of Health and Human Services ADA coordinator and the ada coordinator working for the medical assistance program, There is also a list of agencies or the ada for each different division.

Julia Sain – I still am confused because I can understand the state saying I’m not going to continue to give money to a felon but other than that I don’t understand what the state of North Carolina can do to advocate when there is a private or Medicaid provider who is violating someone’s civil rights. I’m going go to Vicki to understand it.

Vicki Smith – Department of Health and Human Services is not advocating they are hearing a grievance against the provider. The person who went to the dentist who asked for an interpreter in advance and was not provided one can then file a grievance against that dentist. Department of Health and Human Services hears that grievance and can level fines or other penalties against the dentist.

The law suit was not just for people who were deaf, what we found was Department of Health and Human Services was out of compliance with the ADA because they didn’t have a grievance mechanism in each division. Now it does. The advocacy is that Jan’s division is coming in and saying as a remedy, so it doesn’t happen again, use us. Interpreters are available making sure that part of the remedy is that Medicaid providers understand that this is a service available through her division.

Jan Withers – yes, we are taking a multiple factored approach, it can be on a case by case basis and we have to learn the specifics of each situation. It can be through training through different associations reaching out to clients, clinics and hospitals. Our purpose first of all is to try to prevent the need of anyone to file a grievance. We know that it’s the doctor or providers responsibility to provide this accommodation. After the fact when the problem has already occurred, a way to quickly resolve it so the person can get the services they need.

Vicki Smith – So if I might then share with the council is that what happens next, so you file a grievance and so far any grievance that we are aware of cause we are testing this, this is a low level try to get your grievance fixed. If you don’t like the decision you take it to the next level. The hope is that Department of Health and Human Services will resolve and fine in favor of the grievant and also get a sense if we use this correctly of what is not working right in their services. The focus right now is on the Medicaid for us because, now I’m inferring and I’m not supposed to do that, because I’m worried that the medical grievance mechanism is not going to work very well because they are terrified that what the dentist did initially was to say ok I just won’t take any Medicaid patients so done with that. They could lose providers in particularly rural areas and particularly dentist because they are not usually associated with a larger practice.

What happened in this case was the client was denied the interpreter and was not taking any Medicaid. We waited a month and had an intern call for services without asking for an interperetter so they took him as a Medicad client. We caught him in the undercover. So this is like a beginning of a new age. I think what makes this unique in terms of Division of Services for the Deaf and Hard of Hearing is that they actually can be a resource both before to prevent and also after the fact. It’s been a long standing requirement but they didn’t have it. So test it, when it doesn’t work, let us know.

**Client Assistance Program John Marens**

First of all I cannot make your Thursday meetings because of a conflict in scheduling.

Few things from Client Assistance Program, glad you mentioned the website. I want to invite you all to go on the Department of Health and Human Services website and try to find something. We have had a devil of a time trying to find information on the new website. See if you can find information on the Americans with Disabilities Act and the different divisions and what they do. My staff and I have spent time and we couldn’t figure it out. I invite you all to do that and give feedback to the state office to help them look at that.

In addition to that, the state is coming out with new branding “Nothing Compares”. I got a look at the new business cards for all state employees. It has light writing in small font that I couldn’t read. I brought this to Vocational Rehabilitation Administration. I can’t read this so how is someone with low vision to read it? If the point of handing out business cards is for people to get in touch with you, it’s not a great job.

Patricia Sikes - Before you get too far along, on the website on the bottom of the site you can click on “how can we make this website better”. Click there and send your comments.

John Marens – That is helpful. Thank you. To move to more client centered information, I would say to you that we have had a couple of issues to bring to your attention. One is a systemic issue. I had a case where a woman was living in her own home with her husband who called us because she needed home modification in the form of a shower. She uses a wheelchair. The Independent Living program came in and she was not happy with results. The Independent Living program basically stated that we’ve already provided the service we aren’t doing anything else. Their stance was we put in the shower and it was ADA compliant and why do anything more. My office got involved. We negotiated to get the engineer back out to look at this again to see that the woman was having trouble maneuvering in the shower. Based on our conversation they agreed to redo the shower so it could be used without a problem.

The second has to do with more of a systemic issue. I invite Patricia to get involved with this as well. There is a bottleneck, a serious problem in the bill paying system and purchasing system with the state office. There is a history to this. The holdup seems to be in two areas. The Controller’s office is like a black hole. You can’t get to anyone in there. The second is the purchasing department. What we have been running into is that people can’t get bills paid related to services that are promised and on their plan. People are not getting rent payments on time then are threatened with eviction. Tuition and fees aren’t paid on time delaying college classes and other related things like this. It is delaying services significantly impacting consumer’s lives. We’ve tried to track this down. This started several months ago probably beginning with the institution of the BEAM system in July 2014. The initial problem was the system didn’t work. Then post that in the beginning of trying to work that out this past year has seen 30 vacancies in the controller’s office, almost all retiring at once. Now you have a significant decrease of people in the bill paying system resulting in giant backlogs. Then you have the issue of sometimes things aren’t put in on time by the counselor or there is a mistake in the billing which means that the controller’s office kicks it out or the counselor is not informed of the mistake. So, we have had numerous complaints regarding this. We feel as if this is a major systemic issue. What we are trying to do right now is to draft a letter to the secretary’s office to address this issue, I brought this to the last SRC meeting and asked if they would work with me. As you know, the watch word of this administration is “we want to make sure things are efficient and effective”. This is neither and is causing significant problems for people who need services. In addition to this, because of the delay, when it comes to purchasing when a bill is not paid to a vendor and another counselor goes to make an authorization to that vendor to get a wheelchair, which is one of the cases I worked on due to this issue, the vendor says to the client, I’m not working with you because I didn’t get paid last time so why do this now? Now you have the issue of potentially losing vendors. The SRC and I are going to draft the letter from us to the secretary’s office to ask him to look at this issue.

The other thing and this isn’t politically correct so forgive me, part of this is ensued because of the new administration. Part of that in the overall positive idea of wanting state dollars to spend appropriately, there has been an enormous amount of oversight. The result of that is in the state office it’s hard to go by a week and not see people you don’t know and find out they are auditors. They are being audited to death and it makes them afraid to do anything or they will be dinged in an audit. This is a bureaucratic system that has had more bureaucracy put on them in the past few years that is not functioning g to the systems of North Carolina. We want to bring this to the attention of the secretary to ask him to look at this and create a more efficient and effective system for consumers in Independent Living.

Essentially all the other cases I was going to mention has to do with this. We are seeing 4 – 6 months delay because of this, in terms of providing services. The good news on my end of this is that when we get a call with a simpler situation like my tuition or rent is due, we are able often to get to the fiscal services people who are then willing to contact the controller’s office helping to expedite the payment. Whether you want to weigh in on this or are seeing this yourselves then I would certainly like to know about that and if you would like to add your name to the letter that we are going to send to the secretary.

Mark Steele – The good news is that BEAM is going to go away isn’t it?

John Marens – Oh yes, the good news is that the BEAM system is going to be new and improved. A whole set of wrinkles maybe when that system is rolled out.

Jan Withers – I want to add as well that he is really right. The whole department has been struggling with a lack of efficient procedures and support for all programs and services. I like what I’m hearing from and about the Secretary himself. He really wants to see the Department overall reduce the problems that are not allowing us to provide our services. He is also asking good questions that I haven’t heard before like what is the penetration of need in the area, satisfied or not he wants to know. That is a great questions he wants to know what more we can do.

Gary Ray – Has he met the legislature?

Julia Sain – So John, I want to ask a question. When you say the state I’m always very nervous because I don’t think it’s a state problem. I think it’s a Department of Health and Human Services problem. We are talking about our state entity and who it will be. They have demonstrated that they can’t do it as our Designated State Unit. As we look for our fiscal agent why would we want to stay with them as they have proved they can’t do it? So it’s not all state departments are screwed up. We have a contract with Department of Transportation and we submitted our invoice on Tuesday and the check was in the bank today. So it’s not a state problem it’s a Department of Health and Human Services, they both have the same representatives, so it is not a state problem its Department of Health and Human Services. There are other departments that can get the job done.

John Marens – That is a great clarification you are correct.

Steve Strom – As a state employee I would like to say that while you are shopping for that DSE these are good things to be asking of all state departments, to find out. Department of Transportation may have a positive experience with Julia but that may be an exception to the rule. Please ask a lot of questions when shopping for a DSE.

Barry Washington – I just want to question of John. Did you say they were going to do away with BEAM?

John Marens – It has become evident that it is not working like they hoped. They are going to amend and/or revise. The vendor is going away but the platform is going to continue but change.

Patricia Sikes – I just wanted to say what has happened. We did not ask for this change we’ve come a long way and spent lots of time and money. We got a surprise call that the company decided to no longer continue to support this product. There are many lawyers involved and many people involved. Having a company shut down meant we would own the product but the company is changing what their business is and it is forcing us to start anew. It came from the company not the state. We are responding.

I do want to piggy bank on what John said about the controller’s office. There may be a way for some to get out and get things paid more effectively. Many with disabilities are being affected by this issue and will continue to be affected. We do have a very receptive Secretary whom I’m sure is quite busy but is also very open to hearing things. The restructuring that started with the 31 people leaving, which was partly intentional and partly, has never been completed. Six – Seven months into this, there is no organization chart, because it continues to change. I do feel for those that are there and the turnover has gotten high. When you call people you have spoken to are no longer there or no longer doing the same job. The problem has gotten worse in the last three months. We do need system change from a high level. That is going to cause a lot of problems for people.

Barry Washington – Something about that BEAM, we just basically had all that training and everything. Are they doing away with it all together? Is there a time line? The secretary did come to our facility. Initially she wasn’t going to come but did and was really overwhelmed by what we had with students with disabilities and walked away saying she wanted to do more.

Keith Greenarch – The bottom line of this whole thing is that the people receiving the services the vendors providing the services could give a flip less about the 31 people. He’s looking for his money and rightfully so. We are taxpayers and we have to hold them accountable and there has to be measures put in place for certain things like this. There has to be some forethought. We have a CIL in the eastern part of NC that couldn’t pay rent and had to borrow money from their board and that is just criminal.

Gary Ray – John seems to be saying BEAM is not going away and Patricia says it is. Can we get clarification? What I heard Patricia say is that the state doesn’t own the product. Which is it?

Patricia Sikes – I can understand why and we are trying to sort all out and give clarification. We will have BEAM and have a period of transition. It is not going away today. It will be here at least through the end of Dec. 2017 and after that it depends what direction we go as to whether the company will continue to provide support. The time frame varies. I will say that the issues of payments are not so much BEAM related.

Keith Greenarch – So are they bringing another system? So it will go to another system?

Patricia Sikes – Correct, we own the data but not the platform.

Keith Greenarch – That is a waste of taxpayer money. That money could have gone to pay for North Carolina disabilities.

Mark Steele – The system was bought with ARRA money several years ago.

Keith Greenarch – It doesn’t matter, it’s still money. I will get on my soapbox for a minute. We have so much in this state that is just, we have legislators that sit down there that don’t have a clue of where they peed last. Our job as a council, as Independent Living centers, is to hold these guys feet to the fire. We have got to get in their offices and let them know who we are, what we do, and what we stand for and who we represent.

John Marens - Again if you have stories and input I would appreciate you giving them to me and if you would like to add your voice to the SRC letter then let me know that.

Keith Greenarch – You want to hear a story? In February it will be one year that I did a referral for a ramp. The person is utilizing one of our portable ramps; he does not have to do without a ramp. That person doesn’t know anything else but that he is getting in and out of his house. He still doesn’t have a ramp. It’s no more than 7 hours or less to build, done in a day. It will be a year in February. Those are the things our legislators need to know. Why is there a backlog like that? We hear numbers but don’t hear the results.

**Other Council Reports**

**SRC report John Marens**

Part of the meeting was already reported on regarding the letter. The only thing I can tell you is the discussion of the unified state plan. It came out yesterday so all can go look at that. There is only minor stuff. The SRC proposed a change to bylaws changing from calendar year to fiscal year. Other than that, there is nothing essential.

Debbie Hippler - We need a SILC rep on that council.

John Marens - I am filling in but not recognized as a representative of the SILC.

Gary Ray – John, now when you say SRC, are you talking about where, does the blind commission

John Marens – It’s separate.

Gary Ray – Separate, so how come there is no report on that, isn’t it a rehabilitation council? Doesn’t that have something to do with what we are talking about?

Debbie Hippler – We don’t have a representative on that council either.

Keith Greenarch – Sounds like we have a volunteer right there.

Debbie Hippler – Do you want to serve?

Gary Ray – mmmmmmm. Whoa, whoa, whoa, so I’ll ponder that. So what you are saying is this group can place a representative on the Blind commission/ rehabilitation council. Can they say anything about it? Can they say we don’t want that guy?

Debbie Hippler – I don’t think so; all they request is a representative from the SILC.

Julia Sain – Did they ask for that?

Patricia Sikes – I think it’s required.

Julia Sain – The rehab act requires that we have a seat on the SRC but because not every state has both DSB and DVR as DSU, then most states where it says you will have a seat on the rehabilitation council only has one anyway and doesn’t say you will have a seat on every rehabilitation council. We have two DSUs so we have two rehabilitation councils. The SRC has to let us on because it is law. I don’t know that there is anything in any law that says you have to let us on the Blind Council too. If we wanted to be we could ask for a seat.

Patricia Sikes – I can go back and look at that. It is my understanding that we need someone from the SILC. I’ll go back and look again. We want someone from the SILC. Normally it is the Executive Director that fills that position. We do need someone and want one regardless.

Gary Ray – I will ponder if I hear additional stuff it seems like we need more information.

Debbie Hippler – Just for clarification, ever since I’ve been here we have had a representative on the Council for the Blind. I’ve never heard it was to be the Executive Director. We have always had a voting member as a representative. On the SRC they did not want the Executive Director or staff; they wanted a representative from the council itself.

Patricia Sikes – I will check on that and report what it says.

Sandy Ogburn – I know there are new people who might not understand and I don’t even though I’ve been around awhile. Can someone sometime give us more information on what it would mean to serve on these councils and what they do and what it means to sit on one of them.

Patricia Sikes – I don’t have information in front of me and don’t want to give incorrect information. We meet quarterly in Raleigh on the Governor Morehead school campus. People can call in if needed.

Debbie Hippler – How often does the SRC meet?

John Marens – Meetings are quarterly and move around the state but often meets on Dorthea Dix Campus in one of the buildings there. This was created by the Rehabilitation Act as an advisory council. I would be happy to send you information.

Debbie Hippler – Isn’t it typically held once in the west, once in the east and twice in Raleigh? We do need a representative serving on both of them.

Kay Miley- Be thinking about it, we need to get somebody soon.

## Old Business: none

## New Business:

## Keith Greenarch - I just want to remind everybody the mileage on the reimbursement sheets has changed to $.54/mile. We also have forms back here for membership and Youth Leadership Forum and the self evaluations. Also during training yesterday we had forms from ILRU about what your knowledge is about SILC. It would be good to take and answer the questions. If you don’t know the answer or get it wrong you can get the answers from ILRU.

Debbie Hippler – If you feel you lack knowledge there are webinars, notes technical assistance and you can sign up for classes as a member of this council. You would send a request to the office which is forwarded to Kay as chair. It is taken under consideration.

For new members there is a class called Smooth as SILC. It helps you mingle with others across the county and helps you better understand Independent Living.

## Announcements:

## Sandy Ogburn – I want to reiterate what Debbie was saying. The classes on ILRU are phenomenal. I’ve taken two classes and it’s a lot of information you get to network with other cil or silc people. You get to hear a lot of different things being done in other states. The facilitators are very knowledgeable and encourage all especially the new members to check out the opportunities on the ILRU website.

## Public Comments: none

## Meeting Adjourned at 2:37pm

## Next Meeting: April 1st at the Country Inn and Suites in Burlington, NC.

Attendees: P = Present / T= attending by Teleconference / A = Absent

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| --- | --- | --- | --- | --- | --- |
| Members |  | Ex. Officio |  | Staff/Support |  |
| Rene Cummins | P | Pamela Lloyd-Ogoke Vocational Rehabilitation Independent Living | A | Debbie Hippler | P |
| Tavonne Enoch | A | Steve Strom DD Council | P | 3 ASL interpreters | P |
| Gerald Green | P | Patricia Sikes – Division of Services for the Blind | P | 1 PCA | P |
| Keith Greenarch | P | John Marens Client Assistance Program | P |  |  |
| Sandra Hicks | P | Vicki Smith | P | Guests |  |
| Joshua Kaufman | A | Jan Withers | P | Fred Johnson |  |
| Mark Steele | P |  |  | Mike Ogburn |  |
| Kimlyn Lambert | T | Center Directors/Reps |  | Jenny Pleasants |  |
| Paul LaVack | P | Julia Sain | P | Ann McDaniels |  |
| Kay Miley | P | Benita Williams | P |  |  |
| Clare “Ping” Miller | A | Gloria Garton | P |  |  |
| Sandy Ogburn | P | Sierra Royster | T |  |  |
| Gary Ray | P |  |  |  |  |
| Teresa Staley | P |  |  |  |  |
| Oshana Watkins | P |  |  |  |  |
| Barry Washington | P |  |  |  |  |

Respectfully submitted, Debbie Hippler, SILC staff