

Attachment 4.2(c)

Summary of Input and Recommendation of the State Rehabilitation Council; Response of the Designated State Unit, And Explanation for Rejection of Input or Recommendations

The following comments were provided by the Mississippi State Rehabilitation Council (SRC) concerning the 2013 State Plan. At the suggestion of the Rehabilitation Services Administration, items were included from the minutes of recent council meetings, specifically input into the questionnaires that were distributed following presentations on agency policy. These comments and responses are also found in the SRC Annual Report.

SRC comments and/or recommendations for input into the Mississippi Department of Rehabilitation Services' Office of Vocational Rehabilitation or Vocational Rehabilitation for the Blind (OVR/OVRB) service delivery system:

- Low staff turnover seems to be a strength in the service delivery system. Try to educate policy makers to adequately fund VR to pay competitive wages to keep good staff members even if economy picks up.
- Compliments to all for efficiency and success.
- I am impressed with the case services success report. The goals seem to be on track for meeting.
- I would like to find out more information dealing with transportation in Mississippi's rural areas.
- Need to talk/ask about clients not getting calls back as soon as they think.

Agency Response: MDRS appreciates the compliments. Information was given to the SRC member regarding transportation resources. Customer service, including returning phone calls, was addressed in the Statewide regional staff development trainings.

SRC comments and/or recommendations concerning the results of consumer satisfaction surveys:

- Consumer satisfaction is high, indicating that service delivery is meeting the consumers perceived needs.
- Great results.
- It would be interesting to see the AbilityWorks consumer satisfaction surveys.
- Good job!
- What about doing two surveys--one midway through and the second after closure of the client's case?

Agency Response: In our next contract for the survey, we will investigate how to conduct a mid-point survey in addition to the current survey conducted at closure.

SRC comments and/or recommendations for input in terms of potential service providers or discussions on the performance of service providers currently being used by OVR/OVRB:

- Outcomes indicate the current service providers must be adequate.
- J's Mobility is doing a great job in trying to help in different ways.

Agency Response: MDRS appreciates your comments.

SRC comments and/or recommendations concerning VR Policy, State Plan Development, and SRC business:

- I would be interested in seeing the curriculum topics and calendar for staff training in print, during any available agenda time for a future SRC meeting.
- I think the idea of moving the SRC meeting around the state is a great job.
- Holding SRC meetings at different places throughout the state.
- Appreciation for job well done.
- I appreciated all of the parts being shared with me ahead of time on email. I had several weeks to review the documents, ask any questions and provide input.

Agency Response: MDRS will schedule a discussion of the training plan in upcoming meetings. We also scheduled the meeting in different locations during this fiscal year.

As the 2014 State Plan was being developed, members of the SRC were contacted and asked to assist MDRS staff members in developing any attachment of interest to them or to provide input into any changes they would suggest for the 2014 State Plan.

The members of the SRC were provided notice that the attachments were linked on the MDRS website and each member was emailed copies of every attachment. Additionally, each member of the Council was sent an electronic questionnaire regarding any feedback or comments that they would like to offer.