

**Board of Vocational Rehabilitation (BVR)**  
**March 25, 2021**  
**Meeting Held Via ZOOM**

**MEMBERS PRESENT:** Vicki Stewart, Jennifer Trenhaile, Jonathan Englund, Eric Weiss, Cole Uecker, Beth Schiltz, Brad Konechne, Bill McEntaffer, Peter Bullene, Kristina Allan, Lisa Merchen, Joe Vetch, Jolleen Laverdure and Kevin Barber.

**MEMBERS ABSENT:** Brooke Lusk. **OTHERS PRESENT:** Bernie Grimme, Kim Ludwig, Katie Gran, Dr. Faye LaDuke Pelster, Catherine Greseth, Sylvia Buboltz, and Colette Wagoner. Interpreters were Julie Paluch and Rick Norris.

**HOUSEKEEPING ITEMS:** Zoom features reviewed e.g., mute, camera, identifying oneself by name when speaking and use of interpreters. The voting process was also reviewed outlining the need to conduct roll call with any action items, each voting member will be asked for their reply of yes, no, or abstain.

**OPENING ACTIONS:** Cole Uecker, Chairperson, called the meeting to order at 9:10 am. Housekeeping Items: Zoom features were reviewed e.g., muting microphone, turning on/off camera, identifying oneself by name when speaking and use of interpreters. The voting process was reviewed with emphasis on any items needing action that roll call will be taken, each voting member will be asked for their reply of yes, no, or abstain. Cole welcomed everyone and thanked them for being present.

Approval of Agenda: Cole asked if there were any changes/additions to the agenda.

**MOTION TO APPROVE THE AGENDA AS PRESENTED – MADE (M), SECONDED (S) AND CARRIED (C).** YEAS: Kristina, Beth, Jolleen, Lisa, Vicki, Joe, Jonathan, Brad, Bill, Peter, and Kevin. NAYS: None. Review and Approval of Meeting Minutes: Cole called for any changes/additions to the meeting minutes that were disseminated prior to the meeting; hearing none, **MOTION TO APPROVE THE DECEMBER 17, 2020 MEETING MINUTES AND THE EXECUTIVE COMMITTEE MEETING MINUTES FROM FEBRUARY 24, 2021; MSC.** YEAS: Kristina, Beth, Jolleen, Lisa, Vicki, Joe, Jonathan, Brad, Bill, Peter, and Kevin. NAYS: None.

**ANNOUNCEMENTS:** Cole invited announcements of any kind i.e., Transition Services Liaison Project activities (Youth Leadership Forum, Summer Institute) and spoke to Disability Rights staff cautiously going out into the public. He encouraged members to share upcoming events with staff and she would forward these to the full Board. Bernie reported that the Fall Conference is still being planned as an in-person event to take place Deadwood on October 26-28, 2021. A pre-conference will be held one day prior involving Jimmy Warne and Wayne Weston. Save the date cards will go out soon. He reminded members that they can attend these events with costs (hotel, registration fees) covered by the Board.

**PUBLIC COMMENT:** There was no comment provided at this time.

**DIVISION DIRECTOR'S COMMENTS:** Eric thanked members for their attendance and involvement with activities. He explained the Board is an advisory unit to the Division and he has enjoyed this relationship. The Board has provided guidance and input on vocational rehabilitation services, evaluating performance, submitting reports, and developing the State Plan. COVID Update: In response to questions asked about what has changed within the Division due to the impact of COVID, he spoke to changes that have impacted the provider network. A number of providers or independent contractors have been lost or their availability reduced due to limited travel and/or contact with individuals and agencies focusing staff efforts on essential services. The hope is that with time, engagement with people with disabilities will increase (i.e., job coaching, development). VR offices are slowly increasing direct contact with consumers as the numbers decline of those identified positive for COVID and as vaccinations increase. A question was asked if individual cases were closed due to the lack of provider or independent contractor. Eric noted closures were due to a number of reasons: availability of employment opportunities, business closures/reduction of hours of operation, consumer choice, and shortage of providers because of related reasons. Division staff are making efforts to re-engage with consumers, employers, and providers in ways that are as safe as possible. Data Report: the one-page report now reflects a full three years of data (July 2017 through December 31, 2020). The most recent quarter shows applications are down when compared to pre-COVID averages, however, gains have been made since April 1, 2020 for total applications and eligibilities.

**POST SECONDARY OUTCOMES INDICATOR 14 SURVEY RESULTS:** Eric spoke to transition services for students with disabilities and how efforts increased with Workforce Innovation and Opportunity Act (WIOA) which amended the Rehabilitation Act a few years ago. VR agencies are now required to utilize 15% of their federal funds to provide pre-employment transition services (i.e., job exploration counseling, work-based learning and readiness, self-advocacy). The Division has worked with the Transition Services Liaison Project (TSLP), Department of Education/Office of Special Education, school and teachers, DOLR, providers and other partners in the area of transition prior to reauthorization. Events conducted have included Youth Leadership Forum, Catch the Wave, Let's Talk Work, Summer Transition classes, Project Skills, and Project SEARCH. Data suggests that the earlier the engagement with a student with a disability with pre-employment transition services reflects better outcomes for the student in various areas of adult living, participation in higher education, and employment.

Beth explained the Office of Special Education contracts with Black Hills State University to conduct the post high school outcomes survey – Indicator 14 – which

looks at the percent of youth who are no longer in secondary school, had Individualized Education Programs (IEPs) in effect at the time they left school, and were enrolled in:

- Higher education;
- higher education or competitively employed;
- higher education or in some other postsecondary education or training program; or competitively employed in some other employment within one year of leaving high school.

The most recent survey focused on youth with disabilities who exited high school during the 2018-19 school year and out of high school for one year. Students exited with a regular diploma, certificate of attendance, reached maximum age of eligibility or dropped out. Results are organized around adult living, participation in higher education, other post-secondary education or training, competitive employment, and other employment. Beth introduced Dr. Faye LaDuke-Pelster (BHSU) to review the findings in greater detail. Dr. Faye LaDuke Pelster provided definitions for higher education, competitive employment, other postsecondary education or training, and other employment. There were 318 total respondents of which 23% were enrolled in higher education, 43% engaged in competitive employment, 6% enrolled in some other post-secondary education or training and 9% engaged in some other employment. She reviewed respondent specific information (disability, gender, and ethnicity). She outlined comparison studies with other states data (North Dakota, Montana and Wyoming) and there were no significant variances for these states. When comparing the survey results with previous years' results, there was a substantial increase in the number of Native American respondents and the overall response rate was consistent with last years. South Dakota results show an 81% engagement rate, which is a relatively high overall engagement rate. Going forward with future surveys staff are looking at ways to implement an electronic survey, increase volunteer callers (staff from school districts to follow up with students to complete the surveys), and adding additional questions. Beth shared the "2020 SD Statewide Post High School Outcomes Survey Report of the 2018-2019 Exiters with Disabilities" report and highlighted several areas: adult living, adult agencies/support services, insurance coverage, needs related to adult living, high school planning, and employment. Survey information is also scaled down to view employment setting, length of employment, hours worked, and unemployment. She provided the link to access this report along with the TSLP link to transition events: <https://www.sdposthighsurvey.org/reports.statewide.php> and <https://tslp.org/events/>. Beth spoke to the timing of the survey happening at the beginning of the pandemic and the number of face-to-face events cancelled or changed to be held virtually. Dr. Faye LaDuke Pelster spoke to the research showing that the more students with disabilities are engaged the better the outcomes for them. Beth explained that questions were added to the survey with more choices/options specific to how COVID affected them i.e., the place I worked at was shut down due to

COVID; the place I worked at stayed open, but I worked fewer hours; I lost my job because of COVID; I was not comfortable going to work during; I was not comfortable going to school or training because of COVID; COVID did not affect me. A question was asked about reactions or conclusions that may be drawn from the results. It is felt that next year they will obtain better data, as the appropriate questions were not being asked and not all information captured. A thank you was extended to Beth and Dr. Faye LaDuke Pelster for the presentation and the information regarding students with disabilities.

**DIVISION DIRECTORS REPORT:** Data Report: Eric asked if there were questions or comments about the one-page data report. Pete thanked the Division for this information noting it is good to see information laid out for a few years allowing the ability for comparison. Eric commented that there might be other reports i.e., Rehabilitation Services Administration (RSA) data that could be broken down, interpreted, and shared with members. Discussion continued about the report and whether the Division could add definitions to explain information i.e., successful, unsuccessful closures. Budget: both the vocational rehabilitation and Supported Employment grants are federal formula grants. Eric explained that if the first year of funds are not fully spent the Division has the second year to fully expend all funds. He reminded members that at the last meeting, he stated he was not confident that the Division would fully expend FY2020 funds by the second year and he believes this is still the case. The Division is doing everything it can to make full use of the funds, but it's possible that some funds will be reverted, and it's very likely that DRS will have to revert 2020 Supported Employment funds. Legislative session: Eric reported that the Department had three bills introduced this session, all three have been passed and signed by the Governor (Senate Bills 31, 32, and 36). None of the bills impacted the VR program. However, an increase of 2.4% for provider inflation was passed this session which will impact community support providers. He shared that Dr. Alan Davis, Director of the Master Degree in Rehabilitation and Mental Health Counseling degree program at SDSU will be retiring. Dr. Alan Davis was responsible for establishing this program in 2006, a first of its kind in South Dakota.

**VR PROGRAM INITIATIVES:** Katie Gran spoke to her role as the transition specialist and a few projects she is involved with. Transition Newsletter: A monthly transition newsletter was started in December which is disseminated to VR counselors who share it with students with disabilities, VR eligible and potentially eligible students. The newsletter has highlighted topics to date: setting goals, virtual job shadowing, Project SEARCH, budgeting (need vs. want), benefit specialists, transportation, self-advocacy, assistive technology, internet safety and more. She encouraged members to contact her if interested in obtaining a copy or getting on the distribution list. You can contact Katie via email at: [Katie.Gran@state.sd.us](mailto:Katie.Gran@state.sd.us). Positive feedback has been received from teachers, parents/family members and students who have received the newsletter.

Summer Transition Classes: The Division received 15 responses to a request for proposal to conduct summer transition classes for youth with disabilities, all of which were approved. The majority of events will be held face to face and two will be held virtually. Events will be held in Rapid City, Sioux Falls, Groton, Aberdeen, Brookings, Eagle Butte, Huron, Mitchell, Mobridge, Watertown and other ILC locations. CSD will provide instruction in multiple locations as well but will go to the student, vs having the student travel to a CSD office location. 18-21 Programs: Last year 4 requests were approved to establish or expand the 18-21 transition programs. In response to the most recent request for funding proposal the Division received two proposals of which one was approved. A new program will start at the high school in Sisseton.

Kim Ludwig, Business Specialist: Kim highlighted the 2019 Disability Compendium Report stating that SD ranks third in the nation for the percentage of people with disabilities employed. Other disability related statistics can be found at <https://disabilitycompendium.org/>. Work Opportunity Tax Credit (WOTC): a federal income tax credit for employers who hire individuals from certain targeted groups who have consistently faced significant barriers to employment. The WOTC is a tool designed to help people move from welfare to work and gain on-the-job experience. One of the targeted groups is referrals of individuals who have or are receiving vocational rehabilitation (VR) services. The referral process within VR consists of staff completing a referral letter in the case management system which is taken to the local Department of Labor (DLR) office to complete the process. This process must be completed before the individual begins employment. DOLR presented to VR staff on the WOTC to increase VR's awareness and usage of it. Trainings to Businesses: DRS, Business Resource Network (BRN), and the Workforce Diversity Network of the Black Hills (WDMNH) co-facilitated a virtual WINDMILLS training on February 4<sup>th</sup>. The WINDMILLS training is an interactive training that assists employment professionals to help businesses through virtual and in-person trainings to become more inclusive of individuals with disabilities in the workplace. Overall, responses indicated a well-received training and some were interested in learning more about WINDMILLS and additional training opportunities. DRS, BRN, and WDMNH are planning additional WINDMILLS trainings on a quarterly basis. DRS, BRN, and WDMNH may do a WINDMILLS training during the 2021 SD State Society Human Resource Management Conference scheduled in September in Sioux Falls. DRS, BRN, WDMNH, and the South Dakota Retailers Association are co-sponsoring a two-part virtual statewide training series featuring staff from Rocky Mountain ADA Center as the presenters for both. The training topics will address service animals in workplaces and embracing disability etiquette and awareness into the workplace culture. The service animals training was held earlier in March and the disability etiquette training is scheduled April 14<sup>th</sup>.

Business Engagement Workgroup: This workgroup is comprised of DRS and SBVI staff and they work to identify opportunities for counselors and/or other staff to work with the DRS business specialist to increase business engagement practices within VR. This will enhance efforts with outreach and partnering with businesses. It also increases opportunities for those involved to learn how to interact effectively with businesses, expose them to disability-related resources and information relevant to businesses, learn from one another, and build upon partnerships within the districts. These efforts support work under Indicator 6 (performance measure for providing services and supports to businesses) and the Employer Module in FACES (VR's case management system), as well as mentoring to other staff. The workgroup is working on developing resources and materials for VR staff, providers, and businesses regarding the Work Opportunity Tax Credit and registered apprenticeships. The next meeting will be held in April.

Bernie Grimme, Assistant Director: Bernie spoke about the past year and the transitions that staff have made i.e., working from home remotely, VR counselor's use of cell phones with clients, purchase of Zoom software licensing, staff learning to utilize it with clients, providers and hosting training sessions. The Division posted the referral and application forms on the website: <https://dhs.sd.gov/rehabservices/vr.aspx>. The referral form collects information via county and then the referral is made to the appropriate counselor aide and district supervisor. The Division is receiving five to eight referrals a month. The online application collects more information and when submitted, the application is submitted to the state office. Provider Trainings: The Division contracted with Griffin-Hammis to conduct provider training in the state. To date, monthly one-hour sessions have been convened, these have been termed Community of Practice sessions allowing providers to come together to discuss a common theme i.e., today's topic is COVID-19 and service provision. VR staff participate as well and can address any VR policy or procedure question(s) that might arise during discussion. These sessions offer continued education credits for participants. Additional monthly trainings have been built in to include a speaker or presenter focusing on very specific area i.e., billing and documentation, understanding VR, job development/carving/ job site analysis. Fidelity Scale of Customized Employment and Job Development: are training areas for managers and supervisors to start in April. Fidelity is explained best that when certain indicators are being utilized in customized employment or job development the more successful the outcome will be for the participant. The training will assist supervisors to better evaluate quality outcomes for job placements. There were no questions for Bernie about these areas, and he encouraged members to be in touch regarding any topic or new initiative.

## **LUNCH BREAK**

## **DIVISION BUSINESS SPECIALIST, SIOUX FALLS BUSINESS RESOURCE NETWORK (BRN) AND WORKFORCE DIVERSITY NETWORK OF THE BLACK HILLS (WDN):**

Kim reported that the Division contracts with both these organizations. Both are private non-profit organizations with a board of directors. Both entities provide businesses with education, awareness and resources to promote employment opportunities of people with disabilities. **BRN:** Vicki reported that the board meets once a month (virtually now). She outlined the board members and the organizations they represent. Vicki works from home and receives in-kind support from the Division. Vicki completed the Windmills training and partners with Kim and Catherine to provide training. Vicki has provided training to businesses, employers, human resource managers, providers and others in the Sioux Falls and surrounding areas on other topics as well i.e., myths and facts about employing people with disabilities, people first language, do's and don'ts of employing people with disabilities, disability awareness, and convening employer/employee panels. She has assisted the TSLP project with the Let's Talk Work sessions and other youth focused training, topics have included self disclosure, disability awareness, and conducting mock interviews. She hosts six provider meetings annually which involves VR counselors, employment specialists, providers, and HR staff to discuss employment needs and vacancies. A monthly newsletter is disseminated to over 1,000 contacts. She works with SF Disability Awareness Commission and VR counselors on the Disability Friendly Recognition Program, which recognizes a business with an award for efforts in acknowledging a diverse, inclusive workplace and employing people with disabilities. Vicki coordinates the award recognition program with the Chamber and if the business is a Chamber member the business is recognized during their monthly meeting. Vicki has conducted accessibility reviews of businesses when requested. BRN has as a job distribution list which she disseminates when vacancies/listings are shared with her. BRN has developed solid working partnerships with SF Development Foundation, Greater Sioux Falls Chamber of Commerce, SHRM, and Rotary. These partnerships have opened doors for her to attend events, ribbon cutting ceremonies, and obtain interviews. Interviews have led to featured stories highlighting a business in the newsletter. She is involved with the local NDEAM planning committee. May is Mental Health Awareness month and she will be involved with training with others on inclusion/diversity and hidden disabilities. She invited everyone to visit the website and like the Facebook page at: <https://www.sfbrn.org/index.cfm>.

**WDN:** Catherine explained WDN became incorporated 7 years ago and as an organization it has members of business owners, human resource directors, VR, providers and others throughout the Black Hills. WDN has a board of directors who represent various backgrounds i.e., SHRM, Monumental Health, Chamber of Commerce, and VR. WDN is a member of the Chambers of Commerce throughout the hills and belongs to the BH Badlands Tourism Association, Economic Development, business network associations, as well as working relationships with media, television

and radio outlets. She has worked with over 500 businesses during her time as director. Trainings have continued virtually throughout the pandemic to include once a month 'lunch and learn' sessions. She has presented on topics such as job descriptions, review of essential job functions which have opened doors to discussions of what is the right fit for the employer as well as the potential employee. WDN partners with DakotaLink on a number of requests when asked to review an organization's website for accessibility as well as physical accessibility of business locations. Catherine has worked from home during the pandemic in this position and has worked from home in previous positions. This has been a discussion item with employers throughout the pandemic with more employers seeing the benefits and possibilities of employees working from home. Again, Catherine completed the Windmills train the trainer along with Kim and Vicki and they are scheduling trainings now. Work has been done to reach businesses, making referrals to VR, connecting employers with other employers that have hired people with disabilities and utilizing them as mentors. WDN is involved each year with planning of NDEAM which includes the Above and Beyond Awards. These awards recognize businesses for employing people with disabilities at the local level and then nominations for these businesses are submitted for the Governor's Awards at the state level. WDN has a monthly business recognition program entitled "Together We Are Better". WDN has been utilized to mentor youth with disabilities and they have been recruited to be part of the advisory board for Project SEARCH. Catherine walked members through WDN's website and spoke to various projects worked on, she encouraged members to review the website and the videos at this link: <http://www.wdnh.org/>.

Kim spoke to the state contracts with both BRN and WDN and the Division providing oversight. The contracts are on five-year cycles with the next cycle in 2024. Each organization will have to submit a response to a request for proposal to be eligible for review. Kim spoke to the pandemic and regular business work coming to halt. Outreach was conducted to current and previous contacts for the organizations. Kim offered training to the board conducted by the three i.e., Windmills or other topics. A question was posed to the three regarding whether they were gathering a sense from businesses of what their needs are or biggest priority areas. Responses included employers asking more questions about employees working from home; how to retain valuable/reliable employees. Other hot topics for employers and human resource managers included the need for vaccines and whether an employer can enforce an employee to get vaccinated. Thank yous were extended to Kim, Vicki and Catherine for sharing information about the respective organizations and each invited members to be in touch with questions.

#### **VOCATIONAL REHABILITATION BROOKINGS DISTRICT OFFICE OVERVIEW:**

Sylvia Buboltz was introduced by Eric. She is the district supervisor of the Brookings office. She utilized a PowerPoint presentation to share information. The Brookings



district office has 3 office locations (Brookings, Watertown and Huron); serves 12 counties and 30 school districts. The slides outlined the staff in each office, counties and school districts each serve, and partner agencies that each office works with. The Brookings office also houses the Division's quality assurance specialist and a program specialist as well as a benefit specialist. Half of the staff are located at offices outside the main office. Challenges for this office include limited providers in rural areas, and providers not willing to travel outside of their areas (especially harder now due to COVID). Another challenge is the distance to specialty services. She explained that the office met client needs during the pandemic via Zoom, Teams, conference call, google voice, and cell phones. Staff utilized DocuSign to obtain signatures and other permissions during this timeframe. Staff maintained contact with clients with schools and students through the use of tools such as Etrac and Virtual Job Shadow. All offices locations are open and staff will meet with clients per their preference of meeting style. Successes for this office has included the working relationship with the Brookings Project SEARCH, which is in its 8<sup>th</sup> program year. Of those students with disabilities that have completed Project SEARCH over 80% have obtained successful employment. The Brookings office has also hosted interns from the SDSU Rehabilitation Counseling program.

**SERVICE RATES PROGRAM GUIDE:** Bernie spoke to the draft Service Rates Program Guide and the need to update this guide. He explained this guide is utilized as an internal control for staff that reinforces the need to ensure policies are followed. The program guide sets guidance for service rates for service providers to bill either the Division of Rehabilitation Services or Service to the Blind and Visually Impaired. Providers are paid a standardized fee for the provision or completion of a service and procedures of how to bill for the service. The guide outlines rate setting methodology/assigning costs and determining allowability and allocability of services, increasing rates for services due to inflation, increases related to unique circumstances and monitoring rates for existing services. Bernie shared that the Divisions are also looking at providers working after hours, weekends and providing a 25% incentive rate to reduce the turnover rate of these provider staff. Again, the program guide is in draft format and input is being sought from both this board as well as the Board of Service to the Blind and Visually Impaired (B/SBVI). Members were reminded that the Consumer Services Committee has reviewed policies/procedures in the past. Staff reviewed membership of this committee (Cole, Pete, Brooke, and Lisa). Cole invited other interested members to be in touch with him or staff if they want to provide comment or other feedback on this guide. Staff will work with Cole and Bernie if there is a need to schedule a meeting to discuss the guide in more detail and provide input.

**STATEWIDE INDEPENDENT LIVING COUNCIL (SILC) UPDATE:** Eric reminded members that the Rehabilitation Act requires each state to have a SILC in order to receive federal funds. Federal language outlines the need for the development of a

State Plan for Independent Living and coordinating activities with other entities such as the BVR and Council on Developmental Disabilities. The SILC met on March 9<sup>th</sup> and agenda items included: overview of the Division of Mental Health (programs, services and providers), case scenarios/participants served by both a center for independent living and mental health provider; overview of Bridging South Dakota/intersection of domestic violence/sexual assault and disability; SPIL discussion to include review of goals/objectives and activities, performance and monitoring tools; transit providers from Pierre and Brookings presented on services/coverage areas; Money Follows the Person overview of program and services; CIL updates; CIL FY20 Onsite Follow up; and reports from BVR, DSBVI, Board of SBVI and a staff report. The SILC will host its next quarterly meeting sometime in June and most likely via Zoom.

**BVR STAFF REPORT:** BVR/SILC Nomination Process: The solicitation packet for pending vacancies was disseminated the middle of January with a due date of April 2<sup>nd</sup>. Several nominations have been received to date for the BVR and SILC and members eligible to serve a second term have been polled regarding their interest in serving a second term, if appointed. National Disability Employment Awareness Month (NDEAM): The NDEAM review committee with representatives of the BVR, BSBVI and SILC met on February 25<sup>th</sup> to review 11 requests for funding. The funding requests totaled \$26,300 and had an in-kind match of funds/time/meeting room rental was \$11,200. Proposed events varied with face-to-face meetings/trainings, hosting events virtually, and use of advertising. The review committee recommended a funding recommendation of \$26,300. The review committee also provided comments: appreciated the use of advertising, looking at alternative means of continuing events, utilize unused monies (i.e., speaker fees) for use of advertising opportunities, and appreciated some communities utilizing funds to support individual's attendance (e.g., transit fares, registration fees). Staff reported that the SILC approved financial support up to \$5,000 towards the 2021 events. Staff was unaware of the B/BSBVI's financial support, if any at this time. Cole interjected as a B/BSBVI member that the B/BSBVI discussed financial support but could not remember the dollar amount. Staff agreed to communicate with Gaye Mattke following the meeting. Governor's Awards Nominations: The solicitation packet for these awards was disseminated on March 15<sup>th</sup> with a due date of May 3<sup>rd</sup>. The packets included a cover memo, nomination forms and a previous recipient listing. Information regarding the nominations can be found on the Division's website. Staff reported that Kim Ludwig has been working with the IT staff and developed a fillable pdf which is available as well. This information can be located at: <https://dhs.sd.gov/rehabservices/govawards.aspx>. Budget update: A budget report was disseminated to members prior to the meeting. The report identified the budget figures for the previous contract year (January 1, 2020 through December 31, 2020) and the figures for the new contract year (January 1, 2021 through December 31, 2021). Staff reminded members this is a one-year agreement to provide staff support to both the BVR and SILC. It identifies separate budget line items to support member

travel, meeting expenses, and strategic planning. There were no questions regarding the report.

**OTHER BUSINESS:** There was no other business. Cole interjected at this point to thank Division staff for all the information and work they have done. He recognized how much work has been done especially in midst of COVID. He identified Division staff as well as DOE and DOLR staff who have been remarkable in carrying out the provision of services in various manners.

**CLOSING ACTIONS:** Future Agenda Items: SD Benefits Network, Election of Officers, a VR District Office update, Service Rates Program Guide update. Schedule Next Meeting: Staff will disseminate a doodle poll to obtain a date that works for the majority of members. Eric spoke to the June meeting most likely being held via Zoom and added that if/when a face-to-face meeting is held of allowing a hybrid format to allow members who cannot travel the ability to participate. Staff can disseminate a survey to obtain feedback from members regarding meeting formats and ability to participate. Adjournment: **MOTION TO ADJOURN THE MEETING, MSC.** YEAS: Kristina, Beth, Lisa, Vicki, Joe, Jonathan, Brad, Bill, Peter, and Kevin. NAYS: None.