September 15th, 2026 – SRC CSNA Workgroup Meeting

Time: 2:00-2:30 PM
Location: https://illinoisstate.zoom.us/j/86935914876
https://illinoisstate.zoom.us/j/89956509044

Members Present: Karie Krolak (DRS Liaison), Megan Mutti, Denise Jones, Shamarqus Odimayo, Jeremy Rosene, Sally Fritz
Members Absent: Robyn Lewis, Sybil Nash, Leslie Lloyd, Alyssa Havens, & Susan Wild
Support: Deb Buchanan, Aimee Julian, Antonio Gomez, McKahl English
Quorum: 2

Agenda:

- Welcome and Roll Call
- Final Action: Meeting Minutes
- *Discuss: Upcoming Conference Needs/Wants*
- Question Feedback Review
- *Next Steps:* Action items to be done by the next meeting & responsible parties.
    - Discuss any anticipated task barriers or support needed.
- Old/New Business
- Public Comment
- Adjournment

To Do:

ME: Ensure that Mutti is given the correct link for her listserv when the survey goes live.

Minutes:

Welcome, Roll Call, & Meeting Minutes

- Roll was called. A full quorum was determined to be present.
- McKahl English called for a motion to approve the previous meeting's minutes. Denise Jones started the motion. Megan Mutti seconded the motion. The following members voted in favor of the motion: Krolak, Mutti, Jones, Odimayo, Rosene, and Fritz. The minutes are accepted as presented into the public record.

Discuss: Upcoming Conference Needs/Wants

- English showcased the next two conferences that will be held according to the workgroup's shared conference document.
    - Inaugural Integrated Employment Symposium
    - Summit for Behavioral Health
- Megan Mutti also mentioned a few different listserves that could be used to spread awareness of the survey once it is ready to be launched.

Question Feedback Review

McKahl English reviewed the feedback from the last meeting. Showing a document that the presented questions/feedback the WG had given. Feedback that had been completed in that past is gray, while information that was in need of feedback is purple. The workgroup discussed the feedback and arrived to a consensus prior to approving changes. Below is the feedback provided.

Transitions Survey Questions

Q12: After high school do you plan to:

- The workgroup (WG) agreed to adding the following definition to the Comprehensive Training Program (CTP) answer - A CTP is a DRS step-by-step learning program that teaches someone what they need to know to succeed in a specific role or task.

F8: Overviewing additional questions regarding the DRS system navigation. This would be useful to better understand how families feel about that experience. Here are the finalized question to be added to the satisfaction portion of the survey.

- On a scale of 1-5 how comfortable are you walking your way through the DRS services?
- If you have a problem with DRS services, do you know who to call and how to get help?

F9: Consider more options for families to identify specific barriers to services/frustrations encountered when seeking DRS services. That is covered somewhat in "what could we do better", but we could go deeper on that issue.

- If at any point you stopped or did not follow through with DRS services, what is the reason? (Select all that apply)
    - Transportation
    - Language
    - Complex Paperwork
    - Lack of Communication
    - Access to Assistive Technology
    - Long Wait Times
    - Unstable Housing
    - Limited Internet Access
    - I did not know what the next step was
    - I needed more help to get the services
    - Other
        - If "other" is selected follow-up with an option to describe.

Standard Survey Questions

F1: Have we discovered if there is an introduction at the beginning of the survey giving a basic description of what CSNA is and why it is important? The finalized message will be as follows:

- "Vocational Rehabilitation wants to provide the best employment support services to disabled persons. Your answers to the survey questions will help Vocational Rehabilitation provided by DRS improve employment support-services for individuals with disabilities. The survey will end on _____.

  Thank you in advance for your help."

- The WG is also hoping to add an introduction video that was created by previous chair Erin Compton.

Q3.4: The Language I speak and read best/most is . . .

- The WG decided to add Braille and Screen Reading Technology for blind and visually impaired.

Q3.8: I am part of the Special Group(s): Please check all that apply . . .

- While there was feedback to add injured worker to the list, the WG has decided against it due to language in the administrative code. This would disrupt the data collection.

Next Steps

- Question feedback will be incorporated. The WG has decided to meet for an hour at their next meeting in order to knock out the rest of their feedback.

Old/New Business, Public Comment, & Adjournment

- There was no old/new business.
- There was no public comment.
- English called for a motion to adjourn. Jones started the motion. Rosene seconded the motion. The meeting was adjourned at 2:31 pm due to a lack of quorum.