September 29, 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: Robyn Lewis (Chair – New Member Engagement and Support Committee), Karie Krolak (DRS Liaison), Megan Mutti, Denise Jones, Sybil Nash, Leslie Lloyd, Alyssa Havens, Susan Wild, Shamarqus Odimayo, Jeremy Rosene

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

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. Alyssa Havens seconded the motion. The following members voted in favor of the motion: Lewis, Mutti, Jones, Nash, Havens, Wild, and Odimayo. The minutes are accepted as presented into the public record.

Discuss: Upcoming Conference Needs/Wants

- English showed the document created for conferences with a contact person, where applicable. She showed a flyer that was created to allow visitors to subscribe and receive notifications when the Comprehensive Statewide Needs Assessment (CSNA) is live.
- The workgroup approved the flyer.

Question Feedback Review

McKahl English read the feedback that the workgroup provided prior to the meeting. The workgroup discussed the feedback and arrived to a consensus prior to approving changes. Below is the feedback provided.

Transitions Questions

Q3: Did you receive info early enough to prepare for employment?

- The workgroup (WG) agreed to change to plain language across the board–e.g., change "employment" to "job."

Q5-6: Combine and have participants rank the most important.

- The group agreed to remove question 6 and preferred the wording in question 5.

Q13: After high school plans.

- Workgroup recommended to spell out all acronyms. For example, CTP = Comprehensive Transition Program and HS = High School.
- Mutti added that customers may not even know what a comprehensive transition program is. Include a short explanation

Q20: “Does not meet my needs…” If they select this option, can it include space to write a comment?

- Nash indicated that we could make that easier to absorb. Say, “Does it help me?” Then ask, “Why doesn’t that help?”
- The workgroup confirmed that Qualtrix has the capacity to add conditional questions and recommended that this be added conditionally.

Additional Feedback

- The workgroup asked to consider adding questions regarding the Division of Rehabilitation Services (DRS) navigation, as much of the feedback received is about DRS wait times.
- Q9: The workgroup asked to consider adding options to identify barriers to services/frustrations with encounters with services
    - Mutti further suggested adding a question asking, “If you were pursuing DRS services and then opted not to continue pursuing, what was your reasoning?”

Standard Survey Feedback

- The workgroup recommended adding a “What is the CSNA” introduction.
    - This was the previous introduction: “Vocational Rehabilitation wants to provide the best employment support services to disabled persons. Your answers to the survey questions will help Vocational Rehabilitation improve employment support-services for individuals with disabilities. The survey will end on (Enter Date) _____. Thank you in advance for your help.”
- Starting at block 3, the workgroup recommended that the CSNA differentiate between “child” and “customer.” This could be conditional to asking which of the two best represents them.
- Q2: What is your primary role?
    - Suggested adding “other” and “youth up to 25 years of age.”

Next Steps

- Question feedback will be incorporated. A breakdown of feedback will be shared with the State Rehabilitation Council (SRC) at their next meeting.

Old/New Business, Public Comment, & Adjournment

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