Synthesis of FRC Public Forums 2011-2015

	2015	2014	2013	2012	2011
Count of People	Approximately 215 individuals, not including FRC and VR representatives.	Approximately a total of 45 individuals attended, not including FRC and VR representatives.	Approximately 45 individuals attended, not including FRC and VR representatives.	About 150 people	Roughly 165 individuals
Number Held	5	4	4	8	6
Location	Fort Myers, Tallahassee, Sarasota, 2 conference call	Orlando, Boca Raton, Tallahassee, Daytona Beach.	West Palm Beach, Tampa, Tallahassee Jacksonville	Two forums in each city: Area 1 (Pensacola), Area 2 (Daytona Beach), Area 5 (Ft. Myers), Area 6 (Miami)	Two forums in each city: Area 2 (Jacksonville), Area 4 (Tampa), and Area 5 (Ft. Lauderdale).
List of Attendees	VR Ombudsmen, customers, stakeholders, parents, providers, and vendors. Other agencies that were represented included the Agency for Persons with Disabilities, FILC, Centers for Independent Living, the Department of Children and Families, the Disability Rights of Florida (client assistance program), Florida Alliance for Assistive Services and Technology, Business Leadership Network area representatives, Disability Solutions (service dog trainers), Project 10, the Florida Association of Rehabilitation Facilities, and Florida legislative delegates and representatives.	FRC Council Members and staff, VR staff, Ombudsman representative, customers, parents, providers and vendors. Agency for Persons with Disabilities, FILC, Centers for independent Living, the Department of Children and Families, the Disability Rights of Florida program (authorized Client assistance Program <CAP> representative), the state Mental Health Planning Council, Florida Independent Living Center, Family Network on Disabilities, Florida Alliance for Assistive Services and Technology, Business Leadership Network area representatives, Disability Solutions (service dog trainers), Project 10, the Florida Association of Rehabilitation Facilities, and State of Florida Legislative Delegates and Representatives.	Agency for Persons with Disabilities, Centers for Independent Living, the Department of Children and Families, the Disability Rights of Florida program (authorized Client Assistance Program (CAP) representative), the state Mental Health Planning Council, Florida Independent Living Center, Family Network on Disabilities, Florida Alliance for Assistive Services and Technology, Business Leadership Network area representatives, Project 10, the Florida Association of Rehabilitation Facilities, and State of Florida Legislative Delegates and Representatives.	Majority of the attendees were not customers but other interested individuals, i.e., parents, current vendors, potential vendors, and representatives from the Agency for Persons with Disabilities, Centers for Independent Living, Client Assistance Program, and Department of Children and Families.	Included customers, service providers and other partners, VR employees, and FRC representatives,

Topics					
Topics	• On-the-job training, • Business Leadership Networking, • the Comprehensive System of Personnel Development, • the ending of transition service arrangements, • information on how to file a complaint, • VR support of small business development, • requests for funding partner initiatives, • customer needs for sign language interpreters, • an IPE in Spanish, • establish a process for notification when counselors change	• On the Job Training – • Business Leadership Networking – • Personnel Development – Funding – • Case Management - • Cooperation and Collaboration Specific Service Questions –Rehabilitation Electronic Billing Application (REBA) –	• Order of Selection • On-the-Job Training • Business Leadership Networking • Fair Hearings • Comprehensive System of Personnel Development • Federal Performance Indicators • Funding • Rehabilitation Technology • Financial Participation • Case Management • Cooperation and Collaboration • Specific Service Questions • Underserved Populations • Outreach • Rehabilitation Electronic Billing Application (REBA)	• Accessibility Issues (4) • American Recovery and Reinvestment Act Funding (2) • Centers for Independent Living (4) •Collaboration/Partnerships (3) • Communications (6) • Compliments (5) • Comprehensive System of Personnel Development (6) • Customer/Counselor Concerns (7) • Employment Issues (8) • Innovation and Expansion Projects (4) • Order of Selection (4) • On-the-Job Training (4) • Other (19) • Rehabilitation Performance Measurement (5) • Supported Employment (6) • Third Party Cooperative Arrangements (4) • Ticket to Work (3) • Transition School to Work (6)	• VR Services, Programs, and Process (37) • Order of Selection (5) • On-the-Job Training (OJT) (6) • Staff Training and Development (8) • Client/Counselor Relationship (5) • Compliments to VR (7) • Public Awareness and Education (2) • Customer Dissatisfaction (5) • General Statements (8)

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