



**Holiday Inn Downtown Yakima
802 East Yakima Avenue
Yakima, WA 98901**

WSRC QUARTERLY MEETING MINUTES

Thursday, April 19, 2018

9:00 am to 5:00 pm

Present: Kelly Boston, Council Chair, Business Representative, Olympia.
Jerry Johnsen, Council Vice-Chair, Client Assistance Program, Seattle.
Deborah Boudreau, DVR Customer Representative, Ellensburg
Erica Wollen, Workforce Training Representative, Olympia.
Erin Williams, Business Representative, Seattle.
Ivanova Smith, Disability Advocacy Representative, Tacoma.
Josephine Ko, VR Counselor Representative, Kent.
Justin Poole, DVR Customer Representative, Yakima.
Kathy Powers, Business Representative, Auburn.
Laurae MacClain, Tribal VR Representative, Nespelem.
Philip Bradford, Labor Representative, Tacoma.
Rosslyn Bethmann, Parent Training Representative, Spokane.
Shannon McLain, CRP Representative, Spokane.
Rob Hines, DVR Director, Lacey.

Members

Absent: Keith James, SILC Representative, Tacoma.
Tania May, OSPI Representative, Olympia WA.

Council Staff: Marie Vela, WSRC Executive Lead, Lacey.

Visitors: Jennifer Bean, CAP Rehabilitation Coordinator.
Teresa Kutsch, DVR Region 1 Administration
Shelby Satko, incoming WSRC Executive Director.

Call to Order: *The meeting was called to order on April 19, 2018 at 9:05 a.m. by Kelly Boston, Council Chair.*

Approval of Agenda: *The agenda was accepted with no changes.*

Approval of January 18-19, 2018 Quarterly Meeting Minutes: *Phil moved and Erica seconded to approve the Meeting Minutes of January 18 and January 19 with no changes. All were in favor to approve the minutes as presented.*

Executive Committee Report: Council chair Kelly, Vice Council Chair/Subcommittee-Chair Jerry, and Subcommittee Chairs Kathy and Erica make the Executive committee. Kelly updated the council on the work of the Executive committee in the recent quarter.

Vacancies: Kelly reported this quarter was one of low activity for Council. This was due to the vacancy of the Executive Director position so much of the focus was on recruitment and hiring. There were nine applicants and four interviews. The interview panel consisted of Kathy, Jerry, Marie, and Kelly. There was unanimous agreement on candidate of choice and the WSRC Executive Director position was offered to Shelby Satko. Shelby accepted the council's offer and she starts on May 16.

Kelly noted DVR also experienced high turnover this quarter and is planning to fill five vacant positions:

- Chief of Field Services
- Community Programs Manager
- Transition Manager
- Quality Assurance and Program Manager
- Policy and Procedure Specialist

WSRC Elections: WSRC Elections are coming up at the July quarterly meeting for chair and vice chair. Kelly discussed the council structure, officer duties, considerations, and the election process. Each position holds a one-year term. At the July meeting, the council will vote for the elected officers.

Discussion: Kelly discussed Shannon's position on the council to represent CRPs. Shannon now works for a smaller CRP who works with

Member Forfeit of Lost Wages: It was brought to the Executive Committee's attention that some members are forfeiting wages to participate with the council. Federal regulations in section 371.17 (k) *COMPENSATION* states:

"Funds appropriated under Title I of the Act, except funds to carry out sections 112 and 121 of the Act, may be used to compensate and reimburse the expenses of Council members in accordance with section 105(g) of the Act."

Section 105(g) *COMPENSATION AND EXPENSES* of the Act states:

"The Council may use funds to reimburse members of the Council for reasonable and necessary expenses of attending Council meetings and performing Council duties (including child care and personal assistance

services), and to pay compensation to a member of the Council, if such member is not employed or must forfeit wages from other employment, for each day the member is engaged in performing the duties of the Council.”

Since compensation seems to be allowable, Kelly is in the process of creating guidelines for the council to adopt and follow. Kelly will research best practices of the Blind SRC policy for compensation.

Motion: Phil moved for the Executive Committee to establish a daily rate under (105)(g).

Discussion: Jerry stated the importance for the Executive Committee to adopt a policy that includes a rate for reasonable childcare costs and a reasonable daily rate for lost wages.

Motion: Shannon seconded the motion with Jerry’s addition.

Action: Motion approved with all in favor for the Executive Committee to establish daily rates to compensate members for lost wages and childcare costs related to participation at quarterly meetings.

Fair Hearing Reports – The Fair Hearing reports provided to the WSRC by DVR were not found to be comprehensive enough to fulfil the council requirements of Part 361.16(a)(2)(iv)(C):

“The designated State unit transmits to the Council... Copies of due process hearing decisions issued under this part and transmitted in a manner to ensure that the identity of the participants in the hearings is kept confidential.”

The council wants to know more about what is happening at the fair hearing, not just the win/loss record of DVR each quarter. Kelly reached out to Deborah Roberts, DVR’s Customer Relations Manager, to obtain the appropriate information. Deborah agreed to work with the Fair Hearings Coordinator to start providing redacted summaries of the fair hearings.

Training Recommendation – The Executive Committee has been considering a recommendation regarding DVR staff training. The issue was brought on by the absence of training provided to staff over the last few years. Since DVR has committed to involve CAP and WSRC in the development of future trainings, the Executive Committee will not be putting a recommendation forward at this time. The Policy and Planning Committee will be tracking the training issue as it progresses and watch for the inclusion of training on Behavioral Health, Tribal Culture, and VR Ethics.

Partner Communication Recommendation: A DVR Partner (CRP/IL) Communication Recommendation was sent to DVR to establish periodic communication with partners regarding order of selection and other vendor-related updates. The recommendation included the facilitation of webinars to establish a feedback loop.

Order of Selection follow-up: Kelly attended a check-in at DVR. CAP is starting to see increasing number of complaints due to order of selection. There is inconsistency being found related to the significance of disability assessment. Kelly would like to continue to look at the priority category review process.

State Plan Update: –Access to DVR Assistive Technology Specialists is extremely limited for staff and customers. There is one position providing services to the entire State. The number of days to IPE was changed in the rules from 120 to 90 days. The council is concerned the actual days to plan may not be decreasing enough to meet the new requirement.

Next Quarter Goals:

1. Supporting Shelby's transition
2. DVR Placement in DSHS
 - a. Decide on any further recommendations
3. CRP/IL partner communication – setting up communication channels for the partners.
4. SRC regulations analysis – close gaps

Field Perspective: Josephine was asked to discuss her perspective of issues within the last quarter.

Rob asked 3-4 staff from each region and State office staff to form the DVR Advisory Group. Catherine Forte said that her group is focusing on engaging the customers to be involved the process.

The Transition Conference was held in Tacoma on March 28, 2018. It was sponsored by DDA and there were about 150/180 people in attendance with representation from CCTS, DVR, DDA, Vendors, School Districts, parents, and customers. Josephine said the process is complex and DVR's role is important. She plans to encourage the counselors in the Kent DVR office to attend next year and learn how to collaborate more effectively with other programs. The Kent DVR office is really well connected to DDA and they have shortened the forms the customers fill out to assist DDA to do their program work.

DVR Statewide Management Team: As a DVR supervisor, Josephine is on the DVR Statewide Management Team, which met on April 4, 2018. Josephine shared that for DVR, 2017 was marathons and sprints, and 2018 will be for self-care. The Regional Administrators announced that the Rehab Tech 1 positions are being reclassified and DVR management is working on contracts related to Pre-employment Transition Services.

The group participated in the DVR's Vision/Mission/Values exercise. Supervisors were initially engaged in the process, and then the supervisors brought the discussion to their office level. Josephine's office was hesitant to engage at first because it had been so long since it was previously done. However, once the Kent office started they did not want to stop. Staff are uncertain what is next in the process. Rob will be sending out another announcement on YouTube to address next steps. Overall, staff feel engaged and excited.

Rehab University: The Rehab University trainings were released as mandatory trainings to all staff in January. Feedback is being requested of the field to identify errors in the content of the trainings. The trainings will be continuously updated as edits are received.

Case Rollbacks: The Rehabilitation Services Administration (RSA) released a directive stating VR programs must discontinue case rollbacks, or reopen a customer's case after it has been closed. The directive has been given because rollbacks interfere with RSA data reports. In order to rollback a case, programs must coordinate a fair hearing process with the customer. The Administrative Judge will need to agree with the customer's appeal to require the agency to continue to provide services, and then the program is to send an email to RSA with the request to reopen the case. The directive is negatively affecting the field, customers, and stakeholders. Robb St. Lawrence, DVR Policy Manager, is working to find temporary solutions. One temporary solution is to obtain supervisor approval prior to closing a case. Another temporary solution is for DVR not to contest a customer's appeal during the fair hearing to re-open their case.

Discussion: Jerry discussed the impact on customers with inappropriately closed cases. Customers commonly change their mind about wanting to close their case, which is one of the main issues. The directive affects all people who are not the most significantly disabled because of order of selection. If a non-MSD customer decides to reapply instead of going through the hearing process, the customer will

be placed on a wait list. CSAVR, DVR's national partner, is aware of the issue and they plan to raise their concerns with RSA and find a solution that benefits customers.

Customer Satisfaction & Program Evaluation Subcommittee Report: Kathy is the chair of this subcommittee and the subcommittee members are Kelly, Justin, and Shannon. Kathy reported on the Subcommittee goals from the previous quarter and goals for next quarter.

Goals from Previous Quarter:

1. DVR Customer Satisfaction Survey (CSS)

Progress made: We continue to survey individuals in Eligibility, In-Plan, Closed-Employed, and Closed-Other. Marie continues to enter results and make call to meet return rate requirements for each status.

The subcommittee met with DVR IT to review the needs for an online survey. Council members are looking for guidance on a number of areas including questions such as: how many customers should get the survey, when in their service should they get a survey etc. The group wants to get the new Executive Director up to date on their goals/progress/questions. The committee members will have a face-to-face meeting to review the original charter and determine project next steps.

Next Steps: Kathy will send a summary of the CSS project to DVR leadership.

2. Management Reports

Progress Made: A key area of focus over the past few months has been on days to plan. The current goal is 90 days. The group noted a large percent of plans are extended in the management reports. The group also discovered the average days to plan in the caseload profile does not include extended plans. When the extension are added back in, the average days from eligibility to plan range from 93 to 130 each month. The group inquired if DVR tracks why plans are being extended and there is currently no tracking system.

3. Forum changing to Focus group

Progress Made: No progress has been made. The group continues to wait for DVR's Gift Incentives SOP to be approved.

Goals for this Quarter:

1. Subcommittee meet face-to-face to move CSS Phase 2 forward.
2. Continue to analyze customer Extensions and determine if any action is needed
3. Once approved, move forward with Focus Group process (who, agenda, process, questions etc.)

Policy and Planning Subcommittee Report: Jerry Johnsen is the subcommittee chair and the subcommittee members are Josephine, Ivanova, Laurae, and Deborah. Jerry reported on the Subcommittee goals from the previous quarter and goals for next quarter.

Goals from Previous Quarter:

1. Continue to read and understand WIOA and its regulations; focus on WAC
2. Review and analyze WIOA implementation process; focus on training

Goal 1 - WAC update: Jerry discussed the formal rule making process

Goal 2 - DVR staff training update:

Goals for this Quarter:

1. Update to the WACs
2. DVR Staff Training
3. Establishing communication with DVR's New Policy Manager
4. Continue to look at the rollback issue

Partnerships Subcommittee Report: Erica Hansen is the Subcommittee chair and the subcommittee members are Erin, Tania, Phil, and Keith. Erica reported on the Subcommittee goals from the previous quarter and goals for next quarter.

Previous Quarter Goals:

1. Continue to identify topics/issues learned from our partnerships that need to be communicated to DVR.

Steady progress has been made in networking and coordination of activities with the following organizations:

- Workforce Board (WTB) - Erica represents the Workforce Board on the council, and she is responsible for reporting Workforce Board updates. Future of work taskforce, automation, meeting healthcare needs of population that lives longer, portable benefits, and the taskforce will be looking at this in the May meeting. The draft TAP plan was approved

- and will move to the Governor's office to guidance for local plan development. The Workforce Board plans to look into white-collar apprenticeship programs at the University of Washington.
- State Independent Living Council (SILC) – Keith is the SILC Representative on the council. Keith was not present to report on SILC activities. Cassi Villegas, the SILC Executive Assistant was available to share their involvement in the following activities:
 - Youth Leadership: The SILC provided scholarships for youth to attend the Association of Programs on Rural Independent Living (APRIL) which was held in Spokane, WA. APRIL has a strong national youth leadership program. The SILC coordinated with the Centers for Independent Living, DSB and other Washington organizations to encourage participation in the planning and attendance for youth. Over 125 attended the conference with approximately 50 of the youth from Washington and Idaho, the largest participation for APRIL to date.
 - Travis Alert Act: The Travis Alert Act pertains to providing information and training to first responders at the scene of an accident regarding to persons/people with disabilities. The Emergency Management Department (EMD) was charged with the assessment of implementation of an enhanced 911 system and the Department of Health (DOH) was charged with reviewing and designing a training program for first responders. The SILC, DVR, and the Alliance of people with DisAbilities are providing a much needed disability voice in the workgroups and are advocating for a continuous voice from the disability community as they plan and implement the Act.
 - Systems Advocacy: Areas of advocacy from the Independent Living Network (the network includes the CILs, DSB, and other partner agencies/organizations): transportation, emergency management, Governor's Disability Employment Initiative, legislative, employment, and housing.
 - Developmental Disabilities Council (DDC) - Phil has been assigned to collaborate with the DDC. Phil met with DDC members to discuss their current contracts involvement to see if there is an intersection with DVR. Ivanova will be the new liaison to the DDC now that Phil's second term is ending soon with the WSRC.
 - Behavioral Health Advisory Council (BHAC) – Jerry has been attending BHAC meetings provided an update regarding the relationship he has built with their council. Behavioral health is defined as mental health

- and substance abuse. Employment is a large part of their conversations. The director of the Mental Health Agency is marvelous.
- Washington Assistive Technology Act Program (WATAP) - Erin has been assigned to collaborate with WATAP. Marie was able to correspond with Alan and scheduled time on the WSRC October Quarterly Meeting agenda for a WATAP report.
 - Special Education Advisory Committee (SEAC) – Tania is a member of the SEAC and she was not present to give an update. The SEAC helps facilitate the provision of special education and related services to meet the unique needs of special education students. Tania was not present to give an update.

Goals for this quarter:

1. Continue to identify topics/issues learned from our partnerships that need to be communicated to DVR.

DVR Staff Retention Workgroup: Jerry Johnsen is leading this workgroup. The other participants are Kelly, Erica, Shannon, Justin, Josephine, and Erin. Jerry reported on the progress from the previous quarter.

The group met one time over the last quarter. Jerry stated that he does not want to lead this group anymore. The next step is to schedule a meeting after the new Executive director starts to bring her up to speed and determine next steps.

Motion: Erica moved to suspend this ad hoc committee. Justin seconded.

Discussion: Phil offered to work with the union representatives. The group would like to include a summary to pass along to DVR.

Action: Motion was approved with all in favor to suspend the Ad Hoc Committee and to write a summary of work to present to DVR.

Tribal Update: Laurae MacClain is the Tribal Vocational Rehabilitation (TVR) Representative on the Council and provided an update. Laurae comes from the Colville Tribe in Northeast Washington. She is the Colville TVR program Director with three counselors, and a full caseload herself.

Laurae reported on the budget cuts that all tribal programs are facing in the country. RSA issued a \$3 million budget and is going to issue a request for proposal for TVR grants this year, which will potentially fund 35 grants. Nationally, 45 current grants will be up for renewal in 2018. Consortia of Administrators for Native American Rehabilitation (CANAR) is the national tribal partner, and they are asking for suggestions regarding how to keep the most grants

funded. One idea was to have all TVR programs take a cut, so funding could be used toward more grants. This past year TVR grants took a \$2 million cut, which is why the number of grants being funded is less than those that are up for renewal. Laurae is concerned that tribes will not be as collaborative since the grant process is competitive. The Washington tribes have a meeting this June to discuss the budget cuts and grant process. There are two Tribal representatives at RSA, but they are hard to reach. Laurae asked the council to advocate for the tribal programs and how important the tribes are.

Colville tribe has a great 701 plan and working relationship with DVR. Laurae works with DVR's Region 1 Administrator, Teresa Kutsch, for collaborating on interviews. The interview candidates seem to fall short with diversity questions; to that end, Laurae's goal is to do more outreach. DVR staff retention is an issue that effects the tribes and she plans to bring that to the Tribal program manager's conference as a topic. Laurae encourage the council members to reach out to their local tribal members to attend Pow-wow events that are held all over the state.

Discussion: Ivanova asked who to advocate to regarding tribal funding and where the funding came from. Laurae shared tribal Vocational Rehabilitation programs are 100% federally funded and recommended members to advocate on a national level for increased tribal funding. It was noted that DVR's order of selection is not supposed to effect the tribal customers. Colville is overwhelmed with referrals and they do not have enough money to last their entire budget year. Kelly plans to follow up with Laurae outside of the meeting regarding how the council can be effective with advocacy.

Region 1 Update: Teresa Kutsch, Region 1 Administrator, gave an update on her region. There are 30 Vocational Rehabilitation Counselors (VRC) in Region 1. Tammie Doyle, DVR's Regional Program Counselor, facilitated the Summer Academy where 78 students enrolled to engage in Pre-Employment Transition Services.

Teresa reported on one-quarter post order of selection implementation. Staff are providing feedback regarding a decline in referrals and caseloads are decreasing. Teresa noted DVR having an opportunity to increase outreach to schools. Staff have reported individuals being interested in DVR services, but there is a trend for folks not showing up to their intake appointments.

Teresa reported inconsistencies in her region regarding functional loss assessment determinations. The offices in region 1 formed an eligibility workgroup to develop communities of practice to make determinations consistent across the region.

Assistive Technology access remains to be an issue. Region 1 is still meeting the need by Francisco Felan performing a dual role as a supervisor and the Assistive Technology liaison. WATAP has been collaborating with DVR to provide AT trainings to staff twice a year to each region. The Tri-cities training is in two weeks and open to all DVR staff and DVR partners.

Teresa feels to get DVR staff engaged in assistive technology is to instill a philosophy of AT in all levels. It has been difficult to get staff engaged, as DVR has not made AT training priority.

Preparation for Public Forum: The forum will ask the following questions of current and former DVR customers:

1. Does your counselor keep in touch with you? Please Explain.
2. Does your counselor understand what is important to you? Please Explain.
3. Does your counselor understand how your disability affects you? Please Explain.
4. Does your counselor care about your input? Please Explain.
5. Does DVR move quickly enough for you? Please Explain.
6. Describe your overall satisfaction with DVR?
7. Is there is something you would like DVR to hear?

Adjourn: Meeting adjourned for the public forum at 3:00 p.m. *The Public Forum occurred from 3:30pm to 5:00pm. There were 10 attendees, 6 identified as customers.*