



**Oxford Suites
115 North River Drive
Spokane, WA 99201**

WSRC QUARTERLY MEETING MINUTES

Friday, July 20, 2018

9:00 am to 1:30 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.
Jen Cole, Incoming Parent Training Representative, Everett. (Phone)
Josephine Ko, VR Counselor Representative, Kent.
Justin Poole, DVR Customer Representative, Yakima.
Kathy Powers, Business Representative, Auburn.
Keith James, SILC Representative, Tacoma.
Laurae MacClain, Tribal VR Representative, Nespelem.
Philip Bradford, Labor Representative, Tacoma.
Rob Hines, DVR Director, Lacey.
Shannon McLain, CRP Representative, Spokane.

Members

Absent: Ivanova Smith, Disability Advocacy Representative, Tacoma.
Tania May, OSPI Representative, Olympia WA.

Council Staff: Shelby Satko, WSRC Executive Director, Lacey.
Marie Vela, WSRC Executive Lead, Lacey.

Visitors: John Lemus
Rosslyn Bethmann, Spokane PAVE.

Call to Order: Kelly Boston, Council Chair
The meeting was called to order on July 20, 2017 at 9:00 a.m.

Welcome Jen Cole: Kelly Boston, Council Chair

- New member introduction: Jen Cole, Parent Training Director of Partnership for Action Voices of Empowerment (PAVE), is awaiting appointment to the WSRC by the Governor's office. She has a son with a disability and is honored to be part of the WSRC. Jen mentioned she was very impressed by the new council orientation.

Focus Group
Debrief:

Kathy Powers, Subcommittee Chair

Overview:

- This was the first time doing the focus group; inviting a target population of customers who experienced having more than one VRC and offering a \$25 gift incentive to attend.
- Group discussed went well and areas for improvement from yesterday afternoon.

Customer group:

- One of the nine customers who RSVP'd, only three attended.
- Customers shared positive remarks about the Spokane office, especially the supervisors.
- The council is interested in exploring where in Washington counselor turnover is more of an issue.
- Kelly noted there were many more council members in the room than customers.
- Shannon suggested rewriting the customers questions in a way that is more open ended and with a positive perspective.

Staff Group:

- 11 DVR staff in attendance. The counselor's remarks may have been subdued due to supervisors in attendance.
- The counselors in the Spokane office seem to support each other well when there is staff turnover. We were just getting warmed up when our time concluded.
- Need to further develop the structure for staff group since we've moved to focus group format.

Discussion:

- Diversity: Keith James raised awareness to the importance of cultural diversity representation. Shelby will schedule meeting to include Keith James and Jen Cole in discussion on how we could support diversity and inclusion in recruitment of DVR staff and customers enrollment. Jerry commented that DVR staff is more diverse than they ever have been. Concerns raised that since we have been in order of selection, DVR has had a reactive focus on recruitment.
- Customer Feedback Forms: Jerry asked Rob if Region 2 is still doing a Customer Feedback Form in the offices. Josephine noted offices are still asking customers for feedback. Rob shared the intent is to find out how positive the customer experience is. Jerry asked that the WSRC receive a copy of the customer feedback form and notes.
- . Kathy will write up a summary from the focus group to send to DVR leadership.

DVR Staff Retention

Workgroup:

Jerry Johnsen, Workgroup Lead

Document Reference:

Conclusion and Summary, Timeline of Work

Members:

Jerry, Kelly, Erica, Shannon, Justin, Josephine, and Erin.

Background:

- The group was formed by the council members rating their top priorities for the WSRC to look into. Staff retention was the number one requested item to look into. Jerry gave a

report on the timeline, conclusion, and summary of the DVR Staff Retention Workgroups findings.

Refer to Document Reference for discussion points

Region 1 Update: Teresa Kutsch, Region 1 Administrator
Document Reference: Region 1 Presentation, PowerPoint

Teresa gave an update on her region and introduced Tammie Doyle, the Spokane Transition Coordinator, and Angela Merritt, the Colville Supervisor.

Refer to Document Reference for discussion points

General Updates:

- WAC training this week went really well. Region 1 staff still struggle with the priority categories.
- Caseloads have decreased from an average of 140 to below 100.
- Staff are using WorkSkills inconsistently. They are gearing up to make a recommendation to clean up the language to clear up the WorkSkills definition.

Benton Franklin Workforce Consortium:

- Efforts to improve WorkSource capacity to serve individuals with disabilities due to OOS, Consortium with Employment Security updates.
 - DVR responded to the RFP and was awarded the contract.
 - Crystal Bright is contracted to be the one stop operator. She is refreshing and innovative.
 - DVR is writing policy and developing staff training plans within the workforce development councils regionally.
 - Teresa has direct outreach to customers on the waitlist.
 - DVR is valued and seen for their expertise within the consortium.
- **Discussion:** Highly beneficial when DVR office are co-located with Worksource.

Efforts to reduce average days to plan and improve timeliness of services

- Community Rehabilitation Program: Teresa has provided training for new CRP's staff to reduce the effect of staff turnover
- Choosing the Right Assessment: The supervisor group is leading an effort to train staff around choosing the right assessment. They are looking at available, current, and free options. School to work assessments are available.
- Utilizing Existing Information:
 - Better coordination with agencies and partners by getting out of the office and into the community. When a case is staffed with a customer, Angela is working on having staff meet with other agencies so the customer has a wraparound approach to services.

Assistive Technology:

- Region 1 supports their counselors to get AT certification.
- The AT service delivery model proposal has been submitted to Rob Hines.

Pre-Employment

Transition Services:

Document Reference:

Tammie Doyle, DVR Regional Program Counselor
Region 1 Pre-ETS Presentation, PowerPoint

Spokane Transition Fair:

- There was a coordinated effort of over 300 attendees, with seven school districts, contractors, and DDA to support the transportation.
- Eighteen presenters focused on their success and how to transition in the process. Some presenters shared their challenges with obtaining drivers licenses and how to become a published author.
- Student ambassadors were greeters, passed out goody bags, served lunches, cleaned, etc.
- Attendees were given a passport to gather information from the booths.

Excelsior Youth Center:

- DVR sponsored a 6-week program called *Headstart to Construction Trades*. It is a construction apprenticeship program for at risk students from alternatives school.
- This year's graduation included eight students who had successfully completed the program and the event was attended by the governor of Spokane.
- One student who graduated was offered to work in the adult program at age 19, the youngest participant in the program.

Project Search Summer Internships:

- Work based learning Internships took place at Providence Sacred Heart
- Allows students to demonstrate the ability to work independently, completely unsupported, including transportation.
- Two of the four student interns have been hired in permanent positions at the hospital.

Instructional Technology Support Center:

- Students were hired by Spokane public schools to refurbish used computers to be resold in the community.
- Excelsior school was one their first customers.

SCC Summer Academy:

- Work Readiness and Work based learning Workshops
- This year's academy included 78 students (above capacity).
- Sixty students are being brought to DVR in Spokane to host training for soft skills and strengths training.
- Consistent times to meet with the schools during the summer.

Youth Leadership Forum

- 35 delegates from across the state, 12 representing eastern Washington

- Provided IL trainings and presentations
 - Dr. Wendy David – blind since age 8, avid mountain climber
 - Mr. Washington – fitness model and disability advocate
 - Simon Calcaecchia – children’s book author (Frank and Mustard) – broke his neck in a rugby game in 2002
- Future Forum plans include media coverage.

Discussion:

1. Phil suggested having Region 1’s best practices be spread statewide by share innovative ways of fostering identities in the schools. Rob noted that this area is the area to replicate and gave kudos to Tammie Doyle.

Policy and Planning Subcommittee Report: Jerry Johnsen

Document Reference: Policy and Planning Report – PowerPoint

Subcommittee Members: Jerry Johnsen (Chair), Josephine Ko, Ivanova Smith, Laurae MacClain, and Deborah Boudreau.

Refer to Document Reference for discussion points

Continue to monitor

1. Rollback for case closures:
 - There is a way for staff to do case rollback that requires a justification for rollback. Staff are still confused regarding what is allowable. Field staff are directed to speak with Robb St. Lawrence. Jerry had an opportunity to speak with the RSA regarding rollbacks and the response was permissive. They are sympathetic to the States and field staff.
2. Establishing communication with DVR’s New Policy Manager:
 - Communication has been established and will continue to build on partnership and collaboration.

Goals for this Quarter:

1. Continue working with Policy Manager
 - WACs
 - SOP feedback
2. Continue to monitor progress on staff training initiatives

Partnerships

Subcommittee Report: Erica Wollen

Subcommittee Members: Erica Wollen (Subcommittee Chair), Erin Williams, Tania May, Ivanova Smith, Keith James, and Jerry Johnsen.

Goals from Previous Quarter:

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

- No update.
- 2. Formalize the relationships with the behavioral Health Advisory Council and the Washington Assistive Technology Act Program.
 - Steady progress has been made in networking and coordination of activities with the organizations.

Goals for this quarter:

1. Create a process for networking and coordination of activities with the listed agencies.
2. Recommend to DVR how to strengthen the partnerships to improve service, increase customer capacity, and support achievement of quality rehabilitations.

Workforce Board (WTB) Update – Erica Wollen:

- Gearing up for their board retreat August 8-10. Primary goal to develop a 2-3 policy agenda priorities to take to the legislature. For example: Business engagement and integrated services delivery are large focus areas. Incumbent worker training is an area where Washington is the least progressive.
- Recruiting for a project manager who can present to the legislature. Erica will share a link to the recruitment for councilmembers to pass along to interested parties.
- Future of work taskforce does not have disability representation and the councilmembers are encouraged to attend.
- There is restructuring of the workforce development system in King County to include the focus 14 populations

State Independent Living Council (SILC) Update – Keith James:

- SILC is developing their next 3-year State plan for Independent living. Engaging with stakeholders to develop legislative advocacy agenda for the upcoming session.
- Shelby is working closely with Kim Conner the SILC ED, to identify partnership opportunities.
- **Discussion:** Rob shared he would like to improve collaboration and teamwork between CILS and DVR staff. We discussed taking a field trip to a CIL and/or inviting locals CIL's to our quarterly meetings to learn more about their services.

Developmental Disabilities Council (DDC) Update – Ivanova Smith:

- Ivanova was not present to give a report.

Behavioral Health Advisory Council (BHAC) Update – Jerry Johnson:

- Jerry has been attending BHAC meetings provided an update regarding the relationship he has built with their council. Shelby had a meeting set with Melissa Clarey with the BHAC but Melissa had an emergency and was unable to make the meeting.

Washington Assistive Technology Act Program (WATAP) Update –Erin Williams & Shelby Satko:

- Erin has been assigned to collaborate with WATAP. Shelby has a conference call with Alan Knue, the Director of WATAP. Alan is working on some great things as they relate to DVR and how they can leverage resources. He will be presenting at our October quarterly meeting in Bellevue.

Special Education Advisory Committee (SEAC) Update – Tania May:

- Tania is a member of the SEAC and she included SEAC presentation during yesterday's agenda.

Public comment

John Lemus:

- Request for partnership between public workforce and DVR for meaningful employment trainings. Bitty and bows coffee company, social enterprise who employ and promote individuals with developmental disabilities. Anything leading to tangible employment training opportunities.
- DVR to provide demonstration to social enterprises.
- **Discussion:** Kathy suggested engaging businesses to take on that philosophy of social enterprise with a disability focus.

Customer Satisfaction & Program Evaluation

Subcommittee Report:

Document Reference:

Kathy Powers

CSPE Report-PowerPoint, CSS Quarterly Trends-Excel, Summary of Consumer Satisfaction 2017-Word

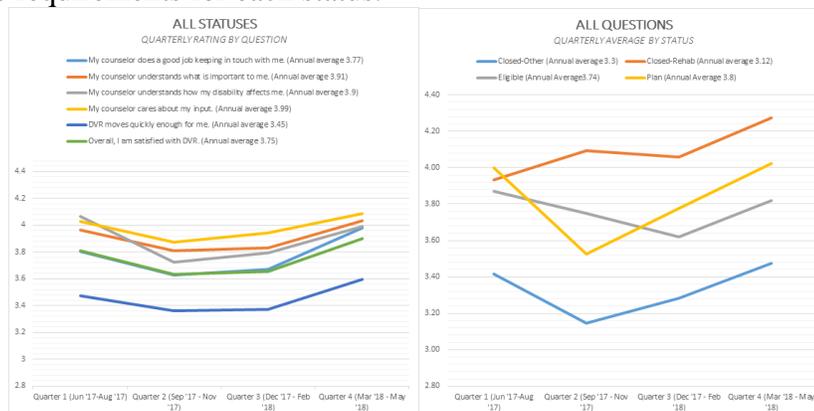
Subcommittee Members:

Kathy Powers (Subcommittee Chair), Kelly Boston, Justin Poole, and Shannon McLain.

Refer to Document References for discussion points

Goals from Previous Quarter:

1. DVR Customer Satisfaction Survey (CSS): survey individuals in Eligibility, In-Plan, Closed-Employed, and Closed-Other. Marie enters results and make call to meet return rate requirements for each status.



- Trends for each status and each question are continuing to move in a positive direction.
- The forum and survey feedback was compiled into the Summary of Consumer Satisfaction 2017 identifying four recommendations from the first year of the survey and with advance review provided by Shelby with Rob Hines. All of the members were provided with a copy of the summary and recommendations to formally present to DVR. Along with the summary and recommendations, the council will provide a

communication to DVR staff to commend the good work being done. The recommendations are:

- **Timeliness of services**
- **Communication:**
- **Counselor Reassignment:**
- **Counselor training:**
- We had in-person meeting with Rick and Kristina to discuss our next steps for moving into phase 2 of the CSS. Some thoughts from that meeting:
 - We want ability to sort by categories such as age, DVR office, disability, race, plan length etc.
 - We may use same survey on specific group (i.e. plan over 90 days) and / or develop supplemental questions which would be sent to this target group. Ask DVR what they want to know.
- We are awaiting analysis from Kristina and WaTech approval for online survey. The website is being redeveloped in tandem with the online survey. Shelby is looking into the new website to contain a member log in to obtain council material.

2. Management Reports

- Focus continues to be on why plans are being extended past 90 days
- Shelby and Marie are working on an IPE Extension Reasons project, to categorize narrative statements in customer profiles with the goal of linking them to 7-9 reason categories.
- Shelby has worked with leadership to impress the need for a drop down selection list in Stars database to increase management report capability

Goals for this Quarter:

1. Provide support needed to get survey online
2. Continue to analyze customer Extensions and determine if any action is needed
3. Refine Focus Group with info from yesterday/this morning!

Other Business:

- Rob discussed issues and tying up loose ends that he didn't get a change to respond to:
 - Order of selection
 - Assistive technology
 - Expedited enrollment for customers in the workforce
 - Equity diversity and inclusion in DVR, DVR is engaging in community groups, and the hiring of staff with bachelor's degrees will help contribute to that factor.
- Shelby asked the council to think about their preference for print meeting material. She will ask each member their preference prior to the next meeting.
- A few member's 1st term is about to end. For those interested in re-applying, Shelby will send out an email with instructions.

**Brainstorm October
Meeting Agenda:**

Kelly Boston, Council Chair

1. WATAP (Thursday October 18, 1pm)
 - a. Per Shelby 6.27.18 - Bill Youngman has also offered to be at the meeting. Would be a great support
2. ATAP update/plan
 - a. DVR's plan to support customers with AT needs, given Region 3 didn't fill ATAP vacancy
 - b. More about proposal from Bill Youngman
3. DVR performance on core measures
4. Update on two areas of follow-up related to employee satisfaction survey
5. DVR plan to partner on DBHR waiver program – MOU
6. 1115 Waiver training (Supported Employment & Housing demonstration project) – Invite Teesha @ BHA
 - a. Behavioral Health Pilots
7. Legislative DVR/OSPI/DDA Proviso –
 - a. Update on plan outline to be submitted in October
8. Seattle Financial Empowerment Network (Shelby's suggestion – IL related)
9. Career Connect Washington overview – Marc Casale
 - a. Formal recommendation will be delivered to Governor in October 2019. Would be great to hear about the strategic vision and how they have integrated access to people with disabilities into plan.
10. SILC – State Plan development, opportunity for feedback
 - a. Maybe a WSRC fieldtrip to SIL (if there is one near SRC meeting location, could do this in 2019 too)
11. CCTS present on pilot projects, results, and overall direction in transition/Pre-ETS.
 - a. What is the strategic vision taking hold after the “reset”
12. Justin from Redf
 - a. DVR supporting demonstration to businesses to encourage social enterprise as way to do skill building and employment opportunities for people with disabilities
13. Protection and Advocacy – what they do/overlap with VR, subminimum wage issue
 - a. Where is Washington on scale of trying to phase it out?
 - b. What issues should be council have on our radar

Adjourn: Kelly Boston, Council Chair

- Meeting adjourned at 1:30p.m.