



DVR State Office- Large Conference Room
4565 7th Ave SE
Lacey, WA 98503

WSRC QUARTERLY MEETING MINUTES

Thursday, January 18, 2018

9:00 am to 5:00 pm

Present: Jerry Johnsen, Council Vice-Chair, Client Assistance Program, Seattle.
Erica Hansen, Workforce Training Representative, Olympia.
Josephine Ko, VR Counselor Representative, Kent.
Justin Poole, DVR Customer Representative, Yakima.
Kathy Powers, Business Representative, Auburn.
Keith James, SILC Representative, Tacoma.
Philip Bradford, Labor Representative, Tacoma.
Tania May, OSPI Representative, Olympia WA.
Deborah Boudreau, DVR Customer Representative, Ellensburg
Erin Williams, Business Representative, Seattle.
Ivanova Smith, Disability Advocacy Representative, Tacoma.
Laurae MacClain, Tribal VR Representative, Nespelem.
Shannon McLain, CRP Representative, Spokane.

Members

Absent: Kelly Boston, Council Chair, Business Representative, Olympia.
Rosslyn Bethmann, Parent Training Representative, Spokane.
Rob Hines, DVR Director, Lacey.

Council Staff: Teesha Kirschbaum, WRSC Executive Director, Lacey.
Marie Vela, WSRC Executive Lead, Lacey.

Visitors: Jennifer Bean, CAP Rehabilitation Coordinator
Esther Bennett, DVR Field Services Manager
Michele Mulhern, DVR Senior Manager for P3

Call to Order: *The meeting was called to order on January 18, 2018 at 9:05 a.m. by Jerry Johnsen, Council Vice-Chair.*

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

November 2-3, 2017 Quarterly Meeting Minutes: *Partnerships subcommittee from November – Phil is not a member of the DDC; however, the WSRC is a member of the CAC.*

Phil moved and Erica seconded to approve the Meeting Minutes of November 2 and November 3 with the stated changes. All were in favor to approve the minutes as amended.

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: Results have been gathered or over one year and we have enough responses to utilize data in each category. These are Eligibility, In Plan, Closed Employed, and Closed Other. Overall, scores are high. Scores are highest in “My counselor cares about my input. The lowest scores are regarding timeliness.

Marie continues to enter results and make calls to meet return rate minimum of 122 responses. Since the WSRC started conducting surveys, Marie has made 434 call to assure we get the right counts to make our data reliable and valid. The largest category she reaches out to is the Closed – Other. She gets a 28% response rate in this category.

Rob Hines agreed to provide additional IT support to add an online survey option. Committee members will start working with IT to design and answer key questions.

Next Steps: The group will discuss a supplemental survey. They will also put together a formal summary of the past year’s results and present to DVR.

2. Management Reports

Progress Made: Kathy reported on her analysis of the DVR management reports.

Discussion: Shannon said the 1115 waiver cannot be concurrent with DVR services and might have an impact on DVR services. The WSRC is interested in paying attention to how DVR is serving customers who also are getting Supported Employment services through 1115 waiver. Teesha encouraged the council to pay attention to this.

There has been a major drop in applications in December 2017, which has been much lower than previous years, and this might be due to DVR entering into an order of selection.

The WSRC continues to ask about IPE timelines; over 40% of IPE get extensions. The group wants to know the median number of days to plan, how long those extensions last, and rational for each extension.

3. Forum

Progress Made: The subcommittee plans to move out of a Forum based format to Focus Group format for the upcoming quarterly meeting in April. The focus of the focus group will be on order of selection and timeliness of services. DVR is in the process of receiving approval for the use of gift cards for incentives to customers.

Goals for this Quarter:

1. Launch phase two of the customer satisfaction survey; adding web-based survey option. Work with Rick in IT with goal of phase-two launch date July 1, 2018.
2. Continue to analyze management reports to develop questions for DVR.
3. Once approved, the group will 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 Tania. 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: January 25, 2018 the WSRC and CAP will be meeting with DVR Policy staff to review the final draft, ensure our changes are reflected in the language, and an update moving into the formal rulemaking process.

Goal 2 - DVR staff training update: Two years ago, DVR stopped providing the Rehab Academy to DVR staff. The Rehab academy was DVR's basic on-boarding training of new staff. The training consisted of six separate multi-day trainings that covered a variety of different topics: Rehab Law, VR process, Independent

Living (IL), working with Partners, Benefits Planning, and Motivational Interviewing (MI). Since then, DVR hired a new Training Manager with a goal of revamping their entire training process and move it to a hybrid model of both in-person and online trainings.

DVR has renamed their training process to “Rehab University” and they released a draft of the online training material in November 2017. This draft was sent to WSRC, CAP, and all DVR Management for feedback.

The WSRC and CAP provided written feedback regarding their concerns with the new training material; specifically that it was confusing and inaccurate. This feedback also stated some topics are a good fit as online training, however many of the trainings are more appropriate in person.

The WSRC and CAP also met with DVR leadership to provide this feedback and expressed their desire to be involved with any future trainings as they are developed. DVR committed to these things:

1. Online modules will continue to be updated.
2. In person, follow up training will be created.
3. They are considering inviting WSRC and CAP to help with creation of follow up trainings.
4. They plan to contract out for certain trainings such as MI and medical aspects of disability.

DVR launched their new online trainings on January 10. All staff are required to complete the 20 online trainings prior to approval for any in-person trainings.

Discussion: Shannon asked about how the online trainings were developed and if learning objectives were included in the development of the curriculum. Laurae stated the tribes previously had access to the DVR trainings and were impressed with the quality of the trainings. Tribes have consistently asked for updates regarding the DVR training process and asked when their access will resume. Laurae stated that tribes having access to DVR trainings is a 701 requirement. Tania asked that the WSRC clarify if our concerns are with the type of training or the content of the trainings. Tania stated that online training in conjunction with in person training is the norm for state agencies.

Goals for this Quarter:

The goals will be repeated for this coming quarter.

Partnerships Subcommittee Report: Erica Hansen is the Subcommittee chair and the subcommittee members are Erin, Deborah, Rosslyn, 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.
2. Update script for committee reports.
3. 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 following organizations:

- Developmental Disabilities Council (DDC) - Phil has been assigned to collaborate with the DDC. His plan to interact with the DDC is to call them to inquire about their current contracts involvement.
- Workforce Board (WTB) - Erica represents the Workforce Board on the council, and she is responsible for reporting Workforce Board updates.
- Behavioral Health Advisory Council (BHAC) – Deborah has been assigned to collaborate with the Behavioral Health Council and she did not have an update to provide. Teesha was able to attend the BHAC meeting and provided an update regarding the relationship she has built with their council. Teesha has been invited to attend all future BHAC meetings. Behavioral health is defined as mental health and substance abuse. Employment is a large part of their conversations.
- State Independent Living Council (SILC) – Keith is the SILC Representative on the council. Keith reported on the SILC’s involvement in the following activities:
 - Participation in two different meetings for the creation of trainings for first responders and implementation of the SHB 1258 Travis Alert Act. Meetings began November.
 - Working on rebranding and logo marketing to communicate who the SILC is, what they do, how they collaborate with organizations statewide, and working on addressing the unique relationship between the SILC and CILs.
 - Signed on with WSRC to support DVR placement in the DSHS secretary’s office.
 - Involved with ongoing facilitation with DVR and CILs developing new Part B contracts.

- Participation with the DOH's Disaster Advisory Group led by DOH Secretary Weismann.
- Participating in creating the WSDOT Statewide Active Transportation Plan.
- Beginning the process for developing the State Plan for Independent Living (SPIL) for 2020-2022. They will begin hosting statewide forums for public input. They are looking forward to working with WSRC and DVR in this process.
- Some community meetings have happened regarding opening an additional Center for Independent Living (CIL) however they are only preliminary discussions. Funding at the Spokane CIL is an issue and has been a topic of discussion.
- Washington Assistive Technology Act Program (WATAP) - Erin has been assigned to collaborate with WATAP. She has reached out to Alan Knue, the Director of WATAP, and had some email correspondence to try to get a meeting scheduled.
- Special Education Advisory Committee (SEAC) – Roz 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 gave an overview of the information provided at last SEAC meeting. OSPI's State Plan (Every Students Succeeds Act) was approved. A major portion of this plan is looking at students' achievement and the support the schools need to improve outcomes for students. Close to 900 schools have been identified as needing support and out of that total nearly 600 of that number is due to the performance of students with disabilities.

Goals for this quarter:

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

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

Updates:

Placement

Secretary Strange asked DVR to gather stakeholder feedback on the DVR's future placement within DVR. On November 20, DVR and the WSRC held a joint

webinar to gather this feedback. The WSRC also collected 15 signatures from multiple community partners in solidarity of the WSRC's recommendation that DVR be moved to the DSHS Secretary's office. The WSRC forwarded this recommendation to Secretary Strange on December 7. On January 1, 2018, DVR began reporting directly to the DSHS Secretary's Office.

The Executive Committee thanked the Council for their successful advocacy on this topic.

Order of Selection (OOS)

The Executive Committee sent a letter thanking DVR and acknowledging a smooth implementation of entering into an OOS. The Executive committee also sent a formal recommendation to DVR regarding the impact OOS has on providers and a request for frequent and ongoing communication to community partners (specifically CRPs). A meeting with DVR is scheduled for early February to discuss implementing this recommendation.

Discussion: The CEA is very interested in forecasting into the future regarding impact. Not all providers are covered under CEA. It would be important for all providers to receive this forecasting information, not just CEA members.

Pre-Employment Transition Services (Pre-ETS)

DVR has informed the Executive Committee that they are moving the responsibilities of Pre-ETS to each of the Regional Administrators. They will monitor the contracts currently in place in their region. The process is still under development.

Annual Report to RSA, Governor

In December, the WSRC submitted its annual report to both RSA and the Governor's office. A copy of the annual report can be found on the WSRC website. Special recognition was given to Marie, Kelly, and Kathy for their support in developing this year's annual report.

VR Program Funding – PAYGO

Teesha updated the council that the concern that VR federal funding would be cut, is no longer a concern and thanked all members of their advocacy on this issue.

Next Quarter Priorities: The next quarter priorities of the Executive Committee will be:

- Implement CRP communications

- Complete State Plan update
- Provide input to WAC update
- Pre-Employment Transition Services direction/plan
- Rehab Academy review and recommendations

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.

Progress Made:

The group compiled and reviewed the following information:

2015 DSHS Employee survey results	Reviewed
DVR Position vacancies 2012-2017	Reviewed
CSPD section of the state plan	Reviewed
DVR Org chart showing July 2017 vacancies	Reviewed
VRC Class and Comp Needs Assessment	Reviewed
VRC VRS Recruitment qualifications	Reviewed
VRC VRS Salary Comparisons	Reviewed
<u>DD Case Manager Link</u>	Need to Review
<u>Differential Pay Link</u>	Need to Review
Office level attrition stats/trends from	Pending Don Kay/HRD
Case transfers (office trends, process)	TBD

Discussion: The topics of training and staff development seem to be the main issues around DVR being unable to retain staff. Tania asked about exit interviews – HR sends out the survey, HR collects the surveys; however, the info does not get back to DVR.

Next steps for the DVR Staff Retention Workgroup are to pick a date for this group to meet again and determine how to move forward.

Executive Director Report: Teesha reported on the activities the WSRC staff have participated in outside of supporting the Council and subcommittees.

Engagement with DVR:

- State Plan Updates
 - Teesha compiled the recommendations that the WSRC has made over the past years and an overview of the customer satisfaction results

from the past two years. Teesha will also co-facilitate the DVR state plan public forum on February 14. Marie will operate the tech logistics of the meeting.

- Customer Satisfaction Survey – Staff have been working with DVR IT staff to add the capability to send the survey via email.
- CSNA on hold – The work of the CSNA is on hold until DVR is able to fill the Performance Manager and Quality Assurance Program Manager position.

Workforce Board's TAP Implementation Committee:

- Teesha continues to co-chair the Barrier and Access Solutions Committee (BASC), a standing committee of the state workforce board to address removing barriers in the public workforce development system. Marie continues to staff the committee.
- Teesha has been invited to speak at the National Association of Workforce Development Councils national meeting in Washington, DC in March of 2018 about the work of the BASC.

Engagement with other advocacy groups:

- Teesha was asked to join a workgroup led by the Division of Behavioral Health and Recovery about advancing Peer Led Recovery Services.
- Teesha has also been active in provide some subject matter expertise on vocational rehabilitation and transition services. She has worked closely with OSPI, Development Disability Council, ARC of Washington, DDA, and DVR to provide feedback on HB 2613 and SB 6360.

DVR Director Report: Rob Hines, DVR Director, was double-booked with the GCDE meeting, and is unable to attend this WSRC Quarterly meeting. Rob requested Michele Mulhern, DVR's Senior Manager for Policy, Planning and Performance to report on his behalf.

Current Top Priorities:

1. State Plan Update – Public Forum scheduled for Feb. 14
2. Pre-employment Transition Services Reset – Developing foundational plan for a sustainable program
3. Rule-making – Next step is a Tribal Consultation scheduled for Feb. 13
4. Exploration of new VR Case Management System – Exploring product and required procurement process

State Plan Update: The Departments of Education and Labor plan to issue joint guidance shortly that will convey to States the modification requirements,

submission process, and deadline for the required two-year modification of Program Year 2016 WIOA Unified and Combined State Plans. DVR anticipates that these modifications will be due to the Departments in Mid-March. States have been encouraged to make updates to plans that reflect emerging State priorities, changes in the state labor market and economic conditions that affect implementation of the plan, and updates to performance goals, as required. When RSA publishes the joint guidance, they will include instructions specific to the VR Services Portion of the State Plan. The State Plan Public Forum will be held on Wednesday, February 14, 2018.

DVR met with the Workforce Education and Training Coordinating Board, Eric Wolf. A kick-off meeting was held with DVR State Plan content contributors on January 9, 2018. Timeline for updates and related activities was shared with the team. Contributors were encouraged to focus on successes and look to update with a “light touch”. Customers and Stakeholders were notified on January 12, 2018 of the upcoming Public Forum.

There will be a focus on the Strategic and Operational Elements of the State Plan update, although no substantial modifications are anticipated. The update will include information regarding DVR’s implementation of an Order of Selection and needs identified in the studies completed last year. DVR will reintroduce the five priority of service categories that will be in place when the WAC becomes effective in June 2018 and prior to the effective date of the updated plan, July 1, 2018 and will include estimates of VR service and wait list volumes. Comment period will be open through February 16. Reviews will be done by the February 20, 2018.

Pre-Employment Transition Services Reset: DVR met with OSPI and shared the intent to regroup and start anew with Educational Service Districts and Special Education Directors. The plan is to implement a three-pronged approach to ensure coordination with secondary, post-secondary, and the Workforce Development System.

- *Workforce Development Councils* – DVR continues to develop contracts with WDCs
- *Community Colleges* – DVR continues to develop contracts w/ Community Colleges
- *Skills Centers* – This is in its early stage. DVR has begun talks and shared the idea with OSPI Special Education as well as inquired about viability with Skills Centers.

Regional Administrators lead the Pre-employment Employment Transition Services in each region. The Transition Consultants' roles have changed to include more oversight. Authority to approve invoices for payment regarding the provision of contracted services. Vision includes online curriculum/virtual options to supplement local workshops and allow easier access for students.

Two updates have been made to DVR's case management system to assist with pre-employment transition services. One update will allow contractors to upload student information and invoice DVR for services. The other update is staff-time tracking reminders sent to supervisors.

Fiscal progress has been made regarding spending the required 15%, with approximately 50% more spent on services compared to this time last year. DVR is accessing WINTAC and RSA Technical Assistance to ensure allowable costs.

WAC Rule Making Progress Update: The DVR Policy Team has incorporated staff, stakeholder, AAG, and RPAU comments, edits, and suggestions, as appropriate. A meeting to review substantive changes is scheduled with the WSRC and CAP. Three Tribal Roundtable meetings were held October, November, and January. The scheduled January Consultation was rescheduled due to a conflict with a Department of Health Summit. The most recent Tribal Consultation scheduled for February 13. No requests for Consultation have been made to date. The Office of Indian Policy is reaching out to Tribal Leadership to inquire about the need to move forward with formal consultation. DVR will continue to move forward with Consultation scheduled for February unless otherwise directed by the Office of Indian Policy. The timeline for rule making is very tight. If the CR102 is filed at the end of February, DVR will be able to align with the State Plan Update and formal rule making should be complete by late June.

Exploration of new VR Case Management System: Executive Leadership decision has been made to acquire a new VR Case Management System and exploration of available systems has begun. Current understanding is that there is only one VR Case Management System used by other VR program across the nation. DVR has begun evaluating the Alliance product, AWARE. DVR has initiated the project and procurement process with WA Tech, DES, and DSHS. A formal request to acquire a new system will be sent to RSA.

Statewide Performance Updates:
60/90 Performance Measures

- October 2016 – September 2017
 - Eligibility Determinations within 60 Days: 97.23%
 - IPEs Developed within 90 Days: 95.75%
- October 2017 – January 17, 2018
 - Eligibility Determinations within 60 Days: 97.31%
 - IPEs Developed within 90 Days: 95.20%

Benchmarks October 2016 – September 2017

- Customers Served: 22,322
- IPE Closures: 4,842
- Rehabilitation Rate: 61.8%
- Average Hourly Wage: \$13.55
- Average Weekly Hours: 25

Benchmarks October 2017 – January 17, 2018

- Customers Served: 14,694
- IPE Closures: 1,509
- Rehabilitation Rate: 61.5%
- Average Hourly Wage: \$13.94
- Average Weekly Hours: 25

Discussion: There was a spike in October 2017 of 913 new IPEs. IPEs nearly doubled from the previous month (493), and dipped below 300 in November and December. The council inquired about the 60/90 performance measures and if that number reflects the duration of extensions. Michele could not provide the information and said she would look into it. Michele stated that DVR’s case management system is built in a way for staff to fill out a text box to give extension reasons. The Council would like to look further into extension reasons staff enter into the text box.

Fiscal Update: In the event that there is a federal government shutdown on 01.19.18, DVR has confirmed with RSA that there will not be any fiscal impact on DVR. DVR can continue to draw from 2017 and 2018 grant funds as well as carry-over grant funds that have already been awarded.

DVR is early in Order of Selection (with less than a quarter of data). DVR continues to evaluate and assess expenditures. Current analyses do not indicate that cases will be released from the waitlist any sooner than originally projected.

DVR will continue to analyze case spending trends and share findings as we start to see significant change.

Training Updates: Rehab University 1 was launched 01.10.18 and was built based on blended or hybrid learning with a combination of online learning and face-to-face instruction. The initial release is the foundational online curriculum. The face-to-face or collaborative learning will occur in peer-to-peer larger groups after all modules within a set of Rehab University are completed. A Training Matrix of DSHS and DVR required training has been developed and awaiting DVR leadership approval.

Discussion: Will the Cultural competencies training given by Shari Parker still be incorporated? The Council voiced concern if it would not be. The Council stated their desire for the WSRC and CAP to be involved in building the trainings and they will continue to provide feedback. Michele suggested bringing these issues to Esther Bennett's attention.

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 at the DVR State Office. There were 24 attendees, 15 identified as customers.*