



Olympia Doubletree
415 Capital Way N
Olympia, WA

WSRC MEETING NOTES – Day 2

Friday, January 18th, 2019

9:00 am to 3:00 pm

Present: Shannon McLain, Council Chair, CRP Representative, Spokane.
Kelly Boston, Council Co-Chair, Business Representative, Olympia.
Erica Wollen, Workforce Training Representative, Olympia.
Erin Williams, Business Representative, Seattle.
Jen Cole, Parent Advocacy Representative, Everett.
Jerry Johnsen, Client Assistance Program, Seattle.
Josephine Ko, VR Counselor Representative, Kent.
Kathy Powers, Business Representative, Auburn.
Laurae MacClain, Tribal VR Representative, Nespelam.

Members

Absent: Rob Hines, DVR Director, Lacey.
Justin Poole, DVR Customer Representative, Yakima.
Tania May, OSPI Representative, Olympia WA.
Keith James, SILC Representative, Tacoma.
Ivanova Smith, Disability Advocacy Representative, Tacoma.

Council Staff: Shelby Satko, WSRC Executive Director, Lacey.

Visitors: Mari Heusman, Community Member
Jeanette Ogg, DVR Finance & Budget Manager
Don Kay, DVR Chief of Operations
Nikki Wegner, Community Employment Alliance & Trillium
Diana Lee Crawford, Morningside
Shawna Harper, Morningside

PRESENTER	AGENDA ITEM	DOCUMENT REFERENCE
Shannon McLain	Call to Order , housekeeping, review agendas, introductions	
Kathy Powers	Customer Satisfaction and Program Evaluation Subcommittee <ul style="list-style-type: none"> • Focus Group debrief - General impressions <ul style="list-style-type: none"> ○ Customer feedback –waiting for records from doctors is a barrier, participants are not told what services are available, perception among participants is counselors are overworked and don't have enough funding to service customers, staff unresponsive to calls and emails. ○ Kathy will work on summary report of the DVR Staff & Customer groups for DVR 	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 2 - January 2019

	<ul style="list-style-type: none"> Refer to slides for details 	
	BREAK – CHECK OUT	
Shannon McLain	Opened day 2 of the meeting.	
Erica Wollen	<p>Partnership Subcommittee</p> <ul style="list-style-type: none"> BHAC (Jerry) <ul style="list-style-type: none"> No updates DDC (Ivanova) <ul style="list-style-type: none"> Legislative session to increase wages Ed Holan retiring in June SILC (Shelby provided on behalf of Keith) <ul style="list-style-type: none"> Working on State Plan for Independent Living <ul style="list-style-type: none"> Conducted 7 forums in Clarkston, Wapato, Kennewick, Marysville, Spokane, Seattle, University City, and Vancouver September - December. 60+ people attended the forums. Over 160 people responded to online survey Due 7/31/19 WATAP (Erin) <ul style="list-style-type: none"> Recently left message for Alan Knue, hasn't heard back. Workforce Board (Erica) <ul style="list-style-type: none"> Next meeting January 30th in Lacey TAP plan review and Perkins Act – will combine these plans TAP initiative focus – business engagement, integrated service delivery Tribal VR Update (Laurae) <ul style="list-style-type: none"> Sent in year-end reports to Federal Government DVRC's are being assigned as tribal liaisons with little to no knowledge of working with tribes. Will be worked into job descriptions so role is clear Liaison' are required to take a class through NW Indian College about the History of State and Tribal VR SEAC & OSPI Update – Proviso – (Shelby provided on behalf of Tania) <ul style="list-style-type: none"> Review Legislative priorities details in master presentation slides. 	<ul style="list-style-type: none"> WSRC Master Presentation Slides - Day 2 - January 2019
Jerry Johnsen	<p>Policy & Planning Subcommittee</p> <ul style="list-style-type: none"> Will be working with Robb on development of new customer service manual. 	<ul style="list-style-type: none"> WSRC Master Presentation Slides - Day 2 - January 2019
Don Kay & Jeanette Ogg	<p>DVR Budget</p> <ul style="list-style-type: none"> Overview of 2019 budget Impact of WIOA Decision package overview Other major budget impacts or issues <p>DVR explained the impact to field allotments of WIOA requirement to spend 15% of VR budget on Pre-ETS, and over years has had carry-over to</p>	<ul style="list-style-type: none"> WSRC Master Presentation Slides - Day 2 - January 2019

	<p>manage overspending. DVR still carried over more than \$10 million, and is expected to carry over at least that much in 2019.</p> <p>DVR's spending level is limited by a legislative appropriation of about \$70 million per year that DVR cannot exceed without first requesting and being granted permission. While DVR has available funds beyond the \$70 million appropriation, it cannot spend them, which further restricts service delivery. The funds will be carried over.</p> <p>DVR shared spending projections for current plans, using a monthly average from before the directive. Clearly, expenditures will be significantly lower given all we are hearing about how the restrictions are impacting services. Jeanette indicated there are likely to be additional funds available to supplement case service allotments for this year as expenditures come down.</p>	
WORKING LUNCH		
Shannon McLain	<p>PUBLIC COMMENT</p> <ul style="list-style-type: none"> ● Nikki Wegner – Community Employment Alliance <ul style="list-style-type: none"> ○ Presented CEA-DVR CRP Survey, result highlights include: <ul style="list-style-type: none"> ▪ No benefit to customer referral to WorkSource ▪ School to Work ▪ Paid CBA's in for profit businesses: Challenging to do simulated work activities in for profit business. Especially in rural areas where there may be fewer non-profits. Don offered that DDA/DVR are meeting with L&I to further discuss ○ CRP Nikki works for, Trillium, has zeroed out DVR revenue. May not be able to now give staff a cost of living increase previously planned on with staff. ● Diane Lee Crawford – Morningside <ul style="list-style-type: none"> ○ She's the first point of contact for DVR referrals. ○ When financial crisis messages came out, the way the information was conveyed to a client was that DVR couldn't provide services and told them they had to go to WorkSource. ○ VRC's are not prepared to represent DVR with the current information that's provided. They are in a difficult situation. Can't make independent decisions about their caseload, supervisor approval and that supervisor will probably not approve. ○ This is the messiest situation for DVR, customers and providers she's ever experienced in her 40 years of service at Morningside. ● Shawna Harper – Morningside <ul style="list-style-type: none"> ○ Recently got customer a job, retention services were denied. Customer is working, seeing behavior that indicates she may lose her job soon because she doesn't have job coach to support her. ○ Don Kay offered it's not supposed to be working like this. Suggested setting up meeting with DVRC to discuss situation 	●

	<ul style="list-style-type: none"> ○ Doesn't feel like everyone is working together for the best interest of their customers. ○ Disconnect between decision makers and staff on the ground. ● Council/Participant Discussion <ul style="list-style-type: none"> ○ Directive came out unexpectedly after agency budgets were created. ○ DVR is resistant to providing needed retention services ○ Status of workgroups that were put on hold – those groups give community partners an opportunity. ○ Can't do things with no notice or seat at the table. If we were part of the decision, we can apply for grants, etc. to fill funding gaps. ○ Don acknowledged a need for better communication and training for CRP's ○ Love Overwhelming has decided to no longer provide CRP services given current landscape. <p>Take away summaries –</p> <ul style="list-style-type: none"> ● Suggestion developing a decision matrix for VRC's to identify supports available to customers who need support. ● Everyone wants to try to do the right thing – if we had guidance first, then there wouldn't be so much chaos ● Big gap between intent and what's really happening ● DVR Leadership and CEA meeting where we can put the issues on the table. Trust is broken and we need to bring it back. 	
Shannon McLain	<p>Shannon announced she has resigned from the Council effective in mid-February because the agency she works for, Love Overwhelming, will no longer be providing CRP services.</p> <p>Kelly Boston, current WSRC Co-Chair, will assume Chairmanship effective immediately.</p>	
Shannon McLain	<p>Brainstorm next agenda, Review task list</p> <p>Case review results – Kristina Z</p> <p>Future focus group – people who have been referred to WorkSource</p> <p>RSA dashboard – Kristina</p> <p>DVR Demographics for staff, including retention rates as it relates to DEI.</p> <p>Equity discussion is growing, need to start learning about what it means, how we look at and measure it. Are we serving clients in equitable way</p> <p>New training program – how can WSRC be involved in shaping it and providing input</p>	

	<p>SPIL – goals</p> <p>Roles of worksorce specialist/navigator – how will they help DVR customers</p> <p>Summary of information presented at WSRC meeting for Rob Hines</p> <p>Pre-ETS – how it’s moving along, maybe have Tammie present</p> <p>Data about complaints/grievances – accessing the complaint process, takes time to access complaint process. How does this correlated with the Disability Statistics report 2017.</p> <p>CSPE committee follow-up:</p> <ul style="list-style-type: none"> • Comprehensive Statewide Needs Assessment • Recommendation for IPE extension reason dropdown selection box 	
Shannon McLain	ADJOURN at 2:30pm	

DON'T FORGET: Travel Reimbursement Form
 January 2019 Travel Plans Worksheet

NEXT MEETING: May 2-3, 2019
 Red Lion Columbia Center
 Kennewick, WA