



**Red Lion Columbia Center
1101 N Columbia Center Blvd
Kennewick, WA 99336**

WSRC QUARTERLY MEETING MINUTES

Thursday, May 2, 2019

8:30 am to 5:00 pm

Present: Jerry Johnsen, Council Vice-Chair, Customer Assistance Program, Seattle.
 Erica Wollen, Workforce Training Representative, Olympia. (on phone)
 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, Council Chair Pro Tem, Business Representative, Auburn.
 Keith James, SILC Representative, Tacoma.
 Laurae MacClain, Tribal VR Representative, Nespelam.
 Peggy Frisk, Community Rehabilitation Provider, Lake Stevens
 Rob Hines, DVR Director, Lacey.
 Tania May, OSPI Representative, Olympia WA.

Members

Absent: Kelly Boston, Council Chair, Business Representative, Olympia.

Council Staff: Shelby Satko, WSRC Executive Director, Lacey.
 Mari Heusman, WSRC Executive Lead, Lacey.

Visitors: Sara Elkins, DVR Business Specialist – Columbia Basin
 Teresa Kutsch, DVR Supervisor – Spokane
 Pablo Vilarreal, DVR Supervisor – Sunnyside Worksource
 Crystal Bright, WorkSource Operations Manager

PRESENTER	AGENDA	DOCUMENT REFERENCE
Kathy Powers Pro Tem	<p>Call to Order, Housekeeping, review agendas, introductions.</p> <ul style="list-style-type: none"> • Vote: to Approve Meeting Agendas <ul style="list-style-type: none"> ○ Jerry moved & Erin seconded ○ Approved as presented • Vote: to approve January 2019 Quarterly Meeting Minutes <ul style="list-style-type: none"> ○ Jerry moved and Tania seconded to approve the Meeting Minutes of January 17 and Jan 18, 2019 with no changes. ○ All were in favor to approve the minutes as presented. 	<ul style="list-style-type: none"> • January 17th & 18th 2019 Meeting Minutes

<p>Shelby Satko</p>	<p>Executive Director Report</p> <p>New Member Introduction</p> <ul style="list-style-type: none"> • Peggy Frisk – CRP Representative – Washington Vocational Services, Everett • WSRC Leadership transition <ul style="list-style-type: none"> ○ Supporting Mari Heusman as new Executive Lead <p>DVR Initiate CRP Communication</p> <ul style="list-style-type: none"> • WSRC recommendation for DVR to increase communication with CRPs. <ul style="list-style-type: none"> ○ WebEx for CRP engagement to speak about case service directive concerns, order of selection updates, DVR updates, hot topics ○ Most recently held 2 on 4/30 and discussed Pre-ETS <p>WSRC Recruitment</p> <ul style="list-style-type: none"> • Have 2 applications for each of the 2 open positions. Keeping recruitment open in the hopes for the council to continue to reflect the diversity of WA. • Tania suggested a recruitment Youtube video. * • 4 WSRC Members 1st Terms ending in 2019 – Shelby will initiate follow-up with members to gauge interest in continuing to serve on council. * <p>Consultation on DVR activities – see slides</p> <ul style="list-style-type: none"> • Case Service Expenditures <ul style="list-style-type: none"> ○ Kelly and Shelby review monthly for trends • RSA Monitoring Prep <ul style="list-style-type: none"> ○ DVR getting internal team together to review RSA Guidelines and ensure DVR focused on standards ○ DVR hasn't been monitored since 2013. ○ With no date yet for monitoring, DVR is looking to take a proactive approach to preparations. ○ Expect to start talking with statewide management team about preparations at July meeting <p>Economic Security for All - Advisory Task Force</p> <ul style="list-style-type: none"> • Shelby on RFP development team • 5 million in WIOA discretionary funds has been identified for project • Trying to identify sustainable and replicable model to reduce poverty. • Jerry would like the Task Force to make sure that people in poverty aren't punished or rejected for services • Ivanova: Income caps and gatekeeping policies i.e. missing medical paperwork are forcing people to stay in poverty. • Justin: In the mental health community, individuals lose state insurance when they get a job, then lose access to medications, lose stability, and then lose job. Cyclical 	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - May 2019
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	<p>Priorities Matrix - Shelby's 1 year Anniversary</p> <ul style="list-style-type: none"> • Last year Shelby met with each council member, executive leadership team and community partners during her onboarding as new Executive Director. The priorities matrix Priorities and goals are on track. • Shelby will be reconnecting with each council member this summer to discuss progress on and update priorities* <p>Next Quarter Goals</p> <ul style="list-style-type: none"> • See slides 	
Rob Hines	<p>DVR Director Updates -</p> <p>Staffing</p> <ul style="list-style-type: none"> • DVR leadership – see slides • Other staffing updates – looking closely at OOS Staffing levels. Trying to avoid layoff mentality. Lose staff through attrition more than anything. • Regional Transition Consultants – all 7 positions are filled as of 4/16/19 <p>Case service delivery changes</p> <ul style="list-style-type: none"> • Customer impact • WorkSource readiness • Staff concerns/training needs • CRP issues <p>Deaf Services</p> <ul style="list-style-type: none"> • Biztown recently held in Auburn: It's a program through Junior Achievement. Curriculum teaches kids about business and provides hands-on experience in the world of work. On March 27th, two days were devoted to the experience for youth who are deaf and hard of hearing. DVR Pre-ETS funding (\$150,000-200,000) supports this program annually. John Evans was the keynote speaker, with presentation focused on steps to independence, using a ladder as a visual aid. Very successful program. Estimated 150 students participated. For many, it's the first time they have been in a room with that many students who are deaf and/or hard of hearing. • Rehab Counselors for the Deaf (RCD) – no longer a classification – but DVR has counselors who speak ASL and/or work exclusively with deaf customers who may consider themselves RCDs. 2 in Reg 1, 6 in Reg 2, 5 in Reg 3. Quarterly RCD meetings held for training/networking. • Current issues/needs: <ul style="list-style-type: none"> ○ Plan to assess needs, look at data. ○ State Coordinator for the Deaf, Lynn Odom, left DVR, which had ripple effect through deaf community. DVR received criticism from deaf community, "You don't care about us." <ul style="list-style-type: none"> ▪ No plans to hire for that position at this time. ○ DVR is planning a Training for Supervisors and upper management for Deaf Culture and Sensitivity Training. 	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - May 2019

- Kathy suggested asking interpreter services to provide staff training: All Hands – Rena Long – Translating services – she’s provided training at Orion.
- Ashley: Transition Counselor in King County – liaison for deaf students.
- Daisuki – DVR in Central Seattle, caseload of deaf/blind population. Service Level 4 is deaf/blind, tactile signing, etc.
 - This is identified by DVR as a huge need
- Helen Keller National Association – Regional Network for Deaf/blind, DVR is trying to establish a contract around that.
- Marlene Schwartz from Helen Keller Foundation – formerly DVR Deaf/Blind Counselor: may be able to come out and speak*
- Tania: Engage for Change: National Deaf Center: DVR & OSPI Collab
 - Identify barriers for deaf transition students. Recently brought Tammie and Ashley from DVR onto that project. Student focus groups for Deaf ed groups.
 - WINTAC will provide Peer Mentoring Training
- Jen: suggested that DVR and OSPI make sure to include Parent groups/ reps to advisory groups.

Budget Updates

- Staff have done a great job following guidance. There were undesirable side effects in community and DVR staff were also upset.
- Ticket tracker Social Security Reimbursements: \$6.25 million through 4/16/19, an additional \$4.75 million was identified this week.
- Will review budget status in July and decide if DVR can release customers from waitlist. Cautiously optimistic.
- Not planning on coming out of Order of selection – instead – will close and open categories as needed.
- In July – almost 2 years since waitlist started. DVR is beginning to communicate with waitlist “waitlist maintenance” to identify who on the list is still interested in receiving services.
- FY 19 appropriation: this is the first year RSA is monitoring Pre-ETS.
- Estimate carryover in FFY2020 to be \$4 million

Case Review Summary

- When to expect Final report? *
- High level findings
 - Caseloads going down – what you want to see
- Expenditures going up – makes sense – most significantly disabled getting served
- Creates flat line for case expenditures
- Carryover – 4 million carryover expected, prior to having SS Ticketracker, 4 million added.
 - Kathy – what’s the right amount of carryover? Rob: 4-5 million

	<p>Diversity, Equity & Inclusion – see slides</p> <ul style="list-style-type: none"> • How can we attract people to work for DVR that look like the communities they serve? <ul style="list-style-type: none"> ○ Changed CRC education requirement from Master’s to Bachelor’s – give them 2 years to achieve Master’s Degree, which is supported by DVR tuition reimbursement ○ Rob: DVR is not doing a good job recruiting diverse candidates for positions. Nothing has been done differently. Can we send boots on the ground instead of DSHS “talent acquisition team” of LinkedIn and posting on careers.wa.gov ○ Council members offered suggestions on increasing diverse candidate recruitment <ul style="list-style-type: none"> ▪ Western Washington VR Program advisory council is meeting next Friday, May 10, 2019. This would be a good opportunity for Rob Hines to talk about how to recruit more diverse candidates for the program which could lead to an increase in diverse candidates for WA DVR. ▪ hosting interns as a recruitment practice <p>Training RFP</p> <ul style="list-style-type: none"> • Clear plan in place • For VRCs and VRs: within 2 years, 7-8 cohorts, 180-200 staff. • Internal Trainers to train staff on basic “being an employee” – 2 positions in each region. Working on job classification • Select Subject Matter Experts (SME’s) within ranks of staff who know what they’re talking about, to help deliver trainings. • Kathy: will these be available to Providers? Rob was open to having a conversation about that. What should that look like?* <p>State Auditor’s Office (SAO) Audit FY2018</p> <p>Findings</p> <ul style="list-style-type: none"> • IPE Extensions, Eligibility Extensions Services paid. • Multiple years of the same findings. Letter from RSA for repeat findings. <p>Corrective action Plan</p> <ul style="list-style-type: none"> • On-site reviews, supervisors will have increased oversight • Update reports for more lead time for missing lead time • Provide staff with training. • Improve automation alerts in software system. 	
BREAK		
Teresa Kutsch	<p>Perspective from the Field - Region 1 Update</p> <p>State Audit Findings: Need to line up internal reports, which say things are great, and SAO report, which says they aren’t. Letter goes out on eligibility and counselor waiting for customer to report back. Some customers contact, some don’t. Recommendation to change – instead of letter only, VRC’s contact customer directly to say, “you’re eligible, now let’s get started.”</p>	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - May 2019

Management Report –

- 45% of customers (1930 customers) on waitlist
- 45 days to eligibility
- 171 days to IPE plan
 - Last year it was 141.
- Pre/Post WIOA measures have changed priorities of what DVR tracks.
- WA State unemployment. Higher than the west side. 11 counties in this area are “designated distressed areas”
- Region caseload levels
Okanogan, 1 VRC, 1 RT, need smaller caseloads because they serve the entire area.
Caseloads lower, now at 57.6, OOS affects applications.
- Staff training: turnover is a problem in areas with only 1 VRC. No luxury to sit next to someone and learn
- 141 youth on caseloads in Region 1. 283k spent. Region 2 served 85 students and spent 190k. Reg 3 served 111 students, spent 162k

Case Service Delivery Changes/New guidance –

- Building relationship with WorkSource: Overall system readiness to provide assistance

Consortium updates

- RFP for Benton-Franklin Workforce Consortium
- DVR partnered to create position Worksource Operations Manager
- Wrote and put BFWC Governance in place
- Looking to scale up and rollout statewide:
 - The statewide certification process in place a checklist.
 - Worksource Columbia basin disagreed and refused to check boxes
 - Identified gaps and actually improved services.
- Jerry: Good modeling going on. Inquired about the experience with Spokane and other areas

Staff changes – new supervisors, TC’s

- 6 of 6 staff units impacted. New supervisors, new transition consultants. Devastating and challenging for current staff to travel 80 to 100 mi. to assist in covering caseloads
- Justin: How to make transition to new counselor easier for DVR customers. Teresa: they’re notified, and supervisors often cover caseloads. Process is in place

Sara Elkins – DVR Business Specialist

- Co-located at Worksource
 - 1 to 2 employers there every week
- 20 + employers at job fairs, 1-2times per month
 - Access to employers – great benefit
- Builds long-term relationships with partners – res care staff, career path services, which provides warm handoffs.

Crystal Bright, WorkSource Operations Manager

- One-Stop Operator
- “Referred to as the Unemployment office, but really it’s the reemployment office.”
- Relationship building and integration. Creating a seamless experience for our customers, all customers.
- Integrated work groups
 - Staff ideas based on customer interactions.
 - What is it the customer is expecting when they walk in the door?
 - Barriers and Access Solutions Committee – Sara and Janet have served on that committee.
- Sponsored training opportunities, upscaling trainings that are coming into the area.
- Resource room: Heart of Worksource Center: DVR is in that room: offers flexibility. Peer groups benefit from that.
- Looking for continuous improvement.
- Jerry: need to be aware of sensitives to employment barriers of people with disabilities. There’s a real struggle to bring the rest of the workforce system up to speed on how to provide quality services to all customers. What training and what credentials are needed? Without partnership with DVR, no idea if hitting the mark.
- Human centered design – “what do you need” not, “let’s do it this way.”
- Justin: Can the worksource accommodate all types of disabilities, and are the jobs above minimum wage with benefits? Sara: yes, from entry level to PhD level. i.e. CDL Training opportunities.
- Council members inquired about ability pull data to evaluate demographics of customers coming in for services. And what are the diversity stats on who gets to access the advanced services, i.e. Commercial Driver’s license. Native population, culturally, will not ask for more information unless offered. Crystal: Database isn’t friendly, unable to produce a report with this information. It’s an unfortunate gap in our system.
- Working with customers to inform them on what they have to offer.

Pablo Vilarreal, DVR Supervisor – Sunnyside Worksource

- Pablo provided Kennewick area update because Janet Booth was unable to attend.

CRP Impacts: Since new guidance – referrals have dropped to CRPs.

- CRP’s are diversifying revenue streams. i.e. Goodwill, Families Forward – depending where customers qualify
- Meeting with CRPs more regularly, attended Unity team meeting with goal to work together to share resources, ideas, and networking. Unity team is a monthly gathering of CRP’s.
- Foundational Community Supports- long term support funding revenue for those with mental illness – DVR can refer out.
- VRCs asking more specific questions, being more thoughtful, more targeted. Hopefully will improve outcomes, improve timeliness of reports.

	<ul style="list-style-type: none"> • Council inquired about CRPs laying people off and downsizing, how will that impact future DVR needs? DVR expressed concern with this too. No referrals is a hardship for CRPs. They're impacted by turnover, too. Especially since where there are only 4-5 in Kennewick area. Counselors will reach out to say if they can take a new referral. Most vendors have diversified revenue streams so they aren't solely reliant on DVR. 	
WORKING LUNCH		
Erica Wollen	<p>Partnership Subcommittee <i>Members: Erica Wollen (on phone), Erin Williams, Ivanova Smith, Mari Heusman, Keith James, Tania May</i></p> <p>BHAC (Mari)</p> <ul style="list-style-type: none"> • HCA New DBHR Director – Carrie Waterland, who will be introduced at the BHAC meeting in July • Concept of Trauma informed Approach to providing services • Received legislative rundown on Behavioral health bills. <p>DDC (Ivanova)</p> <ul style="list-style-type: none"> • Finalizing decision on Executive Director of DDC. Should know within a couple weeks. • Legislative Session: <ul style="list-style-type: none"> ○ Thompson Trust Land ○ Alternative to Guardianship ○ Subminimum wage <p>WATAP (Erin)</p> <ul style="list-style-type: none"> • April 24th phone conference with Alan Knue – discussion. • Working together moving forward: <ul style="list-style-type: none"> ○ Currently only meet 2x per year. ○ He offered that we could meet with WATAP Board Member Bill Youngman. • WATAP provides DVR with Assistive Tech Training <ul style="list-style-type: none"> ○ He had Kudos for DVR – increased participation in trainings. <p>Workforce Board (Erica) (on phone)</p> <ul style="list-style-type: none"> • Department of Labor provided one time grant – Rural Vitality Forum <ul style="list-style-type: none"> ○ Toppenish (50 attendees) and Grays Harbor (23 attendees), upcoming meetings in Colville & Quincy 3rd week in May ○ Prior to start of forum, get input from business community. ○ Attendees included Economic development people, tribal, education, community members, workforce board. ○ Rural unemployment in WA is high • June retreat – aligning the goals and moving goals in Talent and Prosperity (TAP) for All Plan forward <p>Tribal VR Update (Laurae)</p> <ul style="list-style-type: none"> • There are a lot of education opportunities and higher education degrees available for tribal members who wish to move up in the tribe 	

	<ul style="list-style-type: none"> • Working at the state is not something in mind for many members. Providing introductions through internships and active recruitment would help. • NW Indian college classes required for all Tribal Liaisons. It's time consuming for staff to take. • Tribes are still waiting for RSA grant to come out this year. Will have very little time to complete. • KANAR Conference in June in Connecticut. • State DVR – College changes, DVR not paying tuition is the biggest change. <ul style="list-style-type: none"> ○ Tribe used to pay for books and computer. DVR would pay for tuition, FAFSA would pay for living expenses. <p>SILC Keith James (in person) Kim Conner (on phone)</p> <ul style="list-style-type: none"> • State Plan for Independent Living (development, timeline, public comment in May) • Redoing tools for state plans, so this will be a one-year plan. Opportunity for centers and council to get together to build foundation. Traditionally, in the past, SPIL was robust, but didn't have capacity to fulfil state plan. • April was the Quarterly meeting – reviewed draft of SPIL. May is the 30 day public comment window. SPIL Committee will get together at end of May to assess and incorporate comments. Final draft to be approved at July meeting. • Goals – See Slides <p>SEAC & OSPI Update – Special Education Data – (Tania May)</p> <ul style="list-style-type: none"> • Students who spend 80-100% of their time in general education will get a slightly higher multiplier. • Graduation <ul style="list-style-type: none"> ○ 4 current pathways to graduation: regular, WA AIM, Other CIA (Certificate of Individual Achievement, sunset 2022) ○ 28% of students one year after graduation, are not engaged ○ HB1599: Rigorous and meaningful option. Decouples graduation requirements from statewide high school assessments by discontinuing. ○ Special Education and segregation by race. • High School and Beyond Plan – starts in Middle School • Ad Hoc State Board of Education Pathways Workgroup. Opportunities to provide Input. • Looking at Indicators: Post school surveys. Finding out that kids aren't engaging meaningfully post school, often because of mental health needs. • Comparing Data: ERDC Educational Research..... for general population, not just kids with disabilities. • Collaborations: DVR, DDA, Priviso, Peer Mentoring, Pre-ETS 	
Jerry	<p>CAP Update</p> <ul style="list-style-type: none"> • Trends: Small box: what a DVR counselor thinks they can do – operate under set of restrictions. Bigger box: All the possibilities of what DVR can do. <ul style="list-style-type: none"> ○ Lots of great creative Counselors who think outside the box. ○ Training opens possibilities and create broader picture. 	

	<ul style="list-style-type: none"> • Other trends: <ul style="list-style-type: none"> ○ Case transfers – <ul style="list-style-type: none"> ▪ Customer gets new counselor and VR process stops or changes. ▪ May be reasonable, but customer isn't happy. ▪ Impacts timeliness. Or services. i.e. financial aid. ○ Counseling and guidance: Counselors need to be engaged and involved from the get go. <ul style="list-style-type: none"> ▪ Some are good, some are used to passing to CRPs. Lots of cases where Jerry explains what should've happened. ○ Inappropriate case closures: <ul style="list-style-type: none"> ▪ Customer needs to participate in decision. VRCs need to have a dialogue with customer. • Trial Work Experience (TWE), is an option for case closures when DVR feels someone is too severely disabled to benefit, is often misunderstood and applied. The evidence must be unequivocal and this bar is rarely met. • Case Examples <ul style="list-style-type: none"> ○ Customers denied training. <ul style="list-style-type: none"> ▪ After consultation with CAP, DVR offered to continue to assess. ▪ Fed law is clear that training is important ○ Exception to Policy – Fed law is broad, state law is less broad. Door needs to always be open to explore. • Each person is individual. There should not be any blanket policies. <ul style="list-style-type: none"> ○ If a person is referred to Worksource – they should be able to come back before 90 days. 	
Kathy Powers	Prep and Instructions for Focus Group	
	Break and Reset for Focus Group	
Kathy Powers	<ul style="list-style-type: none"> • Focus Group – Meeting adjourned for the Focus group at 2:45 p.m. • The focus group occurred from 3:30pm to 5:00pm. • There were 3 customers and 11 DVR staff in attendance. 	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - May 2019
WSRC Chair	ADJOURN	