



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

## WSRC QUARTERLY MEETING MINUTES

*Friday, May 3<sup>rd</sup>, 2019  
8:30 am to 12:30 pm*

**Present:** Jerry Johnsen, Council Vice-Chair, Client Assistance Program, Seattle.  
 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.  
 Erica Wollen, Workforce Training Representative, Olympia.

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

**Visitors:** Jamie Rasmussen, Regional Transition Consultant.  
 Tammie Doyle, Secondary School Program Manager

PRESENTER	AGENDA ITEM	DOCUMENT REFERENCE
Kathy Powers	<b>Call to Order</b> , housekeeping, review agendas, introductions: 8:42. Emergency contact form. Travel Reimbursement. August Meeting Travel Form	
Kathy Powers	<b>Customer Satisfaction and Program Evaluation Subcommittee</b> <ul style="list-style-type: none"> <li>● Focus Group debrief               <ul style="list-style-type: none"> <li>○ Customers are waiting for eligibility, waiting for a plan.</li> <li>○ Waitlist is impactful – timing of services is impactful</li> <li>○ Ivanova – it’s important to explain different levels and categories to customers in plain language. A lot of frustration is coming from confusion.</li> <li>○ OOS doesn’t make sense to clients when all they want is a little bit of retraining and rehab to get a job.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● WSRC Master Presentation Slides - Day 2 - May 2019</li> </ul>

- Jerry: relayed total transparency with customers is important. If customers are on cusp of qualifying for services, don't discourage, but if a client is not going to be in Category 1, be open and honest. Mental health gets the short end in this process.
- Jen: Intersectionality of lived experience for historically marginalized populations trying to access services. OOS can feel like you're being pushed aside. They have received feedback that PAVE isn't serving people in a way they feel like they want to be served. It's not just a DVR thing; it's a lived experience thing.
- Jen: Columbia Basin Worksource (WS) shared very promising practices yesterday. They need to figure out how pull the data so they can track progress. We need the evidence to show that it's disrupting system practices to improve services for customers with disabilities.
- Justin: I liked what I was hearing yesterday from Columbia Basin WS. I'd like to see all offices that work with DVR are on the same lines. Feedback after the forum – educating customers on the ADA so they can self-advocate while in a job. If customers need breaks, teaching them that it's ok to ask for reasonable accommodations. In addition, as workforce is developing relationship with businesses, understanding and educating employers about ADA.
- Peggy – as a CRP, DVR offices have different levels of knowledge of resources. Foundational Community Supports (FCS) was not widely known. DVR needs to educate counselors on resources available.
  - Rob: Supervisors now know about FCS per recent training. Each office develops a list of customized local resources.
- Jerry: Focus Group feedback on workforce programs and their effectiveness was in direct contrast to the Region 1 presentation that we heard this morning.
- Jo: there are nonprofits that DVR can refer to: Win, win, win for everyone for SD clients who may be immigrants. Warm handoffs with local resources. Capture the mutual benefits, depending on individual needs.
- Tania: Some connections were sources of frustration for DVR customers
- Jamie: Transparency is important with customers about the OOS, eligibility determination process, and where the person may fall into the categories and waitlist. Customers with mental health can be referred to Foundational Community Supports (Medicaid Waiver) for job support through Amerigroup.
- Rob: I've listened to counselors be very transparent with barriers, waitlist, categories. Some staff may be reluctant, but that's not the overall picture. Worksource: if someone has a bad experience, doesn't mean that the system doesn't work. Columbia Basin is doing great work. Staff aren't just pushing people off to the Worksource. Over time, we will work closer with DVR and Worksource
  - DVR WDC Liaisons are VRC's that serve on their local Workforce Development Council Board. As part of this role they have a seat at the table to enhance relationship with core partners, assist in steering policy, and navigate service delivery improvements. This group has met a couple times over the last month for training on DVR priorities, objectives, and authority in decision making for

	<p>commitment of agency resources. Once the Chief of Field Services is onboard, they will be overseeing Workforce Development partner relationships going to be a big piece of this. A lot of planning work to prepare for this position and workforce development system. Will lead to better outcomes when we refer to Worksource.</p> <ul style="list-style-type: none"> <li>○ Kathy: thank you for the work that DVR is doing with Workforce. We need to listen to the voice of the customer. They're not having the same positive experience across the board</li> <li>● CSS Phase 2 updates – <ul style="list-style-type: none"> <li>○ IT launch is delayed due to miscommunication. Movement is occurring – will stay on it. August launch is hopeful.</li> <li>○ Will have capability to add questions to end of the survey</li> <li>○ If customer marks box to share comments with DVR they get automatically emailed to Counselor, Supervisor, and Regional Administrator.</li> </ul> </li> <li>● New Items: Supporting the statewide needs assessment CSNA.</li> </ul>	
Jerry Johnsen	<p><b>Policy &amp; Planning Subcommittee</b></p> <ul style="list-style-type: none"> <li>● Jerry and Shelby continue to meet with Robb St. Lawrence for Policy check-ins.</li> <li>● Customer Service Manual <ul style="list-style-type: none"> <li>○ DVR staff continue to work on this on an internal DVR SharePoint.</li> <li>○ Shelby is working with the policy team to ensure there is a version available to customers, CRP's &amp; Client Assistance Program.</li> </ul> </li> <li>● Training - continues to be a priority. Rob Hines mentioned training related updates yesterday.</li> <li>● Customer information and referral (I&amp;R) – inconsistent practices across the state.</li> <li>● State Plan – expected to start working on it this summer.</li> <li>● RSA monitoring – Shelby has been participating in meetings with Rob Hines, Rayanne Miller, Kristina Zawisza and Don Kay to develop a proactive preparation plan for monitoring. We haven't been monitored since 2013, expect to be in the next 1-3 years. RSA talks to all levels of agency staff, CAP, WSRC, CRPs and workforce development partners to gain a broad perspective about service delivery in Washington. Next steps are to meet with internal policy and operations teams in June, followed by the Statewide Management team in July.</li> <li>● Policy Training – Will review one WAC at our quarterly meetings to raise council member awareness. <ul style="list-style-type: none"> <li>○ WAC 388-891A-0140 – May I review or obtain copies of information in my case service record? <ul style="list-style-type: none"> <li>▪ History: Law for records is to protect providers. Customers have always been able to get their file information in every challenge CAP has ever had. Information in it can be redacted, which can sometimes be confusing.</li> <li>▪ VR Staff – shouldn't put things in case records that isn't relevant.</li> <li>▪ Access is very important. There is a process to go through, but there's a timeline on it. But, there should be no surprises.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● WSRC Master Presentation Slides - Day 2 - May 2019</li> </ul>
	<p>Open Public Comment</p> <ul style="list-style-type: none"> <li>● No one attended the meeting requesting to speak for open public comment</li> </ul>	
	<b>Break</b>	
Jamie Rasmussen	<p><b>Eligibility Determination Value Stream Mapping Presentation</b> The Challenge: Order of Selection Pre OOS 48-49% of priority service</p>	<ul style="list-style-type: none"> <li>● WSRC Master</li> </ul>

	<ul style="list-style-type: none"> <li>• Large number of cases (28% of records) aren't matching up with determinations being made. ELT discussed possible interventions. Accessing worksource, getting supervisor approval for additional approvals</li> <li>• VSM Team: <ul style="list-style-type: none"> <li>○ Don Kay was Project Sponsor</li> <li>○ Robb St. Lawrence was Project Lead</li> <li>○ 3 Facilitators, Kristina Zawisza – DVR the others from Division of Developmental Disabilities and Disability Determination Services</li> <li>○ VSM Blog posts provided by Andrew Fickes to keep all DVR staff informed of each day activities and will continue to 30, 60 &amp; 90 interval updates.</li> </ul> </li> <li>• Initial meetings took place over 4 days in early March: determined that nothing is consistent between offices. Root cause analysis: what factors are contributing? Diff intake processes. Staff turnover, diff interpretations between staff on functional loss. Inconsistency.</li> <li>• Scope: take w/in 90 days, w/in cost, Out of scope: spending, out of 90 days,</li> <li>• Identify high impact/low difficulty, added some low impact/low difficulty, a couple high impact/high difficulty.</li> <li>• Move forward with 10 or 12 ideas for improvement (Kaizens)</li> <li>• Teams: Standardizing forms, gain access to commonly used records systems, clarifying definitions of functional loss, including focus on eligibility on case reviews, internal quality assurance teams – or a function of trainer positions,</li> <li>• Determined that training is needed. Training all staff not just pilot teams.</li> <li>• Setting up pilot units.</li> <li>• Standardizing processes from referral through intake. 2 units per region are piloting.</li> <li>• Robb coordinates efforts. Keeps things moving forward. Weekly check-ins with Team Leaders</li> <li>• WSRC Feedback - <ul style="list-style-type: none"> <li>○ Ivanova suggested reaching out to members of disability of community to get their feedback.</li> <li>○ Jerry: has the mental health community had an opportunity to provide feedback?</li> <li>○ Best practices. Ivanova recommended creating plain language descriptions of each area of functional loss and why a person may fall into a certain category. "Nothing about us without us."</li> <li>○ Kathy – council always talks about consistency in practice. This is really great that this is going to change the experience for that equitable approach. Peggy: agrees as a CRP.</li> </ul> </li> <li>• Piloting changes in 2 offices/region for 6 months. Shelby has had an initial discussion with Kristina about how we can adjust the customer satisfaction survey to get customer feedback on pilot.</li> </ul>	Presentati on Slides - Day 2 - May 2019
Tammie Doyle Secondary Transition Manager	<b>Pre-ETS</b> <ul style="list-style-type: none"> <li>• Outlined federal regulation requirements. – see slides</li> <li>• Projected spending through 2020 is 9.2mil, will need to return money</li> <li>• Pre-ETS contract reset – new standardized template <ul style="list-style-type: none"> <li>○ Without standardized contract template and expectations – contractors were misusing money – money needs to be used for specific pre-ETS services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• WSRC Master Presentati on Slides - Day 2 - May 2019</li> </ul>

	<ul style="list-style-type: none"> <li>○ No training sent out for contracts, so they weren't completing deliverables.</li> <li>○ Potentially eligible students – number from OSPI, IEPs and 504s. ESD in Spokane has 5% statewide potentially eligible students – took allocation of set asides and allocated 5% for contracts in that area. <ul style="list-style-type: none"> <li>▪ Money going back is the set aside funds that providers didn't use</li> </ul> </li> <li>○ Data showed: overserving some areas and underserving some. <ul style="list-style-type: none"> <li>▪ In Response: Created standardized, research based, vetted curricula – so if student receives services from DVR counselor or CRP, will receive same standard services.</li> </ul> </li> <li>○ Training setup for 6 regional Secondary School Transition Consultants.</li> <li>○ Moving forward with Statewide Needs Assessment – to be conducted by WSU to assess availability and accessibility of services. To what extent are services coordinated and how can they do that better?</li> <li>● Pilot projects <ul style="list-style-type: none"> <li>○ Hands On Hyatt: 5 work-based learning sites.</li> <li>○ WINTAC: National Technical Assistance – WIPP Peer Mentoring – rolling out in 2 diff capacities. <ul style="list-style-type: none"> <li>▪ Youth Leadership Forum and Governors capacity on Disability.</li> <li>▪ Students trained on mentoring – go back into communities to share</li> </ul> </li> <li>○ Engage for change: national Deaf Center – WA School for the deaf – 1<sup>st</sup> mentor location</li> <li>○ Mathematica/Job Corp <ul style="list-style-type: none"> <li>▪ 18-21 students – 4 sites across the state – still in planning process – starting outreach – will begin in summer of 2020</li> </ul> </li> <li>○ Spokane area: BOSS – Partnership with ESD 101 – researching developing, advertising, and selling their own product that they create. <ul style="list-style-type: none"> <li>▪ Learn about product development, operating a business, and work-based learning through selling their new products.</li> </ul> </li> <li>○ Tammie wants to be intentional about providing services to students with Pre-ETS services that align with their work goals.</li> </ul> </li> <li>● New tracking tool to better track student services and staff time.</li> <li>● Tammie clarified that in OOS, students continue to get Pre-ETS services as long as they've gone through application and eligibility. They do not have to be MSD.</li> <li>● Tammie offered to connect Laurae with Jamie Rasmussen regarding how to bill Pre-ETS service the Tribe is already providing but not capturing to bill. Tammie: kids need to fill out IEP forms and they can be tracked. *</li> <li>● Jen inquired about what the barriers are for scaling up and being able to not return money. Tammie offered that some ESD's signed contracts and aren't able delivering services outlined therefore the set aside money isn't being used. DVR is working on building capacity in that area.</li> <li>● Tania offered that it's hard for schools to provide this service and add another thing to their overflowing plates. Other opportunities for offering Pre-ETS services are summers or after school.</li> <li>● Pre-ETS can't go into a school and replace or supplant services – or pull them out of core classes. There are a lot of pieces to put together. It's about educating the school and getting them to report accurately what they are doing and not doing.</li> <li>● Jen: There is a local control piece and each ESD is different: from the family engagement side – families have influence and can create a culture of expectation.</li> </ul>	
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	<p>DVR and OSPI needs to actively ask families about providing these services and the families may be able to get something together.</p> <ul style="list-style-type: none"> <li>• Working on developing an statewide assessment stage with Marcus Poppin at Washington State University</li> <li>• There are currently contracts with ESD 101, 171 and 189</li> </ul>	
Kathy Powers	<p>Brainstorm next agenda, Review task list</p> <ul style="list-style-type: none"> <li>• Engage for Change Presentation: Tania, Liz Stewart, Ashley, David Hankinson</li> <li>• Field Trip? – Work Site, Job Corp Site</li> <li>• Intersection with the Naval Base? Anything fun?</li> <li>• OOS Decision, Impacts, timelines, numbers, info on release or not release</li> <li>• Laurae &amp; Rob will not be at the August meeting</li> </ul>	
	<b>WORKING LUNCH</b>	
	<b>ADJOURN</b>	

**DON'T FORGET:**      Travel Reimbursement Form  
                                  May 2019 Travel Plans Worksheet

**NEXT MEETING:**      August 1-2, 2019  
                                  Oxford Suites  
                                  9550 Silverdale Way NW,  
                                  Silverdale, WA 98383