



Olympia Doubletree
415 Capital Way N
Olympia, WA

WSRC MEETING MEETING NOTES – Day 1

Thursday, January 17th, 2019

9:00 am to 5:00 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.
Ivanova Smith, Disability Advocacy Representative, Tacoma.
Jen Cole, Parent Advocacy Representative, Everett.
Jerry Johnsen, Client Assistance Program, Seattle.
Josephine Ko, VR Counselor Representative, Kent.
Kathy Powers, Business Representative, Auburn.
Keith James, SILC Representative, Tacoma.
Laurae MacClain, Tribal VR Representative, Nespelam.
Tania May, OSPI Representative, Olympia WA.

Members

Absent:

Rob Hines, DVR Director, Lacey.
Justin Poole, DVR Customer Representative, Yakima.

Council Staff:

Shelby Satko, WSRC Executive Director, Lacey.

Visitors:

Cassi Villegas, DVR Community Programs Manager
Theresa Matteson, DVR Counselor – Tumwater Office
Paul Vertrees, DVR Region 3 Manager
Michele Mulhern, DVR Senior Manager
Robb St. Lawrence, DVR Policy Manager
Rayanne Miller, DVR Confidential Secretary
Heidy McWain, DVR Policy & Procedure Specialist
Russell Wrigg, DVR Policy & Procedure Specialist
Deborah Roberts, DVR Customer Relations Manager
Kristina Zawisza, DVR Performance Management Analyst
Steve Perry, Pac Mtn. WDC WorkSource Operations Manager
Catherine Forte, DVR Supervisor – Tumwater
Eric Wolf, Workforce Education & Training Board Deputy Director for Policy & Programs
Kim Conner, State Independent Living Council Executive Director
Mari Heusman, Community member

PRESENTER	AGENDA	DOCUMENT REFERENCE
Shannon McLain	<p>Call to Order, Housekeeping, review agendas, introductions.</p> <ul style="list-style-type: none"> • Vote: Approval of October 2018 quarterly meeting minutes <ul style="list-style-type: none"> ○ 1ST – Erica Wollen ○ 2ND – Josephine Ko ○ All approved 	<ul style="list-style-type: none"> • October 17th & 18th 2018 Meeting Minutes
Shelby Satko	<p>Executive Director Report</p>	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - January 2019
Shannon McLain	<p>Executive Committee Report</p> <p>Shannon explained the contents of a directive sent by Rob Hines to DVR field staff in November 2018, and Council Executive Committee actions related to the directive. The directive establishes limitations on the authorization to purchase certain DVR services due to budget concerns. Briefly, the key Council concerns relate to:</p> <ul style="list-style-type: none"> • Reduction in use of CRP Community Based Assessment, with expectation that DVR counselors perform vocational assessment services directly as a core counseling and guidance function. • All VR customers, except those eligible for supported employment, are required to conduct a job search using WorkSource resources for 90 days before CRP job placement services can be approved. • Certain services cannot be included in a new IPE without first requesting supervisory review and approval. <p>WSRC Executive Committee had a teleconference with Rob Hines on December 10th, 2018 to better understand the urgent nature of the directive, and to share Council concerns about adverse consequences to DVR customers, as well as the lack of required consultation with the WSRC. Following the meeting with Rob, DVR did provide the WSRC 3 days to provide formal feedback. A copy of the Council’s feedback was included in your meeting material.</p> <p>Shannon deferred other conversation on this topic until later in the morning as a separate agenda topic.</p> <p>Refer to presentation slides for other updates.</p>	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - January 2019
Jerry Johnson	<p>CAP Update</p> <p>As it relates to the November directive, Jerry reported the following:</p> <ul style="list-style-type: none"> • WorkSource staff need training and guidance to get up to speed on serving individuals with more significant disabilities before they can effectively support them. • Jerry suggested DVR provide more training for WorkSource and so they are more accessible • Waitlist I&R – VRC’s are supposed to refer customers to community resources. Unsure if this practice is consistent throughout the state • Concern about 90-day referral to WorkSource for job search and WorkSource readiness to work with them. It has stimulated discussion about how can we work better together. 	

	<ul style="list-style-type: none"> • Review of DVR Values Statements – are we using the values statement through the process? • Honored Toby Olson, Executive Secretary of the Governor’s Council for Disability Issues and Employment, who recently passed. He was a great advocate in a quiet and thoughtful way. • Inquiries/Comments from Council members: <ul style="list-style-type: none"> ○ Kathy Powers serves on the King County Regional Workforce Strategy group: Accessibility Committee, all efforts of this committee has been put on hold due to a King County administration effort to overhaul how WDC services are delivered. Therefore, DVR systems may not be aligning with WDC in Metro areas. 	
BREAK		
<p>Michele Mulhern for Rob Hines</p>	<p>DVR Updates Case service delivery changes</p> <ul style="list-style-type: none"> • Non-CRP Job placement service is not new, just the 90 day time period during which paid job placement cannot be purchased. • WIOA has spurred on changes with requirements to shift 15% spending to Pre-ETS. Carry over we had for years has diminished. • Leveraging training dollars with WorkSource partners, contracting with NW ADA Center to provide technical assistance (reasonable accommodation and disability etiquette services.) • VRS Approval of CRP Job Retention and Education certain services: felt this was a necessary step • Providers and customers are hearing we are closing priority category 1 – it is not currently the plan • Case service allotments have been reduced by 1/3 statewide (estimated to equal = \$9 million). Discussion about reduction being bigger in certain offices and staff not funding services meeting based on dollars. • Robb St. Lawrence shared “New Strategies & Practices (work product)” Table was created at statewide management. Based on input provided by supervisors <ul style="list-style-type: none"> ○ Field needs assistance to understand how they are going to make long term changes • Inquiries/Comments from Council members: <ul style="list-style-type: none"> ○ Field staff expressed concern and uncertainty in how to authorize case services that customers need when the counselor’s allocation is insufficient to cover them. ○ Field staff are looking for a clear sense of top priorities to focus on related to data tracking, changes in service delivery, etc. ○ Customers working with CRP staff form a relationship that contributes significantly to the person’s success. When the continuity of the relationship is removed, it can disrupt progress – a lot of DVR customers need the support. Council members expressed concern about the lack of Workforce system input in procedural guidance. ○ Concern about absence of advance coordination with Workforce system partners prior to implementing 90 day requirement. ○ Council members asked about the success rate of DVR customers currently using WorkSource, and whether it supports the referral of individuals with more significant disabilities. 	<ul style="list-style-type: none"> • WSRC Master Presentation Slides - Day 1 - January 2019 • New Strategies & Practices (Work Product) • Non-CRP Job Placement Services • VRS Approval of Certain Services

	<ul style="list-style-type: none"> ○ Council members asked how will evaluate the effectiveness of WorkSource referral directive. ○ Rob/DVR did a great job of preparing partners in advance of OOS. It was almost a non-event because of the great communication and collaboration. ○ Request for budget updates as part of Director’s message in future meetings ○ Many state agencies are integrating equity strategies and measures in their planning. Members asked what DVR is doing in this area. ○ Status of CRP contract that’s due to expired mid-2019, tentative plan is to amend/extend current contract ○ Shared concern about timeliness of interpreter services at WorkSource centers 	
Paul Vertrees	<p>Region 3 Update</p> <p>It’s been helpful to hear council feedback to identify blind spots</p> <ul style="list-style-type: none"> ● Review geographic areas of service ● Service area includes: 5 tribes & 7 unit offices in urban and rural areas ● Caseloads are decreasing ● Currently hiring freeze has affected 4 positions that came vacant, that were not filled ● Balance of quality services vs. timeliness concerns ● With new directive that requires supervisor approval of various services – they aren’t getting as many cases to review as initially thought. (there was a question of whether counselors are asking or just assuming answer is no) ● Pre-ETS: ESD partners have expressed concern with Tania that they don’t understand implementation strategy. Suggestion for DVR to reach out with update. ● Workforce Development Council involvement - 4 WDC’s in region 3. <ul style="list-style-type: none"> ○ Paul is currently serving on Pac Mtn Board and one stop committee. Catherine serves on service integration committee ○ Theresa Matteson is the WorkSource liaison in Tumwater ○ Leann Raines, Silverdale supervisor – sits on her Olympic Consortium WDC ○ Bianca Kolle, Vancouver supervisor– Southwest WDC ● Pac Mtn. WDC & DVR presentation - <ul style="list-style-type: none"> ○ Steve Perry – Pac Mtn. WS systems manager (onestop operator). Increase access to equitable access and employment training services to all people. Started working with DVR earlier in OOS discussions. Created 2 System Navigation Specialist positions to conduct outreach to community organizations, receive customers from referral sources, and help connect the individuals with the right resources in WorkSource. Connecting business with job seekers. These directives pose significant challenges. Partners are deeply committed and are training DVR staff to increase familiarity with resources. ○ Theresa Matteson – starting meeting with navigators to learn how we could work better with DVR. Learning about programs offered so we could make higher quality referrals. Open lab 	<ul style="list-style-type: none"> ● WSRC Master Presentation Slides - Day 1 - January 2019

	<p>concept to provide opportunity for more directed 1:1 services with multiple customers in an open computer lab setting. Offered once/month for walk in support. First lab with DVR staff and customers.</p> <ul style="list-style-type: none"> ○ Discussed need for a broader strategic plan for integration in workforce system ● Michele Mulhern mentioned her & Rob Hines are meeting with WWA board next month ● Inquiries/Questions from council members <ul style="list-style-type: none"> ○ Equity means getting what you need vs. not getting the same as others ○ What training has been provided for invisible disabilities? 	
WORKING LUNCH		
<p>Michele Mulhern, Robb St. Lawrence & Kristina Zawisza</p>	<p>IPE Extensions Recommendation</p> <ul style="list-style-type: none"> ● DVR reported that the SRC review of reasons for an eligibility extension is related to community based assessments. This was mirrored in statewide case reviews. The directive is intended to reduce delays. ● Council members acknowledged that vocational assessment is a core VRC functions, but that a practice of purchasing assessments had developed over many years as a way to manage high caseloads. In addition, counselors have not been trained in vocational assessment tools and methods in many years. We agree with the overall direction, but disagree with requiring counselors to begin performing this service without training and guidance. ● Council members also shared concerns with the abrupt nature of the decision and its impact on CRP partners. Many reported that plans are being cancelled, service levels reduced, and CRPs are being told there is no money for new plans. The financial impact is significant and uncertainty about DVR’s financial stability may impact some providers’ ability to continue serving DVR customers. ● No changes in Stars system have been implemented since WSRC recommendation. DVR believes it understands the data and is uncertain whether continuing to track is beneficial. They also believe they have other ways at getting the data they need. ● Michele indicated DVR is looking at the need for more structure and support during case transfers <p>Language Access</p> <ul style="list-style-type: none"> ● Looking at the processes followed when English isn’t first language. Translate documents as much as we can. ● Open invitation to WSRC Council member Jen Cole to inquire ● Andrew Fickes, new DVR Communication Manager, is on the DSHS language access committee <p>Robb St. Lawrence gave an overview of New Procedural Guidance and the Council’s response</p> <ul style="list-style-type: none"> ● Non-CRP Job Placement ● VRS Approval for Certain Services ● Reviewed highlights of DVR response letter to WSRC ● Rob pointed out that a counselor and customer can stop referral to 	

WorkSource if they determine it's not working successfully

- How does DVR determine where the pockets of excellence are regionally? No threshold currently identified
- Customer service manual currently state WorkSource utilization has not necessarily been common practice until new guidance was issued earlier this month.
- Statewide management team had the opportunity to review guidance
- The primary vocational assessment tool is the VRC, online assessments resources are available to support (such as WOWI, WOIS).
- New guidance increases the obligation of VRC's to spend more direct service time with customers.
- Plain language documents are DSHS practice. Andrew, communications specialist, is reviewing documents for accessibility
- Expressed thanks for acknowledged in hearing our feedback.
- Environment DVRC's are working in are changing significantly. For the last several years high caseloads resulted in frequent referrals to CRPs. Need to assist staff to shift to low caseloads and more hands on rehab, and reducing use of CRP's.

Comprehensive Statewide Needs Assessment (CSNA)

- Overview

State Plan

- Starting next planning session in Fall 2019

Case Reviews Summary

- Single largest qualitative review of program. Last time this completed was 2014
- Expect to have final analysis next week
- Teams were a mix of VRC, supervisors, RT, RA & state office staff. Answering 90 questions

New RSA performance measures

- Measurable skill gains rate – at CSAVR WA came in as highest rate in the nation at 72%
- Kristina will provide a copy of the dashboard RSA uses to show data.

Inquiries/Questions from council members

- Where is DVR's own workforce demographics and staff retention tracked?
 - HR can provide the data
 - Keith requested staff demographic and retention data

Training

- VR Institute Training topics handout
- Since 2015 have hired 57 staff
- Implement statewide training team
 - Staff can apply, supervisor approval then to ELT final approval
- WSRC will be included in review
- Upcoming Trainings

	<ul style="list-style-type: none"> ○ Supported Employment Training starting in February. ○ De-escalation training ○ WATAP training ○ Lean activity to focus on program quality in determination eligibility VSM – Value Stream Mapping – related to eligibility process. Week long process mapping and analysis of eligibility process; supervisors, RTs, etc. 	
Kathy Powers	Prep and Instructions for Focus Group	
	Break and Reset for Focus Group	
Kathy Powers	Focus Group <ul style="list-style-type: none"> ● Attendance <ul style="list-style-type: none"> ○ 15 customers ○ 7 DVR Staff 	<ul style="list-style-type: none"> ● WSRC Master Presentation Slides - Day 1 - January 2019
Kathy Powers	Focus Group Wrap-up and Networking	
Shannon McLain	ADJOURN AT 5:00PM	