



Oxford Suites
9550 Silverdale Way NW
Silverdale, WA

WSRC QUARTERLY MEETING MINUTES

Thursday, August 1st, 2019

9:00 am to 5:00 pm

Present: Jerry Johnsen, Council Vice-Chair, Customer Assistance Program, Seattle.
Erica Wollen, Workforce Training Representative, Olympia.
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.
Peggy Frisk, Community Rehabilitation Provider, Lake Stevens

Members

Absent: Laurae MacClain, Tribal VR Representative, Nespelem.
Rob Hines, DVR Director, Lacey.
Tania May, OSPI Representative, Olympia WA.
Jen Cole, PAVE, Everett

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

Visitors: Kelly Boston – DVR Senior Manager, Olympia
Paul Vertrees – DVR Interim Chief of Field Services, Olympia
LeAnne Raines, DVR Supervisor, Silverdale
Bianca Kolle – DVR Interim Region 3 Administrator, Tumwater
Laurie Schinder – Morningside, Olympia
Bobbie Jo Sweet – Morningside, Olympia
Megan Mason-Todd – Skookum
Nikki Wegner – Trillium
Cassi Villegas – DVR Community Program Manager, Olympia
Shauna Euritt – Poulsbo, WA
Alex Nathanson – Workpoint, Port Orchard

Call to Order, Shelby Satko Housekeeping, review agendas, introductions – Chair – May 2019 Meeting Minutes

- Review WSRC Purpose, Vision, Mission
- Members not available today: Rob Hines, Laurae MacClain, Tania May, Jen Cole
- Vote: Chair & Vice Chair Kathy Powers for Chair and Justin Poole for Vice Chair
 - 1st Jerry and 2nd Erin 2nd
 - Council voted to approve unanimously
- Vote: Approval of May 2019 quarterly meeting minutes
 - 1st Erica, 2nd Erin
 - No corrections or edits

Executive Director & Executive Committee Report – Shelby Satko, Kathy Powers – Executive Director PowerPoint

- Last Quarter Goals
 - Recruitment/Renewals
 - As a result of council member resignations (Kelly, Keith & Shannon) and term ending (Josephine Ko) we have 4 vacancies.

- Labor Representative – candidate has been recommended to the Governor’s office
 - SILC Liaison - Sheila Turner was identified by the SILC and has been put forward to Governor
 - Continue to recruit for following representatives:
 - Vocational Rehabilitation Counselor
 - current or former recipient of services,
 - Business
 - Labor
 - Renewals
 - Rob Hines – DVR Director ex officio
 - Jerry Johnsen – Client Assistance Program
 - Ivanova Smith – Client Advocate
 - Laurae MacClain – VR Indian tribe representative
- Understand how DVR is measuring outcomes from sending DVR customers to WorkSource for more self-directed job search
 - No tracking system in place to measure as it would be a significant change to STARS
- CRP Service Level Taskforce
 - Reps from each region from DVR and CRPs, and WSRC staff.
 - Wrapped up in June.
 - Results put into place hopefully by September 1.
- Eligibility Determination Value Stream Mapping (VSM)
 - When determining eligibility – there was inconsistency across the state with process of how customers were determined into categories
 - Pilots starting in August – 2 pilots in each region
 - SRC will partner with DVR to evaluate pilots via a customer satisfaction survey
 - Outcome: streamline process of standardization and expectation of efficient customer eligibility determinations
- Rehabilitation Services Administration (RSA) Monitoring Preparations
 - Washington State hasn’t been monitored since 2016 – do not know yet when we will be monitored.
 - This is an effort to get prepared.
- Economic Security for All – Technical Advisory Group
 - Governor set aside money for grants to develop innovative models to reduce poverty
 - Grants awarded:
 - Benton Franklin, Spokane, Tacoma Pierce, Southwest (Kelso, Longview)
 - Shelby serves on the advisory group and reviewed RFPs.
 - There will be a big kick-off event in the fall, TBD.
- WSRC Engagements:
 - Region 2 Deputy Director Interviews – May
 - Karl Johnston was chosen for position
 - Region 10 Meeting in Portland – May
 - Alaska, Idaho, Oregon, Washington all part of Region 10
 - CCER to facilitated meeting
 - Lots of good discussion. Spent time to give feedback to RSA
 - All state programs are struggling with morale
 - RSA Commissioner Advocacy
 - Both DVR and WSRC have sent letters to WA State Senators to encourage the appointment of Mark Schultz for RSA Commissioner.
 - Concerns that our region does not currently have a voice at the table in DC
 - News that Mark Schultz was appointed came out 8/1 during the meeting and was presented to the group by DVR Interim Chief of Field Services, Paul Vertrees.

- Career Connect
 - Shelby continues to serve on this advisory group
- RCD Meetings
 - SRC attends
- WDC Representative Meeting
 - Paul led the meeting of all DVR Supervisors who have a seat at the local workforce development councils.
- Transition Forum
 - Shelby participated in this forum, which took place in Yakima. As a result, WSRC has been invited to participate in a Transition Collaborative led by council member, Tania May.
- DSB SRC
 - SRC attends meetings
- Disability Council Director's Meeting
 - Important to coordinate efforts and messages for work with individuals with disabilities.
 - Jeremy Norden-Paul: DDC
 - Elizabeth Gordon – CGDE
 - Kim Conner – SILC
 - Shelby – WSRC
- Next Quarter Goals
 - Term Renewals (4)
 - Council Recruitment (4)
 - The current council is heavily represented in Western Washington
 - Efforts will be made to recruit into areas currently under represented
 - Finalize 2020 Meeting Dates

Customer Satisfaction Evaluation Committee – Kathy Powers

- Overall Satisfaction Calculation has been called into question
 - Calculation only considers answers 1, 2, 4, 5 response
 - Remove it or make answer 3 an N/A for customer to say they're not giving review of category
 - Justin reflected that DVR is responsible for making sure that every answer counts.
- As of today, the online version of the Customer Satisfaction Survey is completed and ready to process.
 - Emails will be going out when Mari generates her surveys for this month
 - If customer has a valid email address, the survey will be sent to them by email. If a customer doesn't have email, the survey will be sent by mail.
- 692 surveys are currently sent out each month.
 - 80% of customers have valid email.
 - Considering sample size
 - Can increase sample size, but will increase cost, as it will increase the number of mailed surveys.
 - It could increase number of calls that need to be made.
- Management Reports
 - Rehab rate – successful completions – is way down
 - This calculation is no longer an RSA measure and as a result has not been a priority for leadership or field staff to continue to look at.
 - Improvements: Cases being extended over 90-days prior to plan
 - Current waitlist is over 5500 people
- Comprehensive Statewide Needs Assessment (CSNA)
 - Conducted every 3 years and feeds in DVR's State Plan, and then the Washington State workforce system plan (TAP Plan).
 - DVR and WSRC are partnering on the CSNA
 - Looking at gap analysis

- SRC is conducting interviews with contacts with the 12 Workforce Development Councils (WDCs) Barriers and Access Solution Committee representatives.
 - Shelby is working with DVR staff who serve as Workforce Development Council liaisons, who have been asked to fill out the same form
 - Will put together an analysis of what we find and share the results.
- CRP Engagement
 - Service level taskforce
 - Outcomes:
 - checkboxes for Service Delivery Outcome Plans (SDOP)
 - Vocational assessment as referral document
 - Pre-meeting between DVR and Community Rehabilitation Provider (CRP)
 - On phone or in person – have a quick conversation
 - Ivanova encouraged this change to the system so staff don't have to speak poorly about a customer to get a higher level of support.
 - Required 30-day updates from CRPs on the Service Delivery Outcome Report form (SDOR)
 - CRP/DVR Engagement web-ex's
 - Quarterly web-ex's
 - August 14th are the next meetings: 9:30 AM and 3:00 PM
 - CRP/DVR Workgroup kickoff
 - August 15th 1:00 PM
- Executive Leadership Team (ELT) Focus Group Summary
 - Shelby presented results of the May WSRC Focus Group to ELT on July 15th
 - ELT would like the SRC to continue to present results for future focus groups and engage in an ongoing conversation
 - The council feels we're getting more balanced responses from customers because we're inviting all customers to attend.
 - Response Summary
 - Teresa Kutsch, Region 1 Administrator, shared feedback summary with management team
- Next Quarter goals.
 - Deeper analysis of management reports
 - Complete CSNA
 - Continue CRP Engagement

Policy & Planning Subcommittee

- Monitoring DVR training initiatives
 - DVR culture needs to support best practices
 - Personnel in the office who are willing to share knowledge and experience is just as important as training
- Customer service manual
 - DVR staff are systematically reviewing the entire customer service manual and are in the process of moving it SharePoint.
- Meeting between Shelby, Jerry, and Kelly Boston, DVR Senior Manager
 - Thankful for DVR's willingness to be transparent, open, and have good communication
- Concern of Jerry's – simple language and plain talk –
 - DVR should have it be a goal that everyone can understand DVR's policies, procedures, and processes.
 - Ask: Is it clear? Is it client centered?
- DVR's waitlist
 - We need to assess the process to reach out to waitlist individuals.
 - If we can't reach the individual, do we close them out or do we move them aside on the list and move to the next person?
 - Those decisions have a big impact: designing waitlist review to make the maximum effort.

- Kelly mentioned the need to be able to close people so as many people can have services as possible. Can't bring in new customers if there are too many inactive open cases. (Kelly)

- Fair hearing process – what can we extrapolate from the data in order to better serve customers

DVR Updates – Kelly Boston, Paul Vertrees – DVR Director PowerPoint

- Staffing updates (Leadership Positions)

- Josephine Ko, former Kent Supervisor (and WSRC Vocational Rehabilitation Counselor (VRC) representative on the council) has resigned from DVR and moved to WorkSource Rainier in Seattle.
- Paul Vertrees, former Region 3 Administrator, new Interim Chief of Field services
- Bianca Kolle, former Vancouver Supervisor, new Interim Region 3 Administrator
- Carl Johnston, former VR Supervisor, now Deputy Region 2 Administrator
- Kelly Boston, formerly of Health Care Authority, now Senior Manager

- Budget outlook

- Program income – social security reimbursements
 - Most flexible source of income
 - Ticket tracker – a program to track SSI reimbursements for DVR from customer placements.
 - DVR Staff, Patricia Emsley's role is to manage social security reimbursements to DVR
- Anticipated Revenue and Carryover
 - Supported employment proviso
 - Re-allotment is the only way to increase match from the feds
 - 63.4M current budget – DVR operates on state and fiscal year.
 - 10M in carryover for this year, which is up from last year.
 - Kathy asked why this is up from last year when the perception to the council had been that this would be decreased not increased.
 - Answer: new Pre-ETS contracting (to standardize contracts and line up outcome expectations with WIOA) has been a longer process than anticipated. There are not as many contracts up and running as DVR had hoped.
- Customer allotments
 - 27M for customer expenditures for plans, total is 35M
- One of the highest priorities in DVR is to get Pre-ETS spending up. Have returned 12.25M since FFY15.
- Reducing caseloads since October
 - Developing fewer plans
 - Average paid went down to \$199 (field got the message about overspending) and is slowly going back up to a manageable amount.
 - Rehabs per month is going down
 - Number of open plans are down as compared to last year
- Order of selection waitlist releases coming soon
- Plan capacity
 - 3.5M to serve people in priority Category 2
 - 1600 new plans from Category 2
 - Which equates to 2150 cases
 - Starting with 200 cases released per month – to make it more like regular case flow – not a flood of cases. Costs need to be spread out throughout the whole year.
 - The goal: 6800 open plans at any one time (8000 was too many)
 - 4000 on the waitlist for Category 2
 - 2000 others
 - State Office is working on getting the list cleaned up
 - 1st Waitlist release starting on Sept 3
- DVR doesn't want to send the message to the field they don't have enough money to serve customers. They want to be sure to serve as many customers as DVR can, but not overdo it, like in the past, and over exceed budget.

- Reviewing the waitlist contact information:
 - State office is looking for alternate contact information. Already received a large stack of undeliverable envelopes for people on the waitlist.
 - Want to give people every opportunity to come in.
 - RSA is strict about changing cases that have been closed.
- DSHS keeps a client registry for TANF Snap DVR clients who receive other social service budgets
- Will people coming off the waitlist still need to access WorkSource for 90 days.
 - Answer: Depends on the service needs of customer, the type of plan needed, and up to the VRC and office supervisor.
- Where are people at on the waiting list – will DVR staff know?
 - Answer: iDVR has access to that information for supervisors.
- State Audit Response/Corrective Action
 - State Auditor’s Office has audited DVR for 3 consecutive years, and another slated for 2020, which is abnormal.
 - Counselors have big caseloads and appropriate documentation sometimes falls through the cracks.
 - The audits are not focused on timeliness or quality of services, it’s more focused on signatures, dates, and paperwork.
 - How much is it costing DVR to do this?
 - Answer: It’s the main thing supervisors monitor.
 - Could the WSRC look into ** DVR’s time and money spent on audit preparations vs how much time staff spend on customers?
 - Audits are federally required
 - RSA has heard the message from the field regarding the impact focusing on audits causes and will ease up on requirements (what Kelly heard at RSA meeting)
 - Most recent Audit results
 - 93% of eligibilities are on time. 98% are on time or properly extended
 - 55% of plans have been instituted in 90 days
 - 95% of IPE plans completed or properly extended.
- Internal case review
 - Conducted to look at areas for training, policies or other work that needs to be done.
 - One in each region. 41 staff
 - Draft completed, Full report will come soon.
 - Overall, staff did well
 - CBAs: good alignment to develop IPEs
 - Supported Employment: Job entered was consistent with individual’s strengths
 - Employment outcomes.
 - Job consistent with plan.
 - Earnings meet customer’s identified needs
 - Accommodations are in place
 - Need improvement
 - Timely eligibility
 - Category determinations
 - Timely IPE development
 - Case progress
 - Customer satisfaction
- Planning, Performance, Policy Unit updates
 - Comprehensive Statewide Needs Assessment (CSNA) updates
 - Supported Employment from Community Rehabilitation Providers in August.
 - Training
 - Contracted Training
 - VR Institute RFQ Update
 - Erica asked if outside individuals can attend

- Answer: this will have to be looked into
 - Regional trainers – up to 6 regional trainers.
 - VRC -4 training positions: Status of approval, hiring, scope of support
 - Recruitment just went out
 - Team development and training.
 - Recruitment until Sept 1st.
 - Staff hired will report to their Regional Administrator
 - Looking ahead - Key priorities
 - Order of Selection
 - Accurate, reliable data
 - Data warehouse for new reporting structure
 - Warehouse not complete and web-based reports not maintained because DVR is moving away from them = unfortunately, good data isn't available right now.
 - Kelly is working on DVR's need to build foundational structure for program
 - AWARE - a replacement customer database for STARS (current reporting structure, billing structure, plan structure)
 - AWARE will take a couple of years. It's a huge change and will take systemic preparations.
 - Need to build out the whole rollout and training program so it's cohesive and makes sense.
 - Need to provide Supervisors an oversight tool to monitor performance of staff – the current system is not efficient, helpful, or useful
 - Josephine thanked Kelly for open and great report. One of the best Director's reports we've had.
- CRPs Paul – contract renewal, capacity to adequately meet customer service needs
 - Contract extension from July 1st 2018 to 2019
 - Most contractors have completed the process.
 - Contractors who are not renewing?
 - 10 CRPs decided not to re-up – don't foresee issues based on the location and customers served.
 - Some CRPs are still on the fence.
 - Financial impacts from order of selection, new DVR guidance, and expense of CARF
 - Impacts the ability of CRPs, especially smaller ones, to afford to stay in business.
 - Conversations on the CARF requirement in Executive Leadership Team Meetings.
 - Capacity to adequately meet customer needs – no data on this either
 - Anecdotal – rural has always had issues.
 - Service level training for CRPs and DVR staff – ELT approved and looking to have it in place on October 1st.
 - Kathy suggested Laurie Ford at CCER. She did assessment of all the accreditations that other states do, which may be something to look into. Laurie will be at Workgroup charter, which may be an opportunity to connect.
 - CRP/DVR/WSRC Web-Ex is on 8/14 9:30 AM and 3:00 PM
 - CRP DVR Workgroup on 8/15 1:00 PM
 - Some people in the room will send Cassi an email to be included in the workgroup
 - Focus will be on the new contracts
 - Best practices, communication, and collaboration
 - Performance and informed choice.
 - Training task force is on hold.
- WDC Representatives – updates group priorities for workforce integration – handout
 - One of Paul's new roles is the workforce integration lead for DVR
 - Paul has been on 3 different workforce boards.

- DVR's concern is around integration. Paul reached out to other workforce boards across the state to ask about integration.
- Quarterly meetings with DVR staff who sit on local Workforce Development Councils throughout the state. WSRC, Rob Hines, and Karen Miceli are also included.
 - Discussion around how DVR staff might want to approach their roles on the WDCs. All of the boards are different with philosophies and how they reach communities.
 - This creates challenges to set up consistent practices around integration.
 - Hope to come up with basic tenants and criteria
 - Next meeting is November 21st at Workforce Snohomish.
 - CSO presentation hopefully.
 - Trying to go to a different WorkSource each quarter.
- Paul sent out mini survey to DVR WDC Liaisons.
 - How are programs doing?
 - How does the WDC ensure our customers are served?
 - How to make sure systems are setup to best serve DVR customers.
- WorkSource locations are constantly asking for training.
 - DVR's role is to help consult. But role isn't necessarily to do the training for all the workforce system.
 - Need to setup a portfolio of information and tools to include overview of DVR and what DVR does.
 - Karen Miceli is pulling it together and will share with DVR and WSRC.

Client Assistance Program – Jerry Johnsen – Client Assistance Program PowerPoint

- Trends : closures : forces us to look at what has happened and what hasn't happened.
 - Questions about barriers that are identified up front but ignored until closure.
 - Continue to engage the customer in the process.
 - If a customer isn't making progress, pay attention to what's going on.
 - Can't close cases if customer is too severe unless we go through a Trial Work Experience.
 - Functional limitations – once a person is determined eligible. This needs to be an engaged process involving questions, family members.
 - Recognizing the skills, strengths of DVR customers.
 - Paul brought up example of customers who refuse to acknowledge barriers or diagnoses, which may make the process more difficult.
 - Ivanova liked the psych evaluation. The opportunity to get reevaluated can assist customers in receiving support in other ways.
- Explaining the “why” in Vocational Rehabilitation
 - Wrong answer: “because that's the way we do things.”
 - People have a right to understand why DVR is doing things and making certain decisions. Origin of VRC's decision must come from somewhere, maybe RSA, but Jerry is finding CAP and customers aren't getting good answers.
 - VRCs need to provide good rationale of decision making process. Give customer ownership over those decisions.
 - As service providers, if we can't explain it, we're doing something wrong.
- Examples of cases
 - Customer graduating from high school with very engaged parents. Jerry started to see the Vocational Rehabilitation process overwhelm the case progress.
 - Customer was booked for college, had a merit scholarship and dorm room lined up, but the plan couldn't get signed.
 - The family was frustrated things kept going back and forth with DVR and the counselor.
 - The issue was the student hadn't received a physical diploma yet – but, there are a number of other ways to verify graduation requirements: transcripts, etc.

- In the end, customer was successful, though the process left a few scars.
- Intensive Training/ Retention has come up in a number of cases.
 - Jerry intervened to get a training plan approved based on customer's concerns and individuals who identify with needing additional support.
 - Establishing a good foundation for customers in the beginning of a new job ensures DVR won't see them back too soon.
- Deborah Roberts. DVR's ADA Coordinator – she's dealing with customer accommodation requests.
 - It's hard to provide accommodations without a relationship with the customer if you're going to be marketing them in an employment program.
 - Deborah will consult with staff when they get requests.
 - The hope is to find ways to accommodate customers differently.
- Your rights as a DVR Customer.
 - Exception to Policy – not encouraged or outlawed by feds. It's in a gray area.
 - Customers need to know to ask for it, but the challenge is not everyone knows about it.

Region 3 Update – Bianca Kolle – Region 3 Update PowerPoint

- Performance Measures - attached
- Barriers and challenges to services in Silverdale area/what's working/what's not?
 - Public transportation
 - Length of time for customers to get somewhere involves 3 or 4 buses and 3 hours to get to either Silverdale or Bremerton
 - Training for staff
- What's working
 - Dedicated staff
 - Strong CRPs
 - Strong local relationships with community and DDA
 - Employment first group – getting customers with more significant disabilities employment
 - Working with school districts. Strong relationship with schools.
 - Staff are doing Pre-ETS services and contracting out, as well.
 - Strong relationship with Department of the Navy. Reverse Job fairs to get customers jobs.
 - Local WorkSource – has classes available with ASL interpreters.
 - Partnering with WorkSource adult programs. Most of DVR staff have attended WorkSource classes to be aware of what it's like and knowing when to refer customers if it will be a good match.
 - "Schedule A" letters – federal employment
- Localized perspective -
 - Tumwater Pac Mountain WorkSource has times just for DVR customers to come in, ask questions, and receive one-on-one assistance.
 - This has been a successful model: they're in negotiation with Sound Learning to expand to all customers.
 - Centralia DVR office just moved into the WorkSource on the Centralia Community College. It's a literal one-stop for customers.
 - Ribbon cutting is September 18th. *
 - Vancouver 101 workshop. Beneficial and impactful workshop for customers.
 - If staff observe a disability, even in the individual doesn't identify as having one, the staff can offer to have them speak with DVR staff to get an idea of what services DVR has to offer.
 - Tacoma office: working on having a voice at the table.
 - DVR Staff are part of the workforce board, part of one-stop leadership, business solution committee, quality assurance committee, and a part of the initiatives and decision making.
 - Skill building and training for staff to provide some 1:1 services for customers
 - Sharing of information. When one WorkSource has a successful idea, being able to use that information for others is beneficial for all locations.
 - Eligibility Determination Value Stream Mapping (VSM)

- Pilots
 - 2 units per region participating in intake and eligibility process
- The goals
 - To achieve consistency statewide for determining functional limitations and making the intake and eligibility process more efficient and consistent.
 - Record collecting. Case documenting. Timeliness. Getting people going sooner than 60 days.
- Jerry: understanding eligibility is important. Identifying the training needs for staff will be the foundation of success for this entire process.
 - Barriers to disability helps DVR identify the plan.
 - How to determine functional limitations needs to be consistent.
- Improving a consistent process for facilitating CRP referrals.
 - Mindset and shift for current DVR staff who have concerns: can I do this?
 - Bianca came from a place that didn't have a CRP to refer out to. "It's a core of what a VRC should be able to provide."
 - Looking at formalizing a system for CRP referrals.
 - VRC will send case note to supervisor verifying they have looked at the information in the customer's file. The VRC will need to justify why they're making the decision to refer to CRP, or not.
 - The idea is to have the VRC become more thoughtful about the "why" and "what's needed."
- Nikki Wegner with Community Employment Alliance inquired about the waitlist – only one person coming off the list in Clallam County. Why?
 - Answer: Customers have to come off the waitlist in the same order as they went on: by date of application. Doesn't matter where they are located in the state.
- WSRC Chair, Kathy Powers asked what type of industry Kitsap DVR serves.
 - Gig Harbor up to Bainbridge, Kingston, Poulsbo, with some individuals from Mason County.
 - Types of jobs: Retail, restaurants, manufacturing. Medical facilities.

WSRC Honors Kelly Boston

- Thank you and a certificate of appreciation
- DVR is very happy and thankful to get her.
- The knowledge, grounding, calmness, never getting amped up, honesty, the committee work. Thank you.

Presentations Debrief

- Ivanova would like meeting materials to be a little clearer and to be put in simpler language.
 - Or, promote an environment where people can ask to clarify or break down presentations/visuals.
 - Also clarifying on the phone (committee calls) when it is someone's turn to speak.
- Take out the acronyms
- Looking at how we support DVR to stop getting audited and start doing the work of serving customers.
 - How can SRC support DVR and who can we talk to who can make this happen?
- Council members expressed wanting to have more discussion in the moment, so we carved out time for this in the meeting.
 - Agreement all around to continue this practice.
- Intentional single message needs to go out to the CRPs regarding the Aug 15th DVR–CRP Workgroups.*
- Peggy – orientation abbreviation list. Have them handy at meetings.
 - Going through the presentations to spell out acronyms.
- Morningside: Laurie is seeing the referrals from DVR to WorkSource isn't a smooth process
 - This has been a challenging year. Each county works differently; some WorkSource locations have adapted really well to the changes and some are still confused.

- Smaller counties can't effectively serve individuals with functional barriers to employment in WorkSource. They send customers to DVR, who send them back to WorkSource; it can be a frustrating process.
- Vadis – Lots of good work is being done. Happy for the timeliness.
- Morningside: Bobbie Jo – the Service Level Task Force facilitator (Cassi) did a good job of asking for feedback from everyone on the phone. Each person's voice was accounted for and heard.
- Jerry – Every person who comes to DVR for services is an individual and no specific policy really works for everyone. If WorkSource isn't working for someone the customer needs to be able to go back to DVR. Just because VR said to go to WorkSource, doesn't mean that it's working in all instances. It's important to come back to Jerry, SRC, CRP, and have a discussion if VRC will not serve them.
 - Kathy – What if the customer is unwilling to escalate?
 - Jerry: If they have someone else they're willing to talk to, they can, but they really need to come forward and make the decision to escalate.
 - DVR Supervisors are willing to have a conversation. Bring the issue/grievance to the supervisor's attention.

Focus Group – Kathy Powers – Customer Focus Group PowerPoint

- Timeliness