



Oxford Suites  
9550 Silverdale Way NW  
Silverdale, WA

## WSRC QUARTERLY MEETING MINUTES

Friday, August 2<sup>nd</sup>, 2019

9:00 am to 3:00 pm

**Present:** Jerry Johnsen, Council Vice-Chair, Customer Assistance Program, Seattle.  
Erica Wollen, Workforce Training Representative, Olympia.  
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  
Jen Cole, PAVE, Everett  
Tania May, OSPI Representative, Olympia WA.

### Members

**Absent:** Laurae MacClain, Tribal VR Representative, Nespalem.  
Rob Hines, DVR Director, Lacey.  
Erin Williams, Business Representative, Seattle.

**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  
Liz Stewart – Engage for Change  
Tammie Doyle – DVR Transition Supervisor, Olympia  
Eric Wolf – Workforce Development, Olympia  
Megan Mason-Todd – Skookum  
Susy Stremmel – King County DD, Seattle  
Shauna Euritt – Poulsbo, WA  
Alex Nathanson – Workpoint, Port Orchard

**Call to Order**, housekeeping, review agendas, introductions - Chair

- Kathy called the meeting to order at 9:00 AM

### Focus Group Debrief

- Jerry made an observation from focus group attendees, customer's people who are on the waitlist tend to be give a high rating of their experience.
- Suggestion was made to exclude inviting customers on the waitlist if the topic addressed at the focus group will be timeliness of service.
- Erica shared her observation of the added benefit of bringing customers together for the focus group – watching customers learn from one another's experience. Their interactions with one another, communication of resources they've accessed, and tips for success can really add to their DVR experience.

- Is there a resource list for customers that we might have available for them at each focus group?\*
- A lot of customers reflected they are struggling right now with the current DVR process and directive to access WorkSource for 90 days.

**Partnership Subcommittee – Erica Wollen – Subcommittee Lead – Partnership PowerPoint**

- Behavioral Health Advisory Council (Mari) –
  - Attended meeting on July 10<sup>th</sup>.
    - The BHAC was in the process of providing feedback on the block grant: a noncompetitive federal grant providing wrap around funding for substance abuse and mental health services.
    - Keri Waterland, the new Director of the Health Care Authority was introduced.
    - Peer counseling, certified peer counseling, and counseling from those with lived experience was a big theme of the meeting. It seems to be a new trend in Behavioral health.
    - Next meeting on September 11<sup>th</sup>. Mari has details if anyone is interested in attending.
- Developmental Disability Council (Ivanova)
  - Ivanova met Jeremy Norden-Paul, the new DDC Executive Director.
  - He’s aware of the self-advocacy movement in Washington and seemed like a really positive person
- Special Education Advisory Council & Office of the Superintendent of Public Instruction Update – (Tania May)
  - Special Education Advisory Council (SEAC)
    - August 16<sup>th</sup> next meeting – one day meeting of SEAC
      - Working on common definition of what it means to be inclusive
      - Address shortage of school psychologists
      - Council is going to have support from Technical Assistance center to talk about requirements federal annual reporting they’re required to submit.
    - 2 new members of the council who are students
  - Office of the Superintendent Public Instruction (OSPI)
    - Professional development for inclusive activities
    - RFQQ to identify a Project Lead
    - Working with partnerships. With current funding there are lots of opportunities to partner with communities.
- State Independent Living Council (Kim Conner)
  - Most recent council meeting in July in Vancouver
    - Discussion and decision made for SILC to hold 2020 Council meetings and spend time in cities with centers for independent living
      - January in Olympia, April in the Seattle Center, July in the Ellensburg Center, October in the Lakewood center
  - Kim attended the National Council on Independent Living (NICL) in Washington DC was last week
    - Administration of Community Living (ACL) just re-organized
      - The former Independent Living Administration is now the Office of Independent living
        - demoted the structure
      - They also changed DD and Aging structure, as well
        - These moves are being taken seriously and conversations are starting at the ACL
    - Kim met with Idaho and West Virginia Director and Veterans Administration Vocational Rehabilitation Program Manager
      - Spoke about developing a pilot program to be able to get specific VR veterans independent living skills.
      - Current disconnect for peer supports and advocacy.
  - SILC Youth Committee – has been working diligently over the last 9 months.
    - Created a grass roots survey to identify some of the barriers for students transitioning from high school to higher education and what are some of the barriers

- Moving forward slowly – looking for opportunities to partner with organizations who have done this work
      - Tania – invited SILC to partner on Transition Collaborative
    - American Sign Language credentialing program is moving forward,
      - The SILC is partnering with emergency management and others
      - When in a state of emergency, there will be effective communication with ASL language folks
  - WATAP (Erin) – not in attendance
  - Workforce Board (Erica)
    - Health Workforce Council and Behavioral Health workforce funding
      - Shore up the gap of professionals and the identified workforce needs
      - This received legislative funding this year for the first time since it was formed in 2001
    - Future of Work Taskforce – collecting data to present at the legislature
      - Some of the topics: Artificial Intelligence, Global warming, mechanical robotics
    - Rural engagement is a focus for the next year
      - Unemployment rate is high in Washington’s rural areas.
      - How do you work with rural communities to effect change?
      - Rural Vitality Listening Forums
        - Every rural community has unique issues
          - Yakima – gang violence is a really big problem
          - Aberdeen – a lot of drug issues
          - Colville – brain drain – good schools and close knit community, kids do well in school, leave and don’t come back
    - Next board meeting is September 11<sup>th</sup>. The plan is to spend a day in a rural community.
      - Justin advised the board to talk to a bunch of different people in the rural community to get a really good idea of what’s really happening. Also offered that giving the option for people to provide anonymous feedback may increase responses.
      - Tania suggested a marketing idea; maybe people would want to be on camera. Erica shared some of them have sound clips. In Yakima, the press came to the forum.
      - The report of the listening forums will be ready in a couple of months and will be publically available.
    - Health Workforce council meeting August 6<sup>th</sup>
    - Future of Work Taskforce meeting next Thursday
  - Tribal VR Update (Laurae) – not in attendance.

### **Workforce System Integration – Eric Wolf**

- WIOA and Carl D Perkins Plans – WA state wanted to integrate the workforce system – 7 different agencies to co-plan a workforce plan. All performance has to be tracked by sub category (focus 14 populations)
- 2016 – 1<sup>st</sup> time so many different actors and government agencies come to the table
  - Really good goals were identified
    - 1. Get better at integrating services with business and job seekers
    - 2. Do a better job at business engagement
    - 3. Performance accountability, dash boarding, and visualizing big data
    - 4. Barrier removal and accessibility to service
      - Title 4 - DVR and DSB come into play in this goal
      - Created the state level Barriers and Access Solutions Committee (BASC)
        - State level BASC is missing link of local BASCs and state resources
          - Where is it going? Under the leadership of the Workforce Board will be working with Statewide BASC Chairs - Kelly Lindseth & LouOma Durand to determine direction moving forward. Group hasn’t met since Fall 2018



## Engage for Change – Tania May (OSPI), Liz Stewart (OSPI), Tammie Doyle (DVR)

- Austin, TX Conference – developing collaborative and integrated systems for deaf and hard of hearing students between various partners: OSPI, DVR, DDA, Interpreter agencies, mental health providers, employers and schools.
  - 28% of students with disabilities not engaged one year after high school. 35% for deaf and hard of hearing
  - Opportunity to collaborate and consult with a variety of states. What are states doing to improve outcomes for students who are Deaf & Hard of Hearing?
  - Gather resources
  - Get feedback for Washington’s plan and goals
- Biztown
  - Successful program bringing Deaf and Hard of Hearing students in grades 6-12 participating from across WA State. Funding support primarily from DVR Pre-ETS funds.
  - Businesses sponsor storefronts: Walmart, banks, Home Depot, airlines, TV stations, etc.
    - Curriculum: teaching job skills and preparing for event when they come
    - Computer simulated module – certain packets per business – all functions that are part of the bank
  - Students gets hands on experience simulating work, get paycheck, cash it at bank, go to stores and buy things they want
  - Showed the video Biztown
  - Student focus groups are held at Biztown. School for the deaf-Vancouver and one of the east side school districts in Pasco that has a school for the deaf
    - Asked students about plans after school and what they’re doing to prepare for career after school
    - Serving on a deaf hotline for other deaf students.
    - Go to DC to lobby for deaf advocacy.
  - More support needed in rural areas.
    - One of things to understand better how we can support our programs and support our students for post-secondary school employment
  - 28 different school districts, 209 students
    - How can we partner with other state VR programs to expand this?
    - VR provided 14 hours of Pre-ETS services over those 2 days. Lots of students attend each year. Next year adding peer mentors
    - To attend Biztown, they need to complete 13 hours of financial knowledge curriculum – videotape curriculum of Ashley doing it so more students have access to it. Online modules for access for teachers and/or students.
    - Council should go to Biztown next year\*
  - Kathy – how long has Biztown been going on and what are the impacts?
  - Ivanova – what about exposing IDD individuals to these facilities?
    - Answer: There are a variety of applications for this facility.
  - Josephine reflected that nothing like this has happened in last 15 years of her being a VRC.
  - Ashley Schweiger – new Transition Consultant focusing on Deaf and Hard of Hearing for DVR is trying to put together a list of DHH youth schools
    - The goal is to begin regular and consistent check-ins at those schools
    - Ashley goes or will go to all meetings to attend DHH programs at schools, and Special Education Director’s meetings – in order to make her presence known and more consistent across the state

## PUBLIC COMMENT

Laurie Schindler – “Biztown is beautiful”

- Regarding concerns about DVR and customers going to WorkSource – it was great to hear from Eric today to see that work is being done on training and the workforce system will begin to see improvement in that area soon – that presentation was promising.

## WORKING LUNCH

- 2020 Meeting Locations – meeting on Monday/Tuesday instead of Thurs/Fri?
  - January 23-24 in Olympia
  - May 7-8 – Wenatchee – confluence center in Wenatchee
  - August 6-7 – Kent Hampton Inn
  - November 5-6<sup>th</sup> – Vancouver, School for the Deaf
- Discussion on presentations
  - Ivanova – use the Biztown centers. Maybe make a summer program
  - Jen – workforce system integration system wonderings: System is impacting the lives of individuals in all sorts of different ways. Local control isn't the easiest system to navigate. Change can't happen quickly enough. Compliance isn't an innovative way to make meaningful sustainable change either. Need the voices of those communities
    - Systems are designed to get the results that they get. If we don't dismantle or disrupt, we won't see outcomes for people who are the most impacted. Diversity, Equity & Inclusion is thrown around as a buzzword, but we need an avenue to shake things up. Who are the people who make up this system and where is the nexus of power? At the end of the day, we all pay for the opportunity gaps in how these systems are setup.
  - Tania – proposed a pilot Council meeting – come the day before, maybe the afternoon, and attend a field trip.
    - Erica their board does that twice a year and it's the time of the year where members get the most out of the meeting
  - Kelly – Focus group for individuals who go to WorkSource
    - When our customers come and talk to us about their experiences, we get the most about it
  - Tania – regarding Pre-ETS, can the council get hard numbers for Pre-ETS? Do we know how many communities Pre-ETS is in, the number served? What's the impact of that, on the back end, what is that looking like?
  - Kathy – we're worse off on spending for Pre-ETS than last year. Returned 2M in 2017 and looking to return 4M this year?
    - Answer: Paul – reset with new contract and now all contracts are standardized and more formalized. Tammie has broken down the numbers and getting contract into place. Pre-ETS is still in a transition period.
      - Kathy – The council would expect that next year DVR would return 0
        - Paul – we're hoping and trying to get to 0
- Brainstorm next agenda – in North Seattle
  - Focus on Pre-ETS. Hands On program at the Hyatt presentation?
  - School to work presentation– Susy Stremmel, King County Coordinator, was at the meeting and agreed to provide a presentation at our November meeting.
  - CSNA – hear about the data that's been collected.
  - WSRC priorities looking toward the State Plan.
  - Make the State Plan real in terms of a guiding document; make it a focus.
  - WorkSource system in King County needs to provide services to DVR customers.
    - There are potential gaps in the county and how they're supporting the needs of people with disabilities?
    - Kelly – it's interesting that in regards to individuals with disabilities, King County doesn't seem to embrace the leadership role. Find the champions in King County that can help drive the leadership. Ann Martin is one person
  - Pre-ETS topic of Focus Group. Hotel is near the transit center.

- Data from the online surveys
- Review task list
  - Audits: How can WSRC advocate for less audits and more time focusing on providing customer services?
  - CARF alternatives? Ask Laurie Ford
  - Intentional single message about DVR/CRP Workgroup to go out from DVR.
  - Acronym list, have it available at the meeting.
  - When focus group is asking about timeliness, exclude waitlist customers.
  - Resource list to provide to focus group customers
  - Tania would welcome SILC to partner on the Transition Collaborative
  - How can Council collaborate with the workforce system to help serve customers who aren't eligible for DVR services?
  - WSRC should go to Biztown next year
    - How can we partner with other state's VR programs to model Biztown?
    - What about exposing IDD individuals to Biztown or other populations?
  - Pilot council meeting layout: option to arrive the afternoon before for a relevant fieldtrip?
  - Focus group ideas: Pre-ETS, Individuals who have gone to WorkSource
  - Find disability champions in King County.
- Travel Reimbursement Form
- November

**ADJOURN**

**NEXT MEETING:** November 7-8<sup>th</sup>, 2019  
 Hampton Inn & Suites by Hilton Seattle/Northgate  
 9550 1st Ave NE  
 North Seattle, WA 98115