



Northgate Hampton Inn
9550 1st Ave NE
Seattle, WA

WSRC QUARTERLY MEETING MINUTES

Friday, November 8th, 2019

9:00 am to 3:00 pm

Present:

Jerry Johnsen, Council Vice-Chair, Customer Assistance Program, Seattle.
Josephine Ko, VR Counselor Representative, Kent.
Justin Poole, DVR Customer Representative, Yakima.
Kathy Powers, Council Chair, Business Representative, Auburn.
Peggy Frisk, Community Rehabilitation Provider, Lake Stevens
Jen Cole, PAVE, Everett.
Laurae MacClain, Tribal VR Representative, Nespelam.
Erin Williams, Business Representative, Seattle.
Tania May, OSPI Representative, Olympia WA.

Members

Absent:

Rob Hines, DVR Director, Lacey.
Erica Wollen, Workforce Training Representative, Olympia.
Ivanova Smith, Disability Advocacy Representative, Tacoma.

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
Kristina Zawisza – DVR Performance Management and Quality Analyst
Ann Martin – DVR Region 2 Administrator, Everett
Carl Johnston – DVR Deputy Regional 2 Administrator, Central Seattle
Rod Duncan – DDA Region 2 Administrator
Doyle, Tammie – DVR Secondary School Program Manager
Alan Knue – WATAP – WATAP State Project Director
Stacy Dym – ARC of King County – Executive Director
Susy Stremel – DD School to Work presenter
Richard Wilson – School to Work Presenter
Rebecca Jansson – CRP – Mainstay/SAILS
Emily Hart – King County DD EC SD – School to Work Program Manager
Katie Wilson – CRP – Vadis
Scott Irwin – Shoreline School District – Director of Secondary Student Services
Alexa Larson – Shoreline School District – Directed Studies Teacher, Transition Program
Brandi Monts – CRP/CEA
Gina Solberg – CRP/CEA
Terry Redmon – DDA – Employment Partnership Program Manager
Karen Williams – CRP Trillium – CEA
Kris Hirschmann – Center for Change in Transition Services – Director of Transition Services
Jeremy Norden-Paul – DD Council – Executive Director
Cassie Glenn – King County – Project/Program Manager II

Call to Order, housekeeping, review agendas, introductions – Chair

- Kathy called the meeting to order at 9:00 AM
- Review WSRC Purpose, Vision, Mission
- Members not available today: Rob Hines, Erica Wollen, Ivanova Smith

Customer Satisfaction and Program Evaluation Subcommittee – Peggy Frisk – Subcommittee Lead – refer to WSRC Master PowerPoint

- Debrief Customer Focus Group - Timeliness
 - Customers commented on length of service, reported a general sense of satisfaction, and provided positive feedback on individual counselors.
 - Training for DVR staff came up as an issue
 - Counselors need to be more understanding of current situations customers are facing and their past traumas.
 - Caseload transfers and “warm handoffs” are a challenge for customers because sometimes they are not informed of the caseload handoff or they don’t like the new counselor.
 - Justin Poole asked what the average caseload for a counselor was. Region 2 Administrator Ann Martin answered, 80 customers per caseload.
 - If 5 staff leave/retire, 400 customers are impacted.
 - Something needs done to facilitate a smooth transition
 - Ann: it’s a challenge when DVR has been trying to recruit for a year without success.
 - WSRC Chair Kathy Powers stated: customer satisfaction can hinge on turnover and vacancies.
 - Ann: DVR needs to find a better way to communicate and outreach for customers on those caseloads.
 - Focus group provides much more balanced feedback than the previous public forums
 - Suggestion for future focus groups – move groups to the opposite ends of the room.*
 - CAP Representative Jerry Johnson shared, customers say, “I’m happy with services” but are sometimes not familiar with how their case services should flow. Some customers need more education on the DVR process.
 - The Customer handbook is under review by DVR, WSRC & CAP with suggestions to move to a subject based flyer format
 - Justin – maybe producing a short video would be helpful
 - Erin Williams, WSRC Business Representative commented how some customers either don’t understand or aren’t informed about where to find the services for which they are eligible. How to get information so it’s useful and accessible for customers?*
 - Jerry – hiring/retention is an issue for DVR keeping staff, about which they’re very transparent. The council should prioritize some strategies to support DVR in hiring and retention.*
 - Focus group feedback will be summarized to share with Executive Leadership team and regional leaders.
- Customer Satisfaction Survey Updates
 - Midpoint calculation graph shown with and without the midpoint response. – refer to master slides
 - WSRC will get the accurate information monthly and report out to committees
 - Kelly Boston, DVR Senior Manager asked, at some point is there an expectation there will be enough data to report at a regional level.
 - WSRC Executive Director Shelby Satko responded, we should be able to do that now.*
- CRP Engagement
 - DVR/CRP Workgroups – WSRC is included as co-host
 - Contract Model Review Taskforce is reviewing the contract, identifying gaps or corrections needed, and making suggestions to Executive Leadership Team (ELT).

- Communication and Collaboration Taskforce is addressing how to increase quality and frequency of communication between stakeholders.
 - Kathy suggested workgroups get together in person for 6 hours would be more successful than 15 WebEx phone calls
- CSPE is encouraging DVR to continue to track and prioritize the rehab rate and an outcome measurement.

Transition Services - School to Work (S2W) – Susy Stremel – refer to WSRC Master PowerPoint

- Identified a Service Gap – eligibility vs entitlement
 - Students moving from school to home and not from School to Work. S2W goal is to change this.
 - By not capturing kids before leaving school – the “smooth transition” to work was lost.
 - Intent of School to Work is to close the service gap in a more planned and thoughtful way.
- DDA spends the money up front and then DVR pays outcome points at the back end.
 - King County pays monthly and not outcome. ½ goes to the CRP/agencies. Funding is a blend between outcome payments and ongoing payments.
 - Blended/braided model for funding.
 - Monthly amount lets providers project and cover costs.
- One S2W goal is to get customers a competitive job before leaving school. Customers don’t have to be part of transition program, but they still need to be enrolled in school.
 - Must also be enrolled with DVR.
 - Customer doesn’t have to be receiving services for DD, they just must be enrolled with DD.
 - Customers spend a year in the S2W program
- Elements of success
 - Susy, “You would think it’s simple, but it’s not a simple process. It’s a partnership action.”
 - Employment first model is the “key to success.”
 - Collaboration and partnership throughout the entire process has been another success of the program.
 - Partnership – speech, positive behavior supports, benefits planning, technical assistance, boots on the ground, day-to-day action with wraparound services. The teacher knows the student really, really well.
 - 15 years of experience – It doesn’t happen instantly. “It takes time to bake into the cake.” People understanding roles, investment – need to be able to pick up the phone to access resources.
 - Employment 1st mantras: “Jobs by June,” “All means all.”
- King County has invested for 30 years into Technical Assistance – which is part of why WA is leading the country in services for supported employment.
- Conversations are happening about how to share information more effectively between OSPI, DDA, DVR, etc.
- There’s a huge amount of education needed if this is to be expanded across the state.
- Each student gets a DVR counselor, which isn’t what DDA is able to provide. If any partners are struggling that year, it affects the whole funding circle. Services for customers can’t be carried by only one source.
 - Providers (CRPs) lead the way.
- Keeping the vision and shared goal of “Jobs by June.” If S2W team can tackle this issue of doing transition well, it could solve this employment problem in a generation.”
- Every student has the right and opportunity to get a job. – The provider community needs to be creative, share strategies, work together, bring together agencies, high supports collaboration, and think creatively to do things that aren’t happening in other areas of the country.
- Shoreline School District – Students are able to do internships in the community and learn in the classroom.
 - “Life, work, and leisure.” Getting ready for life after 21.
 - Provail is an imbedded CRP in the school alongside the students and fulltime school staff.
 - Families don’t have to “make another choice” because Provail is already there providing services
 - School to Work provides a bridge from school supports to adult services so students don’t fall off the support cliff when they graduate from school. This provides an easier time navigating the transition between school and the world.

- Provail staff develop deep connections with teachers, meet and interact with next year's students. This is an added bonus to being imbedded.
 - 95%- 100% of School to Work students have jobs by June.
 - School District Experience
 - 7 students in program this year. Staff said, "those 7 students will never work." Then parents said, "good luck." 2nd week of September, customers had 2 week internships. In week 9, all 7 students are working 2 hours a day.
 - Mentality of stakeholders changed – now everyone believes these students can work.
 - Technical Assistance – professional development with staff. How to help students through staff to get jobs for students. Can't wait to expand this to more students.
 - It's about "the right job for a person."
- DVR – perspective provided by Carl Johnston
 - DVR provided clear assigned liaisons who identified students and connected them to school.
 - Some schools are really involved and onboard. But, some are on the periphery and need more work.
- DDA – "all means all" – perspective provided by DDA Rod Duncan
 - If customer is interested, DDA wants them working.
 - DDA's role is to get people onto waivers if they're working. "It's an absolute priority for us."
 - On a policy level – "employment first" means try work first before trying other services, which has become a key ingredient for success.
 - The Legislature is responding and committing money for transition students.
 - Transition students have the luxury of saying, "I want to work." If they exit school before getting a job then DD is still there.
 - Stacey Dym, Executive Director at ARC of King County provided perspective
 - In Washington we do not have a dual model of services for customers – families are forced to choose between employment and day services.
 - This is a legislative problem and there shouldn't have to be this tension to choose. Customers should be able to access both if needed/wanted.
- 7 of 39 WA Counties have current School to Work programs, some more robust than others.
 - King County has "equity and social justice" priority to reach more diverse communities.
 - By addressing racial and socioeconomic inequities, it could lead to the most change in equity.
 - Gathering accurate retention data is a challenge – trying to improve.
- DVR is holding partners accountable to keep increasing hours.
- Success story shared by Shoreline school teacher: Young woman – unstable housing situation – got a job – doubled hours – got a home, gets ongoing support
- Future
 - The S2W team meets every 2 weeks and encouraged anyone who wants to come and talk about how to reach/serve students better.
 - The team spends time addressing questions, i.e. Where are we missing students? How do we increase outcomes? Etc.
 - Tania May, WSRC OSPI Representative, expressed appreciation for the S2W presentation. This work takes a village. There isn't one single answer. Transition Collaborative is working on a program called Job Foundations. This is an example of alternative options for school-aged students with disabilities.
 - OSPI has intense interest to see what's working and what's effectively eliminating barriers. They're currently in mode of learning from partners with success.
 - Terry Redmon from DDA expanded on Transition Collaborative/Job Foundations
 - DVR, OSPI, DDA, WSRC partners are looking at 4-year pilot in an attempt to get students ready to connect with DVR in time for when they leave high school.
 - Funding for this project came through Medicaid and Medicare
 - Also received Technical Assistance.
 - Looking at value based payment in a managed care environment.

- Analyzed potential areas to achieve the most success – focused energies on transition students. More benefit when you start earlier to identify barriers.
- Jen Cole, WSRC Parent Advocate Representative – thanked presenters for bringing S2W energy to the Council Meeting.
 - She asked a question around how to engage families in a meaningful and intentional way much sooner than when a student is 16,17,18.
 - Scott Irwin, Director of Secondary Student Services from Shoreline School District answered – Looking at systems and starting at 6th grade. Implementing the high school and beyond plan rather than waiting until later. Starting early on for all students, not just those with disabilities.
 - Peggy, WSRC CRP Representative shared example of successful parent engagement option.
 - Washington Vocational Services received the Dream Builders Grant, which has been very successful. It's now in another county in 6 schools.
- Stacy Dym from ARC of King County – this program is filling a gap and leading the way – it's important for the State Rehab Council to understand it and endorse it on some level. No one agency can do this alone. We've got to do it together and fill the gap. It allows employers to see what they can achieve, allows parents to start to believe in their children, and allows schools to provide higher quality services. Need to effect change. Program wouldn't be what it is without families.

Policy & Planning Subcommittee – Jerry Johnsen – Subcommittee Lead – refer to WSRC Master PowerPoint

- Jerry met with Senior Manager at DVR and continues to meet with Policy Manager at DVR
- Customer Handbook
 - DVR is looking at how to make the handbook more successful and more palatable for the average customer.
 - One of the suggestions is to put it in more of a brochure form and release it in segments.
 - SRC continues to work with DVR to ensure services are represented realistically.
- State Plan
 - SRC is contributing our piece to the State Plan.
 - Jerry will spend time with SRC staff to write up Policy Subcommittee piece of the Plan.

Partnership Subcommittee – Shelby Satko for absent Erica Wollen – Subcommittee Lead – refer to WSRC Master PowerPoint

- Developmental Disability Council
 - Executive Director Jeremy Norden-Paul provided written update - attached
- Special Education Advisory Council (SEAC) Office of the Superintendent Public Instruction (OSPI)
 - Johnny Collette, Assistant Secretary at federal level Office of Special Education and Rehabilitative Services, resigned suddenly. Newly appointed RSA Commissioner Mark Schultz has been identified to fill this role. It's unclear if he will also continue to serve as RSA commissioner at this time.
 - Prior to this, he has put out QA for students and youth with disabilities. Tania will share it with Shelby – it has implications for DVR funds and other funds.
 - Dual enrollment possible for post-secondary programs. Parents are starting to ask questions about these funds.
 - State gets to decide – depends on what Washington's definition is of post-secondary.
 - Special Education Advisory Committee – Jen Cole
 - Priorities for this coming year -
 - Improving access to mental health
 - Diversity Equity Inclusion and intersectionality for students experiencing multiple
 - Equitable outcomes for multi-system students.
 - Discipline for students with disabilities
 - Engaging parents – shared power with families – not just information sharing.
 - Release a position statement on the new pathways to graduation, which was released 11.6.19

- Board of Education does just not just say there is another pathway to employment.
- State Independent Living Council (Kim Conner)
 - Executive Director Kim Conner provided written update - attached
- Washington Assistive Technology Act Program – Alan Knue provided both verbal and written updated – attached
 - WATAP-DVR trainings update
 - July 1, 2018-June 30, 2019
 - Topics
 - Introduction to Assistive Technology
 - Assistive Technology for Transition
 - Mobile Technologies in the Workplace
 - Locations: Kennewick, Lacey, Spokane, Mt. Vernon, Tacoma, Vancouver
 - Total Participants: 190
 - July 1, 2019-June 30, 2020
 - Topics
 - AT for Cognitive Impairments and Mental Health
 - Off-the-shelf Low-cost Assistive Technology Solutions and Modifications
 - AT For Sensory Loss
 - Locations:
 - Lacey, SeaTac, Kennewick, Spokane, Lynnwood or Tribal VR, Vancouver
 - DVR device borrowing data for FY 2019 (October 1, 2018-September 30, 2019)
 - 57 instances of device borrowing for decision making purposes where at least one individual with disabilities was served
 - Counties:
 - Chelan: 8, Grant: 2, King: 32, Okanogan: 1, Spokane: 5, Walla Walla: 1, Yakima: 9
 - Provided 99 devices
 - Vision: 6, Hearing: 4, Speech Communication: 7, Learning and Cognition: 16, Mobility Seating Positioning: 3, Daily Living: 1, Computer Access: 62
 - New King County project
 - WATAP was one of the awardees for the HS 3B: Adaptive Devices, Training and Counseling funding with King County, Department of Community and Human Services, Veterans, Seniors, and Human Services Levy. This is a five year project, “Enriching Services and Building Supports Around Assistive Technology for Seniors in King County,” will focus on providing assistive technology services and resources to low-income seniors and unpaid caregivers in rural and tribal communities in King County. Initial steps have included planning for assistive technology purchases to enhance our offerings for demonstration and device borrowing and for the creation of mini-kits of AT. We have also begun initial work on creating a strategic outreach plan which will help determine where and how we hope to make a positive impact. We are meeting with rural senior hubs in King County on what needs they are seeing and to explore potential venues and topical needs that could be met through an outreach event and/or training.
 - New Washington AgrAbility Project
 - Washington was finally awarded an AgrAbility grant, titled Washington AgrAbility, through the US Department of Agriculture this year. This is a 4 year award to provide assistive technology information and consultation services to farmers, agricultural workers, and their families across the state. Key partners with us on this project are the WSU Skagit County Extension, the NW Access Fund, WA DVR, and WA Department of Labor and Industries. The start date was October 2, 2019 and the first meeting took place on October 10 where we discussed initial plans for the launch of the project.
 - Reboot of WATAP social media efforts
 - WATAP has relaunched its social media efforts. Our Facebook page is at <https://www.facebook.com/WashingtonATProgram>) and we hope friends and colleagues will

like and follow us as we grow our Facebook community. We are also on Twitter and we can be found at: <https://twitter.com/watapwa>.

- Jerry – brought this issue of AT up. There was going to be some research and look at a model for AT. If there's not a presence, it's not a part of what people think about when working with customers. Need to bring it back and include it in the discussion on the plan.
 - Potentially do a needs assessment throughout the state? Might be worth exploring.
- Workforce Board (Erica) – not in attendance
 - Executive Assistant Erica Wollen provided written update - attached
- Tribal VR Update (Laurae)
 - 44 of 49 grants received the funds they requested, which is promising.
 - Laurae has been flat funded for the past 2 grant applications, which means her VR program has had the same budget for 10 years. This year, all tribes who applied for funding received incremental requests.
 - Laurae has been working on changing the grant for the past year – new mission statements, objectives, and goals.

Public Comment

- Katie Wilson of CRP Vadis commented that she enjoyed the meeting, learned a lot, and appreciated the strong advocating the council does on behalf of customers. She thanked the council for the effort put towards putting on valuable and meaningful meetings.

WORKING LUNCH

- Review task list
 - Kristina – CSNA x3
 - Complete state plan priorities in subcommittees – write-up, share with partners
 - Monitor OOS – waitlist – contact
 - How to tie responses to outcome data points (Kathy)
 - Training-behavioral health – both ways
 - Recruitment – staffing, retirement
 - Follow-up w/ Andrew for field trip
 - Terry offered to come back to talk about Job foundations when complete
 - Get notes, information, goals, suggestions – from Alan Knue
 - Bring AT back to the plan
- Travel Reimbursement Form

WSRC Priorities Workshop - attached

ADJOURN

NEXT MEETING: January 23-24, 2020
Hampton Inn & Suites by Hilton Lacey/Olympia
4301 Martin Way E
Olympia, WA 98516