



Hampton Inn Olympia
4301 Martin Way E
Olympia, WA

WSRC QUARTERLY MEETING MINUTES

Thursday, January 23rd, 2020

9:00 am to 5:00 pm

Present:

Jen Cole, Parent Advocate, Everett.
Peggy Frisk, Community Rehabilitation Provider, Lake Stevens
Rob Hines, DVR Director, Lacey.
Jerry Johnsen, Customer Assistance Program, Seattle.
Laurae MacClain, Tribal VR Representative, Nespalem.
Tania May, OSPI Representative, Olympia.
Justin Poole, Council Vice-Chair, DVR Customer Representative, Yakima.
Ivanova Smith, Disability Advocacy Representative, Tacoma.
Sheila Turner, SILC Liaison, Pasco.
Erin Williams, Business Representative, Seattle.
Erica Wollen, Workforce Training Representative, Olympia.

Members

Absent:

Kathy Powers, Council Chair, Business Representative, Auburn.

Council Staff:

Shelby Satko, WSRC Executive Director, Lacey.
Mari Heusman, WSRC Executive Lead, Lacey.

Visitors:

Alveshere, Don – DVR Planning & Evaluation Program Manager
Bloomdahl, Kay – DVR VRC
Boston, Kelly – DVR Senior Manager, Olympia
Machowski, Joe – DVR VRC
Matteson, Theresa – DVR VRC
Peterson, Lauren – DVR VRC
Richards, Kathi – DVR Lead Counselor
Sheldon, Brandon – DVR Policy and Procedure Specialist
Tafoya, Cassie – DVR Rehab Tech
Tigerson, Deborah – DVR Customer Relations Manager
Vertrees, Paul – DVR Interim Chief of Field Services, Olympia
Conner, Kimberly – SILC Executive Director
Grimes, Yvonne – DSB Executive Assistant
Mason-Todd, Megan – Skookum Contract Services Vocational Director
Ramsey, Jolie – SILC Executive Lead
Vela, Emilio – Advocate

Call to Order Housekeeping, review agendas, introductions – Vice Chair – November 2019 Meeting Minutes

- Meeting called to order by Justin Poole – Vice Chair
- Review WSRC Purpose, Vision, Mission
- Members not available today: Kathy Powers, Chair
- Vote: Approval of November 2019 quarterly meeting minutes
 - 1st Erin, 2nd Erica
 - No corrections or edits
- Introductions – what did you do for your first job?

Executive Director & Executive Committee Report – Shelby Satko – refer to WSRC Master PowerPoint

- Welcome to Sheila
- Thank you to everyone who came to the Disability Legislative Reception. WSRC co-hosted and coordinated the event. Seven WSRC members attended the event and volunteered their time to help create a very successful event.
 - This was the first year a loop system was put in by Office of Deaf & Hard of Hearing (ODHH) to make it more accessible.
 - Jerry – the event is not an effective form of meeting or way of engaging legislature. Proposed talked about a different way to engage state legislators at future receptions.
 - Jen – appreciated the opportunity to see and connect with cherished colleagues and friends.
 - Some groups didn't know about the event. Next year, maybe try to do more targeted invites to make sure all groups are included and invited. *
 - Tania – the purpose is to be able to advocate and connect with local legislators about things that they're passionate about. One wondering – various groups have tracking – is there a way to focus topics – maybe certain tables address certain issues, so one person doesn't run around making sure to connect with all legislators about all the issues.
 - Ivanova – likes the form of the meeting to meet with legislators more casually. It feels like they're more approachable in this format. Ivanova was able to connect directly with her Senator.
 - Next year will be the 40th Anniversary of this event, so might do something more momentous.
- In packets are the WSRC Annual Reports – we are required to submit this report to RSA and Governor Inslee every year by December 31st.
 - Shelby shared she's really proud of the work all the members do all year. Each person contributes their unique voice and thank you for committing to working collaboratively and successfully with DVR.
 - This is the first year we are including a partnership page to highlight the work the WSRC has done building strong partnerships.
 - The report is also available on the WSRC website.
- National Coalition for State Rehabilitation Councils (NCSRC)
 - The WSRC offered to send council members to these conferences – in April (DC) and one in November (San Antonio, TX).
 - WSRC participates on national calls each month with the NCSRC.
 - If someone is interested in going, contact Shelby by mid-February.
 - They have a website with resources available.
- SRC – VR Relationship book - gave book to each member and provided highlight of key sections
 - This year is DVR's 100th Anniversary.
 - 30th Anniversary for Americans with Disabilities Act also is this year.
 - State rehab councils were put into place in 1992.
 - WIOA, in 2014, significantly changed and shifted how services were provided to youth, as well as integration within the workforce system.
 - On page 14-15 – book talks about the legislative system and title 4 section 105 is SRC Regulations.
 - As we dig into committee work this year, relevant sections will be reviewed.
- Recruitment
 - WSRC is actively recruiting for 4 open positions.
 - 4 applicants for the open VR Counselor position
 - Shelby is completing 1st round interviews and would like council members to then review her notes and maybe conduct another round of interviews for final consideration to the Governor.

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

- Customer Satisfaction Survey (CSS)
 - IT support – ongoing needs

- Thank you to Rob Hines, DVR Director with helping the SRC to move things forward
 - Staff are working on getting an outside bid for our needs as the DVR IT department has identified higher priority projects.
- Continue to monitor response levels as Mari has made lots of phone calls to ensure we reach the threshold of statistically relevant responses.
- Decided to go back to paper/mail surveys starting with January 2020 survey (had been sending email and mail since September 2019).
 - The goal was to send it out in a more tech friendly way – and to reduce costs – but did not receive enough responses.
- As the new biennium approaches, the CSPE Committee, along with relevant DVR staff, will look to change the way DVR calculates satisfaction (to include the number 3/neutral response)
- Lowest satisfaction consistently continues to be: “DVR moves quickly enough for me.”
- Shelby shared highlights from NCSRC discussion about how each state rolls out their customer surveys, many only survey closed customers.
- CSPE Committee will begin reviewing monthly management reports.
 - Now that the new Power BI system is up, we can start pulling those reports again.

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

- Jerry and Shelby met with Senior Manager at DVR last Fall and met with Policy Manager in January
- Intent is to keep lines of communication open so SRC and CAP are part of the conversation at all stages of policy development.
- Brochures and handbook updates for customers
 - DVR working on putting them in a more accessible form
 - Policy Committee continues to review modifications made by DVR and makes suggestions for edits.
- State Plan
 - Thank you to the SRC staff for representing WSRC and supporting DVR in this project.
 - Jerry and Shelby participated in an exercise with the DVR Statewide Management Team to help prioritize goals/strategies for DVR’s next 3-year plan.
 - Team identified goals and DVR will then create a realistic action plan each year to accomplish those goals
 - Statewide Public forum to give feedback on the State Plan is on February 5th – in person and WebEx options are available.
- Training initiatives
 - DVR contracted with external entity (Center for Continuing Education in Rehabilitation) to provide training and put a statewide team together to design universal training. This will create consistency across the state and bring a high level of training to staff.
 - Regional Trainers: weren’t able to hire full team (2 from each Region for total of 6). Another round of recruitment will take place in February.
 - Member Jen Cole attended the Diversity Equity and Inclusion Summit this week in Tacoma
 - A lot of state employees attend this event.
 - When Jen thinks about the cultural responsiveness of VR employees – do they represent and look like the customers they’re serving?
 - How does might the VR Institute and other DVR training get connected back to the bigger piece and intentionality of DEI that all employees would have access to?
 - DSHS has created a DEI office through Governor’s order
 - DVR has created a DEI staff training, which has been rolled out this year
 - Identified need for a DVR staff to be assigned to manage DEI initiatives.
 - Lack of coordination at this time – but attending to this and hoping to learn a lot in the next year for what DEI initiatives will look like.
 - In contact with HR Talent Acquisition to figure out better ways to attract a more diverse workforce.

Partnership Subcommittee – Erica Wollen – Subcommittee Lead – refer to WSRC Master PowerPoint

- Behavioral Health Advisory Council – Mari Heusman
 - New subcommittees
 - Advocacy – advocate for Behavioral Health customers/agencies/initiatives throughout state.
 - Visibility – increase council visibility
 - Block Grant – Formulate and Implement and process for a more robust and effective Federal Block Grant review
 - Executive
 - HCA has identified eating disorders and problem video gaming as areas in need of future funding
 - HCA is identifying opportunities and trying to better partner with the BHAC earlier in the process of projects. i.e. the block grant funding.
- Developmental Disability Council – Ivanova Smith
 - Bill 6205 – around reducing harassment and abuse and safety for caregiver and people receiving care – DDC has concerns about this bill – meetings with the union and the sponsor of the bill to reduce the stigmatizing language within it, especially for those with language barriers.
 - Caseload forecasting – calculate how much money and people with IDD how much need to have to make sure everyone gets services – DDC supports all bills with caseload forecasting. Can help with the waitlists agencies are struggling to close.
 - Taskforce for creating community capacity for individuals to leave institutions.
 - One concern: Why is there a nursing home being put into Fir Crest?
 - Adrienne Stuart, New Director of Public Policy for the DDC – she used to be the CEA Director.
 - She’s great with self-advocates, caregivers, parents, families, and is a great addition.
- Special Education Advisory Council (SEAC) – Jen Cole
 - Meeting coming up in February at Pacific Lutheran University – will host a community forum to engage folks on ongoing conversation about what inclusion means
 - Legislative workgroup, positive behavior interventions and supports workgroup, inclusion workgroup, and family engagement report.
 - Inclusionary Practices Report
 - Adaptive Physical Education
 - Updates on Restraint and Isolation
 - Hearing from Seattle Public School on disproportionality
 - Field trip to Summit Olympus High School – first time the SEAC will visit a charter school.
 - 22% of their students qualify for special education.
 - Council is interested in what Charter schools are doing for high school and beyond plans
 - And what do the Transition plans look like through their IEPs.
- Office of the Superintendent Public Instruction (OSPI) – Tania May
 - Hechinger report – looks at the presidential candidates and their policy proposals around education.
 - It also looks at individual states – Report attached
 - Session bills OSPI is keeping an eye on:
 - HB 1089 – related to graduation – attempt to reinstate certificate of individual achievement.
 - Funding Bills:
 - HB 2258-tiered multiplier.
 - HB 2290 – people first language and more respectful.
 - HB2581 maintains 2 tier multiplier and removes funding cap of 13%.
 - Schools have to serve students where you find them – but only funds 13.5% in each program – if more than 13.5% then school doesn’t get additional funding.
- State Independent Living Council – Sheila Turner and Kim Conner
 - Had January Quarterly meeting this week
 - In process of getting new members and vetting them
 - 3 open positions on the council.

- 3 members from the council volunteered at the Disability Legislative Reception yesterday
 - SILC Member feedback was they liked it better than last year.
 - Sheila really enjoyed it and made a lot of new connections.
 - Working on the State Plan for Independent Living – due June 30th.
 - Deon Graham, from Metro transportation just joined the council. He has a lot of insight and new ideas related to increasing independence for individuals accessing transportation options.
 - Had client visits up on the hill yesterday – 2 members met with their legislators yesterday
 - Grassroots marketing/organizing campaign – for youth and students with disabilities and allies – within the next month or so – hoping to have the new website up and running to launch with the survey.
 - Staff and/or members will attend 3 major conferences for SILC in US in 2020.
- Washington Assistive Technology Act Program – Erin Williams
 - Attached.
- Workforce Board (Erica)
 - Board meeting coming up next week for Career and Technical Education – open public meeting
 - Reports: future of work report – Future of Work Managers have been meeting with legislators every day – full report of recommendations on Workforce Board website
 - Nova spoke to the US congress on this report, but the taskforce has officially concluded. Not sure on the status for the future of the project.
 - 360 board review: 100% turnover of the Workforce Board and looking “to find their place.” The board tackles completely different topics than when it was created 20 years ago.
 - Clarity Consulting will review and interview 60 people to identify what the partners want from the board.
 - TAP Plan: Talent and Prosperity for All Plan – state strategic plan for workforce development.
 - Most of components for draft plan are in.
 - Will be presented to the board on Jan 29th for approval. 550 pages.
 - Public Engagement – new contract with Execs from Washington State Chambers of Commerce to encourage more representation from businesses.
 - Health Workforce Council - Phase 1 report and recommendations on the website.
 - Snohomish County workforce is going through a complete redesign – WDC operations are going into the county’s office. Workforce board is trying to help them make these changes along with all their programs seamlessly.
 - ESD convened workgroup on 737 Max (Boeing) replacements.
 - Google pathways partnership: Grow with Google – people are looking for jobs.
 - Webinar on this project will be at the board meeting.
- Tribal VR Update – Laurae MacClain
 - End of the year reports were turned in to RSA.
 - All the Tribes have the same RSA representative for the first time. She’s engaged and is encouraging of new innovative ideas.
 - Everyone was funded who applied for RSA funding.
 - Working on grant requests.
 - Laurae shared she was proud of her team for meeting and exceeding year end goals, especially working in an area where there are no jobs – staff need to be creative and create great community partnerships.
 - Consortia of Administrators for Native American Rehabilitation Conference in New Orleans – 3 WA DVR Liaisons were there, which was much appreciated. .
 - Northwest Indian College online course about tribal history is required for DVR liaisons per Rob Hines.
 - Climate changes affect Laurae’s tribe, “our reservation gets burned down every year.”
 - Laurae shared advocacy for missing and murdered indigenous women.
 - Please get out there and support these issues, so we can work together and support and march for these causes.
 - People don’t talk about it and it doesn’t get in the newspapers.

DVR Director Updates – Rob Hines – refer to WSRC Master PowerPoint

- Council of State Administrators of Vocational Rehabilitation (CSAVR) Executive Committee – Updates from Miami, FL meeting.
 - Rob is the chair of the Veterans Committee at CSAVR
 - Who's going to get monitored in 2020 – Georgia, South Carolina, New Mexico, Arkansas, Nebraska, Delaware.
 - Pre-ETS is a hot topic – 5 services to all those potentially eligible – it's been hard for states to spend the 15% earmarked for Pre-ETS only spending.
 - Asked RSA to reconsider funding certain things, like transportation, which RSA originally had said rejected.
 - Administrators are requesting flexibility for providing all 5 services to customers – RSA should announce something soon.
 - Mark Schultz new RSA Commissioner – previously the Director of Nebraska.
 - There weren't any changes while there was an interim RSA Commissioner.
 - He's already making welcomed changes – DVR can now pay for cancellation fees if customer doesn't show up for meeting (interpreter company charges as part of their contract).
 - He's started scheduling quarterly calls with Directors – who can invite other people to participate, as well.
 - Turnaround from RSA for guidance on specific services has historically been slow – now the response time is 17 days – they haven't hired more people, just prioritizing guidance and communications.
 - VR 100-year logo. Going to ask RSA if DVR can attach it to paperwork.
- Business Management Modernization Project (BMMP)
 - Deciding between a major STARS update or buying a new database system.
 - Looking at putting out an RFP – potential vendors include: Micropact, Alliance (AWARE), & WellSky. DVR will make the contracting a transparent process.
 - 4 project positions open to help put this project into fruition – 2 have been filled.
- DVR's 100th anniversary
 - Rob is planning on doing something together with Veterans Rehabilitation in Employment.
 - Need to modify and renew Memorandum of Understanding (MOU) with them.
- Fiscal Updates
 - Each Fiscal Year, DVR sends back less to the Federal Government than the year before.
 - Pre-ETS Contract reset – a lag in service expenditures because vendors are getting used to the new contract requirements, but expecting to pick up soon.
 - DVR is also providing Technical Assistance to the ESDs
 - DVR asked for re-allotment (additional funds beyond original FY allocation) from the federal government
 - DVR has received their full requested amount for the past 3 years.
 - Carryover between 2 open grants.
 - Money from the Legislature for Most Significantly Disabled (MSD) individuals.
- Order of Selection (OOS) Updates
 - DVR has been releasing 200 customers per month since September off the waitlist.
 - As a result, close rate-other has been high, between 60-70%
 - Taking a look at projections to possibly release more customers, so DVR can spend their entire allocation of money.
 - As DVR gets to more recent releases, the engagement will be higher
- Eligibility Determination VSM Updates
 - Numbers of Category Determinations became paramount when DVR went into order of selection.
 - Currently doing a pilot project with 6 units across the state with intention of creating consistency in determinations through March 2020.
 - The hope is to make incremental improvements – Can't apply a one-size-fits-all methodology – that's not realistic

- Geographically, staffing varies, some cover 100 miles of territory and aren't in the office and others who are in the office more.
 - Outcomes: expect to see more consistent framework for staff.
 - Jerry – training will be the most important piece for consistency of services.
 - Tania – 60% variance for categories is concerning – who has eyes on this? ANSWER: Regional Administrators
 - A qualified Vocational Rehabilitation Counselor is the only one who can make the functional loss determination – the categories are open to interpretation and it was off the radar because DVR wasn't in order of selection.
 - In the absence of training or consistent direction for staff – DVR is using the VSM to create a more equitable system addressing and fixing the interpretation of categories.
 - This is the first training that the Regional Training team will develop and deliver.
- Training Updates
 - VR Institute, contracted with CCER. Cohort 1 starts this coming Tuesday – Supervisors and Executive Leadership Team members – will attend as the kickoff.
 - Supervisors & regional trainers are attending first to provide feedback and refined before it's rolled out to field staff.
 - Regional Training Team is meeting with local units and has sent out a statewide survey to hear staff feedback on training needs. This will assist them in developing priorities.
 - Jen – Diversity, Equity & Inclusion (DEI) training as a foundation around equity and power. She would like the council to have a look at the curriculum and internal bias for the Training Team. Should DEI be imbedded with this and foundational to the training?
 - Rob: Answer: yes, need to be intentional about DEI. It's not going to happen just because the team went to a training about it.
 - Shelby is part of the Regional Training support team and will be assisting to develop the training plan – Shelby will continue to remind and keep them grounded in customer service and customer voice and what we've been hearing from customers. *
 - Laurae – can the tribes go to these trainings, too? Yes, tribes will have seats at the table.
- Pre-ETS – TSAT (WSU Survey)
 - WSU – Marcus Poppin – is completing a survey for Pre-ETS to identify service gaps statewide.
 - Data collecting since November, will be complete at the end of January.
 - Currently at a 55% response rate, representative from across the state.
- Staffing Updates
 - Chief of Field Services – open currently, reposted the position. Closes January 24th.
 - Chief of Operations – Don Kay retired at the end of the year. Jeanette Ogg is filling the position on an interim basis.
 - Deputy Director – Re-establishing this position – looking more in terms of risk profile, including but not limited to attending DSHS meetings & workforce development integration.
 - This person would be the number 2 person with delegated authority.
 - Goes to the DSHS HR banding board in February, hoping to post it maybe in April.
 - Program Evaluation – Don Alveshire – came on January 16th.
- CRP Workgroup Updates
 - Plotted out 5 years ago in the State Plan and Community Programs Manager brought it back in 2019.
 - 2 Task Forces – Communication and Collaboration, and Contract Model Review Task Force
 - 4-5 meetings in each workgroup.
 - A lot of what comes up is training concerns for both DVR and CRPs.
 - Communication and Collaboration Task Force
 - Goal is to increase quality and quantity of communication between DVR and CRPs.
 - Group came up with ideas like brown bags/lunch and learns, and DVR 101s
 - Member question – Is there an option to turning content into an online learning module?
 - For providers to show competency.

- Shelby has been doing research on this – New York has been doing some cool things around training modules.
 - Rob - DVR has to be careful when offering and providing certain training for providers because they're not employers and it's not part of the contract.
- Peggy – What are other states are doing for Pre-ETS?
 - Rob – these conversations don't happen at an exec committee level, but do happen at general CSAVR.
 - WINTAC also does technical assistance for Pre-ETS for states.

Debrief DVR Director Updates – Shelby Satko – refer to WSRC Master PowerPoint

- Jen – attended panel discussion on government to government including the Governor's Office of Indian Affairs.
 - Tribes are a political consideration, not race-based; they are operating as sovereign.
 - Washington models their positive relationship with their tribes and want to acknowledge that the good work being done. WA tribes have a lot of knowledge that we can benefit from.
- Rob – Regarding 100-Year DVR Anniversary. CSAVR is working with legislators in DC to talk about updating the language because of the terminology used.
 - Cleaning up language in the Rehab Act.
 - Talking about changing "Rehab Act" to Competitive Integrative employment act – to better encapsulate what it is we do.
 - Ivanova – a lot of people confuse rehab with substance abuse or out of prisons.
- Ivanova – why would they bring back certificates of achievement? Everyone should get a diploma.
 - Tania – The certificate is still a diploma, but the hope is the graduation pathways offer the same thing to all students.
 - Justin – a lot of people fall through the cracks – schools can deem people "difficult" and then give them certificates to "get them through the system." The worry is that this would end up being a way to easily put someone to the side and not deal with them. Certificates aren't taken seriously for work and they're just too much of a gray area. Students need to be pushed to do what they are capable of doing.
 - Jen – graduation pathways – a lot of people have indicated they want the certificate of individual achievement reinstated. Need to expand the vision of who is capable of graduating from high school.

DVR Customer Relations Updates – Deborah Tigerson, DVR Community Relations Manager – WSRC Master PowerPoint

- Customer Relations – fair hearings, consultations with staff, case transfer requests, etc.
 - Deborah's role is ensuring DVR follows rules and policies. Staff need to be familiar with those procedures to operate in the right way. Deborah isn't on customer side or staff side.
 - Equipose – being centered and not being pulled in any one direction, help people see all sides
 - Often times a "complaint" is really just a request for help. Deborah makes sure they're contacted and facilitates discussion.
 - If Deborah is seeing a trend of complaints from certain offices or region – touches base with staff and tries to connect the information back with the source. Also touches base with the Training Manager to see if there are training updates that need to be made.
 - Jerry – Do fair hearing requests bring up internal process questions – how could DVR have done things differently? Customers mostly lose fair hearings but they're real life people who are frustrated enough to take it to that level.
- ADA Coordinator
 - Deborah was designated to the position recently as the job duties align with her current role. This is still a developing position within DSHS.
 - Accommodations for customers. Not for staff.
 - Anyone who is getting services from DVR or anyone who walks through the door – under ADA, DVR has to provide the person with equal access to services.
 - Ivanova – can Deborah help customers get qualified for DDA? Deborah – not in the current role, but as a counselor, yes. When consulting with staff on cases – she does encourage them to help customers access other supports and services beyond DVR.

- WSRC is on the list for reviewing the position description when it gets cleared through HR.
- When the request for accommodation to providing DVR services is outside of the way DVR typically does business –needs to get it cleared through DVR Leadership.
- Customers are welcome to ask for accommodation at any time during the DVR process.
- Timely responses – added to the last WAC updates – addresses the timeframe DVR has to respond to a request for accommodation.
- Jerry – there are certain things required of customers in order for VR counselor to do their job. Deborah – the world is changing. Tele-services are a new thing. In other areas of world, city, state, those types of modes of service aren't unreasonable, like remote meetings.
 - Ivanova – there are jobs that people can do at home/working remotely. Self-employment and home based businesses are an option, as well.
 - Rob – when reviewing these requests, DVR assesses what is it we're trying to accomplish and how can we help in this individual case to move forward – on a case-by-case basis.
- Jerry – sometimes a fair hearing is used as a strategy – Deborah-customers can use any and all strategies at anytime in the DVR process. But by filing, it gets more eyes on the case. It presents a learning opportunity for staff involved and helps customers get the service they are needing.
- Jen – does DVR have demographic information on who applies for fair hearings? Deborah – Washington got 22 fair hearing requests last year, which is in the case system database and DVR can run a report to get this information. Individuals from broad socioeconomic backgrounds access fair hearings.
- The most common request topic for fair hearing requests come from the case closure process.
 - DVR now sends pre-closure letter prior to closing (implemented 8 years ago).
 - Defined what “good faith efforts” means in contacting individuals (procedural guidance put in place summer of 2019). It doesn't just mean mailing a letter – what communication method would make the most sense for contacting the individual.
- Accessing mediation is an option for customers. A neutral mediator facilitates communication between the partners.
- DVR does not engage in strategies or a goal around reducing fair hearing requests – want customers to know they can ask for fair hearings.
- Deborah offers to meet with customers to speak about the prehearing process. She makes sure to advocate for the customer to get all the accommodations they might need.
 - Used note takers or CART or representational accommodations.
- Disability Advocates
 - Pulled from the Office of Administrative Hearings pool.
 - Might be an attorney or a non-attorney. It won't be a DSHS employee.
 - They would proceed with advocating for the customer that fully respected the wishes of the individual. They can advise or encourage one course of action, but it is the customer's right to proceed how they want.
 - If interested in receiving the report on how effective this program has been, contact Office of Administrative Hearing (OAH).
 - Jerry – Mediation is non-binding and has to be paid for by DVR.
 - Jen – Advocates and mediators: what about mediators of color? Implicit bias? Intersectionality? Ableism?
 - Deborah – it's important to have that in the back of your mind. What is the customer experiencing that I'm not aware of because of my privilege and position of power?
- Encrypted Secure Email and opt out form
 - Counselors are required to keep customer information safe. The form helps people to understand that they're assuming a risk by opting out of secure email.
 - Peggy – Providers access and use several different encrypted emails with different agencies. The newest system with DVR is not user friendly. DVR staff do not consistently use the encrypted system. Understand the need for it but it's not working for vendors currently.

- Will there be any changes to the system to make it more user friendly? Deborah- not that she's aware of. She works with Policy staff and training staff to make sure DVR staff use the system consistently and in the right way.
- Jerry – we have to be careful when we refer to CRC ethics and not take into account customer choice and accessible easy information for customers. Uniformly, the customers are not liking the new encrypted email system.
- Encrypted opt out only applies to communication between DVR and the customer, not for medical providers or CAP.

Focus Group – Peggy – refer to WSRC Master PowerPoint

- Timeliness

ADJOURN 5:00pm