

WSRC QUARTERLY MEETING MINUTES

Wednesday, February 3, 2021

9:00 am to 11:17 am

Present: Jen Cole, Parent Advocate, Everett.
Lesla Dunphy, DVR Counselor Representative, Colville.
Peggy Frisk, Community Rehabilitation Provider, Lake Stevens
Dion Graham, State Independent Living Council Representative
Jerry Johnsen, Client Assistance Program, Seattle.
Laurae MacClain, Tribal VR Representative, Nespalem.
Tania May, OSPI Representative, Olympia.
Justin Poole, Council Vice-Chair, DVR Customer Representative, Yakima.
Terry Redmon, Interim DVR Director, Lacey.
Ivanova Smith, Disability Advocacy Representative, Tacoma.
Michele Stelovich, Labor Representative, Bellingham.
Erin Williams, Business Representative, Seattle.
Erica Wollen, Workforce Training Representative, Olympia.

Members

Absent: None

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

Visitors: Alveshere, Don – DVR Planning & Evaluation Program Manager
Fickes, Andrew – DVR State Office
Goard, Allesandria – DVR Chief of Field Services
Lystad, Amy – DVR Regional Trainer
Magnuson, Lori – DVR Regional Trainer
Martin, Ann – DVR Region 2 Administrator
Peterson, Lauren – DVR Regional Trainer
St. Lawrence, Robb – DVR State Office
Tafoya, Cassie – DVR Tumwater Office
Tigerson, Deborah – DVR State Office
Walsworth, Shawn – DVR Region 2 Manager Interim
Hall, K - Vadis
Bean, Jennifer – Client Assistance Program
Conner, Kim – State Independent Living Council
Cox, Angela –
Euritt, Shauna
Jannson, Rebecca –
Killian, Jennifer – First Choice Employment Services
Lemkin, Sue Ann – Provail
Nguyen, Kristin – Cascade Connections
Parr, Marina – Washington State Education and Training Board
ASL Interpreter Amanda
ASL Interpreter Amber R

Captioner - Dianne

Call to Order – Housekeeping, review agendas, introductions – Justin Poole – Chair

- Meeting called to order by Justin Poole – Vice Chair
- Members not available today:

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

- General updates
 - Council is advocating for inclusion on the DVR Director search. Reached out to Secretary Cheryl Strange and she confirmed the council will be included in the process and the position search will be initiated after legislative session.
 - Recruitment updates – continuously recruiting for positions of business and current or former recipient of services.
 - Shelby has been reaching out to business specialists and others. If someone is interested in serving, please reach out to Shelby
 - Legislative Reception – Mari will post PowerPoint to the website.
 - Thank you to DVR staff who presented yesterday and other DVR staff who stepped in to add to the discussion and enhance the presentation. This helps advance work together as a partnership to serve customers.

Partnership Subcommittee – Shelby – refer to WSRC Master PowerPoint

- Office of Superintendent of Public Instruction (OSPI) – Tania
 - Overview of OSPI, mission, vision, values, and six priorities for improving outcomes.
 - Review of current graduation pathways and concern regarding the third of students with disabilities not connected with a pathway at all.
 - Also, alternate pathway for only students with disabilities is going away.
 - Andrew – why is the alternate pathway going away?
 - Tania – it has to do with expectations for all students and not having a higher graduation rate than expected given how well prepared students are for the next step.
 - Laurae – will the alternate diploma pathway be replaced with something?
 - Tania – there are other pathways, i.e. military, technical education and apprenticeships, but the goal is to prepare students better to access these post-secondary opportunities.
 - DVR is part of this work as the student gets older: increasing supports, partnering with agencies, preparing students for careers.
 - As of last year, just over 25% of students with disabilities are not engaged in any kind of higher education or employment one year after leaving high school, which is higher than the previous data.
 - Justin – many people in the school system have never heard of DVR. What plans are there to try to market this option and help increase the number of students coming into the program?
 - Tania – the Transition Services Self-Assessment Tool (TSAT) identified to what extent DVR services are available in school and to what level students are able to access and benefit from it. So, DVR is tracking this and also engaging Education Service District (ESD) partners and other regional partners to work on this.
 - Washington is 44th out of 50 states for inclusive practices – the Inclusionary Practices Project is aimed at working with families, schools, professional development providers to change this.
 - In the pilot schools, targeted because their inclusion was around 30%, they increased their inclusion to 50%.
 - Partnership with DVR
 - OSPI just renewed the interagency agreement among OSPI, DVR, and the Department of Services for the Blind (DSB). Staff are receiving joint training from the Center for Change and Transition Services (CCTS), and thinking about policy development and recommendations, family and community engagement.

- The Transition Collaborative, made up of members from a number of agencies with transition services, submitted a summative report asking for school-to-work funding and making recommendations about funding regional interagency transition networks.
 - Looking at how to extend supports beyond age 22 for students impacted by COVID.
- Workforce Training and Education Coordinating Board (WTECB) – Erica Wollen and Marina Parr
 - Overview of Workforce Development board, mission, vision, values, and how the board works for Washington with a variety of people represented.
 - Received overview and a demonstration of Career Bridge website and “Where are you Going Career Guide.”
 - Debora Tigerson – that resource is great for a hands-on tool – I used to order stacks of those publications for my clients when I was a VRC
 - Jerry - Are DVR and high schools are using Career Bridge?
 - Allesandria – this is something many folks are familiar with in DVR but cannot speak to how many are using it now.
 - Shelby – Google presented at a Workforce Board meeting, doing a pilot to connect Career Bridge with Google.
 - Career Bridge is feeding the google results. This website has a broad reach. It’s also coming up on credential finder registry. “Credential transparency” showing results of outcomes.
 - Laurae – Tribal Vocational Rehabilitation uses Career Bridge. I always try to share link to in on our Facebook. I love this tool!
 - Allesandria – Additionally, DVR still uses WOIS.
 - Tania – I’m curious about the ways in which students and families get connected and learn about Career Bridge. I wonder if there are ways to leverage community based partners and other statewide and regional sources.
 - Kim Conner – are you considering adding “identify with a disability” in your stats?
 - Marina – Thanks for allowing us time to present on the Workforce Board and www.careerbridge.wa.gov. The question about disability status showing up in students characteristics is a good one. I do believe some of this data is being collected by schools. I’ll ask our team if it’s possible to show this. Great question!
- Developmental Disabilities Council (DDC) – Ivanova
 - Updates in the pre-meeting packet
- Special Education Advisory Council (SEAC) – Jen
 - Next virtual meeting is February 23rd and 24th.
- State Independent Living Council (SILC) – Kim Conner, SILC Executive Director
 - In November, held a very successful virtual conference titled Planning Today for a Safer Tomorrow, Disability and Emergency Preparedness. 300 people registered and attended.
 - Legislative committee planning to focus on housing issues and partnering with other agencies.
 - October 2021 WASILC will receive funding to build capacity of independent living network across WA.
 - CIEP – has been on standup since March 2020 with co-occurring disasters providing technical assistance, input prioritization to Dept. of Health, accessibility communication with lens on Black, Indigenous, and people of Color (BIPOC) populations.
 - Currently recruiting for 4 positions – priority on persons with disability and central, east, coastal areas.
 - Looking for members of BIPOC community.
- Tribal Vocational Rehabilitation (TVR) Update – Laurae MacClain
 - Laurae has to resubmit her grant for this year and needs new letters of recommendation – and needs to submit by April 22nd for last year and this year. TVR typically has to rewrite their grant every 5 years.
 - Two trainings the tribe uses – Northwest Indian College and American Indian Vocational Rehabilitation Training and Technical Assistance Center (AIVRTTAC). Both of their grants were extended and funded.
 - DVR – quarterly meetings and meet with statewide once per year. Laurae meets with her DVR counterpart once per month to increase shared cases and create warm handoff.

- Reservations have had inconsistent opening and closing, as well as forest fires, which have been affecting customer jobs. Customers are training but not really working. TVR is getting tons of new referrals.
- Learning how to work in new environment and meet customers where their needs are, getting supports for individuals working from home. All of the tribes are in the same situation.
- Please reach out with a letter of support for submitting her grant. This program should be refunded.
 - Erica – Workforce board will write a letter of support.
- Client Assistance Program (CAP) Update – Jerry and Jen
 - Trying to take advantage of COVID time to outreach to DVR staff, touching base and to open up a communication channel. Meeting with units and inviting Shelby to join.
 - CAP tries to keep abreast of what’s happening, changing, new policy initiatives, new directions.
 - Trends since last meeting and some are ongoing
 - Hearing about pre-closure letters where customers haven’t heard from counselors in a while.
 - Eligibility determination and where customers fall are on the waitlist
 - Communication is a longstanding issue. Understanding that this has changed during the pandemic. Finding balance on connecting with customers if they’re not feeling safe to enter the community right now. Encouraging staff to reach out to customers.
 - Take time to meet with customer to really understand how effective VR services are for them, and to get a better sense of their perspective on the VR system during the pandemic.
- WA Assistive Tech Act Program – Erin
 - Updates in Pre-meeting Packet
- Behavioral Health Advisory Council – Mari
 - Updates in Pre-Meeting Packet

Customer Satisfaction Subcommittee – Peggy Frisk – refer to WSRC Master PowerPoint

- Transition to external vendor: Washington State University contract has gone through and is in place.
 - Survey continues to be 6 questions with possibility for future supplemental surveys.
 - Meeting next week with DVR data team to determine data pull.
 - First set of results to be provided at the WSRC May Quarterly meeting.
- Survey feedback has been consistent since Peggy started on the council.
- Shared comments both positive and room for improvement.
- Pre-Meeting packet contains the results from the DVR Remote Services Survey Summary.
 - DVR presented data, action steps in progress, and solutions being put in place.

Policy and Planning Subcommittee – Jerry Johnsen – refer to WSRC Master PowerPoint

- The committee works to stay on top of policy development and planning at DVR. Shelby plays major role in sharing information. Thank you to DVR for transparency in pandemic environment.
 - Allesandria – you are welcome, and we will continue of course.
- Lesa is on the Policy Committee and can offer DVR staff perspective of implementing policy in their day-to day customer services.
- Tracking the equipment module – DVR is getting out of the business of collecting equipment under \$5,000 from customers. This is a positive to remove VR staff from having to collect equipment.
- Continue to push on the Order of Selection/ Eligibility Determination process, which has been ongoing. DVR needs to get this to the trainers and develop consistency across the state.
- Appreciate partnership with DVR staff when the council sees policy concerns in the field and uses this information to influence how policy, procedures, and planning that happens at VR. Important to have this communication avenue open all the time.

Presentation Feedback and Discussion – Justin – refer to WSRC Master PowerPoint

- Tania – excited to hear progress on the rollout of the Case Management System (CMS). Would like to see an update at the next meeting: what’s been transferred, what’s the status, what type of data is available.

- Lesa is one of the trainers on EDMS – she can do an update or have leads to do update, maybe a 20 minute update.
- Don – the Electronic Document Management System will allow for paperless documents. It doesn't bring new data. The case management system will be implementing will have some impact on data, mostly quality. RSA has up submit over 400 data elements per case so in my opinion we need to show caution about new data items because staff spend so much of time on data already.
- Jen – discussion about the survey with WSU. They're also connected to the Transition Services Self-Assessment Tool (TSAT) and other surveys with students with disabilities. What opportunities are there to put together really good information down the road on transition students/their lived experience?
 - Tania – I appreciate that suggestion. WSU is also leading the statewide transition needs assessment work for DVR.
 - Shelby – opportunities with the WSRC/WSU supplemental capabilities to survey students, as well.
- Tania – how does the council track bills? OSPI has a school related bill tracker.
 - Jerry – GCDE tracks bills.
 - Erica – Workforce board also tracks bills on their website, which is updated every Tuesday and Friday. They're the only agency allowed to lobby legislature.
 - Robb – DVR also tracks bills, including HB 5284, the subminimum wage bill, and HB1051, to increase coordination between youth exiting foster care and potentially DVR eligible. Maybe DVR can come up with a tracker
 - Lesa – The ARChas a website to follow some specific information on the legislature, as well.
- Action items around pre-employment transition services and School-to-Work programs
 - Tania – for Pre-ETS, I would be interested in periodic updates on spending and new/updated activities.
 - Allesandria – School-to-Work (S2W) is due to be renewed by June 2021, I believe.
 - Lesa – Thank you, I am interested in how job foundations and S2W will integrate.
 - Ann – current S2W contract goes through June 2021. We are working on developing a new contract that includes Job Foundations.
- Michele – Career Connect – the statewide apprenticeship program continues to grow. It would be good to get an update to learn about regional networks' accessibility for students.
 - Tania – opportunity to get updates on types of data tracking they're engaged in and reporting and measuring against goals of equity.
- Shelby – listening session – next meeting will be focused on Wenatchee community – so will interview customers from that area.
- Jen will do expanded update on SEAC at May Meeting.
- Next meeting will focus on Wenatchee –
 - Labor market analysis for deeper sense of what's available in the community. Wenatchee is more rural.
 - Justin – challenges in community – agricultural, forest
 - Erin – even if labor analysis is available, it's always nice to hear from someone in Work Force development, hear from their experience as a rural community, we sometimes forget about all the agricultural jobs.
 - Michele – how has the downturn affected job seekers? And people who need support to get a job. What sector? Is it taking longer? Internet coverage – has this changed? Is it impacting delivery of services?
 - Justin – What is the pay? Is it competitive to other areas?
 - Erica – There's a surprising amount of manufacturing happening in that area as well.
 - Lesa – What's happening for transition – Pre-ETS, Is there a school to work, job foundations?
 - Tania – Does this community have more impact/challenges around industry related to COVID? How are they navigating this? What are the "asks" coming into the DVR offices there?
 - Erin could speak to some manufacturing. Manufacturing opportunities through AJAC is mainly working in Moses Lake, Chelan, Yakima, Othello.
 - Shelby – Tribal partnerships and how DVR is working together to serve tribal partners. Rural has unique challenges the council doesn't get to hear often.

ADJOURN 11:31pm

- Please hold May 4-5, 2021 for our next meeting, which will be virtual and cover the Wenatchee area.

Links Shared During Meeting

- DVR Annual Report – <https://www.dshs.wa.gov/sites/default/files/dvr/pdf/DVR-Annual-Report-2020.pdf>
- Transition Collaborative summative report - <https://www.wsrcwa.org/post/transition-collaborative-summative-report-released>
- IPP Data update year 2 - <https://www.k12.wa.us/sites/default/files/public/specialed/inclusion/IPP-Data-Update-Year-2.pdf>
- Career Bridge– <http://careerbridge.wa.gov/>, http://careerbridge.wa.gov/Home_ExploreCareers.aspx
- 2020 Workforce Training Results by Program - <https://www.wtb.wa.gov/research-reports/workforce-training-results/>
- 2020 Workforce Training Results for the Division of Vocational Rehabilitation - <https://www.wtb.wa.gov/research-reports/workforce-training-results/division-vocational-rehab/>
- Special Education Advisory Board - <https://www.k12.wa.us/about-osp/committees/currently-meeting-workgroups/special-education-advisory-council-seac>
 - Community Forum Flyer: <https://www.k12.wa.us/sites/default/files/public/specialed/seac/pubdocs/DefiningInclusionFeb21-Flyer.pdf>
- Transition Needs Assessment Results: <https://education.wsu.edu/documents/2020/08/tsat-statewide-summary-report.pdf/>