## February 2023 Quarterly Meeting

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# Quarterly Meeting Agenda

**Thursday, February 9th, 2023**  
9:00am to 4:00pm

Click here to join Zoom meeting

<table>
<thead>
<tr>
<th>TIME</th>
<th>PRESENTER</th>
<th>AGENDA</th>
</tr>
</thead>
</table>
| 8:50  | Shelby Satko                                   | **Sign into Zoom**  
  - Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am |
| 9:00  | Michele Stelovich                              | **Call to Order**                                                    |
| 9:15  | Kate Reynolds                                  | **Ethics Training**                                                  |
| 10:15 |                                               | **BREAK**                                                            |
| 10:30 | Kelly Franklin, Kathe Matrone                  | **Comprehensive Statewide Needs Assessment (CSNA) Highlights**       |
| 12:00 |                                               | **NETWORKING LUNCH**                                                 |
| 1:00  | Mari Heusman, Jamie Rasmussen, Lauren Peterson, Cassi Villegas, Angela Merritt | **Policy & Strategies**                                              |
| 2:00  |                                               | **BREAK**                                                            |
| 2:15  | Jen Bean                                       | **Customer Satisfaction & Program Evaluation Subcommittee**           |
| 2:45  | Jen Bean, Doug Burkhalter                      | **Client Assistance Program**                                        |
| 3:00  | Michele Stelovich                              | **Public Comment**                                                   |
| 3:15  | Michele Stelovich                              | **Council Wrap-up**                                                  |
| 4:00  | Michele Stelovich                              | **ADJOURN**                                                          |

Tomorrow morning, Day 2 of the WSRC Quarterly Meeting will begin promptly at 9:00am.

PLEASE NOTE: Times above are estimates only. The Washington State Rehabilitation Council reserves the right to alter the order of the agenda. For information for people needing special accommodation, please contact Jolie Ramsey at jolie.ramsey@dshs.wa.gov
Ethics in Public Service Act

RCW 42.52
WHY DO WE HAVE THE ETHICS IN PUBLIC SERVICE ACT?

TO HOLD US ACCOUNTABLE TO THE PUBLIC FOR:

- Access to confidential information
- Use of equipment & technology
- Use of time
- Use of position
What is covered under the Ethics in Public Service Act?
Complaints & Investigations

- Public
- Agency
- State Auditor Office
- Co-worker
CONFLICT
OF
INTEREST
Types of Conflicts of Interest

- Private Business Transactions
- Volunteer Activities
- Professional & Personal
How To Manage a Conflict of Interest

Disclose

Abstain

Procedures or Policies

Screening Memo

Advisory Opinion 96-09 & Advisory Opinion 96-09A

Do this early—when it is a potential conflict of interest!
You may not use your state position to secure special privileges or to grant exemptions to benefit yourself, family members or other persons.
Post-state Employment

• **Contract Restriction**
  • Contracts of $10,000 or more
  • Duties with new employer includes supervising, fulfilling or implementing provisions of that contact

• **Beneficial Interest Restriction**
  • Specific contract or pool of money that you created at the executive or legislative level
  • 2 year wait

• **Continuing Restrictions**
  • Cannot accept job that is meant to influence state duties

• **Section 5**
  • Transaction with the state
  • Personally & substantial involved
  • Duties with new employer involve this transaction
Anything of economical value
What is the gift worth?

Exceptions

• Items from family members
• Promotional items
• Gifts between co-workers

• Tokens of appreciation or wall plaques/desk items
• Food at a hosted reception
WHO IS GIVING ME THE GIFT?

Are you a Section 4 employee?

Are you employed by a regulatory agency or an agency that seeks to acquire goods or services?

Does your agency regulate or contract with the person giving the gift?

Did you participate in the regulatory or contractual matters with that person?
Section 4 employees can ONLY accept
Section 4 employees CANNOT accept

Travel expenses

Plants & Flowers

Food & Beverages
Use of State Resources
✓ Little or no cost to the state

✓ No interference with official duties

✓ Any use is brief

✓ Any use is infrequent

✓ Does not support your private business

✓ Does not support an outside organization

✓ Does not compromise the security or integrity of state property, information or software
Political Use
• Classroom Training
• On-line Training
• Materials on-line
Washington DVR

2022 Comprehensive Statewide Needs Assessment (CSNA)

Overview
Partner Introductions

• CCER Team
• SRC
• DVR Team
Agenda

• Purpose of CSNA
• CCER process
• Highlights of CSNA components
• Analysis of data: population & transition
• Customer Survey
• Staff Survey
• Key Informant Interviews
• Conclusions & final report

Questions – We’ll hold questions until the end – please use chat function for questions you have along the way!
CSNA Background

- Required **every 3 years** by Rehabilitation Act as amended by WIOA

- Designed to answer important questions about individuals with disabilities in Washington and their rehabilitation needs

- Results will guide DVR’s **strategic planning** and goal development for next three years
CSNA Background

• The assessment addresses the needs of:
  • Individuals with the most significant disabilities
  • Individuals with disabilities who are minorities
  • Individuals who are unserved or underserved
  • Students with disabilities
  • Individuals served through other components of the statewide workforce system, and
  • The need to establish or improve CRPs in Washington
CCER Process

• Conducted jointly with SRC
• Followed RSA guidance for conduction CSNA
• Collected both quantitative and qualitative data via:

1. Review of existing demographic and case service data
2. Electronic surveys and telephone interviews with 688 DVR customers served between 7/1/20 - 6/30/21
3. Electronic surveys and telephone interviews with 98 DVR staff members
4. 28 key informant interviews with various DVR partners and Washington service providers
CCER Process

• **Strengths**
  
  • **Triangulation** of data from different sources increases validity of analysis
  
  • Utilization of **multiple data collection methods** increases breadth of information
  
  • **Integration** of quantitative and qualitative data deepens understanding of findings
CCER Process

• Limitations

• Secondary data analysis is **speculative**, sometimes based on estimates and small sample sizes
• Disability **definitions vary** across data sources
• Potential for participant **selection bias**
• Findings **may not represent broader** perspective of all current & potential stakeholders
CCER Process

Data analysis results and common themes are organized into the following categories:

1. Barriers to employment
2. Services to address needs of individuals with disabilities
3. Unserved/underserved populations
4. Transition and Pre-Employment Transition Services
5. Partnerships (CRPs, employers, other agencies)
6. WorkSource service provision
Existing Data Analysis

Why analyze existing data?

• Data acts as an indicator that can be substantiated by individual cases
• Indicators are tools that can direct planning when combined with other studies and reports
• Indicators can help DVR & SRC narrow strategic focus for impactful results
• Indicators can lead to identified areas of research and best practice for implementation
Existing Data Analysis

Sample Sources of Data

• U.S. Census Bureau 2020 American Community Survey (ACS)
  • Contains 6 questions related to disability and functional limitations
• Caseload data provided by WA DVR (7/1/2020 – 6/30/2021)
• North American Industry Classification System (NAICS), publication of OMB
Existing Data Analysis

Specific Data Analyzed:

• Prevalence of disability
• Employment rates
• Median earnings
• Poverty Rates
• SSI/SSDI

Data Analyzed by:

• Gender
• Age
• Race or Ethnicity
• County
Existing Data Analysis – Key Findings

• Washington State and the U.S. have similar data patterns in:
  • Gender
  • Age
  • Race or ethnicity
  • Employment
  • Poverty rates
  • SSDI
Existing Data Analysis – Key Findings

• Race/Ethnicity - comparison of DVR caseload data with state population data shows general alignment except in these areas:
  - Native American - DVR 5% vs. WA state 18% (disability ages 18-64)
  - Hawaiian Islander - DVR 3% vs. WA state 11%
  - Hispanic/Latinx - DVR 12% vs. WA state 10%
Existing Data Analysis – Key Findings

Industry Differences:

• Retail Trade Industry – rate for people with disabilities is higher than for people without disabilities

• Health Care & Social Assistance Industry - rate for people with disabilities is less than people without disabilities in Washington and the US
Existing Data Analysis – Key Findings

Median Earnings:

• In Washington there is a gap of about $8,500 between workers with and without disabilities.

• In the U.S. the gap is $7,720 (Washington has higher earnings overall than US)
Existing Data Analysis – Key Findings

Geographic Distribution:

- Disability population - DVR caseload data is mostly aligned with county data.
  
  o 30% of Washington population live in King County. DVR cases served = 25%; Cases in Plan = 33.51%
  
  o 1.7% of Washington population live in Skagit County. DVR cases served = 1.5%; Cases in plan = 3.38%
  
  o Additional factor: Disability Rate for ages 18-64 – King County = 7.4%; Skagit County = 12.5%
Transition Data Analysis

DVR Transition Cases - 74 DVR clients, aged 14 to 21, reported:

Top disability-related barriers to getting/keeping a job or advancing in a career were:

- Communication (use formal language, spoken or sign, understand others, be understood),
- Self-care (manage money, make decisions, provide own personal care), and
- Work skills (learn new tasks, read, write or use math skills, show reliable work habits)

Top non-disability related barriers were:

- Job skills,
- Job seeking skills,
- Education or training/credentials
Transition Data Analysis

DVR Transition Cases (Cont.)

Compared to the other ages, a higher percentage of the 14- to 21-year-olds agreed or strongly agreed that:

• DVR staff answered their questions, responded to their requests, and told them of changes
• DVR shared information in a way they could understand
• They met with my DVR counselor for the amount of time they needed
• Their plan for employment included services to meet their specific needs
Transition Data Analysis

Need for Pre-ETS & Transition Services

• There is a 5-year pattern of declining participation in the areas of higher education and competitive employment by youth and young adults who had IEPs in Washington State immediately following their high school experience

(Source: Center for Change in Transition Services, Seattle University, CC BY-NC 4.0, Indicator B14 Post-School Outcome Report, January 18, 2022)
Data Analysis – Transition

Need for Pre-ETS & Transition Services

• Youth and young adults who received special education or had a 504 plan in Washington State earned less than their peers.
  • Difference of about $3,000 less per year if they had received special education
  • Difference of about $600 less per year if they had had a 504 plan
  • Those who received special education were the lowest earners of the group

(Source: Education Research & Data Center’s dashboard)
Existing Data Analysis – Pre-ETS

**Highlights:**

- 73% of the Pre-ETS were available in schools across the state
- 26-50% of potentially eligible students with disabilities were participating in Pre-ETS
- 1-25% of time Pre-ETS provided were delivered in coordination with DVR
- On average, quality of Pre-ETS were perceived as neither good nor poor

(Source: Transition Self-Assessment Tool Interim Final Report, 11/28/2022, Washington State University)
Customer and Staff Surveys & Key Informant Interviews - Process

- Used systematic process to develop surveys
- Used frequency distributions and percentages
- Reflexive thematic analysis applied by independent contractors
- Interviews transcribed and coded & survey comments coded
- Common themes identified and analyzed
- Triangulation of response data and common themes for validity
Customer Survey Analysis

• CSNA Customer Survey included 41 questions & was disseminated electronically using Microsoft Forms

• Email link to survey was sent to current or past DVR customers who were “in plan” between July 1, 2020 and June 30, 2021
Status with WA State DVR

Who Completed the Survey?

- 496 Current DVR Customers
- 185 Completed on Behalf of a DVR Customer

*Representing 31 Counties
Main Disability for DVR Customer Participants

Main Disability

- Autism Spectrum Disorder: 141
- Mental Health/Psychiatric Disability: 117
- Intellectual Disability: 73
- Other: 60
- Orthopedic or Mobility Disability: 59
- Neurological Disability: 58
- Learning Disability: 58
- Deaf or Hard of Hearing: 48
- Traumatic Brain Injury: 28
- Spinal Cord Injury: 15
- Blind or Low Vision: 12
- Speech and Communication Disorder: 10
### DVR Customer Gender, Race/Ethnicity, Age

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<thead>
<tr>
<th>Gender</th>
<th>N</th>
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<tbody>
<tr>
<td>Female</td>
<td>332</td>
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<tr>
<td>Male</td>
<td>318</td>
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<tr>
<td>Non-binary</td>
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<tr>
<td>Agender</td>
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<tr>
<td>Gender nonconforming</td>
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<tr>
<td>Prefer not to say</td>
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<tr>
<td>Other</td>
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<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
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<tbody>
<tr>
<td>Black/African American</td>
<td>61</td>
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<tr>
<td>Asian</td>
<td>49</td>
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<tr>
<td>Native American/Alaska Native</td>
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<tr>
<td>White/Euro American</td>
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<td>Native Hawaiian/Pacific Islander</td>
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<tr>
<td>Hispanic/Latinx</td>
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<tr>
<td>Other</td>
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</table>

<table>
<thead>
<tr>
<th>Age</th>
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<tbody>
<tr>
<td>14 to 21</td>
<td>90</td>
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<td>22 to 24</td>
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<td>25 to 29</td>
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<td>30 to 39</td>
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<td>40 to 49</td>
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<td>50 to 59</td>
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<tr>
<td>60 to 69</td>
<td>82</td>
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<tr>
<td>70 or over</td>
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</table>
How Disability Affects Ability to Get A Job, Keep a Job, or Advance in Career

Functional Limitations

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Mobility</td>
<td>265</td>
</tr>
<tr>
<td>Communication</td>
<td>290</td>
</tr>
<tr>
<td>Self-Care</td>
<td>233</td>
</tr>
<tr>
<td>Self-Direction</td>
<td>269</td>
</tr>
<tr>
<td>Interpersonal Skills</td>
<td>286</td>
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<tr>
<td>Work Tolerance</td>
<td>365</td>
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<tr>
<td>Work Skills</td>
<td>276</td>
</tr>
<tr>
<td>Other</td>
<td>65</td>
</tr>
</tbody>
</table>
Other Non-Disability Barriers to Getting or Keeping a Job, or Advancing in A Career

Top 7 non-disability barriers reported by DVR customer respondents:

- Education/training: 287
- Job skills: 259
- Available jobs: 251
- Job-seeking skills: 222
- Employer attitudes: 207
- Personal adjustment: 189
- Work adjustment: 176
Timeliness of DVR Staff Response and Services

• The majority of DVR customers report that they “agree” or “strongly agree” that DVR staff:

  • Answered their questions, responded to their requests, and told of changes \((n=562; 82.0\%)\)

  • Provided accommodations to participate in DVR services \((n=541; 86.2\%)\)

  • Were sensitive to their cultural background and identity \((n=617; 91.5\%)\)
Quality of Vocational Rehabilitation Counseling

• Most DVR customers also report that they “agree” or “strongly agree” that

  • Their DVR counselor shared information in a way they could understand \((n=600; 87.8\%)\)
  
  • They met with their DVR counselor for the amount of time needed \((n=538; 79.3\%)\)
  
  • Their plan for employment included services to meet customer’s specific needs \((n=521; 76.8\%)\)
Quality of Vocational Rehabilitation Counseling (cont.)

• Most DVR customers also report that they “agree” or “strongly agree” that

  • Their DVR counselor helped customers to get services on their plan from other agencies and providers (n=500; 73.6%)

  • Their DVR counselor helped customers to understand their disability and how it may affect future work (n=457; 67.4%)
Top 3 Most Helpful Employment-related DVR Services (as reported by DVR customers)

1. VR Counseling & Guidance (n=257)
2. Assessment (n=256)
3. Job Search Assistance (n=240)
Overall Quality Rating of Employment-Related DVR Services

Quality of Employment-Related DVR Services

- 268 Very Good
- 165 Good
- 106 Acceptable
- 74 Poor
- 66 Very Poor
WorkSource Services Received

Only about **34%** \((n=231)\) of DVR customers report having **used** WorkSource Services

The Top 3 Most used WorkSource **Services** are

1. Job listing, referrals, and hiring events
2. Resume and application help
3. Internet access for job searches
Overall Quality Rating of WorkSource Services

Quality of WorkSource Services

- 71 Very Good: 32%
- 58 Good: 27%
- 60 Acceptable: 26%
- 20 Poor: 9%
- 15 Very Poor: 6%
Improvement of Services

• There were 479 DVR customer responses to the question, “Do you have other comments that may help DVR improve their services to you and other people with disabilities?”

• Main themes that emerged from their responses include
  • Staff/VRC-DVR customer relationship
  • Timeliness & continuity
  • Job placement services
  • Staff Training
  • Provide information about DVR & its partners
  • Work together with community agencies
  • Higher Education/Vocational Technical Education and Transportation
Staff Survey Analysis

• CSNA DVR Staff Survey included 40 questions and was also disseminated electronically using Microsoft Forms

• Email with survey link was sent to DVR staff list
## DVR Staff Job Category, Region, Years in Current Position

<table>
<thead>
<tr>
<th>Job Category</th>
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<tr>
<td>Rehabilitation Technician</td>
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<tr>
<td>Vocational Rehabilitation Counselor</td>
<td>47</td>
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<tr>
<td>Vocational Rehabilitation Supervisor</td>
<td>9</td>
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<tr>
<td>Program Staff</td>
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<tr>
<td>Other Management</td>
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</table>

<table>
<thead>
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<th>Region</th>
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<td>Region 2</td>
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<td>Region 3</td>
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<td>State Office</td>
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<table>
<thead>
<tr>
<th>Yrs in Position</th>
<th>N</th>
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<tbody>
<tr>
<td>Less than 1 year</td>
<td>22</td>
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<tr>
<td>1 to 5 years</td>
<td>44</td>
</tr>
<tr>
<td>6 to 10 years</td>
<td>15</td>
</tr>
<tr>
<td>11 to 15 years</td>
<td>4</td>
</tr>
<tr>
<td>More than 15 years</td>
<td>13</td>
</tr>
</tbody>
</table>
Top 3 Barriers
That Prevent DVR Customers
from Achieving Successful Employment Outcomes
(as reported by DVR Staff)

1. **Social Barriers** (access to mental health care, employer attitudes, physical/environmental barriers, family barriers, societal attitudes, social support/resources, communication)

2. **Personal Barriers** (disability severity, customer behavior, homelessness/housing, income, criminal background, interpersonal skills)

3. **Transportation**
Top 3 VR or Related Services Most Needed by DVR Customers to Achieve their Employment Goals (as reported by DVR Staff)

1. **VR Counseling and Guidance***
2. **Job Placement**
3. **Training (Vocational Technical Education/Higher Education)**
3 Main Reasons
DVR customers might find it difficult to access DVR services (as reported by DVR Staff)

1. Not knowing about or having limited understanding of DVR services

2. Transportation

3. Access to Technology
Populations that are Unserved or Underserved

• **Approximately 59%** \((n=54)\) of DVR staff report there are geographic areas that are unserved and/or underserved.

• **Almost 61%** \((n=56)\) report there are racial/ethnic minority groups that are unserved and/or underserved.

• **About 57%** \((n=51)\) suggest there are disability populations unserved and/or underserved.

• **Over 40%** \((n=35)\) of DVR staff indicate there were other diverse groups that were unserved and/or underserved (e.g., Gender Identity, LGBTQ).
Outreach and Engagement

• To improve outreach and engagement, DVR staff recommend:

  • Prioritizing diversity and specialized outreach staff
  • Targeting diverse communities
  • Providing secondary and post-secondary outreach
  • Agency partnerships
  • Public education and access to DVR services
Pre-Employment Transition Services

• The majority of DVR staff indicate the **quality of Pre-ETS is “okay”** (33.3%; n=32) or **needs improvement** (41.6%; n=40)
  • whereas only 25% combined indicate Pre-ETS quality is “good” (n=16) or “excellent” (n=8)

• 40 DVR staff made comments to explain “needs improvement” response

  • **Main themes** that emerged from their responses include
    • Need for DVR Pre-ETS policy and procedure direction from leadership
    • Collaboration with high schools
    • Pre-ETS staff training
    • Availability of CRPs to provide Pre-ETS services
    • Having dedicated Pre-ETS staff
Transition Services

• 60% of DVR staff rated the quality of transition services as being “okay” \((n=31)\) or “needs improvement” \((n=26)\), whereas 40% rate the quality of transition services being “good” \((n=29)\) or “excellent \((n=9)\).

• 26 DVR staff made comments to explain “needs improvement” response
  • Main themes that emerged from their responses include
    • Having knowledge of VR transition services, roles and responsibilities
    • Having dedicated transition staff
    • Communicating with high schools
Community Rehabilitation Programs

- The majority of DVR staff indicate a need to increase availability of CRP services geographically to effectively serve DVR customers.
89 DVR staff made comments when asked to describe the effectiveness of DVR’s partnership with WorkSource and its partner organizations.

Main themes that emerged from their responses include:

- Inconsistent effective partnering across the state
- Continuing training needed of staff
- There are many opportunities to increase the benefits of a closer partnership with WorkSource.
Top 5 areas in need of improvement in DVR’s Partnership with Other Human Services Agencies (as reported by DVR staff)

- 64 Housing
- 56 Community Mental Health
- 48 Independent Living
- 46 Parole and Probation/Corrections/Juvenile Rehabilitation
- 42 Social Security Administration
Staff Support

• There were 80 DVR staff responses to the question, “What types of organizational support from your agency do you need to provide high quality DVR services to individuals with disabilities?”

• Three main themes emerged related to types of support needed
  • Resources to effectively serve customers
  • Staff support and flexibility
  • Organizational leadership
Key Informant Interviews - Process

- Conducted 28 *semi-structured* video interviews using consistent questions

- **Participants** included:
  - SRC
  - SILC & CILs
  - Educational partners
  - Higher education partners
  - IDD providers
  - Behavioral health providers
  - Multiple CRPs
  - WorkSource partners
Key Informant Interviews - Process

• Limitations - may be missing important information from the following areas:
  
  • Autism providers
  • Brain injury providers
  • Tribal programs
  • Employers
Key Informant Interviews - Process

• Topic areas addressed:
  • Barriers to successful outcomes
  • Service needs & gaps
  • Individuals who are unserved and underserved
  • Transition
  • Community Rehabilitation Programs
  • WorkSource
  • Business Partnerships
  • Recommendations to improve services
Key Informant Interviews - Themes

• Top Barriers:
  • Complexity of DVR process
  • Agency inconsistency
  • DVR staff turnover
  • Order of Selection
  • Availability of transportation
  • Employer & public attitudes about disabilities
Key Informant Interviews - Themes

• Most Critical Services:
  • Timely counselor responses & rapid engagement
  • Job exploration/career planning
  • Job training, work-based learning & job coaching
  • Soft skills training, self-advocacy and confidence building
  • Job development and placement services
  • Assistive technology and training
  • Access to behavioral health services
  • Benefits planning
  • Independent living services
Key Informant Interviews - Themes

• Unserved & Underserved Populations:
  • Individuals with behavioral health and substance abuse needs
  • Rural communities
  • Non-English speaking communities
  • Communities of color & diverse ethnic backgrounds
  • Refugees, migrants & undocumented individuals
  • Individuals who are Deaf, HoH, Deaf-Blind & Deaf Plus
  • Students with complex needs
  • Individuals with justice involved backgrounds
Key Informant Interviews - Themes

• Transition & Pre-ETS Highlights:
  • There is high opportunity to build & strengthen partner relationships with components of the education system
  • Pre-ETS is an area of high opportunity for improvement
    • Contracting process can be prohibitive
    • Required forms and documentation present barriers
Key Informant Interviews - Themes

• CRP Highlights:
  • CRPs would benefit from additional training and relationship-building with DVR
  • Payment rates are low and capped in certain areas
  • The payment/contracting processes can be a deterrent to strong relationships
  • There are insufficient CRPs in rural areas
Key Informant Interviews - Themes

• **WorkSource Highlights:**

  • Most respondents report that the DVR/WorkSource partnership is good
  • Co-location of DVR staff at WorkSource locations is viewed as critical to the relationship
  • WorkSource still struggles to sufficiently and appropriately serve individuals who have disabilities
  • There is inconsistency in the quality of partnerships across the state
Key Informant Interviews - Themes

• Business Partner Highlights:

  • DVR is viewed as an organization that should be taking the lead in educating and inspiring businesses and employers to hire and work effectively with individuals with disabilities

  • There is perceived inconsistency in how DVR business service specialists operate across the state
Key Informant Interviews - Themes

What’s going well:

• Respondents’ partnerships with DVR were reported to be strong
• DVR director is perceived to be responsive and “on the right path”
• There is a lot of excitement about recent transition legislation
• There are many pockets of staff excellence
• Many respondents expressed authentic appreciations for being included in this process
• Delivery of remote services has been creative
• DVR’s engagement with customers has improved
Key Informant Interviews - Themes

• Potential action strategies identified:
  • Address turnover and leadership challenges through creative recruiting and staff investment
  • Improve and simplify processes to better focus on customer needs and outcomes
  • Build and strengthen relationships with partners - break down silos
  • Support and provide improved behavioral health services
  • Educate and engage with employers and businesses
  • Educate and raise awareness about DVR & what it does
Preliminary Findings & Final Report

• The information presented here constitutes the highlights of our preliminary findings

• The final CSNA report been provided to DVR and to the SRC.
Policy & Strategies Updates

Presented by: Mari Heusman, Jamie Rasmussen, Lauren Peterson, Cassie Villegas, Angela Merritt

February 2023
Policy & Strategies Updates

• Intro unit, brief overview of responsibilities and priorities – Mari

• Rate Study – Lauren and Angela

• State Plan, DSHS Strategic Plan, Order of Selection Updates – Jamie

• Results Dashboard – Cassi
Introductions

Unit Staff

- Jamie Rasmussen
- Lauren Peterson
- Brandon Sheldon
- Christopher Nivinskus
Overview of Responsibilities/Priorities

Policy
  • Standard Operating Procedures

Strategies
  • State Plan
  • Strategic Plan

Priorities and Vision
Rate Study

• Discussion
# Rate Study

## Tentative Game Plan

### Planning

<table>
<thead>
<tr>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Determine scope &amp; roles for CCER and RDA</td>
</tr>
<tr>
<td>Write the contracts</td>
</tr>
<tr>
<td>Execute the contracts</td>
</tr>
<tr>
<td>Communicate with CRPs</td>
</tr>
<tr>
<td>Communicate with staff &amp; stakeholders</td>
</tr>
<tr>
<td>Milestone-planning is done, celebrate!</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Owner</th>
<th>Status</th>
<th>Timeline-Start</th>
<th>Timeline-End</th>
<th>Duration</th>
<th>Dependent On</th>
</tr>
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<td>2023-03-09</td>
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<td>Execute the contracts</td>
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<td>Communicate with CRPs</td>
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**Total Duration:** 2023-02-07 to 2023-03-10

### Data Collection—Led by CCER and RDA

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<tbody>
<tr>
<td>Convene workgroup</td>
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<tr>
<td>Develop &amp; design methodology</td>
</tr>
<tr>
<td>DVR approval of design</td>
</tr>
<tr>
<td>Data collections</td>
</tr>
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</table>

<table>
<thead>
<tr>
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<th>Timeline-End</th>
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<td>Future Steps</td>
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<td>Develop &amp; design methodology</td>
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<td>Future Steps</td>
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### Analysis and Next Steps

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<th>Duration</th>
<th>Dependent On</th>
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<td>RDA analyzes info</td>
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<td>ELT and stakeholders review and analyze findings</td>
<td>Future Steps</td>
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<td>2023-08-17</td>
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<td>DVR determines and plans next steps</td>
<td>Future Steps</td>
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<td>2023-09-15</td>
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<td>ELT and stakeholders review and analyze findings</td>
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<td>Communicate findings / next steps to staff, CRP, and stakeholders</td>
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<td>2023-07-30</td>
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<td>Future Steps</td>
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<td>Communicate findings / next steps to staff, CRP, and stakeholders</td>
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| Duration | 2023-03-01 | 2023-08-01 | 178 |

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<th>CCER shares data with RDA</th>
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<td>RDA analyzes info</td>
<td>Future Steps</td>
<td>2023-06-25</td>
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<td>Celebrate! Report is written and submitted</td>
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<td>2023-08-01</td>
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<td>Future Steps</td>
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<tr>
<td>Milestone—Done!! Celebrate</td>
<td>Future Steps</td>
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<td>2023-07-31</td>
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</tr>
</tbody>
</table>

| Duration | 2023-03-01 | 2023-08-01 | 178 |
Timeline for State Plan - Jamie

• Information gained from CSNA will help inform the priorities identified in the State Plan

• Spring 2023 - Workshops with field staff

• August 2023 - Workshop with WSRC in Lynnwood

• Early 2024 – Public Forum
DSHS Strategic Plan

- Lead by the DSHS Office of Innovation, Strategy & Visual Communication

- The 2021 – 2023 Strategic Plan cycle ends 6/30/23

- Work identified in the 2023 – 2025 Strategic Plan begins 7/1/23

- Preparation for the 2025 – 2027 Strategic Plan begins this Spring
  - 1st draft due November of 2023
  - Final plan due February of 2024
Order of Selection

- NSD Verifications Overview
  - Multiple Services, Extended Period of Time
  - Data Entry Errors
  - Approaches to Mitigate Risk

- Waitlist Status
  - Current Numbers
  - Monthly Releases
Results

• Results is DVR’s new Enterprise Performance Management (EPM) System.
• EPM is designed to assist us in linking strategies to our planning and the execution of our strategies. It helps develop a data driven culture that is focused on results and outcomes. The system provides the information hub needed for monitoring and reporting on strategies and operations and demonstrates how strategy and day-to-day operations are connected.

• Some expected outcomes:
  o Significantly greater visibility and management of initiatives;
  o Greater clarity about roles, ownership, accountability, and inter-agency collaboration;
  o Real-time visibility to enterprise performance measures, data, and visual analytics

Development of internal and external dashboards happening now!
Ultimately, we will have a culture that is mission driven with insights and decisions driven by data.

**Data Maturity: From Instinct to Optimized**

**INSTINCT**
- Little / no data
- Ad hoc collection
- Slow and reactionary

**INTUITION**
- Basic data (KPI’s)
- Manual collection / spreadsheets
- Little / no analytics
- Understand what happened

**INSIGHT**
- Structured data
- Automated collection
- Basic analytics
- Understand why it happened

**OPTIMIZED**
- Fully integrated and accessible data
- Real-time visual / interactive dashboards
- Understand what is likely to happen
- Quicker and higher quality decisions and actions
- Data-driven culture

Data: the collection of facts, numbers, words, measurements, descriptions, observations, etc.
Policy & Strategies Updates

Q&A

Thank you!
Customer Satisfaction & Program Evaluation Subcommittee

Members: Jen Bean – Chair, Peggy Frisk, Jen Chong-Jewell, Matt Newton, and Ed Nicholson

February 2023
Customer Satisfaction Survey: FFY22 – 4th Quarter Highlights

• Customers Surveyed – 357
• Comments Received – 194
• Response Rate - 35%
• Overall satisfaction was 73% Statewide
  • Margin of Error is 4%
1. My Counselor does a good job of keeping in touch with me

All Regions Margin of Error – 4%
2. My counselor understands what’s important to me

All Regions Margin of Error – 4%
3. My counselor understands how my disability affects me
4. My counselor cares about my input.

Washington State Department of Social and Health Services
5. DVR moves quickly enough for me.
6. Overall, I’m satisfied with DVR.

All Regions Margin of Error – 4%
Statewide Comment Themes

- Personnel: 43%
- Program Outcomes: 23%
- Communication: 13%
- Program Access: 9%
- External Factors: 5%
- Other: 7%
Comment Themes

Overall:
- Positive: 54% - *Increase from last quarter*
- Negative: 34%
- Neutral: 12%

Top Comment Themes*:
- Personnel – 43%
- Program Outcomes – 23%
- Communication – 13%

*Same as last quarter*
Positive Subtheme Distribution

Positive/Neutral Subtheme Distribution

- Positive Subthemes:
  - Staff/Counselor - Good
  - Gratitude & Hope
  - Mentions by name

- Neutral Subthemes:
  - Happy with outcome
  - Happy with progress
  - Staff Changes
  - Answering for Another
  - Comment not related to DVR
  - COVID
  - Mentions Specific Disability
  - Staff/Counselor Very Responsive
  - Funding
  - Personal Barriers
  - Received Equipment
  - Need support for higher functioning clients
  - Waited more Information

- Neutral/Positive Subthemes:
  - Easy to Understand
  - Job Issues
  - Would recommend program
  - Education
  - Mention Govt
  - Survey tool comment
  - Trying their best
Negative Subtheme Distribution

- Staff/Counselor Non Responsive
- Process takes too long
- Staff/Counselor - Negative
- Counselor Untrained
- Unhappy with DVR
- Didn’t listen to
- Didn’t help getting a job
- Disrespectful Staff
- Job goal didn’t reflect my needs/goals
- Confused, difficulty understanding
- Getting removed from program without completing
- Jobs were not suited to me
- Found job with Other service or on Own
- Time Issues
- Promised services not provided
- Getting into program was difficult
- Never heard from staff/counselor
- Skills training wasn’t offered
- Accessibility Issues
- Experienced Discrimination
Comment Themes - Personnel

Subthemes:
• Staff/Counselor good 15%
• Gratitude and hope 7%

Comment samples:

My counselor has my best interests in mind as she recommends actions. I appreciate that.

The staff have been very helpful and patient when it comes to my questions that I have for them.

I'm excited ABOUT moving forward with my DVR Counselor going into 2023 because she has a lot in store for me this coming year 🙏🙏 thank you very much DVR!!! PLEASE continue much needed assistance!! Much appreciated 🙏

She helped me to get the things I needed to succeed. She always found a way. It made the difference between me having job and not having a job and I really appreciated she could do that for me.
Comment Themes – Program Outcomes

Subthemes:
- Happy with outcome 5%
- Happy with progress 4%
- Unhappy with DVR 3%
- Didn’t help getting a job 2%

Comment samples:
1. Inattentive rude Case Workers
2. A long wait to be signed up
3. Unwilling to make allowances for Covid
4. Gave me no help whatsoever
5. Treated me like a number

I would like regular contact to know when things I am waiting for will happen.

I'm very grateful for DVR and their work has made a big difference in my life. I'm continuing my journey from a graduate degree to self-employment as a therapist. It's very fulfilling and meaningful work. Thank you for all you do.
Comment Themes - Communication

Subthemes:
• Staff/Counselor non-responsive 6%
• Wasn’t listened to 3%
• Confused, difficulty understanding 2%

Comment samples:
We haven't made any progress. They haven't made any attempts to contact us.

My Counselor wants me to get a minimum wage job that doesn't take into consideration job satisfaction.

I did not realize that I might be volunteering my time for up to 3 months for a CBA.

With the DVR case manager, she's wonderful and she answers my questions.
Priorities & Future Goals

• Staff Listening sessions
  • Partner with Policy and Planning Subcommittee for staff listening sessions focused on Rapid Engagement

• Fair Hearing reports

• Comprehensive Statewide Needs Assessment (CSNA)
  • Deep dive into trends
  • Supports Council work on State Plan
Listening Sessions: Rapid Engagement

• **Trend:** “DVR moves quickly enough for me” is consistently lowest rated questions

• **Goals:**
  • Explore options to improve declining customer satisfaction and program outcomes
  • Identify best practices and ideas from the field
  • Share with DVR Leadership
CAP ANNUAL DATA

Information & Referral
• 1932 I&R services

Training
• 87 Training Sessions
• 931 Individuals Trained

CAP Cases
• 42% Male
• 58% Female
DEMOGRAPHICS - AGE

- 19-24: 11%
- 25-40: 29%
- 41-64: 56%
- 65 and over: 4%
DEMOGRAPHICS - ETHNICITY

- White: 48%
- Two or more races: 8%
- Race/ethnicity unknown: 21%
- Native Hawaiian or Other Pacific Islander: 4%
- Black or African American: 15%
- American Indian or Alaskan Native: 4%
DEMOGRAPHICS - DISABILITY

- 27% Mental Illness
- 15% Autism Spectrum Disorder
- 10% Blindness/Other visual disabilities
- 9% Personality Disorder
- 9% Intellectual Disability
- 6% Acquired Brain Injury

Other:
- ADD/ADHD
- Anxiety Disorder
- Deafness
- Substance Abuse
- Amputations
- Cerebral Palsy
- Specifical Learning Disabilities
- Neurological Disorders
PROBLEM AREAS

- Communication problems between individual and VR counselor: 32%
- Conflict about VR services to be provided: 29%
- Related to VR application/eligibility process: 2%
- Related to assignment to order of selection priority category: 4%
- Related to IPE development/implementation: 29%
- Individual requests information: 4%
INTERVENTION STRATEGIES

- Negotiation: 43%
- Short Term Technical Assistance: 24%
- Investigation/Monitoring: 33%
CLOSURE REASON

- All issues resolved in individuals favor 49%
- Some issues resolved in individuals favor 21%
- CAP determines VR agency position/decision was appropriate 30%
RESULTS

- Controlling law/policy explained to individual: 11%
- Application for services completed: 11%
- Eligibility determination expedited: 3%
- Individual participated in evaluation: 13%
- Communication re-established between individual and other party: 22%
- Individual assigned to new counselor/office: 13%
- IPE developed/implemented/Services provided: 27%
- Services provided: 27%
CAP UPDATES

• Success!
  • All cases resolved at the lowest level
  • VR responsiveness
  • Communication and relationships
• DVR Meet & Greets
• Increase in CAP calls
• CAP website
• Outreach
  • Regional management meetings
  • Unit meetings
# Quarterly Meeting Agenda

**Friday, February 10th, 2023**

9:00 am to 12:00 pm

[Click here to join Zoom meeting](#)

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<table>
<thead>
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<th>PRESENTER</th>
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<td>Shelby Satko Jolie Ramsey</td>
<td><strong>Sign into Zoom</strong>&lt;br&gt;  - Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am</td>
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<tr>
<td>9:00</td>
<td>Michele Stelovich</td>
<td><strong>Call to Order</strong></td>
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<tr>
<td>9:05</td>
<td>Allesandria Goard</td>
<td><strong>Field Services Update</strong></td>
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<tr>
<td>9:50</td>
<td>Cassi Villegas Abby Smith</td>
<td><strong>Pre-ETS Update</strong></td>
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<td><strong>10:20</strong></td>
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<td><strong>BREAK</strong></td>
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<td>10:30</td>
<td>Michele Stelovich</td>
<td><strong>Executive Committee</strong></td>
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<td>10:35</td>
<td>Lesa Dunphy</td>
<td><strong>Policy &amp; Planning Subcommittee</strong></td>
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<td>10:45</td>
<td>Erica Wollen Jen Chong-Jewell Dion Graham Laurae MacClain Jolie Ramsey Alexandra Toney</td>
<td><strong>Partnership Subcommittee</strong>&lt;br&gt;  - Workforce Training &amp; Education Coordinating Board&lt;br&gt;  - Developmental Disabilities Council&lt;br&gt;  - Special Education Advisory Council&lt;br&gt;  - Pro-Equity Anti-Racism (PEAR)&lt;br&gt;  - State Independent Living Council&lt;br&gt;  - Tribal VR&lt;br&gt;  - Behavioral Health Advisory Council&lt;br&gt;  - Office of Superintendent of Public Instruction</td>
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<tr>
<td>11:30</td>
<td>Michele Stelovich</td>
<td><strong>Council Wrap up</strong>&lt;br&gt;  - Breakouts: Big Idea (to carry forward) – break out groups to talk about what they want to move forward</td>
</tr>
<tr>
<td><strong>12:00</strong></td>
<td>Michele Stelovich</td>
<td><strong>ADJOURN</strong></td>
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**PLEASE NOTE:** Times above are estimates only. The Washington State Rehabilitation Council reserves the right to alter the order of the agenda. For information for people needing special accommodation, please contact Jolie Ramsey at [jolie.ramsey@dshs.wa.gov](mailto:jolie.ramsey@dshs.wa.gov)
Field Services Updates

Presented by: Allesandria Goard

February 2023
Field Services Updates

- Post-Secondary Education and Training efforts
  - Not a focus on dollars
  - Will be looking at a lean project to identify improvement areas

- Efforts to improve communication/customer service
  - Phone lists
  - CRP Communication Survey related actions
  - Training team support
    - Onboarding coverage
    - Sending messages to all staff/reminders

- DVR In-Service
  - Fall 2023  Oct 24-25  Tacoma Hotel Murano

- Transition
  - School to Work (SB 5790) updates
    - Melinda Bocci
Field Services Updates

Q&A

Thank you Allesandria!
Pre-ETS Updates

Presented by: Cassi Villegas and Abby Smith

February 2023
Pre-ETS Updates

- Building Bridges
- Possibilities
- Synergy & Changes
- Fiscal Update
Pre-ETS Updates

• Finance Update:
  • We have spent 1,289,578 of Pre-ETS set-aside from 10/1/2022 to current.
  • We have 4,967,130 left to spend on our Basic Support 2022 set-aside.
  • Our spending is trending to have around 1 million of unspent Pre-ETS at this time.
    • Even though our current monthly average (October 1, 2022 – January 27, 2023) is about 320,145 we typically spend more in the months of June – September.
Pre-ETS Updates

Q&A

Thank you Cassi and Abby!
Executive Committee Updates

Members: Michele Stelovich – Chair, Peggy Frisk – Vice-Chair, Erica Wollen, and Jen Bean

Executive Director: Shelby Satko

February 2023
Executive Committee Updates

• Annual Report

• Office of Equity Compensation Guidelines per 2SSB 5793
  • Compensation for WSRC Council members who:
    • Lived Experience – Have direct personal experience in the subject matter being addressed by the council (disability)
    AND/OR
    • Low Income – Earnings are not more than 400% of the federal poverty level, adjusted for family size (refer to table below).
    AND
    • Are not already receiving compensation

• Marketing plan for recruiting new members
2023 Priorities Review

- Rapid Engagement
- Pre-ETS – Synergy Consulting and Work Groups
- Post-Secondary education
  - Measurable skill gains
- Order of Selection - Waitlist
  - Progress in moving customers off waitlist
- State Plan Development
  - Plan due to RSA June 2024.
Policy and Planning Subcommittee Updates

• Rapid Engagement Listening Sessions
Policy and Planning Subcommittee Updates

- Counselor Reassignment Recommendation
Next Steps & Future Goals

- Complete the Staff focus listening sessions concerning Rapid Engagement

- Meet with DVR leadership to discuss barriers to customer’s engaging in post-secondary education

- Continue to engage in cross sub-committee integration

- Begin work on the 2024 State Plan
Partnerships Subcommittee

Members: Erica Wollen – Chair, Alexandra Toney, and Dion Graham

February 2023
Partner Updates

- Workforce Training & Education Coordinating Board – Erica Wollen
- Office of Superintendent for Public Instruction – Alexandra Toney
- Special Education Advisory Council – Jen Chong-Jewell
- Pro-Equity Anti-Racism (PEAR) – Jen Chong-Jewell
- State Independent Living Council – Dion Graham
- Tribal VR – Laurae MacClain
- Behavioral Health Advisory Council – Jolie Ramsey
- Developmental Disabilities Council- Shelby Satko
Additional Resources
WSRC Commonly Used Acronyms

ACS: American Community Survey (from the Census Bureau)
ADA: Americans with Disabilities Act
AJC: American Job Center
ALTSA: Aging and Long Term Support Administration
ASL: American Sign Language
AT: Assistive Technology
ATAP: Assistive Technology & Assessment Practitioner
BASC: Barriers and Accessibility Solutions Committee
BHA: Behavioral Health Administration
BLS: Bureau of Labor Statistics (Census of Employment and Wages)
BMMP: Business Management Modernization Project
CAP: Client Assistance Program
CARF: Commission on Accreditation of Rehabilitation Facilities
CART: Computer-assisted real-time Translation
CCER: Center for Continuing Education in Rehabilitation
CFR: Code of Federal Regulations
CIL: Center for Independent Living
CMS: Case Management System
CRP: Community Rehabilitation Provider
CP: Cerebral Palsy
CRC: Certified Rehabilitation Counselor
CSNA: Comprehensive Statewide Needs Assessment
DD: Developmental Disability
DDA: Developmental Disability Administration
DES: Department of Enterprise Services
DSB: Department of Services for the Blind
DSE or DSU: Designated State Entity or Designated State Unit
DVR: Division of Vocational Rehabilitation
EDI: Equity, Diversity, and Inclusion
ESD: Educational Service District, also, Employment Security Department
FCS: Functional Community Supports
FFY: Federal Fiscal Year
ID: Intellectual Disability
IDEA: Individuals with Disabilities Education Act
IEP: Individual Education Plan
IL: Independent Living
IRI: Institute on Rehabilitation Issues
JLARC: Joint Legislative Audit and Review Committee (Report on Employment and Community Inclusion Services for People with Developmental Disabilities)
LRE: Least Restrictive Environment
LTS: Long Term Support
MH: Mental Health
MOU: Memorandum of Understanding
OFM: Office of Financial Management
OJT: On-the-job Training
OSERS: Office of Special Education and Rehabilitation Services
OOS: Order of Selection
One-Stop: WorkSource Center
OSPI: Office of the Superintendent of Public Instruction
PAVE: Partnership for Actions Voices for Empowerment (Parent Advocacy)
RCW: Revised Code of Washington
RDA: Research and Data Analysis (research division of DSHS)
Region 10: Federal Region of Washington, per RSA
RFP/RFQ: Request for Proposal/Qualifications
RSA: Rehabilitation Services Administration
SILC: State Independent Living Council
SIPP: Survey of Income and Program Participation (Census Bureau)
SPIL: State Plan for independent living
SME: Subject Matter Expert
SSA: Social Security Administration
SSDI: Social Security Disability Insurance
SSI: Supplemental Security Income
TAP: Talent and Prosperity for All Plan
TBI: Traumatic Brain Injury
TSAT: Transition Self-Assessment Tool
Title 4: of WIOA is the Rehabilitation Act,
Title 1: under Title 4, which authorizes DVR services and funds
Section 105 of Title 1: authorizes State Rehabilitation Councils
UI: Unemployment Insurance
VR: Vocational Rehabilitation
VRC: Vocational Rehabilitation Counselor
WAC – Washington Administrative Code
WATAP: Washington Technical Assistance Program
WIOA: Workforce Innovation and Opportunity Act
WISE: Washington Initiative for Supported Employment
WOTC: Work Opportunity Tax Credit
WTECB: Workforce Training, Education, and Coordination Board
WSRC: Washington State Rehabilitation Council
WDC: Workforce Development Council
WOTC: Work Opportunity Tax Credit

WA DVR
AFP: Authorization for Purchase
CBA: Community Based Assessment
JD: Job Development
ELT: Executive Leadership Team
IPE: Individual Plan for Employment
IRWE: Impairment Related Work Expense
ITS: Intensive Training Services
MOU: Memorandum of Understanding
MSD: Most Significantly Disabled
NEO: New Employee Orientation
Pass Plan: Plan to achieve self-support
Pre-ETS: Pre-Employment Services
PES: Post-Employment Services
PHI: Protected Health Information
RA: Regional Administrator or Re
RCD – Rehab Counselors for the Deaf
Region 1: East of the Cascades
Region 2: King County north
Region 3: Pierce County south and all of the peninsula
ROI: Release of Information
RT: Rehabilitation Tech
SDOP: Service Delivery Outcome Plan
SDOR: Service Delivery Outcome Report
SE: Supported Employment
SO: State Office – DVR Headquarters
SOP: Standard Operating Procedure
STARS: DVRs customer database
TWE: Trial Work Experience
YSP: Youth Services Program
121 Program: Tribal Rehabilitation Program (Federal designation)
701 Program: Tribal Rehabilitation Program (WA State designation)