

Washington State Rehabilitation Council

November 2020 Meeting Materials



Washington State
Rehabilitation Council

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Washington State **Rehabilitation Council**

Meeting Presentation Slides
Day 1



Transforming
Lives

Washington State Rehabilitation Council Welcome!

November 3, 2020

Justin Poole – Council Chair

Call to Order 9:00am

- Thank you for joining the meeting.
- We will start in a few minutes.
- If you are a Council member or Presenter, please turn on video if possible.
- All others, please turn your video off.
- All: Please mute your audio unless speaking



- **Purpose:** The WSRC is the Voice of the customer.
- **Vision:** DVR customers experience excellent customer service.
- **Mission:** The WSRC collaborates with DVR to develop, review, and analyze **Policies, Programs & Services** and advises on **Quality & Performance** in meeting the division's mission.

Today's Meeting Agenda

- 9:00 – Call to order, member introductions, land acknowledgement
- 9:10 – Customer Remote Services Survey Results
- 9:40 – Region 3 & Vancouver Updates
- 10:10 – Break
- 10:20 – DVR Director Update
- 11:20 – Public Comment
- 11:35 – Client Assistance Program
- 11:55 – Wrap-up
- 12:00 – Adjourn



Transforming
Lives

Washington State Rehabilitation Council

Customer Remote Services Survey Results

Provided by Kristina Zawisza

November 2020

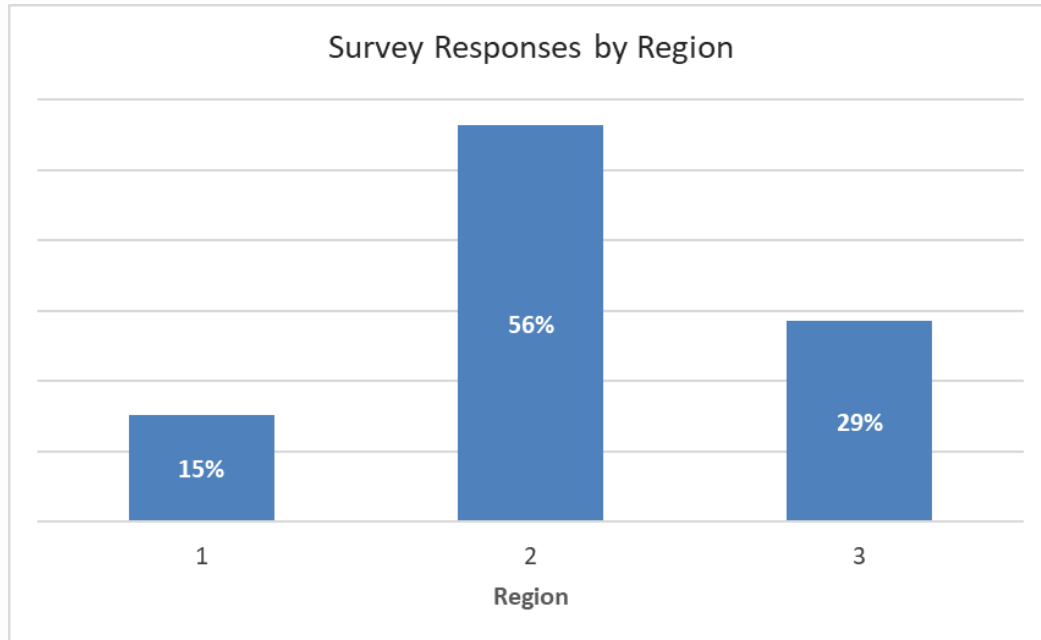
DVR Services are provided by State and Federal VR Funds. The VR program typically receives 78% in Federal funds and 22% in State funds. For detailed information on the dollar amount of Federal funds for the program, please visit <https://rsa.ed.gov/programs.cfm?pc=basic-vr&sub=awards>.

Washington State Department of Social and Health Services

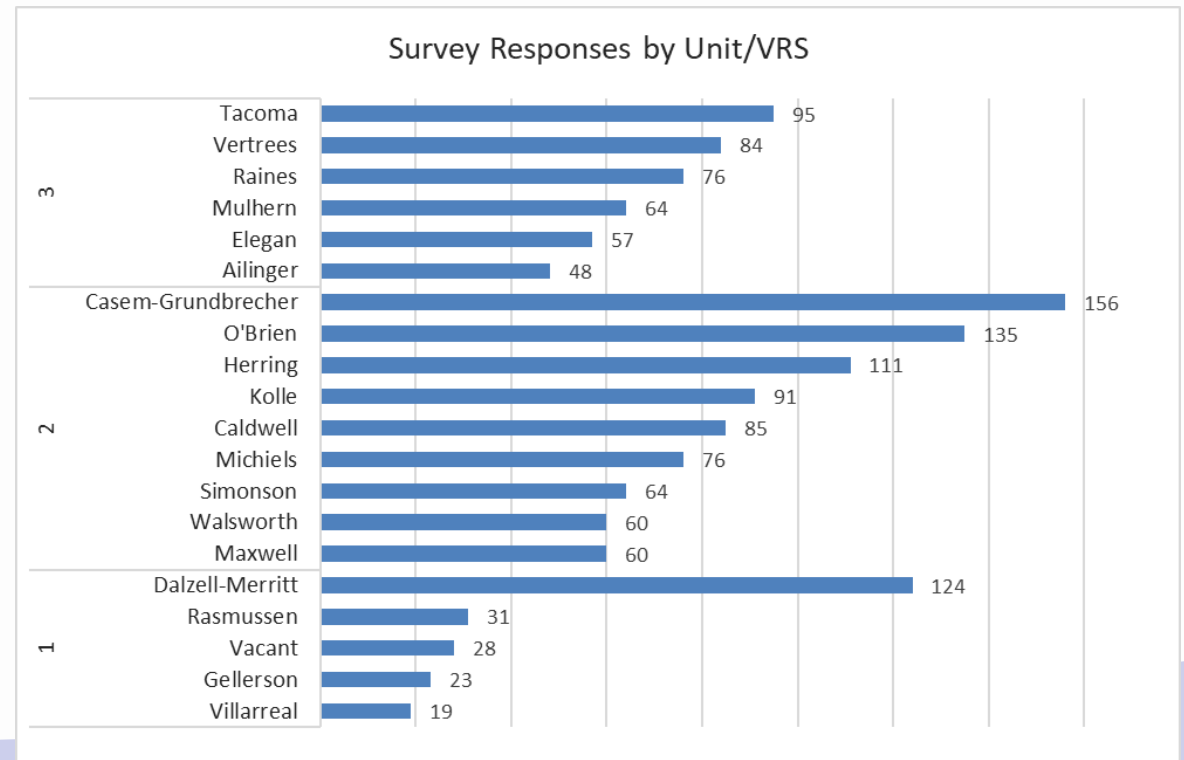


DVR Remote Services Survey

- Surveyed 5,371 customers in plan between Sep 10 and Oct 9, 2020.

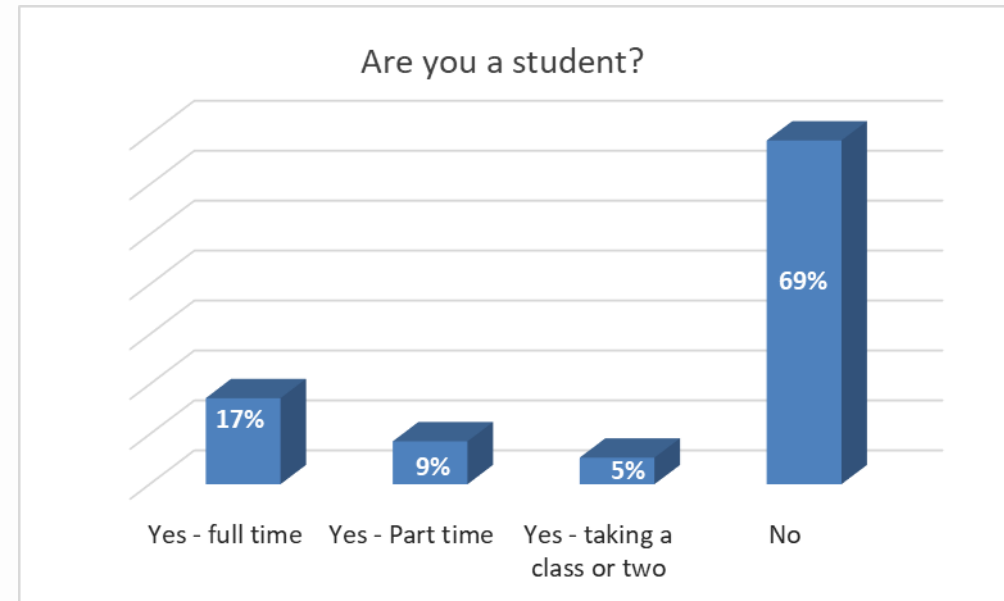
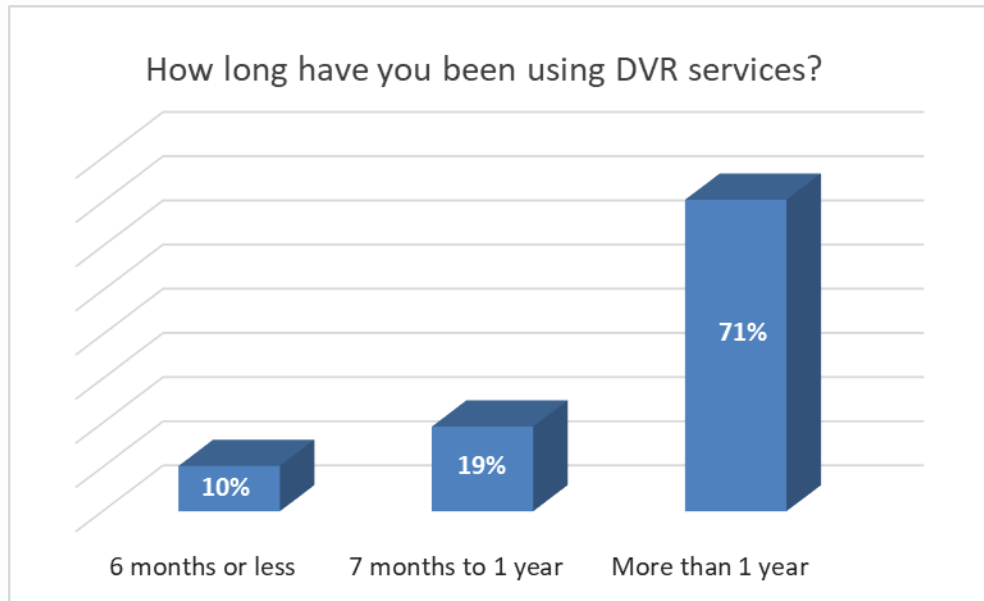


- Responses received from 1,549 customers (29%) served by 40 DVR offices.



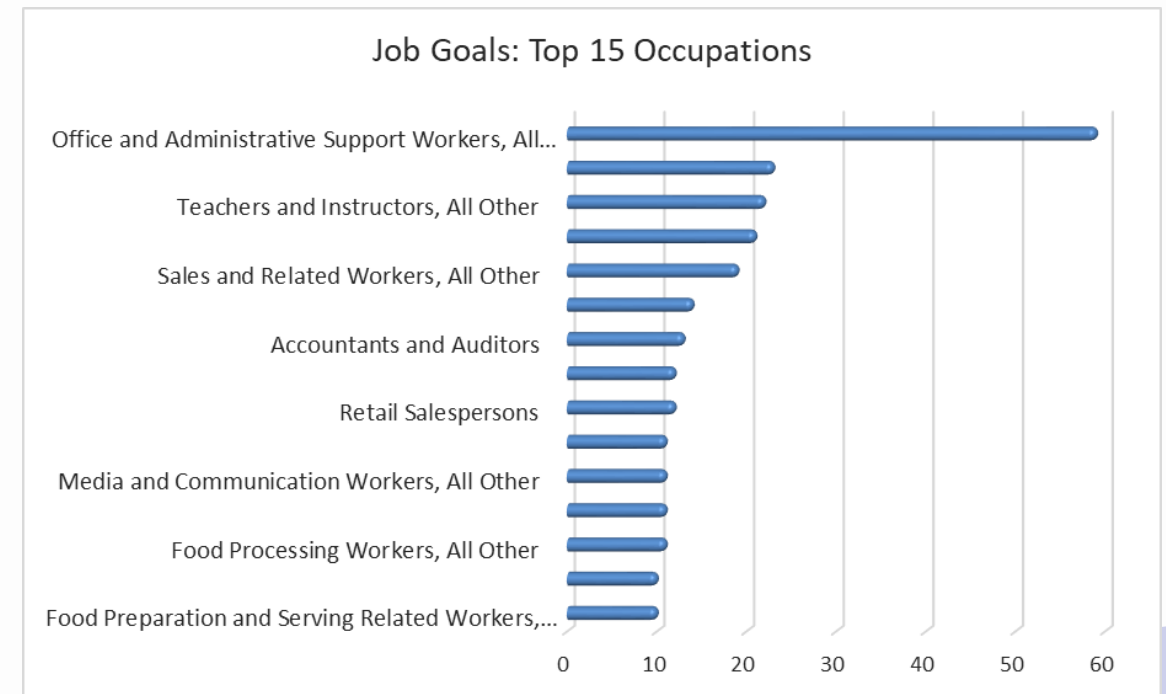
DVR Remote Services Survey

- 10% began services since offices closed and another 19% have had remote services for half or more of their service experience.
- 31% are engaged in education, including 17% full time.



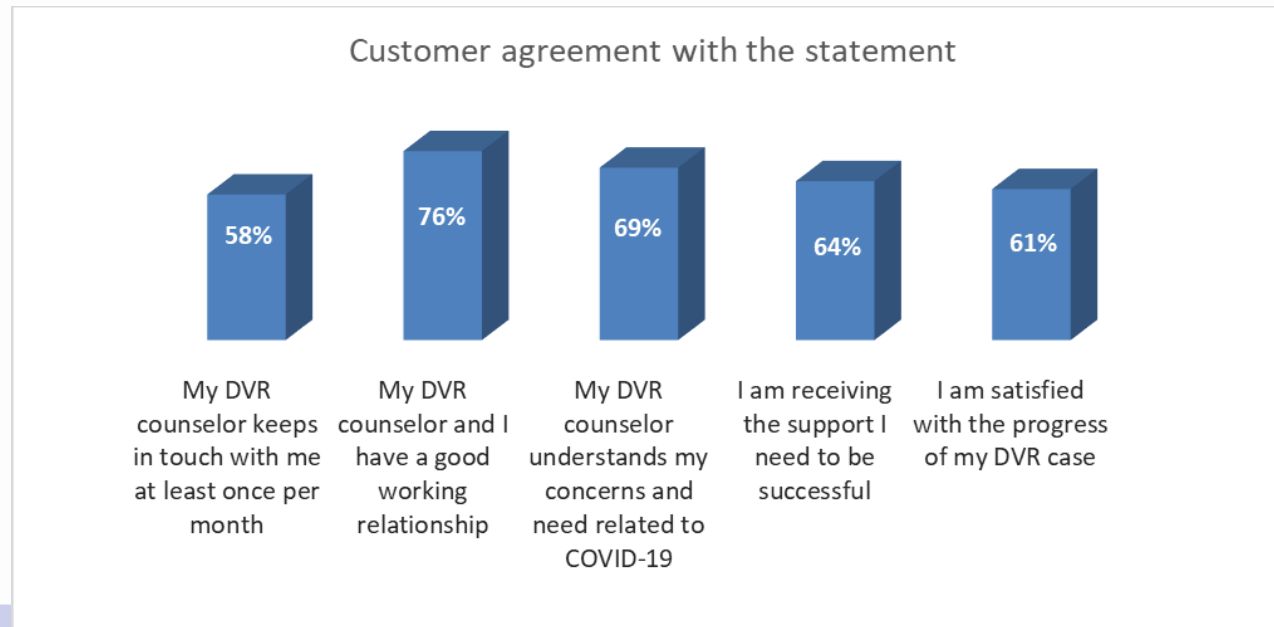
DVR Remote Services Survey: Job Goal

- 666 customers listed a general goal such as getting a job, part-time or full-time work.
- 102 indicated being in school/training or did not have a goal.
- 676 identified job goals in 23 major occupation groups and 173 Occupations.



DVR Remote Services Survey: Experience with DVR Services

- Customers are most satisfied with their relationship with their counselor (76%) and the counselor's understanding of their COVID-19 concerns and needs (69%)
- Regular monthly contact with their counselor is reported by 58% of customers.
- Satisfaction with case progress is lower than overall satisfaction in DVR/WSRC monthly survey.



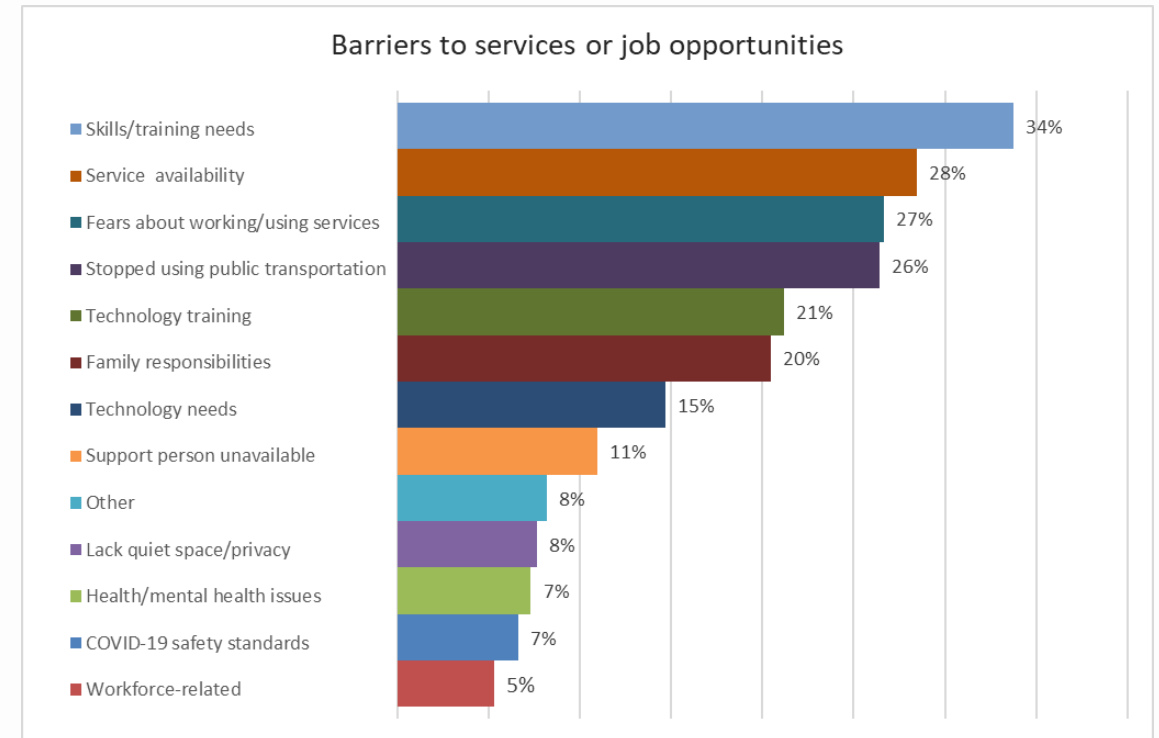
DVR Remote Services Survey: Barriers to Accessing Services and Job Opportunities

Service Needs:

- Skills for available jobs (34%)
- Transportation (26%)
- Technology training (21%) or technology (15%)

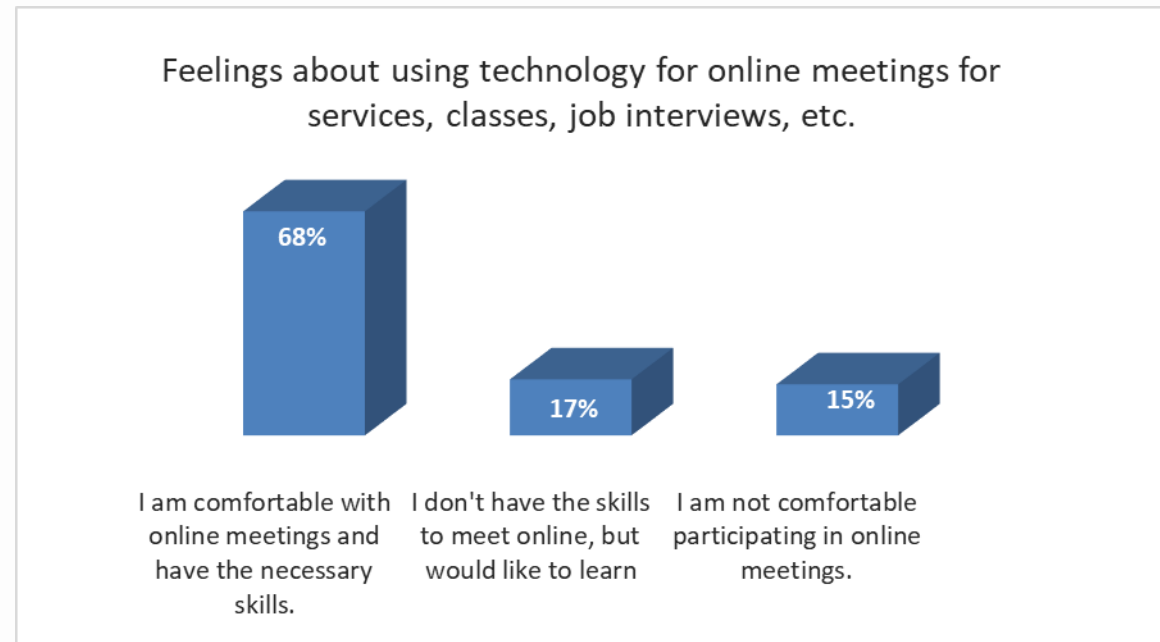
Participation Challenges:

- Unable to access needed services (28%)
- Fears about working/using services (27%)
- Increased family responsibilities (20%)
- Support person not available (11%)
- Lack of quiet space or privacy (8%)
- Health or mental health (7%)
- Unable to follow COVID-19 safety protocols (7%)



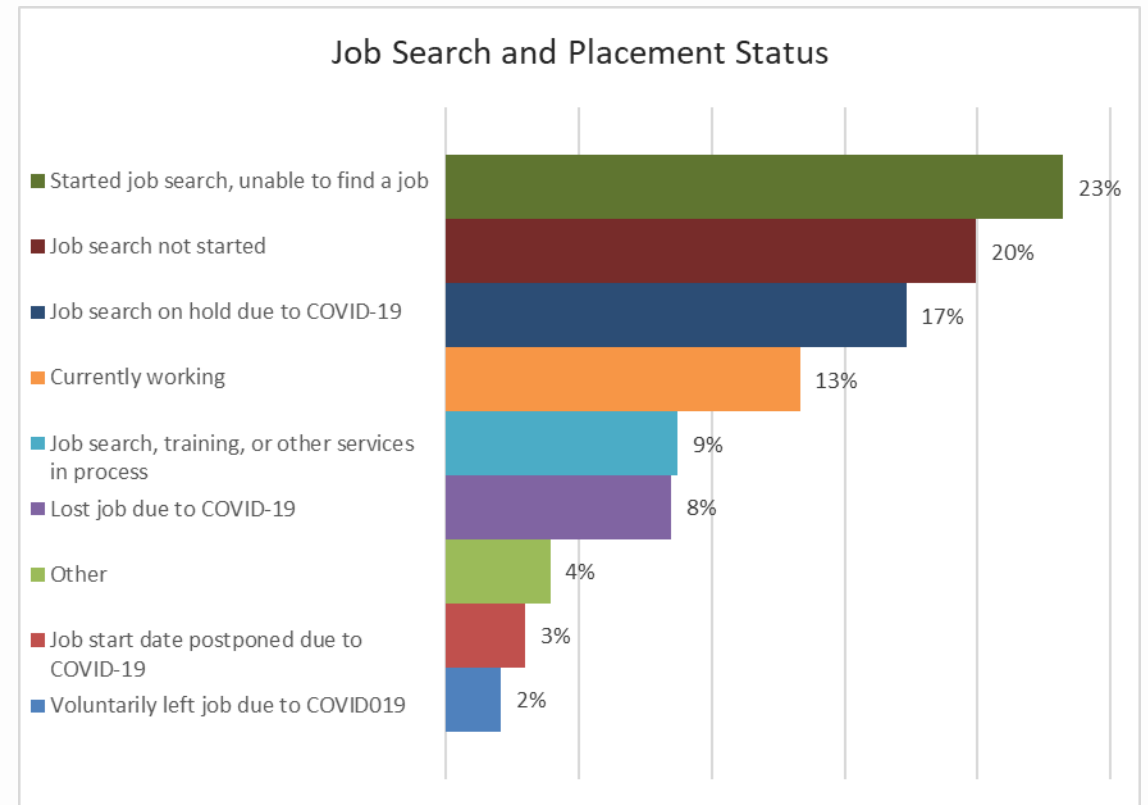
DVR Remote Services Survey: Comfort with Technology and Skills

- About two-thirds (68%) of customers are comfortable with online meetings and have the necessary skills.
- 17% would like to develop the skills needed to participate in online meetings.



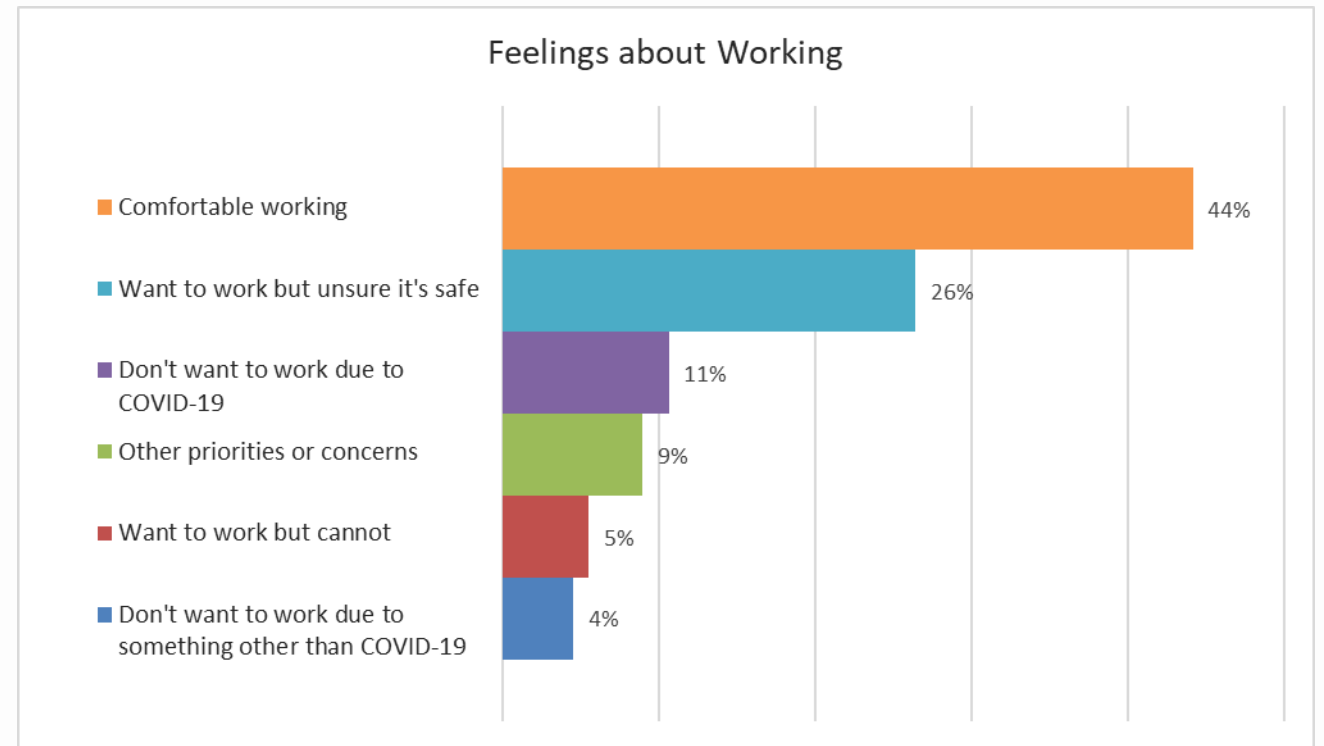
DVR Remote Services Survey: Job Search and Placement Status

- 40% started a job search but either have not been able to find a job or put the search on hold due to COVID-19.
- 29% are in early stages of job search, are in training, or have not yet started their job search.
- 13% have a job.
- 13% either lost their job, voluntarily left a job or had a job start date postponed due to COVID-19.



DVR Remote Services Survey: Feelings about Working

- 70% are either comfortable working (44%) or want to work but are have safety concerns (26%).
- 15% don't want to work: 11% due to COVID-19 and 4% for other reasons.
- 9% indicated other priorities or concerns – mostly training
- 5% want to work but cannot due to family responsibilities, lack of support, or changes in personal circumstances.



DVR Remote Services Survey: Open-Ended Questions

- What is going well with your case?
- What is not going well with your case?
- How could DVR improve its services at this time?

Remote Services Survey

Q&A

Thank you!
Kristina Zawisza

Washington State Rehabilitation Council Region 3 Update

Provided by Allesandria Goard

November 2020

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Topics for Discussion

- Staffing updates
 - New Interim Regional Administrator:
 - David Shawn Walsworth
 - New Regional Transition Consultants

Vancouver Office Update

Developed by: Vancouver Office Team

Provided by: Michele Mulhern, M.S., CRC

Columbia Unit Supervisor

Serving Clark and Skamania Counties

November 2020

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Vancouver Office Discussion Topics

- Barriers and Challenges to Services in Vancouver area
 - What's working and what's challenging
 - Staff upskill to new technology
- Staffing updates
- EDI – Customer & Staff diversity
- Workforce Development Relationship
- OOS Information & Referral
 - Mailers
- 5-10 minute Q&A

Vancouver Office Update

Barriers and Challenges to Services in Vancouver area

- What's working: Increased proficiency in remote service delivery, Intakes are increasing, pre-highlighted forms, CRPs providing in-person/remote services, technology provided to customers to participate in services, reduction in travel allows for more meetings with business and schools, equipment to perform remote work
- What's challenging: Timeliness of U.S. Postal Service, timely return of extensions, Customer return calls, moving to more digital/electronic formats vs paper, delay in case movement due to fear related to COVID-19, Zoom fatigue

Staff upskill to new technology

- Remote work: Skype, Zoom Telehealth, Cell phones, Web Cams
- Printing to PDF
- Digital Signatures

Vancouver Office Update

Staffing updates

Vancouver office is fully staffed

- 1 Vocational Rehabilitation Supervisor
 - 5 Vocational Rehabilitation Counselors
 - 3 Rehabilitation Technicians
 - 1 Business Specialist
 - 1 Office Assistant
-
- 2 Regional Transition Consultants – stationed in Vancouver office

Vancouver Office Update

Vocational Rehabilitation Counselors

- General Caseload w/ liaison responsibilities
 - School for the Deaf, Community Service Office, Developmental Disabilities, Behavioral Health, WorkSource, Public & Private Secondary Schools, Tribal VR

Rehabilitation Technicians

- Support general caseload service delivery and perform additional administrative functions to keep the office running, e.g., equipment inventory, records center requests, safety committee liaison

Business Specialist

- Conducts outreach to Business, NDEAM activities, member of IDEA, technical assistance training to businesses, employment leads to VRCs

Office Assistant

- Provides office support, e.g., responds to public disclosure requests, processes incoming mail, filing, and distributes assessment results

Vancouver Office Update

EDI – Customer & Staff Diversity

Customer Race/Ethnicity

- White European American 78.3%
 - 83.4% Not Hispanic 24.7% Hispanic
- African American 7.3%
- Asian 4.5%
- Not reported 4.0%
- Native American 3.5%
- Native Hawaiian/Other API 1.2%
- Other 1.1 %
- Disability Type by Race/Ethnicity
 - Primary: Psychosocial Impairments
 - Secondary: Cognitive Impairments
 - Other* reported: Cognitive Impairments and Mobility Orthopedic/Neurological Impairments

Staff Diversity

- Dual language
 - American Sign Language (ASL), Taiwanese Dialect & Mandarin, Khmer (language of Cambodia), Russian & Ukrainian
- Personal experiences with disability and different abilities
- Equity: open mindedness and the way we work together is reflected in the way we serve our customers
- Inclusive practices: healthy environment and professional interactions

Vancouver Office Update

Workforce Development Relationship

- VRS is a Board member of Workforce Southwest (WSW)
- VRS attends Sponsorship meetings with WorkSource leadership and WSW Strategist
- Lead VRC w/ office at WorkSource (WS) (pre-pandemic)
 - Serves customers at the WorkSource; consults with WS staff regarding accommodations and specific disabling conditions and shares WS information, employment pipeline information, and resources with Vancouver team

Vancouver Office Update

OOS Information & Referral Mailers

Each mailer contains a written message as an insert that explains the desire to connect the customer to resources while they are on the waitlist and includes the office contact number to contact us with changes to address or interest in services.

- 1st mailer – Focused on WorkSource remote services & participation in online workshops
 - Calendar of Virtual Workshops & WorkSource pamphlet of virtual services
- 2nd mailer – Focused on WorkSource Employment & Training Assistance
 - WorkSource online workshops, job hunting help, training opportunities, scholarships, and skills assessments via online virtual orientation
- 3rd mailer – Included information from Labor & Industries re: COVID-19 safety
 - Overview of the mandatory general requirements for employers related to COVID-19 prevention and PowerPoint slides that provided an overview of basic employee training on COVID-19 Infection prevention

Vancouver Office Update

Q&A

Thank you!

The Vancouver DVR Team

Break

Please mute mic and turn off video during the break.

Washington State Rehabilitation Council DVR Director Update

Provided by Rob Hines

November 2020

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Budget Highlights

- If the state requires a 15% reduction of state funds, DVR will have sufficient funds to both meet our Match and MoE requirements.
- Monthly Expenditures are at a historic low due to COVID, including:
 - Large decline in applications and eligibility determination
 - Significant impact to service delivery, including Pre-ETS
 - Decreased staffing costs
- DVR will not be requesting additional state funds for this current state year or next biennium.

Budget History by SFY

Historical Funds Expended and Returned						
		State	Federal	TOTAL Expenditures	Returned Funds	Total Cost
BI 19-21	SFY 21				\$ 5,746,218	
	SFY 20	\$ 17,609,169	\$ 36,361,817	\$ 53,970,986	\$ 1,888,189	\$ 55,859,175
BI 17-19	SFY 19	\$ 15,252,796	\$ 45,839,580	\$ 61,092,376	\$ 1,988,233	\$ 63,080,609
	SFY 18	\$ 14,876,502	\$ 55,330,861	\$ 70,207,363	\$ 4,548,522	\$ 74,755,885
BI 15-17	SFY 17	\$ 13,007,921	\$ 55,412,097	\$ 68,420,018	\$ 5,715,329	\$ 74,135,347
	SFY 16	\$ 12,840,265	\$ 51,001,275	\$ 63,841,540	\$ -	\$ 63,841,540
BI 13-15	SFY 15	\$ 10,936,513	\$ 46,580,437	\$ 57,516,950		\$ 57,516,950
	SFY 14	\$ 11,554,000	\$ 44,953,864	\$ 56,507,864		\$ 56,507,864

Pre-ETS Spending by Grant

Basic Support 15		Basic Support 16		Basic Support 17		Basic Support 18		Basic Support 19	
15% Set Aside	6,965,253	15% Set Aside	7,139,066	15% Set Aside	7,490,106	15% Set Aside	7,779,874	15% Set Aside	8,054,632
Expenditures	1,249,924	Expenditures	2,590,514	Expenditures	5,501,873	Expenditures	5,891,685	Expenditures	2,308,414
Returned to RSA	5,715,329	Returned to RSA	4,548,552	Returned to RSA	1,988,233	Returned to RSA	1,888,189	Returned to RSA	5,746,218
Total Funds Returned five grants		\$ 19,886,521		Total Funds Expended five grants		\$ 17,542,410			

Safe Start Goal



Ensure
employee
and customer
safety comes
first

Use the best
public health
and safety
practices

Provide
timely and
equitable
public service

Safe Start

- Telework through June 2021
- Analyze the facilities in each region and community with the following goals in mind:
 - Right-size leased facilities space to meet DSHS business needs with expanded telework.
 - Keep optimal facilities and locations within communities while working with lease end dates.
 - Right-size facilities with minimal tenant improvements and budget impact.
 - Adjust office spaces to support teleworker “in-office” days.

Order of Selection

Monthly releases increase from 200 to 300 beginning November 2020

1. Local Office Outreach
 - Outreach list sent to each region monthly
 - Identifies everyone on the list with no contact for 6 months
 - Regional staff reaching out
2. State Office Outreach
 - Two weeks prior to each release date
 - Notification to individuals being released
 - DVR will be reaching out to connect

Pre- COVID Jul 2019-Mar 2020	Post-COVID Apr-Oct 2020	Change
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CASE VOLUME MONTHLY AVERAGE

5,642 In Plan	5,429 In Plan	-4%
789 In Plan Employed	613 In Plan-Employed	-22%
530 New Applications	174 New Applications	-67%
535 New Eligibilities	205 New Eligibilities	-62%
246 New Plans	167 New Plans	-32%
550 Case Closures	425 Case Closures	-23%
286 Closed after Plan	176 Closed after Plan	-39%
151 Closed Rehab	80 Closed Rehab	-47%

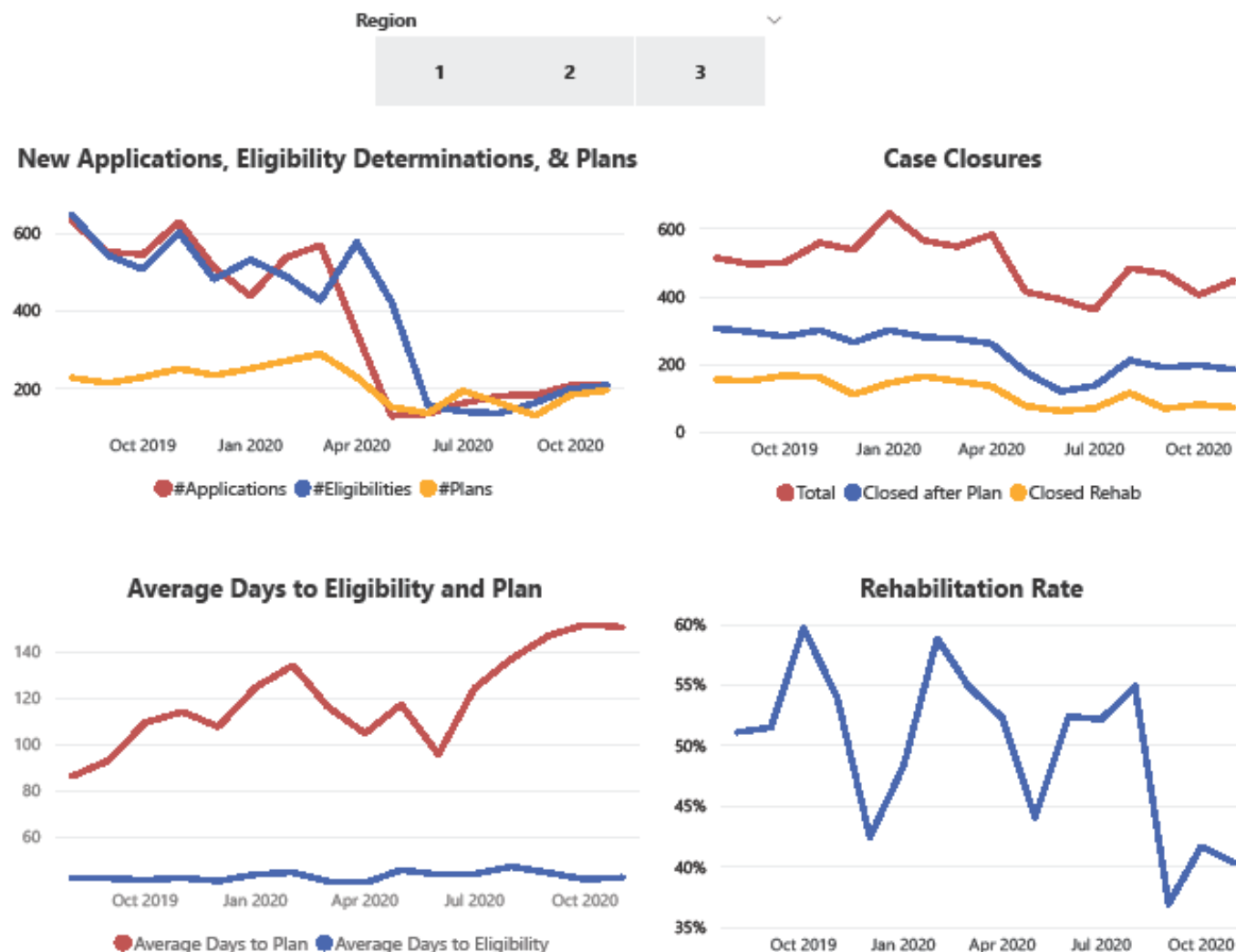
PERFORMANCE

52.6% Rehab Rate	45.6% Rehab Rate
42 Ave Days to Eligibility	44 Ave Days to Eligibility
111 Ave Days to Plan	133 Ave Days to Plan

CASE SERVICE EXPENDITURES (Statewide)

\$1,316,605 In Plan	\$710,551 In Plan	-46%
\$1,504,041 Total	\$786,994 Total	-48%

DVR Caseload and Performance Trends Pre- and Post-COVID



Eligibility Determination/Priority of Service

- Working with ELT to establish clarity on guidance around determinations and significance of disability
- Clarifying documents and content that will be used for Training purposes; considering breaking in to two parts Eligibility/Severity of disability for training purposes only.
- Some training has moved forward that contributes to Eligibility and consistency such as medical aspects training.
- Hope to roll out additional eligibility training by spring 2021

Equity, Diversity and Inclusion

- Reports to the Deputy Director of DVR and serves as the Division's single statewide expert on equity, diversity and inclusion;
- Provides expert level consultation, technical assistance and policy development to the Director and the leadership team to strategically identify, develop, promote and internalize leadership skills and competencies that support EDI policies, practices and principles;
- Serves as the Division's State Level Tribal Liaison;
- Assists the Division to increase awareness and remove barriers to institutionalizing EDI concepts and culture throughout DVR;
- Develops, implements, monitors and continuously refines a comprehensive, statewide EDI plan that is incorporated in the DVR strategic plan;
- Establishes the appropriate infrastructure to ensure key performance measures are met requiring that EDI concepts remain an integral part of DVR.

Transition Services

- New approaches for VRC's providing services during pandemic:
 - connecting with youth virtually when possible, providing technology when appropriate
 - using new tools to provide assessment including You Science, Virtual Job Shadow
- Statewide training for VRC's working with schools:
 - CCTS- Training on IEP meetings, collaboration with ESDs, and T-Folio tool
 - YSP/KSA module trainings through Y-Tac (Youth Service Professionals Knowledge, Skills, and Abilities)
 - Internal Transition Training are ongoing

Pre-Employment Transition Services (Pre-ETS)

- Regional Transition Consultants (RTC) are working with Schools and VRC's on taking referrals for Pre-ETS identified youth/potentially eligible youth
- RTC staff working with Pre-ETS contractors to ensure services are delivered to areas in need, collaborate on workshops, and delivery of services
- RTC staff provide direct delivery of Pre-ETS services where there are gaps in contractor services to ensure equitable access across the state

Staffing

- Terry Redmon – Deputy Director – 8/16/20
- Interim Regional Administrators – 11/1/20
 - Region 1: Pablo Villarreal
 - Region 3: Shawn Walsworth

State Plan Year 1 Priorities

Goal 1 – Customer Service

Progress

- Improve access to DVR services utilizing technology
 - Electronic signatures
 - Customer equipment and devices

Not Started (COVID or other priorities)

- Pre-ETS available in all areas of the state
- Barriers to timely services/staff transitions

State Plan Year 1 Priorities

Goal 2 – Staff development and performance

Progress

- Deliver core training in basic rehabilitation practices
 - VR Institute fully online and in progress for field staff
 - Full trainer team up and running
 - New VRC training expanded to statewide delivery
- Establish, track and monitor key performance measures at all levels
 - Several new reports available (caseload profile, case movement, COVID impact)
- Telework

Not Started (COVID or other priorities)

- Recruitment and retention plan
- Staff recognition

State Plan Year 1 Priorities

Goal 3 – Collaboration with Business and Partners

Progress

- Define Business Engagement expectations, outcomes, roles and responsibilities
 - Proposal developed
 - Project being established (charter, teams, planning)
- Collaborate with DBHR to implement Foundational Community Supports
 - Presented at FCS Conference
 - Staff training under development

Not Started (COVID or other priorities)

- WorkSource collaboration
- CRP contract changes designed to improve outcomes

State Plan Year 1 Priorities

Goal 4 – Operations an Infrastructure

Progress

- Build reports/dashboards for DVR managers
 - Work has begun and some of report refinements have occurred including improving the tool they use to access the information (now using Power BI)
- Full implementation of DVR Customer Satisfaction Survey
 - SRC staff have been pursuing options to contract with Washington State University
- Modernize DVR's electronic case management system
 - Reviewing RFP, pursuing document management system, waiting for approval of Investment Plan
- Establish a formal IT portfolio
 - Process is being developed. Finding by our QA consultant to help case management system project being successful.

Not Started (COVID or other priorities)

- New Pre-ETS application

DVR Director Update

Q&A

Thank you!

Public Comment

November 2020

Client Assistance Program – Jerry Johnsen

- Types of Cases
- Trends
- 1-2 case examples case resolution

Presentation Feedback and Wrap-up

Justin Poole – Vice Chair

November 2020



Transforming
Lives

Washington State Rehabilitation Council **Adjourned**

Tomorrow meet at 9:00am

Shelby Satko, Executive Director

(360) 725-3690

shelby.satko@dshs.wa.gov

Mari Heusman, Executive Lead

(360) 725-3631

mari.heusman@dshs.wa.gov

www.wsrcwa.org

Thank you!



Washington State **Rehabilitation Council**

Meeting Presentation Slides
Day 2



Transforming
Lives

Washington State Rehabilitation Council Welcome!

November 4, 2020

Justin Poole – Council Chair

Call to Order 9:00am

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Today's Meeting Agenda

- 9:00 – Call to order, member introductions
- 9:10 – Executive Updates
- 9:30 – Customer Satisfaction & Program Evaluation Committee
- 9:45 – Policy & Planning Committee
- 10:00 – Partnership Committee
- 10:40 – Meeting Wrap-up
- 11:00 – Adjourn

Washington State Rehabilitation Council

Executive Updates

Members: Justin Poole – Chair, Jerry Johnsen – Vice Chair
Peggy Frisk, and Erica Wollen.

Executive Director: Shelby Satko

November 2020

Council Announcements

- General & Advocacy Updates
 - New council leadership
 - Served on Region 1 & 3 Administrator Interviews
 - VR100 Celebration Planning Committee
 - Transition Collaborative Summative Report
 - Electronic Document Management System (EDMS) Project
 - WSRC Appreciation for Kathy Powers
 - Annual Report
 - Legislative Reception – January 20th from 5-7pm

Council Announcements

- 2021 Meeting Schedule
 - February 2nd & 3rd - Olympia
 - May 4th & 5th - Wenatchee
 - August 3rd & 4th – Port Townsend/Port Angeles
 - November 2nd & 3rd – Bellingham/Mt.Vernon

Washington State Rehabilitation Council
CSPE Subcommittee
(Customer Satisfaction & Program Evaluation)

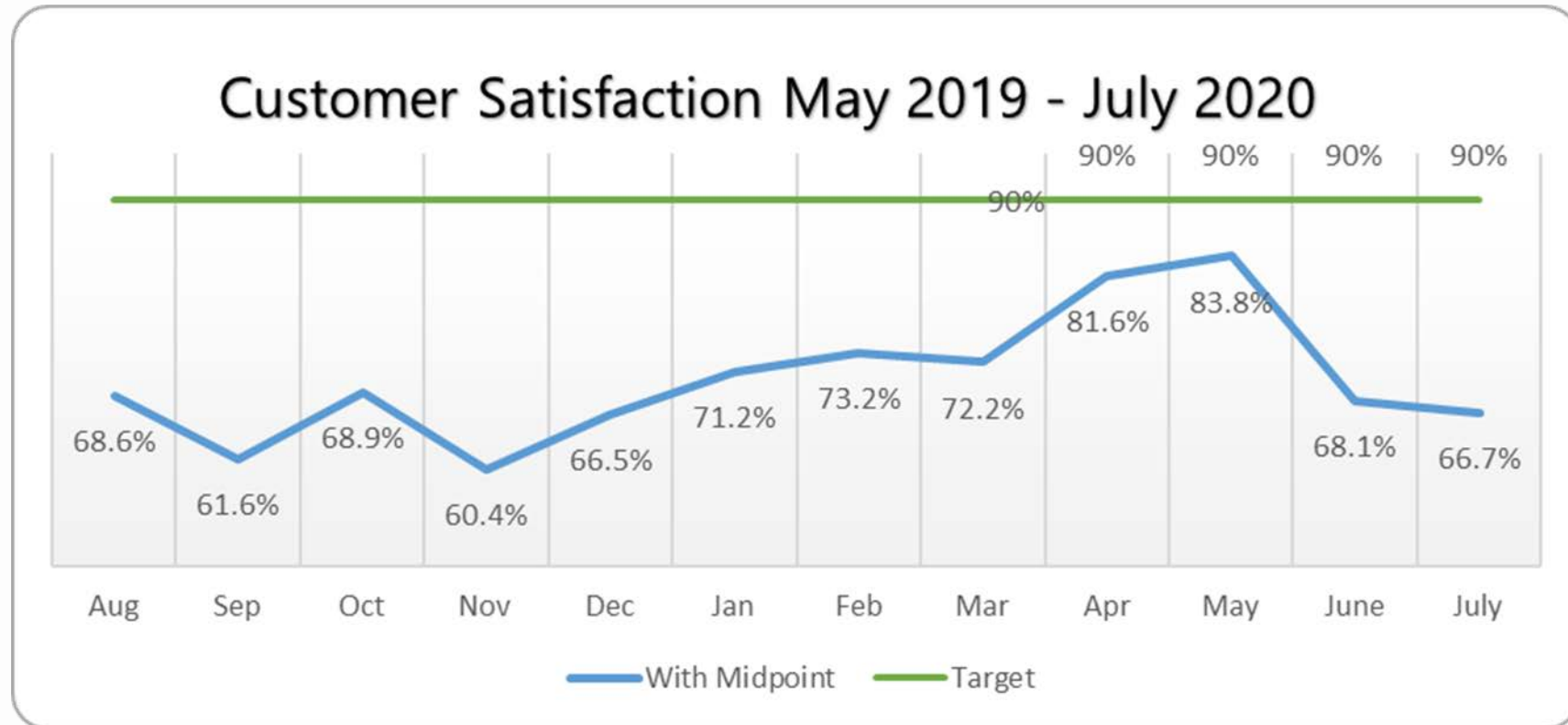
Members: Peggy Frisk - Chair, Justin Poole, Jen Cole.

November 2020 Report

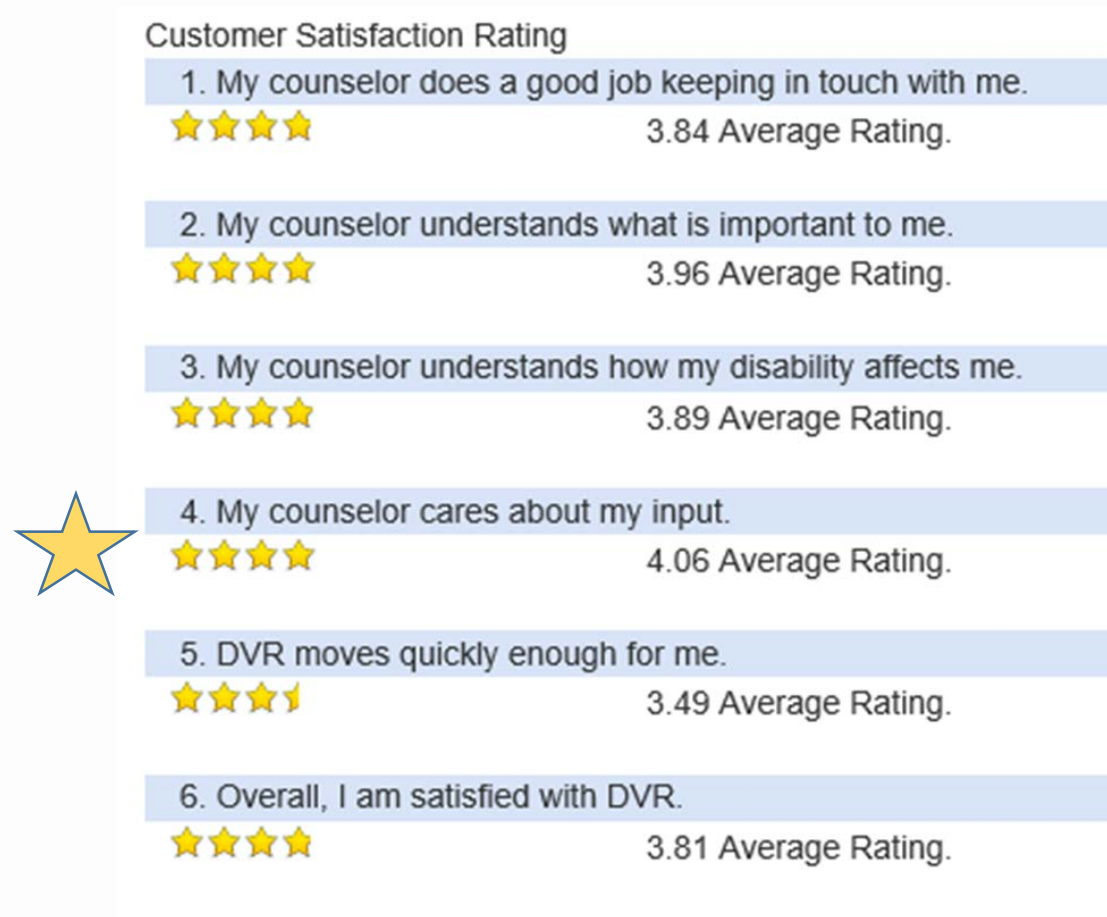
CSPE Updates

- Summary of Transition Collaborative Interviews (Shelby)
- Customer Satisfaction Survey (Peggy – next slides)
- Remote Services Survey Discussion

Customer Satisfaction Survey



Customer Satisfaction Survey - Dashboard



Consistent Trends

- Strengths of Staff
- Impact of Order of Selection
- Communication
- Timeliness of Services
- Counselor Reassignment
- Counselor Training
- Impacts of COVID-19

Samples of Customer Comments

- COVID-19 Impacts
 - Range from, “My VRC & I agreed to put services on hold,” to “I haven’t heard from my VRC in months.”
 - “Everything was held up due to COVID -19. I am very satisfied with my DVR Counselor. She has done the best she can do with her hands tied. “
 - “I am completely unclear as to what anybody did for me during COVID I had 1 phone conversation asked what this program was and was basically told we are here to support you then no more contact and got a letter to sign saying I've completed DVR. Now I'm receiving this letter what the heck was this program? I got nothing from it not even knowledge of what this was to help me with I believe I fell through the cracks completely dissatisfied and really hope taxpayer's aren't paying for a program that can't even be explained.”
 - “I have not been in very good contact with DVR or my counselor because my mom won't let me get a job because I am high risk to the virus.”

Samples of Customer Comments

- Counselor turnover –
 - “I've been through five counselors in nearly 10 years. In school part-time. the goal of finding employment was not met. With each new counselor, I had to give them a summary of my disability. They never read my case file. “
 - “Over the last year I have been transferred to a number of counselors at my local office. I have returned mail, texts, and written letters sent to me. I received little to no feedback. I have no idea who is handling my case at this time. Very frustrating. I have been left to my own devices.”

Samples of Customer Comments

- Timeliness
 - “Does not have a lot of resources and only results when DVR needs something but drags out a return to work plan. I have to fight for everything to get done!”
 - “I have waited for 155 days (12 Weeks & 5 months) since my first meeting with DVR. I am really anxious to get back to work I have been unable to meet with the person you have assigned me to (on 2 separate occasions I showed up and she wasn't there! In the meantime there has been NO effort to contact me.”

Samples of Customer Comments

- Order of Selection
 - “I was on the list for 2 years with no contact from DVR.”
- Positive Feedback
 - “Linda was my rock. She saw me through some really hard times. She was invaluable to me!”
 - “Thank you for helping me become more independent and better self esteem. I have a job I'm very happy with. Thank you so much.”
 - “I'm really glad to be in the DVR program. DVR has helped me a lot throughout the years I have been in the program.”
 - “I am very happy with my new job.”

Remote Services Survey

- Any questions or further discussions on results of this survey?

Washington State Rehabilitation Council

Policy & Planning Subcommittee

Members: Jerry Johnsen, Laurae MacClain,
Michele Stelovich, Lesa Dunphy

November 2020

Policy Committee Updates

- Eligibility Determination/Priority of Service
- Equipment
 - Bulk Equipment Purchasing
 - Equipment Module Reconstruction Project

Washington State Rehabilitation Council
Partnerships Subcommittee

Members: Erica Wollen, Erin Williams, Tania May,
Ivanova Smith

November 2020

Updates

- Full updates in Pre-Meeting Packet from the following Partners:
 - Office of Superintendent for Public Instruction & Transition Collaborative - Tania
 - Special Education Advisory Council - Jen
 - Developmental Disabilities Council - Ivanova
 - WA Assistive Technology Act Program - Erin
 - Workforce Board - Shelby
 - State Independent Living Council - Kim
 - Tribal VR Update - Laurae
 - Behavioral Health Advisory Council - Mari

Presentation Feedback and Wrap-up

Justin Poole – Vice Chair

November 2020





Transforming
Lives

Washington State Rehabilitation Council

Adjourned

Shelby Satko, Executive Director

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Mari Heusman, Executive Lead

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www.wsrcwa.org

Thank you!



Washington State **Rehabilitation Council**

Partner Updates



WATAP Report for October 2020 WA SRC

A. WATAP COVID-19 Services Update

As of July 15th, we restarted our short-term device lending and services provided through the iCanConnect WA program. We continue to offer phone and online assistive technology consultations, as well as device demonstrations via video conferencing, until we can safely provide face-to-face device demonstrations. We are providing assistive technology webinars in lieu of in-person events, which will continue to be on hold until the State has moved to Phase 4 of reopening. Latest updates and announcements are being provided on FaceBook and Twitter.

B. Short-term Device Lending to DVR Clients

Since July 15th, we have provided 40 devices for decision making purposes to 17 DVR clients; 3 Whatcom, 2 Skagit, and 12 King.

C. WATAP-DVR trainings update

We offered 3 90 minute trainings via webinar to 144 DVR staff, Tribal VR staff, CRPs, and other DVR partners during the last quarter:

- September 9th DVR Introduction to Assistive Technology: 40 participants
- September 16th Off the shelf Low Cost Assistive Technology Solutions and Modifications: 67 participants
- September 23rd Assistive Technology for Sensory Loss: 37 participants

D. WATAP-DVR Contract for 2020-2022

On September 17, 2020, we signed a contract with DVR for services to be provided in partnership October 1, 2020-June 30, 2022. The contract includes funds for assistive technology devices for the ATAPs to have for the purpose of providing demonstrations and evaluations and additional devices for our Lending Library for DVR clients to borrow to make sure a particular device will work for the client before being purchased.

We will be offering these popular topics as webinars through June 30, 2021:

- (1) Assistive Technology to support Computer Access;
- (2) Assistive Technology to support Cognition and Mental Health;
- (3) Assistive Technology to support Ergonomic Solutions;
- (4) Assistive Technology for Rural Communities to support farmers and agricultural workers; and
- (5) Assistive Technology and Transition.

Upcoming Webinars will be 75 minutes in length and include an in-depth device demonstration portion for a deeper dive into the technology. We have begun scheduling these webinars, with the first offerings being:

- Nov. 18th 1-2:15pm What's New in Computer Access
- Dec. 10th 10-11:15am Assistive Technology for Rural Communities

The contract was written with the flexibility for us to return to in-person training beginning in July of 2021, but this will depend on the nature of the COVID-19 pandemic in the summer.

We are also negotiating an amendment to the contract to allow us to respond to a new training need to support a new DVR project which will provide mobile technology and apps in supported employment. The training will focus on the meeting the needs of the DD population in employment settings and assistive technology considerations.



Washington Workforce Development News Workforce Training and Education Coordinating Board

**Washington Workforce Development News
Workforce Training and Education Coordinating Board
October 13, 2020**

HEALTH SENTINEL NETWORK OPENS FOR EMPLOYER FEEDBACK

Washington's Health Workforce Sentinel Network is once again ready to hear from employers around the state about their greatest health workforce needs. Twice a year, the Sentinel Network helps capture key recruitment, retention, and skills issues being confronted, including during the COVID-19 pandemic, and make that information available to educators, policymakers, and others. Washington's Sentinel Network is a collaboration of the state's Workforce Board and the University of Washington's Center for Health Workforce Studies. The current survey is open through the end of October. More details: <https://www.wtb.wa.gov/planning-programs/health-workforce-council/>

CAREER BRIDGE UPDATES FEATURED AT WEBINAR—TAKE A LOOK

The Workforce Board's nationally recognized career and education platform www.CareerBridge.wa.gov was featured at a First Tuesdays webinar for librarians and other workforce professionals earlier this month. Missed the webinar? View it now at: <https://my.nicheacademy.com/washingtonstate/course/20032>. Career Bridge launched 10 years ago and has since grown to include more than 6,500 Washington postsecondary programs—including apprenticeships—in one place. This recorded webinar also provides information about updates to the site, including the upcoming launch of a digital portfolio feature and a more mobile-friendly interface. This free site received over 6 million page views last year.

NEW FINANCIAL AID TOOL LAUNCHES THIS FALL

The Washington Student Achievement Council has launched a new online resource to help students and families navigate the often complicated world of student loans and repayment. The new Washington State Student Loan Education site provides multiple learning modules to help education consumers better understand higher education costs and considerations. <https://www.studentloaned.wa.gov/>

SMALL BUSINESS COVID-19 WEBINAR NOW OFFERED IN SPANISH

The COVID-19 pandemic has Washington small business owners asking about workplace safety and health, reopening guidelines, workers' compensation impacts, federal loan updates, and more. Now this no-cost information is being made available in a Spanish language webinar. It's the joint project of several state agencies, including Washington's Employment Security Department. The Spanish-language "COVID-19 Impact" webinar runs from 10 a.m. to noon on October 28. Get details and register: <https://bit.ly/2SO4Xhe>. More questions? Contact Rafael Colon at RColon@ESD.WA.GOV.

TOP 10 LIST SCHOLARSHIP—WHAT DO YOU LOVE ABOUT YOU?

With so many awards based on grades and extracurricular activities, this unique scholarship gives you the chance to show us what's truly special and different about you. Get creative, be serious, or tug at the heart strings. Whatever you do, you only have 10 reasons to convince us, so make each one count. This \$1,500 scholarship is aimed at students age 14 and older has a deadline of December 31. <https://www.unigo.com/scholarships/our-scholarships/top-ten-list-scholarship>



**Washington
State
Independent
Living Council**

WA State Independent Living Council
WSRC Quarterly Report – Kim Conner
WASILC Executive Director
November 2020

WSRC – WASILC Partner Report

The council has three new members; Ricardo Funes, Mona Fuersteneau, and Kimberly Meck. We are awaiting our tribal liaison appointment, Donna Adamson. We will begin recruiting open and terming off positions in January, 2021. We are concentrating on filling those positions from central and eastern WA, cross disability, and racial/ethnic diversity.

The Centers for Independent Living in partnership with the SILC and Partnership in Inclusive Disaster Strategies (PIDS) will be providing a free virtual day and half conference on Emergency Preparedness on November 17th & 18th. Please see the flyer for more details and to register for this free event. The Key note speaker is Justine Shorter from the National Disability Rights Network and will be giving her speech on “Racial Inequity in Emergency and Disaster Response”.

Julie Hocker, Commissioner on Disability, from the Administration on Community Living announced the newly invigorated partnership with ACL, RSA, VA, and Housing. Specifically how to best utilized Centers for Independent Living Five Core Services to support people with disabilities in increased employment outcomes, secured housing in the community, and youth transition. The five core services are: IL Skills, Advocacy, Peer to Peer Support, Information & Referral, and Transition (defined as youth transitioning from school, move from institutional housing to community living, and keeping someone from going into institutional living). The Council will be exploring how to support these best practices in WA State.

Our next quarterly meeting will be held virtually in January. Information on our meeting is posted on our website www.wasilc.org.



Developmental Disabilities Council Update – July 2020

- The Developmental Disabilities Council (DDC) collaborated with Self-Advocates in Leadership (SAIL) and The Arc of Washington State to write [a letter](#) to Governor Inslee expressing our serious concern about the proposed budget cuts and their potential impact on people with developmental disabilities and their families. To date, 21 other community organizations have signed on in support of the letter.
- The DDC is currently discussing its public policy priorities for the 2021 Legislative Session, which will be finalized in November.
- The DDC is currently developing its next 5-year state plan and collected more than 500 survey responses from community members. DDC members are using this input, along with other data collected, to develop goals and objectives. The draft State Plan will be available for review and public comment in the spring.
- For more information, please contact Jeremy Norden-Paul: jeremy.norden-paul@ddc.wa.gov



Behavioral Health Advisory Council Update – July 2020

- BHAC is still currently meeting on their regular meeting schedule with the next meeting planned for November 4th via Skype. Because of COVID we are still holding all meetings virtually.
- BHAC will begin to review the independent Peer Review Process in November to be submitted to DBHR leadership for review.
- BHAC is regularly looking for guest speakers for come and present at our meetings. Topics can include anything as long as it relates it behavioral health. If anyone is interested, please reach out to me at victoria.mcdermott-hale@hca.wa.gov



Special Education Advisory Council Update – November 2020

SEAC Belief statement:

"We believe that every student in Washington State has the right to reach his or her full human potential. We believe that students will fully and meaningfully participate in their education and community. We will use our strength as a broad based and diverse constituency group to play an active and influential role in decisions affecting education policies, programs, and services. Our priorities are focused on building a strong public education system that is inclusive, equitable, proactive, and supportive of students, families, and educators."

Interested in becoming part of a network of professionals focused on **Transition Services for Students with Disabilities**? Join the Center for Change in Transition Services Network!

<https://3.basecamp.com/3587987/projects/11562335>

Current SEAC Roster:

https://www.k12.wa.us/sites/default/files/public/specialed/seac/seac_roster.pdf

SEAC Brochure in English:

<https://www.k12.wa.us/sites/default/files/public/specialed/seac/SEACBrochure.pdf>

SEAC Brochure in Spanish:

<https://www.k12.wa.us/sites/default/files/public/specialed/seac/SEACBrochureSpanish.pdf>

Updates will be provided in-meeting

Tribal Vocational Rehabilitation Update – July 2020

Updates will be provided in-meeting



Washington Office of Superintendent of
PUBLIC INSTRUCTION

Updates will be provided in-meeting