

WSRC Post-Meeting Packet

February 2022



Washington State
Rehabilitation Council



February 2022 Quarterly Meeting

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Quarterly Meeting Agenda

Thursday, February 10th, 2022

9:00 am to 3:00 pm

[Click here to join Zoom meeting](#)

Meeting ID: 834 5804 3210

Passcode: 569692

One tap mobile: 253.215.8782

TIME	PRESENTER	AGENDA
8:50	Shelby Satko	Sign into Zoom <ul style="list-style-type: none"> Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am
9:00	Peggy Frisk	Call to Order <ul style="list-style-type: none"> Welcome & Introductions Vote: Approval of November 2021 Quarterly Meeting Minutes
9:20	Terry Redmon	Director Updates
9:35	Marcus Poppen Tammie Doyle	Pre-Employment Transition Services - TSAT – Demonstration Sites
9:55	Angela Merritt	Community Rehabilitation Programs Updates
10:20	Peggy Frisk	BREAK
10:35	Kristina Zawisza	Performance Updates
10:55	Cassi Villegas	Equity, Diversity, Access, & Inclusion Updates
11:50	Peggy Frisk	Council Wrap-up
12:00	Peggy Frisk	LUNCH
1:30	Shelby Satko Kristina Zawisza	State Plan Public Forum
3:00	Peggy Frisk	ADJOURN

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



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DVR Director Update

Presented by: Terry Redmon

February 10, 2022



DVR Director Update

- New DSHS Secretary - Jilma Meneses
- Rehabilitation Services Administration (RSA) monitoring scheduled for 2022
 - Initial meeting with RSA was January 21
 - On-site monitoring dates have not been identified yet
- Anti-Racism Declaration shared with staff Monday, January 10
- Telework update
 - Temporary suspension of in-person requirement for DVR staff is in effect January 12-March 15
 - KN95 masks are now a recommendation for staff
 - DSHS and DVR leadership will make the decision to return to the office with the safety and health of our staff, partners, and customers first

Budget Update

- We have received \$2,779,064 of program income for SFY 22
- We closed out the Basic Support 2020 grant and filed our final reports on 12/30/2021.
 - we will be sending back \$2,462,009 of Pre-ETS set aside that we were unable to spend.
 - Last year we sent back \$5,724,192 of unspent Pre-ETS set aside related to Basic Support 2019.
- We have received the Governor's Supplemental budget with no surprises.
 - The legislation session began on 1/10/2022.
 - We will review fiscal notes and bill analysis for DVR impacts.

Pre-ETS Spending

	Final	Final	Currently Spending
	Basic Support 19	Basic Support 20	Basic Support 21
Required 15% Set aside	8,054,632	7,393,828	7,580,577
Spent	2,330,440	4,931,819	844,482
Returned	5,724,192	2,462,009	
Average Monthly Spending	194,203	412,634	271,971

*We tend to spend more for Pre-ETS in July, August and September related to summer programs and as we prepare to close out our grant before Federal Year End of 9/30.

DVR Director Update

Q&A

Thank you!
Terry Redmon

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Washington Transition Project Development

Washington State Rehabilitation Council
February 10th, 2022



College of
Education
WASHINGTON STATE UNIVERSITY



Washington State Department of Social and Health Services



Washington State
Department of Social
& Health Services

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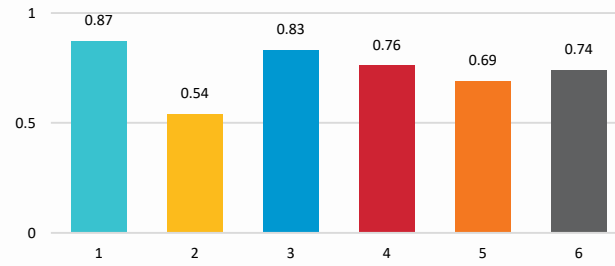
Collaboration between School and Vocational Rehabilitation

- Young adults with disabilities experience poor post-secondary employment outcomes (U.S. Department of Labor, 2020).
- Since 1973, state Vocational Rehabilitation (VR) agencies have been required to coordinate with education officials.
- Collaboration between school and VR has been shown to increase positive employment outcomes for young adults with disabilities (Benz, et al., 1997; Lindstrom, et al., 2013; Poppen et al., 2017; Shandra & Hogan, 2008)
- State VR agencies continue to face an uphill battle collaborating with schools (Government Accountability Office, 2018; Shultz, 2020)

WA-DVR: Statewide Evaluation of Pre-ETS

AVAILABILITY.

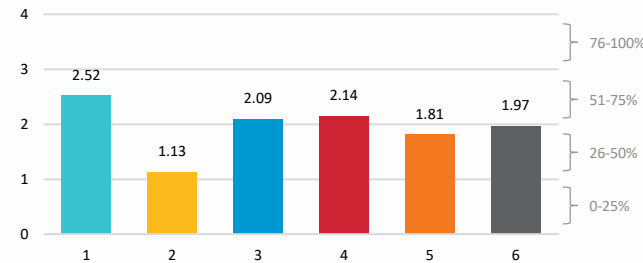
Results from the Transition Self Assessment Tool suggest that on average, 74% of the 97 transition services on the assessment are available in the sampled schools.



- Online needs assessment in **Fall 2019 to Spring 2020**
- Valid data collected from 265 of 480 (55%) high schools in Washington, including representative sample from each ESD
- School level data on the availability, accessibility, coordination, and quality of 97 school-based transition services – summarized for District/ESD/State Reports
- Additional open-ended responses from more than half of respondents. Needs included: (1) Improve professional skills and knowledge of transition services; (2) Improve quality of services provided; (3) Increase access to transition services for all students with disabilities; (4) Increase coordination; and (5) Address negative attitudes/experiences towards DVR

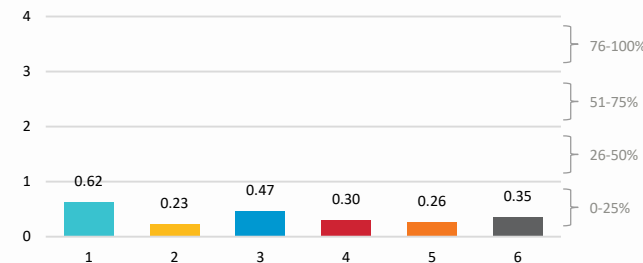
ACCESSIBILITY.

Results from the Transition Self Assessment Tool suggest that among the sampled schools, on average **only 26-50% of all potentially eligible students with disabilities participated in these school-based transition services.**



COORDINATION.

Results from the Transition Self Assessment Tool suggest that among the sampled schools, on average **only 1-25% of the school-based transition services delivered were done so in coordination with VR.**



Pre-Employment Transition Service Domains

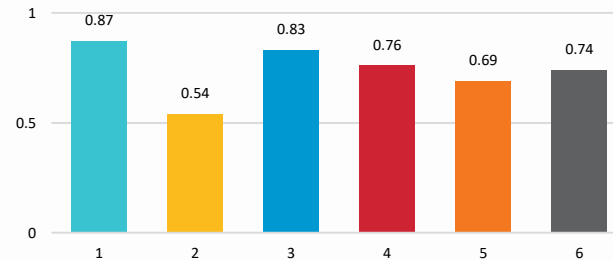
- 1 Job Exploration Counseling
- 2 Work-Based Learning Experiences
- 3 Counseling on Enrollment Options
- 4 Workplace Readiness Training
- 5 Instruction in Self-Advocacy
- 6 Combined Indicator

<https://education.wsu.edu/documents/2020/08/tsat-statewide-summary-report.pdf>

WA-DVR: Statewide Evaluation of Pre-ETS

AVAILABILITY.

Results from the Transition Self Assessment Tool suggest that on average, 74% of the 97 transition services on the assessment are available in the sampled schools.



The five services that were available most often included:

- Career Awareness Activities
- Career Pathways
- Career or Vocational Assessments
- Guidance on Identifying Interests and Abilities
- Vocational Interest Inventories

The five services that were available the least often included:

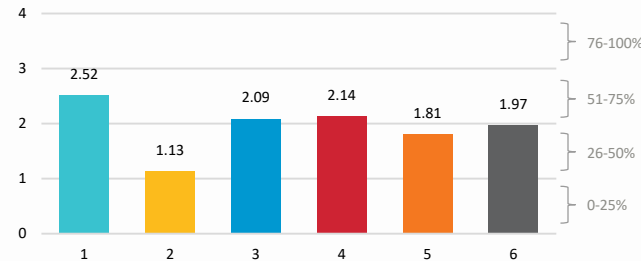
- Paid Work Experience
- Non-Paid Internships
- Career Mentorship
- Apprenticeships
- Paid Internships

<https://education.wsu.edu/documents/2020/08/tsat-statewide-summary-report.pdf>

WA-DVR: Statewide Evaluation of Pre-ETS

ACCESSIBILITY.

Results from the Transition Self Assessment Tool suggest that among the sampled schools, on average **only 26-50% of all potentially eligible students with disabilities participated in these school-based transition services.**



The five services that were available *most often* included:

- Career or Vocational Assessments
- Vocational Interest Inventories
- Discussion or Information on Career Pathways
- Career Awareness Activities
- Guidance on Identifying Interests and Abilities

The seven services that were reportedly accessed by fewer than 26% of potentially eligible students with disabilities included:

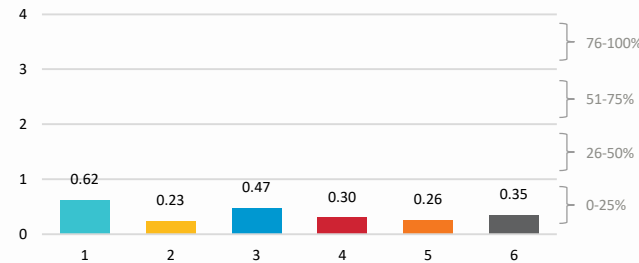
- School-Based Business
- Career Competitions
- Career Mentorship
- Non-Paid Internships
- Apprenticeships
- Paid Work Experience
- Paid Internships

<https://education.wsu.edu/documents/2020/08/tsat-statewide-summary-report.pdf>

WA-DVR: Statewide Evaluation of Pre-ETS

COORDINATION.

Results from the Transition Self Assessment Tool suggest that among the sampled schools, on average **only 1-25% of the school-based transition services delivered were done so in coordination with VR.**



The activities that were most often coordinated with DVR were included:



- Guidance on Applying for VR Services
- Career Awareness Activities

<https://education.wsu.edu/documents/2020/08/tsat-statewide-summary-report.pdf>

Requested Information and Supports

- TSAT respondents were asked to describe what, if any, additional information and supports they would like to receive. More than half of all respondents made at least one request for additional information supports
- Four themes for additional information and supports emerged across each of the five pre-employment transition service domains, with requests for information and supports that will:
 - Improve their professional skills and knowledge related to transition services
 - Improve the overall quality of transition services that are available to students with disabilities
 - Increase access to transition services for students with disabilities
 - Increase the level coordination with DVR and other adult disability service agencies
- Throughout these open-ended responses, there was a clear theme of negative attitudes/experiences towards DVR

Recommendations from the Evaluators

- Improve local partnerships with schools, and regional and statewide partners, in order to increase availability, accessibility, coordination of pre-employment transitions services, with an emphasis on work-based learning and instruction in self-advocacy.
- Address issues of DVR inconsistency and lack of follow through. Streamline processes, points of contact, and ease of access for students, families and schools where possible
- Develop an improved understanding of the specific needs, barriers and strategies that are preventing greater access and coordination of pre-employment transition services. Use this understanding to develop an improved service delivery model that results in more direct services to students
- Continue to monitor availability, accessibility, coordination and quality of pre-employment transition services, and use these data to make informed decisions. Increase capacity to monitor these services for schools and programs that weren't included in this evaluation

WA-DVR: Statewide Evaluation of Pre-ETS

- Follow Up Qualitative Evaluation of Experiences, Needs, Barriers, Strategies and Recommendations completed in 2020 and 2021
 - Focus Groups and Interviews with school, VR and community stakeholders
 - Recommendations include:
 - Increase service coordination
 - Develop common knowledge
 - Act and be engaged
 - Additional leadership and guidance
 - Highlight flexibility and innovation
 - Focus on consistency and follow through
 - Be relationship forward
 - Start small, dream big
- Results of evaluation used to inform the development and and implication of a model demonstration project, the *Washington Transition Program (WTP)*

“It's just [begins to bring two hands together] -- we need to make that connection, we need to bring things together”

~ Special Education Teacher

Washington Transition Program



AY 2021-2022

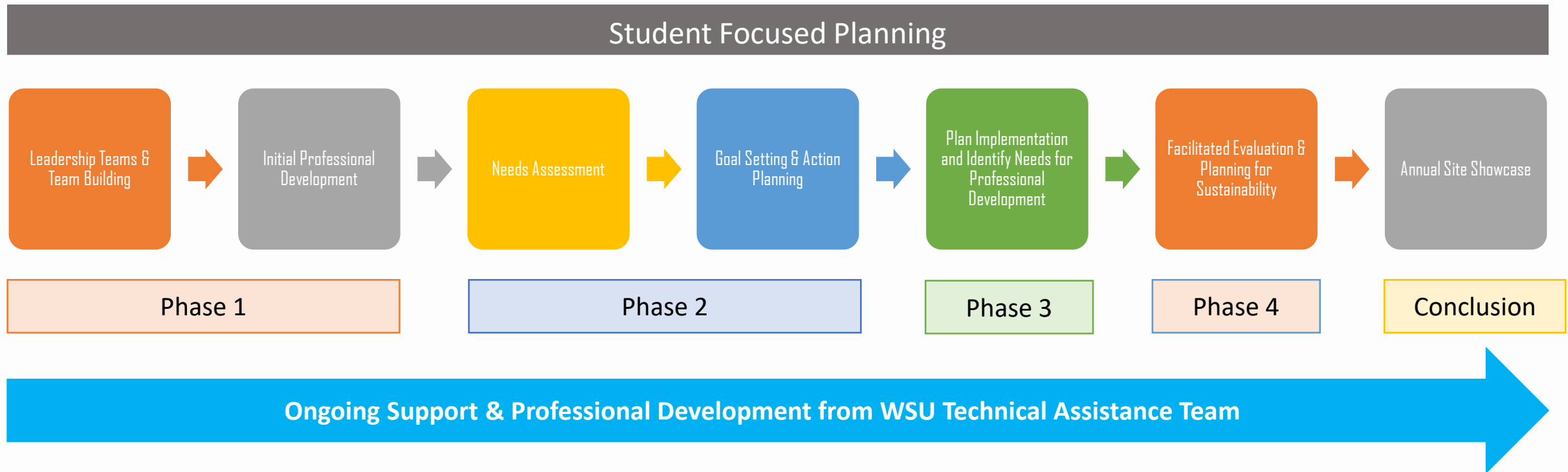
Washington Transition Program (WTP) Model Demonstration Project



- Build local capacity to improve coordination between schools and Vocational Rehabilitation to increase the availability and accessibility of coordinated transition services for youth and young adults with disabilities
- Development of *Transition Leadership Teams* at 3-5 schools that includes stakeholders involved in the decision-making process and implementation of career exploration, work-based learning, and other transition related services for youth and young adults with disabilities
- WSU Technical Assistance team guiding the Transition Leadership Team through a series of team building, self-assessment, action planning, and evaluation activities focused on improved coordination and delivery of services and promote cross site learning



Essential Features of the Washington Transition Program



WTP Transition Leadership Teams

Teams consist of as many of the following roles as possible:

- Special Education Teacher
- Transition Specialists
- Section 504 Plan Coordinator
- Career and Technical Educator
- School Psychologist/Counselor
- School Administrator
- DVR Counselor Liaison
- DVR Regional Transition Consultant

Summary

The Washington Transition Program (WTP)

- A systems-level model demonstration project that will support sites in increasing the availability, accessibility, and coordination of pre-employment transition services
- Includes site-based teams who will work together to assess and identify the needs within their site, and work collaboratively and creatively to address those needs
 - Guided professional development and targeted technical assistance
- Aims to establish a broader community of practice for transition providers
 - Pilot sites will exchange innovation and support to one another to better their services to students.
- Goal is to provide a collaborative structure that will support the implementation of a seamless set of coordinated transition services to students with disabilities in Washington

Next Steps

The Washington Transition Program (WTP)

- All five teams have identified data-based needs and goals
- Coordinated services are provided to students in each site
- Evaluation efforts are documenting and monitoring implementation with an eye towards sustainability, replication, and expansion

“I’ve dreamed of being a part of something like this, since when I started. I’m not kidding when I started talking about transition with schools, they didn’t even know it was a provision...We’ve come such a long ways, but this WTP is everything I’ve dreamed of, to actually work with schools directly to build their capacity. You know, to to be that perfect program for their students that every school should have every school should have that capacity to do this so. I’m really excited.”

~ WTP Participant (DVR Regional Transition Consultant)

Questions



Contact Information

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Washington State Department of Social and Health Services

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Additional Information



TSAT Specific Resources

- Full Evaluation Report ([Link](#))
 - More information about the measure (including specific items and the platform that is used)
 - School/district [capacity building guide](#)
 - Statewide, regional, and ESD summary reports
- Statewide Summary Report ([Link](#))

Resources about DVR and Schools

- [WA-DVR High School Transition Resource Page](#)
- [OSPI/DVR/DSP Interagency Agreement](#)
- [Pre-Employment Transition Services: A Guide for Collaboration](#)
- [Best Practices for Pre-Employment Transition Services](#)
- [A Transition Guide to Postsecondary Education and Employment for Students and Youth with Disabilities](#)



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Community Programs Presentation

Presented by: Angela Merritt

February 2022

Community Programs Presentation

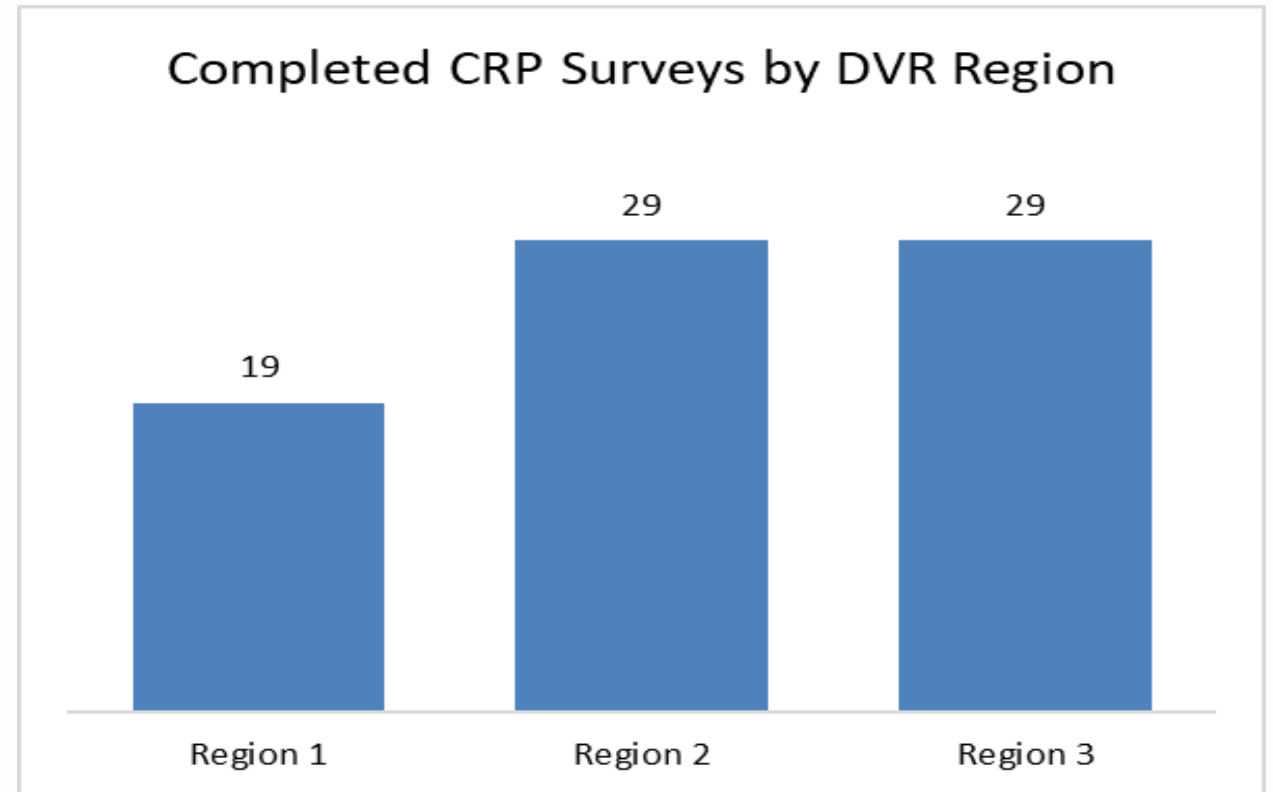
- CRP Communication Survey Results
- CRP Contract Monitoring Plan with Contracts Unit
- CRP Contract Amendment/Extension
- Future focus – CRP/IL Contract training for both staff and CRPs

CRP Communication Survey Results



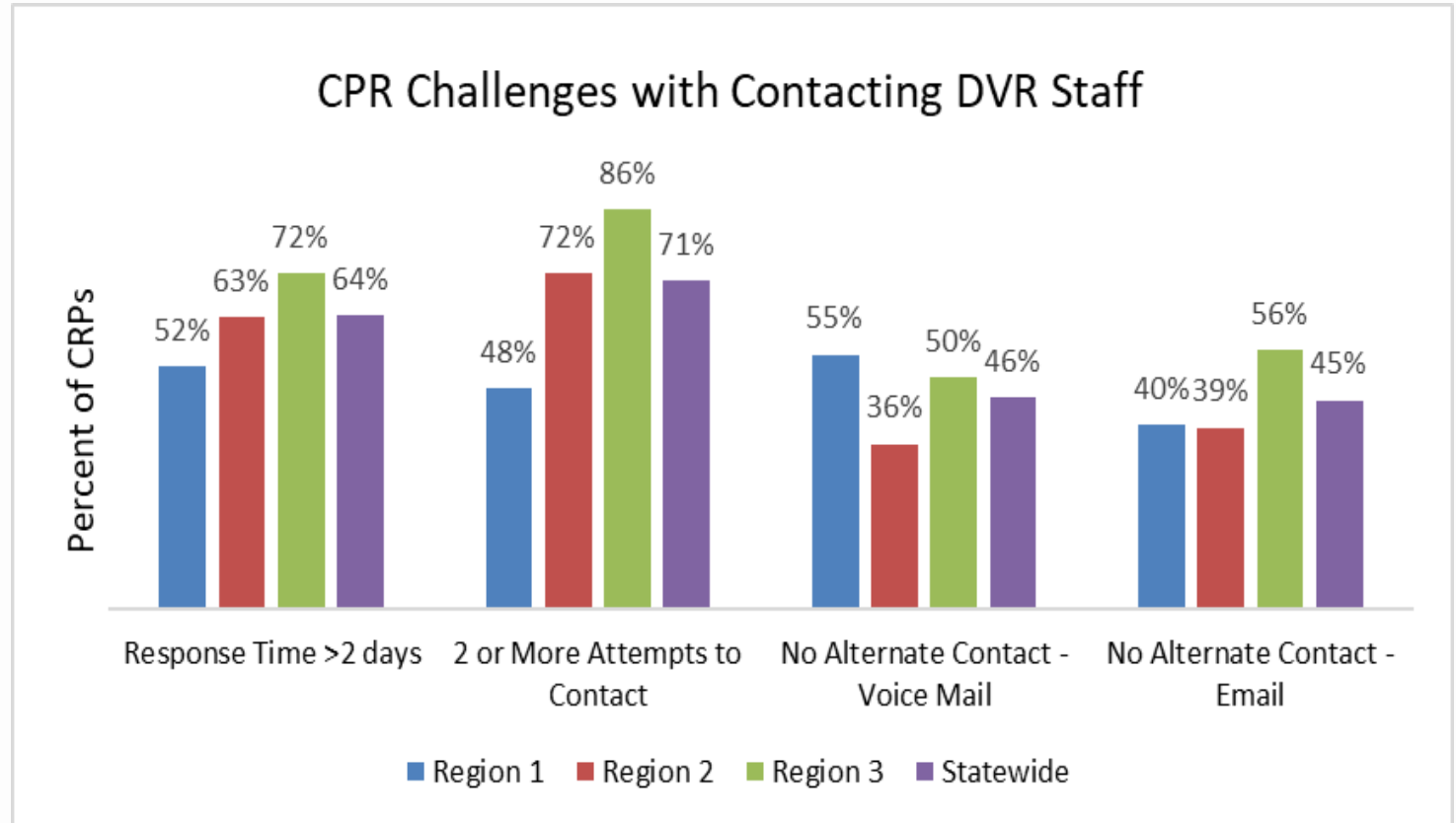
Prevalence of Communication Issues Across State³³

- Received 79 completed surveys from CRPs, dispersed across regions and units.
- 92% (73 responses) have communication challenges with one or more staff.
- 44% have communication challenges with more than two staff.



Ability to Reach DVR Staff In a Timely Manner

- For 64% of survey completers, response time exceeds two business days.
- 71% typically contact staff at least twice before they get a response.
- About half of CRPs say that an alternate contact is not provided on voice mail (46%) or email reply (45%) when staff are out of office.



CRP Survey Results Cont.

Many do not contact the supervisor when staff are not responsive.

- 38% (28 CRPs) indicated they don't contact the supervisor.
- Of those that contact the supervisor, 51% do so occasionally and 22% frequently.

CRPs typically know who to contact for customer and contract matters but are not informed promptly when cases are transferred to a different VRC.

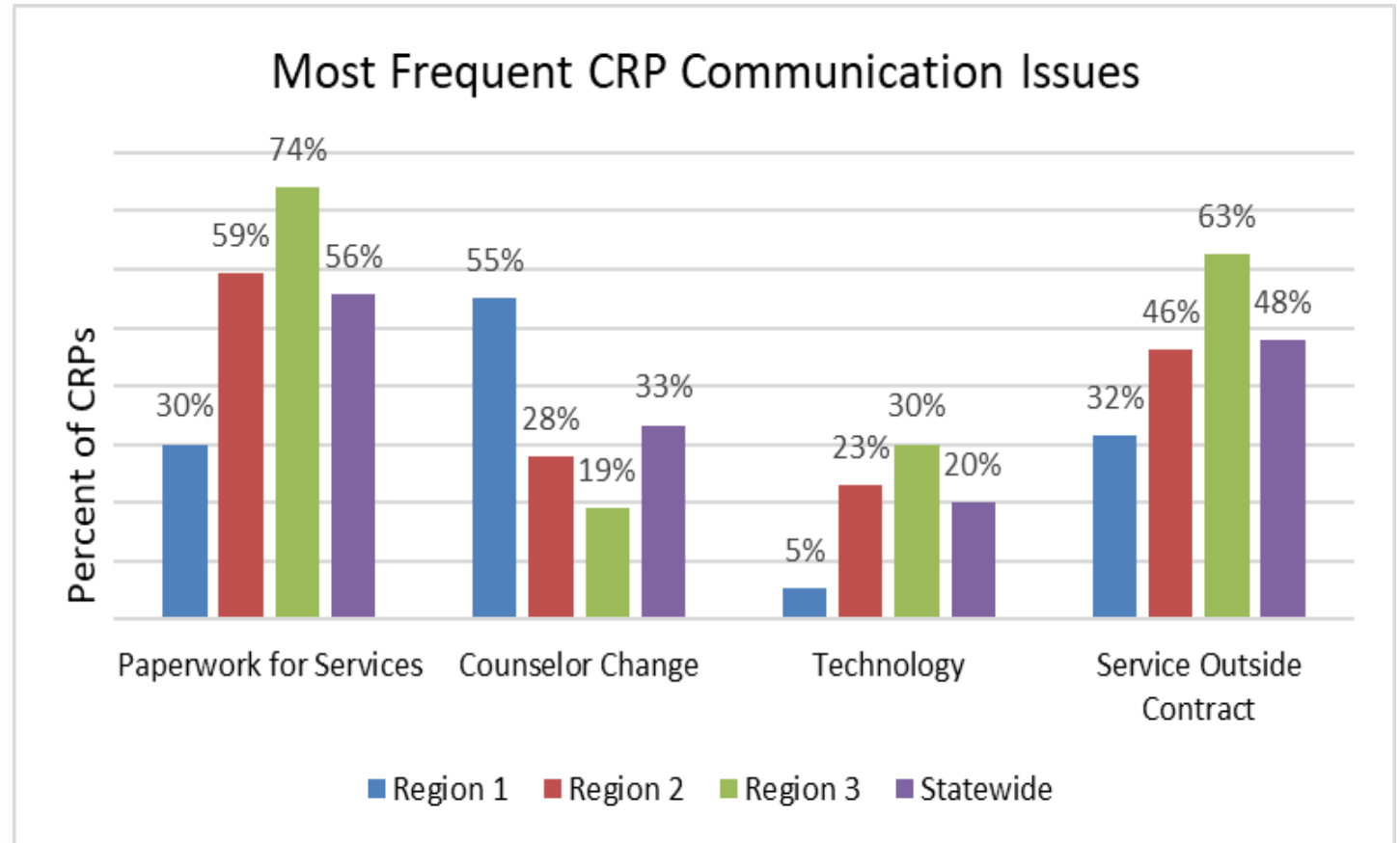
- 84% usually or always know who to contact, although some clarification is needed about who to contact for specific matters, particularly contract and IPE matters.
- Only 35% indicate that they are typically informed promptly when a case transfers.

Communications frequently do not result in resolution

- 49% of CRPs indicate that their question or issue is not addressed in their communications with DVR staff.

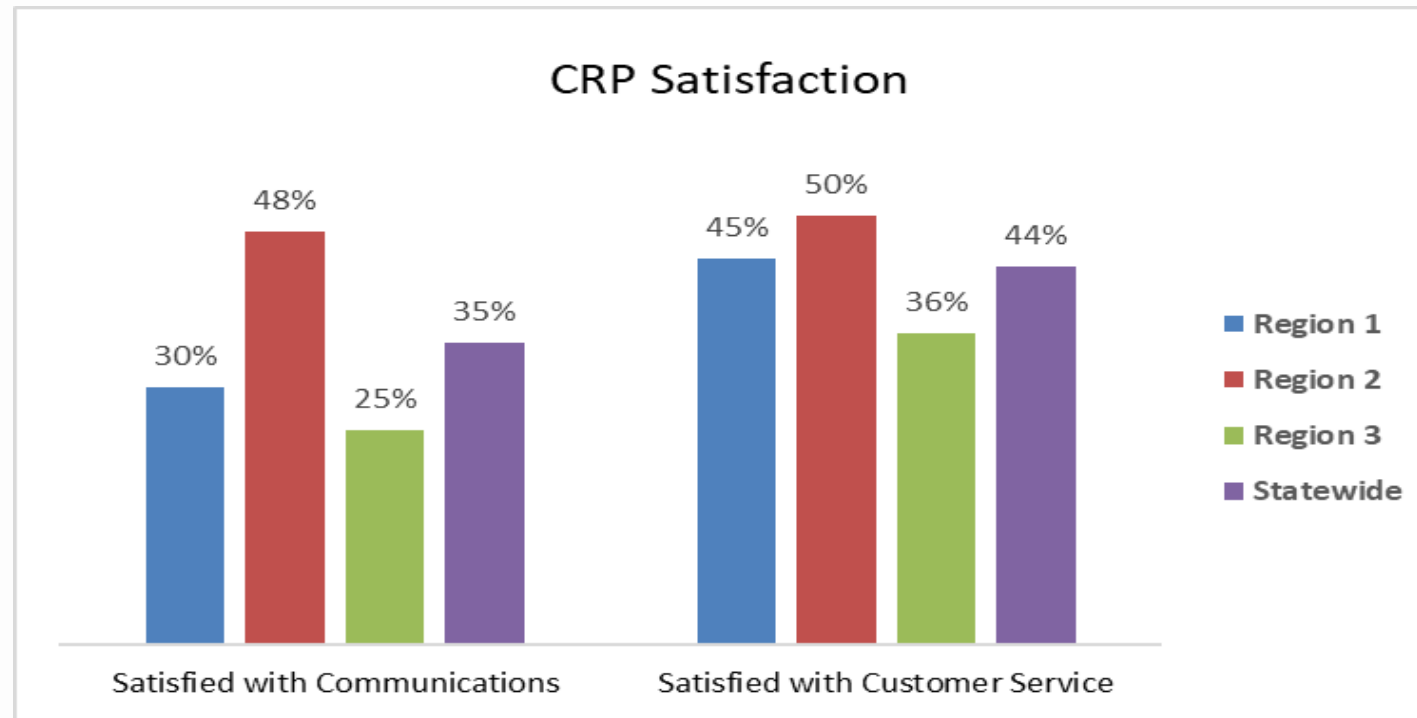
Paperwork and Requests for Services Outside of Contract

- 56% indicated that receipt of paperwork is an issue in most of the communication challenges they experience.
- Services that are outside the contract were noted as a frequent issue by 48% of CRPs.
- DVR counselor changes are a frequent challenge for 33% of CRPs.



CRP Satisfaction with DVR Communications/Customer Service

- Of CRPs that completed the survey, 35% are satisfied with communications with DVR staff; 44% are satisfied with overall DVR customer service.





CRP Contract Monitoring Plan

- Developing a monitoring plan for CRP contracts
- CRP Self-Assessment Monitoring form
- Monitoring is on-going process throughout contract

CRP Contract Amendment/Extension

- Amendment/Extension on track
- Contract Work Group status
- Recently updated the CRP/IL Guidance FAQ document – will update regularly as services change

Future focus: CRP Contract training for both CRPs
and DVR staff

Community Programs Presentation

Q&A

Thank you!

Angela Merritt

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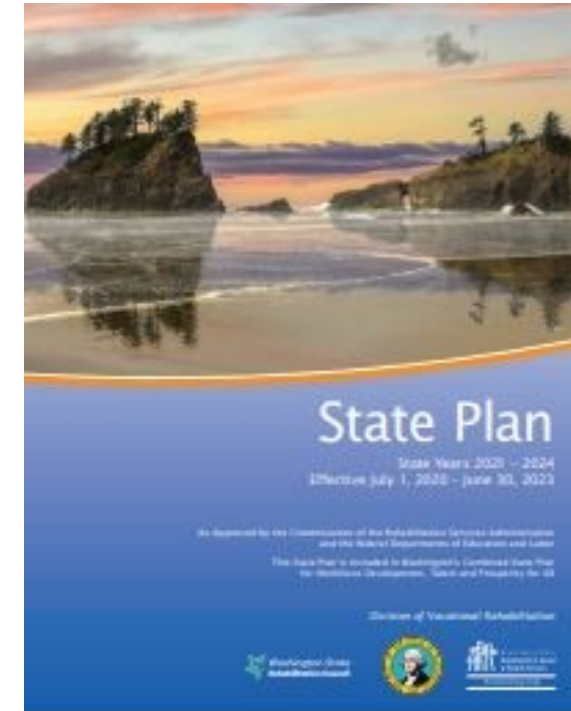
Performance Presentation

Presented by: Kristina Zawisza

February 2022

2022 State Plan Update

- The State Plan is DVR's major planning document, addressing program goals, priorities, partnerships, and services.
- Prepared every four years and updated at the two-year midpoint.
 - Current plan in effect from July 2020 to June 2024.
 - Update due March 15, 2022 to Rehabilitation Services Administration
 - Updated State Plan takes effect July 1, 2022.
- Developed in partnership with WSRC and other stakeholders.
- Part of Washington's Combined State Plan for all workforce programs, *Talent & Prosperity for All*.



2022 State Plan Update

- DVR is required to conduct public meetings throughout the state to provide customers and stakeholders an opportunity to comment (per the federal Rehabilitation Act of 1973).
- Notification about State Plan update and opportunities to provide input sent January 10-11 and posted to DVR and WSRC websites.
- Public Forum following this meeting to review Plan changes, take questions and comments.
- Draft Plan posted on DVR website February 1. Public comment period runs through March 2.

State Plan Public Forum Zoom Meeting

**Thursday
Feb. 10, 2022**


The Division of Vocational Rehabilitation (DVR) and Washington State Rehabilitation Council (WSRC) invite you to comment on the 2022 update to DVR's State Plan.

The State Plan describes DVR's goals, priorities, partnerships, and services to help individuals with disabilities achieve their employment goals.

To view the current 2020-2023 DVR State Plan, visit DVR's website: <https://www.dshs.wa.gov/dvr/dvr-state-plan>

Beginning Feb. 1, you can return to this site to view the updated content.

You may comment on the State Plan by sending an email to DVRStatePlan@dshs.wa.gov or participate in a State Plan presentation held on Zoom on Thursday, Feb. 10, 2022, from 1:30-3:00 p.m.



Join the State Plan Update zoom meeting on Thursday, Feb. 10, 2022, at 1:30 pm:

<https://dshs-telehealth.zoom.us/j/83458043210?pwd=SHFnSWNtLjYtZWtE4QmNVTStZY2djd209>


Meeting ID: 834 5804 3210
Passcode: 569692
One tap mobile: 253 215 8782

For audio only:
Dial (253) 215-8782
Meeting Number: 834 5804 3210

For reasonable accommodation requests or communication assistance such as interpreter services, email DVRStatePlan@dshs.wa.gov or call (800) 637-5627 by Jan. 27, 2022.

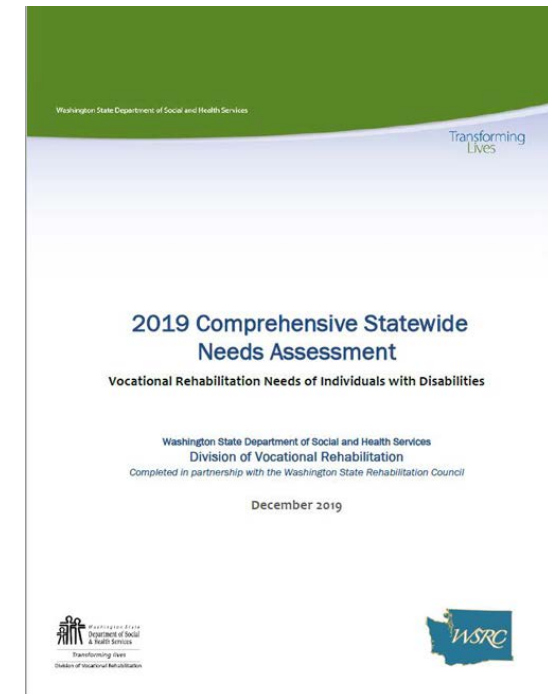
DVR Division of Vocational Rehabilitation

Washington State
Rehabilitation Council



Comprehensive Statewide Needs Assessment (CSNA)

- DVR is preparing to contract for the 2022 CSNA.
- CSNA is a study of the vocational rehabilitation needs of individuals with disabilities statewide.
- Required every three years, per the federal Rehabilitation Act of 1973, as amended by WIOA.
- Informs the goals and priorities of DVR's State Plan.
- Identifies needs of specific customer groups and service systems.
- Undertaken jointly by DVR and WSRC.



Statewide Case Review




- DVR conducts a periodic review of casework statewide to assess compliance and service quality.
- Most recent Review completed in October 2018 for cases closed between July 1, 2017 and June 30, 2018.
- Plans for the next Review were postponed in 2020 and 2021.
 - Shift to remote work in 2020 without remote access to case files.
 - File scanning still in process and limited availability of staff to participate on review teams in 2021.
- Planning will resume after Waves is implemented, with Review expected to take place in fall 2022.

Measures That Matter: Performance Pre- and Post-COVID

For the most recent quarter:

- More customers were working, on average, than pre-COVID levels, as seen in the number of customers In Plan-Employed.
- The number of cases Closed Employed returned to pre-COVID levels.
- Employment Rate averaged 50%, the highest rate since the second quarter of 2020.

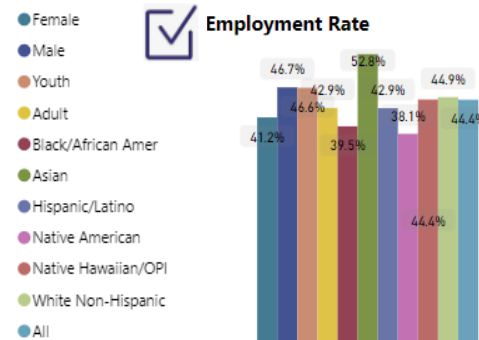
Caseload and Performance Averages

	Pre-COVID Jul 2019 - Mar 2020	Post-COVID Apr 2020 - Jan 2022	Previous Quarter Nov 2021 - Jan 2022
 Customers Served in Plan	246 New Plans 5,634 In Plan 754 In Plan-Employed	209 New Plans 5,536 In Plan 672 In Plan-Employed	227 New Plans 5,527 In Plan 950 In Plan Employed
 Timely Engagement	42 Days to Eligibility 112 Days to Plan	44 Days to Eligibility 126 Days to Plan	46 Days to Eligibility 118 Days to Plan
 Successful Outcome	151 Closed Employed 52.6% Employment Rate	95 Closed Employed 44.5% Employment Rate	149 Closed Employed 50.0% Employment Rate

Measures That Matter: Customers in Plan

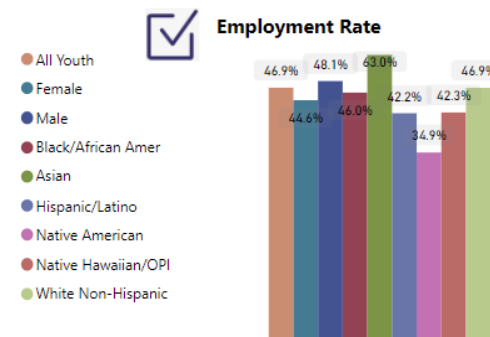
- DVR continues to report key performance measures by gender, race and ethnicity.
- Reports were added this month to show separate breakouts for youth customers.
- Youth in general and most demographic groups have higher success rates than customers overall but differences between demographic groups persist.

All Customers Served in Plan



	In Plan		Closed Employed	
Female	3,388	42.5%	491	38.1%
Male	4,581	57.5%	797	61.9%
Youth (<25 yrs*)	3,223	40.4%	502	39.0%
Adult (25+ yrs*)	4,729	59.3%	782	60.7%
Black/African American	812	10.2%	113	8.8%
Asian	645	8.1%	112	8.7%
Hispanic/Latino	931	11.7%	150	11.6%
Native American	332	4.2%	53	4.1%
Nat Hawaiian/Other Pac Isl	165	2.1%	28	2.2%
White Non-Hispanic	5,720	71.8%	936	72.7%
All	7,969		1,288	

Youth Served in Plan*



	In Plan		Closed Employed	
All Youth (<25 yrs*)	3,223	100.0%	502	100.0%
Female	1,150	35.7%	165	32.9%
Male	2,073	64.3%	337	67.1%
Black/African American	289	9.0%	46	9.2%
Asian	346	10.7%	63	12.5%
Hispanic/Latino	463	14.4%	70	13.9%
Native American	94	2.9%	15	3.0%
Nat Hawaiian/Other Pac Isl	74	2.3%	11	2.2%
White Non-Hispanic	2,226	69.1%	339	67.5%

* Age less than 25 years at time of eligibility determination

Measures That Matter: Closed Cases

- Females represent only about one-third of youth cases, both In Plan and Closed.
- 28.4% of all youth cases that closed had a successful outcome, compared to 21% of all cases.
- About 40% of youth cases closed before plan.
- Youth who identify as Asian and Native Hawaiian/Other Pacific Islander were more likely to close with a job and less likely to close before plan.
- Hispanic/Latino and Native American youth were least likely to move to plan or close with employment.

Time Period

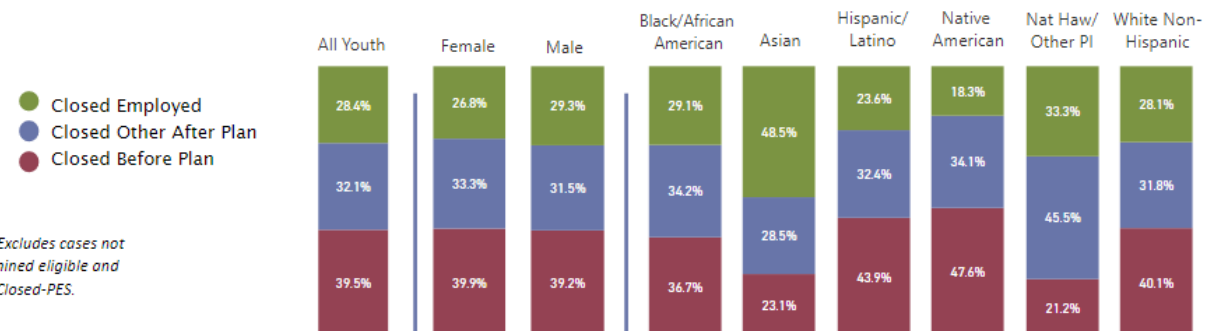
DVR Measures That Matter

Youth with Closed Cases: Number and Percent of Cases

	Eligible Closed Before Plan		Closed Other After Plan		Closed Employed	
All Youth (<25 yrs)*	698	100.0%	568	100.0%	502	100.0%
Female	246	35.2%	205	36.1%	165	32.9%
Male	452	64.8%	363	63.9%	337	67.1%
Black/African American	58	8.3%	54	9.5%	46	9.2%
Asian	30	4.3%	37	6.5%	63	12.5%
Hispanic/Latino	130	18.6%	96	16.9%	70	13.9%
Native American	39	5.6%	28	4.9%	15	3.0%
Nat Hawaiian/Other Pac Isl	7	1.0%	15	2.6%	11	2.2%
	484	69.3%	384	67.6%	339	67.5%

*Age at time of eligibility determination

Closure Status of Youth Cases by Gender, Age, Race and Ethnicity



Performance Presentation

Q&A

Thank you!
Kristina Zawisza



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Equity, Diversity, Access, & Inclusion Presentation

Presented by: Cassi Villegas

February 2022



Equity, Diversity, Access, & Inclusion Presentation

- 2022 EDAI Planning
 - Activities from the State Plan, Strategic Plan, and DSHS EDAI plans
 - Current activities and highlights for 2022
- EDAI Community of Practice and More Than a Moment Conversations
- Language Access
- DVR Anti-Racism Declaration

Equity, Diversity, Access, & Inclusion Presentation

Q&A

Thank you!
Cassi Villegas



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Lives

State Plan Public Forum

1:30—3:00pm



Quarterly Meeting Agenda

Friday, February 11th, 2022

9:00 am to 12:00 pm

[Click here to join Zoom meeting](#)

Meeting ID: 834 5804 3210

Passcode: 569692

One tap mobile: 2532158782

TIME	PRESENTER	AGENDA
8:50	Shelby & Jolie	Sign into Zoom <ul style="list-style-type: none"> • Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am
9:00	Peggy Frisk	Call to Order <ul style="list-style-type: none"> • Welcome
9:05	Peggy Frisk	Executive Updates
9:15	Erica Wollen Ivanova Smith Tania May Jen Chong-Jewell Dion Graham Laurae MacClain	Partnership Subcommittee <ul style="list-style-type: none"> • Workforce Training & Education Coordinating Board • Developmental Disabilities Council • Office of Superintendent of Public Instruction & Transition Collaborative • Special Education Advisory Council • State Independent Living Council • Tribal VR
10:00		BREAK
10:15	Michele Stelovich	Policy & Planning Subcommittee
10:30	Jen Bean	Customer Satisfaction & Program Evaluation Subcommittee
10:45	Allesandria Goard	Field Services
11:10	Jen Bean	Client Assistance Program
11:20	Peggy Frisk	Public Comment
11:35	Peggy Frisk	Meeting Wrap up
12:00	Peggy Frisk	ADJOURN

Executive Committee Updates

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

Executive Director: Shelby Satko

February 2022

Executive Committee Updates

- Membership
 - New Council members
 - Ed Nicholson – October 2021
 - Matt Newton – January 2022
 - Recruitment
 - Business Representative
 - Current/Formal Recipient of Services

Executive Committee Updates

- Letters to DVR Director
 - Equipment Distribution & IT Support for Customers
 - CRP-IL Workgroup
- Check-in on return to in-person meeting
- Strategic Planning timeline



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Partnerships Subcommittee

Members: Erica Wollen – Chair, Tania May,
Ivanova Smith, and Dion Graham

February 2022



Partner Updates

- Workforce Training & Education Coordinating Board – Erica Wollen
- Developmental Disabilities Council – Ivanova Smith
- Office of Superintendent of Public Instruction & Transition Collaborative – Tania May
- Special Education Advisory Council – Jen Chong-Jewell
- State Independent Living Council – Dion Graham
- Tribal VR – Laurae MacClain

Tribal VR Update

Presented by Laurae MacClain

- Most tribes have been open to the public in varying levels on in-person communication.
- One new Tribe was added to the WA list, so please make contact to say congratulations for obtaining the grant and offering any assistance they may need.
- Colville Tribe update
 - Will soon have a local DVR counselor. The hiring process is complete. We were happily invited to sit on the interview board and made our recommendation, but they chose a different candidate.
 - We will welcome the new person when they are announced.
 - Currently experiencing high volume of Covid cases.

Partner Update

State Independent Living Council (SILC)

Presented by Dion Graham

- This year WASILC will be conducting a Statewide Community Needs Assessment with the focus on disability and the intersection of race/BIPOC community. We just established an Ad-Hoc committee and are interviewing consultants to support that work.
- At the January quarterly meeting, WASILC received one of two trainings on disability justice.
- **[Registration Open](#): Virtual African American Conference on Disabilities & it is FREE**
Hosted by The Arizona Center for Disability Law and the Arizona Center for African American Resources (AZCAAR). The AACD is the only comprehensive conference in the U.S. that addresses the intersection between race and disabilities.
- INDEx (Inland NW Experience) Spokane CIL is open and running. Although they are not yet at full capacity, they are providing services. Folks can go our [website](#) find out contact information. (A new center for independent living opened in October 2021.)

Partner Update

Office of Superintendent of Public Instruction (OSPI) /
Special Education Advisory Council (SEAC)

Presented by Tania May

- OSPI Special Education Leadership transitions – Glenna, Tania, Alexandra
- Graduation/Transition bills OSPI Special Education is tracking:
 - SB 5790 – Transition Collaborative recommendations
 - HB 1162 – High school graduation pathways
 - SB 5902 – High school graduation requirements
 - HB 1536 – Regional apprenticeships
 - SB 5789 – Career & College pathways innovation program
- 2019-20 Post-School Outcome Data from Center for Change in Transition Services (CCTS)
- State Performance Plan (SPP) submitted Jan 31

Policy & Planning Subcommittee

Members: Michele Stelovich – Chair, Laurae MacClain,
Lesa Dunphy, Jayson Morris, and Jen Bean

February 2022

Policy & Planning Subcommittee Updates

- Counselor Reassignment Best Practices
 - Developing a guide/checklist to use when there is VRC turnover
 - Discussion



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Customer Satisfaction & Program Evaluation Subcommittee

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

February 2022



Customer Satisfaction Survey: Q3 Highlights

- Customers Surveyed – 303
- Comments Received – 182
 - 56% of total comments were shared with DVR
- Response Rate - 41.7%
- Overall satisfaction was 65%, remaining the same as Q2
 - Margin of Error is 5%

Customer Satisfaction Survey – Q3 Responses

Question 1 - My counselor does a good job keeping in touch with me.

		Closed-Other After Plan	Closed-Rehab	Plan	All case status
Region	1	79%	77%	66%	71%
	2	59%	63%	71%	65%
	3	55%	81%	69%	69%
All Region		61%	74%	69%	68%

All Regions Margin of Error – 5%

Question 2 - My counselor understands what is important to me.

		Closed-Other After Plan	Closed-Rehab	Plan	All case status
Region	1	73%	80%	77%	77%
	2	63%	80%	71%	71%
	3	52%	78%	73%	69%
All Region		61%	79%	74%	72%

All Regions Margin of Error – 5%

Customer Satisfaction Survey – Q3 Responses

Question 3 - My counselor understands how my disability affects me.

		Closed-Other After Plan	Closed-Rehab	Plan	All case status
Region	1	80%	72%	73%	74%
	2	52%	72%	65%	63%
	3	52%	78%	73%	69%
All Region		58%	74%	70%	68%

All Regions Margin of Error – 5%

Question 4 - My counselor cares about my input.

		Closed-Other After Plan	Closed-Rehab	Plan	All case status
Region	1	80%	80%	77%	78%
	2	73%	80%	78%	77%
	3	61%	81%	78%	74%
All Region		70%	80%	77%	76%

All Regions Margin of Error – 5%

Customer Satisfaction Survey: Q3 Responses

Question 5 - DVR moves quickly enough for me

		Closed-Other After Plan	Closed-Rehab	Plan	All case status
Region	1	73%	79%	59%	67%
	2	55%	60%	55%	56%
	3	38%	66%	53%	53%
All Region		52%	67%	56%	58%

All Regions Margin of Error – 5%

Question 6 – Overall, I am satisfied with DVR

		Closed-Other After Plan	Closed-Rehab	Plan	All case status
Region	1	60%	76%	61%	65%
	2	60%	77%	63%	66%
	3	41%	72%	69%	63%
All Region		53%	75%	65%	65%

All Regions Margin of Error – 5%

Region 1: Sample of Comments

Positive

- I came into DVR so BROKEN. No self-esteem, severe anxiety and so unsure of what I was getting into. My first counselor was not understanding or supportive, she actually made me feel not welcome and I felt hopeless. I asked for another counselor and she was amazing. I can't say enough about her. She saw my needs, planted seeds and encouraged me along the way. I ended up graduating with an Associate's Degree in Business. My counselor helped see me through this.
- I was impressed with the last DVR counselor. I'm doing my master's on DVR. I'm starting soon as DVR counselor. It's because she made an impression on me.
- My counselor was excellent, they communicated well, when I needed to speak we spoke, that's about it. I didn't have to go through a bunch of hoops, we had a plan and stuck with it. And I am working so that's good, so it was a worthwhile experience.

Region 1: Sample of Comments

Negative

- It was all about the paperwork and fitting into a specific job category to get the paperwork done. It just doesn't work like that for anyone- we find a job that will be suitable and work to develop skills. DVR really felt like a waste of time. The counselor was not helpful.
- Seems like I have to do the work and DVR takes a long time to say they can't help or based on the rules, not able to.
- I agree with she's nice and all that, but I have different people helping me, but nothing is happening. The new lady, I haven't even met her, but I had different people that worked there that say they help me, but nothing happens. I keep getting traded to different counselors.

Region 2: Sample of Comments

Positive

- DVR did exactly what it was supposed to do - help me no longer need services! Although I've been working the career of my dreams for a year now it's reassuring to know DVR is here for me if that changes. The Bellingham staff listened to my desires and understood my uniqueness, helping me find success. Thank you!
- My counselor was fantastic and encouraged me and was the biggest reason I was able to continue. I probably wouldn't be able to make it without them so I'm very thankful.
- The best word for both having access to DVR's resources and my experience with DVR is... grateful. Grateful for the help, grateful for an amazing counselor, grateful that it even exists. I count myself very lucky on all fronts. This is the kind of social service that improves and changes, for the better, people's lives in immeasurable ways. I know it would be much more difficult to move through the world without the assistance I've received from DVR. At a moment in history where we're all more isolated feeling than ever, it would be almost intolerable without the aid provided by this resource.

Region 2: Sample of Comments

Negative

- I feel like I really wasn't listened to as far as my disability. I kept saying I needed a job I could sit down at, but they kept pushing retail jobs that require me to stand for a long time.
- I just don't understand how once you are in, and you have a counselor, and that person gets moved up. Why is it that your cases can't be transferred, and you have to start again. He couldn't just hand my stuff off to another counselor, but this new lady will not answer me. I know they have my file, but she just won't find it. I don't where that information went. It is really frustrating.
- My case worker (DVR) has not kept in touch with me or hasn't provided insight into some of the things that I need.

Region 3: Sample of Comments

Positive

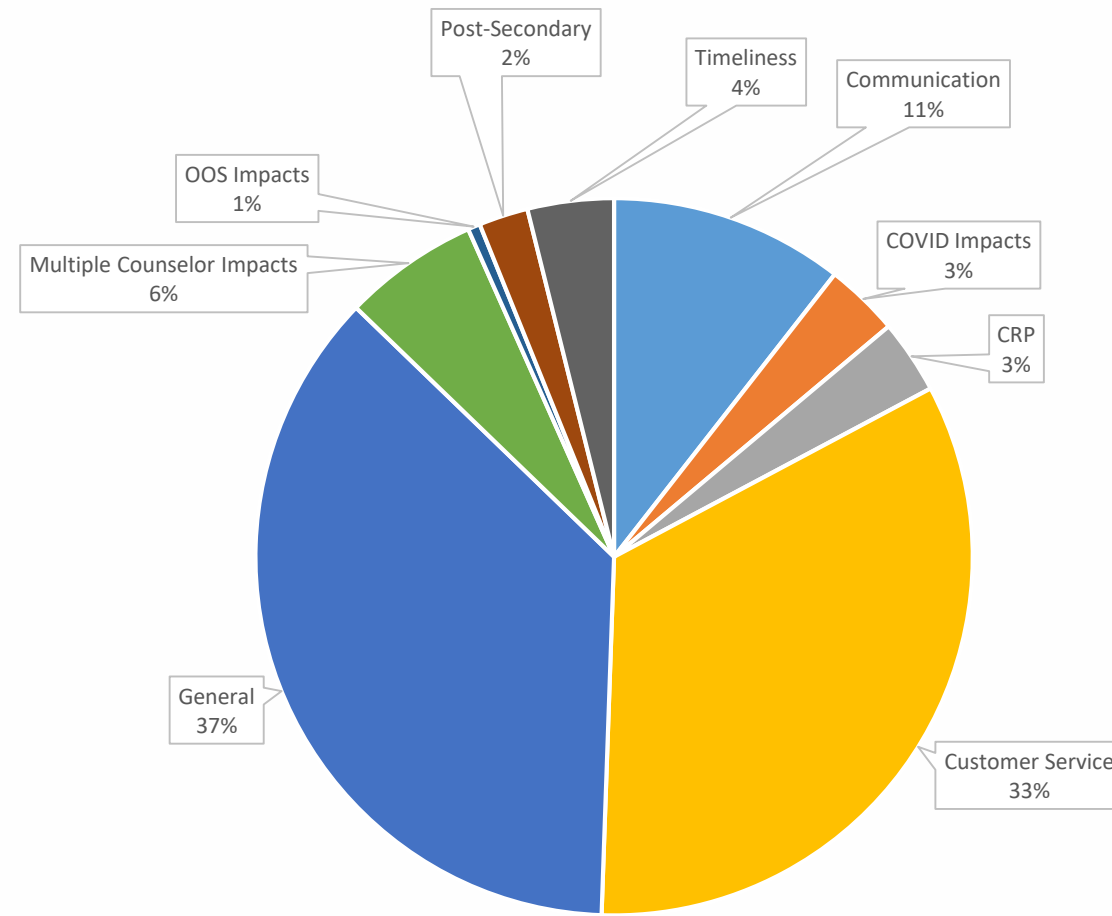
- From day 1 I felt heard and respected. All the people I worked with were amazing and wonderful. I felt like at all times they were working in my best interest and making sure I was taken care of. The DVR program is wonderful and helped me greatly. Keep up the great work!!
- I feel that DVR has helped me find a job regardless of my disability. I feel almost complete with myself now that I have a job.
- I'm definitely happier with DVR than when I last completed a survey. Something is actually getting done this time around and I've had the same counselor for awhile! Good job!

Region 3: Sample of Comments

Negative

- Anytime I tried contacting my case worker she would take weeks to months to get back to me
- DVR is not very responsive. It is very inflexible. DVR made meetings 3 weeks out via Zoom. We recommended a 3-way call or email instead of waiting; DVR would not budge. Zoom meeting was only 10 minutes and just a agree or disagree intake. WASTE of 3 weeks of our time/schedule for something that could have been done with 1 phone call! VERY slow in responses and action. No indications that DVR cares, just that they are checking the block to get their paycheck.
- The Counselors need smaller caseloads. So, they can respond and follow up more quickly.
- Counselor retention is also hugely impactful for me as a client. Turnover from one caseload to another has been really stressful- having to learn a new process and style of operation with every counselor/office.

Comment Categories





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Field Services Presentation

Presented by: Allesandria Goard

February 2022



Field Services Presentation

- Staffing Updates: new AA4 coming soon
- IT Equipment Distribution
- IT Support for Customers
- Training Updates
- Efforts to mitigate impacts for customers when there are multiple counselors

Field Services Presentation

Training updates

- New Training Manager Tennille Nicolette
- New Training Coordinator Jeanese Hime
- Exciting changes and expect more changes to quality and quantity of training over time as the new training manager continues to bring new tools, new ideas and ways of streamlining DVR training goals
 - Vocational Rehabilitation Institute continuing:
 - New supervisor training,
 - New leadership training and
 - New suicide prevention/awareness training
 - Will repeat topics from last year including foundations of Vocational Rehabilitation and Ethics, Counseling theories, Medical Aspects of Disability, Vocational Assessment, Behavior Change, and Labor Market Information.
 - Training internally
 - we are focusing on redesigning what and how we deliver content to best suit large number of new staff, meeting new and veteran staff where they are. Tennille is working to help onboarding processes and working with program managers to also include various program needs to get specific training out.

Field Services Presentation

IT equipment Distribution

Ordered 1500 pieces of equipment for customers includes:
laptops, Ipads, printers, backpacks, covers for Ipads, and some peripheral computer equipment

There is still 1,194 items that we still have not been able to deliver to customers

Pros : entering it and tracking it, changing policy to not be loaned,

Cons : many barriers to delivering when we have

- closed lobbies and
- no in person meetings,
- no resources identified for customers (IT workgroup for customers)
- Staff vacancies
- Takes time to track these actions so quarterly is likely the level of reporting

Field Services Presentation

IT customer support workgroup

DVR started a workgroup to address what the field were seeing as barriers to customers utilizing technology to communicate, job search, and receive equipment we would like to give them.

Sent out Feb 4 update for staff to include

- Statewide computer resources list
- Technology questionnaire
- Guidance and expectations around having these conversations and entering case notes. Policy will be updated (Customer Service Manual) soon.
- All of this is to better support the customer and hopefully increase delivery of equipment that the customer can then use.

Field Services Presentation

Efforts to mitigate impacts for customers when there are multiple counselors

- VRC 4 Floats being established and recruited, looking at RT Floats (high vacancy rate)
- P/T temp positions- VRC 4 potential 3 journey level
 - goals is for these positions to have experience, could be retiree, former staff, and can provide continuity and expertise

Regional Administrators are taking inventory of how each office handles transitions and we will be working on identifying a clear process that can be followed statewide.

Field Services Presentation

Q&A

Thank you!
Allesandria Goard

Abstract geometric lines in the top left corner of the slide, consisting of several overlapping, irregular polygons and lines that create a complex, layered effect.

CLIENT ASSISTANCE PROGRAM

Jen Bean

February 2022

CAP PURPOSE

Client Assistance Program (CAP) is a private non-profit advocacy program for customers/applicants seeking vocational rehabilitation services from DVR, Dept. of Services for the Blind (DSB), Tribal VR, and Independent Living Centers (CILs). CAP:

- Provides information about VR programs, services and process.
- Helps customers understand their rights and responsibilities and navigate the VR process.
- Mandated to resolve issues at the lowest possible level, starting with information and referral (I&R) and support with self-advocacy.
- Works to resolve problems through individual advocacy.
- Engages in systemic advocacy to address trends.
- Relationship based model

We strive to amplify the voices of customers and staff to improve service delivery, employment outcomes, and satisfaction with program services.

WSRC PARTNERSHIP

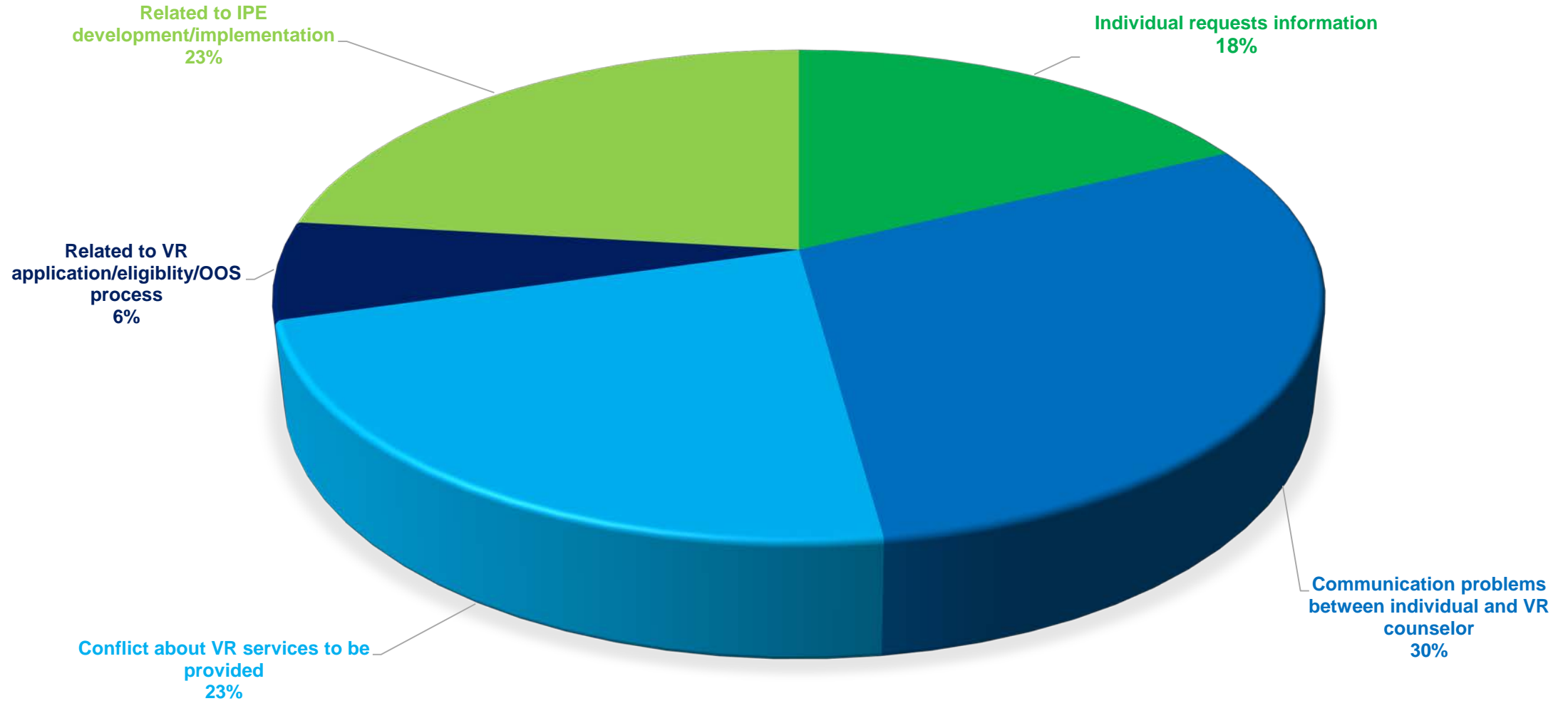
- Serve on Rehab Councils
 - Washington State Rehab Council (WSRC)
 - Dept. of Services for the Blind SRC – SRC-B
 - CAP is one of 2 positions, Tribal VR the other, with no term limit.
 - CAP Director Jen Bean, and Jerry before her, serves as the Chair of the Customer Satisfaction Committee on both SRC's and is the Vice-Chair of the WSRC.
- Work closely with WSRC Director to address systemic issues, as both organizations serve as the “voice of the customer.”
- Many systemic advocacy successes this year involved efforts from both CAP and the WSRC.

INDIVIDUAL ADVOCACY

- Info & Referral vs. CAP Client
- Rehab. Services Administration (RSA) Reporting:
 - Problem Areas
 - Intervention Strategies
 - Closure Reason
 - Closure Outcome

PROBLEM AREAS

PROBLEM AREAS



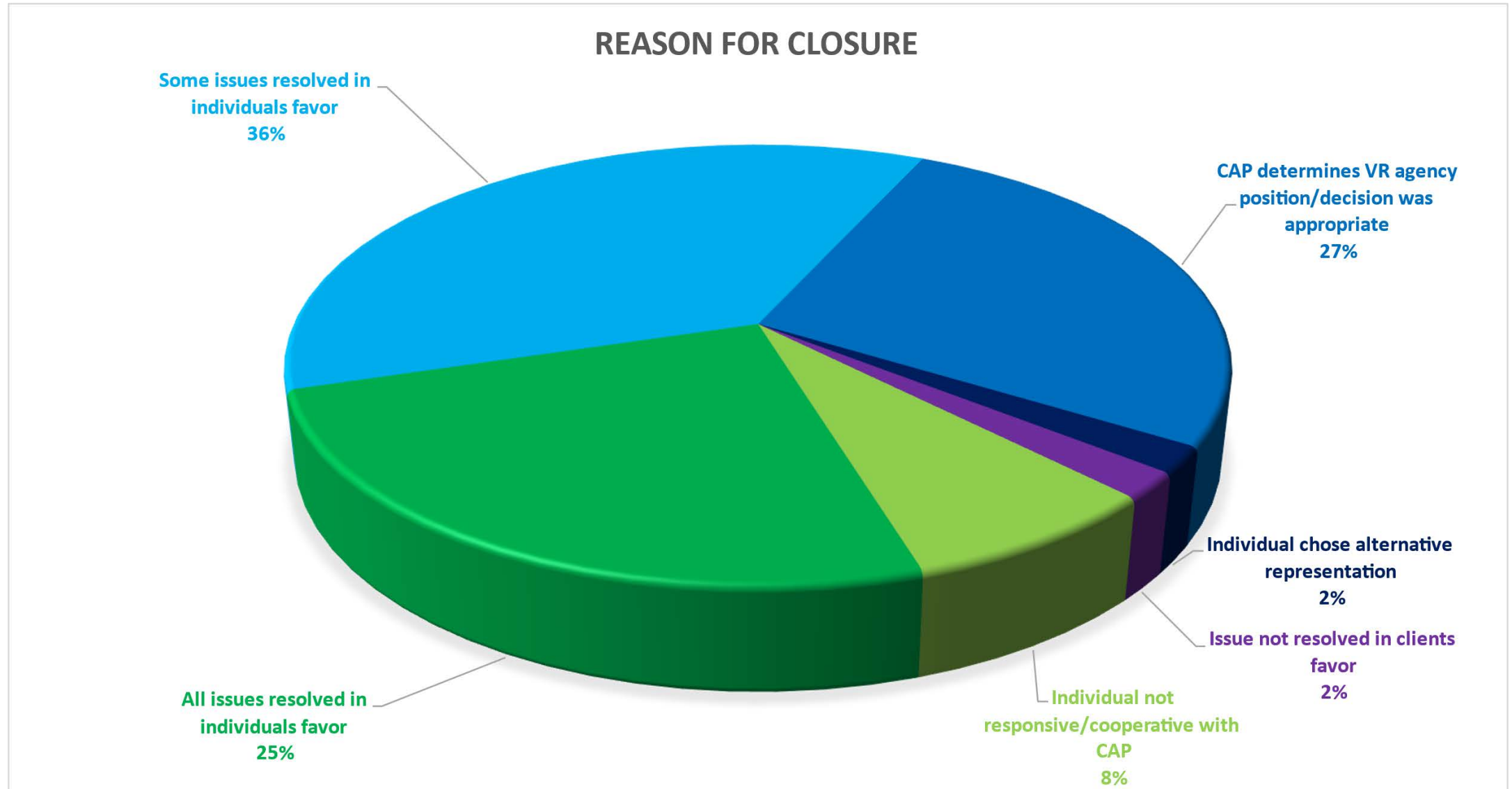
INTERVENTION STRATEGIES

CAP's relationship-based approach is successful at resolving cases without needing a formal appeal or litigation.

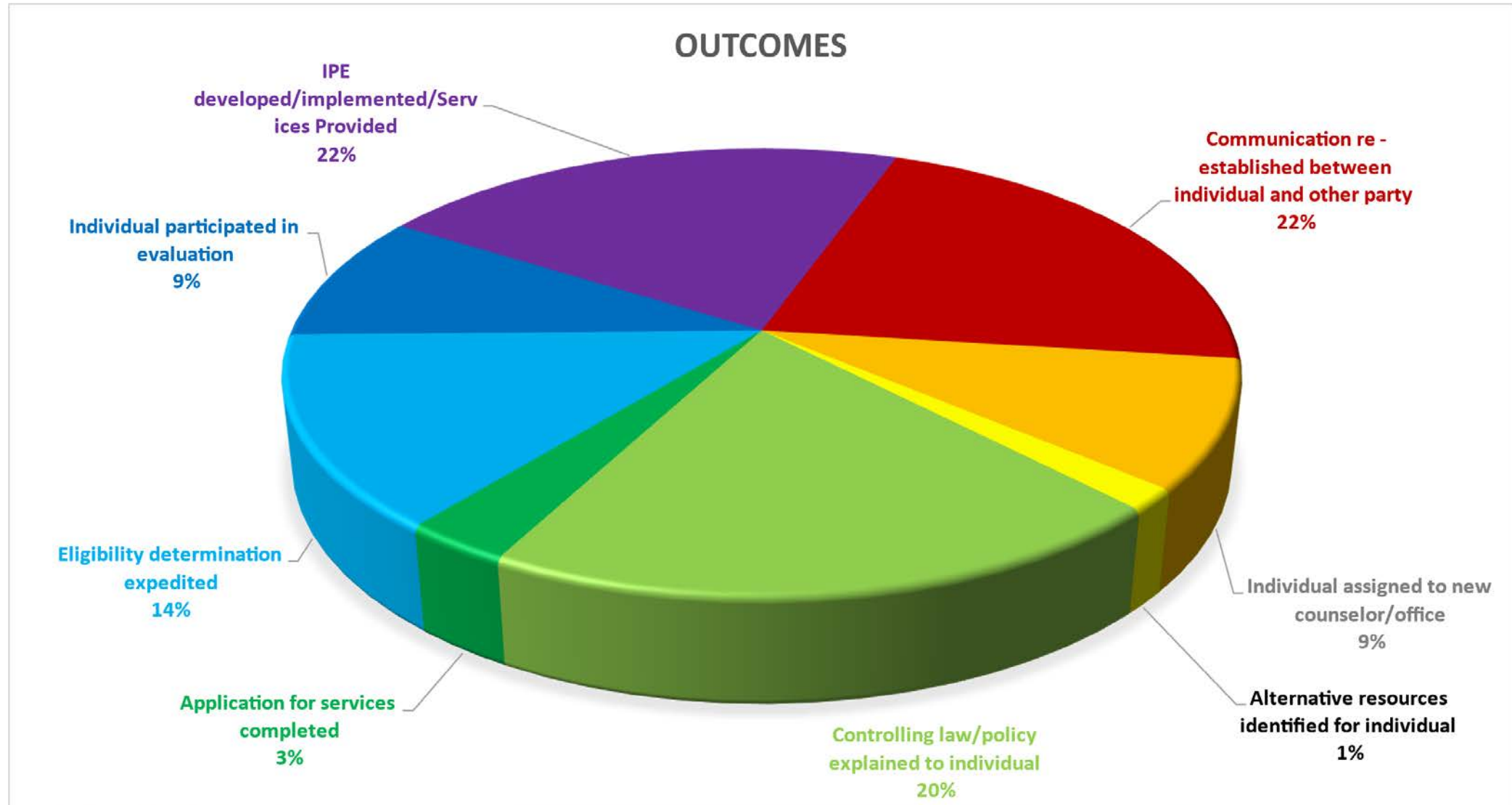
- Short term technical assistance – 13%
- Investigation and monitoring – 27%
- Negotiation with VR agency – 38%
- Informal administrative review (review by RA, Chief of Field Services, Director) – 22%

**Note: Customers can still use the Fair Hearing process if they disagree with CAP's determination and recommendations.*

CLOSURE REASON



CLOSURE OUTCOME



PRIMARY DISABILITIES

RSA Categories

- 28% Mental Illness
- 10% Anxiety Disorder
- 10% Personality Disorder
- 8% Autism Spectrum Disorder
- 8% Deaf
- 5% Acquired Brain Injury
- 5% ADD/ADHD
- 5% Substance Abuse

Other disabilities served include Blindness and Visual Impairment, Cancer, Deaf-Blind, Intellectual Disability, Muscular and Orthopedic Impairments, and Learning Disabilities.

GENDER & AGE

Gender:

- 57% Female
- 43% Male

Age:

- 2% up to 18
- 8% age 19-24
- 32% age 21-40
- 55% age 41-64
- 2% 65+

**Note: RSA does not collect a broader definition of gender identity*

RACE & ETHNICITY

- 60% White
- 20% Black or African American
- 6% two or more races
- 5% Hispanic/Latino of any race
- 5% Race/ethnicity unknown
- 3% American Indian or Alaskan Native
- 2% Native Hawaiian or other Pacific Islander
- 0% Asian

**Note: RSA does not collect specific race data for those who are biracial/multiracial*

SYSTEMIC ADVOCACY

- Amplifying voices of customers and staff
- Improve service delivery
- Workload impacts customer satisfaction
- Policy/procedures - review and give feedback
 - VRS approval for CRP and higher ed
 - Technology
 - Equipment policy change
 - IT Support for Customers
 - DSB Procedure Manual
 - Priority Determination checklist

TRENDS

- Counselor changes and reassignment
- Communication
- Access to services
- Vocational assessment
- IPE amendments

TRAINING & OUTREACH

- Individual CAP orientation
- Unit meetings
- Regional Management meetings
- Statewide Management meetings
- Check-ins: Agency Directors, Executive Leaders, Regional Administrators, Policy and Planning staff, etc.
- CAP/WSRC orientation training for ELT
- CAP orientation for DSB Leadership team
- New Employee Orientation
- DVR/CRP meetings
- Rehabilitation Counselors for the Deaf (RCD) group
- VR 100 Celebration
- Informal conversations
- GCDE, WASILC, CCER

JERRY JOHNSEN

Jerry Johnsen, Director of the Client Assistance Program
retired July 2021 after 42+ years at CAP.

His passion and commitment will be greatly missed! Jerry's
legacy lives on through changes in the law and agency
procedures as a result of his advocacy, and those he inspired
through his relationships and mentoring.



**2017 Jerry working on the road, enjoying a
scenic lunch on the way to the WSRC
Quarterly meeting in Kennewick.*



QUESTIONS & COMMENTS



Additional Resources

Division of Vocational Rehabilitation Anti-Racism Declaration

The Division of Vocational Rehabilitation (DVR) recognizes that we uphold and operate within a system that reinforces racism and inequities. We sustain and replicate patterns of exclusion and oppression for customers, staff, and the community that create disparities for undervalued populations. DVR recognizes our current vocational rehabilitation practices are through the lens of the medical model of disability, which reinforces power dynamics that undermine lived experience and leads to mistrust with customers and the community.

DVR recognizes that our work is most effective when trust, respect, inclusion and belonging are the foundation of our interactions with customers, staff, and the community. We are committed to undoing the systems that perpetuate the current state of our work and interactions.

DVR is committed to Equity, Diversity, Access, and Inclusion in all its forms. This includes commitment and dedication to Truth, Social Justice, and Dismantling Racism. DVR recognizes we are stronger when we are a diverse organization serving diverse customers, centering lived experience and collaborating to produce results.

DVR commits to the following actions to dismantle racism in our policies and practices, and to advance social justice and equity for all.

As a division, we will:


- Challenge and question our long-held assumptions and beliefs.
- Name and call out racism and inequities in our system, as we see them occur and as others bring them to our attention.
- Practice and encourage continuous learning and growth as individuals and as an organization for the purpose of effectively addressing behaviors and structures that uphold inequities and injustice.
- Be open to feedback from others on mistakes made or harm caused; acknowledge those mistakes, correct them, and use them as opportunities for growth and improvement.
- Examine policies, practices, tools, and training to ensure they do not uphold inequities, racism, or discrimination of any kind.
- Support policies, practices, tools, and training to dismantle racism and produce equitable treatment and outcomes for all people inside our organization, customers, partners, and the community.
- Honor and respect customers as the experts of their own experiences.
- Commit to collaborating with disability-led organizations, businesses, and other partners to center and empower customers and create shared definitions and understanding of what our partnerships will look like.

- Commit to honesty, transparency, clear communication, and plain talk internally and externally.
- Support the priorities defined by the community; engage and listen to customers to determine potential barriers to participation.
- Make intentional efforts to remove barriers to participation, access to DVR services, and employment.
- Intentionally create opportunity and space for conversations, questions, and feedback from staff at all levels of DVR.
- Expect all current and potential leaders to model equitable and inclusive leadership and be committed to anti-racist, equitable, and inclusive principles and practices.
- Ask ourselves the following questions before making decisions for the division:
 - What assumptions might we be making?
 - What power dynamics are at play?
 - How can we gain a more nuanced understanding of the issue at hand?
 - Whose perspectives are missing?
 - Who benefits and who is most burdened from this decision?
 - Who profits from this decision (financially, systemically, etc.)?

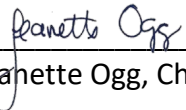
In an effort to ensure that every employee reads, understands, and agrees to the actions aligning with this declaration, we will:

- Provide orientation to this declaration during New Employee Orientation and during our onboarding process.
- Communicate this declaration to all employees, contractors, and post the declaration publicly.
- Hold all staff accountable to DVR's values of Equity, Diversity, Access, and Inclusion.
- Require adherence to this declaration, addressing behaviors that do not represent our commitment, and protecting those who call out behavior that do not align with this declaration.

I have read the aforementioned commitments and agree to carry out the necessary work to become an anti-racist organization.



Terry Redmon, Director



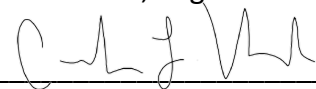
Jeanette Ogg, Chief of Operations




Allesandria Goard, Chief of Field Services



Ann Martin, Region 2 Administrator



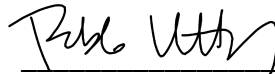
Cassi Villegas, EDI Administrator



Justin DeFour, Deputy Director



Don Alveshere, Senior Manager



Pablo Villarreal, Region 1 Administrator



Shawn Walsworth, Region 3 Administrator



Rayanne Miller, Confidential Secretary

Signed: January 7, 2022

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Washington State
Rehabilitation Council

WSRC/DVR Acronyms

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

 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

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
 121 Program: Tribal Rehabilitation Program (Federal designation)
 701 Program: Tribal Rehabilitation Program (WA State designation)