



Washington State  
**Rehabilitation Council**

## **WSRC Post-Meeting Packet May 2022**



## May 2022 Quarterly Meeting

### Table of Contents

| <u>Document</u>  | <u>Page</u> |
|--|-------------|
| Agenda—Day 1   | 3           |
| DVR Updates  |             |
| • DVR Director   | 4-6         |
| • Budget   | 7-10        |
| • Field Services   | 11-12       |
| • Planning & Performance   | 13-17       |
| Region 3 Updates   | 18-21       |
| Pre-Employment Transition Services Updates                       | 22-32       |
| Central Unit Update  | 33-43       |
|  |             |
| Agenda—Day 2   | 44          |
| Executive Committee Report                                       | 45-47       |
| Partnerships Subcommittee Report                                 | 48-49       |
| Policy and Planning Subcommittee Report                          | 50-51       |
| Customer Satisfaction and Program Evaluation Subcommittee Report | 52-63       |
| Customer Listening Sessions Summary Report                       | 64-75       |
| Client Assistance Program (CAP) Updates                          | 76-79       |
|  |             |
| <u>Additional Resources</u>                                      | 80          |
| Commonly Used Acronyms   | 81-84       |



## Quarterly Meeting Agenda

Thursday May 12<sup>th</sup>, 2022

9:00 am to 12:00 pm

[Click here to join Zoom meeting](#)

Meeting ID: 883 9868 4694

Passcode: 536175

Phone audio: 253.215.8782

| TIME  | PRESENTER  | AGENDA  |
|-------|--|---|
| 8:50  | Shelby Satko   | <b>Sign into Zoom</b> <ul style="list-style-type: none"><li>• Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am</li></ul>                 |
| 9:00  | Peggy Frisk  | <b>Call to Order</b> <ul style="list-style-type: none"><li>• Welcome &amp; Introductions</li><li>• Vote: Approval of February 2022 Quarterly Meeting Minutes</li></ul>                                |
| 9:15  | Terry Redmon<br>Jeanette Ogg<br>Allesandria Goard<br>Don Alvashere | <b>Division of Vocational Rehabilitation Updates</b> <ul style="list-style-type: none"><li>• Director Update</li><li>• Fiscal</li><li>• Field Services</li><li>• Planning &amp; Performance</li></ul> |
| 10:20 |  | <b>Break</b>  |
| 10:35 | Shawn Walsworth  | <b>Region 3 Update</b>  |
| 10:50 | Mandy Kipfer &<br>Selena<br>Cunningham                             | <b>Region 3 - Pre-Employment Transition Services</b>  |
| 11:10 | Tina Ailinger  | <b>Region 3 – Central Unit Update</b> (Kelso, Aberdeen & Centralia offices)   |
| 11:30 | Peggy Frisk  | <b>Council Wrap-up</b>  |
| 12:00 | Peggy Frisk  | <b>ADJOURN</b>  |

# DVR Director Update

**Presented by: Terry Redmon**

**May 2022**

# DVR Director Update

- Staffing Updates – vacant positions currently working with Human Resources:
  - Deputy Director
  - Business Relations Manager
  - Communications Consultant 4
- 5790 Implementation Updates:
  - Statewide School to Work (STW) Partnerships
  - State Only Program
  - Transition Council and Interagency Transition Networks

# DVR Director Update

- RSA Monitoring:
  - Weekly meeting with RSA Monday, Wednesday, Friday through May to work through sections of the Monitoring Guide.
  - RSA on-site June 28-30
- Field Office Visits:
  - Planned for late summer/early fall after RSA Monitoring at the end of June. Rayanne working with local staff for scheduling. Virtual or in-person if schedule allows

# Budget Update

Presented by: Jeanette Ogg

May 2022

# Budget Updates

- We have received \$3,839,332 in program income for SFY 22
  - Last year at this time we had received \$6,050,853
- 2022 Supplemental Budget has been passed
  - 3.25% wage increase for all staff starting July 1, 2022
  - Lump sum payments will be paid out on July 25<sup>th</sup> for WFSE employees
  - School to work funding
    - Will be spent as State Only - Not Used for Match so we don't over inflate our Maintenance of Effort (MOE)
- Total spent on WAVES as of 4/22/2022
  - \$4,363,398



# Budget Updates

- Basic Support 2021
  - We still have \$30,975,434 to spend by 9/30 (which includes Pre-ETS 15% set aside)
  - We are currently in the second year of the grant
- Basic Support 2022
  - We still have not received our final grant award
  - We are working on matching requirement before end of year 1 (9/30)

# Pre-ETS Spending

|                        | Final                   | Final                   | Currently Spending      |
|------------------------|-------------------------|-------------------------|-------------------------|
|                        | <b>Basic Support 19</b> | <b>Basic Support 20</b> | <b>Basic Support 21</b> |
| Required 15% Set Aside | 8,054,632               | 7,393,828               | 7,580,577               |
| Spent                  | 2,330,440               | 4,931,819               | 1,703,409               |
| Returned to RSA        | 5,724,192               | 2,462,009               |                         |
| Average Monthly Spend  | 194,203                 | 410,985                 | 283,902                 |

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

# Field Services Update

Presented by: Allesandria Goard

**May 2022**

# Field Service Update

## COVID Equipment Distribution

| DSHS/DVR             |       |
|----------------------|-------|
| COVID Equipment      |       |
| As of April 18, 2022 |       |
| COVID Purchase       | COVID |
|                      |       |
| Count of Description |       |
| Condition            | Total |
| Evaluating           | 739   |
| Excellent            | 1,342 |
| Good                 | 5     |
| Not Usable           | 5     |
| Grand Total          | 2,091 |

- Unsure of impact yet - Have not surveyed customers.
- Rapid Assistance Technology Delivery (RAD) Equipment which were all the apps purchased in 2021 (part of a large bulk order)
  - 151 items have been distributed to customers.

# Planning & Performance Update

Presented by: Don Alveshere

**May 2022**

# Planning and Performance Update

- Order of Selection Updates:
  - Currently there are around 1,200 customers on the Waitlist
  - Priority Categories 1 & 2 remain open
  - We released 100 names on May 2, 2022
    - This release included Priority Category 3 cases with application dates prior to February 4<sup>th</sup>, 2021.
- Waves (Case Management System):
  - Go-live is scheduled for July 1, 2022
  - Training has been scheduled for the field around the holiday.
  - Policy impacts are limited though there are many procedure and form changes

# Planning and Performance Update

- Post-Employment Services Q&A – how will this impact DVR's approach and related changes that need to be made
  - RSA recently issued new guidance around Post-Employment Services ([RSA-FAQ-22-03 0.pdf \(ed.gov\)](#)). Post-Employment Services are not allowed after a case has closed.
  - DVR is working to get an Emergency Rule change to the Washington Administrative Code to match this new guidance to avoid audit findings or possibly unallowable costs to our grant.
  - We are working with field staff to make sure that cases currently receiving Post-Employment Services can transition to a regular VR case
    - Ongoing messaging, reaching out to all staff as well as individually for staff who have PES case on their caseload.
    - Training, both as it pertains to Waves and potentially as a standalone training
  - Policy updates, which will include WSRC and CAP review and feedback to PES sections of the manual.

# Performance Trends January-March 2022

- The number of successful case closures and customers in plan with employment continue at levels at or above pre-COVID.
- Employment Rate averaged 50%, one point above the previous quarter.
- New applications remain well below the pre-COVID monthly average but rose sharply in March and were up 23% from the prior 6 months average.
- The number of cases in plan has declined steadily since October and average days to plan increased by 6 days from the previous quarter.

## CASE VOLUME MONTHLY AVERAGES

| Pre- COVID<br>Jul 2019-Mar 2020 | Post-COVID<br>Apr 2020-past month | Change | Most recent quarter      |
|---------------------------------|-----------------------------------|--------|--------------------------|
| 5,634<br>In Plan                | 5,521<br>In Plan                  | -2%    | 5,363<br>In Plan         |
| 753<br>In Plan Employed         | 683<br>In Plan-Employed           | -9%    | 914<br>In Plan-Employed  |
| 530<br>New Applications         | 243<br>New Applications           | -54%   | 341<br>New Applications  |
| 535<br>New Eligibilities        | 234<br>New Eligibilities          | -56%   | 287<br>New Eligibilities |
| 246<br>New Plans                | 211<br>New Plans                  | -14%   | 218<br>New Plans         |
| 548<br>Case Closures            | 481<br>Case Closures              | -12%   | 434<br>Case Closures     |
| 286<br>Closed after Plan        | 220<br>Closed after Plan          | -23%   | 307<br>Closed after Plan |
| 151<br>Closed Rehab             | 99<br>Closed Rehab                | -34%   | 154<br>Closed Rehab      |

## PERFORMANCE

|                               |                               |       |                               |
|-------------------------------|-------------------------------|-------|-------------------------------|
| 52.6%<br>Rehab Rate           | 45.1%<br>Rehab Rate           | -7.5% | 50.0%<br>Rehab Rate           |
| 42<br>Ave Days to Eligibility | 44<br>Ave Days to Eligibility | 2     | 45<br>Ave Days to Eligibility |
| 112<br>Ave Days to Plan       | 126<br>Ave Days to Plan       | 14    | 124<br>Ave Days to Plan       |



# DVR Update

## Q&A

Thank you!

Terry, Jeanette, Allesandria, and Don

# Region 3 Updates

**Presented by: Shawn Walsworth**

**May 2022**

# Region 3 Updates

- Recruiting and Retaining Staff

Quality of candidates and lack of candidates  
Salary and deciding to go for other state agencies  
Candidates are only willing to work 100% from home.  
Candidates report they do not want to drive.

# Region 3 Updates

- Successes/Challenges in serving rural/urban communities in the region.

## Successes:

Willingness to collaborate more  
Recruiting new staff

## Challenges:

Huge amount of miles to serve customers.  
Lack of CRP's to serve customers in remote locations.  
Difficulty recruiting and getting appropriate personnel.

# Region 3 Updates

- Strategy to address customer satisfaction concerns

Get CRP and VRC input on what is working not working, frequent “meetings” and trainings with both to ensure consistency.

Have customers complete a survey at the exit of every case closure.

Asking customers what can be improved upon.

Timely services to customers getting the VRS involved.

Make sure we are providing what the customer wants, in person meetings or zoom meeting and let the customer make the decision.

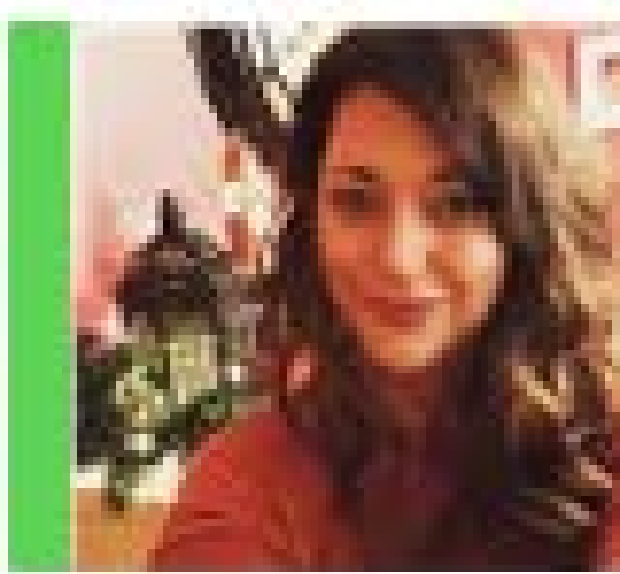
# Pre-ETS Updates

**Presented by:** Mandy Kipfer & Selena Cunningham

**May 2022**

# ESD 112/ Wahkiakum, Cowlitz & Pacific

**Selena Cunningham**



ESD 112/ Clark, Skamania, part of Klickitat

**Connie Laurinat**





# ESD 113/Thurston, Mason, Lewis

**Ben Strong**



ESD 121/Pierce

**Stacy Kidd**



# ESD 114/Olympic Peninsula



[www.careers.wa.gov](http://www.careers.wa.gov)



DSHS DVR Vocational Rehabilitation Counselor 4 – Regional  
Transition Consultant

Currently vacant

# Pre-ETS Contractors

## **Regional based contractors**

- Center for Independence
- ESD 112
- Morningside
- WorkForce Central (Vadis)

RTC's and VRC's provide direct  
delivery of services to students as  
well

## **Statewide contractors**

- A Better Track
- AJAC (manufacturing)
- ANEW (construction)
- Juvenile Rehab
- Relevant Engagement (self-advocacy)
- SKILLS (aerospace manufacturing)
- Youth Leadership Forum (8/7/22-8/12/22 at the Dumas Bay Center in Federal Way).

# Pre-ETS Updates – Highlights

- Dedicated, driven staff who network well with community partners
- Work-based Learning is the area of the highest need
- Work-Readiness is the most delivered workshop
- Meet regularly as a team to review ongoing training needs, goals and outreach
- Participated in direct delivery training and received ongoing training on how to deliver the TSAT and facilitate conversations around soliciting individual school assessment information
- Morningside has effectively doubled the number of students served from 60 to 120, during 2021 to 2022
- Lots and lots of Pre-ETS consent/approval forms completed with help from the schools
- Clark County Transition Network meeting development
- Benefits planning presentations to students and families, lots of interest from students!
- Coordination with partners to present training on Pre-ETS to school staff
- Services offered to Quileute Tribal School in ESD 114

# Opportunities for Growth

- Need for additional contractors; equity disparities are noticeable from region to region, even though the ESD 112 has more than 6,500 potentially eligible students and 10% of state's total
  - Competitive bidding process for next school year
- Promotional materials to targeted audiences are sorely needed; outreach materials need to be short, to the point, and easier to understand for the general public
  - Goal to have materials by this next school year
- Meetings with key school personnel has been challenging to tack-down due to COVID burn-out, busy and overwhelming schedules, and previous DVR history with schools (reluctance to partner again).
  - Educators seem to be opening up through a variety of creative interventions (partnering w/key players)

## Motivational Enhancement Group Intervention (MEGI) for transition-aged youth in WA

- An evidence-based, novel practice in career development and exploration that has been previously tested with youth with disabilities age 14-23.
- Combines evidence-based practices from special education and psychology, integrating motivational interviewing with transition practices.
- Consists of 12 sessions
- Aimed at increasing students' motivation to engage in career exploration and focuses on building self-determination, self – efficacy and self advocacy.

### *Participating Schools*

- Battleground Futures
  - Mica Peak HS in Spokane (*virtual*)
- Stanwood HS in Snohomish County (*virtual*)
  - Science and Math institute
  - Tacoma Online
- Willie Stewart Academy (Open Doors)

# Assistive Technology & Assessment Practitioner (ATAP)

- Accepted 72 referrals for AT services since 4/2021
  - Vehicle modifications & driving evaluations
  - Home Ergonomic evaluations
  - Home safety ramp installations
  - Workstation evaluations
- Provides evaluation, consultation and ongoing coordination assistance
- Prepares written assessment report with recommendations to VRC and customer
- Facilitates a monthly ATAP office hour
- Works with ATAP's from Region 1 & 2 to ensure consistency of practice and service delivery





# Central Unit Update

**Presented by: Tina Ailinger**

**May 2022**

# Central Unit Update (Kelso/Long Beach, Aberdeen/South Bend, Centralia)

**The Central Unit covers 5 counties: Cowlitz, Lewis, Grays Harbor, Pacific and Wahkiakum counties.**

**There are 3 main offices and 2 additional smaller areas (South Bend and Long Beach).**

**We partner with the Shoalwater Bay, Chehalis, Cowlitz, and Quinault Tribes in our area.**

**We work with Naselle Youth Camp and also Green Hill and Stafford Creek Correctional Facility.**

**We serve 40+ schools in 5 counties.**

**We currently have 2 VRCs and 3 RTs and 1 VRS providing the services.**

**The unit has had 92 new applications, completed 76 new eligibilities, written 40 new IPEs since Sept 2021**

# Successes and challenges serving these communities

- We have been able to connect to people remotely easily- they have been able to connect using computer and phones- and not had to work on trying to find transportation services to apply or to participate.
- Keeping people engaged and meeting 1:1 without interruption has been a challenge- there may be the tv on, other people around, distractions that we don't get them fully engaged. It is a different type of an appointment – that looks/feels different than being in an office setting.
- Challenges with connect-ability in some of the remote locations- dropped calls, internet connections unstable.
- Mail systems have been challenging- depending on USPS to deliver mail timely or at all. Successful in re-routing mail, but it adds time.
- Successful in working together, having grace and understanding- we are all struggling to keep things moving and work together to get information needed to make deadlines.
- Challenging to hire VRCs in smaller towns to keep cases moving forward- lots of time training.
- Jobs in rural areas can be tough, we have to look outside of communities at times- so traveling is needed and can be tough to get set up.
- We are trying to maintain connect even those on the waitlist- although we cut back due to overwhelming amount of notifications going out and we heard people were upset.
- Benefits Planning has been difficult to do in a timely manner.
- We accommodate how the customer wants to have meetings and what is easiest for them.
- We are able to schedule meetings quickly.
- Lack of CRPs
- Collaboration with WorkSource, DDA, Tribes, County DDA, Schools are increasing.
- Average days to eligibility = 30 days. Average to plan = 67 days.

# Labor Market Overview

## COWLITZ COUNTY

### Top 25 occupations advertised online

Cowlitz County, March, 2022

Source: Employment Security Department/LMEA; The Conference Board, Help Wanted OnLine job announcements

[Return to conte](#)

| Rank | SOC     | Title   | All job postings <sup>1</sup> |
|------|---------|---|-------------------------------|
| 1    | 29-1141 | Registered Nurses   | 50                            |
| 2    | 41-2031 | Retail Salespersons   | 33                            |
| 3    | 11-9199 | Managers, All Other   | 25                            |
| 4    | 41-1011 | First-Line Supervisors of Retail Sales Workers                                      | 25                            |
| 5    | 49-9071 | Maintenance and Repair Workers, General   | 22                            |
| 6    | 33-9032 | Security Guards   | 21                            |
| 7    | 37-2011 | Janitors and Cleaners, Except Maids and Housekeeping Cleaners                       | 21                            |
| 8    | 43-4051 | Customer Service Representatives  | 21                            |
| 9    | 41-4012 | Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific | 20                            |
| 10   | 51-9199 | Production Workers, All Other   | 20                            |
| 11   | 53-7062 | Laborers and Freight, Stock, and Material Movers, Hand                              | 20                            |
| 12   | 43-5081 | Stock Clerks and Order Fillers  | 18                            |
| 13   | 53-3032 | Heavy and Tractor-Trailer Truck Drivers   | 16                            |
| 14   | 13-1071 | Human Resources Specialists   | 15                            |
| 15   | 49-1011 | First-Line Supervisors of Mechanics, Installers, and Repairers                      | 14                            |
| 16   | 31-9092 | Medical Assistants  | 13                            |
| 17   | 35-3021 | Combined Food Preparation and Serving Workers, Including Fast Food                  | 13                            |
| 18   | 41-2011 | Cashiers  | 11                            |
| 19   | 53-3033 | Light Truck or Delivery Services Drivers  | 10                            |
| 20   | 17-3026 | Industrial Engineering Technicians  | 10                            |
| 21   | 25-9041 | Teacher Assistants  | 9                             |
| 22   | 43-6014 | Secretaries and Administrative Assistants, Except Legal, Medical, and Executive     | 9                             |
| 23   | 41-2022 | Parts Salespersons  | 9                             |
| 24   | 31-1014 | Nursing Assistants  | 9                             |
| 25   | 11-9111 | Medical and Health Services Managers  | 9                             |

| Rank | Certification                                      | Skill clusters  |
|------|--|---|
| 1    | Driver's License                                   | Customer and Client Support: Basic Customer Service             |
| 2    | Basic Life Saving (BLS)                            | Information Technology: Microsoft Office and Productivity Tools |
| 3    | Registered Nurse                                   | Administration: General Administrative and Clerical Tasks       |
| 4    | First Aid Cpr Aed                                  | Health Care: Physical Abilities                                 |
| 5    | Certified Teacher                                  | Administration: Scheduling                                      |
| 6    | Advanced Cardiac Life Support (ACLS) Certification | Sales: General Sales  |
| 7    | Food Handler Certification                         | Health Care: Emergency and Intensive Care                       |
| 8    | Basic Cardiac Life Support Certification           | Health Care: Basic Patient Care                                 |
| 9    | CDL Class A  | Business: People Management                                     |
| 10   | OSHA Forklift Certification                        | Human Resources: Occupational Health and Safety                 |

### Top 25 employers from online ads

Cowlitz County, December 2021 through March 2022

Source: Employment Security Department/LMEA; The Conference Board® Burning Glass® Help Wanted OnLine™

[Return to conter](#)

| Rank | Employer                         | Number |
|------|----------------------------------|--------|
| 1    | PeaceHealth                      | 163    |
| 2    | Columbia College                 | 45     |
| 3    | Westrock                         | 37     |
| 4    | Cowlitz County                   | 31     |
| 5    | Woodland School District         | 26     |
| 6    | Securitas                        | 26     |
| 7    | Walmart / Sam's                  | 20     |
| 8    | Pratt Industries Incorporated    | 20     |
| 9    | Kalama School District           | 20     |
| 10   | Cowlitz Indian Tribe             | 19     |
| 11   | Weyerhaeuser Company             | 18     |
| 12   | Portco Corporation               | 18     |
| 13   | Lowe's Companies, Inc            | 18     |
| 14   | Wilco                            | 17     |
| 15   | Waste Connections                | 17     |
| 16   | Lifepoint Incorporated           | 17     |
| 17   | Lazydays                         | 16     |
| 18   | Foster Farms                     | 16     |
| 19   | Usnr                             | 15     |
| 20   | Wilcox Flegel                    | 14     |
| 21   | Kaiser Permanente                | 13     |
| 22   | Interfor                         | 13     |
| 23   | Foster Farms Llc                 | 13     |
| 24   | Precision Industrial Contractors | 12     |
| 25   | Pratt Industries                 | 12     |

# Labor Market Overview

## LEWIS COUNTY

| Top 25 occupations advertised online |  |                  |                  |
|--------------------------------------|--|------------------|------------------|
| Rank                                 | Title  | All job postings | New job postings |
| 1                                    | Registered Nurses  | 72               | 22               |
| 2                                    | Retail Salespersons  | 49               | 22               |
| 3                                    | Laborers and Freight, Stock, and Material Movers, Hand                                       | 40               | 14               |
| 4                                    | First-Line Supervisors of Retail Sales Workers   | 36               | 11               |
| 5                                    | Heavy and Tractor-Trailer Truck Drivers  | 33               | 11               |
| 6                                    | Stock Clerks and Order Fillers   | 20               | 10               |
| 7                                    | Maintenance and Repair Workers, General  | 19               | 11               |
| 8                                    | Janitors and Cleaners, Except Maids and Housekeeping   | 18               | 10               |
|                                      | Cleaners   |                  |                  |
| 9                                    | Combined Food Preparation and Serving Workers, Including Fast Food                           | 18               | 8                |
| 10                                   | Light Truck or Delivery Services Drivers   | 18               | 4                |
| 11                                   | Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products | 17               | 5                |
| 12                                   | Cooks, Restaurant  | 16               | 5                |
| 13                                   | Licensed Practical and Licensed Vocational Nurses  | 16               | 6                |
| 14                                   | Security Guards  | 16               | 4                |
| 15                                   | First-Line Supervisors of Food Preparation and Serving Workers                               | 14               | 4                |
| 16                                   | Production Workers, All Other  | 14               | 6                |
| 17                                   | Customer Service Representatives   | 14               | 3                |
| 18                                   | Maids and Housekeeping Cleaners  | 13               | 7                |
| 19                                   | General and Operations Managers  | 13               | 4                |
| 20                                   | Industrial Engineering Technicians   | 13               | 2                |
| 21                                   | Managers, All Other  | 12               | 3                |
| 22                                   | Secretaries and Administrative Assistants, Except Legal, Medical, and Executive              | 12               | 5                |
| 23                                   | Medical and Health Services Managers   | 11               | 5                |
| 24                                   | Medical Assistants   | 10               | 2                |
| 25                                   | Phlebotomists  | 10               | 3                |

| Rank | Top Certifications                                 | Top Skills Clusters                                       |
|------|--|---|
| 1    | Driver's License                                   | Customer and Client Support: Basic Customer Service       |
| 2    | Registered Nurse                                   | Administration: Scheduling                                |
| 3    | First Aid <del>Cpr</del> Aed                       | Health Care: Emergency and Intensive Care                 |
| 4    | Licensed Practical Nurse (LPN)                     | Health Care: Basic Patient Care                           |
| 5    | CDL Class A  | Administration: General Administrative and Clerical Tasks |
| 6    | Basic Life Saving (BLS)                            | Health Care: Medical Support                              |
| 7    | Advanced Cardiac Life Support (ACLS) Certification | Business: People Management                               |
| 8    | Certified Nursing Assistant                        | Health Care: General Medicine                             |
| 9    | Real Estate Certification                          | Health Care: Infectious Diseases                          |
| 10   | Pharmacy Technician Certification Board (PTCB)     | Health Care: Advanced Patient Care                        |

| Top 15 employers from online ads |                                   |                |
|----------------------------------|-----------------------------------|----------------|
| Rank                             | Employer                          | # of Employees |
| 1                                | Providence Health & Services      | 58             |
| 2                                | Providence                        | 27             |
| 3                                | Cascade Community Healthcare      | 26             |
| 4                                | LHC Group                         | 21             |
| 5                                | Great Wolf Lodge                  | 19             |
| 6                                | Prestige Care Incorporated        | 18             |
| 7                                | Walmart / Sam's                   | 15             |
| 8                                | Providence St Joseph's Health     | 15             |
| 9                                | Capital Region <del>Esd</del> 113 | 15             |
| 10                               | Hampton Lumber                    | 14             |
| 11                               | Valley View Health Center         | 12             |
| 12                               | Rogers Machinery Company          | 12             |
| 13                               | Hampton Affiliates                | 12             |
| 14                               | Centralia College                 | 12             |
| 15                               | United Natural Foods              | 11             |

# Labor Market Overview

## GRAYS HARBOR COUNTY

| Top 25 occupations advertised online |  |                  |                  |
|--------------------------------------|--|------------------|------------------|
| Rank                                 | Title  | All job postings | New job postings |
| 1                                    | Registered Nurses  | 21               | 4                |
| 2                                    | Maintenance and Repair Workers, General                                  | 16               | 6                |
| 3                                    | Laborers and Freight, Stock, and Material Movers, Hand                   | 15               | 10               |
| 4                                    | Licensed Practical and Licensed Vocational Nurses                        | 15               | 7                |
| 5                                    | Heavy and Tractor-Trailer Truck Drivers                                  | 12               | 3                |
| 6                                    | Light Truck or Delivery Services Drivers                                 | 12               | 3                |
| 7                                    | Office Clerks, General   | 12               | 2                |
| 8                                    | Maids and Housekeeping Cleaners  | 11               | 5                |
| 9                                    | Retail Salespersons  | 10               | 1                |
| 10                                   | Mental Health Counselors   | 9                | 5                |
| 11                                   | Customer Service Representatives   | 9                | 4                |
| 12                                   | Cooks, Restaurant  | 8                | 2                |
| 13                                   | Combined Food Preparation and Serving Workers, Including Fast Food       | 8                | 0                |
| 14                                   | Physicians and Surgeons, All Other                                       | 8                | 4                |
| 15                                   | Medical and Health Services Managers                                     | 8                | 4                |
| Legal, 16                            | Secretaries and Administrative Assistants, Except Medical, and Executive | 8                | 3                |
| 17                                   | First-Line Supervisors of Retail Sales Workers                           | 8                | 2                |
| 18                                   | Landscaping and Groundskeeping Workers                                   | 7                | 1                |
| 19                                   | Special Education Teachers, All Other                                    | 7                | 2                |
| 20                                   | Merchandise Displayers and Window Trimmers                               | 7                | 2                |
| 21                                   | Construction Laborers  | 6                | 3                |
| Housekeeping 22                      | Janitors and Cleaners, Except Maids and Cleaners                         | 6                | 3                |
| 23                                   | Clinical, Counseling, and School Psychologists                           | 6                | 1                |
| 24                                   | Market Research Analysts and Marketing Specialists                       | 6                | 1                |
| 25                                   | Civil Engineers  | 6                | 2                |

| Rank | Top Certifications   | Top Skills Clusters   |
|------|--|---|
| 1    | Driver's License   | Customer and Client Support: Basic Customer Service             |
| 2    | First Aid Cpr Aed  | Administration: Scheduling                                      |
| 3    | Basic Life Saving (BLS)                                    | Administration: General Administrative and Clerical Tasks       |
| 4    | Registered Nurse   | Health Care: Emergency and Intensive Care                       |
| 5    | Certified Teacher  | Health Care: Infectious Diseases                                |
| 6    | Licensed Practical Nurse (LPN)                             | Health Care: Basic Patient Care                                 |
| 7    | Advanced Cardiac Life Support (ACLS) Certification         | Business: People Management                                     |
| 8    | Licensed Mental Health Counselor (LMHC)                    | Information Technology: Microsoft Office and Productivity Tools |
| 9    | Licensed Independent Clinical Social Worker (LICSW)        | Finance: Budget Management                                      |
| 10   | American Physical Therapy Association (APTA) Certification | Health Care: General Medicine                                   |

|      | Top 15 employers from online ads |    |
|------|----------------------------------|----|
| Rank |                                  |    |
| 1    | Aramark                          | 30 |
| 2    | Telecare Corporation             | 25 |
| 3    | Aberdeen School District         | 21 |
| 4    | Genesis Healthcare Corporation   | 20 |
| 5    | Pacific Medical Centers          | 16 |
| 6    | Seabrook                         | 13 |
| 7    | Walmart / Sam's                  | 11 |
| 8    | Intuit                           | 10 |
| 9    | Bank Pacific                     | 10 |
| 10   | Providence St Joseph's Health    | 9  |
| 11   | Reliant Rehabilitation           | 8  |
| 12   | Ccsww                            | 8  |
| 13   | 1St Security Bank                | 7  |
| 14   | Massachusetts General Hospital   | 6  |
| 15   |                                  |    |



# Labor Market Overview

## PACIFIC COUNTY

| Top 25 occupations advertised online |   |                  |                  |
|--------------------------------------|---|------------------|------------------|
| Rank                                 | Title   | All job postings | New job postings |
| 1                                    | Cooks, Restaurant   | 6                | 4                |
| 2                                    | Special Education Teachers, All Other   | 6                | 0                |
| 3                                    | Mental Health Counselors  | 4                | 3                |
| 4                                    | Medical and Health Services Managers  | 4                | 1                |
| 5                                    | Secondary School Teachers, Except Special and Career/Technical Education        | 4                | 0                |
| 6                                    | Heavy and Tractor-Trailer Truck Drivers   | 4                | 0                |
| 7                                    | Registered Nurses   | 3                | 0                |
| 8                                    | Human Resources Assistants, Except Payroll and Timekeeping                      | 3                | 0                |
| 9                                    | Nursing Assistants  | 3                | 2                |
| 10                                   | Medical Assistants  | 3                | 1                |
| 11                                   | Customer Service Representatives  | 3                | 2                |
| 12                                   | Secretaries and Administrative Assistants, Except Legal, Medical, and Executive | 3                | 1                |
| 13                                   | Janitors and Cleaners, Except Maids and Housekeeping Cleaners                   | 2                | 1                |
| 14                                   | Business Teachers, Postsecondary  | 2                | 0                |
| 15                                   | Civil Engineers   | 2                | 0                |
| 16                                   | Accountants and Auditors  | 2                | 1                |
| 17                                   | First-Line Supervisors of Retail Sales Workers                                  | 2                | 0                |
| 18                                   | Residential Advisors  | 2                | 1                |
| 19                                   | Maintenance and Repair Workers, General   | 2                | 0                |
| 20                                   | Correctional Officers and Jailers   | 2                | 0                |
| 21                                   | Receptionists and Information Clerks  | 2                | 0                |
| 22                                   | Light Truck or Delivery Services Drivers  | 2                | 0                |
| 23                                   | Real Estate Sales Agents  | 2                | 2                |
| 24                                   | Roustabouts, Oil and Gas  | 1                | 0                |
| 25                                   | Maids and Housekeeping Cleaners   | 1                | 0                |

| Rank | Top Certifications  | Top Skills Clusters   |
|------|---|---|
| 1    | Driver's License  | Customer and Client Support: Basic Customer Service             |
| 2    | Phlebotomy Certification                                    | Education and Training: Teaching                                |
| 3    | Certified Teacher   | Administration: General Administrative and Clerical Tasks       |
| 4    | Certified Nursing Assistant                                 | Health Care: Infectious Diseases                                |
| 5    | Certified Medical Assistant                                 | Information Technology: Microsoft Office and Productivity Tools |
| 6    | Certified Hemodialysis Technician                           | Business: People Management                                     |
| 7    | Wastewater Treatment Plant Operator                         | Health Care: Basic Living Activities Support                    |
| 8    | Wastewater Treatment Certification                          | Health Care: Advanced Patient Care                              |
| 9    | Registered Nurse  | Education and Training: Education Administration                |
| 10   | Occupational Safety and Health Administration Certification | Analysis: Data Techniques                                       |

|      | Top 15 employers from online ads    |          |                |
|------|-------------------------------------|----------|----------------|
| Rank |                                     | Employer | # of Employees |
| 1    | Ocean Beach School District         |          | 15             |
| 2    | Wyndham Destinations Asia Pacific   |          | 14             |
| 3    | Bank Pacific                        |          | 8              |
| 4    | Davita Incorporated                 |          | 5              |
| 5    | DHL Express                         |          | 5              |
| 6    | Ocean Beach School District 101     |          | 4              |
| 7    | Capital Region Esd 113              |          | 4              |
| 8    | Washington Department Fish Wildlife |          | 4              |
| 9    | Raymond Jr/Sr High                  |          | 3              |
| 10   | Naselle Grays River Valley Schools  |          | 2              |
| 11   | Weyerhaeuser Company                |          | 2              |
| 12   | Wbs Training Ag                     |          | 2              |
| 13   | Waste Connections                   |          | 2              |
| 14   | Reliant Rehabilitation              |          | 2              |
| 15   | Raymond School District             |          | 1              |

# Labor Market Overview

## WAHAKIYAKUM COUNTY

| Rank | Certification                                       |
|------|---|
| 1    | Driver's License                                    |
| 2    | Natural Science Certificate                         |
| 3    | Investment Advisor                                  |
| 4    | Licensed Mental Health Counselor (LMHC)             |
| 5    | Licensed Marriage and Family Therapist              |
| 6    | Licensed Independent Clinical Social Worker (LICSW) |

| Skill clusters  |
|---|
| Health Care: Basic Living Activities Support                    |
| Personal Care and Services: Housekeeping                        |
| Personal Care and Services: Food and Beverage Service           |
| Business: People Management                                     |
| Science and Research: Biology                                   |
| Maintenance, Repair, and Installation: Hand Tools               |
| Information Technology: Microsoft Office and Productivity Tools |
| Health Care: Infectious Diseases                                |
| Customer and Client Support: Basic Customer Service             |
| Analysis: Data Techniques                                       |

### Top 25 employers from online ads

Wahkiakum County, December 2021 through March 2022

Source: Employment Security Department/LMEA; The Conference Board® Burning Glass® Help Wanted OnLine™

[Return to content](#)

| Rank | Employer                            | Number |
|------|-------------------------------------|--------|
| 1    | Addus Homecare                      | 4      |
| 2    | Wahkiakum School District           | 2      |
| 3    | Washington Department Fish Wildlife | 1      |
| 4    | Manulife Financial                  | 1      |
| 5    | John Hancock                        | 1      |

### Top 25 occupations advertised online

Wahkiakum County, March, 2022

Source: Employment Security Department/LMEA; The Conference Board, Help Wanted OnLine job announcements

[Return to content](#)

| Rank | SOC     | Title               | All job postings <sup>1</sup> |
|------|---------|---------------------|-------------------------------|
| 1    | 31-1011 | Home Health Aides   | 3                             |
| 2    | 11-9199 | Managers, All Other | 2                             |
| 3    | 19-1032 | Foresters           | 2                             |

<sup>1</sup>New job postings and jobs reposted from the previous month.



# Customer support

- We work with vendors/CRPs for services- some IL services to help with transportation services, we work with schools (Job Foundations) and natural supports to help with transportation.
- We offer help with transportation, when we can- helping with gas allowance in lieu of bus passes or we get taxi services, fix cars.
- We offer clothing- same as most offices- help with as much as we can to do assessments, IPEs, training, looking at first dollar resources and comp. benefits.
- We offer technology- to help people be connected and participating.
- We ask what their preferences are for meeting- telephone, ZOOM/TEAMS, in person.

# Successful closures

- Customer has cognitive impairments and ADHD. They are working in an environment welding, painting, and sanding airplane parts. The business is set up that people must sign off on work on their own volition. There is a book which states which tasks need to be done. In between times people are encouraged to use the scrap metal to make toys for themselves. It is a very relaxed environment.
- Customer had a difficult adjustment to the relaxed structure, especially in this first employment situation. The customer's father reached out to the VRC when he felt his son might not have been paid correctly, it was a new situation for everyone. He was worried someone might take advantage of his child. VRC called the CRP who did the job placement and they immediately went to the owner who was so relieved for intervention and discussion about the paycheck. Retention services were added to ensure ongoing supports and communication assistance were available.
- The customer loves working with the employer and the employer loves working with the customer. It is a very good match and the customer, while still receiving some job supports and is thriving and taking ownership of their work.

# WorkSource and Business Relationships

- Staff work with the WorkSources- we get updates and are invited to attend meetings.
- We have 2 different WDCs that cover our region, which can be a challenge at times. PacMnt and Southwest WA.
- We do not have a business Specialist in our unit, as 1 person to travel to all 5 offices/counties to immerse themselves into the business engagement. We rely on connections with WorkSources, CRPs and the VRC to know the communities.

## Quarterly Meeting Agenda

Friday, May 13<sup>th</sup>, 2022

9:00 am to 12:00 pm

[Click here to join Zoom meeting](#)

Meeting ID: 883 9868 4694

Passcode: 536175

Phone audio: 253.215.8782

| TIME         | PRESENTER   | AGENDA   |
|--------------|---|--|
| 9:00         | Peggy Frisk   | <b>Call to Order</b>   |
| 9:05         | Peggy Frisk   | <b>Executive Updates</b>   |
| 9:15         | Erica Wollen<br>Ivanova Smith<br>Alexandra<br>Toney<br>Jen Chong-<br>Jewell<br>Dion Graham<br>Laurae MacClain | <b>Partnership Subcommittee (estimated 5-7 min each)</b> <ul style="list-style-type: none"> <li>• Workforce Training &amp; Education Coordinating Board</li> <li>• Developmental Disabilities Council</li> <li>• Office of Superintendent of Public Instruction &amp; Transition Collaborative</li> <li>• Special Education Advisory Council</li> <li>• State Independent Living Council</li> <li>• Tribal VR</li> </ul> |
| <b>10:00</b> |   | <b>BREAK</b>   |
| 10:15        | Michele<br>Stelovich  | <b>Policy &amp; Planning Subcommittee</b>  |
| 10:30        | Jen Bean<br>Jolie Ramsey  | <b>Customer Satisfaction &amp; Program Evaluation Subcommittee</b><br><b>Pre-ETS Listening Session Summary</b>   |
| 11:10        | Jen Bean  | <b>Client Assistance Program</b>   |
| 11:20        | Peggy Frisk   | <b>Public Comment</b>  |
| 11:35        | Peggy Frisk   | <b>Meeting Wrap up</b>   |
| <b>12:00</b> | Peggy Frisk   | <b>ADJOURN</b>   |

# Executive Committee Updates

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

**Executive Director:** Shelby Satko

**May 2022**

# Executive Committee Updates

- Recruitment/Membership changes
  - Recruitment Plan-Jolie sent plan-did everyone have a chance to review it
    - Where should we recruit from
    - What stakeholders should we recruit with
    - Application process-WSRC adding a secondary application
    - Open positions-Current or Previous Recipient of Services and Business Representative
- CSAVR highlights
- RSA monitoring-June 2022
  - What do we want our feedback to include when sharing with RSA

# Executive Committee Updates

- **Quarterly Meetings** (dependent on COVID status and recommendations from CDC and WA health Dept.)
  - May quarterly meeting will be the last totally virtual meeting
  - August Meeting in person-Moses Lake/Spokane

# Partnerships Subcommittee

**Members:** Erica Wollen – Chair, Alexandra Toney, Laurae MacClain,  
Ivanova Smith, Dion Graham, and Jen Chong-Jewell

**May 2022**



# Partner Updates

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

# Policy & Planning Subcommittee

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

**May 2022**

# Policy & Planning Subcommittee Updates

- Recommendation: Counselor Reassignment Best Practices
- State Plan Progress Update Submitted
- Post Employment Services
- Workforce & Labor Market Trends

# Customer Satisfaction & Program Evaluation Subcommittee

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

**May 2022**

# Customer Satisfaction Survey: Q4 Highlights

- Customers Surveyed – 365
- Comments Received – 214
  - 55% of total comments were shared with DVR
- Response Rate - 36.8%
- Overall satisfaction was 68%
  - Margin of Error is 5%

# Customer Satisfaction Survey – Q4 Responses

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

|            |   | Closed-Other<br>After Plan | Closed-Rehab | Plan | All case status |
|------------|---|----------------------------|--------------|------|-----------------|
| Region     | 1 | 65%                        | 79%          | 69%  | 70%             |
|            | 2 | 60%                        | 67%          | 70%  | 66%             |
|            | 3 | 70%                        | 85%          | 63%  | 74%             |
| All Region |   | 65%                        | 77%          | 67%  | 70%             |

All Regions Margin of Error – 5%

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

|            |   | Closed-Other<br>After Plan | Closed-Rehab | Plan | All case status |
|------------|---|----------------------------|--------------|------|-----------------|
| Region     | 1 | 73%                        | 89%          | 77%  | 78%             |
|            | 2 | 69%                        | 76%          | 76%  | 74%             |
|            | 3 | 70%                        | 91%          | 72%  | 79%             |
| All Region |   | 70%                        | 85%          | 75%  | 77%             |

All Regions Margin of Error – 4%

# Customer Satisfaction Survey – Q4 Responses

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

|            |   | Closed-Other<br>After Plan | Closed-Rehab | Plan | All case status |
|------------|---|----------------------------|--------------|------|-----------------|
| Region     | 1 | 65%                        | 89%          | 77%  | 76%             |
|            | 2 | 58%                        | 78%          | 76%  | 71%             |
|            | 3 | 59%                        | 81%          | 70%  | 72%             |
| All Region |   | 60%                        | 81%          | 74%  | 72%             |

All Regions Margin of Error – 4%

## Question 4 - My counselor cares about my input.

|            |   | Closed-Other<br>After Plan | Closed-Rehab | Plan | All case status |
|------------|---|----------------------------|--------------|------|-----------------|
| Region     | 1 | 69%                        | 84%          | 77%  | 76%             |
|            | 2 | 67%                        | 82%          | 80%  | 77%             |
|            | 3 | 78%                        | 87%          | 72%  | 80%             |
| All Region |   | 72%                        | 85%          | 77%  | 78%             |

All Regions Margin of Error – 4%

# Customer Satisfaction Survey: Q4 Responses

## Question 5 - DVR moves quickly enough for me

|            |   | Closed-Other<br>After Plan | Closed-Rehab | Plan | All case status |
|------------|---|----------------------------|--------------|------|-----------------|
| Region     | 1 | 60%                        | 68%          | 60%  | 62%             |
|            | 2 | 58%                        | 71%          | 52%  | 61%             |
|            | 3 | 51%                        | 77%          | 49%  | 61%             |
| All Region |   | 56%                        | 74%          | 54%  | 61%             |

All Regions Margin of Error – 5%

## Question 6 – Overall, I am satisfied with DVR

|            |   | Closed-Other<br>After Plan | Closed-Rehab | Plan | All case status |
|------------|---|----------------------------|--------------|------|-----------------|
| Region     | 1 | 58%                        | 79%          | 73%  | 70%             |
|            | 2 | 52%                        | 76%          | 67%  | 65%             |
|            | 3 | 62%                        | 87%          | 55%  | 70%             |
| All Region |   | 57%                        | 81%          | 65%  | 68%             |

All Regions Margin of Error – 5%



# Region 1: Sample of Comments

## **Positive:**

Meeting my DVR counselor for the first time and having her believe me and not make me feel small for what I go through was a breath of fresh air and a godsend. She has continued to support me, listen, give ideas, and is willing to try new avenues with me. I'll forever be thankful that I decided to get help from DVR. The attention, compassion, and understanding aren't something you see every day, and it's what makes them one of a kind, and a place I would recommend for anyone who is struggling with something that sets them apart from the "normal" populace. To those who work in DVR, and particular the counselors I just want to say thank you from the bottom of my heart for treating me and so many others like me in a manner that makes us feel like we're being seen, heard and that we matter.

In the beginning I did not know what I was going into. At the end of it I walked out a completely different person. Everything they did with me prepared me to rejoin the workforce. All they wanted to do was help me and that was amazing.

# Region 1: Sample of Comments

## Negative:

My first counselor was amazing then she left and the one that took her place did not follow through very well with me. I gave them an opportunity to get to know me, asked lots of questions, attended all meetings, explained myself my needs, personality, my passions what I liked and did not like and how important it was for me to be kept in the loop and communicated with. I was not kept in the loop despite my consistent concerns and emails. I felt I was being forced to apply to jobs just to get my foot in the door as they put it even if I could never perform the job or if I did not like it. I was boxed and labeled so I fit into their world, and they did not understand me or mine at all. I never felt validated as a person.

It is just a matter of not being able to get ahold of the DVR counselor when you have important questions to ask and they don't give you correct information of things. It is frustrating when they don't get back to you and it is ridiculous that certain clients have to leave constant messages. It should only take one time to leave a message for them to get back to you, it shouldn't take more than one try.

# Region 2: Sample of Comments

## **Positive:**

They were very helpful. We were working after a common goal, and we worked together. They did an excellent job and helped me a lot.

I will miss DVR. They were like a big family to me. I'm thankfully gainfully employed now.

I really appreciate the care and thought and time and effort my counselor put into my case. How hard they worked to communicate with me in ways I can understand. And how caring they are. How clear it is they empathize with me, and they have wellbeing at heart. That comes through very clearly and I appreciate it. And that they understand about the disabilities and health problems, and how that effects my life and my ability or inability to go to work or school.

# Region 2: Sample of Comments

## **Negative:**

My counselor was inefficient in her handling of my case. She never reached out to me and did not clearly communicate any items I needed to submit to DVR to keep my case open. There was no assistance being provided to me and nothing tangible was being offered. I was not even provided with any communication when I was dropped from DVR - extremely disappointing. I feel the agency isn't doing a sufficient job ensuring their counselors are actually helping the clients.

Before Covid I had a counselor that met with me regularly and helped me move along through the process of achieving my goal of going back to school to pursue a career. He was promoted and I did not hear from anyone for 18 months. The first counselor that contacted me never kept appointments nor did she follow up with me or return my calls/emails. Since then, I have a new counselor who does her best but is new and does not understand her job yet nor my disabilities. It has been a disappointing transition.

# Region 3: Sample of Comments

## **Positive:**

This is a phenomenal and much needed service. I am so appreciative of everyone and everything that they do!!!

Outstanding counselors, can't say enough good things, really helpful. I always strongly recommend people I meet with disabilities to turn to DVR for vocational help when they need it. They've been helping me to find work and it's been so helpful. They have the connections and I don't. Hoping soon I'll start working again and get life back to a working routine. Thank you DVR!

They gave me my pride and dignity back. God bless them.

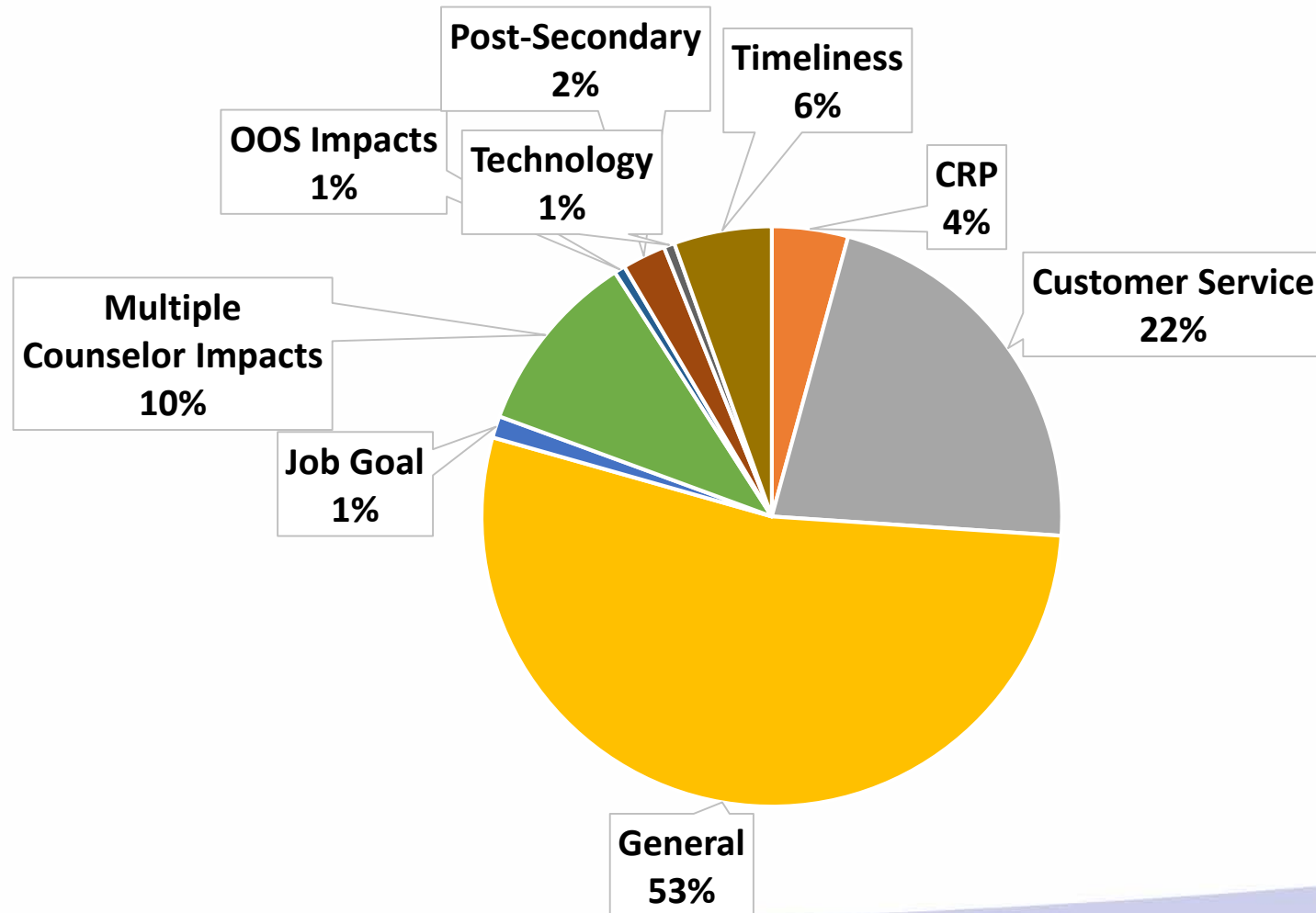
# Region 3: Sample of Comments

## **Negative:**

Counselors seem well-meaning but extremely limited in options to assist higher functioning individuals with disabilities. Many seemed completely unaware of how my disability affects me.

Completing the required paperwork seems to be the priority over their response or identifying resources for the client's needs. They don't have the time to individualize their responses. There is way too much repetition in paperwork.

# Comment Categories



# Customer Listening Sessions Summary

**Presented by: Jolie Ramsey**

**May 2022**



# Overview of Customer Listening Sessions

- Held in March with Pre-Employment Transition Services (Pre-ETS) customers
- The WSRC collaborated with the Special Education Advisory Council (SEAC)
- Demographic of participating Pre-ETS customers
  - All 3 Regions represented
  - Met with 10 students—7 male and 3 female
  - Students did not disclose their disability
  - Students represented diverse ethnicities and backgrounds

# Listening Session Questions

1. How did you learn about Pre-Employment Transition Services?
2. Was the service in person or virtual? If in person, how did you get to the service location?
3. What is the name of the service you participated in?
4. What type of activities did you do during the service? (What did you learn about?)

# Listening Session Questions

- 5. How do you feel the service helped you prepare for and/or explore future employment?
- 6. Is there anything you wish the service would have done differently or added?
- 7. On a scale of 1-5, how would you rate your experience in the service?
- 8. Is there anything else you would like us to know about these services?

# General Themes

- All participants were introduced to Pre-ETS/DVR by their high school teachers.
- Pre-ETS activities provides them with experiences that improves their self-esteem, confidence, and sense of pride in workmanship.
- Participants all shared that Pre-ETS activities prepared them well for future job placement opportunities.

# Highlights

- Region 1 Pre-ETS customer: The student is enrolled in an Employability Skills class held at his high school explained how his program instructor got him engaged and excited about choosing a career path. They researched various careers, and completed a 3-day project about aircraft engineering. He stated, *“This project opened my eyes to my potential, I never thought I could do something like this. This year when I graduate, I will know what to do. At first I was confused about how to find a job and what I’d be good at, and this class helped me figure that out.”*

# Highlights

- Region 2 Pre-ETS customer: A high school teacher introduced this student to Pre-ETS, and he participated in both work readiness and work-based learning programs. He completed assessments to explore his vocational interests and learned what jobs are available in his area. When asked how the program helps prepare him for future employment he replied, *“It showed me what I want to do and what I don’t want to do. They helped me learn what kind of education and training I would need to be an engineer, what school I need to go to, how much money I would make... and I believe that [my RTC] did a really good job explaining what I need to be doing. Next [my RTC] is going to help me look at and apply to college.”*

# Highlights

- Region 3 Pre-ETS customer: She participated in the Summer Works Program, a transition program where she worked with children at a daycare at a local elementary school. She loved the job and said she had so much fun with the children. *“It was my first paid job... I helped the kids prepare their snacks and watched over them at recess. It was Monday-Friday from 9am-1pm during the summer. I had a four-week training in June to get me ready and then the job started in July.”* The customer’s parent, who attended the listening session, shared this: *“This program taught my daughter about being punctual and responsible. A staff member observed her work and then coached her, guided her, and supported her. If she has someone to model behavior, coach her, she does excellent. This program did all of that. It helped her find work that she is comfortable with. She interviewed with the on-site teacher and coach ahead of time, so it helped her with navigating an interview process, and being selected.”*

# What Has DVR Done Well?

- Collaboration with schools
- Student support
- Student mentoring within work programs



# Suggestions for Improvement

- Pre-Onsite Orientation
  - Further knowledge about work environment prior to customer placement
- Start program at younger age/grade
- Hours of availability for Pre-ETS work programs
  - Programs need to be more flexible with students' school schedules
- Continued efforts to collaborate with more high schools statewide

# Takeaways

- Work-based learning experiences are the most valuable experiences for high school students because students are afforded hands-on, “real life” training, which is the most effective way to learn new skills.
- Learning meaningful work skills and life lessons on the job is very valuable.
- Career exploration vs. job exploration. Are we serving people with disabilities by helping them explore career paths, or training them for lower paying, entry-level jobs.
- Program name recognition/Students’ understanding of Pre-ETS

# Pre-ETS Customer Listening Sessions

## Q&A

Thank you to all who helped coordinate with Pre-ETS customers!

# **Client Assistance Program**

Jen Bean & Doug Burkhalter

May 2022

# Office outreach

- Regional Management meetings
- Unit meetings Summer/Fall
- Office Visits
  - In person customer experience
  - Meet new staff
- Brochures and new customer business cards



# Trends

- Diagnostic Evaluations
- Vocational Assessment
- IPE amendments and extensions
- Pre-Closure letters
- Counselor changes & reassignment



# **Questions & Comments**



## *Additional Resources*





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