



Washington State Rehabilitation Council

Video Conference

WSRC QUARTERLY MEETING MINUTES

Friday, May 13, 2022

9:00am to 11:40am

Members

Present:

Erica Wollen, Workforce Training Representative, Olympia
Jen Chong-Jewell, Parent Advocate, Everett
Jennifer Bean, Client Assistance Program, Bellingham
Laurae MacClain, Tribal VR Representative, Nespelem
Lesa Dunphy, DVR Counselor Representative, Colville
Matt Newton, Business Representative, Tacoma
Michele Stelovich, Labor Representative, Bellingham
Dion Graham, State Independent Living Council Representative, Union
Edward Nicholson, Business Representative, Vancouver (attended from 9am-10am)
Alexandra Toney, OSPI Representative, Olympia

Members

Absent:

Peggy Frisk, Council Chair, Community Rehabilitation Provider, Lake Stevens (out sick)
Terry Redmon, DVR Director, Ex-Officio, Lacey
Ivanova Smith, Disability Advocacy Representative, Tacoma

Council Staff:

Shelby Satko, WSRC Executive Director, Lacey
Jolie Ramsey, WSRC Executive Lead, Lacey

Visitors:

Valerie Davis, DVR Counselor, Spokane Office
Amy Lystad, DVR Regional Trainer, Tumwater Office
Lori Magnuson, DVR Regional Trainer, Central Seattle Office
Tina Ailinger, DVR Supervisor, Kelso Office
Michael Pinto, DVR Counselor, Centralia Office
Doug Burkhalter, Client Assistance Program
Jeanese Hime, DVR, Program Coordinator
Kim Conner, Executive Director of WA State Independent Living Council
Mistie Larch, RTC, Wenatchee Office
Monica Valencia, DVR Counselor, Kennewick Office
Olivia Gonzalez, DVR Counselor, Kennewick Office
Mari Heusman, DVR Policy Manager
Connie Laurinat, RTC, Vancouver Office
Ben Strong, RTC, Tumwater Office

Call to Order— Meeting called to order at 9:04am by Jen Bean, Vice-Chair

Executive Updates: Shelby Satko

- Recruitment Strategic Plan
 - Focusing recruitment efforts in Region 1. Seeking candidates from diverse backgrounds, including disability diversity, race/ethnicity, LGBTQ+.
 - Currently recruiting for a Current/Formal Recipient of DVR Services Representative and a Business/Labor Representative
 - Strategic Plan draft shared with Council. Deadline to submit recommendations is 5/20.
 - Secondary, internal application created to be completed by all future candidates.
- CSAVR conference recap: Shelby, Michele, and Jolie shared highlights from the conference
 - Retaining workers in the workforce by supporting them with assistive technology, mentorship, on-site training, etc. to keep the job they already have and be able to do it well.
- RSA monitoring-June 2022
 - Discussed feedback Council will share with RSA
- Returning to in-person meetings in August 2022

Partnership Subcommittee Updates**Workforce Training & Education Coordinating Board: Erica Wollen**

- Working on strategic plan and recruitment.
 - Hired Elizabeth Court as new WIOA Program and Policy Manager.
 - Hired Renee Fullerton as new Health and Social Policy Associate.
- Washington selected by the National Governor's Association (NGA) to work on the [credential transparency learner and employment records](#).
- [Research on the Future of Work](#)
- [Washington Future of Work](#)

Developmental Disabilities Council: shared by Shelby Satko

- Recruiting for Executive Director is ongoing. Hoping to have new Executive Director by August.
- Budget Proviso for funding to work with BIPOC communities. Propose remedies for people with IDD to receive services. Report due in June 2023.
- Dan Thompson advisory fund
 - DDC made recommendations to the DDA. Put in requests for more info. DDA still reviewing applications.

Office of Superintendent of Public Instruction & Transition Collaborative: Alexandra Toney

- No updates

Special Education Advisory Council: Jen Chong-Jewell

- May council meeting to be held virtually May 24-25. Writing our annual report to Superintendent Reykdal.
- In transition period. Leadership changes, council members leaving
- Work focusing on graduation pathways

State Independent Living Council: Dion Graham

- Coalition on Inclusive Emergency Planning (CIEP): Planning Cascadia Rising for July 2022
 - Cascadia Rising is a statewide emergency management and planning event
 - Conduct training exercises that simulate real-life disasters
- Recruiting for new Executive Assistant
- Recruiting for new Executive Director
 - Kim has accepted position with the National Council on Independent Living (NCIL)
- WA Talk Book and Braille Library in Seattle are loaning devices to those in need.
 - Focusing on rural communities
- Alliance of People with disAbilities changed their name to Disability Empowerment Center

Tribal Vocational Rehabilitation: Laurae MacClain

- 6 month report due Monday for grant applications
- Sat in on interview boards
- The uncertainty whether or not they will receive their 5-year grant renewal poses staffing challenges

Policy & Planning Subcommittee: Michele Stelovich

- Sent our recommendation to DVR Director regarding counselor reassignment recommendations
- In March 2022, the Rehabilitation Services Administration provided a frequently asked questions sheet about post-employment services.
 - RSA recently provided guidance to DVR about when DVR can provide post-employment services under the Rehabilitation Act.
 - RSA's interpretation does not align with how Washington State currently provides post-employment services and does not align with the current WAC (WA Administrative Code).
 - The change in post-employment services will affect approximately 115 customers
- Return to work trends
 - Women disproportionately affected
 - Trades positions
 - How will DVR pivot and follow these trends, and meet the needs of its customers in this changing job market?
 - Matt Newton's question: How CRPs are affected.
 - Impending retirements in the "silver wave".

Customer Satisfaction & Program Evaluation Subcommittee: Jen Bean

- Customers surveyed in Quarter 4: 365
- Comments received in Q4: 214
 - 55% of total comments shared with DVR
- Response rate: 36.8%
- Overall satisfaction in Q4 was 68%

Pre-ETS Listening Session Summary: Jolie Ramsey

- Listening sessions held in March with Pre-Employment Transition Services customers
 - Met with ten customers from all three regions
- Collaborated with Special Education Advisory Council (SEAC)
- General themes
 - All participants were introduced to Pre-ETS/DVR by their high school teachers
 - Pre-ETS activities provides customers 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.
- What DVR has 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 a younger 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 school 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.
 - Program name recognition, students’ understanding of Pre-ETS

Client Assistance Program: Jen Bean

- Outreach
 - Doug Burkhalter visited all DVR field offices in Regions 1, 2, and most of 3
- Regional management meetings
 - Met with units statewide to introduce staff to CAP
- New CAP business card created and distributed
- Trends
 - Diagnostic Evaluations
 - Vocational Assessment
 - IPE amendments and extensions
 - Pre-Closure letters
 - Include contact info for counselor
 - Counselor changes and reassignment
- Attending RSA Monitoring meetings

Public Comment:

- No public comment

Meeting Wrap-Up

- Coordinate an on-site visit to possibly a Pre-ETS contractor, onsite work program, an apprenticeship program, etc.
 - Aerospace Joint Apprentice Committee (AJAC)
 - Tour an Amazon fulfillment center (various in western WA, one near Spokane)
 - Possibly for November QM—Central Seattle
- Customer Satisfaction Survey

Meeting adjourned at 11:40am

