



WSRC QUARTERLY MEETING MINUTES

Friday, August 12, 2022

9:00am to 10:48am

Members Present

In-Person:

Erica Wollen, Workforce Training Representative, Olympia
Ivanova Smith, Disability Advocacy Representative, Tacoma
Laurae MacClain, Tribal VR Representative, Nespelam
Michele Stelovich, Labor Representative, Bellingham
Peggy Frisk, Council Chair, Community Rehabilitation Provider, Lake Stevens
Terry Redmon, DVR Director, Ex-Officio, Lacey

Members Present

Via Zoom:

Dion Graham, State Independent Living Council Representative, Union
Jen Chong-Jewell, Parent Advocate, Everett
Jennifer Bean, Client Assistance Program, Bellingham

Members

Absent:

Lesia Dunphy, DVR Counselor Representative, Ex-Officio, Colville
Alexandra Toney, OSPI Representative, Olympia
Edward Nicholson, Business Representative, Vancouver
Matt Newton, Business Representative, Tacoma

Council Staff:

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

Visitors:

Pablo Villarreal, DVR Region 1 Administrator
Don Alvashere, DVR Sr. Planning Manager
Doug Burkhalter, Client Assistance Program
Kim Conner, Executive Director, WA State Independent Living Council
Robb St. Lawrence, DVR Compliance Manager
Amy Lystad, DVR RTC, Tumwater
Holli Lawrence

Call to Order— Meeting called to order at 9:04am by Peggy Frisk, Chair

Executive Committee: Peggy Frisk

Motion: Approval of proposed 2023 meeting dates and locations

First: Jen Bean

Second: Erica Wollen

No edits, no abstentions.

APPROVED

Discussion: Hold a meeting in 2023 at one of the Tribal locations, such as the Toppenish Tribal Cultural Center, Lummi, Colville, etc.

- February 9-10 in Olympia
- May 11-12 in Spokane
- August 10-11 in Lynnwood
- November 2-3 in Tacoma/Puyallup

- RSA Monitoring
 - RSA interviewed Jen Bean and Peggy Frisk for their feedback on how the Council has supported DVR.
- Membership Updates
 - Recruitment ongoing for a Business/Labor Rep and Current/Formal Recipient of Services Rep
 - Term renewals: Several council members are set to renew their terms by 9/30/22
 - Terry Redmon, Jen Bean, Lesa Dunphy, and Laurae MacClain
- Council Development
 - Council policies to support proactive efforts to guide positive engagement in council activities
 - Board of Ethics will provide training for Feb. 2023 meeting
 - Terry recommended that Council receive training annually. Shelby stated this training is set to establish this practice.
 - Will cover ethics and code of conduct as it pertains to Council service
 - Include current council members to help with orientation and onboarding to refresh on topics such as Open Public Meeting Act, Robert's Rules of Order.
 - Facilitate a panel of Community Rehab Providers to get their input on working with VR.
 - To engage in Pre-ETS work, Council could tour schools.

Policy & Planning Subcommittee: Michele Stelovich

- Sent a letter to DVR Director with our recommendations on Counselor Reassignment Best Practices
- Subcommittee Priorities
 - Future of work and career pathway options
 - Looking at labor and workforce market trends
 - Career Connect WA, Pre-Apprenticeship, Pre-ETS, Apprenticeship
 - DVR Staff development and retention; particularly training with WAVES
- Working on upcoming State Plan, ensuring priorities are in alignment
- Policy Manager Update:
 - Policy manager is reviewing the Counselor Reassignment Best Practices Checklist with field leadership and brainstorming potential solutions.
 - Shelby shared that many best practices for maintaining continuity of services during staff turnovers are already making improvements at the regional/office level. Field staff are taking steps independent of the Council's recommendations to make positive change and improve communication with customers.

- In conversations with the Business Management Modernization Project (BMMP) and what that will look like in WAVES.
 - Goal is for DVR staff to be able to access their customers' full case notes. I.e. when a counselor inherits a case, all records are carried over and accessible.
- Updates to the Standard Operating Procedure (SOP)

Client Assistance Program: Jen Bean

- RSA Monitoring
 - Involved with RSA Monitoring and was able to share input and technical assistance that resulted from the monitoring.
 - RSA impressed by CAP's and DVR's working relationship.
- In support of waiting to launch WAVES case management system when it is fully ready and accessible for all.
- New Employee Orientation (NEO) model includes new hires meeting via zoom with CAP.
 - CAP staff attend NEO monthly to connect to new staff to share what CAP's role and purpose is.
- Customer Satisfaction
 - 78% of CAP cases were resolved at the VRC level
 - 27% of cases CAP found that DVR did the right thing
 - Trends and best practices that lead to customer satisfaction
 - Communication
 - Trend: Remote services communication differences
 - Best Practices:
 - Considering customer preferences
 - Many customers still wanting the virtual model
 - Explaining DVR process in a clear way
 - Putting next steps in writing
 - Responsiveness
 - Vocational Assessment
 - Trend: Agreeing to a goal without exploration
 - Best Practices:
 - Review educational/employment history
 - Identify and address all barriers
 - Labor market information
 - Advocate for your customer
 - Self-Assessment
 - Trend: Making the decision too soon
 - Best Practices:
 - Ask why does the customer
 - Is self-employment appropriate for disability barriers and limitations? Determine before sending for feasibility
 - Self-employment vs. hobby
 - Doing the Right Thing
 - Best Practices:
 - Explaining VR process and timelines
 - Identifying and addressing barriers
 - Talking about what is different this time when working with "revolving door customers".

Partnership Subcommittee

Workforce Training & Education Coordinating Board: Erica Wollen

- Will be updating the 4-year plan for DVR.
- Beginning to engage in the process of developing the next iteration of Talent and Prosperity for All. If other council members want to be involved, you can volunteer to serve on the AdHoc Steering committee.

Developmental Disabilities Council: Ivanova Smith

- Developing their next 5-year plan.
- Looking for a new Policy Director and an EDI Officer
- New Executive Director to be announced soon.
- Gabrielle and Anthony are doing well as Co-Chairs

Special Education Advisory Council: Jen Chong-Jewell

- OSPI next meeting is Aug. 23. Virtually meeting and closed to the public. Training for new incoming council members. Two members of Interagency Coordinating Council and DCYF collaboration is great to align roles and responsibilities.
- Publishing annual report to Superintendent soon. Made a few recommendations.

Pro-Equity Anti-Racism (PEAR): Jen Chong-Jewell

- Committee has met once.
- Invited to help shape the plan and guide the work on behalf of DVR/WSRC.

State Independent Living Council: Dion Graham

- Rebekah Moras named the new Executive Director of WASILC, starting 8/16. Her background includes working with Centers for Independent Living in Alaska and Illinois. She worked on various boards and commissions.
- Filled five council positions
 - Two renewing: Naomi Marteeny (Youth/Young Adult Rep) and Tricia Eyerly (DSB Ex-Officio Rep)
 - Working with Jana Finkbonner to fill the Tribal VR Rep position.
 - Two new members: Raymond Miller and Tyler Shrink
- Holding two forums as part of the process of updating the 3-year State Plan for Independent Living (SPIL). One in SW WA on Aug. 15 and one in Central WA on Aug. 19. Further info on WASILC website.
- Council received training about disability justice from Carmen Pacheco-Jones, the Exec. Director of Health and Justice Recovery Alliance.

Tribal VR: Laurae MacClain

- Annual Conference to be in Oklahoma in September.
- MOU meeting in October
- Region 1 Tribes meeting in Nespelem this week
- Tony from the Coeur d'Alene tribe left and there is a new director
- Most Tribes are underspent this year due to understaffing
- Some Tribal offices are still closed or have limited access due to Covid.
- Sammish Tribe without leadership since Donna Adamson went to work for the State.

Meeting adjourned at 10:48am