



Washington State
Rehabilitation Council

WSRC Pre Meeting Packet

February 9-10, 2023



February 2023 Quarterly Meeting

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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	Michele Stelovich	Call to Order
9:15	Kate Reynolds	Ethics Training
10:15		BREAK
10:30	Kelly Franklin Kathe Matrone	Comprehensive Statewide Needs Assessment (CSNA) Highlights
12:00		NETWORKING LUNCH
1:00	Mari Heusman Jamie Rasmussen Lauren Peterson Cassi Villegas Angela Merritt	Policy & Strategies
2:00		BREAK
2:15	Jen Bean	Customer Satisfaction & Program Evaluation Subcommittee
2:45	Jen Bean Doug Burkhalter	Client Assistance Program
3:00	Michele Stelovich	Public Comment
3:15	Michele Stelovich	Council Wrap-up
4:00	Michele Stelovich	ADJOURN

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

thical
[plural] a set of principles
decide what is right
business/medical
eth·i·cal /'eθɪk(ə)l/
principles that p
is right and wha
issues/standard
≠ UNETHICAL: Is
animals in zoo

Ethics in Public Service Act

RCW 42.52



WHY DO WE HAVE THE ETHICS IN PUBLIC SERVICE ACT?

TO HOLD US ACCOUNTABLE TO THE PUBLIC FOR:

- ✓ ACCESS TO CONFIDENTIAL INFORMATION
- ✓ USE OF EQUIPMENT & TECHNOLOGY
- ✓ USE OF TIME
- ✓ USE OF POSITION



What is covered under the Ethics in Public Service Act?



Complaints & Investigations

- Public
- Agency



Complaint Form

Your Personal

Name

Date of birth Gender

Nationality

DEPLOYMENT

Unit No. Street No. Street

Town/City/Suburb State Post Code

Country

☐ Yes ☐ No

☐ Yes ☐ No

1 Communicate purpose, vision and values to employees

2 Communicate purpose, vision and values to customers, supplier/partners and other external parties

- State Auditor Office
- Co-worker

CONFLICT
OF
INTEREST

Types of Conflicts of Interest



Private
Business
Transactions

Volunteer
Activities



Professional
& Personal



Disclose

How To Manage
a Conflict of
Interest

Abstain

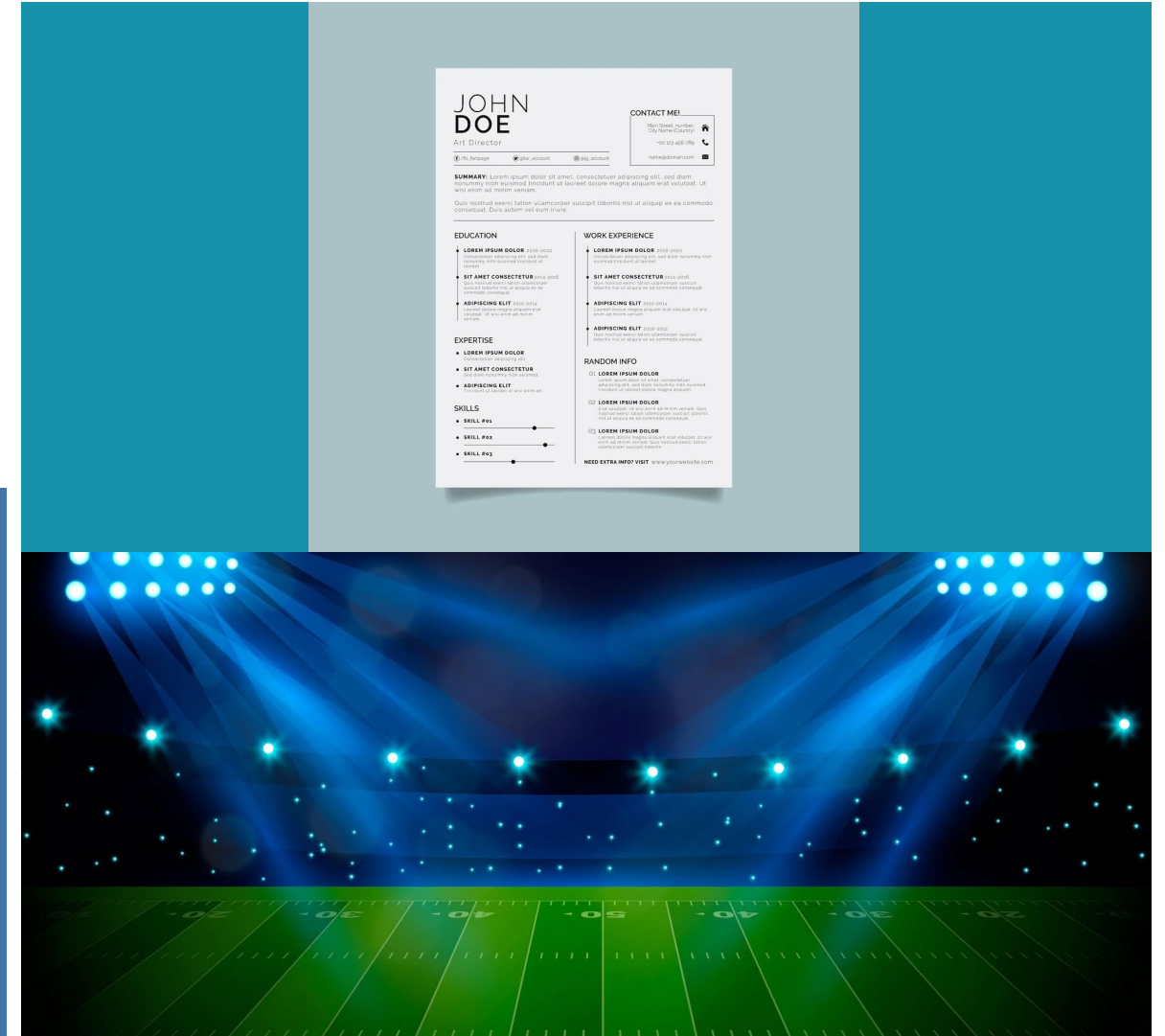
Do this
early-
when it is
a
potential
conflict
of
interest!

Screening
Memo

Procedures
or Policies

Advisory Opinion 96-09 &
Advisory Opinion 96-09A

Special Privilege



You may not use your state position to secure special privileges or to grant exemptions to benefit yourself, family members or other persons.

Post-state Employment

- **Contract Restriction**

- Contracts of \$10,000 or more
- Duties with new employer includes supervising, fulfilling or implementing provisions of that contract

- **Beneficial Interest Restriction**

- Specific contract or pool of money that you created at the executive or legislative level
- 2 year wait



- **Continuing Restrictions**

- Cannot accept job that is meant to influence state duties

- **Section 5**

- Transaction with the state
- Personally & substantial involved
- Duties with new employer involve this transaction

A still life composition on a dark, textured wooden desk. In the upper left, a portion of a silver laptop is visible, showing keys like Q, S, D, V, A, X, C, Z, and the alt key. To the right of the laptop lies a black fountain pen with silver-colored accents. In the lower left corner, a white ceramic cup filled with dark coffee sits on a matching saucer. Centered in the lower half of the image is a small, rectangular gift wrapped in red paper with large white polka dots, tied with a wide, cream-colored ribbon in a bow. The text "Anything of economical value" is superimposed in a large, white, sans-serif font across the middle of the image.

Anything of economical value

What is the gift worth?



Exceptions

- Items from family members
- Promotional items
- Gifts between co-workers
- Tokens of appreciation or wall plaques/desk items
- Food at a hosted reception

WHO IS GIVING ME THE GIFT?



Are you a
Section 4
employee?

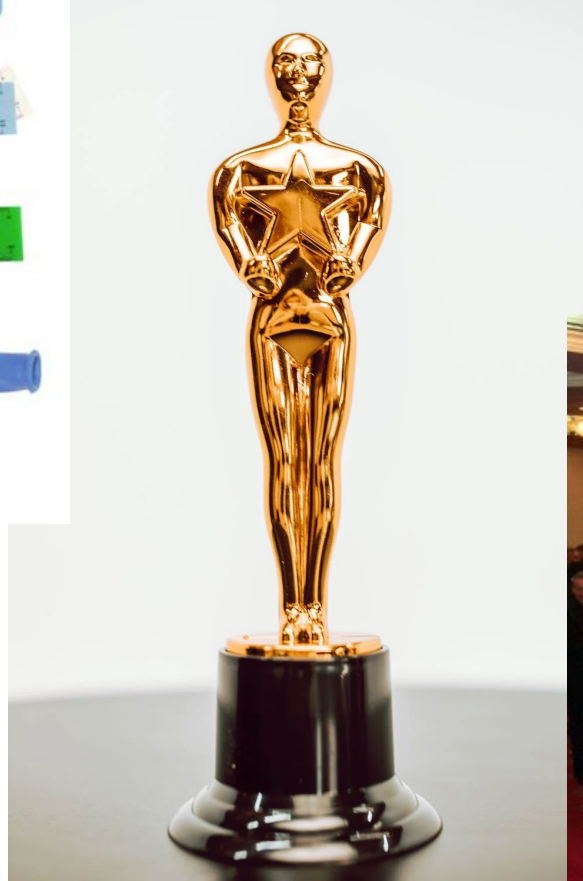
Are you
employed by a
regulatory agency
or an agency that
seeks to acquire
goods or
services?



Does your agency
regulate or
contract with the
person giving the
gift?

Did you
participate in the
regulatory or
contractual
matters with that
person?





Section 4 employees
can ONLY accept



Travel expenses

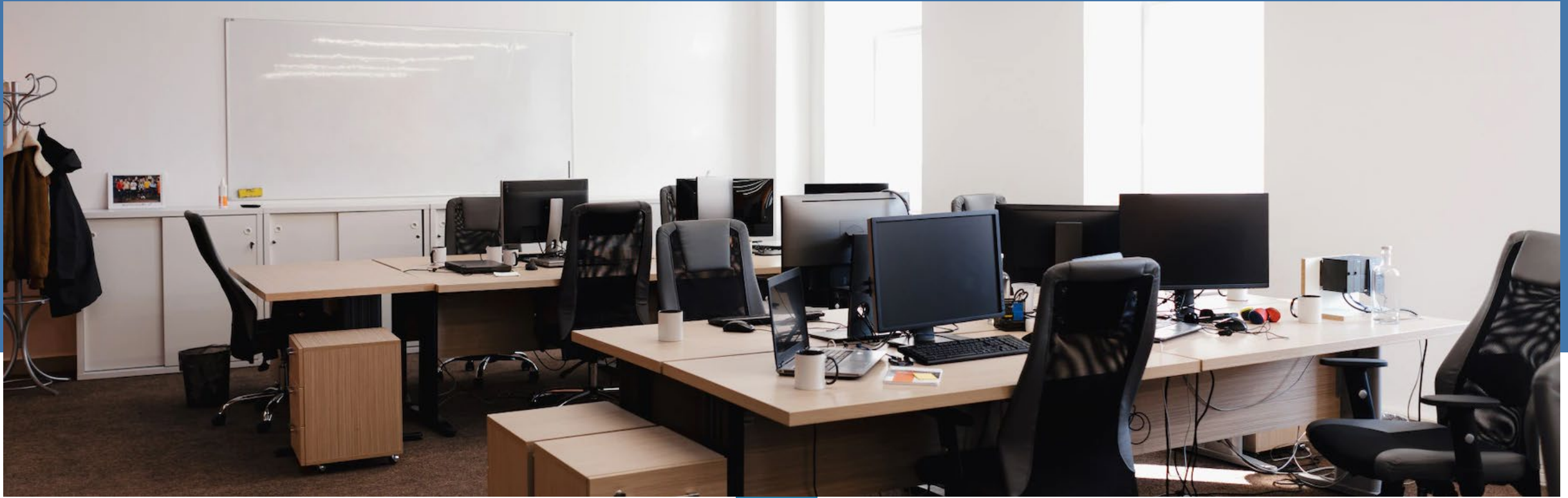


Plants & Flowers



Food & Beverages

Section 4 employees
CANNOT accept



Use of State Resources

- ✓ Little or no cost to the state
- ✓ No interference with official duties
- ✓ Any use is brief
- ✓ Any use is infrequent
- ✓ Does not support your private business
- ✓ Does not support an outside organization
- ✓ Does not compromise the security or integrity of state property, information or software





Political Use

- Classroom Training
- On-line Training
- Materials on-line





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Washington DVR

2022 Comprehensive Statewide Needs Assessment (CSNA)

Overview

UNIVERSITY of WASHINGTON | Center for Continuing Education in Rehabilitation

Partner Introductions

- **CCER Team**
- **SRC**
- **DVR Team**



Agenda

- Purpose of CSNA
- CCER process
- Highlights of CSNA components
- Analysis of data: population & transition
- Customer Survey
- Staff Survey
- Key Informant Interviews
- Conclusions & final report



Questions – We'll hold questions until the end – please use chat function for questions you have along the way!



CSNA Background

- Required **every 3 years** by Rehabilitation Act as amended by WIOA
- Designed to answer important questions about individuals with disabilities in Washington and their **rehabilitation needs**
- Results will guide DVR's **strategic planning** and goal development for next three years



CSNA Background

- The assessment addresses the needs of:
 - Individuals with the **most significant** disabilities
 - Individuals with disabilities who are **minorities**
 - Individuals who are **unserved or underserved**
 - **Students** with disabilities
 - Individuals served through other components of the statewide **workforce system**, and
 - The need to establish or improve **CRPs** in Washington

CCER Process

- Conducted jointly with SRC
- Followed RSA guidance for conduction CSNA
- Collected both quantitative and qualitative data via:
 1. Review of existing **demographic** and **case service data**
 2. Electronic surveys and telephone interviews with **688 DVR customers** served between 7/1/20 -6/30/21
 3. Electronic surveys and telephone interviews with **98 DVR staff members**
 4. **28** key informant interviews with various **DVR partners** and Washington **service providers**

CCER Process

- Strengths

- **Triangulation** of data from different sources increases validity of analysis
- Utilization of **multiple data collection methods** increases breadth of information
- **Integration** of quantitative and qualitative data deepens understanding of findings



CCER Process



- **Limitations**

- Secondary data analysis is **speculative**, sometimes based on estimates and small sample sizes
- Disability **definitions vary** across data sources
- Potential for participant **selection bias**
- Findings **may not represent broader** perspective of all current & potential stakeholders



CCER Process

Data analysis results and common themes are organized into the following categories:

- 1. Barriers to employment**
- 2. Services to address needs of individuals with disabilities**
- 3. Unserved/underserved populations**
- 4. Transition and Pre-Employment Transition Services**
- 5. Partnerships (CRPs, employers, other agencies)**
- 6. WorkSource service provision**

Existing Data Analysis

Why analyze existing data?

- Data acts as an indicator that can be substantiated by individual cases
- Indicators are tools that can direct planning when combined with other studies and reports
- Indicators can help DVR & SRC narrow strategic focus for impactful results
- Indicators can lead to identified areas of research and best practice for implementation

Existing Data Analysis



Sample Sources of Data

- **U.S. Census Bureau 2020 American Community Survey (ACS)**
 - Contains 6 questions related to disability and functional limitations
- **Caseload data provided by WA DVR (7/1/2020 – 6/30/2021)**
- **North American Industry Classification System (NAICS), publication of OMB**

Existing Data Analysis

Specific Data Analyzed:

- Prevalence of disability
- Employment rates
- Median earnings
- Poverty Rates
- SSI/SSDI



Data Analyzed by:

- Gender
- Age
- Race or Ethnicity
- County

Existing Data Analysis – Key Findings

- Washington State and the U.S. have **similar data** patterns in:
 - Gender
 - Age
 - Race or ethnicity
 - Employment
 - Poverty rates
 - SSDI



Existing Data Analysis – Key Findings

- Race/Ethnicity - comparison of DVR caseload data with state population data shows **general alignment** **except** in these areas:
 - **Native American** - DVR **5%** vs. WA state **18%** (disability ages 18-64)
 - **Hawaiian Islander** - DVR **3%** vs. WA state **11%**
 - **Hispanic/Latinx** - DVR **12%** vs. WA state **10%**



Existing Data Analysis – Key Findings

Industry Differences:

- Retail Trade Industry – rate for people with disabilities is higher than for people without disabilities
- Health Care & Social Assistance Industry - rate for people with disabilities is less than people without disabilities in Washington and the US

Existing Data Analysis – Key Findings

Median Earnings:

- In Washington there is a gap of about \$8,500 between workers with and without disabilities.
- In the U.S. the gap is \$7,720 (Washington has higher earnings overall than US)



Existing Data Analysis – Key Findings

Geographic Distribution:

- Disability population - DVR caseload data is mostly aligned with county data.
 - 30% of Washington population live in King County. DVR cases served = 25%; Cases in Plan = 33.51%
 - 1.7% of Washington population live in Skagit County. DVR cases served = 1.5%; Cases in plan = 3.38%
 - Additional factor: Disability Rate for ages 18-64 – King County = 7.4%; Skagit County = 12.5%

Transition Data Analysis

DVR Transition Cases - 74 DVR clients, aged 14 to 21, reported:

Top **disability-related barriers** to getting/keeping a job or advancing in a career were:

- Communication (use formal language, spoken or sign, understand others, be understood),
- Self-care (manage money, make decisions, provide own personal care), and
- Work skills (learn new tasks, read, write or use math skills, show reliable work habits)

Top **non-disability related barriers** were:

- Job skills,
- Job seeking skills,
- Education or training/credentials





Transition Data Analysis

DVR Transition Cases (Cont.)

Compared to the other ages, a **higher** percentage of the 14- to 21-year-olds agreed or strongly agreed that:

- DVR staff answered their questions, responded to their requests, and told them of changes
- DVR shared information in a way they could understand
- They met with my DVR counselor for the amount of time they needed
- Their plan for employment included services to meet their specific needs



Transition Data Analysis

Need for Pre-ETS & Transition Services

- There is a 5-year pattern of declining participation in the areas of higher education and competitive employment by youth and young adults who had IEPs in Washington State immediately following their high school experience

(Source: Center for Change in Transition Services, Seattle University, CC BY-NC 4.0, Indicator B14 Post-School Outcome Report, January 18, 2022)



Data Analysis – Transition

Need for Pre-ETS & Transition Services

- Youth and young adults who received special education or had a 504 plan in Washington State earned less than their peers.
 - Difference of about \$3,000 less per year if they had received special education
 - Difference of about \$600 less per year if they had had a 504 plan
 - Those who received special education were the lowest earners of the group

(Source: [Education Research & Data Center's dashboard](#))



Existing Data Analysis – Pre-ETS

Highlights:

- 73% of the Pre-ETS were available in schools across the state
- 26-50% of potentially eligible students with disabilities were participating in Pre-ETS
- 1-25% of time Pre-ETS provided were delivered in coordination with DVR
- On average, quality of Pre-ETS were perceived as neither good nor poor

(Source: Transition Self-Assessment Tool Interim Final Report, 11/28/2022, Washington State University)

Customer and Staff Surveys & Key Informant Interviews - Process



- Used systematic process to develop surveys
- Used frequency distributions and percentages
- Reflexive thematic analysis applied by independent contractors
- Interviews transcribed and coded & survey comments coded
- Common themes identified and analyzed
- Triangulation of response data and common themes for validity

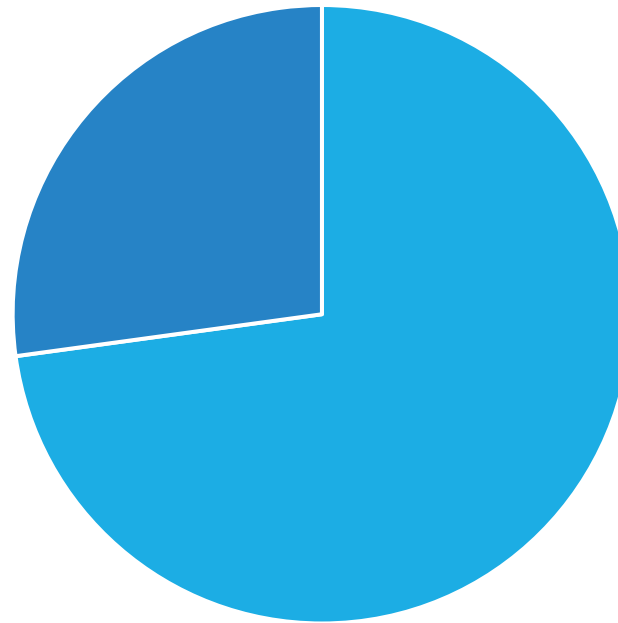
Customer Survey Analysis

- CSNA Customer Survey included **41 questions** & was disseminated electronically using Microsoft Forms
- Email link to survey was sent to current or past DVR customers who were “**in plan**” between July 1, 2020 and June 30, 2021



Status with WA State DVR

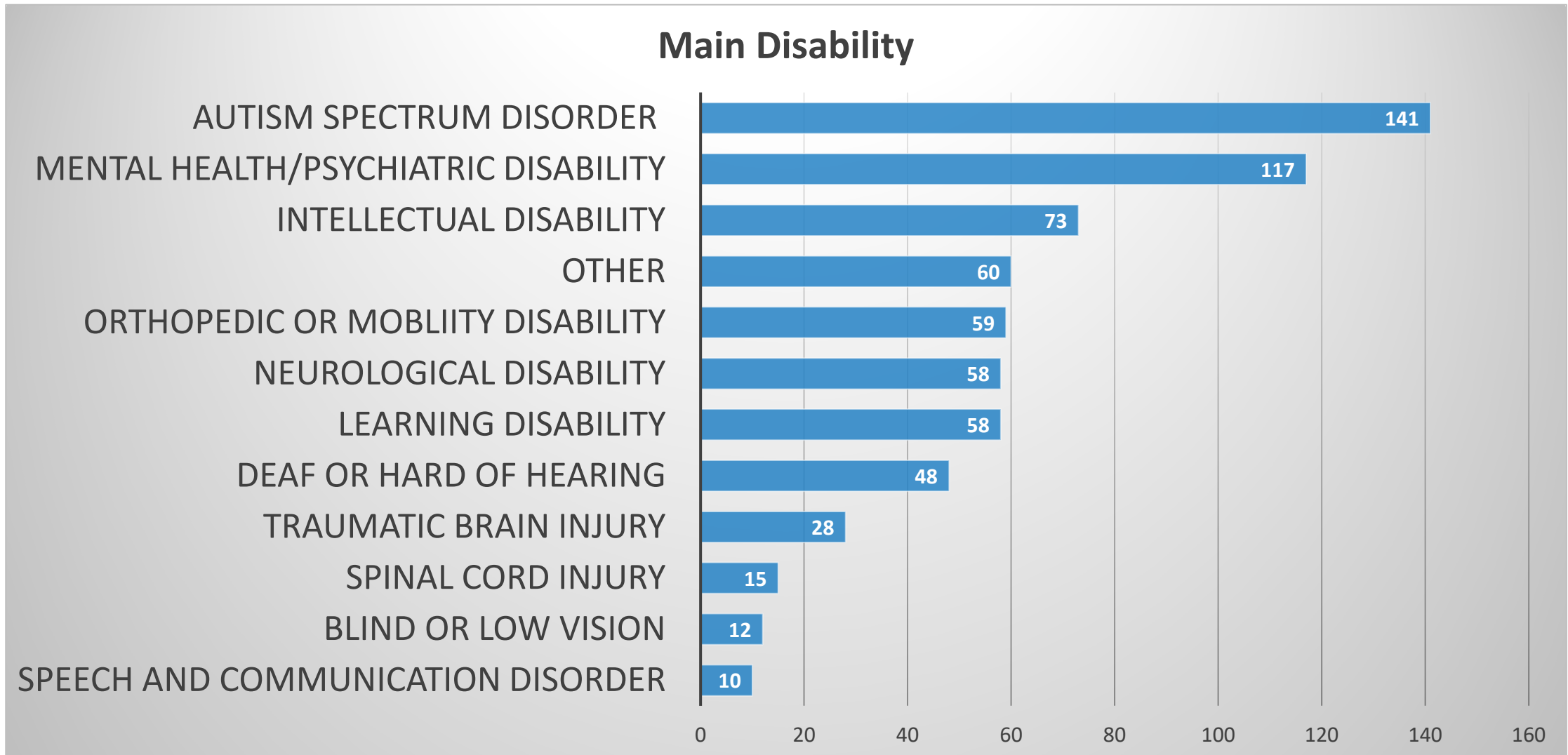
Who Completed the Survey?



*Representing
31 Counties

- 496 Current DVR Customers
- 185 Completed on Behalf of a DVR Customer

Main Disability for DVR Customer Participants





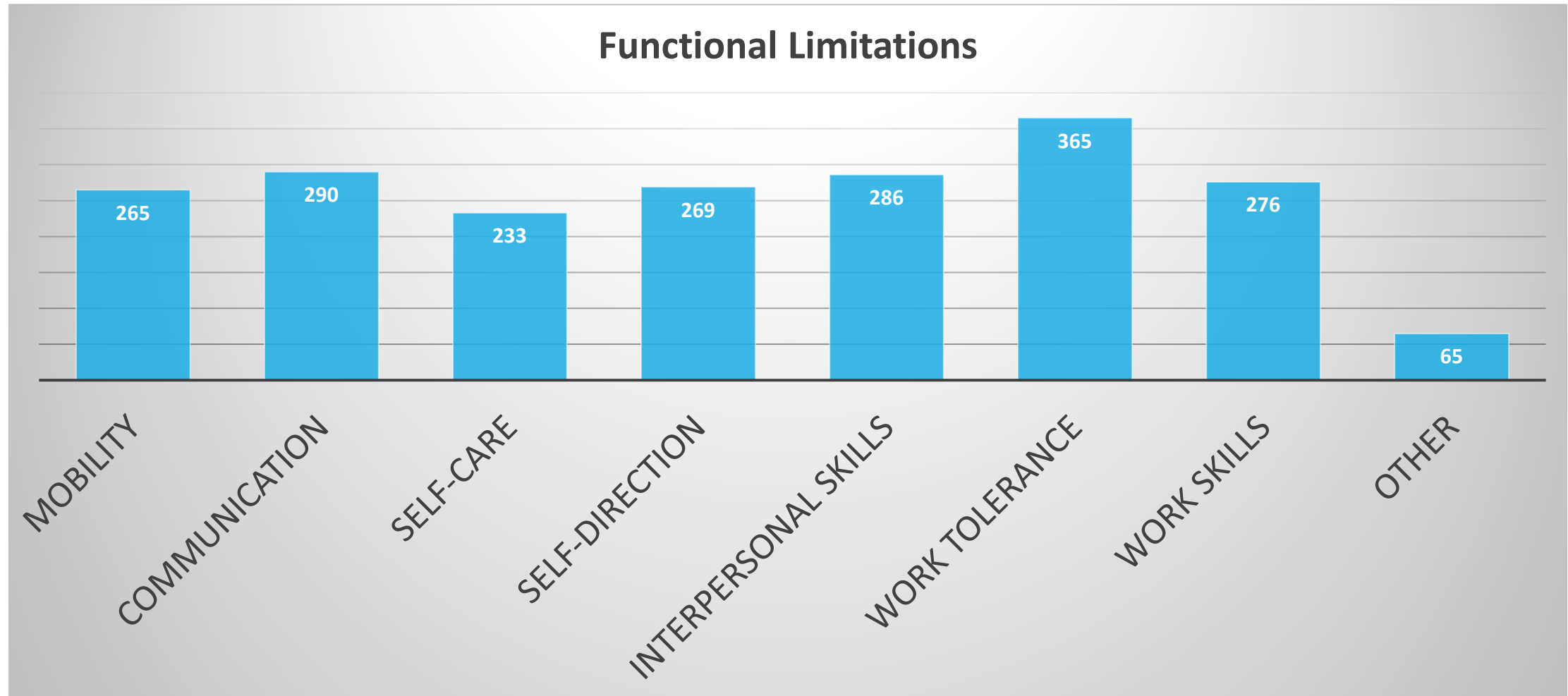
DVR Customer Gender, Race/Ethnicity, Age

Gender	N
Female	332
Male	318
Non-binary	15
Agender	3
Gender nonconforming	4
Prefer not to say	11
Other	2

Race/Ethnicity	N
Black/African American	61
Asian	49
Native American/ Alaska Native	30
White/Euro American	512
Native Hawaiian/ Pacific Islander	9
Hispanic/Latinx	66
Other	46

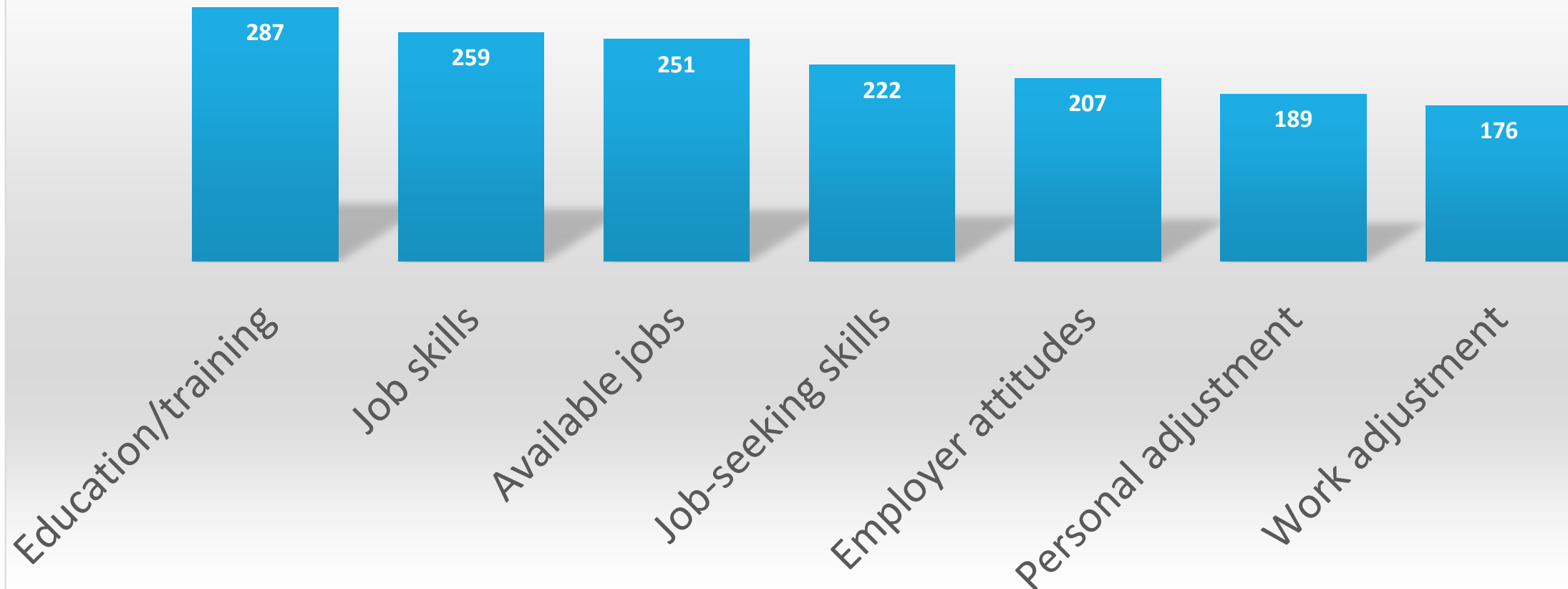
Age	N
14 to 21	90
22 to 24	79
25 to 29	72
30 to 39	112
40 to 49	106
50 to 59	133
60 to 69	82
70 or over	10

How Disability Affects Ability to Get A Job, Keep a Job, or Advance in Career



Other Non-Disability Barriers to Getting or Keeping a Job, or Advancing in A Career

Top 7 non-disability barriers reported by DVR customer respondents





Timeliness of DVR Staff Response and Services

- The majority of DVR customers report that they “**agree**” or “**strongly agree**” that DVR staff:
 - **Answered their questions, responded to their requests, and told of changes** ($n=562$; **82.0%**)
 - **Provided accommodations** to participate in DVR services ($n=541$; **86.2%**)
 - **Were sensitive to their cultural background and identity** ($n=617$; **91.5%**)



Quality of Vocational Rehabilitation Counseling

- Most DVR customers also report that they “agree” or “strongly agree” that
 - Their DVR counselor **shared information in a way they could understand** ($n=600$; **87.8%**)
 - They met with their DVR counselor for the **amount of time needed** ($n=538$; **79.3%**)
 - Their plan for employment **included services to meet customer’s specific needs** ($n=521$; **76.8%**)



Quality of Vocational Rehabilitation Counseling (cont.)

- Most DVR customers also report that they “agree” or “strongly agree” that
 - Their DVR counselor **helped customers to get services** on their plan **from other agencies and providers** ($n=500$; **73.6%**)
 - Their DVR counselor **helped customers to understand their disability** and **how it may affect future work** ($n=457$; **67.4%**)

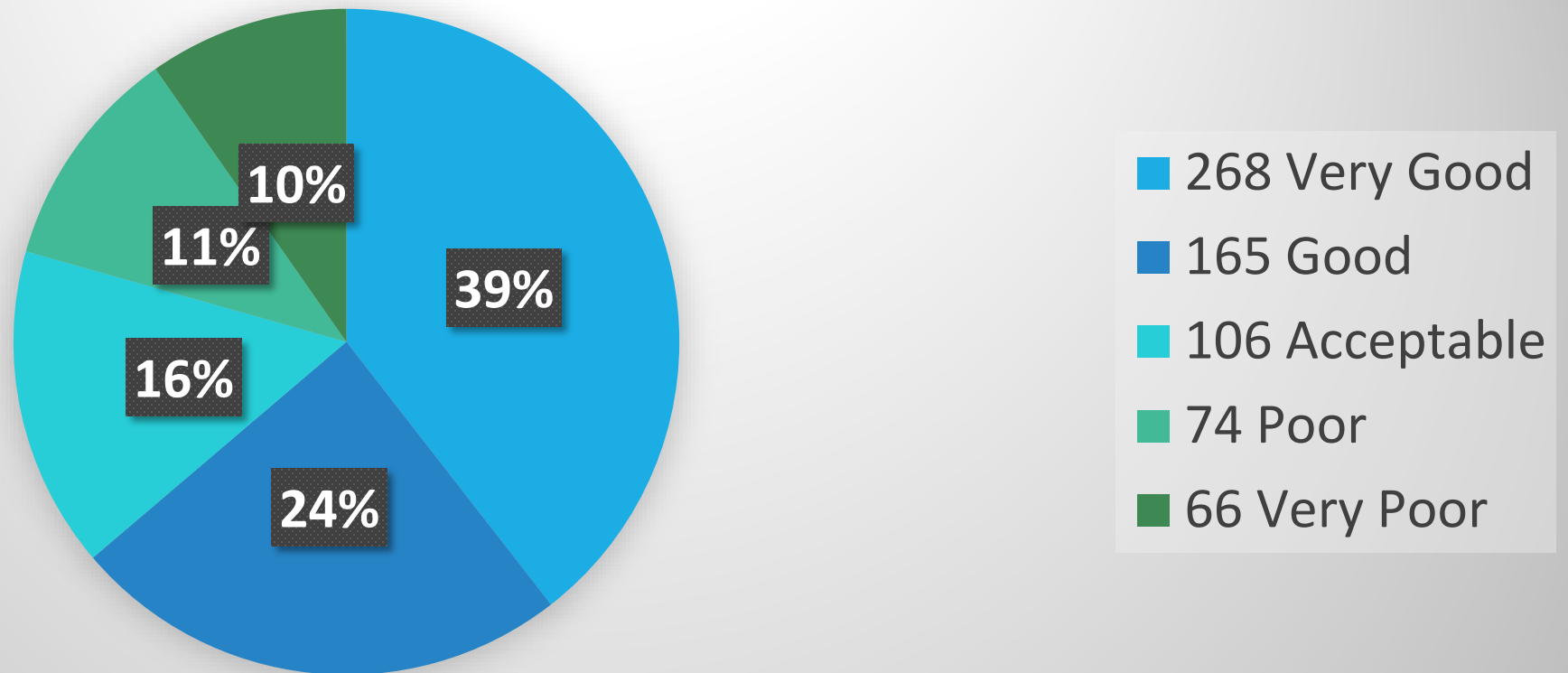
Top 3 Most Helpful Employment-related DVR Services (as reported by DVR customers)

- 1. VR Counseling & Guidance ($n=257$)**
- 2. Assessment ($n=256$)**
- 3. Job Search Assistance ($n=240$)**



Overall Quality Rating of Employment-Related DVR Services

Quality of Employment-Related DVR Services



WorkSource Services Received

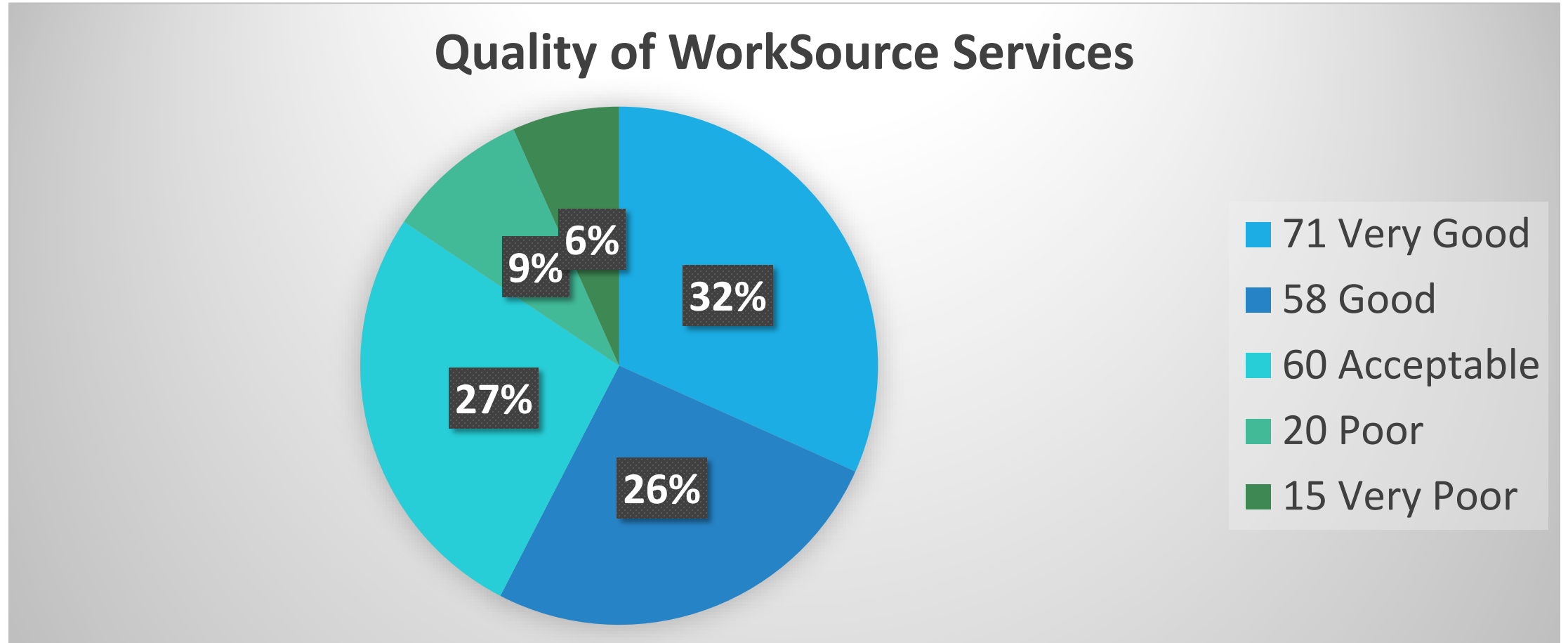
Only about **34%** ($n=231$) of DVR customers report having **used WorkSource Services**

The Top 3 Most used WorkSource **Services** are

1. Job listing, referrals, and hiring events
2. Resume and application help
3. Internet access for job searches



Overall Quality Rating of WorkSource Services





Improvement of Services

- There were 479 DVR customer responses to the question, ***“Do you have other comments that may help DVR improve their services to you and other people with disabilities?”***
 - Main themes that emerged from their responses include
 - Staff/VRC-DVR customer relationship
 - Timeliness & continuity
 - Job placement services
 - Staff Training
 - Provide information about DVR & its partners
 - Work together with community agencies
 - Higher Education/Vocational Technical Education and Transportation

Staff Survey Analysis

- CSNA DVR Staff Survey included 40 questions and was also disseminated electronically using Microsoft Forms
- Email with survey link was sent to DVR staff list





DVR Staff Job Category, Region, Years in Current Position

Job Category	N
Rehabilitation Technician	18
Vocational Rehabilitation Counselor	47
Vocational Rehabilitation Supervisor	9
Program Staff	13
Other Management	11

Region	N
Region 1	30
Region 2	40
Region 3	18
State Office	10

Yrs in Position	N
Less than 1 year	22
1 to 5 years	44
6 to 10 years	15
11 to 15 years	4
More than 15 years	13



Top 3 Barriers

That Prevent DVR Customers

from Achieving Successful Employment Outcomes

(as reported by DVR Staff)

1. **Social Barriers** (access to mental health care, employer attitudes, physical/environmental barriers, family barriers, societal attitudes, social support/resources, communication)
2. **Personal Barriers** (disability severity, customer behavior, homelessness/housing, income, criminal background, interpersonal skills)
3. **Transportation**



Top 3 VR or Related Services Most Needed by DVR Customers to Achieve their Employment Goals (as reported by DVR Staff)

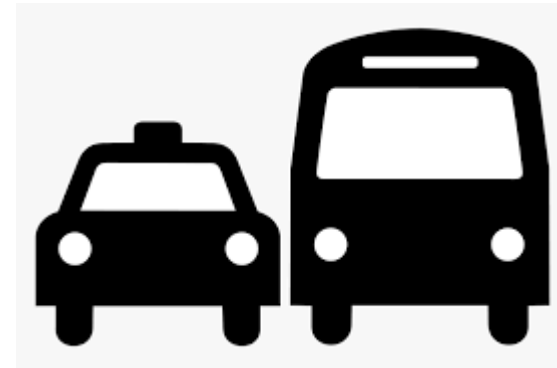
- 1. VR Counseling and Guidance***
- 2. Job Placement**
- 3. Training (Vocational Technical Education/Higher Education)**

3 Main Reasons

**DVR customers might find it difficult
to access DVR services
(as reported by DVR Staff)**

**1. Not knowing about or having limited understanding of
DVR services**

2. Transportation



3. Access to Technology

Populations that are Unserved or Underserved

- **Approximately 59%** ($n=54$) of DVR staff report there are **geographic areas** that are unserved and/or underserved.
- **Almost 61%** ($n=56$) report there are **racial/ethnic minority** groups that are unserved and/or underserved
- **About 57%** ($n=51$) suggest there are **disability populations** unserved and/or underserved
- **Over 40%** ($n=35$) of DVR staff indicate there were **other diverse groups** that were unserved and/or underserved (e.g., Gender Identity, LGBTQ).



Outreach and Engagement

- To improve outreach and engagement, DVR staff recommend:
 - Prioritizing diversity and specialized outreach staff
 - Targeting diverse communities
 - Providing secondary and post-secondary outreach
 - Agency partnerships
 - Public education and access to DVR services

Pre-Employment Transition Services

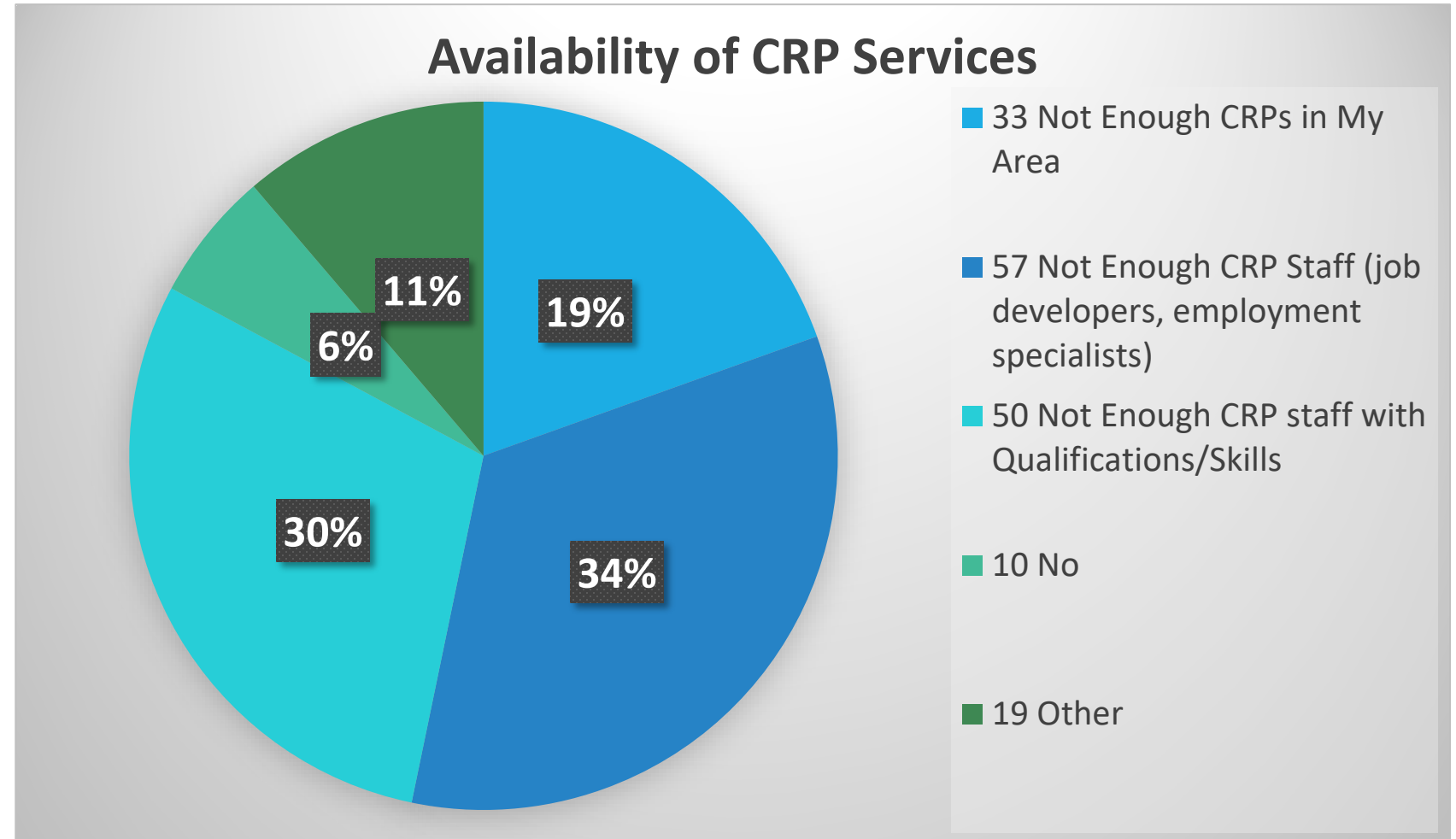
- The majority of DVR staff indicate the **quality of Pre-ETS is “okay” (33.3%; $n=32$)** or **needs improvement (41.6%; $n=40$)**
 - whereas only 25% combined indicate Pre-ETS quality is “good” ($n=16$) or “excellent” ($n=8$)
- 40 DVR staff made comments to explain “needs improvement” response
 - Main themes that emerged from their responses include
 - Need for DVR Pre-ETS policy and procedure direction from leadership
 - Collaboration with high schools
 - Pre-ETS staff training
 - Availability of CRPs to provide Pre-ETS services
 - Having dedicated Pre-ETS staff

Transition Services

- **60% of DVR staff** rated the **quality of transition services** as being “**okay**” (***n*=31**) or “**needs improvement**” (***n*=26**), whereas 40% rate the quality of transition services being “good” (***n*=29**) or “excellent” (***n*=9**).
- 26 DVR staff made comments to explain “needs improvement” response
 - Main themes that emerged from their responses include
 - Having knowledge of VR transition services, roles and responsibilities
 - Having dedicated transition staff
 - Communicating with high schools

Community Rehabilitation Programs

- The **majority** of **DVR staff** indicate a **need to increase availability of CRP services geographically** to effectively serve DVR customers



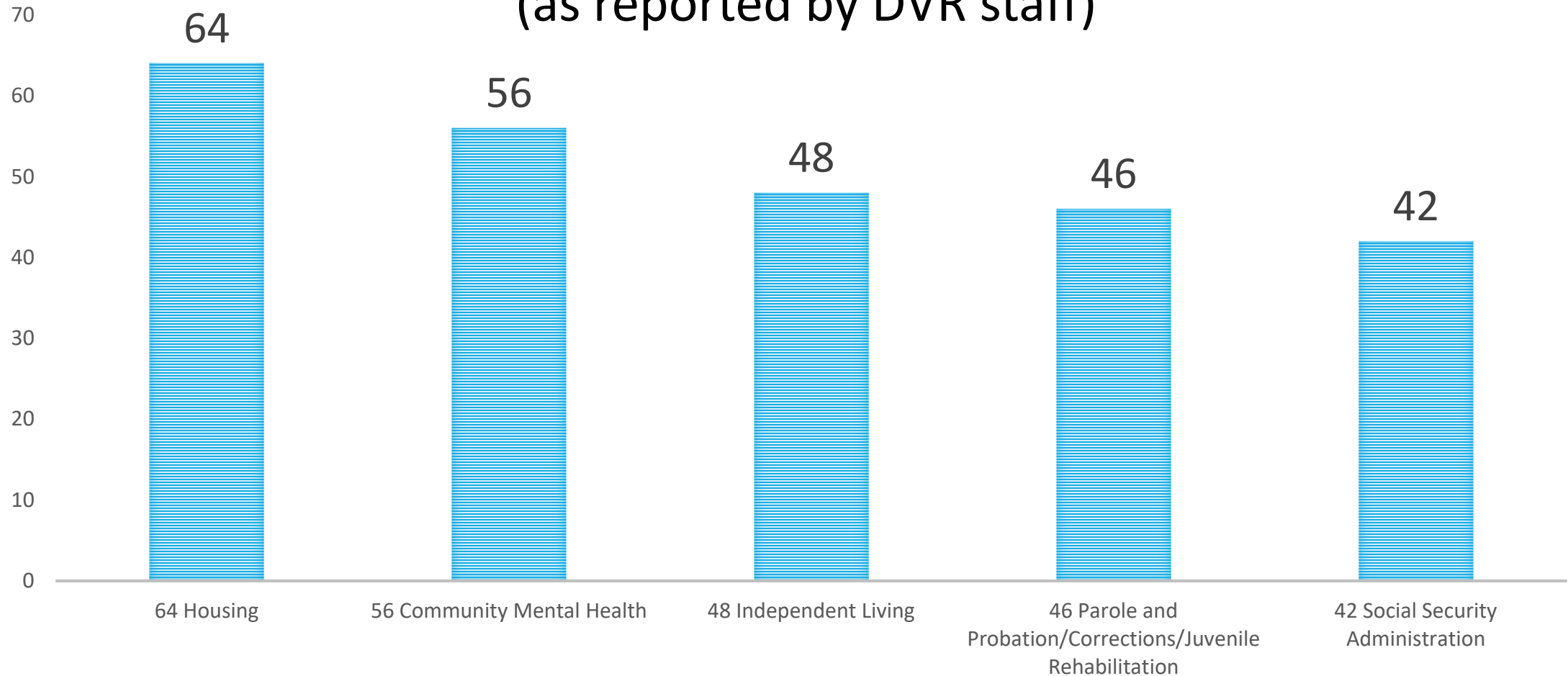
WorkSource

- **89** DVR staff made comments when asked to **describe the effectiveness of DVR's partnership with WorkSource** and its partner organizations
 - Main themes that emerged from their responses include
 - Inconsistent effective partnering across the state
 - Continuing training needed of staff
 - There are many opportunities to increase the benefits of a closer partnership with WorkSource.





Top 5 areas in need of improvement in DVR's Partnership with Other Human Services Agencies (as reported by DVR staff)



Staff Support

- There were 80 DVR staff responses to the question,
“What types of organizational support from your agency do you need to provide high quality DVR services to individuals with disabilities?”
- Three main themes emerged related to types of support needed
 - Resources to effectively serve customers
 - Staff support and flexibility
 - Organizational leadership



Key Informant Interviews - Process

- Conducted 28 **semi-structured** video interviews using consistent questions
- **Participants** included:
 - SRC
 - SILC & CILs
 - Educational partners
 - Higher education partners
 - IDD providers
 - Behavioral health providers
 - Multiple CRPs
 - WorkSource partners

Key Informant Interviews - Process

- **Limitations - may be missing important information from the following areas:**
 - **Autism providers**
 - **Brain injury providers**
 - **Tribal programs**
 - **Employers**





Key Informant Interviews - Process

- **Topic areas addressed:**
 - **Barriers to successful outcomes**
 - **Service needs & gaps**
 - **Individuals who are unserved and underserved**
 - **Transition**
 - **Community Rehabilitation Programs**
 - **WorkSource**
 - **Business Partnerships**
 - **Recommendations to improve services**



Key Informant Interviews - Themes

- **Top Barriers:**
 - Complexity of DVR process
 - Agency inconsistency
 - DVR staff turnover
 - Order of Selection
 - Availability of transportation
 - Employer & public attitudes about disabilities



Key Informant Interviews - Themes

- **Most Critical Services:**
 - Timely counselor responses & rapid engagement
 - Job exploration/career planning
 - Job training, work-based learning & job coaching
 - Soft skills training, self-advocacy and confidence building
 - Job development and placement services
 - Assistive technology and training
 - Access to behavioral health services
 - Benefits planning
 - Independent living services



Key Informant Interviews - Themes

- **Unserved & Underserved Populations:**
 - Individuals with behavioral health and substance abuse needs
 - Rural communities
 - Non-English speaking communities
 - Communities of color & diverse ethnic backgrounds
 - Refugees, migrants & undocumented individuals
 - Individuals who are Deaf, HoH, Deaf-Blind & Deaf Plus
 - Students with complex needs
 - Individuals with justice involved backgrounds



Key Informant Interviews - Themes

- **Transition & Pre-ETS Highlights:**
 - **There is high opportunity to build & strengthen partner relationships with components of the education system**
 - **Pre-ETS is an area of high opportunity for improvement**
 - **Contracting process can be prohibitive**
 - **Required forms and documentation present barriers**

Key Informant Interviews - Themes

- **CRP Highlights:**
 - **CRPs would benefit from additional training and relationship-building with DVR**
 - **Payment rates are low and capped in certain areas**
 - **The payment/contracting processes can be a deterrent to strong relationships**
 - **There are insufficient CRPs in rural areas**



Key Informant Interviews - Themes

- **WorkSource Highlights:**
 - Most respondents report that the DVR/WorkSource partnership is good
 - Co-location of DVR staff at WorkSource locations is viewed as critical to the relationship
 - WorkSource still struggles to sufficiently and appropriately serve individuals who have disabilities
 - There is inconsistency in the quality of partnerships across the state



Key Informant Interviews - Themes

- **Business Partner Highlights:**
 - **DVR is viewed as an organization that should be taking the lead in educating and inspiring businesses and employers to hire and work effectively with individuals with disabilities**
 - **There is perceived inconsistency in how DVR business service specialists operate across the state**

Key Informant Interviews - Themes

What's going well:

- Respondents' partnerships with DVR were reported to be strong
- DVR director is perceived to be responsive and "on the right path"
- There is a lot of excitement about recent transition legislation
- There are many pockets of staff excellence
- Many respondents expressed authentic appreciations for being included in this process
- Delivery of remote services has been creative
- DVR's engagement with customers has improved

Key Informant Interviews - Themes

- **Potential action strategies identified:**
 - Address turnover and leadership challenges through creative recruiting and staff investment
 - **Improve and simplify processes to better focus on customer needs and outcomes**
 - Build and strengthen relationships with partners - break down silos
 - **Support and provide improved behavioral health services**
 - Educate and engage with employers and businesses
 - **Educate and raise awareness about DVR & what it does**

Preliminary Findings & Final Report

- The information presented here constitutes the highlights of our preliminary findings
- The final CSNA report been provided to DVR and to the SRC.



QUESTIONS

Policy & Strategies Updates

Presented by: Mari Heusman, Jamie Rasmussen, Lauren Peterson,
Cassie Villegas, Angela Merritt

February 2023

Policy & Strategies Updates

- Intro unit, brief overview of responsibilities and priorities – Mari
- Rate Study – Lauren and Angela
- State Plan, DSHS Strategic Plan, Order of Selection Updates – Jamie
- Results Dashboard – Cassi

Introductions

Unit Staff

- Jamie Rasmussen
- Lauren Peterson
- Brandon Sheldon
- Christopher Nivinskus

Overview of Responsibilities/Priorities

Policy

- Standard Operating Procedures

Strategies

- State Plan
- Strategic Plan

Priorities and Vision

Rate Study

- Discussion

Rate Study

Tentative Game Plan

Planning

Name	Owner	Status	Timeline-Start	Timeline-End	Duration	Dependent On
Determine scope & roles for CCER and RDA	Angela Merritt, Lauren Peterson, Mari Heusman	Working on it	2023-02-07	2023-02-11	5	
Write the contracts	Angela Merritt, Lauren Peterson	Working on it	2023-02-12	2023-02-23	12	Determine scope and roles for CCER and RDA
Execute the contracts	Angela Merritt, Lauren Peterson	Future Steps	2023-02-24	2023-03-01	6	Write the contracts
Communicate with CRPs		Future Steps	2023-03-02	2023-03-09	8	Execute the contracts
Communicate with staff & stakeholders		Future Steps	2023-03-02	2023-03-09	8	Execute the contracts
Milestone-planning is done, celebrate!		Future Steps	2023-03-10	2023-03-10	0	Communicate with CRPs
			2023-02-07	2023-03-10	39	

Data Collection—Led by CCER and RDA

Name	Owner	Status	Timeline-Start	Timeline-End	Duration	Dependent On
Convene workgroup		Future Steps	2023-03-11	2023-03-31	21	Communicate with CRPs
Develop & design methodology		Future Steps	2023-03-01	2023-03-31	31	
DVR approval of design	Angela Merritt	Future Steps	2023-04-01	2023-04-17	17	Convene workgroup
Data collections		Future Steps	2023-04-18	2023-06-20	64	DVR approval of design

CCER shares data with RDA		Future Steps	2023-06-08	2023-06-24	17	
RDA analyzes info		Future Steps	2023-06-25	2023-07-22	28	CCER shares data with RDA
Celebrate! Report is written and submitted		Future Steps	2023-08-01	2023-08-01	0	RDA analyzes info
			2023-03-01	2023-08-01	178	

Analysis and Next Steps

Name	Owner	Status	Timeline-Start	Timeline-End	Duration	Dependent On
DVR receives report		Future Steps	2023-08-01	2023-08-01	0	RDA analyzes info
ELT and stakeholders review and analyze findings		Future Steps	2023-08-01	2023-08-17	17	Milestone-Done! Celebrate
DVR determines and plans next steps		Future Steps	2023-08-18	2023-09-15	29	ELT and stakeholders review and analyze findings
Communicate findings / next steps to staff, CRP, and stakeholders		Future Steps	2023-07-21	2023-07-30	10	
Milestone—Done!! Celebrate		Future Steps	2023-07-31	2023-07-31	0	Communicate findings / next steps to staff, CRP, and stakeholders
			2023-07-21	2023-09-15	56	

Timeline for State Plan - Jamie

- Information gained from CSNA will help inform the priorities identified in the State Plan
- Spring 2023 - Workshops with field staff
- August 2023 - Workshop with WSRC in Lynnwood
- Early 2024 – Public Forum

DSHS Strategic Plan

- Lead by the DSHS Office of Innovation, Strategy & Visual Communication
- The 2021 – 2023 Strategic Plan cycle ends 6/30/23
- Work identified in the 2023 – 2025 Strategic Plan begins 7/1/23
- Preparation for the 2025 – 2027 Strategic Plan begins this Spring
 - 1st draft due November of 2023
 - Final plan due February of 2024

Order of Selection

- NSD Verifications Overview
 - Multiple Services, Extended Period of Time
 - Data Entry Errors
 - Approaches to Mitigate Risk
- Waitlist Status
 - Current Numbers
 - Monthly Releases

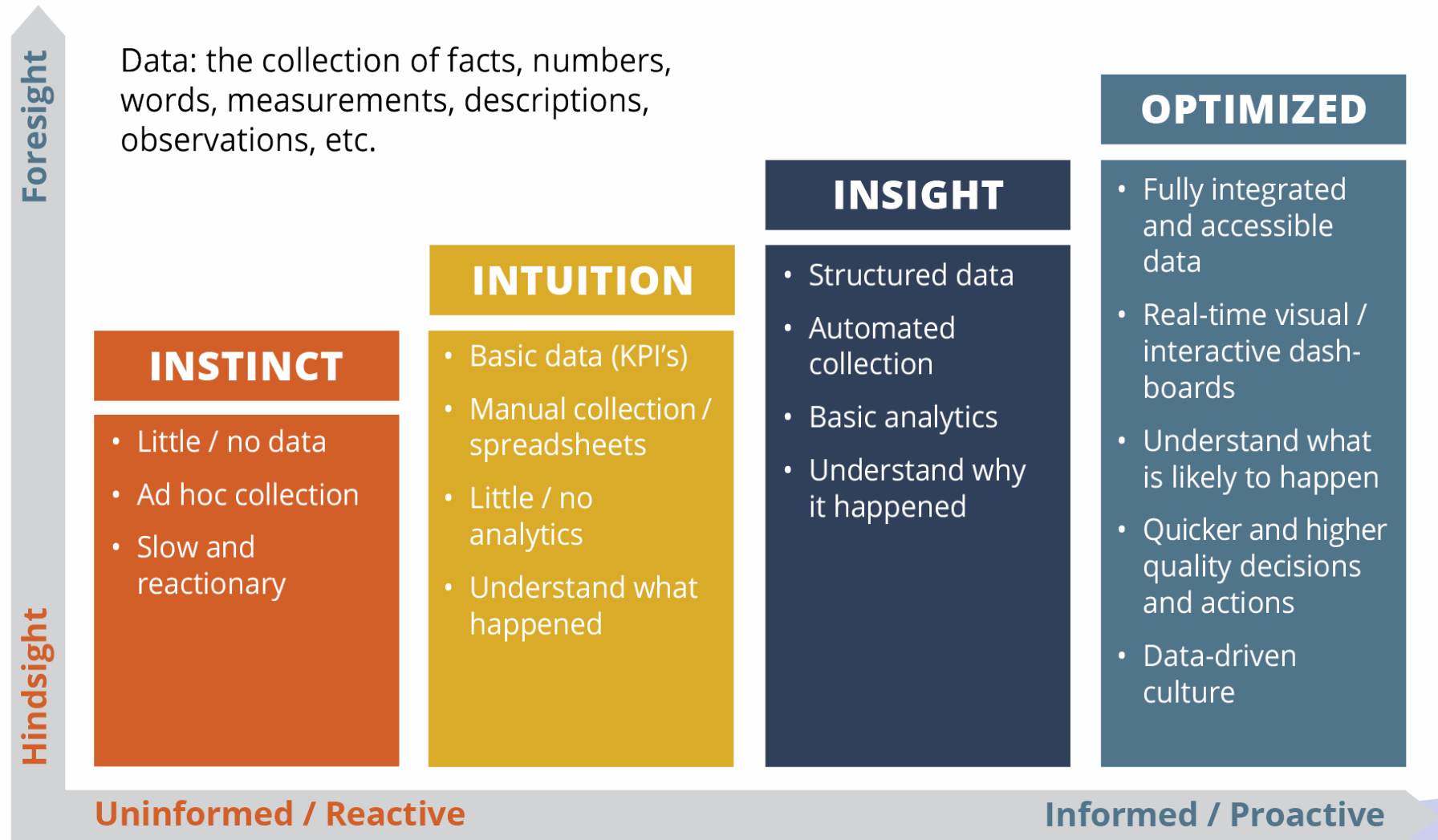
Results

- Results is DVR's new Enterprise Performance Management (EPM) System.
- EPM is designed to assist us in linking strategies to our planning and the execution of our strategies. It helps develop a data driven culture that is focused on results and outcomes. The system provides the information hub needed for monitoring and reporting on strategies and operations and demonstrates how strategy and day-to-day operations are connected.
- Some expected outcomes:
 - Significantly greater visibility and management of initiatives;
 - Greater clarity about roles, ownership, accountability, and inter-agency collaboration;
 - Real-time visibility to enterprise performance measures, data, and visual analytics

Development of internal and external dashboards happening now!

Data Maturity: From Instinct to Optimized

Ultimately, we will have a culture that is mission driven with insights and decisions driven by data.



Policy & Strategies Updates

Q&A

Thank you!

Customer Satisfaction & Program Evaluation Subcommittee

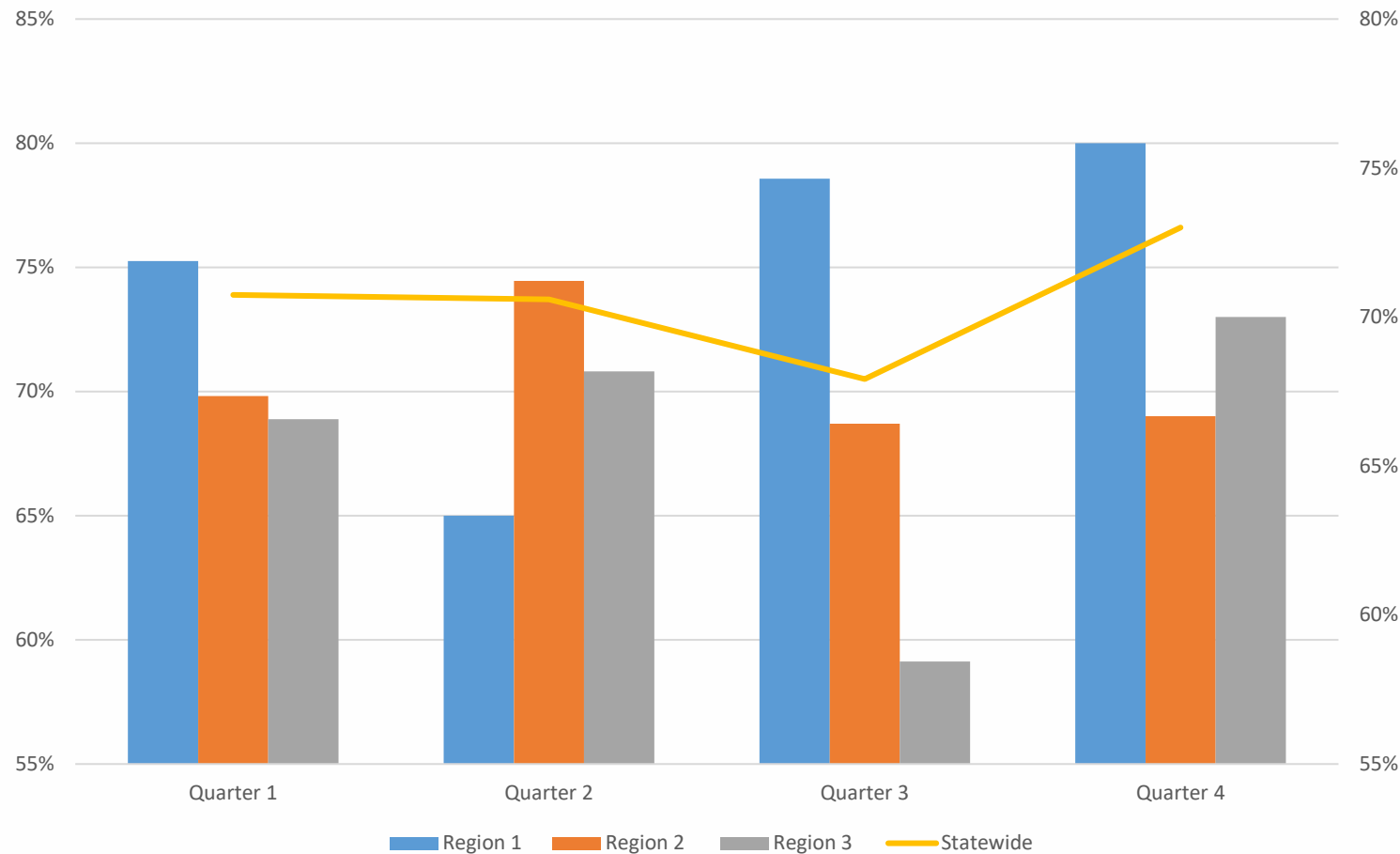
Members: Jen Bean – Chair, Peggy Frisk, Jen Chong-Jewell, Matt Newton, and
Ed Nicholson

February 2023

Customer Satisfaction Survey: FFY22 – 4th Quarter Highlights

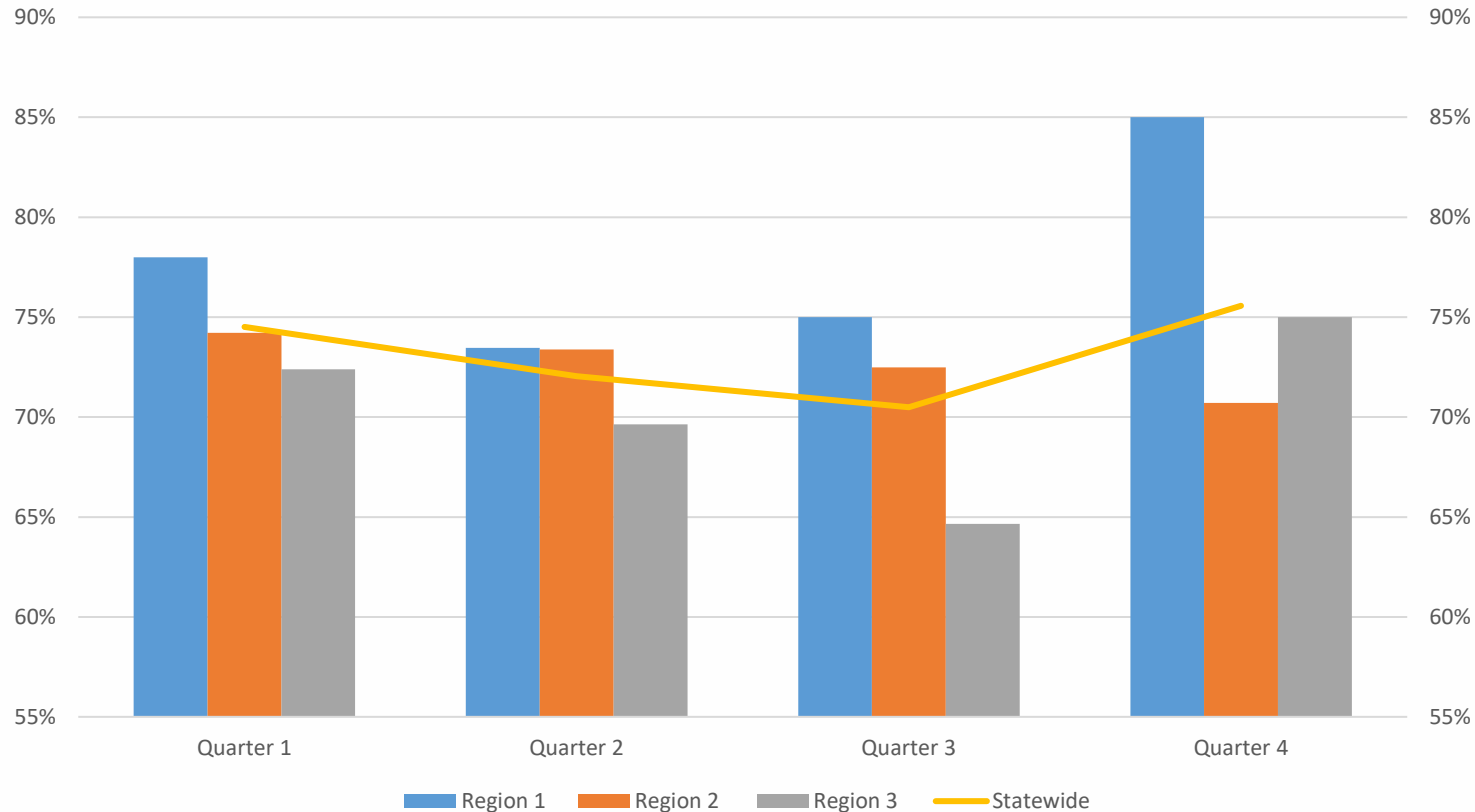
- Customers Surveyed – 357
- Comments Received – 194
- Response Rate - 35%
- Overall satisfaction was 73% Statewide
 - Margin of Error is 4%

1. My Counselor does a good job of keeping in touch with me



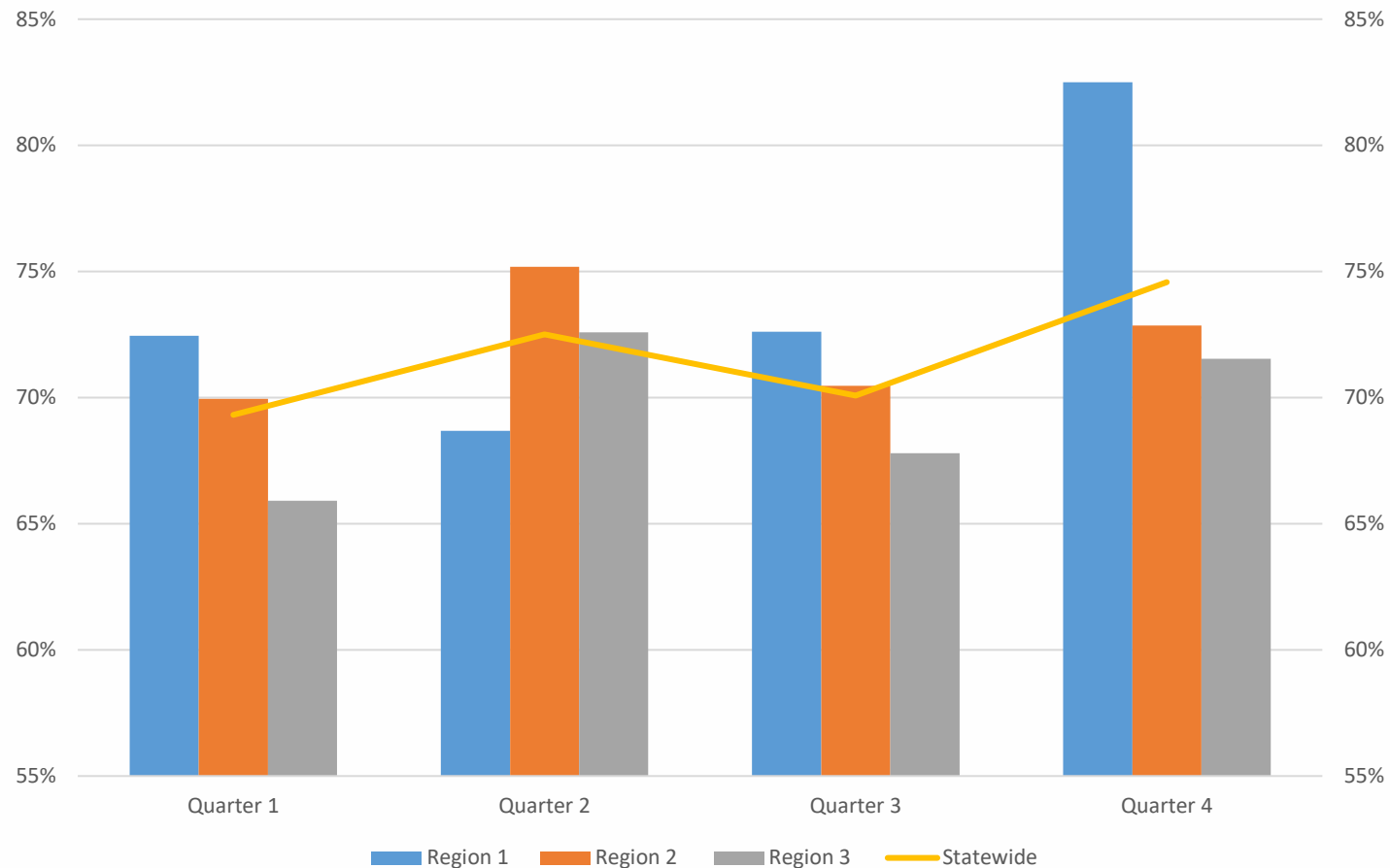
All Regions Margin of Error – 4%

2. My counselor understands what's important to me



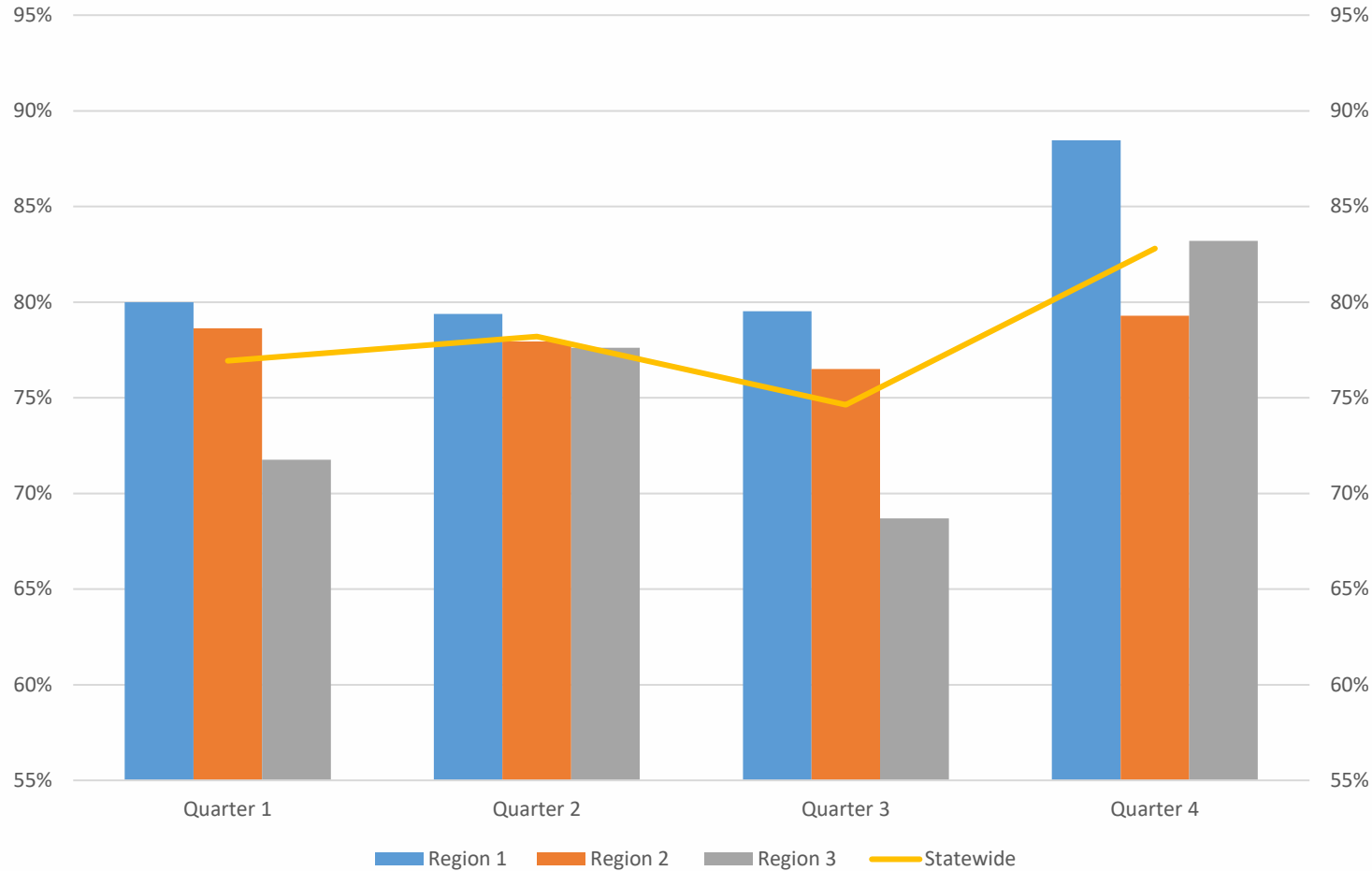
All Regions Margin of Error – 4%

3. My counselor understands how my disability affects me



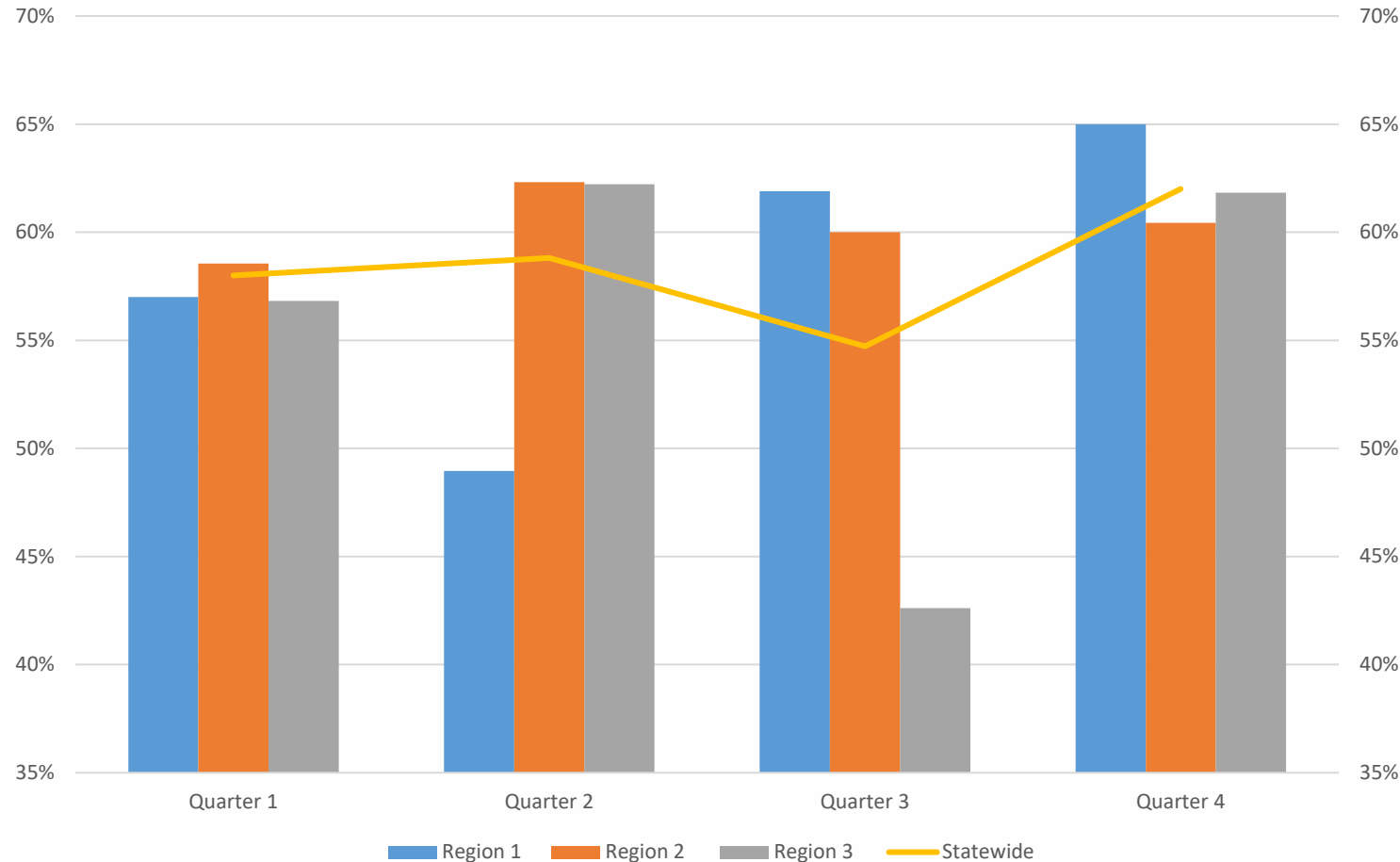
All Regions Margin of Error – 4%

4. My counselor cares about my input.



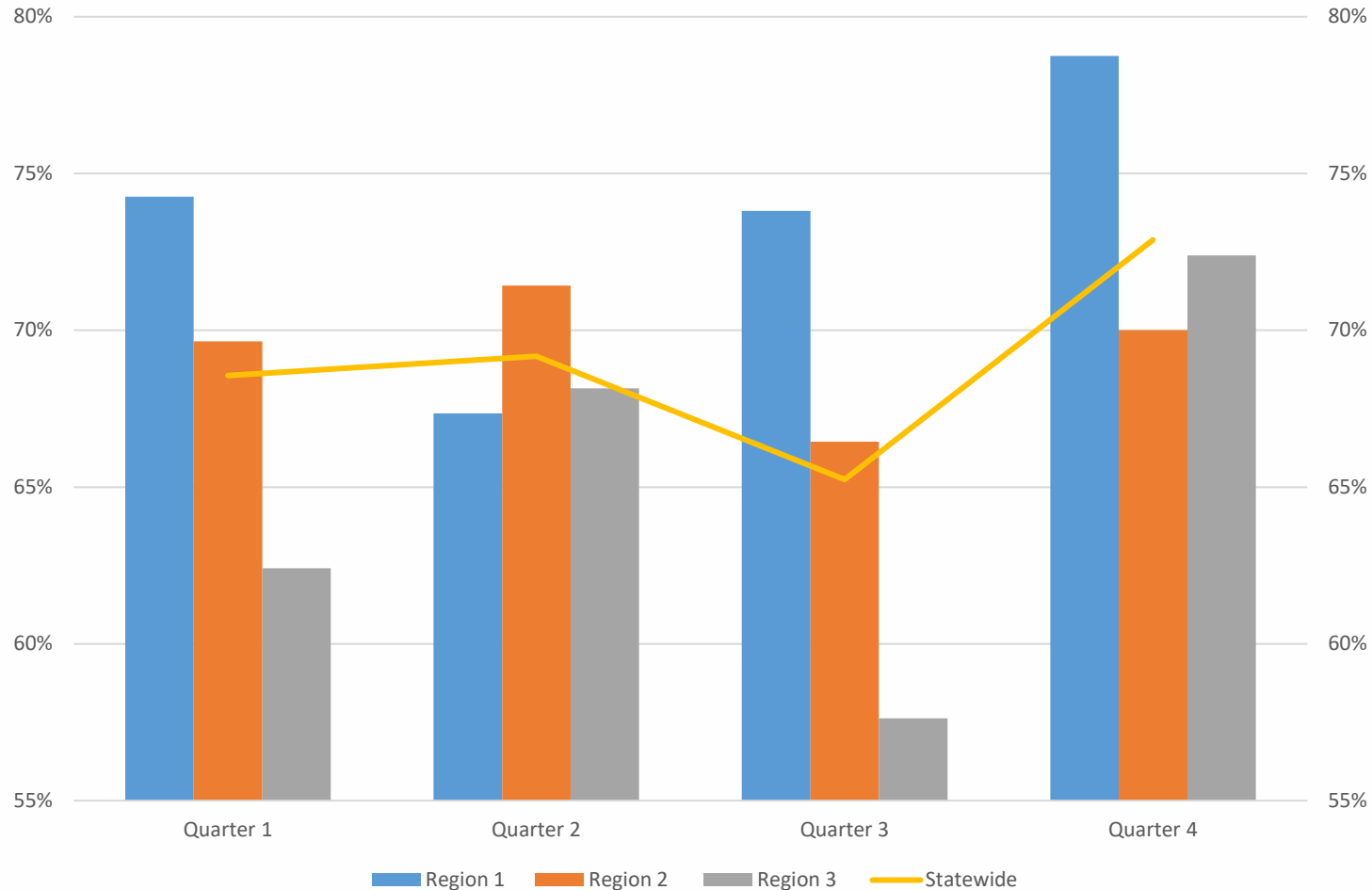
All Regions Margin of Error – 4%

5. DVR moves quickly enough for me.



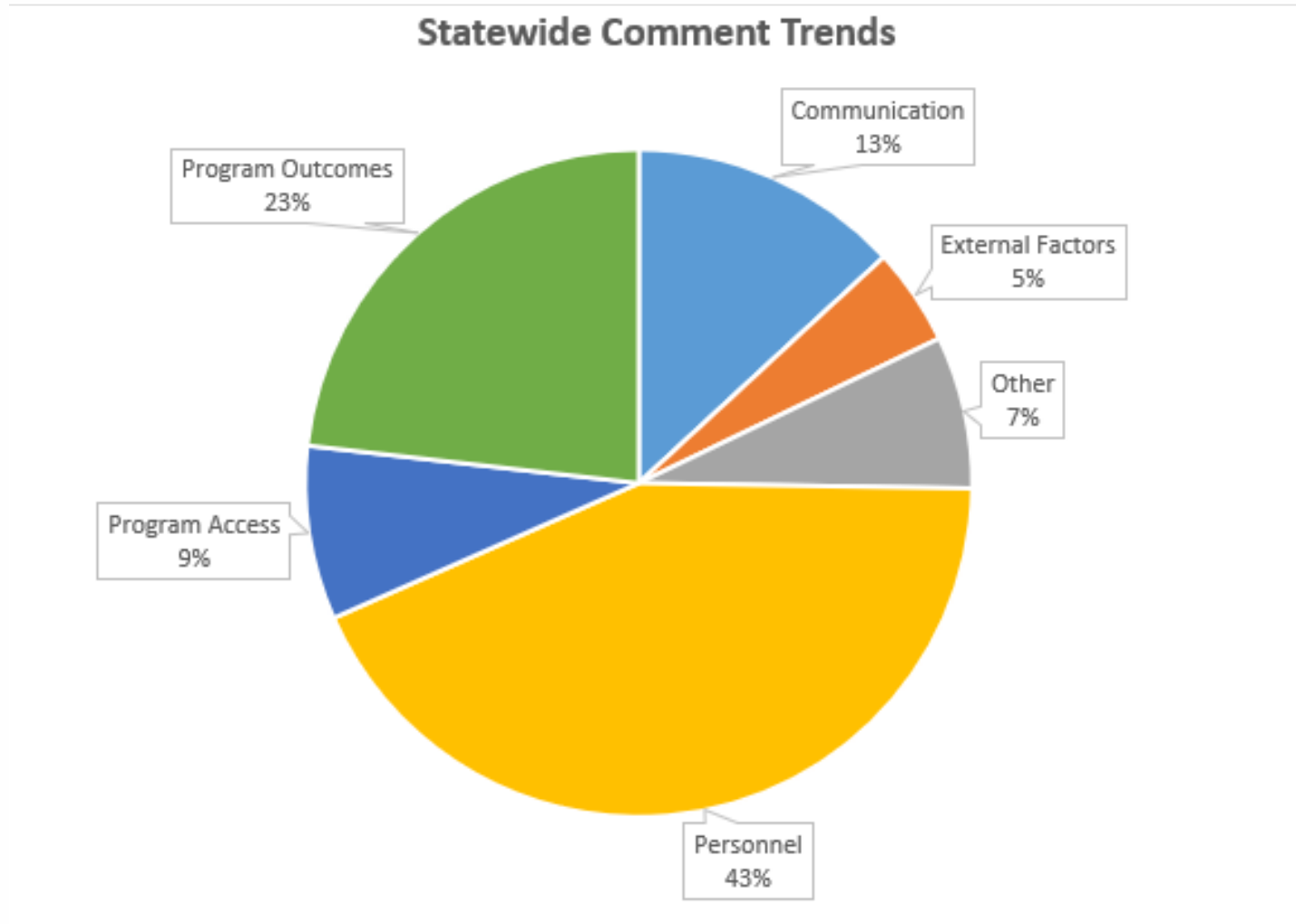
All Regions Margin of Error – 5%

6. Overall, I'm satisfied with DVR.



All Regions Margin of Error – 4%

Statewide Comment Themes



Comment Themes

Overall:

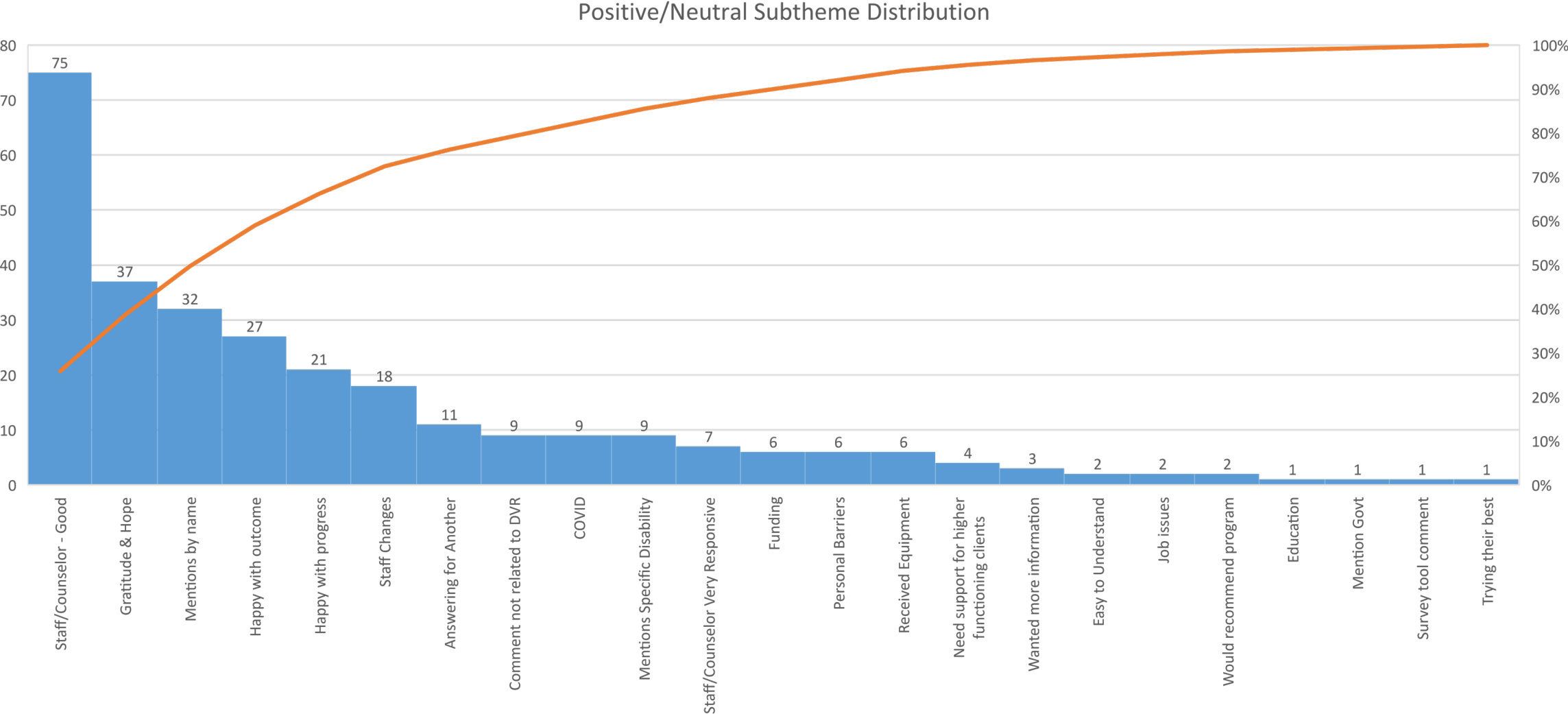
- Positive: 54% - *Increase from last quarter*
- Negative: 34%
- Neutral: 12%

Top Comment Themes*:

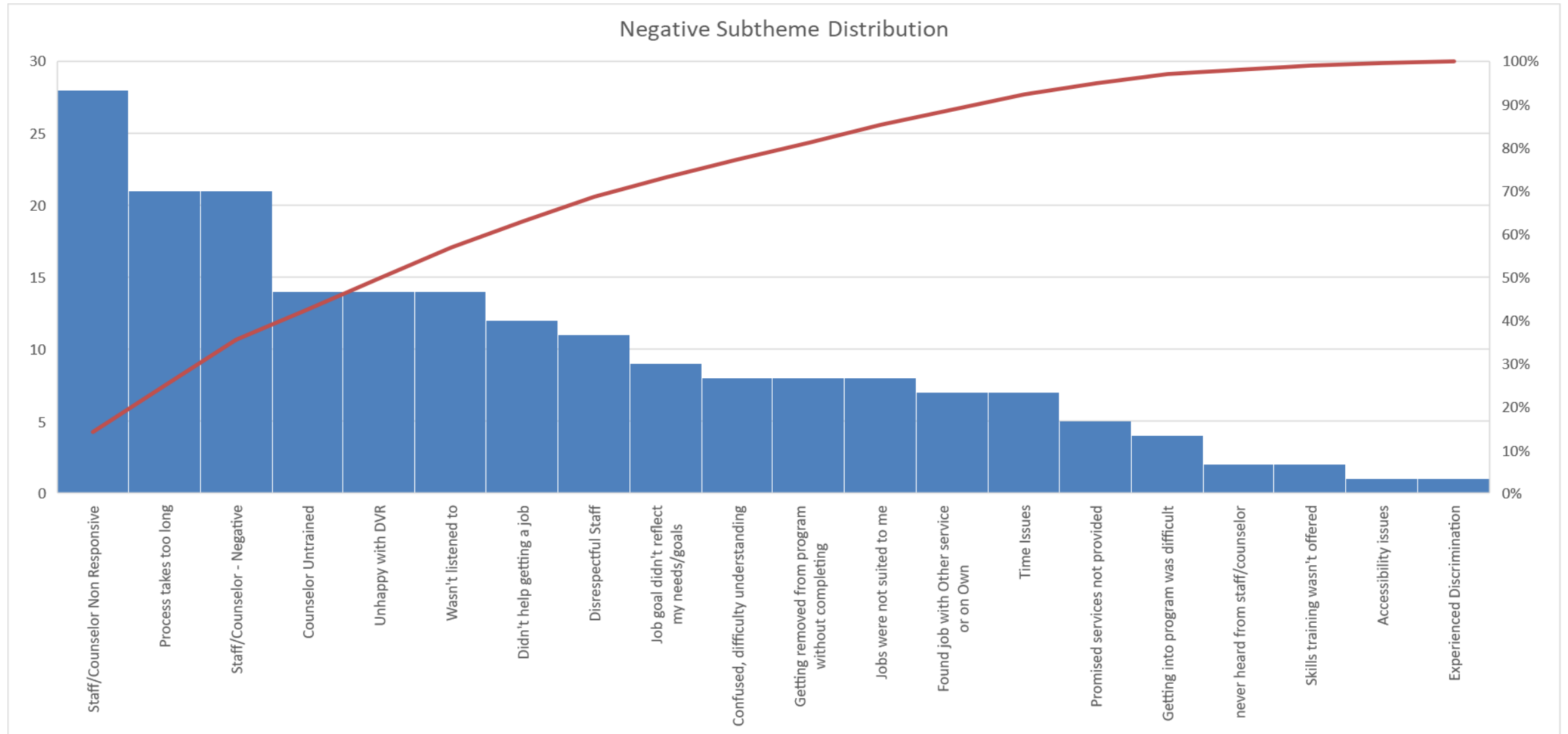
- Personnel – 43%
- Program Outcomes – 23%
- Communication – 13%

**Same as last quarter*

Positive Subtheme Distribution



Negative Subtheme Distribution



Comment Themes - Personnel

Subthemes:

- Staff/Counselor good 15%
- Gratitude and hope 7%

Comment samples:

My counselor has my best interests in mind as she recommends actions. I appreciate that.

The staff have been very helpful and patient when it comes to my questions that I have for them.

I'm excited ABOUT moving forward with my DVR Counselor going into 2023 because she has a lot in store for me this coming year 🙌 thank you very much DVR!!! PLEASE continue much needed assistance!! Much appreciated 🙌

She helped me to get the things I needed to succeed. She always found a way. It made the difference between me having job and not having a job and I really appreciated she could do that for me.

Comment Themes – Program Outcomes

Subthemes:

- Happy with outcome 5%
- Happy with progress 4%
- Unhappy with DVR 3%
- Didn't help getting a job 2%

Comment samples:

1. *Inattentive rude Case Workers*
2. *A long wait to be signed up*
3. *Unwilling to make allowances for Covid*
4. *Gave me no help whatsoever*
5. *Treated me like a number*

I would like regular contact to know when things I am waiting for will happen.

I'm very grateful for DVR and their work has made a big difference in my life. I'm continuing my journey from a graduate degree to self-employment as a therapist. It's very fulfilling and meaningful work. Thank you for all you do.

Comment Themes - Communication

Subthemes:

- Staff/Counselor non-responsive 6%
- Wasn't listened to 3%
- Confused, difficulty understanding 2%

Comment samples:

We haven't made any progress. They haven't made any attempts to contact us.

My Counselor wants me to get a minimum wage job that doesn't take into consideration job satisfaction.

I did not realize that I might be volunteering my time for up to 3 months for a CBA.

With the DVR case manager, she's wonderful and she answers my questions.

Priorities & Future Goals

- **Staff Listening sessions**

- Partner with Policy and Planning Subcommittee for staff listening sessions focused on Rapid Engagement

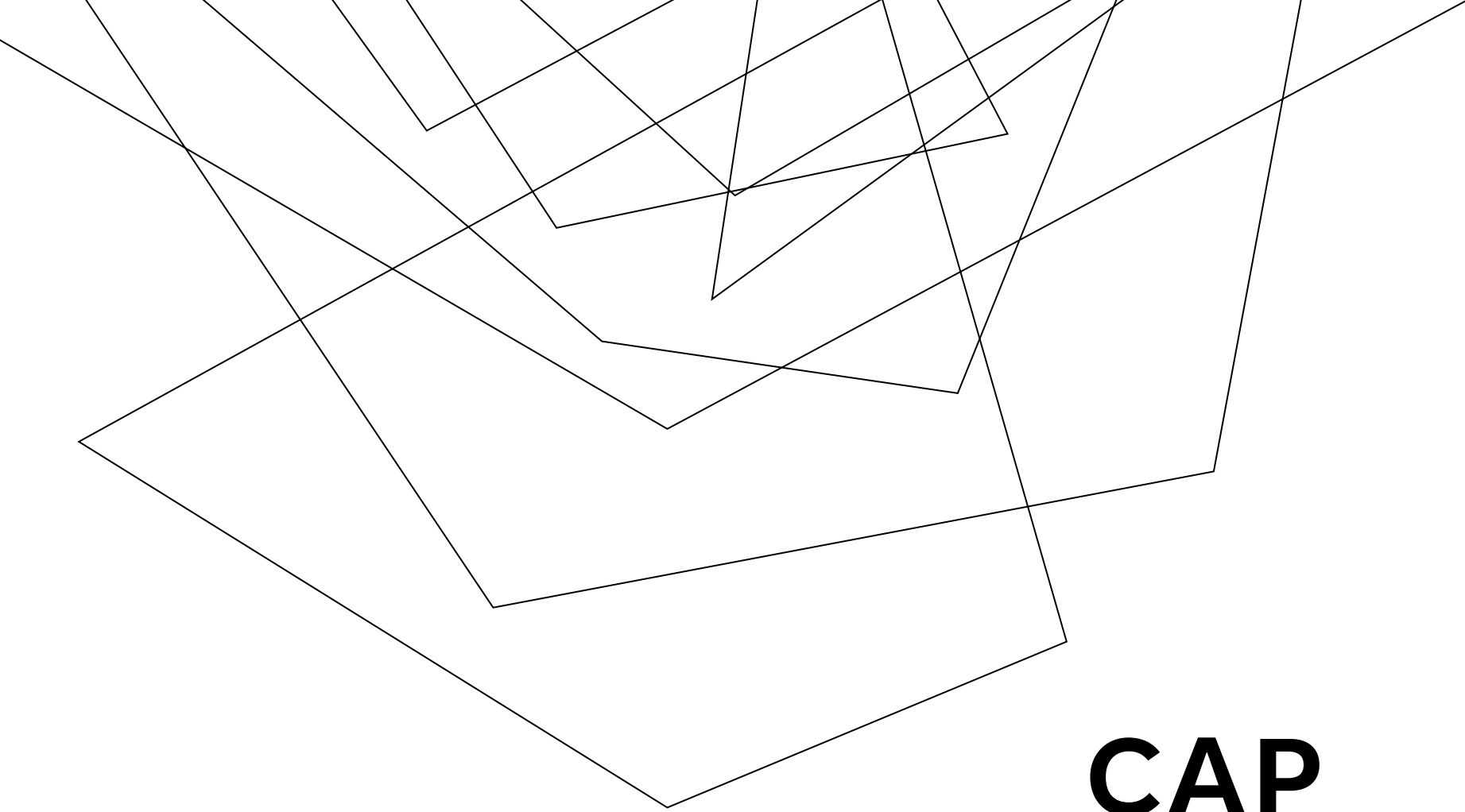
- **Fair Hearing reports**

- **Comprehensive Statewide Needs Assessment (CSNA)**

- Deep dive into trends
- Supports Council work on State Plan

Listening Sessions: Rapid Engagement

- **Trend:** “DVR moves quickly enough for me” is consistently lowest rated questions
- **Goals:**
 - Explore options to improve declining customer satisfaction and program outcomes
 - Identify best practices and ideas from the field
 - Share with DVR Leadership



CAP

FEBRUARY 2023

Jen Bean & Doug Burkhalter

CAP ANNUAL DATA

Information & Referral

- 1932 I&R services

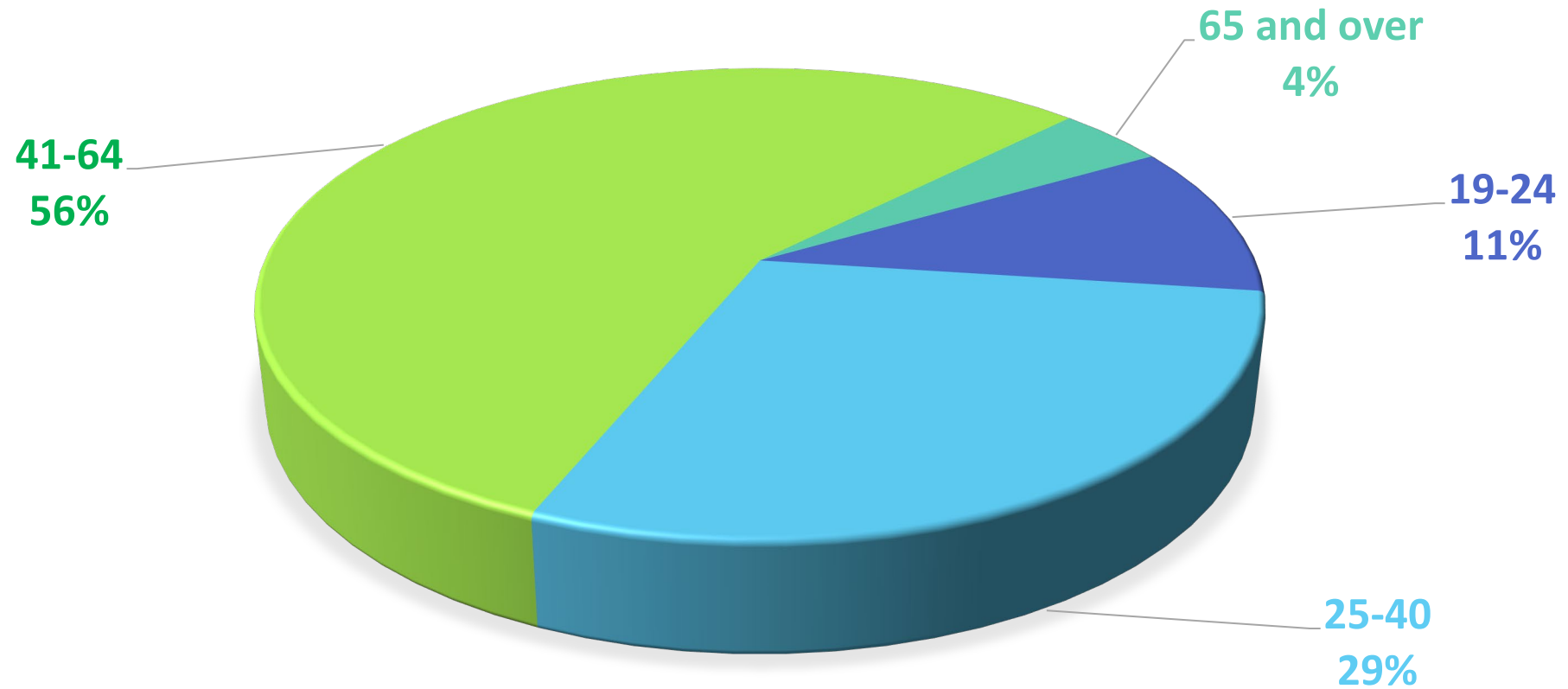
Training

- 87 Training Sessions
- 931 Individuals Trained

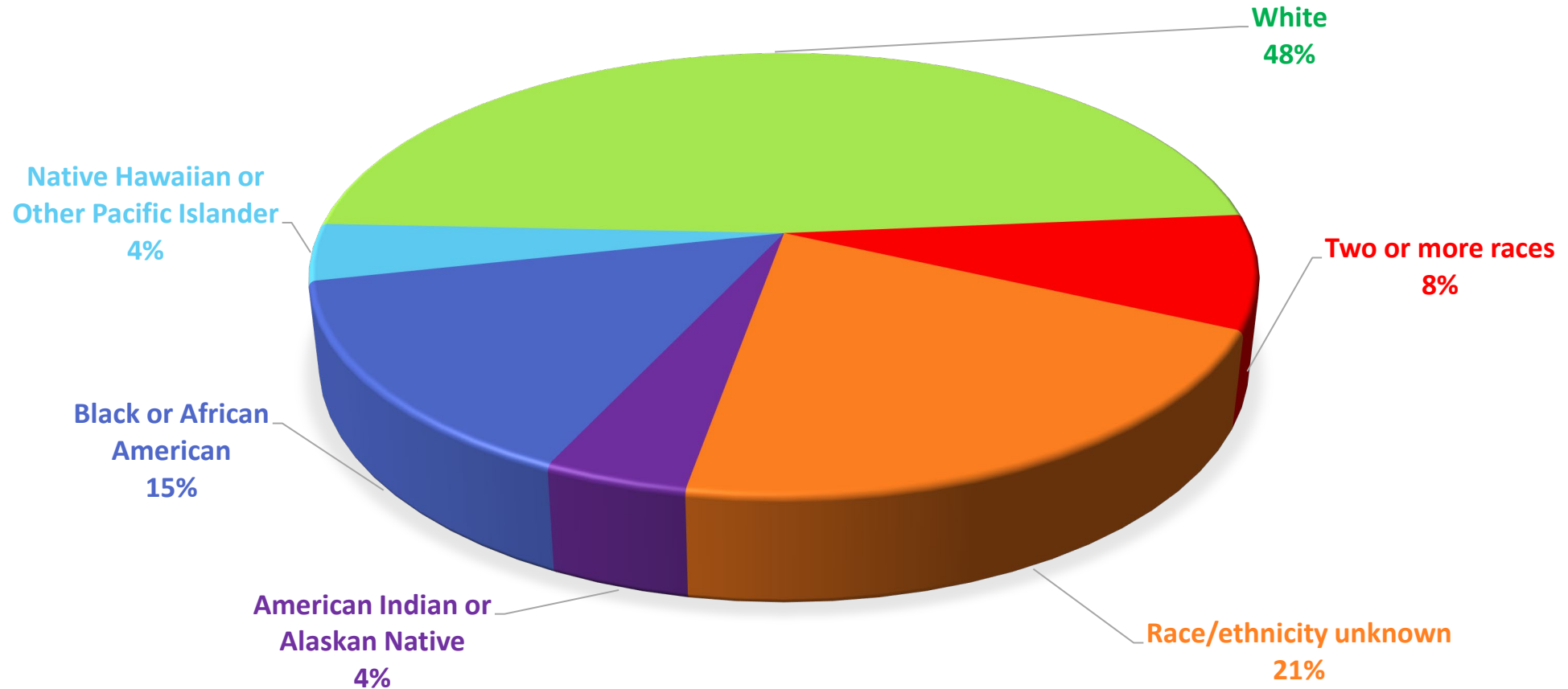
CAP Cases

- 42% Male
- 58% Female

DEMOGRAPHICS - AGE



DEMOGRAPHICS - ETHNICITY



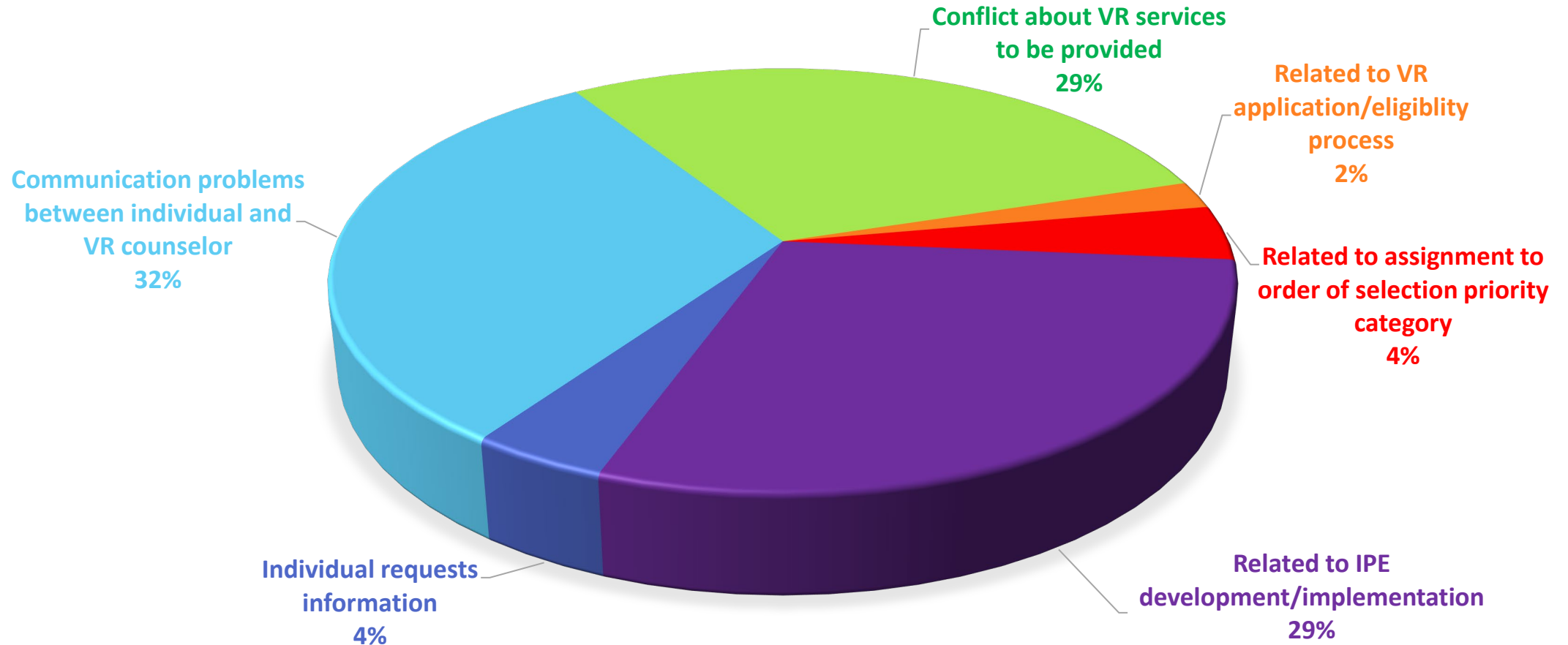
DEMOGRAPHICS - DISABILITY

- 27% Mental Illness
- 15% Autism Spectrum Disorder
- 10% Blindness/Other visual disabilities
- 9% Personality Disorder
- 9% Intellectual Disability
- 6% Acquired Brain Injury

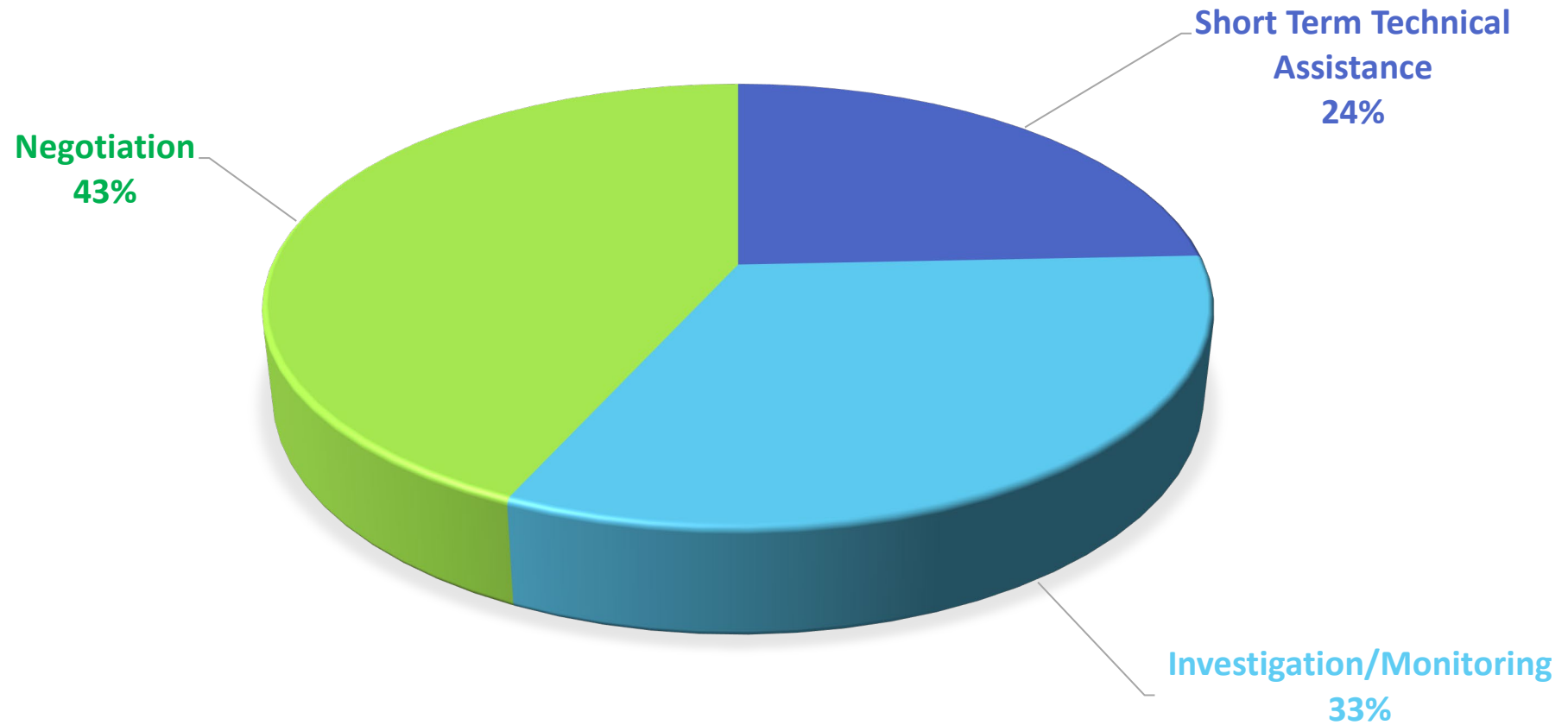
Other:

- ADD/ADHD
- Anxiety Disorder
- Deafness
- Substance Abuse
- Amputations
- Cerebral Palsy
- Specific Learning Disabilities
- Neurological Disorders

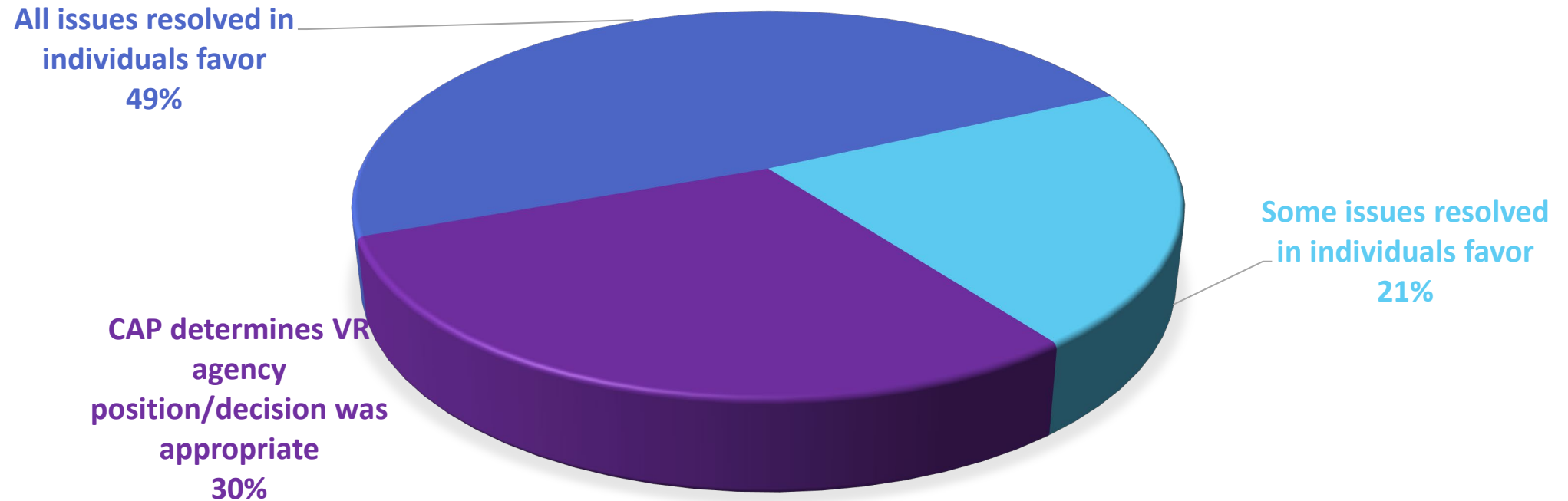
PROBLEM AREAS



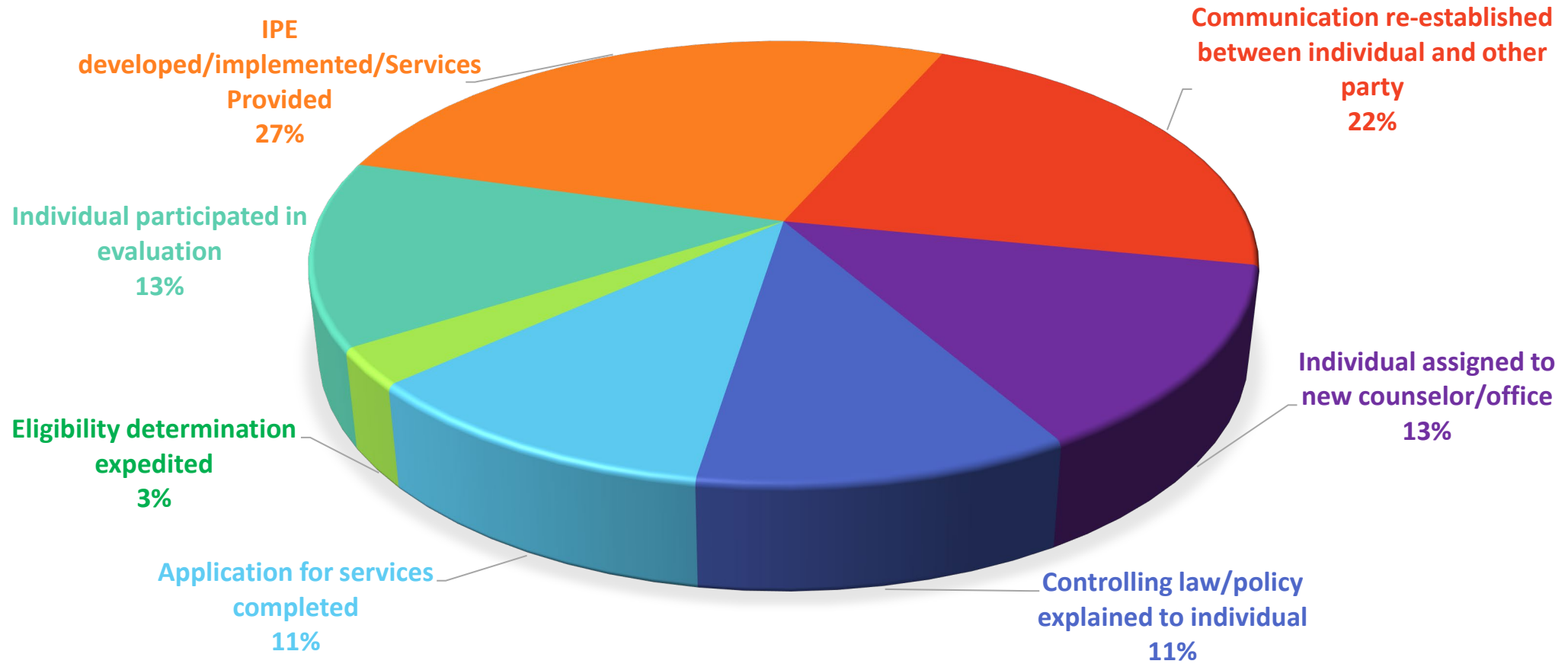
INTERVENTION STRATEGIES



CLOSURE REASON



RESULTS



CAP UPDATES

- **Success!**
 - All cases resolved at the lowest level
 - VR responsiveness
 - Communication and relationships
- **DVR Meet & Greet**
- **Increase in CAP calls**
- **CAP website**
- **Outreach**
 - Regional management meetings
 - Unit meetings



[Click here to join Zoom meeting](#)

TIME	PRESENTER	AGENDA
8:50	Shelby Satko Jolie Ramsey	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	Michele Stelovich	Call to Order
9:05	Allesandria Goard	Field Services Update
9:50	Cassi Villegas Abby Smith	Pre-ETS Update
10:20		BREAK
10:30	Michele Stelovich	Executive Committee
10:35	Lesa Dunphy	Policy & Planning Subcommittee
10:45	Erica Wollen Jen Chong-Jewell Dion Graham Laurae MacClain Jolie Ramsey Alexandra Toney	Partnership Subcommittee <ul style="list-style-type: none"> Workforce Training & Education Coordinating Board Developmental Disabilities Council Special Education Advisory Council Pro-Equity Anti-Racism (PEAR) State Independent Living Council Tribal VR Behavioral Health Advisory Council Office of Superintendent of Public Instruction
11:30	Michele Stelovich	Council Wrap up <ul style="list-style-type: none"> Breakouts: Big Idea (to carry forward) – break out groups to talk about what they want to move forward
12:00	Michele Stelovich	ADJOURN

Field Services Updates

Presented by: Allesandria Goard

February 2023

Field Services Updates

- Post-Secondary Education and Training efforts
 - Not a focus on dollars
 - Will be looking at a lean project to identify improvement areas
- Efforts to improve communication/customer service
 - Phone lists
 - CRP Communication Survey related actions
 - Training team support
 - Onboarding coverage
 - Sending messages to all staff/reminders
- DVR In-Service
 - Fall 2023 Oct 24-25 Tacoma Hotel Murano
- Transition
 - School to Work (SB 5790) updates
 - Melinda Bocci

Field Services Updates

Q&A

Thank you Allesandria!

Pre-ETS Updates

Presented by: Cassi Villegas and Abby Smith

February 2023

Pre-ETS Updates

- Building Bridges
- Possibilities
- Synergy & Changes
- Fiscal Update

Pre-ETS Updates

- Finance Update:

- We have spent 1,289,578 of Pre-ETS set-aside from 10/1/2022 to current.
- We have 4,967,130 left to spend on our Basic Support 2022 set-aside.
- Our spending is trending to have around 1 million of unspent Pre-ETS at this time.
 - Even though our current monthly average (October 1, 2022 – January 27, 2023) is about 320,145 we typically spend more in the months of June – September.

Pre-ETS Updates

Q&A

Thank you Cassi and Abby!

Executive Committee Updates

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

Executive Director: Shelby Satko

February 2023

Executive Committee Updates

- Annual Report
- Office of Equity Compensation Guidelines per 2SSB 5793
 - Compensation for WSRC Council members who:
 - Lived Experience – Have direct personal experience in the subject matter being addressed by the council (disability)
AND/OR
 - Low Income – Earnings are not more than 400% of the federal poverty level, adjusted for family size (refer to table below).
AND
 - Are not already receiving compensation
- Marketing plan for recruiting new members

Policy & Planning Sub-committee

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

February 2023

2023 Priorities Review

- Rapid Engagement
- Pre-ETS – Synergy Consulting and Work Groups
- Post-Secondary education
 - Measurable skill gains
- Order of Selection - Waitlist
 - Progress in moving customers off waitlist
- State Plan Development
 - Plan due to RSA June 2024.

Policy and Planning Subcommittee Updates



- Rapid Engagement Listening Sessions

Policy and Planning Subcommittee Updates

- Counselor Reassignment Recommendation



Next Steps & Future Goals

- ❖ Complete the Staff focus listening sessions concerning Rapid Engagement
- ❖ Meet with DVR leadership to discuss barriers to customer's engaging in post-secondary education
- ❖ Continue to engage in cross sub-committee integration
- ❖ Begin work on the 2024 State Plan



Partnerships Subcommittee

Members: Erica Wollen – Chair, Alexandra Toney, and Dion Graham

February 2023

Partner Updates

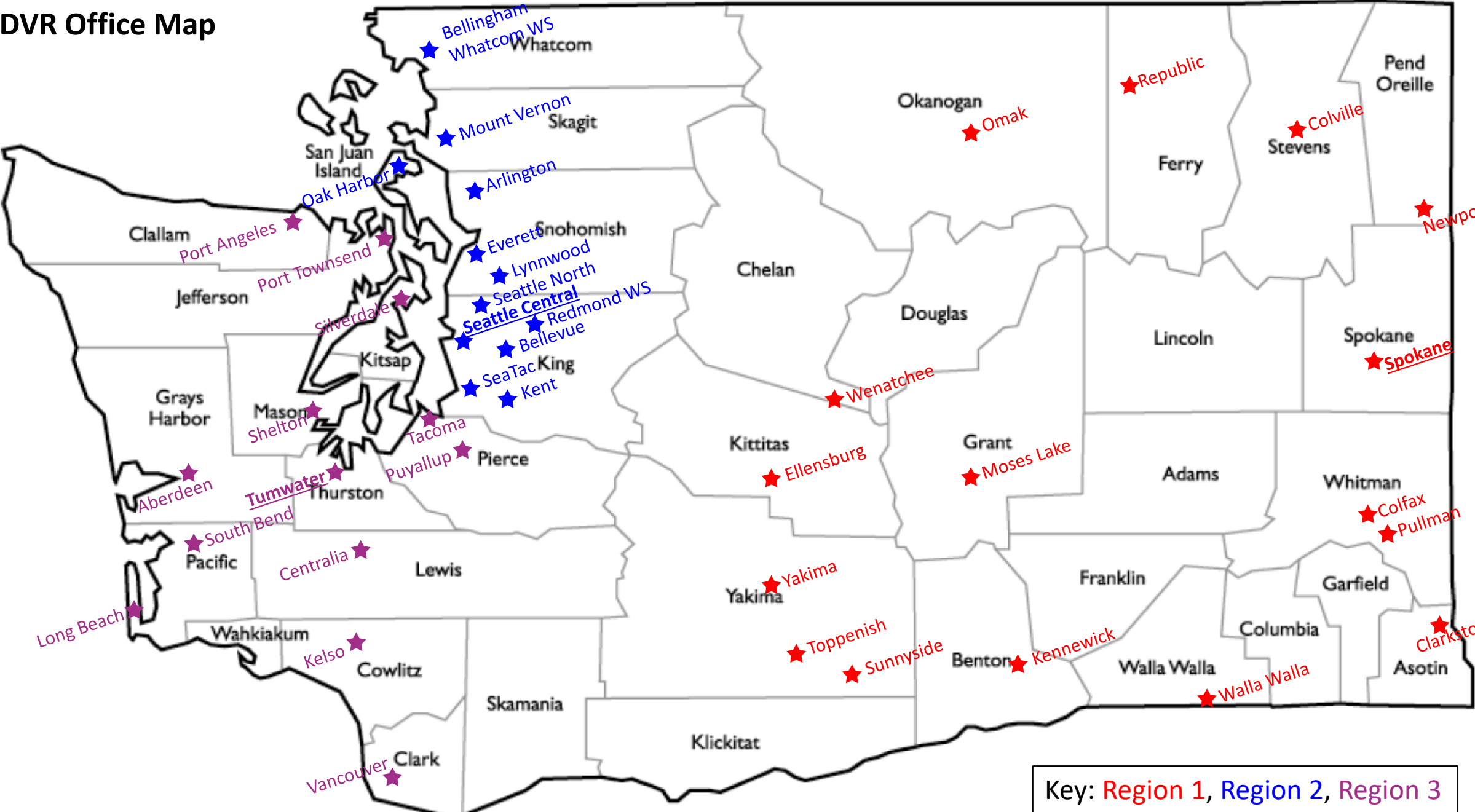
- Workforce Training & Education Coordinating Board – Erica Wollen
- Office of Superintendent for Public Instruction – Alexandra Toney
- Special Education Advisory Council – Jen Chong-Jewell
- Pro-Equity Anti-Racism (PEAR) – Jen Chong-Jewell
- State Independent Living Council – Dion Graham
- Tribal VR – Laurae MacClain
- Behavioral Health Advisory Council – Jolie Ramsey
- Developmental Disabilities Council- Shelby Satko



Washington State
Rehabilitation Council

Additional Resources

DVR Office Map



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

ATAP: Assistive Technology & Assessment Practitioner

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

TSAT: Transition Self-Assessment Tool

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)