



WSRC QUARTERLY MEETING MINUTES

Thursday, February 9th, 2023

9:00am to 3:43pm

Members Present: Erica Wollen, Workforce Training Representative, Olympia
Laurae MacClain, Tribal VR Representative, Nespelem
Michele Stelovich, Council Chair, Labor Representative, Everett
Peggy Frisk, Vice Chair, Community Rehabilitation Provider, Lake Stevens
Terry Redmon, DVR Director, Ex-Officio, Lacey
Jen Chong-Jewell, Parent Advocate, Everett
Jennifer Bean, Client Assistance Program, Bellingham
Matt Newton, Business Representative, Tacoma
Lesa Dunphy, DVR Counselor Representative, Ex-Officio, Colville
Alexandra Toney, OSPI Representative, Olympia
Dion Graham, State Independent Living Council Representative, Union
Aimee Elber, Disability Advocacy Representative, Spokane

Members

Absent: Edward Nicholson, Business Representative, Vancouver

Council Staff: Shelby Satko, WSRC Executive Director, Lacey
Jolie Ramsey, WSRC Executive Assistant, Lacey

Visitors: Kate Reynolds, Executive Director, ATG
Courtney Williams, Executive Director, Community Employment Alliance
Jo'el Roth, DVR Region 3 ATAP Provider
Ann Martin, DVR Region 2 Administrator
Angela Merritt, DVR Community Program Manager
Allesandria Goard, DVR Chief of Field Services
Bek Moras, Executive Director, WA State Independent Living Council
Bonnie Pitchford, DVR Office Assistant
Elizabeth Gordon, Executive Director, GCDE
Jeanese Hime, DVR Program Coordinator
Justin Rinta, DVR Supervisor, Kelso
Lucinda Heidel, DVR Supervisor, Silverdale
Mandy Kipfer, Region 3 Deputy Administrator
Maria Ozmun, DVR Management Analyst
Mary Crago, DVR Region 1 Deputy Administrator

Megan Grundbrecher, DVR Deputy Region 2 Administrator
Melinda Bocci, DVR Transition Manager
Mercedes Bekke, DVR Management Analyst, Spokane
Michael Pinto, DVR Supervisor, Vancouver
Pablo Villarreal, DVR Region 1 Administrator
Rebecca Rodriguez, Executive Assistant, WA State Independent Living Council
Robb St. Lawrence, DVR Fiscal Compliance Manager
Shawn Walsworth, DVR Region 3 Administrator
Christina Frye, Trillium Employment Services
Kathe Matrone, University of Washington
Lan Totten, Cascade Connections
Lori Magnuson, DVR Counselor, Central Seattle
Patrick Feuer, DVR Counselor, Whatcom
Gabriela Kasior, DVR Supervisor, North Seattle
Karin Morris, DCYF ADA Coordinator
Mari Heusman, DVR Policy & Strategies Manager
Philip Bradford, Alliance of People with disAbilities
Cassi Villegas, DVR Deputy Director
Amber Coleman, DVR EDAI Administrator
David Stewart, DVR Supervisor, North Seattle
Deborah Tigerson, DVR Customer Relational Manager
Catherine Herring, DVR Supervisor, Bellingham
Kelly Franklin, University of Washington
Rebecca Jansson, Director, Mainstay/SAILS
Christopher Nivinskus, DVR Administrative Regulation Analyst
Cassidy Thorne
Tennille Nicolette, DVR Training Manager
Stacie Nuckolls, Cascade Connections
Brandon Sheldon, DVR Administrative Regulation Analyst
Kathy Powers, Orion Industries
Maggie Metcalfe, DVR Supervisor, Mount Vernon
Sean Brannen, DVR Counselor, Bellingham
Joanne Ogg, DVR Supervisor, SeaTac
Jeannine Chandler, DVR Business Relations Manager
Linda Wilkinson
Erin Ahfua

Call to Order— Meeting called to order at 9:03am by Michele Stelovich, Chair

Motion: Approval of November 2022 Quarterly Meeting Minutes

First: Jen Bean **Second:** Lesa Dunphy

No edits, no abstentions. **APPROVED**

Ethics Training: Kate Reynolds

- Why have the Ethics in Public Service Act?
 - To hold us accountable to the public for:
 - Access to confidential information
 - Use of equipment and technology
 - Use of time
 - Use of position
- The ethics board is complaint driven
- Complaints and Investigations
 - All complaint forms online.
 - Most complaints come from co-workers and the public. Others come from the state auditor's office and the agency.
- Types of Conflict of Interest:
 - Private Business Transactions
 - Volunteer Activities
 - Professional and Personal
- You may not use your state position to secure special privileges or to grant exemptions to benefit yourself, family members, or others.
- Post-state employment
 - Contracts restrictions. You cannot accept a job that is meant to influence state duties
 - Section 5
 - Transaction with the state
 - Personally and substantially involved
 - Duties with new employer involve this transaction
- Receiving gifts. Consider the following:
 - Exceptions examples
 - Gifts between co-workers
 - Food at a hosted reception
 - Promotional items
 - Items from family members
 - Who is giving the gift?
 - Section 4 employees can ONLY accept promotional items and food at a hosted reception. They *cannot* accept travel expenses, plants and flowers, and foods and beverages.
 - If you receive a gift that is not acceptable, you have 30 days to return it to sender.
- Use of State Resources
 - Little or no cost to the state
 - No interference with official duties
 - Any use is brief, infrequent
 - Does *not* support your private business, an outside organization, or compromise the security of state property, information or software.
- Political Use: Not permissible

Comprehensive Statewide Needs Assessment (CSNA): Kelly Franklin and Kathe Matrone

- Purpose of the CSNA
 - Required every 3 years by the Rehabilitation Act as amended by WIOA

- Designed to answer important questions about people with disabilities and their rehab needs
- Results guide DVR's strategic planning and goal development for the next 3 years
- Determine how to best utilize staff to add value, thoughtfulness of using resources
- Process of the CSNA
 - Conducted jointly with the WSRC
 - Follows RSA guidance
 - Collects both quantitative and qualitative data in following categories:
 - Barriers to employment
 - Services to address needs of people with disabilities
 - Unserved/Underserved populations
 - Transition and Pre-Employment Transition Services
 - Partnerships
 - WorkSource service provision
- Data Analysis Key Findings
 - WA State and the United States have similar data patterns in gender, race, age, SSDI, poverty rates, and employment.
 - Industry differences
 - Median earnings
 - Workers with a disability in WA state make approximately \$8,500 less than people without a reported disability.
 - Depending on their relationship with DVR upon exit, might affect how they self-report their case status
 - Many customers reported the impact the COVID pandemic had on their service delivery
 - Internet access created a barrier for many
 - The full CSNA Report: <https://www.dshs.wa.gov/dvr/data-assessments-and-reports>
- David Stewart and Patrick Feuer provided field staff perspective
- Rebecca Jansson provided comment

Policy & Strategies Updates: Mari Heusman, Jamie Rasmussen, Lauren Peterson, Cassi Villegas, Angela Merritt

- Overview of the team's scope of work
- Rate Study. Projecting cost of doing business
- There will be a payment to CRPs for completing rate study
- Working to contract with CCER, RDA to complete the study
- Develop a current rate going forward
- CCER to complete the bulk of the work-data collection
- Timeline for State Plan
 - Information gained from CSNA will inform priorities
 - Spring 2023—workshops with field staff
 - August 2023—workshop with WSRC in Lynnwood
 - Early 2024—Public Forum
- 25-27 strategic plan cycle begins this year
- Order of Selection
 - Not a Significant Disability (NSD) Verifications Overview (Category 5. Applicants in this category have not been served since Order of Selection.)
 - Data entry errors recategorized some applicants
 - Prompts in STARS to help mitigate mis-categorization.
 - Mis-categorization has drastically reduced since 2020.

- Waitlist Status
 - Begun to release customers in Category 4
 - Released 101 customers in January.
 - Will release 179 customers on March 1. This is possible, thanks to cross-regional support.
 - Keeping staff capacity in mind as customers are released.
- If we stayed on this trend of releasing about 180 monthly, we could end the waitlist in June 2023.
- Results Enterprise Management System
 - From a company called Mass Ingenuity.
 - Includes Results dashboards, health measures, performance management.
 - Based on the State Strategic Plan
 - Rolling out software to staff so they can familiarize themselves with it.
 - Field staff will not be required to use the system.
 - Results has taken disability accessible to the next level. Screen readers can read all data dashboards and the programs.
 - Results will update data daily.
 - Another benefit of Results is that it captures people's work and brainstorming, so when there is staff turnover, ideas and projects are not lost.
 - Data can be broken down by region, unit, staff member, etc.

Customer Satisfaction & Program Evaluation Subcommittee Updates: Jen Bean

- Customer Satisfaction Survey, FFY—4th Quarter Highlights
 - Customers surveyed—357
 - Comments received—194
 - Response rate—35%
 - Overall satisfaction was 73% statewide, margin of error 4%
 - A return to in-person services has helped increase overall satisfaction.
 - Staff turnover has leveled out.
 - Overall Comments Themes
 - Positive-54%
 - Negative-34%
 - Neutral-12%
 - Top Comment Themes
 - Personnel-43%
 - Program Outcomes-23%
 - Communication-13%
- Listening Sessions: Rapid Engagement
 - In response to the trend, “DVR moves quickly enough for me” is consistently lowest rated questions.
 - Four listening sessions to be held with DVR field staff in March.
 - Best practices
 - Goal is to modernize service delivery.

Client Assistance Program Updates: Jen Bean & Doug Burkhalter

- Annual data
 - Information and referral: 1,932 services
 - Training: 87 training sessions, 931 individuals trained
 - Cases are 42% male and 58% female
- Demographics
 - Age
 - 11% between ages 19-24
 - 29% between ages 25-40
 - 56% between ages 41-64
 - 4% 65 and older
 - Ethnicity
 - Native Hawaiian or other Pacific Islander—4%
 - Black or African American—15%
 - American Indian or Alaskan Native—4%
 - White—48%
 - Two more races—8%
 - Race/ethnicity unknown—21%
 - Disability
 - Mental illness—27%
 - Autism Spectrum Disorder—15%
 - Blindness/other visual disabilities—10%
 - Personality disorder—9%
 - Intellectual disability—9%
 - Acquired brain injury—6%
 - Problem Areas
 - Conflict about VR services to be provided—29%
 - Communication problems between customer and VR counselor—32%
 - Related to IPE development/implementation—29%
 - Individual requests information—4%
 - Related to assignment to order of selection priority category—4%
 - Related to VR application/eligibility process—2%
 - Intervention Strategies
 - Negotiation—43%
 - Short term technical assistance—24%
 - Investigation/Monitoring—33%
 - Closure Reason
 - All issues resolved in individual's favor—49%
 - CAP determines VR agency position/decision was appropriate—30%
 - Some issues resolved in individual's favor—21%
 - Results
 - IPE develop/implemented/services provided—27%
 - Individual participated in evaluation—13%
 - Communication re-established between individual and other party—22%
 - Individual assigned to new counselor/office—13%
 - Controlling law/policy explained to individual—11%
 - Application for services completed—11%
 - Eligibility determination expedited—3%

- Success
 - All cases resolved at the lowest level
- Increase in calls due to callers looking for community resources and service providers, mental health, needing a wide variety of services.
- Decrease in calls since marketing has improved. Website updated, office visits, all explaining scope of work of CAP.

Public Comment:

No public comment

Council Wrap Up

- Highlight positive things that DVR staff does well. Let's focus on what *is* working to replicate across the state.
- Consider the impact on medical records with an Equity, Diversity, Access, & Inclusion lens.
- Data and the meaning we give to data.
- Centering people with lived experience and having that data reflective on what they are sharing.
- Do not gloss over employers' input in the Customer Statewide Needs Assessment (CSNA) report.
- The ethics conversation was very engaging and interesting! Kudos to Kate Reynolds.
- Brainstorming around Rapid Engagement
- How to engage with clients. What does DVR do for me?
- Training about DVR services. There is difficulty setting up training and independent living (IL) services. Agency is in need for training on what to do.

Meeting adjourned at 3:43pm