



*Washington State*  
**Rehabilitation Council**

**WSRC**

**Meeting Materials Packet**

**November 2, 2023**



## November 2023 Quarterly Meeting

### Meeting Materials Packet

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TIME	PRESENTER	AGENDA
8:50	Shelby Satko Jolie Ramsey	<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	Jen Bean	<b>Call to Order</b> <ul style="list-style-type: none"> <li>Roll Call &amp; Introductions</li> <li>Vote: Approval of August 2023 Quarterly Meeting Minutes</li> </ul>
9:20	Cassi Villegas	<b>Director Updates</b>
10:00	Jamie Grund	<b>DVR Budget</b>
<b>10:15</b>		<b>BREAK</b>
10:35	Jen Bean Jolie Ramsey	<b>Customer Satisfaction &amp; Program Evaluation Subcommittee</b>
11:05	Shawn Walsworth Mandy Kipfer	<b>Region 3 Leadership Updates</b>
11:35	Mandy Kipfer Roseanne Morales	<b>Tacoma &amp; Puyallup Unit Updates</b>
<b>12:15</b>		<b>LUNCH</b>
1:00	Jen Bean	<b>Executive Committee</b>
1:15	Shelby Satko	<b>Policy &amp; Planning Subcommittee</b>
1:25	Alexandra Toney	<b>Partnership Subcommittee</b>
1:35	Jen Bean	<b>Public Comment</b>
1:50	Jen Bean	<b>Council Wrap-up</b>
<b>2:30</b>	Jen Bean	<b>ADJOURN</b>

# DVR Interim Director Updates

**Presented by:** Cassi Villegas

**November 2023**

# DVR Interim Director Updates

- DVR In-Service
- Waves Launch
- DVR Director Search
- Key Priorities through February
- Vision Statement
- Fundamentals Map
- Results Dashboard Demo

# DVR Budget Update

Jamie Grund

Division of Vocational Rehabilitation

*DVR Services are provided by State and Federal VR Funds. The VR program typically receives 78.7% in Federal funds and 21.3% in State funds. For detailed information on the dollar amount of Federal funds for the program, please visit [Formula Grant Award Details | Rehabilitation Services Administration \(ed.gov\)](#)*

# Fiscal Updates

- Program Income
  - FFY 22 - \$7,353,632
  - FFY 23 - \$7,999,850
- Relinquishment
  - \$15M of Basic Support 2023 funds were relinquished
    - Money went back to RSA
  - This reduced our Pre-ETS Set aside from \$7.5M to \$5.2M
  - Estimated 7.5% increase to the BS 2024 Grant

# Sources of Revenue

State Fiscal Year 2024		
As of 10.20.2023		
General fund State - SFY 24		25,000,000
Federal - BS 23 Carryover		21,000,000
Federal - BS 24 (estimated)		55,000,000
Federal - Supported Employment (estimated)		400,000
Federal - Independent Living Grant (estimated)		430,000
Social Security Reimbursement (estimate)		7,000,000
Estimated total funding		108,830,000
Total Appropriation - SFY (7/1/23 - 6/30/24)		81,000,000



# Pre-ETS

Started Spending	10/01/2020	10/01/2021	10/01/2022	07/01/2023	
Grant Ends			09/30/2023	09/30/2024	
	Final	Final		Currently Spending	
	<b>Basic Support 20</b>	<b>Basic Support 21</b>	<b>Basic Support 22</b>	<b>Basic Support 23</b>	
Required 15% Set Aside	7,393,828	7,580,577	4,937,184	5,292,644	
Spent	4,931,819	5,012,777	5,091,032	2,009,766	
Unspent Pre-ETS Funds	2,462,009	2,567,800	(153,849)	3,282,878	
Average Monthly Spend	410,985	417,731	424,253	502,441	

# Customer Satisfaction & Program Evaluation Subcommittee

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

# Customer Listening Sessions

- Held in October with customers served in Tacoma and Puyallup offices
- Demographic of participating customers
  - 3 men, 5 women
  - 5 Caucasian, 2 African American, 1 Native American
  - Case status
    - 7 in 'plan'
    - 1 in 'eligibility'

# Listening Session Questions

1. On a scale of 1-5, how would you rate DVR services?
2. What types of services are you receiving?
3. Do you feel you are making satisfactory progress toward your employment goal?
4. How does your counselor demonstrate they understand your barriers to employment?
5. How have DVR services impacted your life?
6. What has DVR done well?
7. Is there anything else you would like us to hear?

# General Themes

- Communication: Overall, positive feedback
- Community Rehabilitation Providers: Slow to respond, long wait lists
- Rating Results
  - Four customers rated DVR with a '5'
  - Three rated DVR with a '4'
  - One rated DVR with a '3'

# What Has DVR Done Well?

- Vocational Rehabilitation Counselors
  - 7 out of 8 customers reported their VRC is supportive, encouraging, knowledgeable
- Assistance to access to wraparound services
  - Transportation, assistive tech, dental care, etc.

# Suggestions for Improvement

- Slow process
- Consistency in Communication
- Customer goals

# Highlights

- “They got me the tools that I need to work and look for a job, and they have helped me so much. It’s impacted my life in such a positive way.”
- “They are showing me what else I can do with my life, giving me hope that I can believe in myself. I don’t have a lot of self-esteem. They’re showing me that I can. They’re holding my hand and guiding me through.”
- “She [the VRC] is very empathetic and she never makes unreasonable suggestions. She does not express any disdain and normalizes what I’m going through. She treats these barriers as something that we can overcome and normalizes them too. The VRC is an advocate for me, and I feel supported by her.”



# Highlights

- “Well, now I do feel like I’m making progress. It was a slow, tedious process at first. It took them over a year to respond to me and I never heard back at times. It affected my ability to get benefits planning and my SSDI. I had to contact the office several times. Now that I have a plan in place and see that DVR can help me with at least my educational goals.”
- “Our experience has been positive. Everyone there is there to help, and they always make us feel like they make the time for us, they listen and do not rush us. The VRC tracks tasks very well and helps explain the process in a way that is easy to understand. 100% makes us feel like we’re important.”

# Council's Analysis

- When DVR staff respond to customers' inquiries and needs in a timely manner, it helps customers feel important, valued, and cared for. A few customers expressed that they do not have many reliable people in their lives who can help them, and when their VRC is responsive and dependable in their communication, it increases their sense of self-worth to know that someone cares about them. **Good communication makes a big difference in customer satisfaction.**
- DVR staff meet with customers both in-person and online, depending on the customer's preference, which customers appreciate.
- The wraparound services that DVR customers can access can be lifechanging. Some individuals otherwise would not have been able to get emergency dental work done, money for minor car repairs, get set up with transportation to/from work and medical appointments, receiving financial aid, or have access to basic assistive technology to complete job applications online or online college courses. Multiple customers expressed how DVR services improved their quality of life.

# Region 3 Leadership Updates

**Presented by:** Shawn Walsworth, Regional Administrator &  
Mandy Kipfer, Deputy Regional Administrator

**November 2023**

# Staffing: challenge and opportunity

Vacancies and  
recruitment  
efforts

Office  
Assistant  
positions

- Adding FTEs without adding FTEs

Float positions

- Suzy (Vancouver) and Elizabeth (Pierce)

Customer  
contact

- Responding to staff turnover and new counselor assignment

# Partnerships

- Intensive Job Placement
  - Systematic rollout
    - County Developmental Disabilities Administration (DDA), DDA Field Staff, DVR
  - DDA/DVR MOU release will be soon
  - Training video
    - Tentative release – mid November on YouTube
- Workforce Relationships
  - Identified Workforce Development Council (WDC) liaison for every WDC
  - Katie Condit, CEO WorkForce Central
  - Collaboration for a Cause

# Case Management and Assistive Technology

- Waves
  - Staff training impacts...how will it affect customers?
    - Onboarding delays for new staff
      - 8 “In training” positions
- Assistive Technology and Technology Practitioner (ATAP)
  - Monthly ATAP open office hours
  - Outreach
  - 69 new referrals this year
  - National Mobility Equipment Dealers Association (NMEDA) conference & Rehabilitation Engineering and Assistive Tech Society of North America

# Customer Satisfaction

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- Rapid meaningful engagement
  - Coffee and Conversation
  - Weekly Supervisor meetings
- Pierce County changes
  - Tacoma 1 and 2
  - Tacoma 1 VRS resignation
- Regional updates
  - Reviewing expectations for call backs
  - Touring the offices
- WSRC support
  - Staff want to know more detail

# Region 3 Leadership Updates

## Challenges

- Higher than normal turnover rates
- Hiring qualified staff – 8 VRC's have "In-Training" plans
- New Supervisors except one office
- Vacant RCD position

## Successes

- Enthusiastic staff wanting to do well
- Decreased vacancies by 75%
- Proactive about addressing challenges and staff are receptive
- Looking at new phone system for customer satisfaction consistency
- WAC training
- WAVES



# Pierce County Updates

## Tacoma 1, Tacoma 2, Puyallup units

Presented by: Mandy Kipfer, Deputy Regional Administrator &  
Roseanne Morales, Puyallup Lead Counselor

**November 2023**

# Staffing

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Tacoma 1: 6 VRC's and 2 RT's; 1 RT position in recruitment; 1 VRS position in recruitment

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Tacoma 2: 1 VRC, 1 RT and 1 VRC in recruitment

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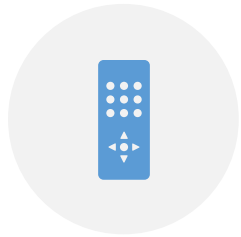
Puyallup: 3 VRC's and 2 RT's and 1 VRC in recruitment

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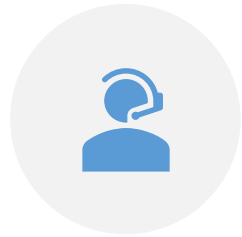
Business Specialist role

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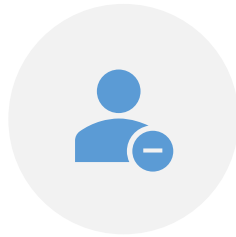
# Community Rehabilitation Programs



Remote &  
in-person



20 CRPs  
available



Turnover



Lunch and  
Learns



Looking  
forward

# Transition services

Connecting with Pierce  
County transition partners

Dedicated transition Vocational  
Rehabilitation Counselor (VRC)

Interagency Transition  
Network Meeting

Strong School to Work (STW) and  
Job Foundations (JF) partnership

# Pre-Employment Transition Services (Pre-ETS)

## Regional Transition Consultant (RTC) – Stacy Kidd

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New schools

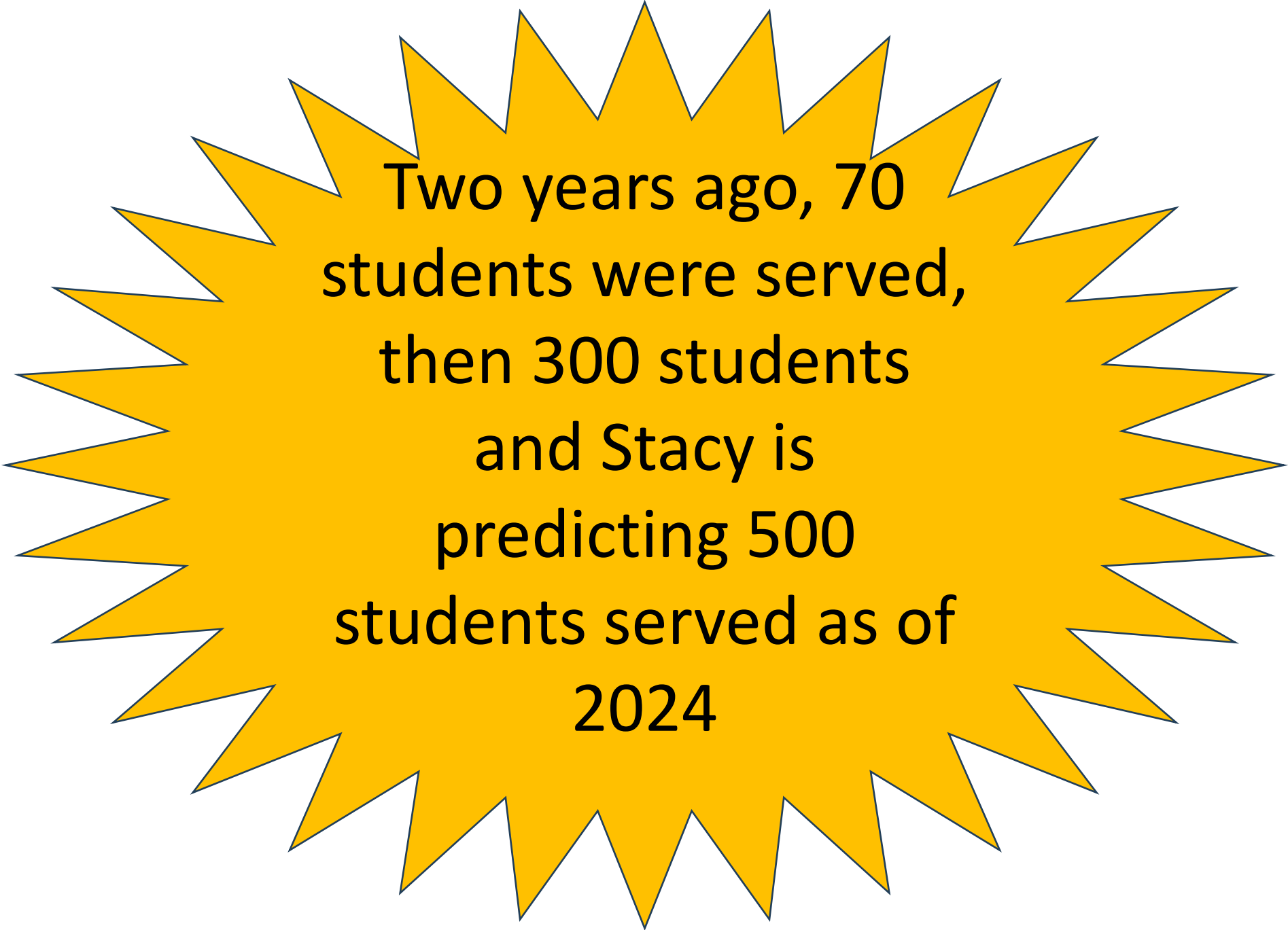


Work-Based Learning  
and Work Readiness  
for 40 students

These students gained new skills,  
learned about themselves and  
explored the World of Work



Need for Pre-ETS



Two years ago, 70  
students were served,  
then 300 students  
and Stacy is  
predicting 500  
students served as of  
2024

# Rehabilitation Counselors for the Deaf (RCD) position

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Posted 3 times

Shortage of ASL interpreters (in person) for Vocational Rehabilitation (VR) planning meetings and job starts

Connecting with internal RCD DVR staff for recommendations

## Tribal VR Partnership

Melinda Kolm

- Increased proficiency in remote service delivery
- Pre-highlighted forms are sent
- Photos of completed & signed forms are received and acceptable
- Reduction in travel allows for more meetings online with business and schools
- Staff are providing various resources for customers to use throughout the VR process.

Amy Diederich

- Working with Adult Services at the tribe
  - Amanda Manley and Maria West
  - Set up appointments to meet, usually over Zoom
  - 3 Puyallup Tribe customers



# Challenges and Successes

- Changes in supervisory leadership for the offices
- High turnover of staff in the office
  - VRS resigned on 9/22/23. Recruitment efforts going on now.
  - 4 In-training VRCs in the Tacoma office.
- Seeing customers in a timely manner due to increase in eligibilities and Individualized Plan for Employment (IPE)
- Strong, cohesive team. Staff offer to come in extra days to ensure the needs of the customers are being met
- High job placements
- Dedicated outreach providing transition services and participation in local job fairs
- Connection with the Deaf and Hard of Hearing/BizTown
- Relationship with WorkSource – new affiliate site at the South Hill mall
- Collaboration with WorkForce Central – interested in training on how to serve individuals with disabilities
- Strong partnerships with DDA, DSB & CRPs

# Performance metrics for Pierce County

Total customers:  
892

New  
applications: 609

New plan: 436

Rehabilitations:  
180

# Regina Burke- Tacoma 1

## Successes

- Strong team with a variety of experience in VR
- Good amount of resources and vendors
- Strong relationships with referral sources and vendors
- Among the VRCs, we have one who is versed in recruiting and has ideas for reaching the business community
- Variety of options for training at the certificate, vocational and post-secondary level in the community
- Staff who have left showing dedication to customer service by offering to help out when they can

## Challenges

- Customers with multiple significant barriers leading to more challenges in gaining employment.
- Transportation continues to be a challenge particularly for those living across the bridge in Gig Harbor
- Higher rate of homelessness and transience
- Staff changing locations to cut down on commute times and promoting within DVR
- High turnover with CRP staff leading to less openings and instability for customers
- High demand for intakes
- High amount of no shows for intakes
- Due to the office being young in DVR years, with a few exceptions, enhanced mentoring and case review could be helpful



# Success stories

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- Customer was supported to get their BA degree and Law degree through Gonzaga. Passed the Bar exam and is now employed as a Lawyer for Thurston County.
- My customer was the first person to work with Easterseals for job placement services for the Tacoma 1 office. Customer was able to get a job working a Sketchers Warehouse factory after only 2.5 months. She loved that that we were able to help them get a job as quickly as possible. Customer is also on his way to FCS services so he can continue to utilize them for their services after.
- Customer has a self-employment plan and is working with James. She finally reached her quota of making or being close to \$500.00 for her embroidery business
- We supported a customer to get into the Veterinary Technician program by taking prerequisites; she found out she was accepted into the program on September 15<sup>th</sup>, 2023, and started on September 26<sup>th</sup>, 2023.



# Success stories

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- Customer was a 2021-2022 School to Work student and attended the Advance Program through the Puyallup School District. He completed his CBA in 11/2021 and was ready to look for employment. He has been employed at the Emerald Queen Casino since 1/13/2022 cleaning slot machines and the various restaurants.
- A recent HS graduate came to DVR wanting to explore work in Virtual reality. In the same week, an employer approached the VRC asking for a youth who had skills in Virtual Reality, so the VRC proposed an OJT. The customer and employer met and now she is employed and learning new skills.

# Customer jobs in Pierce County

- Teacher
- Accountant
- Courtesy Clerk
- Driving Facility Resident
- CDL – B Hazmat
- Cleaner
- In Training Manager
- Office Clerk
- Food Prep
- Retail Worker
- Facility Custodian Assistant
- Personal Care Aid
- Warehouse Worker
- Lawyer
- Hotel Clerk
- Childcare Worker



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## Additional Resources



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## Partner Updates





## Developmental Disabilities Council Updates

by Brandi Monts, Executive Director

- Diversity Equity and Inclusion Request for Proposal will be coming out soon. We are focused on training and tool building for Council members and staff.
- We were granted a No Cost Extension for our Federal Fiscal Year 22 award at the end of September. The work from that award will continue through September of 2024.
- The Informing Families Program website now includes a [coordinator map](#). There are also [openings for new coordinators](#) posted until 11/30/23.
- We are working to bring on two new staff members! One person will assist with communications and administration, and the other will focus on contracts and data.

## **WSRC Commonly Used Acronyms**

ACS: American Community Survey (from the Census Bureau)  
ADA: Americans with Disabilities Act  
AJC: American Job Center  
AL TSA: 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

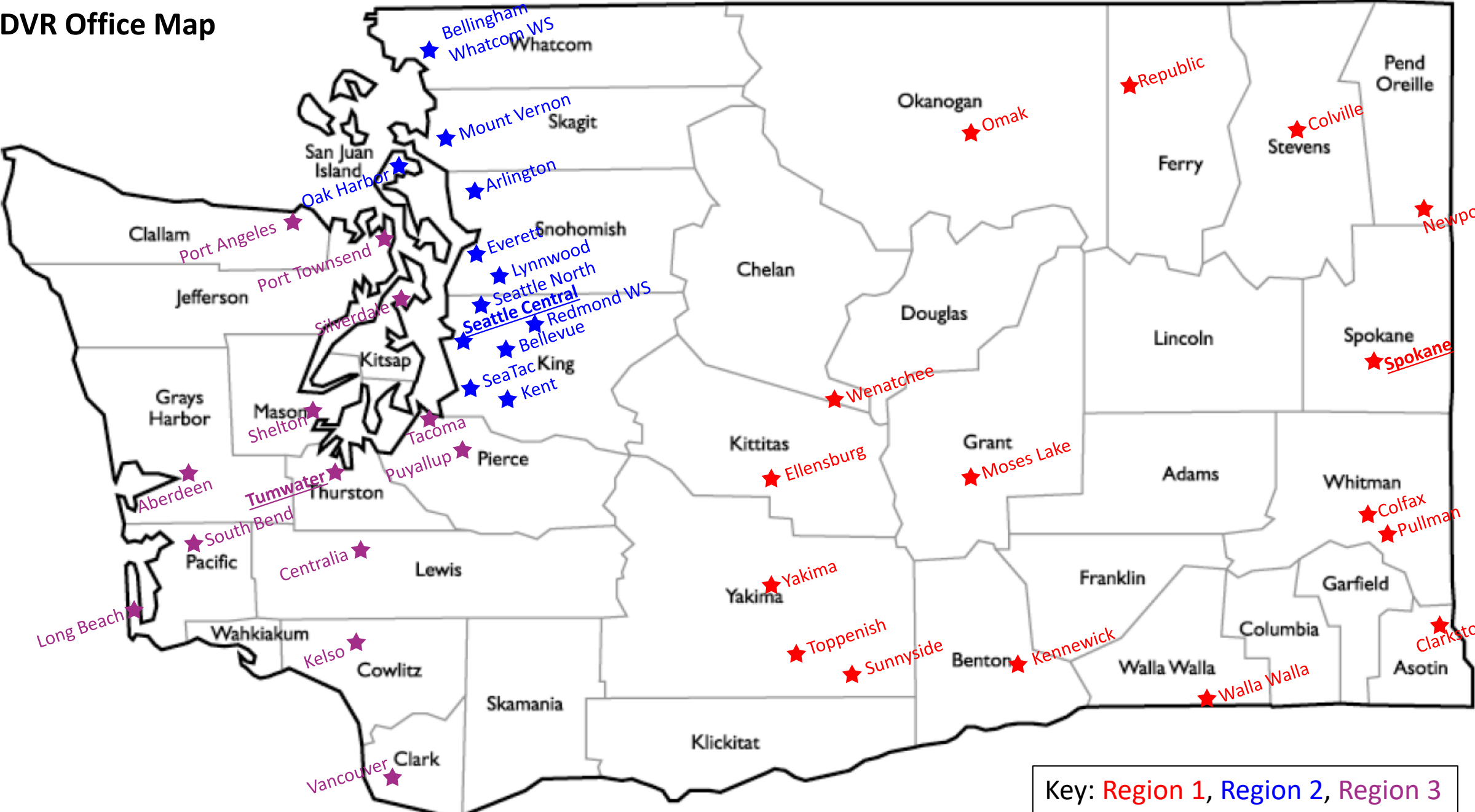
WAC – Washington Administrative Code

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)

# DVR Office Map



Key: Region 1, Region 2, Region 3