



WSRC QUARTERLY MEETING MINUTES

Thursday, August 10th, 2023

9:04am to 2:40pm

Members Present: Drew Cassidy, Workforce Training Representative, Olympia
Laurae MacClain, Tribal VR Representative, Nespelem
Peggy Frisk, Vice Chair, Community Rehabilitation Provider, Lake Stevens
Cassi Villegas, DVR Interim Director, Ex-Officio, Lacey
Edward Nicholson, Business Representative, Vancouver
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
Aimee Elber, Disability Advocacy Representative, Spokane
Dion Graham, State Independent Living Council Representative, Union

Members

Absent: Michele Stelovich, Council Chair, Labor Representative, Everett

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

Visitors: Jamie Rasmussen, DVR Planning and Evaluation Manager
Angela Merritt, DVR Community Program Manager
Mari Heusman, DVR Policy & Strategies Manager
Lauren Peterson, DVR Management Analyst
Ann Martin, DVR Region 2 Administrator
Megan Grundbrecher, DVR Region 2 Deputy Regional Administrator
Amy Lystad, DVR RTC, Tumwater
Rebekah Moras, Executive Director, WA State Independent Living Council
Dee Quintanilla, DVR RTC
Doug Burkhalter, Client Assistance Program
Elizabeth Gordon, Executive Director, GCDE
Jamie Grund, DVR Finance and Budget Manager
Jeannine Chandler, DVR Business Relations Manager
Jessica Armstrong, DVR Contractor
Lori Magnuson, DVR RTC, Central Seattle
Jim O'Brien, DVR Supervisor, Lynnwood
Marge Llarenas, DVR ATAP, SeaTac

Melinda Bocci, DVR Transition Manager
Michelle Spier
Christopher Nivinskus, DVR Administration Regulations Analyst
Nora
Pablo Villarreal, DVR Region 1 Administrator
Rebecca Rodriguez, WA State Independent Living Council
Rena Van Meter
Robb St. Lawrence, DVR Quality & Compliance Manager
Scott Iceberg
Shawn Walsworth, DVR Region 3 Administrator
Tennille Nicolette, DVR Training Manager
Tricia Wiltse, DVR Supervisor, Tumwater
Evelyn Burnett, DVR ATAP
Albert Almanza
Alicia Erezim, DVR Administrative Regulations Analyst
Ronnie Oswald
Lucinda Heidel, DVR Supervisor, Silverdale
Mary Halterman, DVR Program Specialist, Bremerton
Bryce Nickel
Rose- MRJN Associates
Deona Koberstein, DVR Regional Training Specialist, Everett
Christy Osborne, DVR RTC
Jay Hopkins, DVR Supervisor, Bremerton
Jeanese Hime, DVR Program Coordinator
David Stewart, DVR Supervisor, North Seattle
Jana Finkbonner, Tribal VR
Lan Totten, Cascade Connections
Catherine Herring, DVR Supervisor, Bellingham
Deborah McRae, Peninsula Services

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

Motion: Approval of May 2023 quarterly meeting minutes

First: Jen Bean **Second:** Laurae MacClain

No edits, no abstentions. **APPROVED**

Motion: Council officer elections: Jen Bean as Council Chair and Peggy Frisk as Vice-Chair

First: Laurae MacClain **Second:** Lesa Dunphy

No abstentions. **APPROVED**

Motion: 2024 meeting dates and locations

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

- February 8-9, 2024: State office, Olympia, Region 3 Tribal VR programs
- May 9-10, 2024: Yakima Nation VR Program, Colville Confederated Tribes, Spokane Tribe of Indians
- August 8-9, 2024: North Intertribal VR Program, Samish Indian Nation, Lummi Nation
- October 17-18, 2024: Lower Elwha Klallam Tribe, Confederated Tribes of the Chehalis Reservation, Nisqually Indian Tribe, Squaxin Island Tribe, Skokomish Tribal Nation

No abstentions.

APPROVED

DVR Interim Director Updates: Cassi Villegas

- DocuSign capability launched for DVR field staff 08/04/23.
- Staffing
 - DSHS Secretary has asked Cassi to continue filling vacant positions.
 - Recruitment ongoing for Chief of Field Services.
 - Sonya Sanders hired to be DVR Interim Deputy Director, she starts 8/16. Cross collaboration between programs and divisions within DSHS.
 - A new communications manager to start Aug. 16.
 - Recruiting for new DVR Director. Hope for new Director to start in Dec/Jan.
 - EDAI Administrator, Maurice Ward, has accepted another position.
- Going to start looking at how to communicate directly to Pre-ETS and transition students.
- Waves go-live on track for Oct. 31.
- DVR is still in order of selection (OOS). All waitlists are open. Currently no plan to move out of OOS framework. Staffing and caseloads are a reason to stay in OOS for now.
- Working to improve Community Rehabilitation Provider rates. Community program manager working on new rate study.
- Results Dashboard is an enterprise performance management system: Puts data in one central place and accessible to all staff. Helps to know where to focus resources.
 - Working on creating a story book to understand all the work, how it's interconnected.
- Vision planning: talked about where we want DVR to be in 5, 10+ yrs. Worked on a draft vision statement.
- To present the statement to staff. Vision across Executive Leadership Team (ELT) is unified. Cassi to share statement at all staff meeting in September.

RSA Monitoring & Corrective Action Plan Overview: Robb St. Lawrence, Jamie Grund

- Under Section 107, the Rehabilitation Services Administration (RSA) has responsibility to monitor grantees.
 - Focused on internal controls focused and reviewed our processes and documentation.
 - In June 2022, RSA was onsite at DVR State office.
 - Final report now published because of that visit and corrective action is put in place.
- Two findings in Program performance area
 - Data points were mis-mapped. Incomplete reporting. Negotiated levels of performance. Not reporting progress in the way we should.
 - Timeliness toward IPE- was 80%. Goal in corrective action, By June 30, 2024, we will have been fully compliant. Expectation is to hit 100%. Provide trainings on IPEs. Key intermediate step: Submit drafted P&P material to RSA Due Jan 31, 2024.
- Three findings in Fiscal area
 - Rate setting policy needs to be implemented after the current cost study for CRPs. Implementing contract monitoring processes.
 - Looking at services, if they were billed at the correct rate. Checks and feedback mechanisms.
 - 107 Compliance tracked by FEDs. For 15% for Pre-ETS. That 15% of our grant is meant for Pre-ETS, and RSA is enforcing that we spend it. If we do not spend, our grant will be in non-

compliance. Corrective action plan. Coordinating with DSB to provide that response. May extend to eligibility timeliness.

- Discussion around how bringing DVR into full RSA compliance can retain our mission, vision and not shut down any innovation and customer service delivery. How can we take some chances that lead to good outcomes.

WSRC State Plan Engagement: Shelby Satko, Jen Bean, Lesa Dunphy

- Preparation for State Plan workshop today
 - 50th Anniversary of the Rehab Act that establishes the reason we are all here today. The SRC was established in amendments and mandates our partnership in development of the state plan.
 - As you move through the afternoon, I encourage you to connect with your “why”. Consider your represented position perspective, as a council member or stakeholder. Where do you see opportunities to enhance DVR services?
 - We are here to drive innovation. Improve customer service, outcomes, timely, and continuous progress through service delivery process.
- Reviewed current state plan goals and highlighted successes as well as customer satisfaction survey trends. Consider Rehabilitation Services Administration (RSA) monitoring feedback.
- Recommendations overview
 - Made two formal recommendations and puts them forward to DVR ELT.
 - Counselor reassignment best practices recommendation and checklist. There is no current standard operating procedure to address counselor changes outside of case transfer requests. No formal response yet from DVR.
 - Rapid engagement.

State Plan Overview: Jamie Rasmussen, Mari Heusman, Lauren Peterson

- Goals: providing excellent customer service, strategies for strong CRP and business relationships, building skilled work force. What infrastructure is needed.
- Two plans: DVR State Plan and DVR Strategic Plan.
- Strategic plan is a state requirement. Aligned with larger DSHS strategic priorities. It’s on a 2-year cycle. ‘25-‘27. Draft due in Nov. 2023.
- State Plan development in process for ‘24-‘27 state plan. Part of Talent and Prosperity (TAP) for all. Coordinated with Workforce Training & Education Coordinating Board. Due March 2024.
- Supported employment, Comprehensive Statewide Needs Assessment (CSNA) info included in State plan. Coordinate with partner agencies.
- Quality customer service and outcomes are separate. Want to show importance of good relationships.
- How do we want to evolve as an organization? 3, 5+ years? What do successful services look like to you? How do you want services to change?
- Groups:
 - Customer Service excellence, strong business/comm relationship, effective/safe operations
 - Successful customer outcomes, highly diverse, skilled team

State Plan Priorities Workshop: Jamie Rasmussen, Mari Heusman, Lauren Peterson

** Indicates workgroup’s top choices*

Goal 1: Customer Service Excellence

***Strategy A:** implement continuous customer engagement practices. Pull in the language. Continuous customer engagement. Meaningful engagement. Expand assessment tools and resources. Simplify the process for paying for and supporting high ed plans. There are barriers that slow us down. Timeliness is important.

***Strategy C:** Establish approach

***Strategy D:** Rewrite it to sound not as negative toward the customer. Remove “lack of awareness” piece. Effective communication plan that all front-line team members are trained on. They know how to access interpreting services. Have tools to provide effective communication so customer can actively participate meaningfully in their IPE. Develop an outreach plan. Make sure it has action items. Go out and do the outreach on all levels. Missed opportunities.

Strategy B: Would have a negative impact on staff. If you build A, then B will come.

Strategy E: Broad and should be included. E&F could be combined into one.

Strategy G: Language is vague. Align with tribal sovereignty and government to government training.

Proposed Strategy “H”: Remove financial barriers. Statements with use with schools for eligibility. Benefits planning.

Goal 2: Successful Customer Outcomes

A&B: It’s not about the quantity of rehabs, it’s about quality. Customers should be more supported to find their individualized career pathways.

D: Specialized caseloads

F: Building relationships with employers. Building rural and urban partnerships.

Highly engaged team. Recruitment, supporting staff. Center staff voices through listening sessions, EDAI, surveys. Creating internship opportunities for customers with DVR.

Goal 4: Strong Business and Community Relationships

Proposed: Benefits should be its own strategy.

Strategy C: Focus on behavioral health

Strategies *B&C: Incorporate strategies B&C

Strategy A: High wage contracts, high quality job placements.

Strategy *E&F: F can tie into E. Part of business specialist’s job strategy. Create a workgroup to address and develop ‘E’.

Proposed Strategy *H: State board of education-they set graduation requirements and graduation and beyond plan. Address how DVR can support students in these programs. Students in DCYF and other institutional ed settings. Getting them ready for reentry. Grow the workforce to be the next generation of counselors. How do we connect to students earlier SEAL. Specifically use “youth” in the language. DVR can find innovative ways to serve the youth population beyond how OSPI supports them.

B: How we can connect with other organizations. WorkSource, Juvenile detention centers, Pre-ETS, etc.

A: Key performance indicators for CRPs. Informed choice.

F: How to get info to different employers about diverse disabilities. How can we support business owners to learn more about disabilities and hire more PWD. Brainstormed what that training could look like for a business specialist.

Goal 5: Effective, Efficient and Safe Operations

Strategy *D: with the number of new staff, this is important. Self-employment

Strategy *E: Update for participant collection.

Strategy *G: Maintain innovation around customer interaction

Strategy A: Will be addressed with Waves implementation.

Strategy C: Will be addressed with Waves implementation.

Strategy H: Facilities. **Secure** operations. Increasing supports what we can offer to staff about hostile customers. Mental health, physical health training. What employee rights are when they feel unsafe.

- Assigning specific VRC to do transition programs, ideally one in each unit. Set up a Curriculum to help teach caregivers, teachers, etc. what DVR is, where DVR fits into the system/picture.
- When a CRP engages in Pre-ETS, what do their pay points look like? Identify some main action items done by CRPs as pay points. Ex
- Make customer services manual that serves customers better.
- Is there a way to make job advertisements visible and DVR website more user friendly?
- More inclusive hiring practices such as hiring individuals with experience who may not hold a degree.

Next steps

- A survey will go out next week to all staff to provide input to state plan goals or strategies.
- Tribal contributions. Partnering with Christelle Arnett
- DVR in-service in Oct.
- Public comment period and public forum

Public Comment

Deborah MacRae: DVR needs to stop being so risk adverse. Customer rapport, counselor judgement.

Meeting adjourned at 2:40pm