



WSRC QUARTERLY MEETING MINUTES

Friday, August 11th, 2023

9:00am to 11:07am

Members Present: Laurae MacClain, Tribal VR Representative, Nespelem
Peggy Frisk, Council Chair, Community Rehabilitation Provider, Lake Stevens
Jennifer Bean, Client Assistance Program, Bellingham
Drew Cassidy, Workforce Training Representative, Olympia
Lesa Dunphy, DVR Counselor Representative, Ex-Officio, Colville
Alexandra Toney, OSPI Representative, Olympia
Cassi Villegas, DVR Interim Director, Ex-Officio, Lacey
Aimee Elber, Disability Advocacy Representative, Spokane
Edward Nicholson, Business Representative, Vancouver
Jen Chong-Jewell, Parent Advocate, Everett

Members

Absent: Michele Stelovich, Labor Representative, Bellingham
Dion Graham, State Independent Living Council Representative, Union
Matt Newton, Business Representative, Tacoma

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

Visitors: Jim O'Brien, DVR Supervisor, Lynnwood
Ann Martin, DVR Region 2 Administrator
Megan Grundbrecher, DVR Region 2 Deputy Region Administrator
Jamie Rasmussen, DVR Planning and Evaluation Manager
Lauren Peterson, DVR Management Analyst
Greg, Synergy Consulting
Janet LaBreck, Synergy Consulting
Deane Belk, Synergy Consulting
Rena Van Meter
Jimmy Wilson, Synergy Consulting
Jeannine Chandler, DVR Business Relations Manager
Catherine Herring, DVR Supervisor, Bellingham
Jessica Armstrong, DVR Contractor
Rebecca Jansson, Mainstay
Elizabeth Gordon, Executive Director, GCDE

Rebekah Moras, Executive Director, WA State Independent Living Council
Pablo Villarreal, DVR Region 1 Administrator
Abby Smith, DVR Pre-ETS Program Manager
Angela Merritt, DVR Community Program Manager
Mercedes Bekke, DVR Management Analyst
David Stewart, DVR Supervisor, North Seattle
Nicholas Michiels, DVR Supervisor, Central Seattle
Kathy Powers
Bryce Nickel
Maria Osmond
Robb St. Lawrence, DVR Quality & Compliance Manager
Marge Llarenas, DVR ATAP
Lan Totten
Deborah McCrae

Call to Order— Meeting called to order at 9:00am by Peggy Frisk, Vice-Chair

Synergy Consulting Partners, Pre-ETS Project: Greg Schmieg, Jimmy Wilson, Janet LaBreck, Deane Belk

- Activities completed in May, June, July
- Created several smaller work groups per focus area
- Pre-ETS intent and ensuring access
- Pre-ETS operations
- Service improvements (WRT, WBL, Self-advocacy)
- Vendor relations
- Vendor billing
- Budget- Must spend 15% of federal budget on Pre-ETS services
- Completed a vendor survey (44 respondents). Gave great insight on how they thought DVR can improve.
- Intensive week at DVR state office in June. Team members came together, along with some vendors to work. Finalized work. Identified several recommendations. Recommendations presented to ELT
- Deliverables
- Completed and approved: Pre-ETS statement of intent, Pre-ETS statement of access, vendor contract amendments, Pre-ETS budget (getting close to 15% reserve)
- In-Process
- Additional operations improvements
- Additional service improvements
- Formal Pre-ETS policies and procedures
- Vendor billing simplified (Waves case management)
- Outreach and marketing efforts
- Work readiness, work based training
- Next steps
 - Now through Sept. 30 when Synergy contract ends.
 - Work groups will reorganize and continue to work.
 - Work groups will collaborate with other DVR departments.
- Vendor contracts will be amended to include changes.
- Initiate regular fiscal reviews.
- Oct. 1st forward: Continue to work on finalizing all recommendations.

- Pre-ETS Statement of Action:
- Pre-ETS Access Statement:
- Main concern is that students receive quality services and stay focused on the students. Making sure accessibility to services are communicated in the vision.

Region 2 Leadership Updates: Ann Martin, Megan Grundbrecher, Evelyn Burnett

- Current vacancies: None!! Two floating VRCs, who help with caseloads. Floats help while new staff onboard and can take a full caseload. They mentor. It provides relief to supervisors so they can focus on their jobs and not also manage caseload.
- Region 2 mtg. ongoing on zoom. They are voluntary all regional staff. Introduce new staff, share ideas, ask questions, stay connected.
- Ann does 1-to-1 welcomes with new staff. Ask them to watch a video on VR and ADA.
- Megan hosts a facilitated, optional meeting on zoom. Hosts a staff member or ELT from state office to meet with field staff. Talk about how their work connects, what they do in their job. They have held 3 mtgs so far, and the feedback has been positive.
- Once a year the region 2 staff go to a Mariner's game. About 60 staff are going.
- (see PP for ##)
- Clarify where the customer is in the process. Schedule the next appointment at the current appt.
- Providing list of ideas to try in workflow for staff. They can try
- Expanding the ATAP program. Hired an additional ATAP to assist with the large influx in referrals. Developing a field guide for staff and ATAPs to streamline processes. The counselor will receive a report within 5 days. Goal is to make accessing services easier for customers. Includes bios of staff to customers prior to meeting with them to acquaint the customer with who they'll be meeting with.
- Over 150 consultations. 50 AT assessments that resulted in ATAP. 7 vehicle modifications from March-May. They've done over 500 since last year. 37 vehicle modifications in the last year.
- The numbers have grown over the past year.
- Rapid delivery of services. RAD. ATAP also supports the CRPs. They will be doing their "road show". Will go around to all regional offices to introduce themselves and explain services.
- Succession planning is also in mind. One reason they developed the guide. This will provide cohesive transitions.
- Pre-ETS activities data:
- RTCs Oct 2022-May 2023: provided services to 197 students on their own. Overall, contractors, 4,166 students served in workplace readiness. 774 work-based learning activities. See PP for full data ##.
- Joy Kramer, from ESD 189, has done a lot of Pre-ETS work. Job club, work experience, includes 504,
- Added computing for all and the greater good workshops. They filled up quickly. Was previously an unmet need for students that is now being filled.
- First 701 meeting held in July in Mt. Vernon. A new tribal liaison, Sarah Tiffany. Sent 2 people to the CANAR conference in New York.
- Skill building classes: Have contracted to get all regional staff trained in motivational interviewing skills. And trauma-informed MI optional class to take.
- Working with Casey Jackson for MI classes. He's an external contractor.
- Abby Smith: For future meetings, she'd like to share out a data sheet with numbers to share.
- Align efforts with OSPI. Consent forms:

- Alexandra Toney: This is a really interesting conversation and opportunity to look at the data for a baseline measure. OSPI recently posted a data share consent form for students who are potentially eligible to help facilitate a connection to transition supports/agencies. at OSPI we would hope that upon state wide implementation of that consent form we would see more students connected to transition supports earlier. OSPI Special Education Posted about the Consent Form to Share Student Contact Information with State Transition Agencies in the April 2023 Monthly Update, you can read about that and access the forms: [April 2023 Program Improvement Updates \(www.k12.wa.us\)](https://www.k12.wa.us)
- Cassi: That number is something we are going to start displaying in our Results systems and we will be reviewing it monthly. It is a goal in fundamentals!

Lynnwood Unit Update: Jim O'Brien

- Redmond, Lynnwood combined into one unit.
- 9 VRCs, 4 RTs, 1 business specialist. Fully staffed at this time
- A retired VRC is filling in for a VRC that's out on extended leave.
- Serving 640 customers
- Applications and in-person applications have increased this year. They now serve customers that used to be served in north Seattle.
- Snohomish County board, Jim serves on board representing DVR. Co-located inside Redmond WorkSource.
- In April, closed Lynnwood affiliate center. Big changes in WorkSource footprint in this county.
- Justin Lord, Business specialist spends most time supporting VRCs, he has had 27 successful placements so far this year.
- Workstrides, Dependable strengths, combined, offered in Lynnwood for over 10 years through a team teaching model. The pandemic shut the program down, and they've recently resumed classes. Focusing just on Workstrides for the time being. Resumed in April, and another scheduled for Sept. It is a very valuable assessment tool for VRCs and opportunity for customers.
- Project search with Edmonds school district. And ____ in Everett. DD with school to work. Staff liaison at both ESD programs
- VRCs challenged by CRP's very long waiting lists.
- New CRP contract started in July. New payment points, billing, etc. Learning curve. New School to work contract upcoming.
- Assessment tools: striving to engage people. WA Occupation System. CIS 360. Career interests, labor market info, academic resources, etc. Annual training on the tool.
- DDA benefit planning delays.
- Excellent collaboration in offices. Group case staffing weekly. Regular regional all staff meetings.
- Partner with Tribal VR for seeking out buildings for rent.

Client Assistance Program: Jen Bean, Doug Burkhalter

- Modernization. New website. Digital data tracking, Doug is primary point person with individual advocacy. Jen focuses on DSB customers primarily. Modernizing the CAP brochure. Will be a one-page flyer. New logo. Better clarify what CAP does. Should be rolled out by Oct.
- Improvements seen in system advocacy efforts.
- Completing unit outreach efforts. Focusing on how to talk about CAP at intake. Meeting one-on-one with supervisors to find out what to talk about.
- 30% of cases were found that services/providers be in compliance.

Council Wrap Up

Public Comment

- Deborah McCrae—Kitsap

Meeting adjourned at 11:07am