

Policy Academy Meeting Minutes January 12, 2010

Present: Deb Henderson-Guenther, Amy May, Kathy Massa, Linda Vegoe, Sue Munger, Beth Ulrich, Linda Raap, Kris Martin, Tammi Cassidy-Neal, Brock Hansen, Lea Collins-Worachek, Manuel Lugo, Jean Rogers, John Haugh, Sharon LaRose, Charlene Dwyer, Cherry Barnes

Review of November Meeting Minutes

All

Updates from Management

Manuel:

- Outcomes: We are significantly behind compared to where we should be at this time of the year.
- Consumer Activation: Have reduced the number of consumers we are taking off the waitlist to give staff time to work with current consumers & to focus on consumers who are in "ready for employment status".
- Expenditures are significantly less, for a number of reasons, as compared to this time last year.

Jean:

- Patti Johnson will be the lead director analyzing status 20 consumers. Currently 6,700 consumers in this status. The purpose of the analysis will be to group status 20 consumers by their level of job readiness. Once the groupings are done, they will identify remaining barriers and strategies to address the barriers and increase employability. They will also explore what DVR can do to create links with the employment community.
 - One strategy for developing job readiness/evaluating readiness is temporary employment for consumers.

Staffing

- John Haugh stated that vacancies will be filled across the state depending on positions allocated. John and Suzanne Lee are leads in dealing with staffing issues.
- Four new VRCs have been hired for the Milwaukee area, and we are finding that we have had very qualified candidates from which to choose.
- Ramping up training for new staff, and we will be doing comprehensive counselor training in the near future. If you are interested in being a trainer on the training academy contact Amy Grotzke or Tom Draghi, who are the directors co-leading training.

All WDA Directors will be taking leadership roles on various statewide initiatives.

Charlene:

- Working on filling Jean's position as soon as possible & the plans are to fill Manuel's position in SFY 2011.
- RSA will be coming March 15 to conduct their review. They will be here for a week. They have request in advance for review many of our documents/policies. They will also be interviewing our stakeholders/partners.
- At that end of their compliance visit, they will provide a written report of their findings including best practices and any compliance issues. If compliance issues are found, we will prepare a corrective action plan.
- If RSA sees a practice in another state that they feel would be an improvement in the way WI is doing something, they are also sharing that information.

- Jean mentioned that RSA is very interested in interacting with the field via video conferencing. A schedule will be sent out prior to their coming so that offices can prepare.

Customized Self Employment Toolkit Update

Deb

- Reviewed changes per PA members' suggestions
- Discussion took place on what are job coaches' responsibilities per DVR's technical specifications. In some areas, the job coaches are not providing the full range of services. There are resources in the community where vendors can get training to bring their skills up to technical specifications levels.
- Discussion held on the use of a benefits analysis as part of the process. Manuel suggested adding a template in the toolkit with the questions that we should ask the benefits analyst to address.
- When the cover memo is sent out announcing the completion of the toolkit, it should include an explanation of the fee schedule in the addendum.

Supervisory Review of Category 1

Kris

- The PA recommended that we move from upfront supervisory approval for category movement to an after the fact review of category movement to identify any category creep. Our current waitlist report can be used for this "after the fact review". Senior management agreed to this procedural change.
- Linda will draft email for Mike to send to managers and supervisors notifying them of this change.
- PA members will carry this message back to the field also. **Reminder that when you carry back a message from PA, discuss it with your director and supervisor before sharing it with your WDA.**

OJT

Sharon

- In some WDAs finding that employers are changing the contract to read work days vs. calendar days.
- **Management clarified that the number of days are defined as calendar days – make sure this is discussed with the employer.**

Team Survey

Jean

- Shared summary of results from VR survey
- Good news: Across the board customer satisfaction is at or above 80%
- Lowest percentages in the following two areas:
 - *My complaints if any were handled promptly and satisfactorily.*
 - *I was involved in choosing the agency that was involved in providing the services in my plan.*
- Suggested that all managers include the results from the 2009 survey for discussion at their next WDA meeting.
- Jean recommended that PA make recommendation to SLT regarding a replacement question for #6, since we are doing so well in that area and have been for a few years.

Form Letters to Consumers**Linda V.**

- Shared an example of a form letter sent to a consumer regarding plan development. Linda expressed concern with the tone of the letter and what was requested in the letter because it violated policy.
- Discussion continued & it was recommended that when CAP sees clear policy issues such as the example shared, they should let Mike know so that he can contact the appropriate WDA Director for follow-up.

Focus Group**Mary Beck**

- PowerPoint presentation shown which provided an overview of the *Paths to Employment Resource Center* (PERC) project.
- Mary Beck, et al conducted a focus group to gather additional input from PA members.

Adjourn