

Policy Academy Meeting Minutes March 9, 2010

Present: Deb Henderson-Guenther, Lea Collins-Worachek, Linda Raap, Anna Eggebrecht, Cherry Barnes, Charlene Dwyer, Mike Greco, Karla Opatz, Sue Munger, John Haugh, Patricia Johnson, Tammi Cassidy-Neal, Sharon LaRose (phone), Beth Ulrich, Katherine Massa, Brock Hansen, Allison Gordon

Updates from Management

Mike Greco

- 15,238 Plans
- 3,286 on waitlist. Nov 10, 2009 application date.
- Status 20 has shrunk 850. Due to aligning cases more appropriately.
- Outcomes: 1,016. 42% of year, 38% employment outcome goal achieved.
- Report shows average wage per hour has increased to \$13. 20.
- Rehab rate: 46%. Four WDA's are over 60%. Goal: 55.8%.
- ARRA- Dashboard report available on this.
 - OJT count- 297.
 - State internships: 48 positions offered.
- Personnel-
 - 51 vacancies currently. 84% capacity to serve.
 - 12 staff on leave without pay- capacity to serve 80%.
 - 6 positions approved for hire in process.
 - Completed interviews for Project Positions. Start dates anticipated in March.
 - 13 permanent position fills at DOA waiting for approval. GPR adjustments impact this. DWD and DVR are doing their best to balance spending and resources available. If approved would bring us up to 88% capacity to serve with new hires and Project Positions. If not approved look at other options such as activation decrease, other ARRA funding options.
 - Carry over dollars: IPE obligations; 18 million carryover. Next year anticipate 13 million. Being monitored on a monthly basis.
- RSA Visit March 15th.
 - Three conference calls with RSA in preparation. Call on policy, transition, and materials on employment services. Discussed how connect policy to regulations and importance of Policy Academy. Transition agreement is national model. Interested in consumer perspective of program and will discuss this during field office visits.
 - Field visits- Madison, Janesville, Milwaukee Chase, West Bend, La Crosse, Video-Superior and Green Bay.
 - Strategic Planning- WI State Plan is our strategic plan. Compliance assurance in all parts of plan that are required. We updated every attachment every year.
 - State plan should be posted Friday for public review. Staff are encouraged to review. WRC has an attachment included in the State Plan with their recommendations.
 - State Plan should be connected to the field through Policy Academy and Teamworks and team strategic plans.

Status 20

Mike/ John H.

- Review of Status 20 (Job Ready) cases:
 - A lot of individuals were not job ready in this status.
 - Driven by IRIS- plan types. These can be confusing and forced status we report to RSA.
 - RSA definitions (summarized) Status 18 is for training not just Post-Secondary training. Status 20 is for when completed preparation and *ready to accept job*.
 - WDA's are in process of reviewing statuses and making changes as appropriate with these definitions. To be completed by end of March.
 - Want accurate reflection of number of individuals
 - Status interruptions are not being used and need to be looked at, good training point. There is a guidance piece on the web related to this.
 - Patti has been reviewing possible changes that can be made and what is occurring including what will it take to get consumers to status 20 (Case Management and Outcomes). How do we generate employment outcomes- coordinating JD, employment networks, support, etc.
 - Looking at needs of consumers towards gaining employment, e.g. soft skills, computer skills, training, etc.
 - If in OJT should go back to status 18 (training) and then when 90 days of employment start place in 22.
 - Supported Employment plan type is automatically placed in status 20, however, few are truly job ready
 - When a supported employment consumer is hired, the status should be changed to 18 while they are receiving supported employment job coaching. Once transitioned to LTS and 90 day follow-along begins, the consumer should be moved to status 22.
 - **Plan amendments require a consumer signature.** Changing plan type is not an amendment. It is a status change and does not require a consumer signature. If a counselor does a plan amendment, a consumer signature is always required.

Self-Employment

Allison/Deb

- Two changes have been approved by SLT that have not yet been made within the SE Toolkit document.
 - If the business plan is approved the VRC, supervisors, or DD can authorize DVR funding within their delegated spending level depending upon the amount requested in the business plan.
 - BP checklist- Break even analysis removed. These were feasibility questions and should be addressed under Step 2. Will ensure that Appendix 8 reflect this information appropriately.

Non-FAO Approval Process

Linda

- Approval process in place for \$500 for non-FAO courses. PA reviewed if counselor could approve program up to their delegated authority level. Recommendation taken to Managers meeting.
- Managers would like to step back and look at some of the current concerns being seen related to using Non-FAO programs and training on how we look at these programs. A workgroup has been formed to look at this and meeting at end of April.
- No changes made yet.
- Is there a way to track programs that have been used. One suggestion is using a separate service code to track expenses.

Policy Language on Care Insurance and Closure Letter Language *Linda*

- Car insurance:
 - Language shared with PA has been updated in the policy manual. This is due to a change in WI law.
 - Language is being shared at the public hearing.
 - Suggesting to change language to ensure consumers who need car due to having a driver is addressed- they themselves do not have license.
- Closure Letter:
 - Howard Bernstein recommending including statement in closure letter regarding costs incurred without DVR knowledge at time of closure. Language shared.
 - Suggested language be made clear that once case is closed services cease.
 - An email will be sent to staff on change in letter with reasons for change. Include communication that a start and end date be included in PO request. Remind what is required in a closure letter and enclosures such as TTW, appeal rights, post-employment.

Out of State/ Private School Attendance *John H.*

- Document developed by SenseAbility team on transitioning.
- Feedback provided. Some of these included:
 - Suggested run through START team for feedback and how can be used with all.
 - Suggested areas be addressed earlier in senior year.
 - Discuss responsibility of college prep and what is DVR's stance.
 - Some language changes suggested.
 - Add Office of Civil Rights as ADA resource.
 - Do not want to be used as checklist. Good to have these items for consideration but should not be by default automatic in or out. These are talking points. Good Vocational Rehabilitation.
 - Suggestion to share good examples with the field.
 - Will take to START and then come back to Policy Academy.

OOS- Feedback and Test Exercise *All*

- WRC Reasons for looking at:
 - Simplify Process
 - Identify significant limitations that relate to future content of IPE
 - Transparency
- There was not consistency in responses on if process should be changes. Confusion on how to answer questions and how items were defined
- Round Robin Overview:
 - WDA 6- did not agree with suggested changes. Recommend staff be trained on current process. If not broken don't fix it. Process is professional subjectivity and individualized. Interpretation of current system and new system differed and why changes in categories occurred. (No)
 - WDA 9- Felt that form was easier to use. Majority of people remained in category placement. No downward movement. Some did move up. Did not have the same person review the file that did it previously. Liked identifying the limitations that need to be addressed in the IPE. Confusion with staff on work skill limitations. Get rid of better defined. (Yes)

- WDA 4- Counselors walk through limitations with consumer so consumer is involved in the category decision. If change highly recommend training for consistency throughout state. Handout for consumer on OOS. Overall did not feel a change was needed. (No)
- WDA 10- Each team felt there were pros and cons. More cons than pros. Category three changes. Felt change was not necessary. OOS info be put into Think Possibility folder. Annual OOS training- web based. Inconsistency with staff. (No)
- WDA 1- Majority of cases remained the same. Majority upward movement. Overall did like the new process. Liked that must be addressed in the IPE if significant limitation. Training is necessary either way. (Yes)
- WDA 3- Impact were all over. Some felt it did simplify the process. This is subjective and new process does not change this. (Neutral)
- WDA 2- Cases went both up and down. Feel training is needed. Staff continue to struggle with severe vs. non so new process helped. Identifying limitations and addressing IPE would help. Online training with test component. (Yes).
- WDA 8- Team members reviewed others cases. Did not like form. Space for comments. WDA does educate consumers on OOS. Like additional training. Need to have material for consumers. (No)
- WDA 11- Teams thought FARS was easier. See submitted comments. Want more training for staff. Initial orientation meetings do cover OOS. (Yes)
- WDA 7- Liked form overall. Didn't feel need changes. Want staff training rather than change process. Look at IRIS changes including case flow. Don't fix if not broken (No)
- WDA 5- half changed category. Don't want process changed. Some SS cased moved to 3. Need training on what we have now. (No).
- General comments: felt rushed in reviewing this process. Not reflective of actual process because it was done as a team effort. Training is needed currently. May not be the time to make changes. Does our system comply with new ADA language- ask for opinion on. Possibility of mitigating factors being used for employment. Allison and Linda look into.
- Next steps:
 - Get work group together to look at cases further where categories changed. Brock, WDA 9, WDA 11.
 - Take more time to look at.
 - Training needs.
- **Get cases where categories changed to Linda by Tuesday March 16th.**

Undue Hardship

Mike/Kathleen

- Background- updated version. Omitted statement related to dollar amount.
- Reviewed by PA. Suggested changes:
 - Specify service provider for an approved VR Service.
 - Include undue hardship at top.
- **Agreed to changes and Kathleen will make final changes.**

Case Review

Sue

- Case was discussed and reviewed.

Future meetings- Video Conferencing

Mike

- Agreed if light agenda to try for a meeting.

Workers Compensation

All

- Resource people around the State- ask people around the state who have knowledge- existing resource/ available to consult willingness to be available to other staff. What they could share and what other staff feel would be helpful and then look at how best to move forward. **Send Email to PA Members to share with WDA.**
- Resource Material- discussed with Kristin that materials getting outdated easily. Who would maintain, etc. Linda has some information that she will forward to Kristin. WC webpage has resources.

Next meeting:

- *Ask Rita for IRIS redesign*
- *Carry over items*
- *RSA*
- *ERI*
- *May meeting videoconference- let Tamara know*
- *Include updates on Pilots and programs going around the state during Management updates.*

Adjourn