

Policy Academy
September 11, 2012
Meeting Minutes

ATTENDANCE: Angie DeJong, Lucy Hilgendorf, Debra Shaw, Craig Wehner, Jennifer Mikalowski, James Mazzetti, Wanda Johnson (For Jacqueline Meyer), Megan Schueller, Kathy Hollon, Deepa Pal, Andrea Simon, Deb Henderson-Guenther, Linda Vegoe, John Haugh, Joanna Richard

ABSENT: Mike Greco, Linda Raap, Allison Gordon

July Meeting Report Outs

All

- Continuing support for subsequent post-secondary training after a failed semester: We want to be open - some students will have a rough semester most likely. Take it by a case-by-case basis. If it is a pattern, take action. If it is a once in a blue moon sort of thing, talk it over and develop a plan to keep grades up. CAP is seeing that there is a “standard” student must maintain 2.0 GPA or funding of training will be the consumer’s responsibility. This should not happen - there is no policy on this. New knowledgebase question about courses that have been failed by the consumer. Difference between a failed class vs. dropping a class after receiving refund. Linda will hopefully be able to look more into recovery of funds. CAP feels that grants are awarded on all 5 areas (boarding) but DVR is only looking at 3.
- Goodwill Industries and UI: No updates on this yet. JoAnna’s recommendation is when dealing with UI eligibility, to consult with UI because every individual has a different circumstance. Refer to them to determine if they are eligible or not. Go to UI’s website - there are 800 numbers to call.
- Training Grant Training: JoAnna will e-mail Linda to see if there are any messages to send out on this.
- GST Update: It was brought before SLT and they are not sold on this yet - Need to simplify the form. Suggested to reduce functional imitations to one box that would have all of them in, a box with accommodations, a box with non disability related limitations, etc. They want to distance this from updated OOS to reduce miscommunication/misunderstanding. John’s suggestion = case note category tag i.e. “Strengths and Challenges’ for a pool for related case notes to document these same things as well. Vote of policy academy staff was taken and the majority was in favor of case note with specific tag vs. having an additional form.
- OOS Category 1 Letter: Have to include their appeal rights, and counselor professional disclosure statement. Date of two weeks could be made longer if you wish but best practices suggest shorter time to get things going. Some WDA’s prefer to have their CCC’s schedule the date for the person to meet with the counselor, and then include that if the day/time doesn’t work for them to call to reschedule immediately. This could create more calls for rescheduling, though.

Another suggestion is to include hours of phone operation (so they don't assume we are open and call when we are not - i.e. 5 p.m. or a little after). Andrea and Lucy will take these suggestions back to the SLT which already cut out some of the things they have suggested today. 7:45 - 4:30.

Including E-mails in the Case Record: Summarizing vs. Cutting & Pasting

All

- Discussion on current practices: Issues = Some long e-mails required multiple case notes and some individual's e-mails were best cut and paste and would be difficult to summarize without generalizing their case notes. From CAP perspective, the consumer can say they communicated something and the e-mails can back up whether they did or not. Not really a "one size fits all". CAP perspective is to put the entire thing in the case records because if something goes to hearing and what the consumer presents is not recorded in your case records, it affects accountability. Make longer, ongoing ones as an attachment if necessary. If you are going to cut and paste into an e-mail make sure there is some separation between conversations. It is recommended that each counselor have a disclosure on their e-mail, but it is on the professional counselor disclosure statement (CAP says that it is good to remind the consumer more than one time).
- Recommendations: Use your best judgment. Time when copying the entire e-mail is more appropriate and times when summary is more appropriate and both are okay.

Report on Cold Case Unit (CCU)

Suzanne Lee

- Cases reviewed looking at last contact activity to close cases. Also worked on a case load where counselors have made many attempts over the last 6-12 months with no luck and the cases were transferred to a vacant case load and this was essentially the cold case caseload for them. They are getting more referrals to the Cold Case mailbox and they are using the multiple method contacts, using UI info, to close as 26/28 and to track for social security reimbursement. Looking into cold case being used for eligibility/OOS process. Social security reimbursement for those who go missing, can get out of state UI info. Will be getting a new report system of those who moved out of state and are working in a position that we can get reimbursed for (quarterly report). Have gotten employment verification from employers, too, through use of an SLT approved form (not disclosing what agency, but DWD). Trends? Lack of contact from us - we depend on the consumer making contact with us and they don't follow through with it. Those that stay engaged is those who pick of the phone/e-mail on a regular basis who keep the people engaged and not going "cold". People will drop out of it that they are somewhat "embarrassed" that it didn't go right (maybe after an unsuccessful work attempt or unsuccessful school semester). Also too long of time lapses between getting a scheduled appointment with the counselor. Also due to counselors not responding to e-mails or phone calls (even if it only happens once or twice).

Mapping out a Centralized Eligibility/OOS Determination Process

All

- Input on what such a unit would look like: Tricks or trades? How do we get this done? This unit had been a pilot and would like to spread this out to free up more counselor time. Milwaukee has done this as a pilot due to huge workload. Elkhorn counselor - one just did eligibilities and that worked out great. WDA11 Janesville office area. Rural Wisconsin counselors didn't have such issues with eligibilities/OOS and transition students due to being able to quickly getting IEP's. Most of these intakes being done were over the phone. Quite split on what works the best - more extensions when counselors are having to do it themselves. Centralized unit could help with the inter-rater reliability of counselors making maybe not accurate decisions in regards to eligibility. Online applications maybe using the centralized unit for intakes/eligibility/OOS. Trying to impose it. Craig suggested maybe getting some counselors who would like to try it out statewide for further experimentation. Will see how this will free up more time to get other items completed. Projected start date likely Oct 1/Nov 1. Needs to be efficient and consistent for it to be effective and kept long term. Obstacles could be that some hospitals/clinics use certain releases, some require purchase orders and some don't so that could slow down a centralized process if it was not one person in each WDA.

Social Media Report

Kristin R

- DWD Social Media Policy review
- Beware of language about things such as work activities, current/former DWD consumers. Remember the internet is immediate and permanent, nothing is private or expires. It's there forever!
- Business uses - don't do unless you've been sanctioned
- Maybe talking about this as a requirement for services for our job development provider. There are websites out there to get a snapshot of your digital footprint. If someone is "google"ing you, this is what they find - helps to keep track of what is out there. Kristin will be sending us an e-mail and also slides from webinar that she will share with us.
- Is saying where you are employed through Linked in a violation? No. But do tell consumers you cannot be connected through Linked In or Facebook Friends, even if in a professional setting.

Making Decisions That Support Consumers Reaching Their Employment Goals

Linda V, Deb, JoAnna, John

TABLED FOR NEXT POLICY ACADEMY MEETING

Advance Payments

John, JoAnna, All

- Issues: Sent multiple directives to staff to indicate these should only be used as a last resort when no other method is available. But we use it as a routine day to day operation. RSA has a big concern "risk resources" - money you give to consumers being used for the purpose in which it was intended. Emphasize that it is a last resort - usually is another option available like a purchase order opportunity. We need to be sure we are good stewards of tax dollars and if one payment of \$5000.00 for a vehicle or something goes unverified.
- How to address: Seek and thoroughly investigate other options. Ask the right questions.

- We are piloting a process where we are going to have accounts with certain stores for work clothing and consumers would not be able to charge against our account without our authorization (Kohl's, Target, Shopko) so we wouldn't have to do an advance payment.
- Suggestion was to have a column for unverified training grants that have been sent to collections so it is known those are in process of being addressed.