

**Policy Academy**  
**Tuesday, November 13, 2012**  
**9:00 a.m.**  
**DVR, 1801 Aberg Avenue, VC Room, Madison, WI**

**Attendance**

Angie DeJong, Lucy Hilgendorf, Deb Shaw, Craig Wehner, Jennifer Mikalowski, James Mazzetti, Jacqueline Meyer, Megan Schueller, Kathy Hollon, Deepa Pal, Andrea Simon, Deb Henderson-Guenther, John Haugh, JoAnna Richard, Linda Raap, Allison Gordon, Kathleen Enders.

**Transportation Best Practices**

Linda Raap reported that the change in purchase of vehicles has been distributed and a question has been raised as to what to do in rural areas. Some of these changes were: vehicles will be purchased by purchase orders rather than advances, DVR will no longer be listed as the lien holder. The request was made that the Policy Academy develop a list of options for rural areas to help reduce the number of car purchases when there may not be public transit to depend upon.

Transportation options to explore with consumers: paratransit; private pay; friends or family members; co-students; look into online course options; volunteer drivers (?); checkout DMV site – look for grants available, approach current programs to see if DVR can partner (checkout DMV grants available for small businesses); counseling on employment options – potential moving; ADRC – volunteer drivers; rented cars and taxi; independent living center transportation programs; set up work experience/small business to provide transportation services, use of State vehicle to transport consumers; piggyback faith based programs – ran by Department of Labor; placement providers offer transportation services for job search activities – DVR would fund as a service; some hospitals and clinics may provide transportation for medical appointment.

**The Policy Academy has been asked to take these ideas back to the WDAs and share these ideas. If there are rural areas that are having difficulties finding transportation options for their consumers, let John or JoAnna know so that SLT can address and work on solutions.**

**Purchased Services Used Both for Rehabilitation Plan and Personal Use**

Deb Henderson-Guenther has been seeing more items being purchased that can be work related as well as personal; i.e. vehicle, internet, computer, etc.; and the DVR payment for these items is based on the percentage of usage for work. Deb feels that this is rather confusing to figure out. She has seen this in 2 areas (WDA 2 and 5) with newer counselors and would like to know if this is a statewide practice. It was discussed and this is not being practiced statewide and is not DVR policy. If it is a service that is necessary and since DVR requires no consumer contribution, DVR pays 100%. This should be addressed in those areas where it is taking place.

**Review of the Fee Schedule**

Deb Henderson-Guenther has looked at a number of technical school programs that consumers are enrolled in and the credit load is 68 or 72 credits. 12 credits are considered full time, but the consumer will have the extra semesters used for their program rather than disability needs. Deb would like to see the training grant wording changed to reflect the program requirements as well as disability related accommodations. The verbiage was reviewed and it was pointed out that there are a number of technical programs are more than 2 years. Linda Raap said the wording can be looked at to reflect this information, but also pointed out that the exception request is in place and can certainly be used. Deb is educating consumers regarding the exception request. Linda has a FAQ and will add this information to it so if an

exception needs to be requested, it can be done at the beginning of starting the program and everyone is on the same page.

Reviewed the DVR Program Policy Manual/Addendum B DVR Fee Schedule. Initial stocks and supplies and occupational tools and equipment will be reviewed further regarding BEP. Deb would like transportation looked at as the gas prices have increased. This item will be discussed at the next meeting. It was requested that Enid Glenn be included for the discussion on this item. The link for child care should be listed for this one. Linda Raap would like to discuss this one further as she does not think that the SHARES program is being used. Issues have not been seen in the areas of computers, medical services, and maintenance.

### **Qualifications for Job Placement Specialists**

Deepa Pal reported that the Job Placement Specialist vendor list is not necessarily the best quality. She has run into problems with removing them from the vendor list. WDA 1 has two file reviews a month and if the vendors are not meeting standards, they are no longer used. WDA 5 holds quarterly meetings with vendors as they cannot afford to not use vendors. At these meetings, everything is put out on the table so measures can be taken to improve the quality. Deb Henderson-Guenther recommended that a statewide policy be followed so that everyone is handling vendors in the same way. JoAnna Richard is hoping that the report card is a great tool that will let us know how the vendors are doing.

### **Fee Schedule Discussion Regarding Job Development and Supported Employment**

JoAnna Richard reported that discussions have been had with DHS regarding the fee schedule. DHS feels that DVR pays too high in job development placement and supported employment. Lack of competition demonstrates DVR is not paying too much. There is a hesitation taking on consumers in rural areas because of travel costs. WDA 4 lost two vendors because the funding is too low. Caseloads are so high and make DVR very dependent upon the vendors. Providers have delivered positive outcomes so payment is fair. Example, one vendor shared a loss of \$30,000 and will discontinue services if the revenue cannot be made up. Deb Henderson-Guenther felt that if Linda Vegoe were here that she would recommend a tiered fee schedule for consumers in Category 1 and Category 2. A recommendation was made at a higher fee for better jobs. The trend currently is that there are very dedicated vendors who DVR depends upon. Some vendors are experiencing a waitlist which causes a hesitancy to expand given the current fee schedule.

### **Project Positions**

JoAnna Richard reported that DVR has requested that the Governor put in the 2013-15 biennial budget a budget for twenty 4 year project positions called DVR Employment Specialists. These employees would be doing job development services for DVR. These positions will require skills in public relations. This could be started at any time as the federal monies are available and DOA could move on this today. Discussions are currently taking place regarding this starting for the 2013-15 State budget or moving forward with the federal monies. A small team is spearheading this initiative so DVR is ready to move forward with this once it has been approved. This will be building relationships with businesses throughout the communities and matching the consumers with what the business needs. Job developers and coaches will still be necessary. The 26s would be the counselor's, but the Employment Specialist will need to have an outcome of 30 26s a year. It will be a combined effort.

### **Creation of Dashboard Report Listing Companies who Hired VR Consumers**

Reviewed the dashboard report for closed consumer stats – employer details will list the names of the different employers. This report is helpful, but the detail of location would assist WDAs with where the employer is located if they are looking for certain areas. Some WDAs are looking to use the data as a job development tool to know where the hiring is taking place. It was recommended that a line be added to the closure casenote so the address can be entered so this data can be tracked. This recommendation will be taken to the IRIS team.

### **Provider Satisfaction – Best Practices**

Tabled for next meeting.

### **Developing an A La Carte Menu of SE Services**

It was suggested that a customized supported employment service be offered/created for those that do not need all of the supported employment services. Some WDAs are already doing this by telling vendors that they will not be doing the assessment as DVR does not need it. If you feel that you do not need the consultation or the assessment, then you do not need to authorize for that. There are no required authorizations for these services. There is a natural progression, but it is individualized based on the needs of the consumer. We want to make sure the vendor is completing the report with the data that we need prior to paying for the service. It was suggested that the field be aware that a report received back stating that the consumer is not employable is not acceptable and we do not pay for those services. We need to ask the vendor to change the report as that is not an acceptable outcome from the assessment as we find everyone employable. We are not trying to prove consumers not able to work, but rather find what they can do for employment.

### **Working Lunch**

Making Decisions that Support Consumer's IPE Goal – Linda Vegoe and Deb Henderson-Guenther are seeing that plans are being developed that will fail. They would like to see plans written with attainable progress measures and that the plan not be written unless the goal is a successful and realistic one. Counseling needs to take place to make their goal realistic to their disability. Motivational Interviewing will assist with time management and help make cases successful.

### **Learning Communities – Input on Training Subjects**

This is a tool that has been suggested to assist WDAs in their day to day work. Policy Academy is being asked what they would like to see as topics. Deepa Pal shared her case management skills. This is something that the learning communities would like to see shared. Discussion was had regarding what WDAs are doing to assist with day to day case management. Group orientations for applications and IPEs are being done by some WDAs to assist with case management. WDA 4 has 3 teams and one team does group IPE and orientations, another team does group orientations, and the third team does not do any group efforts. The team that does group efforts for both is very successful and the team that does not do any group efforts has a more difficult time.

Recommended Topics: case management tips/tricks/sharing best practices on providing timely/quality services; fiscal authorization – actual practices, best practices, issue areas; job development skill – how to interact with employers and resume development; different disability types – general discussion; DSM training; business outreach activities – input from all staff on activities; social security; why standards and indicators are important; counseling techniques and strategies/career counseling theories; motivational interviewing; free assessments e.g. worknet; self employment; is this a good assessment – what to look for; farm plans; refresher team training; policy questions; guidance study hall follow-up; customer service skills; how to make our consumers job ready.

If you think of other topics, please let Linda Raap know. Allison Gordon also reminded everyone of the transition study halls coming up.

### **Closure Letters: Funding Ceased Language**

Reviewed closure letters that are currently being used. The Governor received a letter from a consumer complaining about the closure letter that he received as he did not appreciate the tone as he has not received services from DVR. It was suggested that other states be contacted as the verbiage that is used is a federal requirement. The signed fiscal agreement does not reference the case closure. This is something that Allison will look into and will bring suggestions back to the next meeting.

### **Customer Service Skills**

Linda Vegoe said that during the public hearing, several individuals commented that DVR consumers were spoken to in a disrespectful or rude manner. JoAnna Richard attended a public hearing and had 6 consumers report that they were spoken down to, disrespected, or spoken to unprofessionally. **It was asked that everyone take back to their WDA the importance of working with everyone respectfully and professionally.** It was pointed out that Motivational Interviewing is a tool that will assist with this.

### **Closure from 02 to 30 for Social Security Consumers**

There is confusion for consumers that are in status 02, but have been presumed eligible and then move into closure. It is thought that they should be 08 rather than 30. The problem is not the status number. There is no difference between status 08 or 30 as no performance measure if not tied to either of these numbers. A change that is trying to be made in IRIS is if a plan is signed, IRIS will no longer let you choose anything but 28 closure. It was suggested that there be something in the system to only come into effect when money has been spent. It was pointed out that if a primary or secondary service is provided, the plan is considered initiated, and the closure will be a 28. The issue was raised as to the number of bus passes given and then the file being closed. Metropolitan areas will have a very high 28 closure rate if this is the case. Allison emailed the guidance piece for everyone to review the comprehensive assessment and initiation of services

([http://dwdworkweb/dvr/policy\\_and\\_guidance/guidance\\_papers/assess\\_and\\_initiation\\_of\\_services.pdf](http://dwdworkweb/dvr/policy_and_guidance/guidance_papers/assess_and_initiation_of_services.pdf)).

### **Check Out and Adjourn**

#### **Agenda Items for Next Time**

DVR Program Policy Manual/Addendum B DVR Fee Schedule – transportation and child care

Provider Satisfaction – Best Practices

Closure Letters: Funding Ceased Language – update to find out what other states are doing

**Next Meeting Date:** The next meeting will take place January 8, 2013, at 9 a.m. via video conferencing.

#### **Adjourn Meeting**

3:00 p.m.