

Policy Academy 01/08/13 Meeting Minutes

ATTENDANCE: ANGIE DEJONG, LUCY HILGENDORF, DEBRA SHAW, CRAIG WEHNER, JENNIFER MIKALOWSKI, JAMES MAZZETTI, JACQUELINE MEYER, MEGAN SCHUELLER, KATHY HOLLEN, ANDREA SIMON, DEB HENDERSON-GUENTHER, JOHN HAUGH, LINDA RAAP, DEEPA PAL, MIKE GRECO, JOANNA RICHARD, ALLISON GORDON

ABSENT: 0

Facilitator- Linda Vegoe
Note Taker – Deepa Pal

Closure Letter-Funding Ceased Language & Category 1 OOS letter- update

- Closure Letter
 - Funding ceased language will be removed from the letters to make more consumer friendly.
 - Staff should continue to discuss with consumers their fiscal responsibilities throughout the DVR process and have them sign the Consumer Fiscal Responsibility Agreement.
- Category 1 OOS Letter
 - Role out of the new letter is expected to be in the month of February.
 - 2 options provided in IRIS
 - Staff will have ability to select on of the two letters.
 - If a WDA uses an orientation process for OOS 1 consumers, the WDA can create a separate letter for that.
 - Reminder to all- tone in the letter must be inviting

Subscription Services

Reviewed knowledgebase when and how to use “subscription services”

- DVR can provide services when necessary and appropriate but it should to be to the consumer. Use a direct payment or reimbursement process for this service.
- Upfront discussion with the consumer is required on start and end date of this service.
- Recommendation to update Directive to make clear these services can be provided when necessary and appropriate.

Comparable Benefits

- “Comparable Benefits” are for similar services or funds offered thru another federal, state, or local public agency. E.g. FASA

Discussion on interview clothing

- Ok to use or share with consumers resources in the local community. Like Goodwill Industries/Dress for success programs etc.
- Staff can and should assist consumers who are job ready with new clothing items.
- New clothes may help build self confidence.
- Help motivate consumers to be job ready.
- Goodwill Industries offer voucher system for home less people. Some WDAs are using this to help consumers. These are available to anyone, independent of VR consumers or not. Vouchers can be used to buy household equipments etc.
- Many WDA's reported difficulty finding vendors that will accept DVR's PO.
- Each WDA needs to develop a list of DVR approved vendors.
- Some WDA's using Goodwill / Dress for Success as it is the least cost option. Consumer gets assistance in choosing appropriate clothing items for an interview. Zero delay in services.
- Division may develop more options/vendors in the state. Example WDA 5 has a working relationship with Shopko.
- Workgroup (Deb, Deepa, Allison) to develop guidance to assist staff in understanding comparable benefits and least cost options.
- Reminder: - Spend money on services that are necessary and appropriate for rehabilitation and success.

Provider Satisfaction- Best Practices

- Suggestion- Not to complete provider satisfaction in front of the vendor.

Timeframes - discussion

- Exception process should follow timeframes and guidelines set by the DVR policy. Review process and timeframes in each WDA.
- 90 day closure- is a minimum timeframe. VRC can allow additional time to ensure that the job is stable.
- Due diligence to be followed before case closure.
- VRC/staff can change IPE end date; can be extended without IPE amendment.
- If consumer is making progress then we should go extra mile to help consumer to enhance and support and go beyond what is expected.
- Recommendations- Follow up with Kathleen and have her modify the tech spec language to specify that 90 days is a minimum amount of follow along time and include in the tech specs some concrete examples to show when a case may need to be kept open longer.. It would help guide placement vendors too.

2012-2013 SLT Visits

- SLT is doing WDA visits.
- They are announcing DVR mission and sharing vision of new SLT.
- SLT is also going thru "Retesting Process"
- Learning about-what it takes to be a team member.

- SLT is working on its own- Strategic planning team
- SLT is looking for “Excellence” and not perfection
- Staff is being surveyed and the results are being reviewed and discussed at the time of visit.
- We are doing well!!!

Fee Schedule

Discussion on the car purchase

- DVR should have service providers/vendors that can do an inspection/ assessment/diagnoses on the vehicle that DVR plans to purchase for consumers.
- Most members expressed that \$5000 amount is too low to get a decent car.
- Using Kelly blue book value option before finalizing a deal.
- DMV has some good points and resources on what to avoid? And what to look for?
- Using CarFax as tool
- Consumer choice may not be best
- Consumer education on vehicle must be included
- PA to provide Guidance piece for consumer and counselor
- Identify a savvy purchase expert in each WDA
- Maintenance plan- on the vehicle, if DVR did the repair.
- Using PO only for vehicle purchase.
- State car pool purchasing auction option was also mentioned.
- Subcommittee – Linda, Deb, Jennifer, JoAnna and Deepa, to work on guidance piece.

Discussion on Childcare Fee Schedule:

- All WDA’s are using county rate and it is working perfectly.
- Only if and during unusual circumstances this is not being used. Example- staff paying higher rate if serving kid with disability.
- JoAnna shared Wisconsin Share Program- DCS. Eligibility is income based for people who are looking for work.
<http://dcf.wisconsin.gov/childcare/wishares/default.htm>
- Eligibility is for up to 5 years.
- W-2 program can be used as a comparable benefit.
- VRC’s are approving child care during school break to allow consumers to job search and network.
- JoAnna will gather more information on the program and share with WDAs.

Inappropriate referrals for DVR services

WDA experiences & brainstorm how to conduct better outreach

- 08 & 30 status are being reviewed by SLT member
- Most inappropriate referrals are coming from Social Security Attorneys and Family Care Services.
- Some from Worker Comp Attorney
- Probation and Parole Officers- claiming that it is mandatory requirement.
- DHS putting pressure to get competitive work on their staff.

Recommendation included:

- Build local relationship with Family Care. Have a pre-meeting/presentation on DVR services. Like for transition students.
- Determine- If this referred person is ready to work?
- Develop a guidance piece/program to get them prevocational skills.
- Employment First only when the consumer is ready.

Online Application - Eligibility checklist

- Question to be asked:-
- Are you ready to work today?
- Are you willing to work with us?
- Orientation sessions to be used as needed to help with consistent message and early consumer engagement.
- SLT is working on getting a video to go along with the application for the web users. Time spent upfront with the consumer is valuable to get them to ready for work and successful closure.