

Policy Academy
(In Person)

March 10, 2015

9:00 am - 3:00 pm

Aberg DVR Office, 1801 Aberg Ave., Madison

- WDA 1 – Sandy Ellsworth, VRC (term expires December 2015)
- WDA 2 – Pang Xiong, VRC (term expires June 2017)
- WDA 3 – Timothy Trokan, VRC (term expires December 2015)
- WDA 4 – Jaime Brown, CCC (term expires June 2016)
- WDA 5 – Caralee Morrison, VRC (term expires December 2015)
- WDA 6 – Patty Noland, DD (term expires December 2016)
- WDA 7 – Mary Wollin, CCC (term expires June 2015)
- WDA 8 – Chao Xiong, VRC (term expires June 2016)
- WDA 9 – Erin Barstad, CCC (term expires June 2016)
- WDA 10 – Rebecca Tyler, CCC (term expires December 2016)
- WDA 11 – Teri Cottrell, CCC (term expires December 2015)
- Promise – Sue Kratz, VRC
- CAP – Deb Henderson-Guenther
- WRC – Linda Vegoe
- CO – Mike Greco (not present), JoAnna Richard, John Haugh and Meredith Dressel
- Policy Analysts – Kathleen Enders & Sarah Lincoln
- Stakeholders -- Cayte Anderson and John Lui (not present), SVRI; and Tim Tansey (Brian Phillips standing in for Tim Tansey), UW-Madison

Welcome and introductions

Request to increase Counselor spending threshold-Tim Trokan/WDA 3

Tim shared that several staff in his WDA would like to see spending threshold increased. Discussion of typical items we need higher approval on: hearing aids, vehicles, farm equipment. Discussion on if there is a delay in services due to waiting on supervisory approval and censuses was that there isn't a delay. John Haugh shared that with upcoming changes due to WIOA, DVR will need to balance spending and it will be important to keep staff spending authority at the current 4,999.99.

Several people brought up raising fee schedule for vehicle purchase above \$5,000 due to the difficulty in finding good quality vehicles below this amount. This wasn't discussed further.

Training Grant Updates

Briefly discussed struggles with Milwaukee Area Technical School (MATC). They haven't returned TGs to DVR staff in timely matter. Kathleen will be meeting with MATC later this month to hopefully iron issues out. Deb/CAP shared she has concerns as well about MATC and was glad to hear that DVR staff were allowed to issue Spring 2015 TGs without having heard back from MATC with updated TG. Deb/CAP said they are hearing from a lot more postsecondary students. Suggestion for best practice from Deb: if DVR is requiring students to provide xyz (ex: course schedule) in order to receive TG, then DVR needs to provide a letter in writing clearly stating what are the documents that DVR needs, deadline, and consequences if not provided to DVR by set deadline.

Deb/CAP asked for confirmation on if DVR requires 0 balance on school account to process next TG. Kathleen stated no, we require confirmation that entire TG funds were used for school cost of attendance. Deb asked that we all please bring this back to our WDAs to remind staff of this as she is seeing some staff who are still requiring 0 balance.

Training Grant progress updates from Kathleen

IT development-creation of web portal for TG processing. Had hoped to pilot this in Fall 2015 but this will be pushed back due to STAR. Web portal was tested out last year with a few schools/FAOs and feedback from FAOs was positive.

Policy tools-workgroup continues to work on policy implementations as identified by VSM. TG workgroup is creating a comprehensive tool for postsecondary school with checklists for different stages of the process. The hope is to have a draft completed soon so that VRCs can begin using the tool this summer with students.

VSM-the original TG VSM is reconvening this late Spring to review TG changes thus far and to look at upcoming changes.

Simplifying transportation in support of participation in the IPE-Linda V

Linda said that 20-30 yrs ago DVR provided a set amount of transportation each month (ex: \$30) for DVR consumers to use for any job search related transportation. She wondered if doing a stipend like this again would simplify these ongoing monthly transport services and save processing time for staff. John

stated that our rules for fiscal accountability have become more stringent since the 1980s when DVR was able to provide these transport funds up front. **JoAnna will check with Lorie Lange on the fiscal feasibility of a transportation stipend.**

Break

WIOA -Update on developments DWD and DVR-JoAnna

Stakeholder Presentation—JoAnna shared PowerPoint that is being used by SLT and directors to update DVR staff and local and state stakeholders. Ppt is on the directors SharePoint site for future reference.

Discussion during WIOA presentation:

- Encouragement of local partnering with WIA youth programs. Milwaukee recently made agreement with WIA youth for DVR to pay a placement fee, wages and admin fee to WIA for work experiences for DVR students (students defined as age 14-21 AND still in High School).
- Reminder to follow TAG and make sure transition students are applying for DVR no later than 2 years prior to graduation. Encourage YOJTs and summer work experiences. Research is incredibly strong showing that students who have had two years of summer work experience are more successful.
- Meredeth said that DPI hasn't put out any information to schools on Section 511 (preventing sub min wage path). Linda said she thinks DPI needs to be informing schools now of these changes and she will recommend to WRC that they write letter to DPI stating same.
- Over 9,000 people in WI currently working under a sub min wage license.
- GARs-John updated that once we know what the WIOA expectations are, GARs will be updated with new goals. John feels confident staff will have no problem meeting the new goals.
- Computer connectivity issues in high schools-this is a struggle for some staff.

Working lunch

Teaming Update-WDA report outs and Discussion

Wda 1. 3 teams. Teams so powerful, especially when covering vacant caseloads.
Wda 2. 5 teams total. 1 is a transition team. Teams help cover day to day work.
Wda 3. 3 teams. Cross team for coverage needs. Use team mtgs to review changes, discuss difficult cases, review open POs, review eligibilities.
Wda 4. 3 teams, 1 at each office. Teams all helping with coverage needs. Fri coffee clutch at Oshkosh office for case consult time of about an hour.
Wda 5. 3 teams. One team has so many new staff that they use 1 hr of team mtg for case consult. BSC gives short update at all team mtgs.

Wda 6. 2 teams. Teams do work related outings including farm visit and employer tours. Teams also do out of work activities together. Tuesday morning coffee clutch in Wausau.

Wda 7. 1 team. WDA is very spread out. Most staff are new. Yearly picnic.

Wda 8. 3 teams. Teams meet with vendors twice per year to discuss updates and issues. "Thank you" box to thank team members at mtg.

Wda 9. 2 teams. Up until recently had team liaison that attended both teams. BSC gives report out at team mtgs.

Wda 10. 4 teams. Honor Jar to share thank yous and recognitions.

Wda 11. 2 teams.

Promise. 1 team. Meet monthly for entire day. Always have a motivational interview activity for 30-45 minutes. Part of team (Milwaukee area) meets twice per month.

Central Office. SLT meets daily for 15 min every morning and longer meetings every 2 weeks.

Commonalities between all/most of the teams: monthly meetings, rotate roles, discuss difficult cases, review IRIS updates and policy changes, provide coverage, celebrate successes, help train new staff.

IRIS Enhancement- Direct contact flag-QA suggestion-Kathleen

Would staff use a direct contact tag if it was in IRIS? We need to be able to better measure when direct contact is occurring. Using tags is optional and many staff are not currently using them. There is a current tag for contact but this doesn't necessarily mean direct consumer contact. We discussed not adding another process requirement at this time and not moving forward with a required direct contact tag. Reminder to all staff to make sure case notes reflect direct consumer contacts.

Rapid Engagement DVR and Promise Grant implementation-Kathleen and Sue Kratz

Kathleen shared PowerPoint and tip sheet on rapid engagement. Ppt and tip sheet available from Kathleen for reference. Tip sheet soon to be posted-**Kathleen will email when and where.**

Sue shared that Promise staff use rapid engagement. They try to keep appts under 30 minutes, return phone calls within 1 day, write IPEs asap.

Brian Phillips reminded everyone of the benefit of informal shorter voc evals that can be more fun for consumers. There are many online including Onet and career.missouri.edu/career-interest-game (this is the fun one Brian talked about!).

Consumer Fiscal Responsibility Agreement Posters-Review the language and best practices for use by WDA's. Deb H-G

Deb shared final poster. They were given out at recent director's mtg and they are also available through Kristin Rolling. Kristin is working on translated versions. If there are other ideas for posters that would be helpful to staff or consumers please bring ideas to Policy Academy.

Checkout

Notetaker: Erin Barstad

Catch It First!