

**Policy Academy  
 Meeting Minutes**

July 14, 2015  
 9:00 am - 3:00 pm  
 Aberg DVR Office, 1801 Aberg Ave., Madison  
 In Person



Present:

<b>MEMBERS:</b>	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	– Kara Matheson (term expires June 2016)
	WDA 5	– Caralee Morrison, VRC (term expires December 2015)
	WDA 6	– Patty Noland, VRC (term expires December 2016)
	WDA 7	– Gadeen Taylor-Duke, VRC (term expires June 2017)
	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 Grant	-- Susan Kratz VRC (term expires December 2016)
	CAP	– Deb Henderson-Guenther
	WRC	– Linda Vegoe
	CO	– Enid Glenn, JoAnna Richard, John Haugh and Meredith Dressel
Policy Analysts	– Kathleen Enders & Sarah Lincoln	
Stakeholders	-- Cayte Anderson and John Lui, SVRI; and Tim Tansey, UW-Madison	
	<b>Facilitator – Linda Vegoe</b>	
	<b>Note Taker – Teri Cotrell</b>	

**DVR Update – JoAnna Richard**

JoAnna gave an update on **WIOA DWD developments/status**. JoAnna said we are still waiting to hear who specifically will be involved under this Act at the state level.

Title 1 is the Youth based DOL programs. Title 2 is the Adult Programs like Literacy Councils, etc. Title 3 Wagner Peyser/Job Service, Title 4 Voc Rehab. Also still, want to add UI, Equal Rights and Veterans to the program yet.

TAA will be included in the combined plan. JoAnna stated they still have not made decisions on how we are going to achieve the common progress measures.

We looked at a hand out with the Services offered such as Career Services, Training Services Access to specified E &T activities.

We will have access to programs & activities carried out by one-stop partners, access to data, information and analysis, etc. They still have not made a decision about the TANF program whether is included.

The combined State plan is being reviewed at the Secretary's level. All partners should reach the common progress measures. If anyone does not meet the progress measures then they are not in compliance and this could affect the future of the program. This all needs to be approved and put into place by October.

WIOA for DVR

Section of State Plan drafted – agreements with partner agencies, DPI, DHS, BPDD, etc.

PETS implementation

Funding, staffing and IRIS changes (911 report moving to quarterly and open/closed cases)

New performance measures

How this will work with the 511

**LAB audit.** Could analyze Voc rehab program expenditures and staffing levels in recent years as well of number of individuals served and on the wait list

Will be looking at whether program services provided to a sample of participants were reasonable and allowable under applicable laws and DVR policies. They are also looking at the extent to which the program helped participants to obtain and maintain employment or improved participant's employment opportunities.

They will be looking at patterns in spending, etc. – the audit has begun and will continue this fall and winter

They have 7 staff working on the audit (LAB) and have received 6 data extracts.

Their requests: Access to IRIS, organizational charts for DVR, DVR manuals and policies, names of DVR staff, staffing levels, participants served between October 2011 and March 2015

JoAnna said she feels they are mostly focused on the wait list.

**STAR update.** Right now, we are awaiting definitive dates. Working date of October, 2015

Please complete and assigned training as directed by supervisors.

JoAnna said they cannot make any more changes to IRIS until this is done and they hoped STAR changes would be behind us. The IRIS enhancements cannot be made until STAR is

finished and implemented. One WDA expressed concern of loss of training knowledge due to lapse of time between training and STAR implementation.

Enid Glenn is now the Acting Administrator. She has approved 5 vacancy positions to move forward with filling them

Performance wise we are doing really well, WDA 9 doing well, WDA 10 and 11 also doing great – we should exceed our goals for the year

**Linda - Feedback we got from our WDA's regarding 14 C/Work Permits/School**

**Arrangements by WDA.** WDA 3 reported 3 entities with school arrangements, WDA 4 40 schools, 12 with contracts and 12 students working in sheltered work. WDA 5-61 schools, 16 sheltered workshops with contracts, 110 total students with DVR. WDA 6 No SP reported contracts but did report other relationships. (Presentations, job coaching, work experience sites, tours, day services) WDA 7-20 schools some students attend 1/2 day services. WDA 8-59 schools CRI, CDC have school arrangements, WDA 9- 40 schools. 1 school uses the fitness facility at a location, WDA 10 54 schools, 322 DVR students. WDA 11 Janesville schools have an arrangement with Kandu Industries.

**Linda, Deb - OJT in conjunction with I/TWE – report out of subgroup.**

Looking at the wording of the OJT agreement and TWE's and wanted to change it to be more clear for the vendors in when was appropriate to offer this – maybe working with employers that might not have worked in this kind of thing before, same goes with consumers, etc. to expand to more employers, etc. also discussed roles of the BSC's. The instructions and staff guidance should be updated and include how to use the OJT.

**Pang - Service provider concerns and issues.** She said that the VRC's should learn more about the services and know the guidance papers on these services before they will agree with a service provider to do this service. She has seen that there has been miscommunication and then there have been problems as a result. Also, need to make sure that service providers have the qualifications to do the services that are required of them. Want to know what we can do to make sure all involved are on the same page. Discussed some problem vendor issues.

JoAnna said that they are looking at providers that are not meeting the grade and will be reviewing a list at QA to monitor progress.

Promise Grant staff said when they see poor quality, they decide to change vendors.

John announced that David Knuth (former WDA 5-CCC) is coming to Central Office to be the new Contract Specialist.

**Break:**

**All - Customer Service Best Practice All the WDA's provided feedback – highlights are**

WDA 1 said they really like working with SVRI as they have more of an intake unit. This is something that is working great for them. Other best practices include: rapid engagement, reviewing purchase orders with consumers, 30 day contacts, working as a team player,

Orientations, 3 day turn-around time to return phone calls, attend outreach events, mentoring staff, setting calendar time to return phone calls, providing written expectations for consumers to take with them, talking to the parents more for transition students.

Caralee asked about wanting the ability for us to do texts – for general contacts, or appt reminders John said staff is supported in getting a cell phone – just need to email Denise Warner and ask for one. John said this would be more important as we continue to move into a more youth based service.

**Lunch Discussion- Review membership** Kathleen brought up that some of the terms were going to be expiring in the next several months and that we should look at who can be filling.

**WIOA Rebalancing** Emphasize is on transitioning to a student and disabled youth program concentrating on the most significantly disabled. DVR will have to develop new systems and partnerships to ensure that students and youth are provided the appropriate mix of services and counseling to ensure that they reach integrated, competitive employment. VR is put into a new role of stemming the tide of subminimum wage employment for the most significantly disabled.

Some states have or are contemplating removing subminimum wage laws to bypass this administrative burden.

VR's current capacity is 16,500 active employment plans. Current IPEs are 16,700 with approximately 300 of these are Promise Grant participants.

We have so many things on the plate right now. We have to look at which ones we have to do, which would be nice to do and which ones can we let go right now.

STAR, LAB Audit, Eligibility Pilot, Service Provider Portal, Consumer Portal, Project Search Expansion, Employee Morale, WIOA New Performance Measures, WIOA Job Development Tech Specs, WIOA SE Tech Specs, WIOA 911 elements, Annual to Qtrly reports, WIOA PETS, Training Grant Forms, WIOA 511 Requirements, WIOA, Common Intake, WIOA Common Intake, WIOA State Plan, WIOA Common Case Management, Promise Grant, Biggest one is Turnover and Caseload.

Variable Goals

Goals to move cases faster, rapid engagement reduce time in DVR.

Case aids will be relatively fixed at 54 million

Build service provider capacity for more/better services

Better customer service

Look at what conflicts are that are keeping from rapid engagement.

Biggest spending right now as far as expenditures

Biggest bang items that get us to our goal

Job Development, Trial Work/Work Experience and OJT's

Less effective that costs the most

Farms 5 million for less than 200 cases

Vehicles purchases and car repairs (are they disability related?)

Training Grants

How do we rebalance?

Review farm cases for fee schedule

Review vehicle purchases

Some states prohibit purchases some states do not provide but do not prohibit

Review SSI/SSDI offset and compare to other states

We are the only state to provide an offset and there is no regulation in federal law.

We are looking at changing the fee schedules these things

Farm

Transportation

Training Grant

Biggest expenditures this last year: Job Development, we spent 11 million, Rehab tech farm 6.2 million, Vehicle purchases 2 million, Temp work 5.9 million, OJT 750,000

Estimating we will keep most cases open 24 months for some individuals, 4 years for youth

Linda asked if we might reconsider our OOS categories again

Joanna said she thinks we will not be able to keep our Cat 2 individuals off the wait list

A lot of Cat 3's will end up going to Job Service

John said we might have a lot of Cat 2 that are students that will have to be served in order to meet our percentage required under WIOA for compliance

Average caseload 105 with 84 in IPE.

Case reviews of transportation costs: 153 cases reviewed. Highest number of purchases was in WDA 2 (Milwaukee), lowest WDA 7 (Hayward area).

28% of the time there were not 3 quotes for car purchases.

Did we look at other options? About 1/3 were receiving SSI or SSDI

Average amount a consumer had to contribute 3221.16 towards a car purchase

Was policy or guidance followed?

Some of the things we did not catch when researching a purchase, CCAP was not reviewed

Horror stories: One consumer had multiple OWI's, another tried to sell the car on Craig's list the next day

Linda stated that Staff needs more training so they do not buy inappropriate things, etc.

Farm Toolkit – Amy G and Andrea S presented a draft toolkit because DVR is looking at the amount of money we are spending on our farms plans. The tool kit was created for an existing business:

Purpose: Accommodate a limitation caused by the consumer's disability, not to fund capital equipment.

Many recommendations were discussed. Paying for less expensive options and/or having the consumer pick up the difference. Having a farm expert (like someone from Central Office) visit the farm to assess what the barriers are and what the needs are.

10% of the money is going to 2 percent of population. Are these disability related purchases or Capital investments?

What is reasonable, necessary and appropriate? Deb said that 70% of these farmers work off the farm (statistically) in other jobs.

Deb also asked how are we addressing the needs of these individuals, do we support their other job as a farmer? Do we provide accommodations for that job if it is not the full time job? If we do this for farms, do we do this for individuals that have other jobs? (Example: Working full time here and 8 hours or more at another?) Do we provide accommodations for the 2<sup>nd</sup> job?

Also discussion about whether they are an existing businesses or starting a new farm as a business? Starting a new farm would be covered under Self Employment.

## **Break**

**WDA ideas/feedback WIOA effect.** Kathleen talked more about the rebalancing initiative. She talked about other findings about what are necessary service charges, are we getting the most bang for our buck?

Job Development – Additional training on informed choice, removal of the ERA.

Also looked at:

Begin to track WE by employer and whether employers are using or abusing this option?

Assessments – looked at coding them differently so can track this more.

Thought it would helpful to add job shadowing onto the service fees – especially since we are going to be focusing on youth

Looking at SE services and rewriting the tech specs and whether we want to continue the 8 hour paid work trial. Little appears to be learned from this work trial. We want to not delay services by doing this and maybe move on to doing another option, move forward on writing the plan, etc. rapid engagement.

Looking at systematic instruction instead of job coaching? Benefits analysis – explores further possible changes and includes the Promise grant model at the front end.

These recommendations have been forwarded on to SLT to review so they can look into whether we should continue these or revamp them.

Another thing that was looked at is if TWE needs to be used to fill a work gap or for an assessment versus using it just for someone to just make some money.

Employee GARS: Joanna spoke about Common Measures for staff that will be used in moving forward with WIOA. Recent information was provided to staff.

Current how it is and how it will be once WIOA is in place.

For example, right now currently we look at employment outcomes, rehab rates, competitive wages, significance of disability, average hourly wage statewide, primary source of support

After WIOA this will be measured differently. Entering and retaining employment 2 QTRS, Usual closure plus and 4 QTRS, Median earnings, obtaining an educational credential –HS diploma, post-secondary credential, Skills gains via post-secondary education and training, Effectiveness in serving employers.

Tim asked if the current GARS that would be in effect this September will have these new common measures. Joanna said they will put in some of them in to ease us into this New Year. However, not all will be because not everything is finalized yet.

**Wrap Up-Agenda Items September – report out**