

**Policy Academy Minutes
November 10, 2015
Aberg DVR office**

Policy Academy members introduced themselves and met the new DVR Administrator, Delora Newton, who attended to learn about the role of the Policy Academy.

DVR Administration Updates

DVR and the WRC held a public hearing on the VR part of the WIOA state plan in October. DPI is working on guidance for the schools on the WIOA requirements.

JoAnna provided a handout on the proposed WIOA performance measures. State VR agencies have not received formal guidance from the federal agency yet, so these measures are in draft.

Q: How will common intake be handled? It will be developed at the state level.

Q: How did the PETS designated spending end up? Approximately \$5 million

Q: How do we define and measure “measurable skills gains?” discussion followed on some possible measures; this performance measure will apply to all case closures

Employment outcomes are not one of the WIOA measures, but DVR will continue to collect data for in state use.

Q: Will DVR go back to collect the new performance measures on cases? No. Data collection on the new performance measures will begin in July, 2016.

Q: How will farm and other self-employment income be measured? The plan is to use previous tax returns or comparing the individual's earnings to the industry standard. DVR does not have answers on this area as the final regulations are not published yet.

Q: What about subsistence closures? That is a closure for AIVR program participants, but not counted for state VR closures. Subsistence closures involve work that generates just enough money or food

LAB Audit: DVR has provided a great deal of data so the audit bureau staff can evaluate the data. Many of their requests for clarification related to budget and the use of the waiting list.

DVR Performance/Trends – John Haugh

Wisconsin DVR staff exceeded goals and are already ahead of outcomes for this year. We are preparing for new performance measures and how they will be reflected in the GAR. We will continue to focus on quality. Changes to the GAR will transition to the WIOA measures over the next few years.

Cayte pointed out that the individuals coming from sheltered workshops are not meeting the WIOA performance measures for integrated competitive employment, so their involvement with DVR will align very well with the WIOA performance measures.

How will DVR expand the capacity of supported employment providers? DVR, DPI, and DHS are meeting to address this need and discuss training to expand the service provider pool.

STAR – there have been challenges getting payments processed through STAR. CCCs were approved overtime to address the backlog.

Release #2 – payroll and HR system will convert to STAR. No one will be added to payroll until the transition is completed.

WDA Suggestions for 911 Data Elements – Kathleen Enders

1. SVRI Eligibility Unit collect the data during the intake for those who use SVRI.
2. Collect data through the Job Center registration.
3. Can we import data from other sources that are asking for the same information?
4. Whatever the system of data collection should inform the consumer that the data is being collected. Cayte and Tim pointed out that they have examples of the language used to inform consumers about the data collection.
5. PROMISE grant is collecting much of the same information and it is done in an individual session.
6. Can we incorporate some of these questions into the application form?
7. Common intake means common collection of the data, not necessarily a unit that collects intake information for all programs.
8. Can the state STAR system be used? No it was designed for state agency use. The IT people are currently working on data sharing with other agencies (SSA, DPI, etc.) to pull the data that is missing from the VR data collection.
9. Can the data be updated during the life of the case? Yes for some relevant data. Other data that is meant to reflect a point in time and won't be able to be modified.
10. "Save for later" on the intake form would be useful so the most accurate data could be collected. Example: student intake/application may have information that needs to be collected from the parent.
11. For WDA's that do Orientation sessions, a VR staff person could contact the participant by phone to gather additional information or staff could review the questions with individuals.

Draft Technical Specifications – Lela Yang – PowerPoint provided

New format will remove required service and reporting requirements from the tech specs and include it in the reporting template.
Reports will be uploaded into IRIS.

A new document will clarify the roles and responsibilities of DVR, the service provider, and the consumer.

Discussion:

- recommended providing more referral information to the service provider.
- recommended training for staff (at the WDA staff meetings) on how to do a referral to service providers.
- could we add capability for electronic signatures?
- recommended consistent format for sharing information with the service providers

Service providers will be asked to provide feedback for additional updates.

Feedback from service providers led to eliminating the initial meeting requirement. It will be used as needed in the future.

Job Development Plan will include signature of VRC, consumer, and service provider.

New requirement will include a review of an individual's "digital footprint."

Some updates to terminology and names for the reports are covered in the PowerPoint. Important updates to TWE include monthly reports required, making it clear that the individual cannot exceed the number of hours of the TWE, and the BSC should be involved (notified).

Job coaching report will include dates and hours of job coaching provided.
Supervisor feedback on consumer's progress will also be required.
Quality assurance for job coach performance – need a mechanism to monitor this.

Supported Employment – see power point for the full list of changes in this area
The Career Profile replaces the SE assessment.
The Career Profile is the method used in IPS (Individual Placement and Support)
Use the IPS model for Systematic Job Development
Use Systematic Instruction for Ongoing Supports

Benefits Analysis – pending increase in fees

Vocational Evaluation – address the assistive technology issues and consideration of cultural/disability needs in testing

On the Job Assessment – consumer, VRC, evaluator and employer must review and agree with placement site and job duties

Timeline – SFY 2016

Service provider training for new technical specifications

Staff Training – to be determined

Training for service providers on new skill sets, such as systematic instruction, will be provided by a professional trainer.

Webinar – Connecting Partners and Resources to Prepare Youth for Careers: A Federal Partners in Transition Webinar – power point

www.transitionta.org

www.partnershipsinemployment.com

Transportation Resources and Best Practice Suggestions from each WDA –

There will be staff training provided

WDA 1 – use W-2; WETAP grants; Independent Living Center guidance; vendor private pay

WDA 2 – discuss current resources and help them research alternative solutions that can serve them over the long term; PASS plan to purchase a vehicle; GoPass

WDA 3 – bus, counsel them to look for work close to home; car pool; county level transportation resources

WDA 4 – Bus buddy (training); Creative consultants provides unique transportation; Volunteer driver program for \$3/ride; Earn a Bike program; Go Transit's Access to Jobs; Valley Transit Appleton; Kobussen special transportation (vans) for non-bus route trips;

FVTC – free bus for students

WDA 5 – GB bus pass is \$35;

WDA 6 – relocate into the city; IL Center for budgeting assistance related to working; cost share with Family care; wheels to work low interest loans; bicycles; Menomonie reservation transportation service

WDA 7 – discuss networking with family, friends, neighbors; Fat Tire bikes; limited bus services; North Country ILC volunteer drivers;

WDA 8 – pay reimbursement to family members; bus; taxi;

WDA 9 – relocation – is there guidance on when DVR can assist?

There is inconsistency on how long transportation assistance for TWE; recommended a transportation case note so a VR staff person can see what was discussed; Let other partner agencies know that VR is not purchasing cars; Keep track of transportation friendly employers in the WDA

WDA 10 – Supported employment vendor may repurpose their transportation vehicles; motorized bikes; scooters; hotel shuttles; ADRC volunteer driver program; Employer funded bus pass with Madison Metro

WDA 11 – Work in wheels loans; Youth – behind the wheel driver training (to encourage safer driving); shuttle service; Lift volunteer driver; WIA voucher for gas

PROMISE – W-2; Go-kid-go; cabs; U-pass; ABLE Act financial literacy; PASS; wheel in works low interest loan; JAL – Job Access Loan;

Uber? – consumer must have an app and credit card; most vehicles are not accessible

Employer incentive to encourage car pool, ride share;

College student ride boards; Library ride boards

Service providers cannot provide transportation as part of the job development contract but they can provide transportation as a separate service – thus having the insurance to be a transportation service.

Recommendation that a list of sites

Question on repairs of vehicles? – if repair is in the IPE, honor current commitments;

There will be a study hall end of November with implementation December 1, 2015.

Process Improvement from the Consumer Perspective:

Comment: Counselor should not refer the consumer on to the supervisor when the counselor does not support the request.

Counselor turnover raises frustration.

Encourage staff to explain the process more than once and expect to have to repeat the information.

Establish a process on how you notify a client when the counselor has left or case assignment as changed.

Meeting with a person without reading the DVR file makes the person feel insignificant.

Summary case note helps the next counselor be better prepared to provide continuity.

Perhaps consumer focus groups would be useful.

Check out.

Next meeting will be done remotely through the audio-video system.