

Articles:

Consumer Success Story

Motivational Interviewing

WDA 2 Great 8

What's New/ Updated on the Web

Statewide IPE Training

Access to Health Care Services

SSA Timely Progress

DVR CO Staff Moves

Training Needs Assessment

Thank You for a Job Well Done

Staff Updates

Consumer Success Story

Alexis Malloy scans photo prints to convert the images to computer files for a customer of A.J. Special Services.

A DVR consumer, Alexis Malloy, was recently featured in her hometown newspaper, the Muskego-New Berlin NOW.

Alexis is president and owner of A.J. Special Services, a company that provides repetitive clerical services including copying, scanning, shredding and stuffing envelopes. In addition, Alexis provides in-home child care, often lending a hand for mothers who are at home but want extra help watching the kids.

You can read the full story about Alexis at <http://www.newberlinnow.com/>

WI DVR Motivational Interviewing—It's Here!

by Bob Hovey, DVR Training Officer

Motivational Interviewing (MI) is a short-term counseling style that shows great promise in the field of vocational rehabilitation. Efficacy has been measured in other fields such as chemical dependency and health care. While the effectiveness of MI in VR is assumed, it has yet to be comprehensively researched.

VR agencies in Washington, Missouri, Michigan, and Minnesota have begun statewide implementation of Motivational Interviewing. Some of these states are reviewing how they can now measure outcomes. Measuring outcomes late in development is problematic. None of the above mentioned states have employed outcome measures from the start. This is where Wisconsin comes in.

TACE 5, in coordination with Fong Chan from the University of Wisconsin Madison, and consultants key to the MI project in Washington State, will assist Wisconsin in MI design and implementation. Wisconsin will be the first VR agency in the country to undertake a statewide initiative of this sort, with points of measurement in place from the beginning.

MI Training will take place in two phases. Classes offered during Phase One are listed below:

MI 101 for Staff – The target audience is for all staff that has significant contact with our consumers. Primarily, this would be VRCs and CCCs that have a caseload or work very closely with consumers. This is a two day course and has pre & post built in measurements.

MI 101 for Supervisor – The target audience is for all WDA Directors, VR Supervisors, and SLT members. This program focuses on MI tools that help with Leadership and Supervisory skill sets. This is also a two day course and has pre & post built in measurements.

MI 102 for Selected Staff – To be selected for this program, you must have completed MI 101 for Staff. You learn and practice advance MI skills. This is also a two day program with a follow on one day report out day, and there are a few daylong calls along the way. There is also pre & post built in measurements with mentorship review.

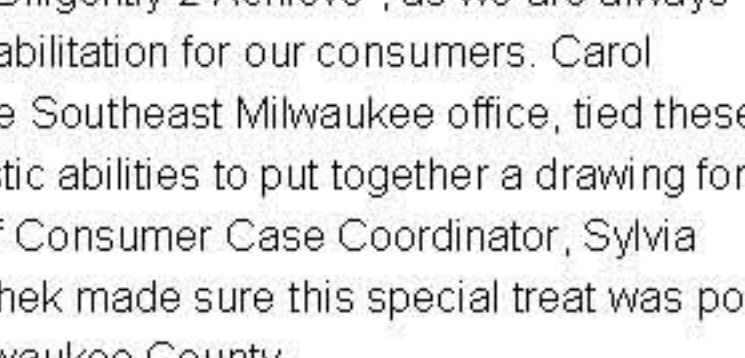
MI 201 for Selected Supervisor – To be selected for this program, you must have completed MI 101 for Supervisors. This is a one day program with mentorship review and open discussion on various techniques.

Phase Two will look a lot like Phase One with only a few changes. If you are interested in this wonderful training opportunity, please stay tuned. Thanks and I hope to see you all in the classroom soon!

WDA 2 "Great 8"

by Michelle LaBelle and Pam Ziegler—VRCs, Milwaukee

Our Area Director, Lea Collins-Worachek, challenged WDA 2 staff to come up with creative ideas that would represent our WDA on a cake to be shared with all. Milwaukee staff members collaborated, and a unique cake was designed.



Stephanie Erbes, DVR Counselor from the Northeast Milwaukee office came up with the idea of hands from a variety of hues of the human family that held up the letters "DVR", to represent the multicultural diversity within the WDA 2 community for which we are proud. Tim Trokan, a DVR Counselor from the Southeast Milwaukee office, decided to revamp the acronym WDA 2 to be "Working Dignity 2 Achieve", as we are always aiming to achieve vocational rehabilitation for our consumers. Carol Ramos, a counselor also from the Southeast Milwaukee office, tied these ideas together and used her artistic abilities to put together a drawing for the cake decorators. The help of Consumer Case Coordinator, Sylvia Campos, and Lea Collins-Worachek made sure this special treat was possible to the dedicated staff in Milwaukee County.

DVR Counselors, Pamela Ziegler and Michelle LaBelle presented the cake during November's WDA 2 staff meeting with Senior Leadership Team present. Pam and Michelle presented the cake and shared another collaborative effort. With the assistance of colleagues, WDA 2 came up with our own "Great 8". These meaningful words accurately describe the members of our WDA and the work they do with consumers. WDA 2's "Great 8" are: Committed, United, Dynamic, Supportive, Enthusiastic, Diverse, Patient, and Courageous.

What's New/Updated on the Web

- [Policy Academy Minutes](#) (November of 2011)
- [Policy Academy Minutes](#) (January of 2012)
- [Social Security's Timely Progress Requirements Tip Sheet](#)
- [QJT Payment Processing Procedures](#) (CCP mailbox name added)
- Including Services on Transition IPEs
- [Your Free Ticket to Work Services – Not Rehabilitated](#) (DVR-16848-P)
- [Your Free Ticket to Work Services – Waiting List](#) (DVR-16849-P)
- [Your Free Ticket to Work Services – Rehabilitated](#) (DVR-16850-P)
- The following four documents have been updated on [DVR's Social Security webpage](#) (due to the increase in SGA amounts):
 - Financial Reimbursement for Employment Documentation Guidance / Follow Along Services
 - SSA Process Chart (Flow Chart)
 - Checklist / Responsibilities When Working with Social Security Consumers
 - Responsibilities When Working with Social Security Consumers

Statewide IPE Training

by Linda Rapp, DVR Policy Analyst

In October and November, the IPE training team traveled to all the WDAs and completed training for all staff.

For many of you, the training was a review of the IPE policies and procedures. The training highlighted the underlining values found in the Rehabilitation Act of respect for a consumer's individual dignity, respecting his/her ability to take personal responsibility, to make decisions and to pursue a meaningful career. Additionally, the importance of comprehensive assessments in achieving successful outcomes, the Great Eight, goals and services, and progress measures were topics that were covered.

As a final step, we have asked the WDA Directors to "check-in" with you on how you incorporated something you learned from the training in your day-to-day work with consumers. You will be asked to identify and share any techniques, strategies, or change you have made in working with consumers as a result of the training.

Access to Health Care Services

The Wisconsin Department of Health Services Maintains listings of low cost or free health clinics. The lists can be found at this link: <http://www.dhs.wisconsin.gov/health/primarycare/index.htm>

SSA Timely Progress

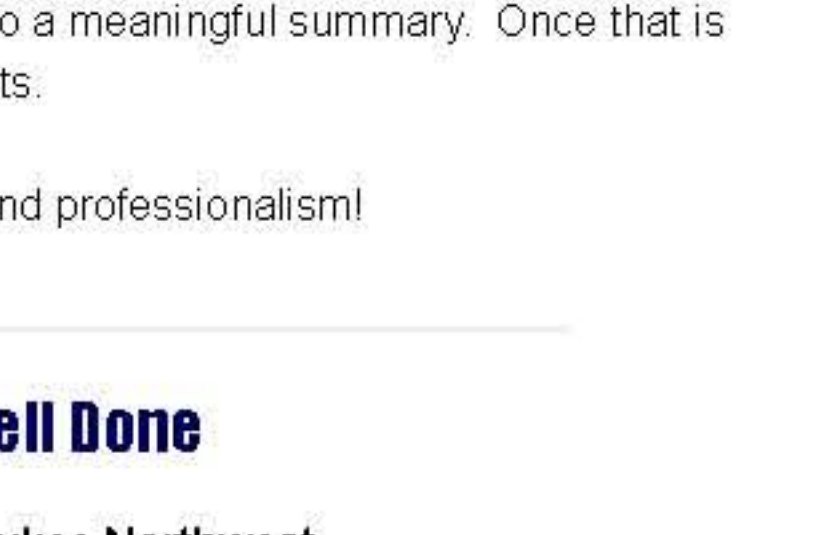
A tip sheet to help staff and consumers better understand Social Security's Timely Progress Requirements was recently developed. You can contact Allison Gordon with any questions.

SSA Timely Progress Requirements Tip Sheet:

http://dwdworkweb/dvr/social_security/timely_progress_tip_sheet.pdf

DVR Central Office Staff Moves

Several staff in the DVR Central Office recently moved to different cubes in A100 in GEF I. The moves put all CCP staff in one area, provides space for the new DVR cold case unit and creates efficiencies for Central Office support staff. The next time you are in CO, stroll through A100 to see your co-workers' new homes!



A cube was set aside for surplus supplies and furniture during the CO staff moves.

Training Needs Assessment

by Bob Hovey, DVR Training Officer

We have completed our Division-wide Training Needs Assessment and what a response we had! It was conducted during December 2011 and January 2012. This assessment was in support of DVR's planning set forth in the State Plan. The assessment's purpose was to gain greater alignment between DVR's five (5) training's purposes and the perceived training needs of DVR staff.

Over the next few weeks, we will be work on sifting through the data that was collected and putting it into a meaningful summary. Once that is done, we will release the results.

Again, thank you for your time and professionalism!

Thank You For a Job Well Done

Larry Schultz — VRC, Milwaukee Northwest

I really wish to express my sincere thanks to you and all the fine people associated with DVR that I have been involved with over the years for the kindness and support that I have received. Have a wonderful new year and again thank you.

Brock Hansen — VRC, Madison

Happy New Year! Things are going very well now. Yes, we are up and running and still working hard to get everything working properly. THANK YOU!!!! FOR EVERYTHING!!!! You have been a pleasure to work with. All the best in 2012 and beyond.

Patti Johnson — Director, WDA 1

(email sent to Mike Greco from VRC Sandy Ellsworth)

Not sure how often supervision receives praise from staff -- but, I would like to send some forward for Patti.

I just met with a consumer and he is a VERY interesting case - he has been through multiple counselors, vendors and most importantly jobs. He has held (some for only a day) 172 jobs in 9 years. This has to be a record. Part of this, as you can imagine, is that he is not managing/acknowledging his limitations. He has amazing skills in obtaining work and little skill in maintaining.

The consumer and I had come to an impasse -- he just wanted a vendor to just "find him a job", and I was not willing to do this unless the consumer was willing to "slow down" and actively participate in the process. I provided him his rights, including his right to contact my supervisor.

Long story short -- he contacted Patti between Christmas and New Year's; per the consumer, they had a wonderful conversation that has really brought him to a point that I now believe that rehabilitation can happen!

This is not the first time this has happened, and I am sure will not be the last -- when a supervisor could take a stance of "you have the right to appeal, etc..." BUT instead really assisted the consumer in re engagement. This kind of support allows counseling to be effective and the process to move forward for all parties.

A huge thanks to Patti for making the rehab process move forward.

Jerry Jorgenson — VRC, Ashland

CESA #12 would like to thank you for your time and support of our Future Quest 11, held on January 6, 2012.

We appreciate your giving our students great information, advice, and a wonderful experience to help them plan for their futures.

Your kindness and consideration of these young people is greatly appreciated!

Cindy Zwald — VRC, Dodgeville

(letter received from a consumer's attorney)

I am happy to inform you that (consumer's name) disability claim was allowed in full by an ALJ at a hearing in Madison yesterday. He is now entitled to receive monthly income and is eligible for health care. This will obviously make a huge positive difference in this young man's life.

Thank you for going to the trouble to write the letter of December 7, 2011, to me concerning this matter. It was very useful to the Judge in deciding Richard's claim. This young man is very fortunate to have access to such caring professionals as you.

Staff Updates**New Faces/Transfers:**

- Brienne Burke, Consumer Case Coordinator – Milwaukee South (Permanent from Project)
- Kari Larsen, Consumer Case Coordinator – Milwaukee NW
- Allen Hardy, Consumer Case Coordinator – Milwaukee NE
- Demetria Burke, Consumer Case Coordinator – Milwaukee NW
- Cheryl Schiltz, Consumer Case Coordinator - Madison