

FFY 2016-20 DVR STATE PLAN WRC RECOMMENDATIONS

(The WRC will provide their feedback and recommendations at their October 2015 meeting and through the public hearing process.)

WRC Recommendation #1:

We recommend that the DVR Administrator provide updates to our council on the status of budget items that affect DVR funding.

DSU Response:

The DVR Administrator will continue to provide quarterly updates to the Council and, on the status of the MOE commitment and other budget items that affect DVR funding, including any third party proposals.

WRC Recommendation #2:

We request that the DVR Administrator provide our council with quarterly updates on the wait list numbers, staff vacancies, and VR Counselor caseload numbers by Workforce Development Area.

DSU Response:

The DVR Administrator will continue to provide the Council with quarterly updates on the wait list numbers, staff vacancy numbers and the continued operation of the Order of Selection procedure. The resources of the vocational rehabilitation directly impact the quality and effectiveness of the program and believe these updates help to improve VR services.

WRC Recommendation #3:

The Business Service Consultants have increased employment outcomes as well as increasing the business community's awareness of DVR. We recommend that DVR move to make these positions permanent so DVR will have a consistent point of contact in each Workforce Development Area.

DSU Response:

Employment outcomes are the top priority and WDVR appreciates the WRC's partnership in seeking improvements and solutions. DVR agrees to keep the Council updated on strategies used to positively impact employment outcomes, including the progress of the new 20 project positions who will serve as Employment Specialist. Along with the sharing of their progress and success, WDVR will share their

observations and any labor market or business trends. WDVR will continue to work with DWD human resources staff to determine options for continuing to include Business Services Consultants as part of the DVR staff contingent.

WRC Recommendation #4:

We recommend that DVR bring together a state workgroup on job development services to estimate the current and future capacity needed, the training needed to prepare job developers in a variety of methods, the training mechanism (ex. current training methods vs. a technical college curriculum), and the funding mechanism that would pay based on the service need rather than the funding source.

DSU Response:

WDVR agrees with this recommendation and will convene this important group to identify best practices, share possible protocol techniques and ways to ensure consistency and adequate training for the service providers.

WRC Recommendation #6:

Our council has received feedback that offices in our state's larger urban areas have higher staff turnover. Turnover leads to more time spent on interviewing, training, and results in less experienced counselors working in the areas with higher caseloads.

We recommend that DVR consider independent methods to gather feedback from staff. A recent recommendation suggested independent exit interviews of staff to learn what factors have more or less significance.

DSU Response:

WDVR agrees with this recommendation and will work with departmental human resource specialists to review compensation, retention tools and techniques, employee engagement, and workplace and life balances to reflect generational motivational efforts. WDVR is also reviewing new approaches to reduce management time during the recruitment effort.

WRC Recommendation #7

We request updates on the PROMISE grant at our quarterly meetings to learn and share best practices on working with youth with disabilities.

DSU Response

DVR very much looks forward to sharing with the council the progress of all pilots and projects and steps taken by DVR to improve our services and outcomes.

WRC Recommendation #8

With the new requirements of WIOA related to serving youth with disabilities, the WRC recommends that DVR reconvene the workgroup that initially designed the Memorandum of Understanding between DVR, DPI and DHS related to transition services for youth with disabilities, and expanding the workgroup to include new stakeholders as defined in WIOA.

DSU response

DVR is actively working with DPI and DHS to adjust the MOUs that provide guidance for services to youth.