

DVR WDA Administrative Meeting

July 28, 2009

Present: Charlene Dwyer, Patti Johnson, Amy Grotzke, Kim Pomeroy, Randy Sommerfeld, Craig Wehner, Suzanne Lee, Jean Rogers, Mike Greco, Manuel Lugo, Cindy Cain, Lea Collins-Worachek, Tom Draghi, John Haugh, Joseph D'Costa, Allison Gordon, Linda Raap, Les Mirkin

Administrator's Update

Charlene

- Reviewed handout on funding, carryover, ARRA impact, etc.
- **Message to staff is that we have sufficient funding. Feel free to share handout information with staff. Not anticipating any layoffs.**
- We will be requesting a maintenance of effort waiver.
- Case loads will increase: 16319 IPEs projected for 2011. Ramping up slowly to make handling these numbers doable.
- Under spent in placement outcomes which are caused by current job market.
- Reviewed ARRA Funds handout outlining focused initiatives and how we will be tracking the ARRA funds. **Share with staff that ARRA will help us decrease the waitlist and fund on the job hiring initiative.**
- **Ask teams to really focus on the job ready group of consumers**
- Will send out to managers RSA guidance on OJT initiative

Manuel

- IRIS update: In the process of getting final approvals. Have the funding from Social Security funds and ready to start the update. Target date to complete phase one is 1 year.
 - This is a high priority and workloads should be readjusted for staff involved as necessary. Staff who are involved in the workgroup have been delegated authority to make decisions directly with the programmers. Workgroup will meet every 2 weeks to review decisions so individual decisions can be changed, if needed.
- Video Conferencing: Discussed current experiences & encouraged staff to use as much as possible to gain experience & to work through any problems we encounter.

Mike

- Suzanne is available to do dashboard mentoring & the goal is to use video conferencing to accomplish this.

Overview of DOC/DVR Pilot in Racine County

Patti

- The goal of the pilot is effective transition for incarcerated individuals with disabilities to DVR. Working with 30 shared consumers.
 - Short term outcomes: Completing eligibility/OOS while incarcerated. DVR will start services if appropriate based on timeframe for release.
 - Long term goals: Track the value of upfront work. Does upfront work result in quicker employment & improving effective linking with VR?
- Director should let teams know that when receive these transfers, there will be follow-up & will track these consumers as they move to other areas and transfer to offices for services
- Suzanne suggested connecting with the new VRC via video conferencing to make a personal connection in the receiving office
- Pilot generates a quarterly report if anyone is interested in receiving that.

Business Plans: Quality Plans and Submitting to Committee

Jean, Allison

- Received a question from the field that identified three problem areas in the self employment committee process. They are
 - Plans coming through incomplete
 - Case noting that gives more detail on the decision making, etc is not complete
 - Most of the plans had identified no outside funding
- Tom shared information on how they have addressed these issues in their WDA
- Discussion followed on what WDA Directors have experienced in their WDAs.
- Recommendations from discussion:
 - More training needed. Those individuals who have been instrumental in setting up effective programs can be a resource.
 - Rolling requirements: Concern of CAP's. If VRCs do necessary upfront work, this will eliminate in many cases the rolling requirement issue.
 - Involve teams to develop a process for an for an intermediate step of review before going to committee
 - Include in individual GARs self employment upfront review responsibilities.

BCS Performance, ARRA Plan, Position Fills

Mike

- *Current DVR Caseload Activity Analysis for FFY through Refresh Date 2009* handout was discussed.
- Budget: We have sufficient funds and should be working to develop services to move people into employment
- 37 vacancies: Doing some filling of vacancies.
- Cleanup of case loads:
 - This is the time to do that because of the activation schedule
 - Make sure staff understand why it is important to do the cleanup before the end of the fiscal year.
 - Case load cleanup is ongoing. Suggestion: attach cleanup to 30 day contact process.
- Joseph asked directors to take back to the field the importance of entering accurate Federal Requirements

Introduction to New Controlled Correspondence System: Sharepoint

Kristin

- Demonstrated ETC site which will be a Sharepoint site for all staff to use to work on various documents.
- **Important:** Go to drop down menu. Must click on "check it out" to work on document in order for changes to be saved. Then brings you back to document listing page and click on the name again to work on it. If you just open it and make changes, the changes will not be saved. It will prompt you to check it back in.
- **It is the field's responsibility to attach in IRIS the PDF with the consumer's signature.**
- 10 working day turnaround time. Treat controlled correspondence as a priority.

Overview of DVR-Hosted Vendor Summit

Tom, Randy

- Provided overview of Richard Pimentel's training and handed out *Working with People With Disabilities*

DVR Training Grant: Private and Out-of-State Training Issues

John, Patti, Linda

- Discussed various TG issues: Consideration for providing additional living expenses, how to determine if attending out of state school is the lowest cost option to reach IPE goal, etc.
- Considerations for attending private/out of state school is agenda item for August Policy Academy.
- Discussed option to provide some flexibility on how to approve partial payment or negotiate with consumers who want to attend out of state/private school. Concerns that now if we do not agree that Oos/private school is the lowest cost option, the only option the consumer has is to appeal it – have no flexibility to negotiate something halfway.

Scanning

Enid

- Reviewed DVR Centralized Scanning Update handout with directors.
- Feedback on using right fax:
 - Positive feedback. Quick process for saving letters
- Requested feedback on how to handle large medical records received. Several WDAs are sending letters or giving consumers records. Some WDA sending letter to doctor instead of asking for copies of medical records. Shared ideas on what is working,

Badger Care Plus Enrollment Fee

Kim/All

- If there is a VR purpose which is included in the IPE then DVR can pay the enrollment fee.
- There is a waiver for individuals who are considered homeless and some other WDAs are exploring other options for those who could qualify for waivers.

Discourteous/Abusive Consumer/Parent Calls: Central Office and Field

Mike, Manuel, Charlene

- Discussion on how to handle these kinds of calls
- Good to give CO a heads-up that the person may be calling and the issues involved.
- For some consumers it is important for the field and CO to work together to come up with a consistent message to give a particular consumer.
- Discussed the importance of/how to objectively case note behavior. Well documented information and the discussion with the consumer is helpful if the consumer goes to CAP because CAP has been very good at reinforcing appropriate behavior with the consumer

Alternative Work Pattern Agreement

Joseph, Mike, Jean

- Reviewed with directors Local Agreement Alternative Work Pattern Agreement Draft for WSEU 2748.
- Must have documentation of performance to back up denying alternative work schedule
- Schedules: Employees cannot arbitrarily change PTA hours without supervisory approval. Must have supervisory approval for any adjustment in PTA schedules.
- Travel time must be included in work time, and we need to be consistent.
- Consult if you have questions.
- Have determined that team meetings are a business need so staff cannot miss team meetings due to alternative schedules

Teams

Jean

- Team names: Are some of the team names projecting a professional image?
- Good time to discuss team names since names are more public now
- The department has instructed us to look at all we do as a Division to make sure we are projecting a professional image.
- Take some time to review your local team names & work with your liaison from Team Works, if you need guidance
- Team Works would like to fill VRC and CCC openings on Team Works and asked the directors to think of potential candidates.

OJT Training With Vendors

- Seemed to go well. Lots of questions and audience seemed very interested
- Amy provided OJT information on *Old Way* and *New Way* and requested directors' feedback.
- Discussion regarding vendors who don't get monthly reports to us on time. We can say we are holding payment until we get all back log reports. If this happens repeatedly, we will take you off the vendor list.

Managers Meeting
July 29, 2009

Present: Amy Grotzke, Tom Draghi, Kim Pomeroy, Anna Eggebrecht, Julie Wilke, Patricia Lerch, Jon Haugh, Craig Wehner, Jean Rogers, Manuel Lugo, Mike Greco, Cindy Cain, Suzanne Lee, Mark Poffinbarger, Meredith Dressel, Leslie Mirkin, Lea Collins-Worachek, Enid Glenn, Randy Sommerfield, Jim Schumacher, Bob White, Rick Clark, Patti Johnson, Kathleen Enders, Allison Gordon, Linda Raap, Deb Henderson-Guenther, Lorie Walker

Administrators Update:

- Awarded over 10.1 million in ARRA funds. Divided between SFY10 and SFY11.
- OJT Initiative. Negotiated directly between DVR and the employer. Covers 50% of first 90 days salary and fringe benefits. Hope to have 780 hires from this initiative. This incentive is directed towards smaller employers although can be used with larger employers but less of incentive for those companies. Allows DVR to develop direct relationship with employers. This is aligned with how RSA sees the economic incentive for employers.
- 1100 cases/month being activated for the remainder of this year. Open cases will be over 16,319 by end of SFY11. This will be the high end. Will then decrease caseload. Local management has authority to look at caseloads and distribute/reassign cases as appropriate. Included in handout provided.
- Service spending is down. Figures included in handout provided. Carry over will occur.
- Budget information discussed. DVR was granted Maintenance of Effort.
- Vacancies. There is a 10% vacancy rate mandate. We have 37 vacant positions- surpasses the 10% vacancy rate. Will keep 32 vacant to prevent layoffs. Milwaukee will be getting 4 positions filled.
- 5,800 consumers in status 20. Need to focus on moving these consumers into employment.
- Cost reimbursement dollars are being used currently for training, program equipment, etc.

Vendor/Job Coaching- contracts

- We are obtaining requests to fit services into the contract system that do not fit in the system.
- Not everything we do needs to have a contract.
- Anything that is not a contracted services we can proceed without a contract.
- If a vendor states that they only provide a part of a contract or a certain area- they would not meet the contract specifications. We can work with them as an un-contracted vendor to provide services that are needed for a specific consumer.
- Allows for informed choice of the consumer and individualized planning.
- Example: If a consumer needs job coaching and "Uncle Joe" is willing to provide the service, this would be off the contract. They would not meet our specification because he is only working with one consumer. Since it is off the contract we would also negotiate the price. Need to ensure "Uncle Joe" is qualified and able to provide the job coaching. If he needs some training to provide the service to the consumer we can look at providing that.

Transition Policy and Practice Training

- PowerPoint handout and Short Version of the TAG provided. The Short Version of the TAG is available on workweb
- Areas of concern currently around the state:
 - We can not accept applications prior to graduation.
 - We can accept applications prior to graduation. Please refer to the language in the TAG.
 - Family Care- areas of state are at different stages in process and have different practices.
 - Ensure they know we are about integrated employment and they should be partners at the table. Hopefully MOU/TAG will help with this.
- Cindy will be following up with WDA's on areas where concerns have been raised. Directors/supervisors need to follow-up with staff and ensure the information is clear and policy/procedures are being followed.
- Have START team members present in your WDA- a refresher of the TAG. They are working on developing a training.

Secretary Gassman Presentation

V Drive:

- DVR has reduced documents in V drive by 60%.
- Asked to go through the excel document provided to see if V drive shared service set-up/ levels are appropriate. Please take time to go through this.
- Will be provided a report on how well staff are improving on cleaning up their email.
- Staff should still continue to clean up their folders.
- H drive and V Drive- consumer information should not be placed here.
- Will set up a demo for the managers on SharePoint.

New Vendor/Provider Local Vetting Process

- Looking at vendor standards and vetting process. Professionalizing process.
- Example of standards: Felony convictions. Can not just say a vendor can not have a felony conviction. Needs to be related to the work they will be doing.
- If vendor is not vetted by local WDA, will not be accepted at CO level.
- Monitoring performance of vendors.
- We are not responsible for providing vendors with business.
- Will be required to complete the computer security training.
- No more vendors are being accepted this year. A WDA will have to request an exception if they feel a contract should be developed with a vendor that did not have a contract in place by July 1, 2009.

Coaching Tools and Techniques

- Tools to help your team mature and having leadership from within the team.
- Jean will send out the materials discussed.

OOS Training Provided by Linda Raap and Allison Gordon

Social Security/ Ticket to Work/ Cost Reimbursement

- Summary of ERI services. Handout provided. Please include on list as local EN's.
- We do not recommend specific EN's. We can provide them information to help make an informed choice.
- We need to make sure we are getting wage documents in file prior to closure.
- TTW training will be beginning in August.
- **Starting Oct. 1st- all 26 closures for SGA and TWW be reviewed by supervisor prior to closure to ensure all requirements are met.**
- Schedule of training will be coming out- Mandatory training. If staff can not attend training in your WDA should attend a different session.
- RSA will be looking at these cases when they come to review WI in March 2010.
- Suggestion to reinforce stating expectations of wage stubs in orientation sessions.

Training Grant Increase

- What if an exception request has already been approved to cover some or all of the DVR unmet need?
 - If DVR unmet need is totally covered through exception, not eligible for additional.
 - If DVR exception only covered part of unmet and the exception was under \$500, could get remainder of amount up to the \$500 dollars to account for the new TG annual amount of \$4500.