

Wisconsin Rehabilitation Council

Full Council Meeting Agenda

November 20, 2025

9:00 A.M. – 2:30 P.M.

DVR Office in Stevens Point

2801 Hoover Rd
Stevens Point, WI 54481

Microsoft Teams Meeting

[Meeting Link](#)

Meeting ID: 240 331 968 756 5 **Passcode:** xd69ax25

To join by phone only, call (608) 571-2209 **Phone Conference ID:** 461 903 400#

9:00 – 9:15

Roll Call and Introductions

Announcements

Quorum Check

Approval of Minutes

- August 2025 meeting
- Order of Selection update meeting

2026 Meeting Dates

9:15 – 12:00

Strategic Planning

Heather Laakso, DWD Program & Policy Analyst

12:00 – 12:30

Working Lunch – New Member Engagement Activity

12:30 – 12:45

Public Comment

12:45 – 1:30

DVR Administrative Update

Meredith Dressel, DVR Administrator

1:30 – 2:15

Committee Updates

- Council Engagement Committee

- Performance Measures and Quality Assurance Committee
- Policy Review and Administration Committee
- Services to Business Committee
- Executive Committee

2:15 – 2:30

Review Action Items and Identify Future Agenda Topics

2:30

Adjourn

*Public comment is limited to the time listed on the agenda. Comments can be sent at any time to: DVRWIRehabCouncil@dwd.wisconsin.gov.

*Comments sent to that e-mail box will be read to the full council at the next meeting unless a specific subcommittee is listed. If a specific subcommittee is listed, comments will be sent directly to them and reviewed at their next committee meeting.

A Statement of Mission

The Wisconsin Rehabilitation Council, working on behalf of Wisconsin residents with disabilities, will review, analyze, and advise the Division of Vocational Rehabilitation (DVR) regarding the performance of its responsibilities in providing quality services to persons with disabilities.



Strategic Planning

Next Steps

Heather Laakso

Review of Steps Taken to Date

- Consolidated potential areas of focus from two key documents:
 - 2024 Comprehensive Statewide Needs Assessment (CSNA)
 - 2024-2027 WIOA Combined State Plan
- Shared top priorities/gaps with WRC members
- Administered survey to all WRC members to identify top areas of focus



Plan for Today

- Review survey results
- Review WRC Mission, Vision, and Values
- Create subcommittees, identify goals, begin work
- Brief overview of next steps



Survey Overview

1. Please rank the potential areas of focus in order of priority, with the top (#1) being the most important to you.

		Explore disparities in services and spending
		Training for service providers to effectively provide services to consumers
		Increase awareness and outreach of DVR services in secondary and postsecondary settings
		Capacity building of service providers (e.g. virtual services, expansion of existing providers, streamline existing documentation, ensure consistency in understanding of technical specifications)

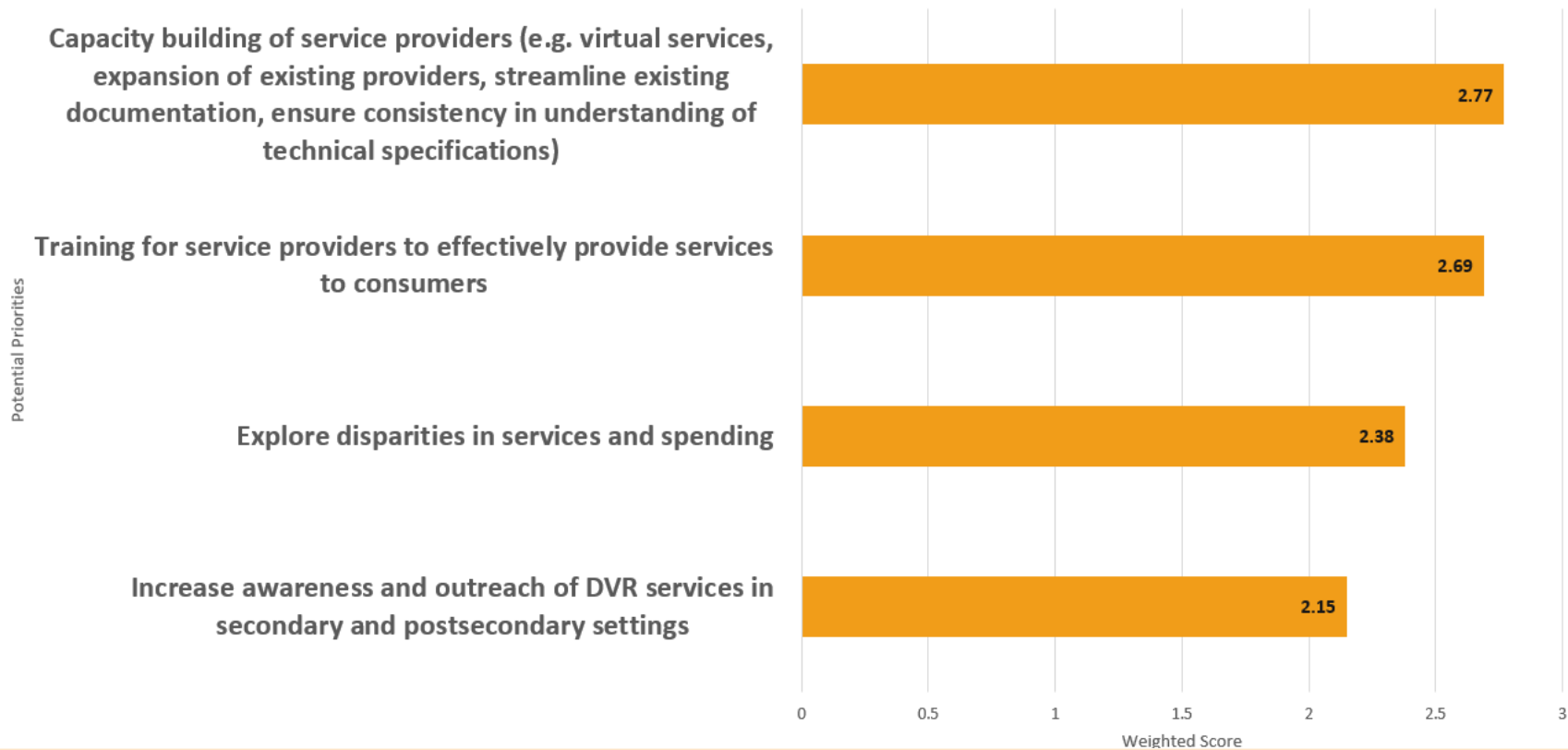
2. Explain why you believe the #1 priority you identified is important.

3. Are there any other priority areas not identified above that you believe should be one of the TOP THREE priorities addressed in the WRC Strategic Plan?



SURVEY

QUESTION 1: Ranked Areas of Priority



SURVEY

**QUESTION 2: Explain why you believe the #1 priority you identified is important.
(General: Includes all 4 priorities)**

Themes:

- Service Quality and Effectiveness 24%: 6
- Provider Capacity and Training 24%: 6
- Service Delivery and Expansion 12%: 3
- Service Accessibility and Equity 8%: 2
- Consumer Needs and Interaction 8%: 2
- Consumer Awareness and Outreach 8%: 2
- Program Co-Enrollment and Employment 4%: 1
- Disability Support Knowledge 4%:1
- Youth Services 4%: 1
- Counselor Expertise 4%:1



SURVEY

QUESTION 2: Explain why you believe the #1 priority you identified is important.
(General: Includes all 4 priorities)

service providers important
disabilities **services** counselors
need consumers DVR providers
Building capacity



SURVEY

QUESTION 2: Explain why you believe the #1 priority you identified is important. (Related to “Capacity Building of Service Providers”)

Five respondents identified “Capacity Building of Service Providers” as the #1 priority. In the narrative explanation of for reasoning behind prioritizing this area, responses were all connected to ensuring that consumers have access to all of the services they need. Expanding the methods of service and building capacity in some areas (such as rural counties) is vital to meeting the needs of consumers.



SURVEY

QUESTION 2: Explain why you believe the #1 priority you identified is important. (Related to “Training for Service Providers”)

Three respondents identified “Training for Service Providers” as the #1 priority. In the narrative explanation of their reasoning for prioritizing this area, responses connected to ensuring that providers have the skills and knowledge they need to consistently provide quality service throughout the state.

Note: Five respondents identified “Training for Service Providers” as the second-highest priority.



SURVEY

QUESTION 3: Are there any other priority areas not identified above that you believe should be one of the TOP THREE priorities addressed?

Themes:

- Organizational Structure and Standards 25%: 2
- Consumer Process Optimization 13%: 1
- State Budget Planning 13%:1
- Job Counselor Training 13%:1
- DVR System Performance 13%:1
- Federal Legislation Impact 13%: 1
- Mental Health Disability Support 13%: 1



Top Takeaways: Breakout Groups

- As a group, discuss the survey results, specifically focusing on the top two areas identified within the survey:
 - Capacity building of service providers (e.g., virtual services, expansion of existing providers, streamlining existing documentation, ensuring consistency in understanding of technical specifications)
 - Training for service providers to effectively provide services to consumers
- Collectively identify which of these areas your group believes should be the central areas of focus for the WRC Strategic Plan. Determine how broad or narrow a focus you believe should be taken.



Top Priorities

CAPACITY BUILDING OF SERVICE PROVIDERS

TRAINING FOR SERVICE PROVIDERS

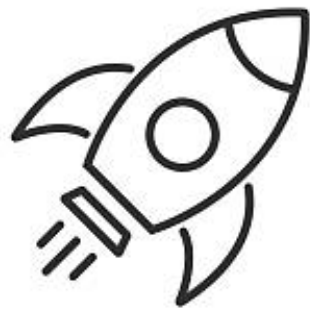


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Review of Mission, Vision, and Goals



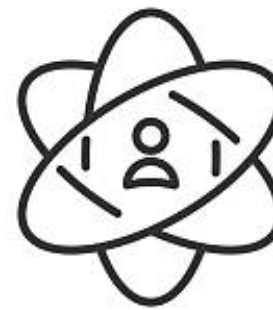
Mission

Why you exist right now



Vision

Where you are going



Values

What you stand for

Mission

The Wisconsin Rehabilitation Council (working on behalf of Wisconsin residents with disabilities) will review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality services to people with disabilities.



Vision

The Wisconsin Rehabilitation Council will be a catalyst for the emergence of DVR as a leader in the development and implementation of effective service programs and advocacy for people with disabilities throughout our state. It is our vision that people with disabilities will enjoy full equality of opportunity, complete integration in the life of our communities, and appropriate employment which fulfills each individual's needs and aspirations.



Values

- **Build partnerships** among people with disabilities, providers of service, advocacy organizations, and those other groups that can and should participate in the accomplishment of the mission and vision of the organization.
- **Forge a spirit of trust and cooperation** with the administration and staff of DVR and advocacy organizations for people with disabilities so that the use of scarce resources for accomplishing the mission and vision are optimized and conditions are created for acquiring additional resources.
- **Reach out to people with disabilities** throughout the state so as to create a true spirit of inclusion for every citizen including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.
- **Hear and respond** to the concerns and issues raised by people with disabilities, their advocates, and other concerned individuals so that the work of the Wisconsin Rehabilitation Council is as effective as possible and we are able to truly be a catalyst for positive change.



Subcommittee Focus Areas

- **Create two subcommittee groups with specific areas of focus:**
 - **Values:** Reshape the current WRC values to be written more clearly as “beliefs” or “guiding principles” rather than action items.
 - **Strategic Plan:** SWOT analysis and write strategic goals.
- **Establish groups/connections/next steps today**



Group #1: Reframe Values

1) Reflection and Brainstorming:

- Reflect on purpose
- Analyze existing behaviors
- Brainstorm

2) Refine and Define Values:

- Evaluate the relevance and importance of each value
- Clarify the meaning of each core value with a clear definition to avoid ambiguity
- Create actionable, specific values that can be communicated in a few words



What are Values?

- Core values are the fundamental beliefs and principles that guide an organization's actions and shape its culture.
- Common organizational values include:
 - Innovation
 - Communication
 - Inclusion
 - Accountability
 - Collaboration





How to Write a Values Statement

Respect & Authenticity: *We believe in connecting to the heart of the matter as demonstrated by listening actively and acting with respect and authenticity.*



<https://onstrategyhq.com/resources/how-to-write-core-values/>



Group #2: Develop a Strategic Plan

1) Determine Areas of Focus:

- Evaluate survey data and identify focus area(s)

2) Evaluate and Analyze:

- Conduct a SWOT analysis
- Propose specific strategies or recommendations to capitalize on strengths, address weaknesses, seize opportunities, and mitigate threats
- Develop goals and objectives



What is a Strategic Plan?

- A strategic plan is an actionable roadmap for achieving the mission and vision.
- Strategic plans span across 3-5 years and outline specific goals, objectives, and strategies.
- Common Components of a Strategic Plan:
 - **Strategies** – Strategies are one or more ways to use the mission statement to achieve the vision statement.
 - **Goals** – These are general statements of what needs to be accomplished to implement a strategy.
 - **Objectives** – Objectives provide specific milestones with a specific timeline for achieving a goal.



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STRATEGIC PLAN

GOAL 1:

Increase the capacity of SRCs through education & training.

GOAL 2:

Enhance the NCSRC infrastructure at regional and national levels.

GOAL 3:

Establish partnerships which build a stronger alliance, while advocating on behalf of the public vocational rehabilitation system.

(affirmed November 2007)

<https://www.ncsrc.us/strategic-plan>



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STRATEGIC PLAN 2020-2022

To guide the work of the State Rehabilitation Council (SRC), the Council develops a strategic plan. The 2020-2022 Strategic Plan has three overarching strategies with corresponding objectives, which are reflected in quarterly meeting agendas and SRC committee goals.

	STRATEGIES	OBJECTIVES
1	Increase marketing and outreach to individuals with disabilities, employers, and potential partners, including colleges and universities	a. Develop proposal for outreach, including leveraging social media and sharing success stories b. Identify strategies that can be achieved within the timeframe of the strategic plan c. Promote and/or implement the outreach strategies identified by the SRC
2	Honor people's life choices by assuring that the Individualized Plan for Employment (IPE) goals and service provision are consumer-driven/ consumer-focused	a. Review how VR is measuring casework quality and recommend new measures as the SRC finds appropriate b. Identify measures of consumer satisfaction with their involvement in their IPE to establish baseline data c. Monitor and evaluate performance on consumer satisfaction with their involvement in their IPE
3	Facilitate the development of the VR program's capacity to improve service delivery capacity and staff and leadership training	a. Evaluate continuously the VR program's service delivery capacity and staff and leadership training b. Review available documents, data, and dialogue with division staff c. Offer input and make recommendations for improvement

During every quarterly full council meeting, the chair reviewed the three goals and corresponding strategies to highlight progress and guide the Council's priorities. In September, the Council voted to forfeit the standard subcommittee meetings, virtual listening session and public forum, and to postpone Central Regional updates until 2023. Instead, members held a brainstorming session to establish new goals and/or modify existing goals in advance of the SRC Strategic Plan 2023-2025 and to develop strategies to achieve these goals over the next three-year cycle.

- <https://www.ncdhhs.gov/nc-state-rehab-council-2022-annual-report/download?attachment>
(Page 6)

Take the Survey

- Values: Evaluate WRC values in relation to the mission and vision. Reshape the current WRC values to be written more clearly as “beliefs” or “guiding principles” rather than action items.
- Strategic Plan: Evaluate survey results, conduct SWOT analysis, and write strategic goals.

<https://www.surveymonkey.com/r/G7GJ699>





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Group Meetings Today

- Start with introductions:
 - Name
 - Reason for being a part of the WRC
 - One skill or area of interest related to the subcommittee topic
- Identify a group spokesperson
- Exchange contact information
- Schedule subcommittee meeting
- Begin work on tackling the area of focus (values or strategic plan)



Values Subcommittee: Tasks Today

- Evaluate existing values and their relationship to the WRC mission and vision.
- Extract key values, and begin work on creating succinct, actionable, specific values



Strategic Plan Subcommittee: Tasks Today

- Review the strategic plan samples
- Evaluate the top priorities that we narrowed down as a group
- Begin brainstorming manageable strategies (if time)



Wrap-Up

- Reflection of group discussions
- Next Steps
 - Subcommittees should have scheduled an independent meeting and should expect to report the results of their work at the next WRC meeting, which will tentatively take place in February 2026



Next Steps and Timeline

- Proposed Plan After November Meeting:
 - Two subcommittee meetings with two reports in between meetings to the larger group to get feedback and identify the larger theme across areas of focus.
- Timeline:
 - Subcommittee Meeting #1-December or January
 - Subcommittee Report to Full Group-February
 - Subcommittee Meeting #2-March or April
 - Subcommittee Report to Full Group-May
 - Finalize Strategic Plan-June





Vocational Rehabilitation

DVR Quarterly Update

Meredith Dressel - DVR Administrator

Wisconsin Rehabilitation Council – Nov. 20, 2025

Program Year (PY) 2025 Outcomes

For cases closed as of 10/22/2025:

PY 2025 Closures	All Cases	All SE Cases	All Non-SE Cases
Total Successful Closures	1076	180	896
Average Wages Earned Per Week	\$485	\$163	\$550
Average Wage Per Hour	\$17.17	\$12.62	\$18.08
Average Hours Worked Per Week	25	12	28
Private Insurance	339	40	299



Federal Fiscal Year (FFY) DVR Budget

- FFY 2024 budget reflects final federal award and applicable state match. Match requirement was met to carry over unobligated federal funds.
- FFY 2025 budget has now been finalized.

FFY	BUDGET	EXPENDITURES
2024	\$89,605,936	\$89,605,936
2025 to date	\$110,818,481	\$104,488,533

**Data current as of 10/23/2025. Budget for 2025 includes all applicable state match. State GPR match funding has not changed during the reporting period.*



Pre-Employment Transition Services (Pre-ETS)*

Total Purchased Expenses FFY25: **\$13,828,234**

WDA	Consumers	Expenses
1	318	\$971,836
2	417	\$1,382,092
3	512	\$2,004,878
4	464	\$1,643,683
5	370	\$1,433,004
6	336	\$1,531,562

WDA	Consumers	Expenses
7	149	\$413,905
8	306	\$1,169,678
9	204	\$618,408
10	479	\$2,098,629
11	172	\$560,559

**Data current as of October 22, 2025*



RSA Negotiated Measures

Indicator	PY2024 Actual	PY2024 Negotiated Level	PY2025 Negotiated Level	PY2026 Negotiated Level
Employment (Second Quarter After Exit)	53.9%	57.1%	57.4%	TBD
Employment (Fourth Quarter After Exit)	51.7%	54.9%	55.1%	TBD
Median Earnings (Second Quarter After Exit)	\$3,435	\$3,537	\$3,645	TBD
Credential Attainment Rate	41.7%	41%	41.5%	TBD
Measurable Skill Gains	67.6%	61.5%	62%	TBD



Top Things Happening in DVR

- October: National Disability Employment Awareness Month.
- State Plan Modifications.
- Reviewing and updating Service Provider Technical specifications.
- DVR New Case Management System Development: Vocational Information System for Tracking Advancement (VISTA).



DVR Internal Workgroup Updates

Policy Academy

- Our last PA meeting was in July 2025.
- Canceled September meeting.
- Next meeting Nov. 11, 2025.



DVR Internal Workgroup Updates

Quality Assurance

- Met in October 2025.
- Completed repeat consumer review and status 28 and 30 closures review. Will be going over both with area directors and supervisors in November.
- Next review is on Supported Employment cases.



DVR Internal Workgroup Updates

START

- Meeting Nov. 4.
- Funding Drivers Education FAQ .
- DVR paying for technical college while a student is in high school.
- School Liaison update and review.
- Discussion around providing services to students with behavioral issues in collaboration with schools.



DVR Internal Workgroup Updates

AsTec

- Did not meet in October 2025.
- Working on developing survey to understand DVR staff needs from AsTec.
- Reviewed Assistive Technology trainings provided to staff, as part of State Plan.

DVR Internal Workgroup Updates

SenseAbility

- Last met Aug. 12, 2025.
- Presenter from WESP-DHH Summer Institute – Cori Sandall.
- Presenter from I-re-adapt – Dany Rizk.
- Reviewed and discussed “Corrective Lenses Purchasing Guidance” and “Hearing Aid Policy”.
- Discussed success stories, hearing aid case review and future meeting topics; next meeting, Oct 28, 2025.



DVR Internal Workgroup Updates

Workplace Wellness

- Updated the team charter.
- Looked at using digital care for musculoskeletal health.
- Volunteers for You, Me and SLT events.
- Brainstormed financial and community wellness activities.



DVR Staff Trainings Update

August 2025: Training Grant Process Review and Project SEARCH.

September 2025: Importance of SSN and Case Association Process in IRIS; Comprehensive new staff training sessions; WIOA virtual training.

October 2025: Partners with Business; WIOA Roundtable in Wisconsin Rapids; Annual Meeting/Training for Business Enterprise Program (Blind Vending Operators).

November 2025: Cognitive behavioral therapy with Dr. Jacob; Moving Up-Down-and-Around (education on employment advancement for staff); Client Assistance Program training; AgrAbility/UW-Extension Trainings; fiscal training.



New Mediation Requests 7/01/25 – 9/30/25

- DVR received zero mediation requests.



New Appeals Requests 7/01/25 – 9/30/25

DVR received five appeals requests:

- One closed case, denied by DHA
- One open case, dismissed
- Three open cases, currently pending



Appeal Hearing Outcomes FFY 2025

Fifteen total appeals:

- Three decisions rendered
- One rehearing denied
- Two withdrawn by consumers
- Three DVR motion to dismiss granted
- Two resolved by parties
- Three pending
- One denied by DHA



Questions?





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