

MINUTES
WISCONSIN REHABILITATION COUNCIL
May 4, 2023
9:00 AM – 2:30 PM
UW-Platteville Baraboo Sauk County
1006 Connie Road
Baraboo, WI 53913

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.

WRC Member Attendees:

Alan Kaltenberg, Alexis Riggs, Alicia Reinhard, Deb Henderson Guenther, Dr. Debbie Lee, Liz Kennedy, Gadeen Taylor-Duke, Jenny Felty, Joalyn Torgerson, Jolene Wanek, Kyle Kleist, Lindsey Kreitzman, Lori Karcher, Natalia Graf, Norene Lueck, Dick Straub, Steven Wheeler, Ann Franz, Megan Bisonette

DVR Staff:

Kay Schoone, Sarah Kuehn, Tania Hanford, Meredith Dressel, Deanna Krell, Kathleen Enders, Allison Gordon, Anna Eggebrecht, Andrea Simon, Jen Klein

Guests:

Daughter of Lori Karcher, Jennifer Espinoza-Forlenza (DRW/CAP)

WRC Members Absent:

Michael Jackson, Antrice Brown, Edward Kastern

Roll Call and Introductions

- Members introduced themselves.

Announcements

- Delora is out sick today. Meredith will be covering her agenda items.

Quorum Check

- We have quorum.

Approval of Minutes – February 2023

- Motion to approve minutes – Allen and second by Alicia – approved.

Committee Updates and Committee Member Approvals:

Council Engagement Committee

- Met in November 2022. Recruiting for new members, will send a notification to any members who are eligible for a second term including instructions on how to do that.
- All members need to recruit new members. Vacancies include three advocates and one business/labor representative.
- Deb will send a reminder to all members that includes information on how a person can apply to be a new member.
- Motion by Dick to appoint Lindsey to the Performance Measures and Quality Assurance Committee. Seconded by Liz and approved.

Policy Review and Administration Committee

- Committee has been meeting monthly.
- Transportation issues have been one focus of the committee. The WRC will get an update on this topic later in the meeting.
- Reviewed DVR training grants and DVR Hearing Aid Checklist.

Services to Business Committee

- Have not had a formal meeting due to quorum issues. Set a scheduled time for meetings moving forward.
- Patti Johnson provided some updates on Services to Business and set some goals for the Committee.

Annual Report Workgroup

- No updates

Executive Committee

- Committee has met to set agendas, provided feedback on DVR State Plan, set up the WRC SharePoint site to save documents, and put a focus on the Executive Committee as a feedback opportunity to the other Committees.
- Discussed that Robert's Rules of Order as written in the WRC Bylaws are a bit confusing around how WRC can have individuals who are not WRC members on Committees as well as having a Subject Matter Expert (SME) to participate on a committee as needed.

- The Executive Committee will draft language changes to the bylaws to clarify the allowance of former WRC members to participate on Committees.
- Members felt that we should allow former members as Committee members and SME to present to committees. If someone has not been a former member, they will not be allowed to be appointed to committees. This does not include SME.
- Dick asked for a definition of a SME. They would be invited to attend a committee but would not be a formal member and cannot vote.
- Lori expressed concern with recruiting new members if we allow former members to serve on committees with no set timeframe.
- Alan proposed that the timeline for formers members to participate on Committees is two years. Others agreed to the timeline.
- The former WRC member and the SME can't vote.
- Steven will draft some bylaw edits to address the issue of committee membership for the Executive Committee to review.

Performance Measures and Quality Assurance Committee

- Finalized State Plan recommendations and forwarded to Executive Committee.
- The recommendations have been shared with DVR. Awaiting DVR's response to the recommendations.
- Reviewed the DVR Goals for the State Plan and provided WRC input. DVR will share their response at the June WRC Executive Committee.

CAP Report Disability Rights Wisconsin – Jennifer Espinoza-Forlenza

- Her background is as an Ombudsman for Managed Care through DRW
- Currently recruiting for an attorney to be assigned to CAP. Jennifer also supports CAP activities for DRW.
- Reviewed specific CAP representation.
- Outreach to Independent Living Centers (ILC) to educate them on the role of CAP for ILC's.
- Developing new consumer friendly materials to explain CAP.
- Streamlining consumer intake by phone and through website/email.
- Shared a case example for an ILC consumer and explained the process they use to assist those consumers.
- Kyle provided an explanation of ILC's and the five services they provide. Those services include Information and referral, IL skills training, Peer support, Individual and systems advocacy, and Services that facilitate transition from nursing homes and other institutions to the community, aid those at risk of entering institutions, and facilitate transition of youth to postsecondary life. ILC's also focus on rehabilitation technology (loan and demonstration), Work

Incentive Benefits Analysis, Self-Advocacy training, and Pre-ETs Services. Some of them run volunteer driving programs, as well as accessible affordable housing education. ILC's are all represented the Wisconsin Coalition for Independent Living. This body provides support and lobbying. ILC's are State and Federal funded as well as their fee for service activities.

State Plan DVR Goals Review

Deanna Krell, Director DVR Bureau of Management Services



State Plan PY24 thru
PY27 DRAFT Goals.do

- Deanna reviewed the six goals in the document.
- Deb asked for an explanation of Staff Engagement. Deanna explained it to mean that when we engage staff, they are more productive, happy, feel safe and are more likely to stay with DVR. DVR has put a strong focus on employee engagement and are using a survey to gauge where our staff are at.
- Some of the feedback on the State Plan Goals from the WRC will become strategies under the six goals.
- WRC Committee members noticed that there was a difference of opinion on the percentage of wage increase goal. DVR settled on 10% increase in the average hourly wage. 10% would be \$1.70 increase. DVR includes Supported Employment in this average calculation. Supported Employment consumers work a lot less hours and tend to make a lower wage.
- DVR will continue to work on refining these goals and create strategies under each. This information will be shared with WRC.

WRC Officer Elections

- Chair, Vice-Chair and Member-at-Large and will serve until May 2025.
- Nominations have been made and were asked to include some bios to share with the WRC.
- Dick, Liz and Kyle have been nominated to date to fill these positions. WRC will take nominations from the floor today and a second is not needed.
- Results of the election will be announced after lunch.
- Chair nominations – Dick Straub – Motion to close nomination by Noreen, seconded by Alan and passed.
 - Deb shared Dick's Bio.
- Vice-Chair nomination – Liz Kennedy – Motion to close nomination by Jenny F., seconded by Noreen and passed.
 - Deb shared Liz's Bio

- Member at Large nomination – Kyle Kleist and Liz Kennedy – Motion to close nomination by Jolene seconded by Noreen and passed.
 - Deb shared Kyle's Bio

WRC Officer Elections Results

- Chair is Dick Straub
 - Steven Wheeler gave an exiting address
 - Dick Straub gave an incoming address
- Vice-Chair is Liz Kennedy
- Member at Large is Kyle Kleist

Working Lunch

Competitive Integrated Employment (CIE) Plan Overview

Sarah Kuehn, DVR Program and Policy Analyst

- Stakeholder Input Session May 22nd at 11:30.
<https://publicmeetings.wi.gov/view/23316a9f-32aa-44ad-85a9-1c95334b3f97>
- Completed introduction and overview of Act 178.
- DVR is lead on this but is required to bring in partners. CIE interagency workgroup was created. They worked on drafting the plan. This is required every two years.
- A service provider work group was also created.
- A joint agency leadership team reviews and approves the plan and annual reports.
- Reviewed Executive Summary, Guiding Principles, and Performance Improvement targets.
- CIE website is where data/documents are housed.
- Review of DVR specific activities. Noted correlation between DVR state plan and CIE Plan.
- The new plan is for state fiscal year 2024-25 and starts July 1, 2023.
- Gaining input from stakeholders via email and virtual meeting. All input for stakeholders on May 22 at 4:30 p.m.
- Once the plan is finalized after the Stakeholder Input Session it will be sent to all three department secretaries for final approval before it is sent to the Legislature on June 30, 2023.
- Legislature requires DVR to send an annual report of CIE activities by June 30 of each year.
- WRC recommendation for transportation to expand collaboration with additional agencies.
- Benefits from process of collaboration:

- Interagency collaboration is starting to be nationally recognized, and the committee has been asked to present on their collaboration.
- Helping each member to avoid activity repetition with other partners.
- Data collection and collaboration has been very helpful and useful. Noted Informational Graphics are being used to make data understandable.

Public Comment – 12:30 – 12:45pm

- None

DVR Administrative Update

Delora Newton, DVR Administrator

- Meredith Dressel is completing this as Delora Newton is absent.
- Reviewed Program year 2022 Outcomes.
 - Review of performance measure required by WIOA.
 - Status 26 are successful closures.
 - Status 28 are individuals who did not reach the goal in their plan to be counted as a successful closure.
- Review of Federal Fiscal Year DVR Budget
 - DVR receives funding each year from the Rehabilitation Services Administration. DVR has two years to spend the money and must return any portion not spent within 24 months. DVR is actively monitoring spending to make sure no funds must be returned.
 - Discussion of how information is pushed to staff to inform them about helping to support use of the budget.
 - SLT (Senior Leadership Team) visits, BlueJeans with Delora monthly virtual meetings, and local district management oversight.
 - Review of bureaus in DVR SLT and their roles.
 - DVR has a Dashboard that has up to date analysis of budget spending and other data. This data is also regularly review with local district managers and directors.
- Review Pre-Employment Transition Services (Pre-ETS)
 - President Biden's proposed budget for FFY 2023 includes a seven percent increase.
 - Discussion of DVR cost sharing with other partners and braided services. DVR does have to consider comparable benefits.
 - Under WIOA, DVR is mandated to spend 15% of their federal funds on Pre-ETS services. This would be for students with disabilities who are 21 and under in post-secondary and/or secondary training. If this funding is not used in a fiscal year, that funding expectation is rolled into the next year's expected budget of spending on Pre-ETS. DVR would also be

considered in non-compliance with the federal grant if they do not spend the 15% funds per year.

- DVR SLT spend three days in mid-April at the Council on State Administrator's of Vocational Rehabilitation (CSAVR) discussing fiscal management.
- WRC noted DVR has had some trouble accessing Milwaukee public school building to connect with DVR Students in Milwaukee area.
- Review of Existing Business Employment & Wage Assessments
 - EWA is Employment and Wage Assessment – looking at taxes for last 3 years to confirm individuals are making above minimum wage as part of the business.
 - DVR is also working on updating their Self Employment Policy – for individuals wanting to start a small business.

Lunch Break – 15 mins

- Review of Assistive Technology Fee Schedule Exception Requests
- Review Governor Evers' DVR Budget Items
- Review Statewide Service Provider Meeting – Deanna Krell
 - Review of DVR Service Provider portal and additional training needs.
 - The statewide meetings are in addition to local district service provider meetings.
- Top things happening in DVR:
 - At any given time, DVR has about eight percent staff openings.
 - DVR is making progress in CPA grant (Career Pathways Advancement). Have about 3 ½ years left on this grant. DVR goal is a minimum of 500 consumers enrolled in the grant.
- Review Internal Workgroup updates:
 - Policy Academy
 - It is made up of one representative from each WDA (12 individual districts across state), two individuals from SVRI and SLT/Policy Analysis
 - Quality Assurance
 - START (Statewide Transition and Reaction Team)
 - AsTec – Assistive/Adaptive Technology Team
 - SenseAbility – Team to support individuals with Sensory Loss
 - Update working on Eye glass guidance.
 - UW-Oshkosh reached out to DVR for support with assisting students with visual impairment/blind. Team working on feedback for them.
 - Workplace Wellness Team
 - Employee Resource Group

- DVR Staff Training Updates
- DVR Senior Leadership Team (SLT) Visits
- DVR has not received any new Mediation requests during last time period.
- DVR received four appeal requests during last time period.
- Review FFY 2024-2027 State Plan Process
 - Review of timeline
- DVR Outreach Plan Update
- DVR has a New Financial Literacy Dashboard
 - Was rolled out a couple months ago.
 - Continue review if additional resources need to be developed.
 - Question from WRC about consumer who has family support participant in service. DVR replied that family supports can be a part of the service provided to consumer. Also noted a number of financial literacy services are free and family members can also use them. Deb noted DVR may be able to support family financial literacy as part of helping consumer reach their long-term job goal.

Service Provider Transportation Update

Deanna Krell, Director DVR Bureau of Management Services

- DVR completed review of survey sent to providers.
 - DVR is moving forward with allowing service providers to transport the consumers in privately owned vehicles when they are already being served for specific situation on an as needed basis.
 - Timeline is to implement this by July 1, 2023. DVR does have to give 30-day notice anytime items are added to service provider agreement. They also need to notify local staff of the change. DVR completed consultation with legal counsel and other partners prior to this decision.
 - DVR will update the service provider agreement so they would have to check a transportation box to provide the new form of transportation to consumers. This will signify that they satisfied all requirements to provide this transportation.
 - For a provider to transport a consumer they will need to have a commercial business auto policy (one-million-dollar minimum coverage). Currently providers are required to carry workers comp and commercial liability coverage.
 - This service is an as-needed option, not all service providers have to provide transportation services. Some service providers already have transportation divisions that DVR may already be supporting.
 - This would be in situations where other transportation services haven't already been arranged. Not intended as a regular/routine source of

transportation and only when the service provider is willing to provide this service on an individualized basis.

- DVR will be monitoring this the provision of this service. Future decision may be made regarding continuation of this service.
- About 30% of providers agreed they would be interested in doing this.
- WRC voiced concern that providers may not be willing to support this as they are not getting paid for the service. WRC is hoping in the future, DVR could pay for this service.

Review Action Items and Identify Future Agenda Topics

- Steven will draft some bylaw edits to address the issue of committee membership for the Executive Committee to review.
- Motion by Dick to appoint Lindsey to the Performance Measures and Quality Assurance committee, seconded by Liz and approved.
 - This appointment was approved by vote and no other action is required.
- Inquired about future agenda items?
 - No items

Adjourn

Steven Wheeler offered a motion to adjourn, seconded by Liz Kennedy and Kyle Kleist. Meeting adjourned.

*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.