

Wisconsin Rehabilitation Council

May 9, 2019 – Rothschild, WI

Meeting Minutes Approved 08/08/19

Present WRC Members: Matt Busch, Becky Hebda, Jason Ostrowski, Barbara Klug, Julie Barker, Delora Newton, Deb Henderson-Guenther, Cathy Steffke, Debra Notstad, Jaclyn Borchardt, Ann Wales, Mollie Lonetti

Absent WRC Members: Tom Benziger, Jodi Hanna, Antrice Brown, Patrick Young, Matthew Zellmer, Darla Burton, Beth Swedeen (call-in), Ramsey Lee (call-in)

DVR Staff: Tom Draghi, Meredith Dressel, Allison Gordon, Sarah Lincoln, Anna Eggebrecht, Patricia Sugden, DWD Deputy Secretary JoAnna Richard (call-in)

Guests: Steven Corfman (DRW), Season Schmitz (IBA Resources), Terri Lannan (Lannan Career Services), Sarah Lyngdal (ERI)

Call to Order: Matt Busch called the meeting to order at 10:00AM.

Roll Call and Announcements

- DVR's Patricia Sugden will be the main point of contact for WRC moving forward for invoices, accommodations, etc.
- Quorum not met with only 10 of 22 voting members in attendance. Need 13 voting members for quorum.

Review of November 2018 and February 2019 Minutes

- Minutes cannot be approved due to lack of quorum.

Old Business

- Matt asked if the Youth Apprenticeship webinar that Darla Burton presented was recorded. If yes, to better manage WRC meeting time, Matt requested that the recording be shared with WRC in lieu of Darla presenting at WRC.

- The Council requested a refresher training on the Robert's Rules of Order at a future WRC meeting.
- Becky Hebda requested an orientation for new members. Matt asked to hold the request until after Delora's WRC Roles and Responsibilities presentation, to help the council decide if additional information is needed.
- Deb Henderson-Guenther asked if the Council is taking any action since last meeting's CSNA report presentation. WRC will wait until after today's CSNA Overview presentation by Meredith Dressel, Matt Busch, and Jaclyn Borchardt to discuss next steps.

New Business

- The Council discussed transportation as a potential barrier to consistently reaching quorum at meetings and how to address it.
 - Beth shared that BPDD helps arrange carpooling and Badger Bus tickets and car rentals.
 - Delora will look at federal regulations to see if DVR can assist in paying for car rentals.
 - The WRC Executive Committee discussed that a WRC member missed the meeting today due to transportation issues.
 - If WRC members are having transportation issues, Matt encouraged them to reach out to him or Patricia Sugden for assistance connecting to low-cost transportation options.
 - Debra Notstad said she has an accessible van in the Madison area and offered to be listed as a resource to provide rides.
 - The Council solicited ideas from members on how people with barriers may more easily attend WRC meetings.
- It was noted that transportation for people in rural areas is included in the CSNA, and Deb Henderson-Guenther requested clarification if the CSNA identified rural areas only or statewide. Delora confirmed that transportation was identified in the CSNA as a barrier statewide, not only in rural areas.

- Deb Henderson-Guenther mentioned that even if someone has access to public transportation, it can add 1-2 hours per day and can still be challenging for those with physical barriers.
- Mollie Lonetti asked if the Council can oppose the proposed gas tax on the grounds it will disproportionately affect people with disabilities and people experiencing poverty.
- Cathy Steffke mentioned interest in a presentation on Individual Placement and Support (IPS). Matt Busch suggested this as a lunch hour presentation topic at a future meeting.
- Deb Henderson-Guenther shared that WIOA is up for reauthorization and that Council members are welcome to make comments.
- The National Rehabilitation Association is considering a change in VRC education credentials requirements back to master's degrees.

Public Comment

- One public comment was received via WRC email.
- Received May 2, 2019: Consumer wanted to inform WRC of mishandling of his case from WDA 2 (Milwaukee County).
- WRC does not get involved in individual cases, but Matt Busch contacted Consumer with information about the next WRC meeting.
- Deb Henderson-Guenther clarified that CAP does not assist with discrimination cases, as they are handled through Equal Rights.

Agenda Item: DVR Administrative Updates

Delora Newton, DVR Administrator

- Program Year 2018 Successful Employment Outcomes to date equal 2,755. It is unlikely that DVR will reach the PY 2018 goal of 4,000 for several reasons, primarily due to DVR serving increased numbers of students and individuals with more significant disabilities. Cases for these groups tend to be open longer than the average DVR case.
- 511 Interviews Update
 - Beth Swedeen asked why the number of interviewees has decreased so quickly and if it is known where 14(c) exiters are

going. Delora answered that UW-Whitewater is currently working to develop a mechanism to track this.

- Beth noted that they may be retiring, going to DVR, or going to employment independently. Joanna Richard added that some 14(c) employers are now paying at least minimum wage.
- Staff Vacancy Update
 - DVR has 10 open positions, including one supervisor position, though some have already been filled awaiting start date.
- DVR Referral Form
 - DVR will re-write questions in the online referral form and turn them into statements. The question asking if the person must apply for services to keep services elsewhere will be omitted.
 - The revised referral will go to the DVR Policy Academy for review and will be added to IRIS before the next WRC meeting.
- Wisconsin Act 178: CIE Legislation
 - Several suggestions from the public comment session on February 27, 2019, were incorporated into the CIE Plan.
 - Ramsey Lee asked that materials developed be made available in English and Spanish. DVR mentioned that materials are regularly translated to Spanish and Hmong as needed.
 - Deb Notstad suggested keeping in mind those who are Deaf or hard of hearing and those with visual impairments when developing materials. Meredith noted that anything posted online by DVR is accessible for screen readers and we also consider the reading level.
 - Next Steps: CIE Workgroup is seeking draft plan approval from State Superintendent and DWD/DHS Secretaries. The final CIE plan will be submitted to Governor Evers and the legislature by June 30, 2019. The current proposed plan is on the CIE website available for public to review: dwd.wisconsin.gov/dvr/cie/.
- Service Providers for Supported Employment (SE)
 - WDA 2 has providers with a waitlist of at least 12 months for SE services.

- Staff has provided helpful feedback about this and other issues facing WDAs. DVR is discussing options regarding payment for SE services including the rate and frequency of pay, the basis of pay (hourly or lump sum), and whether providers should receive compensation for travel time between appointments.
- Beth Swedeen asked if DVR is discussing these issues with MCOs, and Delora said yes. Beth also asked if consensus had been reached across all departments on standard payment practices. Delora answered that we are not there just yet.
- Deb Henderson-Guenther asked if technical specifications or fees may differ between WDAs. Meredith noted that DVR is considering different technical specifications for rural areas, and Tom Draghi said a DVR workgroup is reviewing this possibility now and how to serve providers to ensure DVR has quality SE statewide. DVR is also considering SE rates based on the order of selection category of the consumer.
- Jaclyn Borchardt asked for a timeline for changes given the potential to lose more providers. DVR is working to expedite the process, but timeframes to finalize changes have not yet been established.
- Becky Hebda asked how service providers were identified to be as part of workgroup. DVR asked WDA Directors to recommend providers. Becky suggested DVR inform providers who their local point of contact is to share their input with the workgroup.
- Matt Busch suggested DVR WDAs put time for comments from service providers on their quarterly agendas.
- Cathy Steffke expressed concern that no DVR consumer voices are represented on the workgroup and volunteered to join as a WRC member and DVR consumer advocate.
- Beth suggested that the workgroup reach out to other states and national groups. Matt asked Beth to provide names of subject matter experts from other states and provide copies of any materials related to successful SE practices.

- RSA Monitoring

- DVR will be monitored by RSA beginning June 2019. Monitoring will be done off-site only and will examine fewer topics than a full review as Wisconsin is performing well overall.
- RSA typically contacts consumers, CAP, WRC, and staff and conducts focus groups/reviews consumer case files during a full review, but only staff will be contacted for off-site monitoring.
- DVR is in contact with other states on monthly calls to collect feedback on how monitoring is going and is reviewing other state monitoring reports for guidance.
- Contracted Employment Specialists
 - DVR contracted with SVRI and UW-Stout to hire three (3) employment specialists with a statewide focus on self-employment cases.
 - Specialists will possess experience with business plan development and start-ups.
 - Specialists will work alongside DVR Counselors to help ensure consistent expectations and procedures statewide on self-employment cases.
 - Recruitment is ongoing with a goal to begin employment this July. Positions will be headquartered in the Milwaukee, Madison, and Wausau areas.
- State Budget Provisions
 - DVR receives sufficient funding from the state to meet the required 23.1 percent match against federal VR funds, so DVR did not request additional General Purpose Revenue (GPR).
 - \$250,000 annually from Wisconsin Fast Forward to continue Project SEARCH (to ensure current sites continue to do well and to explore site expansions).
 - Statutory Language change was requested by RSA to clarify that required pass through funds for Independent Living Centers are reimbursed up to \$600,000 annually and may only be funded through Social Security Reimbursement dollars (not Title IB funds).

- Other initiatives that Governor Evers included in his budget that may assist DVR consumers who also participate in other programs; \$7.5 million over the biennium to increase Homeless Prevention Programs; \$6 million increase to Elderly and Disabled Transportation Aids; \$600 million increase for K-12 Spec Education funding; and almost \$40 million increase for mental health funding (mental health-related disabilities are the top primary disability type for DVR consumers).
- Currently the budget is in Joint Finance, then will go to the full legislature; the statutory deadline is July 1, but a final budget may not pass until after July 1.
- WRC Annual Report
 - RSA requested revision of the 2018 WRC Annual Report with data provided in federal fiscal year submitted April 2019.
 - No changes were made to the report layout or narrative, only tables, text, and infographics including Program Year data were updated to reflect Federal Fiscal Year data.

Agenda Item: Service Provider and Employer Presentation

Season Schmitz, IBA Resources

Matthew B., Perspektive Media Group

- DVR service provider Season Schmitz presented with employer Matthew B. from Perspektive Media Group about their experiences working with a DVR Consumer with Asperger's.
- Season and Matthew shared information about the benefits and challenges associated with working with DVR Consumers.
- Season, Matthew, and WRC members stressed the importance of DVR and service providers reducing barriers to encourage more employers to consider hiring people with disabilities.
- As a business owner, Matthew stated his experience has been positive and would encourage other businesses to work with DVR to connect to people with disabilities.

Agenda Item: WRC Member Roles & Responsibilities

Delora Newton, DVR Administrator

- Ann Wales suggested that we consider finding someone affiliated with unions to join WRC, as historically unions have been a barrier to getting people with disabilities into certain labor sectors.
- Delora will follow-up with DPI about recommendations to fill the vacant DPI representative seat.
- DWD's Secretary's Office is actively pursuing options for someone to fill the CWI representative vacancy.
- According to federal regulations (§361.17(c)), 51 percent or more of Council members must be persons with disabilities – WRC is currently short in meeting that requirement; WRC membership would also benefit from increased racial and ethnic diversity.
- WRC reviewed the areas where WRC is to provide input to DVR, the seven required principles of DVR, and topics related to advocacy, lobbying, and roles and responsibilities of WRC officers.
- Matt Busch suggested WRC revise the by-laws related to the roles of Secretary/Treasurer to more accurately reflect WRC functions. The WRC Executive Committee will add this topic to the next agenda.
- WRC discussed suggested training topics for new WRC members. Cathy Steffke suggested training on provisions of the law and Deb Henderson-Guenther recommended adding supplemental WRC meetings for training rather than using quarterly meeting time.
- Becky Hebda requested an electronic version of the presentation and asked that it be used to develop materials to recruit new members. Delora offered to send it out to all WRC members and gave permission for members to use it for recruitment purposes.
- Matt mentioned he will use the presentation to develop new member orientation materials.

Agenda Item: National Coalition of State Rehabilitation Councils (NCSRC) Conference Update
Matthew Busch, WRC Chair

- Matt shared an overview of what he learned at the NCSRC conference and sent a letter to the WRC with what he learned.

- The NCSRC will be posting a guide book to their website for local SRCs to use to create member orientation materials. The resource will also offer general recommendations for SRCs.
- Matt will be participating in quarterly national calls with the NCSRC and receives weekly updates from the NCSRC Vice-Chair. Matt will share any information that may be helpful for WRC members.
- Matt thanked Delora, Meredith, and other DVR leadership for their assistance in traveling to Washington D.C. for the Council of State Administrators of Vocational Rehabilitation (CSAVR) Conference.

Agenda Item: CSNA Overview, DVR Objectives, and WRC's Role

Meredith Dressel, DVR Deputy Administrator

Matthew Busch, WRC Chair

Jaclyn Borchardt, WRC Vice-Chair

- The CSNA identified 64 areas for DVR to address. Each area was assigned to a DVR staff person. Some areas have already been addressed satisfying CSNA recommendations.
- The list of areas to address will be shared with WRC. Members are asked to provide feedback on issues and recommend solutions. The list will be used to communicate progress as items are completed.
- Many of the areas identified were related to service provider issues; these will be addressed during meetings of the Interagency Service Provider Capacity Workgroup and WIOA Leadership Team.
- DVR is holding an all staff meeting this fall to provide an opportunity for consistent statewide training and communication.
- State Plan development officially begins in June 2019, with two months to write the plan and complete Secretary's Office approval. WRC Executive Committee plus Mollie Lonetti and Becky Hebda will participate in a workgroup to provide input on the State Plan.
- This workgroup will be led by Matt Busch; meetings will be publicly noticed so other members can participate if interested. Matt's State Plan priority areas include transportation and employer education related to workers with disabilities.

- Additional topics the workgroup will cover include alcohol/opioid addiction, service provider capacity, outreach to foster care and juvenile justice youth, Deaf/hard of hearing community outcomes, underserved disability groups, and DVR data reporting requirements.

Agenda Item: Client Assistance Program (CAP) Report

Deb Henderson-Guenther, CAP Director

- Deb presented the CAP report via PowerPoint as the Council had requested visual aids with future CAP reports at the last meeting.
- The presentation shared non-case call data from January to March 2019, categories for CAP call reasons (44), and CAP action categories related to calls received (5).
- Deb explained the difference between a case call and non-case call:
 - A *case call* refers to a call related to a case where CAP provides an advocacy service to the consumer; these cases require a signed release from the consumer for CAP to receive case file information to perform services.
 - A *non-case call* refers to a call where CAP provides general information or refers the individual to another organization for further assistance; these calls do not require CAP to receive DVR case information about the consumer.
- At any given time, CAP has roughly 35-40 open cases. DVR staff refer consumers to CAP when the consumer needs advocacy assistance moving through the DVR process or any time a consumer is denied a service they request.
- The Council expressed interest in having CAP call/case information presented by WDA and disability type to assist in identifying any issues that may be specific to a certain WDA or disability type.
- The RSA-227 CAP Report is reported in federal fiscal year and due to RSA by December 31st of each year. WRC asked that the final report be reviewed in detail at the February meeting each year.
- WRC expressed interest in looking at trends across fiscal years. Deb indicated that she is not able to do that kind of analysis but would be happy to share the annual reports for someone on the council to analyze and share with the WRC at a future meeting.

- Deb indicated that she has received several calls from consumers with mental health disabilities and recommends that DVR staff be more sensitive when dealing with the issues and barriers these consumers may be experiencing.
- Deb shared that often consumers with mental health disabilities mention not feeling supported in the job goal/services they choose.

Agenda Item: WRC Committee Reports

- **Executive Committee**

- Delora suggested that a subcommittee on by-law changes be developed between now and the next meeting to draft changes.
- By-law Review Subcommittee Volunteers: Matthew Busch, Jaclyn Borchardt, Patrick Young, Ramsay Lee, Becky Hebda, and Deb Henderson-Guenther.
- Jaclyn will be the lead facilitator for this subcommittee with the support of DVR staff.

- **Services to Business Committee**

- DVR will provide training to service providers on customized employment and supported employment.
- The Committee is creating a plan to approach business representatives to participate in WRC. Becky Hebda will be drafting a document for review at the next meeting.
- The Committee discussed the software BSCs use to document their outreach and education to employers and how service providers and BSCs could employ a unified approach to business outreach to better assist businesses in incorporating people with disabilities into their workforce.
- The Committee suggested presenting to SHRM to educate employers about the benefits of working with DVR.
- The Committee requested that an acronym list be created for employers. Deb Henderson-Guenther has one and will share with WRC – this can also be used for new member orientation.

- The Committee supports the need for additional DVR BSCs; nine is not enough to do all the great work they do statewide.
- The Committee asked for WRC feedback on what they would like to learn from Employer/Service Provider presentations during WRC meetings moving forward.

Review Decisions and Actions Steps

- Executive Committee will work on State Plan recommendations and by-law revisions.
- WRC will reconsider the structure of full council and committee meetings:
 - Currently only two committees meet before each WRC meeting.
 - Deb Henderson-Guenther suggested that the subcommittees could meet the day before via phone or video conference. Committee chairs would need to agree on that.
 - Becky Hebda suggested that a survey be sent asking WRC members: 1) If WRC should reconsider a two-day meeting, and 2) Why they are currently not attending the WRC meetings regularly. DVR will draft the survey and send to Becky and Matt Busch to ensure the information is accurate.
 - Deb asked if committee chairs can send out information to committee members without a meeting. The answer is yes, but decisions can't be made that way.
 - Julie Barker asked for a committee summary of what each committee is charged with so members can choose which committee they want to join. Matt will work with Patricia to send that out before the next meeting.

Adjourn

- Meeting adjourned at 4:23PM.