

Wisconsin Rehabilitation Council

November 8, 2018 – Wisconsin Dells, WI

Meeting Minutes Approved 08/08/19

Present: Rob Buettner, Delora Newton, Jaclyn Borchardt, Thomas Benziger, Julie Barker, Beth Swedeen, Jodi Hanna, Cathy Steffke, Jason Ostrowski, Ann Wales, Matt Busch, Mollie Lonetti, Darla Burton, Rebecca Hebda, Debra Notstad, Anntrice Brown

Absent: Patrick Young, Matthew Zellmer, Ramsey Lee, Barb Klug

Resource Staff/Invited Guests: Sarah Lincoln, Meredith Dressel, Allison Gordon, Kathleen Enders, Nick Lampone, Deb Henderson-Gunther, Kathy Schmidt, Jessica Smith

Interpreters: Cliff Nixon and Colleen Keating

Recorder: Sarah Lincoln

Call to Order: Rob Buettner called the meeting to order at 10:00AM.

Roll Call & Announcements

- To meet quorum, 13 members with voting rights must be present; 14 such members were in attendance, therefore quorum was met.
- Julie Anderson (DVR Central Office) passed away shortly after the August WRC meeting. Julie was an integral member of the DVR team and worked as WRC support. WRC expresses deepest condolences to Julie's family and DVR staff.
- Delora Newton is appointed through the Governor's Office and her appointment officially ends January 2019. It is unclear if she will maintain her position through the transition. Rob Buettner thanked Delora for her dedication to DVR and for all of her work.
- August 2018 minutes were reviewed and voted on:
 - Jaclyn Borchardt motion to approve; Cathy Steffke seconded; all in favor, none opposed.

Old Business

- Tom Benziger requested follow-up on a previous discussion on the possibilities of transcribing voicemail messages to email. DVR has not explored this further. Meredith indicated that in other states when they transcribe voicemails to emails they become public record.

New Business

- Will the new WRC members receive an orientation?
 - In the past, Nancy Molfenter provided an orientation, and Delora contacted new members to provide DVR information.
 - Currently there is not a formal orientation process in place. The Executive Committee will discuss this topic and consider a review of the previously developed WRC new member binder.
- To recognize Delora for her work as the DVR Administrator, WRC members can contact transition staff from the Governor-elect's Office and let them know if you prefer Delora stay in her position. If any members are provided information on the transition team, please send it to DVR staff to send out to members.
- Delora provided information on the history of DVR staffing for WRC support. She shared that DVR will be recruiting for a replacement for Julie Anderson, and that WRC responsibilities will go to that position. DVR will no longer have several staff members coordinating WRC.
- Matt Busch shared that he is working with a group from his area on financial stability. He asked if any WRC members would be interested in participating on his existing workgroup or would like to receive a presentation on the topic.
 - Rebecca Hebda shared information about the Work Incentives Benefits Counseling Association in Wisconsin and offered to share information with Matt or make a presentation to WRC. Council members are interested in a presentation on this topic.
 - Beth Swedeen indicated that PROMISE has many resources on financial literacy and would have information and policy recommendations to share as well.

Public Comment

- No public comments received prior to the meeting.
- No public comments from meeting attendees.

Agenda Item: Committee Structure and Member Assignments

- Today the Executive Committee discussed committee structure and the need for more committee participation. Before the meeting DVR looked at the by-laws related to committee requirements.
- In response, WRC members are being asked to choose a committee and attend their chosen committee's next meeting. Each committee will choose a committee chair at their next meeting, and each committee chair will attend Executive Committee meetings.
- Rob Buettner described and stated the purpose of each Committee:
 - **WIOA Committee:** Implementation of WIOA federal regulations in relation to DVR. WRC members selecting this committee include Beth Swedeen (Chair), Jason Ostrowski, Cathy Steffke, Antrice Brown, Becky Hebda, Jaclyn Borchardt, Julie Barker, Tom Benziger, and Jodi Hanna.
 - **Services to Business Committee:** A key component of WIOA included enhancing and improving the relationship between DVR and employers. This committee explores implementation of DVR's business services. WRC members selecting this committee include Jaclyn Borchardt, Darla Burton, Deb Notstad, Ann Wales, Mollie Lonetti, Matthew Busch, and Becky Hebda.
 - **Executive Committee:** Members of this committee include WRC Chair, Vice-Chair, and Secretary/Treasurer, as well as chairs of each committee.

Agenda Item: Committee Structure and Member Assignments

- Former Chair Nancy Molfenter no longer works for DPI, so she no longer has a seat on WRC. Rob Buettner is Vice-Chair, and his term ended in January 2018 – he has continued to serve pending his

replacement. Rob plans to submit his resignation from WRC after this meeting, so he will no longer serve as Vice-Chair.

- Elections occur every other year at the second meeting of the calendar year, and special elections can take place during any meeting to fill a vacancy. Special elections will take place today to fill vacancies in the Chair and Vice-Chair positions.
- Chair nominations:
 - Matt Busch – first and only nomination
 - Cathy Steffke motion to close nominations; Jaclyn Borchardt seconded; Matt Busch accepted the nomination.
 - Vote (verbal/show of hands) all 14 in favor, none opposed. Election closed, Matt Busch elected WRC Chair.
- Vice-Chair nominations:
 - First, Jaclyn Borchardt; Second, Becky Hebda
 - Jason Ostrowski motion to close nominations; Cathy Steffke seconded; Jaclyn Borchardt accepted the first nomination.
 - Vote on first nominee (verbal/show of hands) 12 in favor, 2 opposed. Election closed, Jaclyn Borchardt elected Vice-Chair.

Working Lunch: Local Business Services Consultant Partnerships
Olivia Conklin, *DVR Business Services Consultant*
Northwoods Inc. Community Rehabilitation (Portage)
Pet Supplies Plus (Fitchburg)

Agenda Item: Section 511 Interview

Jessica Smith, University of Wisconsin-Whitewater

- Kathleen Enders provided a background of WIOA and its requirement for DVR to provide services to individuals working for subminimum wage under a 14(c) license. UW-Whitewater is now in their 3rd cycle of interviews since the implementation of WIOA.
- In SFY 2019 there is a new focus on career exploration in group settings.

- The WRC's WIOA Committee requested a separate meeting with Jessica to discuss suggestions for changes to the resources that are used during the interview process.
- A customized DVR Referral Form has been developed for SFY 2019 to be handed out to 14(c) consumers who are interested in applying to DVR. The customized referral allows DVR to track when individuals are referred as a result of a UW-Whitewater interview.
- The number of individuals receiving interviews has decreased by around 3 percent each year. The number of 14(c) employers has also decreased since WIOA's implementation.
- Matt suggested that DVR collect data on whether the interviews are leading to more DVR referrals. DVR developed the customized referral form to allow individuals to self-report this information. Beyond that, DVR does not have a data source for this information.

Agenda Item: DVR Administrative Updates and Data Inquiry Results
Delora Newton, DVR Administrator

- Meredith Dressel provided a data update and handout per a WRC request for DVR consumer ethnicity and race data.
 - Jaclyn Borchardt requested data on successful closures by disability type.
 - Matt indicated that a presentation to WRC on the pilot servicing incarcerated individuals in Dane County would be helpful. Other WIOA partners are also involved in the pilot.
- DVR shared staffing updates, including detailing improvements since transitioning Consumer Case Coordinators to Vocational Rehabilitation Specialist (VRS) and Fiscal Specialist positions. DVR also shared information on recent salary increases for certain positions and decreased caseloads since the addition of VRSs.
- Rebecca Hebda indicated that inconsistencies in the way DVR offices use the new positions is challenging for providers. Meredith shared that the only way DVR has been able to implement these new positions is through attrition, so not all WDAs have the same

staff mix – consistency will not be possible until the transition is complete statewide.

- Update on the 2017 Wisconsin Act 178 Community Integrated Employment (CIE) Plan:
 - DVR is creating short videos on CIE, DVR 101, and transition that will be housed on the DVR website. WRC requested to have input on the dissemination/marketing plan for the videos.
 - DVR shared DVR's top three priorities and the combined goal of DVR, DHS, and DPI to increase CIE outcomes for individuals with disabilities.
- ALJ training was held on September 28, 2018. All Wisconsin ALJs attended. The training was productive and included important conversation and information sharing.
- DVR was not awarded the RETAIN grant discussed in August.
- Commute to Careers Grants – \$338,350 of the \$1 million available was awarded. All applicants received an award. Response to the RFP was very low for this grant opportunity. Beth suggested that WRC write a letter to DET to share the council's support of offering these grant opportunities to private businesses. WRC Executive Committee will address this request.
- National Disability Employment Awareness Month was in October, and the Governor's Office awarded 32 Wisconsin businesses Exemplary Employer awards.
- SCAA Diversity Awards – DVR was awarded the 2018 Program Achievement Award for our efforts in expanding Project SEARCH.

Agenda Item: CAP Update

Deb Henderson-Guenther, CAP Director

- At the next meeting Deb will share data on the number of calls and the types of complaints received by CAP.
- CAP is piloting the use of a data collection system to report data more effectively to WRC.

- CAP is currently reviewing existing CAP handouts and other materials and updating them as appropriate.
- CAP is also working on the DATCP webpage to more accurately describe CAP and its services.
- CAP has seen a decrease in customer service complaints and consumer complaints overall.
- DVR staff have increased the use of out of office messages on their email and voicemail as requested by CAP.
- Rob Buettner asked about the CAP representative for WRC. Deb indicated that an application was submitted in July.

WRC Committee Reports

- Executive Committee
 - All committee chairs and the three WRC officers will serve on the Executive Committee.
 - Committee will research the by-laws regarding rules on standing committees and will discuss at the next meeting.
 - It was determined that all WRC meetings must occur in person.
- WIOA Committee
 - Committee reviewed the three documents UW-Whitewater shared and discussed input on those documents.
 - Committee will set up a separate meeting with Jessica and Kathleen to review the suggested edits.

Adjourn

- WRC thanks Rob for his 12 years of service on WRC and for serving as Interim Chair since the August meeting.
- Matt Busch motion to adjourn; Cathy Steffke seconded; all in favor, none opposed. Meeting adjourned at 3:32 PM.