

Minutes
WISCONSIN REHABILITATION COUNCIL
November 10, 2022
WebEx Meeting
9:00 AM – 2:30 PM

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 Members Present: Julie Burish, Steven Wheeler, Liz Kennedy, Deb Henderson-Guenther, Delora Newton, Dick Straub, Megan Bisonette, Jolene Wanek, Natalia Graf, Lindsey Kreitzman, Alexis Riggs, Alicia Reinhard, Joalyn Torgerson, Gadeen Taylor-Duke, Norene Lueck, Ann Franz, Lori Karcher, Jenny Felty, Debbie Lee

WRC Members Absent: Michael Jackson, Kyle Kleist, Alan Kaltenberg, Antrice Brown, Edward Kastern

DVR Staff Present: Sarah Kuehn, Meredith Dressel, Kay Schoone, Deanna Krell, Allison Gordon, Tom Draghi, Anna Eggebrecht, Craig Wehner

Guests: Becky Hebda, Ramsey Lee, Danita Jackson (Disability Rights WI/CAP), Jacci Borchardt, Nicolas Kurutz (Disability Rights WI/CAP), Franky Newcomb (Disability Rights WI/CAP)

Roll Call and Introductions

Announcements – 2023 Meeting Dates

- February 9th
- May 4th (in-person, DVR will confirm location)
- August 10th
- November 9th

Quorum Check – 15 members present at time of quorum count. 12 of those eligible to vote. Additional members joined later.

Approval of Minutes – August 2022

- Julie motioned to approve the minutes with suggested edits by Steven, seconded by Deb. Motion approved.

Committee Updates and Committee Member Approvals:

Council Engagement Committee

- Deb thanked committee members for participating
- Created language explaining what WRC does to share with other entities' newsletters. Deb will send that language out and asked members to share with those agencies that have newsletters.
- DVR is creating a repository for WRC materials so members can access them.
- A list of acronyms has been created.
- Creating an orientation manual for members that will include important information for members. All WRC members should email Kay and indicate if you would like a printed or electronic version of the manual.
- Two orientation sessions or refresher sessions should be offered to members each year in April and September. We will be using the National Coalition of State Rehabilitation Councils (NCSRC) modules to do the orientation.
- Welcomed three new members to the committee: Lindsey Kreitzman, Michael Jackson, and Ann Franz.
- Deb made a motion to add Michael and Ann to the Services to Business Committee, and Jolene to the Performance Measures and Quality Assurance Committee. Alexis seconded and the motion passed.
- Kay attended a conference with National Coalition of State Rehabilitation Councils (NCSRC). Some other states do training on specific topics if there is a need or request. We will be offering that as well.
- Mentor opportunity for new members – will be defining what it means to be a mentor. It will be an informal relationship. It provides an opportunity for members to ask questions and become more informed. If any members are interested in being a mentor, reach out to Deb.
- Offer training to WRC members on how to use WebEx if there is a need. Email Kay if members are interested.

Performance Measures and Quality Assurance Committee

- Julie motion to stay on this committee when she resigns from WRC later this year and add Jacci Borchardt to this committee as a member of the public. Seconded by Liz and passed.
- Julie motioned to accept the WRC Resource Plan seconded by Dick. Motion passed. It was noted that the title will be revised to indicate that this is a final document

- Reviewed the Comprehensive Statewide Needs Assessment (CSNA) recommendations, specifically regarding Diversity, Equity, and Inclusion (DEI). Also reviewed marketing goals in the CSNA.
- Kyle Kleist is the new chair of this committee.
- Julie will resign from her position on the WRC at the end of December 2022.

State Plan Update

- Start reviewing the 4-year State Plan next week. Delora will include the timeline in today's Administrative Update. Kay will be sending the invitation to all WRC members so those who wish to attend have the information. The next meeting is November 17.

Policy Review and Administration Committee

- The DVR Policy Manual has been updated to incorporate DWD Administrative Rule changes that went into effect July 1, 2022.
- Suggestion for DVR to change the tech specs so providers can get travel reimbursement when traveling 50 miles instead of 100.
- Discussion around vendors providing transportation to consumers. More on that later in the agenda.
- DVR reviewed the car purchase policy which has not changed since about 2015.
- The DVR internal Quality Assurance Team reviewed rapid engagement and the report was shared with the committee.
- DVR will not need to update the hearing aid purchase policy even though the federal policy change allows the purchase of over-the-counter hearing aids.
- Shared the Transition Action Guide (TAG) has been added as a webpage. Regional trainings are being held around the State on the TAG and the importance of interagency collaboration.
- A request was made to have DVR provide an overview of 2017 Wisconsin Act 178 to WRC at a future meeting.
- The DVR online referral form is being updated and will notify the consumer if they have submitted one previously. If the consumer has a Job Center of Wisconsin account, they can save the referral

Services to Business Committee

- The committee is currently looking for a chair. Julie asked Kay to do a Doodle poll to set up the next meeting of this committee.
- Julie Motion to add Jolene Wanek to this committee – second by Liz - Passed

Annual Report Workgroup

- Met with TJ Jerke twice and are making good progress on the report. Goal is to have this complete by the end of November 2022.
- TJ is doing a great job on the report.

Executive Committee

- Planning the agenda for the full WRC and decided to shorten the full WRC meetings and do more work in the committees.
- Reviewed the Resource Plan and made recommendations.
- Election in May for WRC officers (chair, vice chair, secretary) and urged members to consider running.

Client Assistance Program (CAP) Report Franky Newcomb, Danita Jackson

- 32 consumers on 37 requests:
 - Issues were regarding DVR services
 - Communications issues between consumer and VRC, worked to resolve those issues
 - Provided short term technical assistance to consumers
 - Provided information/clarification on DVR policy
 - Assist in helping consumers request a new VRC
 - Assist consumers who are requesting purchase of a computer to participate in DVR services.
 - Consumers feel DVR should purchase vehicles. Assist consumers in requesting an exception to purchase vehicles.
 - Telework opportunities are growing and here to stay, consumers are requesting this type of employment goal. Assisting them in working with their VRC.
 - When reasonable accommodations are not provided from employers, working with DVR to provide those accommodations.
 - Steven asked if Disability Rights has requested a new CAP representative to WRC from within Disability Rights to replace Deb Henderson-Guenther. Nicolas shared that no formal request has been made yet to the Governor's office, but there is a plan to do that.

Public Records and Open Meeting Laws Training Jennifer Wakerhauser, DWD Chief Legal Counsel

- Shared a PowerPoint to facilitate the presentation.

Service Provider Transportation for Consumers Update Deanna Krell, Director DVR Bureau of Management Services

- DVR has had conversations with internal staff and DWD Legal to consider modifying the Service Provider Agreement to allow them to transport consumers to and from activities that are related to the services that they are providing to the DVR consumer using their private vehicles.
- Julie asked that providers be reimbursed for those transportation costs.
- Currently DVR provides transportation resources in other ways, bus, LIFT, Uber, mileage reimbursement, etc.

- In the past DVR allowed service providers to transport consumers, but DVR did not provide reimbursement for that transportation cost. DWD legal reviewed this past practice and determined that allowing the transportation of consumers in private vehicles may not meet desired safety standards for consumers or those transporting them. Service providers said that this change makes their job more difficult regardless of payment for transportation.
- DWD Office of Legal Counsel encourages DVR to issue transportation guidance for service providers wishing to privately transport consumers and make it clear that the state would be absolved of any liability if DVR wishes to allow a private transportation option.
- DVR is researching options to ensure that our consumers are receiving the safest transportation service possible. This research includes minimum insurance requirements, vehicle safety standards, a written transportation policy, safe driving record, etc. This would require increased oversight to ensure these things are in place and being monitored for the safety of our consumers.
- The current service provider contracts go through 2024. If we make a change before then, an amendment can be made to the contract.
- Julie believes that DVR is starting at square one with this topic. We have asked DVR to consider this a few years ago. She was expecting more information as opposed to saying, DVR is researching this topic.
 - Steven clarified that WRC has only asked DVR to address this within the last year, not a few years ago.
- Meredith clarified that DVR said at the last meeting we would provide an update at this meeting on the research we have done. We did not say that we would have a decision made on if we would offer this option at this meeting.
- Deb asked if it is reasonable for DVR to have standards for this service option along with Service Provider survey results at the February 2023 WRC meeting. If yes, the WRC Policy Review and Administration Committee should be part of the creation of the survey. She also clarified that DVR consider reimbursement for travel for anything over ten miles.
 - Motion: DVR will collaborate with the Policy Review and Administration Committee to create both the standards that DVR would expect from service providers who want to provide transportation services and a survey to service providers that will gauge the level of interest in adhering to the standards and providing transportation services. The standards, findings and next steps would be reported out at the February 2023 full council meeting. Motion made by Deb, seconded by Julie.
 - Motion amended by Dick to add, "and final recommendations will be made at the WRC May meeting." Motion passed.
 - Dick is concerned about the response on the survey to providers. The response from them will depend on the guidelines that will be required. DVR will need to be as specific as possible when the survey goes out. The timeline may be too tight.

- Deb assumed that the survey would include the guidelines for the providers.
- Natalia agreed with Dick on the timeframe. It may be prudent for the committee to meet first to set the guidelines before setting the timeline for DVR.
- Deb clarified that at the February meeting, DVR would report out on the progress, and that the work may not be done at that point.

Public Comment

- Ramsey Lee thanked WRC for all the work they do. He encourages the WRC to send out the meeting notices and materials out to all because he stumbled by it for today looking for something else. He also asked what part of the State does not have internet? He would like to take that information to the Public Service Commission.
 - Steven asked that all WRC materials be sent to WRC members and WRC committee members.
 - Delora shared that we are creating a revised WRC webpage with a section called meetings. The morning of the meeting the materials will be posted on this website so the general public can access all materials. Meeting dates for the entire year are announced in advance and all meeting notices are posted a week in advance on the DOA webpage. Delora will ask DWD legal if we can send materials to WRC Committee members that are not WRC members in advance. Report that information back to the Executive Committee.
- Lawrence Brown said transportation can be a challenge even in Milwaukee. Paratransit is not reliable. DVR transportation policy is confusing, consumers need reliable transportation integrated into their IPE. Thank you to WRC for all you do.
- Becky Hebda
 - I encourage the WRC to discuss and make a formal recommendation regarding whether members of WRC subcommittees are able to receive calendar invites, meeting minutes, and documents for review for full council meetings.
 - I encourage WRC to make a formal recommendation whether members of the subcommittees can participate in discussion during the subcommittee update portion of the meeting?
 - I encourage WRC to discuss and make a formal recommendation regarding recording all WRC meetings and making them available to the public.
 - As part of my personal and professional development plan, I am participating in a 9-month Transformational Leadership program. I have requested 10 members of the WDA 6 team and 3 members of the WRC to respond to a 70-question survey that should take approximately 20 minutes to complete. The online survey will elicit their observations of me in the following 8 areas:
 1. Communication
 2. Leadership
 3. Adaptability

4. Relationship-Building
5. Task Management
6. Production
7. Development of Others
8. Personal Development

The purpose of gathering this information is to gain a better understanding of my leadership skills, management strengths, and development needs. Their objective responses are critical for this survey process. All responses are anonymous, only grouped by with other survey participants, will be kept completely confidential. Any comments written will be printed “as-is.”

I am specifically bringing this to the attention of WRC and DVR Senior Leadership Team today because this request was sent and is very time sensitive. If possible, I would like WRC and DVR SLT to advise their teams that it is acceptable to respond to this survey.

DVR Administrative Update Delora Newton, DVR Administrator

- Delora shared a PowerPoint.

CSNA Tier 2 Discussion Meredith Dressel, DVR Deputy Administrator

- Meredith reviewed the activities in the Tier 2 document.
- Are there specific recommendations from the CSNA that WRC feels should be part of the State Plan?
- Julie suggested that DHS and DVR work together to follow-up with consumers who have lost their job to reconnect them to support ASAP.
- WIBA training occurred with Service Providers and DHS staff. FAQ's have been posted on website.

Review Open Items, Suggested Discussion Topics for Future Meeting

- Sarah reviewed all highlighted items in the minutes.
- Steven shared that Jacci Borchardt is applying to WRC again. She has interest in becoming the chair after Steven's term ends. Lori shared that we all need to be doing outreach to get more members to apply to WRC.
- Ensure all materials posted on the website are accessible.
- Vice chair position will be open at the end of the year as Julie is resigning from the WRC.

Adjourn

- Motion to adjourn by Liz, seconded by Dick. Motion passed.

*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.