

Wisconsin Rehabilitation Council

Meeting Minutes

November 14, 2019 – Wisconsin Dells, WI

Members Present: Matt Busch, Patrick Young, Mary Kessens, Darla Burton, Tom Benziger, Joalyn Torgerson, Becky Hebda, Julie Burish, Jaclyn Borchardt, Deb Henderson-Guenther, Barb Klug, Jason Endres, Ramsey Lee, Julie Barker (non-voting), Delora Newton (non-voting)

Resource Staff/Guests: Allison Gordon, Diana Kiesling, Sarah Lincoln, Jessica Holton, Patricia Sugden, Zachary Osell, Steven Corfman (DRW)

Call to Order: Matt Busch called the meeting to order at 9:01AM.

Roll Call & Announcements

- To meet quorum, a majority of current members with voting rights must be present (currently 22 voting members on WRC); 13 such members were in attendance, therefore quorum was met.
- Matt Busch encouraged members to check out available committee descriptions to decide on participation and to only join if able to commit to active participation.
- August 2019 minutes were reviewed and voted on:
 - Deb Henderson-Guenther motion to approve; Patrick Young seconded; all in favor, none opposed (13-0-0)
- Council discussed potential changes to how WRC meeting minutes are captured and shared publicly. No final decisions made on whether minutes should continue to be condensed for clarity or include all detailed discussion captured by notetakers.

Agenda Item: Review of WIOA Combined State Plan

Diana Kiesling, Bureau of Management Services Director

- DVR presented on the Workforce Innovation and Opportunity Act (WIOA) Combined State Plan including timelines, lessons learned, roles of WIOA Title partners, and recommendations from the WRC State Plan and Executive Committees for full council review.

- Julie Burish requested clarification on SMART goals (Specific, Measurable, Attainable, Realistic, Timely) and the nine priorities DVR included in the draft plan.
- WRC members requested copies of DVR's priorities as included in the draft plan along with an updated acronym list to include each acronym included in the plan.
- Regarding transportation, Matt Busch agreed to reach out to Lyft about their free rides to new employment program (currently nearest city with this service is Chicago) and Julie Burish recommended that Josh Massey from CarePool come to the February meeting to discuss his rideshare-style service which primarily serves older adults and individuals with disabilities.
- WRC members recommended edits to the plan in areas including:
 - Timeliness of Provision of Services
 - Eligibility and IPE Standards
 - Including both State Fiscal Year and Program Year Data
 - Phrasing related to Supported Employment
- Wisconsin Council and Workforce Investment (CWI) will review the full draft plan and post for public comment in mid-December 2019. Following public comment period, plan will undergo final review, and after signed and submitted it will be posted to the federal website by March 2, 2020.
- DVR will send a reminder to WRC members informing them of the opening of the public comment period, including a link to access the public comment website.
- Matt Busch shared that he was interviewed as part of the RSA Monitoring process, and that DVR had no findings as a result of the monitoring (something that had not happened in the last ten years). Matt emphasized that this is a very impressive result and expressed gratitude for the strong WRC/DVR partnership.

Agenda Item: DVR Administrative Updates and Data Inquiry Results

Allison Gordon, Bureau of Consumer Services Director

- Allison Gordon provided a quarterly update including information on DVR consumer employment outcomes; budget/spending; personnel vacancy, turnover, and caseloads; federal reporting requirements; and DVR activities throughout the quarter, including events for National Disability Employment Awareness Month (NDEAM).
- DVR leadership and WRC members discussed the following topics:
 - Differences between DVR Supported Employment (SE) and non-SE services
 - Breakdown of Individualized Placement and Support (IPS) and Customized Employment services as part of SE – not available at this time but DVR may consider a reporting update in the future to include this breakdown
 - DVR's efforts to provide continuing education addressing cultural awareness and improved services to potentially underserved and minority populations
 - Credential Attainment Rate and documentation requirements
 - Apparent spending to date discrepancies, which are related to prior year invoices that continue to come in after the year ends
 - Self-advocacy training and related services to students
 - DVR caseload management procedures and DVR Vocational Rehabilitation Specialist (VRS) position responsibilities
 - RSA Monitoring data, documentation, and follow-up actions (draft report will be shared with DVR in April 2020)
 - Subminimum Wage vs. Competitive Integrated Employment (CIE) and impact/referrals from annual interview process
 - Referrals from Managed Care Organizations (MCOs) to DVR, including a request for DVR to track referrals from MCOs

Working Lunch: New WRC Member Orientation

- Delora Newton shared that she will reach out to the Governor's Office about Mollie Lonetti's appointment to WRC as she is no longer the Wisconsin Native American VR Program Director.
- Matt Busch encouraged WRC members interested in sharing input about future WRC Annual Reports to review previous year reports.
- Becky Hebda suggested to reserve one hour at the February WRC meeting for a presentation on the VR process and one hour for a presentation on the role of the Client Assistance Program (CAP).
 - Becky Hebda motion to approve; Joalyn Torgerson seconded; 12 in favor, none opposed, one abstention (12-0-1)

Public Comment

- Public comment received from Steven Corfman of Disability Rights Wisconsin regarding his application and interest in serving as a member of the WRC.
- WRC members shared additional comments during this period:
 - Deb-Henderson Guenther shared her thoughts on the development of DVR's State Plan and WRC's review.
 - Becky Hebda shared information on a Wisconsin Board for People with Developmental Disabilities (BPDD) training series on how service providers can embrace service models that minimize emphasis on non-competitive employment settings.
 - Ramsey Lee shared information on Wisconsin Assembly Bill 168 which was approved to remove the requirement of voters to state their name and address prior to voting.
 - Tom Benziger requested clarification on how members of the public who are deaf or hard of hearing can participate in public comment at WRC meetings. DVR has an email address to submit comments ahead to be read aloud at meetings and provides meeting time and location in the public notice so any member of the public can comment in person.

Agenda Item: Discussion of Revisions to WRC Bylaws

Delora Newton, DVR Administrator

- Delora Newton detailed recommended edits to the WRC bylaws as discussed at the May 2019 WRC Executive Committee and August 2019 full WRC meetings.
- WRC suggestions and DWD Legal Counsel's recommendations were incorporated. Significant areas of note include:
 - Purpose was updated to reflect the laws/regulations that give WRC the role of providing input to DVR
 - Details of reimbursable costs for WRC members directly related to WRC commitments were discussed
 - Remote participation as an accommodation to be considered 'present' and therefore count toward quorum was discussed – DVR and Beth Swedeen will continue to research options to make this a more attractive option, for now no universally available technologies are a perfect fit for making this feasible
 - Article on committees was updated to reflect that WRC has four standing committees
 - Recommendation to change "Secretary/Treasurer" position to "Member at Large" to accurately reflect the role was discussed
 - Members discussed the idea of having a WRC member take minutes during meetings instead of DVR staff, but ultimately decided that DVR staff should continue taking minutes
 - DWD Legal Counsel suggested removing the two addendums from the bylaws as they are policy setting and not officially part of the bylaws themselves
 - The idea was proposed to add a set of operational guidelines to the bylaws so the bylaws themselves could be more general
 - Members discussed the idea of creating a nominating committee to establish guidelines/best practices for future officer elections

- Mary Kessens motion to accept bylaw revisions; Ramsey Lee seconded; 11 in favor, none opposed, two abstentions (11-0-2).

Agenda Item: Wisconsin Open Meetings and Ethics Laws

Pam McGillivray, DWD Chief Legal Counsel

- Pam McGillivray provided a PowerPoint presentation and responded to specific questions from WRC members related to Wisconsin Open Meetings and ethics laws.

Agenda Item: WRC Committee Reports

- Executive Committee (Matt Busch)
 - The Committee discussed potential bylaw edits to share with the full council
 - Jaclyn shared details of a discussion she had with Deb Henderson-Guenther regarding content for future CAP updates at WRC meetings
 - Jaclyn and Deb came to an agreement that, if quantitative data is not available, at least anecdotal information would be helpful for the Council to receive from Deb regularly
- State Plan Committee (Matt Busch)
 - Committee drafted WRC recommendations and DVR responses to the State Plan
- Services to Business Committee (Becky Hebda)
 - Committee discussed member roles and responsibilities and identified methods to collect best practices across the state for consistency across Workforce Development Areas (WDAs)
 - Becky discussed the committee's goal to improve outreach to employers and discussions they had about ways to achieve that goal, including working with DVR's Policy Initiatives Advisor and engaging business partners to speak with other businesses about their successes and best practices in employing people with disabilities

Action Items

- No final decision was made about whether minutes should be longer and in full detail or continue to be cleaned up after each meeting for clarity. Moving forward, an Action Items section will be added to clearly indicate areas where follow-up is appropriate.
- Julie Burish requested DVR send State Plan priorities to the council.
- Julie Burish recommended that Josh Massey come to the February 2020 meeting to discuss his CarePool service.
- Matt asked that Patricia email a reminder to WRC about public comment period on the Combined State Plan including a link to it.
- UW-Whitewater usually presents once per year on WIOA Career Interview data, and that presentation could be added to the agenda for the February 2020 (or a later) meeting.
- DVR will consider adding data on MCO referrals to DVR to a future DVR Admin Update.
- Delora Newton will reach out to the Governor's Office about Mollie Lonetti's appointment to WRC.
- Matt Busch encouraged WRC members interested in sharing input about the content of future WRC Annual Reports to review previous year reports and come to the February meeting with ideas.
- A motion was passed to reserve one hour at the February WRC meeting for a presentation on the VR process and one hour for a presentation on the role of the Client Assistance Program (CAP).
- Ramsey asked that printouts of PowerPoints be available in a version of one slide per page for those who need larger print.
- The Council discussed creating a nominations committee in the next two years, which could be a responsibility of an at-large member. If added, bylaws would be updated accordingly.
- DVR will provide service provider survey results when available.

- Patricia will send out the email that has the link from RSA regarding State Plan webinars.
- DVR will share the final RSA Monitoring Report when available, hopefully at the May 2020 meeting.
- Deb suggested that Joalyn present to WRC at a future meeting on KwikTrip best practices and success stories.
- Delora will follow-up on why DVR declined to be featured on an in-store Kwik Trip recruitment poster for Retail Helpers.
- A CAP Report will be included on the February 2020 Agenda.
- DVR will consider adding number of cases per counselor broken down by Category 1 and 2 to a future DVR Admin Update.
- DVR will consider adding more detailed information on customized employment and IPS to a future DVR Admin Update.
- DVR will follow up on the priorities in the State Plan and how DVR is addressing them sometime after July 2020.
- DVR has noted the request to provide WRC more time to review and provide recommendations for the next State Plan (in 2024).
- Patricia will look into updating the DVR and CAP acronym list. Matt suggested using the *State Rehabilitation Council-Vocational Rehabilitation Partnership under WIOA* book to assist.
- Delora will follow up on whether pet care/boarding expenses can be reimbursable when attending a WRC meeting.
- Delora will research definition of reasonable accommodations for the WRC bylaws.

Adjourn

- Matt Busch motion to adjourn; Julie Burish seconded; All in favor, none opposed (13-0-0).
- Adjourn at 3:49PM.