

Washington State Rehabilitation Council

February 2021 Meeting Materials



*Washington State*  
**Rehabilitation Council**

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## Section 1



**Washington State  
Rehabilitation Council**

*Meeting Presentation Slides*



Transforming  
Lives

# Washington State Rehabilitation Council Welcome!

February 2, 2021

Justin Poole – Council Chair

Call to Order 9:00am

- Thank you for joining the meeting.
- We will start in a few minutes.
- If you are a Council member or Presenter, please turn on video if possible.
- All others, please turn your video off.
- All: Please mute your audio unless speaking



- **Purpose:** The WSRC is the Voice of the customer.
- **Vision:** DVR customers experience excellent customer service.
- **Mission:** The WSRC collaborates with DVR to develop, review, and analyze **Policies, Programs & Services** and advises on **Quality & Performance** in meeting the division's mission.

# Today's Meeting Agenda

- 9:00 Call to order, member introductions, land acknowledgement
- 9:15 DVR Interim Director Update
- 10:15 Break
- 10:30 Field Services Update
- 11:00 Community Rehabilitation Provider Update
- 11:15 Public Comment
- 11:30 Council Wrap-Up
- 12:00 Adjourn

# DVR Interim Director Update

Provided by Terry Redmon

February 2021

*State and Federal funds are used to deliver DVR services. The VR program receives approximately 78% in Federal funds and 22% in State funds. For detailed information on the dollar amount of Federal funds for the program, please visit <https://rsa.ed.gov/fiscal/grant-awards>.*

# DVR Staffing Update

- Fiscal Compliance Manager (Permanent) – currently working with HR on recruitment
- Deputy Director (Non-Perm) – currently working with HR on recruitment
- Equity, Diversity & Inclusion (EDI) Manager – PDF development phase



# Budget Update

- Overall we have reduced expenditures related to COVID for SFY 21
- The Governor's budget shows a 15% general fund state reduction for SFY 21
  - We'll still be able to match our federal grant funds
- We have received \$3,465,680 of program income in SFY 21

# Equity, Diversity & Inclusion (EDI) Update

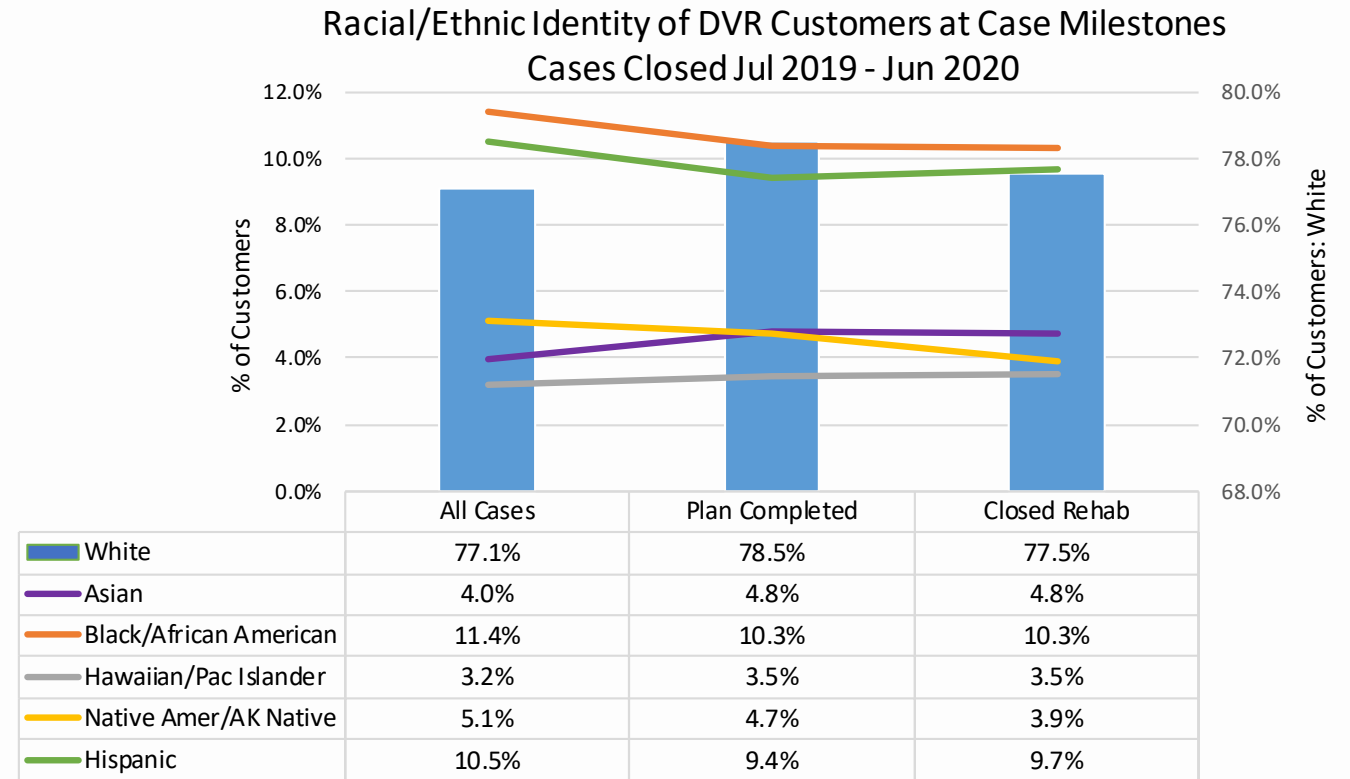
- Establish full-time EDI Manager position
- Develop Anti-Racism statement
- DVR Community of Practice:
  - The mission of the DVR EDI Community of Practice (CoP) is to work together to transform lives within DVR by challenging and mitigating barriers to access and equity, to ensure all employees have value and voice, and share responsibility for advancing an organizational culture of belonging for staff and customers.
  - All DSHS administrations have CoPs to assist in creating change through action.

# EDI Update Cont..

- DSHS Truth, SJ, DR Plan: This is a three year plan for all of DSHS utilizing the equity tools of “truth” “social justice” and “dismantling racism” with options to adopt specific action step and personalize them for each administration.
- The first year, DVR has selected:
  - Creating intentional spaces for difficult cross-racial/ethnic conversations (already held four listening sessions for this-feedback is what is being used to develop anti-racism statement)
  - Creating EDI/Race conversation moments in team huddles and allowing staff time to learn/teach back in huddles
  - Increasing OMWBE-certified vendors and use of Minority and Women owned businesses for all levels of purchasing.
  - Targeted recruitment and retention of diverse staff through increasing network relationships
  - Utilizing staff storytelling to generate sustained personal dialogue to support transformational systemic change (real life EDI stories from staff with guiding topics).

# Outcomes by Race-Ethnicity

- DVR's customers reflect the diversity of working age people with disabilities in the State. However, disparities are evident in case progress and outcomes.
- In SFY 2020, as well as the previous two years, Black/African American, Native American, and Hispanic customers were underrepresented in cases with successful outcomes. Disproportionality is also found in progress to Individualized Plan for Employment (IPE).
- DVR is beginning to evaluate service data and employment outcomes to identify other disparities and establish indicators for ongoing monitoring and action.



Data Source: DVR RSA-911 quarterly reports

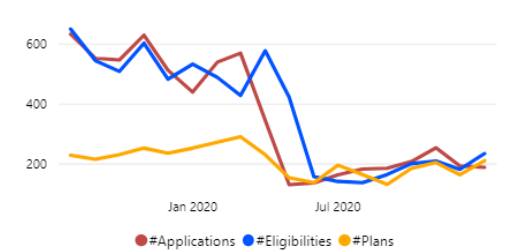
# Performance Pre and Post COVID

- Getting customers into plan and employment remain challenging. Average days to plan continues to increase. The trend in closed-rehab cases has not changed since April.
- Cases in plan remain fairly stable, as the number of cases closed after plan and new plans are very similar.
- Signs of renewed customer interest in the services are seen in the upward trend in applications, eligibility determinations and plans in the last quarter of 2020.

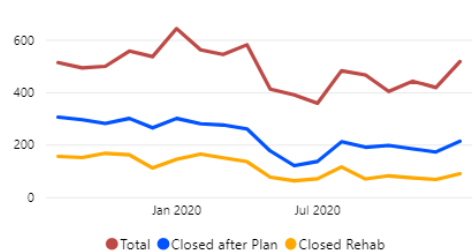
Pre- COVID Jul 2019-Mar 2020	Post-COVID Apr-Dec 2020	Change
<b>CASE VOLUME MONTHLY AVERAGE</b>		
5,642 In Plan	5,506 In Plan	-2%
767 In Plan-Employed	587 In Plan-Employed	-23%
530 New Applications	183 New Applications	-66%
535 New Eligibilities	206 New Eligibilities	-62%
246 New Plans	172 New Plans	-30%
550 Case Closures	434 Case Closures	-21%
286 Closed after Plan	180 Closed after Plan	-37%
151 Closed Rehab	80 Closed Rehab	-47%
<b>PERFORMANCE</b>		
52.6% %RehabRate	44.5% Rehab Rate	
42 Ave Days to Eligibility	44 Ave Days to Eligibility	
111 Ave Days to Plan	153 Ave Days to Plan	
<b>CASE SERVICE EXPENDITURES</b>		
\$1,326,785 In Plan	\$799,836 In Plan	-40%
\$1,503,153 Total	\$863,582 Total	-43%

## DVR Caseload and Performance Trends Pre- and Post-COVID

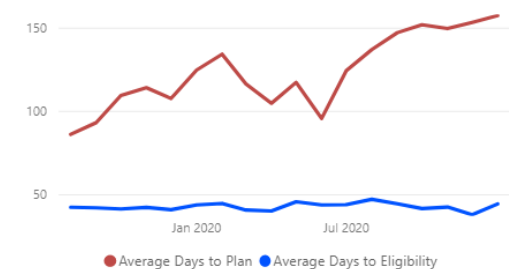
### New Applications, Eligibility Determinations, & Plans



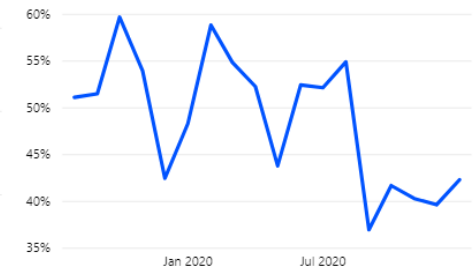
### Case Closures



### Average Days to Eligibility and Plan



### Rehabilitation Rate



# DVR Projects Update

- BMMP

- Phase 1 – Electronic Document Management System

- DVR will go paperless
    - Customer records/documents will be scanned into a document system
    - Staff will be able to access records online from home or other remote locations
    - Implementation target date is March 29, 2021

- Phase 2 – Case Management System

- Will replace STARS with a commercial off the shelf system
    - DVR conducted a competitive bid to select a vendor - 4 vendors submitted proposals
    - Written evaluations completed – top 2 vendors will provide demos late January (scored)
    - Vendor announcement expected in early to mid-February
    - “Go-Live” June 2022

# Field Services Update

Provided by Allesandria Goard

February 2021

*State and Federal funds are used to deliver DVR services. The VR program receives approximately 78% in Federal funds and 22% in State funds. For detailed information on the dollar amount of Federal funds for the program, please visit [RSA Grant Awards](#).*

# Staffing Intro – DVR Interim Regional Administrators

Shawn Walsworth (Region 3)



Pablo Villarreal (Region 1)





# Pre-Employment Transition Services (Pre-ETS) Update

- DVR eligible students
- Individual services for students on caseloads
- Potentially eligible students
- Group services for students on an Individualized Education Plan (IEP), 504 or documented disability
- Contractor or Staff-delivered services available
- Provided to individuals or groups of students
- Additional training for DVR staff on transition including Pre-ETS will be coming in near future

# Pre-ETS Update Continued..

- COVID-19 Impacts
- Pre-ETS available in all areas of state
- School demographic data being updated this year from 2019-2020 data, additions to Statewide Needs Assessment
- Expanding tracking of how many students are being served at each school site
- New case management system will help improve tracking, application, services
- Working on improved tracking of staff time to capture staff services provided

# DVR Training Update

- Reviewed the purpose/goals for Regional Trainers
- Reviewed upcoming planned organizational changes
- Reviewed framework for the Training Steering Committee
- Discussed Training Development and Review

## **2021 Training Initiatives:**

- Eligibility and Priority Category
- Transition

# Remote Service Delivery

## What is working -

- From the beginning of the pandemic through November 2020 DVR had conducted over 8,000 Zoom meetings
- December 2020 on track for approximately 3,000

## Challenges –

- Ensuring all staff and customers have what they need to connect including equipment, training, and resources

# Community Rehabilitation Provider Update

Provided by Cassi Villegas

February 2021

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# Community Rehabilitation Provider Updates

- CRP/DVR/WSRC November 2020 Quarterly Meeting Updates
  - DVR ELT has drafted response to concerns shared (handout)
- Accreditation Options
  - CARF, RSAS, and individual options for smaller providers
  - RSAS Opening in July 2021
- WSRC Partnership
  - Participation in upcoming workgroup to determine quality indicators

# Public Comment

**February 2021**



# Welcome!

February 3, 2021

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# Today's Meeting Agenda

- 9:00 Call to order, welcome, member introductions
- 9:05 Executive Updates
- 9:15 Partnership Expanded Update: Office of the Superintendent of Public Instruction
- 9:30 Partnership Expanded Update: Workforce Training and Education Coordinating Board
- 9:45 Partnership Committee
- 10:20 Break
- 10:35 Customer Satisfaction and Program Evaluation Committee
- 10:45 Policy & Planning Committee
- 11:00 Meeting Wrap-up
- 12:00 Adjourn

# Executive Updates

**Members:** Justin Poole – Chair, Jerry Johnsen – Vice Chair  
Peggy Frisk, and Erica Wollen.

**Executive Director:** Shelby Satko

February 2021

# Partnerships Subcommittee

**Members:** Erica Wollen – Chair, Erin Williams, Tania May,  
Ivanova Smith, Dion Graham

**February 2021**

# Partnership Expanded Update: Office of Superintendent of Public Instruction

- Overview
- Importance for partnership with DVR
- Opportunities moving forward



Washington Office of Superintendent of  
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# **Partnership Update from OSPI**

**Tania May**  
**Director of Special Education**  
**February 2021**



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# Overview: OSPI Special Education



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## Vision

*All students prepared for post-secondary pathways, careers, and civic engagement.*

## Mission

Transform K–12 education to a system that is centered on closing opportunity gaps and is characterized by high expectations for all students and educators. We achieve this by developing equity-based policies and supports that empower educators, families, and communities.

## Values

- Ensuring Equity
- Collaboration and Service
- Achieving Excellence through Continuous Improvement
- Focus on the Whole Child



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# Equity Statement

Each student, family, and community possesses strengths and cultural knowledge that benefits their peers, educators, and schools.

Ensuring educational equity:

- Goes beyond equality; it requires education leaders to examine the ways current policies and practices result in disparate outcomes for our students of color, students living in poverty, students receiving special education and English Learner services, students who identify as LGBTQ+, and highly mobile student populations.
- Requires education leaders to develop an understanding of historical contexts; engage students, families, and community representatives as partners in decision-making; and actively dismantle systemic barriers, replacing them with policies and practices that ensure all students have access to the instruction and support they need to succeed in our schools.

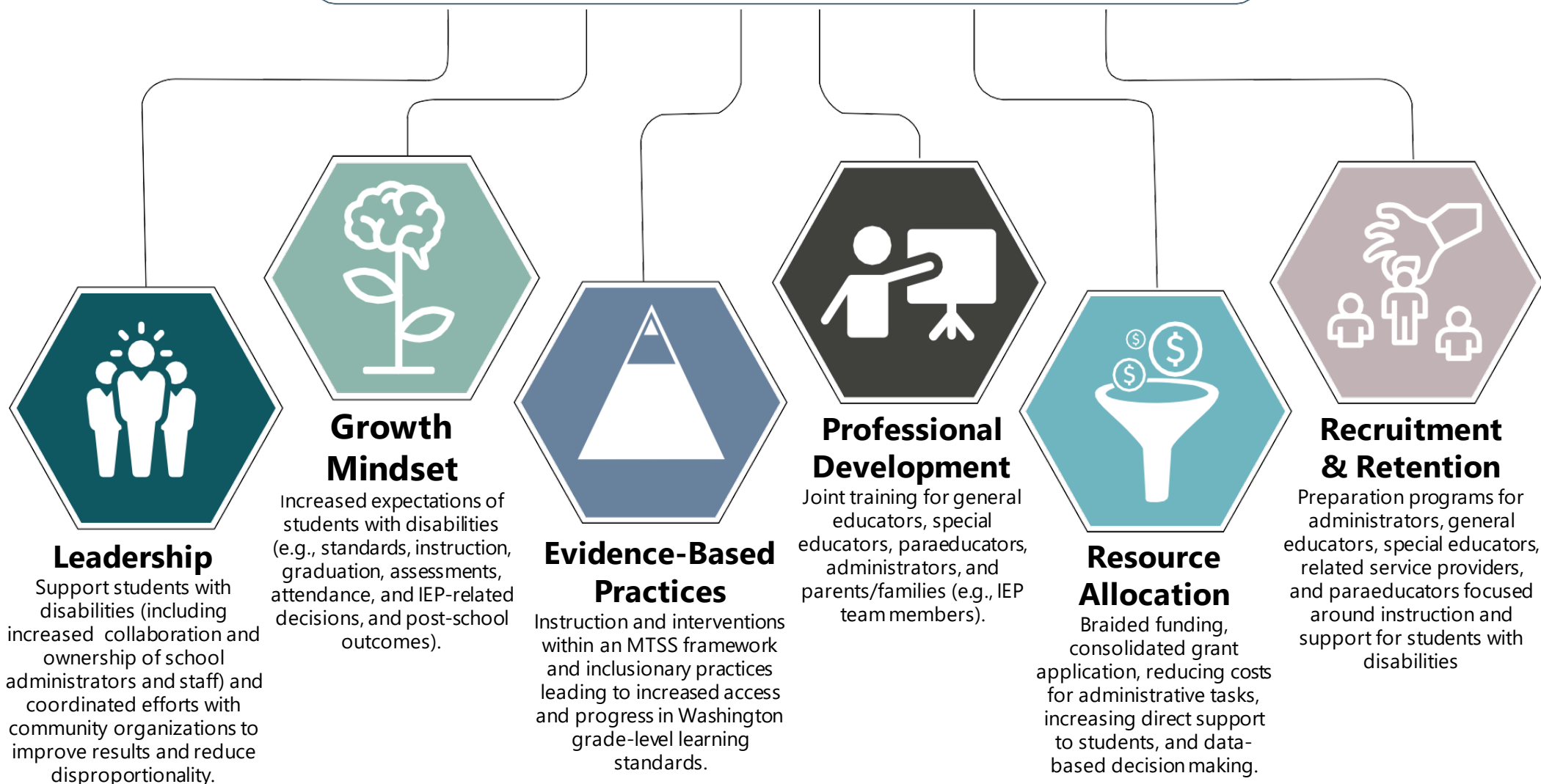


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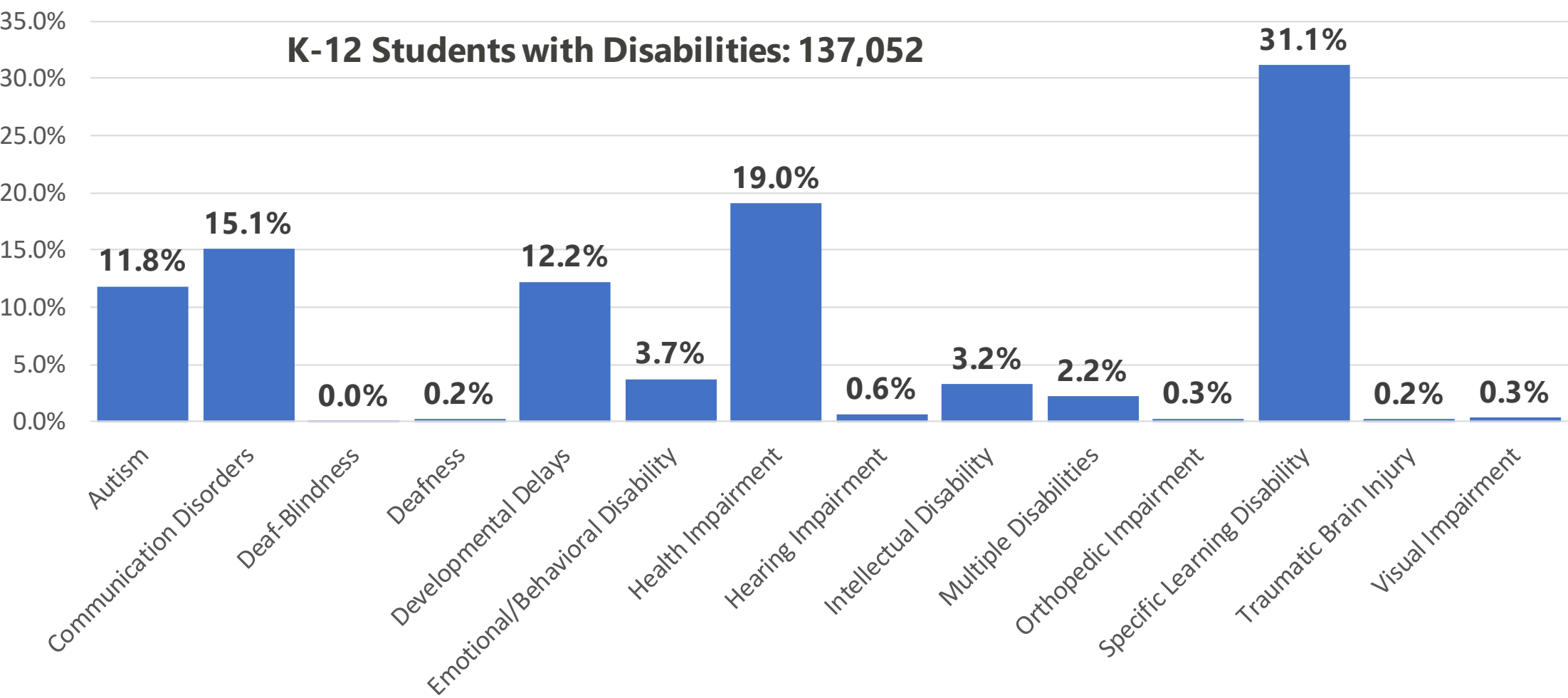




# OSPI's Priorities for Improving Outcomes for Students with Disabilities



# 2020 WA Students with Disabilities, by Eligibility Category

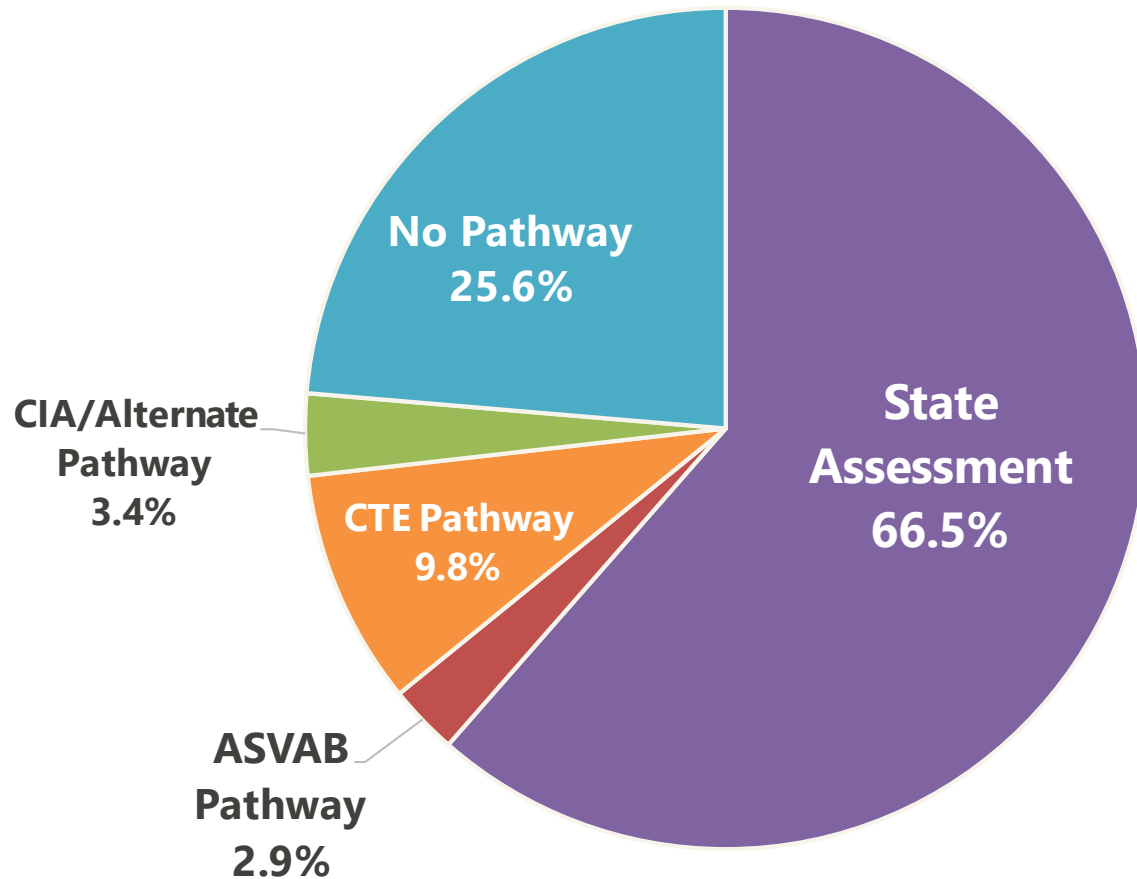


Source: Office of Superintendent of Public Instruction. (2020). *DRAFT Special Education Federal Child Count*.

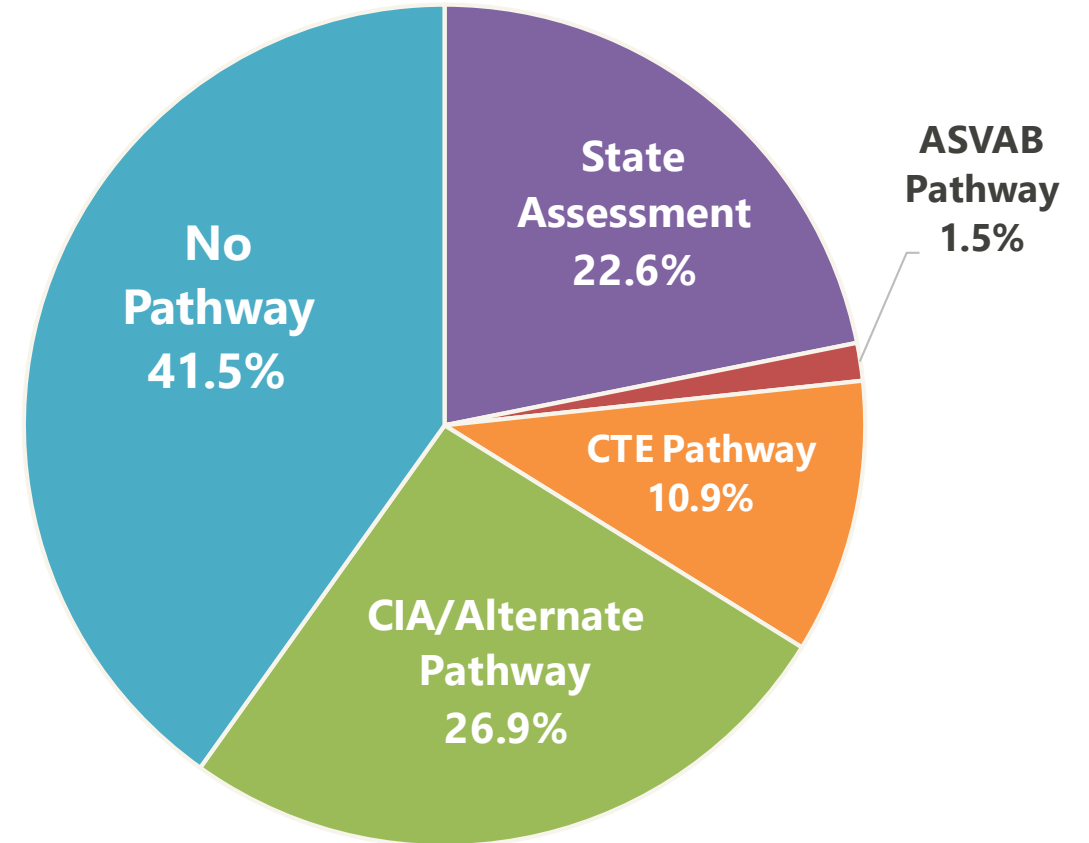


# Class of 2020 Graduation Pathways

## All Students



## Students with Disabilities

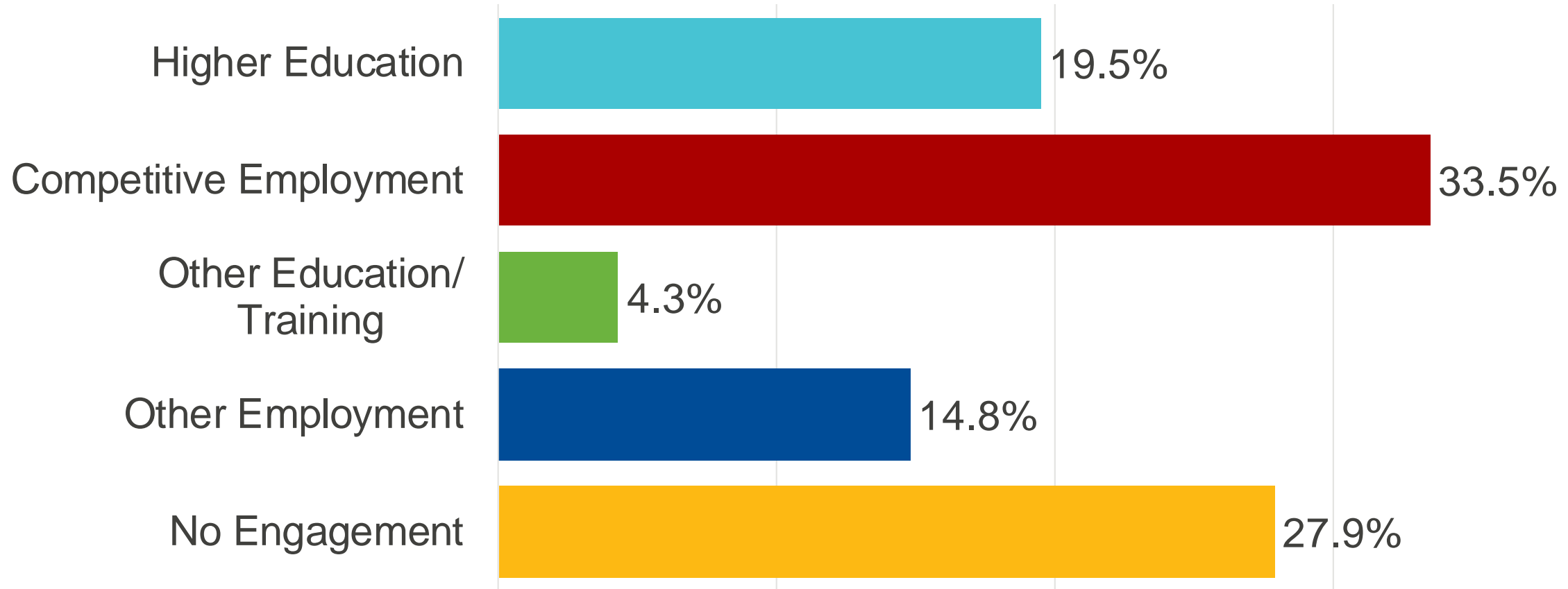


# Class of 2020 Graduation Pathways, Disaggregated

	State Assessment Pathway	Military Assessment Pathway	Career & Technical Education (CTE) Pathway	Alternate Pathway	No Pathway
All Students	66.5%	2.9%	9.8%	3.4%	25.6%
Students with Disabilities	22.6%	1.5%	10.9%	26.9%	41.5%
English Language Learners	31.3%	1.4%	8.9%	4.9%	57.4%



# 2018-19 Post-School Outcomes



Source: Center for Change in Transition Services, Seattle University. (2020). *DRAFT Indicator 14 Post-School Outcomes, Washington state.*



# Partnership with DVR



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# EVIDENCE-BASED PREDICTORS OF POST-SCHOOL SUCCESS

- Career Awareness
- Community Experiences
- High School Diploma Status
- Inclusion in General Education
- Interagency Collaboration
- Occupational Courses
- Paid Employment/Work Experience
- Family Involvement
- Program of Study
- Self-Determination/Self-Advocacy
- Self-Care/Independent Living Skills
- Social Skills
- Student Support
- Transition Services
- Career and Technical Education (CTE)
- Work Study





# Inclusionary Practices Professional Development Project

- In 2018, WA ranked 44<sup>th</sup> out of 50 states for inclusive practices.
- In 2019, our State Legislature funded the Inclusionary Practices Project, a two-year, \$25,000,000 initiative.
- OSPI has been partnering with schools, families, and professional development providers to support inclusive practices statewide.

## **Our Inclusionary Practices Project Goal:**

By 2021, increase inclusion in WA to:

- 60% statewide and
- 50% in targeted pilot schools.

**By the end of 2020, WA met the statewide target & exceeded the pilot target by 5.5%**

**This means 5,000 students with disabilities in WA have moved up to the highest level of inclusion!**



# OSPI/DVR Partnership Activities

- 2021 Interagency Agreement: OSPI/DVR/DSB
- Pre-Employment Transition Services (Pre-ETS)
- Joint Staff Training and Technical Assistance
- Policy Development
- Family & Community Engagement (Transition Fairs, Community Summit, etc.)
- Interagency Collaboration (Transition Collaborative)
- Paid Employment/Work Experience
- Career-Connected Learning



# Opportunities for Collaboration



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# OSPI/DVR Partnership Activities

- Recommendations to the Legislature: [Transition Collaborative Summative Report](#)
  - School To Work Funding
  - System Navigation Supports
  - Statewide and Regional Interagency Transition Networks
- [Aligning High School & Beyond Plans \(HSBP\) and IEP Transition Plans](#)
  - [HSBP & IEP Transition Plan Case Study Example](#)
  - [Webinar Recording](#)
- [Graduation Pathways](#): Options for Employment
- Impact of COVID: Extending Transition Services to Age 22



# Workforce Training & Education Coordinating Board Overview

Washington State Rehabilitation Council

*February 3, 2021*





# Workforce Training and Education Coordinating Board

- **Laser-focused on employment and economic outcomes for workers/jobseekers and employers.**
- Tri-partite with a **dual-customer** focus: **business** and **workers**.
  - **2/3 of seats held by Business and Labor**; remaining seats held by major service providers (OSPI, SBCTC, ESD).
  - **Advisory members** from targeted populations, chief local elected officials, DSHS, Commerce.
- Created by the Legislature in 1991:
  - As objective performance accountability, planning and policy advisor, and provide consumer protection and oversight.
  - Merged the functions of four existing state entities.





# "Community" is Third Customer of Workforce Board

**Vision:** Every Washington community is thriving, inclusive, and economically resilient.

**Mission:** We champion strategies, and align organizations and stakeholders statewide, to enable the future of work, which ensures a successful business climate and livable-wage jobs for all.

## **Values:**

- **Racial Equity and Inclusiveness:** We work to end systemic racism, value differences, and welcome all voices.
- **Innovative and Agile:** We are nimble and creative in responding to the needs of our customers to revolutionize Washington's workforce system.
- **Collaboration:** We value our teamwork, partnerships and proactively engage all stakeholders with open and honest communication.
- **Accountability:** We are responsible to each other and to the public to ensure the effectiveness of investments in the workforce system.
- **Integrity:** We hold ourselves to the highest standards of ethics and honesty. Our moral compass aligns to our vision.



# Workforce Board Main Roles





- 5

[illegible]



Award-winning website created and managed by our agency, featuring 6,500+ WA education programs all in one place!

- **Program Details** - Shows the cost, length, description, and contact info for each program.
- **Performance Results** – Employment and earnings of recent graduates.
- **Career Quiz** – Align interests/talents with careers.
- **Pay for School** - Scholarships, grants, tax credits, other ways to afford education.
- **View Job Trends** - Which jobs are growing, what they pay, forecasted openings.



**Washington Career Bridge**  
Find the education & training you need to get the job you want

Sign in / Register

Explore Careers  
View Job Trends  
Find Education  
Pay for School  
Eligible Training Provider List

**Explore Careers >**  
Which careers fit your interests?

**View Job Trends >**  
Which jobs are in demand?

**Find Education >**  
How do programs perform?

**Career Quiz**  
Check each box that applies to you.

Subjects: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Results

2. What I like to do

- ☐ Read and write
- ☐ Picture in mind
- ☐ Work with people
- ☐ Perform work
- ☐ Solve technical problems
- ☐ Visit and learn
- ☐ Follow logic

**Education Details**  
Registered Nursing  
Award type: AAS  
Highline College

Program Details | School Details | Performance Results | Student Characteristics

**Consumer Report Card**

Employment, wages and completion for Registered Nursing   AAS at Highline College	
Program Type: Registered Nursing/Registered Nurse	
Completion Rate	93%
Employment Rate	93%
Typical (Median) Hourly Earnings	\$34.24
Typical (Median) Annual Earnings	\$65,206.00

[View statewide earnings and employment trends for jobs related to programs of this type.](#)

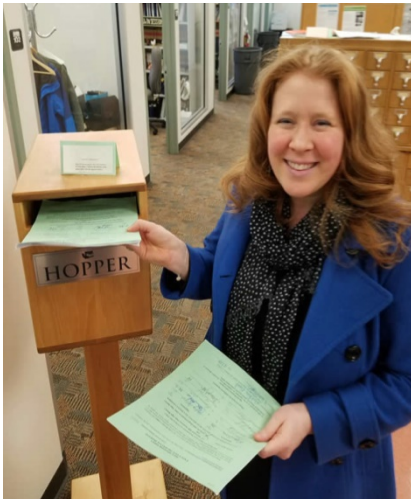
Industry of employment for Registered Nursing   AAS at Highline College	
Program Type: Registered Nursing/Registered Nurse	
Industry	Percent of all students who completed the program(s) and are employed
Healthcare and Social Services	93%
Administrative Support	4%

Training Provider Login



# Advocating Continuous Improvement and Innovation

- The Workforce Board **supports continuous improvement** of the state's workforce system.
- The Board offers **policy recommendations to the Governor, Legislature, and Congress.**
- Periodically, the Board **administers and evaluates innovative pilot projects** or other "learning laboratories" to glean best practices that can be brought to scale on a regional or statewide basis.



## Recent Sampling of Board Supported Bill Topics

- Occupational data
- State Need Grant (now WCG) for part-time students
- Healthcare workforce
- Postsecondary education for incarcerated individuals



# Fostering Multiple Pathway Development – CTE Policy Role

- The Workforce Board is also the state's Career and Technical Education (CTE) policy board.
  - The only one in the nation among all state workforce boards.
- Board has long advocated supporting all learning styles for students and workers to access and fully benefit from appropriate education and training opportunities.
  - Additional focus on building industry-education consortia (Industry Skill Panels, Centers of Excellence).
- The Board has played an employer engagement role to make work-based learning (e.g. Career Connect Washington) available to all students to enhance career exploration, orientation to occupational practices, and occupation-specific learning, and mentorship.





# Strategic Planning Across Partnerships for Workforce Development

## *Talent and Prosperity for All (TAP)*

- State's strategic plan for workforce development, required by the Legislature to be updated every four years.
- Serves as WIOA state plan, but under WA law, contains broader set of partners.
- Includes the Perkins Plan.
- Four focus areas:
  - Business Engagement
  - Barrier Removal
  - Data Sharing
  - Integrating Service Delivery

## *Inclusive, Equitable Economic Recovery*

- Inclusive Economic Recovery is plan's north star.
  - Close economic disparities.
  - Racial economic justice.
  - Meaningful metrics and public-facing data dashboards.
- Focus on work of the future (future of work, technology-induced changes/displacements).
- Capacity of postsecondary education and training is major priority—maybe biggest roadblock to success of plan.
- Opportunities for long-term impact/systemic reform.



# Strategic Planning Across Partnerships for Workforce Development

## What programs are part of Washington's workforce development system planning process?

### Programs Affiliated with System under Federal Law

- **WIOA Title I**
  - Disadvantaged Adult
  - Youth
  - Dislocated Workers
- **WIOA Title II:** Basic Education for Adults
- **WIOA Title III:** Wagner-Peyser Services
- **WIOA Title IV:** Vocational Rehabilitation
- **Temporary Assistance for Needy Families (TANF)/WorkFirst**
- **Trade Adjustment Act**
- **Veterans Employment and Training**
- **Unemployment Insurance Services**
- **SNAP Employment & Training**
- **Senior Community Services Employment**
- **Community Development Block Grant**
- **Community Services Block Grant**

### Programs Affiliated with System under State Law

- **Carl D. Perkins CTE Act (secondary and postsecondary)**
- **Worker Retraining Program**
- **Training Benefits Program**
- **Apprenticeship**
- **Private Career Schools**
- **Second Chance Act**
- **Job Skills Program**
- **Customized Training Program**
- **Career Connect Washington**





# Private Career School Regulation and Oversight

- The Legislature designated the Board as the **primary agency overseeing private career schools and certificate programs and non-transfer degree programs for veterans.**
- An important function is to **provide consumer protection for students.**
  - Currently oversees approximately 330 schools and 34,000 students annually.
  - The Board staff **monitors schools for policies or actions** that would constitute unfair business practices (RCW 28C.10.110).
  - Staff also review and adjudicate student complaints and concerns.



## TUITION RECOVERY TRUST FUND

The Board administers the Trust Fund, a risk pool created by the Legislature to protect students from unanticipated school closure, exclusively funded by licensed schools. Schools are re-assessed if fund drops below \$1M threshold, ensuring fund solvency.



# Staff Support – WEIAOB and Health Workforce Council

## Workforce Education Investment Accountability & Oversight Board

Established under E2SHB 2158 (2019) to:

- Provide guidance and recommendations to the Legislature on which workforce education priorities to fund.
- Ensure funded workforce education investments are accountable, increasing student success and career readiness.
- Required to meet four times a year and report to the Legislature annually.
- Workforce Board staff designated as staff support to the WEIAOB.

## Health Workforce Council

- Workforce Board first convened healthcare stakeholders in 2001; Healthcare Personnel Shortage Task Force created in 2002.
- Role formalized in statute in 2003.
  - Legislative intent recognized shortages were structural, not cyclical.
  - Goal: Address concerns about a significant shortage of healthcare workers.
- Name changed to Health Workforce Council in 2014.
- Annual reports to Legislature available at <https://www.wtb.wa.gov/planning-programs/health-workforce-council/>

# Partnership Updates

- Full updates in Pre-Meeting Packet from the following Partners:
  - Developmental Disabilities Council
  - Special Education Advisory Council
  - State Independent Living Council
  - Tribal VR Update
  - WA Assistive Technology Act Program
  - Behavioral Health Advisory Council
  - Client Assistance Program



# Customer Satisfaction & Program Evaluation (CSPE) Subcommittee

Members: Peggy Frisk - Chair, Justin Poole, Jen Cole.

February 2021

# CSPE Updates

- Customer Satisfaction Survey – WSU-SESRC Contract Updates
  - Core survey continues to be 6 questions + comment field
    - My counselor does a good job keeping in touch with me.
    - My counselor understands what is important to me.
    - My counselor understands how my disability affects me.
    - My counselor cares about my input.
    - DVR moves quickly enough for me.
    - Overall, I'm satisfied with DVR.
    - Comments
  - Shifting from monthly to quarterly surveys to get statewide & regional data
  - Supplemental survey capability
  - Demographic information of respondents
  - Comments will be anonymous

# CSS Comments Consistent Trends

- Positive
  - Customer Appreciation
  - Counselor Impact
- Room for Improvement
  - Order of Selection
  - Communication
  - Timeliness of Services
  - Case not progressing/Case Closures
  - Impacts of COVID-19

# Samples of Positive Customer Comments

- I am so grateful for this program. They helped me overcome every barrier to work. I was sure that I could not work in an office setting due to my limitations. As of this writing I have been doing well and working for nearly two years at my office job. Something I thought impossible. Changed my life. Thank you DVR.
- DVR has been very helpful when it comes to funding my schooling. I can't wait to see how they can help while I'm on the job.
- I'd like to say to DVR and my counselor's "thank you so much for all hard work for me."

# Room for Improvement Customer Comments

- It took 3 months just to get to the point of scheduling a meeting to plan my goals. Then COVID hit, and the only interaction since then has been monthly newsletters (useless info), 2 phone calls, and finally a letter discontinuing services - because we went with an employment service instead, and started applying and having interviews in 1 month.
- Part of my difficulty could be part due to COVID.
- Didn't hear from DVR for many months or answer calls. Then found out he disappeared. Wow!
- I have been with the DVR for years and have still not been provided with training so I can become employable again.

# Next Quarter Goals

- Customer Listening Session for May Quarterly Meeting
- Launching WSU Customer Satisfaction Survey for the October – December 2020

# Policy & Planning Subcommittee

**Members:** Jerry Johnsen - Chair, Laurae MacClain,  
Michele Stelovich, Lesa Dunphy

**February 2021**

# Policy Committee Updates

- Standard Operating Procedure (SOP) Feedback
  - Education and Training Desk Guide
  - Pre-ETS Tracking
  - Customer Vocational Counselor Meeting Cancellation Fees
- Eligibility Determination/Priority of Service



# Presentation Feedback and Wrap-up

Justin Poole – Chair

**February 2021**

# Adjourned

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Thank you!

## Section 2



# Washington State **Rehabilitation Council**

*Partner Updates*



## **WATAP Report for WA SRC – February 2021**

### **A. WATAP COVID-19 Services Update**

In late November, WATAP moved our offices from the Chase Bank Branch at the University Village in Seattle to the Center on Human Development and Disability (CHDD)- South Building on the UW Seattle campus, near the UW Medical Center. The new space gives us the ability to keep staff and those we serve safer with more closed offices and better ventilation. We are currently having some modifications done to the space for a new demonstration lab. As part of the Priority Group 2, Wave 2 and as UW employees working in a clinical environment at the CHDD, the WATAP team received their first dose of the vaccine in early January and they will be receiving their second dose by the end of the month. Our short-term device lending and services provided through the iCanConnect WA program are up and running. We continue to offer phone and online assistive technology consultations, as well as device demonstrations via video conferencing, and plan to safely provide face-to-face device demonstrations beginning in mid-February. We are providing assistive technology webinars in lieu of in-person events, which will continue to be on hold until the State has moved to Phase 2 of reopening. Latest updates and announcements are being provided on Facebook and Twitter.

### **B. Short-term Device Lending to DVR Clients**

During the last quarter, we provided 32 devices for decision making purposes to 18 DVR clients; 1 Grays Harbor, 8 King, 1 Kitsap, 1 Okanogan, 1 Skagit, 2 Snohomish, and 4 Whatcom.

### **C. WATAP-DVR trainings update**

We had 2 75 minute trainings via webinar to 61 DVR staff, Tribal VR staff, CRPs, and other DVR partners during the last quarter:

- November 18th Computer Access: 6 participants
- December 10th AT to Support Farmers and Agriculture Workers: 8 participants
- January 12th AT for Cognition and Mental Health: 47 participants

### **D. WATAP-DVR Contract for 2020-2022**

As mentioned previously, we have a new contract with DVR for services to be provided in partnership October 1, 2020-June 30, 2022. The contract includes funds for assistive technology devices for the ATAPs to have for the purpose of providing demonstrations and evaluations and additional devices for our Lending Library for DVR clients to borrow to make sure a particular device will work for the client before being purchased. The contract was written with the flexibility for us to return to in-person training beginning in July of 2021, but this will depend on the nature of the COVID-19 pandemic in the summer. We also negotiated an amendment to the contract to allow us to respond to a new training need to support a new DVR project which will provide mobile technology and apps in supported employment and other individuals in the workplace. The training will focus on the meeting

the needs of the DD population in employment settings and assistive technology considerations.

We continue to offer webinars in lieu of in-person trainings as a stop-gap measure during the COVID-19 outbreak. Upcoming Webinars include an in-depth device demonstration portion for a deeper dive into the technology. The next offerings scheduled are:

- January 26th, 10 AM- 11:15 AM: AT and Transition
- February 9th, 10 AM- 11:15 AM: Computer Access
- February 23rd, 10 AM- 1 PM: Mobile Technology for Supported Employment
- March 9th, 10 AM- 11:15 AM: AT to Support Farmers and Agriculture Workers
- March 23rd, 10 AM- 11:15 AM: AT for Cognition and Mental Health
- April 6th, 10 AM- 11:15 AM: AT and Transition
- 20th, 10 AM- 1 PM: Mobile Technology for Supported Employment



## **Washington Workforce Development News Workforce Training and Education Coordinating Board**

**Washington Workforce Development News  
Workforce Training and Education Coordinating Board  
January 21, 2021**

### **WORKFORCE BOARD MEETS JANUARY 27 TO DISCUSS COLLECTIVE IMPACT CAMPAIGN**

The Workforce Board will meet (virtually) January 27 from 9 a.m. to noon to continue refining their collective impact initiative to bolster Washington's economic recovery efforts. This follows earlier discussions on how to advance strategies that support an inclusive, equitable workforce economic recovery campaign. Meetings are open to the public. This meeting will also be live streamed on TVW. More details: <https://www.wtb.wa.gov/workforce-board/board-meetings-agendas/>

### **CHECK OUT WORKFORCE BOARD 2021 INITIATIVES**

It's a new year and a new Legislative session. Check out the latest reports, resources, and legislation we are tracking by clicking featured links on the Workforce Board's home page. You'll be glad you did! More: [www.wtb.wa.gov](http://www.wtb.wa.gov).

### **COMMERCE INVESTS RECORD \$97 MILLION IN AFFORDABLE HOUSING PROJECTS**

Stable housing is the foundation for financial self-sufficiency, yet even before the pandemic an estimated 129,000 Washington residents were at risk of homelessness as affordable housing hasn't kept pace with demand. The Washington State Department of Commerce announced

\$97 million in grants and loans for affordable housing projects in communities across the state. These funds will help provide an estimated 1,404 multifamily rental units/beds, 121 homes for first-time homebuyers, 86 units of modular housing, and 74 units in cottage-style communities. More details: <https://bit.ly/3bZaigG>

#### **SECOND VIRTUAL SCRUBS CAMP SET FOR FEBRUARY 20**

The Eastern Washington Area Health Education Center is holding its second virtual Scrubs Camp for high school students on February 20. Typically a one-day, hands-on event to explore health careers, the Scrubs Camp has migrated to a Zoom format while keeping the hands-on learning component. Students receive kits beforehand and will spend the day exploring dental hygiene, AED and CPR, epidemiology, and a session on medicine with the WSU Elson S. Floyd College of Medicine. To find out more and register, <https://bit.ly/3bUtH2a>.

#### **SAVE THE DATE FOR WEDA WINTER CONFERENCE IN MARCH**

The Washington Economic Development Association is holding its (virtual) winter conference, dubbed Recovering Jobs and Rebuilding Communities, on March 16-17. Gain new tools and insight for economic development in your community. More about WEDA: [www.wedaonline.org](http://www.wedaonline.org)

# Workforce Training and Education Coordinating Board



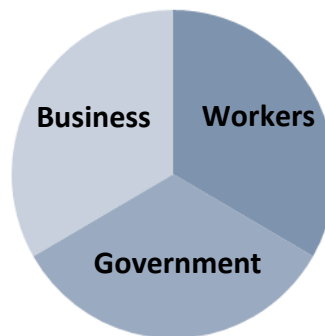
## Growing the State's Economy by Meeting the Workforce Needs of Industry

The state's Workforce Training & Education Coordinating Board was created by the Legislature to be the lead policy advisor in Washington with responsibility over the state's workforce development system, federally funded Career and Technical Education, and as a regulator of private career schools, along with veterans education programs. The Board is uniquely charged to serve as an advocate on all issues and programs related to workforce development.

### Workforce Board is Hub

State and federal law makes clear that the Workforce Board is "the hub" of the state's workforce training system, a central coordination point that gives Washington strategic direction toward common goals.

### Who We Are



### Business and Workers at Table

With business and labor at the table, we get a real-world view of our challenges and opportunities, and can guide key agencies and local boards to take action.

## Our Customers Drive Everything We Do: Washington's Workers and Industry

Washington's Workforce System has three primary customers: Washington businesses that depend on a skilled and educated workforce to be profitable and competitive, those who go to work each day and want to advance their skills and career, and those seeking jobs but who need additional services to succeed. For industry to thrive, workers need to be properly trained and educated, and come equipped with the skills businesses require. For Washington workers to prosper, they need to be able to secure living-wage, stable jobs that grow into lifelong career pathways. Creating this match between jobseekers and jobs lies at the heart of workforce development. We seek a systematic and harmonized approach to growing Washington's economy by connecting businesses with career-ready talent of all abilities and backgrounds.



## An Independent Third Party Evaluator of the State's Workforce System

The Workforce Board tracks the performance of the state's largest workforce programs to ensure a high-quality workforce training system. The Board is responsible for overseeing 16 workforce programs as defined in state statute. The Board also sets performance standards for education programs eligible for federal and state training dollars as part of the Eligible Training Provider List.

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## An Advocate for Continuous Improvement and Innovation

The Workforce Board supports the continuous improvement of the state's workforce system. The Board is charged with offering policy reform recommendations to the Governor, Legislature, and Congress. The Board administers and evaluates innovative pilot projects or other "learning laboratories" that can be brought to scale on a regional or statewide basis.

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## Career-Connected Learning and Carl D. Perkins Act

The Workforce Board actively promotes a wide range of work-based learning and real world work experience to help young people transition to career success. The Board also serves as the state's Board of Vocational Education under federal law, developing policies about how Career and Technical Education is delivered across the state, and oversees the federal Carl D. Perkins Act., which funds career connected learning opportunities for K-12 students,

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## Regulates Private Career Schools, Oversees Veterans Programs

The Legislature designated the Workforce Board as the primary agency to oversee and regulate private career schools and certificate programs, and non-degree programs for veterans. The Workforce Board plays an important consumer protection role in investigating and taking action on student complaints.

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## We're putting good ideas to work in Washington!

**The state's workforce plan, Talent and Prosperity for All (TAP), is designed to empower individuals, employers, and communities to realize their full potential through a universally accessible, and continuously improving, workforce system.**

Our state as a whole has a red hot economy and record-low unemployment. But some communities aren't keeping up. And some populations still struggle with low wages and too few opportunities. They're untapped talent that employers depend on to fuel more growth.

That means our workforce system needs to be even more strategic in responding to our state's rapidly changing economic needs. Our road map to get there is TAP, the state's workforce plan.



## The TAP plan—Four ingredients for workforce success

In 2016, Washington launched a brand new workforce plan, with a new name, TAP. It won approval from the Legislature and the federal government. Since then, our workforce and economic development partners have been putting it in place across the state to keep Washington's economy moving forward in every zip code:



**Better Connection with Business**—Economic good times means it can be difficult to hire and keep qualified workers. By working closely with business and industry, we are helping ensure workers have the skills and training they need, and employers have a work-ready workforce.



**Help Jobseekers Succeed**—Some individuals need a little extra support, whether it's learning basic workplace skills or finding job openings through savvy networking, to polishing a resume. The state's public workforce system is here to help find a good fit, and provide services that keep people on track to career advancement.



**Access untapped talent**—Ensuring all workers have access to resources, services, and job opportunities isn't just the right thing to do, but the smart thing. Whether it's a workplace accommodation that helps a worker with disabilities do their job, or connecting people to needed employment and training resources through dedicated outreach or digital connections—an open and accessible workforce system benefits everyone. We need to ensure that every training opportunity, every new skill, and every job is within reach.



**Measure workforce performance**—Some workforce programs are working; others need fine-tuning. By evaluating performance, we keep the system accountable and continuously improving. The Workforce Board's research staff regularly and rigorously evaluates program performance to ensure accountability. At the end of the day, high-performing education and training programs help Washington workers and businesses thrive.

TAP greatly increased the scope of coordination among workforce development programs, but this strategic plan goes further, and binds together all programs designated by state statute to be part of the talent development pipeline, ultimately pulling together 22 distinct programs and funding streams.

# Workforce Economic Recovery Plan Recommendations

## Create an Economic Recovery Ecosystem

- Inform better, more comprehensive service plans through collective planning and data-sharing.
- Focus on diversity, equity, and inclusion through community-level and individual-level economic health.
- Focus on credentials with economic value.

## Define and Transparently Measure Progress Towards Inclusive Economic Recovery

- Re-charter and refocus the Board's subcommittee on removing employment barriers.
- Prevent the growth of long-term unemployed.
- Invest in a data dashboard to track which education and training pathways lead to livable-wage jobs in high-demand industry sectors.

## Leverage, Expand Capacity and Expertise of Postsecondary Systems

- Improve remote learning delivery and preparation.
- Create broader occupational pathways for education providers.
- Ensure every student has the necessary resources to obtain an economically meaningful credential, in their chosen program of study.

## Create Navigable Pathways to In-Demand Careers

- Support expansion of registered apprenticeship, including to new industry sectors.
- Create structured, navigable pathways to better wages for care workers within child care and related fields.
- Establish a statewide Substitute Child Care Worker Pool.

## Reengineer Pathways to IT-Based Careers

- Map IT occupations and career pathways across the state, and across all industry sectors, assessing all available education and training resources and credentials. Fill gaps found in the mapping process.
- Establish computer recycling programs that train individuals to build, refurbish, maintain, and upgrade computers.
- Create an IT Service Corps within the Washington Service Corps to provide paid real-world experience and IT services to under-resourced communities.

## Strengthen the Health Workforce Pipeline

- Create new career pathway programs, including LPN registered apprenticeship for CNAs in long-term care settings.
- Focus on career development for diverse populations, including frontline health workers and tribal members for healthcare jobs.
- Develop a health jobs portal to enable job seekers to quickly find available opportunities and streamline the process of moving between facilities.

## Pathways to Entrepreneurship and Business Ownership

- Provide entrepreneurial training: emphasis on business planning.
- Support pandemic-relevant entrepreneurial and business ownership.
- Support opportunities for local business transfer and employee ownership, including re-establishing the Office of Employee Ownership.

# Washington Career Bridge

## A “consumer reports” for Washington’s education programs

**Career Bridge** ([www.CareerBridge.wa.gov](http://www.CareerBridge.wa.gov)) features 6,500+ Washington education programs, & growing.

**Full Education Spectrum**—From short-term training to one-year certificates, to two- and four-year degrees, and beyond. Includes over 400 apprenticeships.

**Search Features**—Visitors can target their search by location, by type of institution, by job title, and more.

**Program Details**—Shows the cost, length, program description, and contact person for each program.

**Performance Results**—When data is available, shows:

- How many students completed a program?
- Did they get a job?
- How much did they earn?
- Which industry did they go to work in?

**Job results tied to education**—The connection between education and job results is one reason Career Bridge is a national model. Results are available for 45 percent of the site’s programs. Other programs are typically too new, or too small, to provide results.

### Other Features

**Career Quiz**—Lets users see which careers line up with their interests and dig deeper into labor market data and education programs.

**Pay for School**—Scholarships, grants, tax credits, other ways to afford education.

**View Job Trends**—Which jobs are growing, what do they pay, forecasted openings.

### AWARD WINNING WEBSITE



Career Bridge won a National Innovation Award from the Council of State Governments.

### MEDIA COVERAGE



Featured in the Hechinger Report, NBC News, and more!

### GROWING CUSTOMER BASE



Used daily by counselors at Washington’s WorkSource career centers. Also by middle and high school students, teachers and counselors, colleges and employers.



### VISITOR COUNT CLIMBS

Site visits have climbed to over 7 million page views annually.



# Washington's Health Workforce Council

Addressing current and projected shortages of Washington healthcare workers.

Council members represent business, labor, education, and government.



## What we do

The Council brings attention to current and projected workforce shortages in healthcare occupations, and proposes strategies to address these issues. Since its launch, the Council has proven to be an effective policy development group tackling such issues as nursing shortages, behavioral health, and long-term care. The Council and its members advocate for sustainable, systemic solutions. The state's Workforce Board staffs the Council.

## Health Workforce Council policy recommendations include:

- ✓ Strengthen the state's dental health workforce pipeline.
- ✓ Evaluate performance of Washington State Health Professional Loan Repayment Program.
- ✓ Compensate community-based settings for training behavioral health workers.
- ✓ Create Washington Center for Interprofessional Practice and Education to promote integrated care.
- ✓ Establish an initiative to develop multi-disciplinary career pathways for frontline care workers.

## Current Council Initiatives

### Behavioral Health Workforce

- Behavioral Health Report & Recommendations 2019 - 2020

### Health Workforce Sentinel Network 2016 – present

- Surveys healthcare employers, identifies changes in workforce demand, and provides information to partners in education, training, and policy who can take action.

**Strategic Planning** - ongoing

# Washington's Health Workforce Council

## Council Members

<b>Suzanne Allen, M.D., Chair</b>	<b>Vice Dean for Academic, Regional &amp; Rural Affairs, University of Washington School of Medicine</b>
<b>Kevin McCarthy, Vice-Chair</b>	President, Renton Technical College
<b>Liz Coleman</b>	Council Staff Coordinator
<b>Carol Moser</b>	Accountable Communities of Health, Rural Representative
<b>Alicia Fehrenbacher</b>	Accountable Communities of Health, Urban Representative
<b>Dan Ferguson</b>	Allied Health Center of Excellence
<b>Marianna Goheen</b>	Office of Superintendent of Public Instruction
<b>Diane Sosne</b>	SEIU Healthcare 1199NW
<b>Amy Persell</b>	SEIU 775 Benefits Group
<b>Carolyn McKinnon</b>	State Board for Community and Technical Colleges
<b>Katherine Lechner</b>	Washington Association for Community Health
<b>Deb Murphy</b>	Washington Association of Housing and Services for the Aging
<b>Sofia Aragon</b>	Washington Center for Nursing
<b>Lauri St. Ours</b>	Washington Health Care Association
<b>Joe Roszak</b>	Washington Council for Behavioral Health
<b>Cathy Dahlquist</b>	Washington State Dental Association
<b>John Wiesman</b>	Washington State Department of Health
<b>Ian Corbridge</b>	Washington State Hospital Association
<b>Russell Maier</b>	Washington State Medical Association
<b>Open</b>	Washington State Nurses Association
<b>Daryl Monear</b>	Washington Student Achievement Council
<b>Sue Birch</b>	Washington State Health Care Authority
<b>Eleni Papadakis</b>	Workforce Training and Education Coordinating Board

## Washington healthcare trends highlighted in annual report

The Council identifies policy and funding priorities to bring to the Governor and Legislature. The annual report includes education and training outcomes for nearly 100 healthcare occupations. The report also shows progress on Council projects and detailed information on specific occupations to provide a full picture of what's happening on the ground.

See the 2018 annual report at: [www.wtb.wa.gov/HealthWorkforceCouncil.asp](http://www.wtb.wa.gov/HealthWorkforceCouncil.asp)



**2019 report coming soon!**

# Evaluating Washington's Behavioral Health Workforce

As Washington works to integrate its statewide medical and behavioral health systems by 2020, demand for a qualified workforce to provide behavioral healthcare (mental health and substance use disorder treatment) is growing faster than services.



## Behavioral Health Assessment

The Workforce Board, in partnership with the Health Workforce Council and University of Washington Center for Health Workforce Studies, published the Washington State Behavioral Health Workforce Assessment in 2017. The report evaluated workforce needs across behavioral health disciplines and provided recommendations to address these needs. Data was collected to better describe supply, demand, and behavioral health access, along with identifying barriers to access, and recommended solutions.

## Report Addresses Barriers to Growing Health Workforce

In 2019, the Legislature directed the Workforce Board to provide actionable recommendations focused on five barriers to expanding the state's behavioral health workforce:

**Barrier 1:** Reimbursement and incentives for supervision of interns and trainees.

**Barrier 2:** Supervision requirements.

**Barrier 3:** Competency-based training.

**Barrier 4:** Licensing reciprocity or the feasibility of an interstate licensing compact, or both.

**Barrier 5:** Background checks, including barriers to work related to an applicant's criminal history or substance use disorder.

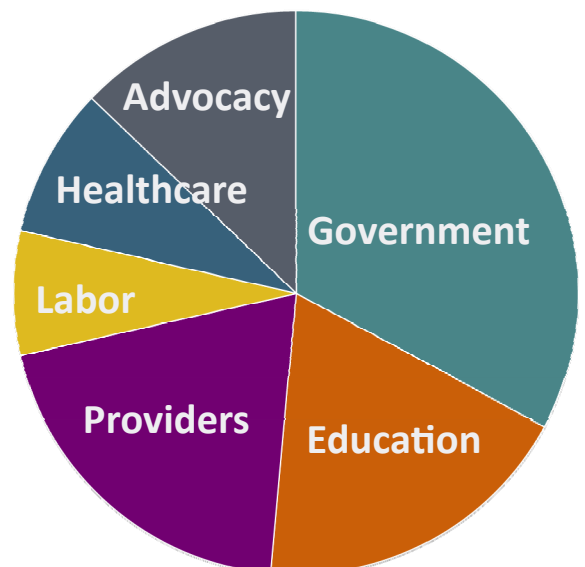
## Report Details

Phase I—The Workforce Board partnered with the UW Center for Health Workforce Studies to collect feedback from stakeholders to identify barriers related to licensing reciprocity and background checks, and potential solutions.

In addition to stakeholder engagement, a landscape analysis looked at the current state of background checks and licensing reciprocity on a national scale.

Early recommendations were developed and will be provided to the Legislature, Office of the Governor, and the state's Department of Health by December 1, 2019.

## Broad Range of Stakeholders

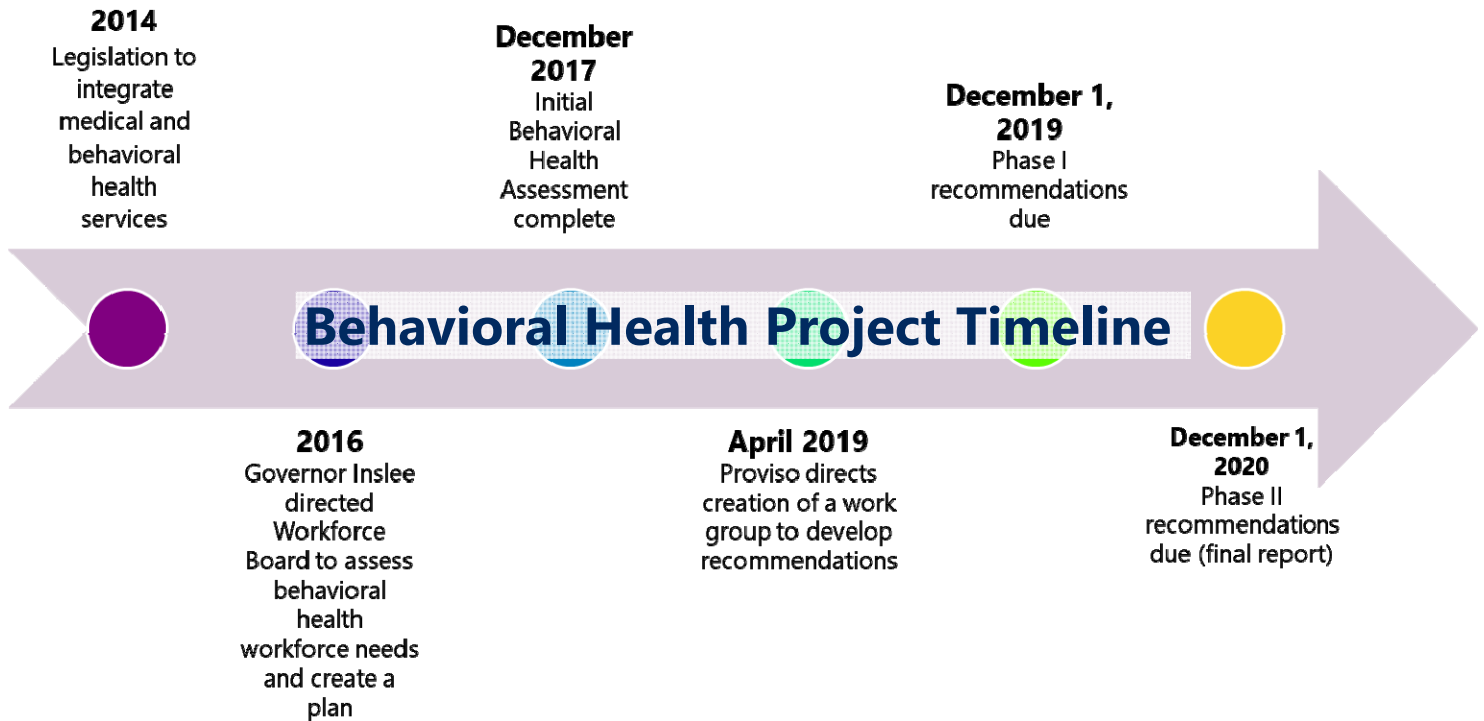




# Evaluating Washington's Behavioral Health Workforce

## Next Steps

Phase II will launch in January 2020 and culminate in a second report to the Legislature by December 1, 2020. This report will expand to all five barriers identified in the Legislature's proviso charge and will result in recommendations for the 2021 legislative session. Work group subcommittees on each of the topic areas are forming — please contact the Workforce Board to participate.



## What is behavioral health?

Behavioral health is an evolving area in the healthcare field and incorporates a wide range of issues, including mental health and substance use disorder treatment. Because physical and behavioral health are often linked, there is an increasing focus on finding ways to treat the whole person, particularly in a primary care setting.



## Behavioral health careers

There are a broad range of occupations in the behavioral healthcare field including, but not limited to, psychiatrists, psychologists, social workers, advanced registered nurse practitioners (ARNPs), mental health counselors, marriage and family therapists, substance use disorder professionals, peer counselors, and community health workers.



**Washington  
State  
Independent  
Living Council**

WA State Independent Living Council  
WSRC Quarterly Report – Dion Graham

## **WASILC Partner Report February, 2021**

- Received approval of the FFY21-23 State Plan for Independent Living (SPIL) from the Administration of Community Living/Office of Independent Living Programs in December, 2020
- A successful virtual conference was held in November: “Planning Today for a Safer Tomorrow- Disability in Emergency Preparedness”.
  - This was a collaborative partnership between WASILC/Centers for Independent Living/Partners in Disaster Strategies with support from Department of Health, Emergency Management Division, and Advisory committee to CIEP
  - Over 300 people registered and attended the conference
- WASILC Legislative Committee will be focusing on housing issues, partnering with DDC, CEA, and NAMI
- Beginning October, 2021, WASILC will start receiving Part B funding as designated by the SPIL. WASILC is working on identifying areas they can build capacity of the IL Network across the state.
- COVID Response: The Coalition on Emergency Planning (CIEP) has been on ‘stand up’ since March 2020 responding to the COVID pandemic and co-occurring disasters. Some of the areas addressed:
  - Provided technical assistance for accessible drive up COVID testing sites
  - Provided input prioritization of COVID vaccine to DOH
  - Provided technical assistance on accessible communication to the disability community with a lens on BIPOC community
  - Through CIEP network secured accessible housing and a new wheelchair for a person affected by the fires in central WA
- We are currently recruiting for four positions for WASILC. Our priorities are:
  - Persons with a disability
  - Geographic: Central/Eastern WA and Coastal
  - Members of the BIPOC community





## Developmental Disabilities Council Update – July 2020

- The Developmental Disabilities Council and The Arc of Washington are partnering to host 2021 Virtual Advocacy Days. [Click here](#) for more information about the events and ways to get involved.
- The Developmental Disabilities Council is hosting a series of “North Star” conversations to build a legislative omnibus request for the 2022 session. The objective is for developmental disabilities stakeholders to identify what services and resources are required to truly thrive, and then to advocate for those things legislatively. If you are interested in joining these conversations, please contact the DDC’s public policy director, Adrienne Stuart: [Adrienne.stuart@ddc.wa.gov](mailto:Adrienne.stuart@ddc.wa.gov).
- Over the last several months, the Developmental Disabilities Council collected input from many stakeholders to shape the priorities of our next 5-Year State Plan. A draft State Plan will be shared for public comment this spring before being submitted to the Administration on Community Living for review.
- Please contact Jeremy Norden-Paul, executive director, if you have any questions about the Developmental Disabilities Council: [Jeremy.norden-paul@ddc.wa.gov](mailto:Jeremy.norden-paul@ddc.wa.gov)



## Behavioral Health Advisory Council Update – February 2021

### Decision Package - Discuss and Determine BHAC process

- Council discussed a process for ensuring DBHR gets any Council recommendations for inclusion in a timely way. It was decided that a standard agenda item will be discussion of items for consideration in both Decision Packages and FBG

### 2021-2022 State Opioid Response Plan

- The final plan has not been completed for distribution yet, however Kris went over some new data and requested recommendations from BHAC for consideration in the plan. Several ideas were discussed.

### Federal Block Grant Review and Recommend Strategy

- BHAC is to review the Federal Block Grant information that Janet Cornell sends out.

- BHAC will send all suggestions for changes to the priorities to Susan Kydd by February 19th.
- BHAC will review and approve the suggestions during the March BHAC meeting and return the Suggestions to HCA.
- A brief discussion of FBG ideas will be included on the Agenda for each Council meeting going forward
- Timing of recommendations to DBHR is now included in Yearly BHAC Meeting Calendar

#### BHAC Peer Review Summary

- Not completed yet due to two of the five reviewers being unable to participate
- Because of COVID, the response rate was pretty low, which was expected.
- There will be recommendations to update the process with questionnaires better tailored to the services being reviewed instead of one standard set of questions. Currently its tailored only to clinical treatment settings whereas Peer organizations, Crisis Services, Recovery housing etc. are not relevant to most questions.

#### March Agenda Items

- Federal Block Grant and Decision Package Recommendations
- Opioid Response Plan Recommendations
- Peer Review Presentation
- Section Updates
- BHAC Yearly Calendar
- Directors Update

BHAC is regularly looking for guest speakers for come and present at our meetings. Topics can include anything as long as it relates it behavioral health. If anyone is interested, please reach out to me at [victoria.mcdermott-hale@hca.wa.gov](mailto:victoria.mcdermott-hale@hca.wa.gov)

BHAC is still currently meeting on their regular meeting schedule with the next meeting planned for November 4<sup>th</sup> via Skype. Because of COVID we are still holding all meetings virtually.

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## **Tribal Vocational Rehabilitation Update – February 2021**

Updates will be provided in-meeting

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# Client Assistance Program (CAP) Report

## February 2021 WSRC Quarterly Meeting

During the last quarter, CAP has been adjusting to changes. Jennifer Bean is back at CAP and we have been connecting with new members of the DVR leadership team to talk about how we can have good working relationships.

We continue to adjust to this remote environment. Access and knowledge of general DVR happenings is a challenge for CAP, as much of that used to happen during in person meetings. For us to work effectively while being remote, communication, transparency, and openness are even more important. Our mission is to make sure customers get the information they need, so it is important when understand what is going on behind the scenes, what guidance informs decisions, how processes may have changed, etc. We continue to check in with staff to see how things are going and to keep a finger on the pulse of VR.

We want to highlight a few trends from our experiences with customer calls and cases:

- **Pre-Closure:** CAP continues to get several calls a week from customers who receive pre-closure letters. They are often not sure who to call to keep their case open, report having only minimal contact with their VRC before getting the letter, and don't understand why their case is being closed.
- **Communication:** While communication has been a long-standing issue, the pandemic creates new hurdles. Customers are struggling to meet their basic needs may not prioritize DVR services. Customers tell us they don't know how to get ahold of their VRC and that they don't get returned calls or emails. They are sometimes confused about who they are working with and don't understand the roles of the VRC vs. the Rehab Tech. Making multiple attempts using a variety of methods is more critical now. Cap is often facilitating connection and communication between customers and their VRC.
- **Pandemic:** With many aspects of our lives changed, we and our customers have been forced to adapt. We are working with several students who needed to reduce their course load. Virtual learning is difficult for them. Access to supports, such as tutoring, and accommodations are limited or not available. Virtual learning is also new for many instructors, and depending on the course content, poor instruction can be problematic. As a result, students may want to postpone a class until it can be in person or cut back on their load to devote more time to a difficult subject.

We want to support their success, which means there must be more flexibility, understanding, and creativity when working with customers. CAP believes it is important to adapt to the situation we are in now and re-evaluate how we define success. It isn't fair to have the same expectations for virtual learning in this stressful environment, especially when the change was forced and happened so quickly. Customers need more understanding and help with making adjustments to support their success. Until things return to some level of normalcy, we must be creative and open to doing things differently.

- **Dual expectations in our system:** Counseling and guidance looks different in this remote environment and we see competing perspectives. VRCs are expected to have regular contact with their customers. But some customers say this isn't helpful and creates more stress for them. Some customers don't feel safe looking for a job and they tell us they don't know what DVR can do for them right now.

Meaningful connection is important. VRC's can have conversations about how the customer is doing, how they are feeling, as many are struggling with isolation. We know some VRC's are using this time for more in-depth vocational assessment and exploration, job preparation activities like practice interviews, working on soft skills, etc. Explaining what services DVR can offer now and how the services will support them in the VR process, even if they aren't ready to pursue, can be helpful to generate ideas for staying engaged.

- **OOS priority determinations:** The confusion and consistency around OOS priority continues to be a challenge for customers, and VR staff. With no clear resolution over the past two years and the addition of many new VR staff, CAP continues to be frustrated by the lack of understanding, guidance around OOS determination. We find the Medical model has replaced common sense counseling and guidance. Customers complain about their counselors not understanding their disability barriers before making the OOS priority decision.

We appreciate what a challenge the last 10 months have been and how hard staff have worked to adjust. We are grateful for their continued efforts to provide quality services despite disruption in their own lives. We hope this year life gets a little easier and look forward to our continued partnerships, and someday meeting in person.



# Washington Office of Superintendent of **PUBLIC INSTRUCTION**

Updates will be provided in-meeting

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## **Special Education Advisory Council Update – February 2021**

### **SEAC Belief statement:**

“We believe that every student in Washington State has the right to reach his or her full human potential. We believe that students will fully and meaningfully participate in their education and community. We will use our strength as a broad based and diverse constituency group to play an active and influential role in decisions affecting education policies, programs, and services. Our priorities are focused on building a strong public education system that is inclusive, equitable, proactive, and supportive of students, families, and educators.”

### **Current SEAC Roster:**

[https://www.k12.wa.us/sites/default/files/public/specialed/seac/seac\\_roster.pdf](https://www.k12.wa.us/sites/default/files/public/specialed/seac/seac_roster.pdf)

### **SEAC Brochure in English:**

<https://www.k12.wa.us/sites/default/files/public/specialed/seac/SEACBrochure.pdf>

### **SEAC Brochure in Spanish:**

<https://www.k12.wa.us/sites/default/files/public/specialed/seac/SEACBrochureSpanish.pdf>

Updates will be provided in-meeting

**SPECIAL EDUCATION ADVISORY  
COUNCIL (SEAC) COMMUNITY FORUM**

# **DEFINING INCLUSION**

**Join us to:**

- **learn about SEAC and its role in our state**
- **collaborate in creating a shared understanding of inclusion**
- **meet and talk with SEAC members**

**February 23, 2021 | 5:30 PM**

**ZOOM**

**Join at: [bit.ly/seac0221](https://bit.ly/seac0221)**

**A Spanish interpreter will be  
available at the forum.**



Washington Office of Superintendent of  
**PUBLIC INSTRUCTION**

## Section 3



# Washington State **Rehabilitation Council**

## *DVR Remote Services Survey Summary*

## Customer Survey on Barriers to Case Progress

In September, DVR sent a survey to all 5,371 customers in plan. The purpose of the survey was to learn about challenges customers have had connecting with DVR and moving forward with their plan since DVR began providing remote services. This survey also helps DVR staff identify areas where improvement is needed, or customers need support.

Twenty-nine percent of customers responded to the survey, which is a high rate for this type of survey and good representation of customers in plan. Highlights of the survey results are described below and a complete summary is available at [DVR Remote Services Survey](#).

The following themes were identified in customer comments and are considered primary focus areas for DVR to highlight, increase awareness, and improve on as we move forward.

### Communication:

The importance of regular and better communication was a clear theme in customer comments. Customers who have good communication with their counselor feel supported. Those who do not have regular contact express frustration or confusion about case progress and available services. Fifty-eight percent of customers indicated that their counselor is in touch at least once per month, a best practice standard promoted by DVR.

#### *DVR Response:*

- *Best practice for the counselor/rehabilitation technician is to contact each customer on their caseload monthly.*
- *Administrative policies require staff to return customers email, phone and/or contact within 48 business hours whenever possible.*

### Job Goals:

Many customers identified that they do not know their job goal or the goal may not be achievable in the current work environment. Nearly half expressed a general desire to get a job but no particular occupation. Deeper conversations about job goals and opportunities are needed to help customers clarify their goal and select one they can work towards at this time.

#### *DVR Response:*

- *Field staff have been requested to review existing plans with customers to consider whether changes are needed.*
- *Counselors have been encouraged to consider new services to keep customers engaged and making progress while other services may be on hold or discontinued due to COVID. Job goals are also being reconsidered and amended as necessary to better reflect the customer's current situation.*

### Barriers to Case Progress:

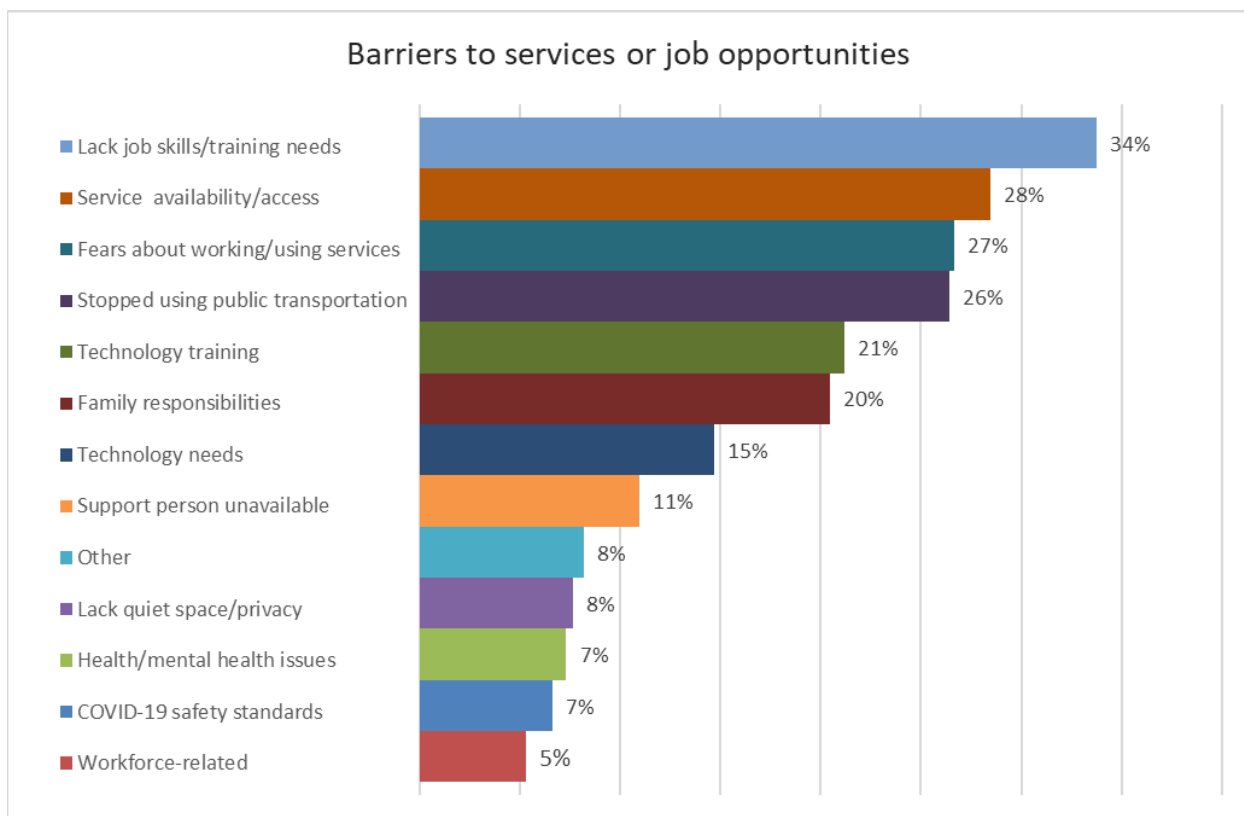
Evaluation of customer needs for skills training and access to technology are needed to identify services that can support their progress. At least a third of customers in plan lack the skills needed for available jobs; a similar percentage have needs for technology or technology training. Customers want more information about and access to remote services and job opportunities to help them move forward in their job search. COVID-related fears and changes in life circumstances are affecting progress for many



customers, some of whom are not able or do not want to work at this time. These types of barriers should be documented in the case record.

*DVR Response:*

- *DVR made a large bulk purchase of technology devices to increase access to VR, online resources and job opportunities for customers.*
- *Devices are being directly issued and released to customers rather than being loaned in most cases.*
- *DVR is working with WATAP to provide technology training to Certified Rehabilitation Programs in order to support customers learning the basics of technology devices they may use for employment. These support services will be delivered to customers through CRP and IL contractors.*



## Section 4



# Washington State **Rehabilitation Council**

*DVR Response for Community  
Rehabilitation Provider Feedback*

## DVR ELT Response to November 2020 CRP/DVR/WSRC Quarterly Meeting Feedback

On November 17, 2020, DVR and WSRC asked CRP-IL quarterly meeting attendees to discuss the following in small groups:

- What's working? What's not working?
- What supports would you like to see from DVR for CRPs and/or customers?
- What else would you like DVR to know?

In a larger group, attendees shared their feedback and experiences. That information was collected and presented to DVR's Executive Leadership Team (ELT).

The ELT reviewed the feedback and developed actions and opportunities to address the concerns presented. The following table outlines the concerns presented and ELT responses. Some of the actions have already been implemented, others are being developed.

Concern Presented	DVR ELT Response
<b>General inconsistencies</b>	<p>To address general inconsistencies across the state, we are improving training and information sharing.</p> <p>Here are examples of information that has either already been shared or will be addressed with staff in the coming weeks:</p> <ul style="list-style-type: none"><li>• Informed choice for customers</li><li>• Communication and follow-up expectations and timelines and other reminders about work-from-home expectations</li><li>• Information to collect and share with CRP staff when making referrals</li><li>• Delineation of responsibilities for counselors and CRP staff</li></ul>
<b>Signatures</b>	<p>Signature guidance was distributed to staff and CRPs. Regional Administrators and Supervisors are addressing expectations for obtaining signatures with VR staff.</p> <p>As a reminder, the CRP-IL contract states that the CRP cannot perform services until it has a fully completed, signed SDOP, and the AFP has been issued. In emergency situations, the counselor may provide verbal authorization to start services. However, the counselor must have an SDOP and AFP in place and signed within five business days.</p>
<b>SDOPs</b>	<p>In most cases, if a customer is not active and is not expected to resume services, the SDOP is canceled. A new SDOP is issued if the customer becomes active again. If there is only a temporary pause in services, the SDOP is extended and the AFP remains open. This expectation is being discussed with staff.</p>
<b>AFPs</b>	<p>AFPs can be emailed to CRPs as outlined in the signature guidance previously shared with CRPs and DVR staff.</p> <p>CRPs should be in receipt of the AFP before services are initiated.</p> <p><b>DVR requests</b> that you contact your local Regional Administrator if you experience instances where VR staff are hesitant to send AFPs via email, or you are not receiving</p>

	<p>AFPs in a timely manner. (Your name and organization will not be shared with VR staff). This will assist DVR in determining where further training and guidance is needed.</p>
<b>Low referrals</b>	<p>Unfortunately, this is a problem impacting CRPs nationwide. DVR has experienced a dramatic decrease in applications for new customers. For Apr-Dec 2020, average cases per month were down 66% for applications and 62% for eligibility determinations.</p> <p>We have begun releasing more individuals from the waitlist, however we are still required to operate under an Order of Selection.</p>
<b>Denying customer services/goals</b>	<p>VRCs should not prevent customers from working. Instead, counselors are to use informed consent and documentation when a customer is interested in working, especially in a high-risk environment. Regional Administrators and Supervisors are discussing this to clarify this process for VR staff.</p>
<b>Communication delays</b>	<p>All DVR staff are working and are expected to be responsive to phone and email messages within 48 hours as outlined in DSHS policies; this includes responding to CRPs.</p> <p><b>DVR requests</b> if you experience communication delays that you contact the local Regional Administrator. (Your name and organization will not be shared with VR staff).</p>
<b>Barriers to being virtual only</b>	<p>Unfortunately, virtual connection is all DVR is capable of during this time due to DSHS health and safety guidelines. We are being as flexible as can to support customers given the circumstances. To prevent burnout, virtual meetings should only be used when necessary to meet business needs.</p> <p>DVR has purchased and delivered equipment to customers to ensure they have the tools they need to engage in services. Counselors have approval to purchase whatever products and services the customer needs to participate at any phase of service they are in (this include application, eligibility, assessment, and plan). DVR is working with WATAP to implement training and support services for customers who need assistance to use technology issued to them.</p>
<b>Confusion related to specific services</b>	<p>More DVR staff training is needed related to extended services and supported employment. This training is in development now, in addition to other service delivery trainings.</p> <p><b>DVR requests</b> you direct specific Pre-ETS or STW questions or concerns to your local Supervisor, Regional Administrator, and/or Tammie Doyle, Transition Manager.</p>
<b>Misunderstandings related to the CRP-IL Contract</b>	<p>DVR Staff and CRPs are responsible for knowing the contract requirements. If VR staff make requests that are inconsistent with the contract, the CRP staff should decline the request.</p> <p><b>DVR requests</b> you contact the local Regional Administrator or Cassi Villegas in the event that you are asked to deliver services outside of the contract. (Your name and organization will not be shared with VR staff).</p>

**DVR requests** you report any concerns to the local Supervisor, Regional Administrator, or the Community Programs Manager. This will assist DVR in determining where further guidance and training is needed.

### Contact Information

Regional Administrator Region 1 - Pablo Villarreal, 509.220.3963 [Pablo.Villarreal@dshs.wa.gov](mailto:Pablo.Villarreal@dshs.wa.gov)

Regional Administrator Region 2- Ann Martin, 206.305.5828 [Ann.Martin@dshs.wa.gov](mailto:Ann.Martin@dshs.wa.gov)

Regional Administrator Region 3- Shawn Walsworth, 206.450.0182 [Shawn.Walsworth@dshs.wa.gov](mailto:Shawn.Walsworth@dshs.wa.gov)

Community Programs Manager- Cassi Villegas, 360.764.0731 [Cassi.Villegas@dshs.wa.gov](mailto:Cassi.Villegas@dshs.wa.gov)

Transition Manager (Pre-ETS) - Tammie Doyle, 509.368.1005 [Tammie.Doyle@dshs.wa.gov](mailto:Tammie.Doyle@dshs.wa.gov)

