



Washington State  
**Rehabilitation Council**

# WSRC Pre Meeting Packet

## November 3-4, 2022



## November 2022 Quarterly Meeting

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TIME	PRESENTER	AGENDA
8:50	Shelby	<b>Sign into Zoom</b> <ul style="list-style-type: none"> <li>Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am</li> </ul>
9:00	Michele Stelovich	<b>Call to Order</b> <ul style="list-style-type: none"> <li>Welcome &amp; Introductions</li> <li>Vote: Approval of August 2022 Quarterly Meeting Minutes</li> </ul>
9:20	Terry Redmon Cassi Villegas Robb St. Lawrence Allesandria Goard Jamie Grund Rayanne Miller	<b>Director Updates</b>
<b>10:15</b>		<b>BREAK</b>
10:25	Melinda Bocci	<b>Transition Updates</b> <ul style="list-style-type: none"> <li>SSB5790 - School to Work</li> </ul>
10:55	Ann Martin	<b>Region 2 Administrator Updates</b>
11:30	Megan Grundbrecher Ashley Schweiger Bill Youngman	<b>Region 2 Deputy Administrator Updates</b> <ul style="list-style-type: none"> <li>Pre-ETS</li> <li>Assistive Technology &amp; Assessment Practitioner (ATAP) Updates</li> </ul>
<b>12:15</b>		<b>NETWORKING LUNCH</b>
1:15	Nicholas Michiels	<b>Seattle Central Unit Update</b>
1:45	Jen Bean	<b>Customer Satisfaction &amp; Program Evaluation Subcommittee</b>
<b>2:15</b>		<b>BREAK</b>
2:20	Jen Bean Doug Burkhalter	<b>Client Assistance Program</b>
2:30	Michele Stelovich	<b>Public Comment</b>
2:45	Michele Stelovich	<b>Council Wrap-up</b> <ul style="list-style-type: none"> <li>This time builds in flexibility if presenters need more time earlier in the day.</li> <li>Council discussion on presentations so we can develop action steps for council action</li> </ul>
<b>3:00</b>	Michele Stelovich	<b>ADJOURN</b>

Tomorrow morning, Day 2 of the WSRC Quarterly Meeting will begin promptly at 9:00am.

PLEASE NOTE: Times above are estimates only. The Washington State Rehabilitation Council reserves the right to alter the order of the agenda. For information for people needing special accommodation, please contact Jolie Ramsey at [jolie.ramsey@dshs.wa.gov](mailto:jolie.ramsey@dshs.wa.gov)

# DVR Director Update

Presented by: Terry Redmon

**November 2022**

# Staffing Updates/RSA Monitoring

- Amber Coleman - EDAI Administrator
- Abby Smith – Pre-ETS Program Manager
- Christelle Arnett – Tribal Relations Administrator
- Currently recruiting for:
  - Business Relations Manager
  - Management Analyst 4
- RSA Monitoring – we have not received a draft final report

# WAVES Update

- WellSky is our case management system (CMS) vendor for Waves, and they are doing extensive remediation work to address all outstanding accessibility issues before we go live.
- There is a significant body of work happening right now by DVR and our wrap around professional services contractors to complete interfaces, reports, and data validation.
- WellSky has engaged QualityLogic, an independent and respected accessibility tester, to identify all areas where their VR solution may not be compliant with accessibility requirements under section 508 of the Rehab Act (a requirement for Federally funded program technology procurement) and to validate all remediations.
- DVR will continue to test each incremental release of the WellSky CMS (again, Waves).
- DVR has the opportunity to conduct an optimization audit with the vendor to determine configurable improvements to the initial workflows in the system prior to go live.
- Integration will exist between electronic document system and the Waves solution at go-live.
- Any changes to project scope go through formal process involving steering committee and executive sponsorship.
- Tentative go-live July 2023

# New Results Dashboard

- The Results Dashboard helps DVR improve our enterprise performance management efforts. We recognize that not all DVR staff know where to find data, not all the reports stay current; there is no one central location where we can track and report data, including data for the DSHS Strategic Plan or the Combined State Plan. The reports we do have are also not always the most accessible and may not communicate clear language that include both the current state as well as the overall goal of any measures we do track.
- For the sake of simplifying and making enterprise performance management as seamless as possible (and transparent), DVR adopted Results Software. The software meets all confidentiality requirements and can speak directly to other systems we have at DVR, such as Waves, which allows data to flow directly to the software for real-time progress measures on a variety of data points.
- Some information remain internal

# New Results Dashboard

- We will publish some dashboards publicly so our partners can access dashboards for measures that matter to them, like customer satisfaction, for example.
- Much like EDAI, DVR is focused on making performance management a foundation of our organizational culture. We understand that previous systems were designed to provide data and relied heavily on specific individuals to review the data and report on key findings, and that process has not met our needs. We have heard from staff over the years through our employee engagement survey that they would like more transparent information and desire a better understanding of how DVR measures success; Results assists us in solving this problem.
- We have been getting what we get and working with it, but now we are adjusting what we get to be what we actually need.



# Synergy and Pre-ETS

- Synergy Consulting partners were contracted to assist DVR review our current pre-ETS process and make recommendations for improving the process. After conducting a thorough analysis with on-site and off-site events, they developed a report and provided a plan for improvement.
- The recommended plan for improvements focuses on 5 key areas: 1) areas that executive leadership needs to address, such as setting clear goals and expectations for pre-ETS; 2) ways to make pre-ETS more consistent and efficient; 3) ways to expand and create best practices within the pre-ETS services provided, 4) ways to improve our vendor relations; and 5) ways to create greater fiscal agility and accountability.

# Synergy and Pre-ETS

- We have a detailed action plan that we will adopt. The new pre-ETS program manager is currently onboarding and will take on a lot of the duties necessary to implement the plan, however there will be extensive collaboration with field staff, RTCs, Transition Program Manager, Policy and Strategies Unit, and many others to develop a truly effective pre-ETS program.
- We are still identifying the appropriate members of the implementation team and thinking about how to implement the plan strategically. While there is a need to act with urgency, we also want to make sure anything we implement is done well. We know it won't be perfect, but we are balancing urgency and intended impact with the rollout of the change. DVR will reach out to Shelby and other WSRC representatives as we move through the process.

# WSRC recommendation to implement the case transfer best practices checklist

- Interim solutions include:
  - Float positions being filled regionally (up to 2 per region) to address vacated caseloads, permanent hires will assume caseload and be assigned the caseload when they start officially.
  - Completing CRP communication survey and actionable items include reminders to staff and added onboarding expectations around policy 18.64 (returning contact email/phone calls)
  - Updating all our phone lists on internet sites/partner distributed lists and DSHS databases to ensure all ways which providers, community partners, and customers can find phone numbers, are consistent.
  - Creating auto-reply emails for any staff leaving DVR, to last one month, will have a contact name and phone/email listed on the auto-reply rather than bounced back emails.
  - Typically, do not reassign counselors unless there is strong business need (i.e. staffing needs) or honoring customer request for transfer. Will continue to identify reassignment practices statewide and develop consistency to the extent possible.

# Rapid Engagement strategies

- Currently we are rolling out Lean training to HQ Leadership team to provide tools for managers who facilitate projects/workgroups; this leads to more efficient processes, and helps to identify areas of improvements, reducing bottlenecks in service delivery
- Will continue to provide training and adoption of lean tools

# DVR Update

## Q&A

Thank you Terry!

# DVR Fiscal Update

**Presented by: Jamie Grund**

**November 2022**

# DVR Fiscal Update

- FFY22 Spending
  - We are currently spending Program Income
    - We received \$7,353,632 (FFY22)
    - We've utilized \$3,984,342
  - Will start spending Basic Support 22 Mid November
  - We have not received our Basic Support 23 Grant Award
- Pre-ETS spending
  - Basic Support 21 – Pre-ETS funds to be returned \$2,567,800

# DVR Fiscal Update

	Final	Final	Final	Currently Spending
	<b>Basic Support 19</b>	<b>Basic Support 20</b>	<b>Basic Support 21</b>	<b>Basic Support 22</b>
Required 15% Set Aside	8,054,632	7,393,828	7,580,577	6,018,310
Spent	2,330,440	4,931,819	5,012,777	
Returned to RSA	5,724,192	2,462,009	2,567,800	
Average Monthly Spend	194,203	410,985	417,731	-



# DVR Fiscal Update

## Q&A

Thank you Jamie!

# Transition Services

Conversations, Trends, and Next Steps for  
SB 5790 with Washington State

Presented by: Melinda Bocci

**November 2022**

# Overview of Counties

- 39 Counties in Washington State
- 32 Counties do not have School to Work
  - Reached out to the 32 counties
  - Met with 18 counties
  - 2 meeting set for November

## **How?**

**Emails and outreach to each of the counties that do not have a School to Work program or contract in place.**

# County Meetings Per Region

Region 1	Region 2	Region 3
Benton-Franklin Chelan-Douglas Okanogan Pend Oreille Spokane (has JF and S2W) Walla Walla-Columbia Whitman (in November) Yakima	Skagit Whatcom	Clallam Clark Cowlitz Grays Harbor Jefferson (in November) Lewis Pacific Wahkiakum

- **What does transition look like in your county? (how are students getting connected to DDA, DVR, how are things going with schools, etc.)**
- **What are the barriers for a transition program in your county?**
- **What do you need for transition?**
- **What are the first steps to get things going for you specifically?**
- Do you have transition networks in your county?
- Would you want to be a part of the 5790 Workgroup?
- How many school districts are in your county?

## Questions Asked

# Five Trends Emerge from Conversation

**Roles and  
Timelines**

**Schools'  
Message**

**DVR  
Relationship**

**Resources  
Available**

**Work is  
Getting Done**

- **Outreach Continues**

- Schools, Educational Service Districts (ESDs), Office of the Superintendent of Public Instruction (OSPI)
- Employment Agencies
- Counties

- **Hiring Positions to Help with Rollout of this Work**

- **Building the Framework**

- Infrastructure
- Direct Service

- **Direct County Partnerships: local meetings**

- **Capacity Building**

- Schools, DVR Counselors, and Employment Agencies

- **Measuring Success/Tracking Progress**

- Per 5790 Guidelines and Fiscal Note

Next Steps  
as of  
10/1/22

# Questions





# Region 2 Administrator Updates

Presented by: Ann Martin

**November 2022**

# Region 2 Updates

- Staffing updates overview
- Recruiting/Retaining Staff successes and challenges
  - New Field staff Onboarding/Training
  - All staff R-2 meeting
  - RA: New Staff Welcome and Terry's welcome email
- Adding additional ATAP and RT to support them

# Region 2

- Strategy to address customer satisfaction concerns
- VR Staff participating in Transformational Leadership
  - Partnership between U. Mass-Boston Institute for Community Inclusion and U. of W.-Stout Voc. Rehab Institute
  - Capstone

# Region 2

## Tribal Liaisons with Tribal Vocational Rehabilitation Partners

**Barry Aberle** - Tulalip Tribes; Stillaguamish Tribe of Indians

**Kari Russom** - Samish Indian Nation; Sauk-Suiattle Indian Tribe; Swinomish Indian Tribal Community; Upper Skagit Indian Tribe

**Amanda Portillo**- Lummi Nation; Nooksack Indian Tribe; Samish Indian Nation

# Region 2 Updates

## Q&A

Thank you Ann!

# Region 2 Deputy Administrator Updates

Presented by:

Megan Grundbrecher, Ashley Schweiger, and Bill Youngman

**November 2022**

# Transition Updates

- Pre-ETS
  - Group and individual services
  - Number of youth served over last year
  - Outreach strategies (i.e. parent nights, etc.)

# Assistive Technology & Assessment Practitioner (ATAP) Updates

- ATAP
  - Number served
  - Types of services
  - Projections for this year
  - On-hand: equipment, software, apps, working with CRP's to learn work autonomy apps



# Region 2 Updates

## Q&A

Thank you Megan, Ashley, and Bill!

# Seattle Central Unit Updates

Presented by: Nicholas Michiels

**November 2022**

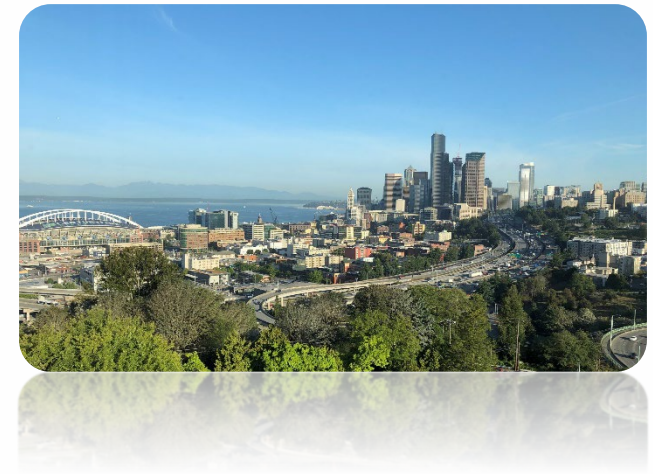
# Seattle Central Unit Updates

- Successes/Challenges in serving urban community
- Labor market overview
- Business relationships
- [Customer success stories](#)



# Seattle Central Unit Updates

- Office & staffing changes
- Liaison assignments
- EDAI- Intentional Community of Practice
- Safety/Policy Changes



# Seattle Central Unit Updates

## Q&A

Thank you Nicholas!

# Customer Satisfaction & Program Evaluation Subcommittee

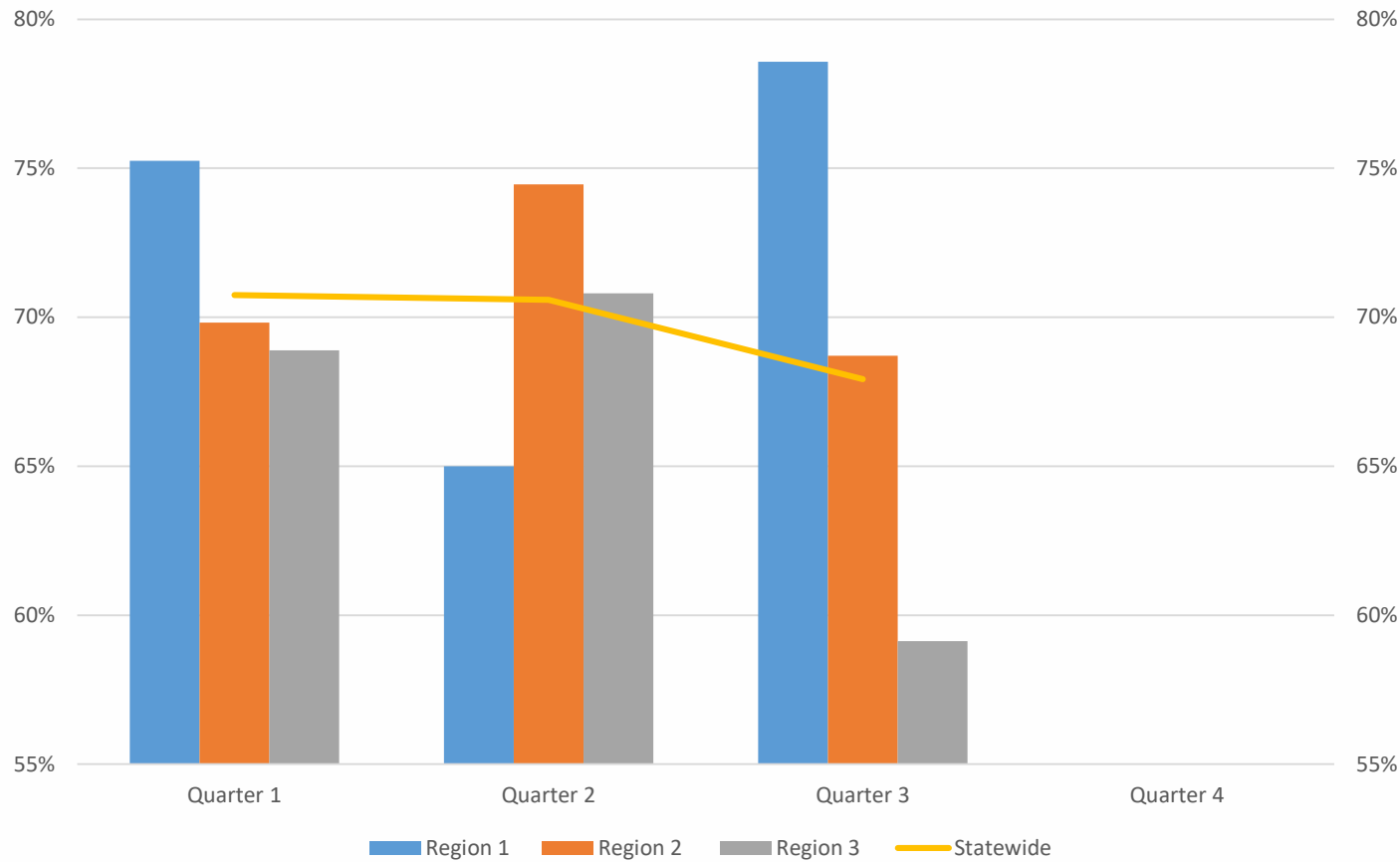
**Members:** Jen Bean – Chair, Peggy Frisk, Jen Chong-Jewell, Matt Newton, and  
Ed Nicholson

**November 2022**

# Customer Satisfaction Survey: FFY22 - 3<sup>rd</sup> Quarter Highlights

- Customers Surveyed – 354
- Comments Received – 235
- Response Rate - 35%
- Overall satisfaction was 65% Statewide
  - Margin of Error is 5%

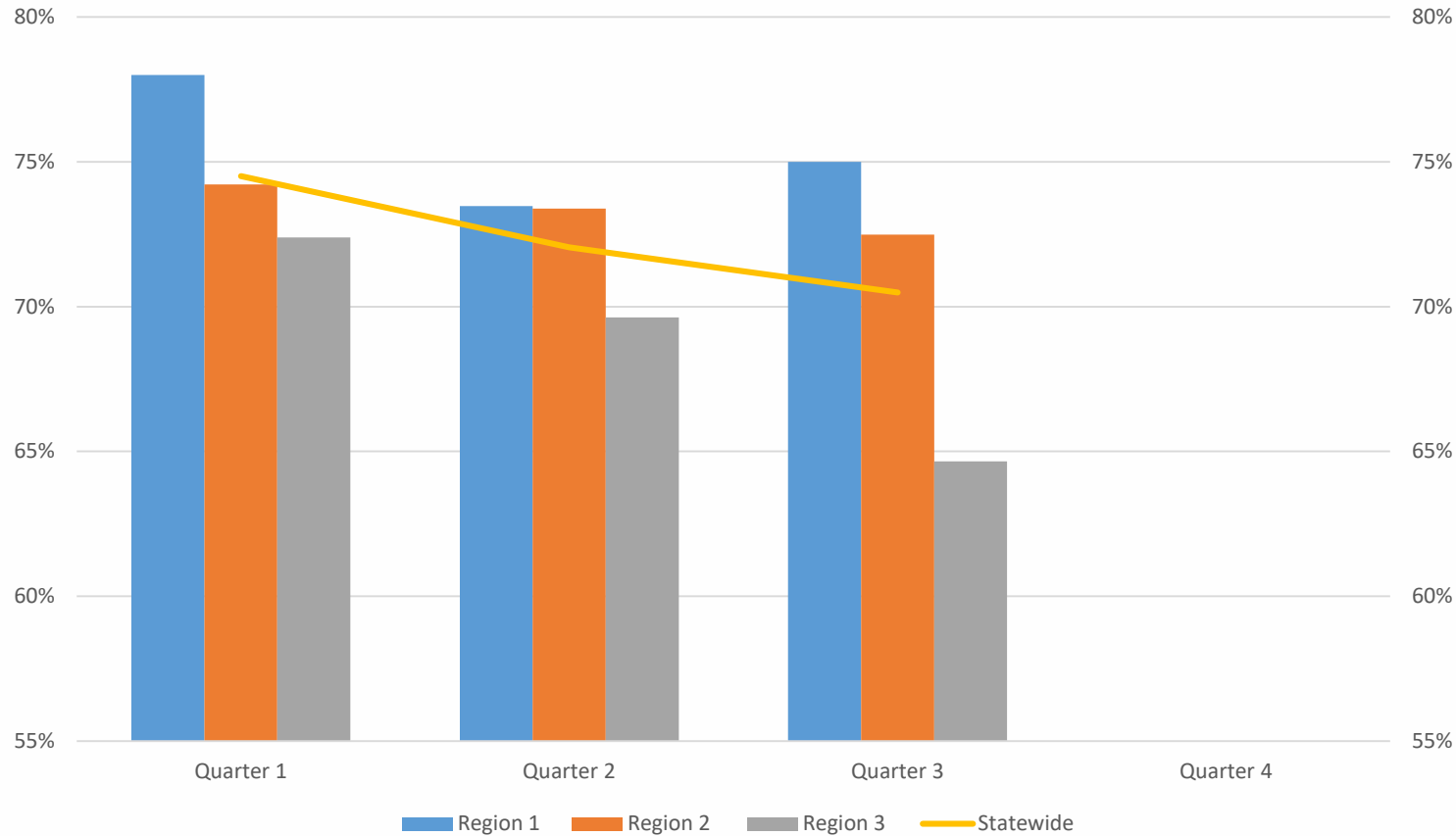
# 1. My Counselor does a good job of keeping in touch with me



All Regions Margin of Error – 5%

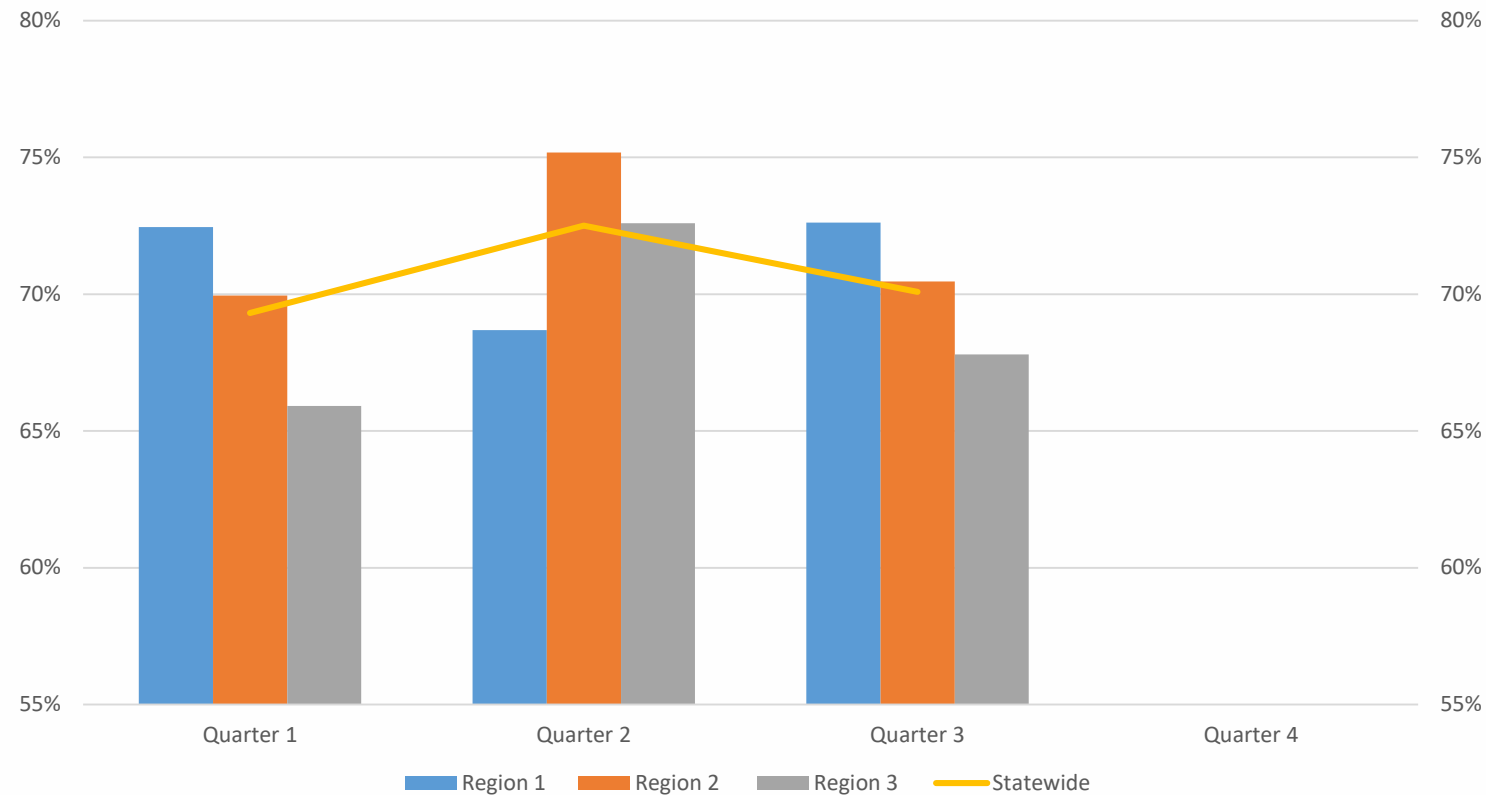


## 2. My counselor understands what's important to me



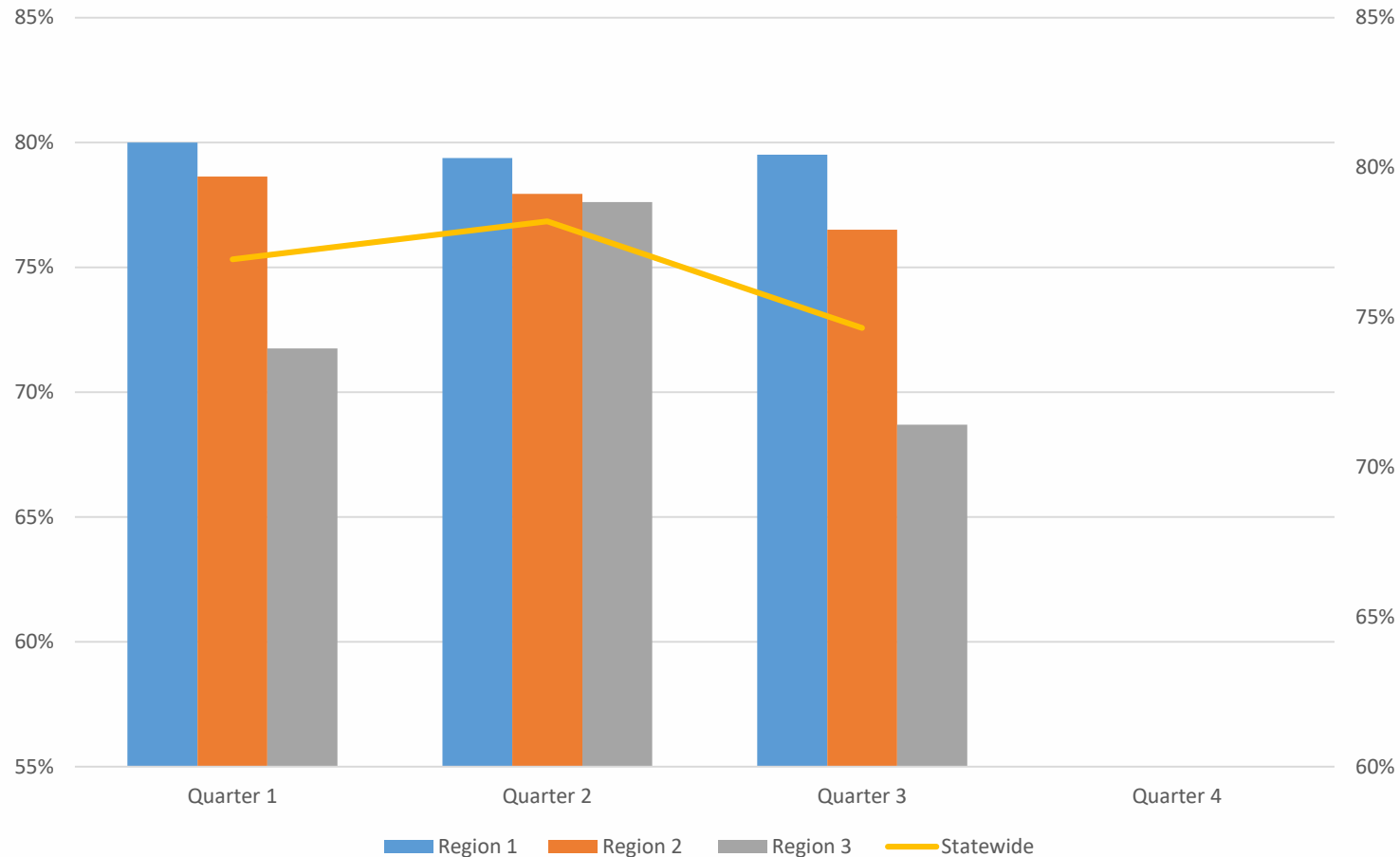
All Regions Margin of Error – 5%

### 3. My counselor understands how my disability affects me



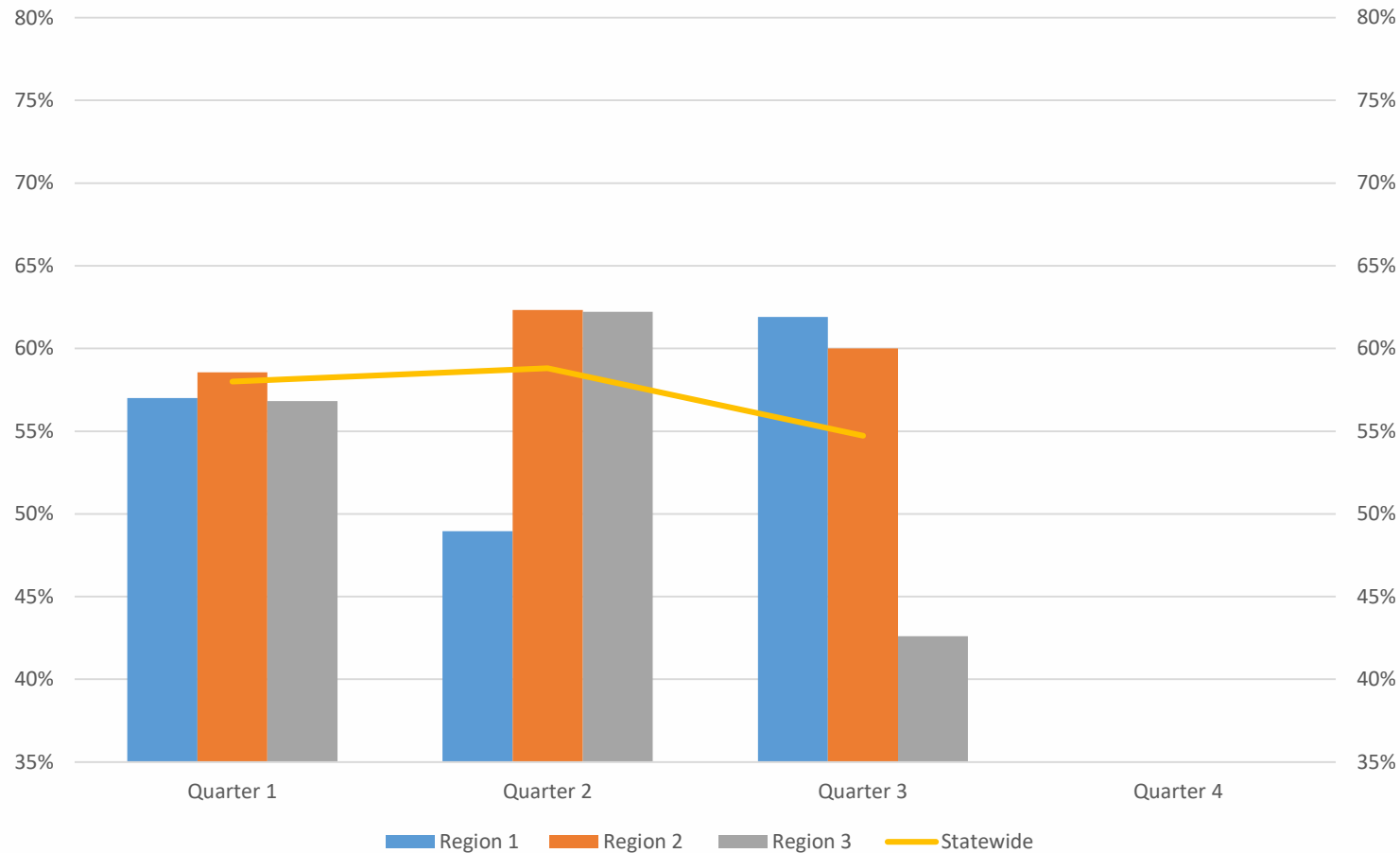
All Regions Margin of Error – %

# 4. My counselor cares about my input.



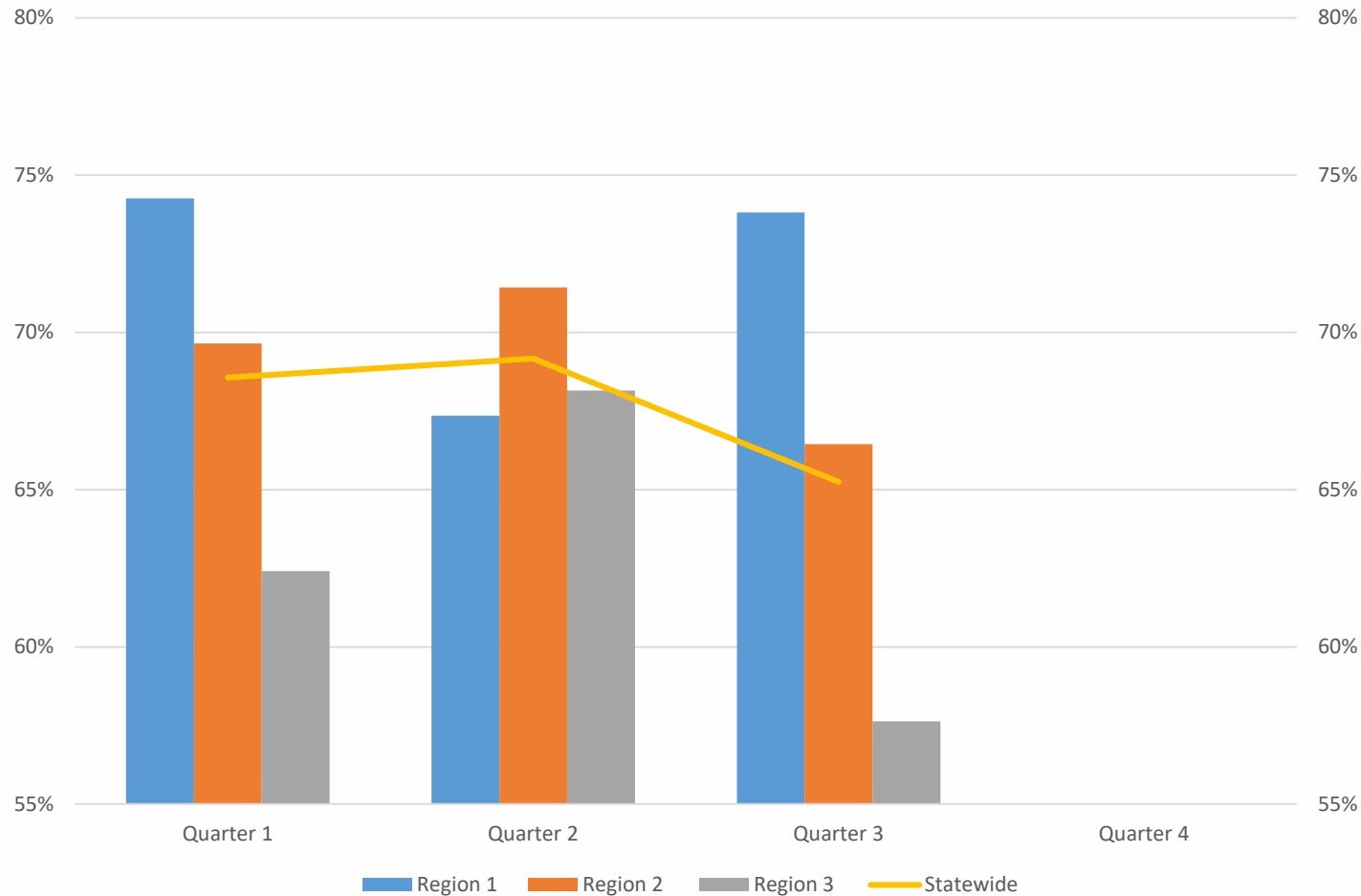
All Regions Margin of Error – 4%

# 5. DVR moves quickly enough for me.



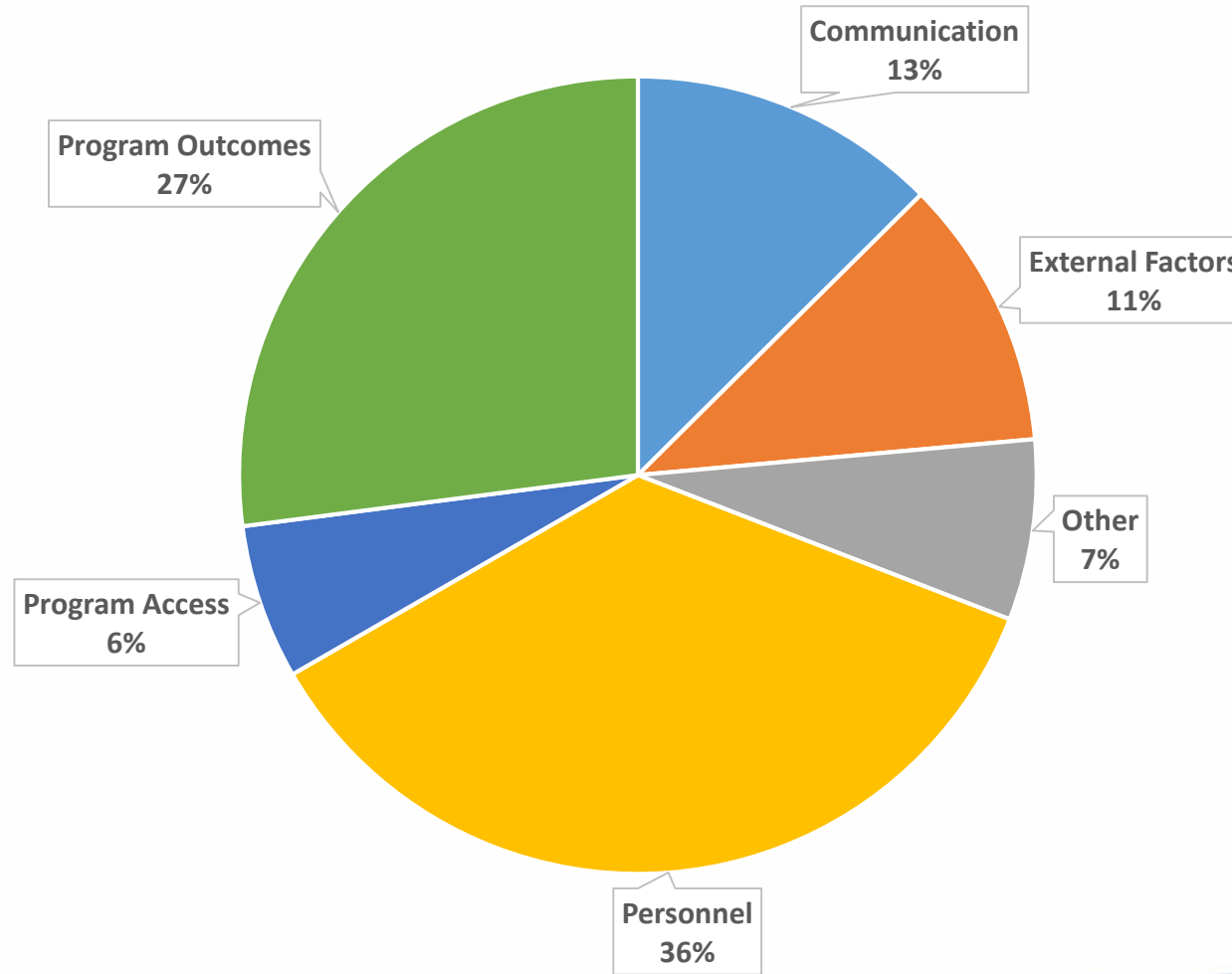
All Regions Margin of Error – 5%

## 6. Overall, I'm satisfied with DVR.



All Regions Margin of Error – 5%

# Statewide Comment Themes



# Comment Themes

## **Overall:**

- Positive: 47%
- Negative: 40%
- Neutral: 12%

## **Top Comment Themes:**

- Personnel
- Program Outcomes
- Communication

# Comment Themes - Positive

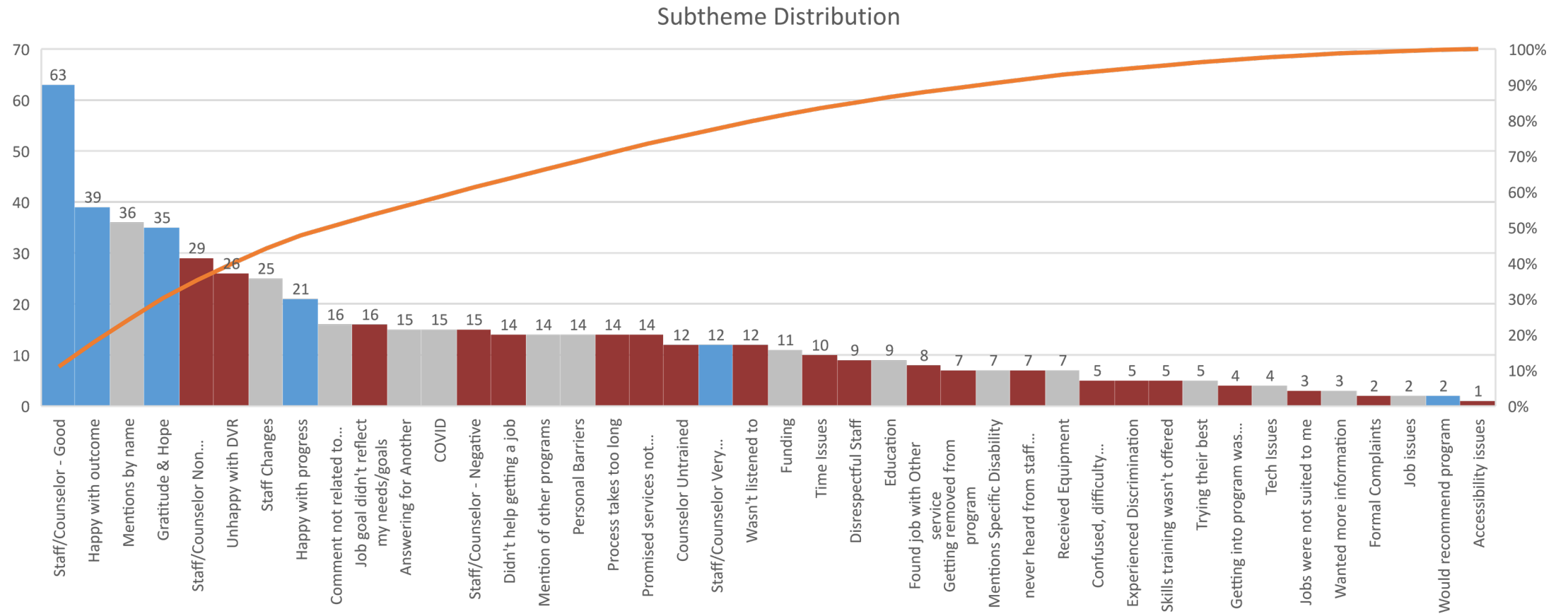
- Staff/Counselor - 36.63%
- Happy with outcome - 22.67%
- Gratitude & hope - 20.35%
- Happy with progress - 12.21%
- Staff/Counselor very responsive - 6.98%



# Comment Themes - Negative

- Staff/Counselor Non-Responsive - 13.30%
- Unhappy with DVR - 11.93%
- Job goal didn't reflect my needs/goals - 7.34%
- Staff/Counselor - Negative - 6.88%
- 6.42% each
  - Didn't help getting a job
  - Process takes too long
  - Promised services not provided

# Subtheme Distribution



# Negative Subthemes

Personnel	Program Outcomes
Staff/counselor nonresponsive	Unhappy with DVR
Staff/counselor negative	Job goal didn't reflect my needs/goals
Counselor untrained	Didn't help getting a job
Disrespectful staff	Process takes too long
Accessibility issues	Promised services not provided
	Time issues
<b>Communication</b>	Found job with other service
Wasn't listened to	Getting removed from the program
Never heard from staff	Skills training wasn't offered
Confused, difficulty understanding	Getting into the program was difficult
	Jobs were not suited to me
<b>Other/Misc.</b>	
Experienced discrimination	
Formal complaints	

# Comment Themes - Personnel

## **Subthemes:**

- Staff/Counselor good 4.54%
- Gratitude and hope 3.66%
- Mentions by name 3.14%

## **Comment samples:**

*My experiences working with all my DVR counselors are positive. I felt like they understood my career goals thoroughly, actively presented opportunities and resources which helped achieve my goals and respected my decisions on how and when I approached them or when I wanted to change them.*

*Throughout my entire experience at DVR, my counselors supported me to their best ability and truly helped me recover my sense of confidence to find and maintain a job.*

*I believe if the counselors would see it more as client centered verses payment centered, DVR would be more appealing to clients like me.*

# Comment Themes – Program Outcomes

## Subthemes:

- Happy with outcome 3.66%
- Unhappy with DVR 1.75%
- Job goal didn't reflect my needs/goals 1.05%

## Comment samples:

*The counselor person that I have didn't to listen to what I have to say. She told me do volunteer job. I had a dream job, but she told me to dismiss it.*

*My counselor never seemed interested in wanting to know how my disability affects me...she was always quick to end our meetings when she determined we've covered all that needed to be covered. I felt like I have been slipped through the cracks and pushed aside while I still need this help.*

*I feel blessed this program is out there. I was able to return to the work force, something I did not think was possible.*

# Comment Themes - Communication

## Subthemes:

- Counselor non-responsive 1.75%
- Wasn't listened to 1.4%
- Counselor very responsive .7%

## Comment samples:

*DVR does not seem to understand my vocational goal and they seem to take the attitude that things that are doable are the best things for me rather than doing what I want to.*

*The program has been very disappointing. They are ineffective and very frustrating. There seems to be little sense of timeliness or professionalism in responding to clients needs.*

*They did a wonderful job with me and kept me apprised with what's going on. They gave me three different telephone numbers to keep me in contact. I'm so happy I contacted them.*

# Priorities & Future Goals

- **Comprehensive Statewide Needs Assessment (CSNA)**
  - Deep dive into trends
  - Supports Council work on State Plan
- **EDAI**
  - Focus on the intersection between EDAI and customer satisfaction
  - Look at equity related to performance and outcomes
- **Rapid Engagement**
  - Partner with Policy and Planning Subcommittee over the next year
  - Explore options to improve declining customer satisfaction and program outcomes

# CSPE Subcommittee

## Q&A

Thank you Jen!



# ATAP Listening Sessions Summary

- Listening sessions held with customers who receive additional services by an Assistive Technology Assessment Practitioner (ATAP)
- DVR ATAP providers
  - Region 1: Bill Youngman
  - Region 2: Michael Fox
  - Region 3: Jo'el Roth
- Overview of listening session development
- Overview of participants

# ATAP Listening Sessions Summary

## Questions asked

1. On a scale of 1-5, how would you describe your overall satisfaction with DVR's Assistive Technology Assessment Practitioners (ATAPs)?
2. What services, equipment, and training did you receive?
3. Is communication with the ATAP meeting your needs?
4. On a scale of 1-5, how would you rate your experience and timeliness with the approval process of assistive technology needs?
5. How have you used your assistive technology support to participate in DVR services, education, and/or job search activities?
6. If you are employed, how have you used your assistive technology to support your employment?
7. What suggestions or recommendations do you have to improve this process?
8. Is there anything else you would like for DVR to hear?

# ATAP Listening Sessions Summary

## General Themes

- ATAP providers are knowledgeable, caring, professional, resourceful
- Having inventory of commonly requested assistive technology improves customer satisfaction. (keyboard, mouse, monitor, etc.)
- Certain aspects of receiving assistive technology can take several months, which delays customers' progress in meeting goals. (variables include getting Dr. referrals, quotes, custom orders, etc.)
- Customers expressed understanding that the pandemic created delays in nearly every step of the process. (supply chain issues, getting bids/quotes, approvals, etc.)

# ATAP Listening Sessions Summary

## **Suggestions for Improvement**

- Administrative support for the ATAP providers
- Electronic signatures
- Building awareness of DVR services
- Communication
- Flexible work hours for the ATAP providers

# ATAP Listening Sessions

## Customer Feedback Highlights

- A customer stated that their ATAP “helped me keep the job of my dreams. The job needed me to go out into rural communities and I needed a vehicle to do that. After my injury, I became a wheelchair user and ATAP helped me get a modified vehicle. If I had not gotten my vehicle, the county would have downgraded me to a different job position. It allowed me to stay employed and stay in the job I want. The physical therapist did an evaluation. They also helped me find a wheelchair that is appropriate for my body and for my job. [The ATAP] and my VRC have done a wonderful job at reaching me holistically. The way I received services from other providers such as doctors, physical therapists, etc. have never been as good as [my ATAP] and VRC.”

# ATAP Listening Sessions

## Customer Feedback Highlights

- A customer described working with DVR and the ATAP as a lifesaver! She was on SSDI and told she would never be able to work again, but she was determined to fulfill her lifelong dream of becoming a Special Education teacher. DVR first helped her by getting her set up with a mouse that rolls and a computer monitor for low vision. She was able to graduate from WGU with her teaching degree using the computer and other devices she received from DVR. She worked with ATAP who helped her get an Echo pen and a more compact wheelchair, which have both been “a game changer”. The wheelchair allows her to maneuver through tight spaces in classrooms and get in/out of her van so that she can drive herself to work. She said, “I can’t imagine where I’d be without DVR. I’d be doing what the doctors told me, which is sitting at home collecting social security. Now I can work, be independent and I recently bought my first home.”

# Listening Session Summary

## Q&A

Thank you Jolie!

# CAP - WSRC

## November 2022

Jen Bean



# Outreach & Training

- RAs & Regional Management Team– Fall 2022
- VRS check ins & Unit meetings - 2023
- CAP Coffee Talk - 2023
- CAP/WSRC Orientation - 2023
- Rehab Law – 2023/2024

# Customer satisfaction





# CAP Trend: **Vocational Assessment**

# Best Practices

- Core Principles of Rehab
- Counseling & Guidance
- Intent of the Law
- Customer Service

TIME	PRESENTER	AGENDA
8:50	Shelby Satko Jolie Ramsey	<b>Sign into Zoom</b> <ul style="list-style-type: none"> <li>Opportunity to login early and troubleshoot connectivity issues so meeting can get started promptly at 9:00am</li> </ul>
9:00	Michele Stelovich	<b>Call to Order</b>
9:05	Michele Stelovich	<b>Executive Committee</b>
9:45	Lesa Dunphy	<b>Policy &amp; Planning Subcommittee</b>
<b>10:00</b>		<b>BREAK</b>
10:15	Erica Wollen Jen Chong-Jewell Dion Graham Laurae MacClain Jolie Ramsey	<b>Partnership Subcommittee</b> <ul style="list-style-type: none"> <li>Workforce Training &amp; Education Coordinating Board</li> <li>Office of Superintendent for Public Instruction</li> <li>Special Education Advisory Council</li> <li>Pro-Equity Anti-Racism (PEAR)</li> <li>State Independent Living Council</li> <li>Tribal VR</li> <li>Behavioral Health Advisory Council</li> <li>Developmental Disabilities Council</li> </ul>
11:00	Michele Stelovich	<b>Working Lunch/Meeting Wrap up</b>
<b>12:00</b>	Michele Stelovich	<b>ADJOURN</b>

# Executive Committee Updates

**Members:** Michele Stelovich – Chair, Peggy Frisk – Vice-Chair,  
Erica Wollen, and Jen Bean

**Executive Director:** Shelby Satko

**November 2022**

# Executive Committee Updates

- Member Appreciation – Ivanova Smith
- Code of Conduct + packet of material- Review & Approve
- Recruitment –
  - Council member responsibilities
  - Ideal candidates for each open position
- Annual Report

# Policy & Planning Subcommittee

**Members:** Lesa Dunphy— Chair, Michele Stelovich,  
Laurae MacClain, and Jen Bean

**November 2022**

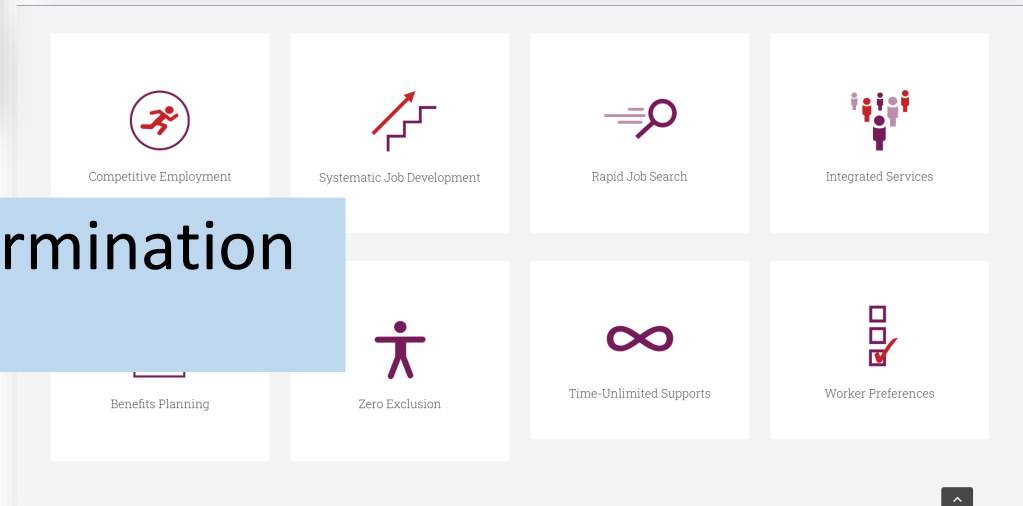


# Federal Fiscal Year 2023 Priorities



- Transition Policy Development and Review
  - Pre-ETS
  - School to Work

- Presumptive Eligibility Determination
  - Rapid engagement



# 2023 Priorities Continued

- Post-Secondary education
  - Measurable skill gains



## Educational Functioning Level (EFL)

- Skill gains, credits/Carnegie units related to reading, writing, math, English proficiency
- **National reporting System for Adult Education** (Resource for Assessments approved in the Federal Register) [www.nrsweb.org](http://www.nrsweb.org) (e.g., CASA, BEST, TABE/CLAS-E, GAIN, MAPT)



## Secondary Diploma or Recognized Equivalent

- Secondary School Diploma or State recognized equivalent, including passing scores on State equivalency test, alternate diplomas, etc.
- See *WINTAC Credential Attainment Guide* for more information.



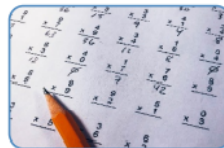
## Secondary & Postsecondary Transcript or Report Card

- Transcript or Report Card from public secondary and postsecondary education programs
- Remedial training/coursework required for the completion of a training program or that are necessary in order to gain competitive integrated employment



## Satisfactory or Better Progress Report

- Completion of an OJT and documented skills attained for the specific employment
- Yearly (or designated timeframe) progression in a registered apprenticeship program
- Documented milestones through a Customized Training program; mastering required job skills, increased pay or performance resulting from newly acquired skills (e.g., CVS, Walgreens, Sephora)



## Passage of an Exam


- Exam in a Registered Apprenticeship, Employer Required Knowledge-Based Exam, Industry or Occupational Competency Assessments (e.g., HVAC, Accounting Specialist, Carpenter, Plumbing)
- Completion Test Necessary to Obtain a Credential (e.g., NCLEX, CPA, CRCC, Barber/Cosmetology, Pharmacy Tech Certification, Real Estate Broker)

# 2023 Priorities Continued

- Order of Selection
- State Plan Development
  - Next 4-year State Plan development to start in Spring-Summer 2023. Plan due to RSA June 2024.



# Policy & Planning Subcommittee Updates

 Social Security Administration

Date: January 30, 2013  
Claim Number: XXX-XX-0000A

JANE DOE  
456 ANYWHERE AVENUE  
MAINTOWN, USA 11111-1111

You asked us for information from your record. The information we have is as follows. If you need more information, please contact us.

**Information About Current Social Security Benefits**

Beginning December 2012, the full monthly Social Security benefit is \$223.00. We deduct \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment is \$223.00. (We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the fourth Wednesday of each month.

**Information About Past Social Security Benefits**

From December 2011 to November 2012, the full monthly Social Security benefit before any deductions was \$220.70.

We deducted \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment was \$220.00. (We must round down to the whole dollar.)

**Type of Social Security Benefit Information**

You are entitled to monthly retirement benefits.

**Date of Birth Information**

The date of birth shown on our records is May 29, 1949.

**If You Have Any Questions**

If you have any questions, you may call us at 1-800-772-1213, or call your local Social Security office at 800-000-0000. We can answer most questions over the phone. You can also write or visit any Social Security office. The office that serves your area is located at:

SOCIAL SECURITY  
123 MAIN STREET  
MAINTOWN, USA 11112-1111

If you do call or visit an office, please have this letter with you. It will help us answer your questions.

## Presumptive Eligibility

## Pre-Employment Transition Services





# Next Steps & Future Goals

- ❖ Meet with leadership to hear their plans regarding Pre-ETS and the Synergy recommendations
- ❖ Meet new Pre-ETS and School to Work Program Managers
- ❖ Discuss a recommendation of increasing use of Presumptive Eligibility – possible needs assessment to determine why staff do not use it often.
- ❖ Future Goal:
- ❖ Engage in more cross sub-committee integration



# Partnerships Subcommittee

**Members:** Erica Wollen – Chair, Alexandra Toney, and Dion Graham

**November 2022**

# Partner Updates

- Workforce Training & Education Coordinating Board – Erica Wollen
- Office of Superintendent for Public Instruction – Shelby Satko
- Special Education Advisory Council – Jen Chong-Jewell
- Pro-Equity Anti-Racism (PEAR) – Jen Chong-Jewell
- State Independent Living Council – Dion Graham
- Tribal VR – Laurae MacClain
- Behavioral Health Advisory Council – Jolie Ramsey
- Developmental Disabilities Council- Shelby Satko



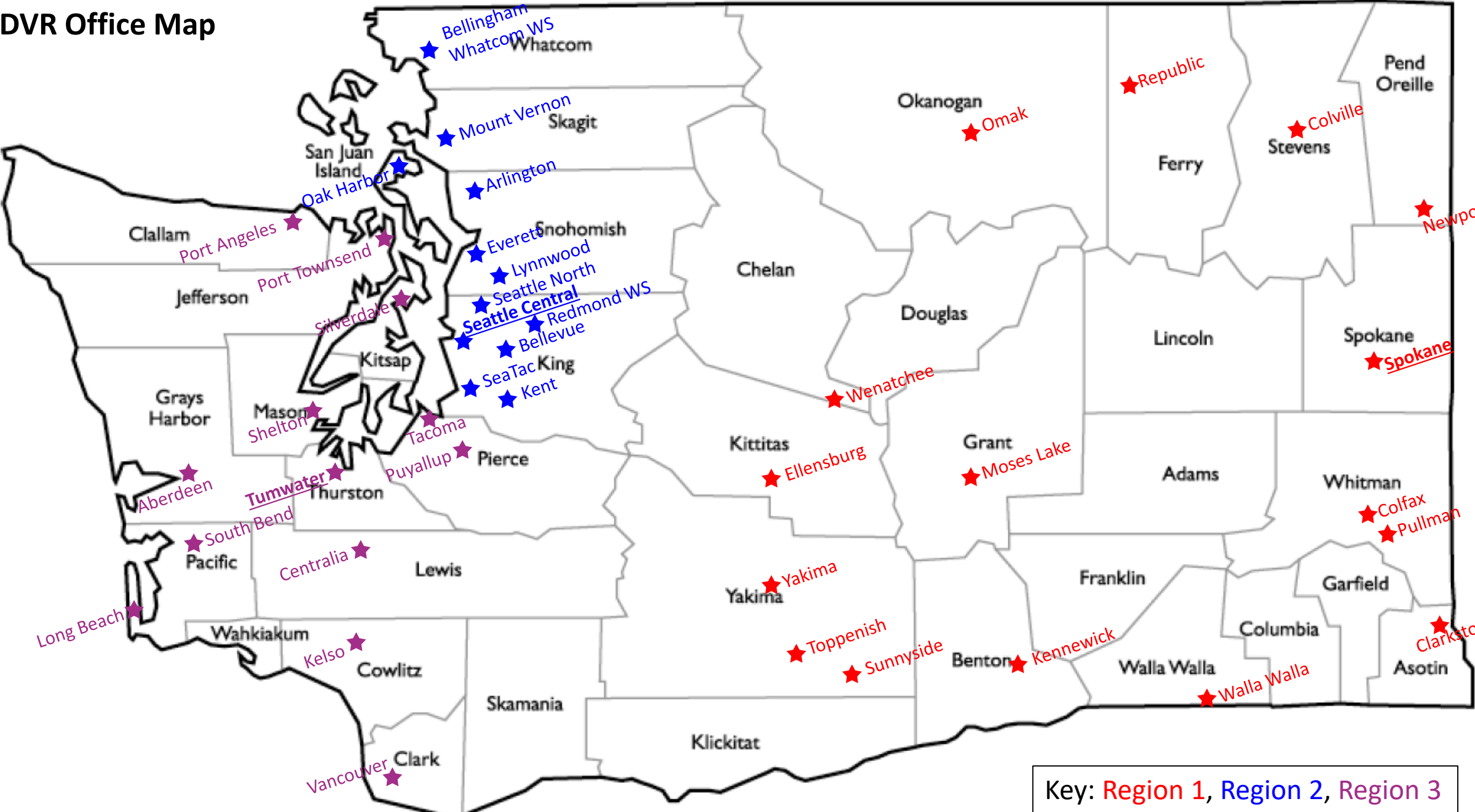
Washington State  
**Rehabilitation Council**

## Additional Resources

1. DVR Office Map
2. Commonly Used Acronyms



# DVR Office Map



Key: Region 1, Region 2, Region 3

## **WSRC Commonly Used Acronyms**

ACS: American Community Survey (from the Census Bureau)

ADA: Americans with Disabilities Act

AJC: American Job Center

ALTSA: Aging and Long Term Support Administration

ASL: American Sign Language

AT: Assistive Technology

ATAP: Assistive Technology & Assessment Practitioner

BASC: Barriers and Accessibility Solutions Committee

BHA: Behavioral Health Administration

BLS: Bureau of Labor Statistics (Census of Employment and Wages)

BMMP: Business Management Modernization Project

CAP: Client Assistance Program

CARF: Commission on Accreditation of Rehabilitation Facilities

CART: Computer-assisted real-time Translation

CCER: Center for Continuing Education in Rehabilitation

CFR: Code of Federal Regulations

CIL: Center for Independent Living

CMS: Case Management System

CRP: Community Rehabilitation Provider

CP: Cerebral Palsy

CRC: Certified Rehabilitation Counselor

CSNA: Comprehensive Statewide Needs Assessment

DD: Developmental Disability

DDA: Developmental Disability Administration

DES: Department of Enterprise Services

DSB: Department of Services for the Blind

DSE or DSU: Designated State Entity or Designated State Unit

DVR: Division of Vocational Rehabilitation

EDI: Equity, Diversity, and Inclusion

ESD: Educational Service District, also, Employment Security Department

FCS: Functional Community Supports

FFY: Federal Fiscal Year

ID: Intellectual Disability

IDEA: Individuals with Disabilities Education Act

IEP: Individual Education Plan

IL: Independent Living

IRI: Institute on Rehabilitation Issues

JLARC: Joint Legislative Audit and Review Committee (Report on Employment and Community Inclusion Services for People with Developmental Disabilities)

LRE: Least Restrictive Environment

LTS: Long Term Support

MH: Mental Health

MOU: Memorandum of Understanding

OFM: Office of Financial Management

OJT: On-the-job Training

OSERS: Office of Special Education and Rehabilitation Services

OOS: Order of Selection

One-Stop: WorkSource Center

OSPI: Office of the Superintendent of Public Instruction

PAVE: Partnership for Actions Voices for Empowerment (Parent Advocacy)

RCW: Revised Code of Washington

RDA: Research and Data Analysis (research division of DSHS)

Region 10: Federal Region of Washington, per RSA

RFP/RFQ: Request for Proposal/Qualifications

RSA: Rehabilitation Services Administration

SILC: State Independent Living Council

SIPP: Survey of Income and Program Participation (Census Bureau)

SPIL: State Plan for independent living

SME: Subject Matter Expert

SSA: Social Security Administration

SSDI: Social Security Disability Insurance

SSI: Supplemental Security Income

TAP: Talent and Prosperity for All Plan

TBI: Traumatic Brain Injury

TSAT: Transition Self-Assessment Tool

Title 4: of WIOA is the Rehabilitation Act,

Title 1: under Title 4, which authorizes DVR services and funds

Section 105 of Title 1: authorizes State Rehabilitation Councils

UI: Unemployment Insurance

VR: Vocational Rehabilitation

VRC: Vocational Rehabilitation Counselor

WAC – Washington Administrative Code  
WATAP: Washington Technical Assistance Program  
WIOA: Workforce Innovation and Opportunity Act  
WISE: Washington Initiative for Supported Employment  
WOTC: Work Opportunity Tax Credit  
WTECB: Workforce Training, Education, and Coordination Board  
WSRC: Washington State Rehabilitation Council  
WDC: Workforce Development Council  
WOTC: Work Opportunity Tax Credit

### **WA DVR**

AFP: Authorization for Purchase  
CBA: Community Based Assessment  
JD: Job Development  
ELT: Executive Leadership Team  
IPE: Individual Plan for Employment  
IRWE: Impairment Related Work Expense  
ITS: Intensive Training Services  
MOU: Memorandum of Understanding  
MSD: Most Significantly Disabled  
NEO: New Employee Orientation  
Pass Plan: Plan to achieve self-support  
Pre-ETS: Pre-Employment Services  
PES: Post-Employment Services  
PHI: Protected Health Information  
RA: Regional Administrator or Re  
RCD – Rehab Counselors for the Deaf  
**Region 1:** East of the Cascades  
**Region 2:** King County north  
**Region 3:** Pierce County south and all of the peninsula  
ROI: Release of Information  
RT: Rehabilitation Tech  
SDOP: Service Delivery Outcome Plan  
SDOR: Service Delivery Outcome Report  
SE: Supported Employment  
SO: State Office – DVR Headquarters  
SOP: Standard Operating Procedure  
STARS: DVRs customer database  
TWE: Trial Work Experience  
YSP: Youth Services Program

121 Program: Tribal Rehabilitation Program (Federal designation)  
701 Program: Tribal Rehabilitation Program (WA State designation)