

AGENDA
WISCONSIN REHABILITATION COUNCIL
August 11, 2022
WebEx Meeting
9:00 AM – 2:30 PM

<https://dwdwi.webex.com/dwdwi/j.php?MTID=ma07cfc4488cce02431857a38739f094b>

To join by phone only, call 855-282-6330 access code 2591 991 4182

A Statement of Mission

The Wisconsin Rehabilitation Council, working on behalf of Wisconsin residents with disabilities, will review, analyze, and advise the Division of Vocational Rehabilitation (DVR) regarding the performance of its responsibilities in providing quality services to persons with disabilities.

- | | |
|---------------|--|
| 9:00 – 9:15 | Roll Call and Introductions
Announcements
Quorum Check
Approval of Minutes – May 2022 |
| 9:15 – 10:15 | Committee Updates and Committee Member Approvals:
Council Engagement Committee
Performance Measures and Quality Assurance
Committee
Policy Review and Administration Committee
Services to Business Committee
Annual Report Workgroup
Executive Committee |
| 10:15 – 10:30 | WRC Resource Plan Approval
Julie Burish and Deb Henderson-Guenther |
| 10:30 – 10:45 | Break |
| 10:45 – 11:00 | Public Comment* |
| 11:00 – 11:30 | CSNA Recommendations Discussion – Outreach Plan
Meredith Dressel, DVR Deputy Administrator |

- 11:30 – 11:45 Client Assistance Program (CAP) Report
Franky Newcomb, Danita Jackson
- 11:45 – 12:15 Break for Lunch
- 12:15 – 1:00 CSNA Recommendations Discussion – Diversity, Equity,
and Inclusion
Deanna Krell, Director DVR Bureau of Management
Services
- 1:00 – 2:00 DVR Administrative Update
Delora Newton, DVR Administrator
- 2:00 – 2:15 Public Comment*
- 2:15 – 2:30 Review of Open Items and Suggested Discussion Topics
for Future Meeting
- 2:30 Adjourn

*Public comment is limited to the time listed on the agenda. Comments can be sent at any time to: DVRWIRehabCouncil@dwd.wisconsin.gov.

Comments sent to that e-mail box will be read to the full council at the next meeting.

Proposed WI Rehabilitation Council (WRC) Resource Plan for WRC Review and Approval

Once the resource plan has been approved by the full council, it will be submitted to DVR senior leadership team for review and approval

The WRC is required by federal law to prepare and implement a resource plan that identifies the resources (including funding, staff and personnel and in-kind contributions) necessary to carry out the functions of the council. Currently, WRC does not have a resource plan. This draft resource plan is being presented to the full council for review, discussion and approval. Upon approval of the council, it will be submitted to DVR for their review, feedback and approval. The final resource plan will then be implemented.

Resources:

WRC could benefit from:

1. An annual half day in person retreat to focus on council enrichment and education to improve council performance.
2. An annual half day, in person meeting of WRC committees to set priorities and objectives for each fiscal/program year. This meeting would coincide with the above-mentioned retreat and will be in lieu of regularly scheduled committee meeting (therefore, will not constitute an additional meeting for committee members). The retreat would occur in the morning and the committees would meet in the afternoon.
 - # 1 and 2 may require a change to the WRC bylaws
3. Assistance in creating a mechanism (beyond what is currently included in the CSNA) and a budget that would allow the council to solicit feedback from:
 - a. Consumers
 - b. Service Providers
 - c. Employers
4. Assistance in creating WRC specific policies and procedure that would complement current WRC By-Laws.
5. Assistance in creating a WRC new member orientation manual along with in-person training.
6. WRC performing exit interviews of DVR employees that could gather beneficial information for the council in relationship to continued improvement. These interviews would not include the collection of information regarding DRV employment/personnel matters. Questions would be determined by WRC and approved by DVR.
7. Funding for council members to attend the CSAVR/NCSRC national conferences.

8. Funding for council members to attend the WI Employment First Conference and the Self-Determination conferences as a means to network with consumers and families regarding DVR.
9. Funding to present and/or holding consumer listening sessions at the WI Employment First and Self-Determination conferences

Staffing:

WRC could benefit from having a dedicated staff person who is responsible for:

- a. Scheduling meetings/trainings, lodging, food and travel logistics as needed.
- b. Taking meeting minutes (DVR Policy Analysts or other designee).
- c. Running reports as requested by WRC.
- d. Track participation/manage all internal/external WRC workgroups/participants.
- e. Facilitate obtaining documentation/reports as requested by WRC.
- f. Overseeing the WRC budget/resource plan, in conjunction with the WRC executive committee.
- g. Ensuring that there is an up to date WRC contact list and resource page.
- h. Act as a gate keeper for all public records requests made to WRC members. Ensure that public record is maintained and destroyed per DWD records retention policy.
- i. Liaison to Governor's appointment office in conjunction with the WRC chair and/or the Council Engagement Committee Chair.
- j. Preparing printed materials, PowerPoint slides, etc., as needed for in-person meetings.
- k. Preparing and assisting the WRC when public hearings are needed.
- l. Assisting the WRC annual report workgroup in creating the annual report to the Rehabilitation Services Administration and stakeholders.

Budget for the following activities:

1. In-person meetings i.e. lodging, food, travel and any accommodations required by the council member.
2. Printed materials and postage as applicable.
3. Any record costs.
5. Design and creation of the WRC annual report (at Council's direction).
6. Attorney time as needed to ensure that council members have the knowledge necessary to be

In compliance with open meetings laws, public records laws, and other regulations and laws that impact the council.

7. CSAVR/NCSRC conference fees, lodging, food, and travel costs for 1-2 council members to attend in person and conference fees for all council members who desire to attend these conferences virtually.

8. Conference fees, lodging, food and travel costs for all WRC members who desire to attend the WI. Employment First Conference and WI. Self-Determination Conference.

9. Any fees associated with presenting and/or holding listening sessions at the WI Employment First and Self-Determination Conferences.

10. Printed copies of the Resource entitled the State Rehabilitation Council/Vocation Rehabilitation Partnership Under WIOA and/or the State Rehabilitation Council Chairpersons, Members and Administrators Manual for all WRC member who would like to have them.

11. Funding for costs associated with seeking feedback from consumers, service providers and employees as determined by the WRC.

Please note that Kay Schoone's position description has 20% of her time dedicated to the WRC. See current duties outlined below:

- Act as Liaison between the Wisconsin Rehabilitation Council's (WRC) Executive Committee members and the DVR Senior Leadership Team.
- Serve as WRC's primary DVR contact with the Governor's Appointments Office regarding Council appointments.
- In consultation with the DVR Administrator, work with the WRC Chair and Chairs of WRC Committees to create, post and distribute meeting agendas.
- Facilitate the creation of documents and reports requested by WRC and its committees
- Maintain WRC membership lists. Notify the DVR Web Master and DVR IT Coordinator regarding necessary updates to the email distribution list and WRC webpages.
- Distribute meeting materials electronically to WRC members and DVR staff.
- Initiate the necessary arrangements to secure physical meeting locations or the electronic meeting platform if the meeting will be held virtually. If meetings are held in person, secure a block of rooms for WRC members and staff if overnight stays will be necessary. Order food for in-person meetings following state meeting guidelines.

- Attend full WRC meetings. Take the lead in electronically displaying meeting documents and trouble-shooting IT or meeting location logistics if necessary. When meetings occur in person, transport materials and make them available for members and guests attending the meeting. Work with on-site facility staff to address any facility issues that arise during the meeting.
- Attend and take minutes for the Council Engagement Committee and the Services to Business Committee. Serve as back-up minute taker for the Annual Report Workgroup, the Performance Measure and Quality Assurance Committee, and the Policy Review and Administration Committee.
- Ensure that all records related to WRC meetings are well-organized, up-to-date and kept in a central location for easy DVR staff access.
- Analyze, research and prepare reports to meet external information needs of the Wisconsin Rehabilitation Council.
- Attend virtual meetings of the National Council on State Rehabilitation Conference

The background of the slide is a blue-tinted photograph of the Wisconsin State Capitol building in Madison, Wisconsin. The central focus is the large, ornate dome of the capitol, topped with a statue. In the foreground, there is a fountain with several jets of water spraying upwards. The overall scene is captured in a soft, slightly hazy light, possibly during dawn or dusk.

2022 DVR DEI Needs Assessment

Deanna Krell

August 2022

WRC Full Council Meeting

Why & How?

- DVR's path to working on DEI efforts
- Realized a need to assess where DVR was at and to consult on how best to proceed with DEI efforts
- Put out Request for Bid (RFB)
 - Contracted with Roadmap Research Global (RRG) for DEI needs assessment.



DVR DEI Planning Action

- **Phase 1:** Conduct a DEI Needs Assessment across the division to understand DVR's strengths and areas for improvement. [Completed in April 2022.](#)
- **Phase 2:** Assist DVR in using Needs Assessment findings and recommendations to build a DVR Action Plan to guide DEI work over the next five years. [Currently in this Phase.](#)
- **Phase 3:** Provide Action Plan dissemination and DEI Change Management support. [Estimated to start in October/November.](#)



Data Sources

- 2022 DVR DEI Needs Assessment Interviews (RRG)
- 2021 State of Wisconsin DWD DVR Comprehensive Statewide Needs Assessment Report (CSNA)
- 2020 *Understanding the Influences of Race, Disability, and Poverty on Employment: Perspectives from Wisconsin Division of Vocational Rehabilitation (DVR) Participants Living in the Central City of Milwaukee Report*
- 2016 to 2021 Department of Workforce Development Employee Experience



Data Sources

- 2020 Training Needs Assessment for SFY21
- Training, Communications, and Human Resources Exploration and Review (RRG)
- 2022 DVR Employee Resource Group Survey Data
- Policy Review (RRG)



Next Steps

- Through August, RRG's Team, DVR Leaders, DVR Central Office and Field Staff and Key Stakeholders have weekly meetings and work through the DVR's DEI Goals (based on needs assessment).
- Work to finalize DEI Action Plan (Sept/Oct).
- Begin implementation of DVR DEI Action plan Estimate: October/November 2022 (Phase 3).



DVR DEI Action Plan Content

- Big picture goals
- Strategies/steps to reach each goal
- Potential barriers
- Communication strategy
- How to measure
- Resources available
- Who is responsible
- Timeframes



DRAFT DEI Action Plan Goals

Goal 1: ADDRESS INEQUITIES THAT IMPACT CONSUMERS

DVR will systematically identify and address inequities in service delivery, and in doing so, build a system that fosters greater creativity, innovation, and speed in the process to address both equity and engagement.

LARGE goal that will address several areas (subgoals):

- DEI work will impact consumers in all WDAs
- Creation of a thoughtful DEI-centered training plan
- DEI accountability of service providers/contracted partners
- Increasing consumer outreach and communication



DRAFT DVR DEI Action Plan Goals

Goal 2: BUILD A DIVERSE WORKFORCE

DVR will build a more diverse workforce at all levels, one that is reflective of consumers and provides stronger language support to non-English speaking consumers.



DRAFT DVR Action Plan Goals

Goal 3: Build Safe Spaces, Safe Communications, and Safe Reporting for DVR staff

DVR will build mechanisms for safe spaces, safe communication, and safe reporting to create a culture in which employees are comfortable sharing with leadership and management.



Staff Involved in Action Planning

- SLT Members: Anna Eggebrecht, Allison Gordon, Meredith Dressel, Deanna Krell, Delora Newton, Kathleen Enders
- CO Staff: Danielle Russell, David Knuth, Andrzej Walz-Chojnacki, TJ Jerke, Jim Doebereiner
- Field Staff: Amy Grotzke, Patty Noland, Jenna Fogarty, Kathy Massa, Tamara Sinclair, Taketa Majeed, Megan Russell, Sylvia Campos, Dee Franzen, Tiffany Payne, Gadeen Taylor-Duke, Bao Lee, Karla Opatz, Whitney Hostettler
- DWD HR, Procurement and ERD Staff: Timara Budack, Ray Mejia, Barbara Hoffhein, Andriana Bicanin
- Service Providers: Quincy Hinton, Tammie Murray, Ray Fikes (invited)



STATE OF WISCONSIN



Department of Workforce Development

Vocational Rehabilitation

DVR Quarterly Update

DELORA NEWTON
DVR Administrator

Wisconsin Rehabilitation Council | August 11, 2022 | WebEx

Follow-up Items from May Meeting

- There were no follow-up items for DVR staff



Program Year (PY) 2021 Outcomes

- For cases closed **07/01/2021 – 06/30/2022:**

PY 2021 Closures	All Cases	All SE Cases	All Non-SE Cases
Total Successful Closures	3,446	745	2,701
Median Total Wages per Week	\$269	\$143	\$330
Average Wage Per Hour	\$15.86	\$10.87	\$16.57
Average Hours Worked per Week	25	14	28

**Data current as of June 30, 2022*



PY 2021 Outcomes (cont.)

- Measurable Skills Gain (MSG) Attainment Rate
 - **5,390** Enrolled in Training/Education
 - **2,944** MSGs Attained
 - **54.6%** MSG Rate
- Credential Attainment Rate
 - **2,043** Enrolled in Training/Education
 - **478** Secondary Credentials Attained
 - **265** Post Secondary Credentials Attained
 - **35.2%** Credential Rate

**Data current as of July 18, 2022*



Case Review

	PY 2019	PY 2020	PY 2021
Potentially Eligible Students	691	627	657
All Applicants Determined Eligible	10,112	7,547	9,042
New IPEs	8,030	5,517	6,539
*Closed Status 26	3,541	3,095	3,446
**Closed Status 28	4,740	6,069	6,438
Total Served	29,803	26,131	26,436

* Limited to Consumers closed in employment meeting their IPE goal.

** Consumers may decide to close their case for various reasons including, but not limited to, changes in health, relocation, or accepting employment that does not meet their IPE goal.

*Data current as of July 18, 2022



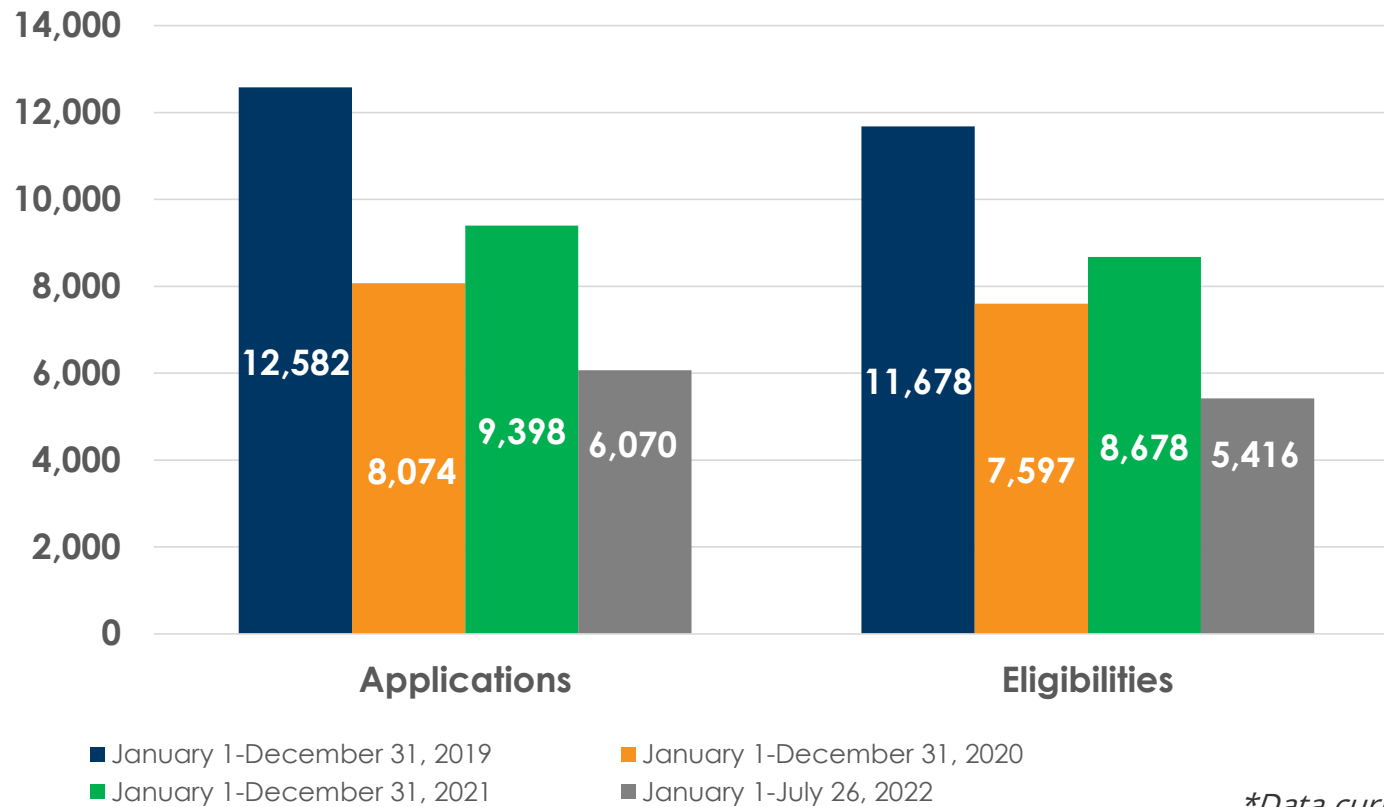
Eligibilities by OOS Category

	PY 2019	PY 2020	PY 2021
Category 1	4,700	3,645	4,876
Category 2	5,333	3,828	4,097
Category 3	35	48	48
Not Eligible for Services	44	26	21
Total Eligibility Determinations	10,112	7,547	9,042

**Data current as of July 18, 2022*



DVR COVID-19 Service Impacts



Federal Fiscal Year (FFY) DVR Budget

- Unspent FFY 2021 federal funds were carried over and have been spent during FFY 2022.
- FFY 2022 budget reflects final federal award including all reallocation.

FFY	TOTAL Budget	TOTAL Spending
2020	\$82,659,874	\$82,659,874
2021	\$82,673,781	\$82,673,781
2022 to date	\$84,248,223	\$37,802,331

**Data current as of July 25, 2022. Budget for 2022 includes all applicable state match. Budget fluctuation between years reflects changes in the availability of federal dollars. State GPR match funding has not changed during the reporting period.*



Pre-Employment Transition Services (Pre-ETS)

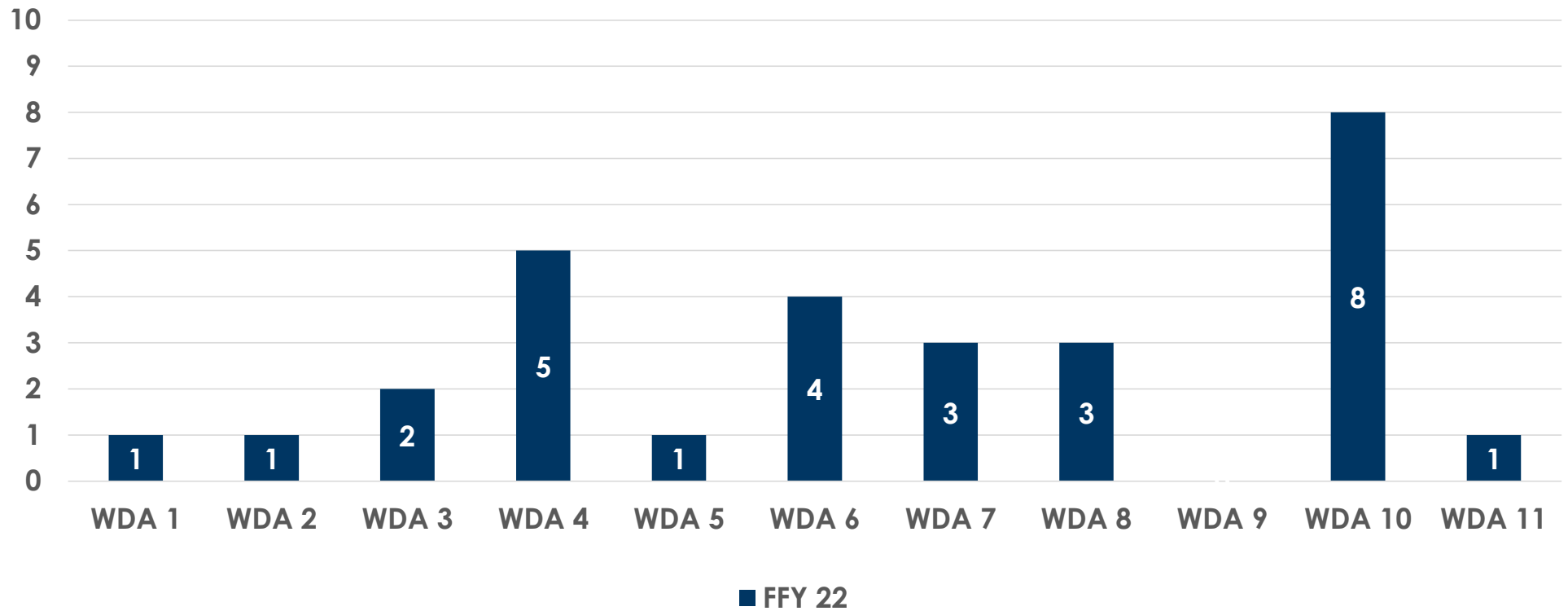
- FFY 2022 Annual Requirement: **\$9.9 million**
- FFY 2022 Purchase Orders Paid to Date: **\$5,693,314**
- FFY 2022 Staff Time Paid to Date: **\$944,319**

Pre-Employment Transition Service	FFY 2021	FFY 2022
Job Exploration Counseling	\$603,161	\$421,116
Work-Based Learning	\$7,380,673	\$3,946,667
Counseling on Opportunities for Transition	\$69,670	\$25,645
Workplace Readiness Training	\$1,790,197	\$1,186,121
Self Advocacy	\$134,753	\$113,765

**Data current as of July 28, 2022*



14(c) Referrals (Federal Fiscal Year 2022=29)



**Data current as of July 28, 2022*



Existing Business Employment & Wage Assessments

April 1, 2022 – June 30, 2022

	Referral for EWA	EWA Met Min. Wage	EWA Did Not Meet Min. Wage	Debt/Asset Ratio Requested	Debt/Asset Ratio Passed	Debt/Asset Ratio in Process	Exception Requested	Exception Approved
Farm	5*	2	2	1	1	0	0	0
Non-Farm	3	0	3	1	0	1	0	0
Total	8	2	5	2	1	1	0	



Existing Business Case Closures

April 1, 2022 – June 30, 2022

	26 Closed Rehabilitated	28 Closed Not Rehabilitated (After IPE Initiated)	Average Total Cost Per Case
Farm	2	0	\$54,632
Non-Farm	1	0	\$6,671
Total	3	0	\$38,645



AT Fee Schedule Exception Requests

April 1, 2022 – June 30, 2022

	Exceptions Requested	Total Amount Requested	Exceptions Approved	Total Amount Approved
Farm	4	\$66,747	4	\$66,167
Non-Farm	6	\$55,781	6	\$55,781
Total	10	\$122,528	10	\$121,948



Top Things Happening in DVR

- Recruiting, hiring and training staff
- Progress on Career Pathways Advancement grant
- Acting upon CSNA Priorities
- Implementing updated Technical Specifications July 1 (WIBA update will be effective Oct 1)
- Updating policies impacted by Administrative Rule changes
- Preparation for September DVR All-Staff Conference



DVR Internal Workgroup Updates

Policy Academy

- Potentially Eligible Student outreach and clean up
- Comparable Benefit Review
- WIBA Tech Spec updates effective Oct. 1, 2022



DVR Internal Workgroup Updates

Quality Assurance

- Rapid engagement case review to determine areas for process improvement completed in June
- VRTAC-QM Case File Review Community of Practice (CoP) kicked off in May
 - Wisconsin is participating in the inaugural cohort of the CoP
 - CoP members will develop a standardized case file review tool and process for states to adopt and adapt as needed



DVR Internal Workgroup Updates

START

- Student List survey results review
- Transition 1 pager DRAFT review
- START Charter review and update.



DVR Internal Workgroup Updates (Cont'd)

AsTec

- Matt Palma, Technology Services Coordinator for WESP-DHH Outreach program for students who are Deaf and Hard of Hearing attended the meeting to discuss partnering and how they can assist with AT.
- DVR received an inquiry from a California business that is interested in providing virtual assistive technology services to consumers. Group brainstormed questions to ask the business about providing virtual services.



DVR Internal Workgroup Updates (Cont'd)

SenseAbility

- Team met in July with VRS Bill Curry to hear about new BEP opportunities, representatives from the Helen Keller National Center to improve services to deaf/blind consumers and also with 360 Degree Academy to learn about remote soft skill training specifically for Deaf individuals.
- Team has developed a purchase checklist for use by Financial Specialists when purchasing hearing aids.



DVR Internal Workgroup Updates (Cont'd)

Workplace Wellness

- June Meeting - Met with ERG group to better understand how the Wellness Team can complement ERG efforts. Plan to tentatively meet twice a year.
- Held an orientation to SharePoint for all members to understand where to find available resources. Team leads will be cleaning up SharePoint site.
- Brainstormed future wellness activities.



DVR Internal Workgroup Updates (Cont'd)

Employee Resource Group

- Members have participated in DEI focus area discussion.
- ERG requested personal pronouns be added to DVR referral and application forms.
- ERG met with DVR Wellness Team to determine areas of possible coordination and implementation of DEI action plan in the future.



DVR Staff Trainings Update

- May: Comprehensive New Staff Training (CNST): 6-day training – up to 20 participants at times depending on the session
- June: Study Hall: Underserved Populations: LGBTQ+ (2-hour training for all staff)
- June: Motivational Interviewing – Introduction
- July: Study Hall: Back to Basics Series: Individualized Plan for Employment (IPE) Development (6-hour training – mandatory for field staff, all VR staff are welcome)
- July: Motivational Interviewing - Advanced
- Ongoing: Fundamental Counseling Skills - Online training modules through UW-Stout (SVRI)



New Mediation Requests Apr. to June 2022

DVR received one mediation request during this time.

- Mediation request denied because the IPE has been completed.



New Appeals Requests Apr. to June 2022

DVR received one appeal request:

Consumer requested help paying for post-secondary education. Consumer subsequently withdrew the request. No reason was provided.



Questions?



Contact Us



Delora Newton

DVR Administrator

608-261-4576

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DWD.WISCONSIN.GOV