



**Washington State Rehabilitation Council**  
**PO Box 45343**  
**Olympia, WA 98504-5343**  
**1-866-252-2939**  
[www.wastrehabcouncil.org](http://www.wastrehabcouncil.org)

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## **WSRC FULL COUNCIL MINUTES**

Friday, October 23, 2009  
9:00 am to 4:00 pm

**Doubletree Hotel Spokane City Center**  
**322 N Spokane Falls Ct**  
**Spokane, WA 99201**

8:30 a —Meeting Convenes

**In Attendance:** JoAnne Lang, *Executive Assistant*; Joelle Brouner, *Executive Director*; Jim Larson, *Council Chair & Business Representative*; Vickie Foster, *Customer Representative*; Sharey Cleveland, *Tribal VR Representative*; Valerie Arnold, *OSPI Representative*; Susan Kautzman, *CRP Representative*; Rudy Hernandez, *DVR Field Representative*; Martin McCallum, *Workforce Board Representative*; Jeff Abe-Gunter, *Labor Representative*; Jerry Johnsen, *CAP Representative*; Lynnae Rutledge, *DVR Director*; Teresa Kutsch, *Area 3 Manager*; Donna Dalzell, *Spokane DVR Office Supervisor*; Bob Roberts, *Labor Representative*; Linda McLane, *CORD Director*; Don Brandon, *Customer Representative*.

Remarks from Chair – Jim Larson

Mr. Larson informs the council of Susan Dreyfus' change in plans, and an adjustment to our agenda. He asks for Approval of the Agenda.

### **MOTION:**

Jerry Johnsen moves to approve the revised agenda.  
Susan Kautzman seconds the motion.

*Motion to a vote:* passes unanimously.

Chair discusses our meeting with Susan Dreyfus that will begin shortly. Ms. Rutledge stresses the importance of programmatic integrity, especially for our

IT functions and the STARS systems which inform our reporting to the Rehabilitation Services Administration.

Ms. Dreyfus arrives and the council welcomes her. Introductions are made around the table. Jerry Johnsen of the Client Assistance Program; Jeffry Abe-Gunter of the Division of Developmental Disabilities; Martin McCallum of the state Workforce Board; Rudy Hernandez of the Division of Vocational Rehabilitation; Susan Kautzman, CRP representative; Joelle Brouner, Executive Director of the WSRC; Jim Larson, Chair of the WSRC and CEO of Morningside; Don Brandon, Executive Director of the Disability Business Technical Assistance Center (DBTAC); Valerie Arnold of the Office of the Superintendent of Public Instruction, (OSPI); Teresa Kutsch, Area Manager of Eastern Washington DVR; Sharey Cleveland, Colville Tribal Member; Vickie Foster of Seattle; JoAnne Lang, Executive Assistant to the WSRC; Bob Roberts, Business Representative;

Mr. Larson presents a power point detailing what DVR's priorities and the SRC's priorities are, which align with Ms. Dreyfus's concerns with Poverty, Education and Health. Mr. Larson talks about DVR helping people transition from not working to working.

In 2009 DVR helped 2,404 Washingtonians with disabilities go to work. DVR is not a huge program, but it is a very important one. People come to DVR requesting services and reporting having earned \$2,740 annually; and leave DVR earning \$16,500.00 annually. In 2009 730 Washingtonians with disabilities got jobs that provided them with health insurance benefits. DVR helps people further their education goals and then to work.

Ms. Dreyfus asks, does this include people with cognitive and learning disabilities? Mr. Larson clarifies that DVR helps people with any disability.

Mr. Larson expands on the fact that while DVR's mission is to help people with disabilities to find jobs, it is impactful in other ways. Work is important, because we who work are giving back to society and helping the common good, which is of course important to DVR, but for the people that DVR helps, it is more than that. In helping people find work, DVR is also helping their customers to build personal satisfaction, economic advancement, independence, a sense of self worth, satisfaction and pride. It really changes peoples' lives.

DVR helps youth with disabilities to transition from high school into post secondary education and the workforce. In 2009 DVR supported 322 young people (under 22 years) with disabilities to achieve employment.

Ms. Dreyfus asks, are there statistics that show us in the State of Washington that tell us who is eligible for DVR, who are not receiving services? Ms. Rutledge answers that we can look at percentages of people in the state with disabilities, and what areas do they have limits in self care or other barriers to success, and so we can tell what percentage of people with disabilities are receiving or seeking services with DVR. Ms. Dreyfus asks what that percentage is. Ms. Rutledge answers that we are not serving about 60% of the people who are eligible, and the reasons for that are that a lot of people do not know that DVR exists, and another reason for that is that if DVR did serve all the people who are potentially eligible for services, we would run out of resources. Mr. Johnsen adds that those statistics involve reported disabilities. There is a whole other population of people who do not identify as a person with a disability.

Mr. Larson explains that people with disabilities who are being served by DVR, are also being served by other agencies within DSHS. The slide he explains also shows us that whether a person is served by 1, 2 or 3 other DSHS programs, they still maintain roughly the same success rates.

The WSRC wants to see DVR forge a broader customer base. DVR could do that by reaching out to students, especially with 504 plans (students who are eligible for, but decline to use special education,) veterans, and people who are underemployed.

Ms. Dreyfus asks, for federal funding match, what does that cover in terms of people eligible for services. Ms. Rutledge answers that all of the populations listed so far are eligible to be served with the state/federal match dollars. There is a cap on how much the state can get from the federal match.

Mr. Larson continues on that there is a symbiotic relationship between work and home. A person has to have a stable home environment to help them to get a job. Ms. Brouner also adds that it is not just about a house. It is about skill building and learning how to manage your supports. If you are not an active manager of your supports, you are not maximizing your destiny.

Ms. Dreyfus mentions that she foresees that DSHS will be a model employer for people with disabilities.

Mr. Larson talks about the WSRC and how we can advocate in ways that DVR cannot, because our 15 members volunteer roughly 1,250 hours per year. We partner with DVR by holding public forums, garnering customer feedback, developing recommendations for DVR and authoring a part of DVR's state plan. The job of the WSRC is to ask the tough questions of DVR, to help them improve.

Ms. Dreyfus wants us to know that she appreciates that advocacy at times can be disruptive, but that is a good thing. She needs those good advocates around her that might tell her what she does not want to hear, but might need to hear.

Mr. Larson continues with the message that DVR is a wise investment. For every dollar that Washington invests in vocational rehabilitation, it receives \$3.70 from the federal government.

Ms. Dreyfus talks about leveraging the state match, and finding ways to do that. One thing she has asked Ms. Ruttledge for is a “deep end costs” to see where we are not maximizing DVR. One thing she has found is that many of the children served by DSHS come into the system as a result of poverty. The General Fund costs of foster care are very expensive. She asks what connections there are between DVR and the Children’s Administration.

Ms. Ruttledge answers that the Children’s Administration is one of the places where DVR has hardly any connections. Ms. Ruttledge suggests that the children in foster care might be able to be queued in to DVR. Ms. Dreyfus adds that she hopes that we could connect with parents, not just kids in the foster care children. Ms. Kutsch also mentions that the Spokane DVR office is co-located with the Community Services Office (CSO), and because of that they get many referrals from Children’s Administration and the CSO. It may not be as intentional as it could be, but it is a connection.

Ms. Dreyfus explains that what she is getting at is an analysis of where we can identify match that they will spend on foster care placement. She wants to look at future savings and front loading the match.

Mr. Brandon suggests that it sounds like what Ms. Dreyfus is focusing on is where DVR has not been able to claim influence, so that we can show that the state is not giving up any investment in the DVR program. He thinks the next point is the question of whether DVR stays placed within DSHS.

Mr. Larson encourages Ms. Dreyfus to maximize and leverage the state match. He encourages DSHS to help DVR secure 4 million dollars, which will leverage 14.8 million dollars in federal match funds for fiscal year 2011. The WSRC is also advocating that DVR be placed within DSHS in a way that maintains programmatic and budgetary integrity in a way that honors the Rehabilitation Act and maintains DVR’s capacity to serve customers.

Ms. Dreyfus says that she has always believed that to have direct service housed within the Secretary’s office, is not necessarily the right spot. The role of the Secretary’s office is policy and leadership and accountability across the

organization. When Ms. Dreyfus arrived, she moved the Federal Commitment Center (FCC) to be housed in Health and Recovery Services Administration (HRSA) with the psychiatric hospitals and that has helped the FCC a great deal. However, Ms. Rutledge has shown Ms. Dreyfus the value of DVR having a department-wide perch. Because DSHS is the largest General Fund holder in the state, it can benefit DVR now to be within the Secretary's Office, in order to maximize the dollars spent and to leverage that state match. What Ms. Dreyfus has decided to do in that light, is to keep things as they are.

Ms. Dreyfus asks for the WSRC's help in the search process for a new DVR Director. She does want the WSRC to talk about where we want DVR to be five years from now, so that we can move the ball together.

Mr. Larson thanks Ms. Dreyfus for giving the decision the attention she is giving it, and waiting on that decision. Ms. Dreyfus assures the Council that she does not feel any sense of urgency about the move, and will not do any movement within DSHS without the Council's input.

Ms. Dreyfus talks about herself and her work history. She is honored to serve Washington State. She started her career in County government as the Chief of Staff to a County Executive. From there she worked for Governor Tommy Thomson for about seven years as the Administrator for Children and Family services, and worked closely with the Aging & Disability Administration in State Government. She left state government in 2002 and went to work for the Alliance for Children and Families and Families International as the Chief Operating Officer. She worked with many non-profit community service organizations serving Children and Families. She then decided to be closer to home to help her Father-in-law to die at home, and worked for a large Behavioral Healthcare system in Wisconsin. Then she got the call from the Governor of Washington State to come here and work as the Secretary of DSHS. Her husband is a Judge in Wisconsin, and he is staying there while she is here.

She is passionately committed to this work, and does not have to be right, as long as the right thing happens. The environment in which we work has fundamentally changed. We will not be going back to the way we were. There is not a household in America that is not looking at the future differently from the past, and the recession has had that big impact. With change is disruption and fear, and so now is the time we have to lead.

Governor Gregoire convened her cabinet in the second week in June, and informed them that we will be leading this change from a position of strength and envisions the world of the future as different from the world of the past. The assignment from the Governor was due August 1<sup>st</sup>, which did not give Ms.

Dreyfus very long to get to know Washington State and DSHS. So they went into the process of defining and organizing DSHS.

When Ms. Dreyfus convened her Executive Leadership Team and laid out her non-negotiables. One is that DSHS is one department, with one vision, one mission, and one core set of values. Their strength in this tight fiscal time with all the changes happening is how they will integrate and partner internally and externally will be their success. The goal is to move from a transactional to a transformative program.

The other non-negotiable is that she is 52 years old, and she came half way across the country, and she came here to make a difference, and she is tired of trying to make functions and services within larger failed systems work. So, the Impact Statement on her vision document is the most important thing to her. They have to be a part of decreasing poverty, increasing the health status, educational, and employment status of our citizens. Even if DSHS could do that alone, they should not. They want to be a part of the community, in partnership. This is a culture change that she is looking for within the department.

Ms. Dreyfus is interested in how we look across the department at these problems. She would like the WSRC to consult with her on some things now and in the future. There will be sub-teams within the impact statement. There will be a sub-team on poverty, on employment, health, education. These are things that have to cut across the whole organization. She has been working with Rogers Weed of the Department of Commerce, on how the governance of housing planning in the State of Washington. There will be a sub team on housing for vulnerable populations.

DSHS will have shared agendas with other state agencies. She recently had a joint meeting with the Department of Veterans Affairs, (DVA) to solidify that partnership and to develop their shared agenda in their strategic planning, and what they will accomplish together, to ensure that Veterans are getting what they need. There will be a shared agenda with The Office of the Superintendent of Public Instruction, (OSPI). She met with Randy Dorn of OSPI the other day to discuss how DSHS can help OSPI to succeed in making sure that children in Washington State graduate from high school. Fifty percent of the births in Washington State are funded by Medicaid, so DSHS is in the early childhood business. So DSHS will be forming plans with Department of Early Learning, and the Department of Health.

Some questions that she has for the Council:

1. DSHS will be going into Federal Reauthorization in Temporary Assistance for Needy Families, (TANF). The Governor has a special cabinet on TANF that Ms. Dreyfus serves on. She would like guidance from the Council on what we hope DSHS advocates for, regarding TANF.
2. She would like to know what the Council thinks of children coming to the attention of the foster care system, or how we can successfully and safely divert people from entering the system by making partnerships with other divisions within DSHS, and how to get caseloads down safely.
3. She would love to see a shared plan between Children's Administration and DVR, and developing a way to measure the progress toward our five year goals. Where do we want to be, what will drive that, and what will success look like?
4. She would also like our input on closing some facilities in this state for people with Developmental Disabilities in our state. The legislature is looking at facility closure, and Ms. Dreyfus wants to make sure that the conversation still happens in a way that moves us toward a system of care with a family centered strengths based system.

She looks forward to working with the Council, and thanks us for our partnership.

Mr. Larson thanks her for coming and he thinks that we are on the same kind of path. She asked a lot of questions, and we might have to digest those questions and get back to her.

Ms. Dreyfus is also interested in leadership from across the Department to interact with us. If we can maximize this match, we can show savings at the end of the biennium. She is willing to take any front loading risks that cause cost savings. She wants to know what we as a Council are willing to do as a powerful convener and leveraging entity. How can the WSRC bring other folks to the table for how to make these partnerships?

She would like us to look at the job description for the Director of DVR. How do we tailor the job description to make sure that we get an innovative person to lead DVR?

10:30 —B R E A K—

Mr. Larson reconvenes the meeting and talks about how Ms. Dreyfus asked some things of the Council. He delegates those tasks to the Planning & Policy Committee. Mr. McCallum will hold a conference call for that committee in

early to mid November. At that meeting, the committee will talk about her requests.

Ms. Ruttledge thinks the conversation went well. Mr. Larson agrees and that she understands the issue of programmatic integrity.

**Remarks from DVR Director – Lynnae Ruttledge –**

Ms. Ruttledge talks about the decision to not move DVR to within another administration. It will be important in the coming months to think about where DVR can add value to DSHS, across the department.

DVR has created a solution to the funding shortfall. They had a \$900,000.00 shortfall by September 30, 2009. They will have another shortfall of \$900,000 by September 30, 2010. They resolve the 900,000 for this year and for next year with a transfer of funds from the Office of the Deaf and Hard of Hearing. It is a way of capturing funds from the excise tax for land telephone lines. There is still a 4 million dollar shortfall in February 2011. However, DVR is one of the only programs to go forward with a decision package, and if there is any money from the legislature, they will be able to procure some of that. If not, it will be time to figure out an internal solution.

Since August, DVR has been allowed to fill vacancies. They will continue to fill vacancies, because there was recognition from DSHS that DVR has been so short staffed from having to maintain vacancies during the hiring freeze, that since most of the positions are direct service positions, they will be able to move forward to hiring for those, including a Supervisor position in Kennewick. They have at least 20 vacancies, and have a plan of attack where they will hire four people every two weeks.

Ms. Ruttledge also wants to say that it is really difficult to say goodbye. Four months ago she would never imagined that she would be moving to Washington D.C. She knows that good things will happen for DVR and WSRC. She feels very confident about things now.

Mr. Brandon asks if Spokane has many vacancies. Ms. Kutsch answers that actually no, there is only one unstaffed caseload right now. They will be hiring non-permanent people for other positions, but they will be interviewing on Monday for the caseload in Spokane.

Ms. Brouner asks if the plan they have for hiring allows them enough time and resources to recruit the right people for the jobs. Ms. Kutsch answers that the plan allows them time, but that the e-recruiting system is challenging. They lose good candidates because of the difficulty navigating that system.

Mr. McCallum asks, the Secretary's term "Deep end cost" savings, what is that? Ms. Rutledge answers that they are costs of providing services, if you find strategies for preventing people from needing those services, you will avert the cost of serving them, and then spend those dollars now, rather than at the end of the biennium. It involves placing faith in your ability to forecast. For instance, if you can provide drug and alcohol services to someone now, so that later on they will not need inpatient services, you will save money. It might not work for divisions like Developmental Disabilities, because people will still have disabilities two years from now, but for drug and alcohol or TANF, or other programs, it might work. It is very creative and focuses on prevention.

Mr. Roberts mentions, DVR needs to remember that the ODHH dollars from the excise tax, those dollars are shrinking every year for them, because people are moving from using land lines to using cell phones. In addition to those shrinking funds, ODHH is a very conservative spender. DVR cannot rely on them for future money.

#### **CAP Report—Jerry Johnsen—**

Mr. Johnsen hopes that people read the meeting minutes from the previous WSRC meeting. They are in your meeting mailing. He may not talk about the same things this time that he talked about last time in his CAP report, even though they are still relevant today.

Mr. Johnson wants to reflect a bit on last night's public forum, because there are some themes emerging. These are themes that come up frequently at CAP.

**Communication:** this is one thing that customers frequently need. They want to know what is happening with their case, how and when and why it will happen, and what will happen next. Maintaining a relationship with each customer is important, and if DVR is not communicating often and clearly with their customers, the customers will become distrustful. Information and transparency is important. Customers want to know what DVR is about, and what the scope of services available is. Sometimes DVR restricts that kind of information, because it may make a customer think that they are entitled to services that they do not really need. What happens is, though, that customers do find out that information somehow later, and they come to CAP and say "DVR was dishonest with me. They did not tell me that I could do this, and look at my situation now because I did not have all the information."

**Timely Services:** Clients need to know what the timeline looks like. There are activities to engage in and there are not gaps. There is participation involved and a tracking process. The customer will need holistic attention. They may have family, transportation, or health issues. If those issues are not also addressed, customers may not be able to achieve successful employment

outcomes. It may be that DVR is not the entity to help them address those issues, but referring them to the right places, to get them the right services is important, so that those issues will not upset the success of the plan. DVR should not dismiss someone up front because of those issues. DVR should not just say “come back to us when you get your life together.”

Staff are often feeling very overwhelmed. There is a lot of demand, from customers, supervisors, and leadership in the State Office. So Counselors answer the loudest alarms at any given time. So, conjecture says that if Counselors could just work more efficiently, or if they just had better skills, or a better way of organizing their time, they would do a better job. And surely everyone could benefit from organizational skills, he is hearing from some of the very best Counselors that they are feeling overwhelmed and unable to do their jobs to the quality level they would like to do because of it. When our very best staff are experiencing that challenge, it is time to address the problem of staff feeling overwhelmed.

**Training and Education:** Mentoring and coaching and appropriate training is something that has to happen all the time. If we feel at any level that stops happening, DVR will not get more from people. It helps morale, for people to feel like they are supported to work effectively.

**Eligibility:** There are three tiers to eligibility. 1) They have to have an impairment that impacts them in a way that effects their employment. 2) They have to have a need for services. 3) DVR has to be able to provide those services. Lately, an issue identified across the country is that when someone comes in to apply for services, there is an urge to do the whole rehab process in the first meeting. DVR wants to know what a person is going to do, how much it will cost, and make a decision on it today. The problem with that is that those are not eligibility issues. When someone comes into DVR, they may have a vision or a dream of what they want to do. You cannot help them achieve that vision in the first meeting. The first meeting should be solely to outline if the person is eligible for services, and to explain to the customer the process that DVR will go through to help them gain employment. What CAP finds is that eligibility decisions are often full of other things that are not part of the eligibility process. For example: what someone wants to do for a living or what the cost will be. These are not about eligibility. This is where counseling and guidance comes in.

Ms. Brouner asks, a person can fill out an application for VR services at any time, but that technically it is not an application until they sign the document. Has he heard of anyone being urged to wait on signing application?

Mr. Johnsen replies that the process usually happens where a customer contacts DVR, and DVR lets them know about an orientation event that is happening two weeks, three weeks, or a month out. Then after attending that orientation, a person can meet with a Counselor and sign an application. However, if offices are backed up for orientation by three weeks, and on their caseloads as well, that becomes an issue.

Ms. Brouner asks if he is hearing that offices are backed up for orientation. Mr. Johnsen answers, "Yes." Ms. Brouner asks if Mr. Johnsen sees it as anomalous or as a systems issue. Mr. Johnsen answers that it is a systems issue.

Ms. Brouner asks Ms. Ruttledge if she knows what the wait times are. Mr. Johnsen points out that it will vary from office to office across the state. Some offices are more backlogged than others. There are offices with shortages of staff; and offices with a higher demand for certain services.

Mr. Larson asks, are orientations full? Do you run out of spots? Mr. Hernandez answers, are we getting more clients? Yes. What DVR, specifically his office and Kent, and Mercer, are looking at a situation where they have more clients than they can handle. How will we get clients served in the way they should. They are getting more referrals. They are hiring, and Mr. Hernandez's office went through a round of interviews, but none worked out.

Ms. Kutsch also mentions, that in Area 3, they do not have a waiting list for orientation. One thing that has been challenging from her perspective, is trying to be flexible in how they get their work done. The idea of a counselor being able to manage a caseload of 150 people is challenging. A lot of offices in Area 3 have partnered with other agencies, like Department of Corrections. There are things that DVR can do to limit the referrals they get for people who need other services first, like homeless people who show up wanting work, obviously they could have been helped to have a home and some stability before they get referred to DVR. So DVR does work with other agencies to make sure those agencies are referring people to DVR when they need DVR, rather than before they need DVR.

Mr. Larson recaps: What he hears Mr. Johnson focusing on in his CAP report, getting people into the system okay, and getting people the communication they need to feel comfortable and secure in their planning.

Mr. Abe-Gunter comments that he has referred, his clients from the Division of Developmental Disabilities (DDD) to DVR, and he has found that with multiple clients, when he has followed up on their progress with DVR, the clients have reached bottlenecks in the system, where they have not heard from DVR in a

very long time, up to two or more months, and up to four months just to sign their application for services. He is noticing that DVR staff is overworked and he is sensitive to that. He is also noticing though, with other clients that some people get through the DVR office very quickly. He is unclear about whether it is the process, or if it is an individual counselor situation, the type of disability or what is happening that is causing so much inconsistency.

Mr. Johnsen explains for the newer Council members what Order of Selection is. He explains that DVR gets a certain pot of money, and if they end up having more customers wanting services than they have resources with which to serve, they go into Order of Selection. Order of Selection means that according to Congress, they prioritize certain types of disabilities for services, and the order in which they serve those are first by the most significant disability, then by significant disability, and then by not significant disability. The reason it is prioritized that way is to prevent "creaming" which is selecting the easiest people to serve in order to serve people quickly. This allows people with the greatest need to be served first under Order of Selection. What is problematic about Order of Selection, is that you are working with the people with significant challenges. Having not enough resources is a problem.

**MOTION:** Jerry Johnsen moves to approve minutes from July 2009 Quarterly Meeting. Don Brandon Seconds the motion.

Motion to a vote: motion passes unanimously.

**Debriefing the customer forum:**

Teresa Kutsch finds the forums so valuable. She wishes that we could do forums like this, with more communication and more gathering of customer feedback, more frequently. Ms. Kutsch has managed a caseload recently from a vacant position. One thing that she found that was happening was that if a DVR staff is out sick or on vacation, any appointments that customers have with that person just get rescheduled. She changed that recently so that people would get seen by someone in DVR at the appointment they made. She found on that caseload that there were people who had not been contacted for a year. She also found that during orientation, they were not necessarily giving customers all the information they needed, so that she had customers who were not even sure they wanted to be working with DVR. That particular caseload went from 160 to 122 within three weeks, and now that communication needs to be maintained.

Ms. Brouner asks Ms. Kutsch why it would be that people have not been contacted in a year. Ms. Kutsch answers, there has to be a good relationship between counselors and rehab techs. Reevaluating responsibilities and reassessing the responsibilities of rehab techs and counselors frequently is

necessary. During Order of Selection, rehab techs operated differently than they do outside of Order of Selection.

Mr. Brandon asks, how often are case reviews conducted, and how are they organized and managed? Ms. Kutsch answers, supervisors review two cases from each caseload every month, reviewing how many applications and plans are written and more qualitative data. Once a year there is a larger case review process. As an area manager, it is hard to make the case review a priority.

Ms. Cleveland says that the way she monitors her Counselors is by doing a monthly review. They do it in the form of a meeting. Quarterly would also work.

Ms. Kautzman mentions that communication is key in these systems, because things can be overwhelming to customers and they can be afraid to ask. Supervisors reviewing two caseloads per month out of caseloads of 120 customers, seems like a very small sample if you are doing case review activity to see what you can do better. What is DVR's process for a customer who calls in with an issue? Do they have a process for that?

Ms. Kutsch answers that she met with Sandy Adams last week and with Pam Whiteley who handles customer complaints in the state office. She told Ms. Whiteley that she wanted to have a better system in place of responding to and capturing customer complaints. They do not have a piece in place for tracking and examining systemic trends, but they are working on separating that out by Area, so that the Area managers can examine the systemic trends that might come up in the complaint process.

Ms. Brouner enjoyed the "Phil Donahue" approach to the forum and thinks we should celebrate the people who turned out. She found that there was a lot of empathy for one another among customers, but also empathy and compassion and understanding for their caseworker. Ms. Brouner wonders what is happening, when a customer is having such empathy for a counselor.

Ms. Kutsch went back to the office and looked up all the cases from the people who attended the forum last night and found that nine times out of ten, there was miscommunication or lack of communication.

Mr. Hernandez mentions that there are always two sides of a story. If a person has not been contacted in a year, which is serious isolation. In the last year VR has improved a lot with regard to caseload management.

She talks about the statewide case review. They were able to compare how they did this year, in comparison to years prior. In this way they are able to see what they still need to work on. They are using that as the curriculum for their

advanced best practices which will be implemented in January. Ms. Ruttledge spoke with Linda McLain of CORD, and we do need to partner with them, they could be our best supporters and sources of feedback.

Ms. Lang points out that every time we do a public forum, the WSRC sends out notices to all the people in the county with open cases in the area we are meeting, and we frequently get a percentage of those notices back as undeliverable. We then send those to the designated person in each area of DVR, so that they can work on updating that contact information for their records.

Mr. Johnsen would like to leave the conversation with the idea that not all of our problems are at the Counselor level. There are problems there, but there are also other areas where we have problems. This can go all the way up the chain to Ms. Ruttledge and whoever her replacement will be. He just wants to mention that Counselors are saying that they are stuck and want to do good work, but they are looking for help too.

Mr. Abe-Gunter asks if DVR has access to the Automated Client Eligibility System, (ACES) to the Medicaid database. He suggests that Ms. Ruttledge seek access to that. At DDD, they have a person in the office who handles returned mail. DDD has a release of information that lasts for the eternity of the case, which allows them to look into the ACES Database, which tracks any service that they receive from DSHS, and a lot of times their updated address will be in there. This can be helpful for keeping contact with customers who have moved and not provided a change of address.

Mr. Brandon mentions that there also needs to be accountability for their own life. He recalls one person from the forum who said that she got a call about an orientation activity for DVR, and she could not attend that activity because she was busy. He believes that sometimes a person can prioritize the wrong thing. If that person wanted a job, they should be doing what they can to cooperate with the people who can help them to get it. Another person mentioned that he had three educational degrees. It sounds like he's got all this qualification that DVR will not necessarily fix. Mr. Brandon thinks that when we listen to the public we need to identify whether we are hearing systemic problems, or if we are hearing a consumer with personal problems relating to their own accountability and taking responsibility for their own situation.

Ms. Foster says that she also believes in accountability, but she wants everyone to remember that if customers are told that a person will get back to them at a certain time, say it is three months from now, there are a lot of people who, when they are told that is what is going to happen, they do not feel like they should or can call for updates within that timeframe. Sometimes a

customer may feel that they would be bothering their DVR staff if they were to call in the mean time.

### **DVR needs assessment (Summary of results)**

Ms. Rutledge reviews the Needs Assessment. She directs us to Tab 6 in the notebook. Her biggest disappointment this year was that there was a freeze in new service contracts, so DVR had to do their needs assessment internally. She was disappointed because she does not think that DVR did a very good job of coordinating with the WSRC to do the needs assessment, and so they did not get the level of input from the WSRC that she had hoped they would. They did get good information from the business community through the Association of Washington Business. She looks forward to that relationship which was forged with Kris Tefft, our former member, and continued with Mike Hudson, our new member.

#### Key findings—Employers:

- Half of employers stated that hiring a DVR client would or may be of a benefit to them.
- The services that they rated as most likely to help them hire or retain an employee with a disability were accommodation tools, technology and supports; offering support to employers after job placement; and internships and job coaching opportunities for DVR clients.
- About half of the employers in the business sectors that DVR is interested in as potential employers for DVR clients who said that they would or may benefit from hiring a DVR client, had the most favorable response from those in health and social services.

DVR actively solicited information from employers that they do not normally seek positions in, so that they can develop more avenues to employment.

#### Key findings—DVR Staff:

- Staff felt services that are of the most benefits are CRP services and Benefits Planning.
- Staff ranked the three efforts as most important: 1) improving or building relationships with local employers; 2) developing or hiring staff to make placements in higher wage jobs; 3) contracting with job developers who can access higher wage jobs.

#### Key findings—DVR Clients:

- Clients rated DVR positively, but were especially satisfied with 1) the quality of DVR services and accessibility of DVR offices; 2) Staff courtesy, attentiveness and clarity and helpfulness; 3) opportunity for client involvement in planning and goal setting.

- While 70-80 percent of clients were satisfied with how well DVR provided information and explained things, only 60 percent said they knew what services were available;
- Although physical access to services received high marks from most, over one third of clients said they did not get DVR services as quickly as they needed them.
- DVR clients suggested improvement in 1) timeliness of services; 2) training and assistance after job placement; 3) availability of internships, education and training opportunities.

12:00 p—            L            U            N            C            H

Mr. Larson reconvenes the meeting. He instructs the members to turn to Tab 5-Voting. We have proposed meeting dates and locations for our 2010 meetings. The rationale behind the meeting locations is that they will be located where majorities of the Council Members live, which will cut down on the expenses for travel.

**MOTION:** Jerry Johnsen moves to approve the proposed meeting dates and locations, Valerie Arnold seconds the motion:

January 14-15, 2010 in Olympia

April 15-16, 2010 in SeaTac

July 15-16, 2010 in Olympia

October 14-15 in Spokane

Motion to a vote: passes unanimously.

**Perspectives from the Field:**

**Rural Service Delivery—Jennifer Gordon and Kathie Grignon**

Mr. Larson introduces our guests, Jennifer Gordon and Kathie Grignon from Moses Lake and Pullman-Clarkston DVR offices. They have joined the meeting to give us some perspectives on what it is like to provide VR services in rural areas.

Mr. Larson asks the Council to introduce themselves to our guests, so a round of introductions happens. Sandra Carr of Spokane representing the SILC; Bob Roberts of Spokane representing Labor; Jerry Johnsen of Seattle representing CAP; Jeff Abe-Gunter of Spokane and DDD, representing Labor; Martin McCallum of Olympia representing the State Workforce Board; Rudy Hernandez of SeaTac representing DVR field; Susan Kautzman of tri-cities,

representing CRPs; Joelle Brouner of Olympia, Executive Director staffing the WSRC; Jim Larson, Council Chair, of Olympia and representing Business; Don Brandon of Mountlake Terrace, representing current or former customers of VR; Lynnae Rutledge, DVR Director; Valerie Arnold representing OSPI; Teresa Kutsch, DVR Area Manager; Sharey Cleveland, representing Tribal VR; Vickie Foster of Seattle representing current or former VR customers; JoAnne Lang, the Council's Executive Assistant.

Ms. Gordon explains that she and Ms. Grignon have both gathered feedback from their co-workers in Walla Walla, Omak and Colville to collaborate information on a perspective of providing rehab services in rural parts of Washington State.

Ms. Grignon tells the council about geography: Omak is the largest county in the state, but smallest, in terms of population. Omak has an agricultural base, but is transitioning to industrial. In spring and summer there is seasonal work. In the fall and winter there is not as much. There used to be a lot of migrant seasonal farm workers but a lot of them are settling now. According to Workforce Explorer, one of the available high demand occupations is Medical Assisting. The problem is that the pay for this work is fairly low compared to the west side of Washington State, so even if you can find training, you will probably have to relocate to find work that pays enough.

There are not a lot of jobs and so people often have to move from one community to another. The universities are major employers, but they only hire seasonal or temporary, and lay off in the summer, so keeping jobs is a problem. They also have a lot of transportation problems. Many rural areas have little or no public transportation. So if a customer lives in those areas and don't drive or have some kind of transportation, they have real problems getting a job. Ms. Gordon has had customers who are eligible for, and can do certain jobs, but have had to turn down offers because they did not have the transportation to and from the job.

Mr. Johnsen asks, what could be changed to make your job more efficient?

Ms. Gordon answers that they just need more resources: transportation, medical services, some people have to travel 50 miles to see a nurse practitioner. Doctors often will not accept Medicaid, so they have to travel a long distance to see a doctor. Community Rehab Providers help a lot with customers that have a lot of barriers, but they do not have a lot of capacity. Ms. Grignon says that recruiting appropriate providers is important. Interpreter services are also difficult to find. There is a general shortage of providers. They may be able to collaborate with a provider at a school or university. If a person walks in and needs assistance, and needs an interpreter, they do not have the capacity to help them; if they need they can use pen and paper. There are no

ASL interpreters in the area. They did use an interpreter at a local high school, which they may be able to use more in the future.

Mr. Johnsen asks if they have video conference capability, like Sorensen. Ms. Gordon answers that they do not.

Ms. Brouner asks how many customers their office serves in a year. Pullman-Clarkston has around 150-160 caseload size. She also asks, do people need Spanish speaking or other language interpreters? Ms. Gordon answers that they do not offer Spanish speaking interpreters. Ms. Grignon answers that they have a counselor who is bilingual, Spanish speaking. They do have some Russian speaking populations, but a lot of people are bilingual. The language has not been an overwhelming issue as much as ASL interpreters. There are a lot of bilingual people in the area.

Ms. Grignon's office is co-located with the Worksource, and Skillsource, and there are no ASL interpreters or speakers in their building. There are several who speak Spanish, and at least one who speaks Russian.

Mr. Abe-Gunter asks how many clients are developmentally disabled, Ms. Grignon says maybe 15-20%. Ms. Gordon says their primary disabilities seem to be Mental Illness and Substance Abuse. Ms. Grignon says they probably have about the same. Transition services are collaborated with DDD. They do a project Search working closely with DDD and the high schools. There does seem to be a difference in available funding per county.

Ms. Carr offers herself as a resource for securing sign language interpreters.

Mr. Abe-Gunter asks if they encounter a high number of farm related injuries leading to disability.

Ms. Grignon and Gordon say they have encountered these but that they were not overly prevalent. Probably those people end up getting L&I services, and not DVR.

Ms. Carr suggests then that those people who receive L&I services would be working for a larger company and not self employed if they are receiving L&I.

Ms. Brouner says that Seattle Central Community College is a magnet for ASL interpreter education. Perhaps there could be an arrangement made with DVR customers, where if a person wants to become an ASL interpreter, they could contract their services to DVR in exchange for funding for that interpretation educational services. Ms. Grignon has tried to push that, but she has yet to encounter any customer who wanted a career in ASL interpretation.

Ms. Brouner also asks, the role of the WSRC is to make recommendations to DVR. What can this group do to support the success of any rural VR service provider?

Ms. Gordon says that interpreters are the hardest part right now. But more than that, continuing the search for technology and service providers. Willingness to have flexibility is also necessary, quality interpreter services are important, but also contractual issues with someone who is certified, and flexibility on who you can use for different service pieces.

—B R E A K—

1:30 p —2:15 p **Spokane ARRA team**

Ms. Brouner introduces our presenters from Project Hire. Project HIRE is funded from Federal Stimulus Dollars, ARRA funds. Bill Bloom, Green Business Development Coordinator with Community Minded Enterprise; Tonya of Community Minded Enterprises; Donna Dalzell, Supervisor of the Spokane Office; Erik Henderson, VR Counselor from the Spokane Office; Robert Martin, Career Facilitator with a strong background in sales and recruiting; and Ray White, formerly of SL Start. She welcomes them to the meeting and we do a round of introductions.

JoAnne Lang, Executive Assistant to the WSRC; Vickie Foster, Customer Representative of Seattle; Sharey Cleveland, Tribal Representative of Colville; Erik Henderson, VR Counselor of Spokane WorkSource; Ray White, Community Minded Enterprises; Teresa Kutsch, Area 3 Manager; Valerie Arnold, Representing OSPI; Don Brandon, Director of DBTAC; Jim Larson, Council Chair representing business on the council; Robert Martin of Community Minded Enterprises; Tonya Reardion of Community Minded Enterprises; Joelle Brouner, Executive Director of the WSRC; Donna Dalzell, Supervisor of Spokane WorkSource; Susan Kautzman, CRP representative; Martin McCallum, representing the State Workforce Board; Jeffry Abe-Gunter of Spokane, Representing labor; Jerry Johnsen of the CAP; Bob Roberts labor representative of Spokane; Sandra Carr of the State Independent Living Council; Kathy Bunze, interpreter; Helen Brehm, Interpreter.

Teresa Kutsch begins by presenting a packet about the framework of ARRA funds and the projects and partners around the state of Washington. In Spokane the ARRA projects are working with Community Minded Enterprises, Goodwill Industries, and the Workforce Development Council, Columbia Basin Community College.

Ms. Kutsch is very excited about the partnership with Community Minded Enterprises because of Ray White's experience with the Projects With Industry, (PWI) program (a grant funded program designed to do rapid job placement,) and the work he is doing now with Community Minded Enterprises is very similar. Mr. White and Ms. Kutsch have worked together on projects in the past. She finds that the project has really hit the ground running, and that the folks at Community Minded Enterprises are using a two-pronged approach, working with employers to develop jobs and working with referrals for job placement. She also mentions that Community Minded Enterprises owns a television station, and that DVR may utilize their services to advertise DVR as a service for people with disabilities who want to work. She asks Tonya to talk about Community Minded Enterprises and explain what the organization does.

Ms. Reardon explains a little bit about Community Minded Enterprises. They create innovative community sustainability programs. Community Sustainability to them means access to adequate health care services, healthy environment and water and air, economic equity, diversity and food resources. They develop partnerships and collaborations to advance solutions at the community. They reside in Spokane and create models that other communities can use to advance their own sustainability. Green Jobs are important to them because they are a key aspect of economic vitality in their region and is an emerging industry. Part of what makes a healthy community is that all people have access to that industry. Those who are typically unemployed or underemployed need a direct pathway to access those emerging economic industries successfully. They offer a lot of services and consultation relating to employment, diversity training, sustainability, ecological footprints, expanding the workforce, grant writing, community building, communication and PR strategies related to sustainability.

Erik Henderson presents a DVR perspective about how things are going in Spokane. In Spokane they have two contracts: Community Minded Enterprises and the Spokane Workforce Development Council, which is operated through Goodwill. So far they have had 12 people referred through Community Minded Enterprises, and 23 referrals total. Most of those are involved in job development, and four people have become employed so far. They get referrals from a range of disabilities, both people with mental health and physical disabilities. They are seeing people with generalized anxiety disorders, depressive disorders, drug and alcohol dependency, diabetes, arthritis, multiple sclerosis. One thing that is really great from a counselor perspective is that if barriers come up relating to mental or physical health and things start to deteriorate for that person, they can really be integrated into the general caseload in the DVR system for more intensive services.

The employment goals they are seeing through Project HIRE so far are IT related, like Computer Information Systems Operator; Green Jobs related, Energy Auditor; and Medical: Radiology Technician. The education level of the referrals so far, some people have Masters degrees, some have 30 years of work history.

Ms. Cleveland asks where they are getting their referrals.

Mr. Henderson answers that they get their referrals from Community Partners, Community Minded Enterprises and Goodwill are finding most of them. Some community partners that have given them referrals are referred because of the Trade Adjustment Assistant Act. For instance Columbia Lighting, a Spokane based company employing thousands of workers closed down. Those businesses close and they may have workers who are eligible for services because of the Trade Act and have disabilities. They have been working with the VA and people with medical related discharges. Employment Security division refers some people, as well as the community colleges and Eastern Washington University, and the Worksource. Robert Martin and Ray White have gone out into to the community and networking and advertising for Project HIRE.

Green Jobs and the Medical field are two major industries around the Spokane area, which is why they have chosen to focus on these areas.

Robert Martin follows a power point presentation. Community Minded Enterprises encourages and demonstrates long term community wellbeing by offering skills, strategies and services through which communities achieve and sustain greater resiliency. They are committed to advancing a universal model for successful, sustainable communities. They promote collaboration and solutions at the community level; healthy water, air, soil, energy, and food; access to healthcare; resources for families and children; opportunities for youth, people with disabilities, and the disenfranchised to strengthen local communities. Their website is [www.community-minded.org](http://www.community-minded.org). If you need a copy of the presentation, contact Erik Henderson or himself.

Green Jobs Inclusion Initiative is the program they are using to implement Project HIRE in the Spokane area. They define green jobs as those rooted in the development and use of products and services that promote a sustainable utilization of our economic, ecological and human resources. They define High demand jobs as career or career track employment with organizations invested in their employees' quality of life, that also provide a living wage, and they may include green jobs.

There was a federal law passed during the Bush administration developed by Hilda Solis, called the Green Jobs Act of 2007. It mandated states to identify and develop administrative code about how to identify and slot people into Green Jobs. Mr. White and Ms. Reardon were working together on a grant from NIDRR on ideas for creating greater access to green jobs and the workforce for people with disabilities. They put together a model to achieve greater inclusion opportunities for people with disabilities in the green workforce. The model invested in developing large and small employers, with on the job training, internships, job shadowing and work based learning. They looked at the whole spectrum of employment, from entry level jobs to management jobs. They presented the model and applied for the grant from NIDRR, and they did not get funded. They still liked the model though, and decided to find a way to market it in other ways. So they shared the idea with their community and with Teresa Kutsch, who eventually hooked them up with Lynnae Rutledge. After many conversations, Project HIRE happened and they were contacted about talking about their model.

Their targets and approach for a seven month period are serving 30 people, placing 22, in high wage, high demand green jobs. The average wage they must meet is the average wage of the county in which the project is implemented. So the most recent data from Employment Security on wage information is from 2007. In 2007, the average wage for their county is 16.70 per hour, or an average of 34,000 per year. These are living wage jobs.

Their goal is to find the “hidden job market.” They spend time building relationships and trust. They are looking for people who have unusual skill sets: good with people, social services ideas, networking, and building relationships with employers; and have technical skills. They have Robert Martin and Bill Bloom on the project. They staffed the program with three primary people, Ray White is the Program Coordinator, working on outreach and marketing. Robert Martin’s role is Career Facilitator, and Bill Bloom is the Green Business Consultant.

They have done outreach to Disabled Student Services at the proprietary schools, community colleges and universities, communicating that they are recruiting job seekers who are people with barriers to employment. They are focused on people who are dislocated workers with disabilities, unemployment claimants with disabilities, and adults with disabilities exiting high demand education and training.

They are contracted to provide fast-track services to expedite job placement. This includes job search preparation support, resume development, practice interviewing, IEPs and supported employment. So they get a referral, they send the person to Eric Henderson to determine eligibility. When they are

determined eligible, the ARRA funds kick in to provide any services that the person may need to find a job, including utilizing a streamlined DVR process.

Mr. Brandon asks, streamlining the DVR process, what does that involve?

It involves making people eligible within about five days or less, rather than going through an orientation process and taking several weeks or a month, or more to be determined eligible. It is helpful because the ARRA project has time constraints written into the contract.

Ms. Kutsch mentions also that they are learning in DVR that seeing the streamlined process is helpful for the general DVR as well, because they can adopt a few practices that allow people to get into plan faster, like a list of documentation they need to become eligible.

Mr. White talks about the outreach they are doing to employers. They are working to connect employers to qualified individuals who are eligible for services from DVR. They have had opportunities to collaborate with other programs, and are hoping to work with people who are currently in the general DVR caseload. They are particularly interested in working with employers that provide clean or green jobs in the area, especially those that are utilizing ARRA stimulus funds. They have been able to find local contractors for that.

The model is recruitment-based, with a "Projects with Industry" (PWI) approach. They are working with employers and finding opportunities, working to make sure they make really good fits. The best programs are the ones that respect the integrity of the employer and the employee. They are creating a model based on the experiences and needs of employers participating in the program, meaning they have a little council of employers who are helping them make their approach better, and understand employment trends.

Two examples of partnerships they have utilized in the last few months are Associated Industries of the Inland Northwest, they provide employer support services for member companies that number about 430 companies in the Spokane area and about 100 along the I-5 corridor. Their membership of employers has become involved in the Project, so that they can advertise openings within that membership. They also have a partnership with the Veterans' Environmental Academy. They are involved in green jobs and the VA developed training for Energy Auditors. These people will come to your house and evaluate your home for its energy efficiency. They will develop a list of things you can do to make improvements. There are tax incentives available for people who make those improvements.

Mr. Johnsen asks, there is a lot of funding for those jobs right now, but are they short term or will they exist perpetually? Ms. Reardion answers that philosophically it is exciting because employers are realizing that their workforce is changing, and they have to be more diverse and have different kinds of training long term. The energy auditing funding is short term, but the training will last and is long term. Whether the 'green jobs' idea is short term or long term is a great debate, but the fact is that our community is changing, and this project is a way to help employers recruit from that changing community.

Ms. Brouner asks, how many of these high demand jobs are unsafe. Are any of these jobs actually creating disabilities? For example, are people ending up working around black mold or insulation or nuclear waste, and making \$16.70 an hour to figure out how to make it safer for the community while putting themselves at risk? Mr. White answers that they do find out what each employers' culture is, and making sure that people who go into a job with hazards understand the risk.

Mr. White continues to describe the Energy Auditor program funded by the VA, where a six-eight week course of training, costing about \$1600.00, trains people to be energy auditors, which is a BPI Certification. This is a partnership that they can make available for veterans with disabilities. Now some of those classes have ended, and a few people have contacted Community Minded Enterprises for this program, for job placement.

Three months into the program, they have 20-25 people in the system or getting into the system, they have a few placements and a few placements pending. They are building capacity especially in the green arena. They have made connections with companies that they know are going to be hiring soon. They are looking at having 30 people getting jobs pretty easily.

Mr. McCallum mentions that he helps to staff the Governor's Evergreen Jobs Leadership Team, which is co-chaired by an executive at the Department of Commerce and Brian Russel of the workforce board. It is his assignment to listen for successes in a series of grant applications. He is interested in a being a gatekeeper for Community Minded Enterprises in that capacity.

Ms. Brouner asks, what if there are two people who apply for DVR services today, and sometimes people could have the same hopes, the same disability characteristics, and one person looks "Project HIRE" and one doesn't. How do you determine that there is Equal Opportunity, when one person gets a call back within five days, and Carte Blanche to expedited services while the other person maybe waits a month to get served?

Robert Martin answers that he thinks it comes down to employability. Not everyone who is eligible for the program is actually employable. What he means is that from a recruiting background, he wants to present the best match, and putting the best foot forward.

Ms. Kutsch answers that they are wrestling with that. They are not identifying people in the DVR offices who may or may not be eligible for Project HIRE, Community Minded Enterprises is drumming up their own recruits for the program. Ms. Kutsch is specifically thinking of a few people from the public forum that the WSRC hosted last night, where people have a lot of training and a lot of skill, but are not in the right jobs. These are people who would be great for this program, but are already receiving or have received services from DVR. There have been a lot of conversations about how they deliver this Project HIRE, and the first line of contracts is really a learning opportunity. She hopes that with the next round of contracts, they could broaden that base of people who are being funneled into that program.

Ms. Lang asks, from the point of referral through Project HIRE, how long is it taking people to get a job? Mr. Martin answers that it depends on the person and the availability. So far, it has taken anywhere from 3 weeks to three months. Ms. Lang asks also, in DVR a person's case is closed after 90 days of employment. So, after a person gets a job, is DVR still available to follow up with them during that 90 day period? Ms. Kutsch answers yes, they are. And Community Minded Enterprises is great because they didn't wait to determine the answers to all the questions before they started. They implement and figure it out as they go along.

Ms. Reardon had one more comment, that Washington State is really a leader in the country in Green Jobs. Community Minded Enterprises wants to not only make Washington State the "Green Jobs State" but the "green jobs for everyone" state.

-B R E A K-

Mr. Larson reconvenes after the break, and asks for Committee Reports.

### **Committee Reports & Agency Reports**

#### ***Martin McCallum – Planning and Policy Committee Report***

Martin welcomes Susan Kautzman to the committee. He hopes to arrange conference call for early to mid November. First order of business is to go over the things Ms. Dreyfus asked of the WSRC. 1. She needs advocacy support as TANF reauthorization takes place. 2. Parents who have disabilities and finding

ways to avoid children in foster care; 3. Five year plan with core drivers and anticipated outcomes; 4. She also mentioned the Anticipated closure of facilities and institutions that will have an impact on services statewide; 5. Reflect on her reference to Deep End Cost Savings; 6. She offered to have WSRC participation in a job search for a new DVR Director and develop the job description for that position.

### ***Sharey Cleveland – Section 121 Tribal VR Agency Report***

Tribes are given 5 year grant periods from the US Department of Education. 74 Tribal programs in the nation compete for the funding for 121 programs. Tribes submit their grant applications in the summer, and do not find out until a couple of days before the funding ends whether or not they will be refunded. Yakama and Cowlitz grant applications were due this year.

There are eight tribes now, in Washington State. Chehalis is the new one that got a grant this year. Some of these are partners with DVR.

Ms. Cleveland shares an anecdote about a veteran who came in for intake. He had no teeth, had some disabilities including chemical dependency and mental health issues. The Counselor noticed he was introverted, made little eye contact and was very self conscious. Colville has been working with him since March. They helped him to get his teeth fixed and he has much more confidence now, he smiles a lot and is not so introverted. His personality changed and he was not awkward anymore. He was a homeless veteran living in a tent trailer with his eighteen year old daughter. Ms. Cleveland met with him to hook him into any services he might need. She indicated to him that he might get services from the VA, and he said that he had never applied before because there are people out there who need it worse than he does. Ms. Cleveland hooked him up with the VA and they are sending him to college. He will be on veterans' benefits and go to college. The VA is contributing \$500 toward housing costs, and the tribal VR is giving the rest to get him some housing. He will have an apartment this week. He has a phone and a phone card. It is encouraging and rewarding because he was so down and had no self esteem and no prospects, and it's such a turn around, experiencing cases like that makes the work so rewarding.

### ***Jeffrey Abe-Gunter—Customer Satisfaction & Program Evaluation Committee Report***

The customer satisfaction survey is come and gone with almost zero participation from the WSRC. The committee was a little disappointed about that, but Lynnae Rutledge apologized for that, but that it had to be done soon, so they just whipped it out. They are talking about what to do to be prepared for the next one. Some ideas from Teresa Kutsch liked the idea of having more

forums, hitting CRPs, Clients, Colleges and other kinds of input ideas, perhaps even monthly. And they can do some follow up from that survey.

Mr. Brandon asks if the Needs Assessment has specific criteria or outcomes that it should meet?

Ms. Lang answers that the e-rehab training that RSA developed says that the Needs Assessment is to be conducted in collaboration between the SRC and the VR program every three years. Mr. Larson answers too that it should interview clients and partners, but that RSA is developing guidelines for it as well.

Mr. Brandon suggests that developing and establishing some criteria for DVR to report out to the WSRC on, then the participation with the SRC will be a step in DVR's process.

Ms. Arnold expresses concern with Ms. Ruttledge's suggestion to revise the cover of the report to suggest that the WSRC collaborated with them, if they had in fact not participated in the process. It shouldn't be a rubber stamp, if in fact the SRC did not participate. Mr. Larson agrees that they should not approve it if they aren't partners. The SRC was involved early on, Mr. Larson developed a timeline they should work on. But then there were a lot of funding problems. They could not contract out with a private entity for the surveying effort. So they had to go to the Data and Analysis Unit to see what they could do. There was an existing Staff Survey, there was a business piece with AWB headed by Kristopher Tefft who was a member of the Council.

Ms. Lang asks, didn't the SRC make recommendations to DVR based on the last Needs Assessment? And, should the SRC make recommendations to DVR based on this Needs Assessment?

Mr. Larson answers that it would be feasible to look at the Needs Assessment and based on the document, the committee can come up with recommendations to DVR.

Mr. Brandon answers too that it would be good for us to look at what DVR did *not* ask, that the SRC thinks they should have.

Mr. Larson answers that at the beginning of the process, they looked at the needs assessments conducted by other states too. Also, RSA is developing a Needs Assessment tool, which can be a help in the future.

***Sandra Carr—State Independent Living Council (SILC)—Agency Report***  
State Plan for Independent Living is going to have to be submitted 2011, and lasts until 2013. Mr. Honan has been spending time the directors of the

independent living centers in Washington State. The Centers received 1.8 million dollars in ARRA funds. The SILC recommended to RSA that the funds be proportioned to give a share to centers for independent living and the rest to a satellite office. The Disability Resource Center in Northwest Washington, serving Snohomish, Whatcom, Skagit counties had to close down. There is a competitor that may be able to take their place and receive funding to provide services for the people in those areas. Member reappointments happened, seven people were reappointed. Next year is the SPIL year, so will be busy. If anyone has ideas about the state plan for independent living, please share them with Ms. Carr and she will pass them to the Independent Living Council.

Mr. Larson asks how much ARRA money came for Independent Living. Ms. Carr answers that 1.8 million dollars came to the Centers for Independent Living, which will be distributed among 6 independent living centers.

***Martin McCallum—Workforce Board—Agency Report***

The Workforce Board has 27 staff, in Olympia reporting to an 11 member policy board with 9 voting members: 3 labor representatives, 3 business representatives and 3 government representatives. The government members are the Superintendent of Public Instruction, the Commissioner of the Employment Security Department, and the Executive Director of the state board for Community and Technical Colleges. One of their business representatives is Mike Hudson, who also serves on the WSRC. Mr. Hudson is with the Association of Washington Business (AWB) and serves as the state's chamber of commerce. The AWB will assist the WSRC with a needs assessment, but is also an arm for marketing.

The Workforce board will be in Spokane next week, for the 2009 Annual Workforce and Economic Development Conference. It will draw leadership in education, workforce development, and economic development will all be present. Ms. Ruttledge will be there organizing a feature for DVR initiatives. Mr. McCallum is hosting two conference presentations. One is Innovations in Hiring, for hiring homeless people, people with disabilities, people who are offenders, and people over 55. John Evans from DVR is organizing the presentation featuring Project HIRE and project Search, and DVR's internships with industry. The second one Mr. McCallum is organizing will also be a Summer 2009 Youth Employment debrief. In our state, 5,685 low income youth were served through the Summer Youth Employment program. 17.5% of those youth were people with disabilities. Four regions of the state stood out as having higher populations of youth with disabilities served by the Summer Youth Program. The Olympic Consortium on the peninsula had 25% of youth with disabilities, the Pacific Mountain which is the coastal region, with 26%, Snohomish with 33%, and Eastern Washington having 26%.

Mr. McCallum refers to the cost benefit of investments through services with DVR, which is \$7.00 for every dollar spent over a person's lifetime. That statistic comes from the Workforce Board's Scientific Net Impact Study. The Workforce Board also examines DVR and other key workforce programs, with the Workforce Training Results Research and Publication, which identifies for each program the earnings, employment, and completion rates. This informs decisions in our state's Strategic Workforce Plan called High Skills High Wages.

Mr. McCallum and Ms. Rutledge were on a national conference call with over 400 participants, organized by the new Assistant Secretary of Employment Training Administration at the Department of Labor, Jane Oats. This is an important appointment for President Obama and Hilda Solis. She has helped with Senator Kennedy on the HELP Committee, and Kathleen Martinez, the assistant secretary of the Office of Disability and Employment Policy, (ODEP). In past administrations, ODEP has not been part of the mainstream department of labor policy. But they are coming into the forefront now, with plans in mind.

Mr. McCallum has been working for the past three months on writing a grant for Green Jobs with the Department of Labor and Recovery Act opportunities. Last Friday they submitted a 6 million dollar grant application to the Department of Labor, which will provide training to 5,446 people in Washington State, focusing on energy efficiency employment opportunities. They demonstrated in the grant application that they intend to focus on Veterans and people with disabilities, and conservation corps disability navigators.

Ms. Cleveland asks if the grant is competitive. Mr. McCallum answers that it is. There are five categories of grants with Green Jobs. In this category the eligible applicants are Workforce Boards. More than half of the states will be awarded grants. Mr. McCallum is confident that Washington State will be one of the recipients. There are other grants too, from other categories, one called Pathways out of Poverty, which will focus on those who are most impacted by the downturn in our economy.

There is an Evergreen Jobs Leadership team. There will be grants dealing with a 'smart grid' which is communication between your utility company and the meter box on your home, and other ways to make our nation less dependent of foreign oil and carbon based fuels.

Mr. McCallum met with Avista, the Spokane Region's primary utility company. And with Puget Sound Energy and contacts with McKinstry, a green building, they were able to get quotes to help with that grant.

Mr. Brandon queries, when will they find out if they get the grant? Mr. McCallum answers that they expect to hear in January or February. This is faster than usual because all the divisions of government under the Obama administration are under pressure to get these grants out quickly, to stimulate the economy. Some of it is slower by their nature, in research and infrastructure.

Mr. Brandon asks when would they be able to implement their plan for the grant money? The timeline they laid out for the grant specifies that classes for those eligible would be in the spring, but right away, they would be able to get training to people who are apprentices in their 3<sup>rd</sup> and 4<sup>th</sup> year, and for employed and unemployed journeymen.

**Recapping action items:**

Schedule conference calls for committees

Planning and Policy & Susan Dreyfus's Requests

4:00p      A      D      J      O      U      R      N