

2017 – 2020 DSHS DVR State Plan

December 30, 2015

Please take this time to connect to audio and familiarize yourself with the chat and captioning functions.

Housekeeping & Procedures

- ▶ Click the Captioning icon to view a real time recording of everything said during the webinar.
- ▶ Click the Chat icon to send comments and questions to “Webinar Host”.
- ▶ People joining by phone send their comments directly to DVRStatePlan@dshs.wa.gov
- ▶ At any time during the presentation, DVR staff are happy to assist you.
- ▶ Familiarize yourself with the local office emergency procedures.

Our purpose is to empower people with disabilities to achieve a greater quality of life by obtaining and maintaining employment.

What is the DVR State Plan?

- ▶ The State Plan describes DVR's goals, priorities, services, and partnerships
- ▶ The DVR State Plan is part of Washington's Combined State Plan
- ▶ Submitted to Rehabilitation Services Administration (RSA) every 4 years
 - Necessary to receive federal funding and provide services

Workforce Innovation & Opportunity Act

- ▶ Before WIOA, VR programs submitted a State Plan every 3 years
 - Annual updates (every year)
 - Based on federal years (Oct. 1 – Sept. 30)

- ▶ With WIOA, VR programs now submit a State Plan every 4 years
 - Biennial updates (every two years)
 - Based on state years (Jul. 1 – Jun. 30)

Combined State Plans

- ▶ WIOA requires all states submit a Combined or Unified state plan
 - Washington will submit a Combined State Plan
- ▶ Combined State Plans *combine* all workforce development plans into one system-wide plan
- ▶ Combined State Plans allow partner programs to join the workforce development plan

Washington's Combined State Plan

Four Sections

- ▶ Strategic vision
- ▶ Operational plans
- ▶ Program-specific requirements
(DVR State Plan)
- ▶ Local-level plans

Strategic Vision

“Talent & Prosperity”

- ▶ Overarching vision and goals
- ▶ 4 strategic priorities
 - Business Engagement
 - Integrated Service Delivery
 - Next Generation Performance Accountability
 - Accessibility and Technology
- ▶ Developed by the Workforce Training and Education Coordinating Board (WTECB), Washington businesses, and State partners

Operational Plan

- ▶ Core program coordination and operations
- ▶ Aligns to Strategic Vision, “Talent & Prosperity”
 - *How core programs will implement the four strategic priorities.*
- ▶ Includes partner programs
 - *How partners programs (e.g. TANF/WorkFirst) will coordinate with workforce programs.*
- ▶ Developed by WTECB, WIOA core programs, and partner programs
- ▶ 4-year plan with 2-year updates

Local Council Plans

- ▶ 4-year plan with 2-year updates
- ▶ Implements 4 strategic priorities
- ▶ Aligned with Strategic Vision, Operational Plan, and Program-specific requirements
- ▶ Includes core programs and partners

Timelines

Plan Section	Lifespan	Timeframe
Strategic Vision	10 years	2017 – 2026
Operational Plan	4 years (2-year updates)	2017 – 2020
Program-specific Plans	4 years (2-year updates)	2017 – 2020
Local Council Plans	4 years (2-year updates)	2017 – 2020

- The Operational Plan and the DVR State Plan will be updated for PY 2019.

DSHS/DVR 2017 – 2020 State Plan

- ▶ Aligns to Combined State Plan
- ▶ Requirements determined by:
 - Rehabilitation Act of 1973, as amended
 - Rehabilitation Services Administration guidelines
- ▶ Based on evaluations of customers' needs, stakeholder input, and DVR services

DVR State Plan Sections

- ▶ Input of the State Rehabilitation Council
- ▶ Goals & Priorities – Strategies to Achieve Goals & Priorities
- ▶ Partnerships & Cooperative Agreements
- ▶ Coordination with Education
- ▶ Comprehensive System of Personnel Development
- ▶ Community Rehabilitation Programs
- ▶ Statewide Needs Assessment
- ▶ Annual Estimates
- ▶ Evaluation & Reports of Progress
- ▶ The Supported Employment Program
- ▶ Business Engagement

Input of the State Rehabilitation Council

WSRC Input and Recommendations (1 of 2)

1. RSA 2013 Section 107 Review; DSHS placement
2. Reducing and reporting on the “carry-forward”
3. Increase role of WSRC in State Plan
4. Create a plan to serve all transition students/youth
5. WSRC and CAP in WAC updates
6. WSRC representative in WIOA implementation
7. Supported employment & customers with behavioral health disabilities
8. Increase WSRC staff through Resource Plan

Input of the State Rehabilitation Council

WSRC Input and Recommendations (2 of 2)

- ▶ WIOA intent: All workforce development programs supporting long-term success of individuals with disabilities
 - Washington's system must mirror intent
- ▶ Improve training, clinical supervision, and staff expertise
- ▶ Improve and significantly increase benefits planning and assistive technology
- ▶ Improve case management software and IT platform
- ▶ Ensure customers' input is the driving force behind DVR's planning, priorities, and strategic decisions

Goals, Priorities, & Strategies

- ▶ Identifies DVR's goals and priorities
- ▶ Includes strategies (i.e. *how* DVR will achieve its goals)

“The goals and priorities established in this State Plan reflect DSHS/DVR’s ongoing commitments to customer service, successful outcomes, staff development, organizational system improvement, strong partnerships, and improved business engagement.”

DVR's Goals

- 1) Improve Employment Outcomes for Individuals with Disabilities
- 2) Improve the Quality of Customer Services
- 3) Establish DVR's Role in the Workforce Development System
- 4) Improve DVR's Systems and Performance

Improve Employment Outcomes for Individuals with Disabilities

“Goal one reflects DSHS/DVR’s focus on providing high-quality services that result in high-quality employment outcomes. Based on 2014 Comprehensive Statewide Needs Assessment (CSNA) findings and stakeholder input, this goal’s priorities emphasize the importance of supporting customers in high-quality employment, jobs which offer the pay and benefits to support independence.”

Improve the Quality of Customer Services

“Goal two priorities reflect CSNA results and stakeholder input which challenge DSHS/DVR to provide better information on available services, improve service quality and timeliness, and increase the time customers spend with their counselors.”

Establish DVR's Role in the Workforce Development System

“Goal three priorities will improve outcomes for individuals with disabilities served by Washington’s workforce development system. DSHS/DVR will contribute its value, expertise, and strengths as a core program to maximize outcomes for individuals with disabilities. These priorities align with the strategic and operational elements of this Combined State Plan and reflect the needs of individuals with disabilities served throughout Washington’s workforce development system.”

Improve DVR's Systems and Performance

“Goal four reflects DSHS/DVR’s commitment to improving the systems and practices which support DSHS/DVR staff and, in turn, affect customer service.”

Partnerships & Cooperative Agreements

Partnerships, agreements, and collaborative activities

- ▶ Tribal Programs
- ▶ Community Employment Alliance
- ▶ Centers for Independent Living
- ▶ Governor's Committee on Disability Issues and Employment
- ▶ Traumatic Brain Injury Strategic Partnership Advisory Council
- ▶ Washington State Department of Veterans Affairs (WSDVA)
- ▶ United States Veterans Administration (USVA)
- ▶ Health Care Authority
- ▶ University of Washington Rehabilitation Program

DSHS Partnerships

Transforming Lives

- ▶ Economic Services Administration
 - TANF & Aged, Blind, & Disabled Program
- ▶ Division of Behavioral Health and Recovery
 - Referrals, TTW, IPS, & Supported Employment
- ▶ Developmental Disabilities Administration
 - Supported Employment
- ▶ Aging and Long Term Support Administration
 - SCSEP & workforce program partnerships
- ▶ Juvenile Rehabilitation
 - Joint service agreement, employment and re-entry
- ▶ Office of Deaf and Hard of Hearing
 - ASL interpreter contracts, VRS technologies

Coordination with Education

DVR's Partnerships with Educators

- ▶ New Memoranda of Understanding
 - Office of the Superintendent of Public Instruction
 - Educational Service Districts
 - Local Educational Authorities
- ▶ Center for Change in Transition Services (CCTS)
- ▶ Pre-employment Transition Services (PETS)
- ▶ Outreach & engagement (students, families, schools)

Comprehensive System of Personnel Development

Recruiting & Retaining Exemplary Staff

- ▶ Personnel projections & recruitment
- ▶ Onboarding, retention, & advancement
- ▶ Position descriptions and qualifications
 - VRC 1 changes
- ▶ Staff development, in-service training

Community Rehabilitation Programs

This attachment describes how DVR contracts with private VR service providers, Washington's CRPs, as well as the services these partners provide.

- ▶ Contracts with 110 organizations to provide a range of customer services
- ▶ Vital service delivery partnerships
- ▶ DVR/CRP Workgroup
 - Improve service quality
 - Promote better outcomes
 - Strengthen collaboration and communication

Statewide Needs Assessment

Data report which describes many of the social, economic, and customer service factors which affects DVR and its customers

- ▶ 907,417 individuals with disabilities statewide
 - 13% of total population
- ▶ 488,620 of working age adults with disabilities
 - 11% of working age adults
- ▶ DVR serves between 19,000 – 20,000 per year

Statewide Needs Assessment

- ▶ Washington exceeds national averages
 - 37.69% vs. 34.36% employment rate
 - (only individuals with disabilities)
- ▶ Employment gap
 - 37.69% vs. 75.99% employed
 - (comparing individuals with and without disabilities)
- ▶ Income inequality
 - 25.95% vs. 10.59% below poverty level
 - (comparing individuals with and without disabilities)

Statewide Needs Assessment

Key Findings

- ▶ Increased services in specific regions
- ▶ Outreach to Latino community
- ▶ Outreach to students with disabilities
- ▶ Highest customer satisfaction rates on record (over 6 years)

Annual Estimates

- ▶ Service volume and cost projections
 - Services volumes have slightly decreased
 - Service costs are higher, but relatively stable
- ▶ DVR has adequate resources to cover projected increases to both volume and cost
- ▶ Risk: 15% PETS fund reservation

Evaluation & Reports of Progress

Priority activities during FFY 15, including:

- ▶ Rehabilitation Act Steering Committee
 - Vocational Assessment, Customer Handbook, PETS
- ▶ CRP Workgroup(s)
 - Brown Bags, CRP Cost Study
- ▶ Service Improvements
 - Business Specialists, pilot projects, Lean events, Latino outreach, In-service Training event

The Supported Employment Program

Supported employment services and partnerships for individuals with the most significant disabilities

- ▶ Partnerships with long term funding sources
 - Partners serving DD and MH populations
- ▶ DVR capacity
 - 1,450 – 1,600 projected IPEs served (per year)
 - 300 – 400 projected outcomes (per year)

Business Engagement

Describes DSHS/DVR's contributions to coordinated business engagement strategies.

- ▶ New section under WIOA
- ▶ Dual-customer model
 - Customers and businesses
- ▶ Industry sector strategies
- ▶ WDC coordinated business engagement
- ▶ Targeted services to federal contractors
- ▶ Outreach, marketing, and pilot projects

Public Comment

- ▶ WebEx participants
 - Send comments and questions to “Webinar Host” in the chat window.
- ▶ DVR locations
 - Send comments and questions to “Webinar Host” in the chat window –OR–
 - Notify “Webinar Host” of any spoken comments
- ▶ Phone only
 - Send comments to DVRStatePlan@dshs.wa.gov
- ▶ **If you need assistance at any time during the viewing party, ask DVR staff person for help.**

Please send us your comments

DVRStatePlan@dshs.wa.gov

Teesha Kirschbaum, MS, CRC
Executive Director
Washington State Rehabilitation Council
Work: 360-725-3690
teesha.kirschbaum@dshs.wa.gov

Andrew K. Clemons
Program Evaluation and Quality
Assurance Manager
Division of Vocational Rehabilitation
Work: 360-725-3610
andrew.clemons@dshs.wa.gov

Katie Mirkovich
Community Programs Manager
Division of Vocational Rehabilitation
Work: 360-725-3656
katie.mirkovich@dshs.wa.gov

Thank you for coming!