



# 2016 – 2020 DSHS DVR State Plan Update

February 14, 2018

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# What is the DVR State Plan?

- Describes DVR's goals, priorities, services, and partnerships
- Part of Washington's Combined State Plan, *Talent & Prosperity for All*
- Partnership between DVR, the WSRC, partners, and stakeholders
  - Submitted to federal Rehabilitation Services Administration (RSA)
  - Necessary to receive federal funding and provide services

# WIOA State Plan Requirements

- State Plan is required every 4 years, per the Workforce Innovation and Opportunities Act (WIOA)
  - Biennial updates (every two years).
  - This is the biennial update for July 1, 2018-June 30, 2020.

# WIOA State Plan Requirements

- WIOA requires all states submit a Combined or Unified state plan
- Washington submits a Combined State Plan
  - *Combines* plans for WIOA core programs and partner programs into one workforce development plan
- VR is one of the core workforce programs

# Washington's Combined State Plan

## Four Sections

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

# WA Combined State Plan: 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 (Workforce Board), Washington businesses, and State partners



# WA Combined State Plan: Operational Plan

- Core program coordination and operations
  - *How core programs will implement the four strategic priorities.*
- Includes partner programs
  - *How partner programs (e.g. TANF/WorkFirst) will coordinate with workforce programs.*
- Developed by Workforce Board, WIOA core programs, and partner programs
- 4-year plan with 2-year updates

# Local Workforce Development 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

# WA Combined State Plan: 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 two-year update to the Operational Plan and the DVR State Plan are due March 15, 2018.

# DSHS/DVR 2016 – 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 – p.1
- Partnerships & Cooperative Agreements
- Coordination with Education Officials
- Coordination with Employers
- Comprehensive System of Personnel Development – p.22
- Statewide Assessment – p.29
- Annual Estimates – p. 41
- State Goals & Priorities – Strategies to Achieve Goals & Priorities – p. 46, p. 58
- Order of Selection – p. 49
- Supported Employment Program
- Evaluation & Reports of Progress – p. 66

# Input of the State Rehabilitation Council (page 1)

## WSRC Input and Recommendations

1. RSA 2013 Section 107 Review; DSHS placement
2. DVR leadership representation at WSRC customer forums
3. WSRC access to standard DVR performance reports
4. Update on the status of the CRP cost study and timeline for next steps
5. Protection of the safety and well-being of customers who are referred to contracted vendors, employers or other settings that are not supervised by DVR

# Comprehensive System of Personnel Development (page 22)

## Recruiting & Retaining Exemplary Staff

- Personnel projections & recruitment
- Onboarding, retention, & advancement
- Staff development, in-service training

# Statewide Needs Assessment (page 29)

A report that describes many of the social, economic, and customer service factors that affect DVR and its customers

- 908,818 individuals with disabilities statewide
  - 13% of the State's population
- 483,334 of working age adults with disabilities
  - 11% of all working age adults
- DVR serves about 20,000 individuals per year





# Statewide Needs Assessment (page 29)

- Employment gap
  - 36.8% vs. 76.4% employed
    - (comparing individuals with and without disabilities)
- Income inequality, high rates of poverty
  - Low labor force participation, differences in workers' occupations and educational attainment levels are contributing factors
  - 19.5% vs. 10% below poverty level
    - (comparing individuals with and without disabilities)

# Statewide Needs Assessment (page 29)

- DVR service data indicate that some communities and populations are underserved in proportion to their needs
  - Pierce County, Clark County, and some rural areas
  - Women, individuals age 55 and above
  - Individuals with behavioral health and recovery needs
  - Veterans, homeless individuals, people with a criminal history
- Minority populations receive services in proportion to needs
- Youth ages 18-24 are served at higher rates than their proportion of the disability population

# Annual Estimates (page 41)

- Service volume and cost projections
  - Individuals eligible for services increased by more than 14% in the past two years
  - Service costs per case increased by about 2%. Overall costs grew due to service volume.
- DVR entered an order of selection in Nov 2017, due to increase in the number of customers and costs.
- DVR estimates that 10,666 individuals will be determined eligible for services in 2018 and 11,297 in 2019. An estimated 10,990 of these individuals will be placed on the wait list.

# Goals, Priorities, & Strategies (page 46)

- 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 (page 46)

- 1) Improve Employment Outcomes for Individuals with Disabilities
- 2) Improve the Quality of Customer Services
- 3) Promote DVR's role in advancing effective services for people with disabilities, as a leader in the Workforce Development System.
- 4) Improve DVR's Systems and Performance

## Goal 3: Promote DVR's role in advancing effective services for people with disabilities, as a leader in the Workforce Development System. (page 46)

*“Goal three priorities will improve outcomes for individuals with disabilities served by Washington’s workforce development system. As a core program, DSHS/DVR will contribute its value, expertise, and strengths to maximize outcomes for individuals with disabilities.”*

# State's Strategies – Changes (page 58)

- Goal 1, Priority 4: Ensure DSHS/DVR customers get optimal benefit from the workforce development system by educating customers about other workforce development programs.  
Removed strategy:
  - Invest resources to create workforce development system navigators, who provide culturally competent services which match job seekers to the programs that best meet their needs.

# State's Strategies –Changes (page 58)

- Goal 2, Priority 3. Build an organizational culture of quality. Added strategies:
  - Strengthen core competencies of vocational rehabilitation practice, with emphasis on substantial counseling and guidance.
  - Engage staff in Lean learning and problem solving to develop continuous improvement skills and practices.



# State's Strategies – Changes (page 58)

- Goal 4, Priority 2: Redesign data management systems and output reports to support WIOA implementation, leverage workforce development data, and strengthen data-driven decision-making. Added strategies:
  - Acquire and transition to a new VR case management information system.

# Order of Selection (page 49)

- Per federal law, when a VR agency does not have enough resources to serve all eligible customers they must enter an Order of Selection.
- Order of Selection ensure services are prioritized for customers with the most significant disabilities.
- DSHS/DVR amended its State Plan in October 2017 so that we could enter into an Order of Selection on November 1, 2017.

# Priority of Services

## ▶ What *is* considered?

1. Functional limitations
  - Mobility
  - Communications
  - Self-care
  - Cognition and learning (self-direction)
  - Interpersonal
  - Work tolerance, and
  - Work skills
2. The number of services needed
3. The length of time needed for services

## ▶ What *is not* considered?

- Duration of residency in State
- Type of disability
- Age, sex, race, color, or national origin
- Type of expected employment outcome
- Source of referral
- Type or cost of needed services
- Individual or family income level
- Employment history
- Education history
- Any other protected class (per anti-discrimination law)

# Order of Selection – Priority Category Changes (page 49)

- Updated State Plan changes the number of priority categories.
- Currently have 3 categories; moving to 5 categories.
  - Why: To ensure people with more functional limitations are served first, consistent with intent of the Rehabilitation Act
  - When: New priority categories are expected to be effective July 1, 2018, pending an update to DVR's WAC.

# Order of Selection – Priorities Categories

(page 49)

Current Priorities of Service	New Priorities of Services (expected effective date of July 1, 2018)
<p><b>Priority Category 1:</b> The customer experiences serious functional limitations in <b>four or more areas</b>.</p> <p><b>Priority Category 2:</b> The customer experiences serious functional limitations in <b>one to three areas</b>.</p> <p><b>Priority Category 3:</b> The customer is determined eligible for vocational rehabilitation services but does not meet the criteria for Priority Categories 1 or 2.</p>	<p><b>Priority Category 1:</b> The customer experiences serious functional limitations in <b>four or more areas</b>.</p> <p><b>Priority Category 2:</b> The customer experiences serious functional limitations in <b>three areas</b>.</p> <p><b>Priority Category 3:</b> The customer experiences serious functional limitations in <b>two areas</b>.</p> <p><b>Priority Category 4:</b> The customer experiences serious functional limitations in <b>one area</b>.</p> <p><b>Priority Category 5:</b> The customer is determined eligible for vocational rehabilitation services but does not meet the criteria for Priority Categories 1-4.</p>

# Order of Selection – Services Needed to Maintain Employment (page 57)

- DVR is electing to serve eligible individuals who require specific services or equipment to maintain employment regardless of their priority of service category, if:
  - The individual is at immediate risk of losing their job in a competitive integrated setting for reasons related to the individual’s disability; and
  - The individual requires specific services or equipment in the very near future that will enable the individual to keep their job.

# Evaluation & Reports of Progress (page 66)

- Goal 1: Improve employment outcomes for individuals with disabilities
  - Launched Pre-employment Transition Services (Pre-ETS) program:
    - Provided services to potentially eligible students through DVR staff and contracts with community colleges, workforce development agencies, and educational service districts.
    - Conducted extensive outreach and assessment to identify needs and service gaps, develop service delivery models, and reach target populations.
    - Established a formal agreement with OSPI (state education agency) and assigned staff liaisons to local schools to improve transition planning and coordinate training and technical assistance.

# Evaluation & Reports of Progress (page 66)

- Goal 1: Improve employment outcomes for individuals with disabilities.
  - Co-located 16 DVR staff in WorkSource offices, an increase of 78% since December 2016, and plan to add 2 more.
    - Staff provide the full scope of VR services to individuals with disabilities.
    - Staff serve as liaisons between DVR and other workforce programs, to improve resource coordination and workforce development system capacity to serve individuals with disabilities.
  - Built relationships and facilitated job placements with several major corporate partners and through three reverse job fairs with local WDAs.



# Evaluation & Reports of Progress (page 66)

- Goal 2: Improve the quality of customer service
  - Changes to intake and orientation processes were implemented in response to a survey of local office practices. Subsequently, applicants were engaged sooner by combining orientation and intake appointments and offering orientation immediately.
- Goal 3: Promote DVRs role in advancing effective services for people with disabilities, as a leader in the WDS.
  - Established DVR staff representation on each of the 12 regional Workforce Development Councils to advocate for individuals with disabilities to access their resources.

# Evaluation & Reports of Progress (page 66)

- Goal 4: Improve DVR systems and performance
  - Completed data sharing agreements with state-level workforce and educational agencies and the National Student Clearinghouse, to improve access to and accuracy of data on customer skill gains and employment outcomes.
  - Collaborated with DSHS to assess the prevalence of disability among customers served across DSHS programs and potentially unserved or underserved populations.

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Thank you for  
coming!

