

DRAFT
January 8, 2008 ESOAC Meeting Minutes

DEPARTMENT OF REHABILITATIVE SERVICES

MEMORANDUM

**Employment Services Organizations Advisory Committee
Meeting Minutes
DRS Central Office**

January 8, 2008 Employment Services Organizations Advisory Committee Meeting:

The Employment Services Organizations Advisory Committee held its regular quarterly meeting January 8, 2008 from 9:30 AM to 11:50 AM, at the DRS Central Office, Richmond, Virginia.

Members Present: ESOAC Chair, Chuck McElroy, Bruce Phipps, Sharon Harrup, Wendy Gradison, Shirley Lyons, Chris Lavach, Sharon Barton, Christine Heiby, Diana Messer, Mark Peterson (DRS), Woody Van Valkenburgh, Keith Clark, and Bill Smith (NISH).

Members Absent: Gail Rheinheimer, DMHMRSAS, Joann Packert, VaAPSE Leah Boyd

Guests Attending: Ruth Parsons, John Craig, Ron Burnop, Beth Teltrault, Amy Thomas, Debbie Williams, John Bauer, Robin Metcalf, Sharon Barton, John Bauer, Amy Thomas, Sharon Taylor, Lance Elwood, Joanne Ellis, Karen Tefelski, Dave Taylor, Florence Watt, Helen Butler, Chris Wright, Ken MVLE, Kim The Choice Group, Jennifer Mc Donough, Michelle James, Ron Burnop, Corky Hopkins, Ken Rush and Melinda Szlapak.

DRS Staff Attending: Commissioner Jim Rothrock, Jack Hayek, Judy Hill, Tim Olive, Harry Weinstock, John Phelps, Doug James, Margaret Gillespie, Diane Robinson and Joe Ashley.

Call to Order:

Chuck McElroy Mcelroy@worksourceva.org called the meeting to order at 9:30 AM and asked that all present introduce themselves starting with the Committee members.

Draft Minutes Review and Approval

Review and approval of the minutes of October 10, 2007 meeting followed. A motion to approve the minutes as presented was made by Bruce Phipps and seconded by Shirley Lyons. They were unanimously approved. The approved minutes will be available on the ESSP Website under Minutes at (<http://www.vadrs.org/essp/>).

Commissioner's Welcome & Comments

Commissioner Rothrock welcomed the Committee and commented on the following topics:

1. Overview of the General Assembly convening this week
2. Governor's budget that includes a request of \$200,000 for the Brain Injury Program, \$50,000 for the durable equipment program.
3. The Commissioner shared information on One Stop successes and some of the challenges organizations face on establishing One Stops.
4. Medicaid Rates for Individual SE and the impact on services.

DRAFT
January 8, 2008 ESOAC Meeting Minutes

5. The present DRS Order of Selection requirement has created a wait list of approximately 615 presently. This is very unfortunate for the individuals waiting for services and it demonstrates how critical the need is for these services.
6. DRS continues its work on the State Use issue and Harry Weinstock will update the Committee.

Public Comments

None

Reporting Out

a. State Use

Harry Weinstock (804) 726-1902 Harry.Weinstock@drs.virginia.gov

Harry Weinstock provided a report to the ESOAC on progress related to the State Use Project. He reported that Commissioner Rothrock had gained the enthusiastic support of the Acting Director of the Dept of Minority Business Enterprise regarding some innovative ideas, but a new Director was appointed in early December and it hasn't been possible yet to determine whether that support is still in place.

Harry also reported that DRS, at the suggestion of DGS, provided information to start the process of developing a state contract for janitorial/custodial services, but a question arose as to whether DGS can do this since service contracts are normally negotiated by the individual agency. DRS recommended janitorial/custodial services as the first contract since (1) more than 20 ESO provide these services; (2) it is labor intensive and; (3) there is less likelihood of anyone objecting since the work is done in the community rather than being center-based.

In late-November an email was sent to all ESOs requesting they review their listing in the DRS ESO Directory, but only four have responded. Harry acknowledged that the email should have asked each ESO to acknowledge that they had reviewed their record since it is now impossible to tell whether only four required any changes or whether most of the ESOs did not do the requested review. A follow-up email will be sent to everyone with clarification.

Discussions –internally and externally with DGS – are still underway regarding how best to structure the link between the eVA homepage and the ESO Directory. The complication is the need for an incentive for a buyer to use this link and then making the link as user-friendly as possible.

DGS reported to DRS that the session evaluations by buyers at the presentation done at Forum 2007 by Sharon Harrup of STEPS, Jack Hayek and Harry Weinstock of DRS, and a consumer from Eggleston Services were extremely positive (especially regarding the consumer involvement) and DGS would like to repeat the session next year.

DRAFT
January 8, 2008 ESOAC Meeting Minutes

b. Wage and Statistical Research –

Joe Ashley/Keith Clark Joe.Ashley@drs.virginia.gov and ClarkK@chesterfeild.gov Keith Clark, along with Dr. Ashley, presented an Update of the Wage data to the Committee. DRS is currently able to get data that can be de-identified so it can be shared with partners for program evaluation or other proper purposes for the agency. The committee is requesting one or two ESO interested persons participate in a discussion of an appropriate use of outcome/wage data. The purpose of the discussion is to be sure we have the correct information and use data appropriately to be able to tell the story of SE services and to demonstrate accountability. The next committee meeting is 9:00 AM 24 JAN 08 and the committee would like to have volunteers willing to participate at that meeting. Interested individuals should contact Keith Clark to be included. The meeting will be conducted by teleconference.

c. Ticket to Work/Commissioner's Roundtable/WISA Training /One-Stop Update

Joe Ashley Joe.Ashley@drs.virginia.gov Diana Robinson Diana.Robinson@drs.virginia.gov Diana Robinson, Ticket to Work Coordinator for DRS provided information on the use of WIS for DRS as of 31 DEC 07. There were 6 new authorizations for the Medicaid While Working (1619b) work incentive. Totals for the year as of 12/31/07 indicate 22 individuals have been authorized to receive WIS services totaling \$9,000.00 (some authorized for more than one service). The authorizations are as follows: 2 PASS, Part 1 (both have been paid); 1 PASS, Part 2 (has been paid); 10 IRWE (2 have been paid); 21 1619(b) (6 have been paid). The total amount of services paid as of 12/31/2007 equals \$2,800.00.

There will be Work Incentive Specialist Advocate (WISA) training on Wednesday, April 9, 2008 via Video Teleconference. This training is directed at the Department of Rehabilitative Services (DRS) counselors, but Employment Support Organizations (ESOs) and WISA vendors are also welcome to attend. Information about the Work Incentives and how the WISA vendors can assist will be covered. Also, information about the MEDICAID WORKS program will be addressed. Email announcements about this training will be sent out soon.

The Social Security Administration (SSA) will be changing the regulations for the Ticket to Work program, forecast for April of 2008. Diana Robinson provided a handout on the proposed changes to the Ticket to Work regulations that should enhance collaborations of services between DRS and ESO and other partners. Dr. Ashley described there are convening of the Commissioner's Roundtable on Ticket Implementation. The Roundtable was convened last time SSA changed the regulations and developed agreements for joint providing Ticketholder services as an Employment Network. The goal of the roundtable is to gather stakeholders together to discuss if the new proposed regulations (see Attachment 3) can be a mechanism to increase resources coming in to VA to serve SSA ticketholders. The meeting will be in late February. As one ESOAC member noted, we need to also keep a focus of what is the benefit of the new regulations for the consumer.

d. EES/LTESS Computer Application

Judy Hill Judy.Hill@drs.virginia.gov

Judy Hill and Saritha Ravanam updated the Committee on the progress on the new Authorization/Invoicing computer system presently under development. Presently we are running a dual system to test the system in DRS. A demonstration of the system followed. Judy

DRAFT
January 8, 2008 ESOAC Meeting Minutes

also briefed the Committee on the mid year statistics for EES and LTESS shown below as Attachment 1.

New Business

a. Posting Job Coach Vacancies on DRS ESSP Website

Scott Fraley (804) 662-7016 EScott.Fraley@drs.virginia.gov

Scott Fraley presented the concept of having letters from DRS Human Resources to unsuccessful DRS counselor applicants include a suggestion that they consider contacting ESOs in regard to possible positions as job coaches or other openings. He also discussed the proposal that ESOs submit job openings to OESSP for posting on the OESSP website. Suggested basic information includes the job title, salary range, brief job description and contact person at the ESO and a possible link to the ESOs website. Based on a suggestion from Doug James, he agreed that the letter to unsuccessful applicants include details on how to access the posted openings. Based on a suggestion from Shirley Lyons he will review the Virginia CSBs' website and incorporate a statement that emphasizes the openings with the ESOs are not jobs with the Commonwealth.

b. Legislative Update Opportunity

APSE – Robin Metcalf robin.metcalf@thechoicegroup.com

- Seek Restoration of lost Long Term Employment Support Services
- Seek SE Individual rates paid by DMAS are DRS rates

Va. Goodwill Network – Woody Van Valkenburgh woody.vanvalkenburgh@fredgoodwill.org

Goodwill Network Legislative Agenda includes:

- Restoration of lost funds
- Seek SE Individual rates paid by DMAS are DRS rates
- TANF Issues
- School Transition to Work
- Rebate for new construction when hiring consumers with disabilities.
- Computer Recycling (E-Waste)
- Prisoner Re-entry
- Fair Solicitation of Donations

VaACCSES – Chuck McElroy Mcelroy@worksourceva.org

VaACCSES is continuing its Legislation Reception and it will be held on Wednesday, January 23rd from 5:00 p.m. – 8:30 p.m. at the Old General Assembly Building. The VaACCSES

Legislative Agenda includes:

- Restoration of lost funds
- Seek SE Individual rates paid by DMAS are DRS rates
- Ongoing necessary Supports for work for Virginians with Disabilities
- Maintain and expand community based service dollars for Virginians with Disabilities
- Support efforts to increase access to services for Virginians with Brain Injuries
- Additional DD slots/expanded eligibility criteria for Medicaid recipients

For a more detailed listing of the VaACCSES legislative agenda contact Karen Tefelski, Executive Director at (703) 200-7660 or Ktefelski@vaaccses.org

DRAFT
January 8, 2008 ESOAC Meeting Minutes

c. TANF Update

Al Jones Al.Jones@drs.virginia.gov

Al Jones reported that DRS was awarded a grant from the Virginia Department of Social Services for \$399,000 for the period covering December 1, 2007 to September 30, 2008 with provisions for two additional 12 month extensions contingent upon availability of funds. This was a significant drop from previous awards and has impacted on the number of dedicated DRS TANF staff. Grant funding supports the work of 3 Vocational Rehabilitation Counselors with dedicated caseloads of TANF recipients with disabilities and the TANF Coordinator and funds to purchase services for eligible TANF recipients with disabilities.

d. CRP-RCEP Training

Jennifer McDonough jltodd@vcu.edu

Virginia Commonwealth University's Region 3 Community Rehabilitation Program – Regional Continuing Education Program is charged with providing training and technical assistance to Community Rehabilitation Programs (CRPs) to increase integrated employment outcomes for individuals with disabilities. Jennifer McDonough is the Technical Assistance Liaison working with the state of Virginia.

Jennifer shared with the ESOAC the CRP-RCEP training plan for 2008. This plan was developed by meeting with many ESOs/CRPs across the state as well as Scott Fraley and Jack Hayek of DRS. For 2008, VCU will be offering multiple opportunities for training both online and face to face. Online trainings include:

1. **New Staff Tutorial** – This is an **online**, self paced tutorial that has **no registration fee**. It is great for new staff or seasoned staff who need refresher training on key topics. Information on this opportunity can be found at:
<http://www.crp-rcep.org/training/tutorial/newStaffTutorial.cfm>
2. Online Web Courses – There are 2 courses available - Supported Employment Web-based Certificate Series and Supported Competitive Employment for Individuals with Mental Illness. These courses are 13 weeks in length and cost \$175 per course. The trainings are very in depth and have multiple assignments with due dates including discussion questions and quizzes. Information related to these courses may be found at: <http://www.crp-rcep.org/training/courses/courses.cfm> The next offering of these courses will be August 18th to November 10th.
3. Face to Face trainings – This year VCU will be holding multiple face to face events. Two of these events will be 3 day trainings entitled “**National Certificate in Employment Services Training**”. These trainings will encompass everything from marketing, to job development to job site training. At the conclusion of this training, participants will be eligible to receive a national certificate in Employment Services through ACRE (<http://www.crp-rcep.org/training/acre.cfm>). VCU is also offering two one-day trainings on Customized Employment. Lastly, VCU will be offering 3 one-day trainings cosponsored by VA-APSE. These events will cover 2 separate topics: Middle Manager training for Supported Employment Providers and Time Management for job coaches and employment specialists.

DRAFT
January 8, 2008 ESOAC Meeting Minutes

If you have questions related to any of these events, please contact Jennifer McDonough at 804-828-6984 or jltodd@vcu.edu Also; please see Attachment 2 for more information and dates of offerings.

Public Comments

None

Chuck McElroy, Chair Adjourn 11:50 AM

January 8th, 2008
NEXT April 8th, 2008
July 8th, 2008
October 14th, 2008

DRAFT
January 8, 2008 ESOAC Meeting Minutes

Attachment 1 LTESS/EES FY 2008 Midyear Services Data 6/1/2007 – 11/30/2007

EES **41 ESOs currently receive EES**

Total on Rolls :	566	<u>Consumers of Rolls:</u>	
Total Served :	553	MR	69%
New Additions:	25	SMI	14%
Closures	31	Sens/Phy	9%
:			
		Other	8%
Total Allocation to ESOs	\$ 3,293,078	Avg. 520 consumers per month	
3% Reduction	(\$98,792)		
Revised Allocation to ESOs	\$ 3,194,286		
Total Dollars Spent YTD	\$		
	(1,875,433)		
Balance Remaining	\$ 1,318,853	<u>Services</u>	<u>Consumers</u> <u>\$ Expended</u>
		<u>Provided</u>	<u>Served</u>
60% of funds expended in 6 months		Enclave:	10% \$ 271,730
Avg. Monthly Productivity:	47%	Mobile Crew:	0% \$ 4,035
Avg. Monthly Wages:	\$402.81	Offsite:	16% \$ 219,209
Avg. Monthly Hours Worked:	101.46	Onsite:	74% \$ 1,244,982
Avg. Hourly Wage:	\$3.97	Transp:	23% \$ 135,478
Avg. Monthly Attendance:	82%		

LTESS **77 ESOs currently receive LTESS dollars**

Total on Rolls :	2,467	<u>Consumers of Rolls:</u>	
Total Served :	2,357	MR	45%
New Additions:	476	SMI	24%
Closures	312	Sens/Phy	10%
:			
		Other	21%
Total Allocation to ESOs	\$ 5,344,376	9% avg. absenteeism rate	
3% Reduction	(\$160,331)	Avg. 1,947 consumers per month	
Revised Allocation to ESOs	\$ 5,184,045		
Total Dollars Spent YTD	\$ 3,055,545	<u>Services</u>	<u>Consumers</u> <u>\$ Expended</u>
Balance Remaining	\$ 2,288,831	<u>Provided</u>	<u>Served</u>
56% of LTESS funds expended in 6 months		SE (hrly):	75% \$ 1,336,855
Avg. Monthly Productivity:	77%	Enclave:	2% \$ 303,456
Avg. Monthly Wages:	\$601.46	Mobile Crew:	1% \$ 57,002
Avg. Monthly Hours Worked:	94.06	Offsite:	2% \$ 120,777
Avg. Hourly Wage:	\$6.39	Onsite:	20% \$ 1,106,531
Avg. Monthly Attendance:	78%	Transp:	1% \$ 130,925
Avg. Monthly Hours Billed in SE:	3.47		

There are currently 56 consumers in both programs that have approved for a waiver in 15 ESOs. These consumers were unable to work the minimum of 70 hours a month.

DRAFT
January 8, 2008 ESOAC Meeting Minutes

Attachment 2 - VCU Training Dates
Virginia:

March 11th – 13th
National Certificate in Employment Services Training
Alexandria DRS Office

This three day seminar provides an extensive overview of supported employment best practices and how to facilitate competitive jobs for individuals with significant disabilities. The course provides access to two nationally recognized personnel trainers who will assist participants to work through the major content areas over the course of three day lessons. Participants will have assignments to be completed during the training and there will be evening field based exercises. Further, participants will travel into the community and have an opportunity to meet one on one with community employers to practice their marketing and job analysis skills. Sessions will be highly interactive with discussion groups and simulated activities. As with all VCU training we will offer CRC credits for certified rehabilitation staff. In addition individuals who participate and complete all the work for the 3 day training will be able to earn a National Certificate in Employment Services approved by ACRE (Association of Community Rehabilitation Educators). The Certificate documents that you have satisfactorily completed a minimum of 40 hours of training.

April 15th
Middle Manager Training (VA-APSE co-sponsor)
Fairfax DRS Office

April 17th
Time Management for Job Coaches (VA-APSE co-sponsor)
Newport News/Williamsburg (location to be determined)

May 13th
Customized Employment Trainings
Staunton (location to be determined)

This session will challenge participants to think differently about employment. Innovative approaches will be presented to tapping the capacity of communities and employers, as well as a person-centered approach to job development. Strategies for customizing employment, self-employment, and success stories drawn from numerous customized employment jobs will be included in this session.

May 14th
Customized Employment Trainings
Newport News (location to be determined)

This session will challenge participants to think differently about employment. Innovative approaches will be presented to tapping the capacity of communities

DRAFT
January 8, 2008 ESOAC Meeting Minutes

and employers, as well as a person-centered approach to job development. Strategies for customizing employment, self-employment, and success stories drawn from numerous customized employment jobs will be included in this session.

June 12th

Time Management for Job Coaches (VA-APSE co-sponsor)

Charlottesville (location to be determined)

July 16th - 18th

National Certificate in Employment Services Training

Williamsburg (location to be determined)

This three day seminar provides an extensive overview of supported employment best practices and how to facilitate competitive jobs for individuals with significant disabilities. The course provides access to two nationally recognized personnel trainers who will assist participants to work through the major content areas over the course of three day lessons. Participants will have assignments to be completed during the training and there will be evening field based exercises. Further, participants will travel into the community and have an opportunity to meet one on one with community employers to practice their marketing and job analysis skills. Sessions will be highly interactive with discussion groups and simulated activities. As with all VCU training we will offer CRC credits for certified rehabilitation staff. In addition individuals who participate and complete all the work for the 3 day training will be able to earn a National Certificate in Employment Services approved by ACRE (Association of Community Rehabilitation Educators). The Certificate documents that you have satisfactorily completed a minimum of 40 hours of training.

Maryland:

April 29, 2008 - May 1, 2008

National Certificate in Employment Services

Location: Columbia, MD

September 23 - 25, 2008

National Certificate in Employment Services

Location: Columbia, MD

DRAFT
January 8, 2008 ESOAC Meeting Minutes

Attachment 3 Proposed Regulations-“Ticket to Work” Program– DRAFT (11-07)

- Allows a Ticket Holder to choose to be served by an EN **and** by VR, though not at the same time. VR may meet their intensive up front needs and, after their VR case is closed, choose to receive long term support from an EN.
- A beneficiary’s ticket does not need to be assigned to a State VR agency in order for the VR agency to be paid under the cost reimbursement payment system.
- When a beneficiary is receiving services from a State VR agency that has chosen to be paid under to cost reimbursement system, the beneficiary will be considered to be “using a ticket” and will be afforded protection from CDR review.
- Allows for payment to an EN under a Ticket to Work payment system and to a State VR agency under the cost reimbursement payment system with respect to the same beneficiary. However, a beneficiary may **not** assign a ticket to an EN while a receiving services from a State VR agency.
- Allows beneficiaries with a Medical Improvement Expected (MIE) designation to be eligible for a ticket without first having a CDR conducted.
- Adds requirements for educational and technical training to supplement the work requirements, so that the program will be more accessible to beneficiaries who require additional training to return to work.

EN Payment System - Three-phased payment system that parallels the steps beneficiaries take towards self-sufficiency.

PHASE 1

Gross Wages above:	SSDI Ticket-Holder	SSI Ticket Holder
\$320 for two weeks	\$1,135	\$1,135
\$640 for three months	\$1,135	\$1,135
\$640 for six months	\$1,135	\$1,135
\$640 for nine months	\$1,135	\$1,135
Total Phase 1 Payments	\$4,540	\$4,540

PHASE 2

Gross Wages above:	SSI Ticket-Holder	SSDI Ticket-Holder
\$900 per month (SGA Level)	\$197 (up to 18 months)	\$341 (up to 11 months)
Total Phase 2 Payments	\$3,545	\$3,751

PHASE 3 (OUTCOME PHASE)

Earnings	SSI Ticket-Holder	SSDI Ticket-Holder
Net earnings > SGA and \$0 case benefit	\$197/month for 60 months	\$341/month for 36 months
Total Outcome Phase Payments	\$11,820	\$12,276
Total Ticket Payments	\$19,905	\$20,567