

DRAFT

Employment Services Organization Steering Committee (ESOSC) October 13, 2011 Meeting Minutes DRS Central Office

Members Present: ESOAC Chair: Thalia Simpson-Clement, Chris Lavach, Robin Metcalf, Alisha Meador, Via Phone, Dave Wilber, Chuck McElroy, Ericka Neville, Sharon Barton, Heather Norton, Marshall Henson, Nova Washington, Bruce Phipps, Gary Cotta, Amy Thomas, John Craig via VTC, Mark Keith via VTC, Beth Dugan Via VTC and Linda LaMona via VTC

Members Absent: Sharon Harrup, Quintin Mitchell, Lance Wright

Guests Attending: Beth Tetrault, Diana Messer, Maureen McGuire Kuletz, Veronica Rhame, Margie Stuart, Joanne Ellis

DRS Staff Attending: Kathy Hayfield, Donna Bonessi, Dale Batten, Scott Fraley, Tim Olive, Ned Campbell and Carrie Worrell.

Call to Order:

Thalia Simpson-Clement, Chair, called the meeting to order at 9:30 AM and asked that all present to introduce themselves starting with the Committee members.

Draft Minutes Review and Approval:

The chair asked if there were any changes or corrections to the minutes of the previous meeting. A motion was made by Chuck McElroy and seconded by Dave Wilber to approve the minutes as written. The minutes were approved and are available on the ESSP Website under Minutes at <http://www.vadrs.org/essp/minutes.htm>

Commissioner Rothrock Comments:

Commissioner Rothrock was not able to attend this meeting.

Field Rehabilitative Services Directors Report:

Kathy Hayfield reported on VR outcomes for Federal Fiscal Year (FFY) 2011. The following figures will not be finalized until 10/24/11.

FFY 2010 = 3390 Successful Closures

FFY 2011 = 3886 Successful Closures, this represents 97% of our goal of 4000.

She further stated that there are currently 19,610 people in the system, with over 3,000 on the waiting list for services.

Ms. Hayfield gave an update on the financial status of the Field Rehabilitative Services Program and how it will impact closed categories. In the past we have opened whole categories one at a time when sufficient funds were available. This time, DRS will implement a very different process. DRS will begin to take people off the waiting list in a very controlled and measured manner as funds are available. This critical difference is necessary to manage the financial situation. Only Category 1 - MSD will be affected when we do bring people into the system.

DRS will begin with a month or two at a time based on application date. No date has been established yet to begin this process.

Ms. Hayfield stated that the Disability Commission plans to propose a budget amendment in support of the VR program during the 2012 General Assembly Session, unless it is included in the Governor's Proposed Budget. This amendment would request \$10.1million in General Fund dollars. This would restore funding to 2008 levels. Also noted was that the disability commission is seeking to restore the Consumer Service Fund and draft legislation to allow customized AT devices for students to be transferred to the student, family, or supporting agency after the student leaves school.

There was also discussion about potential legislation through the Governors reform commission that would consolidate DRS, VDA and a portion of DSS (APS, Adult services and Aux. Grants).

Public Comments

John Craig, Didlake Inc., stated: *As you know, Agency-Directed Individual Supported Employment rates under the ID/MR, DD, and DS Waivers were realigned to be consistent with individual supported employment rates established and updated by the Department of Rehabilitative Services (DRS). Prior to that, it was not affordable for established supported employment providers to supply supported employment under the waiver.*

However, while the Waiver rates were realigned to be consistent with DRS, many vital elements of supported employment were inadvertently excluded from the service description and allowable support activities or they were so vaguely worded and left open to interpretation that they have become problematic to providers, such as Didlake, who have been unable to bill for the support activities rendered, all of which have been consistent with those allowed by DRS.

Specifically, there are 3 main issues of immediate concern.

- 1. Allowable Support Activities: Allowable support needs to include travel, narratives, meetings with employers, etc. to be consistent with DRS. True Supported employment cannot be provided without them. The DMAS manual reads: "reimbursement of supported employment will be limited to actual documented interventions or collateral contacts by the provider". "Collateral contacts" is not defined. This needs to be defined and it needs to be consistent with support activities allowed by DRS.*
- 2. Service Unit: It's our contention that a service unit for SE needs to be ¼ hour, as it is for DRS. According to the DMAS manual, a service unit is one hour. A whole hour is not an efficient or effective way to track supported employment time. When "rounding" enters the equation, it becomes more complicated.*
- 3. Rounding: We need a ruling on rounding. Even if the service unit is ¼ hour, we need to be clear on the rules. In the DMAS manual, there is no guidance on rounding. We have been given mixed signals on this by DMAS including whether or not to round, round up or round down). The end result is that we're rounding down on everything and that has been costly to us. Particularly with a service unit of an hour.*

Whether or not the suggested changes are made will determine whether or not individuals eligible to receive supported employment services covered under the Medicaid Home and Community-Based Mental Retardation/Intellectual Disability Waiver can continue to be served by many if not all providers. Given the state of “long term support” dollars for ISE in the Commonwealth, every dollar counts. Any under-utilization of long term support dollars available through Medicaid Waiver should not be underestimated now and in the future in terms of how it impacts on the collective need for ISE.

Consequently, we are imploring DMAS to make these changes. We would prefer they make them now, via DMAS Memorandum, instead of waiting for the ID Manual to be rewritten.

Old Business

GWU TACE Program Update:

Maureen McGuire-Kuletz discussed the two essential functions of GWU-TACE related to the ESO community – Technical Assistance and Continuing Education to their VR partners and ESOs

The TACE center continues to offer ACRE training. This is a free training for ESO staff. Most recently it was held in Northern VA. The next online training is beginning in November and will run through December. Anyone who has attended the face to face training at any time can enroll in the online portion and complete the certificate. TACE center is planning the next round of face to face training and asked for feedback regarding location. They are looking to hold it either in the Valley area or the Tidewater area. Please send feedback to either Donna Bonessi or Maureen McGuire-Kuletz @ mkuletz@gwu.edu

Dr. McGuire-Kuletz stressed that this course is intended for new Employment staff and that seasoned employment staff may find it too basic. There is an advanced ACRE training but the GWU TACE center is not ready to offer the training at this time.

ACRE maintains a list of all staff that has completed the certification on. See their website at <http://interwork.sdsu.edu/acre/registry-3.html>

www.gwcrcre.org is the TACE center website. They outline training opportunities and events as well as offer rapid course on their website.

If an organization has specific needs the TACE center can work with you on addressing those needs. Please contact Dr. McGuire-Kuletz at mkuletz@gwu.edu

ESOSC Committee terms – Donna Bonessi presented the committee with updated committee expiration terms dates. Due to the new makeup of the committee, three members whose expiration date was to be complete in 2013 will need to rotate off in 2012. This will ensure that an appropriate amount of rotation occurs each year. Committee members were asked to follow up with Donna within two weeks if they would like to rotate off in 2013. If

there are not three volunteers then the nominating committee will meet to decide who will rotate off in 2013.

ESOSC Subcommittee Groups – Donna Bonessi distributed the roster for each subcommittee. Donna Bonessi will facilitate initial meeting for each group. Groups will be responsible for selecting a chair at their first meeting.

The ESOSC guidelines need to be finalized. They will be sent out to all committee members for a two week comment period ending 11/1/11. Comments should be sent to Donna Bonessi who will compile and send out the group for final vote at the January meeting.

New Business:

Disability Commission Update – See Field Directors Update

RSA Monitoring Report Integration Standards and DRS Training – Dr. Maureen McGuire-Kuletz discussed how RSA conducts its monitoring of state VR program and state VR programs requirements in response to monitoring reports. Six or seven years ago RSA restricted and closed their regional offices. At that time they developed Monitoring teams to conduct monitoring reviews of each State VR program. Virginia was the last state to be reviewed. In response to recommendations from the RSA monitoring reports states are responsible for developing plans to address any findings in the report. The first task of subsequent monitoring activities is to ensure that previous recommendations were addressed and how they were addressed. RSA is closely looking three priorities:

1. Fiscal - Are VR programs spending their money according to the Rehab Act.
2. Transition Services – Cooperative agreements with schools
3. Agency Integrity – Can an agency demonstrate that all funding is benefiting eligible persons with disabilities?

The Virginia Monitoring process cited an issue of employment in integrated settings in the report. In response to the report DRS has developed training and technical assistance to counselors and field offices to assist them in determining if a job meets the RSA guidelines of an integrated setting.

John Craig stated that he would like to see ESOs invited into discussions regarding AbilityOne Sites and integration.

Dr. McGuire-Kuletz reported that each case must be looked at independently when determining if a setting is integrated.

Link to RSA Monitoring reports http://rsa.ed.gov/choose.cfm?menu=mb_reports_mon

Fidelity Bonding Program – Scott Fraley reported that Virginia DRS will be offering the Federal Fidelity Bonding program. Each bond will be for \$5000 and will bond the employee for up to 6 months. This program should help encourage employers to hire persons with a criminal background for offenses such as larceny; this will not bond employees who have barrier crimes on their record. Scott will be attending train the trainer program in October and then will work with Donna Bonessi to roll out training for Field Offices, BDMs and ESOs.

Legislative Updates –

VRA Update: Ned Campbell attended and asked ESOs how organizations can work together to develop collaborative legislative agendas for the 2012 General assembly session. He further reported that VRA will be focusing on restoring LTESS funding. Becky Bowers-Lanier held a Legislative Advocacy 101: How to Session at Collaborations.

Robin Metcalf reported that VA APSE is seeking restoration of LTESS funding and supporting the Disability Commission amendment of \$10.1 million and Employment First initiatives.

Dave Wilber reported that vaACCSES will be focusing on more LTESS funding, He also added that there will be a roundtable discussion held on November 7th at the Richmond ARC located at 3605 Saunders Ave, Richmond to discuss SWAM and State Use options. The meeting is open to anyone and all are encouraged to attend.

Bruce Phipps reported that the Virginia Goodwill network will focus on Supplier Diversity and SWAM, Prisoner reentry, and funding initiatives such as supporting the Disability Commission amendment for \$10.1 million for DRS. Lastly, they will focus on the economic impact that organizations across the Commonwealth have on the economy “we are good for business in the Commonwealth”.

Ned Campbell further discussed ROI studies being conducted and noted a recent study that demonstrated the positive effects of long term supports for supported employment. VRA is interested in following the development of studies showing economic value to the state for support of professional VR services. The Return on Investment (ROI) approach is one that was reviewed and supported by a coalition of states meeting at the 2011 NRA Legislative Summit and at the 2011 meeting of CSAVR. Various models are under investigation and past studies have shown promising results. Commissioner Rothrock presented the ROI concept at the Spring Disability Commission meeting and the approach was used in part by vaACCESS to support their 2011 legislative agenda. In the most recent Journal of Rehabilitation Administration, West Virginia DRS published their longitudinal analysis of economic impact of VR services. Their study shows empirical support for positive impacts of VR services on all consumers. In summary, short term ROI (3-year analysis) for every dollar (\$1) spent on VR services returns to the state A \$6.31 for rehabilitated consumers. An interesting result of the study shows that even for status 28 closures the state gets a return of \$2.69. For long-term ROI (“work life analysis”) for every \$1 invested the state gets a return of \$20.00 for each successful outcome. Again, even if consumers are closed 28, the state gets a significant return (\$9.04). The analysis also breaks down short term and work life analysis for youth (RSA=<age 24) versus older consumers. The results are overwhelmingly in favor of continued supports for transition and training for youth populations. This follows closely a study published in VECAP in 2006 that analyzed the Virginia PERT program. VRA is interested in continuing to work collaboratively with APSE, vaACCESS and other organizations to promote a conversation about ROI and the value of professional VR services in the upcoming budgeting and legislative process.

<http://dls.state.va.us/GROUPS/Disability/meetings/062011/materials.htm>

Dr Maureen McGuire-Kuletz reported that the Department of Education funds the Virginia ROI study being conducted by Dr David Dean from the University of Richmond. There is a bit of

controversy regarding the models being used across studies. TACE center will be offering webinars in the near future to begin discussions on the different types of ROI models.

2012 ESOSC Meeting Schedule – The 2012 meeting schedule will be as follows

January 10, 2012

April 10, 2012

July 10, 2012

October 16, 2012 (Please note this is the third Tuesday of the month and is a change from our traditional meeting schedule.)

Note: VTC sites at Abingdon, Roanoke, Portsmouth, Danville and Fairfax will be confirmed for these dates.

LTESS Business:

LTESS Guidelines – Donna Bonessi reported that the LTESS guidelines being reviewed were the incorrect guidelines. Judy Hill found the error when she was reviewing them. The document the committee was using was the training material developed for new ESOSC members. The correct Guidelines for LTESS were last updated on February 2010 and are located on the website. Donna Bonessi will send out the correct Guidelines by November 1, 2011. The historical section of the training documents will be retained and updated for use in new member orientation.

The committee requested that Judy Hill offer a review of the LTESS program at the January meeting.

Public Comments:

None

Adjourn: The Chairperson adjourned the meeting at 11:30 PM

National Employment Services Professional Certificate

The George Washington University (GWU) TACE Center is offering the National Employment Services Professional Certificate in partnership with TransCen, Inc. The certificate curriculum is *approved by the National Association for Community Rehabilitation Educators (ACRE)*. Upon completion of the required 40 hour training, you will receive an “ACRE Certificate of Achievement.” The George Washington University's Region III TACE Center will sponsor selected participants at no cost.

This Employment Services Certificate is comprised of a face to face orientation workshop (12 hours) and a skill building online course of instruction, mentoring, and field based experiences. The online course consists of six instructor led webinars (8 hours) and field based assignments (20 hours).

Participants have the option of completing the:

- 1. 40 hour certificate to include face to face workshop and the online course or,*
- 2. Face to face workshop only*

Certificate Content

The certificate content is designed to increase awareness (face to face workshop), knowledge, and skills (online course) of the employment workforce as they begin to support job seekers with the most significant disabilities in an integrated, competitive job of their choice.

Both the face to face workshop and online course will consist of the following 5 modules:

1. Introduction (Values, Rights, Legislation, Best Practices)
2. Assessment and Career Planning
3. Marketing and Job Development
4. Job Acquisition (Decision Making, Impact on Benefits, Preparation)
5. Workplace Supports

Online Course Enhancement

To complement the content, case studies, readings, exercises, and field based assignments have been designed to provide learners with the opportunity to try out what they have learned. There are additional resources assigned to each module that will provide a further understanding of the content. Instructors will mentor and coach the participants as they apply the employment process. Participants will be linked to one another for peer to peer learning.

Participant Accountability

To earn the required 40 hours, each participant will:

1. Attend a face to face workshop that will consist of 12 hours.
2. Attend the online course which consists of 28 hours of:

Six live instructor led webinars, and
Case studies, readings, and field based assignments.

The George Washington University will make available certified rehabilitation credits (CRCs). CRC's will be awarded at the completion of either the face to face workshop or the online course. Please notify your instructor if you are interested in working towards these credits. *Participants who complete the certificate will receive a Certificate of Achievement and will be recognized on the national ACRE web site list of certificate professionals.*

For More Information or to add your name to the wait list for 2012 trainings:

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