

AGENDA
WISCONSIN REHABILITATION COUNCIL
May 4, 2023
9:00 AM – 2:30 PM

UW-Platteville Baraboo Sauk County
1006 Connie Road
Baraboo, WI 53913

WebEx Virtual Attendance Option

<https://dwdwi.webex.com/dwdwi/j.php?MTID=m15d0c0f5df2e733e35e207e9579ab3ac>

To join by phone only, call 855-282-6330 access code 2597 186 0868

A Statement of Mission

The Wisconsin Rehabilitation Council, working on behalf of Wisconsin residents with disabilities, will review, analyze, and advise the Division of Vocational Rehabilitation (DVR) regarding the performance of its responsibilities in providing quality services to persons with disabilities.

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|---------------|---|
| 9:00 – 9:15 | Roll Call and Introductions
Announcements
Quorum Check
Approval of Minutes – February 2023 |
| 9:15 – 10:15 | Committee Updates and Committee Member Approvals: <ul style="list-style-type: none">• Council Engagement Committee• Policy Review and Administration Committee• Services to Business Committee• Annual Report Workgroup• Executive Committee• Performance Measures and Quality Assurance Committee |
| 10:15 – 10:30 | CAP Report
Disability Rights Wisconsin |
| 10:30 – 10:45 | Break |

10:45 – 11:15	State Plan DVR Goals Review Meredith Dressel, DVR Deputy Administrator
11:15 – 11:45	WRC Officer Elections
11:45 – 12:00	Break for Lunch Preparation
12:00 – 12:30	Working Lunch Competitive Integrated Employment (CIE) Plan Overview Sarah Kuehn, DVR Program and Policy Analyst
12:30 – 12:45	Public Comment
12:45 – 1:45	DVR Administrative Update Delora Newton, DVR Administrator
1:45 – 2:15	Service Provider Transportation Update Deanna Krell, Director DVR Bureau of Management Services
2:15 – 2:30	Review Action Items and Identify Future Agenda Topics
2:30	Adjourn

*Public comment is limited to the time listed on the agenda. Comments can be sent at any time to: DVRWIRehabCouncil@dwd.wisconsin.gov.

Comments sent to that e-mail box will be read to the full council at the next meeting unless a specific subcommittee is listed. If a specific subcommittee is listed, comments will be sent directly to them and reviewed at their next committee meeting.

DRAFT Minutes
WISCONSIN REHABILITATION COUNCIL
February 9, 2023
WebEx Meeting
9:00 AM – 2:30 PM

A Statement of Mission

The Wisconsin Rehabilitation Council, working on behalf of Wisconsin residents with disabilities, will review, analyze, and advise the Division of Vocational Rehabilitation (DVR) regarding the performance of its responsibilities in providing quality services to persons with disabilities.

WRC Members Present: Steven Wheeler, Liz Kennedy, Deb Henderson-Guenther, Delora Newton, Dick Straub, Megan Bisonette, Jolene Wanek, Natalia Graf, Alexis Riggs, Alicia Reinhard, Joalyn Torgerson, Gadeen Taylor-Duke, Norene Lueck, Lori Karcher, Jenny Felty, Alan Kaltenberg, Ann Franz, Michael Jackson

WRC Members Absent: Kyle Kleist, Antrice Brown, Edward Kastern, Lindsey Kreitzman

DVR Staff Present: Sarah Kuehn, Meredith Dressel, Kay Schoone, Deanna Krell, Allison Gordon, Anna Eggebrecht, Patti Johnson, Patty Noland

Guests: Danita Jackson (Disability Rights WI/CAP), Franky Newcomb (Disability Rights WI/CAP), Ramsey Lee, Greg Magoon (DSAW)

Roll Call and Introductions

Announcements – WRC May 4, 2023, meeting is in person at the UW-Platteville campus in Baraboo. Kay will reach out to see who needs overnight accommodations or has dietary restrictions.

Quorum Check – Quorum met with 11 voting members (additional members joined the meeting after roll call).

Approval of November 2022 Minutes – Steven stated the need to amend the company attribution for Franky Newcomb to read, (Disability Rights WI/CAP). Liz motioned to approve, seconded by Jenny F. – Motion carried.

Committee Updates and Committee Member Approvals:

Council Engagement Committee

- Have not met since November 8th meeting.
- Call for nominations for vice chair position was sent. We will vote on that today.
- Email will be sent to those members that are up for re-appointment for second term to provide them instructions on how to do that if they are interested.
- WRC information was sent to all members to add that information to newsletter, etc.
- Working to develop WRC SharePoint site with Kay. Update on that later in the meeting.
- Acronym list was sent to all members. if updates are needed contact Deb.
- WRC member orientation session will be available in April, if interested contact Kay and Deb by March 1, 2023.

Performance Measures and Quality Assurance Committee

- Kyle is the chair and not present today. Deb provided update.
- Working on State Plan recommendations from the WRC with DVR staff. Need to ensure they are measurable and achievable goals for DVR.
- Dick thanked Deb for all her work to edit recommendations on the State Plan.
- Potentially do a survey of consumers to see what WRC should be focusing when asking Delora for an Administrative Update.
- Meet again on February 16, 2023.

Policy Review and Administration Committee

- Steven shared update as chair.
- Transportation by DVR service providers has been discussed.
- Think College program (Comprehensive Transition Programs) information was shared with the Committee.

Services to Business Committee

- Liz shared the update as there is no current chair.
- Liz motioned to appoint Jolene Wanek as a member of the Services to Business Committee, seconded by Deb. Motion carried.
- Jolene has expressed interest in becoming chair of the committee. They will vote on a chair at their next meeting.
- Becky Hebda attended the last committee meeting and provided an update as past chair. She shared the purpose of the Committee.
- Discussed the DVR BSC's and Patti Johnson's selection as the new Section Chief for Business Services for DVR.
- Windmills training for DVR staff was discussed.

- Ramsey asked if there can be a public comment period for committee meetings. Currently we do not have that option on Committee agendas. That is recommended as an Executive Committee decision so that a decision on inclusion of a public comment period will be consistent for all committees.
- Kay will send a Doodle poll to schedule the next Services to Business meeting.

Annual Report Workgroup

- Annual Report was published, and the workgroup has not met since the last WRC meeting.

Executive Committee

- Chose the agenda items for the meeting today.
- Administrative Law Judge decisions reviewed.
- Discussion on how to support WRC Committees that have been struggling with membership.
- Discussed the proposed Service Provider Transportation Survey to support the Policy Review and Administration Committee.
- Discussion on WRC SharePoint site. Details will be discussed later in the meeting.
- Service Providers are expected to report in the Service Provider Portal when they have a service waitlist and the definition of a waitlist.
- Kay shared information on how WI WRC compares to other Rehabilitation Councils. Other states do more work in committee structures and their full Council meetings are a few hours. Other states have similar committee structures and officers' structure as WRC.
- There will be openings on the Executive Committee this spring. Steven urged members to consider if they are interested.

Administrative Law Judge (ALJ) Workgroup

Steven, Deb, and Kyle are on the workgroup and have been meeting to review the regulatory requirement that WRC participate jointly with DVR to select ALJ's.

Client Assistance Program (CAP) Report - Franky Newcomb, Danita Jackson

- Franky and Danita presented an overview of cases that CAP has worked on between November 1, 2022, and February 6, 2023.
- They have received a total of 37 service requests. Top three reasons are:
 - 41% have been about conflict with VR services provided
 - 22% are communication problems between the consumer and VR Counselor
 - Tied at 11% each are related to Title 1 of the ADA and issues related to independent living services (these are outside the responsibility of WRC)
- They have closed eight cases during this timeframe. In 62% of the cases, all issues were resolved in favor of the consumer. CAP determined that DVR's decision was appropriate in 12% of cases.
- Staffing update: Effective February 14, Danita will reduce her schedule to part-time for CAP. Hiring an additional staff member to serve more consumers.

- Danita highlighted a story about a consumer who was applying for DVR and concerned that the process took too long. His disability was low vision. Danita reached out to DVR and the issue around documentation for eligibility was resolved in a timely matter. The consumer was terminated from his job while asking for reasonable accommodations with the employer. CAP assisted the consumer in receiving a financial settlement from the previous employer and DVR helped the consumer find a new job. It was a great collaboration between CAP and DVR and a successful closure for DVR done in a timely way.
- Lori asked if CAP assists families and students in transition if they have an issue with school services. Danita shared that typically those cases go to the school CAP assistance program. Lori would like more information on transition cases. She also asked if there are CAP staff that are bilingual? CAP uses a service called Language Line for translation services and are developing outreach materials that will be translated to Spanish that will be CAP/DVR specific.

Vote for Interim Executive Committee Members

- Julie Burish resigned from WRC effective December 2022. Julie was the Vice Chair; an interim person needs to be appointed until the May elections.
- Steven nominated Liz Kennedy as the interim Vice Chair and shared her biography. Seconded by Deb.
 - Approved unanimously
- Since Liz was appointed as Vice Chair, the Member at Large position is open.
- Dick Straub nominated himself, seconded by Al.
 - Approved unanimously

DVR's Diversity, Equity, and Inclusion Plan - Deanna Krell, Director DVR Bureau of Management Services

- Deanna shared a DRAFT of the 5-Year DEI Action Plan that will be shared with the public. There is an in-depth version of the plan that includes more details that will be shared with DVR Staff.
- There are three goals in the plan – each goal has strategies and steps for each.
 - Inequities that impact our consumers
 - Building a diverse workforce.
 - Build safe place, safe reporting options within DVR.
- Strategies to achieve the goals in the Plan
 - Create a DEI Council that will oversee the implementation of the plan.
 - Create local action plans that complement the agency wide action plan.
 - Review DVR policies to determine if they impact marginalized consumers in a negative way
 - Investigate creation of a consumer advisory board to review policy.
 - Determine how DVR uses consumer data to understand their experience
 - Ensure DVR Service Providers are DEI accountable.

- Expand DEI training opportunities for DVR staff.
- Review how DVR communicates with consumers
- Hiring DVR staff who are more diverse including bilingual staff. There is currently a pay differential that can be used for staff that are bilingual, which DVR does make use of.
- Focusing on advancement opportunities for diverse/marginalized staff.
- Create safe and transparent process for reporting issues. Educate our staff on the process.
- Provide training to leadership/managers on how to handle complaints and feedback to have meaningful conversations to revolve issues.
- Employee Resource Group is already in place at DVR. This group can help review/provide feedback on DEI Plan implementation.
- Deb asked if employer education on DEI is part of the plan? Deanna shared that employers will be targeted by the actions in this plan
- Next Steps:
 - Present plan to DVR staff
 - DVR form DEI Council to implement the Action Plan
- Deb asked if DVR could do public service announcements that focus on DEI and if BSC's could offer employers an Americans with Disability Act (ADA) 101 presentation that includes DEI education?
 - Deanna shared that DVR would consider this request. Patti Johnson shared that she has recently been trained on ADA resources for employers, working on new BSC webpage with resources for employers including DEI topics.
- Steven shared that he is hearing that there are two other letters being referenced with DEI - "B" Belonging and "A" Accessibility. He feels it is helpful because it serves as reminder of the end goal of DEI efforts.
 - Deanna shared it would be helpful to include a glossary in our DEI Plan to explain the ongoing changes in language/terms that are being used around inclusion/equity efforts.

FFY 2022 DVR (Oct 2021 – Sept. 2022) 722 Report on Hearing Appeals

- Seven decisions were made by DHA ALJ's.
 - Three from the same former consumer were dismissed because they were beyond the time allowed.
 - Four others were closed at the consumer's request.
- Steven asked if DOA was assigning ALJ's randomly or intentionally assigning cases to specific ALJ's?
 - Meredith/Delora researched this question with DHA. DHA clarified that ALJ assignment changes occurred in 2021. DHA has assigned four ALJ's for general cases. Two of the four have been given primary responsibilities for DVR cases. The other two can assist if the need arises.

- DOA welcomes further training and assured that the two ALJ's assigned to DVR will attend training. The other two can also be trained if instructed by DHA management as they are backup for the DVR specific cases.

Public Comment

- Ramsey encouraged DVR to add public comment time to their committee meetings because he feels that the more public participation DVR has the better.
- Lori Karcher, WI FACETS – shared a concern that she heard VRC's are not showing up for IEP meetings at schools in the Milwaukee area. Families have expressed their frustration with this situation.

DVR Administrative Update - Delora Newton, DVR Administrator

- All materials for today are posted on the WRC website
<https://dwd.wisconsin.gov/dvr/partners/wrc/public-meetings.htm#>
- Delora reviewed the Administrative Update PowerPoint.
- Deb asked if DVR has done an analysis of the number of students in each WDA that are DVR consumers? Kyle was interested to know if DVR is reaching the students that are eligible for DVR services.
 - Delora shared that there are some schools that invite DVR in and make the best use of DVR services and other school districts that do not. We continue to do outreach for student referrals.
- Deb asked if DVR has any hiring goals for diverse populations in the DEI plan?
 - Currently we do not have a hiring goal in the plan.
 - Delora shared that we have seen an increase in male VRC's being hired recently.
 - There are not a lot of diverse individuals and males going into the vocational guidance counselor career.
 - Dick asked if DVR has flexibility to offer more money to recruit diverse staff?
 - Delora shared DVR can offer a pay range for VRC's. There is a starting base and then we can add on for specific experience/bilingual. It is not much, maybe \$.50 to \$1.00 per hour. Once the individual is hired, DVR is very limited as to when we can offer raises.
 - Steven shared that it would be helpful if DVR could offer some pay increase for VRC's who keep up to date with training and CRC's.
 - Dick asked if DVR pays for CEU/CRC's?
 - DVR offers in-house training for staff to get CEU/CRC's and there are local training budgets that staff can access to get CEU/CRS's.
 - DVR does stay connected to post-secondary programs in WI that offer VRC degrees so we can recruit directly from that pool. DVR does offer paid internships to recruit those students as well.

- Natalia asked what percentage of all DVR cases are farm related? Delora responded less than 2%.
 - Natalia wondered why WRC was focused on farm cases.
 - Delora shared that we have received questions/concerns from the public and WRC on farm specific cases, that is why we share this specific information in the Administrative Update.
 - Dick shared that the emphasis on agriculture for WRC was because we saw a decline in the number of farmers being served. Dick feels that if there are other groups that are being underserved, WRC needs to address that.
 - Jenny Felty feels that we need to focus on other populations that DVR serves as well.
 - Deb shared that due to a change in the Existing Business Policy in 2016, the number of farmers DVR had been serving was reduced. Agriculture advocacy organizations reached out to DVR to ask many questions.

WRC SharePoint Site Discussion - Kay Schoone, DVR Executive Staff Assistant
(WRC/DVR Liaison)

- SharePoint is an online portal for storing documents for WRC members.
- Each WRC member must create a SharePoint account to access the site. Kay will be sending an email with instructions on how to create your account. She will also send an email with specific instructions on how to access the documents in the site.
- Members will have "read only" permission for the documents stored.
- Separate folders can be created for each Committee. WRC can make organizational decisions as they use the SharePoint site. Kay will take any feedback members have on the SharePoint site.
- Add this topic to a future WRC agenda so members can share their experience in using the site and offer modification recommendations.

Service Provider Transportation Survey Results - Deanna Krell, Director DVR
Bureau of Management Services

- 148 responses received from 200 providers.
- 28% are interested in using privately owned vehicles to provide transportation as outlined in the survey question.
- 72% are not interested in providing this type of transportation.
- Comment themes included: lack of payment, liability, consumers could use other options since provider is short term service, issues with relationships between consumer and provider, consumer independence could be jeopardized, increase in insurance rates, providers don't have the time, helps consumer in job development, needed in rural areas.
- Next Steps:
 - DVR leadership have not discussed the results of the survey to develop next steps, looking for WRC input.

- Jenny F. felt that DVR could make it an option for those Providers interested in providing the service.
- Many WRC members feel that DVR needs to proceed with this option for Providers that are interested.
- There were some Provider concerns around service capacity if they are using their staff for transportation, they may not have staff to provide other services they are being paid for.
- DVR will report their decision regarding implementation to WRC at the May meeting.

Review of Open Items and Suggested Discussion Topics for Future Meetings

Adjourn

Liz motioned to adjourn, seconded by Deb. Motion carried.

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Comments sent to that e-mail box will be read to the full council at the next meeting.

MARCH 16, 2023
PRESENTATION TO WRC PERFORMANCE MEASURES AND QUALITY
ASSURANCE COMMITTEE

(Note: Had attempted to present to committee on January 19 and February 16 , 2023)

DRAFT AGENCY STATE PLAN PY2024-PY2027 GOALS
Timeframe of State Plan: July 1, 2024 through June 30, 2028

Notes:

- Goals need to be measurable (still need to refine the percentages in #6)
 - Need to get feedback from WRC on goals
 - Need to have strategies for each goal
 - Some of the feedback and input received from WRC on these goals can be worked into the strategies and/or additional goals.
 - WRC state plan recommendations provided to DVR could also be worked into strategies to support the goals
1. In each program year of the State Plan, engage 2,820 business establishments to understand their business needs, introduce them to DWD Services and enhance hiring and retention of employees with disabilities.
 2. 10% increase over the timeframe of the state plan (July 1, 2024 through June 30, 2028) of the average hourly wage for consumers exiting with competitive integrated employment by providing needed services to achieve high paying jobs.
 3. DVR will continue to achieve the Pre-Employment Transition Services 15% expenditure goal in each Federal Fiscal year during the State Plan timeframe by providing outreach and needed Pre-Employment transition services to students with disabilities throughout the state ensuring they can explore and achieve competitive integrated employment.
 4. Increase DVR staff engagement by improving DWD Employee Engagement survey results to 3.5 or higher in all Division specific questions.
 5. Reduce the number of consumers impacted by a DVR service provider wait list by 20% by the end of the state plan timeframe (June 30, 2028).
 - *The measurement will be made using a DVR dashboard report (currently in development) comparing CY 2023 Q 1 consumer numbers and CY Q 1 2026 consumer numbers and tracked on a quarterly basis.*
 6. DVR will implement a 5-year DEI Action Plan beginning in January 2023 focused on equitable experiences for underrepresented consumers by increasing number of underrepresented consumers with New IPEs by __%, access to education/training services by __% , Pre-Employment Transition Services by __% and successful employment outcomes by __%.

07/01/2023 | CIE Joint Plan SFY 2024-25 | DVR-



2017 Wisconsin Act 178: Increasing Competitive Integrated Employment Outcomes

Department of Workforce Development | Division of Vocational Rehabilitation

Department of Health Services

Department of Public Instruction

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Executive Summary

Purpose

People in Wisconsin want opportunities to work and be self-sufficient. Wisconsinites with disabilities are no exception. Employment is a primary means for working-age people to contribute to their communities and is one of the most satisfying and meaningful ways for people to achieve their goals. For people with disabilities, competitive integrated employment (CIE) is an important pathway to self-sufficiency and a fulfilling life, and is an opportunity to contribute to their communities and achieve other personal goals.

The Department of Workforce Development's (DWD) Division of Vocational Rehabilitation (DVR), the Department of Health Services (DHS), and the Department of Public Instruction (DPI) have a long history of interagency collaboration in serving individuals with disabilities. Effective interagency collaboration is based on a shared vision, common goals, and mutual benefit for collaborative stakeholders and people with disabilities. In response to 2017 Wisconsin Act 178, DWD-DVR, DHS, and DPI have reaffirmed their commitment to work together to improve the lives of youth and adults with disabilities by increasing CIE outcomes.

Scope

2017 Wisconsin Act 178 requires DWD-DVR, DHS, and DPI to collaborate, with the input of stakeholders, in the development of a joint plan to increase CIE. This plan establishes performance improvement targets describing specific coordination methods to ensure programs, policies, and procedures support CIE. The Departments will update the plan at least biennially.

As part of the plan, the Departments have developed three performance improvement targets and cross-agency objectives to implement collaboratively to improve CIE outcomes for youth and adults with disabilities in the state. Per Act 178 requirements, to measure plan impact the three Departments will provide an annual CIE Report on: 1) plan implementation; 2) barriers to implementation; and 3) data on CIE for working age individuals with disabilities receiving public services outside their home.

More specifically, data will be provided for all working-age individuals with disabilities who have Individualized Education Programs (IEPs) with DPI or are receiving services through DHS long-term care (LTC) programs for adults, DHS Children's Long-Term Support (CLTS), DHS Mental Health, Individual Placement and Supports (IPS), DVR, or Youth Apprenticeship (YA).

Mission and Shared Vision

Mission: To advance collaboration, cooperation, and communication between DHS, DWD-DVR, and DPI to increase CIE.

Vision: Empower individuals with disabilities to prepare for, participate in, and advance in CIE.

DHS Guiding Principles

The Department of Health Services (DHS) has established a list of Guiding Principles for competitive, integrated employment (CIE) that build on the value of full inclusion of people with disabilities served in our long-term care programs.¹ These principles are evidence-based practices that align with the department's vision for the future for people with disabilities in Wisconsin communities. DHS recognizes that each person's path toward CIE involves a person-centered planning process that includes a variety of experiences to build toward successful jobs.

These principles do not limit or impact the provision of allowable services in DHS's long-term care programs, including the provision of pre-vocational services compliant with Home and Community-Based Services (HCBS). Instead, this document focuses solely on advancing the goal of CIE as an outcome. These principles will lead our state in providing services and supports that result in CIE.

1. Everyone can work if a job is matched to the individual's unique interests and skills, and they are provided appropriate supports at the right time.
2. Competitive, integrated employment is the first and preferred employment outcome for all working-age youth and adults.
3. Working creates a strong path toward better physical and mental health.
4. Work is a pathway out of poverty, reduces reliance on public benefits, and is cost effective.
5. Work benefits people with disabilities by increasing quality of life, improving self-confidence, bettering social life, and increasing a sense of community.
6. Inclusion in general education and post-secondary courses increases the likelihood that students with disabilities will obtain competitive integrated employment, require fewer supports, and earn higher wages.
7. For a child with disabilities, expectations of work from parents, teachers, and others is a strong predictor of future competitive employment as an adult.
8. Paid competitive integrated employment work experiences during high school increases the likelihood of CIE outcomes.
9. People with disabilities require opportunities to receive comprehensive information about employment services, work incentive benefits counseling, reasonable accommodations, support models, and opportunities to try a variety of competitive integrated employment jobs to make an informed choice about employment.

10. Interagency coordination at the state level with the Department of Health Services, Department of Workforce Development's Division of Vocational Rehabilitation, Department of Public Instruction, long-term care agencies, vocational providers, businesses, technical colleges, and school districts, as well as local and regional coordination, is necessary for youth and adults with disabilities to achieve their employment goals.
11. Society as a whole and businesses in all sectors of the economy can benefit from a workforce that includes, and actively engages, people with disabilities.

DRAFT

DWD-DVR Guiding Principles

1. Disability is a natural part of the human experience and in no way diminishes the rights of individuals to live independently, make informed choices and decisions, contribute to society, pursue meaningful careers, and enjoy self-determination and full inclusion and integration in the economic, political, social, cultural, and educational mainstream of American society.²
2. Work is a fundamental aspect of adult life for individuals with and without disabilities. It contributes to independence and economic self-sufficiency, provides a sense of purpose and self-esteem, and shapes who we are and how we fit into our community.²
3. Individuals with disabilities, including those with the most significant disabilities, can achieve employment that is high-quality, competitive, and integrated when provided the necessary services and supports. Competitive integrated employment includes self-employment and supported employment services, which could include customized employment services. Individual placement and support services, when provided in partnership with mental health services, also provide access to competitive integrated employment. Youth and adults with disabilities must have access to the services they need, including training and other supports, to have meaningful opportunities to achieve competitive integrated employment outcomes.²
4. Implementation of programs, projects, and activities must be based on:
 - Person-centered planning;
 - Respect for individual dignity, personal responsibility, self-determination, pursuit of meaningful careers, and informed choice;
 - Respect for the privacy, confidentiality, and rights of individuals, including the right to effective and meaningful access to services, information, and data; and
 - Reliance on and pursuit of evidence-based, promising, and emerging best practices.
5. Service providers or workers hired by a participant through adult long-term care programs must be approved, and their staff must be qualified to facilitate the achievement of competitive integrated employment outcomes, including supported employment services.
6. State agencies must value and support individual and systemic advocacy and community involvement, including supporting the involvement of an individual's representative, if an individual with a disability requests, desires, or needs such support.

DPI Guiding Principles

1. Provide a free and appropriate public education to every child protected under the Individuals with Disabilities Education Act (IDEA).³
2. Ensure every child graduates ready for college or a career.³
3. Promote engaged learning that motivates all children to reach their fullest potential.³
4. Sustain a culture of high expectations that promotes excellence and is achieved through intentional relationships with educational and interagency partners.⁴
5. Include students and families in the process of making educational decisions, ensuring students play a vital role in determining their future.⁴
6. Ensure educational environments are accessible, inclusive, and equitable for all students.⁴
7. Support Local Education Agencies (LEAs) in transition planning through collaboration with DWD-DVR and DHS. The Post-Secondary Transition Plan and Summary of Performance will be used as tools in this coordinated approach to effective transition planning.⁵
8. Implement consistent policies and procedures around transition planning and services for students with disabilities.⁵
9. Support evidence-based practices for students with disabilities that promote outcomes directly linked to postsecondary education/training, competitive integrated employment, and independent living for working-age individuals with disabilities.⁴
10. Coordinate a network of professionals to assist LEAs in implementing effective transition planning, programming, and services.⁵
11. Share statewide and regional post-school outcomes for students with Individualized Education Program (IEPs).⁶
12. Share data regarding the provision of pre-employment transition services for students with IEPs.⁶

Commented [RAAD1]: Updated to add postsecondary and ind. Living per Patti Williams, DPI 4/27

IPS Guiding Principles

DWD-DVR and DHS-Division of Care and Treatment Services (DCTS) adhere and agree to the Individual Placement and Supports (IPS) Supported Employment Practice and Principles. IPS supported employment helps people living with mental health conditions work at regular jobs of their choosing. Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment.

1. **Focus on Competitive Employment:** Agencies providing IPS services are committed to competitive employment as an attainable goal for people with mental health conditions seeking employment. Mainstream education and specialized training may enhance career paths.
2. **Eligibility Based on Client Choice:** People are not excluded on the basis of readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, homelessness, level of disability, or legal system involvement.
3. **Integration of Rehabilitation and Mental Health Services:** IPS programs are closely integrated with mental health treatment teams.
4. **Attention to Worker Preferences:** Services are based on each person's preferences and choices, rather than providers' judgments.
5. **Personalized Benefits Counseling:** Employment specialists help people obtain personalized, understandable, and accurate information about their Social Security, Medicaid, and other benefit programs.
6. **Rapid Job Search:** IPS programs use a rapid job search approach to help job seekers obtain jobs directly, rather than providing a lengthy pre-employment assessment, training, and counseling. If further education is part of their plan, IPS specialists assist in these activities as needed.
7. **Systematic Job Development:** Employment specialists systematically visit employers, who are selected based on job seeker preferences, to learn about their business needs and hiring preferences.
8. **Time-Unlimited and Individualized Support:** Job supports are individualized and continue for as long as each worker wants and needs the support.

Performance Improvement

Targets and Cross-Agency Objectives

1. Increase awareness that work is possible for people with disabilities by promoting CIE opportunities using targeted outreach and education.

- A. Analyze baseline employment data of people with disabilities to address identified disparities in outcomes and or service delivery.
 - i. Once disparities are identified, share the data with targeted organizations and stakeholders to build awareness that services are available.
 - ii. Identify barriers in service delivery for those underrepresented individuals and generate potential solutions to address them.
- B. Educate employers, school staff, families, advocacy organizations, self-advocacy organizations that CIE is possible with collaboration and relationship building
 - i. Use infographics and relevant CIE data to educate and gather input on barriers and solutions impacting the employment for people with disabilities.
 - ii. Use the Transition Action Guide (TAG) regional training materials as the basis for education and outreach.
- C. Annually review and update the CIE website.
<https://dwd.wisconsin.gov/dvr/partners/cie/>

2. Align State and local service delivery systems and strengthen coordination to increase CIE opportunities for people with disabilities.

- A. Develop joint CIE Guiding Principles for future CIE Plans
- B. Publish a web-based Adult Technical Assistance Guide (Adult TAG)
- C. Finalize a strategic 5-year plan to broaden access to IPS and initiate some activities in the plan.
- D. As a result of the supported employment LEAN Value Stream Mapping Process completed in 2022, operationalize interagency sharing of supported employment assessments, and other information that supports individual employment outcomes.

- E. Collaborate with the Wisconsin Non-Driver Advisory Committee (WiNDAC) to brainstorm transportation solutions for individuals working in CIE.
- F. Continue to develop and provide joint training to educate interagency partners and stakeholders to increase knowledge of CIE.
- G. Investigate and identify innovative strategies and solutions to address Service Provider capacity gaps.
- H. Create a roadmap for future 2024-25 CIE-MIS data development work to add additional data elements. The current CIE-MIS has been developed to a point where robust enough data exists to start performing target analyses to understand what works to improve employment outcomes. Adding additional data will help provide a more complete picture of individuals working towards or in CIE.
 - i. Explore adding Vocation Rehabilitation service data and Long-term Care Encounter service data to provide an understanding of what services have the most impact.
 - ii. Explore developing a data sharing agreement to allow DHS-DCTS data to be integrated into the CIE Joint Data System. Initial focus on adding CIE eligible individuals coming through DHS-DCTS programs that may not be included in the current CIE eligible people collected by the CIE-MIS.
 - iii. Continue exploring and developing key performance indicators and build the data system to support reporting by those indicators. This may include a public facing dashboard and infographics of CIE data.
 - iv. Modify the CIE MIS adding MCO assignment plan data to allow DHS to leverage the MIS for other reporting needs related to CIE.
- I. CIE MIS migration from current Oracle and BusinessObjects infrastructure to the newer SAS analytics infrastructure at DHS.
 - i. Migration to SAS Analytics is necessary as the current MIS infrastructure is being retired. SAS Analytics to provide more robust statistical analysis capabilities within the CIE MIS.
 - ii. Allows continued development using optimal funding sources.
- J. Provide Career Counseling including Career Pathways promoting the opportunity to pursue technical employment opportunities.

3. Prepare students for careers by participating in K-12 career pathways that include a sequence of Career and Technical Education (CTE) courses and work-based learning experiences while connecting them to support services both during and

after high school.

- A. Promote work-based learning experiences for students with disabilities including youth apprenticeship, co-ops, temporary work experiences, Project SEARCH, and integrated school-based enterprises.
- B. Train educators and practitioners that typically do not interact with students with disabilities about supporting students with disabilities to reach their employment goals.
 - a. Provide technical assistance and education to CTE teachers and school counselors about including students with disabilities in CTE coursework and experiences.
- C. Encourage the inclusion of students with disabilities in career planning and discovery experiences before they enter high school through training and technical assistance to school staff.
https://dpi.wi.gov/sites/default/files/imce/acp/pdf/2022_08_Chart_CBLE_Guide.pdf
- D. Showcase examples of collaboration between transition stakeholders representing all three agencies.

Agency-specific Competitive Integrated Employment Initiatives Table

The following table contains activities for each Department to support opportunities and increased participation in CIE for common individuals.

State Fiscal Years 2024-25 Agency Specific Competitive Integrated Employment Initiatives
<i>DWD-DVR Activities</i>
<ul style="list-style-type: none"> • Improve quality employment outcomes for DVR consumers by increasing the average wage earned per hour. • Focus on equitable experiences for underrepresented consumers by increasing the number of underrepresented consumers with new IPEs, access to education/training services, Pre-Employment Transition Services, and successful employment outcomes. • Increase the number of consumers achieving Measurable Skills Gains (MSG) by them participating in training programs that lead to quality employment outcomes. Examples of training programs that qualify for MSG's include Project SEARCH, on the job training programs, vocational training programs, and technical diploma training programs.
<i>DHS Activities</i>
<p>Division of Medicaid Services (DMS) Adults</p> <ul style="list-style-type: none"> • Publish DMS CIE data • Develop and Publish DMS CIE Trainings • Update Family Care Service Definitions for 2025 Waiver Renewal

DMS Children's Waiver

- Explore pilot of IPS model for youth with IDD in conjunction with DCTS.
- Publish myths versus facts impact on benefits when transitioning or while working.
- Look at youth CIE data to identify and target gaps in employment.

DCTS Behavioral Health

- Begin working with our ForwardHealth Field Representatives to train counties, providers, and other partners on billing best practices for IPS.
- Create outline for IPS data report using new data fields.
- Increase average fidelity scores across IPS sites.

DPI Activities

- Commit to investing in the Transition Improvement Grant in order to provide training and resources to the field that promote increased CIE outcomes for students with disabilities.
- Coordinate the Wisconsin Community on Transition (WiCoT) to support local engagement of transition stakeholders in County Communities on Transition (CCoTs).
- Collaborate with Career and Technical Education partners to increase engagement of students with IEPs in Career Pathways, Youth Apprenticeship, and Academic and Career Planning.

Appendix A

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Appendix B

Definitions

Adult Long-Term Care Waivers

Medicaid programs for adults with disabilities and frail elders that provide long-term care services. Long-Term Care Waivers in Wisconsin include Family Care and Include, Respect, I Self-Direct (IRIS).

Best Practices

A procedure that has been shown by research and experience to produce optimal results, and that is established or proposed as a standard suitable for widespread adoption.

Career and Technical Education (CTE)

Programs that prepare individuals for a wide range of careers that reflect the contemporary workplace. A high-quality Career and Technical Education program consists of three main components to achieve college and career readiness: academic and technical skills, leadership through CTSOs, and work-based learning

Career Based Learning Experiences

Business-connected experiences and opportunities that allow K-12 students to participate in career awareness, career exploration, or career development.

Career Pathways

A series of connected career and technical courses and training opportunities that flow seamlessly into a post-high school education setting or directly into entry level work for a specific career area.

Common Individuals

In this document, people who are simultaneously served by more than one Department are referred to as common individuals.

Competitive Integrated Employment (CIE)

Employment consisting of work performed on a full-time or part-time basis; compensated not less than the applicable state or local minimum wage (or the customary wage), or if self-employment yields income, comparable to person without disabilities doing similar tasks; the worker should be eligible for the level of benefits provided to other employees; the work should be at a location typically found in the community; where the employee with a disability interacts with other people who do not have disabilities, and are not in supervisory roles, and; the job presents opportunities for advancement. The Workforce Innovation and Opportunity Act (WIOA) amended the Rehabilitation Act Title IV in 2014 to include this definition.

CIE Disparities

A noticeable and usually a significant difference or dissimilarity in CIE service participation or outcomes.

CIE Management Information System (MIS)

A computerized information processing system designed to support the activities necessary to meet the requirements for security, privacy compliance, and cross agency data analysis as required by Act 178.

County Community on Transition (CCoT)

A regional community that meets regularly to identify issues, barriers, supports, and solutions in assisting students with disabilities in successful transition based on student post-secondary goals related to training or education, employment, and independent living. The keys to CCoT success are sharing the workload; establishing effective communication; and creating new relationships to better work together.

County Waiver Agency (CWA)

An agency responsible for operating the Children's Long-Term Support (CLTS) Waiver Program. Each county has at least one CWA.

Family Care

A Medicaid long-term care program for frail elders and adults with disabilities. The program provides a wide range of health and long-term care services.

Include, Respect, I Self-Direct (IRIS)

A Medicaid Home and Community-Based Services (HCBS) waiver for adults choosing to

self-direct their long-term support needs.

Individual Placement and Support (IPS)

Individual Placement and Support (IPS) is a model of supported employment for people with serious mental health conditions. IPS supported employment helps people living with mental health conditions work at regular jobs of their choosing. Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment. Mainstream education and technical training are included as ways to advance career paths. IPS is based on eight (8) principles.

IRIS Consulting Agency (ICA)

An agency that assists participants and legal representatives in identifying immediate and long-term care needs, developing options to meet those needs, and accessing identified supports and services.

Lean Principles

Lean Principles are used for continuous improvement based on the fundamental idea of respect for people and defines the value for a specific service or product from the customer's perspective. Using a process called value stream mapping, a group of stakeholders identifies process steps and non-value activities can be targeted for removal or revision. Processes can be redesigned to allow customer services and information to flow through a new process without interruption.

Limited Data Set (LDS)

LDS data is stripped of identifiers from the person while still allowing person-level analysis and trend reporting.

Long-Term Care

Any service or support that an individual may need due to a disability, aging, or a chronic illness that limits the person's ability to complete activities that are part of daily life. These activities include bathing, getting dressed, making meals, going to work, and paying bills.

Managed Care Organization (MCO)

An organization that operates the Family Care program and provides or coordinates services in the Family Care benefit package. MCOs receive a monthly payment per person to manage care for their members, who may be living in their own homes, in group living situations, or in nursing facilities.

Pay for Performance (P4P)

Also known as "value-based purchasing", P4P is a payment model in the healthcare industry that offers financial incentives to physicians, hospitals, medical groups, and other healthcare providers for meeting certain performance measures.

Personally Identifiable Information (PII)

Any sensitive data used to identify, contact, or locate a specific individual. This includes common identifiers such as full name, date of birth, street or email address, and demographic data, otherwise known as an identity for a person.

Person-Centered Planning

An ongoing problem-solving process used to help people with disabilities plan for their futures. In person-centered planning, the treatment team focuses on identifying what the individual wants to do and assists the individual in developing skills and managing limitations or barriers.

Statewide Transition Action and Resource Team (START)

A DVR team whose members take the lead on issues related to transition-age youth in their respective areas. START members are a resource for other staff within their Workforce Development Area (WDA) related to services to transition-age youth.

Transition-Age Youth

Individuals between the ages of 14 and 21.

Wisconsin Community on Transition (WiCoT)

A group of key stakeholders that meets to share best practices and impact policies and outcomes for youth with disabilities transitioning to adult life.

Workforce Data Quality Initiative (WDQI) Project

The U.S. Department of Labor (DOL) started the WDQI grant program in 2010, with the purpose of supporting the development or expansion of state workforce longitudinal administrative databases. DWD was awarded a WDQI grant in 2019.

According to DOL, the knowledge gained through data analytics can help states improve the effectiveness of their programs, identify shifts in the labor market, and design services to better meet their customers' needs.

Work Incentive Benefits Counseling (WIBC)

A process involving an individualized benefits analysis designed to help a member or participant understand the impact of income from employment on their disability benefits, including Medicaid acute/primary and long-term care benefits.

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