



SRC AND VR: HOW YOUR VOICE SUPPORTS VR POLICY

NCSRC/CSAVR Conference Spring 2018

Common Goal

- To impact the lives of individuals with disabilities
- to ensure they have equal opportunity and access to VR services
- that empowers them to achieve their employment goals

Federal Regulations

- Review, analyze and advise DRS on their performance in providing VR and prepare an annual report on the status of VR services in the State
- Consult regarding development, implementation and revision of State policies and procedures
- In partnership, develop and review the State goals and priorities, evaluate effectiveness and report on progress
- Assist in the preparation of the VR portion of the Unified or Combined State Plan
- Conduct a review and analysis of Consumer Satisfaction
- Coordinate, not duplicate activities with other State entities (SILC, DD Council, Mental Health, Education, Workforce Development, AT Act)
- SRC and VR partnerships started with 1973 Rehabilitation Act
 - CFR 361.16 and 361.17

WVSRC- know the players

- Diverse membership who represent the interests of West Virginians with disabilities
- Individuals with disabilities, their family members, advocates and others representing broad interests, including:
 - Business, industry and Labor
 - Education and Higher Education
 - Community Rehabilitation Programs
 - SILC and CAP
 - Parent Training and Information
 - VR counselors /or retirees, Ex-officio
 - Workforce Development Boards
 - DSU Director, Ex-officio

DRS – know the players

- DRS Liaison/Representative
- DRS Director and Assistant Director
- State Plan and Program Evaluation Sr. Manager

Updates- keep informed

- State of the Agency, what's going on currently, staffing issues, budget
- State Goals and Priorities, Unified State Plan, Common Performance Accountability Measures (Standards and Indicators)
- WV DRS Policy, proposed revisions, Quality Assurance Reviews

Don't Just Eat the Donuts...

*Guy Gage
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February 18, 2018*

3 Questions to Answer

- 1. How does VR write policy?
- 2. How is or can SRC be involved?
- 3. How does the VR Field staff implement and understand policy?

1. Where does policy come from?

- Federal Law and Regulations
- State Plan and Program Evaluation
- Quality Assurance
- Management and Field Services
- Information Technology
- SRC, SILC, Advocates, Consumers
- RSA Technical Assistance

Federal Regulations

- What are we currently doing?
- What is new and changing?
- How does it affect current policy?
- How does it affect the agency and provision of services?
- Who is responsible for making changes?

State Plan and Program Evaluation

- the State Plan
- establish the goals and priorities
- evaluate the State VR program
- monitor the common performance measures
- provide RSA data for reporting

Quality Assurance Unit

- Monitor statewide consistency of interpretation and implementation of policy and the provision of VR services
- Policy development and training of staff
- Review and coordinate fee schedules, client authorizations, and vendors info for language and accountability
- Maintains electronic QA policy, assists with electronic case management system and technical assistance to field staff

Executive Management Group

- Director
- Deputy Director, State Plan and Program Evaluation
- Assistant Director, Field Services
- Assistant Director, Rehabilitation Programs and Randolph Shepard Program
- Human Resources Manager
- State/Federal Communications Manager
- Facility and Information Technology Manager
- Fiscal, CFO
- SRC and SILC Directors
- DDS Director
- Sr. Manager, Client Services

Field Services

- Sr. Manager, Client Services
- District and Branch Office Managers
- Quality Assurance/Policy Development Manager
- Sr. Manager, Field Specialty Programs
 - Employment Services
 - Sensory Impairments
 - Transition and Education
 - Behavioral Health and Corrections
 - Community Rehabilitation Programs

Information Technology

- Data Development, Programming and Reporting
- Develop and maintain the WVDRS website and internal intranet systems
- Develop and maintain the internet Electronic Case management System (iECM)

Other Important Resources

- SRC
- SILC
- Disability Rights Advocates
- Consumer feed back
- Public comments and meetings

Process

- Identify the needs, changes
- Research other states and agencies
- Teamwork (QAU, SPPE, IT, Fiscal, SRC)
- Analysis of current policy
- Write, review, rewrite, and repeat
- Management approval
- Review with SRC for feedback and recommendations
- Public meetings and comments
- Transmittal to Field Services for implementation and training

When You Aren't Included...

- *Guy Gage*
- *PartnersCoach.com*
- *February 25, 2018*

2. SRC involvement in policy

- Awareness and understanding of current policy
- Review and education on regulations
- Shared individual expertise
- Consumer advocacy
- Participation in DRS activities
- Cross-train each other
- Ask questions
- Develop relationships

3. How is policy implemented?

- Transmittal to Field Staff with changes in Policy and updated Case Services Manual
- Case Services Manual updates placed on DRS Intranet
- Quality Assurance Unit training
- Conference trainings
- Q&A and technical assistance provided by Managers and Quality Assurance

One More High-Performer Practice...

Guy Gage

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The Voice of SRC

- Develop relationships and coordinate activities with other programs to enhance the number of individuals being served
- Coordinate with the Statewide Independent Living Council and Centers for IL
- Understanding the Unified State Plan, all goals and objectives, not just VR
- Consult with the State workforce development boards and be aware of the state and local boards activities
- Understand the Success of the state workforce development system relies on all partners to be successful

When They Won't Participate...

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Thank you

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