

Final
Division of Rehabilitative Services
Virginia Department for Aging and Rehabilitative Services
Employment Services Organization Steering Committee (ESOSC)
July 10, 2012 Meeting Minutes
DRS Central Office

Members Present: ESOAC Chair: Gary Cotta, Thalia Simpson-Clement, , Robin Metcalf, Alisha Meador, Dave Wilber, Chuck McElroy, Ericka Neville, Beth Tetrault for Heather Norton, Marshall Henson, Amy Thomas, Lance Wright, Quintin Mitchell, Michelle Howard-Herbein, Sharon Harrup, Linda LaMona and Nova Washington, Phil Nussbaum, Lisa Morgan and Lorie Rajput.

Members Absent: Mark Keith

Guests Attending: Chris Lavach, Veronica Rhame, Margie Stuart via VTC, Lance Elwood, Karen Tefelski, Ed Rice, Evan Jones, Chris Wright via VTC, Joe Ray, Shirley Lyons,

DRS Staff Attending: Kathy Hayfield, Donna Bonessi, Carrie Worrell and Judy Hill via phone

Call to Order:

Gary Cotta, 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:

A motion was made by Chuck McElroy and seconded by Marshall Henson 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 reported that he attended several Project SEARCH graduations across the Commonwealth in June. They were all very good and he highlighted that transition services are a large part of what we at DRS are all about, young adults transitioning to work.

The Commissioner acknowledged services provided by Stand Up, Inc. when he announced that Bobby Johnson from Roanoke was awarded the 2012 National APSE Personal Achievement award at this year's APSE Conference in Arlington, VA

The agency began to operate under a new state agency - Department for Aging and Rehabilitative Services, "DARS", was created effective July 1, 2012. DRS will still exist but be renamed the Division of Rehabilitative Services replacing Field Rehabilitative Services (FRS). Our ESO partners should not see any impact on services or their daily dealings with the division. The Commissioner asked that if anyone has concerns or is hearing of anyone who may concerns to please call him directly.

The waiting list continues to decrease with people being removed from delayed status into the

appropriate service category.

The Division of Rehabilitative Services has been exploring ways to better engage consumers in every step of their rehabilitation process. As such, we started an initiative called ICE - "Intense Consumer Engagement" wherein all staff in DRS offices are engaging consumers in more creative and innovative ways. We are hopeful that this will increase overall performance outcomes.

Oregon DOJ findings Letter - Commissioner Rothrock reported that he has tasked Kathy Hayfield to review how we, DRS, are doing in placing people in integrated setting with competitive wages.

The Commissioner was instructed by the GA to develop a report on the LTESS and EES programs for the General Assembly by 10/1/12.

Information Technology Security Requirements Associated with the use of DARS Owned Systems

Ernie Steidle, Deputy Commissioner, DARS, discussed the new IT Information Security Standard (SEC501). This establishes the security requirements for all internet based information sharing systems. SEC501 will impact ESOs when using the LTESS/EES billing system. Some key highlights include:

1. Required Background checks for all employees who access the system.
2. ESOs will need to develop and maintain an acceptable use and confidentiality agreement for each staff person assigned to use the LTESS/EES system.
3. Additional requirements regarding encryption, when sharing personal information electronically, will be forthcoming.

The committee discussed how to ensure that Acceptable Use agreements are signed. A suggestion was to make it the second page of the user log in request form, as well as adding a check box on the user login in request that indicates the Acceptable Use and Confidentiality form is signed and on file at the ESO.

New requirements will go in effect on October 1, 2012.

Division of Rehabilitative Services Director's Report:

Kathy Hayfield provided an update on the agency Order of Selection, stating that DARS opened Category 1 – Most Severely Disabled (MSD) on June 1, 2012. We continue to have about 2000 people on the waiting list; however, 1400 of them are not Category 1- MSD clients. It is expected that the remaining 600 will be removed from the waiting list.

There are currently 950 clients in employed status – and when they are employed for 90 days they can be successfully closed. This is the highest number in that status in the past 12 months. Currently, DRS is averaging about 600 new applications per month.

DRS will not meet its goal of 4000 successful employment outcomes. We anticipate about 2700 for Federal Fiscal Year 2012.

Project SEARCH update – Alexandria Project SEARCH will start this fall. The program will include Alexandria public schools and Linden Resources. Inova Alexandria will be the Employer host site. This will bring us to 11 project SEARCH sites statewide for the 2012-2013 school year. Donna Bonessi added that the project SEARCH statewide meeting will be held in Richmond on August 8th. Susie Rutkowski from Cincinnati will be presenting. The meeting is open to partners from all current and next year SEARCH sites.

Sub-Committee Reports:

Funding Sub-Committee:

Chuck McElroy, subcommittee chair, reported that the funding subcommittee had not met since the last ESOSC meeting. However, Chuck and Judy Hill discussed needs of the committee.

The committee will review the overall effectiveness of the three year rolling average for LTESS allocation of dollars and make recommendations, if needed. The committee will also review the current guidelines for applicability.

Chuck offered a recap of the end of the year stats for FY 2012.

- 10 vendors lost LTESS funds from the FY 2013 allocation due to not spending their funds for several years based on the three year rolling average.
- In FY 12, 2 vendors terminated their LTESS vendorship – one of those vendors is no longer a DRS vendor.

Public Policy subcommittee:

Dave Wilber reported that this subcommittee is not scheduled to meet again until October. .

Nominations Sub Committee:

Amy Thomas reported that the nominations subcommittee held the first ESOSC new member orientation on May 23rd. The orientation was attended by 3 of the four new members and several current members of the ESOSC presented and a few others sat in to hear the information.

An abbreviated ESOSC New Member Orientation will be held immediately following the next ESOSC meeting on October 16 for any current and new members who wish to hear the presentations.

GWU TACE Center Update

Rob Froehlich updated the committee regarding the GWU TACE ACRE Training Series. In April 2012 a face to face training was held in Winchester; in June 2012, Annapolis, MD and in July 2012 Norfolk, VA. Each of these trainings will be followed up with an opportunity to complete the online component to compete the certificate.

Joan Kester continues to work with the GWU TACE CRP Liaison Learning Community. Two webinars are being planned for the fall; September - Successful Vocational Outcomes and in October - Enhancing Employment capacity through social capital. Donna Bonessi is a member of this group representing Virginia DARS.

New Business

ESO Report card-

Barbara Burkett reviewed the draft ESO report card and asked for feedback.

Suggestions that were made:

- When displaying time to placement separate outcomes for Individual and Group services.
- Include a definition of each metric
- Develop guidance for the DRS field staff regarding how to properly use this report card as a tool to assist clients in making informed choices.
- Include state and/or regional data as a comparison.
- Include regional report cards for ESO who serve different areas

The Public Policy committee will meet to recommend what should be included in the vendor profile section. It is important that the vendor profile section is consistent for each vendor. Donna Bonessi will coordinate the meeting.

LTESS/EES Business:

FY 13 Allocation report was distributed as well as LTESS/EES stats report for the past three years.

Public Comments:

Karen Tefelski stated that she felt it would be beneficial to separate out Individual and Group placement outcomes on the ESO report card. There is a chance it can be used to fulfill a part of the Virginia's reporting requirements under the DOJ settlement agreement.

Karen Tefelski also stated that the Collaborations Conference will be held in Virginia Beach from September 30th to October 2nd and immediately following will be the 2nd Employment First Summit. Registration is currently open.

Adam Sass stated that the second annual Employment First Summit will be held on October. This year there will be emphasis on the practical applications of Employment 1st.

David Wilber informed everyone that the Governor had proclaimed July 10th as Yvonne Miller day. Yvonne Miller passed away earlier this month. She was a state senator who was very active in disability issues and was to be the next chair of the Disability Commission.

Sharon Harrup shared that the DMBE is still feeling their way determining how to incorporate the new designation for ESOs into SWAM their practices. One issue is that ESOs continue to not be able to access IFBs or RFPs. If you see a solicitation and ESOs are not able to access it, Sharon recommends calling Ida McPherson at DMBE. Karen Tefelski stated that vaACCSES is working with the Secretary's office to resolve the issue. There will be some type of eVA. Training developed in the near future.

Adjourn: The Chairperson adjourned the meeting at 12:00 PM

2012 Remaining ESOSC Meetings

~~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.

Attachment A

Information Technology Security Requirements Associated with the use of DARS Owned Systems. DRAFT July 10, 2012

The Employment Support Organization (ESO) shall comply with all Virginia Information Technologies Agency's requirements. Specifically, the ESO must meet the [IT Information Security Standard \(SEC501\)](#) or subsequent version for all computer systems operated by DARS. For the purpose of this section, sensitive IT systems or data is considered to be any system or information, which contains data that could have a material adverse effect on the interests of the ESO or the Commonwealth of Virginia.

Specific Information Technology Security requirements include the following:

The ESO shall implement the DARS Acceptable Use and Confidentiality Policy. Any staff or volunteers accessing the ESO's IT systems must sign an Information Security Agreement (ISA) acknowledging the users' acceptance of the Acceptable Use Policy and "Confidentiality Statement". The vendor shall maintain the ISA on file. A most current copy can be found at TBD.

The ESO must perform a background investigation of all users (employee, student, volunteer or contractor) accessing sensitive IT systems or data. A background check includes:

- Signed application for employment (volunteer or contractor) status on file
- Identity verification (documentation provided for Employment Eligibility Verification. An I-9 form satisfies this requirement)
- Reference checks

Employees hired before October 1, 2012 are excluded from the background investigation. Copies must be kept on file.

The ESO must designate an individual responsible for managing system users. This individual is must notify the application administrator of any change or access or deletion of a user account as well as a periodically verification of access. Notification is also required when a user changes roles, no longer is affiliated with the ESO, or is on leave more than 30 days.

Every employee accessing a sensitive IT system or data is required to complete and certify annual refresher security awareness training. DARS will develop a minimum training and make it available to the ESO. The ESO will maintain records of the training. If an individual does not complete the annual training, the ESO is required to suspend access to the system.

Data collected by the DARS is considered sensitive Commonwealth of Virginia data. It is a DARS responsibility to insure that DARS computer systems, both hardware and software, are addressed in a Disaster Recovery Plan (DRP). It is the ESO's responsibility to supplement the DARS DRP as follows:

- PCs or laptops used to access DARS systems are interchangeable so that if one PC goes bad, another can be used to access DARS systems.
- If ESO network access is compromised, there is an alternative site planned for access. This can be demonstrated by showing that the ESO has physical access in two separate facilities that are interchangeable, a local facility is available that provides wireless access and / or a letter of agreement with another organization for network access. These three alternatives can be used in combination.
- The ESO must generate evidence that they have tested this DRP at least once during the past year.

DARS will perform periodic audits of ESOs to ensure compliance. It is envisioned the audit results will be published on a public website. ESOs that are not in compliance will be required to submit a Corrective Action Plan (CAP).

Attachment B – DRAFT ESO Report Card

Data is For FFY11 ESO "X"		
Narrative of ESO (to be provided by ESO)		
Total Served in FFY (Cases receiving service in any status)		457
Case Outcome Information		
Rehabilitation Rate		80.8%
Average Hourly Earnings - Successfully Closed Clients		\$10.14
Average Hours Worked - Successfully Closed Client		29
Number of Clients Who have Private Insurance through Employer at Closure		39
Number of Clients who moved off of SSI by Closure		3
Number of clients moved off SSDI by Closure		3
Number of clients moved off of TANF by Closure		12
Demographics of Clients Served		
Male		58.2%
Female		41.8%
Not Transition		56.2%
Transition (14-24)		43.8%
Brain Injury		7.3%
Autism		7.9%
Intellectual Disabilities		29.0%
Job Type at Closure		
Janitors and Cleaners, Except Maids and Housekeeping Cleaners		40.7%
Stock Clerks, Sales Floor		5.1%
Customer Service Representatives		4.2%
Retail Salespersons		3.4%
Cashiers		3.4%
Amount Spent Life of Case at ESO "X"		
Average cost of Successful Closure		\$2,512.43
Average cost of Unsuccessful Closure		\$1,684.89
Average cost of all closures (Successful and Unsuccessful)		\$2,353.72
Time Between Assessment/Job Development and Placement		
Time to Placement - Successfully Closed (First Service to Employment)	A Month or Less	9.3%
	1-3 Months	12.7%
	4-6 Months	26.3%
	7-12 Months	30.5%
	Over a Year	21.2%

*Statistics for 26/28 are based on consumers closed in FFY 2011 and served in FFY 2011

Attachment C

2012 LTESS/EES Statistics

EES		LTESS	
36 ESOs		70ESOs	
- Total on Rolls	442	- Total on Rolls	2,790
Total Served	439	Total Served	2,637
New Additions	44	New Additions	621
Total Closures	42	Total Closures	511
<u>EES Expenditures</u>		<u>LTESS Expenditures:</u>	
FY 2012 Allocation	-\$2,658,198.00	FY 2012 Allocation	\$4,809,292.00
	\$		
Total Funds Spent	<u>2,658,197.99</u>	Total Funds Spent	\$4,809,291.81
	\$0.01	Balance Remaining	\$0.19
<u>Production Statistics</u>		<u>Production Statistics</u>	
Avg. Monthly Productivity	48%	Avg. Monthly Productivity	80%
Avg. Monthly Wages	\$428.53	Avg. Monthly Wages	\$648.48
Avg. Monthly Hours Worked	88.15	Avg. Monthly Hours Worked	88.01
Avg. Hourly Wage Combined	\$4.86	Avg. Hourly Wage Combined	\$7.37
Avg. Monthly Attendance	79%	Avg. SE Hourly Wage	\$9.15
		Avg. Monthly Attendance	76%
		Avg. Monthly Hours Billed DRS	2.46
		# of ESOs Providing SE Individual	50
Statewide funding shortage for EES	*\$207,045	Statewide funding shortage for LTESS	*\$721,264

*The funding shortage is the total amount needed in addition to each organization's allocation and reallocation to fund all consumers served for the entire year.

Disabilities of Consumers on Rolls	
ID	68%
SMI	11%
Sens/Phys	11%
TBI	1%
ASD	3%
Cognitive	3%
Learning Dis	3%

Disabilities of Consumers on Rolls	
ID:	39%
SMI:	21%
Sens/Phys	11%
TBI	4%
ASD	7%
Cognitive	8%
Learning Dis	10%

<u>Annual Cost Per Person</u>	
	-\$2,401,175/439 = \$5,471.00

<u>Annual Cost Per Person</u>	
SE Hourly	\$2,131,007/2,142 = \$995.00
Daily	\$2,447,248/495 = \$4,944.00

Daily rates include onsite, offsite, enclave & crew but do not include transportation

<u>Services Provided</u>	<u>\$ Expended</u>
Enclave	\$387,648
Mobile Crew	\$1,057
Offsite	\$276,306
Onsite	\$1,736,740
Transportation	<u>\$256,447</u>
	\$2,658,198

<u>Services Provided</u>	<u>\$ Expended</u>
SE (Hourly) 2142	\$2,131,007
Enclave	\$613,383
Mobile Crew	\$81,313
Offsite	\$127,456
Onsite	\$1,625,096
Transportation	<u>\$231,036</u>
	\$4,809,291

88% of consumers in LTESS work in the community in SE individual placement, mobile crews, enclaves, and offsite.

25% of consumers in EES work in the community in enclaves

EES/LTESS ADMINISTRATIVE There were no state funds allocated to support DRS Administrative costs in FY 2012

Attachment D

2010-2012 LTESS Statistics

2012

2011

2010

70ESOs	
Total on Rolls	2,790
Total Served	2,637
New Additions	621
Total Closures	511
LTESS Expenditures:	
FY 2012 Allocation	\$4,809,292.00
Total Funds Spent	\$4,809,291.81
Balance Remaining	\$0.19
Production Statistics	
Avg. Monthly Productivity	80%
Avg. Monthly Wages	\$648.48
Avg. Monthly Hours Worked	88.01
Avg. Hourly Wage Combined	\$7.37
Avg. SE Hourly Wage	\$9.15
Avg. Monthly Attendance	76%
Avg. Monthly Hours Billed	
DRS	2.46
# Providing SE Individual	50
Statewide shortage	*\$721,264

73 ESOs	
Total on Rolls	2,808
Total Served	2,664
New Additions	828
Total Closures	566
LTESS Expenditures:	
Ending FY 10 Allocation	\$4,903,222.00
Beginning Reduction:	<u>-\$93,930.00</u>
Beginning FY 11 Allocation	\$4,809,292.00
2.68% Reduction	<u>-\$128,819.00</u>
Revised FY 11 Allocation	\$4,680,473.00
Total Funds Spent	\$4,680,473.00
Balance Remaining	\$0.00
Production Statistics	
Avg. Monthly Productivity	80%
Avg. Monthly Wages	\$653.33
Avg. Monthly Hours Worked	88.13
Avg. Hourly Wage Combined	\$7.41
Avg. SE Hourly Wage	\$9.11
Avg. Monthly Attendance	77%
Avg. Monthly Hours Billed	
DRS	2.61
# Providing SE Individual	52
Statewide shortage	*\$670,288

75 ESOs	
Total on Rolls	2,676
Total Served	2,576
New Additions	673
Total Closures	533
LTESS Expenditures:	
Beginning Allocation	\$4,431,595.00
Additional Funds from Commissioner	<u>\$471,627.00</u>
Revised Beginning Allocation	\$4,903,222.00
Total Funds Spent Within ESOs	<u>\$4,903,221.99</u>
Balance Remaining	\$0.01
Production Statistics	
Avg. Monthly Productivity	80%
Avg. Monthly Wages	\$623.02
Avg. Monthly Hours Worked	86.51
Avg. Hourly Wage Combined	\$7.20
Avg. SE Hourly Wage	\$8.80
Avg. Monthly Attendance	75%
Avg. Monthly Hours Billed	
DRS	2.71
# Providing SE Individual	54
Statewide shortage	*\$373,351

*The funding shortage is the total amount needed in addition to each organization's allocation and reallocation to fund all consumers served for the entire year.

Disabilities of Consumers on Rolls	
ID:	39%
SMI:	21%
Sens/Phys	11%
TBI	4%
ASD	7%
Learning Dis	10%
Cognitive	8%

Disabilities of Consumers on Rolls	
ID:	40%
SMI:	22%
Sens/Phys	12%
TBI	4%
ASD	6%
Learn. Dis	9%
Cognitive	7%

Disabilities of Consumers on Rolls	
ID:	41%
SMI:	23%
Sens/Phys	12%
TBI	4%
ASD	5%
Learn. Dis	7%
Cognitive	8%

Annual Cost Per Person	
SE Hourly	-
\$2,131,007/2,142 =	\$995.00
Daily \$2,447,248/495	
=	\$4,944.00
Daily rates include onsite, offsite, enclave & crew but do not include transportation	

Annual Cost Per Person	
SE Hourly	
\$2,074,660/2,125 =	\$976
Daily \$2,399,157/539 =	\$4,451
Daily rates include onsite, offsite, enclave & crew but do not include transportation	

Annual Cost Per Person	
SE Hourly \$2,126,491/2,018 =	\$1,054
Daily \$2,557,203/558 =	\$4,583
Daily rates include onsite, offsite, enclave & crew but do not include transportation	

Services Provided	\$ Expended
SE (Hourly) 2142	\$2,131,007.00
Enclave	\$613,383.00
Mobile Crew	\$81,313.00
Offsite	\$127,456.00
Onsite	\$1,625,096.00
Transportation	<u>\$231,036.00</u>
	\$4,809,291.00
88% of consumers in LTESS work in the community in SE individual placement, mobile crews, enclaves, and offsite.	

Services Provided	\$ Expended
SE (Hourly) 2125	\$2,074,660
Enclave	\$584,325
Mobile Crew	\$76,144
Offsite	\$126,376
Onsite	\$1,612,312
Transportation	<u>\$206,656</u>
	\$4,680,473
87% of consumers in LTESS work in the community in SE individual placement, mobile crews, enclaves, and offsite.	

Services Provided	\$ Expended
SE (Hourly) 2018	\$2,126,491
Enclave	\$625,967
Mobile Crew	\$85,491
Offsite	\$124,374
Onsite	\$1,720,927
Transportation	<u>\$219,972</u>
	\$4,903,222
86% of consumers in LTESS work in the community in SE individual placement, mobile crews, enclaves, and offsite.	

EES/LTESS ADMINISTRATIVE:

There were no state funds allocated to support DRS Administrative costs in FY 2012, 2011 or 2010

