

Discussion on Order of Selection

PRESENTER NAME: Eric Wolf/Rob Hines, Director - DVR

BOARD MEETING DATE: 3/14/2018

BOARD MEMBER SPONSOR NAME: n/a

DISCUSSION TIME: 1 hour

<p>ISSUE/SITUATION: Be concise - 1 or 2 sentences that get to the heart of the situation, problem or opportunity being addressed.</p>	<p>THE ISSUE/OPPORTUNITY IS: State VR agencies may elect to enter into an order of selection when the demand of individuals seeking services outstrips the state's resources to provide them to all, placing some DVR customers on a waitlist to receive VR services while obtaining services from other workforce system partners. The opportunity today is to leverage partnerships cemented by TAP into a DVR-led collaboration with all workforce partners to better integrate service delivery models proven effective with customers traditionally served solely by DVR.</p>
<p>TAP STRATEGIC PRIORITY: Which TAP strategic priority or priorities does this recommendation support? Can you tie to specific goals and objectives in TAP? Briefly describe these connections. If the connection is unclear, describe why this is of consequence to the Workforce Board and/or workforce system.</p>	<p>SUPPORTS TAP STRATEGIC PRIORITY:</p> <ul style="list-style-type: none"> • Streamlining Customer Service • Removing Barriers to Accessibility
<p>POTENTIAL IMPACT: Effect on people, businesses, communities. What is better or different from other existing strategies?</p>	<p>IT IS SIGNIFICANT BECAUSE: DVR's entry into an order of selection creates a waitlist for some participants that would usually be served by DVR. Those participants will be served by other partner programs throughout the workforce system. DVR's clientele includes jobseekers living with one or more functional limitations to employment. Other system partners are seeking opportunities to collaborate on professional development that ensures all partners understand and can respond to the impact of order of selection, drawing on DVR's expertise in serving these jobseekers.</p>
<p>OPTIMAL NEXT STEPS: What do you really want to happen as a result of this discussion with the Workforce Board?</p>	<p>MY IDEAL OUTCOME OF THIS DISCUSSION IS: The Board understands order of selection and the potential impact of order of selection on all system partners, jobseekers, and employers. Further, that the Board continue to support DVR's lead role in convening partners to address order of selection.</p>

BACKGROUND:
 Short history of how this recommendation came to be. What has been tried, to what result? What evidence exists to support this recommendation?

RELEVANT BACKGROUND INFORMATION:

In October 2017, the Division of Vocational Rehabilitation elected to enter an “order of selection” protocol (OOS). State VR agencies may elect to enter into an order of selection when the demand of individuals seeking services outstrips the state’s resources to provide them to all. Under an OOS, VR services are provided to those demonstrating the most need first; all participants are assessed by intake counselors and determined to exhibit one or more of seven possible “functional limitations to employment.” “Functional limitations” are assessed in the following seven areas: mobility; communication; self-care; cognition and learning (self-direction); interpersonal skills; work tolerance; and work skills.

Under current state rules, three OOS categories exist as of February 2018:

Priority of Service Category	Criteria	Current Status
1 Most Significant Disabilities	An eligible customer is assigned to Priority Category 1 if: 1. You require multiple VR services over an extended period of time; and 2. You experience four or more serious functional limitations.	OPEN Priority Category 1 is open.
2 Significant Disabilities	An eligible customer is assigned to Priority Category 2 if: 1. You require multiple VR services over an extended period of time; and 2. You experience one to three serious functional limitations.. A vocational rehabilitation counselor can assign these customers to Priority Category 1 after evaluating functional limitations, if additional disability barriers to employment are identified following a review of supplementary information.	CLOSED Priority Category 2 customers are placed on a statewide waitlist for services.
3 All Other Eligible Individuals with Disabilities	An eligible customer is assigned to Priority Category 3 if: 1. You experience at least one functional limitation; and 2. You do not meet the criteria for categories 1 or 2.	CLOSED Priority Category 3 customers are placed on a statewide waitlist for services.

Category 1 participants are prioritized to receive VR services first, whereas Category 2 and 3 participants are placed on a waitlist and must seek services from other workforce system programs. Approximately 3,500 system participants eligible to receive DVR services would fall into categories 2 or 3 and are likely to seek service from other partners in the system.

A new section within the DVR submission to this draft plan outlines DVR’s OOS protocol and sets out *five* categories of OOS, instead of three. DVR is currently promoting a new rule that would reset the number of categories at five. Final rules

are expected to be issued before the summer. DVR staff believes transitioning from three categories of priority for OOS to five categories will allow for greater flexibility in delivering services to participants exhibiting the most functional limitations to employment. Under the proposed five-category OOS structure, the eligibility criteria will be as follows:

Priority of Service Category	Criteria	Current Status
<p>Priority 1</p>	<ul style="list-style-type: none"> • The customer experiences serious functional limitations in four or more of the following areas in terms of an employment outcome: mobility, communication, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills; and • The customer requires multiple VR services over an extended period of time. 	<p style="text-align: center;">OPEN</p> <p>Priority Category 1 is open.</p>
<p>Priority 2</p>	<ul style="list-style-type: none"> • The customer experiences serious functional limitations in three of the following areas in terms of an employment outcome: mobility, communication, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills; and • The customer requires multiple VR services over an extended period of time. 	<p style="text-align: center;">CLOSED</p> <p>Priority Category 2 customers are placed on a statewide waitlist for services, and released based on the date they applied for services.</p>
<p>Priority 3</p>	<ul style="list-style-type: none"> • The customer experiences serious functional limitations in two of the following areas in terms of an employment outcome: mobility, communication, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills; and • The customer requires multiple VR services over an extended period of time. 	<p style="text-align: center;">CLOSED</p> <p>Priority Category 3 customers are placed on a statewide waitlist for services, and released based on the date they applied for services.</p>
<p>Priority 4</p>	<ul style="list-style-type: none"> • The customer experiences serious functional limitations in one of the following areas in terms of an employment outcome: mobility, communication, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills; and 	<p style="text-align: center;">CLOSED</p> <p>Priority Category 4 customers are placed on a statewide waitlist for services, and released based on the date they applied for services.</p>

	<ul style="list-style-type: none"> The customer requires multiple VR services over an extended period of time. 	
	<p>Priority 5</p>	<p>CLOSED</p> <p>Priority Category 5 customers are placed on a statewide waitlist for services, and released based on the date they applied for services.</p>
<p>At the March 14 regular meeting, the Board will have an opportunity to learn more about OOS and will explore how the system might develop or share tools to support partner programs serving Category 2 and 3 participants on a DVR waitlist.</p> <p>DVR Director, Rob Hines, will give an overview of OOS, including Washington’s historical experience with OOS. Board members will have the opportunity to learn more about national trends among vocational rehabilitation agencies, many of which are also entering OOS. Finally, the Board will engage in a discussion on how partners might unite under DVR’s leadership to support the workforce system as OOS is implemented.</p> <p>In your Board packet, there are two additional background documents produced by DVR that give more information on OOS:</p> <ul style="list-style-type: none"> ○ An abbreviated DVR one-pager on OOS; ○ A flyer on the procedure for supplying customers on an OOS waitlist with information and referrals to other services in the workforce system. 		
<p>STAKEHOLDER ENGAGEMENT, PROS AND CONS: Which stakeholders have been engaged in the development of this recommendation? What are the pros and cons of this recommendation? According to whom (which stakeholder groups)? Are there viable alternatives to consider?</p>	<p>STAKEHOLDERS HAVE PROVIDED INPUT AND THEY THINK:</p> <p>At the January 2018 Barrier and Access Solutions Committee meeting, DVR Director Hines gave a presentation on OOS and answered questions for system partners involved in the implementation committee.</p> <p>DVR has also socialized OOS among their network of stakeholders, including the State Rehabilitation Council and the State Independent Living Council. Moreover, DVR has made two recent revisions to their Title IV plan to reflect entry into OOS, in both October 2017 and February 2018. Both plan revisions included a 30-day public comment for their interested stakeholders. Finally, OOS was incorporated in the TAP draft released for public comment in early February by the Board, and stakeholders have been given an additional 30-day comment period as part of that process.</p>	
<p>FINANCIAL ANALYSIS AND IMPACT: What will it cost to enact this recommendation? What resources will be used? Are new resources required? How much? Where will existing or new resources come from? Are there savings to be gained from this</p>	<p>THE COST AND RESOURCE NEEDS OF THIS RECOMMENDATION ARE:</p> <p>Relying on the expertise and leadership of DVR, partners will need to identify the necessary professional development resources and procedures to ensure all partners understand and have planned for the impact of OOS.</p>	

<p>investment? Over what period? Are there other returns on investment to consider?</p>	
<p>RECOMMENDATION AND NEXT STEPS: What specific result do you want from the Board? Is this recommendation for discussion or action? If for discussion, will action be required at a later date? What next steps are expected after this discussion?</p>	<p>THE RECOMMENDATION AND/OR REQUESTED ACTION IS: That the Board will engage in a discussion on how partners might unite under DVR's leadership to support the workforce system as OOS is implemented.</p>

DVR Order of Selection: I & R Needs

Communications with Partner Agencies about DVR Referrals

Customers placed on a waiting list for DVR services will receive Information and Referral services (I & R) to connect them with other programs that help meet employment needs. This factsheet addresses the estimated number of customers who will need referrals to other agencies and the agencies that are most likely to already have a relationship with those customers.

This information can be used to support communications with partner agencies about potential impacts on their services and customers. Advance communications with these partner agencies will help them prepare for customers referred *from DVR* and to consider appropriate alternatives for customers that they typically refer *to DVR*.

How Many Customers are Expected to Need I & R Services?

STATEWIDE

 **5,960**

Estimated number of Significantly Disabled (SD) and Not Significantly Disabled (NSD) customers who will require I & R services for the year beginning October 1, 2017.

Which Agencies are Likely to Have a Relationship with Wait-Listed Customers?

The table below shows the types of agencies most commonly reported as a referral source for SD and NSD customers and the estimated number of DVR customers that use their services. Mental health providers (10%) and secondary education institutions (9%) are the largest referral sources. Customers are involved most frequently with mental health (27%), medical (26%), and economic services providers (16%).

Referral Resources and Considerations

- Workforce agencies, particularly WorkSource, are a critical resource for many wait-listed customers. Customers eligible for TANF are prioritized for WorkSource services.
- Ticket to Work through Employment Network providers is a potential resource for the 28% of SD & NSD customers that receive SSI or SSDI.
- Some customers may be able to access supported employment services based on Medicaid eligibility.
- 46% of SD & NSD customers are self-referred or referred by family or friends.
- 19% of SD & NSD customers report no involvement with other agencies. These individuals are likely to be unfamiliar with other agencies and may need additional support in order to access their services.

<i>Agency Category</i>	<i>DVR Customer Referrals</i>	<i>DVR Customers Involved</i>
<i>Alcohol & substance abuse</i>	--	216
<i>DSHS economic services</i>	254	952
<i>Education institutions, secondary</i>	522	404
<i>Education institutions, post-secondary</i>	149	220
<i>Mental health providers</i>	573	1,610
<i>Rehabilitation and other medical providers</i>	261	1,547
<i>Workforce agencies</i>	323	567
<i>None</i>	2,694*	1,108

**Referred by self, family or friends*

Division of Vocational Rehabilitation
Order of Selection

What is an Order of Selection?

An Order of Selection is required by federal law when DVR does not have sufficient resources to serve all eligible customers. The Order of Selection is how DVR prioritizes services for people who need them most. After customers are determined eligible, they are assigned a priority of service category based on the significance of their disability. The priority service category is based on the impact of the disability, not the type of disability.

When DVR is in an Order of Selection, how does it impact people who are current customers?

- Current DVR customers who are in an approved Individualized Plan for Employment (IPE) when DVR enters the Order of Selection will continue to receive uninterrupted services.
- Some DVR customers will be placed on a wait list based on their priority of service category.

What are the priority of service categories?

- Category 1** – Most Significant Disabilities
- Category 2** – Significant Disabilities
- Category 3** – All Other Eligible Individuals with Disabilities

What criteria are considered when assigning a priority of service category?

DVR looks at seven distinct areas when assigning a priority of service category:

Mobility	Self-care	Work Tolerance
Communication	Interpersonal	Work Skills
Cognition and learning (self-direction)		

Who does DVR serve first?

DVR's core mission is to serve individuals with the most significant disabilities and students with disabilities. DVR serves people with the Most Significant Disabilities first; those are individuals who meet Category 1 criteria.

What happens to people placed on a wait list?

A waitlist is a result of a closed priority category or multiple categories. If a customer is placed on the wait list, the customer will wait to be served. DVR will release customers off of the wait list based on priority category and the date of application for DVR services. If a customer is placed on the wait list, DVR will provide information and referral about other federal or state programs that offer services to assist with employment needs, if available.

What about Pre-Employment Transition Services under an Order of Selection?

DVR will continue to provide pre-employment transition services to potentially eligible students with disabilities while under an Order of Selection. Students with disabilities who have not applied for DVR services can continue to receive pre-employment transition services. Students with disabilities who have an approved IPE can receive pre-employment transition services through their IPE. Students with disabilities who receive a pre-employment transition service before applying for DVR services will continue to receive pre-employment transition services if determined eligible and placed on a wait list. Students with disabilities who apply for DVR services before participating in a pre-employment transition service cannot receive pre-employment transition services if placed on a wait list. If a student is determined ineligible for DVR services, they can no longer receive pre-employment transition services.

