

**Division of Rehabilitative Services  
Virginia Department for Aging and Rehabilitative Services  
Employment Services Organization Steering Committee (ESOSC)  
January 14, 2014 Meeting Minutes  
DRS Central Office**

**Members Present:** Greg Ellison, Michelle Herbein, Linda LaMona, Megan Bergen, Mark Keith, Phil Nussbaum, Sharon Bunger, Rachel Rounds, Tonya Fowler, Chuck McElroy, Marshall Henson, Robin Metcalf, Natalia Yu, Dave Wilber (Via VTC), Thalia Simpson-Clement (Via VTC) Nova Washington and Heather Norton.

**Members Absent:** Dan Reichard, Lance Wright, Paul Atkinson, Gary Cotta

**Guests Attending:** Shirley Lyons, Diana Messer, Joe Ray, Karen Tefelski, George Homan Joanne Ellis, Rob Froehlich, Sharon Harrup, Via VTC; Margie Stuart Chris Wright, Michelle Garst, Chris White

**DRS Staff Attending:** Kathy Hayfield, Donna Bonessi, Ella Barnes, Matthew Deans, Larry Overbay & Mike Rouse VIA Abingdon VTC, Doug James Via Fairfax VTC.

**Call to Order:**

Linda LaMona, Vice Chair, called the meeting to order at 9:40 AM and asked all present to introduce each person starting with the Committee members.

**Draft Minutes Review and Approval:**

Minutes have not yet been provided from October 8<sup>th</sup> 2013 when the ESOSC met at WWRC

**Division of Rehabilitative Services Director's Report:**

Kathy Hayfield, Director DRS, greeted the ESOSC. Kathy shared that Commissioner Rothrock has received a letter of intent to reappoint from Governor McAuliffe.

Kathy reported that Category 1- MSD remains open. 100 people are on the waitlist in category 2. There are a total of 850 people in delayed status. We are seeing positive trends this state fiscal year. To date 471 people who have received services through ESOs have been closed successfully, \$6 million have been spent in ESO services of that \$4 million in SE services. Applications for services have increased by 3%, however referrals are down. Referral sources are encouraged to continue to send clients to DARS

Average hourly wages are down compared to last year, \$9.62 vs. \$10.06. Feedback from the ESOSC suggested possible reason as the economy being still slow, and AbilityOne contract expansions have been slow. 83% of clients being served are in the MSD category. Hopefully as we open more categories, we'll see an increase in wages too. We brought 1400 people off the waitlist in Category 2.

Project SEARCH sites are going well, we've got 13 statewide now. Currently there is a 75% Rehab Rate among these sites. 4 sites have a focus of ASD.

University of Richmond ROI grant: The grant application for the ROI project is due in January. The grant requires an Advisory committee. Joe Ashley has asked the ESOSC to appoint a member to serve as the representative to the Advisory committee. The new Grant proposal is due 1/28/14, and the ROI grant will have 4 agencies participating, KY, TX (General and Blind), VA and Delaware. Web based tool will be used to help program evaluation, to look at ROI. Given the clients we work with, what is the best plan for services that will have the biggest impact on them in the long run? The ESOSC member would serve on the advisory committee which meets 2-3 times a year, and provide your area of expertise to the economists working on this grant to make sure that they are grounded in real world experiences. The grant is a 5 year study, and commitment from the ESOSC could change later if needed. Phil Nussbaum agreed to participate on this advisory committee.

### **GWU TACE Program Update**

Dr. Rob Froehlich reported that GWU ACRE Employment Certificate Training is starting its final online cohort on January 24<sup>th</sup>. 30 individuals from VA have been sponsored and received this certification. This number only represents the individuals who have elected to complete the online course and become certified many more staff in VA have taken the two day face to face training.

ACRE Certification board is beginning a new curriculum process. The current curriculum has not been reviewed since its inception.

RSA will solicit proposals for the next TACE center funding opportunity. GWU plans on submitting a proposal for funding.

### **Subcommittee Reports:**

Funding Sub-Committee:

Phil Nussbaum, Chair, reported that the group met in December along with Ella Barnes and Donna Bonessi. Donna Bonessi reviewed the internal program audit, discussed the problems with organizations reaching the required 70 hours paid work a month. Discussion was held regarding the 3 year rolling average method for LTESS and whether that was a good method to use or if this something the committee could look at and make recommendations. The group felt the current method adjusts for highs and lows.

### **Public Policy Sub-Committee**

**Marshall Henson**

Marshall Henson, no updates, they have not met and will defer to Lance Wright.

### **Nominations Sub-Committee**

**Sharon Bunger**

Sharon Bunger reported that group has not met since the last meeting. Sharon reported that five committee members Dan Reichard, Nova Washington, Lance Wright, Mark Keith ,

and Chuck McElroy. will be rotating off after the April 2013 meeting. The committee will send out the call for nominations in early February 2014.

### **EES/LTESS Program Internal Audit**

In 2013 DARS Internal Audit team preformed a program audit on the LTESS and EES system, There were 5 recommendations,

1. There are no current thorough detailed policy and procedures. The program current has guidelines
  - a. Recommendation is that DARS create policies from the existing guidelines. The goal for completion is September 2014. DARS will be looking for some representation from the ESOSC on this process.
2. No documented staff procedures
  - a. The DARS staff processes related to the system is not currently documented. Judy Hill created a system administrator manual prior to her retirement. Ella Barnes is enhancing this now.
3. Employee work descriptions didn't have section 503 Security requirements in EWPs
  - a. This has been completed. Responsibilities have been added this to the EWPs.
4. Noncompliance with Vendor Agreements:
  - a. The LTESS/EES guidelines state that organizations must provide 70 hours of work a month. There are a number of organizations that are not providing 70 hours of work. This will impact organizations as develop polices rather than guidelines. We will be working with vendors who are below 70 hours. This effects the EES funding, daily rates, Enclave Codes, etc. (Group Models). Ella Barnes will be contacting the organizations that are below 70 hrs, and see where things are and put into place some corrective actions plans. The individual waivers still apply. Currently we have 2900 in the EES/LTESS, 24 have an exception.
  - b. DARS staff will be improving tracking systems to ensure that all assurances are received. The audit found out of date insurance, outcome management reports and financial audits.
5. Website had "Stale" information that needs to be updated.

This was a scheduled audit that resulted from the previous security audit.

The Public Policy committee will be involved in the discussions on the 70 hours policy.

### **DARS Stability Policy Changes**

**Donna Bonessi**

Donna Bonessi asked the committee for feedback regarding the new stability policy changes. Michelle Herbein reported that for seasoned counselors it's working well. A few cases have resulted in the counselor attempting to close the case at 90 days regardless of stability. We should be able to more accurately assess the changes at our next meeting in April. The policy will have been in effect for 6 months at that time.

### **Group Authorization and Secure Envelope**

**Donna Bonessi**

Donna Bonessi shared that DARS is now sending all PII and PHI encrypted when using email. We've scheduled three additional webinars to offer training on the process for

reading encrypted emails. We're asking that at least one person from each organization especially the SPOC attend a webinar. We have an updated SPOC list from DARS and ESOs; we'll be sending that out. The Secure Envelope training was added to the Group Authorization training in December. The current Secure Envelope PowerPoint is included in the minutes.

If you're having any problems, or want to provide feedback, please contact Matthew Deans or Donna Bonessi.

### **LTEES/EES Midyear Review**

**Ella Barnes**

Security updates will be coming to the LTESS/EES system in February. Current the updates are being tested. This will affect several components of the system. For example. Passwords will need to be reset every 90 days, user accounts will be deactivated after 45 days of inactivity.

### **Midyear Review:**

We're a little above Fiscal Year 13, for the month ending November, on average expenditures are currently at 58%, only 16 vendors were below 50% target as of November 30 2013. Therefore, we won't be doing a reallocation because. Ella is currently looking at system reports. She asked the ESOs to give her feedback about the types of information they are interested in seeing the system generate. Please send Ella feedback via email. Once the security audit is completed, we'll be looking at enhancements. One of the things we're looking at is end-user enhancements to make this more esthetically pleasing and easier to read (vs. spreadsheets).

### **Legislative Updates**

#### **VA-APSE - Robin Metcalf reported that:**

APSE is asking that 1) \$509,000 added to LTESS to bring it back to 2007 levels. 2) \$1million added into the VR system to help DARS pull down the Federal allotment to serve folks on the waitlist. 3) Supporting the alignment of DMAS definitions with the DARS definitions, so that billing can be done this was done as a continuation from last year. There are approx 7 different budget amendments for LTESS. Groups that have proposed amendments were Autism Council, APSE, VaACCSES, VRA, etc.

#### **VaACCSES Legislative Updates (Handout provided)**

Karen Tefelski reported vaACCSES priorities will focus on Medicaid state plan option as well as waivers. Overall goal is to develop a cost-based rate methodology that is aligned with the true cost of delivering customized quality services in accordance with regulatory and accreditation requirements.

The second is Jobs, vaACCSES wants to make the state a model employer, under the Employment First Banner, they want to use a procurement system to enhance employment opportunities. vaACCSES is requesting \$2.34 million dollars for the LESS system. This is the total shortfall for the past three years combined.

The Legislative Reception has been rescheduled from January 29<sup>th</sup>, to February 12<sup>th</sup>, due to the VA Chamber of Commerce Legislative day.

**Public Comments:**

Karen Tefelski, about the 70 hour rule, it took an entire year of ESO execs to develop. When you start with making this a policy, it's important to actively involve the ESOs in this discussion about policy.

**Adjourn:** The Chairperson adjourned the meeting at 11:43 AM

**2014 Meeting Schedule**

January 14<sup>th</sup>, 2014

April 8<sup>th</sup>, 2014

July 8<sup>th</sup>, 2014

October , 2014 {TBD}

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

Appendix A – Secure Envelope PowerPoint – Double click on the picture below to view full presentation

**Question:** What is Secure Envelope?

**Answer:** DRS will utilize a Cisco product called Cisco Registered Envelope Service (CRES) to provide Secure Email services for transmission of authorizations via a secure email method to email users external to DRS email system.

