

UWIN Work Group Minutes

Work Group: Work Incentives

Meeting Date: January 15, 2002

Facilitator: Paul Day & Corey Rowley

Minute Recorder: Tamara Keene

Attendees: Sandra Curcio, Tom Dubach, Linda Asa, Linda Smith, Tina Johnson, Deborah Bowman, Phyllis Sharples, Paul Day, Sarah Rule, Corey Rowley, Dan Crandall, Phoebe Blackham, Kathy Daley, Mandee Buckley, Cathy Chambless, Hank Liese, Nonie Lancaster, John Harbert, Ester Madina, Corliss Neuber, Susan O'Mara, Gerald Smith, Bill Young

Next Meeting Date and Location

March 12, 2002 Judy Buffmire Building (1595 W 500 S), south conference room, 10:00am -12:00pm

Action Item Updates from Past Meetings

<i>Action Item</i>	<i>Status</i>	<i>Who</i>
Gather letters for Social Security Administration (SSA) concerning overpayments	Should we work with SSA offices? Keep encouraging people to inform us about problems with this. Write letters and/or antic notes. These should be sent to Linda Smith at her email box mssmith@forshor.com or her office at 275 e South Temple, #201 SLC, UT 84111	All Group
Find out where Department of Services for People with Disabilities (DSPD) is with Benefits Planning services	They basically rely on community based programs; there are currently no real standards for this service.	Paul Day and Rick Cobia
Meeting with Helen Post, a representative for Coordinating Counsel for people with Disabilities (CCPD).	CCPD will put us on their agenda, who wants to present issues concerning Work Incentives goals and share groups updates?	Corey
Get overviews of main issues from other state concerning Quality Assurance issues of services to provide and that are being provided.	See notes from Susan O'Mara's discussion at meeting.	Susan O'Mara

Discussions for Future Meetings

Topic and Summary of Discussion

Susan O'Mara Discussion

Employment Services

Many people were doing this service as best as they could in the eighty's so people's benefits wouldn't suffer or stop.

Some of the challenges for all states nationwide

- We now have funds from various grants and agencies to pay benefits specialists
- The question is what do we have access to now and what's currently been being done. And now finding a way to mesh them together into an operating program.

It is important to get agencies and people together in meetings and talk over the important issues.

Have a meeting of the minds, so to speak, and discuss what the goals and values need to be to create a program framework.

Things to consider for training

- 1- Talk about what the driving values are
 - a. Individual services that are geared to a person and in what way they can be used
- 2- Providers must be judgment free
 - a. Choice represents the consumers decision
 - b. Informed choice
- 3- People with disabilities have a right to valid and correct information
 - a. This is probably the most important
 - b. This represents a huge challenge and requires meeting an ethical standard

How do you meet these training issues?

- 1- Competent staff
- 2- Agreement among agencies about definitions and terms
 - a. A common ground and understanding (Language and service categories)
- 3- Look at service delivery categories (Identify standards)
 - a. Decide if they are useful
 - b. What do people and staff need to know to deliver services?
- 4- Certification process
 - a. Don't wait for a national process
 - b. Make sure Utah has consensus so that services and information is comparable statewide
- 5- How to certify

Topic and Summary of Discussion

- a. Needs to be approved by Social Security Administration
 - b. Need to have the training up front and on going (an in-service)
 - c. Have a place to go where difficult situations or questions can be addressed for staff
 - d. There has to be a level of knowledge and ability to apply standards (level of competency)
 - i. Have a way of gauging this (an assessment)
- 6- Assessing program
- a. Have a way to gather data about program and impact
 - b. Data collection that is effective will assist to identify trends, both good and bad
 - c. Gather information for surveys that will help modify program in the future
 - d. Identify customer satisfaction

Examples of what other leading states are doing for Personal Assistant Services

Minnesota established a training program

- Linked up with agencies as a mentor and provided guidance
- Has a group of Benefits Planners that are able to meet quarterly and discuss/brainstorm difficulties and problems that they run into.

Illinois established a central center for training and assistance that was funded by interested and involved agencies

Wisconsin hired John Riser as the Director of the State Initiative Project

Rural vs. Urban areas

- Always a challenge
- Minnesota has set up a main center that is funded through other involved agencies.
 - There are plans to expand these collective centers to rural areas
 - Initially they will be for Outreach and Training (mentoring approach)
- Questions that have to be addressed for statewide services
 - 1- How do we pool what we have?
 - 2- What do we want to happen?
 - 3- How do we maintain what we create?

Regular Meeting Information and Updates

Governors Committee

Diane Russell will be the new director

Because it's difficult to get employer involvement we will use the committee as a "bank" for interested employers

This will be a group that follows Participatory Action Research methods

Topic and Summary of Discussion

Group will be diverse so all voices are at the table

- Will try and make it possible, through policy, to include consumers who have disabilities
- Membership requirements will be looked at and discussed

Social Security Administration

They are changing hours during Olympics to 8:00am – 3:00pm

How can the workgroups be supported better

Make a survey to see where members are at, see if expectations are being met, and see if issues are being missed

Action Steps

<i>Action Item</i>	<i>Responsible</i>	<i>Target Date</i>
Start a Benefits Planning and Outreach retreat list. Send suggestions or volunteers to Tamara Keene at tkeene@usor.state.ut.us	Tamara	On going
Who will represent Work Incentives at Coordinating Counsel for People with Disabilities	Corey Paul	January 29, 2002 (Generally 4 th Tuesday of each month)
If group know of anyone who has stories or antic dotes concerning Social Security overpayments record them and send to Linda Smith via email at mssmith@forshor.com . Or see Action updates for additional information.	All Work Incentives group	On going
Make a list and chart that describes most of the commonly used acronyms.	Mandee Nonie	As soon as possible
Have group monitor legislature and related topics during the upcoming session and keep everyone informed for possible advocacy situations. Especially on the following subjects: Work Incentives Medicaid Buy-In and Benefits Planning Ticket to Work	Corey Linda Tina	Through February and session

Recommendations for GOE Group

Identify a planning process

- What standards should exist for Benefits Planning as a statewide process
- Choose a training program
 - 1- Possibly a full day retreat based on the topics discussed by Susan O'Mara