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**CSAVR’s Fall 2024 Leadership Forum**

**Sunday, October 20, 2024**

The focus of our spring 2024 Leadership Forum is CSAVR’s three strategic priorities:

Recruit & retain VR staff,

Redesign and streamline internal processes, and

Increase public awareness of the VR program, its services, and value.

This CSAVR Leadership Forum is framed around how Directors and their agencies are addressing the abovementioned priorities around the conference theme of *Promoting the Value Proposition of Vocational Rehabilitation* as well as the three topical areas inspired by the abovementioned priorities and noted in the Conference Call for Proposals. The goal of our program is to share ideas to increase the workforce participation rate of individuals with disabilities.

Over the course of the day we will hear how agencies are using their state plans as a powerful tool for moving an agency forward and putting a clear focus on the message for staff and stakeholders as to what is important to accomplish for that plan cycle as well as clear measures to track success or the need to regroup. We continue to have new technology available and one such is AI so will learn how two agencies are using this tool differently to assist their counselors and their HR functions. We know we cannot do this alone and that collaboration is important especially in expanding agency service capacity and will hear tips as to how agencies and ENs can effectively partner to provide increased competitive integrated employment opportunities for their mutual customers. In keeping with collaboration, we will also hear from agencies and their education counterparts as to how they are partnering to better assist students with disabilities achieve employment and careers. Finally, we all wish to work in a culture where we feel valued and belong and will hear from a couple of agencies who have successfully changed their cultures to address recruitment and retention.

Hopefully all attending, not just the presenters, will share their ideas, experiences and questions. Don’t miss this very interactive, informative (and fun) event.

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8:30 Opening comments & Welcome Felicia Johnson/CSAVR President (SC-G)

8:50 Review of Agenda John Connelly/CSAVR

9:00 State Plans/Use Them Don’t Shelve Them Theresa Koleszar (IN-C) & Aaron Thompson (UT-C)

State plans can be a powerful tool for moving an agency forward and putting a clear focus on for staff and stakeholders the needs of customers and partners. Hear how these agencies solicit input for their plans and communicate them in a manner that garners support for and understanding of the needs, goals, and priorities. Highlighted will be key parts of the plan that agencies need to pay close attention to. Learn strategies for encouraging all staff and partners to use the plan as a compass for service delivery and decision making and not a door stop.

10:00 Break

10:15 AI/What is it good for? Dana Phelps & Megan Grundbrecher (WA-G) & Joshua McAtee (WV-C)

With tools like OpenAI and others there are more and more opportunities to leverage AI to make life a little easier, faster, or more efficient. AI when done right can help VR customers, counselors, and other staff such as HR professionals. Hear from two agencies that are embracing AI to get ideas as to how your agency may wish to employ this new technology and learn of potential pitfalls to be avoided and opportunities to be seized with this tool to increase your agency efficiency and reduce the burden.

11:15 Serving Students with Disabilities: Internal and Christine Johnson & Charlotte

 External Coordination& Collaboration Strategies Alverson (NTACT-C), Alyssa Klein &

 To Improve Student & Youth Outcomes Heather Kosec (MN-G), & Linda

  Schramm & Joseph Tedesco

 (NY-G)

Hear from the NTACT-C team and state agencies about effective strategies for working with students, LEAs, and other community partners in the delivery of Pre-ETS and transition services and ensuring students are accessing the full array of VR services they may need as VR applicants and eligible individuals on an IPE. This session will include discussion of collaboration internally as well as external partnerships, state sharing of strategies implemented, what is working, and how they are navigating partnerships leading to more students receiving services and achieving post-secondary success.

12:15 Lunch on your Own

1:45 ENs & You Amy Wallish (Full Circle

 Employment Solutions) &

 David Leon (VA-G)

 Others (TBD)

Employment Networks (ENs) can be great partners in serving TICKET holders. They can ease the burden on your counselors and ensure better services and outcomes for this customer base, improving key WIOA outcome measures. They allow you to expand your service capacity and create additional resources for your counselors. At the end of the day this partnership can result in increased cost reimbursement revenue for your agency while decreasing recidivism. Increased revenue through the Ticket program creates stronger partners for your customers and counselors. Hear from agencies and their EN counterparts on the strategies they are successfully employing to make these partnerships work and excel in their value.

2:45 Break

3:00 Organizational Change/Building Your Culture John Walsh (GWU/TAC QM),

 Ron Vessell (CSAVR), Cora

 McNabb (KY-C), Chris Clause

 (Mo-G), & Megan Lamb (AR-B)

An intentional Organizational Change process can lead to improving an agency’s efficiency and effectiveness, foster innovation, enhance employee engagement, build strong relationships, reduce staff turnover and improve the customer experience. Often, organizations utilize teams to assist in bringing about such changes in their organization. State examples of such changes will be presented by a panel of VR state agency staff.

4:15 All Roads Lead to the RSA-17 Sarah Clardy (TAC-QM Consultant/

 Vaybrant Consulting LLC

Join us for an insightful short session where we will delve into the critical role of the RSA-17 Federal Financial Report in shaping the success of your program. This presentation will address three essential questions every State Vocational Rehabilitation Agency (SVRA) leadership team should be asking and how the answers to these questions influence every decision made—both programmatic and fiscal. Understand how the RSA-17 report serves as the cornerstone for informed decision-making within your program.

4:45 Final thought of the Day

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