11:58:28 From Sandra Miller to Everyone:

<https://gwcrcre.org/22nd-gwu-rehabilitation-counseling-symposium/>

12:09:57 From DJ Ralston to Everyone:

Feel free to tell us who you are and where you are from!

12:10:33 From LORI EPIK to Everyone:

Lori Epik, DARS, Charlottesville, VA

12:10:42 From Patricia Darr to Everyone:

Pat Darr Voc Rehab Counselor with DARS in Culpeper, VA. Supervisor for awesome intern Jackie Kanupp!

12:10:50 From Katy Ong to Everyone:

Katy Ong, NC DVRS, Pinehurst NC

12:10:58 From Elaine Akin to Everyone:

Elaine Akin - VR Counselor in Conroe, TX and field supervisor for practicum for Megan Wagner

12:11:00 From Leroy Jett to Everyone:

Leroy Jett \_VR Counselor from Delaware

12:11:03 From Diane Torres to Everyone:

Diane Torres, HireAbility VT (formerly VocRehab), Bennington VT

12:11:10 From Beatrice Perez to Everyone:

Beatrice Perez CT VR

12:11:15 From Michael Fox to Everyone:

Michael Fox, Assistive Tech Practitioner with Washington DVR

12:11:17 From Erin Conran to Everyone:

Cindy Rafael, Regional Director, CT-VR.

12:11:21 From Phyllis Ritson to Everyone:

Phyllis Ritson VR Counselor DE DVI

12:11:23 From Erin Conran to Everyone:

Erin Conran CT VR

12:11:27 From Theresa Borchetta to Everyone:

Maureen Woronecki CT VR

12:11:39 From NKenya Lassiter to Everyone:

NKenya Lassiter, Director of Operations, Brain Injury Services in Springfield, VA

12:11:41 From Kathryn Lane to Everyone:

Kathryn Lane, CRC, LCMHC-A in Durham North Carolina.

12:11:44 From Julie Ochoa to Everyone:

Allyson Talaska Counselor Supervisor Missoula, Montana

12:11:45 From Patti Hodge to Everyone:

Happy Friday everyone! Patti Hodge, Transition Specialist with Virginia DARS. I'm in Fredericksburg, VA.

12:11:49 From Kyla Kremhelmer to Everyone:

Kyla Kremhelmer, NC DVRS, Greenville NC

12:11:53 From Sarah Seltzer to Everyone:

Sarah Seltzer, Quality Assurance for MT VRBS

12:11:59 From Jackie Kanupp to Everyone:

Jackie Kanupp, VRC and current GW counseling student

12:12:02 From Karen Rustico to Everyone:

Karen Rustico CT VR

12:12:06 From Torrey Morse to Everyone:

Torrey Morse, CRC, State of CT VR

12:12:14 From Gayle Parola to Everyone:

Greetings! Gayle Parola VRC Delaware DVI

12:12:16 From Laura Dawson to Everyone:

Laura Dawson, VRC for Deaf and Hard of Hearing, Asheville, NC

12:12:17 From Margaret Miller to Everyone:

Margaret Miller, VRC, NC Voc Rehab - Wilmington!

12:12:18 From Torrey Morse to Everyone:

Happy Friday!

12:12:19 From Samantha DeFranco to Everyone:

Samantha DeFranco, MD DORS VR counselor and GWU student

12:12:20 From Bilaugn Florius to Everyone:

Bilaugn Florius - CT VR Counselor/Coordinator

12:12:21 From Gretchen Ykema she/her to Everyone:

Hello! I'm Gretchen Ykema, Minnesota VR.

12:12:26 From Belinda Steinel to Everyone:

Belinda Steinel, NC DVR

12:12:33 From Brittney Teasley to Everyone:

Brittney Teasley, NCDVRS, Assistant Unit Manager, Intern Supervisor

12:12:33 From Erica Kneessi to Everyone:

Erica Kneessi, Maryland DORS :)

12:12:43 From Sandra Stelly to Everyone:

Sandra Stelly, Rehabilitation Counselor Master CRC Lafayette, Louisiana

12:12:47 From Julie Paradiso to Everyone:

Julie Paradiso, VA, VR-DARS

12:12:56 From Monica Lopez to Everyone:

Monica Lopez, MA, Program Manager with NM-DVR

12:13:24 From Theresa Borchetta to Everyone:

Theresa Borchetta, Vocational Rehabilitation Counselor Specialist, ADS/BRS, Windsor, CT

12:13:28 From Tamyra Borden to Everyone:

Tamyra Borden. VR Counselor- NC DVR

12:13:52 From Shelly Hebert to Everyone:

Shelly Hebert, Program Manager for Louisiana Rehabilitation Services, Baton Rouge, La

12:14:07 From Caitlyn Fincher to Everyone:

Caitlyn Fincher- GW Rehab Masters Student, VR Counselor at Fairfax VA DARS

12:14:38 From Donald Thompson to Everyone:

Donald Thompson, VR Counselor, CRC - DARS - VA

12:14:45 From Artan Walker to Everyone:

Artan Walker, VR Counselor, Detroit, Michigan, State of Michigan , Michigan Rehabilitation Services

12:16:19 From Rannan Marconi to Everyone:

Rannan Marconi, VR Counselor, Torrington, Connecticut, State of CT, Department of Aging and Disability Services, Bureau of Rehabilitation Services

12:17:23 From Anna-Liisa Trent to Everyone:

Anna Trent, Rehabilitation Counselor with Michigan Rehabilitation Services.

12:17:50 From Cassie Richard to Everyone:

Oregon Commission for the Blind

12:17:53 From Megan Wagner to Everyone:

Megan Wagner GWU student Houston, TX area

12:18:06 From Katrina Tackett to Everyone:

Katrina Tackett, VR Counselor- KY Office of Vocational Rehabilitation

12:18:07 From Erica Schwartz to Everyone:

Erica Schwartz-Counselor Manager for DARS in Petersburg, VA

12:19:17 From Tracy Niedzwiecki to Everyone:

Tracy Niedzwiecki, Rehabilitation Assistant at Michigan Rehabilitation Services

12:20:10 From Tammi Williams to Everyone:

Tammi Williams Consultant Manager Staff Development Michigan general

12:22:34 From Christy Covington to Everyone:

Christy Covington, Rehab Counselor, North Carolina

12:23:34 From Brigid Griffin to Everyone:

Feel free to put any questions in the chat as we progress through the presentation

12:24:01 From Mary Walls to Everyone:

Yes, thank you

12:26:43 From Rob Froehlich to Everyone:

Welcome to all of our participants. I have the good fortune to know many of you and I look forward to getting to know those of you that I have not yet met. VR is a small world as you know and I am sure our paths will cross. Thank you for taking time to be with us today!

12:28:09 From Talisha McAuley-Davis to Everyone:

Wow, that is high.

12:28:23 From Torrey Morse to Everyone:

YES

12:28:35 From Leah Spivey to Everyone:

how does that compare to other service oriented fields?

12:32:10 From Talisha McAuley-Davis to Everyone:

The job is very demanding and pay does not meet the individual's expectation

12:32:13 From Kathryn Lane to Everyone:

They do. A lot of turnover in our office. Even with great management

12:32:27 From Julie Paradiso to Everyone:

We see a lot of attrition

12:32:28 From Brittney Teasley to Everyone:

Yes they do. And as a manager, there isn't enough students/professionals coming into the field to replace them

12:32:29 From Erica Kneessi to Everyone:

Work/Life balance from being back 100% into the office.

12:32:33 From Kathryn Lane to Everyone:

Pay does not reflect what we do.

12:32:41 From Leah Spivey to Everyone:

I would say that the list is very accurate...

12:32:42 From Laura Dawson to Everyone:

I've noticed that many new graduates come into the field wanting to do more counseling, yet the agency bigwigs seem to be pushing us more and more into paperwork casemanagers

12:32:42 From Belinda Steinel to Everyone:

I see that for sure in VR! There's a poor retaining rate for sure.

12:32:57 From Gretchen Ykema she/her to Everyone:

Total guess: the data reporting demands, all the changes, feeling overwhelmed.

12:33:01 From Mary Walls to Everyone:

Aging workforce baby boomers retiring.

12:33:07 From Torrey Morse to Everyone:

All except pay rings true.

12:33:09 From Laura Dawson to Everyone:

and the erosion of counseling is burning out established VRC

12:33:37 From Katy Ong to Everyone:

too much data entry/paperwork, not enough counseling and low pay compared to other counseling fields

12:33:46 From NKenya Lassiter to Everyone:

I think a hybrid setting can keep many in the job, now for those who still have been successful in meeting the demands over the last 2 years

12:33:58 From Julie Paradiso to Everyone:

The focus on reporting rather than the counseling burns folks out so much more quickly.

12:34:57 From Leah Spivey to Everyone:

Many State VR's have been on hiring freezes

12:35:09 From Laura Dawson to Everyone:

Oh and the reality of how difficult it is for public service forgiveness of student loans scares people away (along with the erosion of pension benefits)

12:35:27 From Mary Walls to Everyone:

We are struggle to attract new counselors in NC. Vacancies are across the state and limited qualified applicants are applying for position.

12:35:44 From Demetria Harper to Everyone:

Working more in a hybrid manner would retain and recruit more workers. Certainly, the pay could improve.

12:36:04 From Kyla Kremhelmer to Everyone:

Our state HR can take 4-6 months from application until hiring so it is hard for new staff to come in (many accept positions elsewhere with a faster hiring rate) and the staff that remain are covering multiple caseloads which increases the burnout.

12:36:44 From Demetria Harper to Everyone:

Less data entry and being able to apply more counseling skills.

12:37:18 From Anna-Liisa Trent to Everyone:

New VRC become unhappy with the position because today VRC's seem to actually perform case management vs counseling. Most

12:38:42 From Anna-Liisa Trent to Everyone:

Most VRC do not seem to come from Master degree programs in Vocational Rehabilitation but from Social Work and often think that they are going to be doing work that is more therapeutic in nature.

12:40:37 From Leroy Jett to Everyone:

Our state (DE) is having the same problem, our application process is just too long

12:42:44 From Margaret Miller to Everyone:

When state VR agencies cannot hire in a timely manner, and then recruit and retain qualified individuals, you will see high burnout and turnover rates, which will affect how our clients receive quality services in a timely manner.

12:48:31 From John C. Walsh (he/him/his) to Everyone:

The slide decks are available at <https://gwcrcre.org/22nd-gwu-rehabilitation-counseling-symposium/>

12:48:37 From Talisha McAuley-Davis to Everyone:

The increase in PE cases was the reason that VA went through a change about a year ago to having counselors carry both a VR and PE caseload instead of having designated PE and dual counselors.

12:49:41 From Leah Spivey to Everyone:

does this take into account cultural issues with receiving government services for a disability?

12:50:05 From DJ Ralston to Everyone:

Can you elaborate on that @Leah?

12:50:24 From DJ Ralston to Everyone:

Not sure I fully understand the question and we want to address that…

12:50:51 From Leah Spivey to Everyone:

For example among certain Asian cultures there is a fear of allowing their children's disabilities be known

12:50:58 From Leah Spivey to Everyone:

for fear of what could happen

12:51:01 From Katy Ong to Everyone:

are you saying that the increasing PE numbers and the declining VRC applicants may be reducing engagement??

12:52:10 From Leah Spivey to Everyone:

Specifically amongst Cambodians you should never use the term disability only talk about diagnosis. Due to what has happened in the recent past in Cambodia.

12:58:34 From Melissa Diehl to Everyone:

Katy, to answer your question, I was drawing some attention to the decline in services received by a student and that gap widening as an indicator of reduced engagement.

13:04:25 From Brittney Teasley to Everyone:

Definitely agree

13:07:37 From Leah Spivey to Everyone:

Thank you Melissa!!!!!!!

13:09:23 From Talisha McAuley-Davis to Everyone:

I like that!

13:09:25 From Tammi Williams to Everyone:

PREACH!!!!!

13:09:35 From Leah Spivey to Everyone:

YES!!!

13:09:57 From Tammi Williams to Everyone:

If only I could post GIF's right now....

13:10:21 From Leah Spivey to Everyone:

creativity is frowned on as much as why is

13:10:28 From Anna-Liisa Trent to Everyone:

The increasing emphasis on Youth service may also explain decrease in applications for VR services from adults. Many VRC came into the field to help adults. Many folks may not want to work exclusively with Transition and PE aged populations.

13:10:49 From Leah Spivey to Everyone:

I agree Anna-Liisa

13:11:41 From Beatrice Perez to Everyone:

Thank you for this....its validating to hear this conversation.

13:12:00 From Leah Spivey to Everyone:

I agree with Beatrice

13:12:25 From Erica Schwartz to Everyone:

I'd high five you right now if I could DJ

13:13:41 From Shinene Currington to Everyone:

Anna-Liisa is right.

13:15:27 From Kyla Kremhelmer to Everyone:

I began in transition with VR, but when we went to PE services, my caseload doubled and I left to a mental health caseload because I could no longer keep up with the demands.

13:16:41 From John C. Walsh (he/him/his) to Everyone:

Humble Inquiry: The Gentle Art of Asking Instead of Telling. Edgar Schein and Peter Schein (If you are looking for an introduction to humble inquiry)

13:18:14 From Melissa Diehl to Everyone:

Its a great book and a quick read and also available as an audio book

13:21:25 From DJ Ralston to Everyone:

Same!

13:26:35 From Melissa Diehl to Everyone:

Change talk - nod to MI

13:28:13 From Jackie Kanupp to Everyone:

Yes through community days

13:28:36 From Belinda Steinel to Everyone:

I feel that our agency is spilt - part wanting change and trying, part totally against it, and part just in the "why do we need change" thought

13:28:48 From Teresa Fowler to Everyone:

Lots of changes and not a lot of time to get acclimated to the changes.

13:28:49 From Patricia Darr to Everyone:

I was a VR counselor to adults only. Now I have PE cases as well and have been needing to embrace change and learn how to best help those with PE cases. I tend to be open to change.

13:30:20 From Katrina Tackett to Everyone:

I, too, think that our agency is open to change. As a counselor, I had a caseload of 200+ consumers in addition to the PreETS and transition. They realized it was too much, so created a position for someone to handle only PreEts. The counselors now manage their caseloads and transition students.

13:30:56 From Brittney Teasley to Everyone:

I think we are split. I also feel we just take on more of what is being asked, without thinking about it or knowing why its important.

13:31:09 From Phyllis Ritson to Everyone:

We are incredibly fortunate at DE DVI because we are smaller. Our leadership is incredibly supportive of all of us being as innovative as possible. That's a HUGE change in a former leadership paradigm. However, trust in each other is the foundation of working together through the changes and or preparing for it. I have worked with other organizations where directives were a top down model and didn't leave room for staff to feel a part of the process as opposed to participating in the process.

13:31:33 From Kimberly McDuffie to Everyone:

Change is scary when there is no transparency or things are forced upon us. If we continue to talk up positive changes within our agency or allow counselors to assist in addressing what positive changes can be made, it usually works for the good of everyone and the agency.

13:31:54 From Belinda Steinel to Everyone:

I agree with Brittney - Many times I see others taking on more roles then maybe they should without much thought.

13:33:00 From Phyllis Ritson to Everyone:

AGREE!

13:33:08 From Belinda Steinel to Everyone:

110%!

13:33:15 From Katrina Tackett to Everyone:

agreed!

13:33:17 From Brittney Teasley to Everyone:

Transparency is all my staff really wants!

13:33:46 From Brittney Teasley to Everyone:

And then being apart of the change process. It comes down from the top but they feel no asked them how it would impact them

13:34:09 From Erica Kneessi to Everyone:

I think our leadership team is super transparent and trustworthy but sometimes staff do not always feel the same way, which is really tough when we are trying to make change for the better.

13:34:51 From Katrina Tackett to Everyone:

I'm thankful that our leadership is transparent.

13:42:46 From Erica Kneessi to Everyone:

In Maryland, we've developed an Eligibility Determination Unit (EDU) which handles all of the referral through eligibility parts of casework, which happens to also be a lot of the "paper pushing" parts. This way, Counselors can actually focus on writing better, more individualized plans, and focus more on the counseling part of VR. The EDU just launched last week, so we haven't seen change just yet, but we are hopeful it's coming!

13:43:26 From Melissa Diehl to Everyone:

Great example Erica of rethinking and reimagining how we do the work

13:43:31 From Belinda Steinel to Everyone:

Erica - That's pretty cool!

13:45:26 From Talisha McAuley-Davis to Everyone:

Work as a part of the team

13:45:45 From Patricia Darr to Everyone:

Recognize that others, staff and clients, may not embrace change as easily and be patient and understanding.

13:45:58 From Belinda Steinel to Everyone:

Reminding everyone to breathe first, then listen.

13:46:03 From Leroy Jett to Everyone:

Attending workshops like these and get more feedback from peers and their challenges.

13:46:42 From Sandra Miller to Everyone:

Link to symposium landing page where you can find the materials and complete the evaluation once the symposium is over:

https://gwcrcre.org/22nd-gwu-rehabilitation-counseling-symposium/

13:46:43 From Phyllis Ritson to Everyone:

create open space for folks to be creative about next steps, Continue to invite leadership to team meetings so that we see we each are a cog in the wheel in moving forward and maintaining transparency.

13:46:45 From Robyn Throlson to Everyone:

As we review our policies and procedures, make sure to ask the why

13:46:53 From Erica Kneessi to Everyone:

I love attending these meetings and CoP's which really helps validate some of the feelings we're having

13:46:56 From Sandra Stelly to Everyone:

Change negative thoughts into positive outcomes.

13:47:23 From Melissa Diehl to Everyone:

Great comments everyone.

13:48:01 From Brigid Griffin to Everyone:

https://gwcrcre.org/cit-vr/

13:48:14 From John C. Walsh (he/him/his) to Everyone:

https://gwcrcre.org/22nd-gwu-rehabilitation-counseling-symposium/

13:48:35 From Nichole Tichy to Everyone:

This certainly highlights the sense of community across the VR field - this certainly provides an opportunity to talk with other professionals in the field and get new ideas and brainstorm!

13:48:39 From DJ Ralston to Everyone:

THANK YOU ALL for your participation today - y’all ROCK!!! \*Fist Bump👊\*

13:49:32 From Leroy Jett to Everyone:

Great discussion and the information was very helpful.

13:49:50 From Melissa Diehl to Everyone:

Don’t forget to stay on for the 2-3pm session on supervision if you are attending that session

13:50:06 From Erin Conran to Everyone:

Thank you so much.

13:50:25 From Katy Ong to Everyone:

really interesting presentation. i love all the data.

13:50:29 From Kimberly McDuffie to Everyone:

Thank you all.

13:50:30 From Sandra Miller to Everyone:

Don't forget to fill out the evaluation!! <https://gwcrcre.org/22nd-gwu-rehabilitation-counseling-symposium/>

13:50:31 From Janet Mikesell to Everyone:

Thank you so much!

13:50:34 From NKenya Lassiter to Everyone:

Thank you. this was great

13:50:45 From Beatrice Perez to Everyone:

This was great. Thank you

13:50:46 From NKenya Lassiter to Everyone:

I look forward to the next session

13:50:47 From Kyla Kremhelmer to Everyone:

This was so helpful!

13:51:04 From Karen Rustico to Everyone:

Thank you

13:53:04 From Shinene Currington to Everyone:

Very good event. I'm sure the next part will be equally informative.