

Wisconsin DVR State Plan Final 2016-2020

p. Evaluation and Reports of Progress: VR and Supported Employment Goals

Describe:

1. An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved. The evaluation must:

A. Identify the strategies that contributed to the achievement of the goals.

Strategies that the DVR believes contribute to the achievement of employment outcomes, including supported employment outcomes, include:

1) DVR immediately serves and develops employment plans for eligible applicants with the most significant disabilities, (Category 1). Applicants with significant disabilities (Category 2) currently have no wait for services. Applicants with other disabilities (Category 3) are not currently served.

2) The DVR requires at least monthly staff contact with consumers unless a different timeframe for contact is specified in their employment plan. Increased consumer contact is a strategy to both improve services and employment outcomes.

3) The DVR uses a performance and outcome-based fee schedule for job placement activities that pays vendors for a consumer's success in finding and retaining competitive employment.

4) The DVR focused increased time and attention and will continue to improve VR services in for consumers in need of supported employment and long term support services. The DVR is an active member of a multiagency effort to identify and deploy new strategies to increase employment outcomes for persons in need of long term employment supports. DVR is also developing data sharing agreements with the Department of Health Services to be identifying common customers and improve joint planning.

5) DVR will use Title I-B funds to continue to provide On-the-Job Training (OJT) affirmative hiring opportunities to private sector employers who hire and provide temporary as well as permanent work opportunities to DVR consumers. The DVR will also support paid OJT internships within state agencies willing to hire and provide temporary as well as permanent employment opportunities to DVR consumers. The goal of the OJT affirmative hiring and paid internship initiatives is to increase on-the-job training hires and resume building opportunities in the private as well as public employment sectors. Another purpose is to affirmatively target and increase the number of qualified candidates with significant disabilities in the employer's pool for permanent hires.

6) The DVR is committed to developing and implementing an eligible high school student's Individual Plan for Employment (IPE) as early as possible during the transition from high school planning process. The DVR will develop a student's IPE prior to graduation. In accordance with the Memorandum of Understanding between the DVR and the Wisconsin Department of Public Instruction, the DVR will maintain contact with students and education agencies, attend transition

meetings to provide transition planning consultation and technical assistance. It is the mission of the DVR to provide outreach to students with disabilities as early as possible so transition service needs can be identified and addressed prior to graduation.

DVR seeks program evaluation and monitoring assistance from the Wisconsin Rehabilitation Council (WRC). The WRC regularly solicits input on VR services and priorities through public comment and hearings, and from WRC members and expert panels of consumers and stakeholders invited to WRC meetings. The WRC Evaluation Committee analyzes the performance of the DVR in serving specific groups and types of disability by requesting direct input from those consumers and reviewing VR service data, patterns and outcomes. The DVR complies with requests from the WRC for specific and intensive evaluation reports on services and outcomes for specific disability groups that the Council wishes to review as potentially unserved or underserved. The WRC further reviews consumer satisfaction with VR service delivery by interacting with consumers and studying the results of the DVR's Consumer Satisfaction Survey. In addition to the WRC, other disability specific state councils, such as the Statutory Council on Blindness, regularly request and review DVR reports on service delivery to specific groups of persons with disabilities and provide feedback to the DVR.

The WRC/DVR partnership is intended to improve the performance of the DVR with respect to the evaluation standards and performance indicators established in the Act. The WRC issues an annual report reviewing the activities and performance of the DVR as well as offering WRC advice on goals and priorities in the State Plan. The DVR and WRC jointly submit the report to RSA. Input from the WRC is an important component of the DVR's comprehensive Needs Assessment and annual updates to the assessment.

B. Describe the factors that impeded the achievement of the goals and priorities.

See Above.

2. An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must:

A. Identify the strategies that contributed to the achievement of the goals.

The DVR continues to implement a plan to stabilize the OOS wait list time with the FFY13 goal of maintaining immediate activation of employment plans for persons determined to have the most significant disabilities (Category 1) and maintaining the wait to begin employment plan development to no longer than 6 months for persons determined to have significant disabilities (Category 2). This will also help the DVR achieve goals 1.1, 1.2, 1.3, 1.4 and 2.1.

Target 1: No more than 6 months in OOS wait list for eligible individuals that have significant disabilities (OOS Category 2). DVR currently has no wait for this category.

Target 2: 100% of consumers will have their IPE developed and IPE services initiated within 90 days of eligibility determination or activation from OOS Wait List, whichever is latest. Strategies that support this goal include the commitment of the DVR to interface supported employment services with the Medicaid Waiver Family Care long term employment support services as these services are expanded throughout Wisconsin.

The DVR will continue to develop and implement activities leading to increased supported employment activities. The DVR implemented activities leading to increased supported employment opportunities as described in attachments 4.11(c) (4) and 6.3.

1) The DVR conducted several needs assessment activities including a key informant survey, non-DVR employer, DVR employer and consumer focus groups, in addition to a service provider stakeholder session to identify service needs for the state plan.

2) Establish a baseline of available supported employment resources by type and county: DVR worked cooperatively with the Department of Health and Family Services as they implemented the statewide managed care system. DVR interfaced supported employment services with Family Care long-term support services in a successful effort to expand supported employment services. Statewide Family Care implementation was delayed in some counties due to state budget issues. DVR continues to develop local partnerships with the managed care entities, promoting closer collaboration and improved transition services.

3) Develop and implement a plan to increase available supported employment resources. The DVR plan is to increase coordination with other funding sources such as Wisconsin's county-based Family Care long term funding and services, and increase the number of supported employment providers in targeted areas of the state. The BPDD pilot "Let's Get to Work" for transition students also holds great promise as a template for adult braided services and further collaboration with the state's long-term care program.

B. Describe the factors that impeded the achievement of the goals and priorities.

See Above.

3. The VR program's performance on the performance accountability indicators under section 116 of WIOA.

EVALUATION AND REPORT OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS

(1) An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved.

The evaluation must: (A) Identify the strategies that contributed to the achievement of the goals. (B) Describe the factors that impeded the achievement of the goals and priorities.

During FY 2015, the WI VR program began to focus on new performance measures required under the Workforce Innovation and Opportunity Act (WIOA).

A. Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.

Our projected FY 2016 is 50%. This figure has been determined based on information collected from Unemployment Insurance data available to DVR.

B. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

Our projected FY 2016 is 48%. This figure has been determined based on information collected from Unemployment Insurance data available to DVR.

C. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program

Our projected FY 2016 is \$2500/quarter earnings. This figure has been determined based on information collected from Unemployment Insurance data available to DVR.

D. The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent one-year after exit from the program.

Our projected FY 2016 is 30%. This figure has been determined based on information collected from the DVR case management information and is an estimate.

E. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measureable skill gains toward such a credential or employment.

Our projected FY 2016 is 30%. This figure has been determined based on information collected from the DVR case management system and is an estimate.

F. The indicators for effectiveness in serving employers.

There has not been final guidance related to how VR programs are to measure effectiveness with employers. There has been an indication that there will be a choice for states to select two of three measures. DVR will review current procedures and data collected in order to determine which measures allow for the most meaningful assessment along with our other WIOA partners.

In 2013, DVR initiated a business service model in and continues to serve and have strong ties to employers. 20 positions were created in 2013 to function as employment specialists (same classification as Wagner-Peyser Job Service-Employment and Training Specialists A, B) to conduct business needs assessments, develop job matches, and place consumers in jobs. The employment specialists, called Business Service Consultants (BSC) are proportionally distributed throughout the state with at least one BSC assigned to each Workforce Development Area.

Business Services Consultants are able to work with businesses to determine if any of the 7,000 job seekers on DVR caseloads who are ready for employment match the skills that are needed by businesses, allowing DVR counselors to spend more time with job seekers who require intensive IPE development and career counseling.

The new positions have also assisted counselors in placing those in the training queue, another 7000 additional disabled individuals that would be an excellent source of talent recruitment for businesses needing specialized skilled individuals. Internships and work experiences can be especially beneficial to those ending their academic training and needing work experience to better match to employer needs.

DVR Business Service Consultants are part of the Business Service teams located in each of the eleven workforce development areas. Along with other workforce partners, the BSCs conduct outreach to businesses and share the needs and job openings with all the workforce partners. Wisconsin workforce partners, through a DOL federal grant developed a common data system that

tracks all business contacts and provides all the workforce partners with a common platform of business leads. DVR staffs play a significant role in sharing the business needs with other partners and, in turn, have access to other business leads developed by workforce partners. The database is called Salesforce and allows DVR and other partners to track metrics, job leads, and services and outreach activities. Additional partners, such as the Wisconsin Technical College System and the Wisconsin Economic Development Corporation have also participated in the common business platform making it a robust and comprehensive catalog of business talent needs.

(2) An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must: (A) Identify the strategies that contributed to the achievement of the goals. (B) Describe the factors that impeded the achievement of the goals and priorities.

DVR has met a goal of providing supplemental funds to serve any individual needing supported employment services. The entire award of Title VI-B dollars is distributed statewide to all DVR Workforce Development areas (WDA) for the provision of supported employment services. Previous annual investments include Title VI-B funds of \$413,537 covered approximately 6.1% of the total agency investment of \$6.7 million expensed on supported employment services for individuals in all OOS categories needing supported employment. The remainder of the service is funded with Title I-B funds. DVR has placed a priority on supported employment services and will continue supplemental funding of supported employment services to meet additional and needed demand.

DVR has established a goal to improve the capacity and quality of supported employment, customized and individual placement and support services. DVR provides fee-for-service outcome based payments to non-profit and profit rehabilitation entities and other service providers for the provision of time-limited supported employment services. There continues to be issues of capacity and quality with the provision of all types of supported employment services. This goal has not been met.

DVR has provided additional funds for supported employment but the provider network has not kept up with demand. There has been uncertainty among the community rehabilitation programs who serve as providers of supported employment due to an anticipated structural change in the managed care system in Wisconsin. In addition, that same network of providers faces uncertainty as to the impact of the WIOA and Center for Medicaid Services rules related to pre-vocational services and settings related to sub-minimum wage employment. Those changes will affect the financial stability of the providers who also operate sheltered workshops.

In FY 2016-2017 there is a plan to emphasize building capacity and improving the quality of the existing provider network. DVR has updated and strengthened the technical specifications for services, which include identification of specific roles, and responsibilities for the consumer, DVR and the service providers. We expect to provide training for providers that will include use of new methodologies for job development and on the job supports, taking some evidence based strategies from Individual Placement and Support (IPS) and incorporating them into supported employment services. DVR will also be creating a standardized statewide service for customized employment. DVR will continue to explore strategies to identify new providers and to work with the existing provider network to increase capacity.

DVR also has a goal to continue to expand the (IPS) model of supported employment for individual with serious and persistent mental illness in Wisconsin. This goal has been met. The number of sites has grown from three sites in 2010, to more than 22 in FY 15. It is expected that IPS will continue to grow across Wisconsin. DVR is an active partner in that effort.

(3) The VR program's performance on the performance accountability indicators under section 12016 of WIOA.

A. Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.

DVR has in place data sharing agreements with Wisconsin's UI wage section, allowing the capturing of data for quarterly earnings and employment. DVR will need to establish an additional data sharing agreement allowing it to capture out of state data to ensure the full measuring of earnings for DVR participants. DVR will additionally add tools to measure and collect self-employment earnings and successes. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017: 51%

B. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

DVR has in place data sharing agreements with Wisconsin's UI wage section, allowing the capturing of data for quarterly earnings and employment. DVR will need to establish an additional data sharing agreement allowing it to capture out of state data to ensure the full measuring of earnings for DVR participants. DVR will additionally add tools to measure and collect self-employment earnings and successes. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017:49%

C. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program

DVR has in place data sharing agreements with Wisconsin's UI wage section, allowing the capturing of data for quarterly earnings and employment. DVR will need to establish an additional data sharing agreement allowing it to capture out of state data to ensure the full measuring of earnings for DVR participants. DVR will additionally add tools to measure and collect self-employment earnings and successes. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017:\$2600.00/quarter

D. The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent one year after exit from the program

DVR has already begun to change its case management system to collect information regarding this performance measure. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017:31%

E. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measureable skill gains toward such a credential or employment.

DVR has already begun to change its case management system to collect information regarding this performance measure. It is anticipated that RSA will assist DVR in developing a benchmark and goal for the first year of participation and negotiating adjustments as needed

Projection for FY 2017:31%

F. The indicators for effectiveness in serving employers.

There are no published performance requirements for employer effectiveness. In draft documents made available prior to the finalization of the state plan, there appear to be three options. DVR will review current procedures and data collected in order to determine which measures allow for the most meaningful assessment along with our other WIOA partners.

Projection for FY 2017: To be determined

(4) How the funds reserved for innovation and expansion (I&E) activities were utilized. An important outcome of listening to business needs includes the development of specialized training programs either with other workforce partners or solely developed with DVR consumers, helping DVR job seekers obtain the needed curriculum instruction, experience and recruitment assistance necessary to meet the talent needs of specific employers.

Specialized Innovation and Expansion Projects In WDA 1, 5 and 8 there are financial literacy projects that established a program to help consumers better understand fraud, identity theft, savings, budgeting, and financial stability. The cost of the combined project: \$40,686.

In WDA's 5 and 6 there was a Project in partnership with the Division of Employment and Training provides comprehensive, individualized and value added services to DVR consumers. It adds optimizing opportunities to stay competitive in the inclusive marketplace. The cost of the project \$148,218.

In partnership and coordination with the Great Lakes Inter-Tribal Council (GLITC) a "Place and Train" projects was developed and implements with mutually agreed upon Tribal businesses, to place consumers of Wisconsin DVR or joint Wisconsin DVR-GLITC VR in competitive jobs either directly with the Tribal entity hosting the training or within the local community using their newly acquired skills and work reference. Services will include job development, soft skill training, on the job training and follow up services. The cost of the projects: \$116,378.

Operational Uses for Innovation and Expansion Funds

As required under section 101(a)(15)(E)(ii) of the Act, the Wisconsin Rehabilitation Council (WRC) and the DVR annually jointly prepare and submit to the RSA Commissioner a report on the activities and progress of the DVR in meeting its goals and priorities. This report is known as the annual Wisconsin Rehabilitation Council report.

The report is available on line and, upon request, from either the WRC or the DVR in print and alternative formats. The DVR uses funds to support the operation and activities of the Wisconsin Rehabilitation Council, and as consistent with the state plan prepared under section 705(e) (1), also uses funds to support the operation of the State Independent Living Council.

4. How the funds reserved for innovation and expansion (I&E) activities were utilized.

The following table and narrative highlights the innovation and expansion activity supported by DVR funds in FFY15. Innovation and expansion activities are generally funded in accordance with DVR's state fiscal year (i.e., July 1 – June 30) but may be conducted on a federal fiscal year if applicable. Contract / Agreement Start/End DVR funds Fiscal Arrangement and Type 8 local I and E projects with CIL's 7/1/2010–6/30/13 \$15,000 each location annually Each CIL worked with the local WDA Director to develop new patterns of services to be provided to DVR Consumers. Projects include: Assistive Technology work evaluation services, peer assisted job search instruction, financial literacy training and youth job groups. REDI Walgreen's 4/1/12–6/30/13 \$18,600 for site creation. Case service funds for direct consumer services. Intensive retail training with supports and competency based certification for potential hire with corporate partners. Let's Get to Work 2/1/12–6/30/15 Case Service funds via Youth OJT DVR has committed and created a youth transition OJT to attach youth with disabilities to competitive employment prior to HS completion. Vocational Futures Planning Services 10/1/12 –9/30/15 Case Service funds Collaborative effort with long term care and other providers to provider individualized–based services, including case management services, to people with significant physical disabilities that are in need of long term care. Milwaukee Wrap Around Pilot 6/1/20132013 –9/30/ 2015 \$350,500 annually Mentor program to establish resources and services to assist in employment. Innovation and Expansion—Place and Train Models

An important outcome of listening to business needs includes the development of specialized training programs either with other workforce partners or solely developed with DVR consumers, helping DVR job seekers obtain the needed curriculum instruction, experience and recruitment assistance necessary to meet the talent needs of specific employers.

In FFY 2014, DVR Business Services Consultants: • Were involved in 677 direct hires of DVR job seekers • Arranged 298 On–The–Job Training (OJT) experiences for DVR job seekers • Arranged 407 internships and temporary work experiences for DVR job seekers • Had contact with 4,245 businesses in Wisconsin to discuss recruiting and hiring people with disabilities

Private–sector and state agency employers have benefited significantly from the following DVR On–the–Job Training initiatives:

Since February 2009, more than 2,400 OJT private–sector hires were supported by a 50 percent payroll cost subsidy for employers providing up to 90 days of on–the–job training following a hire. In this same time period, DVR has invested nearly \$2.6 million for more than 180 DVR job–seekers participating in six month OJT internships with 23 state agencies and other public entities.

DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. This national program began its pilot in Milwaukee–area Walgreens retail locations in 2012 and is now a statewide initiative.

Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

As required under section 101(a)(15)(E)(ii) of the Act, the Wisconsin Rehabilitation Council (WRC) and the DVR annually jointly prepare and submit to the RSA Commissioner a report on the activities and progress of the DVR in meeting its goals and priorities. This report is known as the annual Wisconsin Rehabilitation Council report.

The report is available on line and, upon request, from either the WRC or the DVR in print and alternative formats. The DVR uses funds to support the operation and activities of the Wisconsin

Rehabilitation Council, and as consistent with the state plan prepared under section 705(e) (1), also uses funds to support the operation of the State Independent Living Council.