

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.

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.

(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 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.

(3) New VR Program Performance indicators

- 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 in developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

- 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.

- 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.

- 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.

- 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 is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed

- F. The indicators for effectiveness in serving employers.

DVR initiated a business service model in 2013 and has 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.

DWD's mission: Advancing Wisconsin's economy and business climate by empowering and supporting the workforce. DVR believes this initiative, transitioning the project positions into permanent positions; best demonstrates a new customer for DVR that fits well with the department's priorities of meeting the workforce needs of Wisconsin's business. DVR fully embraces the dual customer role of serving the workforce needs of Wisconsin's business community while building the needed talent through our DVR job seeker clientele. DVR is the state's preferred talent portal and by having a closer relationship to our business customer, DVR has been able to exceed our employment goal since the BSCs have been part of the DVR service delivery model.

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 data base 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.

(4) How funds for innovation and expansion 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	6/1/2013 2013 – 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.