

# Vocational Rehabilitation FFY 13 State Plan Wisconsin Rehabilitation Council Recommendations

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# What we will cover

- Feedback from Customer satisfaction survey (Enid's presentation)
- Consumer satisfaction survey
- DVR's performance in FFY 12 and thus far in FFY 13
- What DVR assured WRC we would do and the progress we made
- What goals WRC wants for FFY 14
- Public hearing participation

# State Plan

- Annual RSA requirement
  - DVR Program Compliance Assurances
  - DVR's 3-year Strategic Plan document
    - Report on FFY 12 performance
    - Report progress on FFY 13 goals and performance
    - Establish FFY14 goals and performance targets
  - Several components, including
    - Timeline
    - Final Submission

# Comprehensive Statewide Needs Assessment

- Employers
  - Feedback from our BSC staff
- Consumers
  - Receipt services
  - Customer satisfaction
- Stakeholders

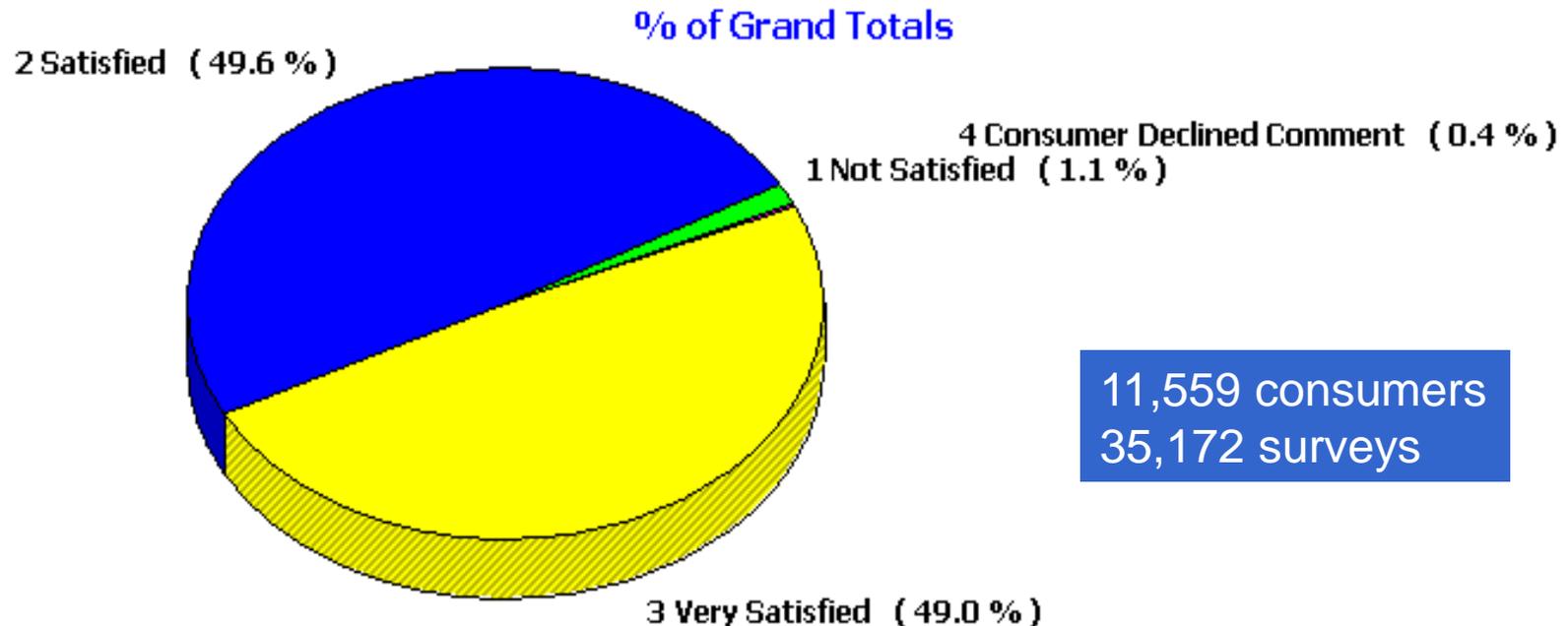
# DVR Response Teams

In addition to use of feedback in the State Plan and Comprehensive Statewide needs assessment there are other DVR internal groups that may be utilized to implement recommendations.

- Business Services Team
- Policy Academy
- Quality Assurance Team
- IT/Web Development Team
- Local WDA Service Teams

# Consumer Satisfaction

Summary Consumer Satisfaction Results for Receiving/Survey Completed PO Lines (Excludes Survey Not Needed or Unable to Locate PO's) by WDA for SFY 2013 as of Refresh Date: 4/8/2013



# RSA Annual Metrics: FFY 12

## Indicators

Standard	Federal	WI
1.1 Employment Outcomes	1 more than last year	3250 8% ↑
1.2 Rehab Rate	55.8%	52.2%
1.3 Competitive Outcome	72.6 %	99.9%
1.4 Significance of Disability	62.4%	99.1 %
1.5 Avg hrly earning/state avg	52%	59%
1.6 Self support	53%	60%

# RSA Annual Metrics: FFY 13 Indicators

Standard	FFY 12	*FFY 13
1.1 Employment Outcomes	3250	2061 62.5% of goal of 3300
1.2 Rehab Rate	52.2%	58%
1.3 Competitive Outcome	99.9 %	100%
1.4 Significance of Disability	99.1%	99.5 %
1.5 Avg hrly earning/state avg	59%	59%
1.6 Self support	60%	61%

\* 51.23% of elapsed as of 4/8/13

# State Plan Process: WRC Recommendations

- Review FFY 13 Recommendations
- Update on DVR's Actions
- Discussion/Action/Recommendations
- Update items for FFY 14

# FFY 12 WRC Recommendations

1. Monitoring and reporting of MOE
2. Quarterly resource updates to WRC
3. Updates on employment outcomes strategies & progress
4. Supportive Employment Staff Training
5. Simplify OOS wait list process
6. WRC Reports-improved communications

# # 1: Monitoring and reporting of MOE

## FFY 13:

DVR Administrator to provide updates to WRC and the SILC relating:

- MOE and
- DVR biennial funding

## VR Plan:

DWD submitted 2013 budget with GPR funding at MOE level of \$15,060,100.

DVR will provide quarterly updates to the council

# # 1: Monitoring and reporting of MOE

## VR Update:

The DVR met (MOE) funding level in FFY 2011-13.

DWD advanced a SFY 2013-2015 budget request at the GPR MOE level of \$15,060,100

DWD protected DVR against any lapse or further cuts, to date.

## WRC FFY 14 Recommendation:

- **Maintain**
- Amend
- Remove

# # 2 Quarterly WRC resource updates

## FFY 13:

That the DVR Administrator provide council with quarterly updates on the wait list numbers and staff vacancies- recognizing that they are linked.

## DVR Plan:

Will provide quarterly updates on DVR caseload, wait list, and staff resource management.

# # 2 Quarterly WRC resource updates

## DVR Update:

Quarterly updates on the wait list, staffing and caseloads provided to the WRC.

DVR maintained immediate access to services for applicants with the most significant disabilities and a wait of just over 4 months wait for Category 2.

Staff vacancy rate at near time low of 3%.

## WRC FFY 14 Recommendation:

- **Maintain**
- Amend
- Remove

# # 3 : Updates on employment outcomes strategies & progress

## FFY 13:

DVR explore in house options to increase employment outcomes.

Performance outcomes for contracted employment service providers

Attention to “job ready” category and ensuring they are properly placed.

## DVR Plan:

Employment outcomes top priority—agree to share strategies, including:

- OJT for job ready participants
- Flexibility on extensions for better employment plans
- Establishing Business Service Team
- Training on comprehensive assessments prior to IPE
- Employment readiness assessment as pre-IPE
- Review cases and closer monitoring of this job ready status

# # 3 : Updates on employment outcomes strategies & progress

## DVR Plan:

- Shared reports and strategy with WRC on employment outcomes:
- OJT for job ready participants-now over 1600
- Established ONET codes in IRIS
- Established Business Service Team and participating in DEI grant
- Established 20 new employment specialists positions
- Reviewed cases and provided closer monitoring of job ready & working with DET on JCW enhancements: resume uploads; key word search; and administrative rights for counselors

## WRC FFY 14 Recommendation:

- Maintain
- Amend (employer services and new business relationships)
- Remove

# # 4: Supportive Employment Staff Training

## FFY 13:

Training to staff on how to use supported employment and customized employment options when long term supports are not available to individual consumers.

In house employment expertise may be able to raise awareness of customized employment.

## DVR Plan:

Will continue to train staff on strategies for improved supportive employment outcomes.

Will continue to partner with DHS, DPI, etc.

Quarterly updates will be provided

# # 4: Supportive Employment Staff Training

## DVR Update:

- Continued to partner with DHS, DPI, etc.
- Collaborating on “Lets Get to Work” grant and braided funding.
- Increased supportive employments
  - ✓ RSA awarded \$451,906 for Supported Employment services
  - ✓ WI DVR spent \$3,236,613 for Supported Employment services
  - ✓ 7X what RSA expects a state the size of WI to spend
  - ✓ FFY 2012 SE successful closures = 213
- Quarterly updates provided.

## WRC FFY 14 Recommendation:

- **Maintain**
- Amend
- Remove

# # 5: Simplify OOS wait list process

## FFY 13:

The council recommends that DVR continue to monitor when and if DVR can implement simplified OOS waiting list process.

Should emphasize:

- OOS results should be addressed in the IPE
- A limitation should be counted when it is significant enough to require accommodation

## DVR Plan:

DVR will implement new simplified OOS and train all staff.

Will monitor new OOS to ensure compliance and consistency

# # 5: Simplify OOS wait list process

## DVR Update:

- DVR implement new OOS beginning 10/1/12.
- Trained all staff in 5 regional sessions
- Monitored by BCS Director
  - 24.5% in Cat. 1
  - 73.9 in Cat. 2
  - 1.3 in Cat. 3
- Encouraging cross-WDA reviews

## WRC FFY 14 Recommendation:

- Maintain
- Amend
- **Remove**

# # 6: WRC Reports

## **FFY 13:**

We appreciate receiving quarterly reports:

- service providers,
- underserved groups,
- employer services,
- on-line applications

## **DVR Plan:**

Continue to report on service providers, underserved groups, employer services as identified by BST and on-line applications.

# # 6: WRC Reports

## DVR Update:

DVR has established:

- New communication techniques for service providers and employees:

Study halls

Guidelines

Webinars

Facebook

- An on-line application and is monitoring its use.
- Employment specialists and specialized reports

DVR invested in upgrade to IRIS for service provider electronic records, to be added to customer service satisfaction and outcome data to establish “report card”.

## WRC FFY 13 Recommendation:

- **Maintain**
- Amend
- Remove

# # 7: WRC Reports

## **FFY 13:**

DVR pursue options to secure confidential office space for VRCs.

DVR to pursue ergonomic and facility upgrades.

## **DVR Plan:**

Will implement facilities transition plan to upgrade to confidential space for all VRCs.

Will undergo ergonomic assessments.

# # 7: WRC Reports

## DVR Update:

DVR has secured confidential space in Mequon. Is actively pursuing confidential space at the WSOB. West Bend still not confidential space due to long term lease.

DVR conducted ergonomic and facility upgrades in FFY 13.

- Option of larger monitors are dual monitors was offered to all DVR employees.
- Chairs were ordered for all staff not already upgraded to ergonomic chairs.
- New workstations were assessed and ordered for all needed facilities. (Wausau, Wisconsin Rapids, Baraboo, Menasha, etc.)

## WRC FFY 14 Recommendation:

- **Maintain (confidential space)**
- Amend
- Remove

# Other Goals to Consider

- Transition services goal
- Employer” place and train” as new service
- Quality assurance items, such as statewideness, fiscal responsibility, ethics training for all staff
- New techniques training, such as MI

# Next Steps

- WRC to make FY Recommendations (today)
- DVR adds response to State Plan (May 15)
- DVR publishes draft state plan, along with other required RSA attachments (May 15)
- WRC/DVR holds public hearings (May 30)
- DVR finalizes State Plan, based on feedback, receives DWD approval (mid-June)
- DVR submits electronically to RSA (June 30)
- DVR receives RSA approval

# WRC/DVR State Plan Public Hearing

- May 30, 2013 @ 3:00 pm to 4:30 pm
- Held at all DVR Video Conferencing Sites
  - Aberg Job Center will be main site, hosted by Chair Linda Vegoe and DVR Acting Director Mike Greco
  - All other sites, hosted by DVR Regional Managers
  - Written comments also welcomed

# Public Hearing Locations

May 30, 2013

3:00 to 4:30 PM



Superior:  
1805 N. 14th

Wausau:  
364 Grand Ave

Eau Claire:  
221 W. Madison St.

La Crosse:  
124 N. 6<sup>th</sup> Street

Madison:  
1801 Aberg Ave

Janesville:  
1900 Center Ave

Green Bay:  
701 Cherry Street

Milwaukee:  
2701 Chase Ave

Oshkosh:  
315 Algoma Blvd

Racine:  
1516 S. Green Bay Rd

Waukesha:  
141 NW Barstow St