



Forward. Wisconsin.

**Annual Report
Federal Fiscal Year 2011
October 1, 2010-September 30, 2011**

Message from the Chair

Forward – the Wisconsin Mindset

The members of our council knew that 2011 was going to be a challenging year for people seeking employment, including people with disabilities. But rather than accept that as a given, we focused forward, on job readiness of DVR candidates and what job readiness means to Wisconsin businesses. Were there things that DVR and its service providers could do to help DVR candidates meet the real world definition of job-ready?

At our quarterly meetings, we held discussions with the Department of Workforce Development leadership, with their Labor Market Information specialist, and the Employment Specialists who talk to businesses about their personnel needs. Here is some of what we learned:

- We still have manufacturing in our state and those businesses need replacement workers. The work requires technical and problem solving skills and not all jobs require physical labor. DVR is encouraging individuals to consider careers in manufacturing.
- Work experience, or internship experience for the recent college graduate, is very important to the people making hiring decisions. DVR has been including work experience or on the job training during the planning stage to insure there can be some experience reflected on the résumé. DVR said it played an important role in the increase in employment outcomes this year.
- Businesses can train employees to do tasks and procedures. They need the candidate to have the attributes – the soft skills - that are hard to teach: enthusiasm, ability to work in a team, and good communication skills. DVR Counselors have confirmed that this is an ongoing challenge.

The challenge of soft skills posed two different questions of equal significance.

1. What techniques are most effective in teaching soft skills to individuals who need those skills to attain their chosen job goal?
2. What employment options are there for individuals who can master the tasks and procedures but cannot master the soft skills?

In 2012, some of our council members will be researching what methods have been effective in developing soft skills. The council as a whole will be looking at other models, such as customized employment, and what it takes for a VR agency and its service providers to be effective in providing other options. Those options will need

to be in keeping with the Rehabilitation Act – integrated, competitive employment that is in keeping with the individual’s skills, abilities, and interests.

Our report will provide you with information on the outcomes, the economic impact, and the types of individuals served. What is not as evident in our report is the encouragement that was given to individuals, the thoughtful discussions with business owners, and the collaboration with schools, human service agencies, and local service providers. The focus on moving forward has served them well.

We shouldn’t be surprised. Moving forward and focusing on the future seems to be a Wisconsin mindset.

Linda Vegoe, Chair
Wisconsin Rehabilitation Council

Letter from the DVR Administrator

The Wisconsin Division of Vocational Rehabilitation thrived in an environment of challenge and change during FFY 2011.

Resource challenges and the changing needs of Wisconsin's business, industry and economic environment tested our metal this year. As you will see in this report, Wisconsin DVR successfully rose to the challenges and responded to the changes.

Following are some of the highlights of a benchmark year for DVR jobseekers and our Wisconsin employers.

- ◆ The number of job-seekers receiving employment services increased by more than 700 per month
- ◆ Integrated, competitive employment outcomes increased by 7% over FFY 2010
- ◆ 2,973 individuals entered employment at an average wage of \$12.17/hour
- ◆ 360 job-seekers received on-the-job training from Wisconsin employers with 83% retaining employment
- ◆ DVR exceeded every federal vocational rehabilitation program standard for performance and quality
- ◆ The Wisconsin taxpayer realized a 197% return on their investment in DVR employment outcomes. For every \$100 DVR spent on services resulting in employment, \$197 in annual wages were returned to Wisconsin's economy.

In partnership with the Wisconsin Rehabilitation Council we have pursued the many opportunities created by challenge and change.

We are especially grateful for the active role of the WRC in promoting and supporting the success of our program and of our jobseekers.

Charlene Dwyer, Administrator
Division of Vocational Rehabilitation

Mission

The Wisconsin Rehabilitation Council (working on behalf of Wisconsin residents with disabilities) will review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality services to people with disabilities.

Vision

The Wisconsin Rehabilitation Council will endeavor to:

- **Build partnerships** among people with disabilities, providers of service, advocacy organizations, and those other groups that can and should participate in the accomplishment of the mission and vision of the organization.
- **Forge a spirit of trust and cooperation** with the administration and staff of DVR and advocacy organizations for people with disabilities so that the use of scarce resources for accomplishing the mission and vision are optimized and conditions are created for acquiring additional resources.
- **Reach out to people with disabilities** throughout the state so as to create a true spirit of inclusion for every citizen including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.
- **Hear and respond** to the concerns and issues raised by people with disabilities, their advocates, and other concerned individuals so that the work of the Wisconsin Rehabilitation Council is as effective as possible and we are able to truly be a catalyst for positive change.

WRC Members

Linda Vegoe, Chair
Client Assistance Program
Madison

Ken Kluever, Vice Chair
Representative of persons with disabilities
Madison

Ashley Marshall, Secretary/Treasurer
Representative of persons with disabilities
Madison

Ben Anderson
Business, Industry and Labor
Amery

Cayte Anderson
Representative of persons with disabilities
Madison

Wendi Dawson
State Education Agency
Madison

Jim Dobrinska
Business, Industry and Labor
Milwaukee

Charlene Dwyer
Director of Designated State Unit
Madison

Julie Ferchoff
Vocational Rehabilitation Counselor
Janesville

Steven Gilles
Representative of persons with disabilities
Waunakee

Jodi Hanna
Representative of persons with disabilities
Madison

Alvin Hill
Community Rehabilitation Services Provider
Milwaukee

Ron Jansen
Representative from the state independent
living council
North Hudson

Monica Kammal
Representative of persons with disabilities
Madison

Gail Kolvenbach
Representative of persons with disabilities
St. Francis

Patricia Lerch
Native American Vocational Rehabilitation
Lac du Flambeau

Roxann Perez
Business, Industry and Labor
Brookfield

Cindi Pichler
Representative of persons with disabilities
Milwaukee

Dan Sippl
Business, Industry and Labor
Eau Claire

The Wisconsin Rehabilitation Council performs several functions to execute their duties, as outlined in the Rehabilitation Act. Each section of this report will highlight the activities of the WRC, and show how those activities fulfill the WRC's requirements in the Act.

1. Review, analyze, and advise DVR regarding the performance of its responsibilities (particularly regarding eligibility), the extent and effectiveness of services, and the functions performed by State agencies that affect or potentially affect the ability of individuals with disabilities to achieve employment outcomes under this title.
2. Advise and assist DVR in the preparation of the state plan and its amendments, applications, reports, needs assessments, and evaluations.
3. Conduct a review and analysis of the effectiveness of VR and consumer satisfaction.
4. Coordinate the work of the Council with the activities of other disability-related councils.
5. Establish a working relationship between DVR and the State Independent Living Council and the centers for independent living in the state.

Employment Outcomes

Employment Status	Total	Percent of Placements	Hourly Wage
Employment without Supports in Integrated Setting	2,598	87.4%	\$11.27
Employment with Supports in Integrated Setting	317	10.7%	\$8.25
Homemaker	1	0.0%	\$0.00
Self-employment (except BEP)	55	1.8%	\$22.10
State agency business enterprise (BEP)	2	0.04%	\$68.38
Total	2,973	100%	\$12.17

Wisconsin receives an impressive return on taxpayer investment when a person with a disability joins our state's workforce. In FFY 2011, DVR invested \$25.5 million in the 2,973 DVR consumers who were successful in reaching their employment goal. The estimated annual earnings for that group were more than \$50 million. This table shows, county by county, the investment made in DVR services alongside the estimated annual earnings of the people with disabilities who were successful in reaching their employment goal.

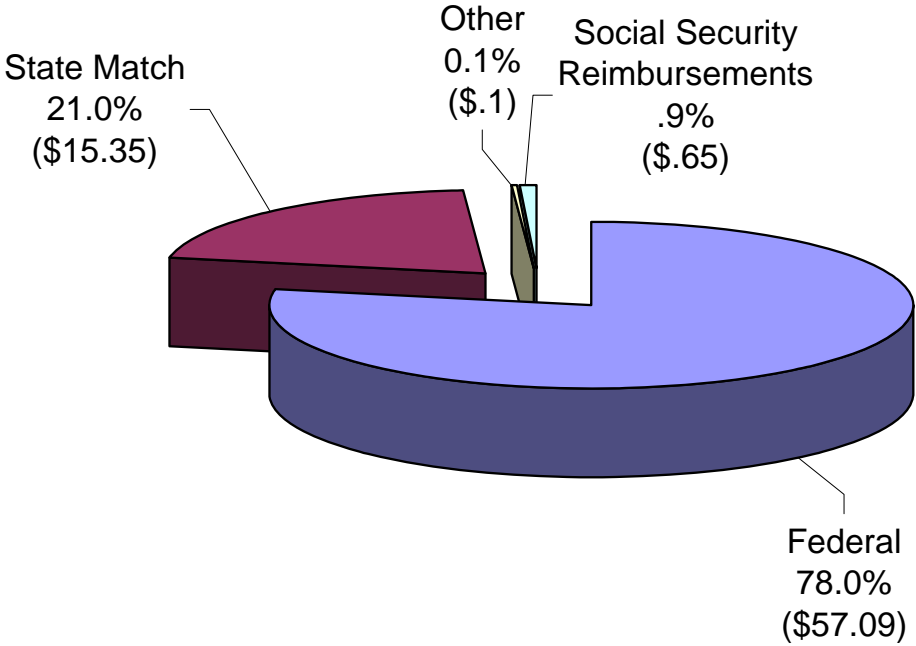
County	Successful Closures	Total Cost of Services	Annual Wage
Ashland	30	\$218,656	\$655,884
Barron	35	\$291,324	\$454,704
Bayfield	5	\$22,105	\$123,812
Brown	132	\$825,525	\$2,211,510
Buffalo	3	\$13,552	\$18,200
Burnett	6	\$63,984	\$92,300
Calumet	15	\$162,370	\$205,177
Chippewa	29	\$385,545	\$517,494
Clark	8	\$144,455	\$132,379
Columbia	25	\$249,427	\$339,841
Crawford	11	\$199,988	\$134,680
Dane	285	\$3,035,752	\$4,380,728
Dodge	34	\$242,205	\$594,719
Door	9	\$58,290	\$100,672
Douglas	35	\$115,637	\$455,676
Dunn	26	\$300,676	\$547,482
Eau Claire	72	\$647,737	\$1,066,221
Fond du Lac	79	\$456,969	\$1,051,767
Forest	2	\$71,625	\$18,200
Grant	11	\$37,880	\$178,828
Green	16	\$194,959	\$307,534
Green Lake	5	\$35,686	\$75,370
Iowa	7	\$35,636	\$99,723
Iron	2	\$12,140	\$30,680
Jackson	7	\$34,513	\$79,301

Jefferson	39	\$282,801	\$576,569
Juneau	16	\$97,796	\$234,390
Kenosha	56	\$326,379	\$682,031
Kewaunee	6	\$33,464	\$70,304
La Crosse	62	\$427,475	\$722,911
Lafayette	1	\$4,123	\$16,640
Langlade	6	\$29,780	\$104,936
Lincoln	3	\$17,132	\$30,732
Manitowoc	47	\$258,331	\$670,945
Marathon	62	\$1,109,161	\$1,311,666
Marinette	17	\$131,961	\$293,424
Marquette	5	\$44,739	\$44,564
Menominee	1	\$300	\$22,360
Milwaukee	436	\$3,150,390	\$7,707,659
Monroe	29	\$528,988	\$1,062,763
Oconto	16	\$115,115	\$195,013
Oneida	33	\$381,942	\$399,308
Outagamie	96	\$707,600	\$1,428,452
Ozaukee	41	\$536,167	\$1,055,903
Pepin	4	\$50,660	\$73,164
Pierce	16	\$318,896	\$714,782
Polk	26	\$260,692	\$482,508
Portage	27	\$214,540	\$255,139
Price	13	\$173,769	\$205,302
Racine	123	\$964,464	\$1,739,626
Richland	20	\$297,480	\$544,726
Rock	106	\$959,964	\$1,442,909
Rusk	15	\$219,379	\$264,524
St Croix	23	\$228,260	\$412,932
Sauk	22	\$90,283	\$347,653
Sawyer	13	\$163,330	\$200,772
Shawano	16	\$157,176	\$566,885
Sheboygan	84	\$586,764	\$990,020
Taylor	20	\$186,608	\$268,476
Trempealeau	7	\$63,780	\$72,618
Vernon	20	\$298,055	\$849,134

Vilas	2	\$11,849	\$39,520
Walworth	55	\$582,105	\$1,156,463
Washburn	11	\$65,038	\$179,868
Washington	78	\$661,272	\$1,333,574
Waukesha	223	\$1,639,577	\$4,632,040
Waupaca	6	\$56,686	\$50,596
Waushara	22	\$87,787	\$343,914
Winnebago	94	\$608,473	\$1,557,186
Wood	64	\$452,511	\$832,420
Statewide	2,973	\$25,463,126	\$50,098,058

Types of Jobs Obtained by DVR Consumers	Total	Hourly Wage	Percent of Placements
Production/Factory/Labor Occupations	840	\$9.49	28.25%
Food Preparation, Hotel and Serving Related Occupations	410	\$8.11	13.79%
Sales and Related Occupations	320	\$9.22	10.76%
Personal Care and Service Occupations	232	\$9.58	7.80%
Healthcare Practitioners and Technical Occupations	189	\$14.59	6.36%
Office and Administrative Support Occupations	185	\$10.99	6.22%
Transportation and Material Moving Occupations	156	\$11.15	5.25%
Other Professional Occupations	101	14.58	3.40%
Education, Training, and Library Occupations	95	\$14.79	3.20%
Construction and Extraction Occupations	86	\$11.60	2.89%
Farming, Fishing, and Forestry Occupations	83	\$24.46	2.79%
Management Occupations	77	\$15.73	2.59%
Computer and Mathematical Occupations	63	\$16.25	2.12%
Motor Vehicle Industry Occupations	44	\$11.61	1.48%
Business and Financial Operations Occupations	30	\$15.69	1.01%
Installation, Maintenance, and Repair Occupations	25	\$10.83	0.84%
Human Resources Occupations	15	\$15.77	0.50%
Architecture and Engineering Occupations	14	\$20.34	0.47%
Legal Occupations	7	\$28.55	0.24%
Homemaker	1	\$0.00	0.03%
Total	2,973		

Vocational Rehabilitation Funding Sources *(in millions)*



Case Service Expenditures

Case Service Purchase Type	Amount	Percent of Expenditures
Job Development	\$7,130,422	15.57%
Training	\$10,746,118	23.48%
College/University	\$4,862,668	
Business/Vocational School	\$2,409,356	
On the Job	\$544,335	
Books/Other Supplies	\$247,490	
Other	\$2,682,269	
Assessment	\$3,807,374	8.31%
Rehabilitation Technology	\$5,685,693	12.40%
Assistive Technology Devices	\$1,216,418	
Vehicle Modifications	\$1,154,982	
Assistive Technology Training	\$496,910	
Original Design	\$169,191	
Other	\$2,648,192	
Work Experience	\$5,258,051	11.48%
Supported Employment	\$2,794,204	6.10%
Work-related Materials/Tool	\$1,224,580	2.67%
Restoration	\$1,248,357	2.74%
Purchase/Rental Vehicle	\$1,039,440	2.27%
Adjustment Training	\$1,245,255	2.72%
Small Business Enterprise	\$924,224	2.02%
Transportation	\$1,956,029	4.27%
Other Services	\$2,731,078	5.98%
	\$45,790,825	100%

Disability Types of Consumers

Disability Type (reported as primary disability)	Total	Percent
AODA	704	1.7%
Blind/Visual	920	2.3%
Brain Injuries	704	1.7%
Cognitive	9,744	24.0%
Deaf/Hard of Hearing	1,519	3.7%
Learning Disabilities	4,069	10.0%
Mental Illness	10,238	25.2%
Orthopedic	7,106	17.5%
Other Physical	1,372	3.4%
Autism	1,178	2.9%
Eligibility Undetermined*	3,076	7.6%
Total	40,630	100%

* cases closed prior to eligibility determination