

Vermont DVR State Plan

Update on the Goals and Priorities from the 2020 State Plan

Goal 1. DVR will align services to support consumers in achieving the WIOA Common Performance Outcome Measures.

Targets: **Actual January 2022**

- 50% of cases with include one career assessment. **16%**
- 50% of cases will involve teaming. **58%**
- 35% of consumers in plan status will be enrolled in credentialed training. **26%**
- 35% of consumer plans with higher wage goals. **59%**
- 75% of consumers will be engaged post placement. **75%**

Goal 2. DVR will increase the percentage of consumers earning more than minimum wage at closure.

Target: **Actual PY 20**

- 65% of DVR consumers will earn at or above 110% of minimum wage at closure. **70.11%**
- 50% of DVR consumers will earn at or above 125% of minimum wage at closure. **54.16%**
- 30% of DVR consumers will earn at or above 150% of minimum wage at closure. **32.81**

Goal 3. DVR will increase consumer opportunities to participate in post-secondary education and training and gain industry recognized credentials.

Target. Actual PY 20

- Program Year 2020 Target: 500 DVR consumers will enroll in training leading to a credential and 125 DVR consumers will achieve a credential
- In Program Year 2020, 506 DVR consumers were enrolled in training leading to a credential and 111 consumers achieved a credential

Goal 4. In partnership with VDOL, DVR will create more opportunities for DVR consumers to participate in apprenticeship programs and pre-apprenticeship programs.

- Targets: Actual
- Program Year 2020: 10 DVR consumers will enroll in registered apprenticeship and pre-apprenticeship programs.
- Actual 3

Goal 5: DVR will establish a Charter Group to determine how to improve transition services for youth and implement those improvements.

In response to these findings from the Charter Group, DVR has made the following program changes:

- DVR has redesigned the Transition Counselor position to carry both a student and youth caseload (14 to 24). This way students enrolled in VR in high school retain their same counselor as they transition into young adulthood.
- DVR has expanded the number of Transition Counselors from 14 to 24 which is approximately 50% of capacity. This reflects that about 50% of caseload are now youth ages 14 to 24.
- DVR will be adopting Progressive Education as a promising practice for serving youth consumers.

Goal 6, DVR will improve outcomes for students and youth with emotional/behavioral disabilities served through the JOBS Supported Employment Program

- New performance measures for JOBS in Program Year 20 aligned with the DVR measures
- In PY 21 DVR deployed a JOBS dashboard to help the JOBS programs and local DVR teams track outcomes.
- We expect this will greatly improve outcome tracking for PY 21 and beyond.

Goal 7. DVR will explore and implement strategies to better serve job seekers with disabilities who are 55 and older.

- Greater use of career assessments to determine both career interests and transferable skills. Many older Vermonters have substantial skills and experience that can transfer to new settings with appropriate training
- Credentialed training programs to help older VR consumers upskill for the modern labor force.
- Providing teamed services including employment placement staff and benefits counseling. In particular, older VR consumers are more likely to receive SSI/SSDI and require benefits and work incentive counseling.

Goal 8. DVR will continue to expand efforts to effectively serve employers through Creative Workforce Solutions (CWS).

The annual targets for the CWS team for Program Years 2020 and actuals are as follows:

- Contacts: 750 new contacts per program year. Actual 768
- Activities: 2,250 distinct engagement activities per program year. 2,803
- Opportunities: 2,500 discrete consumer opportunities developed per program year. 3358

Goal: DVR will continue to seek opportunities to expand and/or improve services for underserved populations including individuals who need supported employment.

DVR has used reallocation and other funding to expand services. The following are examples of current and planned activities:

- DVR has funded 4 supported employment programs for youth with developmental disabilities not currently employed, that were launched in 2020.
- DVR has a proposal pending with ADAP to fund VR services in the Burlington Recovery Center
- DVR is planning an Adult Outpatient employment program for adults with psychiatric disabilities currently not being served

Goal 10. DVR will continue to track consumer satisfaction with the program's services through the bi-annual consumer satisfaction survey.


Targets: **Actuals**

- In Program Year 2020, DVR implemented youth specific survey strategies to assess satisfaction with VR and Pre-ETS services.
- **Over 75% of youth respondents stated that they were satisfied with services, and 78% of youth reported that they found working with their transition counselor helpful.**
- The next all VR consumer survey is scheduled for early 2022


Goals and Priorities for Program Years '22 and '23

- **GOAL 1: DVR will continue to align services to support consumers in achieving the WIOA Common Performance Outcome Measures**
 - Staff will continue to focus on making progress towards achieving our targets for each leading indicator, therefore positively impacting the WIOA Common Performance Measures

Dashboard for	Statewide	for 1/31/2022	
Leading GEN Measures	Description	Target	Near-Term rate
Team Involvement	What share of cases served have activities recorded by staff/external partners other than the case lead?	50%	▲ 52%
Assessment	What share of VR cases served have had at least one assessment done?	50%	▼ 19%
<i>Within 180 days</i>	<i>New cases assessed within 180 days of application?</i>	50%	▼ 17%
Career-Focused Training	What share of cases served in plan status engaged in career-focused training or progressive education?	35%	▼ 27%
Higher-Wage Plan Goal	What share of cases served in plan status had a higher-wage occupation as their latest plan goal?	35%	▲ 63%
Follow-Up	What share of VR cases with employment with a stable date received at least one follow-up contact?	75%	▲ 81%



GOAL 2: DVR will increase the percentage of consumers earning more than minimum wage at closure

- DVR's continued focus of careers and higher wage employment will further improve these results. Therefore, the Program Year 2022 targets are as follows:
 - **70%** of DVR consumers will earn at or above 110% of minimum wage at closure
 - **55%** of DVR consumers will earn at or above 125% of minimum wage at closure
 - **35%** of DVR consumers will earn at or above 150% of minimum wage at closure
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GOAL 3: DVR will increase consumer opportunities to participate in post-secondary education and training and gain industry recognized credentials.

Targets:

Program Year 2022 Target:

- 700 DVR consumers will enroll in training leading to a credential and 175 DVR consumers will achieve a credential

Program Year 2023 Target:

- 800 DVR consumers will enroll in training leading to a credential and 200 DVR consumers will achieve a credential

GOAL 4: VR will improve outcomes for students and youth with emotional/behavioral disabilities served through the JOBS Supported Employment Program.

- The contract deliverables outline specific targets for the percentage of youth who receiving specific types of services, such as:
 - Total number of youth who received at least one career assessment during the fiscal year **(50% of total served)**
 - Total number of youth enrolled in career focused training or supported education during the fiscal year **(30% of total served)**
 - Total number of youth placed in competitive employment for ten working days **(70% of total served)**
 - Total number of youth with a higher wage IPE goal during the federal fiscal year **(30% of total served)**
 - Total number of consumers employed at or above 125% of Vermont minimum wage at any time during the federal fiscal year **(30% of total served)**

**GOAL 5:
VR will continue
to expand efforts
to effectively
serve employers
through Creative
Workforce
Solutions (CWS).**

- The annual targets for the CWS team for Program Years 2022 and 2023 are as follows:
- Contacts: **775** new contacts per program year
- Activities: **2,500** distinct engagement activities per program year
- Opportunities: **2,750** discrete consumer opportunities developed per program year
- Caseload Driven Outreach: **1,650** distinct consumer opportunities developed based on caseload need.

GOAL 6: DVR will continue to seek opportunities to expand and/or improve services for underserved populations including individuals who need supported employment.

DVR has formed a development team to explore opportunities to expand or improve services to address the unmet needs of these groups


DVR is hopeful that within the next year or two, there will be pilot sites established in collaboration with other agencies and community partners to support consumers managing opioid addiction and recovery, as well as those consumers who manage significant mental health conditions but are not eligible for Community Rehabilitation and Treatment programs.


GOAL 7: DVR will continue to track consumer satisfaction with the program's services through the bi-annual consumer satisfaction survey.

- Targets for the 2022 Consumer Satisfaction Survey:
- at least **96%** of DVR consumers will report they would recommend DVR to family and friends
- **92%** of consumers will report they were satisfied or very satisfied with their experience working with DVR staff and counselors.



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- **GOAL 8: DVR will -evaluate how to deliver the most effective remote services to customers given the COVID-19 pandemic.**

- In order to evaluate DVR's progress, the Consumer Satisfaction Survey will include questions that:
 - Measure consumer satisfaction of DVR's virtual service delivery
 - Determine consumer's preference for virtual vs. In-person meetings
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GOAL 9: DVR will implement strategies to ensure cultural competency and awareness for DVR staff, policies and practices.

DVR will contract with a vendor to:

- Review and redefine our organizational values to explicitly include DEIA.
- Integrate DEIA into DVR's strategic planning.
- Review DVR current policies and practices and how they can be improved to support DEIA.
- Develop recruitment and retention strategies intended to more accurately reflect the diversity of the population served by DVR.
- Assess how welcoming the DVR program is to diverse populations and groups.
- Consider new outreach strategies for DVR to engage everyone in our community and especially marginalized groups.