

# **Proposed State Plan Goals and Priorities for Program Years 2024 and 2025**

STATE REHABILITATION COUNCIL, FULL COUNCIL REVIEW, DECEMBER 7, 2023

# 1. HA will continue to align services to support consumers in achieving the WIOA Common Performance Outcome Measures.

- HA strongly supports the WIOA common performance measures because they prioritize high-quality long-term outcomes for participants. The measures are:
  - Employment Rate Second Quarter Post Exit
  - Employment Rate Fourth Quarter Post Exit
  - Median Earning Second Quarter Post Exit
  - Credential Attainment
  - Measurable skills Gains

# Goals and Targets

- Because the Common Performance Measures are such lagging measures HA has developed leading measures designed for the program. These are:
  - Sustained Teaming (Target 25%)
  - Career Assessment (Target 50%)
  - Participation in credential focused training ( Target 35%)
  - Work Based Learning Experiences ( Target 25%)
  - Higher Wage Plan Goals: 150% of minimum wages or better (Target 50%)

## 2. HA will increase consumer opportunities to participate in post-secondary education and training and gain industry recognized credentials.

- **Actuals for Program Years 2021 and 2022 (SFY 22 and 23)**
  - Program Year 2021: 559 Enrolled and 121 credentials earned
  - Program Year 2022: 626 Enrolled and 156 credentials earned
- **Targets for Program Years 2024 and 2025**
  - Program Year 2024: 700 Enrolled and 170 credentials earned
  - Program Year 2025: 800 Enrolled and 200 credentials earned

### 3. HA will expand opportunities for participants to enroll in Registered Apprenticeships.

- Registered Apprenticeships are a proven strategy for job seekers to enter and succeed in high wage and high demand fields. However, historically HireAbility participants have not enrolled in apprenticeship programs. HireAbility will be implementing a number of strategies to increase participant enrollment in apprenticeship programs. Because we are starting from a low baseline the targets are modest to start with:
  - Program Year 2024 Target: 10 HireAbility participants will be enrolled in Registered Apprenticeships
  - Program Year 2025 Target: 20 HireAbility participants will be enrolled in Registered Apprenticeships

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

- HA is implementing three major strategies to improve JOBS outcomes. These are:
  - Fee for outcome contacting
  - Centralized case management
  - Implementation of a JOBS dashboard
- The new contracted outcomes include
  - Career assessments completed
  - Paid Work Experiences
  - Job placement
  - Job support post placement
  - Earnings at HA closure

## 5. DVR will continue to expand efforts to effectively serve employers under the new branding of HireAbility.

- Employer engagement continues to be a critical activity to ensure participants have access to employment opportunities and careers. Creative Workforce Solutions was the employer engagement and marketing arm under our old name of Vocational Rehabilitation. In 2021 we implemented a rebranding that pulled all our marketing under one banner HireAbility.
- **Targets**
- Contacts: 1,600 new contacts per program year
- Activities: 3,700 distinct engagement activities per program year
- Opportunities: 2,400 discrete consumer opportunities developed per program year
- Outreach: 900 distinct consumer opportunities developed based on caseload need.

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

- DVR recognizes that there continue to be Vermont populations with disabilities that are unserved or underserved. These include, but are not limited to:
  - Individuals with severe disabilities who need supported employment services but are not eligible for long term supports through the Division of Developmental Services or the Department of Mental Health.
  - Individuals with disabilities who are offenders and are transitioning into the community.
  - Individuals with substance use disorders.
  - Survivors of traumatic brain injuries.
- We will continue to seek opportunities like the Opioid Pilot to serve these populations through grants, foundations and other mechanisms.



## 7. HA will continue to track consumer satisfaction with the program's services through the bi-annual consumer satisfaction survey.

- Participant satisfaction is a critically important metric for HireAbility. The HireAbility Consumer Experience Survey is conducted every two years to determine consumers' overall satisfaction with the program.
- Targets for PY 25:
- At least 96% of DVR consumers will report they would recommend DVR to family and friends.
- At least 90% will report they were satisfied or very satisfied with their experience working with DVR staff and counselors.

## 8. HA commitment to becoming a diverse and welcoming environment for all participants, staff and partners.

### ■ Vision Statement

- HireAbility will become an organization where; All staff and participants have a sense of belonging & feel welcomed here at HireAbility. Our diverse staff reflect the communities that we serve. Our strong connections with multicultural communities and community partners ensures engagement, successful outcomes, and career pathway opportunities for participants from diverse backgrounds.

### ■ Areas of Focus

- Develop a workforce that reflects the diverse populations we serve.
- Effectively reach all populations that are eligible for our services.
- Ensure staff have access to the tools and knowledge and feel competent to serve all participants in a culturally appropriate way
- Strengthen our existing communication loops to ensure staff are informed and can contribute.