

**VR Director's Report
State Rehabilitation Council
December 2019**

Governor's Summit on the Employment of People with Disabilities: A Success! The Summit occurred on Monday, December 2nd at the Doubletree in South Burlington. A decision was made to go forward even though the snowstorm in southern Vermont meant we lost the four southern teams. Notwithstanding, we had 100 or so people for the event in the morning. VTrans staff Tim Bradshaw and Ross MacDonald and VTrans consultant Steve Falbel did an outstanding job of presenting the state of public transit and the innovations and pilot projects that are being created. Following the presentations, the teams broke out for discussion and the identification of local priorities and a recommendation for the Governor. Governor Scott arrived in time to hear the report outs from the teams. Everyone moved the Emerald ballroom for lunch. Governor Scott introduced Travis Roy and he spoke to the group. Travis was incredibly inspirational in telling his story and motivating the attendees to look at their own challenges. Governor Scott was clearly moved by Travis' remarks as he thanked Travis and closed the event. We will be following up on the local initiatives and statewide recommendations. I want to give a big shout out to CO staff and regional managers for all the planning that goes into these events and their hard work the day of the event.

Budget: We continue to look very good from a fiscal point of view. We received an unanticipated bonus from the Social Security Administration, \$187,000 that they had recouped in ticket payments and then changed their mind and gave back to us. We are holding our breath waiting for a decision on the Kessler Foundation Grant. Should know any day now if we were awarded \$500,00 over two years. We are focused on our list of one-time expenditures given our increased reallocation funds. Currently working on purchasing 12 iPad for assessment and remote interpreting. We are adding a temporary VR counselor in Newport given the very high volume of applicants in that office.

Single State Audit and Case Review Process: It has been over a year since we implemented our case review process statewide. Supervisors are reviewing 5 cases per quarter for each VR counselor. CO staff are reviewing an additional sample including a fiscal review. The tool measures compliance and quality. It is right now being reviewed and

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improved. We had a Single State Audit in the last several months. A private auditing firm pulls a sample of expenditures and ensures we have followed our policies and procedures and make allowable expenditures. We had no findings!!! We attribute that largely to AWARE and our case review process. This means no audit next year!

AWARE: We were selected by Alliance Enterprises as one of five states for focus groups. Alliance ran four focus groups of different staff types to determine whether the end users' needs were being met and what improvements were necessary. CO staff organized and attended the groups which went extremely well. Staff felt they had been heard and that their needs would be considered as Alliance works to improve the system. Alice Porter and the AWARE team deserve much credit for Vermont being selected and the success of the groups.

Youth in Transition: The Youth Advocacy Council began its second year with a meeting in November. Several new members and returning members met to determine their priority areas for the year: Housing, Special Education, Employment/Careers and Transportation. Tara Howe is very excited about the energy and commitment of the group for the upcoming year. We are planning to host the second Youth Summit on May 21st at VTC and have been awarded a small grant to support the effort.

We are working with Market Decisions to create a youth survey. As a first step, Market Decisions staff will run four focus groups in January to determine how to construct the survey, what questions to ask and how to get the best response rate. We will then survey a representative sample of youth, families and school personnel. We think this is ground-breaking and perhaps we will seek to be published with the results. Most importantly, it will direct how we deliver services to youth and their families.

Careers Initiative – Dashboard and Progressive Education: Attached is a statewide look at the Dashboard.

Teaming: We're pretty much on target, and we've improved at least 5 percentage points in the mid-term (most recent three months) measure since April.

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Career Focused Training: We're below target but making progress since April (improved 3 percentage points in the mid-term measure since then).

Higher-Wage Plan Goal: Not much movement here. The rate in April was 28% and it's still 28%. Plan goals shift more slowly, so this isn't surprising. But we did get up to 30% in late summer and then it drifted back down.

Assessment and Follow-up: These haven't yet been incorporated (that's my December goal).

We intend to have a strong focus in the next year on **Progressive Education** which is parallel to our Progressive Employment model and designed to overcome consumer's fears about education and training and meet them where they are in terms of auditing a class, meeting with an academic advisor, or enrolling in our College Steps lite at the state colleges. We intend to showcase successes at our VR VABIR All Staff Meeting in March.

New Staff Development and Training Coordinator: We have hired Heather Batalion into this staff development position. Heather comes to us from DVHA and we are excited to have her training and QA experience. I would have invited Heather to come and introduce herself, but she is on the road today – another time. One of her priorities is to create and implement an internship program so we can attract interns who are enrolled in a master's degree program in rehabilitation counseling.

Goals and Priorities: James has reviewed in detail the data on our Goals and Priorities. I simply want to underscore that the data is promising and very affirming of the Careers Initiative efforts

Cell Phone Pilot: We are planning to pilot the use of cell phones in our Barre Office. We would be giving up all our land lines except for the main line. We have decided that the ability to text is a critical form of communication with our customers. We are ordering the phones literally this morning. I will keep SRC members in the loop as we roll this out.

Diane Dalmasse

Dashboard for

Statewide

for 12/2/2019

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Workload Measures	Description	Graph of Quarters	May 30 to Aug 29 2018	Aug 30 to Nov 29 2018	Nov 30 to Feb 27 2019	Feb 28 to May 29 2019	May 30 to Aug 29 2019	Aug 30 to Nov 30 2019
Average Caseload	Caseload measured at monthly point in time		5634	5215	5265	5064	4987	5148
Cases Served	Cases served in VR (excluding PAS/PES cases)		6160	6043	5961	5939	5585	5111
Applications	Applicants by application date (includes PAS/VR)		756	903	818	917	731	661
Made Eligible	Applicants certified eligible by eligible date		650	604	610	777	663	527
Initial Plans	Initial Plans completed and signed		554	518	478	627	595	450
PostSec Ed	Post-secondary education goals by start date		167	91	85	68	176	98
WBL Experiences	WBL experiences by start date		376	209	265	299	421	172
Job Placements	Job placements by hire date or application date		495	471	412	461	520	368
Pre-Plan Closures	Closures prior to reaching plan status		226	185	181	182	170	128
Closed No Rehab	Closures from plan status without a rehab		373	363	346	380	403	335
Rehabs	Closures with successful employment		211	237	222	220	193	165

Process Measures	Description	Target	Recent rate	Medium term rate	Longer term rate	Trend
OnTime Elig	How often are eligibility decisions made within 60 days of application as required by RSA?	90%	▲ 92%	■ 89%	■ 84%	↗ +4%
OnTime Plan	How often are initial plans signed within 90 days of eligibility as required by RSA?	90%	■ 80%	■ 80%	■ 79%	→ +1%
OnTime Plan Review	What share of plans are compliant with RSA's annual plan review requirement?	90%	■ 85%	■ 84%	■ 82%	→ +1%
Plan Cslld	What share of the caseload is comprised of cases in plan status?	80%	▲ 83%	▲ 83%	▲ 82%	→ +0%
180 Day Active	What share of open cases show activity within the past 180 days?	95%	■ 93%	n/r	n/r	n/r
90 Day Active	What share of open cases show activity within the past 90 days?	85%	■ 83%	n/r	n/r	n/r
30 Day Active	What share of open cases show activity within the past 30 days?	50%	▲ 60%	n/r	n/r	n/r
New Cases	What share of the caseload involves participants who applied in the past 3 months?	15%	▲ 16%	■ 15%	▲ 16%	→ -0%
Case Length	What share of the caseload involves participants who applied within the past 24 months?	80%	▼ 77%	▼ 76%	▼ 75%	→ +1%
BC Involvement	What share of cases with SSI/DI beneficiaries have records showing BC involvement in case?	60%	■ 48%	■ 49%	■ 49%	→ -0%
Prior Auth	What share of case services auths are created before the service is authorized?	99%	■ 98%	■ 98%	■ 98%	→ -0%

Dashboard for

Statewide

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Leading GEN Measures	Description	Target	Recent rate	Medium term rate	Longer term rate	Trend
Team Involvement	What share of cases served in this period have activities recorded by staff other than the case lead?	50%	49%	51%	51%	-1%
Assessment	What share of VR cases served in this period have had at least one assessment done?	50%	n/r	n/r	n/r	n/r
Career-Focused Training	How many cases served in this period engaged in career-focused training or progressive education?	35%	16%	14%	13%	+1%
Higher-Wage Plan Goal	For cases in plan status in this period, how many had a higher-wage occupation as their latest goal?	35%	28%	28%	28%	-0%
Follow-Up	For cases in competitive paid jobs, how many received at least quarterly follow-up contacts?	75%	n/r	n/r	n/r	n/r

Lagging Measures	Description	Target	My recent rate	My longer-term rate	My rate for lead = YES	My rate for lead = NO	My YES:NO differential	State YES:NO differential
Case Completion	Cases closed by agreement vs disengagement. Does more team involvement improve this?	70%	73%	72%	77%	70%	+7%	7%
Rehab Rate	Case closures in plan status closed with successful employment. Does better assessment improve this?	55%	33%	35%	33%	n/r	n/r	n/r
Median Earnings	Median earnings in 1st post-exit quarter for cases closed in plan status. Does training improve this?	0%	51%	50%	45%	51%	-6%	-6%
125% + Minimum Wage	Rehabs with wages above 125% of min wage. Does having a higher-wage plan goal improve this?	35%	44%	41%	65%	35%	+30%	30%
Post-Exit Employment	Rehabs employed per UI data in 1st post-exit quarter. Does post-placement followup improve this?	80%	74%	75%	n/r	74%	n/r	n/r