



Preparing for Change

Annual Report
Federal Fiscal Year 2014
October 1, 2013-September 30, 2014

Message from the Chair

The Wisconsin Rehabilitation Council (WRC) has the responsibility and privilege to monitor the performance of the Division of Vocational Rehabilitation (DVR). DVR is the state agency with a sole purpose of assisting people with disabilities to obtain, maintain, and advance in employment.



In 2014, DVR received additional resources (staff and funding) to be able to serve more people with disabilities who want to go to work. That investment paid off. 4,415 people were able to go to work, the highest number since the late 1990's.

As more individuals obtained employment, DVR staff contacted more individuals on their waiting list. 4,409 people were on the waiting list at the beginning of the federal fiscal year (10/01/13). 1,498 people were on the list at the end of the federal fiscal year (9/30/14).

While much of performance is measured in numbers, our council is also concerned with quality and customer service. No one likes a waiting list, but we want DVR to be a program worth waiting for. We see our role as advocating for that balance.

As we look ahead to 2015, our council will continue to advocate for balance as we prepare for change. The Workforce Innovation and Opportunities Act (WIOA) will change some priorities for all state DVR agencies. Wisconsin DVR is in a better place than many other states, but we will have to see what impact these changes have on the waiting list and the employment outcome numbers.

The new law emphasizes partnering with other agencies and services, which will not be new for Wisconsin DVR. Since DVR was moved into the Department of Workforce Development, it has developed partnerships with Job Centers, W-2 agencies, Corrections, tribal entities, and Family Care, as well as strengthening the partnerships with high schools and colleges.

The new law requires DVR to work with high school students with disabilities to help them prepare for employment in the community. It requires the referral of students to DVR to explore the option of competitive employment before referring that student to a sheltered workshop or community rehabilitation program. We expect a good deal of resistance to this change until students, families, and agencies understand that the intent is to help people make choices based on first-hand information.

Working with more high school students for longer periods of time and new referrals from community rehabilitation programs are worthwhile additions to DVR's mission, but it will impact how many people DVR can serve. Our council will be asking for public feedback and suggestions in 2015 on how to achieve the new requirements while continuing to serve adults with disabilities.

Lastly, the law adds an important component, services to business, which Wisconsin DVR initiated a few years ago. Our council asked DVR if it could find a way to add business specialists to their workforce so businesses would have a point of contact. DVR created project positions for Business Service Consultants to be the direct line of communication with Wisconsin businesses. It has been so successful that our council recommended to Wisconsin DVR, in their State Plan, that the DVR Business Services Consultants be converted from 4-year project positions to permanent positions.*

We hope to make the best of the new law's requirements while building on our partnerships to work through the challenges. The strength of those partnerships will be critical as we prepare for change.

Linda Vegoe, Chair
Wisconsin Rehabilitation Council

**To read more about the recommendations that the WRC made to DVR in the 2015 State Plan, and DVR's response, you can visit:*
http://dwd.wisconsin.gov/dvr/state_plans/fy15/4_2_c.pdf

Letter from the DVR Administrator



In Wisconsin, 2014 was the *Year of A Better Bottom Line*, an initiative that was announced by Governor Scott Walker in January 2014. The initiative promotes employment opportunities for people with disabilities and focuses on the skills, talents and abilities that people with disabilities bring to Wisconsin's workforce.

I am pleased to report that in Federal Fiscal Year 2014, DVR went above and beyond in every performance indicator and strategic plan goal, including assisting 4,415 job seekers with disabilities in meeting their employment goals, the highest level in 15 years – demonstrating that a Wisconsin that taps the talent of everyone who wants to work is a Wisconsin that will grow and prosper. Governor Walker's *Year of A Better Bottom Line* initiative helped to share that message throughout the state.

Act 58, which had bipartisan support in both houses of the Wisconsin legislature and was signed into law by Governor Walker in late 2013, provided full-funding for DVR and also added 9 full time staff to DVR. With this additional funding and staff, DVR has eliminated the waiting list for people with significant disabilities.

While all of these things spell success for our agency, the true success lies in the success of individuals we serve – individuals who experience greater independence and self-sufficiency because of the work of our dedicated staff and partners.

The Wisconsin Rehabilitation Council has been one of those key partners. Their analysis of DVR performance, recommendations for improvements where they are needed, and advocacy for increased funding and staffing levels have all been critical in insuring that DVR services are effective in assisting job seekers with disabilities to reach their employment goals.

Michael A. Greco, Administrator
Wisconsin 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

Jim Dobrinska, Vice Chair
Business, Industry and Labor
Milwaukee

Rob Buettner, Secretary/Treasurer
Representative of persons with disabilities
Milwaukee

Cayte Anderson
Representative of persons with disabilities
Madison

Wendi Dawson
State Education Agency
Madison

Stephanie Drum
Representative of persons with disabilities
Madison

Julie Ferchoff
Vocational Rehabilitation Counselor
Janesville

Michael A. Greco
Director of Designated State Unit
Madison

Jodi Hanna
Representative of persons with disabilities
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Alvin Hill
Community Rehabilitation Services Provider
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Ron Jansen
State Independent Living Council
North Hudson

Barb KlugSieja
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Beaver Dam

Gail Kolvenbach
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Patricia Lerch
Native American Vocational Rehabilitation
Lac du Flambeau

John Lui
Community Rehabilitation Program
Elk Mound

Kristin Stern
Representative of persons with disabilities
Milwaukee

Beth Swedeen
Representative of persons with disabilities
Madison

Matthew Zellmer
Parent Training and Information Center
Milwaukee

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. Prepare and submit an annual report to the Governor and RSA Commissioner on the status of vocational rehabilitation programs operated within the State,
5. Coordinate the work of the Council with the activities of other disability-related councils.
6. Establish a working relationship between DVR and the State Independent Living Council and the centers for independent living in the state.
7. Perform other functions, consistent with the purpose of this title, as the State Rehabilitation Advisory Council determines to be appropriate, that are comparable to the other functions performed by the Council.

Employment Outcomes

The primary measure of the success of a vocational rehabilitation program is the number of job seekers with disabilities who leave the program having achieved their employment goals. FFY 2014 was another successful year for Wisconsin DVR in this regard.

	FFY 11	FFY 12	FFY 13	FFY 14
Successful Outcomes	2,972	3,250	3,840	4,415
Return on Investment	197%	210%	206%	222%

And as we reflect on the success of 2014, we look ahead to what 2015, and WIOA, will mean for DVR and the individuals with disabilities it serves. Our Council believes that Wisconsin DVR is well positioned to work with job-seekers, businesses and other partners to implement WIOA in a way that will enhance the services that are available to job-seekers with disabilities. Changes to vocational rehabilitation programs as a result of WIOA include improving partnerships with workforce system partners, working with students with disabilities who are transitioning from high school to insure their post-school success, and developing stronger relationships with business – all areas in which Wisconsin has cultivated a strong foundation.

Working with Partners

- Wisconsin DVR's approach to working with customers they share with other agencies is a model that has gained interest in several other states. DVR has agreements with the Departments of Public Instruction, Health Services and Children and Families, as well several Wisconsin tribal entities, so that services to individuals who interact with multiple agencies receive services that are well-coordinated.

Working with Youth

- Wisconsin continued its successful participation in Project SEARCH, a national program that provides real-life work

experience to help youth with significant disabilities make successful transitions from school to work and adult life. During his 2014 State of the State address, Governor Walker announced an expansion of Project SEARCH from 7 to 28 sites over three years.

- DVR partnered with the Department of Health Services, the Department of Public Instruction and the Board for People with Developmental Disabilities to implement "Let's Get to Work" grants in nine school districts throughout the state. These grants provide career exploration and work experience for youth with developmental disabilities in Wisconsin.
- DVR offers a Youth On the Job Training initiative, reimbursement to an employer for the costs associated with training a youth in a job at up to 100% of wages for up to 500 hours. DVR transition consumers can work these hours either during school or summer breaks. In FFY 2014, 146 transition-age youth participated in a Youth OJT experience.
- Wisconsin was selected as one of six sites for a PROMISE Grant from the US Department of Education. This 5-year, \$32.5 million demonstration project is aimed at improving the education and career outcomes of low-income children with disabilities who receive a Supplemental Security Income benefit from the Social Security Administration.

Working with Business

- Wisconsin DVR hired twenty new Business Services Consultants in 2013. These individuals develop relationships with Wisconsin businesses and help them recruit, hire and retain job seekers with disabilities.

In FFY 2014, DVR Business Services Consultants:

- Were involved in 677 direct hires of DVR job seekers
 - Arranged 298 On-The-Job Training (OJT) experiences for DVR job seekers
 - Arranged 407 internships and temporary work experiences for DVR job seekers
 - Had contact with 4,245 businesses in Wisconsin to discuss recruiting and hiring people with disabilities
- Private-sector and state agency employers have benefited significantly from the following DVR On-the-Job Training initiatives:
 - Since February 2009, more than 2,400 OJT private-sector hires were supported by a 50 percent payroll cost subsidy for employers providing up to 90 days of on-the-job training following a hire.
 - In this same time period, DVR has invested nearly \$2.6 million for more than 180 DVR job-seekers participating in six month OJT internships with 23 state agencies and other public entities.
 - DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. This national program began its pilot in Milwaukee-area Walgreens retail locations in 2012 and is now a statewide initiative.

Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

Employment Outcomes Details

Employment Status	Total	Percent of Placements	Hourly Wage
Employment without Supports in Integrated Setting	3,951	89.5%	\$11.56
Employment with Supports in Integrated Setting	411	9.3%	\$8.05
Homemaker	0	0%	\$0.00
Self-employment (except BEP)	53	1.2%	\$24.25
State agency business enterprise (BEP)	0	0.0%	\$0.00
Total	4,415	100%	\$11.51

The employment status categories use the terms used in the federal reporting on outcomes.

- Employment without supports refers to the typical hire, where a qualified candidate is hired by a business.
- Employment with supports refers to individuals who are hired by businesses and they receive some supports, such as job coaching, that are funded by a source other than the business.
- Integrated setting is the term that refers to competitive jobs in the community. Vocational rehabilitation services must be directed to obtaining competitive jobs in the community. “Sheltered” employment in a community based work center is funded through sources other than DVR.
- Homemaker refers to a small number of individuals who require rehabilitation to be able to perform household tasks so another member of the family can work. DVR cannot duplicate services that could be covered by health benefits or human service agencies, so it usually involves a very unique need.

- Self-employment outcomes involve starting one’s own business or receiving help to accommodate the disability so a business owner can continue to operate their business. This category includes farmers who have become disabled and want to continue farming through assistive technology or restructuring how the work is done.
- State agency business enterprise is a program that assists individuals who are blind or visually impaired to operate food service or vending operations in federal or state owned buildings.

Return on Investment

Wisconsin receives an impressive return on taxpayer investment when a person with a disability joins our state’s workforce. In FFY 2014, DVR invested \$35.3 million in the 4,415 DVR consumers who were successful in reaching their employment goal. The estimated annual earnings for that group were more than \$78.3 million – more than double the taxpayer investment in their services. 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 Wages
Adams	4	\$9,540.99	\$69,264.00
Ashland	26	\$172,509.17	\$521,196.00
Barron	39	\$343,461.54	\$580,736.00
Bayfield	5	\$29,500.10	\$57,148.00
Brown	171	\$815,817.32	\$2,937,636.00
Buffalo	4	\$48,868.28	\$72,124.00
Burnett	5	\$58,529.62	\$201,864.00
Calumet	24	\$185,966.87	\$407,212.00
Chippewa	46	\$408,527.33	\$757,484.00
Clark	11	\$48,367.08	\$397,748.00
Columbia	50	\$291,375.90	\$694,148.00
Crawford	13	\$434,963.20	\$452,400.00
Dane	395	\$3,318,919.70	\$6,214,624.00
Dodge	75	\$680,523.72	\$1,544,088.00

Door	15	\$82,345.25	\$172,692.00
Douglas	33	\$97,950.53	\$584,948.00
Dunn	29	\$339,082.64	\$345,124.00
Eau Claire	121	\$641,869.59	\$1,788,956.00
Florence	1	\$4,990.57	\$12,168.00
Fond Du Lac	121	\$693,866.74	\$2,047,708.00
Forest	1	\$8,422.00	\$6,916.00
Grant	16	\$181,969.84	\$328,224.00
Green	17	\$119,831.55	\$266,656.00
Green Lake	12	\$70,642.97	\$170,664.00
Iowa	15	\$188,773.26	\$220,324.00
Iron	9	\$115,985.50	\$144,092.00
Jackson	15	\$134,243.44	\$258,232.00
Jefferson	58	\$470,741.47	\$1,083,160.00
Juneau	22	\$175,899.18	\$432,692.00
Kenosha	125	\$923,302.81	\$1,925,664.00
Kewaunee	12	\$159,543.38	\$121,628.00
La Crosse	86	\$615,987.85	\$1,115,192.00
Lafayette	8	\$39,441.07	\$181,844.00
Langlade	5	\$31,178.00	\$69,160.00
Lincoln	17	\$140,761.75	\$201,032.00
Manitowoc	59	\$377,594.30	\$714,896.00
Marathon	143	\$1,399,036.16	\$1,877,044.00
Marinette	28	\$168,169.75	\$729,976.00
Marquette	5	\$35,168.47	\$76,232.00
Menominee	5	\$44,042.33	\$128,596.00
Milwaukee	673	\$5,430,904.58	\$12,077,780.00
Monroe	43	\$816,981.73	\$2,115,932.00
Oconto	21	\$60,926.61	\$361,816.00
Oneida	41	\$428,875.85	\$941,720.00
Outagamie	133	\$1,050,661.51	\$2,000,024.00
Ozaukee	81	\$797,570.62	\$1,229,592.00
Pepin	2	\$33,823.22	\$7,332.00
Pierce	18	\$168,390.82	\$722,488.00
Polk	18	\$155,138.90	\$297,648.00
Portage	45	\$370,098.48	\$730,756.00
Price	14	\$118,368.75	\$311,012.00
Racine	148	\$1,050,995.94	\$2,583,880.00
Richland	26	\$107,087.06	\$365,976.00
Rock	162	\$977,123.18	\$2,2452,268.00
Rusk	13	\$122,525.59	\$312,728.00

St Croix	51	\$522,465.63	\$887,380.00
Sauk	50	\$385,964.46	\$828,672.00
Sawyer	14	\$61,703.38	\$264,680.00
Shawano	22	\$340,188.25	\$1,172,808.00
Sheboygan	102	\$546,409.88	\$1,873,092.00
Taylor	18	\$184,651.43	\$248,352.00
Trempealeau	13	\$200,046.48	\$567,424.00
Vernon	47	\$880,012.87	\$1,148,472.00
Vilas	7	\$29,806.06	\$109,252.00
Walworth	80	\$1,026,724.54	\$1,912,872.00
Washburn	12	\$58,817.70	\$198,120.00
Washington	154	\$1,026,313.01	\$2,926,716.00
Waukesha	309	\$2,538,972.57	\$5,725,356.00
Waupaca	20	\$140,425.60	\$329,472.00
Waushara	22	\$121,581.74	\$429,416.00
Winnebago	148	\$1,025,133.24	\$2,440,828.00
Wood	62	\$370,232.83	\$821,912.00
Total	4,415	\$35,256,633.73	\$78,307,268.00

The focus of the vocational rehabilitation program is assisting job-seekers with disabilities to find employment that is in an integrated, community setting, earning a wage that is commensurate with those earned by their non-disabled peers.

The table below demonstrates the wide variety of jobs obtained by DVR customers.

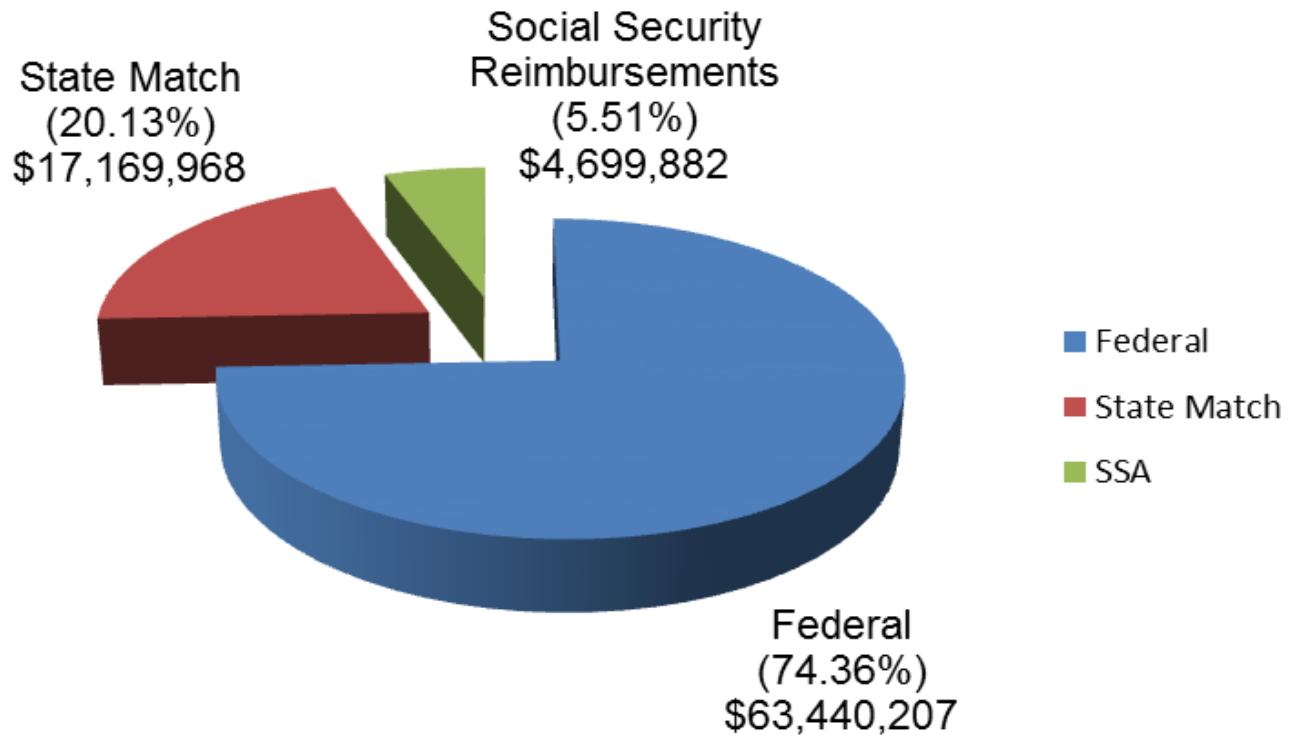
Types of Jobs Obtained by DVR Consumers	Total
Office and Administrative Support	749
Food Preparation and Serving Related	557
Building and Grounds Cleaning and Maintenance	541
Production	476
Sales and Related	393
Transportation and Material Moving	342
Personal Care and Service	284
Management	152
Healthcare Support	146
Installation, Maintenance and Repair	116
Education, Training and Library	109
Community and Social Service	103
Healthcare Practitioners and Technical	83
Construction and Extraction	62
Arts, Design, Entertainment, Sports and Media	59
Business and Financial Operations	55
Computer and Mathematical	50
Protective Service	49
Farming, Fishing and Forestry	42
Architecture and Engineering	27
Life, Physical and Social Science	14
Legal	6
Totals	4,415

Disability Types of Consumers

Disability Type (reported as primary disability)	Total	Percent
ADHD	1,565	4.1%
AODA	655	1.7%
Autism	1,773	4.6%
Blind/Visual	852	2.2%
Brain Injuries	807	2.1%
Cognitive	3,102	8.1%
Congenital Condition or Birth Injury	527	1.4%
Deaf/Hard of Hearing	1,489	3.9%
Learning Disabilities	3,188	8.3%
Mental Illness	8,366	21.9%
Orthopedic	6,148	16.1%
Other	3,569	9.3%
Other Physical	3,946	10.3%
Eligibility Undetermined*	2,260	5.9%
Total	38,247	100%

* Cases closed prior to eligibility determination.

Vocational Rehabilitation Funding Sources



* In Federal Fiscal year 2014, DVR received \$4.7 million in reimbursements from the Social Security Administration. Reimbursed funds are folded back into the program to offer additional job seeker and business services.

Case Service Expenditures

Service	Amount	Percent of Expenditures
Job Development	\$9,293,258.14	17.5%
Rehabilitation Technology	7,662,836.54	14.4%
Temporary Work	5,469,366.54	10.3%
Supported Employment	5,213,751.63	9.8%
College/University Training	\$4,702,901.67	8.9%
Assessment	4,286,195.18	8.1%
Transportation	4,098,756.75	7.7%
On-The-Job Supports	3,421,712.11	6.4%
Training	1,620,895.70	3.1%
Benefits Analysis	1,386,392.36	2.6%
Occupational/Vocational Training	1,066,960.96	2.0%
Work-Related Materials/Tool	970,851.79	1.8%
Restoration	748,088.96	1.4%
Small Business Services	534,012.07	1.0%
Disability Skills Training	521,184.86	1.0%
Maintenance	506,494.45	1.0%
State Internship Program	429,846.75	0.8%
Other Services	358,560.92	0.7%
Interpreter/Note Taker for the Deaf	349,327.74	0.7%
Low Vision Aid/Adjustment Services	190,702.18	0.4%
Services/Family Members	139,790.74	0.3%
Youth OJT	63,749.06	0.1%
Personal Assistance	34,803.97	0.1%
Promise Grant Services*	4,341.29	0.0%
Post-Employment Services	1,440.02	0.0%
Total	\$53,076,122.38	100%

The Wisconsin Rehabilitation Council uses input from the public to help advise the Division of Vocational Rehabilitation. You can give your input to the WRC anytime.

Call

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(608) 266-1133

Write

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Attend a meeting

WRC meets quarterly in cities around Wisconsin. Meetings are open to the public. For a meeting schedule, visit us online at:

<http://dwd.wisconsin.gov/dvr/wrc>.

Become a member

If you are interested in becoming a WRC member, please call us at:

(800) 442-3477.

To learn more:

DVR services for job seekers with disabilities:

<http://dwd.wisconsin.gov/dvr/jobseek.htm>

DVR services for business:

http://dwd.wisconsin.gov/dvr/business_services/

The Wisconsin Rehabilitation Council:

<http://dwd.wisconsin.gov/dvr/wrc/default.htm>

Workforce Innovation and Opportunities Act:

<http://www.doleta.gov/wioa/>

Rehabilitation Services Administration:

<https://rsa.ed.gov/>

The National Coalition of State Rehabilitation Councils:

<http://www.ncsrc.net/>