

Vocational Rehabilitation FFY 13 State Plan Wisconsin Rehabilitation Council Recommendations

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What we will cover

- Feedback from Focus Groups, stakeholder session and recommendations
- Consumer satisfaction survey
- DVR's performance in FFY 11
- What DVR assured WRC we would do and the progress we made
- What goals WRC wants for FFY 13
- Public hearing participation

State Plan

- Annual RSA requirement
 - DVR Program Compliance Assurances
 - DVR's 3-year Strategic Plan document
 - Report on FFY 11 performance
 - Report progress on FFY 12 goals and performance
 - Establish FFY13 goals and performance targets
 - Several components, including
 - Timeline
 - Final Submission

Comprehensive Statewide Needs Assessment

- Employers
 - Focus Groups
 - DVR Users (March 19)
 - Non DVR (March 12)
- Consumer
 - Focus Group (March 15)
 - Satisfaction Survey (July 1, 2011-YTD)
- Stakeholders
 - Rehab and Transition Conference (April 11)
 - Other outreach

Focus Group Feedback Uses

- ① 2012-2013 DVR State Plan
- ① Comprehensive Statewide Needs Assessment-Three year cycle 2012-2015
- ① Quality Assurance Strategic Planning
- ① Process Improvement

Employer Focus Group

No previous interaction

Findings

- 👤 Interest in DVR Services
- 👤 HR Concerns in hiring employees with disabilities
- 👤 Unsure about disability (types, etiquette, accommodations, etc)
- 👤 Interest in OJT

Recommendations

- 👤 Inclusion of DVR in other DWD initiatives (BST-labor law)
- 👤 ID and use of DVR “Champions”/ Employer advisor group
- 👤 Update communication tools (web, print, outreach)
- 👤 Develop training modules

Employer Focus Group

Previous interaction

Findings

- 👤 Employers want to share experiences
- 👤 Employers willing to hire other employees with disabilities
- 👤 Multiple methods of DVR initial contact
- 👤 Employers want informed interaction with DVR

Recommendations

- 👤 New employer link on DVR website
- 👤 Outreach with existing DVR consumers (friends and family)
- 👤 Leverage other connections with business

Consumer Focus Group

WDA 2-Milwaukee

Findings

- 👤 DVR Consumers pleased overall with services and staff
- 👤 Need for service provider accountability, ability, and training
- 👤 Appreciate helpful encouragement as well as tangible services

Recommendations

- 👤 More timely response from DVR requested-ambassadors for our program
- 👤 Focus on permanent, living wage jobs
- 👤 Replace providers who are not performing
- 👤 Make improvements from consumer perspective

Stakeholder Feedback Session

Findings

- 🗣️ Communication issues and delays
- 🗣️ Need feedback loop
- 🗣️ Referral issues with missing items for work (I.D., legal, etc.)
- 🗣️ DVR is connector between school and work

Recommendations

- 🗣️ Establish regular feedback (newsletter, reports, meetings)
- 🗣️ Use fiscal/service liaisons to work out local issues
- 🗣️ Provide teaming information to providers/others to maintain contact

DVR Response Teams

In addition to use of feedback in the State Plan and Comprehensive Statewide needs assessment there are other DVR internal groups that may be utilized to implement recommendations.

- 👁 Business Services Team
- 👁 Policy Academy
- 👁 Quality Assurance Team
- 👁 IT/Web Development Team
- 👁 Local WDA Service Teams

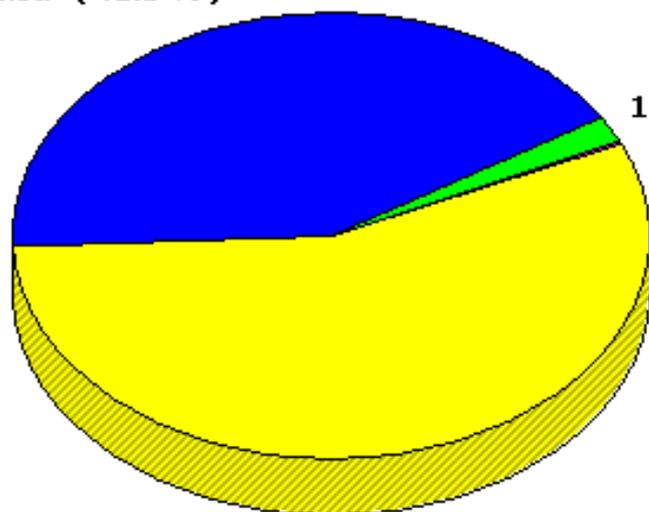
Consumer Satisfaction

Summary Consumer Satisfaction Results for Receiving/Survey Completed PO Lines (Excludes Survey Not Needed or Unable to Locate PO's) by WDA for SFY 2012 as of Refresh Date:

4/25/2012

2 Satisfied (41.8 %)

% of Grand Totals



4 Consumer Declined Comment (0.5 %)
1 Not Satisfied (1.9 %)

11720 consumers
38643 surveys

RSA Annual Metrics: Indicators

Standard	Federal	WI
1.1 Employment Outcomes	1 more than last year	2973 # over 2010
1.2 Rehab Rate	55.8%	58.55%
1.3 Competitive Outcome	72.6 %	100%
1.4 Significance of Disability	62.4%	99%
1.5 Avg hrly earning/state avg	52%	59%
1.6 Self support	53%	58%

State Plan Process: WRC Recommendations

- Review FFY 12 Recommendations
- Update on DVR's Actions
- Discussion/Action/Recommendations
- Update items for FFY 13

FFY 12 WRC Recommendations

1. Monitoring and reporting of MOE
2. Quarterly resource updates to WRC
3. Updates on employment outcomes strategies & progress
4. Supportive Employment Staff Training
5. Simplify OOS wait list process
6. WRC Reports-improved communications

1: Monitoring and reporting of MOE

FFY 12:

DVR Administrator to provide updates to WRC and the SILC relating:

- MOE and
- DVR biennial funding

VR Plan:

DWD submitted 2011-2013 budget with GPR funding at MOE level of \$15,060,100.

DVR will provide quarterly updates to the council

1: Monitoring and reporting of MOE

VR Update:

The DVR met (MOE) funding level in FFY 2011.

DWD advanced a SFY 2012-2013 budget request at the GPR MOE level of \$15,060,100

DWD protected DVR against any lapse or further cuts, to date.

WRC FFY 13 Recommendation:

- Maintain
- Amend
- Remove

2 Quarterly resource updates to WRC

FFY 12:

That the DVR Administrator provide council with quarterly updates on the wait list numbers and staff vacancies- recognizing that they are linked.

DVR Plan:

Will provide quarterly updates on DVR caseload, wait list, and staff resource management.

2 Quarterly resource updates to WRC

DVR Update:

Quarterly updates on the wait list, staffing and caseloads provided to the WRC.

In FFY 2012 state plan, DVR has been able to maintain immediate access to services for applicants with the most significant disabilities and a wait of less than 6 months for applicants with a significant disability.

Staff vacancy rate at near time low of 3%.

WRC FFY 13 Recommendation:

- Maintain
- Amend
- Remove

3 :Updates on employment outcomes strategies & progress

FFY 12:

DVR explore in house options to increase employment outcomes.

Performance outcomes for contracted employment service providers

Attention to “job ready” category and ensuring they are properly placed.

DVR Plan:

Employment outcomes top priority—agree to share strategies, including:

- **OJT for job ready participants**
- **Flexibility on extensions for better employment plans**
- **Establishing Business Service Team**
- **Training on comprehensive assessments prior to IPE**
- **Employment readiness assessment as pre-IPE**
- **Review cases and closer monitoring of this job ready status**

3 : Updates on employment outcomes strategies & progress

DVR Plan:

Shared reports and strategy with WRC on employment outcomes:

- OJT for job ready participants-now over 1200
- Extension flexibility allowed with oversight
- Established Business Service Team and participating in OEI grant
- Statewide training on comprehensive assessments prior to IPE and IPE held
- Reviewed cases and provided closer monitoring of job ready status-now working with DET on JCW enhancements that allow for resume uploads, key word search, and administrative rights for counselors

WRC FFY 13 Recommendation:

- Maintain
- Amend
- Remove

4: Supportive Employment Staff Training

FFY 12:

Training to staff on how to use supported employment and customized employment options when long term supports are not available to individual consumers.

In house employment expertise may be able to raise awareness of customized employment.

DVR Plan:

Will continue to train staff on strategies for improved supportive employment outcomes.

Will continue to partner with DHS, DPI, etc.

Quarterly updates will be provided

4: Supportive Employment Staff Training

DVR Update:

Issued new guidance on resource ownership (carve out employment).

Continued to partner with DHS, DPI, etc.

Collaborating on “Lets Get to Work” grant and braided funding.

Quarterly updates provided.

WRC FFY 13

Recommendation:

- Maintain
- Amend
- Remove

5: Simplify OOS wait list process

FFY 12:

The council recommends that DVR continue to monitor when and if DVR can implement simplified OOS waiting list process.

Should emphasize:

- OOS results should be addressed in the IPE
- A limitation should be counted when it is significant enough to require accommodation

DVR Plan:

DVR agrees that there is a need to retrain staff on the application of the current OOS process and will initiate a statewide staff training during FY 2012.

5: Simplify OOS wait list process

DVR Update:

OOS Workgroup developed new and simplified process to improve OOS assignment consistency.

On agenda for final approval—will need to add to FFY 13 State Plan.

WRC FFY 13 Recommendation:

- Maintain
- Amend
- Remove

6: WRC Reports

FFY 12:

We appreciate receiving report on the tools and strategies that are improving communication, collaboration, and outcomes, such as DVR efforts in transition

DVR Plan:

Recommend that DVR improved service provider communications

- Referral
- Referral objectives
- Assistive technology for competitive employment

6: WRC Reports

DVR Update:

DVR has established new communication techniques for service providers and employees:

- Study halls
- Webinars
- Guidelines
- Facebook

DVR established an on-line application

DVR invested in upgrade to IRIS for service provider electronic records, to be added to customer service satisfaction and outcome data to establish “report card”.

WRC FFY 13 Recommendation:

- Maintain
- Amend
- Remove

Next Steps

- WRC to make FY Recommendations (today)
- DVR adds response to State Plan (May 10)
- DVR publishes draft state plan, along with other required RSA attachments (May 10)
- WRC/DVR holds public hearings (May 30)
- DVR finalizes State Plan, based on feedback, receives DWD approval (mid-June)
- DVR submits electronically to RSA (June 30)
- DVR receives RSA approval

WRC/DVR State Plan Public Hearing

- May 30, 2012 @ 3:00 pm to 4:30 pm
- Held at all DVR Video Conferencing Sites
 - Aberg Job Center will be main site, hosted by Chair Linda Vegoe and DVR Acting Director Mike Greco
 - All other sites, hosted by DVR Regional Managers
 - Written comments also welcomed

Public Hearing Locations

May 30, 2012

3:00 to 4:30 PM



Superior:
1805 N. 14th

Wausau:
364 Grand Ave

Eau Claire:
221 W. Madison St.

La Crosse:
124 N. 6th Street

Madison:
1801 Aberg Ave

Janesville:
1900 Center Ave

Green Bay:
701 Cherry Street

Milwaukee:
2701 Chase Ave

Oshkosh:
315 Algoma Blvd

Racine:
1516 S. Green Bay Rd

Waukesha:
141 NW Barstow St