



# **STATE PLAN**

*for Vocational Rehabilitation Services*  
&  
Supplement for Supported Employment Services

**FY 09**  
**October 1, 2008 – September 30, 2009**

## **Attachment 4.2 (c)**

### **Input of the State Rehabilitation Council**

The Mission of the Oklahoma Rehabilitation Council (ORC) is “To facilitate consumer education and empowerment, to assure services are of high quality, and lead to employment of individuals with disabilities within the state of Oklahoma.”

**Goal 1:** The ORC shall comply with the Rehabilitation Act by establishing and maintaining a Governor appointed diverse council.

**Objective 1-1:** As a Council vacancy arises, the Program Manager will recruit, recommend, and consult with the Governor’s Deputy of Appointments to ensure membership compliance with the Rehabilitation Act.

*Task 1:* Establish and maintain list of potential council members. **(completed 9 member appointments in 08 & ongoing in 09)**

*Task 2:* Creation and maintenance of fully accessible website updated as needed. Post council member vacancies on website **(new for 09)**

*Task 3:* Outreach with other business and employer organizations such as Chambers of Commerce, DSU Workforce Team, Business Employment Service Team (BEST), Veterans organizations. **(completed in 08 & continuing in 09)**

**Objective 1-2:** Maintain quarterly meetings inclusive of Designated State Unit (DSU) leadership. ORC will maintain compliance with the Oklahoma Open Meetings Act. **(ongoing)**

*Task 1:* Program Manager will attend training on Open Meetings Act and share information with council. **(completed 08 and maintain on every other year schedule)**

*Task 2:* Maintain relationship with DSU leadership and coordinate the development of the agenda. **(completed in 08 & continuing in 09)**

- DSU Leadership attendance at ORC quarterly meetings addressing agency issues.
- Field Coordinators attendance at ORC quarterly meetings addressing field services issues

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- DSU Program Managers have been assigned to ORC committees as content experts to provide assistance.

**Objective 1-3:** Develop and maintain committees that address the goals and objectives outlined by the ORC, the DSU Strategic Plan, and the Rehabilitation Act (i.e., Program and Planning Committee, Transition and Employment Committee, and Policy and Legislation Committee. **(completed in 08 & continuing in 09)**

*Task 1:* Every ORC member will serve on a committee **(completed in 08 & continuing in 09)**

*Task 2:* Each committee will elect a chair **(completed in 08 & continuing in 09)**

### **Transition and Employment Committee:**

Activity 1-3-1: The Transition and Employment Committee will collaborate with the DSU to understand and review transition data currently tracked and available. **(continuing in 09)**

A. Meet with DSU AWARE Administrator to understand AWARE system's information on transition students. All committee chairs will be involved. **(pending 08 will pursue in 09)**

*Task 1:* ORC will request orientation on AWARE system and transition case management issues. Include VR/VS transition counselors in this meeting. (December 07) **(pending 08 due to DSU roll out of new AWARE program, will pursue in 09)**

*Task 2:* Develop a list of information from AWARE training that could be utilized for various methods. **(pending 08 due to DSU roll out of new AWARE program, will pursue in 09)**

*Task 3:* Collaborate with DSU to analyze data to identify gaps in services, best practices and other information useful for program planning and disseminate information to DSU administration, transition service providers and others as appropriate. **(pending 08 due to DSU roll out of new AWARE program, will pursue in 09)**

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### **Input of the State Rehabilitation Council**

- Activity 1-3-2: The Transition and Employment Committee will encourage increased activity of the Oklahoma Regional Transition Teams. **(ongoing)**
- Task 1:* Invite transition teams to present the progress of their team plans, including best practices, at the quarterly ORC meetings. **(will invite in 08 and continue in 09)**
- Task 2:* Have members of ORC Transition and Employment committee attend regional transition team meetings. **(ongoing)**
- Task 3:* Collaborate with the DSU on ways to implement more involvement and leadership from counselors as team leaders. **(ongoing)**
- Activity 1-3-3: The Transition and Employment Committee will collaborate with DSU Workforce Team on identifying employment issues while also obtaining information from the BEST Unit. (e.g., demand occupations by region, information sharing from local Workforce Investment Boards (WIBs), skills and preferences of consumers). **(pending 08)**
- Activity 1-3-4: The ORC Program Manager will participate on the DSU's Workforce Team. **(ongoing)**
- Activity 1-3-5: The Transition and Employment Committee will collaborate with the DSU's Transition Team on all national technical assistance, including work with the National Secondary Transition Technical Assistance Center (NSTTAC). **(new for 09)**
- Activity 1-3-6: The Transition and Employment Committee will maintain ongoing collaboration with the DSU Transition Team on their State Plan goals (development through implementation). **(new for 09)**
- Activity 1-3-7: The Transition and Employment Committee will share information from the Indicator 14—Post-School Outcomes reports provided by the OSDE-SES with appropriate DSU Teams (BEST, Transition, Division Administrators etc.) for program development. **(new for 09)**

## **Attachment 4.2 (c) Input of the State Rehabilitation Council**

### **Policy and Legislative Committee:**

Activity 1-3-8: The Policy and Legislative Committee will promote and increase the number of Consumer Success Stories. **(76 stories submitted in 07, 106 stories submitted in 08 and ongoing)**

A. ORC will distribute a consumer success story to key stakeholders. **(ongoing)**

*Task 1:* Share success stories at ORC quarterly meeting **(ongoing)**

*Task 2:* Distribute to state legislators annually in conjunction with DSU Disability Awareness Day. **(ongoing)**

*Task 3:* Distribute during spring visits at Council of State Administrators of Vocational Rehabilitation (CSAVR) to the US Congressional members. **(ongoing)**

*Task 4:* Distribute to VR/VS counselors via ORC website. **(pending 08)**

*Task 5:* Collaborate with DSU Legal Department to review Client Success Story release to meet release of information requirements and transitional student requirements. **(new for 09)**

*Task 6:* Explore Options for use of the Client Success Story for support of the transition programs (i.e. Brighter Futures In Transition (BFIT)). **(new for 09)**

B. ORC will place consumer success stories on the ORC website [www.okrehabcouncil.org](http://www.okrehabcouncil.org) **(pending 08 and ongoing)**

*Task 1:* ORC Program Manager will select success stories to be posted monthly. **(pending 08 and ongoing)**

Activity 1-3-9: The Policy and Legislative Committee will review and update the Advocacy ToolBox as needed. **(ongoing)**

A. A legislative update link will be created on the ORC website. **(ongoing)**

*Task 1:* Utilize the DSU legislative updates. **(ongoing)**

*Task 2:* Make list of state legislators **(ongoing)**

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### **Input of the State Rehabilitation Council**

*Task 3:* How A Bill Becomes Law information in accessible narrative format. **(ongoing)**

Activity 1-3-10: The Policy and Legislative Committee will collaborate with DSU on the development and implementation of the State Plan process and Policy Update process. **(new 09)**

Activity 1-3-11: The Policy and Legislative Committee will annually provide public comment on proposed state plan and policy changes. **(completed 08 and ongoing)**

*Task 1:* Schedule committee meetings to review policy changes and determine comments to DSU. **(completed 08 and ongoing)**

*Task 2:* Review policy changes with full council. **(completed 08 and ongoing)**

*Task 3:* Coordinate with DSU on development of state plan. **(completed 08 and ongoing)**

Activity 1-3-12: The Policy and Legislative Committee will promote consumer attendance at the DSU public hearings on state plan and policy changes. **(completed 08 and ongoing)**

*Task 1:* Create summary of proposed changes **(completed 08 and ongoing)**

*Task 2:* Publish ORC 800 number and email address on flyer for input for public comment to be read at public hearing. **(completed 08 and ongoing)**

*Task 3:* Ensure accessible locations for all public hearings (bus route, interpreters, materials) **(completed 08 and ongoing)**

*Task 4:* Provide information on hearings to vendors/service providers to encourage consumer participation. **(pending 08 and ongoing)**

Activity 1-3-13: The Policy and Legislative Committee will partner and participate with the DSU on Disability Awareness Day at the Capitol. **(completed 08 and ongoing)**

A. Participate on the planning committee. **(completed 08 and ongoing)**

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- B. Support marketing strategies. **(completed 08 and ongoing)**
- C. Participate as legislative guides. **(completed 08 and ongoing)**
- D. Participate as an exhibitor. **(completed 08 and ongoing)**
- E. Provide Training to Legislative Leads. **(completed 08 and ongoing)**

Activity 1-3-14: The Policy and Legislative Committee will collaborate with other consumer advocacy groups to host the Meet the Candidates Forum, as events occur. **(pending 08 and ongoing)**

Activity 1-3-15: Through Policy and Legislative Committee, the ORC will partner with the Council of State Administrators of Vocational Rehabilitation (CSAVR) and National Council of State Administrators of the Blind (NCSAB) on federal legislative initiatives. **(ongoing)**

- A. At least one Policy and Legislative representative will participate in the spring and/or fall CSAVR / NCSAB meetings. **(completed 08 and ongoing)**

*Task 1:* Participate in national level sub committee activities. **(completed 08 and ongoing)**

*Task 2:* Provide follow up to council. **(completed 08 and ongoing)**

*Task 3:* Invite DSU representative to attend the SRC national meeting prior to CSAVR. **(completed 08 and ongoing)**

Activity 1-3-16: The Policy and Legislation Committee will collaborate with the DSU on the CSAVR “Futures Initiative”.

*Task 1:* Review Oklahoma’s reaction to “Futures” initiative. **(completed 08)**

*Task 2:* Participate in meetings as feasible. **(completed 08 and ongoing)**

Activity 1-3-17: The Policy and Legislative Committee will collaborate with the DSU to visit the US Congressional local offices.

*Task 1:* Make appointments with each office location. **(completed 08 and ongoing)**

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*Task 2:* Create informational materials useful to constituent case workers. **(completed 08 and ongoing)**

Activity 1-3-18: The ORC will continue its participation and input with the Consumer Service Improvement Committee to ensure the DSU policies are in alignment with the Rehabilitation Act, Oklahoma consumer needs and employment outcomes. **(completed 08 will pursue in 09 under Activity 1-3-7)**

*Task 1:* The ORC will participate with the DSU sub-committee to compare alignment of Title 612, Chapter 10, of the Oklahoma Statutes with the Rehabilitation Act. **(completed 08 will pursue in 09 under Activity 1-3-7)**

### **Program and Planning Committee:**

Activity 1-3-19: In accordance with Section 105 (A)(c)(i) The Program and Planning Committee will annually review, analyze and advise the DSU's federal reporting performance. **(completed 08 and ongoing)**

*Task 1:* Invite Field Coordinators to discuss the impact of the findings on agency and consumers. All committee chairs will be involved. **(pending 08 and ongoing)**

*Task 2:* Ask the DSU Representative to provide an update on performance activities at the quarterly ORC meetings. **(completed 08 and ongoing)**

*Task 3:* Explore options for assisting DSU on federal reporting performance guidelines. **(new 09)**

*Task 4:* Develop a follow up or feed back document and submit to full council for revisions with the intent to submit to DSU Administrators, DSU Commissioners and Rehabilitation Services Administration (RSA). **(not completed 08 delete for 09)**

A. Review progress updates on the accomplishments of the DSU Corrective Action Plan and other federal reports.

*Task 1:* Review follow-ups on results and provide feedback as appropriate. **(not completed, process will be altered in 09)**

## **Attachment 4.2 (c)**

### **Input of the State Rehabilitation Council**

Activity 1-3-20: The Program and Planning Committee will request the DSU to utilize the services of a professional entity to assist with the development and analysis of the annual needs assessment. **(completed 08)**

*Task 1:* Meet with DSU representative to discuss issues and topics regarding questions posed. **(completed 08)**

*Task 2:* Collaborate with DSU Team and consultant to set parameters. **(completed 08 and determined due to financial crisis it will be completed internally by the DSU Policy Development and Program Standards Unit)**

*Task 3:* Collaborate with DSU to see the process through completion. **(ongoing)**

Activity 1-3-21: The Program and Planning Committee will participate with the DSU throughout the RSA monitoring and review process.

**Goal 2:** The ORC shall have viable input annually in the development of the State Plan. **(completed 08 and ongoing)**

**Objective 2-1:** The ORC will collaborate with DSU to assist in the preparation of annual goals and objectives. **(completed 08 and ongoing)**

**Objective 2-2:** The ORC will conduct a review and analyze annually of the effectiveness of consumer satisfaction with the functions performed by the DSU. **(completed 08)**

*Task 1:* Partner with the Policy and Development and Program Standards Unit in the development of the survey. **(pending 08)**

*Task 2:* Review and analyze the results of the survey. **(pending 08)**

*Task 3:* Discuss with Division Administrators course of action based on results of survey. **(pending 08)**

**Goal 3:** The ORC will collaborate with the State Independent Living Council (SILC) to provide for coordination and the establishment of working relationships between the DSU and the Centers for Independent Living. **(completed 08 and ongoing)**

**Objective 3-1:** The ORC will send at least one representative to the SILC quarterly meetings. **(completed 08 and ongoing)**

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### **Input of the State Rehabilitation Council**

**Objective 3-2:** A SILC representative will attend and report to the ORC on SILC activities. **(completed 08 and ongoing)**

**Objective 3-3:** Explore opportunity of orienting the SILC members on the role of the ORC. **(new 09)**

**Goal 4:** The ORC Program Manager will meet with DSU Division Administrators and the Director to maintain regular communication prior to ORC quarterly meetings. **(completed 08 and ongoing)**

**Objective 4-1:** The ORC Program Manager and Division Administrators will collaboratively develop their quarterly meeting agenda and follow up minutes. **(completed 08 and ongoing)**

**Goal 5:** The ORC Program Manager will create and develop a page on the DSU Compass Intranet to host ORC information for DSU Staff. **(new 09)**

**Objective 5-1:** To provide ORC information to DSU staff to include Client Success Stories.

**Goal 6:** Create an Ad-hoc committee to discuss Assistive Technology needs in the state of Oklahoma. **(new 09)**

**Objective 6-1:** Investigate the AT issues to give input to the agency on possible solutions.

**Objective 6-2:** Convene a consumer advisory group to study issues around AT needs.

**Goal 7:** The ORC Program Manager will develop an accessible, user-friendly avenue for consumer feedback via ORC website. **(new 09)**

**Objective 5-1:** Create a Public Form for consumer feedback.

Task 1: DSU State Plan will be posted for public viewing.

Task 2: ORC Strategic Plan will be posted for public viewing.

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**Input of the State Rehabilitation Council**

➤ ***Input from the Designated State Unit (DSU)***

We appreciate the effort by the Oklahoma Rehabilitation Council (ORC) that is put into the updates and revisions on changes made in FY 08. Their support of the vocational rehabilitation program, budget constraints, transition and employment programs and consumer success stories is vital to our success. The DSU is looking forward to working together on the Re-engineering project designed to evaluate existing policy, vocational rehabilitation program improvements, conserving resources, and identifying best practices for better outcomes. An invitation will be extended to one ORC member and the Client Assistance Program Director to serve on this project.

Finally, the DSU appreciates the ORC's assistance in balancing policy and fiscal responsibilities, while maintaining quality client services.

## **Attachment 4.8 (b)(1) Cooperation, Collaboration, and Coordination**

Oklahoma Department of Rehabilitation Services (DSU) collaborates and coordinates services with federal, state and local employment and rehabilitation agencies that contribute to the vocational rehabilitation (VR) of consumers with disabilities within the State of Oklahoma.

### ➤ ***State Collaborations***

#### ***Oklahoma ABLE Tech***

The mission of Oklahoma ABLE Tech is to get assistive technology “AT” into the hands of Oklahomans with disabilities through activities that provide increased access and acquisition. The DSU has a long standing history of working closely with Oklahoma ABLE Tech to enhance the provision of assistive technology services across the state.

Oklahoma ABLE Tech annually receives \$100,000 in state appropriations through a line item on the DSUs budget. In turn, DSU contracts with Oklahoma ABLE Tech for assistive technology related activities.

#### ***Oklahoma ABLE Tech – Assistive Technology: Device Demonstration and Device Short Term Loan***

Oklahoma ABLE Tech has partnered with DSU to achieve Assistive Technology outcomes for DSU clientele by purchasing \$115,200.00 of assistive technology.

##### Current Project Status

ABLE Tech has continued the Device Demonstration and Device Short-Term Loan Memorandum of Agreement (MOA) with Visual Services Division during FFY 08. During the first six months of FY 08, 60 devices have been loaned and 85 demonstrations occurred for AT categories of vision and computer access.

#### ***Oklahoma ABLE Tech – AgrAbility***

In partnership with the Oklahoma Cooperative Extension Services (OCES) at Oklahoma State University and the Langston University Physical Therapy Program, ABLE Tech also administers the Oklahoma AgrAbility Project (funded by the United States Department of Agriculture) which provides education, networking and direct assistance to farmers, ranchers and their families who have a disability or injury that limits their ability to perform essential farm tasks. Many AgrAbility clients have benefited from receiving collaborative services from AgrAbility and DSU. To date, DSU has purchased needed assistive technologies in the amount of \$154,500. Oklahoma ABLE Tech and the DSU have partnered, via a Memorandum of Understanding (MOU), to establish expanded collaboration between the DVR/DVS personnel with enhanced resources, knowledge and skills regarding Oklahoma

## **Attachment 4.8 (b)(1)**

### **Cooperation, Collaboration, and Coordination**

farmers and ranchers with disabilities who are either seeking or maintaining farm related employment. In FY 2008, 19 new staff were oriented to AgrAbility services during a DSU/DVS Academy in Oklahoma City. In first six months of FY 2008 AgrAbility informed and referred approximately 5 farmers to DVR or DVS for services; one applied for services.

### ***Oklahoma ABLE Tech – Alternative Financing Program & Access to Telework Fund***

Oklahoma ABLE Tech is required by RSA to implement state financing activities. In pursuit of this goal, DRS has contracted with Oklahoma ABLE Tech for seven years to operate an Alternative Financing Program (AFP) and an Access to Telework Fund (ATF) program. State appropriations are utilized for this contractual arrangement. These programs have created an innovative alternative for individuals with disabilities to borrow money at a low interest rate to purchase needed assistive technology and equipment to enhance their ability to live independently and successfully telework. To date, the program has utilized \$455,000 in State and private funds as cash match to receive \$1,955,854 in Federal funds and has leveraged \$2.5 million in BancFirst funds toward 435 loans to Oklahomans in need of assistive technology and equipment needed for telework opportunities.

### **➤ *Supported Employment***

DSU maintains a cooperative agreement and MOU with Oklahoma Department of Mental Health of Substance Abuse and Services (ODMHSAS) to improve the employment outcomes of individuals with severe mental illness. DSU plans to request ODMHSAS Innovation Center assistance to improve possibility of obtaining commitment from ODMHSAS of dedicated funding for extended services for Supported Employment services. DSU Executive Director is a voting member of the Governor's Transformation Advisory Board providing guidance on expenditure of federal mental health grant.

Initiatives include:

- Quarterly OK Systems of Care State Team participation.
- Quarterly OK Mental Health Planning Council participation.
- Quarterly OHCA Behavioral Health Advisory Council participation.
- Quarterly Inpatient Providers meeting participation.
- Monthly Behavioral Health Development Executive Team participation.
- Participation in Central Oklahoma Mental Health Coalition.
- Participation in study teams and work groups as appropriate and necessary. Current active teams/workgroups:

Adult Workgroup

Discharge/Referral Workgroup

## **Attachment 4.8 (b)(1) Cooperation, Collaboration, and Coordination**

Workforce Study Team

- Mental Health Supported Employment program development and implementation.

DSU maintains a cooperative agreement and MOU with Developmental Disabilities Services Division (DDSD) to improve employment outcomes for consumers with developmental disabilities.

Initiatives include:

- Monthly meetings with Fields Coordinator, Program Managers and Program Field Representative and DDSD staff. In the monthly meetings, we address and resolve problems that have come to our attention from field staff of either agency. We have developed and worked thru several pilot projects to improve service delivery or communication issues. We plan, develop and deliver training to staff based on problems that have been brought to our attention, etc.
- Quarterly meetings with DSU Executive staff to keep them informed of what is happening in the field and issues discussed at the monthly meetings.

### ➤ ***State Use Program***

The state of Oklahoma recognizes the value of people with significant disabilities by having established a State Use Program that provides jobs for people with significant disabilities in producing products that can be purchased from a state contract for state use. The jobs range from product sorting and repackaging to the provision of services such as janitorial, maintenance, lawn care, and trash pickup.

By state statute, the administrator of the Division of Visual Services of the DSU serves on the executive committee of the Oklahoma State Use Program. In 2007-08, the State Use Program implemented a system of purchasing through a recognized portal system. All state agencies are required to purchase off of the portal contract unless items are not available.

### ➤ ***Centers for Independent Living***

The DSU maintains cooperative relationships with the Centers for Independent Living (CILs) through regular communication and establishing contracts for services from the centers. DSU encourages field staff to access services available through the CILs. DSU is committed to working with the Statewide

## **Attachment 4.8 (b)(1)**

### **Cooperation, Collaboration, and Coordination**

Independent Living Council (SILC) to improve relationships between the CILs and DSU.

Initiatives include:

- Educate DSU field staff about services available from CIL's.
- Encourage CIL's to market their services to DSU field staff.
- Survey DSU field staff about CIL usage and needs.
- Improve communication between the SILC and DSU.
- Find and/or develop services that will enhance the independent living concerns for consumers.
- Market these services to the DSU's field staff and consumer service professionals for inclusion in case services and plans.
- Continue to educate the SILC about the components, requirements and limitations of the contract and purchasing systems.
- Attendance of Director and/or designee at quarterly SILC meetings.
- DSU (administration, accounting, and legal) will meet annually (or as needed) with the SILC Executive Board to address issues and difficulties.

## **Attachment 4.8 (b)(2)**

### **Coordination with Education Officials**

DSU recognizes the importance of providing timely transition planning services for students with disabilities as they prepare to exit the high school setting. DSU remains committed to the continued maintenance of a collaborative working relationship with public education in Oklahoma.

DSU collaborates with the Local Educational Agency to coordinate the Individualized Plan for Employment and Individualized Education Program to develop objectives and services planned in an individual's IEP/Section 504 Plan and IPE. Both documents, as well as other case documentation, must reflect the effective interaction of the two agencies in providing the services necessary for a smooth transition from school to work. The IEP is developed and approved before each student is determined eligible for vocational rehabilitation services and leaves the school setting; order of selection policy applies.

DSU will develop and implement an annual Memorandum of Understanding (MOU) with the Oklahoma State Department of Education (OSDE), Special Education Services (SES) to all superintendents describing services and programs available through DSU (e.g., school work study programs and work adjustment training), to encourage LEAs to enter into a contract with DSU and to renew contracts annually.

DSU will continue to fund, support, and be actively involved in the annual Oklahoma Transition Institute (OTI) and Regional Meetings. DSU will appoint at least three staff members to serve on the Oklahoma Transition Council, jointly plan the OTI and Regional Meetings, and further develop the state plan for providing transition services across Oklahoma. Each DVR and DVS Counselor serving transition students will actively serve on an OTI Regional Team, attend the annual OTI, attend the OTI Regional Meetings, maintain at least quarterly contact with their team, and assist with development and implementation of the team plan. A Statewide Educational Consultant will be established to monitor and coordinate transition services.

DSU will conduct a needs assessment for professional development for DVR and DVS counselors providing transition services. Results of the needs assessment will be used to develop specialized training for transition counselors. Special Education teachers will have an opportunity to participate in the specialized training. Transition counselors will attend an annual statewide OTI training to receive and share specific information about transition planning and services statewide. This networking opportunity will enable transition counselors to assist their teams in achieving goals.

Work Adjustment Training Program is designed to prepare significantly disabled high school age youth for employment by developing important work habits, job skills, attitudes, and personal adjustment skills. DSU will develop additional employment contracts with public schools for work adjustment training and/or

## **Attachment 4.8 (b)(2)**

### **Coordination with Education Officials**

work study programs. DSU will establish a tracking system for graduates with the most significant disabilities who participate within the Work Adjustment Training Program.

Employment Support Services Unit will assist Transition Specialists in creating additional employment contracts for work adjustment training.

## **Attachment 4.8 (b)(3) Cooperative Agreements with Private Nonprofit Organizations**

DSU has contracts with private, non-profit providers of supported employment and other job placement programs for clients with significant disabilities. Providers request the opportunity to provide supported employment, employment and retention (i.e. short term job coaching), job placement, support services for employment and transitional employment services for DSU clients. DSU approves contracts based on pre-established criteria, including acceptable levels of payment for outcomes achieved.

DSU will continue to increase employment contractors to meet the needs statewide, focusing especially on rural areas. The Employment Support Services Unit will educate potential providers of available contracts and educate DSU field staff on available contracts and providers. The list of contracts and providers is available on DSU intranet.

## **Attachment 4.8 (b)(4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services**

DSU enters into provider agreements with other community agencies for the provision of supported employment services. There are 59 providers with a total of 145 contracts. Assigned staff continues outreach activities in an attempt to recruit new providers.

DSU maintains an agreement with the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) describing collaboration on delivery of supported employment services and transitional employment services, as well as funding arrangements regarding provision of extended services for individuals meeting guidelines of both programs. DSU has entered into a collaborative program with the ODMHSAS, the Oklahoma Department of Education, a private mental health care provider and the Oklahoma Health Care Authority (Medicaid agency) to provide services to children with significant emotional disorder (SED).

DSU will develop a Memorandum of Understanding (MOU) with the Department of Corrections (DOC) to provide supported employment services to individuals with severe mental illness transitioning out of correctional facilities.

## Attachment 4.10 Comprehensive System of Personnel Development

### ➤ ***Data System on Personnel and Personnel Development***

The DSU is committed to maintaining Comprehensive System of Personnel Development (CSPD) standards as set forth in section 101 (a) of the Act. DSU maintain a complete data system that facilitates the analysis of current and future personnel needs and resources. Data is continuously collected and updated allowing for retrieval of information for determining the Agency's profile of success in relation to the CSPD Plan.

The Human Resource Development Unit specifically assigned to the Divisions of Vocational Rehabilitation and Visual Services, in cooperation with the Human Resources Unit for DSU, maintains the database. Staff is required to provide updated educational and professional certification/licensure information whenever there is a change. The accuracy of this information is verified during the CSPD annual review.

The table below lists the current FTEs available and projections for replacement FTEs needed in order to meet the needs of the DSU consumers. Projections for the number of employees needed are and continue to be based on historical turnover rates for each position and projected turnover.

Personnel Category	Total Assigned	Meets CSPD Standard		Does Not Meet CSPD Standard	Vacant Positions	5 Year Projected Needs
		With Certification Or Licensure	Meets Standard			
<b><i>Programs Manager</i></b>	25	19	6	0	3	7
<b><i>Programs Field Representative</i></b>	13	8	5	0	0	3
<b><i>DVR Specialist - Counselor</i></b>	104	71	32	1	10	18
<b><i>DVR Specialist - Vocational Evaluator</i></b>	9	4	5	0	0	2
<b><i>Rehab of the Blind Specialist</i></b>	15	12	3	0	0	2
<b><i>Specialist on Deaf/Blindness</i></b>	1	0	1	0	0	0

## **Attachment 4.10 Comprehensive System of Personnel Development**

Within the DSU, consumer caseloads are carried by VR Counselors and Rehabilitation of the Blind Specialists. The VR Counselor to consumer ratio is 1 counselor per an average of 127 consumers, while the Rehab. Teacher ratio is 1 teacher per an average of 32 consumers. The DSU will continue to focus on appropriate caseload size by ensuring that services are provided to eligible individuals with disabilities who actively participate in the vocational rehabilitation program leading to competitive employment.

### **Relationships with Higher Education**

There are two institutions of higher education in Oklahoma that prepare vocational rehabilitation professionals by awarding Master's of Science Degrees with Vocational Rehabilitation Counselor emphasis. These programs are Langston University (traditionally a minority university) and East Central University. Both of these programs are Council on Rehabilitation Education (CORE) accredited. Graduating from a CORE accredited program automatically qualifies its graduates to test for the Certified Rehabilitation Counselor (CRC) certification. As such, all the graduates shown in the table below have the credentials necessary for taking the CRC exam.

Enrollment and graduation information received from these programs is shown below:

<b>Institution</b>	<b>Current Enrollment Level</b>	<b>Prior Year Graduate Level</b>
<b>Langston University</b>	170	30
<b>East Central University</b>	8	9

### **➤ *Plan for Recruitment, Preparation and Retention of Qualified Personnel***

To assist us with meeting the federal requirements in relation to CSPD and the need for effective recruitment, preparation and retention of qualified rehabilitation professionals, a number of initiatives are in place. These efforts are taken to insure a sufficient applicant pool is available, staff has the technical expertise needed, and we are able to retain quality staff.

The DSU is taking significant strides in developing a Workforce Plan that improves our ability to meet current and future program needs. Procedures have been put in motion to establish a comprehensive system for assessing and implementing action plans in support the DSU Strategic Plan. This process is guided by a 7 step model that looks at the strategic direction and from it determines any new program requirements needed. It then analyzes current resources, identifies gaps, develops and implements action plans, and then

## **Attachment 4.10 Comprehensive System of Personnel Development**

measures the results. Within this initiative, competency measurement tools are being developed for each personnel classification. The ability to measure staff capacity gives us great insight as to what actions, if any, need to be taken to successfully accomplish our goals. This Workforce Planning methodology sets the stage for enabling mission accomplishment and gets us closer to attaining our vision.

To improve our efforts toward recruiting a qualified and diverse professional staff, relationships with academic institutions and professional organizations are continually nurtured. This has proven to be a valuable avenue for recruiting qualified applicants. Close relationships have been established with universities throughout Oklahoma and the remainder of Region VI. Personalizing our efforts to market our agency, staff is encouraged to be guest speakers and adjunct professors in these programs. Additionally, we are active participants in the Region VI Education Forum, a consortium of academic institutions and public VR programs within Region VI. All efforts toward recruiting staff encourage applications from individuals from minority backgrounds and persons with disabilities.

Assisting in preparing our staff to become qualified rehabilitation professionals, each new hire is required to attend an academy covering all aspects of the vocational rehabilitation process as it relates to the laws and procedures affecting the DSU. Also, a new on-the-job training program is being piloted and scheduled for full implementation during this fiscal year. The guidelines for all areas and proficiency levels of training are detailed in each VR Counselor's Individualized Development Plan.

To help with retention, our professionals who attain a certification or licensure, appropriate for their position, are awarded a skill-based pay adjustment of five percent. Another retention initiative is the establishment of a new career ladder for our VR Specialists. This ladder includes an apprentice level VR Counselor position allowing us to "Grow Our Own" while they complete their graduate work.

All efforts regarding recruitment, preparation, and retention are directed toward increasing relationships, training staff, and networking so we may have a qualified and culturally diverse organization, including people with disabilities.

After probationary period, Tuition Reimbursement is available for staff to participate in master's degrees vocational rehabilitation programs. DSU continues to recruit from local universities and utilize the Carl Albert Executive Fellow paid internship program as a recruiting tool. DSU encourages staff to be guest speakers at events and adjunct professors at local universities. DSU participates in Job Fairs to promote Vocational Rehabilitation as a career.

In order to maintain and enhance skills for current counselors each counselor has an Individualized Development Plan (IDP). DSU is implementing a new

## **Attachment 4.10**

### **Comprehensive System of Personnel Development**

process to identify counselor training needs. Supervisors will be trained on use of IDP.

DSU is planning to focus on specialized training provided on Mental Illness and Caseload Management as it relates to the VR Counselor, to develop a Programs Manager Academy and a Support Staff Academy.

Evaluate current resources in relation to future needs.

Implement competency measurement tool for VR Counselor.

Develop and pilot competency measurement tool for Programs Manager.

#### **➤ *Personnel Standards***

DSU established a CSPD standard in 1999 for personnel providing professional vocational rehabilitation services. To be consistent with the federal requirements, all professional staff within the DSU and all new hires must meet the minimum standard of being eligible to take the Certified Rehabilitation Counselor (CRC) certification or Licensed Professional Counselor (LPC) examination. This criterion extends to Field Coordinators and Programs Manager positions, as they are required by policy to accomplish comparable duties. It is expected that by the end of the fiscal year of this plan, the DSU will be 100% in compliance with the CSPD standard. Since no unqualified rehabilitation professionals will be hired and all current staff will meet the standard, no additional steps are necessary to insure the federal requirements are met.

#### **➤ *Staff Development***

The Staff Development Plan is multifaceted, whose components draw from the CSPD Plan, Succession Plan, Agency Policy, In-Service Training Grant, and any state/federal mandates. A review of the Plan is accomplished annually to assess the accomplishment of the goals with activities to address the assessed needs. The opportunities provided are intended to increase professional skills.

All new staff, both professionals and paraprofessionals, is required to attend an academy that provides a base level of skills for them to use. In addition to the basics of the vocational rehabilitation process, it contains components of assistive technology, methods for assessment, Amendments to the Rehabilitation Act, Statewide Independent Living Council, Centers for Independent Living, informed choice, job development and placement, and disability sensitivity awareness.

Staff training needs are analyzed annually. A combination of activity and performance evaluations, focus meetings, and individual interviews are used to provide the data necessary to determine what training issues need to be

## **Attachment 4.10**

### **Comprehensive System of Personnel Development**

addressed. The results of this year's assessment showed the top three areas to be: caseload management, mental illness, and transition school-to-work. Plans will be implemented during this fiscal year to attend to these needs.

To round out a complete staff development program, efforts are made to provide the most up to date information in the field of vocational rehabilitation, including research and details of significant actions to all professional and paraprofessional staff. Each year the DSU participates in the National Council on Rehabilitation Education (NCRE) Conference where new research is presented. Also, Institute on Rehabilitation Issues Documents and materials obtained by staff from a variety of seminars and conferences statewide and nationally are disseminated to all professional and paraprofessional staff.

#### **➤ *Personnel to Address Individual Communication Needs***

##### **Services to the Deaf and Hard of Hearing Unit (DVR)**

All staff members in the DVR Services to the Deaf and Hard of Hearing Unit are either native signers or certified interpreters. Two staff members hold national certification for sign language interpretation. The Unit maintains interpreter contracts and schedules interpreters as needed for agency staff and for consumers.

The Unit provides training for staff regarding the deaf and hard of hearing awareness and employment issues statewide. Information will include cultural aspects, assistive technology and best case practices. The Unit coordinates opportunities for staff to learn sign language on a regular basis. The Unit provides training to specialized counselors for the deaf and hard of hearing to improve casework and employment outcomes for consumers.

##### **Hispanic Outreach (DVR)**

DSU has a Hispanic Community Services Unit. For consumers that speak a language other than English, this unit has access to translation/interpreter services for other native languages. The bilingual staff meets regularly and partners with a number of Hispanic organizations and committees.

A statewide toll-free number for Spanish speakers is answered in the Hispanic Community Services office to facilitate the application process and provide coordination with the local counselor. Assistance with interpreting during meetings and translation of written correspondence is provided. Forms utilized in the application process are available in Spanish. The Hispanic Community Services office continues to identify resources to assist counselors in providing services to Hispanic individuals.

## **Attachment 4.10**

### **Comprehensive System of Personnel Development**

DSU plans to hire two additional bilingual personnel in the northern quadrants of the state to improve the ability to services consumers statewide.

➤ ***Coordination of Personnel Development Under the Individuals with Disabilities Education Improvement Act***

DSU coordinates its CSPD activities with those provided under the Individuals with Disabilities Education Improvement Act. Through the DSU commitment with the Oklahoma Transition Institute (OTI), trainings for local education agencies (LEAs) and vocational rehabilitation counselors will assist with plans in coordinating CSPD activities.

## **Attachment 4.11 (a) Comprehensive Statewide Assessment**

In collaboration with the Oklahoma Rehabilitation Council (ORC), the DSU Divisions of Vocational Rehabilitation and Visual Services met with the DSU Policy Development and Program Standards (PDPS) Unit to outline plans for conducting a comprehensive statewide assessment to address the rehabilitation needs of individuals with disabilities within the state of Oklahoma.

In FY 08, the DSU and ORC considered options to outsource the assessment project. Due to budget constraints and priority groups being closed, we agreed it is not economically feasible to outsource at this time. The DSU PDPS will partner with the ORC and DSU Divisions to accomplish this project.

### **Timeline:**

**FY 09**            Conduct Assessment

**FY 10**            Analyze results and develop action steps to take in identifying and implementing state strategies, goals and priorities.

## Attachment 4.11 (b) Annual Estimates

### Estimates of Individuals Eligible for Services

The DSU estimates that approximately 229,932 consumers will be eligible to receive vocational rehabilitation services in FY 09. This information is based on the American Community survey (U.S. Census) 2006 estimated Oklahoma population of persons age 16-64 with employment disabilities times the projected annual population growth rate for Oklahoma between 2005 and 2010. For each of these years the projected growth rate is 1.13%. In 2006 there were 222,311 work age Oklahomans who had employment disabilities. At a projected growth rate of 1.13% each year, the population of work age Oklahomans *with employment disabilities* would be at 229,932 in 2009.

### Estimates of Individuals Eligible for Services to Receive Services

DSU serves consumers under an Order of Selection and three priority groups. Of the 229,932 potential Oklahomans with employment disabilities, it is estimated that 25,000 will be provided services under Part B of Title I and 2,079 will be provided services under Part B of Title VI of the Act. *Chart below breaks down the priority group estimates.*

### Estimates of Costs to Serve Individuals Eligible

It is estimated that \$26,000,000 in service costs will be spent during FY 2009 in providing vocational rehabilitation services to the numbers estimated above.

#### Estimated Vocational Rehabilitation Services FY 09

Priority Group	Estimated Total Consumers to Serve	Estimated VR Funds to Expend
1	11,158	\$14,947,976
2	10,379	\$9,212,652
3	3,463	\$1,839,372

## **Attachment 4.11 (c)(1) Goals and Priorities**

### **➤ *Mission of Department of Rehabilitation Services***

The Mission of the Department of Rehabilitation Services is to provide opportunities for individuals with disabilities to achieve productivity, independence and an enriched quality of life.

### **➤ *Goals and Priorities***

**Vocational Rehabilitation Program Goal:** To enhance and increase employment for Oklahomans with disabilities.

**Objective:** To provide quality employment outcomes for Oklahomans with disabilities and meet or exceed all RSA Standards and Indicators.

#### **Strategies:**

- A. Review of IPE's by the Program Manager for all cases initiated after January 1, 2008.
- B. Increased Emphasis on Comprehensive Assessment and Evaluation.
- C. Use of Job Readiness Check List.
- D. Ninety day required contact with consumers.
- E. Emphasis on Job Placement and Development.

### **Accountability**

**Goal 1:** DSU employees are accountable for effective use of resources to achieve employment outcomes.

#### **Strategies:**

- A. Use AWARE, accounting and other data systems for trend analysis.
- B. Evaluate position assignments to achieve more effective use of staff.
- C. Align policy to expedite and support cost effective client services.
- A. Maintain a comprehensive professional development system to address identified needed competencies.

#### **Measures:**

- A. Percent of cases using comparable benefits (Baseline in FY 08).
- A. Average wage achieved.
- B. Average expended per rehabilitation.

**Goal 2:** Assure that providers and contractors are accountable for specific performance results.

## **Attachment 4.11 (c)(1)**

### **Goals and Priorities**

#### **Strategies:**

- A. Improve monitoring system for contracts.

#### **Measures:**

- A. Average wage achieved.

### **Customer Service**

**Goal:** Improve Customer Service

#### **Strategies:**

- A. Developing and maintaining relationships with consumers.
- B. Emphasize meaningful customer involvement, informed choice and responsibility.
- C. Continue outreach to underserved populations.
- D. Conduct specialized training sessions for customers, counselors, partners, stakeholders, and employers to improve communication and relationships.
- E. Practice divisional core values throughout the rehabilitation process.

#### **Measures:**

- A. Maintaining quarterly contact with our consumer.
- B. Consumer satisfaction survey.
- C. Performance Indicator 1.2 – Percent with employment outcomes after services.
- D. Quality assurance reviews.
- E. Post training ratings to determine the effectiveness of the training sessions. (Baseline to be established in FY 09).
- F. Performance Indicator 2 – Service rate for VR (general and blind) customers from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.

### **Employment**

**Goal:** Enable Oklahomans with disabilities to achieve quality employment outcomes.

#### **Strategies:**

- A. Build collaborative relationships with employers through conferences, job fairs, and networking.
- B. Provide extensive training on Job Readiness and Job Development/Placement.
- C. Maximize the utilization of DSU ancillary services in preparing consumers for employment.

## **Attachment 4.11 (c)(1)**

### **Goals and Priorities**

- D. Implement case management activities to enhance counselor/consumer relationships.
- E. Eliminate employment barriers through Assistive Technology solutions.

#### **Measures:**

- A. Performance Indicator 1.1 - Difference in the number of individuals with employment outcomes from prior performance period.
- B. Performance Indicator 1.2 – Percent with employment outcomes after services.
- C. Performance Indicator 1.3 - Percent of all individuals who were competitively employed.
- D. Performance Indicator 1.5 - Ratio of average hourly VR wage to average state hourly wage.
- E. Performance Indicator 1.6 - Difference between percent self-supporting at closure and application.

## **Attachment 4.11 (c)(3)**

### **Order of Selection**

The DSU operates under an Order of Selection. Policy reflects the need for order of selection, priority group definitions, implementation, closing and opening of priority groups, continuity of services, and information and referral services.

On January 18, 2007, priority groups 2 and 3 were closed to avoid exceeding the DSU allotment for client services. The Average Daily Rate (ADR) of client services continued to be higher than the allotment for services. The analysis of client authorizations did not point to any single issue as a cause for the continued elevation of the ADR. The expenditure levels continue to be monitored by Division Administrators and Field Coordinators.

Due to the unusually high costs of authorizations in case services, the decision was made to restrict vocational rehabilitation services under the order of selection. On February 11, 2008, priority group 1 was closed.

DVR and DVS staff continues to take applications, interview all new applicants, gather diagnostic information, determine eligibility for services and place them in groups based on the severity of their disabilities. All applicants will be given information and guidance, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and will be appropriately referred to Federal and State programs (other than the vocational rehabilitation program) including other components of the statewide workforce investment system in the State.

After February 11, 2008, new applicants who are determined eligible for services and placed in Priority Groups 1, 2 or 3 will be maintained on a waiting list. The rate of expenditures will be monitored to determine when those individuals placed on the waiting list can be served. DVR and DVS will continue to explore and implement methods to reduce the expenditure rate.

#### **➤ Order of Selection Policy (Current – FY 08)**

(a) **Need for order of selection.** The Department, in consultation with the Oklahoma Rehabilitation Council, has determined, due to budgetary constraints or other reasoned limitations that it cannot serve all individuals who are determined eligible for DVR and DVS services. The Department consults with the Oklahoma Rehabilitation Council regarding the:

- (1) need to establish an order of selection, including any re-evaluation of the need;
- (2) priority categories of the particular order of selection;
- (3) criteria for determining individuals with the most severe disabilities; and

## Attachment 4.11 (c)(3) Order of Selection

(4) administration of the order of selection.

(b) **Priority groups.** It is the policy of DRS to provide vocational rehabilitation services to eligible individuals under an order of selection. Under the order of selection, the Department has established three priority groups on the basis of serving first those with the most severe disabilities. Every individual determined to be eligible for DVR and DVS services is placed in the appropriate priority group based upon the documentation used to determine eligibility and/or vocational rehabilitation needs. Selection and placement in a priority group is based solely upon the severity of the eligible individual's disability, and is not based upon the type of disability, geographical area in which the individual lives, projected type of vocational outcome, age, sex, race, color, creed, religion, or national origin of the individual. The priority groups are:

(1) **Most Severe (MS).** Eligible individuals with the most severe disabilities. A most severe disability is a severe mental or physical disability resulting in serious limitations in three or more functional capacities and requiring multiple services over an extended period of time.

(2) **Severe (S).** Eligible individuals with severe disabilities resulting in serious limitations in at least one, but not more than, two functional capacities and requiring multiple services over an extended period of time.

(3) **Non-Severe (NS).** Eligible individuals with disabilities not meeting the definition of individual with a severe disability.

(c) **Implementation.** Prior to the start of each fiscal quarter, or when circumstances require, the DRS Director will determine in which priority groups new Individualized Plans for Employment will be written and initiated. The Director may restrict the writing and initiation of new Individualized Plans for Employment within a priority group to cases having application dates falling on or before a specified date providing that all consumers in higher priority groups are being served. Considerations in making this determination will include, but not be limited to, the projected outcomes, service goals, expenditures, and resources available for each priority group. Projected costs and resources for each priority group will be based upon costs of current Individualized Plans for Employment, anticipated referrals, availability of financial resources, and adequacy of staffing levels. The Director will implement actions under the order of selection through written notice to DVR and DVS staff. The written notice will specify the implementation date of the action and direct DVR and DVS staff on how to handle cases by priority group and application date. DVR and DVS staff will inform each eligible individual on their caseloads:

## **Attachment 4.11 (c)(3)**

### **Order of Selection**

- (1) of the priority groups in the order of selection;
- (2) of the individual's assignment to a priority group; and
- (3) of the individual's right to appeal that assignment.

(d) **Closing and opening priority groups.** When all or part of a priority group is closed, designated cases within that priority group without a written IPE will be placed on a waiting list after the individual has been determined to be eligible. No IPE will be written for cases on the waiting list. Staff will continue to take applications, diagnose and evaluate all applicants to determine eligibility and vocational rehabilitation needs, find the individual eligible when documentation supports such a decision, then place each eligible individual's case in the appropriate priority group. If an eligible individual is placed in a closed priority group, his or her case will go on the waiting list and no IPE will be written or initiated. The DRS Director will notify DVR and DVS staff in writing when all or part of a closed priority group is opened. When this directive includes new applicants who are found eligible, individuals already on the waiting list within that same priority group will be given priority over new applicants. When all or part of closed priority groups are opened, staff will contact individuals on the waiting list to develop and implement their Individualized Plans for Employment using the priorities in Paragraphs (1) - (3) of this Subsection:

- (1) contact individuals within the highest open priority group first, Most Severe being the highest of all priority groups;
- (2) within each opened priority group, staff will contact individuals on the waiting list in order of application date, earliest application date first; then
- (3) staff will contact individuals whose cases will remain on the waiting list to explain how their cases will be handled.

(e) **Continuity of services.** Any individual with an IPE that existed prior to the date all or part of that individual's priority group was closed will continue to receive services as planned. Such an IPE may be amended if the changes are necessary for the individual to continue progress toward achieving an appropriate employment outcome, or are otherwise necessary within policy. Persons requiring post employment services will also be provided the necessary services regardless of priority group assignment.

(f) **Information and referral services.** Information and referral services will remain available to eligible individuals who are not in an open priority group. No IPE will be written to provide such services to these individuals.

**Attachment 4.11 (c)(3)  
Order of Selection**

- **Time within which service and outcome goals may be achieved for individuals within each priority group within the order**

**Estimated Average Length of Services  
For Successful Cases  
Broken down by Priority Group  
FY 08**

<b>Priority Group</b>	<b>Average days between plan signature and closure</b>	<b>Successful Closures</b>
1	645	388
2	1062	459
3	2068	103

**Estimated Average Length of Services  
For Unsuccessful Cases  
Broken down by Priority Group  
FY 08**

<b>Priority Group</b>	<b>Average days between plan signature and closure</b>	<b>Unsuccessful Closures</b>
1	863	345
2	1101	324
3	1964	79

## **Attachment 4.11 (c)(4)**

### **Goals and Plans for Distribution of Title VI, Part B Funds**

DSU will continue to provide opportunities for Oklahomans with the most significant disabilities to enter competitive employment through the use of funds received under Title VI, part B supplemented by Title I, part B to purchase time-limited supported employment services. DSU purchases services from qualified providers through contracts based on established rates for services.

Under state contracting laws, new contracts are established when requested by a provider agency that meets minimum qualifications. Although DSU contracts primarily with private, non-profit entities for community rehabilitation services, contracts have also been established with public entities. All contracts are paid on an outcome basis. The contracts emphasize quality service at both the individual client and total contract levels. Through payments at the completion of each milestone, multiple opportunities are created for the consumer and the DSU counselor to assure that a quality service has been delivered and that a desired employment outcome will be achieved. Contracts also emphasize controlling average cost of service per consumer, while providing payment incentives for exceptional contract achievement in quality of services to consumers overall.

There are no restrictions on the types of disabilities served through the contracts, although the majority of individuals served continue to be those with mental retardation or mental illness as a primary diagnosis. Although most provider agencies serve a diverse population of individuals with the most significant disabilities, mental health providers continue to serve exclusively individuals with a serious mental illness.

Mental Health providers have the option of providing supported employment and/or transitional employment services. DSU, the Department of Mental Health and Substance Abuse Services, and the Oklahoma Health Care Authority are collaboratively seeking strategies for improving services and enhancing service capacity for mental health consumers.

DSU will increase number of community mental health providers contracting to provide employment services in efforts to improve the employment outcomes of individuals with severe mental illness.

DSU will increase the number of Rural Employment contractors so we have better coverage in the rural parts of the state to meet the unfilled employment needs of the agency's consumers.

## **Attachment 4.11 (d) Strategies**

The DSU expands and improves provisions of vocational rehabilitation (VR) services under Title I. Goals, priorities and strategies address the needs of people with the most significant disabilities and people who have been underserved.

### **➤ *Methods to expand and improve services***

DSU Program areas that are utilized to expand and improve services include:

- Visual Services Center
- DVS Technology Lab and Training Lab
- DVS Adult Blind Living Evaluation (ABLE)
- DVR OK Assistive Technology Demonstration and Lending Lab
- Project Search: DSU and Valley View Hospital
- Dual Customer-Based Work Environment – BEST Unit
- Transition School-to-Work QAERT Training – BEST Unit
- Employment is the Goal Training – Pilot Project – BEST Unit
- American Indian Vocational Rehabilitation Programs
- Social Security Reimbursement/Data Exchange Programs
- Advocacy Toolbox – DSU and ORC
- Oklahoma Agenda on Blindness
- Business Enterprise Program

### **➤ *Outreach to Minorities and Underserved Populations***

- Hispanic Outreach – DVR
- Services to the Deaf and Hard of Hearing

### **➤ *Relationships with Community Rehabilitation Programs***

The Employment Support Services Unit is responsible for the coordination with Community Rehabilitation Programs. A liaison from this Unit is assigned to every CRP with whom DSU contracts. Their responsibility is to work with the contractor, the counselor, the employer and the consumer to ensure effective working relationships and to resolve any disputes.

## **Attachment 4.11 (d) Strategies**

### **➤ Performance Improvement Strategies – Standards and Indicators**

#### **Quality Assurance Unit**

The Quality Assurance (QA) Unit reviews open and closed cases. A counselor from the area is assigned to participate in case reviews as a partner in the process. When a caseload becomes vacant, the QA Unit completes a total caseload review using the Exit Review Form if work schedule permits.

Case review information is given in an aggregate format and is used purely for RSA reporting purposes and to satisfy unit training needs as identified.

The QA Unit completes the following process:

- Complete Statewide Open and Closed case reviews using a uniform case review instrument.
- Compilation of review findings and submission of report to Administration and Management.
- Facilitate training on RSA standards and documentation of services.
- QA Team members' participation at Programs Managers' and Field Coordinators quarterly meetings.
- Implementation of a formalized process with Field Coordinators to collaborate on Case Review findings.
- The findings are entered into a database to facilitate reporting.

#### **Programs Managers and Field Coordinators Case Reviews**

Another part of the Quality Assurance process is that open and closed cases for each Counselor are reviewed by the Programs Managers and Field Coordinators using the review guide designed by Field Coordinators and Programs Managers to address RSA standards and quality casework.

- Information from the review is compiled and analyzed for trends and errors.
- Unit and individual training is done as a result of this analysis.
- Focus training, if needed is done to correct trends.
- Findings are compiled and will be entered into a database for further analysis.
- Review guide has a detailed scoring guide to ensure uniformity of reviews.

In addition to Case Reviews, Programs Managers review all plans, eligibility, and closures.

- If there are errors, corrections can be made prior to the consumer signing the plan.
- Training in the Units is done if trends are identified.
- Individual training is done if individual errors occur.

## **Attachment 4.11 (d) Strategies**

### ➤ ***Statewide Workforce Investment System Strategies***

Collaboration with other agencies on the following projects:

- ONE Oklahoma Business Leadership Network (BLN)
- Accessible One-Stops within the Oklahoma Workforce System
- DSU Workforce Team
- OESC-DSU PROJECT
- Certifying Work Readiness

### ➤ **Strategies and Use of Title I Funds for Innovation and Expansion Activities to Overcome Identified Barriers Relating to Equitable Access to and Participation of Individuals with Disabilities in the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program**

The DSU has identified the following as barriers in serving individuals with disabilities:

**Transportation** – Grants

**Workforce system barriers** - Lack of industry in rural areas

**Supported Employment Services** - Finding vendors in rural areas

#### **Transportation**

DSU continues to strive to reduce transportation barriers encountered by Oklahoma people with disabilities and others considered transportation disadvantaged. DSU is providing a half FTE, plus supervision of a position jointly funded by the Department of Human Services, the Oklahoma Health Care Authority and the Oklahoma Department of Transportation technical assistant. This staff coordinates United We Ride activities, including the Governor's Advisory Council support. The current e-mail outreach list has reached approximately one thousand, representing clients, riders, communities, planners, transportation providers, and human service agency leadership.

This year's product has been an extensive research paper outlining federal transportation funding received by Oklahoma. This is providing the basis for analyzing duplication of services, identification of gaps, and determining areas ripe for a collaborative process. DSU participated in and supported the statewide planning process necessitated by New Freedom and JARC regulations for the receipt of funding.

## **Attachment 4.11 (d) Strategies**

Transportation Grants: In 2006 the Department of Rehabilitation Services announced a grant opportunity totaling \$1 million for the improvement of transportation services for DRS clients and people with disabilities. These grants are in the amount of \$100,000 each, over a two-year period, with \$50,000 released per year to grantees.

2007 recipients: Two applicants met the criteria for these grants, and funds were released in January 2007 to assist DSU clients and others who are transportation disadvantaged:

- 1) Cleveland Area Rapid Transit (CART) operated by the University of Oklahoma in Norman.
- 2) The Chickasaw Nation Drug Court program, based in Ada.

The grant to CART covers two programs:

- a) A route from Norman to the Social Security office in Moore, initially, but expanded to include Noble and Lexington. Linkage is further increased by connecting in Lexington with passengers from Delta Public Transit operating in counties west and south of Lexington. This program operated on 119 days in 2007, carrying a total of 434 passengers to the Social Security office. This is an important trip, as many potential Department of Rehabilitation Services clients have no other transportation available for completing the steps for Disability Determination.
- b) An additional Sooner Express run between Norman and Oklahoma City was instituted, serving a total of 990 riders on 249 service days.

The grant to the Chickasaw Nation served to implement a Drug Court transportation program, totaling 3,354 rides. Drug Court participants are required to attend 90 meetings in 90 days, in addition to working at a job or participating in training for a job. Most are not able to drive because of the terms of their release into the Drug Court program and/or inability to afford a vehicle. This service also aids the families of participants for basic needs such as getting children to day care.

2008 recipients: The grant opportunity was re-announced in summer 2007, and in February 2008 grants were awarded to the following transportation programs:

Call-A-Ride, Ada provides transportation for eligible DRS clients for employment purposes in Pontotoc Co 5:30 to midnight 7 days a week. A second component will provide unique hands on training and field education to case managers and clients. When a case manager knows there is a need for transportation, they collect initial information, set up appointment to explain services and provide any community training necessary.

Cimarron Transit, Ponca City/Pawnee will provide employment related transportation service for DSU clients in Kay and Washington Counties, expanding beyond current boundaries and service hours.

## **Attachment 4.11 (d) Strategies**

Community Health Centers, Oklahoma City will operate the H-Net Express, a transportation service for people who are homeless; it makes about 75 stops a day, taking people to multiple agencies and assistance programs. H-Net operated previously under another agency but had been discontinued due to lack of funding.

JAMM Transit, Tishomingo will be offering service 24/7 to take DSU clients to work, meetings, and medical appointments.

KiBois Area Transit, Stigler will start new routes into small towns with no means of transportation, taking riders to larger towns with Social Security offices, courthouses, medical centers, and employment opportunities. Included counties for the new services are Haskell, Pittsburg, and McIntosh.

**Attachment 4.11 (e) (2)**  
**Evaluation and Reports of Progress**

The DSU and the Oklahoma Rehabilitation Council (ORC) annually review and report on the effectiveness of the vocational rehabilitation program.

**Outcome Measures and Indicators:**

For analysis and tracking toward meeting goals and priorities, the Quality Assurance Unit, Program Managers, and Field Coordinators conduct regular case reviews. The Performance Management Process (PMP) has tasks related to the overall goal of the DSU. The following information lists the major DSU outcomes, goals and indicators which pertain to the agency’s management of the vocational rehabilitation program. Performance data is for Federal Fiscal Year (FFY) 2006 (October 1, 2005 through September 30, 2006) For FFY 2007, our preliminary data shows an upward trend and improvement. Concerns for FFY 2008 are priority groups under Order of Selection were closed for the majority of the year, the new case management system, AWARE, was implemented, retirements of tenured Program Managers which has lead to turnover in Counselor positions, and budget constraints have impacted the hiring of new staff. The final data will not be available until July, 2008.

**Outcome: Families and individuals achieve maximum self-sufficiency.**  
**Goal: Individuals are competitively employed.**

<b>OK DRS Indicators:</b>	<b>Target</b>	<b>Actual FFY 2006</b>
Number of individuals (general and blind) rehabilitated. (The target is equal or exceed the number rehabilitated in the previous year.) Performance Indicator 1.1	2,105	2,307
Percent of VR (general and blind) plans resulting in employment. Performance Indicator 1.2	>=55.8%	29.58%
Percent of VR (general and blind) rehabilitations in competitive employment. Performance Indicator 1.3	>=72.6%	93.76%
Of individuals who exit the VR (general and blind) program in competitive employment, the percent who are individuals with significant disabilities. Performance Indicator 1.4	>=62.4%	96.44%
Ratio of the average hourly earnings of VR (general and blind) competitive employment outcomes compared to all employed Kansans. Performance Indicator 1.5	>=.52 ratio	.606
Increase in percent from application to competitive closure of VR customers (general and blind) who report earnings as the largest source of support. Performance Indicator 1.6	>=53%	67.59%

## Attachment 4.11 (e) (2) Evaluation and Reports of Progress

**Outcome: Customers are satisfied with services.**

**Goal: Customers have few complaints.**

OK DRS Indicators:	Target	Actual FFY 2006
Service rate for VR (general and blind) customers from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities. Performance Indicator 2.1	>=.80 ratio	.976

### ➤ ***Supported Employment Program***

Individuals with the most significant disabilities continue to go to work as a result of having contracts with the Community Rehabilitation Programs (CRPs). This resulted in 49 contracted employment providers with 25% of the total closures where 545 total clients were rehabilitated in FY 07 as a result of CRP's.

New contractors were developed in FY 08.

### ➤ ***Report on the funds reserved for innovation and expansion activities for Federal Fiscal Year 2007***

**Transportation Grants:** In 2006 the Department of Rehabilitation Services announced a grant opportunity totaling \$1 million for the improvement of transportation services for DRS clients and people with disabilities. These grants are in the amount of \$100,000 each, over a two-year period, with \$50,000 released per year to grantees.

2007 recipients: Two applicants met the criteria for these grants, and funds were released in January 2007 to assist DRS clients and others who are transportation disadvantaged:

- 3) Cleveland Area Rapid Transit (CART) operated by the University of Oklahoma in Norman.
- 4) The Chickasaw Nation Drug Court program, based in Ada.

## **Attachment 6.3**

### **Quality, Scope, and Extent of Supported Employment Services**

DSU remains committed to the provision of quality services to individuals with the most significant disabilities. Quality services is based on the supported employment milestone outcome based contracts.

#### **➤ Quality**

Contracts are preauthorized and monitored by the counselor working with the consumer. In order to be paid the provider must submit evidence that each milestone has been achieved. Some milestones include consumer and employer satisfaction surveys. The consumer survey is designed to reflect satisfaction with the job and any concerns. The employer's survey is designed to reflect evaluation of the consumer's job performance, stability and training needs.

There are also overall contract performance measures defined in the contract. There is a "Minimum Contracts Standards" section which defines standards for average cost per closure, average work hours and average wages. This section also defines requirements for staff qualifications such as base salary paid and completion of required training.

DSU is committed to providing excellent training for providers to ensure quality services for consumers. DSU has contracted with the University of Oklahoma since 1987 to provide training for provider staff. Provider contracts require a substantial amount of training to be completed within 12 months of the hiring of a new Employment Training Specialist (ETS).

An ETS delivering services must complete the DSU Job Coach training course and pass the certification examination. Each ETS must also successfully complete five additional training courses: Natural Supports; Social Security Work Incentives/ WorkWorld; "Effective Training at Work" CD; Job Development/Marketing; and Job Club. Following completion of the required training listed above, six hours of continuing education is required each year.

Provider staff receives training opportunities through a CRP-RCEP (Community Rehabilitation Program/Rehabilitation Continuing Educational Programs) grant. North Texas University (NTU) collaborates with the University of Oklahoma to provide Natural Supports training and works in collaboration with the Employment Support Services (ESS) Unit of DSU to fill additional training needs.

DSU requires providers to use the electronic Oklahoma Milestone Management Information System (OMMIS) to compile data about the consumers served, produce reports for management of their caseloads, and billing documentation for DSU. This system provides uniform reporting and data for each consumer, as well as overall program data. OMMIS also has an audit system which randomly selects individual cases for review of contract compliance and identification of provider training issues, ensuring consumers are receiving appropriate services.

## **Attachment 6.3**

### **Quality, Scope, and Extent of Supported Employment Services**

Every contractor has a “technical assistant” (TA) who helps resolve service delivery problems and monitors for contract compliance on a monthly, quarterly and annual basis. DTS receives a milestones completion report (produced by OMMIS) each month which shows the cumulative outcomes achieved by the contractor for the year to date. Using the OMMIS audit function, the TAs also conduct an Annual Program Audit.

#### **➤ Scope**

The DSU contract allows providers to serve individuals with the most significant disabilities without restriction on disability type. The majority of consumers served in supported employment are individuals with developmental disabilities and/or significant mental illness. Individuals with other types of disabilities are being served as well. DSU continues to seek methods to increase participation of individuals with all types of disabilities in supported employment programs. Employment Support Services (ESS) provides training on Supported Employment to DSU staff in an on-going effort to reach underserved and unserved populations.

The contract offers two levels of support; regular, and for those with greater support needs, highly challenged. If the counselor determines the consumer will require additional support to be successful, milestones can be authorized at the highly challenged rate.

#### **➤ Extent**

The DSU issues annual supported employment contracts serving clients with the most significant disabilities. The figures hinge on the support of the state to match federal dollars necessary to provide supported employment to consumers with the most significant disabilities.

#### **➤ Timing**

Extended services are a continuation of ongoing support services provided to individuals with the most severe disabilities in Supported Employment at completion of stabilization, during the “Successful Rehabilitation” Milestone and beyond the DRS case closure.