

Kansas Rehabilitation Services

State Plan for Vocational Rehabilitation & Supported Employment Services Federal Fiscal Years 2011-2013

Attachment 4.11(e)(2): Evaluation and reports of progress

Highlights and accomplishments

Kansas Rehabilitation Services (KRS) is pleased to report significant accomplishments in implementing the State Plan Goals and Priorities identified in Attachment 4.11(c)(1). Here are some highlights:

Goal 1: Kansans with disabilities will achieve quality, competitive, integrated employment and self-sufficiency.

KRS performance on several indicators reflects the quality of employment outcomes achieved:

- The number of successful employment outcomes in FFY 2011 totaled 1,624, representing an increase of 12 % compared to the previous year.
- The number of successful employment outcomes after participating in post-secondary education (332 persons) represented an increase of 47% compared to the baseline year of FFY 2006. This indicator represents a significant quality measure as increased education and technical training often lead to higher-wage, career track positions and therefore increased self-sufficiency and reduced reliance on public benefits.

The Great Expectations Initiative was launched in FFY 2011. This initiative has a three-fold purpose:

1. It is intended to help people with significant intellectual disabilities attain gainful employment in real jobs in the community, rather than participate in sheltered employment.
2. It is intended to reduce the State's HCBS waiting list for non-work day services by offering employment as an alternative.
3. The initiative is a systems change effort to update person-centered planning and targeted case management practices, with the intention to promote greater choices and employment outcomes for people with intellectual disabilities.

Two community developmental disability organizations were chosen through a competitive process to implement the initiative. They are the Sedgwick County Developmental Disability Organization, Wichita; and the Disability Planning Organization of Kansas, Salina.

In addition, the University of Kansas Center on Developmental Disabilities has received a contract to provide training, technical assistance and evaluation services related to this initiative. Through KU, the project is also able to access the resources, technical assistance and expertise of Virginia Commonwealth University, a nationally recognized leader in the field of supported employment.

Goal 2: KRS, its providers and partners will be accountable for the achievement of employment and the effective use of resources.

KRS is pleased to report that the following steps were taken to implement this goal:

- An updated case review system was implemented FFY 2010 focusing on the provision of quality services, achievement of outcomes, timeliness, and implementation of informed choice.
- New performance expectations were implemented in FFY 2010 for all positions as part of an across-the-board state government initiative. Expectations focus on achieving targets related to quality and quantity (plans developed, rehabilitations achieved, and rehabilitation rate), timeliness and professional conduct.
- Service provider agreements were updated in 2008 to focus on achievement of milestones and employment outcomes, as well as accountability in reporting consumer progress. In FFY 2011, the rehabilitation (success) rate of consumers referred to placement providers increased to 62%, compared to only 41.8% in the baseline year of 2006.
- Development of the report card system for contracted service providers continues. KRS and service providers have worked together to develop accountability measures to be reported. A new secure web portal continues to be under development that will facilitate the exchange of data between KRS and service providers, which will in turn make it possible to produce the report card information in a consistent, accurate and timely manner. Such a system will also facilitate consumer informed choice.

Goal 3: KRS will emphasize the employment potential of students with disabilities and improve the outreach and outcomes for

transition-aged students.

Staff in regional offices have substantially increased outreach to these students and their parents through collaborative efforts with local school districts. KRS Director Michael Donnelly has led statewide outreach efforts with students, school personnel, advocacy groups, and family organizations conveying the importance employment as the avenue to a life of self-sufficiency and full community inclusion.

These efforts are paying off with significant increases in several measurable indicators. For example:

- The number of transition youth interested in pursuing employment through VR has increased substantially since the baseline year of FFY 2006. In 2006 the number of applications from transition youth was 755. In 2011 the number was 1,714, a 117% increase.
- The number of new plans for employment for transition youth has increased 141% during the same time period.

Also as part of the agency's innovation and expansion efforts, KRS continued its Soaring to New Heights demonstration program. Under this model:

- Transition-aged youth with disabilities have the opportunity to take an elective class focusing on employability skills, goal-setting and empowerment. This portion of the project is funded by non-VR sources.
- A VR counselor facilitates outreach to transition-aged students and their families; encourages referrals and applications for VR services; and assists in development of paid work experiences and post-secondary exploration activities for students.

Participating school districts are Wichita, Ottawa and the Chautauqua and Elk County Special Services Cooperative (West Elk, Elk Valley and Sedan).

Data on the first three semesters of the Soaring demonstration project reveals the following:

- A total of 133 students participated.
- 84 students chose to apply for VR, linking them to an employment-focused future.
- 70 students had typical part-time, after-school or summer jobs in competitive, integrated employment. Such work opportunities allow students to earn money, learn the soft skills needed to be successful in the workplace, and explore work interests.
- 33 students have enrolled in college or been accepted to college.

- 22 students have already entered the competitive, integrated workforce.

Goal 4: KRS will emphasize the meaningful involvement of people with disabilities, public/private partners, employers and other stakeholders in KRS programs, services and activities.

KRS and the State Rehabilitation Council (SRC) continue to work in partnership on issues impacting VR and supported employment services for Kansans with disabilities. The Advisory Committee for the Blind and Visually Impaired has been established.

Following extensive stakeholder input, contracts continue with a consortium of community-based organizations to develop and improve their capacity to provide services for people who are blind or visually impaired in the communities where they live, work and attend school. These contracts are particularly focused on increasing the number of certified instructors in the disciplines of orientation/mobility training, and Braille instruction.

Factors that impeded the achievement of the goals and priorities

Factors which impeded progress include the unemployment rate, economic conditions, caseload size, and budget constraints. The outcomes achieved with VR consumers through service providers has a major impact on the overall KRS performance. For example, the average wage achieved by persons referred to placement or supported employment providers was \$8.73 in FFY 2011, falling below the federal performance standard.

Supported employment goals

Supported employment goals are identified in Attachment 4.11(c)(4). Implementation and achievement of these goals is addressed through the case review system, which monitors quality of outcomes, and through ongoing monitoring of service provider performance. In addition, specific standards for quality, timeliness, consumer involvement and outcomes are identified in service provider agreements.

The provider report card system, once fully implemented (contingent upon completion of the programming for the secure web portal), will contribute to evaluating the performance of supported employment providers.

Performance related to federal standards and indicators

FFY 2011 is the most recent year for which complete data is available. KRS met the overall required performance expectations

- Indicator 1.1 (number of rehabilitations). The federal standard is to meet or exceed the number of rehabilitations from the previous year. KRS increased the number by 172 to a total of 1,624.
- Indicator 1.2 (rehabilitation rate). The federal standard is 55.8%, and KRS achieved 48.4%. While missing the target, this represents a continuous improvement compared to previous years.
- Indicator 1.3 (competitive employment). The federal expectation is that at least 72.6% of persons rehabilitated achieve competitive employment. KRS performance exceeds this standard, achieving a 99% competitive employment rate.
- Indicator 1.4 (outcomes for persons with significant disabilities). The percent of KRS consumers with significant disabilities achieving employment was 94.5%, exceeding the federal standard of 62.4%.
- Indicator 1.5 (average hourly wage). The federal minimum standard is a .52 ratio of the average hourly wage of all employed Kansans. This translates to an expectation of at least \$9.66 an hour for VR consumers who achieve employment. KRS performance exceeded this standard with an average hour wage of \$9.79.
- Indicator 1.6 (self-support). The federal standard compares the number of individuals who report their own earnings as their largest source of support at application and case closure. The federal standard is a math difference of 53, and KRS exceeded that standard with a performance of 56.5.

Update on indicators related to State Plan goals and priorities

The following information provides a detailed update on the performance indicators related to the State Plan Goals and Priorities for FFY 2011-2013. Performance updates are for Federal Fiscal Year 2010, the most recent complete federal fiscal year at the time of this State Plan submission. Indicators address not only the federally required standards, but also a wide scope of additional performance measures identified by KRS and stakeholders during a collaborative planning process.

Goal #1: Kansans with disabilities will achieve quality employment and self-sufficiency.

KRS will achieve or exceed the required federal standards for the following indicators:

Indicator 1.1: The number of persons achieving employment outcomes will equal or exceed the previous year.

Baseline FFY 2006: 1,746

FFY 2011: 1,624 (standard met – exceeded FFY 2009 performance of 1,452)

Indicator 1.2: The percentage of individuals rehabilitated who achieve competitive employment will equal or exceed 72.6%.

Standard: 72.6%

Baseline FFY 2006: 97%

FFY 2011: 99%

Indicator 1.3: The average hourly earnings of all individuals who exit the program in competitive employment as a ratio to the average hourly earnings for all employed Kansans will equal or exceed .52.

Standard: .52 ratio

Baseline FFY 2006: .56 ratio

FFY 2011: .54

Indicator 1.4: Of the individuals who achieve competitive employment, the difference between the percent who reported their own income as the largest single source of economic support at closure compared to the percent at application. The difference must equal or exceed 53.

Baseline FFY 2006: 59

FFY 2011: .57

KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

Indicator 1.5: The average number of hours worked per week by persons rehabilitated.

Baseline FFY 2006: 31
FFY 2011: 30

Indicator 1.6: The percent of employment outcomes in technical, managerial and professional occupations.

Baseline FFY 2006: 18.6%
FFY 2011: 17.5%

Indicator 1.7: The number of KRS SSI recipients and SSDI beneficiaries for whom KRS receives reimbursement funding. To meet this standard, the individuals must achieve the Substantial Gainful Activity earnings level for at least nine months.

FFY 2006 Baseline: 54
FFY 2011: 36

Indicator 1.8: The percent of persons rehabilitated in full-time competitive employment who are covered by health insurance through employment.

FFY 2006 Baseline: 52%
FFY 2011: 45.1%

Indicator 1.9: The number of successful employment outcomes achieved by consumers after participating in post-secondary education.

FFY 2006 Baseline: 226
FFY 2011: 332

Goal #2: KRS, its providers and partners will be accountable for the achievement of employment and the effective use of resources.

KRS will achieve or exceed the required federal standard for the following indicator:

Indicator 2.1: Rehabilitation rate will equal or exceed 55.8%.

Standard: 55.8%

Baseline FFY 2006: 55.3%

FFY 2011: 48.4%

KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

Indicator 2.2: Percent for whom eligibility is determined in 60 days or less from application unless the customer agrees to an extension.

FFY 2006 Baseline: 86%

FFY 2011: 95%

Indicator 2.3: Percent presumptive eligibility decisions for persons eligible for SSI or SSDI that are accurate and timely (made within 10 days of verification).

FFY 2006 Baseline: 91%

FFY 2011: 57%

Indicator 2.4: Percent for whom IPEs are developed within 120 days or less from eligibility unless the customer agrees to an extension.

FFY 2006 Baseline: 90%

FFY 2011: 95%

Indicator 2.5: Average consumer satisfaction rating using the American Consumer Satisfaction Index (ACSI) model (ratings above 5 indicate "more satisfied than not").

FFY 2007 Baseline: 6.6

FFY 2011: NA

Indicator 2.6: Average stakeholder (education personnel, advocates and service providers) rating using the ACSI model (ratings above 5 indicate "more satisfied than not").

FFY 2007 Baseline: 5.7 overall

FFY 2008: school personnel, 8.5; service providers, 9.0; advocates, 8.6

FFY 2009: school personnel, 6.3; service providers, 6.7; advocates, 5.2

FFY 2011: NA

Indicator 2.7: Average expended per rehabilitation, including case service expenditures plus CDC and RCBVI service costs, for the life of the case.

FFY 2006 Baseline: \$7,889

FFY 2011: \$6,873

Indicator 2.8: Annual number of persons served (status 02-24 +32).

FFY 2006 Baseline: 15,178

FFY 2011: 16,995

Indicator 2.9: Annual contribution to IPE costs through comparable benefits and services.

Baseline to be established (timeline depends on access to information technology staff to complete the necessary programming).

Indicator 2.10: Annual contribution to IPE costs through comparable benefits and services provided through one-stop workforce centers.

Baseline to be established (timeline depends on access to information technology staff to complete the necessary programming).

Indicator 2.11: Rehabilitation rate of placement or supported employment providers who achieve employment meeting all rehabilitation criteria.

Baseline SFY 2006: 41.8%

FFY 2011: 62%

Note regarding performance trends: Service provider agreements and expectations were modified in FFY 2008, and new accountability benchmarks were established at that time.

Indicator 2.12: The average wage achieved by persons referred to

placement or supported employment providers.

SFY 2006 Baseline: \$7.37

FFY 2010: \$8.73

Indicator 2.13: Average consumer satisfaction ratings of placement and supported employment providers measured at the time of KRS case closure.
Baseline: To be established.

Indicator 2.14: Percent of case review results for which there is evidence that the consumer had the opportunity to exercise informed choice throughout the rehabilitation process.

FFY 2006: NA

FFY 2011: 68%

Indicator 2.15: Percent of case review results for which there is evidence that the service provider was given clear information about the consumer's employment goals and expectations.

FFY 2006: NA

Baseline FFY 2011: 96%

Indicator 2.16: Percent of case review results for which referral to a job placement or supported employment service provider was appropriate based on the individual needs of the consumer.

FFY 2006: NA

Baseline FFY 2011: 100%

Indicator 2.17: Percent of case review results for which there was evidence of counseling and guidance related to maximizing employment and high-wage, career-track employment options.

FFY 2006: NA

FFY 2010: 49%

FFY 2011: 60%

Goal #3: KRS will emphasize the employment potential of students with disabilities and improve the outreach and outcomes for transition-aged students.

KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

Indicator 3.1: Number of new applications from transition youth.

FFY 2006 Baseline: 755

FFY 2011: 1,714

Indicator 3.2: Number of new IPEs for transition youth.

FFY 2006 Baseline: 369

FFY 2011: 890

Indicator 3.3: Rehabilitation rate for transition youth.

FFY 2006 Baseline: 50%

FFY 2011: 46.4%

Indicator 3.4: Number of employment outcomes achieved by consumers who were transition-aged at the time of application for services.

Baseline FFY 2007: 428

FFY 2011: 342

Indicator 3.5: Of the transition students who achieve competitive employment, the difference between the percent who reported their own income as the largest single source of economic support at closure compared to the percent at application. (When considered for all KRS consumers, this difference must equal or exceed 53 according to federal standards.)

FFY 2006 Baseline: 72

FFY 2011: 70

Indicator 3.6: Average hourly wage of transition students rehabilitated.
FFY 2006 Baseline: \$8.08
FFY 2011: \$9.02

Indicator 3.7: By 2015, the work for the VR program will result in 100 youth with disabilities (ages 21 or younger at the time of application) who had previously been in foster care achieving competitive, integrated employment as adults.

Baseline: To be established in FFY 2013.

3.8: By 2015, the application rate for VR services will be increased to at least 50% of youth with disabilities ages 16 and older in foster care.

Baseline: To be established in FFY 2013.

Goal #4: KRS will emphasize the meaningful involvement of people with disabilities, public/private partners, employers and other stakeholders in KRS programs, services and activities.

KRS will achieve or exceed the required federal standards for the following indicators:

Indicator 4.1: The percent of individuals who have significant disabilities among those who achieve competitive employment.

Standard: 62.4%

Baseline FFY 2006: 96%

FFY 2011: 94.5%

Indicator 4.2: The service rate for all individuals with disabilities from minority backgrounds as a ratio of the service rate for all non-minority individuals with disabilities.

Standard: .80

Baseline FFY 2006: .92

FFY 2011: .76

KRS will equal or improve performance when compared to the baseline for the following measurable indicator:

Indicator 4.3: Number of annual statewide stakeholder meetings.

Baseline FFY 2006: 4 communities

FFY 2011: None

Update on funds used for innovation and expansion

KRS uses the innovation and expansion authority, as specified by the Rehabilitation Act, to support the functions of the State Rehabilitation Council. Expenditures primarily relate to member travel and reimbursement for participating in meetings. Operating within existing resources, the Council does not receive any direct allocation of funds. KRS also uses the innovation and expansion authority to provide \$100,000 support for the administrative functions of the Statewide Independent Living Council of Kansas.

Consistent with the KRS goals and priorities, innovation and expansion efforts are also underway to promote improved employment outcomes for transition-aged youth, to expand community capacity to serve persons who are blind or visually impaired, and to increase competitive, integrated employment outcomes for persons with developmental disabilities. Please refer to Attachment 4.11(d) for detailed information.