

## **Kansas Rehabilitation Services**

### **State Plan for Vocational Rehabilitation & Supported Employment Services Federal Fiscal Years 2014-2016 2015 Update**

#### **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 based on FFY 2013 indicators:

- The number of successful employment outcomes in FFY 2013 totaled 1,707 persons. The percent of individuals who reported their own earnings as the largest source of support at the time of vocational rehabilitation (VR) case closure was 75.1, 56% higher than at application. This represents a significant milestone toward increased self-sufficiency.
- The number of successful employment outcomes after participating in post-secondary education (340 persons) represented an increase of 50% 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.
- KRS receives reimbursement funds from the Social Security Administration for clients who are recipients of Supplemental Security Income (SSI) or beneficiaries of Social Security Disability Insurance (SSDI) when those individuals work at the Substantial Gainful Activity earnings level for at least nine months. In FFY 2013, reimbursement funds received by the agency totaled \$1,654,524, a 121% increase over the previous year.
- Providing employment-focused services for transition youth (persons who are age 21 or younger at the time of application) is a priority of KRS. When youth achieve an early attachment to employment and all of its advantages, the likelihood of their reliance on public benefits through their lifetime is reduced. A total of 1,340 transition youth applied for VR services in FFY 2013, a 77.5% increase over the baseline year of FFY 2006. Of the KRS clients achieving employment in FFY 2013, 340 were transition youth. They earned an average

hourly wage of \$9.40. However, for transition youth who participated in post-secondary education prior to employment, the average wage increased by 23% to \$11.53 an hour.

- Service provider agreements were redesigned in 2008 to focus on achievement of milestones and employment outcomes, as well as accountability in reporting consumer progress. Results of this focus on accountability and outcomes are illustrated by the rehabilitation rate of consumers referred to placement providers. In FFY 2013, the rehabilitation (success) rate was 58%, compared to only 41.8% in the baseline year of 2006.
- The percent of eligibility determinations made in 60 days or less was 95%, and the percent of Individual Plans for Employment developed within the standard of 120 days or less was 94%. These timeliness standards illustrate the commitment of the agency and its counselors to exceptional customer service.

### **Factors that impeded the achievement of the goals and priorities**

Factors which impeded progress include the difficulty experienced by persons with no work experience or extended periods of unemployment in getting work, the turnover rate among counselors, and difficulty in recruiting individuals who meet the Comprehensive System of Personnel Development standards. Further, the outcomes achieved with VR consumers through service providers have a major impact on the overall KRS performance. For example, the average wage achieved by persons referred to placement or supported employment providers was \$8.93 in FFY 2013, falling below the federal performance standard of \$10.04.

### **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.

## **Performance related to federal standards and indicators**

FFY 2013 is the most recent year for which complete data is available.

- Indicator 1.1 (number of rehabilitations). The federal standard is to meet or exceed the number of rehabilitations from the previous year. KRS achieved 1,707, compared to 1,619 the previous year.
- Indicator 1.2 (rehabilitation rate). The federal standard is 55.8%, and KRS achieved 46.3%.
- 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 99.2% competitive employment rate.
- Indicator 1.4 (outcomes for persons with significant disabilities). The percent of KRS consumers with significant disabilities achieving employment was 96%, 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. KRS achieved a .51 ratio. This translates to an expectation of at least \$10.04 an hour for VR consumers who achieve employment. KRS performance on this standard was an average hour wage of \$9.81.
- 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.

## **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 2013, 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 2012: 1,619

FFY 2013: 1,707

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

Baseline FFY 2006: 97%

FFY 2013: 99.2%

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.

Baseline FFY 2006: .56 ratio

FFY 2013: .51 ratio

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 2013: 56

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 2013: 29

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

Baseline FFY 2006: 18.6%

FFY 2013: 17.8%

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 2013: 68

Indicator 1.8: The amount of Social Security reimbursement dollars paid to the agency for SSI recipients and SSDI beneficiaries who achieve the Substantial Gainful Activity earnings level for at least nine months.

Baseline: FFY 2013: \$748,528

FFY 2013: \$1,654.524

Indicator 1.9: The percent of persons rehabilitated in full-time competitive employment who are covered by health insurance through employment.

FFY 2006 Baseline: 52%

FFY 2013: 37.1%

Indicator 1.10: The number of successful employment outcomes achieved by consumers after participating in post-secondary education.

FFY 2006 Baseline: 226

FFY 2013: 340

Indicator 1.11: The number of persons referred from the Department of Corrections who achieve employment outcomes through VR.  
Baseline to be determined in FFY 2014.

**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%.

Baseline FFY 2006: 55.3%

FFY 2013: 46.3%

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 2013: 95%

Indicator 2.3: Percent of accurate presumptive eligibility decisions for persons eligible for SSI or SSDI, based on case review results. (Review criteria were modified in 2012, therefore 2012 was established as the new baseline year.)

FFY 2012 Baseline: 56.75%%

FFY 2013: 68%

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 2013: 94%

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 2013: 6.9

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 2013: School personnel, 8.7

Service providers, 6.8

Advocates, 5

Indicator 2.7: Average expended per rehabilitation for the life of the case.

FFY 2006 Baseline: \$7,889

FFY 2013: \$7,277

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

FFY 2006 Baseline: 15,178

FFY 2013: 15,656

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

Baseline and performance data to be established pending Information Technology support.

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

Baseline and performance data to be established pending Information Technology support.

Indicator 2.11: Rehabilitation rate of persons referred to placement or supported employment providers.

Baseline SFY 2006: 41.8%

FFY 2013: 58%

Indicator 2.12: The average wage achieved by persons referred to placement or supported employment providers.

SFY 2006 Baseline: \$7.37

FFY 2013: \$8.93

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

Baseline: Baseline and performance data to be established pending Information Technology support.

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.

Baseline FFY 2010: 86%

FFY 2013: 75%

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.

Baseline FFY 2010: 94%

FFY 2013: 98%

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.

Baseline FFY 2010: 98%

FFY 2013: 99%

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.

Baseline FFY 2010: 49%

FFY 2013: 68%

Indicator 2.18: Percent of cases reviewed for which correct use of service codes was demonstrated:

Baseline FFY 2011: 93%

FFY 2013: 97%

Indicator 2.19: Percent of cases reviewed for which adherence to procurement policies and procedures was demonstrated.

Baseline FFY 2011: 91.5%

FFY 2013: 89%

Indicator 2.20: Number of potential fraud cases submitted for investigation to the Department for Children and Families (DCF) Fraud Unit.

Baseline FFY 2012: 3

FFY 2013: 3

Indicator 2.21: Dollars recovered after investigation and action by the DCF Fraud Unit.

Baseline and Actual FFY 2012 and 2013: To be determined once investigations and actions are completed.

Indicator 2.22: Percent of Regional Program Administrators and Unit Rehabilitation Managers who meet expectations related to fiscal management through the evaluation process.

Baseline FFY 2011: 100%

FFY 2013: 100%

Indicator 2.23: Percent of counselors who meet or exceed expectations for the fiscal management competency in the performance evaluation system. (Note: this competency was implemented for the evaluation year that began November 1, 2012).

Baseline FFY 2013: 93%

Indicator 2.24: Number of employment outcomes for which the employer received an Employer Partner Incentive payment from the Kansas Department of Commerce. (Incentive funded by State General Funds.) Baseline to be established in FFY 2014.

**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 2013: 1,340

Indicator 3.2: Number of new IPEs for transition youth.

FFY 2006 Baseline: 369

FFY 2013: 823

Indicator 3.3: Rehabilitation rate for transition youth.

FFY 2006 Baseline: 50%

FFY 2013: 44.9%

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 2013: 373

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 2013: 67

Indicator 3.6: Average hourly wage of transition students rehabilitated.

FFY 2006 Baseline: \$8.08

FFY 2013: \$9.40

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: Baseline and performance data to be established pending Information Technology support.

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: Baseline and performance data to be established pending Information Technology support.

**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 must equal at least 62.4%.

Baseline FFY 2006: 96%

FFY 2013: 96%

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.

Baseline FFY 2006: .92

FFY 2013: .84

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 2013: 6 communities

**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.

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 intellectual disabilities. Please refer to Attachment 4.11(d) for detailed information.