

Kansas Rehabilitation Services

State Plan for Vocational Rehabilitation & Supported Employment Services FFY 2014-2016 2015 Update

Attachment 4.2(c) Input of State Rehabilitation Council

In matters of program administration and planning, Kansas Rehabilitation Services (KRS) has a strong commitment to seeking the advice of consumers of vocational rehabilitation services, service providers, family members, advocates, employers and others interested in disability issues. Comprised of representatives of these stakeholder groups, the State Rehabilitation Council makes a major contribution to KRS through advice provided during regular business meetings, State Plan work sessions, Policy Committee meetings, and other activities the members determine to be appropriate.

The State Plan and attachments are developed in cooperation with the Council.

Input provided by the Council and KRS response

Council comment – The Council’s No. 1 priority for FFY 2014 and 2015 is to develop and implement an employer outreach program. Members of the Council, including those representatives of business and industry, have volunteered to help connect KRS to the business community with the goal of increasing employment of Kansans with disabilities. The Council also recommended that a staff position be added to the KRS team to carry out the agency’s employer outreach activities.

KRS Response: KRS agrees with the importance of linking directly with the Kansas business community. The agency has worked in partnership with the Council to develop an employer marketing campaign, including a new website, brochures and presentation. KRS staff have been assigned as Employer Liaisons with every county. With the support of the Department for Children and Families (the DSA), KRS added a position to the Central Office team for this function. The Employer Specialist began April 14, 2014. KRS and the Council members have already made presentations to Kansas City Power and Light, Via Christi, and the Wyandotte County economic

development partnership. The goal is to continue meeting with employers, human resource organizations, and economic development entities to promote employment of people with disabilities. Please visit our new website to learn more: GoodForBusiness@dcf.ks.gov

Council comment – Members worked in partnership with KRS to develop a proposed policy on service and payment authorizations, and related documentation requirements. The Council also worked with KRS to update its policy and procedures related to maintenance services. The Council endorsed implementation of these proposed policies.

KRS Response: Following review and approval by the Kansas Department for Children and Families and the Rehabilitation Services Administration, KRS implemented these policy changes effective October 1, 2013.

Council comment – Members requested the opportunity to meet with Emporia State University to discuss methods for increasing the number of students in the master’s program in rehabilitation counseling, and increasing the number of graduates interested in employment with KRS.

KRS Response: A representative of Emporia State University participated in the Council’s meeting on November 22, 2013. Since that time, Emporia State has applied for a federal grant that would offer stipends for individuals to participate in rehabilitation counselor training. Emporia State has also implemented a 40-hour curriculum leading to the Certified Rehabilitation Counselor designation. Staff from KRS and Emporia State are continuing the dialogue about increasing student enrollment and interest in working in public rehabilitation.

Review and analysis of consumer satisfaction

Satisfaction surveys: A satisfaction survey was distributed in November 2012 (FFY 2013) to all current consumers, consumers whose cases had been closed in the previous six months, school personnel, service providers, advocacy organizations, and other stakeholders.

The survey is based on the American Consumer Satisfaction Index, which measures three dimensions of satisfaction: overall satisfaction, satisfaction compared to expectations, and satisfaction compared to the ideal. This method was recommended by the Rehabilitation Services Administration

following a national study by the Research Triangle Institute. It is frequently used by other components of the workforce development system.

A total of 1,115 individuals returned survey responses, resulting in a 9.5% response rate. Answers are rated on a scale of 1 to 10. Scores of 5 or more represent the perspective of “more satisfied than not.”

Demographic group	2007*	2009	2013
Consumers	5.7	7.1	6.9
School personnel	5.7	6.3	8.7
Service providers	5.7	6.7	6.8
Advocates	5.7	5.2	5

*Only the overall score was calculated in 2007.

Stakeholder meetings: In November and December 2012 (FFY 2013), the KRS Director conducted Stakeholder Meetings in six communities with a total of 176 persons participating. Recurring themes included the importance of services for transition-aged youth with disabilities and agency responsiveness.