

## **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 percent of employment outcomes in technical, managerial and professional occupations was 20.1% in FFY 2010, up from 17.6% in FFY 2009. This is especially significant given that these jobs often represent higher-wage career track positions leading to self-sufficiency.
- The number of successful employment outcomes after participating in post-secondary education (308 persons) represented an increase of 36% compared to the baseline year of FFY 2006. This indicator represents a significant quality measure as increased education often leads 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.
- Development of the report card system for contracted service providers continues as a major initiative. KRS and service providers have worked together to develop accountability measures to be reported. A new secure web portal is 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. This system is on track for implementation in FFY 2011, with first data reports expected to be compiled for FFY 2012.

**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 139% since FFY 2006.
- The number of new plans for employment for transition youth has increased 170% during the same time period.

Also as part of the agency's innovation and expansion efforts, KRS continued its collaboration with Wichita Public Schools (USD 259), the Kansas Health Policy Authority/Medicaid Infrastructure Grant, and the University of Kansas Center for Research on Learning on an innovative service delivery approach entitled Soaring to New Heights. 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.

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.

In the Fall 2011 semester and as part of the ongoing demonstration/test of the Soaring model, additional Soaring case studies will also be implemented in high schools in:

- Garden City
- Chautauqua and Elk County Special Services Cooperative (West Elk, Elk Valley and Sedan)
- Ottawa

**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 was established.

Following extensive stakeholder input, contracts were issued to 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, 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 \$8.76 in FFY 2010, 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 in FFY 2012 (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 2009 is the most recent year for which complete data is available from the Rehabilitation Services Administration (RSA) in the U.S. Department of Education. During this year, KRS did not meet the required performance levels for three of the seven federal indicators, as follows:

- Indicator 1.1 (number of rehabilitations). The federal standard is to meet or exceed the number of rehabilitations from the previous year. Due to economic challenges, KRS fell short of this goal by 219 persons.
- Indicator 1.2 (rehabilitation rate). The federal standard is 55.8%, and KRS achieved 55.42% barely missing the requirement.
- 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 again barely missed the mark with a performance of 52.56.

This shortfall in performance will continue to be addressed through a Program Improvement Plan approved by RSA. This plan includes expectations and standards identified for all counselors, managers and administrators in the direct service delivery system.

The information below provides updated performance data for Kansas Rehabilitation Services for the FFY 2011 Quarter Ending (QE) March 31, 2011. KRS continues to be on track to meet indicators 1.1 and 1.6 for FFY 2011. The agency has made significant improvement in indicator 1.2 compared to FFY 2010.

### 1.1 Change in employment outcomes

Required performance level  $\geq 0$

Prior Year (FFY 2010 YTD) October 1, 2009 through March 31, 2010 = 694 successful rehabilitations

Current Year (FFY 2011 YTD) October 1, 2010 through March 31, 2011 = 752 successful rehabilitations

Difference = + 58

### 1.2 Rehabilitation rate

Required performance level  $\geq 55.8\%$

Prior Year (FFY 2010) = 35.6%

Current Year (FFY 2011 YTD) October 1, 2010 through March 31, 2011 = 53.3%

## 1.6 Self support

Required performance level  $\geq$  53.0

Prior Year (FFY 2010) = 52.4

Current Year (FFY 2011 YTD) October 1, 2010 through March 31, 2011 = 56.9

### **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 2010: 1,452 (standard met – exceeded FFY 2009 performance of 1,426)

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 2010: 96.2%

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.

Standard: .52 ratio

Baseline FFY 2006: .56 ratio

FFY 2010: .55

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 2010: .52

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 2010: 30

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

Baseline FFY 2006: 18.6%

FFY 2010: 20.1%

Indicator 1.7: The number of KRS SSI recipients and SSDI beneficiaries who achieve the Substantial Gainful Activity earnings level for at least nine months.

FFY 2006 Baseline: 54

FFY 2010: 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 2010: 48.1%

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

FFY 2006 Baseline: 392

FFY 2010: 308

**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 2010: 35.6%

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 2010: 91%

Indicator 2.3: Percent of accurate presumptive eligibility decisions for persons eligible for SSI or SSDI.

FFY 2006 Baseline: 91%

FFY 2010: 80%

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 2010: 89%

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 2010: 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 2010: 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 2010: \$6,619

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

FFY 2006 Baseline: 15,178

FFY 2010: 17,616

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

Baseline to be established in FFY 2011 (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 in FFY 2011 (timeline depends on access to information technology staff to complete the necessary programming).

Indicator 2.11: Percent of persons referred to placement or supported employment providers who achieve employment meeting all rehabilitation criteria.

Baseline SFY 2006: 41.8%

Note regarding performance trends: Service provider agreements and expectations were modified in FFY 2008, and new accountability benchmarks were established at that time. Collection of data for provider report cards is expected to be fully implemented in FFY 2011 in conjunction with the secure web portal being designed to facilitate direct data exchange between providers and the agency. Data is expected, therefore, to be available beginning in FFY 2012.

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

SFY 2006 Baseline: \$7.37

FFY 2010: \$8.76

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 in FFY 2012.

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

Baseline FFY 2010: 86%

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 2010: 94%

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 2010: 98%

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

Baseline FFY 2010: 49%

**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 2010: 1,808

Indicator 3.2: Number of new IPEs for transition youth.

FFY 2006 Baseline: 369

FFY 2010: 998

Indicator 3.3: Rehabilitation rate for transition youth.

FFY 2006 Baseline: 50%

FFY 2010: 33.3%

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 2010: 327

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 2010: 70

Indicator 3.6: Average hourly wage of transition students rehabilitated.

FFY 2006 Baseline: \$8.08

FFY 2010: \$9.13

Indicator 3.7: Number of youth with disabilities in foster care who apply for VR services.

Baseline: To be established in FFY 2011.

3.8: Number of youth with disabilities who had been in foster care two years prior to exiting from secondary education who achieve employment through VR services.

Baseline: To be established in FFY 2011.

**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 2010: 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 2010: .92

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 2010: 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.