

**OREGON OFFICE  
OF  
VOCATIONAL REHABILITATION SERVICES**

**2010 STATE PLAN UPDATE**

June 29, 2009

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## PREFACE

The Office of Vocational Rehabilitation Services (OVRs) is required, on an annual basis, to provide the Rehabilitation Services Administration (RSA) with a report on its program goals and priorities, otherwise known as the State Plan.

The content of state plans are prescribed by the Rehabilitation Act of 1973, as amended in 1998. The Rehabilitation Act requires that OVRs provide a description of its progress on the goals and priorities of the prior year, that OVRs describe its goals and priorities for the coming year, and that OVRs address a number of technical requirements. The goals and priorities, which we call objectives, are what we consider to be the *plan proper*, as the goals and objectives will guide our work over the ensuing year. You will find them detailed in Attachments 4.11.c.1 and 4.11.d.

In developing this year's plan, the 2010 State Plan Update, OVRs and the State Rehabilitation Council (SRC), OVRs' policy and planning partner, updated and where necessary revised last year's plan.<sup>1</sup> We continue to utilize the same five broad goals. Each goal has associated objectives (formerly priorities or sub-goals), strategies and outcome measures/targets. OVRs utilizes the outcomes to guide its work and evaluate its effectiveness. The outcomes link directly to the federal Standards and Indicators on which OVRs must report annually. In addition, the goals and objectives align with RSA's strategic plan.

Our progress in addressing our goals and priorities (or sub-goals) for the past year (Federal Fiscal Year 2008) is described in Attachment 4.11.e.2. This attachment has been prepared in the format that we used to prepare the plan when we developed the goals and sub-goals for FFY 2008. This will be the last year we will use this format.

The management and staff of OVRs would like to express their appreciation of the members of the SRC for their efforts and support in developing this year's state plan.

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<sup>1</sup>In developing the 2009 State Plan Update, OVRs and the SRC engaged in a comprehensive planning process and developed new goals and priorities for the ensuing three years. This involved completion of a new Comprehensive Needs Assessment (Fall 2007) and new Client Satisfaction Survey (Winter 2008). The assessment and survey results, the results of RSA's review of OVRs (January 2008), and OVRs' 2008 State Plan informed the development of the Plan. OVRs central office staff and field services managers provided additional input.



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**ATTACHMENT 4.2.c**  
**Summary of Input and Recommendations**  
**of the State Rehabilitation Council;**  
**Response of the Designated State Unit; and**  
**Explanations for Rejection of Input or Recommendations**

**INPUT 1**

The Council continues to be concerned over the lack of sound fiscal management of OVRS funds by DHS, and the inability to account for \$5 million of federal dollars intended for the public vocational rehabilitation program. This is a clear example of how OVRS does not meet federal requirements of the VR Administrator having control over their own budget as required in 34CFR361.13(c)1(iv). The Council will continue to ask DHS for accountability of these funds.

- January 12, 2009 SRC Exec Committee met with Dr. Goldberg, Erinn Kelley-Siel, Stephaine Taylor and DHS Budget Staff to discuss the \$5 million basic 110 dollars intended for the VR program that DHS cannot account for.
- DHS told the SRC they were in the midst of a 45 day time period in which they were to submit a detailed accounting of bubble money (carry over) to RSA – and the SRC would receive a copy of the report. To date, no report has been received.
- DHS indicated they were considering either a Budget & Accounting team or Basic 110 Grant Manager to over see the 110 dollars. Have not heard of any action regarding this suggestion.
- As policy partners with OVRS and the voice of the VR consumers, the SRC has the responsibility to ensure that federal dollars intended for the VR program are spent appropriately, and will continue to ask for an accounting of these funds.

**OVRS RESPONSE**

OVRS concurs with the SRC's report of the meeting and would support the position of a Grant Manager.

**INPUT 2:**

The SRC has asked OVRS to work with them to develop a strategic plan to bring OVRS out of Order of Selection as soon as possible. To our knowledge, no workgroup has been formed to address this. For 3 years the SRC requested OVRS to work with them to study options of how to avoid going into Order of Selection, and later to partner together to determine how to bring OVRS out of OOS as soon as possible. OVRS agreed but no action taken. That said, OVRS is commended on the orderly transition into OOS and their timely reporting of the results and impact of OOS.

### **OVRS RESPONSE:**

OVRS met on several occasions with the SRC in anticipation of implementing an Order of Selection. Program staff and OVRS' budget analysis made presentations on the budgetary and resource issues that resulted in the program's need to invoke an Order and its ability to exit the Order. The fiscal analysis, which included caseload demographics, expenditures, grant allotments, availability of state match, and other income sources, revealed that in the absence of an influx of either federal or state funds, there was little opportunity to significantly impact the Order of Selection. This conclusion and the program's workload since October, 2008, which has included invoking the Order and the associated training; development of the Ways and Means presentation; on-going work on the 07-09 budget; review and revision of the program's policy manual, including rules revisions as needed and the redesign of the Youth Transition Program, has resulted in the program not following through with the workgroup.

### **INPUT 3:**

The Office of Vocational Rehabilitation Services (OVRS) is housed within the Department of Human Services. Since the last reorganization of DHS in 2001, the SRC has been a strong ally to the OVRS administration in advocating for the rights of the Agency director to have all the information and rights necessary to operate the Agency as required in federal statute.

The SRC is pleased that progress has been made in this area; e.g., budget information is more readily known and available, personnel issues are more directly led by the Agency. Also there is a welcoming and collegial relationship between the current directors of DHS, OVRS and the SRC.

The SRC will continue to engage the DHS director in discussion about the visibility of the Agency within the larger DHS structure, the efficiency and federal requirement that the OVRS administrator have control over their budget and access to budget and other fundamental operating information needs, including the request that OVRS budget be "held harmless" when larger agency budget strains require reduction. The SRC believes strongly that OVRS needs to be left alone in this regard as they manage their budget prudently and should not be held accountable for the larger agency budget problems. We have also sought the acknowledgement of the OVRS Director being at the same "level " as other agency administrators within the DHS hierarchy and other areas where the SRC needs to be supportive of the Agency's need for autonomy.



### **OVRs RESPONSE:**

OVRs continues to be appreciative of the support of and advocacy by the SRC. It concurs that the Department has made considerable progress in working with the designated state unit.

OVRs appreciates the SRC's willingness to commit significant time and energy to work with the program on the development of the state plan, the consumer satisfaction survey, the redesign of the Youth Transition Program, and the revision of the state plan.

OVRs recognizes that, in the current economic environment where the State lacks the resources to maintain services at the current level, the program will experience reductions in funding.

### **INPUT 4:**

Continue to improve long term planning with OVRs - SRC had asked for a specific OVRs timeline - OVRs prepared a calendar but did not have specific months/dates/years. SRC asked for more specifics.

Would like to see more of a partnership developed between the Council and OVRs, such as, respect from OVRs in responding to format deadlines and advance notice of SRC participation in meetings, i.e.:

- February 2009 the SRC Exec Committee requested more specific dates for the OVRs Calendar – requested a more specific time line that would outline future OVRs activities 3 years out – so the SRC could better plan their work activities. Have not received requested details.
- SRC requests for information were consistently provided after the requested SRC deadline, i.e., 2008 State Plan information, SRC Annual Report, Quarterly Meeting handouts, Quality Assurance Committee documents, etc. Seems disrespectful of SRC time lines, and the need for Council members to have time prior to meetings to read and process the information they are to discuss.
- Notified on April 9, 2009 of a Transition Mtg. on April 10. SRC members not given any future notice or opportunity for optional dates that fit their schedules. Would appreciate either more advance notice of scheduled meetings, or asked for date availability.
- Council informed of 4 workgroups, but not invited to participate. After learning of the new workgroups to be formed, the SRC asked to have representation on each workgroup: (1) Improving Outcomes for Persons with Disabilities, (2) Youth

Transition, (3) Training Staff in Implementing Employment Outcomes, and (4) Ticket to Work. The SRC would like OVRS to see the Council as “valued partners” and include them in such activities without the SRC having to request such.

### **OVRS RESPONSE**

In prior discussions with the SRC regarding timeliness, we have explained that we will endeavor to be as timely as possible but, given workload and staffing issues, we will not always be successful. Given the workload and the reality that we will have staffing issues through the next biennium due to the economic realities, this will likely continue to be an issue. We regret that the SRC has chosen to interpret this as a lack of respect.

With respect to the workgroups, the Ticket workgroup has been delayed due to challenges in bringing up related information technology systems. The Youth Transition group did not convene a follow-up meeting. In reference to Enhancing Employment Outcomes (EEO) initiative, SRC members had the opportunity to attend an EEO training and had presentations from EEO contractors at an SRC meeting. An EEO workgroup has not been established at this time.

### **INPUT 5:**

Previously the SRC asked OVRS how they plan to respond and be accountable to results of consumer satisfaction surveys. SRC also asked what plans VR had to improve services. The SRC realizes that Order of Selection has kept staff busy, but the Council would still like OVRS to specifically address how the results of the Consumer Satisfaction Survey will be used to improve the agency’s outcomes.

### **OVRS RESPONSE**

Abacus, the firm that secured the contract to develop and conduct a consumer satisfaction survey during Fall 2008 and Winter 2009 of individuals served by OVRS during FFY 07 found that “approximately 70% of clients indicated an overall high level of satisfaction with VR services provided in the State of Oregon.” They further noted that “Overall, the least satisfied individuals were those whose case status was not yet in plan and those with sensory impairment.” Given the Order of Selection, we are not likely to positively impact those individuals not yet in plan. While there were groups that expressed dissatisfaction with services, their numbers were not statistically significant. OVRS, as staffing resources allow, will continue to work to improve services to individuals with sensory impairments.

### **INPUT 6:**

The SRC would like to see the Youth Transition Program available state wide. There is also concern that there are those who do not meet the level 1 category during OOS, are in transition, and not part of the YTP schools. How can all students in transition be served by VR Counselors?

### **OVRs RESPONSE**

OVRs shares SRC's desire to expand the Youth Transition Program, as well as serve more youth, age 16 to 24. During FFY, OVRs improved its performance in this area; the program served 1,702 in FFY 2008 versus 1,643 in FFY 2007.

There are between 12,000 to 13,000 transition age students with disabilities who might seek OVRs services. If only half of these students sought services it would increase by a third the number of individuals served by OVRs. The program currently lacks sufficient counselors, administrative capacity and case service dollars to meet this need. Additionally, programs with which we collaborate in serving transition age youth lack the necessary service and budget capacity to serve additional numbers of youth.

### **INPUT 7:**

The SRC is in complete agreement with OVRs to create a talented and outcome-based workforce of job developers. The current RFQA (section 3.4 c), however, is very limited in its scope.

".....Successful completion of Employment Outcomes Professional II (EOPII) training provided by OVRs as evidenced by a certificate of completion; or successful past performance and completion of EOPII within one year of being granted a contract..."

The qualifications section could be changed to reflect that not just one tool is being used but that this training be one of MANY options so that ALL disability groups can be represented fairly with successful outcomes.

### **OVRs RESPONSE**

OVRs is pleased that the SRC supports the direction we have taken to ensure the availability of a qualified, outcomes-focused pool of job developers. The SRC is incorrect in their interpretation of the criteria that OVRs has established in order to accomplish this goal. Those criteria are detailed below and you will note that the SRC has cited just one of the following criteria.

- 3.1 Proposed documentation of minimum qualifications for providing job preparation, job development and/or job retention services as outlined below:
- a) Certificate as a Rehabilitation Counselor (CRC) with one year supervised experience in providing job preparation, job development, or job retention services or completion of specific (documented) training in one or more of these specialized areas; or
  - b) Masters Degree in Rehabilitation Counseling or closely related field with one year full-time or three years part-time supervised experience in providing job preparation, job development, or job retention services; or
  - c) Successful completion of Employment Outcomes Professional II (EOP II) training provided by OVRS as evidenced by a certificate of completion; or
  - d) Successful past performance and completion of EOP II within one year of being granted a contract; and
  - e) A resume must be presented as evidence of experience.

OVRS has adopted the principles and practice elements of EOP as a foundation for moving toward performance-based job development.

### **ATTACHMENT 4.7.b.3** **Waiver of Statewideness**

The Office of Vocational Rehabilitation Services (OVRs) requests a continuation of its waiver of statewideness for its Youth Transition Program (YTP), through which it serves transition-aged youth with disabilities with enhanced services that lead to employment or career-related post-secondary education or training. Although transition services are available through OVRs on a statewide basis, OVRs currently provides enhanced services through third-party cooperative agreements (referred to as intergovernmental agreements in Oregon)<sup>2</sup> at 114 of Oregon's 226 high schools, resulting in these more intensive transition services being available in only some of the political subdivisions of the state.<sup>3</sup>

Each third-party cooperative agreement sets forth the specific, enhanced transition services that are provided by our YTP. The relevant boilerplate from the current YTP agreements describes the enhanced services as follows:

- B. DHS, through OVRs, shall provide the following services:
1. OVRs Counselor(s) as assigned by DHS will:
    - a. Be member(s), and participate in, the District Youth Transition Program (YTP) team;
    - b. Participate in the screening and selection of students who will be served by the Transition Specialist;
    - c. Evaluate and determine eligibility of clients for OVRs services;
    - d. Assist the Transition Specialist and student to identify needed activities that will assist the student to make informed career choices and successfully achieve their IPE goals;

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<sup>2</sup>It should be noted that the State of Oregon utilizes contractual terminology in a way that differs from RSA. As used throughout this Plan, the RSA term "cooperative agreement" can include a variety of terms that are used in Oregon Administrative Rules to describe arrangements that are substantively in conformance with RSA requirements, including the following arrangements. "Cooperative agreements", as defined by Oregon rules, are used to memorialize roles and responsibilities agreed upon between two or more parties in carrying out a project or plan where there is no payment for services or goods. "Interagency agreements" are used to memorialize agreements solely between state officers, boards, commissions, departments, institutions, branches or agencies of the state. "Intergovernmental agreements" are used for agreements between an agency and a unit of local government (such as a school district), a United States governmental agency or an American Indian tribe or agency. "Contracts" are used in Oregon when there will be payment for specific services or goods upon delivery of distinct units of work (such as a contractor's time, delivery of products and fee for services) or as reimbursement for expenditures tied to performance of work measured against benchmarks specified in the contract. Grants in Oregon provide funding to support or develop a program or activity. In Oregon, grants include expected outcomes or performance standards for the program, but disbursement of funds is not tied directly to delivery of distinct units of work.

<sup>3</sup>As a result of Order of Selection, the process for soliciting and awarding cooperative agreements for YTP services for the Oregon 2009-11 biennium (July 1, 2009 – June 30, 2011), was delayed. OVRs anticipates providing YTP services to 120 high schools over the coming two year cycle and is in the midst of negotiating agreements with the selected school districts. We expect to complete this process by August 15, 2009. Copies of the referenced text from the new agreements, along with signature pages of each of the new agreements, will be forwarded upon their completion.

- e. Develop or accept a developed Individualized Plan for Employment (IPE);
  - f. Provide or arrange for funding of necessary vocational rehabilitation client services that are not the responsibility of YTP team members;
  - g. After student is no longer eligible for transition services under IDEA, continue IPE services as needed; and
  - h. Assist the District in the selection and evaluation of Transition Specialists.
2. OVRS will also:
- a. Ensure that relevant OVRS staff participate in training jointly sponsored by ODE, OVRS and the University of Oregon;
  - b. Make every reasonable effort to process all draws of grant funds within two weeks from receipt of the Fiscal (expenditure) Report; and
- C. [The School] District shall undertake the following actions and provide the following services:
- 1. Establish qualifications and classification for the Transition Specialist and create a year-round position, using the typical duties outlined in section III. D of this Exhibit A, Part 2.
  - 2. Identify a direct contact within the school District to assist in managing the YTP and supervising the Transition Specialist.
  - 3. When hiring new Transition Specialists, make every reasonable effort to include an OVRS representative in the interview process, recognizing the spirit of this partnership effort to provide a new pattern of services.
  - 4. Ensure coordination of activities between the IEP and the IPE.
  - 5. Ensure that the Transition Specialist has the support of the building principal and Director of Special Education to ensure that each YTP student's transition goals are achieved and that the performance measurements of the District can be met.
  - 6. Participate in the OVRS data collection system.
  - 7. Allow the Transition Specialist to attend training jointly-sponsored by ODE, OVRS, and the University of Oregon.
  - 8. Provide required matching funds by the dates specified in Exhibit A, Part 3, section II of this Agreement.
  - 9. Include administrative staff, e.g., business manager, in the development of the RFP and administration of the grant.
- D. [The] District TRANSITION SPECIALIST will:

1. Identify and refer students to OVRs;
2. Secure school documentation of disability and relevant anecdotal information to assist YTP team in determining eligibility for OVRs services;
3. Assist students in acquiring transportation to keep appointments;
4. Coordinate with the OVRs counselor and student to develop any needed additional disability assessment or career exploration activities;
5. Identify transition and career-skill readiness deficits that need to be in the Individualized Plan for Employment (IPE);
6. Coordinate IEP and IPE transition activities;
7. In collaboration with the OVRs counselor, provide a variety of transition services, such as: development of work experiences, job shadows, and career exploration activities; provide job coaching; and develop paid employment consistent with the vocational goal of the student;
8. Advocate for students to ensure that they have access to District training opportunities and resources that are needed in order for the student to achieve a successful school-to-career transition;
9. Provide individualized and group activities that are beyond the training or resources that are available to the general student body. Examples include job clubs, community-based work experiences, work skill development, job coaching, community mobility training, selection or enrollment in post-secondary training, arranging for long-term employment supports, etc.;
10. Provide individualized job development for both work experience and career related employment;
11. Take lead responsibility assisting the student to ensure that the activities of the IPE are carried out;
12. May take a lead with the student to develop the content of the IPE (including assisting the student in the identification of vocational goals);
13. Provide intense and follow-along services for 12 months following the student's completion or termination of campus based secondary schooling activities, to ensure success in post-secondary training or employment;
14. Collect and report data to OVRs and the YTP technical assistance provider (University of Oregon) to document student progress toward

- completion of activities related to IEP and Individualized Plan for Employment;
15. Meet with OVRs counselor as requested to provide updated information on student progress and status for completion of secondary school, employment, or post secondary education activities;
  16. Report to OVRs counselor any changes in status of student that impact successful completion of IEP or IPE; and
  17. Attend training and meetings provided by the OVRs-designated technical assistance provider for YTPs statewide, which is the University of Oregon.

The services to be provided under OVRs' YTP cooperative agreements are limited to those listed above and any proposed services will be subject to OVRs approval prior to implementation.

Each agreement additionally provides that the participating school district is to provide a one-third (1/3) match for federal funds. The relevant boilerplate of the agreement states:

The matching funds required from the District must be cash derived, from non-federal sources and other than OVRs, and cannot include in-kind donations or contributions of property or services.

The agreement also states that schools are not to use funds received under these agreements to serve non-YTP eligible youth (youth who are in application status for OVRs services or are eligible for OVRs services).

Finally, each YTP cooperative agreement modifies the scope of services in light of the Order of Selection invoked effective January 15, 2009, in order to ensure the services provided comport with the Order. A copy of additional relevant boilerplate sections from the YTP cooperative agreements can be found at the back of the hardcopy version of this document and in the attached electronic file to the electronic version of this document.<sup>4</sup>

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<sup>4</sup>Ibid.



**ATTACHMENT 4.8.b.1**  
**Cooperation with Agencies that are not in the**  
**Statewide Workforce Investment System and with Other Entities**

In addition to its partnerships with other members of Oregon's workforce investment system, OVRS works in partnership and cooperation with other Department of Human Services (DHS) divisions and offices, other state and local governmental agencies and programs, and numerous non-governmental organizations. Key among these are those outlined below.

**Developmental Disabilities Partners and Programs**

Oregon's developmental disability system includes:

- The Office of Developmental Disability Services (ODD) of the Seniors and Persons with Disabilities Division (SPD) of DHS. The Employed Persons with Disabilities Program, Oregon's Medicaid "buy-in" program, is also a part of SPD.
- County operated and funded developmental disability and case management programs.
- Non-governmental developmental disability service brokerages and service providers.
- The Oregon Council on Developmental Disabilities, which advises the governor and policymakers about serving persons with developmental disabilities.

OVRS continues to regularly interact with this system on case-by-case basis and administratively.

OVRS field staff work closely with case managers, support brokerages and others in assisting clients with developmental disabilities in obtaining the developmental disability services and supports clients need to obtain, maintain and advance in employment.

OVRS also works closely with Oregon's developmental disabilities service system on a state-level:

- OVRS is represented on the Oregon Council on Developmental Disabilities (OCDD).
- SPD is a partner in OVRS' Oregon Competitive Employment Project (OCEP) and represented on OCEP's Leadership Council. OCEP is a Medicaid Infrastructure Grant initiative, administered by OVRS, which is addressing systemic barriers to

competitive employment of persons with disabilities. (For more on OCEP, see below and Attachment 4.11.e.2.)

- OVRS/OCEP continues to serve as a member of the SPD work group responsible for implementing SPD's Supported Employment Leadership Network (SELN) strategic plan. OVRS/OCEP underwrote SPD's initial participation in SELN.
- OCEP supports the Developmental Disabilities Task Force, a group of advocates and service providers that promote supported employment for individuals with developmental disabilities on a systems level.

### **Mental Health Partners and Programs**

OVRS works closely with Oregon's mental health system in serving and supporting persons with psychiatric disabilities, making and accepting referrals for services, and addressing systemic concerns and issues related to employment of persons with psychiatric disabilities. The system includes the Addictions and Mental Health Division (AMH), county mental health programs and private mental health service providers.

In addition to interacting with the mental health system on behalf of individual clients, OVRS is working with the system on a number of initiatives, including supported employment. Since 2000, OVRS has collaborated with AMH and over a dozen county mental health programs in seeking to develop and sustain supported employment services for persons with psychiatric disabilities. OVRS/OCEP efforts in this area have included:

- Pooling funding resources with AMH to provide interim funding for existing evidence-based supported employment programs.
- Contracting with community mental health programs to provide evidence-based supported employment services to OVRS clients.
- Providing mini-grants and contracts with Medicaid Infrastructure Grant funds to county mental health systems for the infrastructure, technical assistance and training needed to implement evidence-based supported employment. Ultimately, this led to development and operation of the Oregon Supported Employment Center for Excellence, a statewide resource center on SE training and technical assistance. OVRS continues to work closely with AMH, the center and local mental health programs. (For more, see Attachment 4.11(e)(2).)

In addition, AMH and a community-based mental health program are represented on OCEP's Leadership Council.

## **Secondary and Higher Education Organizations and Programs**

OVRs partners, collaborates and interacts with secondary and higher education agencies, organizations and programs. (For more, see Attachment 4.8.b.2.)

## **State Independent Living Council, Independent Living Centers and Public and Private Advocacy Programs**

OVRs interacts with Oregon's State Independent Living Council and seven Centers for Independent Living in a number of capacities and on both a systems and direct services level. For instance:

- The OVRs Administrator is an ex-officio member of the SILC, while SILC's Director is a member of the Leadership Council of the OVRs/OCEP, and a member of the SILC sits on the State Rehabilitation Council.
- OVRs field offices and CILs routinely interact with one another in making and accepting referrals of individuals needing employment or independent living services and supports and collaborate on other activities, including organizing job fairs, work incentives/benefits planning events and other employment-related events for individuals with disabilities and their families.

As a result of the 2008 RSA monitoring review findings, OVRs will be more actively involved in the management of the IL grant. OVRs will identify a staff person to manage the grants to CILs and conduct annual reviews. OVRs, the SILC and the CILs will continue to partner and explore opportunities to leverage funding that is consistent with RSA guidelines. OVRs and the SILC have revisited the practice of utilizing state general fund appropriations to CILs as match for 110 dollars and the use of those dollars to support CIL activities and services of VR-eligible clients. Those activities, services and associated payments have been brought into line with funding expectations.

OVRs has a continuing and productive working relationship with Disability Rights Oregon (DRO), Oregon's rights protection and advocacy system for persons with disabilities. (DRO was previously known as the Oregon Advocacy Center or OAC.) DRO administers Oregon's Client Assistance Program and the Work Incentives Planning and Assistance (WIPA) Program (formerly the Benefits Planning Assistance and Outreach Program). OVRs field and administrative staff interact regularly with CAP and other DRO staff in order to address and resolve client issues and concerns, and to respond to formal client disputes. OVRs staff routinely refer individuals in need

of advocacy assistance to DRO, and OVRS' administration and CAP staff meet quarterly to address systemic concerns.

DRO is an active member of OCEP and is represented on OCEP's Leadership Council. DRO's WIPA Program partnered with OCEP in developing a plan for a comprehensive and sustainable benefits planning and work incentives system for Oregon, and the two programs are collaborating in implementing of OCEP's Work Incentives Network (WIN). The two systems complement one another; WIN addresses many of the gaps and limitations on work incentives and benefits planning in Oregon.

OVRS has working relationships with numerous other public and voluntary advocacy organizations and groups, including the Oregon Parent Training and Information Center, the Arc of Oregon, Easter Seals of Oregon, United Cerebral Palsy of Oregon, the People with Disabilities Advisory Committee and the Adult Services Advisory Committee.

### **Social Security Administration – Ticket to Work**

Over the past two years, OVRS has refined its capacity to identify and process Ticket to Work (Ticket) claims under this Social Security Administration (SSA) program. OVRS has significantly increased its Ticket revenue. In FFY 2007, OVRS created and filled a Ticket coordinator position to coordinate the office's Ticket-related functions and activities.

The Department of Human Services (DHS), DHS' divisions and OVRS continue to explore the possibility of DHS functioning as an "employment network" or "EN" under the Social Security Administration's Ticket to Work program.<sup>5</sup> As presently conceptualized, such a "Partnership Plus" arrangement would consist of:

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<sup>5</sup>Ticket to Work (TTW) is a Social Security Administration (SSA) work incentive program created through the Ticket to Work and Work Incentives Improvement Act of 1999. TTW allows recipients of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) to use their "tickets" to access employment services through a registered Employment Network (EN). Once the recipient obtains employment and has worked for a period of time at specific hourly wage levels, SSA will pay "milestone" payments to the EN for up to \$21,905.

Until SSA adopted new regulations in July 2008, TTW was a cumbersome and restrictive program. As a result, few SSA/SSDI recipients and few programs that could serve as ENs used it. The new regulations have made TTW easier to use and there are virtually no restrictions on use of TTW income. As a result, it is a useful source of additional funding for state VR systems and other human service programs that can serve as ENs.

- An *administrative unit* responsible for submitting and tracking Ticket claims, collecting and disbursing Ticket reimbursements, providing needed training and technical assistance, and promoting and monitoring Ticket utilization. In exchange for these and other Ticket administrative services, OVRS would serve as the administrative unit and assess and collect a small fee from participating EN satellites.
- An *employment network council*. This council would be comprised of representatives from DHS divisions, offices and programs and be responsible for identifying needed program changes; facilitating strategic and long-term planning; and identifying and developing needed policy and recommended legislation, including policy on use of Ticket revenue by participating organizations and programs.
- *Satellite Employment Networks*. EN satellites would be community-based organizations and programs eligible to serve as ENs and likely include community-based mental health, developmental disability service providers and other human service providers. Satellite ENs would be responsible for initiating and maintaining contact with Ticket holders, ensuring Tickets are assigned to DHS, submitting Ticket reimbursement claims, and promoting employment of persons with disabilities.
- *EN contract compliance and quality assurance/quality enhancement*. These functions would be the responsibility of DHS divisions and offices and include executing the necessary contracts with the community-based organizations that serve as satellite ENs.

OVRS will be working with DHS over the coming year to implement this or another Partnership Plus arrangement and take advantage of the opportunities that Ticket presents.

### **Workers Compensation Division**

The Workers' Compensation Division (WCD) of the Department of Consumer and Business Services is the Oregon agency responsible for regulating the state's workers' compensation system and administering its Preferred Worker Program (PWP). Through WCD/PWP, the WCD provides benefits and incentives to employers and injured workers in order to facilitate re-employment of the workers.

OVRS has an ongoing relationship with WCD. In July 2008, OVRS renewed its 18-month interagency cooperative agreement with WCD for targeting and assisting PWP cardholders in Clackamas, Columbia, Multnomah and Washington counties. Under OVRS' PWP initiative, OVRS contacts WCD/PWP-eligible individuals and offers to fast-track them for vocational rehabilitation services and streamline their access to WCD/PWP benefits. Thirty-one employment outcomes have been achieved since the new agreement was completed. WCD provides funding to support the staffing and services associated with workers'/clients' work-related injuries.

In December, OVRS and WCD expanded WCD/PWD to Salem; expansion to other areas of the state in the future is possible.

### **Rural Development Programs**

OVRS does not currently collaborate with Oregon programs carried out by the Undersecretary for Rural Development.

### **Technical Assistance, Training and Continuing Education Programs**

OVRS collaborates with and utilizes the services of Technical Assistance and Continuing Education Center at the University of Washington, the designated Disability Business Technological Center (DBTAC) for Region 10. OVRS also collaborates with the Oregon DBTAC representative housed at the Lane Independent Living Center in Eugene.

### **Oregon Competitive Employment Project**

In 2005, OVRS was awarded a four-year Medicaid Infrastructure Grant by the U.S. Centers for Medicare and Medicaid to develop a more comprehensive, inclusive and integrated system of employment-related services and supports for Oregonians with disabilities. The resulting effort, known as the Oregon Competitive Employment Project (OCEP), involves a multitude of partners on a number of initiatives. In FFY 2008, OVRS/OCEP allies and supporters included:

- Addictions and Mental Health Division/Oregon Department of Human Services
- Brain Injury Association of Oregon, Inc.
- Department of Community Colleges and Workforce Development
- Department of Transportation
- Employment Department
- Mid-Valley Behavioral Care Network
- Oregon Advocacy Center
- Oregon Business Leadership Council, Inc.

- Oregon Commission for the Blind
- Oregon Council on Developmental Disabilities
- Oregon State Independent Living Council
- Oregon Parent Training and Information Center
- People with Disabilities Advisory Council
- Seniors and People with Disabilities Division/Oregon Department of Human Services
- Social Security Administration
- Veterans Administration
- Worksystems, Inc.

(For more on OCEP, see Attachment 4.11.e.2.)

### **Cooperative Relationships with Other Organizations and Groups**

OVRs has working relationships with many other organizations, programs and groups, including those with which OVRs contracts, utilizing innovation, expansion and other funds to provide services to OVRs clients.

**ATTACHMENT 4.8.b.2**  
**Coordination with Education Officials to Facilitate the**  
**Transition of Students with Disabilities from School to**  
**Receipt of Vocational Rehabilitation Services**

The Office of Vocational Rehabilitation Services (OVRs) recognizes youth as a priority service group and through a number of programs and processes actively works in coordination with state and local education officials to facilitate transition of students with disabilities.

**Youth Transition Program and Career Workforce Skills Training Program** OVRs has operated the Youth Transition Program (YTP) since 1990. Through YTP, high school youth are provided with a comprehensive array of services to prepare them for employment or career-related post-secondary education or training.

YTP is a partnership between OVRs, public school districts, the Department of Education and the University of Oregon. OVRs is responsible for:

- Overseeing and coordinating YTP.
- Entering into YTP cooperative agreements (referred to as intergovernmental agreements in Oregon)<sup>6</sup> with school districts that wish to participate in YTP and which are selected through a competitive process.
- Working with school district staff at the field and school level to provide YTP services and providing training and technical assistance.

Participating school districts provide specified YTP services, meet specified outcomes and provide OVRs with a one-third match in exchange for the funds they are provided through the cooperative agreements.

The Department of Education (DoE) and the University of Oregon provide training and technical assistance to the school districts and OVRs.

Students participating in YTP:

- Are enrolled in a school district's high school or alternative program, although eligible youth who have left school prior to graduation may be included;

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<sup>6</sup>See note on page 6.



- Are or have been entitled to services under the federal Individuals with Disabilities Education Act (IDEA), or are receiving disability-related accommodations under Section 504 of the federal Rehabilitation Act; and
- Are applicants or determined eligible for vocational rehabilitation services.

YTP services begin while the student is in high school, generally at age 17 or 18, and continue for at least one year after the student's completion of secondary school requirements or departure from school for other reasons. In the 2009-01 Oregon biennium, services under these agreements will begin targeting eligible youth earlier in their high school years.

The YTP cooperative agreements have provided funding for transition specialists - school district employees who work year round with OVRS counselors to provide:

- Individualized career and transition planning, focused on post-school goals and self-determination, and help to coordinate plans with relevant adult agencies;
- Paid job training while in the program and assistance to secure employment or enter post-secondary education upon leaving the program; and
- Follow-up services after program completion to track progress and provide additional supports as needed.

In previous years, when a student was selected to participate in YTP, it was expected that he or she would work with an OVRS counselor to develop an Individualized Plan for Employment (IPE) that reflected the interest, strengths, and abilities of the student, and addressed barriers to training or employment outcomes. However, now that OVRS is in an Order of Selection (effective January 15, 2009), the scope of services and expected outcomes have been modified in order to comply with the requirements of the Order. Attachment 4.7.b.3 sets forth the modified scope of services and responsibilities of the parties to the agreement for the 2009-11 agreements.

Over the course of FFY 2008, YTP services and supports were provided to 1,233 students with disabilities. Of these students:

- 1,233 were in vocational rehabilitation application status and 815 had Individualized Plans for Employment (IPE).
- 77 percent of those who exited YTP were either employed in a post-secondary educational or training program or a combination of the two.

- 323, or 86 percent, of the 373 who exited the program were employed upon exit and were working an average of 32 hours per week at an average wage of \$8.97 an hour.
- 319 youth continued to be employed twelve months later and were working an average of 33 hours a week at an average wage of \$9.89 an hour.
- At 12 months, 117 youth were in post-secondary training or education at an average of 22 hours per week.

OVRs has a full-time YTP Coordinator. This position has existed since September 2002 and is responsible for leading and coordinating YTP and serving as OVRs' liaison to the Department of Education (DoE), the Oregon university system and the state's secondary education system and schools on transition issues. The coordinator is a member of the State Advisory Council on Special Education and its Transition Advisory Committee. The coordinator also works closely with Oregon's community colleges and foster care, youth and workforce programs on transition and related service coordination issues. On a related basis, the DoE has a secondary transition specialist and this position is a member of the State Rehabilitation Council, OVRs' policy-making partner.

The YTP Coordinator, DoE's Secondary Transition Specialist and the University of Oregon's Technical Assistance Advisors jointly provide training to secondary schools and OVRs staff on transition issues and how to collaborate with each other.

In addition to the YTP coordinator, OVRs designates one counselor in each of its field offices as a transition resource specialist. Through these specialists, OVRs makes staff available to work on transition cases and issues with every school district in the state.

For the past eleven years, OVRs has also assisted persons with disabilities of all ages in transitioning to work through its Career Workforce Skills Training (CWST) Program. This effort, originally known as the Occupational Skills Training/Oregon Vocational Rehabilitation Services partnership, provides OVRs clients (who have authorized individualized plans for employment) with employment, occupational and professional skills training.

CWST, like YTP, is a partnership. The collaborative effort currently involves:

- Three of Oregon's community colleges: Clackamas in the eastern Portland metropolitan area, Chemeketa in Salem, and Rogue in the Medford/Grants Pass

area. The community colleges operate or administer the skill training programs in which OVRs clients participate.

- Community employers, who provide participating clients with employment opportunities.
- OVRs branches (in the areas corresponding to the three community colleges): VR counselors, in conjunction with clients and community college staff, identify client goals and plan client participation in the CWST Program, coordinate provision of needed services and supports, and assist clients in obtaining employment.
- The University of Oregon, which provides the program with needed technical assistance, training and evaluation.

The purpose of the CWST Program is to assist OVRs clients in acquiring the skill and experience needed to obtain and maintain employment. The program provides clients with individualized instruction for up to 12 months at a worksite, based on an occupation-specific curriculum. Clients can earn college credits for worksite-based training. In addition, clients may take related college courses as part of their CWST training. The program's services are particularly attractive to individuals who have difficulty learning in a traditional classroom-based environment. CWST is coordinated by the YTP Coordinator.

In FFY 2008, CWST sites provided services and supports to 139 persons. Over the year:

- 44 individuals completed the program and obtained vocational certificates.
- 38 individuals obtained employment and 36 of these persons continued to be employed for at least 90 days.
- The individuals who obtained employment worked an average of 31 hours per week and earned an average hourly wage of \$10.91.

As this and other data illustrates, individuals who complete the CWST Program increase the likelihood they will be employed in jobs that meet their capabilities and will earn a wage in excess of the minimum wage.

In addition to those YTP and CWST activities and outcomes described above, OVRs carried out the following additional noteworthy activities:

- Development of a YTP and CWST website. The site ([www.ytporegon.org](http://www.ytporegon.org)) provides information on transition, YTP, CWST, special education and related

services, research, training and links. The intended audience is school and VR personnel, youth and adults with disabilities, parents and other supporters of such individuals, and the public at large. The website is also being used to transmit and report on YTP and CWST performance data.

- Provision of regional transition trainings. OVRs, UoE and DoE provided training to school and VR personnel and allied professionals throughout Oregon about changes made to IDEA, modified diploma standards, and the VR process.
- Continued representation and participation, through the YTP Coordinator, on the State Advisory Council for Special Education and its Transition Advisory Committee, and the Oregon Association of Vocational and Special Needs Personnel. In addition, the UoE and DoE continued to be represented on the State Rehabilitation Council, OVRs' policy making partner.
- Completion of a staff satisfaction survey on YTP. School district sites and OVRs field offices responsible for carrying out YTP were surveyed about their experiences and whether the program is meeting their expectations. The results indicated that YTP is seen positively and as a value added service to school districts and OVRs.

### **YTP, CWST and Order of Selection**

As a result of the Order of Selection that OVRs instituted on January 15, 2009, a number of changes were made to YTP. Under the 2009-11 agreements, YTP will be comprised of the following activities:

- Early identification and referral of students with disabilities to OVRs and the provision of necessary supports to assist students in applying and becoming eligible for OVRs services;
- The provision of individualized Information & Referral services to participating students while in YTP, and follow-up with YTP "graduates" to encourage continued pursuit of training, educational, and employment opportunities;
- Plan coordination and implementation for those students who are referred to YTP who were already being served under an OVRs Individualized Plan for Employment prior to January 15, 2009; and
- Plan development using Person-Centered Planning principles for those students who have been found eligible for OVRs services and who are released from the Order of Selection waitlist.

As a result of the Order of Selection, OVRs will be unable to continue to fund the CWST program. It will not be continued after the present two-year cooperative agreements OVRs has with the three community colleges end on June 30, 2009.

OVRs is entering into a new two-year cooperative agreement (interagency agreement) with the University of Oregon to provide training, technical assistance and evaluation activities to schools participating in YTP. This agreement will be for the same two year period as the other YTP agreements.

### **Other Transition Coordination Activities with Education Officials**

OVRs and the Oregon Commission for the Blind (OCB) established a formal statewide cooperative agreement with all 17 of Oregon's community colleges in 2005. The present agreement, which runs from July 1, 2005 through June 30, 2009, promotes collaboration and linkages through regional teams comprised of community college, OCB and OVRs representatives. This framework provides an ongoing forum for the exchange of information about issues of common concern, policy issues and process improvements to further the goals of the agreement.

The goals of the cooperative agreement include a commitment to:

- Work together to assure that qualified and eligible students with disabilities have full access to educational opportunities.
- Understand, acknowledge, and respect the differing requirements and definitions among the partners for such terms as eligibility, documentation of disability, confidentiality (including protected documents within each of our systems), provision of services, and accommodations based on the differing missions of the partners.

OVRs, OCB and the community colleges have negotiated an extension to the above agreement. It will continue through June 30, 2014.

In 2005, OVRs and OCB negotiated a cooperative agreement with the Oregon University System (OUS), similar in purpose and scope to the OVRs agreement with the 17 community colleges. The present OVRs, OCB and OUS agreement runs through June 30, 2009. Under the terms of the agreement:

- There is a standing systems cooperative workgroup. The workgroup facilitates implementation of the agreement, evaluates its effectiveness, recommends needed policy change and facilitates provision of related training.
- Each university disability services office and OCB and OVRs field office has a designated liaison responsible for participating in regional meetings with the

community college(s) in their area and exchanging information, fostering collaboration and addressing unique needs and issues.

OVRS, OCB and OUS are jointly responsible for:

- Ensuring access to reasonable accommodations for OCB and OVRS clients enrolled in OUS institutions.
- Providing opportunities for counselors and institutional disability services representatives to interact and be informed about administrative and accommodative functions and issues.

OVRS, OCB and OUS have negotiated an extension to the above agreement. It will continue through June 30, 2014.

In order to carry out its responsibilities under these cooperative agreements, OVRS has designated the YTP Coordinator as its liaison to the community college and university systems. In addition, the coordinator organizes regional team membership and meetings; documents regional and local needs and concerns, including those related to training; and presents this information to the Core Group/Interagency Cooperative Work Group for review and follow-up.

**ATTACHMENT 4.8.b.3**  
**Cooperative Agreements with**  
**Private Non-Profit Vocational Rehabilitation Service Providers**

OVRS, in engaging in innovation and expansion activities, enters into cooperative agreements with non-profit organizations to provide a service or set of services to a specific group or groups of individuals.<sup>7</sup> OVRS does this in two ways. To address the diversity of needs that local branches encounter in providing high quality services to consumers, OVRS branch managers have the ability to develop agreements at the local level. Central office staff develop cooperative agreements to address identified needs and gaps. In recommending and selecting proposals, the following criteria are utilized:

- Addresses gaps in services identified by OVRS' needs assessment;
- Number and quality of competitive job placements;
- Wages earned by consumers;
- Number of small business/self-employment outcomes;
- Number of partnerships with state and local workforce investment boards, and private sector employers;
- Program capacity for people with disabilities through partnerships with employers, schools and community agencies;
- Number of employment partnerships with tribal entities, African-American, Hispanic and Asian populations;
- Diversity of people served, staff, and service providers.
- Quality of customer service; and
- Use of technological tools that enhance performance.

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<sup>7</sup>It should be noted that the State of Oregon utilizes contractual terminology in a way that differs from RSA. As used throughout this Plan, the RSA term "cooperative agreement" can include a variety of terms that are used in Oregon Administrative Rules to describe arrangements that are substantively in conformance with RSA requirements, including the following arrangements. "Cooperative agreements", as defined by Oregon rules, are used to memorialize roles and responsibilities agreed upon between two or more parties in carrying out a project or plan where there is no payment for services or goods. "Interagency agreements" are used to memorialize agreements solely between state officers, boards, commissions, departments, institutions, branches or agencies of the state. "Intergovernmental agreements" are used for agreements between an agency and a unit of local government (such as a school district), a United States governmental agency or an American Indian tribe or agency. "Contracts" are used in Oregon when there will be payment for specific services or goods upon delivery of distinct units of work (such as a contractor's time, delivery of products and fee for services) or as reimbursement for expenditures tied to performance of work tied to performance of work measured against benchmarks specified in the contract. Grants in Oregon provide funding to support or develop a program or activity. In Oregon, grants include expected outcomes or performance standards for the program but disbursement of funds is not tied directly to delivery of distinct units of work.

In February 2009, OVRS revised the Oregon Administrative Rules governing the selection of vendors. OVRS contracts with non-profit and for-profit vendors in order to ensure the availability of a full spectrum of vocational rehabilitation and related services tailored to the specific needs identified in clients' IPEs, or necessitated by the client's participation in a vocational rehabilitation program. These individually contracted-for services are arranged on a fee-for-service or performance-based/milestone payment contract basis. The new rule provides for performance standards and qualifications applicable to the specific service in question, rather than attempting to standardize the vendorization process across types and disciplines of vendors.

Under the new rule and related procedures, approved vendors must first respond to the applicable Request for Qualified Applicants (RFQA) or otherwise demonstrate that they meet the standards OVRS establishes for the service in question before they will qualify for placement on the statewide approved vendor list. Standards for tutors and vehicle modification providers are under development. Standards governing selection of job development and related services and child care have been established.

The new vendor selection rules also provide for a greater amount of flexibility so that clients in rural parts of the state, or where vendor resources are scarce, may still find qualified providers because the new rules make clear that variables such as client choice, cultural competency, vendor past performance, and accessibility/availability are additional criteria that will drive the selection process.

OVRS maintains a statewide list of vendors in the ORCA system who have been through the approval process. This process involves coordination between OVRS administrative staff, local field offices, and DHS' contracts unit. Field staff may locate a client's chosen provider on this list, and if the provider is not yet on the list, the provider is given information about the approval process. In order to qualify for payment, a vendor must be on the approved list, and the services must be pre-authorized through an Authorization for Purchase that describes the service to be provided, the relationship between the service and the individual's employment goals, and the duration/frequency of the service. The vendor may also be subject to additional performance requirements or specific payment standards that are set forth in a separate contract. For example, for job development and related services, OVRS is moving towards a system of milestone payments that will be outlined in a specific performance contract. While OVRS may opt to pay on an hourly basis for the services of some vendors, most vendors will be subject to a performance-based contract.



These vendor selection and contracting rules and procedures apply to both for-profit and non-profit vendors working with OVRs. Adoption of the final rules is pending.

**ATTACHMENT 4.8.b.4**  
**Evidence of Collaboration Regarding**  
**Supported Employment Services and Extended Services**

OVRS continued to partner and collaborate with numerous organizations and programs in providing, refining and expanding the availability of supported employment services, including:

- The Addictions and Mental Health Division (Oregon's state mental health authority) and publicly and privately operated county mental health programs.
- The Seniors and Persons with Disabilities Division (responsible for administering Oregon's system of services to persons with developmental disabilities and physical disabilities), and county developmental disability programs and developmental disability service brokerages.

(For specific examples of and additional information about OVRS' partnerships and collaboration in the area of supported employment services and extended services see Attachments 6.3 and 4.8.b.1.)

## **ATTACHMENT 4.10**

### **Procedures and Activities Regarding the Establishment and Maintenance of a Comprehensive System of Personnel Development**

OVRs is a program office within the Children, Adults and Families Division of the Department of Human Services (DHS). OVRs is the designated state unit within DHS. Human resources or personnel functions are a part of DHS' consolidated Administrative Services Unit.

During this annual update period, DHS and OVRs, like other units of state government with significant number of retirements, continue to face changes and challenges that impact OVRs' Comprehensive System of Personnel Development (CSPD). The current status of this system and related future plans follow.

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

The Oregon legislature has the sole authority to establish the type and number of state government positions, including OVRs positions. The chart below indicates the type and number of positions allocated by the legislature for FFY 2008, and type and number of positions that were occupied.

<b>Type of Position</b>	<b>Number of Allocated Positions</b>	<b>Number of Occupied Positions</b>
Vocational Rehabilitation Counselors (VRCs)	124	119
Human Service Assistants (HSAs) and Office Specialists (OSs)	75	62
Field Services Managers	14	14

In the pool of 124 vocational rehabilitation counselors (VRCs), OVRs has 11 VRC specialist positions. The counselors in these positions provide training, technical assistance and caseload support to other field staff, in addition to carrying a general caseload.

All OVRs field staff are provided with the supervision necessary to ensure that the position is providing the level of direct services or support services deemed necessary. A minimum of 20 hours of in-service training per OVRs employee per year has been established as a staff development performance benchmark. The in-service training grant provides OVRs with the resources to achieve that benchmark. Managers meet annually with staff to address professional development needs for the upcoming year.

Strategies for building the skills of managers in this area are included in the in-service training plan.

In FFY 2007, OVRS served 16,036 Oregonians with disabilities and, in FFY 2008, OVRS served 16,447 Oregonians with disabilities. In FFY 2007, the ratio of VRCs to clients served was 1 to 152 and, in FFY 2008, the ratio was 1 to 138.

The present and projected staffing level and configuration meet currently identified needs.

### **Data about Education**

OVRS currently has 84 VRCs with Master's degrees, and 35 with Bachelor's degrees in Rehabilitation Counseling or a related field.

Oregon has two institutions of higher education with graduate programs in Rehabilitation Counseling, Western Oregon University (WOU) and Portland State University (PSU).

Western Oregon University (WOU) has two Rehabilitation Counseling degree options:

- The Rehabilitation Counselor for the Deaf (RCD), which was established in 1974 and is one of three deafness specialty programs in the United States. Students in this program plan to seek employment as counselors or consultants for culturally deaf people, recently deafened individuals and persons who are hard-of-hearing. The RCD option is available to up to 10 new students a year.
- The Rehabilitation Counselor (RC), which was authorized by the Oregon University system in 1991. Graduates of this option provide counseling and consultative services to the general population of persons who have disabilities. Entering students must be able to document two to three years of work experience and/or volunteer experiences with persons who have disabilities. The RC option is available up to ten new students a year.

Portland State University (PSU) offers a Master of Science/Arts Specialty in Rehabilitation Counseling. PSU's Department of Special Education and Counselor Education provides students with a balanced program of academic coursework and supervised clinical field experience in rehabilitation settings. Students specializing in rehabilitation counseling are provided with both the theoretical background and the practical skills that will enable them to function as rehabilitation counselors in a variety of settings. The course work can be completed on either a full- or part-time basis. PSU accepts up to 10 new students a year.

Washington has one institution of higher education that offers graduate education in rehabilitation counseling, Western Washington University (WWU), which provides two options:

- A Seattle-based option for Master's degree in Rehabilitation Counseling. This option is designed for those within driving distance of WWU.
- A Certificate in Rehabilitation Services.

Idaho also has a related graduate program. The University of Idaho, Counseling & School Psychology program offers a program of study leading to either a Master of Education or a Master of Science in Counseling and Human Services, with an emphasis in Rehabilitation Counseling. The Rehabilitation Counseling emphasis is a blend of academic and field-based course work with an emphasis on supervised practicum and internship experiences in a variety of human service agencies.

In FFY 2008:

- Three OVRS VRCs earned Master's degrees in Rehabilitation Counseling, respectively from Portland State University, Western Oregon University and Southern University. In addition, another OVRS VRC earned a Master's degree in Social Work from Portland State University.
- A staff member in a developmental position performed very well and, in doing so, met the minimum requirements to be a VRC. The staff member was subsequently hired as a VRC. Another VRC was placed in a developmental branch manager position and was subsequently promoted into a branch manager position on a permanent basis. A third VRC worked in an out-of-class lead worker position for several months.
- Twelve VRCs with Master's degrees were hired. Three of these individuals are graduates of WOU's Rehabilitation Counseling for the Deaf (RCD) Program; four are graduates of WOU's Rehabilitation Counseling (RC Program); four are graduates of other Rehabilitation Counseling programs; and one has a Master's degrees in another related discipline, i.e., Education and Social Work.

OVRS has:

- 38 VRCs with current CRC status.

- 43 VRCs with Master's degrees in a related field who need additional course work and/or clinical supervision in order to obtain their CRC certification.
- 3 VRCs without undergraduate degrees.

In FFY 2010, OVRS will continue to:

- Work with Portland State University, Western Oregon University, Western Washington University and other education programs that provide opportunities for staff to meet our CSPD requirements.
- Assist staff in obtaining CRC certification by paying for the registration fees for taking online CRC exam preparation workshops.

### **Recruitment and Retention**

OVRS continues its commitment to increase the diversity of its workforce in conjunction with DHS' long-term plan to ensure that diversity goals are identified, supported, and achieved. OVRS continued to actively participate and is continuing to participate in DHS' Diversity Development Coordinating Council.

OVRS continues to work closely with the graduate rehabilitation counseling programs at WOU, PSU and elsewhere in order to increase recruitment of minority applicants.

OVRS continues to actively partner with PSU and WOU's Rehabilitation Counseling Programs to create additional opportunities for graduate student internships. For the 2008-09 school year, OVRS hosted 11 graduate interns in its field offices across the state. OVRS has also formalized and standardized the internship application process and released a *Mentor Counselor's Manual* to assist field staff in providing effective and relevant support during students' fieldwork experiences. OVRS continued its internship stipend program, which is aimed at encouraging a diverse pool of potential applicants for vocational rehabilitation counselor positions across the state. Stipends are offered, dependent on OVRS recruitment needs and available funding.

Cooperative agreements (referred to as interagency agreements in Oregon) between OVRS and universities offering graduate degrees in Rehabilitation Counseling are developed and implemented prior to disbursement of funds.

OVRS continued its involvement with the Regional Rehabilitation Continuing Education Program's "Recruitment Project", which is examining staffing needs of vocational rehabilitation systems in Oregon, Washington, Idaho, and Alaska. This collaborative effort has developed regional recruitment information for state agencies, including information to disseminate via websites. The Recruitment Project is developing

regional marketing strategy for different populations, including youth, members of Generation X and Y, second career workers and others.

OVRs has worked within DHS' web content guidelines to keep its pages up to date and available for potential job applicants, job interns, consumers and other members of the public. OVRs continues to participate in CSAVR VR-NET and the RSA State Coordinators for the Deaf/Hard of Hearing/Deaf-Blind listserv.

In order to replace staff expected to retire or resign over the next three to five years, OVRs is projecting that it will need to hire approximately 43 additional VRCs, 23 additional Human Services Assistants/Office Specialists, and six additional Field Managers, as illustrated in the chart below.

Type of Staff	Additional Staff due to Increased Individuals Served	Additional Staff due to Projected Retirements	Total
Vocational Rehabilitation Counselors	0	43	43
Human Service Assistants and Office Specialists	0	23	23
Field Managers	0	6	6

OVRs projects that it will be serving approximately 16,000 individuals annually at the end of five years and that approximately 13,280 or 83 percent will be individuals with significant disabilities. The projected retirements are based on the number of staff who will either reach age sixty-five or will have thirty years of service with the State of Oregon within the next five years.

### Personnel Standards

OVRs continues to utilize an established set of standards to evaluate and select vocational rehabilitation counselors. These standards are based on a modified version of standards utilized by the Workers' Compensation Division (WCD). The State of Oregon's vocational rehabilitation counselor classification is shared by WCD, the Oregon Commission for the Blind and OVRs. It requires that counselors possess:

1. A Master's degree in Rehabilitation Counseling; or be certified by either the Commission on Rehabilitation Counselor Certification as a Certified Rehabilitation Counselor (CRC), the Certified Insurance Rehabilitation Specialist (CIRS), or the Certification of Disability Management Specialists Commission as a Certified Disability Management Specialist D (CDMS), and six months full-time work experience providing vocational rehabilitation-related services; OR
2. A Master's degree in psychology, counseling, or a field related to Vocational Rehabilitation (such as one that promotes the physical, psychosocial, or vocational well-being of individuals with disabilities) and 12 months full-time work experience providing vocational rehabilitation-related services, OR
3. A Bachelor's degree in a related field, such as one that promotes the physical, psychosocial, or vocational well-being of individuals with disabilities, and three years of full-time work experience providing vocational rehabilitation-related services to individuals with disabilities. There is no direct experience substitute for a Bachelor's degree.

OVRs has had as a goal that employees classified as Vocational Rehabilitation Counselors (VRCs) will hold a Master's degree in Rehabilitation Counseling or a closely related field by the end of FFY 2010. There is now recognition that there will be insufficient graduates from the nation's training programs to meet the goal of hiring counselors with Master's degrees. In this region, two Rehabilitation Counseling educational programs have lost federal RSA funding — one in Idaho and one in Oregon. Although the Oregon program is still operating, the loss of funding has reduced the incentives for graduates to seek employment with OVRs; and only two funded programs remain, WOU and WWU.

OVRs has experienced difficulties in recruiting qualified staff in the more rural areas of the state, where it is often difficult to find candidates with Bachelor's degrees. In addition, recruitment and retention of staff with Master's degree is challenging because state wages for Vocational Rehabilitation (VR) professionals in Oregon are not competitive with wages for VR professionals in the private sector in Oregon or with wages for VR professionals in neighboring states.

These challenges notwithstanding, OVRs will meet its CPSD standard by the end of FFY 2010. This standard (based on the modified WCD standard referenced above), establishes a Bachelor's degree in a related field, such as one that promotes the physical, psychosocial, or vocational well-being of individuals with disabilities, and three years of full-time work experience providing vocational rehabilitation-related



services to individuals with disabilities. There is no direct experience substitute for a Bachelor's degree as the minimum standard. However, when possible, OVRs hires individuals with Master's degrees in Rehabilitation Counseling.

OVRs has been advised by the Service Employees International Union (SEIU), which represents OVRs' counselors, of its intent to litigate any personnel standards that would discharge, demote or displace any counselor with acceptable performance solely on the basis of a degree requirement.

OVRs is committed to providing the most effective services with the best-qualified staff possible. OVRs will continue to offer and support professional development opportunities for staff. OVRs will continue to seek counseling staff with Master's degrees, but VRC candidates with an appropriate Bachelor's degrees and related work experience may be hired as an exception to OVRs' policy of hiring counselors with Master's degrees, with approval of OVRs' Administrator.

### **Staff Development**

In 2005, OVRs received a five-year In-Service Training Grant from the U.S. Department of Education. The current five-year In-Service Training Plan of OVRs developed as a requirement of the In-Service Training Grant is designed to:

- Address the recruitment and retention of qualified rehabilitation professionals;
- Provide succession planning;
- Develop leadership and build capacity; and
- Provide training on the Workforce Investment Act; the Rehabilitation Act of 1973, as reauthorized in 1998, including its regulations; and related policy.

The In-Service Training Program assists OVRs in carrying out the mission of the State/Federal rehabilitation service program of increasing employment outcomes for people with disabilities through informed choice and career development. OVRs uses a series of processes to identify training needs. These include two formal needs assessment processes and an informal, continuing process:

- A periodic *training* needs assessment. The last assessment was completed in FFY 2008 and the next one will be completed within FFY 2009. (The results of the 2007 training needs assessment were incorporated into the below referenced *comprehensive* needs assessment).
- A three-year *comprehensive* statewide needs assessment of the rehabilitation needs of Oregonians with disabilities. The last comprehensive needs

assessment was completed in 2007 [see Attachment 4.11(a)]. The next needs assessment will be carried out in FFY 2010. The 2007 comprehensive needs assessment was carried out in partnership with the State Rehabilitation Council (SRC).

- Continuing assessment of training needs through informal processes, including feedback from OVRs managers and staff, SRC, and clients, and information obtained through case file reviews.

During FFY 2008, OVRs continued to expect that all staff participate in appropriate professional development activities. The established benchmark is a minimum of 20 hours of training per employee per year.

A key staff development activity for OVRs in FFY 2008 was the office's annual statewide in-service training conference. Utilizing in-service training grant funds, OVRs utilizes this comprehensive staff training event to increase staff technical skills, as well as to showcase best practices. The FFY 2008 In-Service Training Conference was conducted on August 12-13 in Salem. The theme was "Working Smart." In addition to OVRs staff, representatives of many of OVRs' partners and stakeholders attended, including:

- Oregon Commission for the Blind
- State Rehabilitation Council
- State Independent Living Council
- 121 tribal programs
- Department of Human Services' Service Delivery Area representatives
- Community rehabilitation providers
- Community college/disability services offices
- Western Oregon University, Rehabilitation Counselor Education Program
- Portland State University, Rehabilitation Counselor Education Program
- Western Washington University, Center for Continuing Education in Rehabilitation
- Oregon Business Leadership Network
- Oregon Employment and Training Association
- Oregon Rehabilitation Association
- Oregon Employer Council
- Oregon Department of Education
- National Rehabilitation Association, Oregon Chapter

- 30 local vendors for assistive technology and resources for rehabilitation professionals

In addition to providing educational and training opportunities, the In-Service Training Conference serves as an opportunity to recruit future vocational rehabilitation personnel from the pool of students attending the conference.

During FFY 2008, OVRS training resources provided or enhanced staff development opportunities in the following areas:

- New Counselor Training
- Medical and Functional Aspects of Disability in Rehabilitation
- Personality Disorders
- Cultural Diversity - Serving Latino Consumers in Vocational Rehabilitation
- Resource materials (Disability Handbook and Medical Aspects of Disability)
- Mediations/customer support
- Employment Enhancement Outcome Strategies
- Cognitive Motivational Tools for Negotiating Behavior Change
- Dual Diagnosis
- Traumatic Brain Injuries
- ORCA 5.0, the new iteration of OVRS' case management software
- DHS Core Values and Ethics for Vocational Rehabilitation Professionals
- Supported Employment
- Assistive technology and current research: DBTAC Northwest ADA center
- Benefits Planning
- Work Readiness Alternatives Workshops
- Purchasing and Financial Aid
- Leadership Skills
- Self-Employment
- Ethics

Looking ahead to FFY 2010, OVRS' staff training, development and recruitment strategies will likely include training on:

- Order of Selection, including Eligibility, Functional Limitations and Information & Referral, Development of IPEs (for individuals coming off of Order of Selection wait list)
- New Counselor Training

- Ethics for Vocational Rehabilitation Professionals
- Advanced job development and motivation training and support (as part of OVRS' EEO Initiative)
- Motivation Counselor Mentor Training and Support (Advance Marketing training, as part of the Enhancing Employment Outcomes initiative)
- Disability Discrimination Complaint Training
- Medical and functional aspects of disability in the vocational rehabilitation process. (OVRS will continue to partner with WOU's Rehabilitation Education Program and Salem Hospital Rehabilitation Center in providing this training)
- Brain injury-related issues
- New and amended policies and best practices, including:
  - Case Closure
  - Vehicle Modification
  - Physical and Mental Restorative Services
  - Self-Employment
  - Rural Rehabilitation Issues for Deaf and Hard of Hearing Persons
  - Supported Employment
  - Critical Case Questioning
  - Caseload Management

Other Staff Development Activities, including:

- Completion of a new training needs assessment
- Development of a training plan based on the findings of the training needs assessment and OVRS' Comprehensive Needs Assessment
- A two-day annual in-service training conference for all staff and OVRS partners
- Continued participation in DHS leadership initiatives and events, including DHS' Transformational/Lead Leaders initiative
- Continued utilization of Department of Human Services and Department of Administrative Services' training opportunities on leadership
- Continued provision to staff of out-of-class work opportunities (when appropriate and feasible)
- Recruitment, including:
  - Continued participation in Region X recruitment initiative
  - Continued partnership with DHS, Office of Human Resources in recruiting new staff
  - Recruitment of staff at conferences and events
  - Support for career advancement within OVRS

## **Communication with Diverse Populations**

OVRs employs a variety of approaches in communicating with persons who do not speak English or who have a limited proficiency in English.

OVRs continued to hire and retain staff capable of communicating with diverse populations.

OVRs continued to develop and utilize training materials in alternate formats, including new counselor training materials, to meet the accommodation needs of VRCs who are blind. Staff and consumers who need accommodations for training events are also assisted with assistive listening devices and qualified interpreters.

In specific geographic areas and for specific caseloads, OVRs engaged in targeted recruiting for job applicants with specific language skills.

OVRs staff who are not fluent in the native language of an applicant or a client have access to and training in the use of AT&T's language service, and access to qualified interpreters. In addition, the office has developed and utilizes outreach and application materials in alternate language formats, including Spanish and Russian.

OVRs collaborated with a number of its community partners on a project that provided specialized job placement services to native Spanish-speaking clients.

In FFY 2006, OVRs obtained NexTalk software in order to increase its communication capacity with Deaf, hard of hearing and speech impaired clients, and OVRs staff were trained in the use of NexTalk. However, it subsequently became evident that many Deaf, hard of hearing and speech impaired clients no longer utilize TTYs and so OVRs has discontinued its use of NexTalk.

Recently, OVRs was asked to pilot the use of videophones within the Department of Human Services (DHS) as a method for providing accessible communication via Video Relay Services (VRS) and Video Remote Interpreting (VRI). OVRs' State Coordinator for Deaf and Hard of Hearing Services (SCD) has been an active member of the national group of VR SCDs for several years and is working closely with other VR SCDs who have already guided their programs through the videophone installation project. OVRs' SCD also represents consumers and stakeholders on a DHS VRI/VRS workgroup and will assist in the development of a request for proposals for this project.

OVRS maintains Sorensen video-phones for staff who require ASL interpretation and has one D-link video-phone placed in a field office in Portland, to allow an OVRS counselor with a predominantly deaf caseload to communicate directly with OVRS consumers in their native language. This D-link also allows the staff member to answer questions from deaf student interns more expediently than previously was possible.

### **Coordination with Personnel Development under IDEIA**

OVRS continues to work in partnership with the Department of Education and local school districts in support of Individuals with Disabilities Education Improvement Act (IDEIA) and together have accomplished the following:

- Implemented an intergovernmental agreement that addresses staff development activities.
- Collaborated with the Oregon Department of Education for in-service training, NetCasts and workshops.
- Provided training for new and ongoing Youth Transition Project sites through OVRS collaborative programs with the school districts.
- Provided training to VR staff, school personnel, parents and community partners on transition services available through the relationship between OVRS and the Department of Education.

**ATTACHMENT 4.11.b**  
**Annual Estimates of Individuals to be Served and Costs of Services**

**Annual Estimates**

Program and Policy Insight (PPI), in conducting the 2007 OVRs Comprehensive Needs Assessment, estimated that the population of persons between the ages of 16 and 64 with an employment-related disability in Oregon is 221,716 persons, based on the 2007 Oregon Population Survey or 181,292 based on the 2006 American Community Survey. However, the numbers of individuals actually eligible for OVRs may be less than either estimate because of the way both estimates define disability. During Federal Fiscal Year (FFY) 2007, OVRs served 16,306 individuals with disabilities with Title I and Title VI, Part B funding.

During FFY 2008, OVRs served a total of 16,447 individuals with disabilities with Title I and Title VI, Part B funding. Of these individuals, OVRs provided 733 with supported employment services, of which 372 were assisted with Title B funds.

**Annual Estimates of Individuals to be served with funds provided under Part B of Title I and Part B of Title VI of the Act**

OVRs projects that it will serve 16,800 persons in FFY 2010, a two percent increase from the number of persons served in FFY 2008, including persons expected to apply for services, be determined eligible for services and/or receive services through Individualized Plans for Employment (IPEs).<sup>8</sup> In addition, OVRs estimates that it will provide supported employment services to 372 persons in this same time period.

OVRs anticipates that it will cost and OVRs will expend approximately \$40.3 million in federal and state funds (including \$6,181,100 in federal "stimulus" funds from the recently enacted American Recovery and Reinvestment Act of 2009), to provide services at current service levels and with its existing program capacity. These service and expenditure projections are based on historical trends.

Because of limited resources and Order of Selection, OVRs cannot provide IPE services to all persons in the state who apply for its services. OVRs served 7,792 individuals through IPEs in FFY 2008. OVRs expects this number will decline to 7,312 in FFY 2010.

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<sup>8</sup>Although we are projecting an overall increase in the number of persons that OVRs will serve, the number of persons who will be placed into individualized plans for employment will decrease because of the Order of Selection under which OVRs has operated since January 15, 2009. (For more, see Attachment 4.11.c.3.)

OVRS makes the following additional projections for FFY 2010:

- Estimated number of eligible individuals to receive IPE services by OVRS' Order of Selection priority level:

<u>Priority Level</u>	<u>Number of Persons</u>
Priority One (3 or more limitations)	5,923
Priority Two (2 limitations)	949
Priority Three (1 limitation)	366
Priority Four (all other eligibles)	74
<hr/> Total	<hr/> 7,312

OVRS anticipates continuing to serve individuals who had authorized IPEs as of January 15, 2009, the date Order was invoked. Based on current budget estimates, OVRS also anticipates serving 3,600 "Priority One" individuals currently awaiting services on the Order of Selection wait list.

- Estimated number of individuals to be served in supported employment under Part B of Title VI of the Rehabilitation Act: 348.

**Cost of the services for the number of individuals estimated to be eligible for vocational rehabilitation services**

<u>Priority Level</u>	<u>Estimated Cost</u>
Priority One (3 or more limitations)	\$ 10,291,950
Priority Two (2 limitations)	4,237,862
Priority Three (1 limitation)	454,057
Priority Four (all other eligible individuals)	151,352
<hr/> Total	<hr/> \$15,135,221



**ATTACHMENT 4.11.c.1**

**Goals and Priorities of the State in Carrying Out the Vocational Rehabilitation  
and Supported Employment Programs**

*and*

**ATTACHMENT 4.11.d**

**Strategies, including Innovation and Expansion Activities to:**

- **Address Identified Needs and Achieve Goals and Priorities**
- **Identify and Serve Individuals with the Most Significant Disabilities and  
Individuals with the Most Significant Disabilities who are Minorities**
- **Overcome Identified Barriers Relating to Equitable Access to and  
Participation of Individuals with Disabilities in State Vocational  
Rehabilitation Services and State Supported Employment Services**

## **LEGEND and EXPLANATORY COMMENTS**

- **Federal Fiscal Year or FFY** – the year often used by federally-funded programs such as OVRS. Federal fiscal years begin in October 1 and end on the subsequent September 30. We are presently in FFY 2009.
- **Strikeover text** – indicates those plan elements that OVRS intends to omit because the strategy, outcome and/or target is likely to be achieved within this federal fiscal year (2009) or is no longer feasible or practical.
- **Underlined text** – indicates plan elements and information that OVRS' intends to add to the plan.
- **Shaded text under “Outcomes”** – represents the outcome/s for a given objective and set of strategies.
- **Baseline** – the baseline from which OVRS is measuring or will measure its numerical outcomes. The year, stated in parenthesis, is the federal fiscal year in which the baseline was or will be established.
- **Outcome and Target** – the outcome and/or more specific target or set of targets that will seek to achieve in FFY 2010. *Note: Outcomes and targets have been adjusted to reflect the anticipated effects of Order of Selection.*
- **Indicators** – denotes the annual federal performance indicators that OVRS is required to meet. (See Attachment 4.11(e)(2) for more.)
- **Bracketed and italicized text** – additional explanatory comments where needed or useful

## **ARRA FUNDS & OVRS GOALS, OBJECTIVES, STRATEGIES AND OUTCOMES**

Since OVRS invoked the Order of Selection in January, Congress passed the American Recovery and Reinvestment Act of 2009 (ARRA). This “stimulus legislation” will provide OVRS with \$6,181,100 in funds, which OVRS will use to assist it in:

- Taking an anticipated 300 “Priority One” individuals off of its Order of Selection wait list a month and providing these individuals with IPE services, beginning July 2009 through FFY 2010; and,
- Addressing the client service-related goals, objectives, strategies and outcomes described below.

<b>GOAL I.</b> Increase the number and quality (as measured by wages, availability of benefits, number of hours worked, and client satisfaction) of employment outcomes for all OVRS clients.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>A.</b> Increase number of employment outcomes	<ol style="list-style-type: none"> <li>1. Continue development and implementation of Enhancing Employment Outcomes Program initiative</li> <li>2. Educate and engage employers in hiring persons with disabilities utilizing Goal III strategies</li> <li>3. Analyze current performance to identify strategies and practices that correlate with increased performance and plan for replication in 2010</li> <li>4. Ensure availability of labor market information to counselors</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Number of employment outcomes (Indicator 1.1)</b> Baseline (FFY 2007): 2,871 Target: 1,199</li> <li>▪ <b>Increase percent of clients in plan who obtain an employment outcome (Indicator 1.2)</b> Baseline (FFY 2007): 65.1% Target: 60%</li> </ul>
<b>B.</b> Increase the quality of employment outcomes as measured by wages, availability of employer paid benefits, and number of hours worked	<p><del>1. Conduct a feasibility study to determine the need for, — structure of and funding requirements and sources for a Job Developer Academy to increase the quality and number of — employment outcomes [Omit strategy, outcome – study completed].</del></p> <ol style="list-style-type: none"> <li>1. <u>Continue implementation of Enhancing Employment Outcomes Program initiative</u></li> <li>2. <u>Educate and engage employers in hiring persons with disabilities utilizing Goal III strategies</u></li> <li>3. <u>Analyze current performance to identify strategies and practices that correlate with increased performance and plan for replication in 2010</u></li> <li>4. <u>Ensure availability of labor market information to counselors</u></li> <li>5. Maintain the Preferred Workers Program with Workers Compensation Program and explore feasibility of expanding as requested</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase # of clients obtaining employment who received employer paid medical benefits</b> Baseline (FFY 2007): 31% Target: 33%</li> <li>▪ <b>Increase average number of hours worked</b> Baseline (FFY 2007): 30.12 Target: 31</li> <li>▪ <b>Increase average wage (Indicators 1.1 and 1.5)</b> Baseline (FFY 2007): \$10.58 Target: \$11.50</li> <li>▪ <b>Percent of clients obtaining post-secondary degree or certificate who also obtain employment</b> Baseline (FFY 2007): 75% Target: 60%</li> <li>◆ <b>Feasibility study recommendations</b> 10 Target:—</li> </ul>

<b>GOAL I. Increase the number and quality (as measured by wages, availability of benefits, number of hours worked, and client satisfaction) of employment outcomes for all OVRS clients.</b>		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>C.</b> Revise self-employment policy and technical assistance guide; and, train counselors on policy and best practices	<ol style="list-style-type: none"> <li>1. Obtain technical assistance from the Rehabilitation Services Administration and other resources on self employment</li> <li><del>2. Provide training to staff on policy and best practices</del></li> <li>3. Develop a self-employment tool kit</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b><u>Revise baseline [eliminate typo]</u></b></li> <li>▪ <b><u>Completed self-employment policy, technical assistance guide and tool kit</u></b></li> <li>▪ <b><u>Completion of self employment training by all counselors</u></b></li> </ul>
<b>D.</b> Increase the number of adults with significant disabilities who are employed	<ol style="list-style-type: none"> <li>1. Increase the number of supported employment clients obtaining employment outcomes</li> <li><del>2. Continue to explore the feasibility of establishing</del> <b>Establish</b> the Department of Human Services as a Social Security Administration Ticket to Work “employment network” in order to fund ongoing support services individuals with psychiatric disabilities, developmental disabilities and/or traumatic brain injuries</li> <li>3. Continue to revise and update supported employment training and resource materials, including a toolkit</li> <li>4. Continue to collaborate with Addictions and Mental Health Division in implementing and expanding evidence-based supported employment</li> <li>5. Utilize training from the Center for Excellence on supported employment for individuals with psychiatric disabilities</li> <li>6. Continue to collaborate with Office of Developmental Disabilities and brokerages in providing supported employment to individuals with developmental disabilities Collaborate with the Office of Developmental Disabilities Services (ODDS) in <del>developing and</del> implementing its new employment first policy [<i>Strategy revised because ODDS has adopted an employment first policy</i>]</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase number of SSI /SSDI recipients with employment outcomes (Indicator 1.4)</b> Baseline (FFY 2007): 711 Target: 480</li> <li>▪ <b>Increase number of employment outcomes for supported employment clients (Indicator 1.4)</b> Baseline (FFY 2007): 204 Target: 100</li> <li>• <b>Increase percent of supported employment outcomes (Indicator 1.4)</b> Baseline (FFY 2007): 65% Target: 60%</li> </ul>

<b>GOAL 1. Increase the number and quality (as measured by wages, availability of benefits, number of hours worked, and client satisfaction) of employment outcomes for all OVRs clients.</b>		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>E.</b> Increase the participation of and outcomes for individuals from cultural, ethnic and/or linguistic minorities	<ol style="list-style-type: none"> <li>1. Continue Latino Project in Portland and Salem and explore feasibility of expanding to Bend</li> <li>2. Continue to support, collaborate with and provide technical assistance to the 121 programs of the Confederated tribes of Grande Ronde and Warm Springs</li> <li>3. Continue to recruit bicultural and bilingual staff</li> <li>4. Identify additional opportunities to outreach to cultural, ethnic and/or linguistic minorities who are potential clients</li> <li>5. Ensure linguistic access to services through the use of interpreters, translators and bilingual materials</li> <li>6. Identify and address barriers to employment faced by individuals with disabilities who are cultural, ethnic or linguistic minorities</li> <li>7. Provide culturally competent services</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase number of minority clients served (Indicator 2.1)</b>  <b>Baseline (FFY 2007):</b> 1,339  <b>Target:</b> 1,081</li> <li>▪ <b>Increase percent of minority clients obtaining employment (Indicator 1.2)</b>  <b>07 Baseline (FFY 2007):</b> 58.78%  <b>Target:</b> 60%</li> </ul>

<b>GOAL I.</b> Increase the number and quality (as measured by wages, availability of benefits, number of hours worked, and client satisfaction) of employment outcomes for all OVRs clients.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>F.</b> Maintain and develop connections to programs and services that assist clients obtain and maintain employment outcomes	<ol style="list-style-type: none"> <li>1. <del>Continue Work Readiness Alternatives Workshop programs on a statewide basis</del></li> <li>2. <del>Continue to partner with Department of Community Colleges and Workforce Development (CCWD) in supporting and implementing the Disability Navigator Program</del></li> <li>3. <del>Maintain the Career Workforce Skills Training Programs at community colleges</del> <i>[Above strategies and corresponding outcomes are being omitted because it is not possible to implement them beyond June 30, 2009 due to the Order of Selection under which OVRs is operating and OVRs limited resources]</i></li> <li>4. Continue to work with Independent Living Centers to identify services that support and improve employment outcomes <i>[Oregon has one less CIL because one center was decertified earlier this year because of its failure to fulfill essential functions]</i></li> <li>5. <u>Develop and maintain partnerships with programs receiving federal stimulus money to facilitate employment of persons with disabilities</u></li> </ol>	<ul style="list-style-type: none"> <li>▪ <del>Contracts in place for Work Readiness Alternatives Workshops</del> <b>Target:</b></li> <li>• <del>Quarterly meeting attendance with Department of Community Colleges and Workforce Development</del> <b>Target:</b></li> <li>• <del>Maintain number of Career Workforce Skills Training programs</del> <b>Baseline (FFY 2007): 2</b> <b>Target:</b></li> <li>▪ <del>Maintain number of contracts OVRs branches have with Independent Living Centers to provide services</del> <b>Baseline (FFY 2007): 8</b> <b>Target: 7</b></li> <li>• <del>Partnerships with programs receiving stimulus money that result in employment opportunities for persons with disabilities</del></li> </ul>

<b>GOAL I.</b> Increase the number and quality (as measured by wages, availability of benefits, number of hours worked, and client satisfaction) of employment outcomes for all OVRS clients.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>G.</b> Develop, administer and sustain a statewide work incentives planning system	<ol style="list-style-type: none"> <li>1. Continue to pursue policy option package to support continuation of the work incentives planning system</li> <li>2. Develop and utilize a departmental work group to support implementation of the work incentives planning system</li> <li>3. Continue to pursue grant funding to support the expansion of work incentives counselors in high schools to target transition age youth</li> <li>4. Provide training to staff on the work incentives planning system</li> <li>5. Provide training to 121 tribal programs on the work incentives planning system and new Social Security Ticket to Work regulations</li> <li>6. Provide training and outreach on work incentives to parents, caregivers of persons with significant disabilities</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Resubmit policy option package</b></li> <li>▪ <b>Percent of SSI/SSDI employments that meet substantial gainful SGA at closure (Indicator 1.6)</b>            Baseline (FFY 2007): 33%            Target: 33%</li> <li>▪ <b>Number of work incentives system referrals who become OVRS applicants</b>            Baseline (FFY 2008): 320            Target: 125</li> <li>▪ <b>Submission of <u>revised</u> grant proposal</b></li> </ul>
<b>H.</b> Improve access and quality of services for Deaf and hard of hearing persons	<ol style="list-style-type: none"> <li>1. <del>Identify current technology needs; available technology; conduct cost benefit analysis; and develop corresponding recommendations.</del> <u>Participate in DHS pilot project to determine practicality and feasibility of videophones/video relay interpreting</u></li> <li>2. Increase the number of staff with American Sign Language skills</li> <li>3. Continue statewide coordination of services to Deaf and hard of hearing persons</li> <li>4. Provide outreach to the Deaf and hard of hearing communities</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase the number of Deaf and hard of hearing persons with employment outcomes (Indicator 1.4)</b>            Baseline (FFY 2007): 330            Target: 345</li> <li>▪ <b>Increase number of transition age Deaf youth (18-24) and youth who are hard of hearing with employment outcomes (Indicator 1.4)</b>            Baseline (FFY 2007): 24            Target: 30</li> <li>• <b>Technology recommendation for DHS</b></li> </ul>

<b>GOAL I.</b> Increase the number and quality (as measured by wages, availability of benefits, number of hours worked, and client satisfaction) of employment outcomes for all OVRS clients.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>I.</b> Enhance coordination with workforce partners and vocational rehabilitation programs so that people with disabilities have better access and are better prepared for employment	<ol style="list-style-type: none"> <li>1. Continue participation in the Workforce Policy Cabinet</li> <li>2. Continue to collaborate with workforce partners to provide training and technical assistance to Oregon's workforce regions in developing, implementing and updating Resource Sharing Agreements and Memoranda of Understanding</li> <li>3. Continue to assess the training needs of workforce partners located in Employment Department offices and one-stops at the local level and provide training as appropriate</li> <li>4. Increase the number of cases co-staffed with workforce partners</li> <li>5. Ensure staff are aware of workforce system resources including training resources</li> </ol>	<ul style="list-style-type: none"> <li>• <b>Number of shared clients with workforce partners</b></li> </ul> <p><b>Establish baseline (FFY 2009):</b>  <b>Target:</b>  <i>[Will be established upon completion of FFY 2009, when baseline data is complete]:</i></p>
<b>J.</b> Increase the availability and quality of job development services	<ol style="list-style-type: none"> <li><del>1. Explore the feasibility of creating staff job developers</del></li> <li><del>2. Develop standardized job developer reports</del></li> <li><del>3. Explore the feasibility of certifying job developers</del>  <i>[Strategies and outcomes omitted in because outcomes achieved and new strategies and outcomes identified]</i> <ol style="list-style-type: none"> <li>1. <u>Pilot job developer report</u></li> <li>2. <u>Pilot certification of job developers</u></li> <li>3. <u>Pilot outcome based payment system</u></li> <li>4. See strategies for Goal I, Objective B</li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>• <del>Analysis and report on feasibility of staff job developers</del></li> <li>• <del>Standardized job developer reports</del></li> <li>• <del>Analysis and report on feasibility of certifying job developers</del></li> <li>• <del>Analysis and report on outcome based payment for job development services</del></li> <li>• <u>Finalized job developer report format</u></li> <li>• <u>Finalization of job developer certification process</u></li> <li>• <u>Finalization of job developer payment system</u></li> </ul>



<b>GOAL II.</b> Increase the number of youth who seek OVRS services and the number and quality of employment outcomes for this population.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>A.</b> Increase the number of transition age youth (14-24) who obtain employment outcomes	<ol style="list-style-type: none"> <li>1. Continue transition job fairs in partnership with Oregon Business Leadership Network and others</li> <li>2. Continue Youth Transition Program, <u>restructured to address limitations imposed by Order of Selection</u></li> <li>3. <del>Continue Career Workforce Skills Training Program</del></li> <li>4. Continue implementation of Project Access, a grant opportunity to demonstrate a new youth transition service model</li> <li>5. Analyze current performance to identify strategies and practices that correlate with increased performance and replicate statewide</li> <li>6. Continue collaboration with the Early Assessment Screening and Treatment Project, which focuses on transition age youth with psychiatric disabilities</li> <li>7. Work with Office of Developmental Disabilities to establish collaborative relationships with the three new developmental disability supports and services brokerages scheduled to go on line over the next year</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase number of transition age youth served</b>  <b>Baseline</b> (FFY 2007): 1,643  <b>Target:</b> 1,400</li> <li>▪ <b>Increase percent of transition age youth obtaining an employment outcome (Indicator 1.1)</b>  <b>Baseline</b> (FFY 2007): 66.6%  <b>Target:</b> 60%</li> <li>▪ <b>Increase percent of transition age youth who obtain a post-secondary degree or certificate and obtain a successful closure (Indicator 1.2)</b>  <b>07 Baseline</b> (FFY 2007): 83%  <b>10 Target:</b> 65%</li> </ul>

<b>GOAL II.</b> Increase the number of youth who seek OVRS services and the number and quality of employment outcomes for this population.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>B.</b> Increase the quality of employment outcomes as measured by wages, availability of employer paid benefits, and hours worked	<ol style="list-style-type: none"> <li>1. Support the Office of Developmental Disabilities' job development training pilot</li> <li>2. <del>Continue Career Workforce Skills Training Program</del></li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase average wage (Indicators 1.3 and 1.5)</b>  <b>Baseline</b> (FFY 2007): \$8.47  <b>Target:</b> \$8.93</li> <li>▪ <b>Increase percent with employer paid benefits</b>  <b>Baseline</b> (FFY 2007): 20.2%  <b>Target:</b> 20%</li> <li>▪ <b>Increase number of hours worked</b>  <b>Baseline</b> (FFY 2007): 27.9  <b>Target:</b> 28</li> </ul>

<b>GOAL II.</b> Increase the number of youth who seek OVRS services and the number and quality of employment outcomes for this population.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>C.</b> Increase the number of youth with more significant disabilities who receive services	<ol style="list-style-type: none"> <li>1. Continue to partner with the Office of Developmental Disabilities Services to provide training and technical assistance to community-based developmental disability programs</li> <li>2. Continue to revise, update and disseminate supported employment training and resource materials, including a toolkit</li> <li>3. Arrange for training through external and internal resources to address training needs specific to this population</li> <li>4. <del>Determine the feasibility of Project Search to increase employment outcomes [Omitted because completed]</del></li> <li>5. <u>Continue to</u> pursue grant funding to support the expansion of work incentive counselors and <del>Disability Navigators Program</del> in high school to target transition age youth</li> <li>6. <del>Continue to explore the feasibility of establishing</del> <u>Establish</u> the Department of Human Services as a Social Security Administration Ticket to Work “employment network” in order to fund ongoing support services for youth with developmental disabilities</li> <li>7. <u>Expand OVRS transition liaisons with local high schools to increase referrals to OVRS of youth with most significant disabilities</u></li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase number of students who are SSI/SDDI recipients who obtain an employment outcome (Indicator 1.4)</b>  <b>Baseline</b> (FFY 2007): 136  <b>Target:</b> 100</li> <li>▪ <b>Increase the number of students in supported employment outcomes (Indicator 1.4)</b>  <b>Baseline</b> (FFY 2007): 72  <b>Target:</b> 50</li> <li>▪ <b>Submission of grant proposal</b></li> </ul>

<b>GOAL II.</b> Increase the number of youth who seek OVRS services and the number and quality of employment outcomes for this population.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>D.</b> Improve partnerships with education agencies at the state and local level	<ol style="list-style-type: none"> <li>1. Continue to partner with Department of Education, University of Oregon, and Oregon school districts to carry out the Youth Transition Program, <u>restructured to address limitations imposed by Order of Selection</u></li> <li><del>2. Continue to partner with three community colleges in carrying out the Career Workforce Skills Training Program</del></li> <li>3. Explore opportunities with the Oregon School for the Deaf <u>and Blind</u> to develop integrated services</li> <li>4. Continue to participate in the Core Work Group with the Commission for the Blind and Oregon Community Colleges in order to exchange information and address concerns</li> <li>5. Continue to participate on State Advisory Council for Special Education and its Transition Committee; and, Modified Diploma Taskforce</li> </ol>	<p><b>Maintain number of Youth Transition Program sites</b></p> <p><b>Baseline</b> (07-09 biennium): 38  <b>Target:</b> 38</p> <p><del>• Determine the number of employment outcomes attributed to partnerships</del></p> <p><i>[Target omitted because outcome measure is impractical to quantify]</i></p>

<b>GOAL II.</b> Increase the number of youth who seek OVRS services and the number and quality of employment outcomes for this population.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>E.</b> Increase the awareness and understanding of transition among youth and their parents, teachers, and disability advocates and professionals	<ol style="list-style-type: none"> <li>1. Work with the local and state level advisory boards to Project Access to identify opportunities to increase awareness and understanding of transition issues</li> <li>2. Co-sponsor and participate in annual transition conference</li> <li>3. Educate OVRS staff, DHS partners, education staff and parents of youth in transition about services available to transition youth, including supported employment</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase number of transition age youth served</b>  <b>Baseline</b> (FFY 2007): 1,643  <b>Target:</b> 1,400</li> </ul>
<b>F.</b> Increase the participation of and outcomes for youth from cultural, ethnic and/or linguistic minorities and Deaf and hard of hearing youth	<ol style="list-style-type: none"> <li>1. Explore the feasibility of partnering with counselors of the 121 tribal programs to provide vocational awareness activities to transition age youth with disabilities</li> <li>2. Ensure linguistic access through the use of bilingual staff, interpreters and translated materials</li> <li>3. Identify opportunities to outreach to potential cultural, ethnic and/or linguistic minority clients with disabilities</li> <li>4. Provide culturally competent services</li> <li>5. Develop a strategy for increasing participation and positive outcomes for Deaf and hard of hearing youth</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Interpreters available 100% of the time when requested</b></li> </ul>

<b>GOAL III.</b> Engage employers in order to increase the number and quality of employment outcomes for persons with disabilities, including those with the most significant disabilities.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>A.</b> Increase understanding awareness, and interest of Oregon's businesses in employing people with disabilities	<ol style="list-style-type: none"> <li>1. Continue to contract with the Oregon Business Leadership Network to promote employment of persons with disabilities on a business to business basis</li> <li>2. Continue to partner with the Oregon Commission for the Blind in developing and coordinating employer engagement strategies</li> <li>3. Continue to partner with Employment Department's business and account representatives to access the labor market</li> <li>4. Continue implementation of Enhancing Employment Outcomes Project</li> <li>5. <del>Support and participate in U.S. Business Leadership Network 2008 annual conference</del></li> <li>6. Inform and educate employers about incentives for employing persons with disabilities</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Number of employers who request subsequent referrals for new job openings</b></li> </ul> <p><b>Establish baseline (FFY 2009):</b>  <b>Target</b> <i>[Will be established upon completion of FFY 2009, when baseline data is complete]</i></p>

<b>GOAL II.</b> Increase the number of youth who seek OVRS services and the number and quality of employment outcomes for this population.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>B.</b> Improve employment outcomes for individuals with disabilities	<ol style="list-style-type: none"> <li>1. Continue to participate in Council of State Administrators of Vocational Rehabilitation's National Employment Network (VR-NET)</li> <li>2. Continue to identify apprenticeship opportunities for clients in the building trades</li> <li>3. <del>Participate in Department of Human Services work group to re-establish HIRE program</del> [HIRE eliminated by state administrative agency] Explore with the Department of Human Services the possibility of the department serving as a model employer for people with disabilities</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase numbers of job referrals</b> Establish baseline (FFY 2009): Target [see preceding note].</li> <li>▪ <b>Increase number of employment outcomes from VR-NET</b> Establish baseline (FFY 2009): Target [see preceding note].</li> <li>▪ <b>Increase number of apprenticeship referrals</b> Establish baseline (FFY 2009): Target [see preceding note].</li> <li>▪ <b>Increase number of apprenticeships obtained</b> Establish baseline (FFY 2009): Target [see preceding note].</li> </ul>

<b>GOAL III.</b> Engage employers in order to increase the number and quality of employment outcomes for persons with disabilities, including those with the most significant disabilities.		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>C.</b> Participate in the development of a state and national marketing campaign for employment of persons with disabilities	<ol style="list-style-type: none"> <li>1. Pursue grant funding and support to air <i>Look at My Ability</i> public service announcements</li> <li>2. Collaborate with other state Medicaid Infrastructure Grant projects to develop the state and national marketing campaign and implement in Oregon</li> </ol>	<ul style="list-style-type: none"> <li>▪ <del>Broadcast of <i>Look at My Ability</i> in major Oregon media markets</del> <u>Commence state campaign, in conjunction with national campaign</u></li> <li>▪ <del>Secure one or more major campaign sponsors from both private and public sectors</del> <u>Commence national campaign</u></li> </ul>



<b>GOAL IV. Continually improve the management of the program while insuring compliance with appropriate laws, rules and policy.</b>		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>A.</b> Build upon current data analysis to conduct ongoing program evaluation	<ol style="list-style-type: none"> <li>1. Pursue technical assistance from Rehabilitation Services Administration</li> <li>2. Use available data to determine the best use of training and technical assistance provided to the field</li> <li>3. Use available data to determine management focus for field staff supervision</li> <li>4. <u>Participate in DHS Transformational/Lean Leader initiative</u></li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Decrease the number of errors cited by RSA in yearly 911 reports</b>  <b>Baseline (FFY 2007): 119</b>  <b>Target: 50</b></li> <li>▪ <del>Target strategies determined most effective based on data to improve successful outcomes</del></li> <li>▪ <del>Identification of and implementation of operational indicators</del>  <i>[Omitted because achieved]</i></li> <li>▪ <b>Dissemination of best practices statewide</b></li> <li>▪ <b>Identification of program metrics</b></li> <li>▪ <b>Dissemination of outcome performance data for job developers</b></li> </ul>
<b>B.</b> Maximize the use of technological tools to enhance performance	<ol style="list-style-type: none"> <li>1. <del>Bring ORCA 5.0 online</del>  <i>[Omit because ORCA 5.0 now online]</i></li> <li>2. <u>Refine and utilize Ticket to Work “tracker”</u></li> </ol>	<ul style="list-style-type: none"> <li>▪ <del>Increase time spent with clients by reducing the amount of time spent on case administration</del></li> <li>▪ <del>Improve accuracy of data collection</del>  <i>[Eliminated because impractical to quantify]</i></li> <li>▪ <b>Elimination of temporary Ticket to Work staffer</b></li> </ul>

<b>GOAL IV. Continually improve the management of the program while insuring compliance with appropriate laws, rules and policy.</b>		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>C.</b> Develop and implement those systems and processes necessary to maximize utilization of Social Security's Ticket to Work Program	<ol style="list-style-type: none"> <li>1. Develop current Ticket to Work manual</li> <li>2. Train OVRs field staff on Ticket to Work processes and procedures</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Increase the number of Tickets assigned</b> <i>[Eliminated because outcome no longer valid under new SSA Ticket regs]</i></li> <li>▪ <b>Increase the amount of Ticket reimbursements</b>  <b>Baseline (FFY 09):</b> \$1,836,916  <b>10 Target:</b> \$1,500,000</li> </ul>
<b>D.</b> Minimize risks and liabilities in the administration of the program	<ol style="list-style-type: none"> <li>1. Administrative staff perform ORCA file reviews prior to field file reviews to determine focus areas</li> <li>2. Provide overview of branch review findings to policy and training staff</li> <li>3. Update current OVRs policy manual, technical assistance guide and best practices</li> <li>4. Continue to review OVRs' policies, procedures and practice to ensure compliance with federal and state law; appropriateness of policies, practices and procedures ; and, appropriate utilization of resources</li> <li>5. Pursue technical assistance from Rehabilitation Services Administration on fiscal management, contracting and performance based contracting for program and department staff</li> <li>6. <del>Attend RSA Fiscal Conference</del> <i>[Omit because strategy completed]</i></li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>No audit findings</b>  <b>Baseline (FFY 08):</b> No audit findings  <b>10 Target:</b> No audit findings</li> <li>▪ <b>Accurate fiscal reports</b></li> <li>▪ <b>Standardized contracting procedures including reporting requirements and compliance with federal requirements</b></li> </ul>

<b>GOAL V. Ensure a highly trained workforce at every level of the organization.</b>		
<b>OBJECTIVE</b>	<b>STRATEGIES</b>	<b>OUTCOMES</b>
<b>A.</b> Ensure staff have the skills, knowledge and ability to perform their jobs at a high level of proficiency	<ol style="list-style-type: none"> <li>1. Train all staff on ORCA 5.0</li> <li>2. Require all new staff to complete New Counselor Training</li> <li>3. Require all staff to complete Values and Ethics Training</li> <li>4. Require all new staff to complete training associated with Employment Enhancement Opportunity Program initiative</li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Reduction in number of negative RSA review finding</b>  <b>Baseline (FFY 2008): 4</b>  <b>Target: 0</b></li> </ul>
<b>B.</b> Increase staff knowledge in targeted areas	<ol style="list-style-type: none"> <li>1. Completion of Training Needs Assessment</li> <li>2. Development of training plan based on findings of Training Needs Assessment and Comprehensive Needs Assessment</li> <li>3. Staff participation in training relevant to brain injury; autism; Deafness and hearing loss; working with individuals with developmental disabilities and psychiatric disabilities; and person-centered planning</li> <li>4. OVRS In-Service Conference</li> <li>5. Collaborate with relevant stakeholders to maximize training opportunities and resources</li> <li>6. <u>Submission of training grant proposal to RSA (pending continuation of training grant program)</u></li> </ol>	<ul style="list-style-type: none"> <li>▪ <b>Completed training needs assessment and training plan</b></li> <li>• <b>Internal and external training opportunities to address identified training needs</b></li> <li>• <b><u>Obtain RSA training grant</u></b></li> </ul>
<b>C.</b> Continue to recruit to meet the Rehabilitation Act's requirements for a Comprehensive System of Personnel Development and OVRS specific skill needs	<ol style="list-style-type: none"> <li>1. Continue work with Region X recruitment initiative</li> <li>2. Continue to work with Department of Human Services, Office of Human Resources in recruiting staff</li> <li>3. Recruit, as possible, at <del>out-of-state</del> conferences and events <i>[modified because of travel restrictions]</i></li> <li>4. Support career advancement within the program</li> <li>5. Continue participation in Region X Leadership Academy</li> <li>6. Continue to utilize Department of Human Services' and Department of Administrative Services' leadership trainings</li> <li>7. Provide, as appropriate, out-of-class work opportunities for staff at every level of the organization</li> </ol>	<ul style="list-style-type: none"> <li>• <b>Applicant pools whose skills, education and experience align with CSPD goals and specific skill needs</b></li> </ul>

## **ATTACHMENT 4.11.c.3**

### **Order of Selection**

It is the intent of the Office of Vocational Rehabilitation Services (OVRs) to serve any and all persons in the state who are eligible for vocational rehabilitation services. Because of limited resources, OVRs cannot provide vocational rehabilitation services to all individuals with disabilities in the state who apply for OVRs services and so OVRs invoked the Order of Selection described in this attachment on January 15, 2009.

#### **Justification for Continuation of the Order of Selection**

OVRs' decision to invoke the Order of Selection was based on caseload and cost per case projections, which indicated the agency did not have sufficient funds to serve all individuals likely to seek its services in this federal fiscal year (2009). OVRs has a total of \$21,906,224 in revenue available for client services (including \$15,436,353 in Basic 110 funds, \$4,177,829 in state only funds and \$2,292,042 in Social Security Administration (SSA) recovery dollars, while the estimated cost for client services is \$26,465,243.

Based on current budget projections, OVRs will continue to operate under the Order of Selection throughout FFY 2010. This is primarily the consequence of the economic downturn that Oregon is experiencing, the resulting decrease in state revenues and the corresponding decline in funding for OVRs. In FFY 2010, state-only funding for OVRs is anticipated to fall to \$3,903,812. This will further reduce the amount of matching federal funds that OVRs is able to pull down. In addition, OVRs' projections indicate that it will only collect \$1,500,000 in SSA recovery funds.<sup>9</sup>

Since OVRs invoked the Order of Selection in January, Congress passed the American Recovery and Reinvestment Act of 2009 (ARRA). This "stimulus legislation" will provide OVRs with \$6,181,100 in funds. These funds will be used for client services. With this additional funding OVRs anticipates, beginning in July 2009 and through FFY 2010, taking 300 "Priority One" individuals off of the Order of Selection wait list a month and providing them with IPE services.<sup>10</sup>

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<sup>9</sup>The decline in SSA recovery funds is attributable to three factors: 1) a significant amount of the recovery funds that OVRs was paid in FFY 2009 were from a backlog of old claims; 2) OVRs is serving fewer individuals and so there are fewer recovery dollars to be collected; and 3) the individuals it's serving under Order have more severe disabilities and so are likely to remain in plan for longer periods, thus delaying when OVRs can recover funds for serving them.

<sup>10</sup>However, as ARRA funds are federal funds, OVRs will not be able to use the funds to draw down matching federal vocational rehabilitation funds.

## **Parameters of Order of Selection**

The Order of Selection was established to ensure that individuals with the most significant disabilities are selected first for the provision of vocational rehabilitation services, those with significant disabilities second, and then all other eligible individuals. The determination to invoke the Order of Selection was based on use of funds in the preceding year, projected funding, projected number and types of referrals, number of eligible individuals and counselor caseloads.

The Order of Selection is statewide and does not select one disabling condition over any other disabling condition. The Order is not based on age, sex, marital status, religion, race, color, national origin, political affiliation, or the vocational goal of the individual with a disability. Elements that relate to the significance of disability are the only elements used in the Order of Selection.

Based on current budget projections, including receipt of federal ARRA funding, OVRs anticipates providing IPE services to 7,312 individuals in FFY 2010. Beginning in July 2009 and in accordance with the Order of Selection processes outlined below, OVRs anticipates taking 300 individuals a month off of the Order of Selection wait list and commencing provision of services to them. In the event additional resources become available, OVRs will serve additional individuals as resources permit and in accordance with the Order of Selection.

## **Outcome and Service Goals, Time Frames, and Service Costs**

The table below displays the number of individuals eligible to receive vocational rehabilitation services, the associated cost of services and length of time from “Development of an Individualized Plan for Employment” to “Closed, Successfully Rehabilitated,” based on the Order of Selection.

## PROJECTED PERFORMANCE FOR FFY 2010

Order of Selection Priority Level	Number of Clients with Authorized IPEs	Average Cost per Client per Year <sup>11</sup>	Total Cost	Projected Number of "Closed, Successfully Rehab'd"	Average Period of Time to Reach "Closed, Successfully Rehab'd" <sup>12</sup>
Priority 1 - Most Sign. Disabled/ three or more limitations	5,923	\$1,737.62	\$10,291,950	1,485	11.1 months
Priority 2 - Most Sign. Disabled/ two limitations	949	\$4,465.61	\$4,237,862	268	12.3 months
Priority 3 - Sign. Disabled/ one limitation	366	\$1,240.59	\$454,057	100	13.3 months
Priority 4 – Disabled/ all other eligibles	74	\$2,045.30	\$151,352	25	7.8 months
<b>TOTAL</b>	7,312	\$2,069.92	\$15,135,221	1,878	

<sup>11</sup>The average cost per case does not follow the expected pattern with clients with the most significant disabilities having the highest average cost because:

- 1) Proportionately, more "Priority Three" clients receive rehabilitation technology devices;
- 2) The average costs of interpreter services, medical/psychological services and training are much higher than for Priority Three clients; and,
- 3) OVRS has partnered with community mental health programs in ways that have reduced the costs of services to OVRS clients with psychiatric disabilities. Most of these clients are "Priority One" clients.

<sup>12</sup>The RSA Annual Review Report for 2007 states that the average number of months between application and closure for OVRS clients with successful employment outcomes was 14.7 months. This is significantly lower than our peer state group. The numbers reported in this State Plan amendment are the average number of months per priority level from plan to closure. In addition, the average time from application to plan is low. OVRS believes the explanation provided for the average cost per case applies in this instance as well (see preceding footnote).

## Order of Selection

OVRs is required by federal law to implement an Order of Selection establishing priority levels for services to ensure the agency's resources are devoted to serving individuals with the most significant disabilities first when the agency's resources are insufficient to serve all eligible individuals.

Under Oregon's Order of Selection, all individuals interested in obtaining vocational rehabilitation services are assessed for eligibility and assigned a priority level based on the number of functional capacity limitations present, the number of vocational rehabilitation services required, and the duration of service needs. Priority levels may be reassessed if an individual's condition changes. Individuals are placed on a statewide waitlist according to their priority level and, when resources allow, will be removed from the waitlist and served in the order their applications were received.

Individuals receiving services under an IPE authorized prior to January 15, 2009 are not affected by the Order of Selection and will continue to receive the services agreed to in their IPE. Former clients returning to OVRs for post-employment services are also not affected by the Order of Selection and may be provided appropriate post-employment services without being subject to the wait list.

In accordance with the applicable federal regulations<sup>13</sup>, the Oregon Administrative Rule<sup>14</sup> setting forth the priority levels and related definitions were amended effective December 19, 2008, and provide as outlined below.

### Priority One

Eligible persons who meet all three of the following criteria shall be served first, in the order of each individual's date of application: (A) The individual is classified with a Most Significant Disability consistent with OAR 582-001-0010(22)<sup>15</sup>; and (B) The individual has a severe mental or physical impairment that seriously limits three or more functional capacities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and (C) The individual is expected to require two or more vocational rehabilitation services over an extended period of time to achieve or maintain a successful employment outcome.

<sup>13</sup>34 CFR 361.36

<sup>14</sup>OAR 582-100-0040

<sup>15</sup>OAR 582-001-0010(22) as amended December 19, 2008, provides as follows: "Individual with a most significant disability" refers to an eligible individual who: (a) Has a severe mental or physical impairment that seriously limits two or more functional capacities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work

### **Priority Two**

Eligible persons not qualifying as Priority One who meet all three of the following criteria shall be served second, in the order of each individual's date of application:

(A) The individual is classified with a Most Significant Disability consistent with OAR 582-001-0010(22); and

(B) The individual has a severe mental or physical impairment that seriously limits two functional capacities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and

(C) The individual is expected to require two or more vocational rehabilitation services over an extended period of time to achieve or maintain a successful employment outcome.

### **Priority Three**

Eligible persons not qualifying as Priority One or Priority Two and classified with a significant disability consistent with OAR 582-001-0010(23)<sup>16</sup> shall be served third, in the order of each individual's date of application.

### **Priority Four**

All other eligible persons shall be served fourth in the order of each individual's date of application.

## **SRC and Public Input on Order of Selection**

Prior to invoking the Order of Selection on January 15, 2009, OVRS:

- Met and consulted with the State Rehabilitation Council (SRC), the agency's policy partner;
- Met and consulted with Disability Rights, Oregon's protection and advocacy system and Client Assistance Program; and
- Informed the public – including clients and prospective clients and over 100 allied public and private agencies and stakeholder organizations and groups – about its proposed Order of Selection and the opportunity to obtain additional information and comment on the proposed Order at public hearings. OVRS subsequently

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skills) in terms of an employment outcome; and (b) Is expected to require two or more vocational rehabilitation services over an extended period of time to achieve or maintain a successful employment outcome.

<sup>16</sup>OAR 582-001-0010(23), as amended December 19, 2008, provides as follows: "Individual with a significant disability" refers to an eligible individual who does not qualify as an individual with a most significant disability as defined at OAR 582-001-0010(22); and (a) The individual is currently receiving Social Security Income or Social Security Disability Insurance payments; or (b) The individual: (A) Has a severe mental or physical impairment that seriously limits one's functional capacity (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and (B) Is expected to require two or more vocational rehabilitation services over an extended period of time to achieve or maintain a successful employment outcome.



held public hearings in three locations around the state – Portland, Roseburg and The Dalles.

OVRs continues to provide the SRC, DRO/CAP and other consumer, advocacy and allied organizations and groups with information and updates the status of its Order of Selection and related developments. In addition, OVRs provides quarterly updates to individuals on the wait list about their status on the list.

**ATTACHMENT 4.11.c.4**  
**Goals and Plans for Distribution of Title VI, Part B Funds**

In FFY 2008, the Office of Vocational Rehabilitation Services (OVRs):

- Served 733 individuals in supported employment of which 372 individuals were served utilizing Title VI, Part B funds.
- Was allocated \$304,156 in Title VI, Part B funds, of which it expended \$254,070.
- Expended an additional \$340,070 from general VR 110 basic support funds for assessments and other services that resulted in supported employment plans.
- Closed 342 Title VI, Part B funded cases, of which:
  - 205 entered competitive employment in supported employment; and,
  - 137 cases were closed without entering employment.

OVRs anticipates expending in FFY 2010 approximately \$304,156 in Title VI, Part B funds to provide plan services to these individuals.

**Goal**

In FFY 2010, OVRs will seek to provide supported employment services to 650 individuals, and assist 235 individuals in obtaining competitive employment.

**Plans**

OVRs' supported employment program is potentially available to any individual with a most significant disability who needs such services to be successfully and competitively employed. Title VI, Part B funds are utilized for the time-limited services necessary for an individual to stabilize in competitive employment in an integrated setting. The counselor and the individual agree on the services to be provided to the client on an individualized basis. Services that may be part of a supported employment individual plan for employment (IPE) include:

- Person-centered planning
- Community-based assessment
- Job development and job placement
- On-site training for worker and/or co-workers
- Long-term support development
- Other services and goods
- Post-employment services

**ATTACHMENT 4.11.e.2**  
**Evaluation and Report of Progress in**  
**Achieving Identified Goals and Priorities and use of**  
**Title I Funds for Innovation and Expansion Activities**

OVRS exceeded six of seven federal minimum standards for each indicator on the most current federal standards and indicators available (FFY 2008):

<b>Federal Indicator</b>	<b>OVRS Performance</b>	<b>Federal Standard</b>
1.1 Change in employment outcomes	2,604	2,871
1.2 Percent of employment outcomes	62.7%	55.8%
1.3 Competitive employment	92.7%	72.6%
1.4 Significant disability	91.4%	62.4%
1.5 Earnings ratio	.56	.52
1.6 Self support	71.7%	53%
2.1 Access to services for minorities	.98	.80

The following information describes the continuing and completed activities for OVRS' 2008 goals and priorities (referred to here as "sub-goals").

**GOAL 1. INCREASE THE EMPLOYMENT AND RETENTION OF EMPLOYMENT FOR PEOPLE WITH DISABILITIES**

**Sub-Goal A. Increase understanding, awareness, and interest of Oregon businesses in employing people with disabilities**

- OVRS continued to fund and partner with the Oregon Business Leadership (OBLN), a business-led initiative to enhance and promote employment and inclusion of people with disabilities in the workplace. Noteworthy FFY 2008 OBLN activities included:
  - Provision of Employer-Engagement Services. Over the year, OBLN:
    - Recruited six businesses for its summer internship and summer hire center and, in conjunction with Incight, Inc., its internship center partner, prepped seven college and high school students for participation in the center.
    - Hosted four quarterly business forums that were attended by over 40 businesses and which addressed topics including the ADA, diversity and disability, internship as a best practice and job accommodations.

- Expanded its website, [www.obln.org](http://www.obln.org), to provide more information about employing people with disabilities, and continued to publish its monthly electronic magazine, which showcases businesses that hire and retain people with disabilities. The e-magazine's readership has more than doubled since 2007.
  - Began a webinar training series on diversity and inclusion with national diversity expert Steve Hanamura. To date, over 50 businesses have participated in the webinar.
  - Planned its second annual career in Portland, Oregon. The fair was held in October, 2008. Ten local corporations and seven national corporations participated and over 250 students and job seekers with disabilities attended the fair.
  - Assisted in the planning the United States Business Leadership Network's (USBLN) annual national conference. The conference was held in Portland on October 5-8, 2008. Over 340 guests from national corporations, local businesses and other companies and organizations attended over 200 breakout workshops and 12 plenary sessions on variety of topics on "Expanding Inclusion: The Business Strategy." It was the largest and most successful conference the USBLN has had since its inception nine years ago.
- Development of Local OBLN Chapter. OBLN continued to support and grow its Salem OBLN chapter. Over 40 state agencies and businesses participate in the chapter's bi-monthly meetings. Earlier in the year, the chapter hosted a Salem Chamber of Commerce greeter meeting where over 200 businesses viewed CEP and OBLN's *Look At My Ability* video, which promotes employment of persons with disabilities.
    - The Salem OBLN chapter partnered with OVRs to pilot a "Live Resume/Diversity Job Networking" event, at which OVRs clients present their resumes 'live' to employers with job openings, and subsequently the clients and employers are provided with the opportunity to interact with one another on one-on-one basis.
    - The Salem OBLN became a member of the Salem Chamber of Commerce. Its active participation in chamber functions has fostered recognition of the chapter and assisted it in marketing chapter meetings and functions.
  - Development of Business and Strategic Plans. At OVRs' urging, OBLN's board of directors and executive director developed, adopted and initiated implementation of a business plan and three-year strategic plan to make OBLN a

self-sustaining enterprise. The plans detail how OBLN will decrease its reliance on OVRs funding, while increasing the funding it receives through the business community, private grants, membership fees and sponsors, and fees for services. OVRs subsequently provided OBLN with additional but time-limited funding for continuing its employer engagement activities, and implementing its sustainability strategies.

- OVRs' Employer Services Coordinator continued to represent OVRs in its interactions with Oregon's businesses and employers, provide information and education about OVRs services, and employment of persons with disabilities. In FFY 2008, the coordinator, often working in partnership with OBLN and her counterpart at the Oregon Commission for the Blind:
  - Provided disability awareness and etiquette training and made presentations to business organizations and groups, as well as individuals businesses, including:
    - 75 employees of the Marriott Hotel in Portland (at which the USBLN held its 2008 annual conference). The training was highly received.
    - The annual state conference of the Oregon Employer Council.
    - Department of Human Services managers and staff.
    - Facilitated training and discussion groups during October Disability Employment Awareness month to DHS employees.
  - Designed and implemented quarterly "Live Resume/Diversity Job Networking" events. This joint OVRs-OBLN initiative assisted job seekers with disabilities and prospective employers in linking through a "live resume" event.
  - Developed and facilitated linkages between local workforce development offices, apprenticeship programs and OVRs' field offices.
  - Participated in the Vocational Rehabilitation Employment Network (VR-NET), through which the Council of State Administrators of Vocational Rehabilitation is engaging national and regional employers – including Walgreens, IRS and Veterans Administration – to increase hiring and retention of persons with disabilities.
  - Presented to over 80 attendees at the National Disability Employment Conference 2008, Washington DC on Oregon's Rural Employment Outreach Strategy.

- Represented OVRS with state and local employer councils and by serving on the USBLN 2008 national conference planning committee, a career and job fair planning committee and EEO project employer engagement workgroup (see below for more about the EEO initiative).
- Represents OVRS on the Oregon Consortium and Workforce Alliance, a regional Workforce Board.
- OVRS continued to provide support and technical assistance to the Disability Program Navigator (DPN) initiative, which is overseen by Oregon’s Department of Community Colleges and Workforce Development (CCWD). The DPN initiative is authorized by the Workforce Investment Act program and funded by a federal grant from the U.S. Department of Labor. The initiative’s purpose is to promote comprehensive services and provide work incentives information through Oregon’s workforce system to individuals with disabilities who experience barriers to employment.

This past year, all 15 workforce regions in Oregon had “navigator” positions; and, each region presently has a navigator with the exception of Region 1 (Clatsop and Tillamook Counties). The navigators continued to:

- Provide information about programs and services and implement job readiness workshops;
- Provide training on “person-centered planning;”
- Provide assistance to local mental health programs in delivering supported employment services; and
- Assist in coordinating resources across multiple service providers to individuals.

**Sub-Goal B. Enhance understanding of the skills and abilities of people with disabilities and effective communication and matching of these skills to employment opportunities**

- In FFY 2008, OVRS refined and expanded its Enhancing Employment Outcomes (EEO) pilot project into a system-wide initiative. All OVRS counseling staff and a number of allied professionals are now being trained on EEO methodologies, and provided with the technical assistance and support needed to hone and sustain their EEO-related skills.

EEO was developed by Employment Management Professionals (EMP) and T<sup>3</sup>Associates (T<sup>3</sup>A), under contract with OVRs, and is based on the use of a nationally recognized set of integrated counseling strategies. These strategies are intended to:

- Assist counselors in motivating clients to work and understanding and making those lifestyle changes necessary to achieve and maintain employment, as clients transition from home to work.
- Increase counselor knowledge of employer engagement, increase employer retention of clients, and increase the number of employers interested and willing to hire clients.
- Provide counselors with practical and advanced methods of developing and maintaining relationships with employers that result in better outcomes for clients.

EEO was prompted by an organizational assessment in 2005 and begun as a pilot project in 2006. By the pilot's completion in June 2007, 40 OVRs counselors and branch managers had undergone EEO training and were utilizing EEO methods. An evaluation of the pilot found it highly useful in obtaining positive employment outcomes for OVRs clients. OVRs subsequently made plans to expand the pilot to all OVRs branches and counseling staff.

By early 2008, an EEO project manager was appointed, an implementation team and work groups assembled, a cadre of mentors established and an implementation plan completed. Over the ensuing year, EEO consultants Alan Anderson of EMP and Liz Fabiano of T<sup>3</sup>A and the project manager, implementation team, work groups and mentors have conducted 40 EEO-related training events, provided ongoing technical assistance and support to the OVRs counseling staff and others who have completed the formal trainings, and engaged in other activities needed to rollout the EEO initiative on a statewide basis.

Most of OVRs counseling staff have now completed T<sup>3</sup>A's basic and enhanced motivational intervention training. In addition, many OVRs counselors, a number of OVRs' contracted job developers and a number of allied professionals have completed EMP's foundational and advanced job marketing trainings.

The EEO initiative continues through 2010. Motivational intervention and job marketing training will continue to be provided, and mentors will continue to be utilized to provide OVRs staff and others with post-training technical assistance and

support. In anticipation of the end its contractual relationships with EMP and T<sup>3</sup>A, OVRs is training EEO trainers to provide EEO training after the initiative ends. In addition, OVRs management and the EEO project manager and implementation team are addressing a number of programmatic issues in order to take full advantage of EEO and increase employment of OVRs clients. For instance, OVRs has developed and is now seeking to fill a staff position that will work with OVRs' branches and field staff, employers and job developers to refine the agency's job development efforts, based on the EEO approach.

- For more on staff development and training, see Attachment 4.10.

**Sub-Goal C. Improve employment opportunities for individuals with disabilities**

- OVRs continued to work to improve employment opportunities for individuals with disabilities through a number of activities, including maintenance and expansion of its linkages with the Department of Transportation, Bureau of Labor and Industries, and Oregon's building trades in order to avail clients of apprenticeship opportunities, and utilization of CSAVR VR-NET to obtain information about job opportunities with national businesses and the federal government. For more about OVRs' activities in this area, see Sub-Goal 1.A.

**Sub-Goal D. Increase the number and quality of competitive job placements**

- In FFY 2008, OVRs achieved 2,604 employment outcomes, a 9 percent decrease from 2,871 employment outcomes in FFY 2007.

The decrease in employment outcomes is related to the economic downturn in Oregon. According to the GAO, the national recession began in November, 2007. Oregon's unemployment rate continues to be in excess of 12%. An analysis of employment outcomes in comparison to the state's unemployment shows a direct correlation; as unemployment goes up, employment outcomes go down.

- In State Fiscal Year (SFY) 2007, 58.76 percent of clients remained employed one year after case closure, whereas in SFY 2006, 59.74 percent of clients remained employed one year after closure.



### **Sub-Goal E. Increase wages earned by consumers**

- The average hourly wage for employment placements increased from FFY 2007 through FFY 2008, from \$10.58 an hour to \$11.99 an hour.
- The average hours worked weekly declined slightly from 30.1 hours worked per week in FFY 2007 to 30 hours per week in FFY 2008.

### **Sub-Goal F. Increase the number of small business/self employment outcomes**

- The number of small business/self-employment outcomes increased from 48 in FFY 2007 to 58 in FFY 2008. OVRs has asked the Rehabilitation Services Administration for technical assistance on self-employment policy, procedures and practices, in order complete the revisions it is seeking to make to its self-employment policy and technical assistance guide.
- OVRs continued to provide technical assistance to the Oregon Micro-Enterprise Network (OMEN), Oregon's state micro-enterprise association, and their membership in order to:
  - Ensure that entrepreneurs with disabilities have access to high quality training and technical assistance.
  - Identify sources of increased federal, state and private funding for the provision of services.

### **Sub-Goal G. Increase percentage of adults with lasting significant disabilities who are capable of working who are employed**

- In FFY 2008, the percentage of individuals with the most significant disabilities whose cases were closed with competitive employment declined by six percent, as their numbers decreased from 1,909 in FFY 2007 to 1,786 in FFY 2008.

Unemployment and a decline in the availability of ongoing supports contributed to the decline in the number of individuals with the most significant disabilities obtaining employment.

**Sub-Goal H. Increase the percentage of adults with disabilities who are Employed**

- The percentage of adults with disabilities who obtained competitive employment decreased from 65.1 percent in FFY 2007 to 62.7 percent in FFY 2008.

**Sub-Goal I. Improve transitional and on-the-job support services that increase job retention of people with disabilities**

- The percentage of individuals with the most significant disabilities who closed with competitive employment declined by six percent, as their numbers decreased from 1,909 in FFY 2007 to 1,786 in FFY 2008.

Unemployment and a decline in the availability of ongoing supports contributed to the decline in the number of individuals with the most significant disabilities obtaining employment.

- The average hourly wage for individuals with the most significant disabilities increased from \$10.05 in FFY 2007 to \$10.47 in FFY 2008, while the average number hours they worked remained the same, 29 in FFY 2007 and FFY 2008.
- OVRs/OCEP – in partnership with the State Independent Living Council, local Centers for Independent Living and Disability Rights Oregon (formerly known as the Oregon Advocacy Center) – commenced operation of the Work Incentives Network, a statewide benefits and work incentives planning system. (For more, see Goal 2.A. below.)
- OVRs/OCEP, SPD, the Oregon Council on Developmental Disabilities and local developmental disability support brokerages continued to revise and update supported employment training and resource materials.
- OVRs/OCEP continued to support SPD's participation in SELN, a national and state initiative intended to rejuvenate state-supported employment services to persons with developmental disabilities.
- OVRs continued to refine its new counselor training and training curriculum in order to assist OVRs counselors in providing effective job retention and other vocational rehabilitation services. The updating of OVRs field services manual was preempted by preparations necessary for OVRs to invoke an Order of Selection.

## **GOAL 2. CONTINUE TO IMPROVE AND REFORM SYSTEMS**

### **Sub-Goal A. Improve the rehabilitation process**

- OVRS continued to promote staff development and excellence, and staff use of best practices, through provision of information, training and continuing education. For more, see Attachment 4.10.
- OVRS continued to promote staff development and excellence, and staff use of best practices, through provision of information, training and continuing education. See Attachment 4.10 for more.
- OVRS refined and expanded its Enhancing Employment Outcomes pilot project into a system-wide training initiative for all of its counseling staff and others. (See Goal 1.B. above for more.)
- OVRS continued to administer the Oregon Competitive Employment Project (CEP), a comprehensive, multi-year, system-change initiative intended to increase competitive employment of persons with disabilities by addressing systemic barriers to employment.

In 2005, the U.S. Centers for Medicare and Medicaid Services awarded OVRS a four-year Medicaid Infrastructure Grant (MIG) to develop and implement the Oregon Competitive Employment Project (CEP). Later that year, OVRS hired OCEP staff and established a 25-member leadership council of disability, governmental and business leader to guide and advise the project. CEP subsequently developed a strategic plan (*A Blueprint for Change*) for carrying itself out. OCEP's present objectives are:

- Development and operation of a comprehensive and sustainable work incentives and benefits planning system, and refinement of work incentives.
- Expansion and refinement of evidence-based supported employment services.
- Development and implementation of a marketing campaign that promotes employment of persons with disabilities with employers.
- Promotion of youth transition services and supports.
- Development of employment-related transportation services and supports in areas where such do not exist, or are limited.

- Promotion of culturally diverse and competent services.
- Strengthening of peer mentoring supports and services.

In FFY 2008, OCEP and OVRS carried out the following initiatives and activities:

- OCEP initiated its statewide Work Incentives Network (WIN), in partnership with the State Independent Living Council (SILC), Oregon's Centers for Independent Living, Disability Rights Oregon (DRO) and DRO's Work Incentives Planning and Advocacy Project (WIPA). WIN provides information, referral and planning services to persons with disabilities on the use of federal and state benefits and work incentives in order to assist them in achieving their employment goals.

WIN has since served over 1,600 individuals and provided training to over 900 disability professionals. WIN staff are required to complete an intensive course of training on work incentives and benefits and obtain related certification. In addition, they receive monthly training in keep abreast of changes to the work incentive and benefit programs.

WIN is presently comprised of:

- Six regional teams of work incentive coordinators and information and referral specialists. The coordinators and specialists are located around the state in six of Oregon's Centers for Independent Living:
  - Central Oregon Resources for Independent Living in Bend.
  - Eastern Oregon Center for Independent Living in Ontario and Pendleton.
  - Independent Abilities Center in Grants Pass.
  - Independent Living Resources in Portland.
  - Lane Independent Living Alliance in Eugene and Salem.
  - SPOKES Unlimited in Klamath Falls.
- A state-level training, technical assistance and quality assurance coordinator. The coordinator works out of OCEP at OVRS Administration in Salem.
- An internet-based benefits planning tool.
- A research and evaluation component.

Research has shown that loss and fear of loss of benefits is a major impediment to employment of persons with disabilities. Data from a similar benefits planning program in Vermont showed that recipients of these services experienced significantly greater increases in employment and income than non-recipients, and experienced a decrease in their Medicaid and other health insurance costs.

OQRS and OCEP are exploring how WIN can be funded on a continuing basis. Prior to WIN, the only benefits/work incentives planning resource available to Oregonians with disabilities was WIPA but its ability to serve people has been limited by small staff and Portland location. Since 1990, there have been numerous unsuccessful efforts to establish a statewide benefits and work incentives planning network.

- OQRS and OCEP, in partnership with the Addictions and Mental Health Division (AMH), the Seniors and Persons with Disabilities Division (SPD) and the Brain Injury Association of Oregon, continued to promote and seek to expand the availability of supported employment services to people with significant disabilities, including persons with psychiatric disabilities, persons with developmental disabilities and persons with brain injuries.
  - AMH, OCEP and OQRS supported and collaborated with the Oregon Supported Employment Center for Excellence. The center, which became operational in December 2007, provides leadership, training and technical assistance on supported employment to 14 of Oregon's county-based mental health programs. To date:
    - Thirty-eight employment specialists in the participating mental health programs have been trained on evidence-based practices.
    - Eleven programs have achieved evidence-based fidelity ratings above 100.
    - Over 290 persons with serious mental illness have obtained jobs.
  - OCEP continued to participate in the Supported Employment Leadership Initiative, through which SPD is refining its capacity to provide supported employment, and participated in the division's development of an "employment first" policy for persons with developmental disabilities.
  - OCEP, BIAOR, SPD, AMH and Oregon's Medicaid authority continued to explore funding for persons with brain injuries. In addition, CEP sponsored and helped underwrite the 2008 Pacific Northwest Brain Injury Conference, which was attended by over 400 persons.
- OCEP continued to work closely with the Oregon Business Leadership Network in engaging Oregon businesses and employers in hiring, retaining and advancing people with disabilities.

- OCEP's continuing partnership with the Department of Transportation, Deschutes County and the Central Oregon Intergovernmental Council resulted in the Jefferson, Crook and Deschutes County Cascades East Transit district expanding its on-demand transportation services and routes, in order to increase the availability of employment-related transportation to persons with disabilities in those communities.
- OCEP also:
  - Continued to support and sponsor the Oregon Parent Training Center and Department of Education's annual statewide conference on transition. The conference was attended by over 250 educators, case managers, mental health professionals, vocational rehabilitation counselors, persons with disabilities and family members.
  - Continued to provide support to the Oregon Council on Developmental Disabilities for its person-centered planning training project for transition youth and their parents. Over 45 youth, family members and disability professionals, including vocational rehabilitation counselors, completed the training in 2008.

#### **Sub-Goal B. Continue to improve customer service**

- The SRC and OVRS contracted for development and administration of a new consumer satisfaction survey, one which would address both consumer satisfaction with OVRS services and customer service issues. An SRC-OVRS workgroup subsequently met with Abacus, Inc., the firm selected to develop and administer the new survey, and provided direction about the survey format and content, and the process for its administration. The survey was completed in early 2008 and the results have since been utilized by OVRS and SRC in planning OVRS services and activities. In addition, a copy of the final report on the survey and its results was submitted to RSA.
- OVRS continued its counselor specialist positions. The specialists provide training and consultation to other counselors in working with clients with specific disabilities. In FFY 2008, OVRS maintained specialists in the areas of spinal cord injuries, traumatic brain injuries, mental health, and attention deficit disorder/learning disabilities, developmental disabilities, and deafness/hearing loss. In addition, OVRS maintains professional positions that are responsible for coordinating programs and providing technical assistance to OVRS field staff in the areas of school-to-work transition and employer outreach.

- OVRS continued to coordinate Deaf and hard of hearing services, and provided specialized training and technical assistance to counselors working with clients who are deaf or hard of hearing. In addition, counselors who serve clients with hearing loss or Deafness meet on a monthly basis in order to receive training, to exchange information on resources and best practices, and to outreach and network with community groups.
- In FFY 2008, OVRS had three staff members fluent in American Sign Language (ASL) sign language, three with intermediate or beginning skills, and four ASL-fluent counselor interns.
- OVRS discontinued its use of NexTalk in its state and field offices. NextTalk is a computer-based program that replaces TTYs and allows all staff direct access to Deaf, hard of hearing and speech impaired clients. NextTalk proved less useful than anticipated as many clients no longer utilize TTYs. OVRS has agreed to lead the Department of Human Services' efforts to pilot the use of videophones in state and field offices. Tentative plans are for development and release of a request for proposals for videophones later this year.

**Sub-Goal C. Maximize the use of technological tools to enhance performance**

- OVRS continued to utilize ORCA, the automated case management system, to document casework. In doing so, OVRS continued to:
  - Provide staff with the training and support necessary to utilize ORCA.
  - Contract with Alliance to develop ORCA upgrades.
  - Use DHS Office of Information Services to customize ORCA to address Oregon-specific needs.

Since implementing ORCA, OVRS has reduced staff time spent on clerical functions and activities and increased time spent on direct services. *Phase II of the Staffing and Process Improvement Study*, conducted by Public Knowledge, LLC, found that “VR counselors spent an average of less than 26 percent of their time entering case notes and documentation for key steps in the VR process.” Public Knowledge attributed this to ORCA.

### **GOAL 3. EXPAND PROGRAM CAPACITY AND PARTNERSHIPS**

#### **Sub-Goal A. Expand program capacity for people with disabilities through partnerships with employers, schools and community agencies**

- OVRs continued to partner with Department of Education, University of Oregon and numerous Oregon school districts in carrying out the Youth Transition Program (YTP). YTP assists with youth with disabilities in transitioning from high school into the workforce and/or college. [For more, see Attachment 4.8(b)(2).]
- OVRs continued to partner with three community colleges in carrying out the Career Workforce Skills Training Project. This project allows students and adults with disabilities to receive "hands on" training as an alternative to formal academic training. [For more, see Attachment 4.8(b)(2).]
- OVRs continued to partner with the Oregon School for the Deaf to ensure the school's pupils are able to access vocational rehabilitation services.
- OVRs staff continued to serve on cross-agency committees responsible for sharing information about services to youth and families, including:
  - DHS Child Welfare Advisory Committee
  - Independent Living Program Strategic Planning Committee
  - Department of Education Transition Advisory Committee
  - State Advisory Council on Special Education
  - Modified Diploma Task Force
  - State Youth Committee
  - Tillamook County Commission on Children and Families

#### **Sub-Goal B. Expand partnerships with state and local workforce investment boards as well as private sector employers**

- In FFY 2008, OVRs continued to participate as a full partner in all Resource Sharing Agreements that cover each of the state's 15 regional WorkSource Oregon (WSO) areas. A state-level team of technical assistants and trainers provided operational guidance for all mandatory partner programs implementing cost allocation and resource sharing agreements. The team is comprised of representatives from the Oregon Employment Department (OED), the Department



of Community Colleges and Workforce Development, the Department of Human Services TANF program and OVRs.

In addition, WSO partners – including OED, CCWD, Local Workforce Investment Boards (LWIBs) and Workforce Investment Act Title 1B (WIA Title 1B) providers – began to implement an integrated service system. The 2007-08 Resource Sharing Agreements have been extended through June 30, 2009.

- OVRs continued to serve on the Oregon Workforce Policy Cabinet in order to promote and advance competitive employment of persons with disabilities through Oregon's workforce investment system. The cabinet includes representation from state agencies and programs responsible for or concerned with economic development, higher education, community colleges and workforce services, employment and TANF.
- OVRs counselors and Employment Department business account representatives continued to their collaborative efforts to maximize use of the Work Opportunity Tax Credit (WOTC) and other strategies through which employers may leverage better relationships with their employers.
- OVRs participated in Region X's Employer Development Network and monitored the U.S. Department of Labor's business group activities.
- OVRs participated in CSAVR-NET and obtained and provided information about employment opportunities for individuals with disabilities with national businesses and the federal government.

**Sub-Goal C. Expand employment partnerships with Tribal entities, African American, Hispanic and Asian populations**

- Utilizing innovation and expansion funds, OVRs continued to fund and utilize the Latino Connection in targeting Hispanic individuals who might not otherwise seek OVRs services. The Latino Connection provides culturally and linguistically-appropriate case coordination and job development services in the Portland and Salem metropolitan areas. The Latino Connection also operates a workgroup to address barriers to services to Hispanic persons.

- OVRs supported and collaborated with the 121 programs of the Confederated Tribes of Grand Ronde and Warm Springs through a number of initiatives and activities, including:
  - Counselors from the 121 program were invited and attended OVRs trainings, including OVRs' new counselor training; OVRs' annual statewide in-service training conference; trainings on medical aspects of disabilities, and traumatic brain injuries.
  - OVRs provided office space at its Bend branch for a representative from the Confederated Tribes of the Warm Springs to meet with tribal members.
  - Both 121 programs are represented on the State Rehabilitation Council. In addition, the Grand Ronde Tribe serves on the State Independent Living Council, while the Warm Springs Tribes has an appointment pending.
  - OVRs participated in the Native American Program sponsored by Western Oregon University and Chemeketa Community College, which supports tribal enrollees in completing an Associate of Arts Degree in Social Services.
  - OVRs provided a two-day training on best practices in communication access and provision of VR services for Deaf and Hard of Hearing tribal members at the Warm Springs 121 Program.
- OBLN and OVRs partnered with the Oregon Association of Minority Entrepreneurs in conducting an employer symposium on "The Coming Labor Shortage: What it means for Oregon and Essential Strategies for your Business to Compete."

**Sub-Goal D. Better coordination of workforce and vocational rehabilitation programs so that people with disabilities have better access to and are better prepared for employment opportunities**

- OVRs continued to participate in the Systems Cooperative Workgroup between OVRs, Oregon Commission for the Blind and Oregon Community Colleges for the exchange of information and concerns. OVRs has plans to replicate this successful collaborative approach with the Oregon University system.
- OVRs continued to collaborate with the Oregon Workforce Investment System to update Local Workforce Investment Areas' local strategic unifying plans and contracts, memoranda of understanding and resource sharing agreements.
- OVRs continued to assess the training needs of workforce partners located in

Employment Department offices and one-stops at the local level and provide any needed training.

- OVRs expanded employment partnerships through other activities, including maintenance and expansion of its linkages with the Department of Transportation and Oregon's building trades in order to avail clients of apprenticeship opportunities, and utilization of CSAVR-NET to obtain information about job opportunities for clients with national businesses and the federal government. (See activities of OVRs Employer Services Coordinator in Goal 1.A. above for more.)

**GOAL 4. INCREASE THE DIVERSITY OF PEOPLE SERVED, STAFF AND SERVICE PROVIDERS**

The number of Hispanic persons served by OVRs increased from 499 in FFY 07 to 545 in FFY 08, a nine percent increase. Over the same period, the number of African-Americans increased from 402 to 423, a 5 percent increase; and the number of American Indians increased from 333 to 355, a seven percent increase.

**Sub-Goal A. Better access to and improved service from vocational rehabilitation services by people with significant disabilities and those from racial, ethnic, or cultural minority groups**

- The primary focus of most OVRs/OCEP initiatives is on groups of individuals with significant disabilities including, but not limited to, persons with psychiatric disabilities and persons with significant developmental disabilities. The Oregon Competitive Employment Project is the OVRs-administered Medicaid Infrastructure Grant-funded systems-change initiative that seeks to increase competitive employment of persons with disabilities. (For more on OCEP, see above.)
- OVRs continued to recruit Spanish-speaking bilingual, bicultural counselors.
- OVRs continued to fund the Latino Connection to target Hispanic individuals who might not otherwise seek OVRs services. The Latino Connection provides culturally and linguistically appropriate case coordination and job development services in the Portland and Salem metropolitan areas. The Latino Connection also funds a workgroup that addresses barriers to services to Hispanic persons.

- OVRs continued outreach activities to:
  - Russian and Ukrainian communities, in cooperation with the Immigration and Refugee Community Organization.
  - Indian youth with disabilities and provision of specialized services to empower their transition to suitable work.
  - OVRs continued to use alternate communication formats in its offices and support their use in other Department of Human Services programs and in One-Stop Centers. (See Goals 2.B. and C. above and Attachment 4.10 for more.)
  
- OVRs continued efforts with Western Oregon University and Portland State University to increase their recruitment of minority applicants for their rehabilitation counseling education programs.
  
- OVRs continued to assist consumers of corrections and community reentry programs, including its work with Better People, a project focused on providing cognitive-behavioral Moral Recognition Therapy (MRT), job placement and job retention services to unemployed and underemployed adult offenders with disabilities in the Portland Metropolitan Area.

## **ATTACHMENT 6.3**

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

Supported employment (SE) is a major OVRS initiative. OVRS' SE program provides opportunities for individuals with the most significant disabilities to achieve competitive employment in integrated settings with ongoing support provided by a variety of partners. These same individuals are those for whom competitive employment has not traditionally occurred. OVRS provides a continuum of SE services and, in partnership with other human services agencies and programs, the continuing supports that persons with the most significant disabilities need to develop, maintain and advance in competitive employment. OVRS continues to work closely with other divisions and offices within the Department of Human Services, local governmental units and community-based organizations and groups to develop, refine and expand the availability of SE services throughout Oregon.

Over the coming year, OVRS will endeavor to sustain the quality, scope and extent of its SE services. However, the budgetary circumstances that prompted OVRS to institute an Order of Selection, the budget crisis confronting the state of Oregon, and reductions in funding for OVRS' SE partners at the state and local levels, including the Addictions and Mental Health Division (AMH) and the Seniors and Persons with Disabilities Division (SPD), are expected to reduce the number of people to whom OVRS and these programs will deliver SE services. OVRS outcomes and targets reflect this. (See Attachments 4.11.c.1. and 4.11.d.)

#### **QUALITY OF SUPPORTED EMPLOYMENT SERVICES**

In general, the quality of an OVRS SE plan is evaluated to ensure that it complies with defining criteria of SE:

- Work is performed in an integrated setting that provides regular interactions with individuals who do not have disabilities, other than caregivers.
- The individual is receiving a wage commensurate with non-disabled workers doing the same work.
- The ongoing support needs and sources of support have been identified and secured.
- Supported employment services provided to clients are for the maximum number of hours possible, based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of individuals with the most significant disabilities.
- Clients and employer are satisfied with placements.

Historically, OVRS has aligned with AMH in promoting Individualized Placement and Support (IPS), an evidence-based SE model. Quality of these programs is assessed through compliance with a fidelity scale. The scale measures the “fidelity” or the degree to which a program is being implemented in accordance to the program design. Some of the measures used in the fidelity scales are the kinds of employment outcomes participants are obtaining; the degree of collaboration with vocational rehabilitation; availability of rapid job search and evidence of consumer choice. OVRS maintains quality SE outcomes through ongoing collaboration with mental health providers on the local level and AMH central office staff.

### **SCOPE OF SUPPORTED EMPLOYMENT SERVICES (AND EVIDENCE OF COLLABORATION)**

In FFY 2008, OVRS provided SE services to 733 individuals with significant disabilities, including persons with psychiatric disabilities, mental illness, developmental disabilities or traumatic brain injuries. During this same period, 205 individuals who received SE services entered competitive employment, and 391 individuals continued to participate in their SE IPEs. Overall, the number of persons receiving SE services increased by 11 percent from FFY 2007.

#### **Supported Employment for Persons with Psychiatric Disabilities**

OVRS continues to work to make evidence-based mental health SE services available throughout Oregon.

#### Background

OVRS’ efforts in this area were initiated nearly eleven years ago, when its field offices in the Portland metropolitan area and Grants Pass in southern Oregon began collaborating with AMH, local mental health programs and Portland State University to provide evidence-based SE services to individuals with psychiatric disabilities served by OVRS.

In 2002, OVRS and AMH sought to expand the availability of evidence-based mental health SE services and initiated a project in Jackson, Douglas and Polk counties with Options of Southern Oregon, a community-based mental health provider. This project was aided by a three year grant from Dartmouth College/Johnson & Johnson Community Mental Health Project.

Although the Johnson and Johnson grant funding ended in 2005, OVRS and AMH continued to support the efforts of Options and Life Works. This same year began the

Oregon Competitive Employment Project (OCEP), funded by a Medicaid Infrastructure Grant (MIG). OCEP subsequently identified expansion of SE services as one of its primary objectives (for more on OCEP, see Attachment 4.11.e.2).

### Recent to Current Activities

In 2006, OVRS, OCEP and AMH continued their efforts to stimulate and perpetuate SE services through provision of MIG mini-grants to local mental health programs in seven counties. OCEP also funded Options of Southern Oregon and Lifeworks Northwest to provide training and technical assistance on SE to local mental health providers. At the same time, OVRS, OCEP and AMH continued to seek long-term funding for SE services.

In 2007 and 2008, OVRS and AMH continued to provide evidence-based SE services to persons with significant psychiatric disabilities through OVRS field offices and community-based mental health programs. In addition, OVRS, OCEP and AMH continued their initiatives to expand and sustain SE services:

- Options for Southern Oregon and Lifeworks Northwest of metro Portland were provided with innovation and expansion funding to provide job placement and support services to OVRS clients living in their catchments.
- Additional OCEP mini-grants were provided to local mental health programs.
- A leadership, technical assistance and training center on evidence-based SE mental supported employment – the Oregon Supported Employment Center for Excellence (OSECE), was established in December 2007. OSECE has since provided training and TA to 38 job developers with 17 county mental health programs, utilizing the Dartmouth College/Johnson & Johnson evidence-based model.

These efforts notwithstanding, the absence of sufficient continuing funding continues to limit the availability of supported employment services to persons with significant psychiatric disabilities.

### **Supported Employment for Persons with Developmental Disabilities**

OVRS partners with the Seniors and Persons with Disabilities Division (SPD), its Office of Developmental Disabilities Services (ODDS) and others, including support services brokerages (DD brokerages), county case managers, rehabilitation service providers and advocates in providing SE services to persons with developmental disabilities.

In 2003, OVRS and SPD began serving and supporting persons with developmental disabilities affected by the Staley settlement. The agreement, prompted by a federal lawsuit, requires the state to provide qualified persons with developmental disabilities with access to community services, including SE.

From 2004 to 2006, OVRS and SPD funded and developed local SE teams, comprised of DD brokerage and OVRS field staff. These teams meet and exchange information, solve problems and coordinate local activities, with the intent of increasing provision of SE services to persons with developmental disabilities. In implementing this initiative, OVRS and SPD:

- Provided planning materials, training and ongoing technical assistance to the local teams.
- Developed, disseminated and utilized a “Supported Employment Toolkit with Guidelines for OVRS Field and Support Services Brokerage Staff” (Toolkit). The toolkit was updated in FFY 2007.
- Surveyed DD brokerages and OVRS branch offices in order to assist the teams in promoting quality services for DD brokerage/OVRS clients.

More recently, OVRS and SPD have sought to expand the availability of SE services to persons with developmental disabilities through staff participation with related groups, including:

- The Developmental Disabilities Supported Employment Task Force, which is comprised of advocates, community stakeholders and services providers and advises SPD, OCEP and OVRS on SE issues.
- The SPD Employment Group, which is working to restructure rates for SE services provided under Oregon’s home and community-based services Medicaid waiver.
- Oregon Rehabilitation Association’s (ORA) Customized Employment Network. ORA represents Oregon’s rehabilitation service providers.
- The Supported Employment Leadership Network (SELN), a state and national effort to renew and expand state SE services to persons with developmental disabilities. OCEP underwrote SPD’s initial participation and OVRS/OCEP staff serve on SPD’s SELN strategic planning and work group, and participated in SPD’s development of an “employment first” policy. The policy was adopted this past year.



## **Supported Employment for Persons with Traumatic Brain Injuries**

OVRs continues to provide SE services to persons with traumatic brain injuries (TBI). Using the Center for Disease Control estimates, the Brain Injury Association of Oregon (BIAOR) calculates that there are over 72,000 individuals in Oregon living with a brain injury; that each year over 17,000 individuals in the state will sustain a brain injury; and that over 8,500 of these individuals will sustain a short-term disability or more.

OVRs/OCEP and BIAOR continue to work to establish a registry for accurately determining the number of individuals in Oregon who acquire or sustain a TBI, and develop a statewide SE service model for individuals with TBI and identify funding for these services. In addition, OVRs/OCEP supported BIAOR's 2008 Northwest Brain Injury Conference, attended by over 200 persons.

## **Other Supported Employment Developments and Activities**

OVRs carried out a number of other significant activities related to supported employment in FFY 2008.

- OCEP continued to operate and refined its statewide Work Incentives Network (WIN). WIN provides information, referral and planning services to persons with disabilities on the use of federal and state benefits and work incentives in order to assist them in achieving their employment goals. Work incentives/benefits planning is an important element for many individuals who are utilizing or intend to utilize supported employment. (For more, see Attachment 4.11.e.2.)
- OVRs continued to explore opportunities available to the Department of Human Services (DHS) and other DHS divisions under Social Security Administration's (SSA) Ticket to Work Program, after SSA revised its Ticket regulations to increase Ticket utilization. OVRs will be working with DHS over the coming year to take advantage of the new opportunities. In addition, OVRs has refined its capacity to identify and process Ticket claims through the creation and filling of a Ticket coordinator position, and has significantly increased its Ticket revenue. (For more on OVRs' Ticket activities, see Attachment 4.8.b.1.)

## **EXTENT OF SUPPORTED EMPLOYMENT SERVICES**

Supported employment is integrated into the array of services and programs available to Oregonians with disabilities, including Oregon's mental health and developmental disability service systems. Success in SE requires a partnership among the responsible state and community programs, other service providers, consumers and

families, advocacy organizations, employers and others. Long-term success continues to depend on the availability of funding for follow-along SE services.

OVRs utilizes Title VI, Part B and Title I funds for the time-limited services necessary for an individual to stabilize in a community-based job. Services that may be part of a SE IPE include:

- Person-centered planning
- Community-based assessment
- Job development
- Job placement
- On-site training for worker and/or co-workers
- Long-term support development
- Other services and goods
- Post-employment services

The specific type, level and location of ongoing supports provided to an individual are based upon his or her needs and those of the employer. Ongoing support may be provided by variety of public and/or private sector resources including:

- AMH and community mental health programs
- SPD/ODDS community supports
- County developmental disability case managers and developmental disability service brokerages
- Social Security work incentives
- Employer-provided reasonable accommodations
- Natural supports
- Family or community sponsorship

### **TIMING OF THE TRANSITION TO EXTENDED SERVICES**

Generally, OVRs will not exceed its 18-month in-plan status with an SE case. This 18-month timeline can be extended for exceptional circumstances, if the counselor and client jointly agree to the extension. Job coaching and/or on the job training supports are usually structured into a much shorter timeframe, with long-term extended services being built into the plan as quickly as possible to ensure ongoing success when OVRs involvement ends.

**APPENDICES**  
**for**  
**ATTACHMENT 4.7.b.3 - WAIVER OF STATEWIDENESS<sup>17</sup>**

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<sup>17</sup>As a result of Order of Selection, the process for soliciting and awarding cooperative agreements for YTP services for the Oregon 2009-11 biennium (July 1, 2009 – June 30, 2011), was delayed. OVRs anticipates providing YTP services to 120 high schools over the coming two year cycle and is in the midst of negotiating agreements with the selected school districts. We expect to complete this process by August 15, 2009. Copies of the referenced text from the new agreements, along with signature pages of each of the new agreements, will be forwarded upon their completion.

# YTP Cooperative Agreement Boilerplate

## **Exhibit A Part 3 Payment and Financial Reporting**

- I. Grant.** In accordance with the terms and conditions of this Grant Agreement, DHS shall provide District with a maximum of \$\_\_\_\_\_ (the "Grant") to support and assist the operation of the Youth Transition Program described in Exhibit A, Part 2 of this Agreement. The Grant will be funded with the following sources:
- A. \$\_\_\_\_\_ from the DHS Office of Vocational Rehabilitation Services (OVRs) consisting of a combination of Federal grant funds received by DHS under the Rehabilitation Act of 1973 as amended (78.7%) and non-Federal funds (21.3%) should be allocated as "Other" funds.
1. The CFDA number for the Federal funds is 84.126A.
  2. For the purposes of District's accounting to the Oregon Department of Education, the non-Federal share of funds received from OVRs (21.3%) should be allocated as "Other" funds.
- B. \$\_\_\_\_\_ in District Matching Funds, subject to the requirements in section II of this Exhibit A, Part 3, below.

### **II. Matching Funds.**

#### **A. Matching funds required, and payment due dates and procedures.**

1. District shall provide to OVRs the required matching funds of:
  - a. \$\_\_\_\_\_ for the 2007-08 Fiscal Year by September 1, 2007; and
  - b. \$\_\_\_\_\_ for the 2008-09 Fiscal Year by September 1, 2008, except that the amount may be adjusted as specified in section II.B, below.

For the purposes of this Agreement, "Fiscal Year" means the following 12-month period beginning July 1, and ending June 30 of the following year.

2. Matching funds required from District must be cash derived from sources other than OVRs, and cannot include in-kind donations or contributions of property or services.

### **III. Targeted Student Population**

2. If OVRS adopts an Order of Selection (waitlist priority system)
  - a. Students will only qualify for OVRS and comprehensive YTP services if their disability meets the level of significance required at the time of OVRS eligibility; and

**YTP Cooperative Agreements Signature Pages**