

*The mission of the Ohio Rehabilitation Services Commission is to ensure individuals with disabilities achieve quality employment, independence and disability determination outcomes through integrated services, partnerships and innovation.*

## RSC Reaches Milestone of Progress

RSC can celebrate a very significant achievement this week. The Federal Rehabilitation Services Administration (RSA) has informed us that the Corrective Action Plans (CAP) for both 2004 and 2008 submitted by RSC have been accepted, and RSC is now considered in compliance.

The Weekly Focus has often detailed the changes to our process involved in speeding our service while simultaneously improving quality. The news this week exemplifies that after months of monitoring our progress in the areas which included the development of appropriate employment outcome justifications, involving consumers in the informed choice process, providing information about Vocational Rehabilitation (VR) services within 14 days of contact and having a fully-appointed Statewide Independent Living Council (SIL), RSC has demonstrated sufficient progress in these areas to be considered compliant.

The process improvements put in place at RSC through the CAP, have thorough monitoring built into the program so as to keep us on track with the performance targets set in our agreement with the RSA. We have been laboring with one of the CAPs since 2004 and the other since 2008. The Program Improvement Plan (PIP), which relates to the agency's standards and indicators, has been in place since 2009. During the past quarter, RSC was able to exceed the expectation for the minority service rate which has also been a priority area for the agency. Meeting the RSA standards and being released from extraordinary reporting requirements to them as a result, is a tremendous achievement for all of RSC but especially for our colleagues in VR and Program Integrity and Evaluation (PIE), who have worked together closely and effectively to make this important measure of progress possible. A big thank you to all of those who contributed to this effort!!

### Comprehensive Statewide Needs Assessment Gains Stakeholder Input

RSA measures us against a statewide plan. The plan is driven by a comprehensive assessment of our statewide needs. The goal is to gather data on what the needs for our services are and its purpose is to

use the Comprehensive Statewide Needs Assessment (CSNA) to drive our management decisions. The CSNA is ultimately shared with the RSA and becomes their measuring tool for evaluating whether we need program improvement plans or corrective action plans, as detailed in the story above.

RSC VR & PIE staffers have been working with a research team from Ohio State University for months now on a CSNA that will drive our state VR



*Margo Izzo, OSU Nisonger Center; David Julian, PhD., OSU Center for Learning Excellence; Kristall Day, PhD., OSU Nisonger Center; and Beth Crawford, OSU Center for Learning Excellence, discuss the CSNA.*



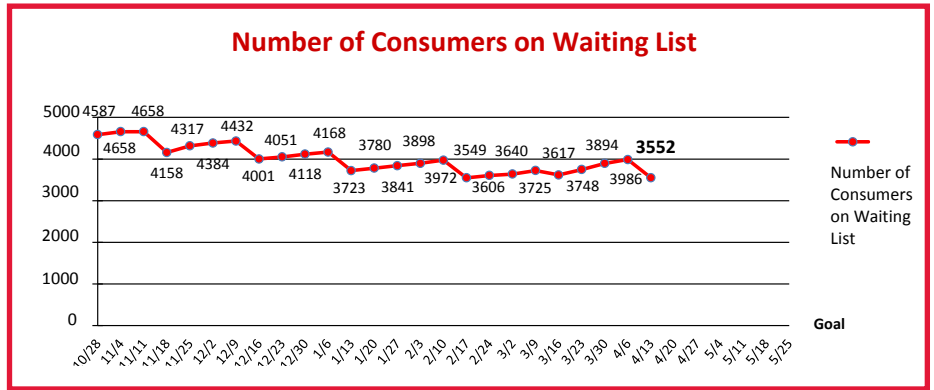
*Beth Crawford, OSU Center for Learning Excellence, addresses questions during the CSNA meeting.*

plan. This research has required input from our partners around the state, and they were the first to see a draft of the CSNA this week.

We appreciated their input and we are reviewing their suggestions that will help us improve the final product.

### Summit Plan Update

Progress on the upcoming Disability JOBS Summit: Connecting and Building Partnerships is continuing. The committee of RSC employees planning the September event has broken into sub-groups to plan a triple track program that brings employers, consumers and providers together in a forum that addresses each



### A Year of Waiting List Reductions

Another 500 RSC consumers on the waiting list for service were added to the active case files of VR Counselors or Vocational Rehabilitation Public & Private Partnerships this week, marking a full year now of monthly reductions in the waiting list. In fact, since last April when movement in the waiting list started for the first time since 2009, RSC has released 4,500 consumers from the list!!



group's involvement with RSC. Moreover, the many state agencies we partner with will also be included in the Summit agenda. RSC will have a major presence at the Columbus Convention Center for this program and we are gaining momentum on a program agenda that is worthy of the time and space devoted to the September 17-18 event.

For more information or questions on stories in this publication please call Shirley Marchi, Community Relations Liaison, at 614.438.1477.

Produced by the Office of Communications, April 13, 2012.

