

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.

Commissioners Experience RSC as Consumers/Claimants

RSC commissioners held a two day retreat at headquarters that featured each of them playing the role of a typical consumer of the Bureau of Vocational Rehabilitation (BVR), the Bureau of Services for the Visually Impaired (BSVI) and the Division of Disability Determination (DDD) services. Each commissioner drew different scenarios, representative of the different types of disabilities, age ranges and employment goals RSC consumers bring to the counseling process as well as an understanding of what a claimant goes through after applying for Social Security.



Consumer for a Day - RSC Commissioners experience the BVR counseling process.

The experience gave each commissioner deeper insight into the issues confronting RSC at the field level, and created the context for detailed reports on the overall RSC performance and key initiatives.

Progress Report: RSC Turning Around

"We've gone from reactive to proactive management," is the summary of the past 15 months from Director Miller, who credited the executive leadership team and RSC staff with enormous improvement tied to the turnaround highlighted by the following achievements.

- **Cost Cutting to Save Jobs**
 - o Rent - \$1.2 million, 31 offices reduced to 14
 - o Travel - \$650,000 cut through the use of state cars and reducing attendance at professional conferences
 - o Executive Staff Pay - \$224,000 less as an example of burden sharing and leadership by example
- **Movement on the Waiting List for the first time since 2009**
 - o 4,500 RSC consumers released from the waiting list
 - o LeanOhio Kaizen event cuts eligibility determination decision from 115 to 30 days
- **Fiscal Kaizen Speeds Payments**
 - o Staff hours devoted to billing cut from 2,600 to 1,100 thanks to process improvements
- **DDD Handles Record Volume**
 - o Ohio leads the nation in fraud detection and recovery - \$41 million in 2011
 - o Social Security Disability Insurance (SSDI) accuracy rates exceed the national average in Ohio



Counselor Kelly Rodriguez discusses Commissioner David V. Daugherty's "options" as a consumer.

- **Recovery-2-Work Program Signals Paradigm Shift**

- o Creative collaboration with other state and local agencies allows RSC to draw \$33 million of the federal allocation
- o Comprehensive Statewide Needs Assessment indicates the need for service is still huge
- o Returning combat vets a key beneficiary of the program

- **Ohio Business Leadership Network Growing Quickly**

- o Member companies employ 3,400,287 full-time workers
- o Member companies have \$933.5 billion in annual revenue
- o Member companies have stock market value of \$577.2 billion

- **RSC Communication Goes Electronic**

- o Website revitalized
- o Facebook presence created
- o YouTube channel created
- o Twitter presence established

- **RSC Professionalism Expected**

- o Compliance with RSA Audit findings of 2004 and 2008 established
- o Dress code established and enforced
- o Time and attendance expectations established

- **RSC Exceeds Expectations**

- o Combined Charitable Campaign reaches 154 percent of goal



Counselor Michelle Dool (left) answers questions from the Commission led by Chair Jacqueline Romer-Sensky.

VR Program Overview

In addition to taking commissioners through six separate scenarios as consumers, BVR presented a comprehensive overview of the program. RSC meets the needs of Ohioans with disabilities through a combination of service from 221 RSC counselors and 70 Vocational Rehabilitation Public & Private Partnership (VRP3) programs performing contracted services. RSC has 12,725 open cases being handled in this manner. The expectation for 2012 is that 30,000 Ohioans will be served by BVR.

Fee Schedule Updated

Given the heavy reliance on contracted services, RSC is nearing completion of a project with Public Consulting Group (PCG) for a fee schedule to guide payment, upon approval by the Joint Committee on Agency Rule Review (JCARR), which was highlighted for commissioners by PCG Project Manager Liz Wiseman.

PCG's experience in providing reliable rate recommendations to agencies serving individuals with disabilities includes the Illinois Division of Rehabilitation Services, the Florida Division of Vocational Rehabilitation and the New Jersey Division of Developmental Disabilities.

Project Goals

The finalized fee schedule is intended to give RSC good understanding of the current rate methodology and provider environment. Interviews with vocational rehabilitation staff in states that have similar demographics and program structure to Ohio, and Ohio agencies using fee schedules who offer similar services, will provide the data that drives the fee schedule decisions.



Professional Relations Officers Scott Maietta (left) and Tammy Polter (center) address Commissioner Michelle Dillingham and Commissioner Jack Licate (seated).

Mid-Year Statistics

Weekly production has increase from 3,859 cases in September of 2010 to 4,196 in March of 2012. Our cost per DDD case has declined from \$447 to \$400 over that same time, with a consistent allowance rate of 32%. Processing time cut by more than three weeks.

Good Stewardship is our Goal

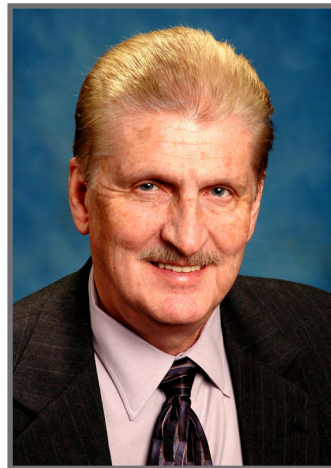
The entire strategic plan at RSC is designed to show good stewardship and earn the full allocation of funds available for service to Ohioans with disabilities. This is why we are willing to live with the turbulence of change as the new structure is being established to produce more accountability from partners and to match service with needs more closely.



Chair Jacqueline Romer-Sensky: *"I am proud to be in service with people who are creating momentum to better serve Ohioans with disabilities."*



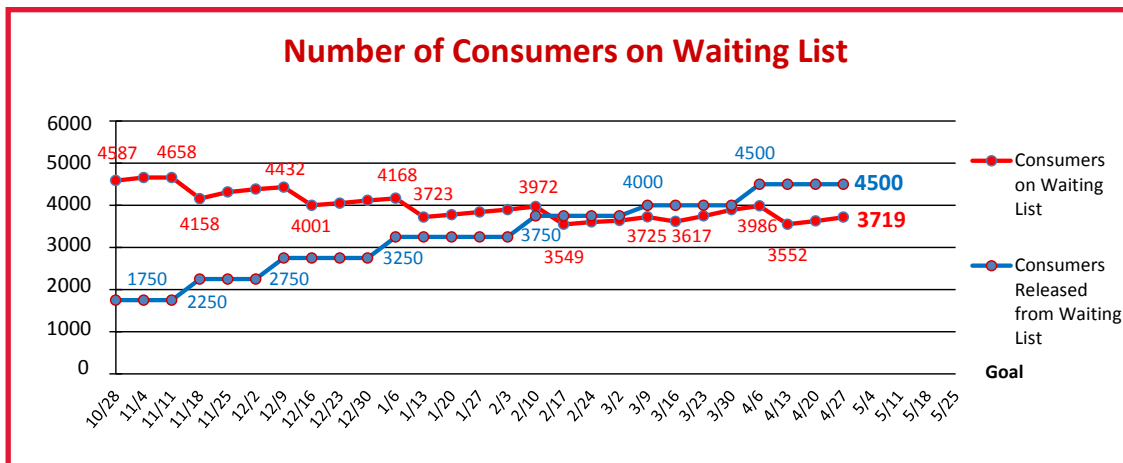
Vice-Chair Jack Licate: *"The last two days have been rewarding because I'm so proud of the quality of the RSC workforce and I'm grateful to be a colleague in the mission of serving Ohioans with disabilities."*



David V. Daughtery: *"RSC has made course changes and is now speeding down the runway to better serve people with disabilities."*



Michelle Dillingham: *"The Commissioners' retreat confirmed what we suspected to be true- that despite the major changes necessitated by difficult budget realities- the RSC community continues to work hard. I remain impressed with the staff's resilience and commitment to our mission."*



RSC Highlighted at Autism Awareness Day

The annual Autism Awareness Day event at the Statehouse this week brought major attention to how far we have come in the past year. A bipartisan group of Ohio lawmakers were on the platform to describe the legislative victories which have opened new opportunities in education through the school voucher program and the legislative battles ahead over insurance mandates for autism coverage.

As the father of a young boy with autism, personal knowledge of this need to create employment opportunities drives much of my passion for our mission at RSC. It was one of the highlights of my tenure at RSC to speak at the Autism Awareness Day event and detail the Employment First partnership between RSC and the Ohio Department of Developmental Disabilities, the Ohio Department of Education and the Ohio Department of Job and Family Services, signed into existence through the Executive Order of Governor Kasich.

Being in the midst of parents, children and service providers, seeing the excitement they share over a state commitment to make integrated community employment the first option for developmentally disabled young people, is all you need to know relevant to how much rides on the success of this initiative.

So it was especially inspiring to be able to tell this group about the \$9 million program at The Ohio State University and Kent State, to expand the Project SEARCH program to include college course work and social inclusion. I

was proud to describe our efforts to expand the school to work transition through programs that now touch every corner of the state with a combination of school work and multiple internships on the grounds of major employers. Thanks to our strong relationships with many of these employers, through the Ohio Business Leadership Network, we have detailed knowledge of the success they are having helping us to build a bridge from Individual Education Plan (IEP) to Individual Plan for Employment (IPE). The Autism Awareness Day crowd left with high hopes for the future thanks in part to the knowledge that RSC is a partner in programs that have introduced lean process improvements, and our partners have seen major productivity improvements for their entire operation as a result. There is no better feeling than telling parents seeking help, about employers quickly adding ten times more RSC consumers to their workforce than originally expected because of this productivity boost.



Autism Awareness event at the Ohio Statehouse

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 27, 2012.

