



March 23, 2012

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.

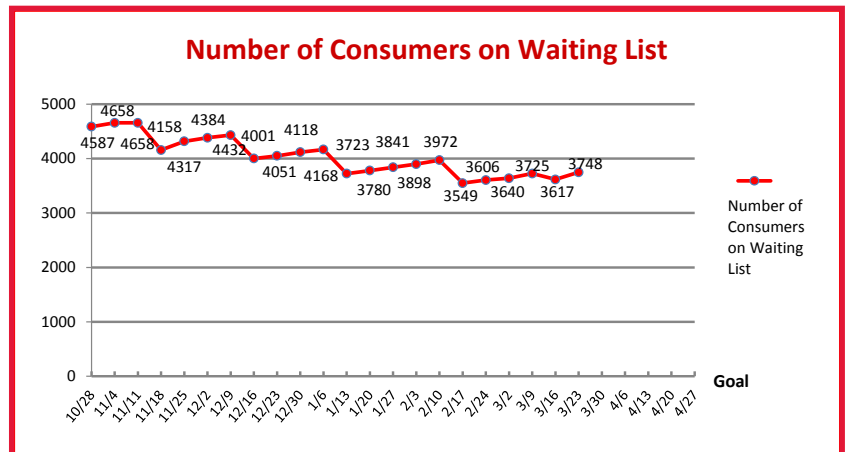
Employment First is RSC's Mission

Governor John Kasich signed an executive order Monday at Dublin Methodist Hospital, creating a task force to expand employment opportunities for Ohioans with developmental disabilities. RSC is joined on the Employment First task force by the Ohio Department of Developmental Disabilities (DODD), the Ohio Department of Education (ODE), Ohio Department of Mental Health (ODMH) and Ohio Department of Jobs & Family Services (ODJFS).

The mission of the Employment First task force is to bring opportunity for private sector, community employment as the preferred option for citizens with developmental disabilities, rather than sheltered workshops. Dublin Methodist Hospital was selected as the location for announcing the Employment First initiative because it is one of 30 Ohio sites with a Project SEARCH, school to work transition program. The sole determinant of success within the Project SEARCH program is competitive fulltime employment in an integrated setting following the yearlong internship.

RSC collaborates with employers, ODE and DODD in each of these 30 programs and is working to help expand the program. The Employment First task force has a six month agenda that requires:

- Review and consideration of the State Employment Leadership Network recommendations on increasing opportunities for community employment for Ohioans with developmental disabilities.
- Review of policies, procedures, planning, eligibility and enrollment for services to align with increased opportunity for community employment.
- Development of cross-agency tools to document eligibility, order of selection, assessment and planning for services.
- Identify best practices, effective partnerships, sources of federal funds, opportunities for shared services among existing providers and County boards of Developmental Disabilities and the means to expand program models to increase community employment opportunities.
- Identify and address areas where sufficient support is not currently available or where additional options are needed to assist those with disabilities to work in community jobs.



Governor Kasich (seated) shakes hands with Project SEARCH graduate Micah Hetrick after signing executive order. Standing l. to r. are Greg Moody, OHT Director, Stan Heffner, Superintendent, ODE, John Martin, DODD Director, Kevin Miller, RSC Director and Michael Colbert, ODJFS Director.

- Establish interagency agreements to improve coordination of services and allow for data sharing.
- Set benchmarks for improving community employment outcomes and services.

Dublin Methodist Project SEARCH graduate Micah Hetrick has achieved integrated employment through Project SEARCH, with an \$8.50 per hour job at Sam’s Club. Micah joined Governor Kasich for the signing ceremony and gave his Mom, Sue, the ceremonial pen.



Governor Kasich recognizes Project SEARCH graduates and Dublin Methodist Hospital employees.

“We want to thank you for recognizing that everyone deserves a chance to work in the community with the opportunity to make a livable wage,” Ms. Hetrick said when called to the podium. “Micah is obviously a taxpayer and he’s also a consumer using his own money,” she said. “He’s reduced his reliance on Social Security,” Ms. Hetrick concluded. Governor Kasich called his visit to Dublin Methodist for the Employment First announcement “one of the best days we’ve had.”



Micah Hetrick ‘signs’ executive order with Governor Kasich.

Hiring Our Heroes

Monday was a busy day at RSC. While the Employment First announcement was going on in Dublin, the Hiring our Heroes military job fair was taking place at Veterans Memorial Auditorium in downtown Columbus. RSC Chief of Staff Brenda Cronin and BVR Deputy Director Susan Pugh attended the U.S. Chamber of Commerce sponsored event created to help veterans and their spouses find employment.

RSC Rehabilitation Program Specialist Jamie White and Vocational Rehabilitation Counselor Michelle Henry staffed an RSC booth at the job fair, making sure the wounded warriors who are eligible for service from RSC know what we can offer. Injured veterans are a special focus of the Hiring

our Heroes program, so the tie to RSC was natural. The main mission of the program is to hold job fairs across the nation and recruit employers to make a connection with one million unemployed veterans. The other areas of special focus are an internship program for student veterans, a women veteran’s employment program and a military spouse’s job placement program.

The Columbus Chamber of Commerce attracted most of the major private sector employers in Central Ohio so it was a great opportunity for RSC to raise awareness of our mission with the business leaders who can put our consumers to work.



Cleveland Rehabilitation Program Specialist Jamie White assists veteran at Hiring Our Heroes job fair.

RSC at People First of Ohio 2012 Conference

“Blazing New Trails” was the theme of the People First conference, and the power of collaboration was on display as a method to open these new paths. RSC BSVI Deputy Director Dan Connors teamed up with DODD Deputy Director Zack Haughwout to elaborate on the powerful partnership developing between our two agencies and all of the other collaborators on programs like Employment First and Recovery-2-Work.

Deputy Director Connors stressed the importance of multi-agency and public private partnerships to create integrated employment opportunities as it impacts our mission of helping individuals with disabilities become independent in the community. The importance of personal autonomy is illustrated by the title for Dan’s segment, “Don’t Fence Me In.” The keynote speaker for the People First conference was U.S. Transportation Department Senior Advisor Richard Devlyder, who leads the accessibility issue for roads, railways and airports for the nation. Congratulations to People First on a great 2012 conference.



BSVI Deputy Director Dan Connors addresses the 2012 People First Conference.

Good News for RSC Vendors

The RSC Fiscal Kaizen Event concluded today with a plan to standardize our process for the payment of goods and services and drastically reduce the number of invoices that are rejected. The need for this step was made clear by research conducted for us by the Ohio Office of Shared Services (OSS)



LeanOhio Facilitator Bill Demidovich addresses the Fiscal Kaizen event.

that concluded our business partners find our people to be great but our payment process to be broken.

The current process is certainly complex as there are 75 steps, requiring 14 decisions and 24 handoffs before an invoice becomes a payment. The Fiscal Kaizen team has eliminated 57 elements of this process, while also



The Kaizen Fiscal Team study the process.

creating a new invoice and vendor checklist targeting the cause of 90% of the rejected invoices we process.

If RSC bills become **O.H.I.O.’s** and we **Only Handle It Once**, the staff hours devoted to processing these invoices falls from 2,600 hours a year to 1,100 hours a year, freeing our human resources for more productive uses. Moreover, we will have much happier business partners because of much quicker payments and we will have fewer audit findings because necessary documentation is built into the checklist for vendors. The first stage of implementation begins on Monday; the ultimate goal is to take the entire process into an all-electronic format and save even more time and money.

RSC applauds the Kaizen team of Debbie Beard, Scott Blake, Deb Ditty, Jarett Roush, Stacy Snyder, Shelly Fitzhugh, Jenny Jones, Vicki Friesland, Stacy Williams, along with Scott Marks, a VRP3 Partner, and Kevin Milstead of the Office of Shared Services. LeanOhio Kaizen facilitators Bill Demidovich, Rich Martinski and Tom Terez produced another outstanding week devoted to process improvement at RSC.

Fee Schedule Reminder

Our survey to partners was sent electronically on Wednesday. Community Rehabilitation Programs (CRP) have until April 4 to return the survey for use by the Public Consulting Group in determining the new RSC Fee Schedule. CRPs with questions or issues with the survey can contact PCG at:

Toll-Free Support Line: 1-866-912-2971

Email Support: ohvocrehab@pcgus.com

Save the Date in September

A project team of RSC employees from all of our divisions are working on a September 17 & 18 event we are calling the DisAbility JOBS Summit: Connecting and Building Partnerships. This event will be held at the Columbus Convention Center with programming tracks that attract RSC consumers, RSC partners and major Ohio employers. Stay tuned for further details on how you can attend.

New Look for the Weekly Focus

Did you notice the new graphic atop the Weekly Focus banner? We are going to be showing you a variety of new options and then take a vote on what you like best, but we're going to make a change to upgrade this publication.

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

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