OOD Council Subcommittee: Workforce Innovation and Opportunity Act: Ohio Combined State plan

September 23, 2019

The following OOD Council members participated in the meeting: Jeremy Morris; Dr. Matthew Sauer; Carlo LoParo; Jane Gerhardt; and Dr. Carolyn Peters (ex officio member)

* Jeremy Morris was elected chair of the subcommittee

The following OOD staff participated in the meeting: Susan Pugh, BVR Deputy Director; Greg Dormer, BSVI Deputy Director; Kristen Ballinger, Deputy Director, Employer and Innovation Services and OOD Council Liaison Shirley Marchi

**Recommendations to full OOD Council for Ohio’s Combined State Plan**

1. Create a stronger process to evaluate customer satisfaction.

* OOD asked the Council for feedback regarding the survey questions currently being asked as they are currently in the process of being revised. The Council to look at the data and the information to help make recommendations.

1. Several comments were made that related to the use of assistive technology and/or general technology to improve services and/or outcomes.

* There is a need for more technology for students to feel comfortable in the STEM fields. Technology helps students with disabilities overcome the difficulties encountered in science and mathematics.

1. Improve the information available to individuals and families to support their informed choice of providers.
   * Information located in Provider Search function (online at ood.ohio.gov) is not user-friendly.
   * This could be a great tool for people to understand their options better - to have a stronger say in developing their plans, and be able to select providers that can meet their needs.
   * Scorecard information needs to be user-friendly so people can make educated and informed decisions about selecting a provider.

* Consider adding a satisfaction survey regarding provider services.
  + The current provider scorecard does not include a customer satisfaction survey of providers. The scorecard includes statistics of how long it took to get a job, the percentage of people who received job development and obtained employment, wages earned, etc.
  + Council members asked questions about the quality of provider services and how OOD evaluated services delivered. Sharing more of this information may be helpful to individuals and families in selecting a provider.

1. Targeted Populations and outreach

* How is OOD reaching targeted populations?
* Local field offices conduct outreach efforts in their local communities. OOD’s number served has increased, an indication that outreach efforts have been successful. Continue our efforts at outreach to increase the number of individuals receiving VR services

1. College2Careers Initiative

* How is OOD encouraging internship opportunities?
* OOD hired two new career development specialists to work with students who are served through higher education caseloads to connect them to internship and permanent placement opportunities with OOD’s employer partners. Continue our efforts to increase the utilization of internship to help individuals with disabilities obtain higher wage positions