

**Bureau of Vocational Rehabilitation**

**OOD Council Briefing- November 18, 2020**

**Program Performance:** The following table summarizes Federal Fiscal Year 2020 performance for the Vocational Rehabilitation (VR) program. Due to COVID-19, performance is down slightly as compared to last year. Average wage and hours worked both have increased.

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| --- | --- | --- | --- |
| **Metric** | **9/30/2019** | **9/30/2020** | **Percent Change** |
| **Eligibility Decisions** | 18,395 | 15,941 | -13% |
| **Plans Written** | 13,947 | 12,873 | -8% |
| **Eligible + Served** | 36,900 | 35,308 | -4% |
| **Rehabilitations** | 5,735 | 4,959 | -13.5% |
| **Average Wage** | $11.41 | $11.92 | 4% |
| **Average Hours** | 26 | 26.5 | 1.9% |

**Programmatic Updates:**

* Vocational Rehabilitation staff continue to work remotely. OOD completed a systematic review of remote service delivery (summary report included in your meeting materials) and the feedback has been overwhelmingly positive. Next steps include exploring the need for technology training for VR participants, review of needs of individuals for whom remote services are not a viable option and incorporation of remote services into existing VR Fee Schedule definitions.
* In response to feedback from individuals with disabilities received at OOD’s Participant Focus Groups, the VR Area Managers implemented a new case transfer process designed to improve efficiency, consistency, and communication for our staff and program participants. The new process was recently piloted with approximately 40 college students and the overall feedback about the changes were very positive. Staff were able to complete the transfers in a timely manner, communication was clear between the outgoing/incoming OOD counselor and the participant and the overall customer experience was improved.
* The VR Customer Satisfaction Survey was updated for FFY 2021 (beginning October 2020). FFY 2020 Survey results are included in your materials. A total of 588 VR program participants completed surveys in FFY 2020.
* Questions for VR participants regarding informed choice have been finalized and staff will be directly contacting individuals with disabilities on our caseloads to gather their feedback on this topic. The Informed Choice Policy is coming due for it’s biannual review and this feedback, as well as feedback from other stakeholder groups, will assist OOD in revising this policy and procedure.