



Division of Career Technology and Adult Learning

Community Rehabilitation Program Systems Change

1/26/10

BACKGROUND

- Challenging Economy
- Change in occupations hiring and skills/education needed for those occupations
- In June 2009, the unemployment rate of persons with a disability was 14.3 percent, compared with 9.5 percent for persons with no disability, not seasonally adjusted. The employment-population ratio for persons with a disability was 19.4 percent, compared with 65.0 percent for persons with no disability. (Source: <http://www.bls.gov/cps/cpsdisability.htm>)



The Call for Change

- VR agencies and performance based outcomes measures of success
- Evidence Based & Legislative Support for the National VR programs
- Customer Satisfaction
- Employer Satisfaction



Improvements Due to Change

- Increased Customer Satisfaction
- Increased Employer Satisfaction
- Increased Communication with the whole team (customer, VRC, CRP)
- Maintaining contact
- Consistency in documentation/process



NEW SERVICE MENU

Career Goal Exploration:

- Job Shadowing
- Informational Interviewing
- Labor Market Survey

NEW SERVICE MENU (cont.)

- **Job Search (JS)- Job Development (JD): Entire Package**
 - **Job Application: Single Service**
 - **Resume Development: Single Service**
 - **Interviewing: Single Service**

CRP REPORTING FOR VR

Created consistent forms for all services provided:

- Vendor Forms
- Same Assurance Forms
- Menu of Services (MOS) Descriptions/Protocol
- Specific and Consistent Service Report Forms
- SEP MOS Descriptions/Protocol and Report Forms



INTERGRATION WITH EMPLOYMENT DATA SYSTEM

- Costs are modest and well defined
- Security of data access and network
- Can be easily modified and updated
- Can be accessed from multiple user locations



CRP REPORTING ON EDS

Forms:

- Referral from VR Counselor
- Discrepancy Analysis
- Placement Notification
- Closure Report



BENEFITS

- Provides consistency in the usage of forms
- Efficient and timely exchange of information
- Provides data storage for continuous improvement
- Opportunity to perfect system before statewide implementation



LIMITATIONS

- Will not substitute for VR service authorization
 - Note: Invoices can be exchanged electronically
 - Participation in pilot is voluntary
 - Not all required forms available electronically in pilot



QUESTIONS?