

DEPARTMENT OF REHABILITATIVE SERVICES

MEMORANDUM

Employment Services Organizations Advisory Committee Meeting Minutes DRS Central Office

January 13, 2009 Employment Services Organizations Advisory Committee Meeting:

The Employment Services Organizations Advisory Committee held its regular quarterly meeting January 13, 2009 from 9:30 AM to 10:40 AM, at the DRS Central Office, Richmond, Virginia.

Members Present: ESOAC Chair: Bruce Patterson for Woody Van Valkenburgh, Wendy Gradison, Chris Lavach, Diana Messer, Gary Juskowiak, Bruce Phipps, Donna Bonessi, Mark Peterson, Sharon Harrup, Beth Dugan, and Quintin Mitchell.

Members Absent: Gail Rheinheimer, Sylvia Ross, Woody Van Valkenburgh, Francis Shoemaker.

Guests Attending: John Craig, Amy Thomas, Lance Elwood, Ken Rush, Debbie Williams, Beth Dugan, Lisa Morgan, Soneli Bhadra, Sharon Taylor, Paul Babcock, Sharon Barton, Lance Wright, Joanne Ellis, Karen Tefelski, Ron Burnop, Howard Green, Missy King, Marco Mitchell, Marcia Hoexter, Pat Vinson, Keith Clark, Chuck McElroy, Beth Tetrault, Ruth Anne Parson, Thalia Simpson-Clements, Sandy O'Dell and Michelle Howard-Herbein.

DRS Staff Attending: Commissioner Jim Rothrock, Jack Hayek, Tim Olive, Judy Hill, Joe Ashley, Jay Windsor, Scott Fraley, John Phelps, Doug James, Larry Overbay, Dale Batten and Evelyn Kaiser.

Call to Order:

Bruce Patterson bpatterson@ourpeoplework.org called the meeting to order at 9:30 AM and asked that all present introduce themselves starting with the Committee members.

Draft Minutes Review and Approval

Review and approval of the minutes of October 20, 2008 meeting followed. A motion to approve the minutes as presented was made by Bruce Phipps and seconded by Dianne Messer. They were unanimously approved. The approved minutes will be available on the ESSP Website under Minutes at (<http://www.vadrs.org/essp/>).

Commissioner Rothrock Comments

Commissioner Rothrock welcomed the Committee and reminded them that the General Assembly returns January 14th. The Commissioner then introduced the new efforts on the Ticket To Work with the following points:

- 1) Last year the Virginia Department of Rehabilitative Services was reimbursed a substantial amount of money by the Social Security Administration for 145 clients who successfully participated in the Ticket To Work program. These are clients that have closed with DRS and spent 9 months engaged in "substantial gainful" work activity.

2) A National program expert has estimated that over \$400,000 in additional “value” associated with these “Tickets To Work” would have been available for support organizations to provide ongoing employment support for these clients after DRS had closed their case. That is a considerable amount of “new funding” that we envision could be utilized by our Employment Support partners to serve our mutual clients in Virginia.

3) Under Social Security’s Partnership Plus model, a Ticket Holder (SSA Disability recipient) will receive VR services to meet his or her intensive up front service needs and, after the VR case is closed, assign his or her Ticket to a “Partner” Employment Network (ESO). These clients are already employed as they leave our system and are “handed” to our ESO partners to support that continued work activity. The Employment Network “partner” subsequently would be eligible for any earned Milestone and Outcome payments as the client continues successful employment.

4) These Milestone and Outcome payments for work activity are delineated in the hand out I have provided and would begin at Phase II under a joint DRS/ESO Partnership Plus agreement.

5) DRS VR Counselor believes client will exit DRS as 26 and anticipates wages at \$940/mn. VRC would also have an idea of what it would take to keep a client working in terms of supports, i.e. transportation, job coach, follow-up counseling or touching base with a person for support.

6) ESO would then determine if they had services to support the needs of the client. It might involve job coaching or other long term support for which ESO is already using LTESS funds or it might involve services for which the Ticket payments would be the only funding source. As long as the client is working at the SGA level, the ESO holding the Ticket will receive the \$200 plus or \$300 plus per month up to the time limits identified for SSI and SSDI participants.

Jay Windsor shared with the Committee the information on the following links:

Ticket Basics

<http://www.socialsecurity.gov/work/documents/SSA-63-029%20Basic.pdf>

Ticket Overview

<http://www.socialsecurity.gov/work/documents/SSA-63-024%20Overview%20of%20Final%20Regs.pdf>

Partnership Plus

<http://www.socialsecurity.gov/work/documents/SSA-63-034%20Partner%20Plus.pdf>

Ticket Home Page

www.socialsecurity.gov/work

Public Comments None

Reporting Out

a. Wage and Statistical Research for Employment Service Organizations

Dr. Joe Ashley, Department of Rehabilitative Services (DRS) provided an update to the Employment Service Organization's Advisory Committee (ESOAC) on a wage and statistical data request made to Grants and Special Programs. An MOU has been put in place and appropriate institutional human subject reviews been completed so that the project is now anticipated to have preliminary results in April, with a final report being available for the June ESOAC meeting. The report will be applying a return on investment approach to supported employment services provided by ESOs.

In a related matter the ESOAC approved a request to have Woody Van Valkenburgh participate on the advisory committee of a proposed NIDRR field initiated project development grant to create a return on investment models for VR services. (See **NIDRR ATTACHMENT**)

b. New LTESS/EES Computer Update

Judy shared with the Committee that DRS has trained 15 ESOs on the new system and they are presently using the new system to receive monthly requisitions, submit applications, close consumers and invoice DRS for services rendered. Once DRS receives an accurate and complete invoice it takes 15 days for the ESO to be paid. All seems to be working well. Judy mentioned that DRS has developed a training plan for March for the balance of ESOs; the listing of dates, locations and ESO assignments will be available with the minutes (see **TRAINING ATTACHMENT**). Jack Hayek will be sending an email to the ESOs confirming the date and location of training and will be asking for specific information. It is vital that each ESO identify the staff to be trained and provide DRS with their Name, Phone and Email. The purpose of this is to allow DRS to set up logons and passwords for use in accessing the system as well as setting system email notifications. More specific details will be in Jack's email scheduling the training.

c. ESO Survey FY 2009

Tim Olive tim.olive@drs.virginia.gov updated the committee on the lack of response he had received for suggestions on revisions to the next ESO Survey. Discussion followed about having a subcommittee work on revisions to the next ESO Survey. A motion was made by Bruce Phillips to establish this subcommittee and approved by the full committee. Volunteers were requested to contact Tim Olive if interested in participating in the subcommittee. Lance Wright, Chris Lavach, and Michelle Howard-Herbein have already volunteered to participate on this subcommittee.

New Business

a. Legislative Update Opportunity

Robin Metcalf stated that VaAPSE supports the legislative agenda of VaACCSES.

Bruce Phipps of the Virginia Goodwill Network presented the following legislative priorities

1. Monitoring and protection of funding levels for DRS.
2. Monitoring legislation involving State Use and E-Cycling
3. Prisoner Re-entry Program funding of the federal law.

Bruce Patterson presented the legislative agenda for VaACCSES to the ESOAC Committee. The VaACCSES legislative agenda can be found as an attachment at the end of the ESOAC minutes. (See [VaACCSES Legislative Agenda 2008 -ATTACHMENT](#))

Public Comments

Field On-line Requisitioning/Invoicing

Wendy Gradison asked about the ability to have counselor authorizations/invoices online similar to the new EES/LTESS authorization/invoicing system. Jack Hayek said he would check with the appropriate staff and ask what plans have been made, if any, and to have an update for the next meeting.

Jack was able to discuss the possibility with Ernie Steidle and found that it would be a possibility, however, realistically it couldn't be looked at for another 2 or 3 years.

Bruce Patterson, Chair Adjourn 10:40 AM

2009 Meeting Schedule: April 14, 2009
 July 14, 2009
 October 13, 2009

Note: VTC sites at Abingdon, Roanoke, Portsmouth and Fairfax have been confirmed for these dates.

Enhancing Outcome-Based Performance Measures for the Public Vocational Rehabilitation Program: Developing Return on Investment Models

Abstract

The federal-state vocational rehabilitation (VR) program has been subjected to criticism in recent years that it does not meet the employment needs of persons with disabilities. For example, a 2005 report of the Government Accountability Office determined that VR could improve its performance through better measures of its employment indicators. One such measure, proposed by the multi-state taskforce on Integrated Performance Information for Workforce Development, proposes five-year “return on investment” (ROI) measures for program participants and taxpayers.

In contrast, the existing performance indicators for VR are very short-term in nature. Even the Longitudinal Study of the Vocational Rehabilitation Services Program, commissioned by the Rehabilitation Services Administration, tracked VR program participants for no more than three years following case closure. However, unlike many workforce development programs that are job-placement oriented, the VR program’s emphasis on pursuit of meaningful careers, based on informed choice, means that VR program impacts are likely to extend beyond this relatively brief period. Indeed, a substantial literature in the field of labor economics suggests that the most important impacts of workforce development programs like VR are likely to appear several years following program completion. Unfortunately, while state VR program administrators could make effective use of such information for policy and program planning purposes, little is known about the long-term sustainability of employment and growth in earnings levels that may result from VR participation. While the Longitudinal Study of VR does offer some useful information, the study authors acknowledge that it was designed to provide national estimates of VR outcomes, and no statements based on the study’s findings can be made about outcomes for individual agencies.

The purpose of the proposed project is to develop valid, methodologically sound, and administratively feasible processes for assessing ROI within individual state VR agencies. This project will expand on the preliminary research that has been carried out in Virginia as a collaboration between the Virginia Department of Rehabilitative Services (DRS) and the Bureau of Disability Economics Research (BDER) at the University of Richmond. DRS and BDER have established a longitudinal data repository for the purpose of conducting long-term employment outcome studies. The repository contains data on VR program participants from the administrative records of both DRS and the state Unemployment Insurance (UI) program, which maintains employment and earnings information filed by Virginia employers, as well as information from the Social Security Administration on VR participants’ receipt of disability benefits.

The proposed development project will involve several steps: identifying the necessary components for a sound ROI model for VR, obtaining the necessary administrative data for measuring these components, and testing both the methodological processes and the integrity of the data using a cohort of VR program participants served by DRS. The model developed from these steps will then be validated with other states’ VR programs [*to be determined*], using data from those states’ administrative records. This project will also work with the other states to develop the necessary interagency agreements and protocols for accessing employment and earnings data from their own UI programs

In addition to DRS and BDER [*and other state VR agencies to be named*], the project will also involve collaboration with labor economists at the University of Virginia whose areas of expertise include econometrics and evaluation of job training and other human service programs.

Planned Training for ESOs March 2009
Completed through 12/31/08

1. Career Support Services SW
2. Career Support Services Central
3. Chesterfield
4. Goodwill Hampton
5. Goodwill Central
6. Goodwill Roanoke
7. Goodwill Radford
8. Goodwill Rocky Mt.
9. RSVP
10. Altavista
11. The Choice Group
12. VCU
13. Hanover
14. Mt Rogers
15. Hired Hands

Abingdon

March 4, 2009 9:00-2:00

1. Developmental Services
2. Bristol
3. Kingsport
4. GWI Tenneva
5. Independence Unlimited

March 5, 2009 – WWRC 10:00-3:00

1. CSS Shelly
2. Hatcher
3. GWI Danville
4. Longwood
5. MARC
6. HAM
7. ROAC
8. Rock CSB
9. LSI

WWRC

March 6, 2009 – WWRC 10:00-3:00

1. Friendship
2. Pleasant View
3. Region X
4. ShenPaco
5. Valley CSB
6. Vector
7. WorkSource
8. JR Enterprises

TRAINING ATTACHMENT

March 10, 2009 Fairfax 10:00-3:00

1. Northwest
2. Didlake
3. Didlake
4. Echo
5. Job Discovery
6. Loudoun
7. Blue Ridge

March 11, 2009 – Fairfax 9:00 12:30

1. MVLE
2. Alexandria
3. Prince William
4. PRS
5. ServiceSource
6. St john's
7. SOC
8. ICON

Richmond

March 18, 2009 10:00-3:00

1. Civitan
2. PARC
3. Crossroads
4. Emmett Jones
5. Henrico
6. Rapp GWI
7. STEPS
8. SEV
9. ARC Puller
10. ARC Hampton
11. Chesapeake
- 12.

Richmond

March 19, 2009 10:00-3:00

1. Colonial
2. CAI
3. Didlake
4. Didlake
5. Eggleston
6. Hampton NN
7. Portco
8. Sugarplum
9. Sussex
10. Va. Beach CSB
11. Wright Choices

Restore \$264k CUT to Critical Employment Services for Virginians with Disabilities

- Secure funding for approximately 132 Virginians with disabilities that lost their employment support services provided by community rehabilitation programs with the October budget cuts (FY 08 budget).

Virginians with Disabilities Who Want to Work Need the Necessary Supports to Work

- Secure additional Long Term Employment Support Services Funding for an additional 1,500 working Virginians with disabilities (\$3.0M biennium)
- Secure adjustment of the MR Waiver Competitive Employment rate so waiver participants can become employed. Less than ½ of 1% are employed. Rates must parallel SE rates assigned by DRS to individual Employment Services Organizations (ESOs) to satisfy Virginia procurement laws.
- Secure employment opportunities through DRS by eliminating the Order of Selection so that all eligible Virginians with disabilities can work and live independently in the community.
- Secure enhanced employment supports for Virginians with psychiatric disorders.
- Promote the development of a State Use Program for Virginians with disabilities and with other barriers to employment

Maintain and Expand Community-Based Services Dollars for Virginians with Disabilities

- Secure 1,600 new MR Waiver slots with start-up funding over the biennium. (800 slots per year)
- Secure an across-the-board increase in Waiver provider rates and/or an annual cost of living inflator in the Medicaid waiver rates to ensure the availability and choice of providers to meet the needs of Virginians with disabilities.
- Secure funding for 1,000 individuals not receiving services through the MR Waiver.
- Secure additional DD Waiver slots for individuals on the waiting list.
- Promote the development of a cost-based rate methodology for Medicaid waiver services.

Support efforts to increase access to services for Virginians with brain injury.

- Expand infrastructure and available services for Virginians with brain injury including veterans.
- Secure funding to develop neurobehavioral health care services.

Support efforts to secure additional funding for:

- Expanded eligibility criteria for Medicaid Recipients (80% to 100% of FPL)

Promote the expansion of choice for consumers in delivery of services by private community – based rehabilitation programs.

Promote language or influence action to streamline administrative process and forms, diminish over-regulation of the private not-for-profit community, and reduce overall paperwork in MR & DD Waiver and Medicaid SPO services.