Vocational Rehabilitation Overview
Ways and Means Human Services Subcommittee
March 2017

Trina M. Lee, Director, Vocational Rehabilitation
Clyde Saiki, Director, DHS
Today’s Presentation

• Mission, Goals & Objectives
• Why VR Matters
• Services
  – Who, how we serve, and service delivery
• Accomplishments
• Challenges
• Key Performance measures
• Budget
VR’s Mission

Assist Oregonians with disabilities to achieve, maintain, and advance in employment and independence
Why Vocational Rehabilitation matters

34.7% with disabilities

72% without disabilities

350,586 working age Oregonians with disabilities

Median Annual Wage

$19,358

With disabilities

$28,658

Without disabilities

16,486 VR assisted in 2016

$19,358

$28,658
CUSTOMER-RELATED OBJECTIVES

- Youth Programs
- Customer Experience
- Employer Engagement Model
Types of Consumer Services (2016)

- **Independent Living**: 21,158 people
- **Basic Services**: 13,980 people
- **Youth Transition Program**: 4,225 youth
- **Supported Employment**: 755 people
VR Field Offices
Meet Rusty…

• **He wanted to make more of his life.**

• **He now has the job of his dreams passing on knowledge in the trucking industry.**

• **He teaches the 220-hour commercial driving course at Klamath Community College.**
Meet Amelia…

- Realized her vocational dreams with the help of VR
- Youth Transition Program (YTP) Student
- Helped her balance work and school
- One of the first YTP students hired at Legacy Health.
Meet Nick......

• Experienced and skilled welder

• Has used VR services several times since high school

• Selmet, Inc. – a great match

• Being an ambassador for the trade to others at the School for the Deaf.

• Future goals:
  • Lead a team of individuals
  • Retire from this company
## Oregonians served

<table>
<thead>
<tr>
<th>Year</th>
<th>Adult</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY10</td>
<td>15,240</td>
<td>1,300</td>
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<tr>
<td>FY11</td>
<td>15,207</td>
<td>1,720</td>
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<tr>
<td>FY12</td>
<td>15,745</td>
<td>1,886</td>
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<tr>
<td>FY13</td>
<td>15,745</td>
<td>2,051</td>
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<td>FY14</td>
<td>15,599</td>
<td>3,449</td>
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<tr>
<td>FY15</td>
<td>16,059</td>
<td>3,887</td>
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<tr>
<td>FY16</td>
<td>16,486</td>
<td>4,225</td>
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</tbody>
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**Notes:**
- OREGONIANS SERVED
- FY10: 15,240 Adult, 1,300 Youth
- FY11: 15,207 Adult, 1,720 Youth
- FY12: 15,745 Adult, 1,886 Youth
- FY13: 15,745 Adult, 2,051 Youth
- FY14: 15,599 Adult, 3,449 Youth
- FY15: 16,059 Adult, 3,887 Youth
- FY16: 16,486 Adult, 4,225 Youth

**Legend:**
- Adult
- Youth
VR Outcomes

**Employment**

- 2010: 1,776
- 2011: 1,793
- 2012: 2,032
- 2013: 2,314
- 2014: 2,723
- 2015: 2,975
- 2016: 2,975

**Supported Employment**

- 2010: 131
- 2011: 185
- 2012: 228
- 2013: 209
- 2014: 254
- 2015: 416
- 2016: 663

**Youth Transition Employment**

- 2010: 237
- 2011: 404
- 2012: 470
- 2013: 547
- 2014: 552
- 2015: 672
- 2016: 766

**Rehabilitation Rate**

- 2010: 47%
- 2011: 57%
- 2012: 59%
- 2013: 60%
- 2014: 62%
- 2015: 65%
- 2016: 65%
VR Consumer demographics: Disabilities

- Cognitive: 32%
- Deafness or blindness: 12%
- Hearing or visual loss: 6%
- Mental: 13%
- Orthopedic: 10%
- Physical: 3%
- Psychosocial: 3%
- Respiratory: 1%

- Supported Employment: 750 people
- Supported Living: 240 people
- Basic Services: 19,900 people
- Independent Living: 11,318 people

DHS | Oregon Department of Human Services
VR Consumer demographics

**Gender**
- Male: 45.15%
- Female: 54.76%
- Not Disclosed: 0.09%

**Age**
- <16: 0.08%
- >70: 1.02%
- 16-19: 11.14%
- 20-29: 24.56%
- 30-39: 17.81%
- 40-49: 18.36%
- 50-59: 19.96%
- 60-69: 7.06%
VR Consumer demographics: Race/Ethnicity

- American Indian or Alaskan Native: 0.16%
- Asian: 3.95%
- Black: 1.70%
- Hispanic or Latino: 1.85%
- Native Hawaiian or other Pacific Islander: 3.69%
- White: 9.24%
- Unknown: 0.46%
- Multi-race: 78.95%

Supported Employment 701 people
South Transition Program 3,122 people
Basic Services 15,799 people
Independent Living 25,238 people
The VR Process

60 days

Application
• Intake
• Workshops
• Record Review
• Medical/Psychological Evaluations
• Work assessment or Trial Work

Eligibility
• Vocational and interest testing
• More VR Workshops
• Evaluate barriers
• Interests & capacities
• Research Jobs
• Job shadow and informational interviews
• Narrow choices

Plan
• Choose job goal
• Decide services needed to achieve goal
• Write and sign Individual Plan for Employment
• Proceed with plan services to achieve job goal

Program Exit
• Obtain employment
• Achieve successful employment
• File closed as rehabilitated
• Provide supports

Performance Metrics
• Job Retention
  • 2nd Quarter
  • 4th Quarter
• Median Wage
• Credential Attainment
• Skill Gain
• Employer Satisfaction

90 days

8,234
7,507
5,514
2,975
Centers for Independent Living (CIL)

5 Core Independent Living Services:

- Information & Referral
- Peer Counseling
- Independent Living Skills Training
- Systems Advocacy & Self-Advocacy Support
- Transition to Community Life (Youth & Adults)
VR Services for Employers

• Employer engagement activities
  • Live resume
  • Meet business
  • Tapping Fresh Talent Job Fair
  • Options Conference
• Workforce training and supports
• Diversity and inclusion consultation and support
  • Disability awareness
  • Americans with Disabilities Act
  • 503 compliance support
  • Accommodation assessment and support
VR and Workforce

• WIOA requires VR to be part of the Workforce System
  – Oregon Workforce Investment Board
  – Local Workforce Development Boards
  – Provide Services to Businesses

• Goals:
  – Create Access
  – Expand Capacity
  – Be a Resource
Accomplishments 2015-17

• VR Program Goals, Objectives & Structure
  • Created/updated due to WIOA Requirements
• State Rehab Council & SILC partnership
• Comprehensive Statewide Needs Assessment
• 2016:
  – Served 16,486 Oregonians
  – 2,975 rehabilitations (jobs)
    • 766 Youth
    • 663 Supported Employment
  – Lane v Brown
    • 143 jobs - Goal 130
    • 80% youth with plans – Goal 50%
Challenges for 2017-19

- RSA Monitoring (Fall 2017)
- Full Implementation of WIOA
- Possible of going into Order of Selection:
  - Reasons: funding, staff, capacity
  - Oregon’s decisions:
    - At risk of losing a job (exempt)
    - 4 to 3 categories
      - Severity of disability
      - Number of functional limitations
      - Number and length of services
  - Contingency Planning – Being prepared
VR Basic Rehabilitative Services
Total by Program
$114.00 million

Program Delivery & Design
$58.1
51.0%

State Independent Living Council (SILC)
$2.3
2.0%

VR Basic Rehabilitative Services
$53.5
47.0%
VR Basic Rehabilitative Services
Total by Fund Type
$114.00 million

Federal Fund
$84.7
74%

General Fund
$27.0
24%

Other Fund
$2.3
2%
### DHS VR Direct Payments and Services 2017-19 GB

#### Department of Human Services

<table>
<thead>
<tr>
<th></th>
<th>Direct Payments to Providers</th>
<th>Direct Payments to Clients</th>
<th>Design</th>
<th>Delivery</th>
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<td>11,102,498</td>
<td>0</td>
<td>737,874</td>
<td>15,156,578</td>
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<tr>
<td>OF</td>
<td>1,930,972</td>
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<td>5,486</td>
<td>404,158</td>
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<tr>
<td>FF</td>
<td>42,868,535</td>
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<td>3,646,101</td>
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<td>55,902,005</td>
<td>0</td>
<td>4,389,461</td>
<td>53,680,450</td>
</tr>
<tr>
<td>% of Total</td>
<td>49.05%</td>
<td>0.00%</td>
<td>3.85%</td>
<td>47.10%</td>
</tr>
</tbody>
</table>

Note: 96.15% of budget is direct services or direct payments to clients or providers
KPM #1 OVRS CLOSED - EMPLOYED
The percentage of Office of Vocational Rehabilitation Services (OVRS) consumers with a goal of employment who are employed.
Time Period: Oct - Sept

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual (%)</th>
<th>Target (%)</th>
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<tbody>
<tr>
<td>2012</td>
<td>57%</td>
<td>66%</td>
</tr>
<tr>
<td>2013</td>
<td>59%</td>
<td>66%</td>
</tr>
<tr>
<td>2014</td>
<td>60%</td>
<td>66%</td>
</tr>
<tr>
<td>2015</td>
<td>62.44%</td>
<td>66%</td>
</tr>
<tr>
<td>2016</td>
<td>62.34%</td>
<td>66%</td>
</tr>
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Vocational Rehabilitation summary

Mission: Assist Oregonians with disabilities to achieve, maintain and advance in employment and independence

• Part of the State’s workforce system that meets the needs of a complex population
• Oregon VR has a dual customer model
• VR has made some dynamic changes to the program due to WIOA
  – VR has a set of Goals and Objectives to focus the work
  – VR has built an Organizational structure to support WIOA
  – New focus areas
• Increased performance outcomes/measurements
Coming Up:

• **Public Testimony**
  - March 28\(^{th}\)

• **Self Sufficiency Program**
  - March 30\(^{th}\)

• **Child Welfare**
  - April 3 & 4\(^{th}\)

THANK YOU

Department of Human Services

[www.oregon.gov/dhs](http://www.oregon.gov/dhs)

Safety, Health and Independence for all Oregonians