

**Maine Department of Labor
Bureau of Rehabilitation Services
Division of Vocational Rehabilitation**

COMMUNITY REHABILITATION PROVIDER SERVICES

Project Definition

Start Date: October 2011

End Date: March 2012 (for Phase I)

Project Sponsor: Betsy Hopkins

Project Manager: Valerie Oswald and Elinor Weissman

Team Members: Debra Henderlong (Allies), Gayla Dwyer (Aroostook Mental Health Center), Laura Bolduc (B.E.S.T.), Paul Cote (DBVI), Shannon Hartmann (Creative Works), Abigail Miller (Easter Seals ME), Bethany Campbell (Goodwill), Sally Sweeney (KFI), Deb Myers (KEWL ASL), Beth Lehning (VR – Augusta), Esther Ireland (VR-Bangor), Richard Sterrs (MEP), Kevin Owen (VR – Lewiston), Robert Kennelly (Pathways), Gary McPherson (Progress Center), Richard Willauer (VSS), Wendy Warren (VR – Augusta), David Dyer (WOU)

Project Advisors: Carolyn Lockwood, Karen Fraser, Lisa Sturtevant, Chris Littlefield, Dale Ruopp and Regional Provider Group members

Project Overview

The Bureau of Rehabilitation Services (BRS) has system outcome goals that include maximizing the skills and expertise of all counseling staff, increasing the number of successful closures and decreasing the wait for services.

Great progress has been made in eliminating the Division of Vocational Rehabilitation's (DVR) waiting list and considerable staff training is occurring to further develop the skills of all counseling staff, but BRS has struggled for years to achieve the federal standards for employment outcomes in both DVR and the Division for the Blind and Visually Impaired (DBVI). BRS expends considerable funds each year for job development/placement and on-the-job supports. In FFY 2010, DVR's expenditures were \$ 2,638,860 with 573 reported employment outcomes. In the same period, DBVI expended \$ 303,712 and reported 149 employment outcomes. Unfortunately, the current management information system (ORSIS) does not have the capacity to report on employment outcomes by specific service providers, but in September 2011 the new AwareVR software program will be able to collect and report this information.

The availability, structure and quality of employment services in communities throughout the state have a direct impact on what BRS is able to offer individuals with disabilities as they pursue their vocational goals. The purpose of this project is to investigate and implement changes in Community Rehabilitation Provider (CRP) services to improve employment outcomes of BRS clients and ensure that there is a maximum return on the resources invested for that purpose.

Project Scope

In Scope:

- CRP services to individuals in all OOS categories
- Business development/Relations
- Natural Supports (job related)
- Services to people seeking professional job opportunities
- Collaboration with CRP's

Out of Scope:

- New Employment Services Workforce Development Model going into effect 7/1/11.
- Post-Employment Services
- Self-employment
- Non-employment related services & supports

Deliverables Produced:

- Deliverable 1: Recommendations of VR practice changes in the utilization of CRP services
- Deliverable 2: Implementation of VR and CRP service practices that increase client employment outcomes
- Deliverable 3: CRP Performance Measures
- Deliverable 4: Consistency across CRP services throughout the State of Maine
- Deliverable 5: Templates for referrals, reports, etc.

Organizations Affected or Impacted:

Organization	How Are They Affected, or How Are They Participating?
CRPs	Potential impact on operations, revenues, etc.
VRCs/Field Offices	Availability of services, changes in working procedures, caseload management
VR clients	Availability of/access to employment services
Employers/Businesses	Availability of support services
Career Centers	Utilization of services
WIPPA/CWICs	Delivery of services (nature and scope)
DHHS -	Delivery of services (nature, scope, collaboration, etc.)
CARES	Advocacy efforts; statewide perspective for project input

PHASE ONE:

Recommendations of VR practice changes in the utilization of CRP services

Project Estimated Effort/Cost/Duration

Estimated Cost: (Phase One only)

Travel: (16 people X 120 miles RT X 6 months X .44 per mile = **\$5,068.80**)

Estimated Effort Hours:

Monthly meetings with entire team: 6 hrs. per month X 6 months X 21 = **756** hours

Break out work group meetings: 6 work groups with 10 members each X 4 hrs. per month X 6 months = **1,440**.

Research time: **1,440** (same calculations as above)

Total of 3,636 estimated hours

Estimated Duration:

Milestone	Date
Start of Project	October 2011
Milestone 1 Examination of CRP Services Completed	
Milestone 2 Project Team Recommendations	
End of Project	March 2012

PHASE TWO:

Implementation of VR and CRP service delivery practices that increase client employment outcomes

Project Estimated Effort/Cost/Duration

Estimated Cost:

Travel

Materials

Estimated Effort Hours:

Monthly meetings with entire project team.

Pilot team meetings.

Material preparation

Communication and planning activities

Estimated Duration:

Milestone	Date
Start of Phase Two	April 2012
Milestone 1 Pilot project of practice changes designed	June 2012
Milestone 2 Pilot of Practice Changes Completed	Sept. 2012
Milestone 3 Practice changes analyzed and refined	Nov. 2012
Milestone 4 Practice changes implemented statewide	Jan. 1, 2013
End of Project	Jan. 1, 2013

Project Assumptions (What needs to occur for the project to be successful?)

- Project staff remains engaged and committed
- Staffing and funding levels remain sufficient to manage project and caseloads/services
- CRPs, VRCs and other stakeholders buy in to recommendations
- Community businesses are open to partnership options

Project Risks (What is outside the control of the team that could have an adverse impact?)

Risk Area	Level (H/M/L)	Risk Plan
Team members sustain commitment and efforts	L	Maintain ongoing communication with all team members and be prepared to fill seats that are vacated if necessary

Measurement Indicators:

Measurement	Interval/Data Source	Improvement Target
Employment Outcomes with CRP Services	302 (Gen.VR) 21 (DBVI)	Increase successful employment outcomes by at least 10%
CRP Expenditures	\$8, 176 (GenVR) \$12,545 (DBVI)	Decrease per person costs of services by 20%
Time to job placement with CRP services	32 mos. (Gen.VR) 80 mos. (DBVI)	Reduce time by at least 60 days
Occupational employment outcome categories with CRP services	See attached SOC Occupation Grouping	Increase diversity of jobs that VR clients are being hired into

Project Approvals

<u>Betty Agner</u> Project Sponsor	<u>11/18/11</u> Date
<u>Valerie Oswald; Marie Weisner</u> Project Managers	<u>11-18-11</u> Date

SOC Occupation Grouping

SOC Occupation Grouping	DVR	DBVI
Office & Administrative Support	48	5
Building & Grounds Cleaning & Maintenance	45	1
Food Prep & Serving Related	43	3
Production	33	4
Transportation & Material Moving	27	
Sales & Related	26	
Personal Care & Service	21	
Installation, Maintenance & Repair	14	
Healthcare Support	11	
Community & Social Services	10	
Business & Financial	6	1
Construction & Extraction	5	
Art, Design, Entertainment, Sports, & Media	3	1
Education, Training & Library	2	2
Health Care Practitioners & Technical	2	
Management	2	
Computer & Math	1	
Farming, Fishing, & Forestry	1	
Life, Physical & Social Science	1	
Protective Service	1	
Homemaker		2
Personal Care & Service		1
Healthcare Support		1
Total	302	21