

Division of Vocational Rehabilitation

Department of Social and Health
Services

Strategic Plan Metrics
2021-2023

Division of Vocational Rehabilitation

Success Measure #

Provide a Pathway Out of Poverty and Become Healthier

V1.1	Percentage of program participants who are successfully rehabilitated, achieving an employment outcome	1.1.1
VX.11	Percent of DVR customers who are students with disabilities entering post-secondary education or employment within one year of exiting secondary education (IN PROCESS)	1.2.1
VX.10	Percent of DVR participants who exit services earning income at or above 200% of FPL (IN PROCESS)	1.3.1

Increase Organizational Efficiency, Performance and Effectiveness

VX.6	Percent of participants who, after closure, report satisfaction with DVR services	2.1.1
VX.8	Percentage of Individualized Plans for Employment (IPEs) developed within 90 days of customer's eligibility determination date or appropriately extended	2.1.2
VX.12	Percentage of people with disabilities in DVR's workforce	2.2.1

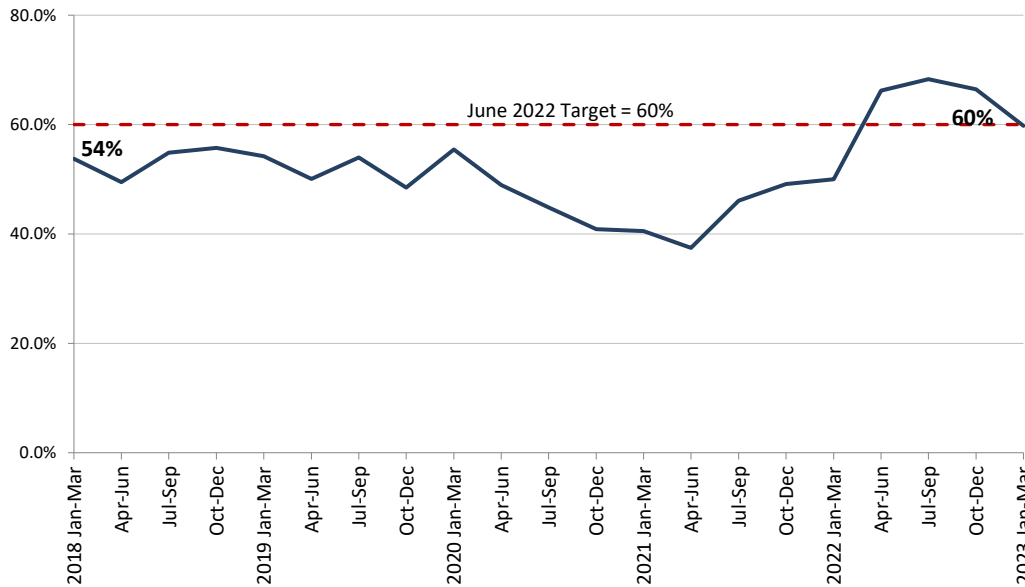
Division of Vocational Rehabilitation



Provide a Pathway Out of Poverty and Become Healthier

Percentage of program participants who are successfully rehabilitated, achieving an employment outcome

Statewide



DATA SOURCE: DVR; supplied by Jason Costi.

MEASURE DEFINITION: Rehabilitation Rate: Of the customers who exit the Vocational Rehabilitation program after receiving Individualized Plan for Employment (IPE) services, the percent who achieve an employment outcome.

DATA NOTES: 1 From October 1, 2015 forward, Federal targets are no longer applicable for this measure.

TO DATA: <https://www.dshs.wa.gov/data/metrics/V1.1.xlsx>

SUMMARY

- Employment contributes to a person's ability to live independently, attain a higher quality of life, and participate fully in their community. People with disabilities who want to work can face substantial barriers to finding or keeping a job.
- DVR provides individualized services to people with disabilities, with priority for individuals with the most significant disabilities. These services are customer-driven and consistent with individuals' unique strengths, abilities, interests, and informed choice.
- Success Measure: Increase the percent of DVR participants who achieve successful employment outcomes from 57% in June 2020 to 60% by June 2022.

ACTION PLAN

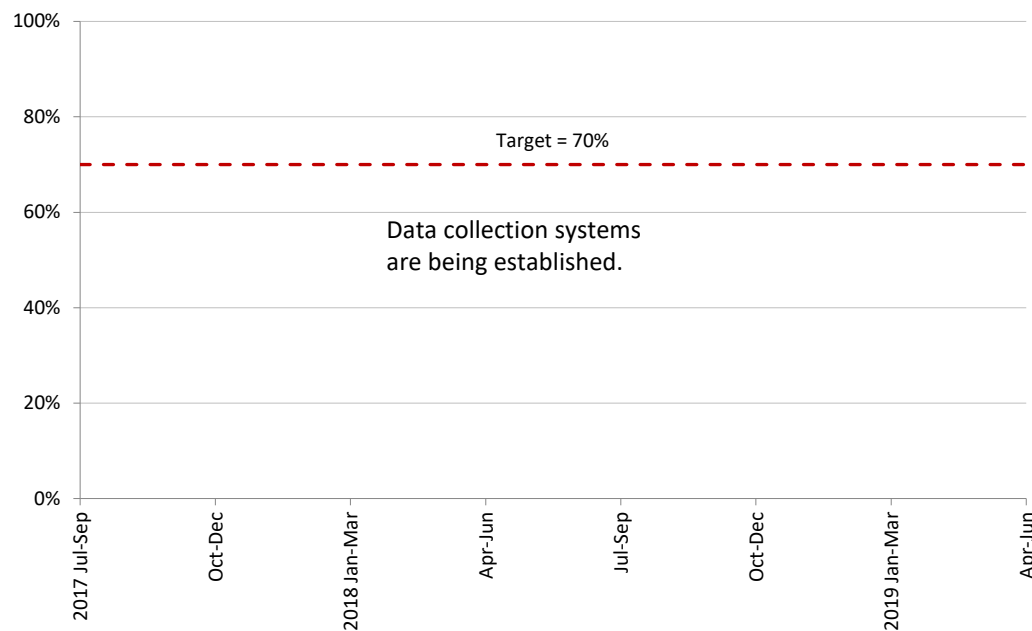
- Strengthen vocational assessment practices as the foundation for individualized services that meet customer needs, identify and address barriers to employment, and maximize outcomes.
- Provide staff training and support to ensure that staff have the knowledge and skills needed to equitably deliver high-quality vocational rehabilitation services to customers with diverse needs, abilities, and interests.
- Increase business outreach and engagement to expand employment opportunities for individuals with disabilities, in collaboration with Local Workforce Development Boards.

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Provide a Pathway Out of Poverty and Become Healthier

Percent of DVR customers who are students with disabilities entering post-secondary education or employment within one year of exiting secondary education



DATA SOURCE: DVR/STARS.

MEASURE DEFINITION:

DATA NOTES: 1

TO DATA:

SUMMARY

- Students with disabilities often leave school without a path to further education or employment. Youth are often unprepared to navigate the complex array of services available to adults.
- Comprehensive planning and coordination of school-based and vocational services help students achieve their vocational goals and live as independently as possible after high school. DVR coordinates with education and workforce development agencies to offer group services for students with disabilities so they can learn about the world of work, develop work-readiness skills, and find employment. Eligible students may also receive individualized services from DVR.
- Success Measure: Attain a 70% rate of entering post-secondary education or employment within one year of exiting secondary education for students with disabilities who are DVR customers.

ACTION PLAN

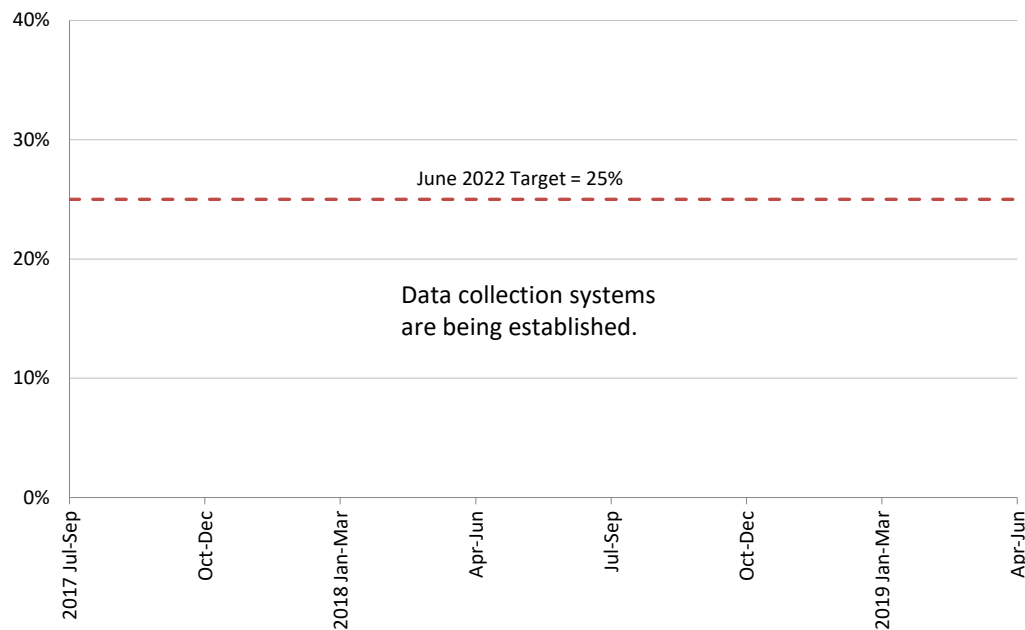
- Expand the scope and availability of pre-employment transition services through contracts with community- and school-based partners.
- Increase collaboration with education officials, schools, and community partners to assess service needs, evaluate service delivery models, and establish a seamless continuum of services throughout Washington.
- Ensure that DVR staff are knowledgeable about and use transition planning and practices that best support positive post-secondary outcomes for youth.

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Provide a Pathway Out of Poverty and Become Healthier

Percent of DVR participants who exit services earning income at or above 200% of FPL



DATA SOURCE: DVR/STARS.
 MEASURE DEFINITION:
 DATA NOTES: 1

TO DATA:

SUMMARY

- Poverty impacts the disability community at rates nearly double that of individuals without disabilities; in 2015, 26% of working age individuals with disabilities had incomes at or below the poverty level. DVR customers who obtain employment improve their economic circumstances and are less reliant on public benefits.
- DVR provides access to services that support labor force participation and education and training that workers with disabilities need to pursue in-demand and well-paying occupations. DVR also supports policy reforms to address barriers to economic success for Washingtonians with disabilities.
- Success Measure: Increase the percentage of DVR participants who exit DVR services with incomes at or above 200% of federal poverty level from 18% to 25% by June 2022.

ACTION PLAN

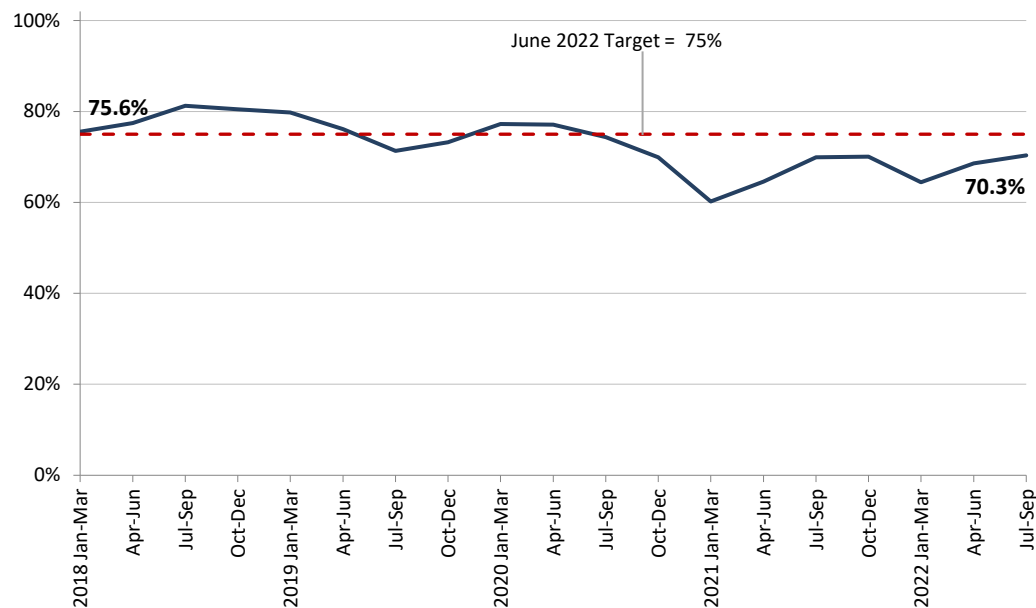
- Educate customers about well-paying career options and encourage participation in educational and workforce training programs that prepare job-seekers for careers that pay a living wage.
- Increase coordination and collaboration with DSHS, workforce development, and community partners to develop integrated service delivery models and expand access to the services and supports customers need for job success.
- Promote strategies to mitigate the potential loss of essential benefits and services to ensure that advancement in employment leads to upward financial mobility for people with disabilities.

Division of Vocational Rehabilitation



Increase Organizational Efficiency, Performance and Effectiveness

Percent of participants who, after closure, report satisfaction with DVR services



DATA SOURCE: DVR/STARS; supplied by Jason Costi.

MEASURE DEFINITION: The percentage of customer satisfaction survey respondents who report satisfaction with DVR and its services of all survey respondents whose survey responses were received by DVR during the reporting period.

DATA NOTES: 1 The vendor providing the data on customer satisfaction has changed, resulting in a lag in data reporting. Results will be available 4-5 months after the end of the quarter.

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.6.xlsx>

SUMMARY

- DVR is committed to acting with integrity in its relationships and being receptive and responsive to customer and other stakeholder input. DVR solicits stakeholder participation in its strategic and operational planning and receives feedback from customer satisfaction surveys and focus groups sponsored by the Washington State Rehabilitation Council.
- DVR routinely surveys participants at four stages of case process to evaluate satisfaction, including general satisfaction with DVR and its services. DVR addresses service quality issues through evaluation and continuous improvement activities, with emphasis on improving case management practices.
- Success Measure: Increase customer satisfaction rates from 70% in June 2020 to 75% by June 2022.

ACTION PLAN

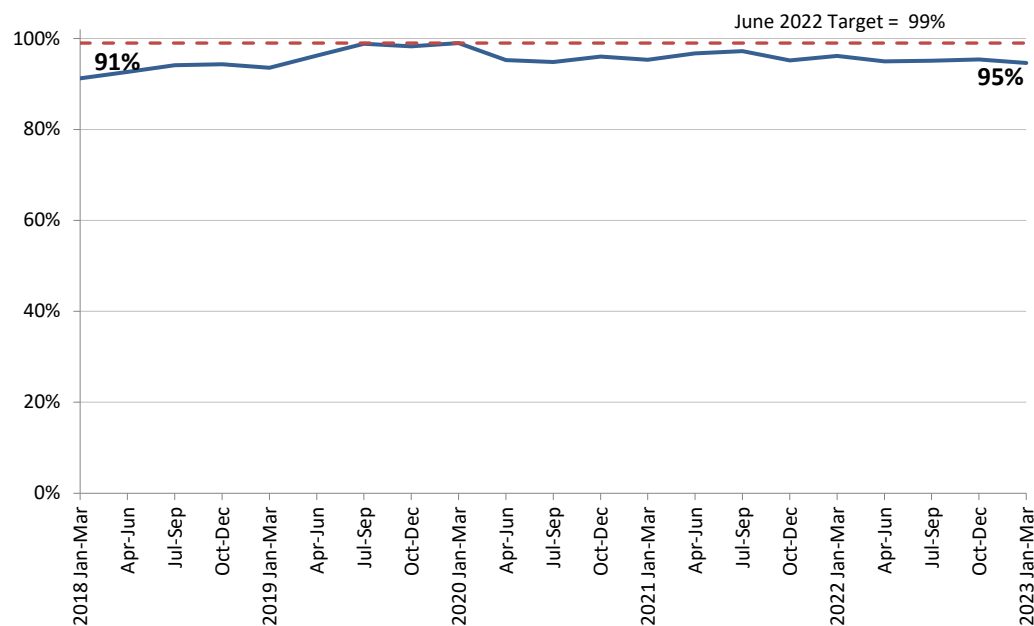
- Use evidence-based and best practices, conduct case reviews to identify practices that need improvement, and implement standard operating procedures and Lean techniques to achieve quality improvement and innovation and provide training to address knowledge and skills gaps.
- Facilitate the Workgroup established to strengthen communication and partnerships between DVR and Community Rehabilitation Programs and address strategies to improve service quality and outcomes.
- Evaluate and address concerns conveyed through WSRC's Customer Satisfaction Survey, focus groups, DVR Advisory Workgroup and employee surveys.

Division of Vocational Rehabilitation



Increase Organizational Efficiency, Performance and Effectiveness

Percentage of Individualized Plans for Employment (IPEs) developed within 90 days of customer’s eligibility determination date or appropriately extended



SUMMARY

- An individualized plan for employment (IPE) describes the customer’s employment goal and the nature and scope of vocational rehabilitation services needed to achieve the goal. The IPE is designed to ensure that individuals with disabilities receive customer-driven and individualized services necessary to obtain a job. Timely completion of the IPE sustains customer motivation and is an important factor in customer success and satisfaction.
- To ensure timely delivery of services, IPEs are to be developed no later than 90 days after a customer is determined eligible, unless the deadline is extended with the customer’s signed consent. This standard is established by federal law. DVR monitors performance on this standard at statewide, regional, office and counselor levels to identify potential needs for training and process improvements.
- Success Measure: Increase timely completion of individual plans for employment from 98% in June 2020 to 99% by June 2022.

DATA SOURCE: DVR/STARS; supplied by Jason Costi.

MEASURE DEFINITION: The percentage of Individualized Plans for Employment (IPEs) developed or extended with signed consent within 90 days of customers’ eligibility determination date or appropriately extended (per 34 CFR 361.45(e)).

DATA NOTES: 1 Quarterly percentage calculations: Numerator: all new IPEs developed in the quarter that were developed or extended with signed consent within 90 days of the customer’s eligibility determination date or appropriately extended. Denominator: All new IPEs developed in the quarter.

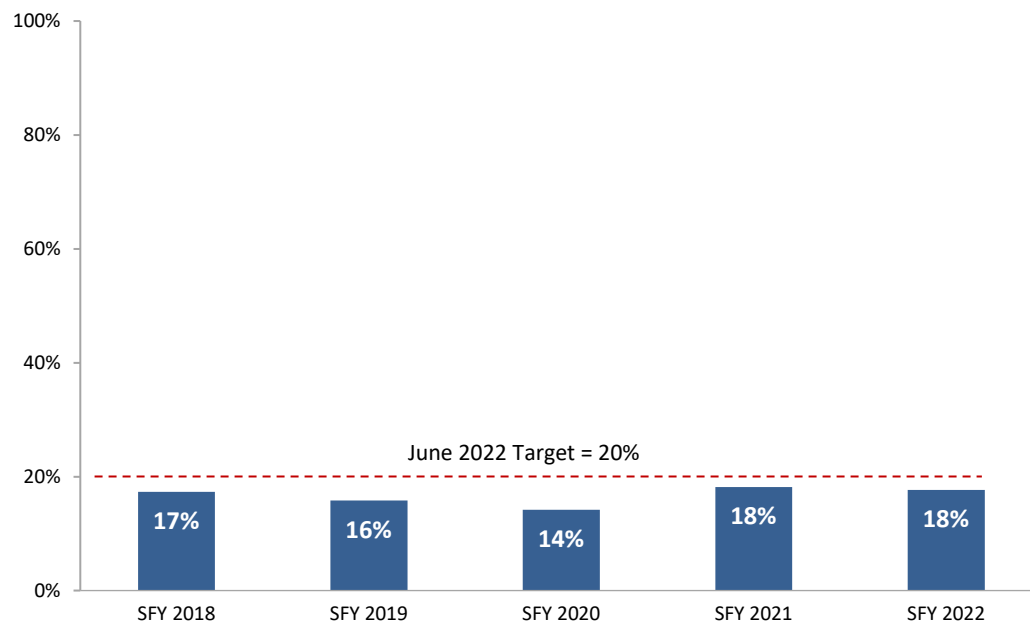
TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.8.xlsx>

Division of Vocational Rehabilitation



Increase Organizational Efficiency, Performance and Effectiveness

Percentage of people with disabilities in DVR's workforce



DATA SOURCE: HRIS Data Warehouse demographic data.

MEASURE DEFINITION: Division of Vocational Rehabilitation (DVR) employees who have identified as a person with a disability in HR records.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/VX.12.xlsx>

SUMMARY

- A diverse and inclusive workforce is at the heart of DVR's mission and the integrity of the Division's work is demonstrated, in part, by the extent to which it employs individuals with disabilities. DVR strives to be a model employer for people with disabilities and recognizes that a diverse workforce can better meet the need of its customers.

- **Success Measure:** Increase the percentage of people with disabilities in DVR's workforce from 16% in June 2020 to at least 20% by June 2022.

ACTION PLAN

- Ensure that managers are well-versed in targeted recruitment strategies, reasonable accommodations, employee training, mentoring opportunities, and cultural competencies that foster a diverse and inclusive work environment.

- Obtain CDE and CDP credentialing for key staff to support and promote EDI objectives in the workplace.

- Target recruitment efforts to the disability community, organizations that assist people with barriers to employment, and institutions with vocational rehabilitation specialties. Publicize DVR's Equity, Diversity and Inclusion efforts through media and events.

- Provide full physical and communication access to application and interview processes and the work environment through accommodations such as adaptive technology and equipment, interpreters, modified job duties, and flexible work sites and schedules.