

Research and Technical Assistance Center (RTAC) on VR Program Management

Learning Collaborative Cohorts 2013-2015

The RTAC is a collaborative initiative to identify, test, and disseminate management practices to build a performance management model tailored to the vocational rehabilitation (VR) system. The RTAC adapted a Learning Collaborative (LC) method to initiate a cross-VR agency strategy for problem solving, identification and application of practice-based solutions, and evaluation of related outcomes. This method is a peer-to-peer knowledge exchange model that features strong evaluation components providing documentation of success.

Features of the LC include:

- Face-to-face meetings
- On-site and distance consultation
- Self-assessment
- Tailored evaluation

2013 Cohort of the Learning Collaborative on VR Program Management

Alabama Department of Rehabilitation Services

Alabama DRS created a business intelligence dashboard to provide staff with “self-service” access to business relations data.

Florida Division of Vocational Rehabilitation

Florida DVR designed and implemented a vendor performance process that assesses and reports vendor performance and improves VR outcomes.

Indiana Vocational Rehabilitation Services

Indiana VRS developed supervisor competencies for successfully operating within its virtual office environment.

Maine Division of Vocational Rehabilitation

Maine DVR investigated and implemented changes in community rehabilitation provider (CRP) services to improve employment outcomes for VR clients.

Michigan Rehabilitation Services

Michigan VR has developed a quality assurance (QA) system that integrates performance and financial data for making daily decisions and planning for the future.

New Jersey Commission for the Blind and Visually Impaired

New Jersey CBVI developed and implemented a comprehensive QA system that includes case review protocols for supervisors.

Texas Department of Assistive and Rehabilitative Services

Texas DARS applied the Appreciative Inquiry methodology to enhance its strategic planning and infrastructure for first-line supervisors to gain and share innovative ideas.

Virginia Department for Aging and Rehabilitative Services

Virginia DARS built its organizational capacity to use data effectively, and built a culture that values the ongoing use of relevant data for continuous program improvement.

2014 Cohort of the Learning Collaborative on VR Program Management

California Department of Rehabilitation

California DOR initiated a pilot project to improve and streamline its invoice approval and payment processes and provide more timely payments to vendors.

Colorado Division of Vocational Rehabilitation

Colorado DVR developed a comprehensive strategic plan in collaboration with workforce partners.

Connecticut Bureau of Rehabilitation Services & Connecticut Bureau of Education and Services for the Blind

Connecticut BRS/BESB initiated a strategic planning process to address issues of program structure, mission, central challenge, and other key priority areas.

Delaware Division of Vocational Rehabilitation

Delaware DVR improved quality assurance (QA) by surveying staff, implementing AWARE, reviewing vendor data and performance, realigning DVR leadership, and training staff on motivational interviewing techniques.

Kentucky Office for the Blind

Kentucky OFB adapted to a new business services framework and developed a unified and collaborative approach to the delivery of workforce development services with the Kentucky Office of Vocational Rehabilitation and Office of Employment and Training.

Kentucky Office of Vocational Rehabilitation

Kentucky OVR developed measures of quality VR counseling for its counselor performance evaluation.

Missouri Division of Vocational Rehabilitation

Missouri DVR increased its capacity to provide motivational interviewing services to VR clients.

Nebraska Vocational Rehabilitation

Nebraska created "MyVR," an innovative application for internal client communication as a tool to change business practices for client engagement, independence, and empowerment for VR clients and staff.

New Jersey Division of Vocational Rehabilitation Services

New Jersey DVRS developed and implemented a unique screening process that enabled counselors within the pilot project offices to identify consumers for jobs in New Jersey's financial services sector.

North Carolina Division of Vocational Rehabilitation Services

North Carolina DVRS strategically addressed ways to increase hourly earnings of VR clients across two service areas within western North Carolina.

2015 Cohort of the Learning Collaborative on VR Program Management

Delaware Division for the Visually Impaired

Delaware DVI led a partnership with Delaware Health and Social Services and other state agencies to design and implement Medicaid 1915(i), which mandated funding for VR services.

Hoopa Yurok Vocational Rehabilitation Program

Hoopa Yurok VR, located in Hoopa, California, developed a consumer-driven community re-entry program for VR consumers who were formerly incarcerated.

Louisiana Rehabilitation Services

Louisiana VR Services improved supported employment practices by introducing time-limited job coaching services and high-quality indicators, and revised its CRP monitoring system.

Massachusetts Commission for the Blind

MCB developed and implemented a new statewide mentoring program that connects transition-age VR consumers with working professional mentors who are blind, with the goal of maximizing employment outcomes.

Maryland Division of Rehabilitation Services

Maryland DRS established a payment methodology and monitoring process for employment services delivered by CRPs.

New York Adult Career and Continuing Education Services-Vocational Rehabilitation

New York ACCES-VR provided ongoing training and support to VR supervisors to enhance supervisory skills and clarify management responsibilities.

The Chickasaw Nation Vocational Rehabilitation Department

The Chickasaw Nation VR Department, located in Oklahoma, developed and implemented a national model of job placement and development for tribal VR programs.

Oregon Commission for the Blind

Oregon CFB developed an outcome-based management system to use as a framework for its strategic plan, and established business routines across program managers and the executive director using a leadership playbook.

Utah State Office of Rehabilitation

Utah SOR initiated a VR client base size reduction and control project that included evaluation of client/VR counselor ratio increases, efficiency in serving clients, process analyses, and determining the need to implement an Order of Selection.

Virginia Department for the Blind and Vision Impaired

Virginia DBVI developed a strategic plan to correlate its services with successful employment outcomes by addressing program structure, collaboration, and transparency.

Washington Division of Vocational Rehabilitation

Washington DVR cultivated a work culture to promote recruitment and retention of a diverse and qualified staff and to promote skill development, accountability, and advancement opportunities.

Washington State Department of Services for the Blind

Washington SDSB initiated a strategic planning process by gathering agency data and environmental information, providing structured means for input from staff and stakeholders, and addressing mission, customer focus, communication, leadership, and process improvement.