

**State of Alaska**  
**FY2010 Governor's Operating Budget**

**Department of Labor and Workforce Development**  
**Vocational Rehabilitation**  
**Results Delivery Unit Budget Summary**

## Vocational Rehabilitation Results Delivery Unit

### Contribution to Department's Mission

To assist people with disabilities to obtain and maintain employment.

### Core Services

- Provide individualized services to enable people with disabilities to secure employment.
- Grant funds to the Independent Living Centers throughout the state to serve the most severely disabled.
- Adjudicate claims for social security benefits.
- Provide training and guidance on the Americans with Disability Act.

End Result	Strategies to Achieve End Result
<p><b>A: Alaskans with disabilities enter employment and become more economically self-sufficient.</b></p> <p><u>Target #1:</u> Equal prior year's number of employed individuals exiting the vocational rehabilitation program.  <u>Status #1:</u> Number of individuals exiting the vocational rehabilitation program employed in FY2008 was 529, a .6% increase over the prior year and maintaining .6% average increase over the past five years.</p> <p><u>Target #2:</u> The average wage of employed individuals exiting the program is 65% of the State's average wage.  <u>Status #2:</u> The average wage for DVR client's exiting the program with employment in FY2008 was 65% of the state's average wages, meeting the target but was down from 68% in FY2007.</p>	<p><b>A1: Provide timely services.</b></p> <p><u>Target #1:</u> 95% of eligibility determinations made within 60 days.  <u>Status #1:</u> 93% of DVR clients were made eligible within 60 days of applying for services in FY2008 which is an increase of 1% from FY2007.</p> <p><u>Target #2:</u> 90% of Individualized Plans for Employment (IPEs) developed within 180 days.  <u>Status #2:</u> 81% of IPEs developed within 180 days continues the trend of the past two years of steady improvement.</p> <p><b>A2: Exceed the federal standard for successfully completed Individual Plans for Employment (IPEs).</b></p> <p><u>Target #1:</u> 56% or more of IPEs are successfully completed with individuals exiting the vocational rehabilitation program employed.  <u>Status #1:</u> 62% of IPEs resulted in successful employment which continues the recent trend.</p>

### Major Activities to Advance Strategies

- Improve customer service through integrated services at Job Centers to increase employment opportunities for Alaskans with disabilities
- Educate employers, partners and customers to assist people with disabilities to achieve their career goals.
- Develop partnerships with employers to allow clients to explore actual work environments.
- Build partnerships with Centers for Independent Living.

### FY2010 Resources Allocated to Achieve Results

**FY2010 Results Delivery Unit Budget: \$24,833,200**

**Personnel:**

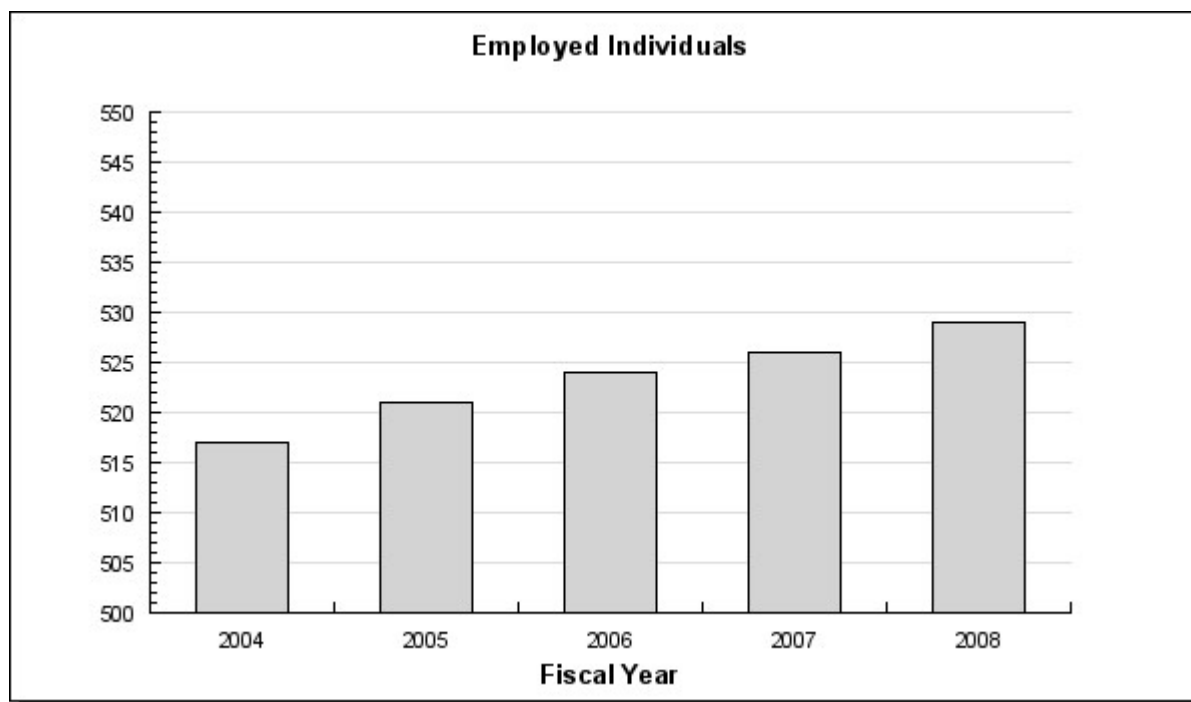
Full time	127
Part time	0
<b>Total</b>	<b>127</b>

## Performance

**A: Result - Alaskans with disabilities enter employment and become more economically self-sufficient.**

**Target #1:** Equal prior year's number of employed individuals exiting the vocational rehabilitation program.

**Status #1:** Number of individuals exiting the vocational rehabilitation program employed in FY2008 was 529, a .6% increase over the prior year and maintaining .6% average increase over the past five years.



*Methodology: The Division of Vocational Rehabilitation Management Information System tracks client outcomes.*

#### Employed Individuals

Fiscal Year	YTD Total
FY 2008	529
FY 2007	526
FY 2006	524
FY 2005	521
FY 2004	517

**Analysis of results and challenges:** An individual must be working for a minimum of 90 days in order to be counted as employed. The number of individuals employed has been relatively stable even though the number of applicants

entering the program has slightly declined.

**Target #2:** The average wage of employed individuals exiting the program is 65% of the State's average wage.

**Status #2:** The average wage for DVR client's exiting the program with employment in FY2008 was 65% of the state's average wages, meeting the target but was down from 68% in FY2007.

#### VR Consumer Wages as a Percent of State Wages

Fiscal Year	YTD Total	Target
FY 2008	65%	65%
FY 2007	68%	65%
FY 2006	67%	65%
FY 2005	69%	65%
FY 2004	68%	65%

*Methodology: State Average Wage: USDOL - Bureau of Labor Statistics*

*Client Wages: Division of Vocational Rehabilitation Management Information System*

**Analysis of results and challenges:** The Division of Vocational Rehabilitation (DVR) assists individuals with disabilities to overcome their impediments to employment and to find jobs with good wages and career opportunities enabling them to become more self-sufficient.

A federal program measure for DVR client wages is the average wages of those exiting the vocational rehabilitation program employed should equal 52% of the state's average wages. DVR strives to exceed this national standard by setting a target of 65%.

The Bureau of Labor Statistics shows the current average wage in Alaska is \$19.33. The current average wage for vocational rehabilitation consumers exiting the program employed is \$12.93 which is well above the State's minimum wage of \$7.15.

#### A1: Strategy - Provide timely services.

**Target #1:** 95% of eligibility determinations made within 60 days.

**Status #1:** 93% of DVR clients were made eligible within 60 days of applying for services in FY2008 which is an increase of 1% from FY2007.

#### Percent of Eligibility Determinations made within 60 Days

Fiscal Year	YTD Total
FY 2008	93%
FY 2007	92%
FY 2006	82%
FY 2005	84%
FY 2004	76%

*Methodology: Division of Vocational Rehabilitation Management Information System*

**Analysis of results and challenges:** Addressing the eligibility of an individual for vocational rehabilitation services within 60 days of application is good customer service, good rehabilitation and required by federal regulation. The Division of Vocational Rehabilitation's (DVR) target of 95% exceeds the federal target of 90%.

In FY2008, 93% of DVR clients were made eligible within 60 days of application which is an increase of 1% from FY2007 continuing the positive trend of recent years.

**Target #2:** 90% of Individualized Plans for Employment (IPEs) developed within 180 days.

**Status #2:** 81% of IPEs developed within 180 days continues the trend of the past two years of steady improvement.

**Percent of IPEs Developed within 180 Days**

Fiscal Year	YTD Total
FY 2008	81%
FY 2007	80%
FY 2006	76%
FY 2005	77%
FY 2004	79%

Methodology: Division of Vocational Rehabilitation Management Information System

**Analysis of results and challenges:** The implementation of the Individualized Plan of Employment (IPE) is a milestone in the vocational rehabilitation (VR) process. The IPE is an agreement between the client and the Division of Vocational Rehabilitation (DVR) outlining the employment goal, the support services DVR will purchase or provide and the client's responsibilities. Timely IPE development is good customer service and good rehabilitation. It keeps the client engaged in the VR process, thus losing fewer clients and increasing successful outcomes. Even so, IPE development is a complex process and is a balance between keeping the VR process moving and developing a solid IPE that meets the needs of the individual.

DVR continues to make progress in meeting the target for this strategy with a 1% increase from FY2007 to FY2008. The increase is due to staff training and increased emphasis by the vocational rehabilitation managers.

Analysis of the data indicates the two leading causes of delayed plan development are cases being transferred either due to staff turnover or client relocation and clients living in rural Alaska where services are often limited. DVR has implemented initiatives to mitigate the impact of these situations and continues to monitor the data providing feedback to our staff.

## A2: Strategy - Exceed the federal standard for successfully completed Individual Plans for Employment (IPEs).

**Target #1:** 56% or more of IPEs are successfully completed with individuals exiting the vocational rehabilitation program employed.

**Status #1:** 62% of IPEs resulted in successful employment which continues the recent trend.

**Percent of Completed IPEs Resulting in Employment**

Fiscal Year	YTD Total
FY 2008	62%
FY 2007	60%
FY 2006	62%
FY 2005	62%
FY 2004	62%

Methodology: DVR Management Information System

**Analysis of results and challenges:** An Individual Plan for Employment (IPE) is considered successfully completed when an individual receives the necessary services as identified on the IPE to obtain employment and the employment is maintained for 90 days.

This measure speaks to efficiency and effectiveness. IPEs are very comprehensive and time consuming to develop as they delineate the employment goal, the type of services required to reach said goal, the estimated costs, who will provide the services and the length of time to complete the plan. Successful plans require the knowledge of certified vocational rehabilitation counselors, active client involvement, labor market research and evaluation of the client's abilities.

The division has elected to use the federal standard for this strategy as it helps to remind staff of the importance of good planning without giving undue emphasis to those plans that do not succeed. Too negative a focus on unsuccessful plans would discourage counselors from taking educated risks.

## Key RDU Challenges

Increase the number of Social Security beneficiaries who obtain and retain employment allowing the division to receive cost reimbursement from the Social Security Administration (SSA) under the Ticket to Work Program.

The division is continually challenged to assist individuals with behavioral health and substance abuse disabilities gain employment. This is a population with the lowest employment rate and when employed, are generally underemployed. The division does believe that persons with behavioral health and substance abuse disabilities want to and can work with the appropriate employment supports. Staff from state and local community mental health services along with the Governor's Council on Disabilities and Special Education and the Governor's Committee on the Employment of Person with Disabilities are working with the division on this effort.

Providing services to individuals who reside in rural areas continues to be challenging and expensive. For example, fuel costs have increased significantly during this past year. Likewise, increased freight costs have made it unfeasible to ship building materials needed to build ramps or weatherize homes in rural locations.

SSA now requires expedited procedures for all military personnel that allege disability after October 1, 2001. The Disability Determinations Services procedures include, in part, expedited case processing procedures and additional in-line reviews. These cases are complicated with multiple impairments, thus the most experienced adjudicators are assigned to adjudicate these cases. Due to their complexity, military casualty cases can be time consuming as adjudicators strive to meet expedited procedures.

Establish Americans with Disability Act (ADA) accessibility standards and guidance in the design of websites and applications, office ergonomics, assistive technologies, and facilities upgrades.

## Significant Changes in Results to be Delivered in FY2010

The Centers for Independent Living are providing training to numerous service providers throughout the state on the Network of Care Program. This will enable multiple providers to coordinate services that are needed by individuals served through the independent living program.

An Interpreter Referral Program has been established on the Kenai Peninsula. Interpreters are serving businesses and individuals. Training on the use of alternative communication devices, such as Polycom software, for interpreting via distance in remote locations is being conducted.

## Major RDU Accomplishments in 2008

Conducted a major update of the division's comprehensive case management system and management information system to align with the current State information technology standards.

529 individuals with significant physical and/or mental impairments that constituted barriers to employment were successfully placed in employment as a result of vocational rehabilitation services.

A center for independent living, Southeast Alaska Independent Living (SAIL), opened an additional office in Haines. They now have a physical, year-round presence in four communities in southeast Alaska. In part due to SAIL's physical locations, 35% of the consumers served in southeast were Alaskan or American Natives and a total of 17 communities were served.

The division issued grants to three non-profit agencies to provide sign language interpretation in the northern, central and southeast regions of Alaska. The majority of interpreting services were for employment, academic and medical purposes. An Interpreter Program is being established on the Kenai Peninsula. Significant training has been provided to individuals who are deaf, interpreters and various agencies including medical and law facilities.

Created and distributed publications for departmental ADA coordinators to improve disability rights awareness and technical assistance.

402 different Alaskan employers hired clients served by the division's vocational rehabilitation program.

**Contact Information**

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**Vocational Rehabilitation  
RDU Financial Summary by Component**

*All dollars shown in thousands*

	FY2008 Actuals				FY2009 Management Plan				FY2010 Governor			
	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds	General Funds	Federal Funds	Other Funds	Total Funds
<b>Formula Expenditures</b> None.												
<b>Non-Formula Expenditures</b>												
Voc Rehab Administration	3.9	1,267.2	31.3	1,302.4	3.9	1,481.7	52.9	1,538.5	3.9	1,508.3	52.9	1,565.1
Client Services	3,703.3	8,388.7	277.2	12,369.2	3,897.3	9,744.1	330.0	13,971.4	4,257.1	9,744.1	360.0	14,361.2
Independent Living	848.8	594.5	0.0	1,443.3	918.3	770.8	0.0	1,689.1	918.3	770.8	0.0	1,689.1
Rehabilitation Determination	1.9	3,686.3	189.0	3,877.2	1.9	4,864.0	235.9	5,101.8	1.9	4,919.9	238.3	5,160.1
Special Projects	141.7	288.9	90.2	520.8	118.8	1,077.6	0.0	1,196.4	118.8	1,077.6	0.0	1,196.4
Assistive Technology	0.0	376.0	96.0	472.0	0.0	460.4	169.7	630.1	0.0	461.4	171.5	632.9
Americans With Disabilities	0.0	0.0	175.6	175.6	0.0	0.0	228.4	228.4	0.0	0.0	228.4	228.4
<b>Totals</b>	<b>4,699.6</b>	<b>14,601.6</b>	<b>859.3</b>	<b>20,160.5</b>	<b>4,940.2</b>	<b>18,398.6</b>	<b>1,016.9</b>	<b>24,355.7</b>	<b>5,300.0</b>	<b>18,482.1</b>	<b>1,051.1</b>	<b>24,833.2</b>



**Vocational Rehabilitation  
Summary of RDU Budget Changes by Component  
From FY2009 Management Plan to FY2010 Governor**

*All dollars shown in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2009 Management Plan</b>	<b>4,940.2</b>	<b>18,398.6</b>	<b>1,016.9</b>	<b>24,355.7</b>
<b>Adjustments which will continue current level of service:</b>				
-Voc Rehab Administration	0.0	26.6	0.0	26.6
-Client Services	229.8	0.0	0.0	229.8
-Disability Determination	0.0	55.9	2.4	58.3
-Assistive Technology	0.0	1.0	1.8	2.8
<b>Proposed budget increases:</b>				
-Client Services	130.0	0.0	30.0	160.0
<b>FY2010 Governor</b>	<b>5,300.0</b>	<b>18,482.1</b>	<b>1,051.1</b>	<b>24,833.2</b>