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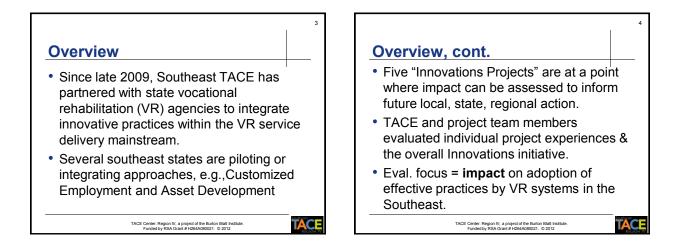
5th Annual Summit VR Program Evaluation & Quality Assurance September 5, 2012



Session Objectives

- Share methods used to evaluate Southeast TACE pilot projects designed to introduce effective practices to VR systems.
- Present protocols used to evaluate impact.
- Review preliminary findings.

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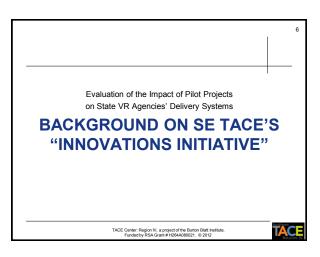
Overview, cont.

Eval. findings

- VRCs in these 4 states have a viable option to serve jobseekers with most significant disabilities, where previously they had no effective option.
- Results directly attributable to Innovations projects.
- Value of investment evidenced in...
 - States' further strategies to fully adopt the practice
 - Refinements/Evolution of the practice itself
 - Continuous improvement of the Innovations initiative

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Background: Southeast Region Largest region in no. of counselors and CRPs VR criticized by DD and MH agencies for lack of effectiveness in working with individuals with most significant disabilities Traditional models of assessment and job development ineffective with MSD population Some agencies dabbled in Customized

• Some agencies dabbled in Customized Employment unsuccessfully in the past Background: Goal of Innovations initiative Increase the capacity of state agencies & their community partners to improve employment & self-sufficiency outcomes for individuals with the most significant disabilities

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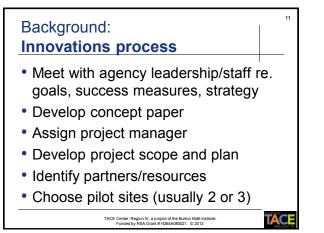
Background: **Premise of the** Innovations initiative

- VR system has poor outcomes & limited strategies for serving individuals with the most significant disabilities.
- It takes change in systems and practice to build this capacity.
- Our experience is that isolated trainings, or mass edicts, do not work.
- Hypothesis is you will get more traction with a phased, systems change approach.

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¹⁰ Background: Premise of the Innovations initiative, cont. Phased strategy Provides an incubator to understand & address feasibility and systems implications before taking it to scale. Allows the agency to try the practice out, get their feet wet, make it their own, get buy-in. Builds credibility at administrative and service delivery levels because they have experienced & influenced the process.

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Background: Innovations process, cont. Conduct performance-based training Teams of VR agency staff and partners Jobseekers Facilitate partnerships and infrastructure supports Evaluate pilot phase Develop plan for expansion/ sustainability/integration

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Background:Practices Customized Employment

US/DOL:

- Customized employment means *individualizing the employment relationship* between employees and employers in ways that meet the *needs of both*.
- It is based on an individualized determination of the *strengths, needs, and interests* of the person with a disability, and is also designed to meet the specific needs of the employer.

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Background:Practices Customized Employment, cont.

Customized Employment process:

- · Discovery of the job seeker
- Capturing discovery through profiles
- Customized Employment planning
- Portfolio/visual resume development
- · Job development and negotiation
- · Job site analysis, accommodations, support

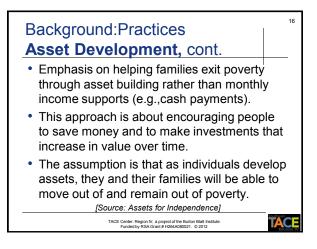
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Background:Practices Asset Development

- 1/3 of adults with disabilities live in households with total income \$15,000 or less.
- >65 % of individuals in poverty for 36 months or more during a 48-month period have a disability.
- The poverty rate among people with disabilities is increasing relative to that of working-age people without work limitations.

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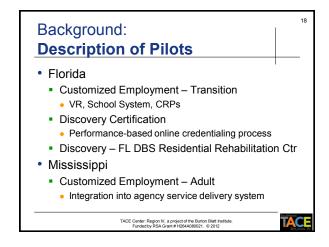
Background: Current status of Innovations initiative

- 6 Southeast states
- 8 state agencies
- 11 projects in various stages of design or implementation, focused on...
 - Aspects of Customized Employment (8)
 - Asset Development (2)
 - VR Quality Indicators (1)
- 5 have completed a pilot & are considering/ implementing further adoption strategies.

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Background: Description of Pilots, cont. Georgia Customized Employment – Transition and Adult Multi-partner approach Discovery – Residential Rehabilitation Center Kentucky Customized Employment – Adult VR and CRPs

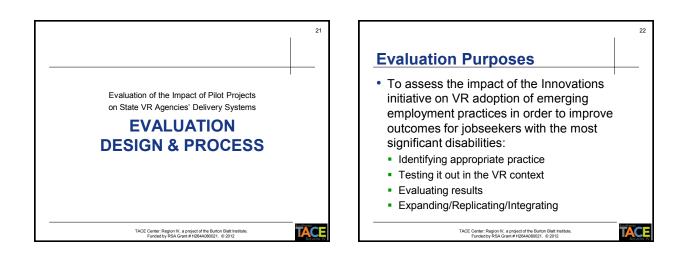
- Asset Development
 - Integration with Customized Employment

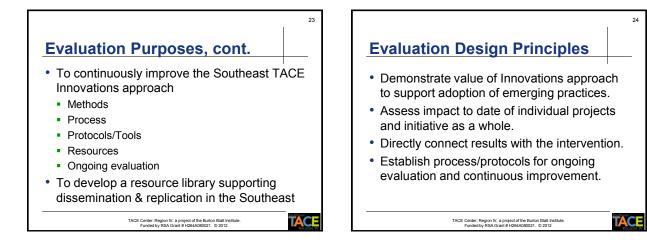
TACE Center: Region IV, a project of the Burton Blatt Institute. Funded by RSA Grant # H284A080021. © 2012 Background: Description of Pilots, cont.
 North Carolina

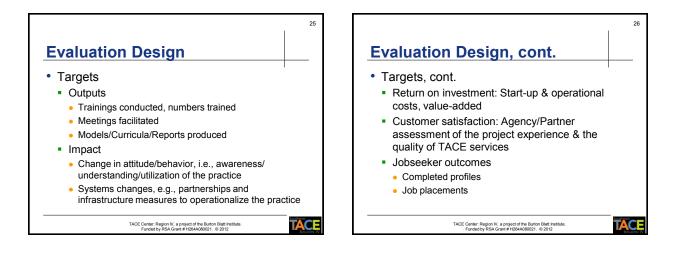
 Asset Development
 Partnerships
 VR Training
 Customized Employment – Transition

 South Carolina

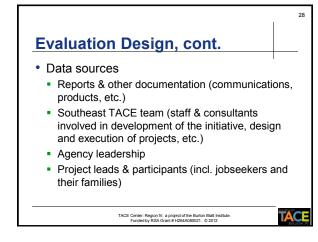
 VR Quality Indicators



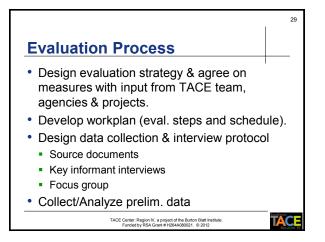


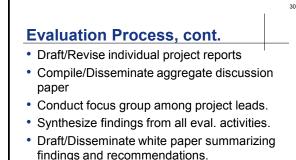






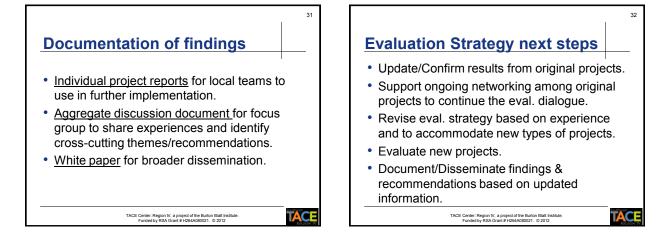
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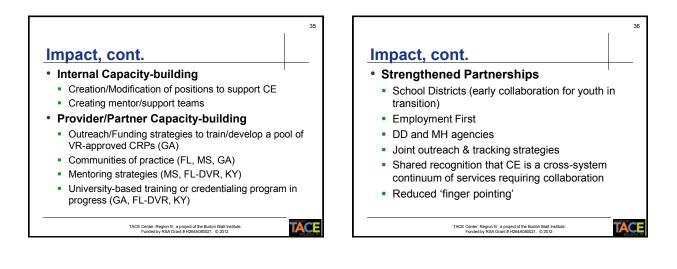


• Revise white paper based on comments from TACE team, agency leaders, project teams.

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33	Impact: Policy/Regulation
Evaluation of the Impact of Pilot Projects on State VR Agencies' Delivery Systems PRELIMINARY FINDINGS	 CE/Discovery defined/endorsed as discrete services in policy/regulation (MS, GA)
	 CE/Discovery included in VR 3-year plan (FL DVF
	 Fee code changes Formal code changes for CE & Discovery (MS) Draft code for Customized Supported Employment (GA) Fee codes to purchase CE services during pilot (FL, KY)
	 Long term supports FL: DD agencies
	 GA: MOUs between GVRA and DD, MH KY: HCBS waiver – require referral to VR
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Impact, cont.

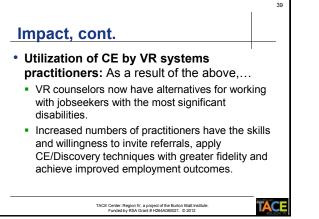
 Awareness of CE as an option: Leaders, staff, partners, advocates, jobseekers/families are increasingly aware of (even requesting) CE or Discovery as a credible option for individuals with the most significant disabilities.

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Impact, cont. Understanding of CE as a change in practice: Leaders, staff, partners... Understand their common interest in CE on a cross-systems continuum. Appreciate the difference between CE and traditional practice, and are able to design/ implement systems changes accordingly. Are willing/able to open/re-open cases, make referrals, purchase services, agree on process & expected outcomes. TACE Center: Region IV, a project of the Burton Blatt Institute. Funded by RSA Grant # H284A080021. © 2012 AC



40 Highlights • Leadership willingness to take risks, devote resources to a practice untested in their system. Systems changes that substantially increased capacity to serve jobseekers with the most significant disabilities. • Outcomes clearly attributable to the intervention. Costs deemed worth the return on investment. · Pilot results formed the basis for decisions to expand, replicate, sustain the practice. TACE TACE Center: Region IV, a project of the Burton Blatt Institute. Funded by RSA Grant # H264A080021. © 2012

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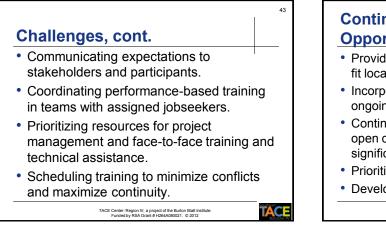
Challenges

- Reinforcing that this is about serving a population for whom VR traditionally has not had a successful strategy; that building capacity will take time/effort and will be a departure from business as usual.
- Consistently engaging leadership & management commitment sufficient to support and sustain a project (even through personnel changes).

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Challenges, cont. Project planning to create the environment for a successful pilot Time commitments Key milestones VR & partner roles Articulating success measures directly connected to project activities, and the terms/triggers for moving from one phase of implementation to another.





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Continuous Improvement Opportunities, cont.

- Identify supplemental resources to finance project activities and ongoing operations.
- Assemble/Disseminate materials, templates, testimonials, policies, fee structures, tools and other materials.
- Use distance learning platforms rather than conference calls.
- Develop a leadership program providing CE information for administrators.

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Conclusions & Recommendations

- The findings from this evaluation...
 - Substantiate the approach used by Southeast TACE to introduce emerging employment practices in the VR context.
 - Justify the investment of Southeast TACE resources to continue to implement, evaluate and improve upon the Innovations initiative.
 - Provide guidance in shaping future directions for the Innovations initiative.

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Conclusions & Recommendations, cont.

- Southeast TACE recommends:
 - Phased approach for a practice that represents a significant departure from business as usual.
 - Success measures clearly connected to project activities and decisions to expand/sustain.
 - Project workplan covering all phases (from pilot to evaluation and replication to full implementation).
 - Project management and facilitation resources.
 - Clear communication of expectations/implications in advance of committing to participation.

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 Questions

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