

Virginia State Rehabilitation Council

2004 Annual Report

Virginia Department of Rehabilitative Services
State Rehabilitation Council (SRC)
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SRC Annual Report 2004

Message from the Chair

As incoming State Rehabilitation Council (SRC) chairperson, it is my pleasure to provide you with the 2004 SRC Annual Report. This report highlights the accomplishments of the Department of Rehabilitative Services' Vocational Rehabilitation (VR) and Supported Employment programs. The department, with their knowledgeable and dedicated staff, has again achieved impressive results while working within tight fiscal constraints. The report also contains information on the work of the SRC during the past year in supporting these programs and performing the statutory requirements of the Council. I want to thank the employees of DRS for their hard work and assistance in developing this report.

This year, one of the most visible and proactive individuals with disabilities, Christopher Reeve, passed on. Mr. Reeve once stated, "America does not let its needy citizens fend for themselves." It is a true statement, but there is so much more that could be done if all agencies that deal with programs with disabilities were fully funded. According to the 2004 National Organization on Disability/Harris Survey of Americans with Disabilities, there are 54 million American men, women and children facing the daily challenges that most Americans will never appreciate – the unique challenges faced by people with disabilities. I believe programs that "advocate for the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society," should be funded to the maximum amount. I also believe that, with knowledge of the unique needs of people with disabilities, Virginians, who are caring and generous citizens, would make special efforts to support people with disabilities.

As you read this Annual Report, I know the numbers presented are important and informative. However, each of these numbers has a face. It is the face of consumers that have taken major steps forward not only in the work force, but in society. We are in a time when we hear the word "hero" used so often. For those who give of themselves for others and for those who have the courage to move ahead despite major challenges, "hero" is the proper word. The staff of DRS and the consumers they work with demonstrate the true meaning of "HERO."

Dana Nelson,
Chairperson, State Rehabilitation Council

SRC Responsibilities

The Virginia State Rehabilitation Council (SRC) was established in 1992 and provides advice and assistance to the Virginia Department of Rehabilitative Services (DRS) on programs that serve Virginians with disabilities. By federal mandate, the SRC:

- Reviews, analyzes and advises DRS regarding the performance of its responsibilities under Title I of the Rehabilitation Act.
- Assists in the preparation of the State Plan and amendments to the plan, applications, reports, needs assessments and evaluations required by the Rehabilitation Act.
- Conducts a review and analysis of the effectiveness of, and consumer satisfaction with, vocational rehabilitation services.
- Advises and provides for the coordination and establishment of working relationships between other councils in the State, including the Statewide Independent Living Council (SILC), the Virginia Workforce Council and the Mental Health Planning Council.
- Provides for coordination and establishment of working relationships between DRS, the SILC and the Centers for Independent Living.
- Prepares and submits an Annual Report to the Governor and the Commissioner of the Rehabilitation Services Administration on the status of the vocational rehabilitation program

The SRC also performs some additional state mandated responsibilities, which include:

- Publicizing the policies and programs of DRS to educate the public and elicit public support for DRS' programs
- Advising public officials on the delivery of public services to and the protection of the rights of persons with disabilities
- Advising on programmatic and fiscal policies and the awarding of grants or contracts
- Reviewing and commenting on budgets and requests for appropriations
- Advising on regulations.

SRC Organization

The SRC's mission is to:

Advocate on behalf of people with disabilities by serving as a source of advice, information, and support for the DRS' vocational rehabilitation and supported employment programs. We constantly are searching for ways to communicate with DRS customers, other people with disabilities and those who support them in an effort to increase public awareness, not only of DRS' efforts on behalf of people with disabilities, but also of our own.

Meetings of the SRC are held quarterly and generally occur at DRS headquarters in Richmond, Virginia. The November meeting typically is held at the Woodrow Wilson Rehabilitation Center in Fishersville, Virginia.

The SRC has three standing committees: ***Outreach, Services*** and ***Fiscal and Human Resources***.

The ***Outreach Committee*** focuses on outreach to the disability community and state and federal policymakers, develops the SRC Annual Report, conducts consumer satisfaction reviews, and advises DRS on forums for consumer input.

The ***Services Committee*** advises DRS on its programs, policies and utilization of resources to help ensure their compliance with federal and state law and the Governor's priorities, and that they meet the needs of consumers. This committee also participates in the selection and evaluation of consumer appeals hearing officers.

The *Fiscal and Human Resources Committee* advises DRS on recruitment, training and utilization of its human resources and provides review and comment on fiscal resources to insure consistency with the agency's strategic plans, mission and values.

SRC Membership Composition

Appointments to the SRC are made by the Governor of Virginia. The SRC includes among its members:

- Representatives of disability groups that include a cross-section of individuals with physical, cognitive, sensory and mental disabilities;
- Representatives of individuals with disabilities who have difficulty representing themselves because of their disability;
- Current or former applicants for, or recipients of, vocational rehabilitation services;
- One representative from each of the federal Client Assistance Program of the Virginia Office for Protection and Advocacy, the Statewide Independent Living Council, the Virginia Workforce Council, the Department of Education, and parent training and information center, the Employment Services Organizations, and a qualified counselor from the state's vocational rehabilitation department; and
- Four representatives from business, industry and labor.

A majority of the members of the SRC are people with disabilities. The DRS Commissioner serves as an *ex officio*, non-voting member of the Council.

2004-2005 SRC Members



From left to right—Hiawatha Nicely, Race Drake, Phil Sieck, Bob Huff, Robin Hoerber, Marianne Moore, Garth Larcen, Frances Lewis, Dana Nelson, Sam Simon, Karen Baugh, Ken Holloway, Cherie Takemota, Roy Ward, Chester Avery
(Not pictured: Joe Foresta, Isaac Jacobs, Michael Organ, Ed Turner, and Jim Rothrock)

SRC 2004 Membership Roster

Chester Avery – Alexandria
Karen Baugh, Alexandria
Race F. Drake – Staunton
Joe Foresta – Richmond
Robin Hoerber—Midlothian
Kenneth Holloway, Chesapeake
George T. P. Hubbs – Richmond
Bob Huff – Dugspur
Isaac Jacobs – Rockbridge Baths
Garth Larcen—Richmond
Frances Lewis – Richmond

Marianne Moore, Staunton
Dana Nelson – Mechanicsville,
Chairperson
Hiawatha Nicely – Dublin
Michael H. Organ—Staunton
Jim Rothrock – Richmond, *ex-officio*
Philip Sieck—Staunton
Samuel A. Simon – McLean, *Vice Chair*
Cherie Takemoto, Arlington
Ed Turner – Richmond
Roy Ward – Richmond

SRC Year in Review

During 2004, the SRC played an active role in assisting DRS in providing quality services to VR consumers. The following are some of the activities and accomplishments of the Council during the year:

- Met and communicated with State legislators and other policy makers to advocate to advocate for enhanced state appropriations for DRS' programs.
- Provided recommendations and input into the State Plan for VR and Supported Employment. This included supporting the agency's decision to amend the State Plan to enter into an order of selection and provided guidance on the order of selection implementation plan.
- Provided input into strategic planning for the agency's business development initiatives, and continued to express a strong interest in focusing attention towards advocating with the business community.
- Developed a program to recognize outstanding DRS employees for their contributions in serving Virginians with disabilities.
- Reviewed results of the VR consumer satisfaction survey and supported the agency's plans to once again administer the survey "in house" with appropriate auditing safeguards, as a cost-savings and efficiency measure.
- Actively participated in the planning for the State Plan public hearings.
- Acknowledged Dr. Herb Park, a pioneer in Physical Medicine and Rehabilitation and the first director of the Woodrow Wilson Rehabilitation Center, with a framed resolution recognizing his many years of service to the disability community.
- In response to the federal Office of Management and Budget's recognition of the public VR program for its overall success in helping individuals with disabilities find and maintain employment, prepared a resolution recognizing DRS VR staff for their contributions in this achievement.

- Developed a process to recognize the Chairpersons of the SRC through a plaque that has been placed in the DRS Central Office.
- Supported a one year renewal of VR consumer appeals hearing officers' contracts.
- Provided written support for the agency's 2005 application for the federal In-Service Training Grant funds to support the VR program

Virginia Department of Rehabilitative Services

Mission

In partnership with people with disabilities and their families, the Virginia Department of Rehabilitative Services collaborates with the public and private sectors to provide and advocate for the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society.

Shared Values

We value creative problem solving, collaboration and teamwork in recognizing and responding to customer needs.

We value services that are customer focused.

We value customer, partner and employee input to continually improve processes, services and results.

We value accessibility, awareness of the needs of the people with disabilities and advocacy for resources to meet those needs.

We value fairness, respect, and responsiveness in our actions and communications.

We value recognizing and rewarding excellence and innovations, and the continuous development of all staff.

We value providing the highest quality services, while maintaining fiscal responsibility.

We value a secure work environment, employee health and wellness and diversity in our workforce.

We value honesty, integrity and ethical behavior.

DRS' Vocational Rehabilitation Program

The vocational rehabilitation (VR) program is established under Title I of the Rehabilitation Act of 1973, as amended. The program is administered by the federal Rehabilitation Services Administration (RSA). RSA's major Title I formula grant program provides funds to state VR agencies for employment-related services for individuals with disabilities, giving priority to individuals who are significantly disabled.

DRS' VR program provides direct services to consumers through the Field Rehabilitative Services program, which has 36 offices throughout the Commonwealth. The VR program provides a comprehensive array of services to enable consumers to obtain, retain, or advance in employment. These services include, but are not limited to, vocational evaluation, job placement, career counseling, vocational and academic training, rehabilitation technology, physical restoration and personal assistance services. In addition, the Woodrow Wilson Rehabilitation Center (WWRC) provides consumers with residential or outpatient programs ranging from early medical rehabilitation to complete vocational services and re-entry into the community.

In addition to the Field Rehabilitative Services and WWRC programs, DRS has *strong partnerships with many community-based rehabilitation providers* across the Commonwealth and supports facility-based employment and supported employment services for the *Employment Services Organizations (ESO's)*, the community rehabilitation providers in Virginia.

DRS also works closely with private, non-profit *Centers for Independent Living (CILs)*, which provide independent living skills training, advocacy, information and referral, and peer counseling for individuals with disabilities. In addition, DRS works with community organizations and state agencies involved with education and training of people with disabilities.

VR Data Highlights for Federal Fiscal Year 2004:

26,806 consumers were served by the VR program.

7005 consumers completed an Individualized Plan for Employment (IPE).

There were 3935 successful employment outcomes for consumers.*

Of the 3935 individuals who achieved employment, 91.2% were in competitive jobs at or above minimum wage and 92.8% were consumers with significant disabilities.

**NOTE: A successful employment outcome occurs when the consumer demonstrates stability in employment for at least 90 days prior to case closure.*

VR Program Highlights

Order of Selection

In response to continued fiscal constraints, DRS amended its State Plan to implement an order of selection effective July 1, 2004. Under the order of selection, individuals with most significant disabilities and those with two serious functional limitations continued to receive services; in addition, all eligible consumers who had a signed Employment Plan prior to implementation continued with service provision. Prior to implementation, significant training was conducted to inform DRS staff, other state agencies and community partners of the implementation plan. In addition, State legislators were informed of the need for implementation. While the decision to implement order of selection was difficult, the transition went very smoothly due to good planning, training and notification efforts. As of December 31, 2004, 566 individuals are on the waiting list for services.

Workforce Investment Activities

DRS continued to play an active role in the development and implementation of the Workforce Investment Act (WIA) in Virginia in 2004. DRS has maintained a noticeable presence in the implementation of WIA and is considered one of the most actively involved partners.

- DRS has designated managers who provide representation on all of the Local Workforce Investment Boards. In addition, there are 53 representatives that cover 50 One Stop Career Centers and 16 representatives on the Youth Councils.
- DRS collaborated with the Virginia Employment Commission (VEC-WIA Unit) to develop some of the implementation criteria for the accessibility requirements of the chartering/certification process of the One Stop Centers and made presentations at technical assistance workshops sponsored by the Virginia Workforce Council. The presentations were delivered to One-Stop Center operators to increase their understanding of the accessibility survey process, the criteria used, and the technical assistance available to them for enhancing physical and program accessibility.
- As part of the Work Incentive Grant II Final Report, DRS indicated that the objectives to develop a coordinated process for conducting accessibility surveys and a standardized survey report format were met with success and favorably received. In addition, DRS ensured the completion of the accessibility surveys in comprehensive and satellite One-Stop Career Centers (approximately 65) in the state during the project period. All of the centers that were ready and interested in being surveyed were assessed. The future looks promising for the continuation of DRS' leadership in the collaborative process.
- DRS drafted an article titled "Ensuring Accessibility" that was published in the latest edition of Career Kaleidoscope, a new system-wide quarterly electronic news letter. Career Kaleidoscope is designed to facilitate communication among stakeholders and partners within Virginia's workforce and career development system, and to share success stories, programmatic information, and other news from all regions. The article addresses the commitment made by DRS, the Department for the Blind and Visually Impaired and the Department for Deaf and Hard of Hearing to work as a team to address accessibility at Virginia's One-Stop Career Centers.

- DRS is actively involved in collocating with several WIA partners at a One Stop Career Center. This effort reflects the desired approach to delivering services. In addition to serving customers more effectively, there is an anticipated reduction in operating costs for those involved.
- Through collaboration, DRS, DBVI, DSS and VEC reached an understanding on how to approach Memorandums of Understanding (MOU) that will be developed at the local level. These documents establish the responsibilities of the parties involved and lead to the effective delivery of services within the system.
- Through a Department of Labor (DOL) grant, DRS played a major role in supporting the development of the One-Stop Workforce infrastructure's ability to provide comprehensive services for people with disabilities. A major achievement was the installation of ten AT "kits" and training for One Stop staff on its usage in 10 core One-Stops across the State. The "kits" are accessible workstations with a selection of software, hardware and peripherals covering a wide variety of accommodations. In addition to the one-site trainings, One-Stops were provided with a User's Manual and a website describing each piece of equipment and its use.
- Also through the DOL grant, DRS placed four half-time Disability Resource Specialists in selected One Stops. These Disability Resource Specialists provide training to One-Stop staff and partner agencies on disability issues, and provide direct services to job seekers with disabilities by giving them information, referrals, and vocational counseling and guidance. The Disability Resource Specialists also support One-Stop interagency service coordination and collaboration on behalf of persons with disabilities. The Disability Resource Specialist initiative will be expanded in 2004 -2006 through a second grant from the Department of Labor to include five new WIBs, thereby providing direct services to 11 of the 17 WIBs in the state. DRS continues to be a major partner to Virginia's One-Stop Accessibility Project.

Transition Services

These services assist students in the movement from secondary school to the world of work and adult life. DRS' nationally recognized transition program works together with students, families, schools and community agencies to provide services to support a successful transition from school to work. In 2004:

- DRS continued to be an active member of the Region III Transition Council which meets twice a year with transition representatives from RSA Region III states to share information on transition initiatives.
- DRS and Department of Education (DOE) staff became involved with a National Association for Directors of Special Education (NADSE) initiative working with 7 states on improving transition at a national level. The states involved are: Arizona, Alabama, California, New Hampshire, Ohio, Pennsylvania and Virginia.
- DRS collaborated with the DOE to develop instruction to school personnel on the impact of order of selection and what additional information they might need to provide to allow counselors to clearly identify functional limitations.
- Commissioner Rothrock presented the first Commissioner's Award for Excellence in Transition to the Transition Practitioners' Council.

Human Resource Development

DRS has an excellent human resource development program that provides VR staff with the training and education that they need to effectively serve consumers. With a large number of staff leaving due to attrition and retirement over the next several years, succession planning is key in the provision of HR development and training programs. In 2004 DRS:

- Developed a tutorial for “Effective Interviewing” program. This program was developed to enhance interviewing skills performance for employees seeking promotions within the agency.
- Developed a five year Agency Workforce Plan to present strategies to address potential workforce gaps, both in terms of adequate staffing and adequate training and services. The gaps identified address similar concerns expressed by employers in other state government agencies, federal agencies and the private sector. Findings included the following points:
 - * The large percentage of the agency’s workforce who are eligible to retire present challenges as the agency loses manpower and valuable historical agency data that these employees possess.
 - * The environment which affects the agency’s ability to attract and retain qualified and certified employees is a concern that also is shared by many employers on a global aspect as the pool of qualified candidates shrink and employers face still more competitive markets.
 - * DRS has developed several strategies which address a more demanding work environment faced with higher workloads, increased task complexity and decreased resources.
 - * DRS recognizes the need to provide tools and training to assist managers and employees in processing change and transition and has developed strategies to meet this challenge.
- A Skills for Leadership training program was held, which brought together participants from all past leadership training cohorts. The training focused on creativity in leadership and planning for your legacy in the rehabilitation field.
- Seasoned VR staff and managers participated in a refresher training in core rehabilitative skills and services, including a review of rehabilitative services from referral and intake through case closure and post-employment. The training was modeled after the existing New Counselor Skills Training program mandated for all new field counselors.
- VR managers participated in a training program entitled “Critical Thinking in Rehabilitation” to enhance their analytical skills. The program, which combined distance learning, in-person training workshops and self-directed readings, was facilitated by Dr. Margaret Glenn, from the West Virginia University Rehabilitation Counseling Program.

- An additional 21 VR staff graduated from Virginia Commonwealth University with a Masters in Rehabilitation Counseling degree. This concludes the agency's commitment to offer funding and support to staff who did not meet minimum standards at the onset of the CSPD regulatory changes.

Employment Services and Special Programs

The programs administered by the Office of Employment Services and Special Programs compliment the VR program by providing specialized programs and services to enhance employment outcomes for special populations. In 2004:

- Close collaboration with the Department of Social Services (DSS) provided greater service delivery and employment outcomes for individuals with disabilities who are recipients of Temporary Assistance of Needy Families (TANF). In State Fiscal Year 2004, of the 760 TANF clients served (Status 10 or greater), 239 (31.4%) were new applicants. One hundred and ninety-eight Individualized Plans for Employment were written and 120 persons were successfully rehabilitated, with 117 achieving at least 90 days of stable wage-earning employment per job. The average hourly wage ranged from \$7.21 in Tidewater to \$9.03 in Northern Virginia. DSS continued to support this program by providing approximately \$350,000 in case service funds and salary for a TANF Coordinator.
- Seventy-six Employment Services Organizations achieved CARF accreditation completing the Implementation Plan to move to CARF...The Rehabilitation Accreditation Commission Standards.
- Through its supported employment program, a valuable array of contemporary rehabilitation options were provided for consumers designed to maximize employment opportunities for persons with the most significant disabilities. In Fiscal Year 2004, 4102 individuals with most significant disabilities received services through the supported employment programs. Of that number, 1541 of these were new cases, representing an increase of approximately 1% in new cases served over 2003.
- DRS continued to provide long-term employment supports to VR consumers with significant disabilities through state-funded programs. In State Fiscal Year 2004, over 2,754 individuals were supported by the Extended Employment Services and Long-Term Employment Support Services programs.
- In collaboration with the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services, DRS provided VR services to 1,650 individuals with a primary Substance Abuse (SA) disability and 314 exited the program in an employment status during the State fiscal year. All 314 consumers were competitive wage earners at closure and most (n=223, 71%) worked full-time with an average gross weekly earnings of \$418.30. The 91 consumers who worked part-time earned on average \$234.85 at case closure. The SFY 2004 vocational rehabilitation rate was 52.2%. On June 30, 2004, there were 908 active primary SA disability cases within the VR service delivery system.

Marketing and Business Services

For the past six months the Business Development Managers were involved in a strategic planning process to help mold the direction of the statewide program. The planning included examining strengths, weaknesses, opportunities and threats, agency mandates and policies, and developing core values. In addition, the managers crafted a mission statement and broad goals and strategies for the plan. Currently they are soliciting input from the field program and will meet in the near future to consider this input and finalize the plan. The goal of this activity is to strengthen the program, increase collaboration with field staff, enhance partnerships with the business community and ultimately improve employment outcomes for DRS customers.

Woodrow Wilson Rehabilitation Center (WWRC) Achievements

Demand for services at WWRC continued to be strong in 2004:

- 2731 consumers were served*
- There were 245 new referrals and 182 new admissions
- 1073 clients received vocational evaluation services, and
- 78% of the graduates from WWRC training programs were employed at one year

**NOTE: Number of episodes of care received by individuals; individuals may receive more than one episode of care in a year.*

The Center continued to be a strong partner in the provision of VR services to consumers with disabilities across the state. In an effort to best meet the demands of the VR program and to enhance services to persons with disabilities across the state, the following activities took place at WWRC over the past year:

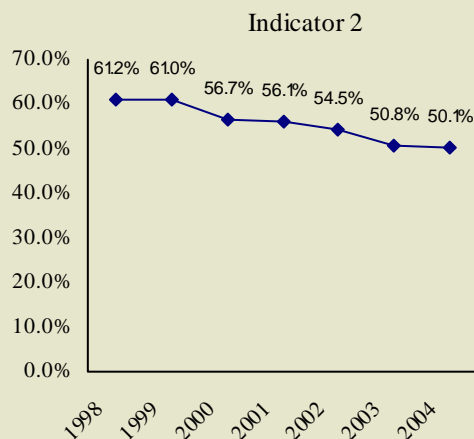
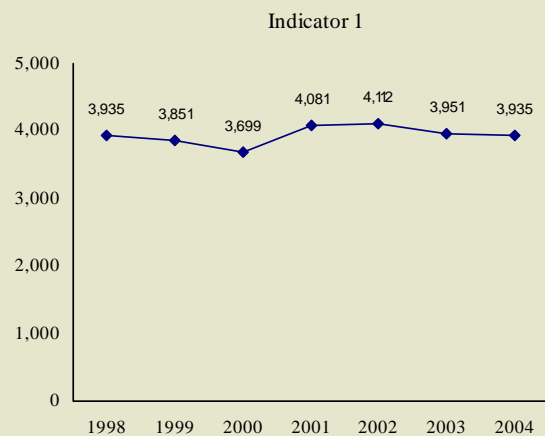
- After serving as Administrator for a year, Dr. Richard Luck was officially named the Center Director.
- An organizational renewal process, initiated in 2003, and involving all Center staff, redefined the vision, mission and shared values of WWRC.
- WWRC programs seeking re-accreditation through CARF received a full three-year accreditation recommendation in January 2004
- WWRC continued its grant funded TRAIN-IT program, partnering with the Shenandoah Valley Workforce Investment Board and six corresponding Workforce Centers. Through this program, 30 individuals with disabilities became fully employed in IT career fields within both the public and private sectors.
- Residential Services at WWRC implemented a new four level supervision system based on the client's abilities and skills to function independently, resulting in the ability to target resources to clients with the greatest needs while simultaneously providing a better living environment for our mature clients.
- The Counseling Division facilitated a workgroup charged with improved communications between field services and the Center to improve services to consumers and eliminate inefficiencies.
- In partnership with the Virginia Department of Aging, the Center received a Grant to develop an older drivers rehab evaluation service for the Virginia Grand Driving Task Force.
- A new initiative which encourages students to "give back" to their communities, resulted in a number of exciting community projects, including environmental clean up, volunteer work with the local Boys and Girls Club and a \$475.00 donation to disabled hurricane victims in Florida. This community involvement worked to enhance the image of the Center in the community.

Vocational Rehabilitation Outcomes

The Rehabilitation Act requires the establishment and implementation of evaluation standards and performance indicators for the VR program that measure the extent to which states are in compliance with relevant performance factors. There are two standards: employment outcomes and equal access to services for minorities. Each standard has performance indicators. The following report contains information on DRS' achievements under the performance indicators for the past seven years. The data for federal fiscal Year (FFY) 2004 are preliminary, as RSA has not yet released the official data for these years.

Indicator 1: Annual number of employment outcomes. The performance goal for this indicator is to equal or exceed the previous year. In federal fiscal year (FFY 2004), DRS had 3,935 employment outcomes.

From FFY 1998 through FFY 2004 the number of employment outcomes has fluctuated. The lowest number of employment outcomes occurred during FFY 2000 when there were 3,699 successful closures and the greatest number of employment outcomes was in FFY 2002 when there were 4,112 employment outcomes. The seven-year average was 3,938.



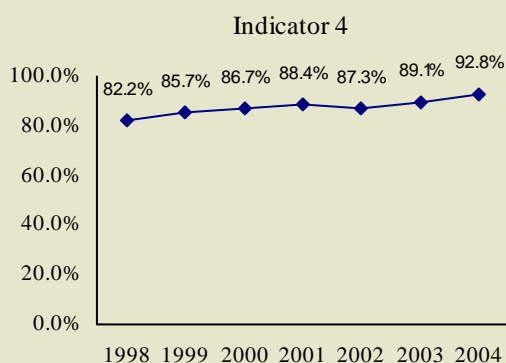
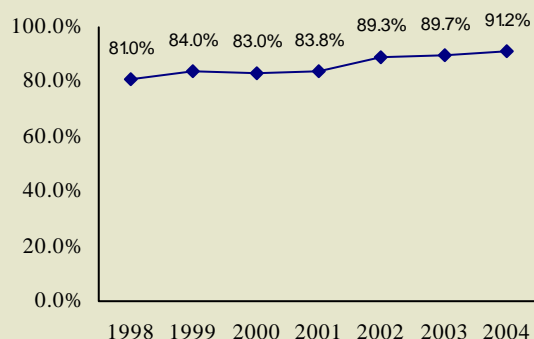
Indicator 2: The percentage of consumers employed. The performance goal for this indicator is to equal or exceed 55.8%. In FFY 2004, the DRS rehabilitation rate (percentage employed) was 50.1%.

The seven-year average rehabilitation rate was 55.78%. The rehabilitation rate was highest (61.2%) in FFY 1998 and reached a low of 50.1% in FFY 2004.

Indicator 3: The percentage of consumers who achieved an employment outcome and were competitively employed and earning at or above Virginia minimum wage (\$5.15). The performance goal for this indicator is to equal or exceed 72.6%. DRS achieved 91.2% in FFY 2004.

The seven-year average competitive employment rate was 86.0%. In FFY 2004 DRS achieved its highest competitive employment rate (91.2%) and the lowest competitive employment rate occurred in FFY 1998 when the rate was 81.0%.

Indicator 3

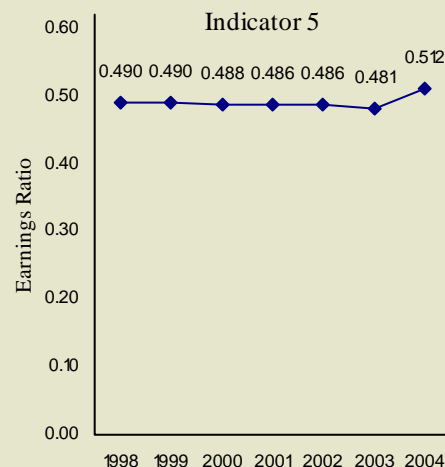


Indicator 4: The percentage of consumers with significant disabilities. The performance goal for this indicator is to equal or exceed 62.4%. In FFY 2004, DRS achieved 92.8%.

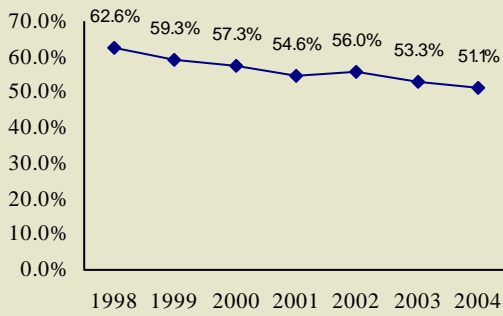
The seven-year average percentage of consumers with significant disabilities was 87.45%. In FFY 2004, DRS achieved its highest percentage of closures for consumers with significant disabilities (92.8%) and lowest percentage occurred in FFY 1998 when the percentage was 82.2%.

Indicator 5: DRS clients average hourly earnings compared to Virginia's average hourly earnings. The performance goal for this measure is to equal or exceed an earnings ratio of 0.52. In FFY 2004 the DRS earnings ratio was 0.512. The 2002, 2003 and 2004 data are preliminary because the Department of Labor Statistics (DLS) "state average annual pay data" were not available as of the publication date for this report.

The seven-year average earning ratio was 0.49. DRS achieved its highest ratio (0.512) in FFY 2004 and the lowest earning ratio (0.481) occurred in FFY 2003.



Indicator 6



Indicator 6: The percentage of consumers reporting their own income as the primary source of economic support. The performance goal for this measure is to equal or exceed 53%. In FFY 2004, 51.1% more consumers reported own income as primary source of support at closure than the percentage who reported own income as primary source of economic support at application.

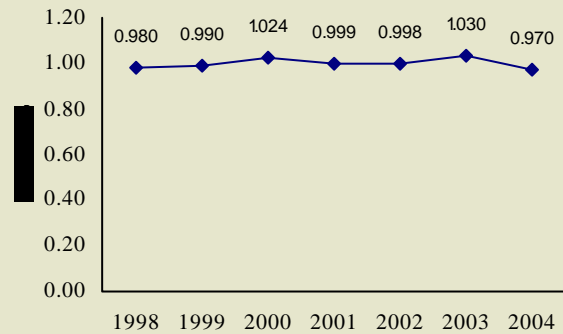
The seven-year average for this indicator was 56.3%. The highest percentage (62.6%) was in FFY 1999.

Indicator 7: The minority service ratio.

The performance goal for this measure is to equal or exceed a service ratio of 0.80. In FFY 2004, there is parity of service for minorities and non-minority; DRS achieved a ratio of 0.97.

The seven-year average minority service ratio (1.0) indicates parity with the non-minorities service rate.

Indicator 7



Consumer Satisfaction Outcomes

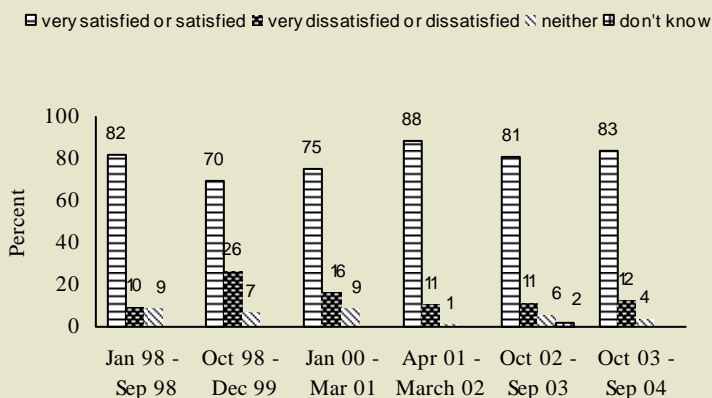
Consumers continue to express strong satisfaction with the VR program in FFY 2004. The survey consists of a simple random sample of rehabilitated consumers and consumers who received VR services but were not successfully rehabilitated. A survey is mailed to each consumer in the sample. To ensure all consumers in the sample have an equal opportunity to participate, at least two follow-up calls are made to either remind consumers to mail the survey or provide an opportunity to complete the survey by telephone. Most (74%) consumers who were willing to complete the survey completed it by mail. The most recent (October 2003 through September 2004) response rate was 54%. There were 598 self-responders who completed survey.

Both rehabilitated consumers (92%) and those who were not successfully rehabilitated (71%) tended to provide positive ratings of overall VR services. Data in this report represent combined ratings for rehabilitated consumers and consumers who were not successfully rehabilitated.

(Note: These results are preliminary Federal Fiscal Year 2004 results.)

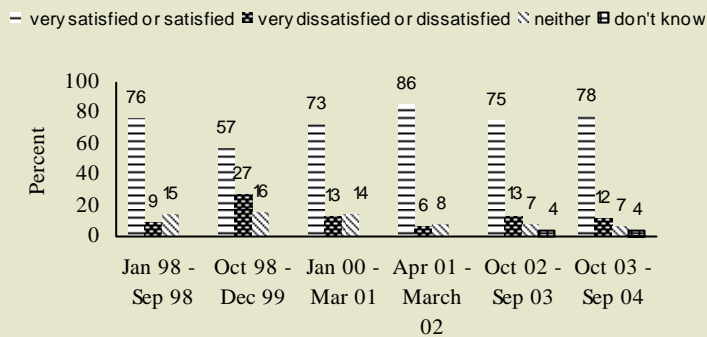
Overall Satisfaction with DRS Services

Overall satisfaction with VR services during the October 2003 through September 2004 survey period was high. Most (83%) consumers reported being very satisfied or satisfied with DRS services. The six-year average satisfaction is 80%.



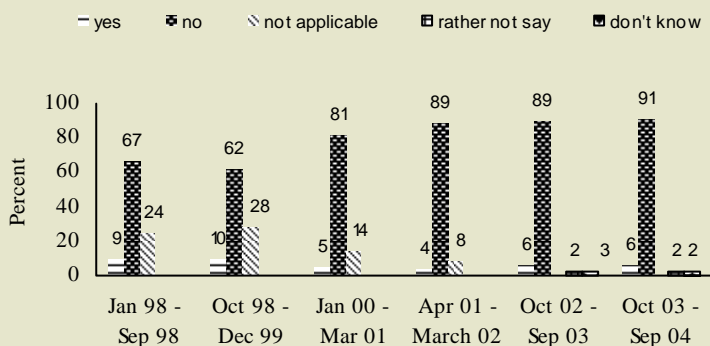
Satisfaction with Involvement in Developing Vocational Rehabilitation Plan

Approximately, 78% of respondents indicated they were very satisfied or satisfied with their level of involvement in developing their rehabilitation plan. The six-year average percentage is 74%.



Problems or Inconveniences with DRS

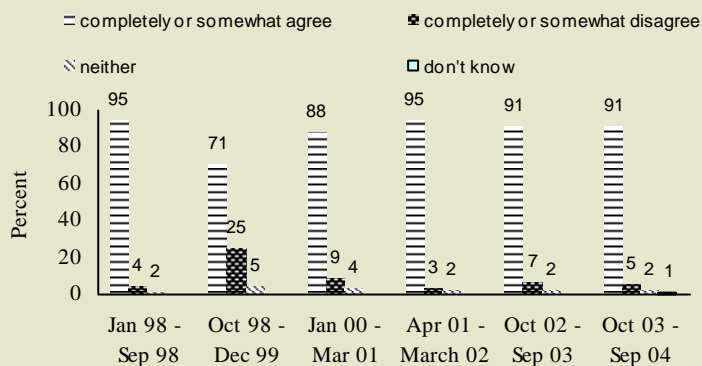
A small percentage of respondents (6%) indicated they encountered problems or inconveniences with DRS which were related to a disability. Of the 6% (n=32) who reported a problem or inconvenience, 63% (n=20) had mental impairments, 22% (n=7) had physical impairments and 16% (n=5) had sensory/communicative impairments. The six-year average percentage is 7%.



Note: In the October 2002 through September 2003 survey, "not applicable" was replaced with "rather not say" and "don't know."

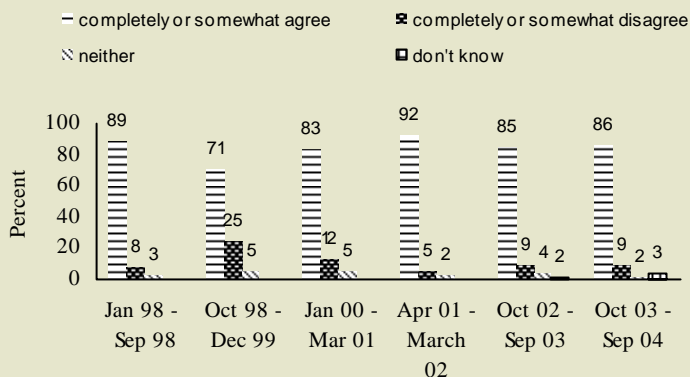
People at DRS treated me well

Ninety-one percent of consumers completely or somewhat agreed that people at DRS treated them well. The six-year average percentage is 88%.



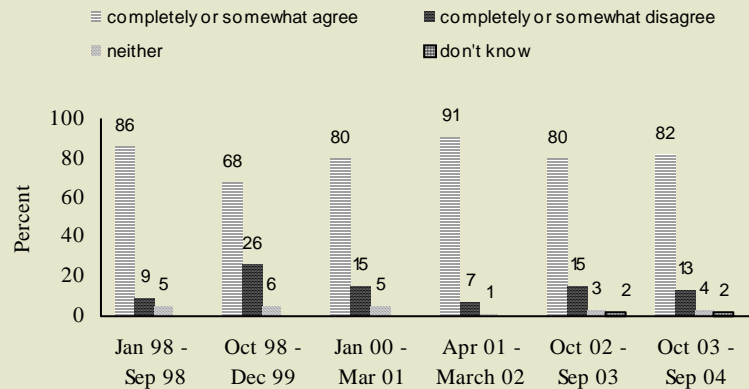
If a friend of mine were in a similar situation to mine, I would tell them to go to DRS

Approximately 86% of the respondents agreed they would refer a friend to DRS services. The six-year average percentage is 84%.



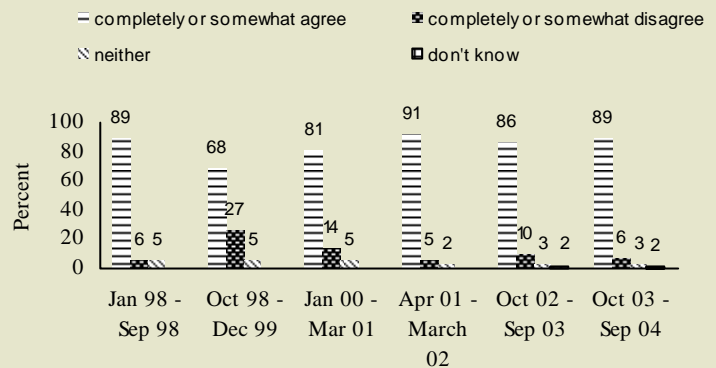
I always got the information I needed from DRS

Eighty-two percent of consumers reported that they completely or somewhat agree that they always got the information they needed from DRS. The six-year average percentage is 81%.



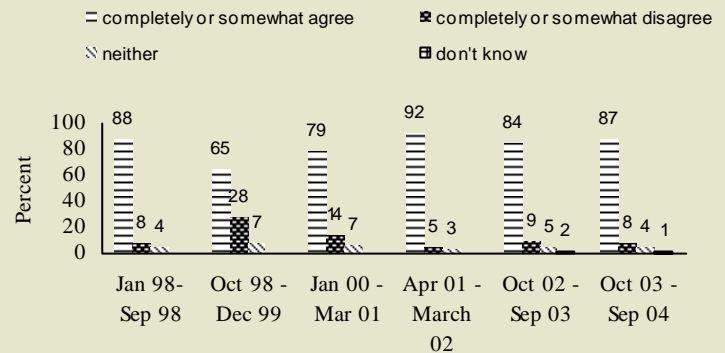
My counselor took my case seriously

Consumers agreeing that their counselor took their case seriously totaled 89%. The six-year average percentage is 84%.



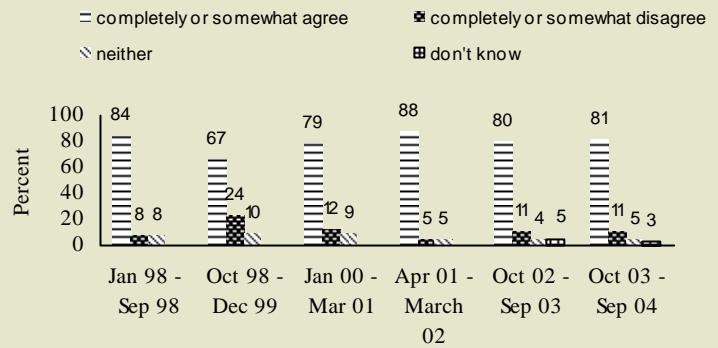
I never felt my counselor was rushing me when we met or spoke about my case

Eighty-seven percent of the consumers reported that they completely or somewhat agree that they never felt their counselor was rushing them. The six-year average percentage is 83%.



My counselor always met the timetables we discussed for my vocational rehabilitation program

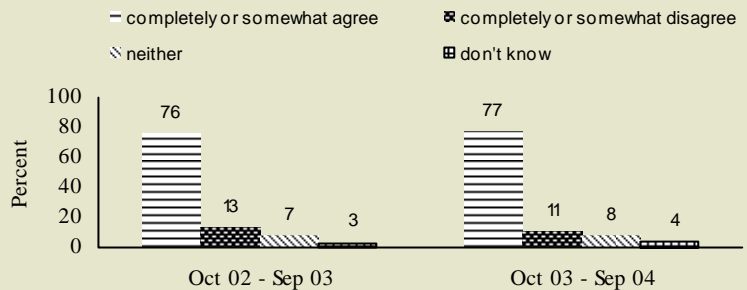
Approximately 81% agreed that their counselor always met timetables they discussed for their vocational rehabilitation program. The six-year average percentage is 80%.



The following 7 questions were asked in the Federal Fiscal Year 2003 and 2004 surveys. Two questions deal with the time it took to develop the vocational rehabilitation plan and the consumer's willingness to return to DRS if they sought help again. Four of the questions focus on the consumer/counselor relationship and the last question assesses consumer job satisfaction and includes only successful rehabilitations (n=358).

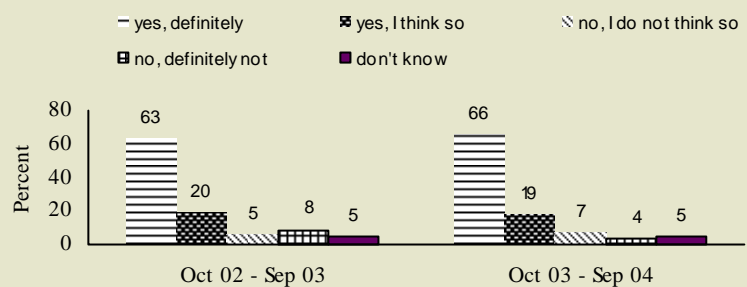
General satisfaction with the time it took to develop your rehabilitation plan

Approximately 77% of the respondents agreed that the counselor clearly explained services available to them. The two-year average is 77%.



If you were to seek help again, would you come back to the Department of Rehabilitative Services?

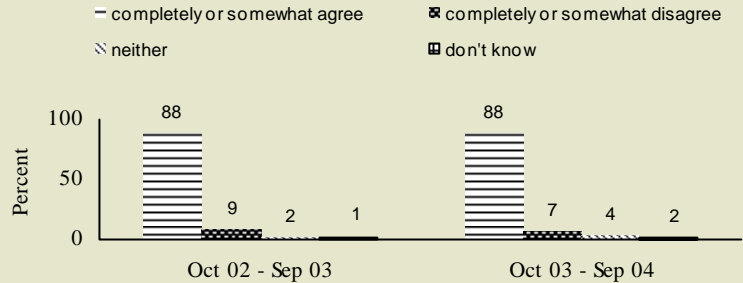
Sixty-six percent of the respondents agreed that they definitely would come back to DRS if they sought help again. The two-year average is 64%.



Counselor/Consumer Relationship

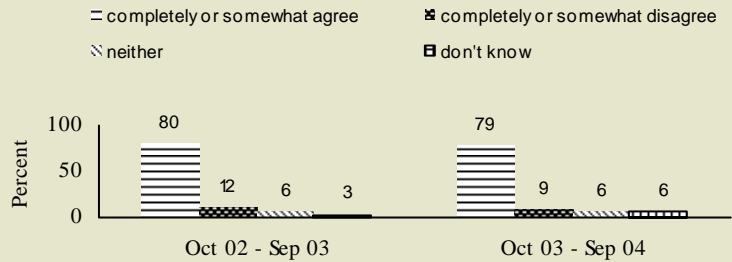
Counselor clearly explained services available to me

Approximately 88% of the respondents agreed that the counselor clearly explained services available to them. The two-year average is 88%.



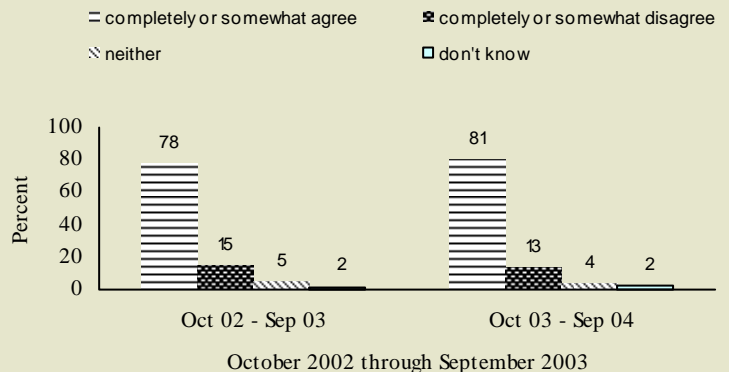
Counselor knew about services in the community that could help me

Seventy-nine percent of the respondents agreed that the counselor knew about programs in their community that could help them. The two-year average is 80%.



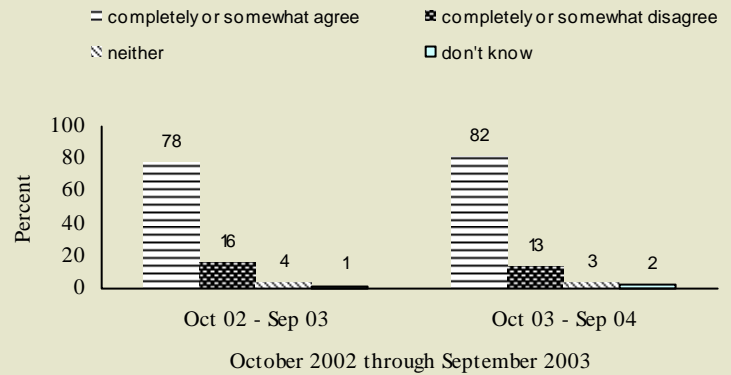
I received services that I needed

Approximately 81% of the respondents completely or somewhat agreed that they received services they needed. The two-year average is 79%.



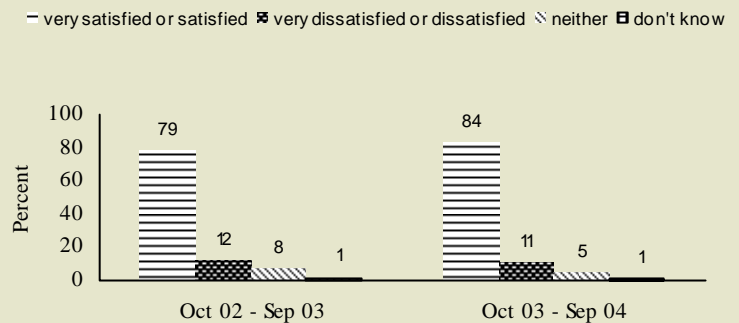
I benefited from services I received

Eighty-two percent of the respondents completely or somewhat agreed that they benefited from services they received. The two-year average is 80%.



Satisfaction with Current Job

During this survey period, there were 358 respondents who were successfully rehabilitated. Of those rehabilitated, 296 with employment status indicated they were earning wages or being paid for a job and 84% (n=245) said they were very satisfied or satisfied with their current job. The two-year average for job satisfaction is 81%.



For more information on the SRC, or to provide your input on DRS services, please visit www.va-src.org or contact:

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