

## Department of Human Services 2009-11 Policy Option Package

**Division Name:** Children Adults and Families

**Program Name:** Office of Vocational Rehabilitation Services

**Policy Option Package Initiative:** Seniors and people with disabilities live safely and independently in their communities.

**Policy Option Package Title:** Enhancing Employment Outcomes

**Policy Option Package Number:** POP 193

**Related Legislation:** Not Applicable

**Summary Statement:**

OVRs seeks to expand a limited pilot program that successfully improved client employment outcomes. OVRs developed, pilot-tested and evaluated new approaches to training vocational rehabilitation counselors in 2006-2007. Participating OVRs staff acquired skills to better address the motivational issues of clients, and to better engage employers, with the result of increasing successful employment outcomes for clients. Through this limited pilot, OVRs produced an additional 113 job placements, reducing the number of “unsuccessful” case closings by 60 in one year. Associated case service dollar cost savings were more than \$184,500.

**1. WHAT WOULD THIS POLICY OPTION PACKAGE (POP) DO AND HOW WOULD IT BE IMPLEMENTED?**

The OVRS pilot program, “Enhancing Employment Outcomes” (EEO), improves employment outcomes for Oregonians with disabilities and reduces “unsuccessful” case closing by providing improved staff training, technical assistance and program redesign. These enhancements are targeted to address key barriers to successful employment outcomes, namely, client motivational issues and levels of employer engagement in placements, and will assist OVRS’ in its efforts to open the labor market to individuals with significant disabilities.

**2. WHY DOES DHS PROPOSE THIS POP?**

In 2005, the Department of Human Services (DHS) Office of Vocational Rehabilitation Services (OVRS) determined that it could benefit from an external organizational assessment to identify strategic investments that OVRS might make to strengthen and enhance services that improve and increase numbers of employment outcomes for Oregonians with disabilities. The completed assessment included training recommendations and strategies for more employer engagement.

In response to the 2005 assessment’s recommendations OVRS developed, pilot-tested and evaluated the new approaches to training vocational rehabilitation counselors in 2006-2007. The pilot test was an overwhelming success. Participating OVRS staff (40 staff, or about 16 percent of all OVRS counselors) acquired skills to address the motivational issues of clients and to better engage employers resulting in increased employment outcomes. Through this limited pilot, OVRS produced an additional 113 job placements, reducing the number of “unsuccessful” case closings by 60 in one year (1,550 unsuccessful case closings in fiscal year 2005-06, vs. 1,490 in 2006-07) with an associated case service dollar cost savings of over \$184,500.

OVRs moved forward with statewide implementation of the pilot project. This POP will support the final year's implementation activity.

**3. HOW DOES THIS FURTHER THE AGENCY'S MISSION OR GOALS?**

Enhancing Employment Outcomes will increase the programs capacity to increase employment outcomes thus supporting the Department's mission of helping individuals become independent.

**4. IS THIS POP TIED TO A DHS PERFORMANCE MEASURE? IF YES, IDENTIFY THE PERFORMANCE MEASURE. IF NO, HOW WILL DHS MEASURE THE SUCCESS OF THIS POP?**

Key Performance Measure 100004:

OVRs Closed-Employed (The percentage of Office of Vocational Rehabilitation Services (OVRs) consumers with a goal of employment that are employed.

**5. DOES THIS POP REQUIRE A CHANGE(S) TO AN EXISTING STATUTE OR REQUIRE A NEW STATUTE? IF YES, IDENTIFY THE STATUTE AND THE LEGISLATIVE CONCEPT.**

No.

**6. WHAT ALTERNATIVES WERE CONSIDERED AND WHAT WERE THE REASONS FOR REJECTING THEM?**

A brief survey of administrators of public vocational rehabilitation programs resulted in multiple recommendations for this particular strategy.

**7. WHAT WOULD BE THE ADVERSE EFFECTS OF NOT FUNDING THIS POP?**

The POP would fund the final year of this initiative. Failure to fund would undermine the original investment and likely reduce the anticipated outcomes of this project.

**8. WHAT OTHER AGENCIES (STATE, TRIBAL AND/OR LOCAL GOVERNMENT) WOULD BE AFFECTED BY THIS POP? HOW WOULD THEY BE AFFECTED?**

None.

**9. WHAT ASSUMPTIONS AFFECT THE PRICING OF THIS POP?**

**Implementation Date(s):** July 1, 2009

**End Date (if applicable):** June 30, 2011

a. **Will there be new responsibilities for DHS? Specify which division(s) and describe their new responsibilities.** No.

- |  |   |
|--|---|
| <input type="checkbox"/> Administrative Services                 | <input type="checkbox"/> Addictions and Mental Health         |
| <input type="checkbox"/> Children, Adults and Families           | <input type="checkbox"/> Public Health                        |
| <input type="checkbox"/> Division of Medical Assistance Programs | <input type="checkbox"/> Seniors and People With Disabilities |

b. **Will there be new administrative impacts sufficient to require additional funding? Specify which office(s) and describe how it will be affected.** No.

- |   |  |
|---|--|
| <input type="checkbox"/> Human Resources                  | <input type="checkbox"/> Payment Accuracy and Recovery |
| <input type="checkbox"/> Information Security/Privacy     | <input type="checkbox"/> Investigations and Training   |
| <input type="checkbox"/> Document Management              | <input type="checkbox"/> Facilities                    |
| <input type="checkbox"/> Audit and Consulting             | <input type="checkbox"/> Contracts and Procurement     |
| <input type="checkbox"/> Information Services (computers) | <input type="checkbox"/> Budget, Planning and Analysis |
| <input type="checkbox"/> Financial Services (accounting)  | <input type="checkbox"/> DHS Office of Communications  |

c. **Will there be changes to client caseloads or services provided to population groups? Specify how many in each relevant program.**

No.

d. **Will it take new staff or will existing positions be modified? For each classification, list the number of positions and the number of months the positions will work in each biennium. Specify if the positions are permanent, limited duration or temporary.**

No.

- e. **What are the start-up costs, such as new or significant modifications to computer systems, new materials, outreach and training?**

No.

- f. **What are the ongoing costs?**

None, project will be sustainable after implementation is complete.

- g. **What are the potential savings?**

Potential savings will be realized based on an increase in successful case closures and a decrease in unsuccessful case closures and based on an average cost of \$3,000 per case.

Beyond the pilot, OVRS is not in a position to estimate additional savings but will be tracking this information throughout the statewide implementation and beyond.

- h. **Based on these answers, is there a fiscal impact?**

Yes.

- i. **What are the sources of funding and the funding split for each one? Include grant names and fund type, such as “Medicaid, General and Federal Funds.”**

General Fund.