

# Department on Disability Services FY2016

**Agency** Department on Disability Services

**Mission** The mission of the Department on Disability Services (DDS) is to provide innovative high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.

**Summary of Services** The Department on Disability Services (DDS) is composed of two Administrations that oversee and coordinate services for residents with disabilities through a network of private and not-for-profit providers. The Developmental Disabilities Administration (DDA) ensures that residents with intellectual disabilities receive the services and supports they need to lead self-determined and valued lives in the community. DDA achieves this through the delivery of outreach and service coordination services; the development and management of a provider network delivering community residential, day, vocational, employment and individual and family support services; and the operation of a comprehensive quality management program. The Rehabilitation Services Administration (RSA) delivers vocational rehabilitation services focusing on employment and training activities that allow persons with disabilities to experience a greater quality of life by obtaining and sustaining employment, economic self-sufficiency and independence. RSA provides employment marketing and placement services, vocational rehabilitation, inclusive business enterprises and supports for the D.C. Center for Independent Living. The Department on Disability Services also serves as the state agency for Social Security Disability Insurance Determinations under the direction of the Social Security Administration.

## 2016 Objectives

### FY16 Objectives

Objective Number	Objective Description
<b>Developmental Disabilities Administration (1 Objective)</b>	
1	Ensure service and support is provided in a timely manner.
<b>Developmental Disabilities Administration (7 Objectives)</b>	
2	Utilize Person-Centered Planning and Delivery approaches to ensure each person's personal needs, expressed preferences, and decisions concerning his/her life in the community are effectively planned and implemented.
3	Recruit and retain qualified providers to meet specialty clinical and support needs; remove poorly performing providers.
4	Improve the performance of DDA and the provider community to meet all health, safety and welfare requirements.
5	Protect Individual rights and decision-making authority, as well as ensure implementation of due process and grievance procedures.
6	Increase the number of individuals who achieve positive quality of life outcomes in the areas of health, work, relationships and community inclusion.
7	Monitor the budget for the Medicaid Waiver program on a quarterly basis to ensure it is being managed to the projections of utilization and expenditures.
8	Limit increases in the average annual residential costs per consumer to 110% of Consumer Price Index.
<b>Disability Determination Division (2 Objectives)</b>	
1	DDD will meet and/or exceed SSA standard case processing time (currently 115 days).
2	Processing SSI/SSDI Outreach Access and Recovery (SOAR) Claims

<b>Office of the Director (4 Objectives)</b>	
2	Exit existing Evans agency litigation and meet oversight requirements.
3	Improve the overall perception and delivery of services by DDS through the establishment of systems for customer feedback, analysis and improved communications with Agency consumers and stakeholders.
4	Improve the system of supports for people with intellectual and/or developmental disabilities and their families.
5	Lead interagency planning and implementation activities to develop a "No Wrong Door" approach to Long Term Services and Supports for all payers and all populations
<b>Office of the Director (1 Objective)</b>	
1	Provide leadership for District-wide activities to improve employment outcomes for youth and adults with disabilities
<b>Rehabilitation Services Administration (4 Objectives)</b>	
1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.
2	Improve RSA service delivery through more efficient operations and a more effective, skilled workforce.
3	Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities.
4	Improve coordination with other workforce development agencies providing services at the American Job Centers.

## 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - DDD will meet and/or exceed SSA standard case processing time (currently 115 days). (3 Measures)</b>							
Average SSA Case Processing Time (in days)		Annually	76	89	113	105	98
Accuracy of Eligibility Determinations		Annually	93	96		98	98
Annual Case Clearances		Annually	14,019	15,359	14,183	15,580	16000
<b>1 - Ensure service and support is provided in a timely manner. (4 Measures)</b>							
Average number of days to complete the Initial Individualized Support Plan (ISP)		Quarterly		0.7		60	60
Percent of annual Individual Support Plans (ISP) that are completed on-time		Quarterly	89	94		95	95
Percent of reported issues that are resolved on-time		Quarterly	45	66		85	86
Percent of people with an annual Level of Need (LON) assessment completed on schedule		Quarterly	88	58		85	90

<b>1 - Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings. (2 Measures)</b>							
Number of people placed by RSA that remained employed for 90 calendar days or more		Quarterly	620	643	670	645	650
Average entry level wages for people whose case are closed successfully		Quarterly		0.1		13	13.25
<b>2 - Improve RSA service delivery through more efficient operations and a more effective, skilled workforce. (2 Measures)</b>							
Percent of people with a plan developed within 90 calendar days of eligibility determination		Quarterly	92	93		90	90
Percent of people for whom eligibility is determined within 60 calendar days		Quarterly	83	92		90	90
<b>2 - Utilize Person-Centered Planning and Delivery approaches to ensure each person's personal needs, expressed preferences, and decisions concerning his/her life in the community are effectively planned and implemented. (1 Measure)</b>							
Percent of people with restrictive interventions who have an approved Behavior Support Plan		Quarterly		55		95	85
<b>3 - Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities. (1 Measure)</b>							
Percent of eligible transition youth for whom an Individualized Plan of Employment is developed		Quarterly		82		90	90
<b>3 - Improve the overall perception and delivery of services by DDS through the establishment of systems for customer feedback, analysis and improved communications with Agency consumers and stakeholders. (2 Measures)</b>							
Improve the overall perception of customer service provided by the Agency as measured by phone testing. Percent of employees tested per quarter meeting full compliance		Annually					98
DDS will survey 5% of individuals served by the agency		Annually					5
<b>3 - Recruit and retain qualified providers to meet specialty clinical and support needs; remove poorly performing providers. (1 Measure)</b>							
Percent of applicable waiver providers currently receiving an annual certification		Quarterly	74	70		75	80
<b>4 - Improve the performance of DDA and the provider community to meet all health, safety and welfare requirements. (2 Measures)</b>							

Percent of investigations completed within required timelines	Quarterly	89	94	95	95
Percent of DDA Service Coordinators, staff and supervisors who completed required competency-based training	Quarterly	93	98	95	95
<b>4 - Improve the system of supports for people with intellectual and/or developmental disabilities and their families. (2 Measures)</b>					
Number of agencies enrolled to participate in the Ticket to Work program as measured by new agencies added	Annually	3	3	5	6
Percent increase in individuals enrolled in Ticket to Work	Annually			100	100
<b>6 - Increase the number of individuals who achieve positive quality of life outcomes in the areas of health, work, relationships and community inclusion. (1 Measure)</b>					
Number of people in supported or competitive employment	Quarterly	235	226	320	300

## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (9 Measures)</b>				
DDA Clients Served	Annually	2,172	2,280	2,295
DDA Applications for services	Annually	207	170	150
DDA Prior Authorizations processed	Annually	8,545	8,926	10,129
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	Annually	1,156	1,099	1,038
DDA Provider Certification Reviews (PCR) conducted	Annually	132	105	81
RSA Clients Served	Annually	7,136	9,075	8,911
RSA Referrals	Annually	3,141	4,016	3,711
RSA Transition Referrals	Annually	904	1,230	1,045
DDD Determinations	Annually	570	589	561

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>Developmental Disabilities Administration - 1 (1 Initiative)</b>				

1	Ensure service and support is provided in a timely manner.	1.1	Ensure DDA's intake and eligibility experience is easy to navigate and connects people and their families to services and supports in a timely manner. Align performance indicator(s) with the ACL/CMS/VA "No Wrong Door" (NWD) grant goals.	Learning from the D.C. Supporting Families Community of Practice, DDS will design and implement a revised "Front Door" experience for people and families using the Life Course principles seeking support from the Developmental Disabilities Administration. The agency will ensure the revisions align with the No Wrong Door mission and vision for the District's long-term services and supports system.
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**Developmental Disabilities Administration - 2 (1 Initiative)**

2	Utilize Person-Centered Planning and Delivery approaches to ensure each person's personal needs, expressed preferences, and decisions concerning his/her life in the community are effectively planned and implemented.	2.1	Revise Person-Centered Planning processes and the Individual Service Plan to improve the experience for the person receiving services, improve internal business processes and align with the District's vision for a NWD system of long-term services and supports.	Working with DDA staff, providers, self-advocates and other key stakeholders, DDS will establish a Process Improvement Team to fully incorporate person-centered thinking and planning practices resulting in a streamlined, transparent and person/family focused plan(s). DDS will align the components with the District's NWD partners to ensure consistency for the public seeking LTSS. DDS will also Coordinate with DHCF and comply with federal CMS mandates to incorporate plan components and functions into the proposed new case management system for Home and Community-Based Services (HCBS) waiver programs.
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**Developmental Disabilities Administration - 3 (1 Initiative)**

3	Recruit and retain qualified providers to meet specialty clinical and support needs; remove poorly performing providers.	3.1	Conduct trainings for mental health professionals.	With the approval of the DDA HCBS waiver amendment, DDA will use marketing and networking strategies to increase the number of PT, OT and Speech Therapy clinicians participating in the program by 20%.
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**Developmental Disabilities Administration - 4 (4 Initiatives)**

4	Improve the performance of DDA and the provider community to meet all health, safety and welfare requirements.	4.1	Improve the capacity in the IDD service delivery system to provide trauma-informed care through direct technical assistance and integration of CFSA and DBH systems of care with IDD services.	In FY 16, DDS will provide training, technical assistance and ongoing consultation in trauma-informed care for to up to eight (8) providers serving people with challenging behaviors and/or dual diagnoses, with a goal of creating healing environments for the people they support who have the highest intensity behavior support needs. DDS will also track pre and post incident rates to evaluate effectiveness of interventions, coordinate and collaborate with CFSA and DBH to ensure the city-wide Trauma-Informed Care initiative is effectively understood and utilized in the IDD service delivery system.
4	Improve the performance of DDA and the provider community to meet all health, safety and welfare requirements.	4.2	Continue the implementation of education and preventative activities on abuse and neglect.	The Agency will host a "District of Columbia Government Abuse Investigator" roundtable that will include attendees from the provider agency community, other government agencies and law enforcement. The Agency will also continue to convene an internal committee to evaluate incident trends that will include but not be limited to an analysis of service provider data related to significant higher or lower number of abuse and neglect incidents for people and make recommendations for investigation and/or interventions.
4	Improve the performance of DDA and the provider community to meet all health, safety and welfare requirements.	4.3	Implement the DDS/DDA Centers for Medicare and Medicaid Services (CMS) Corrective Action Plan and achieve compliance with the CMS quality assurances as evaluated during the CMS Quality Review of the IDD waiver scheduled for FY 2016. (D.C. Official Code § 7-761.05.)	In FY2016 DDS will, consistent with the Medicaid Waiver Program approved application, achieve and maintain at least 86% compliance with all CMS quality measures. DDS/DDA will measure compliance and develop plans for remediation when compliance falls below the acceptable level.

4	Improve the performance of DDA and the provider community to meet all health, safety and welfare requirements.	4.4	Develop a new Health and Wellness standard to improve health outcomes and decrease incidence of persons infected with HIV in the District of Columbia.	<p>Aligning with the Mayor's Priority Goals, in FY16 DDS will work to implement a new health and wellness standard to include prevention, promotion, advocacy, training and education in the communities with the goal of improving health outcomes and reducing the number of people who become infected with HIV through project REAL.</p> <p>While developing this standard, efforts will be made to identify IDD advocates who will be involved in education/awareness activities; train persons and families on how to access varying HIV services targeted at increasing awareness of prevention methods, treatment &amp; reinforcement; educate the community to reduce stigma and discrimination to people with HIV; and provide access to routine screenings (facilitated by screening tools) with proper monitoring and evaluation.</p>
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**Developmental Disabilities Administration - 5 (1 Initiative)**

5	Protect Individual rights and decision-making authority, as well as ensure implementation of due process and grievance procedures.	5.1	Continue to improve performance in the efficiency of the Restrictive Control Review Committee (RCRC) review process to ensure adherence to policy and procedures that will increase the number of approved behavioral support plans (BSPs) with restrictive controls.	As required to exit Evans v. Bowser, and meet CMS quality assurances, the Agency will continue its efforts to improve the efficiency of the RCRC approval process by analyzing its data to determine which clinicians require additional training related to the development of plans that comport to DDS policy and procedures and professional standards. Using the performance data collected in FY 2014 and 2015, DDA will recommend new performance standards to DHCF for continued participation in the HCBS waiver Medicaid program for Behavior Support providers. The Agency will provide technical assistance to individual clinicians on a case-by-case basis following a pre-review of all BSPs submitted for review to the RCRC.
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**Developmental Disabilities Administration - 6 (2 Initiatives)**

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6	Increase the number of individuals who achieve positive quality of life outcomes in the areas of health, work, relationships and community inclusion.	6.1	Increase access to generic government and social services and meaningful community inclusion for District residents with intellectual and developmental disabilities.	As required to exit Evans v. Bowser, in FY 16 DDS will collaborate with the DC Office on Aging (DCOA) and the Department of Parks and Recreation (DPR) to provide technical assistance and training to Area Agencies on Aging, Senior Centers and Community Recreation Centers to increase the capacity of the staff and programming options and continuously work towards increasing the meaningful inclusion of District residents with intellectual and developmental disabilities into generic aging and recreation services.
6	Increase the number of individuals who achieve positive quality of life outcomes in the areas of health, work, relationships and community inclusion.	6.2	Increase the number of providers with expertise in customized employment and entrepreneurial development to increase the number of people with IDD who achieve and maintain employment. (Evans v. Bowser; HCBS Settings Rule, 79 FR 2947)	Partner with RSA to support at least three (3) providers to fully implement customized employment strategies and expand technical assistance to develop support for entrepreneurial development, including micro-industry, with agencies that are supported employment providers for both RSA and DDA.

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**Developmental Disabilities Administration - 7 (1 Initiative)**

7	Monitor the budget for the Medicaid Waiver program on a quarterly basis to ensure it is being managed to the projections of utilization and expenditures.	7.1	Monitor the budget for the Medicaid Waiver program on a monthly basis to ensure all services are in line with the quarterly budget projections.	DHCF will provide DDS/DDA regular monthly as well as quarterly consolidated expenditure reports by service type, showing the aggregated utilization compared to the projected annual utilization (people and units of service) so that DDA can evaluate patterns of under or over utilization and manage variations through a number of approaches including verification/audit of billing versus service delivery documentation, audits of ISPs, training for DDA staff and providers on service types and limitations and other service options; and potential amendments to adjust the total number of authorized persons to be served in Waiver Year 4 (FY 2016).
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**Developmental Disabilities Administration - 8 (1 Initiative)**

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8	Limit increases in the average annual residential costs per consumer to 110% of Consumer Price Index.	8.1	Exercise greater scrutiny on housing requests and observe HUD fair market rent guidelines for all providers' housing rental costs unless essential for documented medical or accessibility necessity.	DDA program staff will work to provide increased guidance and oversight earlier in the process of acquiring new residential service. Sanctions will be employed against provider agencies when renewal leases exceed fair market rent guidelines without DDS approval.
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**Disability Determination Division - 1 (1 Initiative)**

1	DDD will meet and/or exceed SSA standard case processing time (currently 115 days).	1.1	Utilize all available resources for achieving timely determination decisions.	Expedite the determination process for individuals with a high likelihood of disability based on their application. Provide training to staff as needed on best practices in review of applications with the most likely determinations. Streamline methods for obtaining supporting documentation through improvements in the medical evaluative records processes. These efforts ensure compliance with all SSA standards and guidelines.
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**Disability Determination Division - 2 (1 Initiative)**

2	Processing SSI/SSDI Outreach Access and Recovery (SOAR) Claims	2.1	DDD will process a minimum of 200 SOAR claims a year with a mean processing time of 90 days or less.	DDD will process a minimum of 200 SOAR claims a year with a mean processing time of 90 days or less. DDD will meet and/or exceed this goal by creating a SOAR adjudicative team consisting of examiners, medical consultants and the Professional Relations Officer to work exclusively on these cases when they are received to expedite the determination process.
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**Office of the Director - 2 (1 Initiative)**

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2	Exit existing Evans agency litigation and meet oversight requirements.	2.1	Exit Evans v. Bowser.	The Director's office will focus planning, personnel and strategic efforts to assure that the requirements for the 2010 Revision of 2001 Plan for Compliance and Conclusion of the Evans v. Bowser are met (70 exit criteria) so that the District can responsibly exit this case. This will be done through continued development and implementation of Evans work plans as well as meeting performance goals required by the 2010 Plan. The District continues to work toward a finding of compliance with the five remaining exit criteria and is implementing a plan of correction/improvement to achieve the conclusion of the class action.
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**Office of the Director - 3 (1 Initiative)**

3	Improve the overall perception and delivery of services by DDS through the establishment of systems for customer feedback, analysis and improved communications with Agency consumers and stakeholders.	3.1	Improve the overall perception of customer service through increased efforts to capture customer feedback and use the information to guide the development of training, policy, and procedures.	The Director's office will improve customer service feedback results through the use of alternate survey methodologies that allow for expanded access.
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**Office of the Director - 4 (3 Initiatives)**

4	Improve the system of supports for people with intellectual and/or developmental disabilities and their families.	4.1	Continue efforts to expand DDS services to all residents within the District of Columbia	Conduct analyses of the impact of: (1) extending eligibility for DDS services to all people in the District of Columbia who have a developmental disability; and (2) ending commitment in the District. This analysis is required by the Committee on Health and Human Services.
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4	Improve the system of supports for people with intellectual and/or developmental disabilities and their families.	4.2	Continue leadership and growth of the DC Supporting Families Community of Practice and the Family Support Council, established by the FY 2015 Budget Support Act of 2014.	Work to assist DDS and other agencies develop systems that support families throughout the lifespan to develop and strengthen informal and formal support networks for their family and their family members with intellectual and developmental disabilities. This includes the development of an Individual and Family Support waiver; and piloting four (4) Family Planning Together trainings on person-centered thinking by and for families. The Federal funding provided through the Supporting Families Community of Practice supports these work efforts.
4	Improve the system of supports for people with intellectual and/or developmental disabilities and their families.	4.3	Continue to work towards bringing the Home and Community-Based Services waiver program into compliance with the new requirements of the federal HCBS Settings Rule, 79 FR 2947.	In FY 2015, in response to the new CMS new Home and Community Based Settings Rule that created a new outcome-oriented definition of HCBS settings for HCBS Waiver services, DDS evaluated its HCBS settings against the new standards and began efforts to bring the waiver program into compliance with the new outcome-oriented definition of HCBS settings no later than the federal deadline of March 17, 2019. Based upon the evaluation of HCBS Settings completed in FY 2015, DDS will develop, submit to CMS, and implement for FY 2016 a revised Transition Plan with benchmarks and milestones to achieve further compliance with the new rules.

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**Office of the Director - 5 (1 Initiative)**

5	Lead interagency planning and implementation activities to develop a "No Wrong Door" approach to Long Term Services and Supports for all payers and all populations	5.1	Coordinate the planning and implementation of "No Wrong Door" activities	Lead interagency efforts to establish and begin to implement standards and protocols for person-centered counseling and staff competencies for agencies in the District's Long Term Services and Supports system, aimed at developing a cross-agency, streamlined and coordinated, person-centered approach, to intake, assessment, and planning with people with disabilities, seniors, and their families.
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**Office of the Director - 1 (1 Initiative)**

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1	Provide leadership for District-wide activities to improve employment outcomes for youth and adults with disabilities	1.1	Organize activities focused on increasing opportunities for employment	Coordinate inter-agency activities such as support for provider transformation, policy guidance for implementation of WIOA, and coordination of pre-employment transition services to stimulate employment first activities, as lead on two initiatives through the U.S. Department of Labor, Office of Disability Employment Policy. Advancing opportunities for employment for people with disabilities is critical to success in the Evans v. Bowser litigation and an important element of Olmstead efforts to support people with disabilities to live in the community.
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**Rehabilitation Services Administration - 1 (6 Initiatives)**

1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.	1.1	Increase outreach efforts in the community with a particular focus on ensuring better accessibility of services for people identified as underserved in the 2014 Comprehensive State Needs Assessment and for people living in wards 7 and 8, which constitute 50% of current clients. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq)	<p>RSA has continued to expand its outreach efforts in order to ensure that services are widely available in the community. In FY 2015, DCRSA strategically focused its outreach efforts to expand to sites that serve populations identified as unserved and underserved in its Comprehensive State Needs Assessments completed in May 2013 and December 2014. Also in FY 2015, the agency increased the number of days that counselors work at American Jobs Centers (One Stop Centers) from one day per week currently, up five days per week in order to improve cooperation with the DC Office of Employment Services, and other providers at the American Jobs Centers. These efforts will assist in raising the number and quality of successful employment outcomes. RSA has increased its presence in agencies serving people who speak Spanish and agencies serving people who are Ethiopian and Eritrean. The agency has increased its presence in agencies located in wards 7 and 8 (there are currently Vocational Rehabilitation counselors located in 6 agencies located in wards 7 and 8). However, 50% of people served by RSA live in wards 7 and 8. Therefore, in FY 2016, the agency plans to further expand services in these wards, adding at least 3 additional outreach sites in wards 7 and 8.</p>
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1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.	1.2	Increase outreach to people with HIV. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	In support of the Mayor's Initiative to reduce HIV infections in the City and improve outcomes for people with HIV, RSA will expand outreach efforts to at least two community based HIV service providers. While the Mayor's initiative to reduce new HIV infections, increase the number of people aware of their HIV status, and therefore the number who are engaged in treatment will reduce the impact of HIV on people's ability to work, there are still a number of people who are long-term survivors with HIV, who discovered their disease in later stages, or whose health has now improved and are considering returning to work. All of these people may benefit from vocational rehabilitation services. RSA will establish relationships with at least two community based providers, and have a Vocational Rehabilitation (VR) counselor provide services at these locations. Included in the services will be provision of benefits counseling to ensure that people understand how to retain benefits, including health benefits as they enter or return to the labor market.
1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.	1.3	Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites, to ensure that RSA staff are placed in the community where the need for VR services is highest. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	Over the past two years, RSA has significantly increased its presence in the community through establishing agreements with other District agencies and community based agencies to conduct intakes and provide VR services at partner agency sites. In addition, in FY 2014, the agency began providing all transition VR services at schools, rather than at the DDS/RSA office. Now that all of these additional outreach sites have been in place for at least one year, the agency has sufficient data to begin evaluating the effectiveness of the various sites. The agency's quality assurance staff will evaluate the number of referrals received and clients seen at each site to ensure that the agency personnel resources are being stationed in the most effective and efficient manner possible. In sites that show little activity, the assigned VR Supervisor will work with the staff at the site to determine what marketing can be done to improve outcomes or consider reducing or eliminating VR services in the site. This will ensure that VR counselors are available where they are needed most and aid in improving employment outcomes for the agency. An analysis of referrals from all outreach sites will be conducted per quarter. If a VR Specialist is seeing fewer than 4 clients per day, the agency will consider reducing the frequency of RSA presence at those sites.

1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.	1.4	Increase the number of people who complete training programs that prepare them for jobs in high demand fields, thereby increasing the number of employment placements in these fields. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	The Workforce Innovation and Opportunity Act (WIOA) calls on VR agencies to provide job driven VR services. VR counselors will use labor market information in assisting people to develop employment goals that are consistent with the person's strengths, needs, resources, abilities, capabilities, and prepares the person for work that will be available in the District economy. Through the use of current labor market information VR counselors will ensure that in identifying employment goals with a person that the goal will reasonably lead to employment. The current growth industries in the District include: hospitality, health care, IT, construction and security. RSA will increase the number of training providers that we have in these areas and increase the number of job placements in these fields.
1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.	1.5	Increase the number of people with most significant disabilities who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.; 34 CFR 363 et seq.)	In FY 2015, RSA updated its supported employment policies in order to ensure that people who require supported employment services to obtain and maintain employment are receiving all available supports. All staff were provided training on the updated policies, In FY 2016, RSA will devote one VR unit to work specifically with people who require supported employment services. There will be two VR Specialists who will work with people with intellectual and developmental disabilities and three VR Specialists assigned to work with people with serious mental illnesses. These staff will be responsible for coordinating closely with DDA and DBH in order to ensure that extended services are in place through either DDA or DBH, before the VR case is closed, to ensure that there is no gap in services and that people are able to retain employment. RSA expects to increase the number of people with intellectual disabilities and with serious mental illness who are placed in employment and who maintain employment and have their cases successfully closed. This program is supported by the Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act of 2014.
1	Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.	1.6	Increase the number of blind vendors participating in the Randolph Sheppard Blind Vendors Program (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.; 20 U.S.C. 107a; 34 CFR 395 et seq.)	In accordance with The Randolph Sheppard Act of 1936, The Randolph Sheppard Blind Vendors Program offers an opportunity for people who are blind to obtain and maintain employment as vendors in vending facilities located in District and federal buildings. This is an entrepreneurial opportunity available to people who are blind, who possess the skills and capacity to succeed as independent operators of a Randolph Sheppard facility. There are currently 19 vendors in the program. Through outreach to the community and within the RSA Blind Services Unit, RSA will increase the number of vendors in the program by at least 10%.

**Rehabilitation Services Administration - 2 (3 Initiatives)**

2	Improve RSA service delivery through more efficient operations and a more effective, skilled workforce.	2.1	Continue to provide regular training for RSA staff. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	WIOA made changes to the State VR Agencies Comprehensive System of Personnel Development. This new legislation requires that VR counselors be professionals with an understanding of issues related to disability and employment, and an understanding of the 21st Century Workforce. This requires VR counselors to be able to understand and use labor market information in working with clients. In addition, there is more focus on understanding of business needs and developing trends, and seeing businesses as clients, providing education to businesses related to disability awareness and working with businesses to ensure that the VR agency provides job ready applicants for available positions. In order to ensure that staff are able to meet these new demands, RSA has established a contract with a local Rehabilitation Counseling Master's Program at GW University, to provide monthly training to all VR counselors and other staff. This training will be on-going throughout the year, with a goal of increasing the competencies of VR staff, thereby increasing the number of people we help to obtain employment. 100% of VR Specialists will participate in all monthly mandatory training. The agency will implement its new case review protocol to develop the baseline performance of the VR counselors and to assess the effectiveness of the training to ensure their performance is 90% in compliance with the standards in policies and regulations.
2	Improve RSA service delivery through more efficient operations and a more effective, skilled workforce.	2.2	Improve efficiency in referrals, coordination of services and payment for job placement and supported employment services by fully implementing the CRP (Community Rehabilitation Provider) module in RSA's electronic case management system. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	In order to improve coordination of services with Community Rehabilitation Providers, in FY 2015, the agency purchased the necessary software for its case management system in order to allow access to the "CRP Module" of System 7, the agency's electronic case management system. This will allow counselors to make referrals within System 7 to all Job Placement and Supported Employment providers, and will allow for status reports and billing to be filed directly within the system, providing for a more efficient process in collaboration with partner agencies providing Job Placement and Supported Employment Services. This new module will be tested in October 2015, and will be fully operational by January 2016. We expect that this improved efficiency in making referrals for services, and tracking client's progress, will help in increasing the number of people placed in employment during FY 2016.

2	Improve RSA service delivery through more efficient operations and a more effective, skilled workforce.	2.3	Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA). (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	RSA has been working with the State Rehabilitation Council to review and, as necessary revise its policies and procedures. In FY 2015, the agency revised or developed policies in the following areas: Order of Selection (Waiting list), Supported Employment, Post-Secondary Education and Training, Maintenance, Rates of Payment for Vocational Rehabilitation Services, Self-Employment; and developed procedures in the following areas: Post-Secondary Education and Training, Supported Employment and Self-Employment. In FY 2016, the agency will complete the review of all policies and procedures and ensure that all policies and procedures are updated and in compliance with regulatory changes that will be taking effect related to WIOA. The agency will begin its review by updating the VR Services policy and procedure. The agency will complete updates of case closure, caseload management case record, and due process policies and procedures.
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**Rehabilitation Services Administration - 3 (4 Initiatives)**

3	Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities.	3.1	Update the Memorandum of Agreement in place with the Office of the State Superintendent of Education to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, to establish the mechanism for identification of students and provision of PETS services to all DC students. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	<p>WIOA has imposed a new requirement on vocational rehabilitation agencies to provide Pre-Employment Transition Services to all transition age (i.e., 16 – 22 in FY 2016) high school students who are potentially eligible for VR services. This would include all students with an individualized education plan or those eligible for a 504 plan. The services include job exploration counseling, work-based learning experiences, counseling on opportunities for enrollment in post-secondary educational programs, workplace readiness training and instruction in self-advocacy.</p> <p>RSA is working with OSSE to update the VR/State Education Agency agreement in order to ensure that there is a clear mechanism for identifying all youth eligible for these services and establish systems for ensuring that these services are available to all students attending DC Public Schools, Public Charter Schools and non-public school placements in the DC Metropolitan area. A draft agreement has been prepared in FY 2015, and should be finalized and in place by December 2016.</p>
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3	<p>Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities.</p>	<p>3.2 Contract with a community based agency to improve coordination of transition services for students attending Public Charter Schools, and work with this agency to establish agreements with each Public Charter School serving transition age youth, that defines the responsibilities of RSA and Public Charter School staff in coordination of PETS services, post-secondary transition planning and referral for VR services. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)</p>	<p>In August 2015, RSA established a contract with a community based agency with established relationships with many Public Charter Schools. The agency sought this assistance in order to improve outcomes in establishing relationships with Public Charter School staff, to ensure better coordination of services between Public Charter Schools and RSA in order to ensure that youth exit school with a clear plan regarding post-secondary education, training and employment. This agency will assist RSA in establishing Memoranda of Agreement with Public Charter Schools. In the first eight months of the agreement, i.e., by the end of February 2016, RSA will work with this agency to establish MOAs with the eight Public Charter Schools that have had the highest number of referrals in FY 2014 and FYTD 2015 (i.e., Edison-Friendship Collegiate Academy, Kingsman Academy, KIPP, Luke C Moore Academy, Maya Angelou, Next Step, Washington Mathematics Science Tech and Youth Build). Included in these MOAs will be a plan for provision of PETS services to all eligible students in these schools.</p>
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3	Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities.	3.3	Coordinate with DCPS, Public Charter Schools, and DOES to ensure that PETS services, including job readiness training, peer mentoring and self-advocacy training, career counseling, and opportunities for work experience are available to all transition age DC youth with disabilities. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	<p>RSA has been working with DCPS and DOES during FY 2015 to establish an agreement regarding provision of PETS services to all DCPS students attending ten comprehensive high schools (i.e., Anacostia, Ballou, Cardozo, Dunbar, Eastern, Roosevelt, River Terrace, Wilson and Woodson). This plan includes provision of resources by RSA to DCPS in order to support provision of job readiness and self-advocacy training, and development of sites for work experience for students. Monthly training consistent with requirements under Titles I and IV of WIOA will be provided at schools by DCPS, RSA and DOES staff. In addition, DCPS and RSA staff will coordinate with DOES in order to access work experience opportunities for students, including internships and paid employment. This agreement will be finalized during FY 2015. Services will be in place at the beginning of the school year. Monthly training will be provided September through June. Work experiences will be available to students beginning in the second semester, i.e., beginning in February, 2016.</p> <p>RSA will work with the agency referred to in the initiative above to develop a plan for provision of PETS services to students in Public Charter Schools.</p> <p>RSA is also working with OSSE, DCPS and another community based provider, School Talk, to expand the annual Transition Forum. This forum provides an opportunity for work readiness training, counseling on career options and post-secondary opportunities, as well as self-advocacy training for transition students. In FY 2015, approximately 250 students participated in this forum. Our plan this year is to expand the forum to serve approximately 600 students. Depending on availability of space at the Convention Center, the forum will be held either in early November, 2015 or in March 2016.</p>
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3	Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (PETS) to secondary students with disabilities.	3.4	Improve coordination with DOES youth programs in order to increase the number of youth with disabilities who participate in the Mayor Marion Barry Summer Youth Employment Program, and ensure that these participants have all necessary supports to be successful in the program. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	In FY 2015, RSA, with support from other agencies in the Secondary Transition Community of Practice, developed a Summer Institute, providing additional support for students with significant disabilities to prepare them for and support them in Summer Youth Employment placements. In this first year, 25 students participated. RSA anticipates at least doubling this number during FY 2016, to provide this level of support to at least 50 students with most significant disabilities. In addition, RSA will work closely with DOES, DCPS, and Public Charter Schools to increase the number of students with disabilities who participate in SYEP to at least 250, and ensure that adequate supports are in place to ensure that they successfully complete the program.
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**Rehabilitation Services Administration - 4 (3 Initiatives)**

4	Improve coordination with other workforce development agencies providing services at the American Job Centers.	4.1	Establish data sharing agreements with DOES and OSSE that will enable RSA to have access to post-case closure wage and education data regarding VR program participants in order to monitor and report on agency performance. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	WIOA established new performance measures for RSA. These performance measures will now require RSA to track clients' post-case closure success. In the past, the performance measures related only to the agency's success in helping a person obtain employment and maintain this job for at least 90 days. Under WIOA, RSA will now be required to track all people for two and four quarters following case closure. This ensures not only that people are assisted in finding employment, but that they are able to maintain successful employment. In addition, WIOA requires tracking of post-closure education outcomes. In order to comply with these new requirements, RSA will need to work with DOES and OSSE, in order to have access to necessary data. A draft MOA has been completed with OSSE, and is awaiting legal sufficiency review at OSSE. A draft MOA is in progress with DOES. All of these documents must be in place by December, 2015, as the performance standards and manner for collecting this information is a required element in the Workforce Development Combined State Plan, which is due to the Departments of Education and Labor by March, 2016, must be submitted to the Mayor for review by January 2016.
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4	Improve coordination with other workforce development agencies providing services at the American Job Centers.	4.2	Improve coordination of outreach to businesses. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	<p>RSA will work with DOES and other mandatory partners in developing the Workforce Development Combined State Plan. One issue that must be addressed in this plan is how the District works with businesses. Currently, eight District agencies (i.e., DOES, RSA, CFSA, DYRS, DCPS, Office on Aging, DHS, DBH, Housing) directly, or through contractors, provide job development services and outreach to employers. In order to ensure efficient use of government resources to be as effective as possible in business outreach, job development, and employer education, the Combined State Plan will identify some mechanism for either consolidating these functions or better coordinating functions among these agencies. The state plan must be completed for the Mayor's review by January 2016, in order to be submitted to the Departments of Education and Labor by March 2016.</p>
4	Improve coordination with other workforce development agencies providing services at the American Job Centers.	4.3	Work with DOES, and other mandatory AJC partners to develop and provide cross training for all AJC staff. (29 U.S.C. 701 et seq.; 34 CFR 361 et seq.)	<p>WIOA is requiring better coordination among American Job Center partner agencies. Rather than simply co-location, it calls on agencies to work together in comprehensively meeting the needs of people who come to the AJC for services, in order to more quickly help people overcome any barriers and achieve an employment outcome. The Workforce Development Combined State Plan must address how all mandatory AJC partners will work together in serving District residents who come to the AJC seeking assistance with employment.</p>
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