



Creating Opportunity Through Innovation

**Annual Report
Federal Fiscal Year 2013
October 1, 2012-September 30, 2013**

Message from the Chair



This annual report for federal fiscal year 2013 is our council's opportunity to share information about the vocational rehabilitation services provided to individuals with disabilities in Wisconsin.

We have provided a breakdown, by county, of the economic impact of 3,840 individuals with disabilities who are now working and earning annual wages of over \$66 million.

We also wanted to highlight the commitment to innovation that the Division of Vocational Rehabilitation (DVR) agency pursued in 2013. These new approaches, from motivational interviewing, to orientation sessions for new DVR applicants, to real work opportunities for high school students with disabilities, led to more employment outcomes than previous years.

2014 will offer opportunity for more Wisconsin citizens with disabilities because DVR will receive additional funding and approval to add nine staff positions so DVR can reduce its waiting list. With almost unanimous bi-partisan support of the state legislature and with the signature of Governor Scott Walker, Wisconsin Act 58 provides the funding for Wisconsin DVR to capture its full federal funding allotment. This funding will make it possible for DVR to provide its effective and innovative services to more people with disabilities.

Our council would be remiss if we did not acknowledge the dedication and innovation of the DVR staff. DVR Counselors and Consumer Case Coordinators meet with individuals each day who may feel overwhelmed by their disability or their life circumstances. With persistence and planning, they help individuals find solutions so they can focus on employment. Putting employment first allows them to focus on the opportunity. In 2013, 3,840 individuals with disabilities seized that opportunity.

Linda Vegoe, Chair
Wisconsin Rehabilitation Council

Letter from the DVR Administrator



The Wisconsin Rehabilitation Council plays a key role in insuring that the Wisconsin Division of Vocational Rehabilitation provides the employment and training services that will help job seekers with disabilities connect to employment. The Council's thoughtful analysis and unwavering commitment to high quality employment services for Wisconsin's citizens assures that job seekers with significant disabilities can achieve success in employment.

Throughout this report, you'll see examples of DVR's innovative practices that have assisted job-seekers with disabilities to reach their employment goals. The WRC has partnered with DVR - from development to implementation - in these innovations, helping to insure that the services that DVR offers will be consumer-centered and effective.

These innovations have translated into success for DVR and for the customers we serve. The 3,840 job seekers with disabilities who achieved their employment goals in Federal Fiscal Year 2013 will earn more than \$66 million annually – more than double the taxpayer investment in their services.

With the support of Wisconsin Governor Scott Walker and the Wisconsin legislature, DVR will receive additional funding and staff in FFY 2014, allowing us to reduce the DVR waiting list and offer more opportunities for people with disabilities to increase their independence through employment.

It is the shared commitment of many individuals – our job seekers, our staff, our federal and state funding partners, our local service providers, and our Rehabilitation Council – that has led to DVR's success. I am grateful and proud to be part of this committed team.

Michael A. Greco, Administrator
Wisconsin Division of Vocational Rehabilitation

Mission

The Wisconsin Rehabilitation Council (working on behalf of Wisconsin residents with disabilities) will review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality services to people with disabilities.

Vision

The Wisconsin Rehabilitation Council will endeavor to:

- **Build partnerships** among people with disabilities, providers of service, advocacy organizations, and those other groups that can and should participate in the accomplishment of the mission and vision of the organization.
- **Forge a spirit of trust and cooperation** with the administration and staff of DVR and advocacy organizations for people with disabilities so that the use of scarce resources for accomplishing the mission and vision are optimized and conditions are created for acquiring additional resources.
- **Reach out to people with disabilities** throughout the state so as to create a true spirit of inclusion for every citizen including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.
- **Hear and respond** to the concerns and issues raised by people with disabilities, their advocates, and other concerned individuals so that the work of the Wisconsin Rehabilitation Council is as effective as possible and we are able to truly be a catalyst for positive change.

WRC Members

Linda Vegoe, Chair
Client Assistance Program
Madison

Jim Dobrinska, Vice Chair
Business, Industry and Labor
Milwaukee

Rob Buettner, Secretary/Treasurer
Representative of persons with disabilities
Milwaukee

Cayte Anderson
Representative of persons with disabilities
Madison

Wendi Dawson
State Education Agency
Madison

Stephanie Drum
Representative of persons with disabilities
Madison

Julie Ferchoff
Vocational Rehabilitation Counselor
Janesville

Michael A. Greco
Director of Designated State Unit
Madison

Jodi Hanna
Representative of persons with disabilities
Madison

Alvin Hill
Community Rehabilitation Services Provider
Milwaukee

Ron Jansen
State Independent Living Council
North Hudson

Patricia Lerch
Native American Vocational Rehabilitation
Lac du Flambeau

John Lui
Community Rehabilitation Program
Elk Mound

Roxann Perez
Business, Industry and Labor
Brookfield

Kristin Stern
Representative of persons with disabilities
Milwaukee

Matthew Zellmer
Parent Training and Information Center
Milwaukee

The Wisconsin Rehabilitation Council performs several functions to execute their duties, as outlined in the Rehabilitation Act. Each section of this report will highlight the activities of the WRC, and show how those activities fulfill the WRC's requirements in the Act.

1. Review, analyze, and advise DVR regarding the performance of its responsibilities (particularly regarding eligibility), the extent and effectiveness of services, and the functions performed by State agencies that affect or potentially affect the ability of individuals with disabilities to achieve employment outcomes under this title.
2. Advise and assist DVR in the preparation of the state plan and its amendments, applications, reports, needs assessments, and evaluations.
3. Conduct a review and analysis of the effectiveness of VR and consumer satisfaction.
4. Prepare and submit an annual report to the Governor Commissioner on the status of vocational rehabilitation programs operated within the State,
5. Coordinate the work of the Council with the activities of other disability-related councils.
6. Establish a working relationship between DVR and the State Independent Living Council and the centers for independent living in the state.
7. Perform other functions, consistent with the purpose of this title, as the State Rehabilitation Advisory Council determines to be appropriate, that are comparable to the other functions performed by the Council.

Employment Outcomes

	FFY 10	FFY 11	FFY 12	FFY 13
Successful Outcomes	2,784	2,972	3,250	3,840
Return on Investment	189%	197%	210%	206%

Even through economic uncertainty and a competitive job market, the Wisconsin Division of Vocational Rehabilitation continues to have success in assisting job seekers with disabilities to reach their employment goals.

The Wisconsin Rehabilitation Council believes that one of the most important factors in this success has been DVR's willingness to continually look for and implement innovative services. The WRC has been excited to be a partner with DVR in turning innovative ideas into practices that benefit Wisconsin job-seekers with disabilities.

- DVR and the Department of Health Services have worked collaboratively to establish an innovative model, called Individualized Placement and Supports (IPS) that provides a rapid job search and individualized support for job seekers with severe and persistent mental illness, DVR's largest disability group. Since starting the project in 3 counties the rehabilitation rate for individuals with persistent mental illness has gone from a statewide rate of 39% (SFY 2009) to a rate of 49.6% (SFY 2013) and has been further expanded to 9 counties in Wisconsin.
- Recognizing the important role that businesses play in the vocational rehabilitation process, DVR hired 20 new Business Services Consultants in FFY 2013. These individuals develop relationships with Wisconsin businesses and help them recruit, hire and retain people with disabilities.

- DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. Since its start in Wisconsin in 2012, Forty-eight DVR consumers who completed REDI training have been hired in permanent positions by Walgreens and 6 others have been hired by other businesses.
- Building on the success of REDI, called place and train, DVR has offered the place and train model to other large businesses in Wisconsin and is currently working with them to implement this model at their various locations.
- Wisconsin continued its successful participation in Project Search, a national program that provides real-life work experience to help youth with significant disabilities make successful transitions from school to work and adult life. There are currently seven Project Search sites in Wisconsin.
- DVR partners with the Department of Health Services, the Department of Public Instruction and the Board for People with Developmental Disabilities to implement Let's Get to Work grants in nine school districts throughout the state. These grants provide career exploration and work experience for youth with developmental disabilities in Wisconsin.
- DVR established a Youth on the Job Training initiative, a program that reimburses an employer for the costs associated with training a youth in a job at up to 100% of wages for up to 500 hours. More than 300 youth OJT's have been developed since the program's beginning in 2011.

- Both DVR and the WRC have a role in seeking consumer satisfaction as it relates to services, service providers, and overall satisfaction with their experience when working with DVR. In 2013, DVR proposed improving the consumer satisfaction survey process. In addition to gathering the information that is required of DVR and WRC, DVR was interested in developing a survey that can be used for process improvements. A workgroup comprised of DVR staff, WRC members, and representatives from the University of Wisconsin Survey Center have worked on a survey that incorporates multiple choice questions and the ability to provide detailed responses.

Employment Outcomes Details

Employment Status	Total	Percent of Placements	Hourly Wage
Employment without Supports in Integrated Setting	3,249	84.6%	\$11.52
Employment with Supports in Integrated Setting	517	13.5%	\$8.42
Homemaker	2	0.1%	\$0.00
Self-employment (except BEP)	71	1.8%	\$24.25
State agency business enterprise (BEP)	1	0.0%	\$21.75
Total	3,840	100%	\$11.33

The employment status categories use the terms used in the federal reporting on outcomes.

- Employment without supports refers to the typical hire, where a qualified candidate is hired by a business.
- Employment with supports refers to individuals who are hired by businesses and they receive some supports, such as job coaching, that are funded by a source other than the business.
- Integrated setting is the term that refers to competitive jobs in the community. Vocational rehabilitation services must be directed to obtaining competitive jobs in the community. “Sheltered” employment in a community based work center is funded through sources other than DVR.
- Homemaker refers to small number of individuals who require rehabilitation to be able to perform household tasks so another member of the family can work. DVR cannot duplicate services that could be covered by health benefits or human service agencies, so it usually involves a very unique need.

- Self-employment outcomes involve starting one’s own business or receiving help to accommodate the disability so a business owner can continue to operate their business. This category includes farmers who have become disabled and want to continue farming through assistive technology or restructuring how the work is done.
- State agency business enterprise is a program that assists individuals who are blind or visually impaired to operate food service or vending operations in federal or state owned buildings.

Return on Investment

Wisconsin receives an impressive return on taxpayer investment when a person with a disability joins our state’s workforce. In FFY 2013, DVR invested \$32.2 million in the 3,840 DVR consumers who were successful in reaching their employment goal. The estimated annual earnings for that group were more than \$66.3 million – more than double the taxpayer investment in their services. This table shows, county by county, the investment made in DVR services alongside the estimated annual earnings of the people with disabilities who were successful in reaching their employment goal.

County	Successful Closures	Total Cost of Services	Annual Wages
Adams	1	\$2,931.89	\$7,072.00
Ashland	23	\$256,857.46	\$460,928.00
Barron	48	\$706,544.51	\$758,024.80
Bayfield	9	\$37,583.90	\$93,704.00
Brown	144	\$924,577.03	\$2,203,100.12
Buffalo	3	\$48,491.45	\$131,612.00
Burnett	3	\$13,175.70	\$53,820.00
Calumet	23	\$171,110.97	\$477,447.88
Chippewa	36	\$192,425.74	\$465,868.00
Clark	17	\$265,208.09	\$271,284.00
Columbia	60	\$409,899.65	\$811,049.20
Crawford	9	\$160,550.47	\$233,337.00
Dane	393	\$3,566,824.50	\$5,717,359.96

Dodge	68	\$643,806.38	\$1,055,087.80
Door	11	\$94,407.12	\$162,123.00
Douglas	33	\$234,675.55	\$475,904.00
Dunn	35	\$375,086.08	\$731,465.80
Eau Claire	82	\$479,008.46	\$915,955.56
Florence	6	\$45,897.30	\$123,604.00
Fond Du Lac	113	\$886,976.22	\$1,816,634.04
Forest	1	\$25,848.88	\$7,800.00
Grant	25	\$476,603.07	\$859,198.08
Green	7	\$13,881.52	\$140,410.40
Green Lake	9	\$74,230.58	\$147,124.12
Iowa	10	\$40,219.17	\$154,752.00
Iron	2	\$8,355.11	\$53,393.60
Jackson	14	\$140,022.63	\$122,258.76
Jefferson	45	\$473,559.61	\$765,593.92
Juneau	20	\$166,648.54	\$313,580.80
Kenosha	100	\$658,788.00	\$1,576,255.20
Kewaunee	5	\$37,710.83	\$96,876.00
La Crosse	97	\$815,556.57	\$1,393,738.84
Lafayette	5	\$17,107.64	\$84,656.00
Langlade	8	\$71,967.64	\$75,994.88
Lincoln	10	\$75,684.92	\$112,268.00
Manitowoc	48	\$261,776.60	\$633,396.40
Marathon	111	\$1,319,255.41	\$2,358,336.24
Marinette	22	\$109,038.42	\$325,832.00
Marquette	5	\$23,103.73	\$38,506.00
Menominee	8	\$17,376.43	\$119,641.08
Milwaukee	574	\$4,119,644.34	\$10,564,222.76
Monroe	43	\$616,099.81	\$927,627.48
Oconto	15	\$50,943.40	\$354,961.36
Oneida	41	\$328,669.39	\$684,533.20
Outagamie	125	\$1,198,869.97	\$2,127,526.96
Ozaukee	87	\$805,321.44	\$1,633,595.60
Pepin	6	\$48,684.52	\$75,088.00
Pierce	14	\$147,957.22	\$365,898.00
Polk	24	\$208,169.04	\$383,814.60
Portage	22	\$214,028.51	\$279,439.68
Price	18	\$165,661.32	\$303,435.60
Racine	127	\$1,050,597.64	\$2,104,923.08
Richland	21	\$155,007.11	\$504,132.20
Rock	161	\$1,150,555.99	\$2,614,674.92

Rusk	10	\$125,358.75	\$257,894.00
St Croix	49	\$709,512.58	\$917,118.28
Sauk	26	\$196,775.89	\$465,655.84
Sawyer	6	\$19,367.05	\$108,108.00
Shawano	20	\$90,651.72	\$742,421.16
Sheboygan	86	\$536,369.29	\$2,078,105.64
Taylor	13	\$477,456.55	\$306,332.00
Trempealeau	14	\$86,861.84	\$187,151.12
Vernon	31	\$590,349.61	\$626,191.28
Vilas	1	\$4,027.60	\$38,324.00
Walworth	71	\$501,684.03	\$1,220,730.68
Washburn	8	\$44,040.55	\$98,488.00
Washington	107	\$791,574.57	\$1,763,550.88
Waukesha	233	\$1,988,598.85	\$4,559,341.80
Waupaca	11	\$74,198.48	\$211,660.80
Waushara	13	\$43,166.14	\$186,992.00
Winnebago	134	\$816,906.38	\$2,439,890.44
Wood	60	\$504,284.26	\$841,903.40
Total	3,840	\$32,204,167.61	\$66,318,726.24

The focus of the vocational rehabilitation program is assisting job-seekers with disabilities to find employment that is in an integrated, community setting, earning a wage that is commiserate with those earned by their non-disabled peers.

The table below demonstrates the wide variety of jobs obtained by DVR customers.

Types of Jobs Obtained by DVR Consumers	Total
Office and Administrative Support	587
Building and Grounds Cleaning and Maintenance	523
Food Preparation and Serving Related	477
Production	376
Sales and Related	322
Transportation and Material Moving	291
Personal Care and Service	244
Healthcare Support	169
Management	139
Installation, Maintenance and Repair	104
Education, Training and Library	92
Community and Social Service	88
Healthcare Practitioners and Technical	76
Construction and Extraction	60
Arts, Design, Entertainment, Sports and Media	53
Computer and Mathematical	46
Business and Financial Operations	44
Farming, Fishing and Forestry	42
Architecture and Engineering	40
Protective Service	38
Life, Physical and Social Science	16
Legal	9
Homemaker & Other	2
Military	1
Vending Stand Clerk	1
Totals	3,840

Order of Selection (DVR waiting list)

At the end of Federal Fiscal Year 2013, 4,409 people with disabilities were on the DVR waiting list for services. Individuals with the most significant disabilities (OOS Category 1), receive services when they are found eligible for DVR. Those in OOS Category 2, people with significant disabilities will wait for DVR services for 5-6 months. Category 3 individuals (all other eligible applicants) face an indefinite wait time.

Every month, DVR activates 800-1000 individuals from the waiting list to participate in DVR services. Activations are based on an individual's application date.

Our council has encouraged DVR to use the waiting list system (Order of Selection) as a resource management tool, as the law intended. We want DVR services to be timely and effective for DVR consumers, as well as for the businesses interested in hiring DVR consumers.

The waiting list for DVR services is discussed at each WRC meeting and is a frequent topic of public comment. Our feedback to the DVR leadership attempts to balance conflicting goals – those who want the waiting list eliminated and those who want VR Counselor caseloads reduced to allow for more frequent contact with high school students and adults with disabilities.

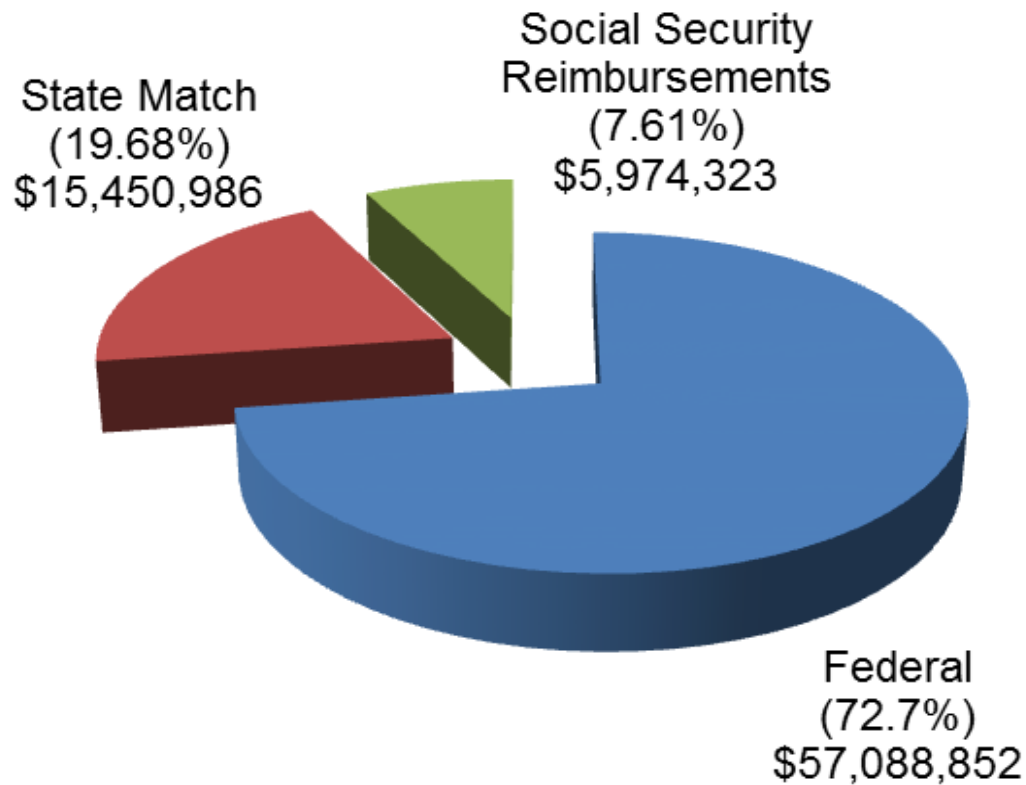
It will require additional resources, both staff and funding, to reduce or eliminate the waiting list, but that has not stopped us from looking for innovative solutions. DVR provides information on what a person can do while waiting to work with a DVR Counselor. In the coming year, we will be discussing different formats for that information as well as making connections with Independent Living Centers to help individuals set and accomplish their goals.

Disability Types of Consumers

Disability Type (reported as primary disability)	Total	Percent
AODA	715	1.6%
Blind/Visual	956	2.2%
Brain Injuries	894	2.0%
Cognitive	3,142	7.1%
Deaf/Hard of Hearing	1,635	3.7%
Learning Disabilities	3,666	8.3%
Mental Illness	8,790	20.0%
Orthopedic	7,052	16.0%
Other Physical	1,144	2.6%
Autism	1,661	3.8%
ADHD	1,669	3.8%
Congenital Condition or Birth Injury	1,553	3.5%
Other	5,738	13.0%
Eligibility Undetermined*	5,361	12.2%
Total	43,976	100%

* cases closed prior to eligibility determination

Vocational Rehabilitation Funding Sources



* In Federal Fiscal year 2013, DVR received almost \$6 million in reimbursements from the Social Security Administration. Reimbursed funds are folded back into the program to offer additional job seeker and business services.

Case Service Expenditures

Service	Amount	Percent of Expenditures
Job Development	\$7,546,276	15.2%
College/University Training	5,745,717	11.6%
Temporary Work	5,854,776	11.8%
Rehabilitation Technology	5,889,850	11.9%
Assessment	5,314,819	10.7%
Supported Employment	4,092,190	8.2%
Transportation	3,531,936	7.1%
Training	1,659,459	3.3%
On-The-Job Supports	3,079,830	6.2%
Restoration	1,435,650	2.9%
Work-Related Materials/Tool	1,340,155	2.7%
Occupational/Vocational Training	1,310,237	2.6%
Other Services	708,094	1.4%
Disability Skills Training	524,925	1.1%
Small Business Services	513,420	1.0%
State Internship Program	245,944	0.5%
Interpreter/Note Taker for the Deaf	365,586	0.7%
Maintenance	177,163	0.4%
Low Vision Aid/Adjustment Services	127,183	0.3%
Services/Family Members	183,269	0.4%
Personal Assistance	56,745	0.1%
Total	\$49,703,222	100%