

Florida Department of Education, Division of Vocational Rehabilitation

Five-Year Performance Report

Required per CS/CS/HB 7029, Chapter 2016-237, Laws of Florida, Section 38

Prepared by the VR Bureau of Program Accountability
12-1-2019



Executive Summary

State Fiscal Year (SFY) 18/19 was a very successful year for the Division of Vocational Rehabilitation (VR). We assisted businesses and employers with their workforce needs by connecting the talents, skills, and abilities of 5,924 customers with disabilities. This is a 24.7% increase from the previous SFY. In addition to helping more people receive employment outcomes, we increased the number of hours worked for those closures (29 hours a week from 28) and the average weekly salary (\$370 from \$340). Our Return on Investment for each dollar spent increased to \$8.34 from \$6.66 the previous year.

The legislation that authorizes VR, The Workforce Innovation and Opportunity Act (WIOA) prioritizes youth transition so that youth with a disability are ready to excel in the workplace. DVR has shown our commitment to this vision by increasing the number of individuals we support achieve a high school diploma or a GED by 7 percent. Additionally, DVR saw an increase of 8.8% in the number of individuals it supported in participants' post-secondary education services.

This annual performance report also includes additional positive data including:

- Increase in the number of individuals with disabilities receiving Vocational Rehabilitation by over 2,000 to 48,439.
- Increase of participants with the Most Significant Disabilities that have Developmental Disabilities as part of the implementation of the WIOA. Individuals with Developmental Disabilities now represent 23.8% of our caseloads. This represents increased collaboration with the Agency for People with Disabilities and the sub-minimum wage facilities.
- Increase in the number of successful employment outcomes for individuals whose case required Supported Employment (services such as: individualized job coaching and follow along) to 1,103 – an increase of 43.4%.

Report Purpose

The 2016 Florida Legislature passed CS/CS/HB 7029, Chapter 2016-237, Laws of Florida (L.O.F.), for implementation beginning in fall of 2016. Vocational Rehabilitation (VR) senior leaders worked in partnership with legislators to finalize the section language and the following performance reporting requirements:

By December 1 of each year, the division shall submit a performance report to the Governor, the President of the Senate, and the Speaker of the House of Representatives that includes the following information for each of the 5 most recent fiscal years:

- (a) Caseload data, including the number of individuals who apply for services and who receive services, by service type, reported statewide and by service area.
- (b) Service use data, by service type, including the number of units of service provided, statewide and by service area.
- (c) Financial data, by service type, including expenditures for administration and the provision of services. Expenditure data shall be reported on a statewide basis and by service area, and expenditures for education-related services must be identified in specific categories such as tuition and fees, program fees, and support services.
- (d) Outcome data, statewide and by service area, including the number of cases closed without employment and the number of cases closed with employment. Employment data must be provided separately for supported employment.

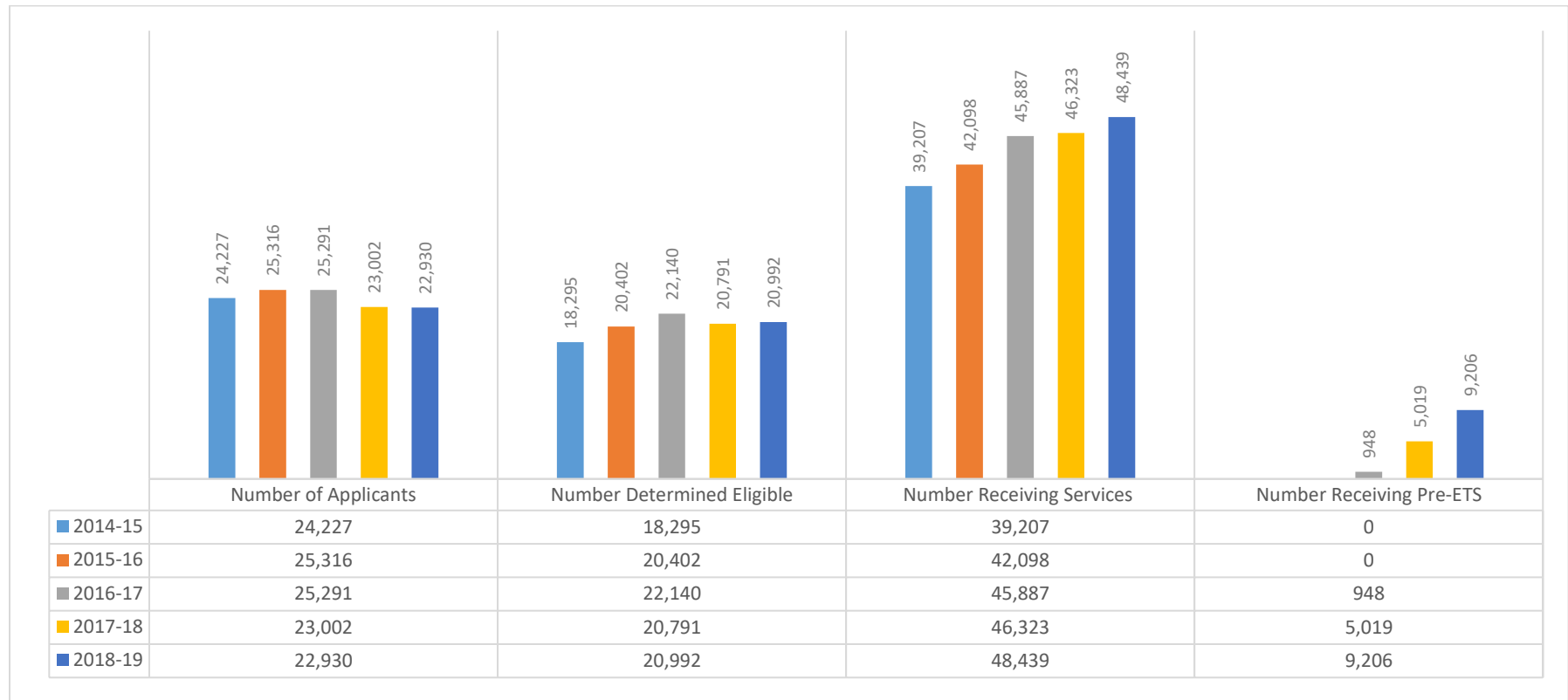
Report Format

Pages 3-7 provide an overview of VR performance measures across the reporting timeframe. Pages 8-41 are organized into sections by state fiscal year (SFY), with subsections for each topic identified in the bill. Subsections are introduced by a brief explanatory paragraph, followed by performance data tables. All data was queried from the VR Rehabilitation Information Management System (RIMS), with the exception of administration expenditures, which were queried from the Florida Accounting Information Resource system (FLAIR).

Contextual information is provided in the following appendices: **Appendix A (pp. 42-49)** includes definitions and data limitations for performance measures; **Appendix B (pg. 50)** includes a Florida map noting VR service areas; and **Appendix C (pp. 51-52)** includes a chronological overview of changes to Order of Selection (OOS) management, components of the Workforce Innovation and Opportunity Act (WIOA), and other notable events impacting service delivery during the reporting timeframe.

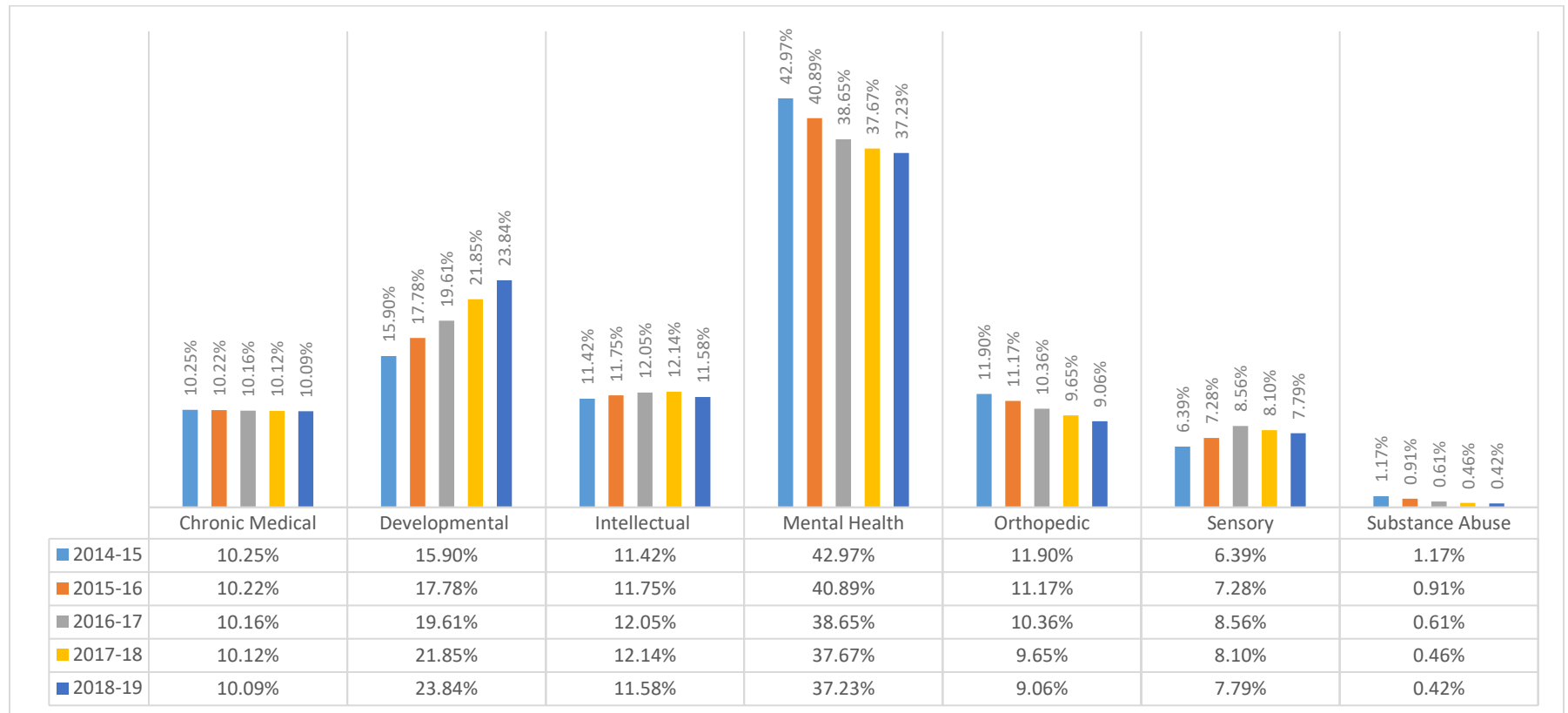
Overview of VR Performance Measures

FIGURE 1. CASELOAD MEASURES ACROSS STATE FISCAL YEARS



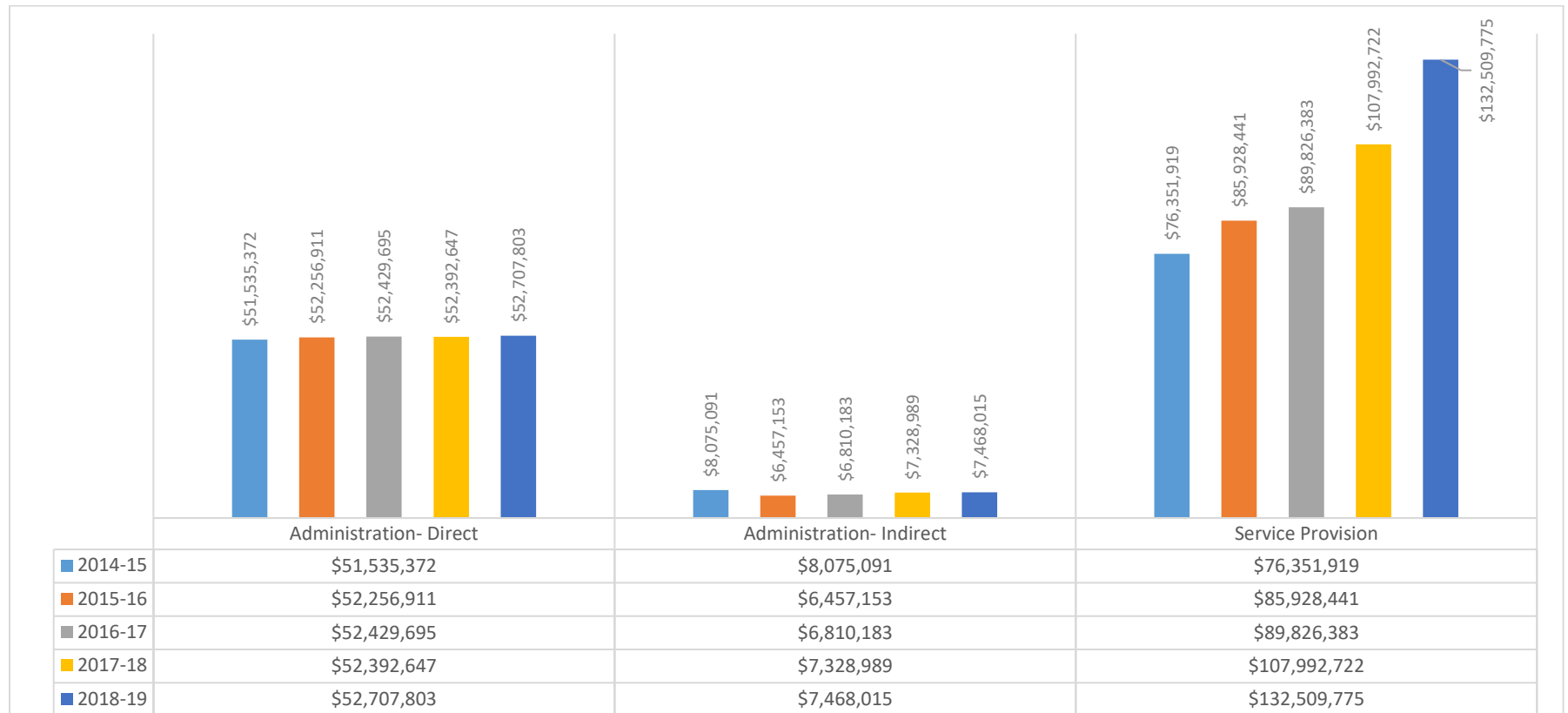
Data Note: The average length of time required for customers to complete the VR process and gain employment is 28 months. Although the number of applicants for traditional VR and Supported Employment (SE) services has slightly decreased, VR's overall caseload has increased substantially due to implementation of Pre-Employment Transition Services (Pre-ETS), a component of WIOA. Pre-ETS services are available to students with disabilities and focus on job exploration and developing the skills and experiences needed to successfully transition from school to post-secondary education or employment. Pre-ETS services were piloted during SFYs 2015-16 and 2016-17 and fully implemented during SFY 2017-18, as shown in the chart above. In addition, VR provided Pre-ETS services to approximately 7,700 students through pilot activities and summer camps during SFYs 2015-16 through 2017-18.

FIGURE 2. PERCENT SERVED BY PRIMARY DISABILITY GROUP ACROSS STATE FISCAL YEARS



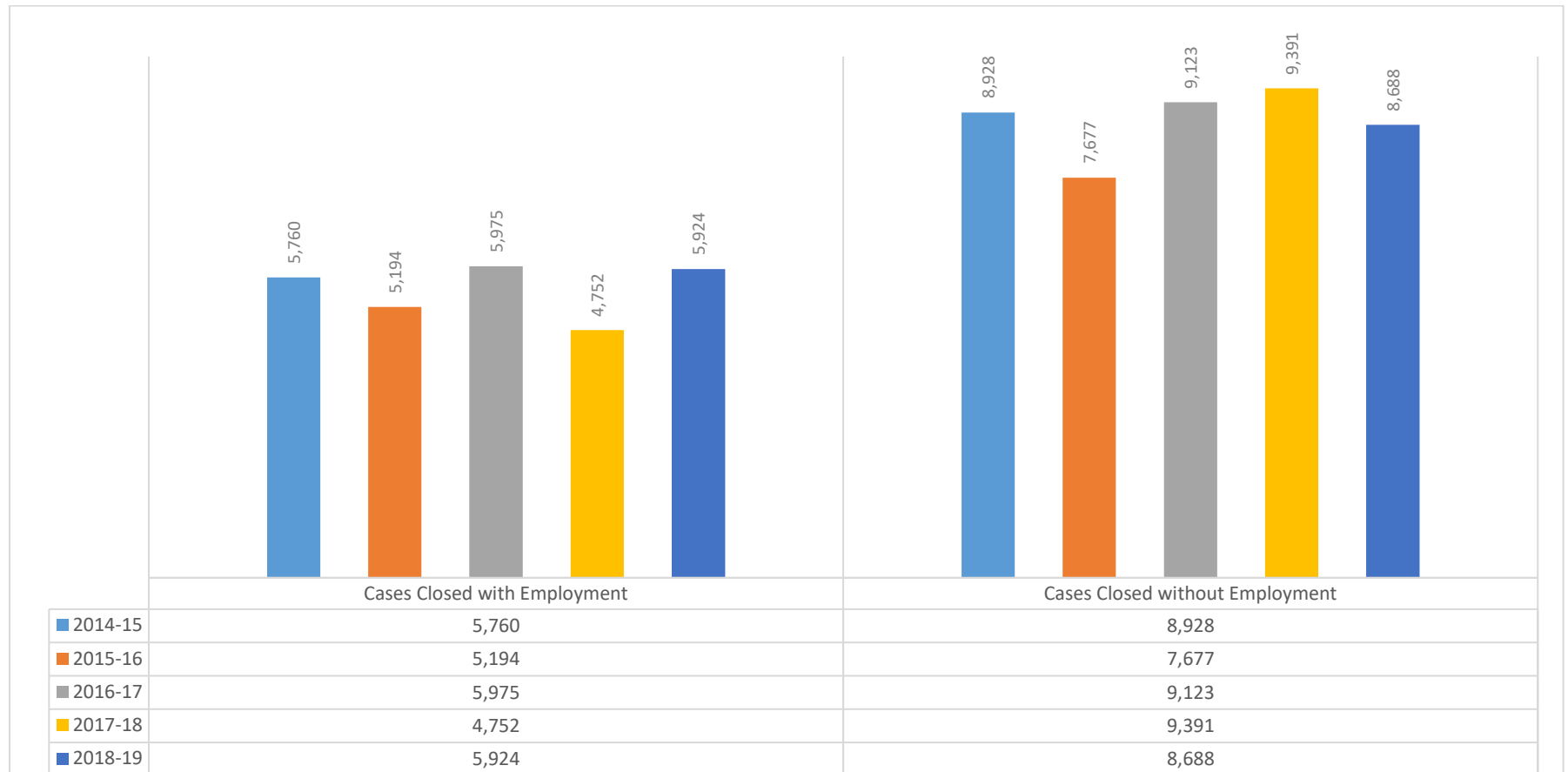
Data note: In recent years, VR has experienced an increase of customers with Developmental Disabilities. Section 511 of the Workforce Innovation and Opportunities Act (WIOA) requires VR agencies to implement a program to inform individuals participating in subminimum wage employment about competitive integrated employment and the supports that are available to assist individuals who might wish to be referred for VR or Supported Employment services. Since the passing of WIOA, VR has partnered with 14(c) agencies who provide subminimum wage employment to educate individuals with disabilities about the competitive employment opportunities available to them.

FIGURE 3. EXPENDITURES ACROSS STATE FISCAL YEARS



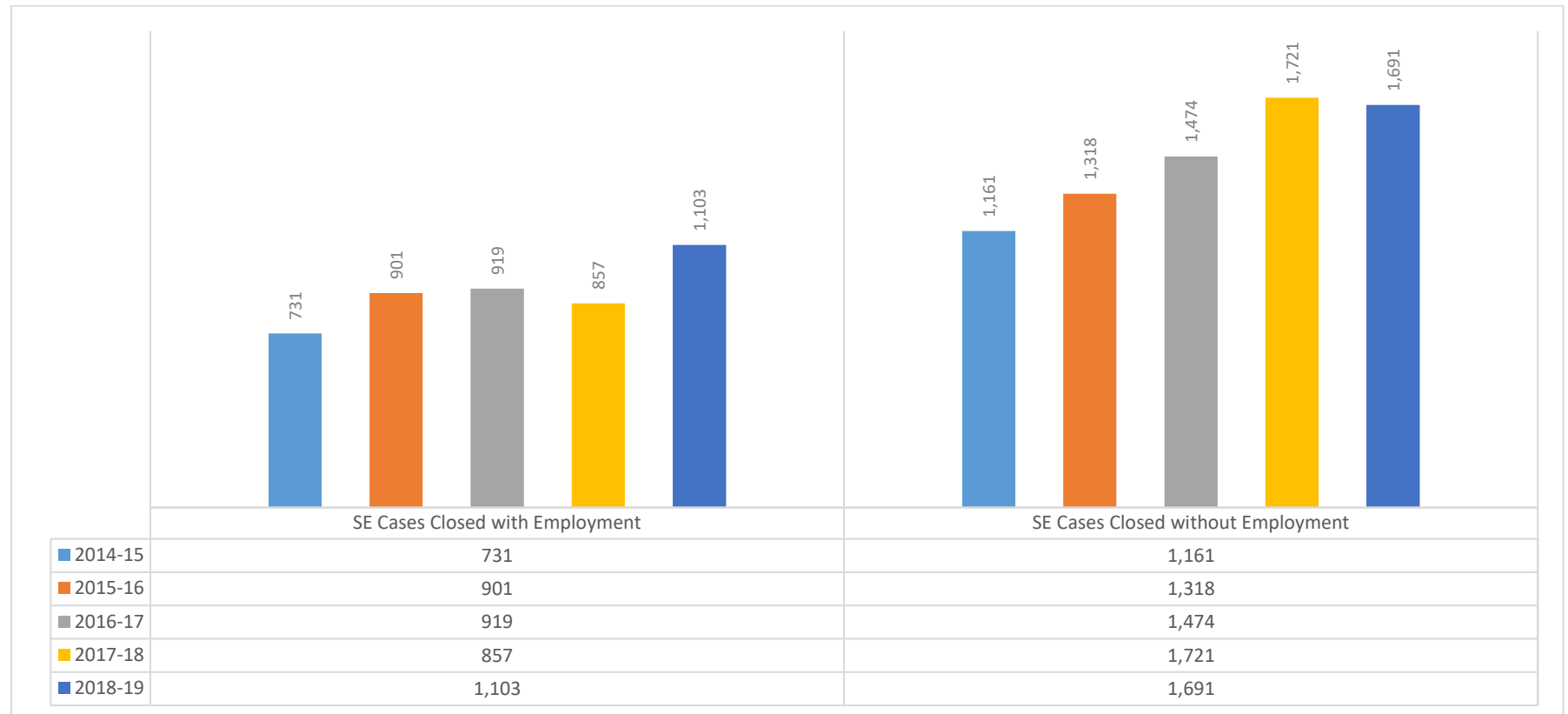
Data note: Direct Administration costs include expenses for operating VR and SE programs, staff travel, rent, utilities and supplies. Indirect Administration costs include additional operating costs, and facilities or administrative costs not included in Direct Costs. VR Service Provision expenditures (column 3) increased substantially since SFY 2016-17 due to increased Pre-Employment Transition Services (Pre-ETS) to students with disabilities, as required by the Workforce Innovation and Opportunities Act (WIOA). WIOA requires that VR agencies spend at least 15 percent of their total federal grant award on Pre-ETS services. Slow increases to Service Provision in State Fiscal Years 2015-17 reflect implementation and piloting of these new services, which were fully implemented by SFY 2017-18. Additional information on how WIOA impacts VR agencies can be found in Appendix C.

FIGURE 4. VR PROGRAM OUTCOMES ACROSS STATE FISCAL YEARS



Data Note: VR saw a dramatic 24.7% increase in the number of cases closed with an employment outcome. This increase coincided with a substantial decrease in the number of people closed without an employment after services were initiated. The federal closure reasons are: no longer interested, unable to locate or contact, all other reasons, health/medical – longer than 90 days, death, criminal offender – in correctional institution, transferred to another agency, in institution other than prison/jail, disability too significant – ineligible, foster care – moved from area, reserved forces called to active duty, and ineligible – after determined eligible.

FIGURE 5. SUPPORTED EMPLOYMENT OUTCOMES ACROSS STATE FISCAL YEARS



Section 1. SFY 2018-19

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2018-19. Caseload measures are reported by geographic service area, with statewide totals for each measure. For more information on VR services areas, please refer to the VR Service Area Map in Appendix B (pg. 49). The section also includes a breakdown of customers served by primary disability group, reported by geographic service area and statewide average. Data was queried from RIMS and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	2,130	3,717	4,541	3,470	1,873	3,931	3,268	22,930
Number Determined Eligible	1,915	3,450	4,299	3,170	1,694	3,530	2,934	20,992
Number Receiving Services	5,791	7,763	9,250	6,659	3,615	9,032	6,329	48,439

Percent Served by Primary Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Chronic Medical	15.74%	12.02%	11.81%	9.89%	9.33%	4.85%	8.15%	10.09%
Developmental Disability	20.76%	25.89%	28.07%	26.74%	23.50%	14.53%	28.40%	23.84%
Intellectual Disability	7.19%	9.31%	7.11%	6.16%	14.39%	23.45%	12.06%	11.58%
Mental Health	32.51%	32.21%	31.06%	40.08%	36.31%	48.40%	38.26%	37.23%
Orthopedic	14.46%	10.39%	11.98%	8.94%	9.49%	3.52%	6.00%	9.06%
Sensory	8.94%	9.91%	9.88%	7.99%	6.81%	4.31%	6.43%	7.79%
Substance Abuse	0.42%	0.27%	0.09%	0.20%	0.17%	0.94%	0.70%	0.42%
Total	100%	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2018-19. Services are listed in rows and include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Services provided in-house by VR staff, such as Counseling and Guidance or Information and Referral, are not represented in the following table. Service use data are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using the Rehabilitation Services Administration (RSA) definitions and methodology (updated per Policy Directive 16-04; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	<i>Units-</i>	558	1,024	1,698	1,106	1,134	2,902	1,571	9,993
Counseling	<i>Customers-</i>	452	852	1,315	876	808	1,808	1,123	7,234
Work Based Learning	<i>Units-</i>	1,150	2,252	6,540	1,960	309	764	191	13,166
Experiences	<i>Customers-</i>	290	467	1,067	327	100	220	62	2,533
Workplace Readiness	<i>Units-</i>	147	244	335	172	126	274	78	1,376
Training	<i>Customers-</i>	146	244	330	171	122	271	78	1,362
Instruction in Self	<i>Units-</i>	7	41	159	55	14	108	445	829
Advocacy	<i>Customers-</i>	6	41	138	53	14	78	148	478
Graduate College or	<i>Units-</i>	3	10	9	12	2	11	14	61
University Training	<i>Customers-</i>	1	4	4	5	2	6	7	29
Four-Year College or	<i>Units-</i>	736	793	992	435	617	1,688	644	5,905
University Training	<i>Customers-</i>	376	414	509	221	318	897	322	3,057
Junior or Community	<i>Units-</i>	158	271	72	323	20	1,226	822	2,892
College Training	<i>Customers-</i>	96	143	35	184	14	703	418	1,593
Occupational or	<i>Units-</i>	281	84	175	145	267	1,043	231	2,226
Vocational Training	<i>Customers-</i>	134	57	110	84	156	417	139	1,097
On-the-Job Training	<i>Units-</i>	1,276	947	2,862	745	165	107	517	6,619
	<i>Customers-</i>	339	274	697	235	58	38	121	1,762
Basic Academic Remedial	<i>Units-</i>	90	0	16	40	1	74	162	383
or Literacy Training	<i>Customers-</i>	33	0	8	20	1	19	66	147

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
	<i>Units-</i>	0	5	8	16	0	8	1	38
Job Readiness Training	<i>Customers-</i>	0	4	8	14	0	8	1	35
	<i>Units-</i>	224	144	192	601	144	253	226	1,784
Miscellaneous Training	<i>Customers-</i>	143	109	141	375	97	145	145	1,155
	<i>Units-</i>	404	1,052	1,414	682	440	813	1,050	5,855
Assessment	<i>Customers-</i>	404	1,048	1,387	681	438	790	836	5,584
	<i>Units-</i>	13,537	8,423	12,150	12,104	5,792	15,067	9,063	76,136
Diagnosis and Treatment of Impairments	<i>Customers-</i>	2,203	2,448	2,806	2,795	1,344	3,609	2,205	17,410
	<i>Units-</i>	0	0	9	0	0	6	18	33
Vocational Rehabilitation Counseling and Guidance	<i>Customers-</i>	0	0	5	0	0	3	7	15
	<i>Units-</i>	222	488	847	539	223	290	524	3,133
Job Search Assistance	<i>Customers-</i>	212	475	823	517	213	276	503	3,019
	<i>Units-</i>	620	1,519	2,318	1,360	589	1,245	1,048	8,699
Job Placement Assistance	<i>Customers-</i>	284	704	1,094	659	267	598	494	4,100
	<i>Units-</i>	10	4	46	0	0	13	14	87
Short Term Job Supports	<i>Customers-</i>	7	3	42	0	0	2	10	64
	<i>Units-</i>	321	798	1,274	1,024	503	254	577	4,751
Supported Employment Services	<i>Customers-</i>	130	338	520	434	228	120	243	2,013
	<i>Units-</i>	193	518	758	406	237	182	263	2,557
Benefits Counseling	<i>Customers-</i>	190	517	758	400	234	180	263	2,542
	<i>Units-</i>	899	914	988	808	741	3,152	1,315	8,817
Customized Employment Services	<i>Customers-</i>	480	496	547	459	409	1,659	698	4,748
	<i>Units-</i>	1,252	1,072	2,167	3,623	363	10,488	5,366	24,331
Transportation	<i>Customers-</i>	375	368	665	893	150	1,704	1,235	5,390
	<i>Units-</i>	251	357	238	423	112	343	169	1,893
Maintenance	<i>Customers-</i>	126	125	101	180	55	114	72	773
	<i>Units-</i>	546	672	1,190	805	328	577	496	4,614
Rehabilitation Technology	<i>Customers-</i>	300	330	545	381	169	314	252	2,291

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Personal Assistance Services	<i>Units-</i>	0	11	12	55	1	18	97	194
	<i>Customers-</i>	0	3	1	3	1	2	10	20
Technical Assistance incl. Self-Employment	<i>Units-</i>	27	43	24	66	17	63	23	263
	<i>Customers-</i>	20	26	17	48	14	30	13	168
Interpreter Services	<i>Units-</i>	134	849	1,279	1,214	260	375	398	4,509
	<i>Customers-</i>	39	294	364	268	90	124	159	1,338
Other Services	<i>Units-</i>	647	731	844	1,328	277	756	403	4,986
	<i>Customers-</i>	442	589	641	971	224	582	330	3,779

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2018-19. Expenditures are grouped by administration and service provision (purchased client services) expenditures, and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using RSA report definitions and methodology. Service provision expenditures were queried from RIMS and calculated using RSA definitions and methodology (updated per Policy Directive 16-04; RSA-911 Reporting Requirements). Services provided in-house by VR field staff, such as Counseling and Guidance or Information and Referral, are not represented in the Service Provision Expenditure table.

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$7,395,372	\$6,339,902	\$6,562,148	\$7,840,036	\$7,792,424	\$3,955,801	\$7,979,856	\$4,842,264	\$52,707,803
Indirect Costs	\$986,620	\$903,018	\$937,343	\$1,126,885	\$1,120,187	\$563,994	\$1,133,811	\$696,157	\$7,468,015

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling	\$399,609	\$828,970	\$1,536,079	\$951,383	\$735,949	\$1,300,311	\$1,242,109	\$6,994,410
Work Based Learning Experiences	\$609,467	\$1,209,110	\$3,298,090	\$1,049,474	\$216,287	\$497,989	\$112,203	\$6,992,620
Workplace Readiness Training	\$44,394	\$73,688	\$101,170	\$51,944	\$38,052	\$82,748	\$23,556	\$415,552
Instruction in Self Advocacy	\$3,250	\$16,400	\$58,562	\$22,500	\$5,600	\$38,397	\$115,212	\$259,921
Graduate College or University Training	\$9,216	\$35,905	\$33,659	\$34,635	\$2,545	\$51,634	\$78,491	\$246,085
Four-Year College or University Training	\$1,234,529	\$1,888,386	\$1,750,742	\$852,941	\$926,336	\$3,497,578	\$1,490,941	\$11,641,453
Junior or Community College Training	\$155,166	\$218,209	\$57,715	\$297,438	\$17,992	\$1,319,057	\$722,323	\$2,787,900

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Occupational or Vocational Training	\$382,206	\$301,233	\$403,062	\$220,060	\$321,408	\$1,451,854	\$345,730	\$3,425,553
On-the-Job Training	\$778,085	\$512,641	\$1,677,766	\$484,908	\$121,354	\$66,033	\$407,684	\$4,048,471
Basic Academic Remedial or Literacy Training	\$56,645	\$0	\$14,055	\$32,799	\$150	\$95,042	\$121,103	\$319,794
Job Readiness Training	\$0	\$2,100	\$3,200	\$6,600	\$0	\$3,200	\$400	\$15,500
Miscellaneous Training	\$202,680	\$165,845	\$220,989	\$700,452	\$127,300	\$644,239	\$598,316	\$2,659,821
Assessment	\$344,904	\$923,252	\$1,444,284	\$644,913	\$415,673	\$707,409	\$1,066,986	\$5,547,421
Diagnosis and Treatment of Impairments	\$3,243,880	\$2,271,622	\$3,212,878	\$3,128,261	\$1,659,263	\$3,788,595	\$2,382,780	\$19,687,279
Vocational Rehabilitation Counseling and Guidance	\$0	\$0	\$3,107	\$0	\$0	\$1,949	\$7,075	\$12,131
Job Search Assistance	\$198,108	\$498,254	\$828,854	\$621,350	\$285,462	\$239,982	\$542,152	\$3,214,162
Job Placement Assistance	\$1,104,096	\$2,690,811	\$4,135,686	\$2,436,384	\$1,050,975	\$2,199,429	\$1,878,600	\$15,495,981
Short Term Job Supports	\$1,592	\$1,986	\$25,286	\$0	\$0	\$7,744	\$9,096	\$45,704
Supported Employment Services	\$590,124	\$1,468,868	\$2,345,833	\$1,886,449	\$922,766	\$442,039	\$1,056,177	\$8,712,256
Benefits Counseling	\$96,500	\$259,000	\$378,800	\$202,600	\$118,200	\$90,800	\$131,150	\$1,277,050
Customized Employment Services	\$291,375	\$322,406	\$375,644	\$336,551	\$271,924	\$1,038,048	\$400,897	\$3,036,845
Transportation	\$139,956	\$143,205	\$262,904	\$260,562	\$29,384	\$663,131	\$373,301	\$1,872,443

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$195,094	\$368,327	\$345,864	\$218,872	\$69,341	\$493,502	\$173,267	\$1,864,267
Rehabilitation Technology	\$1,795,707	\$1,474,443	\$3,114,407	\$1,744,988	\$818,604	\$1,127,602	\$1,255,381	\$11,331,132
Personal Assistance Services	\$0	\$7,279	\$4,883	\$110,327	\$108	\$132,390	\$80,516	\$335,503
Technical Assistance incl. Self-Employment	\$22,900	\$43,300	\$25,750	\$62,800	\$10,600	\$66,900	\$24,000	\$256,250
Interpreter Services	\$80,726	\$280,630	\$403,487	\$428,255	\$73,378	\$72,291	\$129,554	\$1,468,321
Other Services	\$213,342	\$199,227	\$147,639	\$231,452	\$46,281	\$290,514	\$86,488	\$1,214,943
Total	\$12,193,551	\$16,205,097	\$26,210,395	\$17,018,898	\$8,284,932	\$20,410,407	\$14,855,488	\$115,178,768

(d) Outcomes

The following section includes VR outcome measures for SFY 2018-19. Outcome measures are grouped by VR and Supported Employment programs, and are reported by geographic service area with statewide totals. Data was queried from RIMS and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	750	890	1322	818	545	939	660	5,924
Cases Closed without Employment	1036	1,311	1,660	1,142	865	1,483	1,191	8,688

Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	82	174	285	230	127	66	139	1,103
Supported Employment Cases Closed without Employment	166	245	356	309	225	100	290	1,691

Section 2. SFY 2017-18

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2017-18. Caseload measures are reported by geographic service area, with statewide totals for each measure. The section also includes a breakdown of customers served by primary disability group, reported by geographic service area and statewide average. Data was queried from RIMS and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Number of Applicants	2,388	3,426	4,791	3,401	1,744	4,132	3,120	23,002
Number Determined Eligible	2,120	3,126	4,346	3,152	1,560	3,671	2,816	20,791
Number Receiving Services	5,652	7,398	8,697	6,159	3,760	8,748	5,909	46,323

Percent Served by Primary Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Chronic Medical	14.95%	13.25%	12.33%	9.68%	9.26%	4.26%	8.06%	10.12%
Developmental Disability	20.82%	21.71%	26.12%	25.28%	21.25%	12.63%	27.18%	21.85%
Intellectual Disability	6.69%	9.75%	6.92%	7.16%	17.07%	24.15%	12.30%	12.14%
Mental Health	33.01%	33.17%	31.38%	39.67%	35.80%	49.94%	37.98%	37.67%
Orthopedic	15.75%	11.10%	12.50%	9.19%	9.95%	3.66%	6.99%	9.65%
Sensory	8.21%	10.77%	10.66%	8.62%	6.54%	4.32%	6.90%	8.10%
Substance Abuse	0.57%	0.26%	0.09%	0.41%	0.13%	1.03%	0.59%	0.46%
Total	100%	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2017-18. Services are listed in rows and include the number of units of each service purchased and the number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Services provided in-house by VR staff, such as Counseling and Guidance or Information and Referral, are not represented in the following table. Service use data are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using the Rehabilitation Services Administration (RSA) definitions and methodology (updated per Policy Directive 16-04; RSA-911 Reporting Requirements).

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration	<i>Units-</i>	648	815	1,311	980	866	2,646	825	8,091
Counseling	<i>Customers-</i>	539	620	1,056	745	574	1,760	612	5,906
Work Based Learning	<i>Units-</i>	631	827	2,450	1,211	160	157	70	5,506
Experiences	<i>Customers-</i>	221	222	668	171	45	65	32	1,424
Workplace Readiness	<i>Units-</i>	133	106	230	132	81	208	105	995
Training	<i>Customers-</i>	133	106	230	130	80	208	104	991
Instruction in Self	<i>Units-</i>	0	1	21	48	1	14	261	346
Advocacy	<i>Customers-</i>	0	1	21	37	1	14	85	159
Graduate College or	<i>Units-</i>	4	6	4	11	2	21	6	54
University Training	<i>Customers-</i>	2	5	3	6	1	7	3	27
Four-Year College or	<i>Units-</i>	702	832	891	377	649	1,742	606	5,799
University Training	<i>Customers-</i>	354	415	458	193	342	912	303	2,977
Junior or Community	<i>Units-</i>	150	274	81	291	16	1,129	605	2,546
College Training	<i>Customers-</i>	85	133	47	156	9	669	348	1,447
Occupational or	<i>Units-</i>	223	72	202	215	276	994	284	2,266
Vocational Training	<i>Customers-</i>	86	55	126	118	171	418	177	1,151
On-the-Job Training	<i>Units-</i>	992	319	1,411	611	137	13	170	3,653
	<i>Customers-</i>	269	110	438	140	40	6	55	1,058
Basic Academic Remedial	<i>Units-</i>	126	3	10	31	0	39	150	359
or Literacy Training	<i>Customers-</i>	25	1	8	15	0	15	50	114

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
	Units-	0	2	1	2	0	0	2	7
Job Readiness Training	Customers-	0	2	1	2	0	0	2	7
	Units-	224	202	218	665	129	217	285	1,940
Miscellaneous Training	Customers-	119	139	170	426	82	130	184	1,250
	Units-	387	1,140	1,286	695	447	678	1,212	5,845
Assessment	Customers-	383	1,129	1,252	694	441	660	994	5,553
	Units-	18,581	11,188	15,854	12,926	7,543	15,595	9,599	91,286
Diagnosis and Treatment of Impairments	Customers-	2,530	2,734	2,908	2,920	1,477	3,816	2,366	18,751
	Units-	0	0	0	0	0	0	16	16
Vocational Rehabilitation Counseling and Guidance	Customers-	0	0	0	0	0	0	6	6
	Units-	217	442	760	594	248	225	458	2,944
Job Search Assistance	Customers-	212	436	729	563	239	220	443	2,842
	Units-	714	1,430	2,241	1,433	637	1,125	1,058	8,638
Job Placement Assistance	Customers-	324	670	1,057	679	297	547	506	4,080
	Units-	3	3	9	0	1	0	14	30
Short Term Job Supports	Customers-	3	3	8	0	1	0	12	27
	Units-	255	547	1,153	1,066	546	170	638	4,375
Supported Employment Services	Customers-	106	245	487	449	231	78	256	1,852
	Units-	121	503	692	441	212	130	272	2,371
Benefits Counseling	Customers-	121	502	689	439	201	127	271	2,350
	Units-	888	901	985	728	917	2,793	1,404	8,616
Customized Employment Services	Customers-	459	487	566	397	469	1,583	734	4,695
	Units-	1,182	1,359	2,370	3,588	496	10,277	6,371	25,643
Transportation	Customers-	356	456	697	919	172	1,692	1,368	5,660
	Units-	274	453	229	448	103	318	141	1,966
Maintenance	Customers-	120	169	91	205	55	106	78	824
	Units-	452	790	1,051	818	354	625	635	4,725
Rehabilitation Technology	Customers-	257	368	497	392	186	324	313	2,337

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Personal Assistance Services	<i>Units-</i>	19	1	17	32	1	15	200	285
	<i>Customers-</i>	2	1	3	5	1	2	11	25
Technical Assistance incl. Self-Employment	<i>Units-</i>	29	45	48	47	14	60	35	278
	<i>Customers-</i>	23	24	30	34	12	23	21	167
Interpreter Services	<i>Units-</i>	68	1,038	1,501	1,098	254	347	726	5,032
	<i>Customers-</i>	37	325	437	281	85	125	184	1,474
Other Services	<i>Units-</i>	688	1,115	979	1,577	363	825	504	6,051
	<i>Customers-</i>	477	887	820	1,131	289	650	419	4,673

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2017-18. Expenditures are grouped by administration and service provision (purchased client services) expenditures, and reported by geographic service area with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using RSA report definitions and methodology. Service provision expenditures were queried from RIMS and calculated using RSA definitions and methodology (updated per Policy Directive 16-04; RSA-911 Reporting Requirements). Services provided in-house by VR field staff, such as Counseling and Guidance or Information and Referral, are not represented in the Service Provision Expenditure table.

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Direct Costs	\$6,779,255	\$6,533,248	\$6,445,715	\$8,040,960	\$7,789,121	\$5,479,644	\$7,890,016	\$3,434,688	\$52,392,647
Indirect Costs	\$903,370	\$917,437	\$905,251	\$1,134,428	\$1,104,022	\$770,488	\$1,109,356	\$484,637	\$7,328,989

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Job Exploration Counseling	\$427,684	\$619,237	\$1,114,522	\$686,514	\$431,435	\$1,078,756	\$682,537	\$5,040,685
Work Based Learning Experiences	\$417,530	\$585,842	\$1,676,156	\$621,308	\$133,254	\$118,993	\$50,270	\$3,603,353
Workplace Readiness Training	\$40,166	\$32,012	\$69,460	\$39,864	\$24,462	\$62,816	\$31,710	\$300,490
Instruction in Self Advocacy	\$0	\$400	\$8,500	\$20,300	\$400	\$5,600	\$66,698	\$101,898
Graduate College or University Training	\$9,900	\$22,765	\$29,943	\$49,346	\$3,251	\$47,598	\$39,274	\$202,077
Four-Year College or University Training	\$1,200,958	\$1,838,712	\$1,558,452	\$692,580	\$971,392	\$3,228,213	\$1,346,166	\$10,836,473
Junior or Community College Training	\$161,433	\$221,471	\$74,790	\$270,194	\$14,579	\$1,224,325	\$551,521	\$2,518,313

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Occupational or Vocational Training	\$242,113	\$302,394	\$404,484	\$341,860	\$369,816	\$1,350,025	\$477,020	\$3,487,712
On-the-Job Training	\$569,537	\$178,286	\$911,736	\$370,595	\$95,352	\$15,836	\$170,596	\$2,311,938
Basic Academic Remedial or Literacy Training	\$79,380	\$810	\$8,458	\$22,205	\$0	\$50,037	\$80,280	\$241,170
Job Readiness Training	\$0	\$800	\$400	\$800	\$0	\$0	\$800	\$2,800
Miscellaneous Training	\$132,226	\$209,248	\$255,678	\$867,573	\$103,529	\$590,478	\$779,375	\$2,938,107
Assessment	\$331,107	\$996,692	\$1,252,296	\$687,999	\$445,011	\$588,342	\$1,217,531	\$5,518,978
Diagnosis and Treatment of Impairments	\$4,201,787	\$3,039,719	\$3,778,069	\$3,079,707	\$2,045,364	\$3,860,038	\$2,319,625	\$22,324,309
Vocational Rehabilitation Counseling and Guidance	\$0	\$0	\$0	\$0	\$0	\$0	\$5,708	\$5,708
Job Search Assistance	\$193,502	\$402,168	\$753,776	\$686,798	\$316,716	\$198,680	\$486,100	\$3,037,740
Job Placement Assistance	\$1,286,712	\$2,554,698	\$4,006,809	\$2,544,729	\$1,146,057	\$1,980,297	\$1,865,604	\$15,384,906
Short Term Job Supports	\$736	\$7,505	\$4,246	\$0	\$96	\$0	\$10,080	\$22,663
Supported Employment Services	\$475,391	\$995,257	\$2,105,682	\$1,966,496	\$1,005,038	\$309,072	\$1,180,252	\$8,037,188
Benefits Counseling	\$60,500	\$251,400	\$345,300	\$220,300	\$103,100	\$64,300	\$135,250	\$1,180,150
Customized Employment Services	\$283,886	\$318,476	\$369,173	\$290,255	\$307,029	\$923,429	\$459,994	\$2,952,242
Transportation	\$167,398	\$168,083	\$260,443	\$281,194	\$37,130	\$649,554	\$399,842	\$1,963,644

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Maintenance	\$200,261	\$516,722	\$246,197	\$205,810	\$57,796	\$485,566	\$153,560	\$1,865,912
Rehabilitation Technology	\$1,262,492	\$1,681,390	\$2,937,442	\$1,647,142	\$938,417	\$1,317,226	\$1,169,915	\$10,954,024
Personal Assistance Services	\$13,111	\$260	\$7,722	\$54,428	\$2,010	\$104,505	\$114,090	\$296,126
Technical Assistance incl. Self-Employment	\$33,350	\$45,700	\$43,150	\$39,900	\$16,100	\$67,750	\$35,750	\$281,700
Interpreter Services	\$12,926	\$276,630	\$381,150	\$385,754	\$64,590	\$66,252	\$203,448	\$1,390,750
Other Services	\$147,933	\$135,780	\$137,266	\$242,731	\$87,475	\$306,328	\$134,153	\$1,191,666
Total	\$11,952,019	\$15,402,457	\$22,741,300	\$16,316,382	\$8,719,399	\$18,694,016	\$14,167,149	\$107,992,722

(d) Outcomes

The following section includes VR outcome measures for SFY 2017-18. Outcome measures are grouped by VR and Supported Employment programs, and are reported by geographic service area with statewide totals. Data was queried from RIMS and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Cases Closed with Employment	466	790	1,043	764	503	629	557	4,752
Cases Closed without Employment	950	1,552	1,781	1,095	893	1,882	1,238	9,391

Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Statewide
Supported Employment Cases Closed with Employment	54	96	209	211	111	37	139	857
Supported Employment Cases Closed without Employment	157	210	373	362	222	121	276	1,721

Section 3. SFY 2016-17

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2016-17. Caseload measures are reported by geographic service area, with statewide totals for each measure. Also included is a breakdown of customers served by disability group, reported by geographic service area and statewide average. Data was queried from RIMS and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Number of Applicants	2,690	3,921	5,160	4,058	4,771	4,691	25,291
Number Determined Eligible	2,493	3,439	4,645	3,503	3,971	4,089	22,140
Number Received Services	5,726	7,572	8,587	6,932	8,635	8,435	45,887

Percent Served by Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Chronic Medical	14.48%	15.50%	12.54%	10.03%	7.77%	4.41%	10.16%
Developmental Disability	18.90%	22.16%	23.92%	23.05%	21.91%	10.91%	19.61%
Learning Disability	6.50%	10.91%	7.66%	7.07%	16.09%	22.60%	12.05%
Mental Health	33.83%	39.52%	32.03%	39.05%	38.94%	52.00%	38.65%
Orthopedic	16.96%	14.51%	13.17%	10.80%	7.59%	3.54%	10.36%
Sensory	8.64%	12.60%	10.56%	9.51%	6.91%	5.24%	8.56%
Substance Abuse	0.70%	0.31%	0.12%	0.49%	0.79%	1.30%	0.61%
Total	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2016-17. Services are listed in rows, and include the number of units of each service provided and number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using the Rehabilitation Services Administration (RSA) report definitions and methodology.

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Assessment	Units-	777	1,244	1,712	1,048	1,440	1,327	7,548
	Customers-	766	1,229	1,673	1,043	1,342	1,316	7,369
Diagnosis and Treatment of Impairments	Units-	17,226	11,441	16,437	12,247	13,290	14,351	84,992
	Customers-	2,650	2,957	3,314	3,227	3,139	4,105	19,392
Vocational Rehabilitation Counseling and Guidance	Units-	0	0	0	0	1	0	1
	Customers-	0	0	0	0	1	0	1
Graduate College or University Training	Units-	461	636	538	292	1,023	1,249	4,199
	Customers-	279	336	311	171	528	697	2,322
Four-Year College or University Training	Units-	26	122	132	35	54	21	390
	Customers-	19	75	80	25	29	13	241
Junior or Community College Training	Units-	93	232	129	178	446	860	1,938
	Customers-	62	133	92	113	278	541	1,219
Occupational or Vocational Training	Units-	131	93	144	153	490	785	1,796
	Customers-	60	62	101	94	311	374	1,002
On-the-job Training	Units-	1,112	182	1,490	777	301	134	3,996
	Customers-	291	71	456	143	104	47	1,112
Basic Academic Remedial or Literacy Training	Units-	36	4	17	38	138	23	256
	Customers-	12	3	9	13	53	8	98
Miscellaneous Training	Units-	109	208	161	504	223	181	1,386
	Customers-	88	147	109	341	163	101	949

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
	<i>Units-</i>	318	538	718	866	727	418	3,585
Job Search Assistance	<i>Customers-</i>	309	525	688	829	682	410	3,443
	<i>Units-</i>	720	1,336	2,398	1,824	1,428	1,303	9,009
Job Placement Assistance	<i>Customers-</i>	332	656	1,112	868	681	623	4,272
On-the-job Supports – Time-limited	<i>Units-</i>	0	8	5	5	37	0	55
	<i>Customers-</i>	0	6	5	4	10	0	25
On-the-job Supports – Supported Employment	<i>Units-</i>	301	483	797	1,229	690	181	3,681
	<i>Customers-</i>	116	200	355	511	298	81	1,561
	<i>Units-</i>	945	1,231	1,911	2,996	3,314	7,316	17,713
Transportation	<i>Customers-</i>	279	488	588	891	1,211	1,580	5,037
	<i>Units-</i>	197	359	190	373	120	295	1,534
Maintenance	<i>Customers-</i>	93	148	77	178	85	122	703
	<i>Units-</i>	480	876	900	971	595	588	4,410
Rehabilitation Technology	<i>Customers-</i>	265	452	496	515	324	325	2,377
	<i>Units-</i>	168	1,156	1,211	874	451	459	4,319
Interpreter	<i>Customers-</i>	52	358	423	248	183	155	1,419
	<i>Units-</i>	1	71	19	64	98	12	265
Personal Attendant	<i>Customers-</i>	1	3	2	6	7	1	20
	<i>Units-</i>	53	43	33	51	30	61	271
Technical Assistance	<i>Customers-</i>	39	25	18	33	23	17	155
	<i>Units-</i>	30	286	398	253	193	69	1,229
Benefits Counseling	<i>Customers-</i>	30	286	398	252	186	69	1,221
	<i>Units-</i>	692	835	815	643	1,910	2,669	7,564
Customized Employment	<i>Customers-</i>	408	470	474	388	1,033	1,450	4,223
	<i>Units-</i>	634	1,159	1,068	1,644	787	1,085	6,377
Other	<i>Customers-</i>	449	953	892	1,229	629	812	4,964

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2016-17. Expenditures are grouped by administration expenditures and service provision and reported by geographic service area, with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using RSA report definitions and methodology. Service provision expenditures were queried from RIMS and calculated using RSA report definitions and methodology.

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Direct Costs	\$7,085,511	\$6,381,728	\$6,365,612	\$7,948,053	\$8,999,985	\$7,755,064	\$7,893,741	\$52,429,695
Indirect Costs	\$840,220	\$842,520	\$838,449	\$1,043,024	\$1,187,910	\$1,021,258	\$1,036,800	\$6,810,183

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Assessment	\$676,209	\$1,108,944	\$1,757,906	\$1,051,296	\$1,477,986	\$1,155,879	\$7,228,220
Diagnosis and Treatment of Impairments	\$3,794,797	\$2,458,472	\$3,738,404	\$2,902,769	\$3,322,749	\$3,248,698	\$19,465,889
Vocational Rehabilitation Counseling and Guidance	0	0	0	0	\$83	0	\$83
Graduate College or University Training	\$756,547	\$1,359,630	\$998,540	\$495,544	\$1,783,837	\$2,295,272	\$7,689,369
Four-Year College or University Training	\$24,911	\$110,770	\$139,953	\$59,024	\$66,137	\$32,739	\$433,533
Junior or Community College Training	\$99,891	\$190,428	\$117,707	\$168,376	\$432,231	\$816,148	\$1,824,781
Occupational or Vocational Training	\$146,713	\$333,031	\$308,783	\$245,046	\$731,066	\$1,009,257	\$2,773,897
On-the-job Training	\$724,990	\$126,112	\$1,045,979	\$392,758	\$235,999	\$109,084	\$2,634,922

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Basic Academic Remedial or Literacy Training	\$31,350	\$3,215	\$20,164	\$31,078	\$73,072	\$28,631	\$187,510
Miscellaneous Training	\$71,896	\$304,739	\$256,653	\$669,847	\$685,646	\$296,860	\$2,285,641
Job Search Assistance	\$239,484	\$437,686	\$730,438	\$908,626	\$731,060	\$239,422	\$3,286,716
Job Placement Assistance	\$1,281,270	\$2,385,672	\$4,272,714	\$3,260,682	\$2,540,808	\$2,322,285	\$16,063,431
On-the-job Supports – Time-limited	0	\$15,400	\$3,072	\$1,600	\$15,240	0	\$35,312
On-the-job Supports – Supported Employment	\$563,001	\$887,193	\$1,448,408	\$2,272,014	\$1,261,190	\$337,532	\$6,769,338
Transportation	\$134,011	\$107,640	\$234,894	\$200,880	\$240,675	\$469,446	\$1,387,546
Maintenance	\$132,950	\$339,083	\$172,352	\$146,200	\$83,905	\$522,112	\$1,396,602
Rehabilitation Technology	\$1,558,167	\$1,917,368	\$2,432,661	\$1,856,067	\$1,275,544	\$1,201,962	\$10,241,769
Interpreter	\$40,192	\$243,451	\$287,399	\$272,876	\$109,586	\$85,478	\$1,038,982
Personal Attendant	\$2,997	\$19,899	\$9,559	\$54,323	\$46,898	\$104,275	\$237,951
Technical Assistance	\$43,495	\$44,073	\$31,650	\$51,200	\$23,550	\$67,600	\$261,568
Benefits Counseling	\$15,000	\$143,000	\$199,000	\$126,500	\$95,450	\$34,500	\$613,450
Customized Employment	\$240,869	\$274,536	\$355,466	\$257,791	\$647,554	\$888,290	\$2,664,505
Other	\$174,645	\$197,678	\$125,886	\$323,014	\$166,808	\$317,341	\$1,305,371
Total	\$10,753,386	\$13,008,020	\$18,687,586	\$15,747,509	\$16,047,073	\$15,582,808	\$89,826,383

(d) Outcomes

The following section includes VR outcome measures for SFY 2016-17. Outcome measures are grouped by VR and Supported Employment programs and are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Cases Closed with Employment	774	876	1234	1,173	1048	870	5,975
Cases Closed without Employment	944	1,642	1,821	1,367	1,812	1,537	9,123

Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Supported Employment Cases Closed with Employment	85	112	174	311	180	57	919
Supported Employment Cases Closed without Employment	125	226	290	387	366	80	1,474

Section 4. SFY 2015-16

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2015-16. Caseload measures are reported by geographic service area, with statewide totals for each measure. Also included is a breakdown of customers served by disability group, reported by geographic service area and statewide average. Data was queried from RIMS and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Number of Applicants	2,712	3,846	5,221	4,045	4,549	4,943	25,316
Number Determined Eligible	2,154	3,241	4,125	3,445	3,365	4,072	20,402
Number Received Services	5,279	6,864	7,216	6,733	8,110	7,896	42,098

Percent Served by Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Chronic Medical	14.87%	13.62%	12.50%	10.13%	7.93%	4.51%	10.22%
Developmental Disability	18.09%	17.96%	22.01%	21.48%	18.50%	9.64%	17.78%
Learning Disability	6.00%	9.40%	9.09%	6.30%	16.28%	20.06%	11.75%
Mental Health	34.74%	35.64%	33.33%	42.52%	41.15%	54.80%	40.89%
Orthopedic	18.32%	14.25%	13.26%	11.53%	8.99%	3.76%	11.17%
Sensory	7.12%	8.73%	9.53%	7.41%	6.09%	5.18%	7.28%
Substance Abuse	0.85%	0.41%	0.28%	0.64%	1.06%	2.05%	0.91%
Total	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2015-16. Services are listed in rows, and include the number of units of each service provided and number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using the Rehabilitation Services Administration (RSA) report definitions and methodology.

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Assessment	<i>Units-</i>	588	1,248	1,139	927	1,079	751	5,732
	<i>Customers-</i>	583	1,235	1,118	925	985	737	5,583
Diagnosis and Treatment of Impairments	<i>Units-</i>	19,083	12,975	16,141	16,547	13,387	14,412	92,545
	<i>Customers-</i>	2,666	3,049	2,994	3,761	3,540	4,723	20,733
Graduate College or University Training	<i>Units-</i>	610	557	393	274	1,058	1,373	4,265
	<i>Customers-</i>	312	290	222	157	557	665	2,203
Four-Year College or University Training	<i>Units-</i>	18	116	104	32	26	37	333
	<i>Customers-</i>	14	69	61	18	16	16	194
Junior or Community College Training	<i>Units-</i>	95	249	204	245	444	856	2,093
	<i>Customers-</i>	62	137	133	142	279	542	1,295
Occupational or Vocational Training	<i>Units-</i>	149	88	133	206	495	1,349	2,420
	<i>Customers-</i>	51	67	87	111	319	491	1,126
On-the-job Training	<i>Units-</i>	626	55	338	407	186	28	1,640
	<i>Customers-</i>	187	27	117	78	46	21	476
Basic Academic Remedial or Literacy Training	<i>Units-</i>	37	12	12	10	68	26	165
	<i>Customers-</i>	10	4	5	5	35	9	68
Miscellaneous Training	<i>Units-</i>	110	181	101	487	219	179	1,277
	<i>Customers-</i>	81	130	69	300	131	99	810
Job Search Assistance	<i>Units-</i>	233	397	611	830	476	230	2,777
	<i>Customers-</i>	223	388	575	792	454	220	2,652

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
	<i>Units-</i>	568	1,232	1,830	1,707	1,184	1,351	7,872
Job Placement Assistance	<i>Customers-</i>	259	584	862	823	568	646	3,742
On-the-job Supports –	<i>Units-</i>	3	1	5	4	1	5	19
Time-limited	<i>Customers-</i>	2	1	5	4	1	5	18
On-the-job Supports –	<i>Units-</i>	247	373	781	1,497	741	265	3,904
Supported Employment	<i>Customers-</i>	101	163	320	601	298	107	1,590
	<i>Units-</i>	1,371	2,055	1,792	4,456	6,174	11,840	27,688
Transportation	<i>Customers-</i>	407	668	512	1,264	1,455	2,076	6,382
	<i>Units-</i>	206	380	196	338	136	259	1,515
Maintenance	<i>Customers-</i>	98	136	76	163	95	121	689
	<i>Units-</i>	490	739	573	751	615	789	3,957
Rehabilitation Technology	<i>Customers-</i>	255	366	301	376	286	390	1,974
	<i>Units-</i>	120	993	1,097	884	290	446	3,830
Interpreter	<i>Customers-</i>	49	328	375	251	101	158	1,262
	<i>Units-</i>	26	104	17	77	112	12	348
Personal Attendant	<i>Customers-</i>	4	6	4	6	5	1	26
	<i>Units-</i>	26	47	26	63	34	27	223
Technical Assistance	<i>Customers-</i>	18	30	13	39	19	10	129
	<i>Units-</i>	716	759	722	684	2,039	2,184	7,104
Customized Employment	<i>Customers-</i>	397	428	426	392	1,014	1,234	3,891
	<i>Units-</i>	1,272	2,010	2,596	3,069	2,149	2,936	14,032
Other	<i>Customers-</i>	902	1,641	1,839	2,047	1,571	2,264	10,264

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2015-16. Expenditures are grouped by administration expenditures and service provision and reported by geographic service area, with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using RSA report definitions and methodology. Service provision expenditures were queried from RIMS and calculated using RSA report definitions and methodology.

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Direct Costs	\$6,355,791	\$6,319,526	\$6,356,667	\$7,725,891	\$9,201,942	\$7,884,731	\$8,412,362	\$52,256,911
Indirect Costs	\$594,654	\$831,484	\$833,477	\$1,017,969	\$1,215,534	\$1,031,963	\$932,072	\$6,457,153

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Assessment	\$506,382	\$1,070,364	\$1,132,155	\$888,113	\$1,056,596	\$656,679	\$5,310,288
Diagnosis and Treatment of Impairments	\$3,973,528	\$2,832,372	\$3,599,807	\$3,759,525	\$3,492,619	\$3,527,130	\$21,184,980
Graduate College or University Training	\$924,916	\$1,255,420	\$659,121	\$484,645	\$1,798,472	\$2,586,625	\$7,709,199
Four-Year College or University Training	\$12,948	\$87,626	\$86,501	\$53,555	\$28,221	\$51,867	\$320,719
Junior or Community College Training	\$87,378	\$185,046	\$184,711	\$194,446	\$405,037	\$811,429	\$1,868,048
Occupational or Vocational Training	\$131,838	\$255,504	\$168,924	\$321,905	\$646,160	\$1,564,843	\$3,089,176
On-the-job Training	\$415,929	\$42,915	\$216,198	\$241,017	\$161,727	\$22,535	\$1,100,321
Basic Academic Remedial or Literacy Training	\$26,680	\$10,246	\$9,000	\$6,813	\$38,123	\$34,279	\$125,141

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Miscellaneous Training	\$75,473	\$268,950	\$108,596	\$499,578	\$549,992	\$189,752	\$1,692,341
Job Search Assistance	\$195,540	\$326,898	\$598,354	\$999,892	\$553,028	\$196,062	\$2,869,774
Job Placement Assistance	\$1,014,756	\$2,164,410	\$3,230,778	\$3,020,709	\$2,098,320	\$2,369,349	\$13,898,322
On-the-job Supports – Time-limited	\$480	\$1,280	\$4,496	\$4,160	\$160	\$4,160	\$14,736
On-the-job Supports – Supported Employment	\$444,707	\$675,954	\$1,431,068	\$2,761,187	\$1,360,806	\$489,177	\$7,162,899
Transportation	\$147,273	\$133,972	\$205,260	\$285,393	\$351,490	\$776,714	\$1,900,102
Maintenance	\$122,935	\$315,046	\$192,037	\$148,062	\$68,739	\$465,742	\$1,312,560
Rehabilitation Technology	\$1,239,623	\$1,574,471	\$1,406,646	\$1,253,615	\$1,104,108	\$1,330,133	\$7,908,595
Interpreter	\$16,745	\$198,779	\$225,111	\$248,317	\$75,064	\$85,883	\$849,898
Personal Attendant	\$44,207	\$38,949	\$19,919	\$53,639	\$43,261	\$100,050	\$300,024
Technical Assistance	\$21,750	\$50,450	\$26,650	\$56,300	\$31,600	\$30,950	\$217,700
Customized Employment	\$242,976	\$264,724	\$293,770	\$274,212	\$641,603	\$738,650	\$2,455,936
Other	\$540,151	\$524,743	\$1,153,020	\$708,754	\$696,821	\$1,014,193	\$4,637,682
Total	\$10,186,216	\$12,278,118	\$14,952,122	\$16,263,837	\$15,201,946	\$17,046,203	\$85,928,441

(d) Outcomes

The following section includes VR outcome measures for SFY 2015-16. Outcome measures are grouped by VR and Supported Employment programs and are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Cases Closed with Employment	709	736	905	1,032	923	889	5,194
Cases Closed without Employment	852	1,143	1,365	1,353	1,567	1,397	7,677

Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Supported Employment Cases Closed with Employment	75	85	160	334	185	62	901
Supported Employment Cases Closed without Employment	103	163	227	424	320	81	1,318

Section 5. SFY 2014-15

(a) Caseload Summary

The following section includes VR caseload measures for SFY 2014-15. Caseload measures are reported by geographic service area, with statewide totals for each measure. Also included is a breakdown of customers served by disability group, reported by geographic service area and statewide average. Data was queried from RIMS and calculated using VR standard definitions and calculations.

Caseload	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Number of Applicants	2,669	3,694	4,327	4,307	4,060	5,170	24,227
Number Determined Eligible	2,028	2,991	3,207	3,393	2,613	4,063	18,295
Number Received Services	5,196	5,617	6,375	6,127	7,938	7,954	39,207

Percent Served by Disability Group	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Chronic Medical	15.92%	14.21%	12.20%	9.99%	7.86%	4.76%	10.25%
Developmental Disability	16.97%	18.11%	19.51%	19.78%	15.86%	7.79%	15.90%
Learning Disability	5.99%	10.18%	10.96%	6.12%	16.20%	15.54%	11.42%
Mental Health	34.66%	34.16%	34.04%	44.56%	42.35%	61.15%	42.97%
Orthopedic	19.13%	15.10%	15.07%	11.65%	10.43%	4.04%	11.90%
Sensory	6.37%	7.82%	7.72%	7.17%	5.90%	4.22%	6.39%
Substance Abuse	0.96%	0.43%	0.49%	0.73%	1.40%	2.49%	1.17%
Total	100%	100%	100%	100%	100%	100%	100%

(b) Service Use

The following section includes VR service use data for SFY 2014-15. Services are listed in rows, and include the number of units of each service provided and number of customers who received the service. Customers may receive multiple services based on their Individualized Plan for Employment. Service use data are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using the Rehabilitation Services Administration (RSA) report definitions and methodology.

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Assessment	<i>Units-</i>	532	996	1,250	994	1,107	862	5,741
	<i>Customers-</i>	523	991	1,229	990	1,005	828	5,566
Diagnosis and Treatment of Impairments	<i>Units-</i>	22,737	12,975	19,806	20,641	15,686	16,360	108,205
	<i>Customers-</i>	3,139	3,110	3,347	4,341	3,841	5,322	23,100
Graduate College or University Training	<i>Units-</i>	677	668	525	337	1,298	1,525	5,030
	<i>Customers-</i>	316	313	271	166	597	693	2,356
Four-Year College or University Training	<i>Units-</i>	34	140	62	44	8	68	356
	<i>Customers-</i>	18	77	30	25	5	33	188
Junior or Community College Training	<i>Units-</i>	115	197	302	226	570	999	2,409
	<i>Customers-</i>	61	99	168	121	325	526	1,300
Occupational or Vocational Training	<i>Units-</i>	121	43	185	163	653	1,953	3,118
	<i>Customers-</i>	51	34	119	101	359	716	1,380
On-the-job Training	<i>Units-</i>	534	45	312	259	184	6	1,340
	<i>Customers-</i>	185	23	124	53	52	6	443
Basic Academic Remedial or Literacy Training	<i>Units-</i>	96	2	22	13	91	31	255
	<i>Customers-</i>	17	2	7	9	43	10	88
Miscellaneous Training	<i>Units-</i>	124	142	161	371	149	157	1,104
	<i>Customers-</i>	79	105	93	241	97	96	711
Job Search Assistance	<i>Units-</i>	130	309	391	591	399	240	2,060
	<i>Customers-</i>	127	306	382	576	391	219	2,001

Services		Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Job Placement Assistance	Units-	540	1,077	1,844	1,513	1,105	1,312	7,391
	Customers-	253	530	873	746	555	653	3,610
On-the-job Supports – Time-limited	Units-	93	20	61	3	1	15	193
	Customers-	32	12	61	2	1	15	123
On-the-job Supports – Supported Employment	Units-	156	294	502	1,140	571	215	2,878
	Customers-	68	127	213	511	258	96	1,273
Transportation	Units-	1,951	1,789	1,782	5,049	9,732	14,273	34,576
	Customers-	505	571	520	1,315	1,705	2,321	6,937
Maintenance	Units-	322	319	198	400	145	260	1,644
	Customers-	110	134	69	190	97	131	731
Rehabilitation Technology	Units-	327	451	356	574	529	633	2,870
	Customers-	185	226	205	309	273	347	1,545
Interpreter	Units-	80	643	959	876	233	468	3,259
	Customers-	29	216	269	227	67	145	953
Personal Attendant	Units-	34	94	37	100	98	11	374
	Customers-	4	6	4	7	4	1	26
Technical Assistance	Units-	42	75	40	62	24	11	254
	Customers-	27	35	18	36	13	5	134
Customized Employment	Units-	852	994	1,005	768	2,456	2,540	8,615
	Customers-	417	448	522	417	1,112	1,262	4,178
Other	Units-	831	1,499	1,310	2,894	1,116	1,490	9,140
	Customers-	574	1,209	1,062	2,040	891	1,155	6,931

(c) Financial Expenditures

The following section includes VR expenditures for SFY 2014-15. Expenditures are grouped by administration expenditures and service provision and reported by geographic service area, with statewide totals. Data for administration expenditures was queried from FLAIR and calculated using RSA report definitions and methodology. Service provision expenditures were queried from RIMS and calculated using RSA report definitions and methodology.

Administration	Headquarters	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Direct Costs	\$5,253,433	\$6,579,928	\$6,365,519	\$7,740,694	\$9,394,403	\$7,740,279	\$8,461,116	\$51,535,372
Indirect Costs	\$759,506	\$1,035,834	\$1,009,414	\$1,226,791	\$1,491,702	\$1,213,895	\$1,337,950	\$8,075,091

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Assessment	\$413,194	\$733,318	\$1,117,496	\$877,788	\$983,630	\$678,096	\$4,803,522
Diagnosis and Treatment of Impairments	\$3,962,067	\$2,994,199	\$3,940,135	\$4,065,089	\$3,259,879	\$3,365,400	\$21,586,770
Graduate College or University Training	\$972,829	\$1,217,865	\$752,311	\$459,125	\$1,833,777	\$2,207,250	\$7,443,158
Four-Year College or University Training	\$25,963	\$196,032	\$38,961	\$51,262	\$16,070	\$89,308	\$417,596
Junior or Community College Training	\$110,644	\$124,429	\$235,300	\$177,064	\$430,317	\$714,636	\$1,792,390
Occupational or Vocational Training	\$97,612	\$92,366	\$257,287	\$222,708	\$638,901	\$1,944,569	\$3,253,443
On-the-job Training	\$402,023	\$43,016	\$221,305	\$135,708	\$135,454	\$3,918	\$941,425
Basic Academic Remedial or Literacy Training	\$38,994	\$3,279	\$8,417	\$3,246	\$38,365	\$13,677	\$105,978

Service Provision	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Miscellaneous Training	\$39,808	\$177,443	\$152,259	\$285,624	\$183,972	\$134,910	\$974,016
Job Search Assistance	\$131,886	\$285,860	\$441,264	\$755,318	\$476,590	\$248,142	\$2,339,060
Job Placement Assistance	\$949,260	\$1,922,973	\$3,281,526	\$2,712,267	\$1,959,483	\$2,319,864	\$13,145,373
On-the-job Supports – Time-limited	\$33,416	\$12,640	\$71,904	\$2,832	\$0	\$15,264	\$136,056
On-the-job Supports – Supported Employment	\$279,720	\$545,656	\$900,533	\$2,087,454	\$1,042,394	\$376,225	\$5,231,982
Transportation	\$236,406	\$135,184	\$141,141	\$321,431	\$476,064	\$1,357,711	\$2,667,936
Maintenance	\$179,361	\$261,135	\$166,777	\$156,739	\$73,323	\$314,887	\$1,152,222
Rehabilitation Technology	\$819,789	\$978,509	\$641,752	\$902,112	\$786,147	\$740,675	\$4,868,983
Interpreter	\$9,033	\$128,421	\$207,932	\$245,585	\$107,384	\$101,765	\$800,119
Personal Attendant	\$34,532	\$36,952	\$119,063	\$75,391	\$28,971	\$81,459	\$376,366
Technical Assistance	\$36,850	\$75,250	\$34,500	\$55,290	\$17,350	\$11,050	\$230,290
Customized Employment	\$267,759	\$275,077	\$351,647	\$247,045	\$699,199	\$684,845	\$2,525,572
Other	\$176,036	\$239,777	\$161,113	\$375,145	\$216,477	\$391,114	\$1,559,663
Total	\$9,217,182	\$10,479,381	\$13,242,622	\$14,214,223	\$13,403,746	\$15,794,765	\$76,351,919

(d) Outcomes

The following section includes VR outcome measures for SFY 2014-15. Outcome measures are grouped by VR and Supported Employment programs and are reported by geographic service area, with statewide totals. Data was queried from RIMS and calculated using VR standard definitions and calculations.

VR Program	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Cases Closed with Employment	800	731	1,081	1,011	974	1,163	5,760
Cases Closed without Employment	1,019	1,207	1,688	1,269	1,653	2,092	8,928

Supported Employment	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Statewide
Supported Employment Cases Closed with Employment	54	85	126	273	140	53	731
Supported Employment Cases Closed without Employment	76	147	154	366	264	154	1,161

Appendix A. Performance Measure Definitions

Measure	Definition
Administration Expenditures	This is expenditures incurred in the performance of administrative functions under the vocational rehabilitation program, including expenses related to program planning, development, monitoring, and evaluation. Examples include, but are not limited to: expenditures for quality assurance; budgeting, accounting, financial management and information systems; providing program information to the public; technical assistance and support services to other State agencies, private nonprofit organizations, and businesses and industries; State Rehabilitation Council and other advisory committees; professional organization membership dues for Designated State Unit (DSU) employees; the removal of architectural barriers in State VR agency offices and State-operated rehabilitation facilities; operating and maintaining DSU facilities, equipment, and grounds; supplies; administration of the Comprehensive System of Personnel Development, including personnel administration, training, and staff development; administrative salaries, including support staff; travel costs, costs incurred in conducting reviews of determinations made by personnel of the DSU; and legal expenses (34 CFR 361.5(b)(2)).
Assessment	Assessment means services provided and activities performed to determine an individual's eligibility for VR services, to assign an individual to a priority category of a State VR agency that operates under an order of selection, and/or to determine the nature and scope of VR services to be included in the Individualized Plan for Employment (IPE). Include here trial work experiences and extended evaluation. Assessments to determine eligibility, assignment of a priority category or the nature or scope of services to be included on the IPE include, but are not limited to psychological assessments, audiological evaluations, dental and medical exams and other assessments of personality, interests, interpersonal skills, intelligence and related functional capacities, educational achievements, work experience, vocational aptitudes, personal and social adjustments, and employment opportunities of the individual and the medical, psychiatric, psychological, and other pertinent vocational, educational, cultural, social, recreational, and environmental factors that affect the employment and rehabilitation needs of the individual. (34 CFR 361.5(b)(6) and 34 CFR 361.48)

Measure	Definition
Basic Academic Remedial or Literacy Training	Literacy training or training provided to remediate basic academic skills that are needed to function on the job in the competitive labor market.
Benefits Counseling	Assistance provided to an individual who is interested in becoming employed, but is uncertain of the impact work income may have on any disability benefits and entitlements being received, and/or is not aware of benefits, such as access to healthcare, that might be available to support employment efforts. This typically involves an analysis of an individual's current benefits, such as SSDI and SSI, the individual's financial situation, and the effect different income levels from work will have on the individual's future financial situation. This assistance is intended to provide the individual an opportunity to make an informed choice regarding the pursuit of employment. Ongoing assistance may also be provided as the individual decides on employment goals, searches for jobs, and becomes employed.
Closed cases with employment (VR and SE)	This counts successful closures (known as status 26). Customer cases closed with employment are counted if they exited the program in status 26 during the month being reported.
Closed cases without employment (VR and SE)	This counts "in service" cases closed without employment. Reasons for a customer's case closure without employment include but are not limited to the following situations- customer is no longer interested in services, unable to locate/contact, transferred to another agency, death, in jail or prison, in institution other than prison/ jail, transportation not feasible or available, disability is too significant, or customer is receiving Extended Employment services.
Customized Employment Services	Services that involve a blend of flexible strategies that result in the provision of individually negotiated and designed services, supports, and job opportunities for an individual with a disability and that lead to an employment outcome of customized employment, including self-employment. A key factor in deciding if a service is a customized employment service is the presence of employer negotiation, including customizing a job description based on current unidentified and unmet needs of the employer and the needs of the employee; developing a set of job duties or tasks; developing a work schedule (including determining hours worked); determining a job location; developing a job arrangement (such as job carving, job sharing, or a split schedule); or determining specifics of supervision.

Measure	Definition
Diagnosis and Treatment of Impairments	Diagnosis and treatment of impairments are those services beyond assessment as defined in 34 CFR 361.5(b)(6). This category is not meant to include assessment services such as a psychological or psychiatric evaluation, medical or dental exam. The services in this service category refer to the diagnosed disability and are necessary for the achievement of the individual's employment goal. (34 CFR 361.48) Diagnosis and treatment of impairments means: a) Corrective surgery or therapeutic treatment that is likely, within a reasonable period of time, to correct or modify substantially a physical or mental impairment that constitutes a substantial impediment to employment; b) Diagnosis and treatment for mental and emotional disorders by qualified personnel who meet State licensure laws; c) Dentistry; d) Nursing services; Diagnosis and treatment of impairments includes: a) Corrective surgery or therapeutic treatment that is likely, within a reasonable period of time, to correct or modify substantially a physical or mental impairment that constitutes a substantial impediment to employment; b) Diagnosis and treatment for mental and emotional disorders by qualified personnel who meet State licensure laws; c) Dentistry; d) Nursing services; e) Necessary hospitalization (either inpatient or outpatient care) in connection with surgery or treatment; f) Drugs and supplies; g) Prescription of prosthetics and/or orthotics related to the individual's diagnosed disability and is necessary for the achievement of the employment outcome; h) Prescription of eyeglasses and visual services, including visual training, related to the individual's diagnosed disability and necessary for the achievement of the employment outcome; i) Podiatry;

Measure	Definition
	j) Physical therapy; k) Occupational therapy; l) Speech or hearing therapy; m) Mental health services; n) Treatment of either acute or chronic medical complications and emergencies that are associated with or arise out of the provision of physical and mental restoration services or that are inherent in the condition under treatment (34 CFR 365.1(c)(39)); o) Special services for the treatment of individuals with end-stage renal disease, including transplantation, dialysis, artificial kidneys, and supplies; p) Other medical or medically related rehabilitation services; and q) Medical care for acute conditions arising during rehabilitation and constituting a barrier to the achievement of an employment outcome."
Direct Administration Costs	The amount expended on direct costs, including administration personnel, and all other VR and SE program administrative expenses. Other administrative expenses include staff travel, rent, utilities, and supply costs, etc. of administration, district, and field offices, as well as personnel costs of supervisors who do not manage a caseload or perform the functions of a VR counselor.
Disability-Related Skills Training	Disability-related augmentative skills training includes but is not limited to: orientation and mobility; rehabilitation teaching; training in the use of low vision aids; Braille; speech reading; sign language; and cognitive training/retraining.
Four-Year College or University Training	Full-time or part-time academic training leading to a baccalaureate degree, a certificate or other recognized educational credential. Such training may be provided by a four-year college or university or technical college.
Graduate College or University Training	Full-time or part-time academic training leading to a degree recognized as being beyond a baccalaureate degree, such as a Master of Science, Arts (M.S. or M.A.) or Doctor of Philosophy (Ph.D.) or Doctor of Jurisprudence (J.D.). Such training may be provided by a college or university.
Indirect Administration Costs	The amount expended for administrative costs claimed through either an approved Indirect Cost Rate Agreement or Cost Allocation Plan (2 CFR 225, Appendix B), including administration personnel.

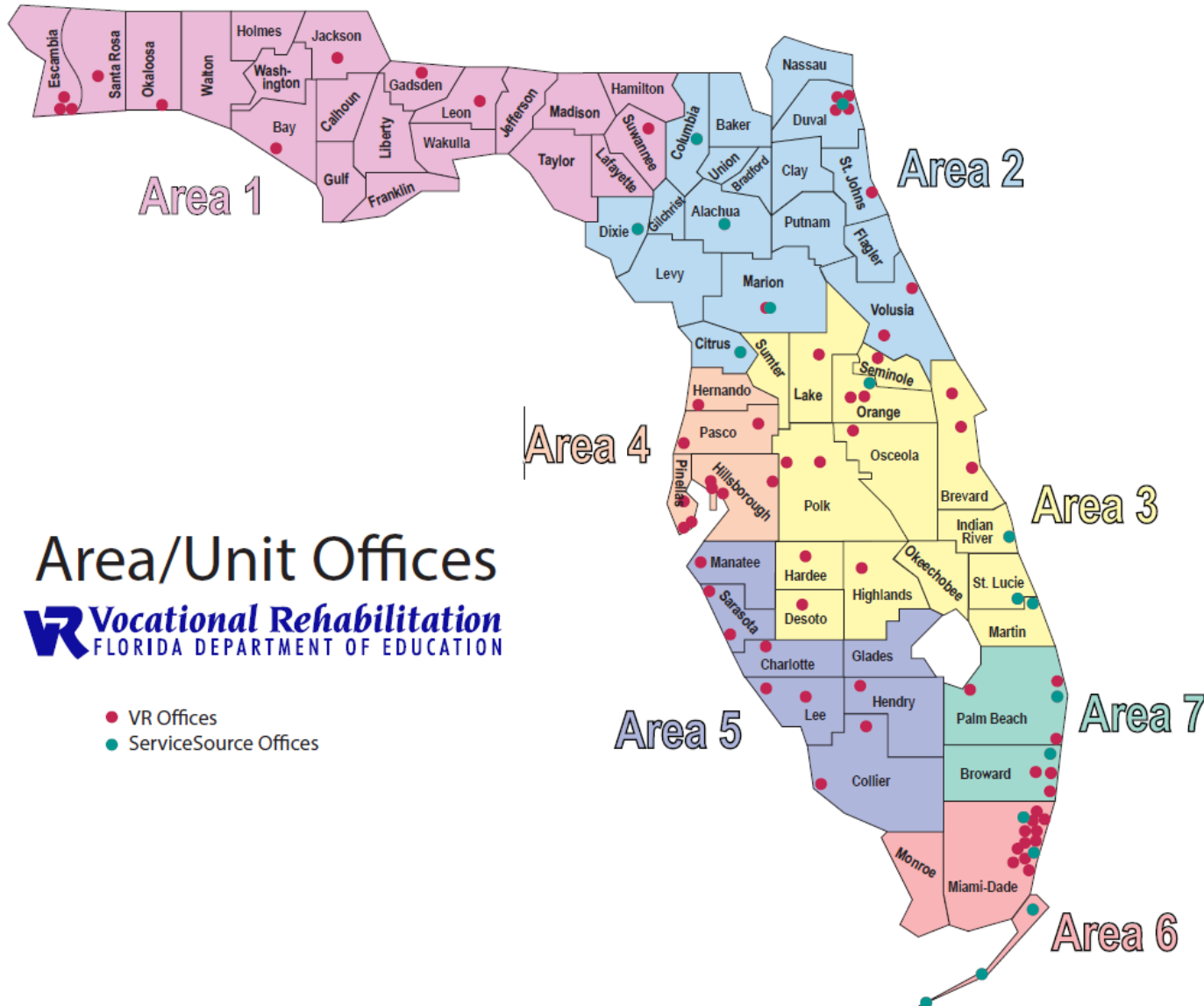
Measure	Definition
Instruction to Self-Advocacy	Self-Advocacy Training teaches students self-determination skills such as self-advocacy and self-awareness. Youth Peer Mentoring leverages like-aged peers to engage youth by connecting them to long-term community resources and delivering initial social supports.
Interpreter Services	Interpreter services are sign language or oral interpretation services for individuals who are deaf or hard of hearing and tactile interpretation services for individuals who are deaf-blind. Specially trained individuals perform sign language or oral interpretation. Also include here real-time captioning services for persons who are deaf or hard of hearing.
Job Exploration Counseling	Career Counseling and Exploration includes guidance, discussion, assessments, training and support materials to help students identify skills, abilities, aptitude, interests, and explore career options after high school.
Job Placement Assistance	Job placement assistance is a referral to a specific job resulting in an interview, whether or not the individual obtained the job.
Job Readiness Training	Training to prepare an individual for the world of work (e.g., appropriate work behaviors, getting to work on time, appropriate dress and grooming, increasing productivity).
Job Search Assistance	Job search activities support and assist an individual in searching for an appropriate job. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contacts with companies on behalf of the consumer.
Junior or Community College Training	Full-time or part-time academic training above the high school level leading to an associate degree, a certificate or other recognized educational credential. Such training may be provided by a community college, junior college, or technical college.
Maintenance	Maintenance means monetary support provided for those expenses such as food, shelter and clothing that are in excess of the normal expenses of the individual, and that are necessitated by the individual's participation in an assessment for determining eligibility and VR needs or while receiving services under an IPE. Examples of maintenance expenses include, but are not limited to: a. cost of uniforms or other suitable clothing required for an individual's job placement or job seeking activities; b. cost of short-term expenses, such as food and shelter, that is required in order for an individual to participate in assessment or vocational training at a site that is not within

Measure	Definition
	commuting distance of an individual's home; c. initial one-time costs, such as security deposits or charges for the initiation of utilities, that are required in order for an individual to relocate for a job placement; and d. cost of an individual's participation in enrichment activities related to that individual's training program.
Miscellaneous Training	Any training not recorded in one of the other categories listed, including GED or high school training leading to a diploma, or courses taken at four-year, junior or community colleges.
Number determined eligible	This measure includes only eligibility decisions where the customer is determined to be eligible.
Number of applicants	This measure includes all customers who applied for VR services during the timeframe being reported.
Number received services	This is the number of customers who are active and reached "in service" status (known as status 12) by the end of the month.
Occupational or Vocational Training	Occupational, vocational, or job skill training provided by a community college and/or business, vocational/trade or technical school to prepare students for gainful employment in a recognized occupation, not leading to an academic degree or certification. This would include selected courses or programs of study at a community college, four-year college, university, technical college, or proprietary schools or programs.
On-the-job Training	Training in specific job skills by a prospective employer. Generally the trainee is paid during this training and will remain in the same or a similar job upon successful completion.
Other Services	Use this category for all other VR services that cannot be recorded elsewhere. Included here are occupational licenses, tools and equipment, initial (start-up) materials and supplies. Per direction from RSA in September 2015, this category also included pre-employment transition services and extended supported employment services to youth with the most significant disabilities for federal reporting purposes, until FFY 2017-18.
Percent served by disability group	This shows the percent of all customers who have entered services (status 12) who are in a specific disability group.

Measure	Definition
Personal Attendant Services	Personal attendant services are those personal services that an attendant performs for an individual with a disability including, but not limited to bathing, feeding, dressing, providing mobility and transportation, etc., in multiple settings to include home, work and training facilities/school.
Rehabilitation Technology	Rehabilitation technology means the systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, individuals with disabilities in areas that include education, rehabilitation, employment, transportation, independent living, recreation, home and vehicular modification, other assistive devices including, but not limited to hearing aids, low vision aids and wheelchairs. Rehabilitation technology includes rehabilitation engineering, assistive technology devices, and assistive technology services. See also 34 CFR 361.5(b)(45). The term includes the following: Rehabilitation Engineering Services, which are the systematic application of engineering sciences to design, develop, test, evaluate, apply, and distribute technological solutions to problems confronted by VR individuals in functional areas such as mobility, communications, hearing, vision, and cognition.
Short Term Job Supports	Support services provided to an individual who has been placed in employment in order to stabilize the placement and enhance job retention. Such services include short-term job coaching for persons who do not have a supported employment goal consistent with the employment goal on their IPEs.
Supported Employment Services	Supported employment services (34 CFR 361.5(c)(54)) means ongoing support services, including customized employment, and other appropriate services needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability in supported employment that are – (i) Organized and made available, singly or in combination, in such a way as to assist an eligible individual to achieve competitive integrated employment; (ii) Based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment; (iii) Provided by the designated State unit for a period of time not to exceed 24 months, unless under special circumstances the eligible individual and the rehabilitation counselor jointly agree to extend the time to achieve the employment outcome identified in the individualized plan for employment; and (iv) Following

Measure	Definition
	transition, as post-employment services that are unavailable from an extended services provider and that are necessary to maintain or regain the job placement or advance in employment.
Technical Assistance Services including Self-Employment	Technical assistance and other consultation services provided to conduct market analyses, to develop business plans, and to provide resources to individuals in the pursuit of self-employment, telecommuting and small business operation outcomes.
Technical Assistance Services	Technical assistance and other consultation services provided to conduct market analyses, to develop business plans, and to provide resources to individuals in the pursuit of self-employment, telecommuting and small business operation outcomes.
Transportation	Transportation, including adequate training in the use of public transportation vehicles and systems, means travel and related expenses that are necessary to enable an applicant or eligible individual to participate in a VR service. Examples of transportation services/expenses include, but are not limited to: a. travel and related expenses for a personal care attendant or aide if the services of that person are necessary to enable the individual to travel to participate in any VR service; b. relocation expenses incurred by the individual in connection with a job placement that is a significant distance from the individual's current residence; c. the purchase and repair of vehicles, including vans. This specifically excludes the modification of vehicles, which is to be reported as rehabilitation technology; and d. training in the use of public transportation vehicles and systems.
Vocational Rehabilitation Counseling and Guidance	Vocational rehabilitation counseling and guidance includes information and support services to assist an individual in exercising informed choice and is distinct from the case management relationship that exists between the counselor and the individual during the VR process.
Work Based Learning Experiences	On-the-Job Trainings are community-based work experiences offering the students a place to practice social skills, gain an understanding of work, learn about different work environments and identify work accommodations.
Workplace Readiness Training	Workplace readiness training focuses on employability skills including resume writing, interviewing, applying for jobs and social/interpersonal skills for the employment.

Appendix B. VR Service Area Map



Appendix C. Notable Events Impacting Service Delivery during Reporting Timeframe

Order of Selection Plan. Florida VR implemented an Order of Selection (OOS) in August, 2008, consistent with the federal Rehabilitation Act. Federal rules require that when a program cannot serve every eligible individual who applies due to resource constraints (financial or personnel), it must prioritize services to individuals with the most significant barriers to employment. Under the plan, Florida has three (3) priority service categories: Category 1 (individuals with most significant disabilities), Category 2 (individuals with significant disabilities), and Category 3 (other eligible individuals). Individuals are released from the waiting list by severity category, according to their application date. For example, there must be no one waiting in Category 1 before individuals can be released from Category 2, and there must be no one waiting in either Category 1 or 2 before individuals can be released from Category 3.

VR initiated processes to more effectively manage the OOS and began a large-scale caseload review and clean-up effort in SFY 2013-14, continuing into 2015-16. This effort was positive, as it allowed VR to more accurately plan, budget for, and well-serve its active caseload. The caseload was significantly reduced due to a large number of necessary unsuccessful case closures that had a negative impact on the rehabilitation rate. As a result of this 'clean-up' effort and additional legislative appropriations provided to fully match the federal VR grant, VR was able to begin services to all individuals previously on the Category 1 waiting list by February 2015. By December 2015, all individuals previously on the Category 2 wait list were receiving services. As of September 2016, Categories 1 and 2 remained open (i.e., no applicant wait for services) and the Category 3 wait list contained only 557 individuals, with an approximate wait time of six months. During SFY 2016-17, VR made great strides to reduce the Category 3 wait list to only 37 individuals, with an average wait time of two months. As of September 2018, approximately 280 customers remained on the Category 3 wait list, with an average wait time of 164 days. As of September 2019, approximately 350 customers remained on the Category 3 wait list, with an average wait time of 251 days.

The short-term negative results of this successful division clean-up initiative were fully expected and were necessary to establish a solid caseload foundation, in preparation for radical program changes related to the Workforce Innovation and Opportunity Act (WIOA), described below.

The Workforce Innovation and Opportunity Act (WIOA). Signed into law on July 22, 2014, the federal Workforce Innovation and Opportunity Act (WIOA) includes major revisions to the federal Rehabilitation Act of 1973. WIOA went into effect July 1, 2015, and final regulations were released to the states in October, 2016.

The act makes several revisions to the vocational rehabilitation program that include:

- Prioritizing services to students and youth with disabilities by increasing opportunities to practice and improve workplace skills, including internships and apprenticeships;
- Aligning federally-funded employment programs by mandating joint planning between vocational rehabilitation programs, the workforce system, adult education and literacy programs, and programs funded under the Wagner-Peyser Act;
- Expanding VR's mission to include employers as a primary customer, focusing on better identifying and meeting employer needs, increasing employer engagement to provide work-based learning experiences for VR customers of all ages, and identifying competitive, integrated employment opportunities for individuals with disabilities in the job-driven workforce;
- Emphasizing a substantial increase in work experiences in competitive, integrated employment settings, the expanded use of customized and supported employment, an expanded array of individualized services (particularly for youth); and
- Establishing common performance measures for WIOA core partners that necessitate increased coordination and data sharing.

For more information on the data in this report, please contact:

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