



STATE PLAN PERFORMANCE REPORT

*Rehabilitation Services Administration
Program Year 19 (July 2019 – June 2020)*

Submitted: December 9, 2020

TABLE OF CONTENTS

1. PERFORMANCE MEASURE OVERVIEW	4
1.1. Key Performance Indicators.....	4
1.2 Agency Accomplishments.....	5
2. BACKGROUND AND SCOPE	6
3. SUMMARY OF PROGRESS TOWARDS COMPLETING STATE PLAN OBJECTIVES	7
3.1. Table: Number of Goals Met/In Progress by Objective.....	7
3.2 Performance review.....	8
4. STATE PLAN OBJECTIVES – PERFORMANCE DETAILS	8
Objective 1.1 Increase outreach efforts, with a focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.....	8
Objective 1.2 Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.....	9
Objective 1.3 Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites to ensure that DCRSA staff are placed in the community where need for VR services is HIGHEST.....	10
Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.....	10
Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).....	11
Objective 1.6: Increase agency capacity in serving people who are blind and visually impaired.....	12
Objective 1.7: Increase the range of employment outcomes.....	12
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.....	13
Objective 2.3: Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).....	14

TABLE OF CONTENTS (cont'd)

Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre–employment transition service.....15

Objective 3.2: Provide opportunities for work experience for students with disabilities.....16

Objective 3.3: Provide PETS services to students with disabilities.....19

5. RESPONSE TO COVID-19 AND BEYOND..... 19

APPENDIX A – STATE PLAN PERFORMANCE OBJECTIVE OVERVIEW.....20

1. Performance Measure Overview

1.1. Key Performance Indicators

Measure	Target	PY18	PY19
Number of people placed by RSA that remained employed for 90 calendar days or more	675	550	532
Average entry level wages	\$15.00	\$15.99	\$17.51
Percent of cases that demonstrate compliance with VR regulations and policies (Monthly case reviews)	85%	91%	89%
Percent of students with disabilities who receive at least one Pre-ETS service each school year	75%	73%	88%

1.2 RSA Accomplishments

1. YES LMS training platform
 - a. Impact on agency: The YES LMS training platform provides professional development courses for all VR staff. VR Counselors can earn CRCs for certification or recertification as a certification rehabilitation counselor.
 - b. Impact on District residents: Increasing capacity and knowledge in staff improves VR services to clients of the agency.
2. Update to Human Care Agreement
 - a. Impact on agency: Updating the human care agreement has provided more accountability for providers for services rendered for clients and provided additional fiscal oversight for services
 - b. Impact on District residents: Ensures that services provided to clients are high quality services and supports in order to gain competitive integrated employment
3. Moving all services to a virtual platform during a global pandemic
 - a. Impact on agency: Agency was required to shift all VR services to a virtual setting, due to COVID-19 global pandemic.
 - b. Impact on District residents: Provided access to all VR services to clients during global pandemic to ensure no gaps in service provision.
4. Over 500 successful closures for FY20
 - a. Impact on agency: Agency was able to get over 500 successful case closures during COVID-19.
 - b. Impact on District residents: Continued to find employment and place persons with disabilities in jobs contributing to the overall workforce system with a focus on outreach to Wards 7 and 8.
5. Complete WIOA VR State Plan, received approval by DOE and DOL during the pandemic
 - a. Impact on agency: Agency now has updated state plan goals and performance measures for the next 4 years.
 - b. Impact on District residents: Streamlines workforce services for district residents to ensure access to education, training, and employment.
6. Comprehensive Statewide Needs Assessment (every 3 years)
 - a. Impact on agency: Contractor worked with VR staff, providers, and external partners to conduct focus groups and survey to compile comprehensive statewide needs assessment.
 - b. Impact on District residents: Provides information about underserved and unserved population to improve service provisions and service delivery.
7. Fully Staffed VR supervisors and counselors' vacancies
 - a. Impact on agency: VR counselors and supervisory staff vacancies have been filled. Overall VR Agency is close to full staff capacity whereby there are only two VR counselor vacancies that require staffing and interviews are currently scheduled to fill this vacancy.
 - b. Impact on District residents: Decreased caseloads for VR counselors and staff. More staff to serve clients and to deliver services timelier.

2.BACKGROUND AND REPORT SCOPE

The mission of the Department on Disability Services (DDS) is to provide innovative high-quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia. This is accomplished through the work of two administrations that oversee and coordinate services for residents with disabilities through a network of private and not-for-profit providers: The Developmental Disabilities Administration (DDA) and the Rehabilitation Services Administration (RSA). DDS also serves as the state agency for Social Security Disability Insurance Determinations under the direction of the Social Security Administration.

The Rehabilitation Services Administration (RSA) delivers vocational rehabilitation services focusing on employment and training activities that allow persons with disabilities to experience a greater quality of life by obtaining and sustaining employment, economic self-sufficiency and independence. RSA provides employment marketing and placement services, vocational rehabilitation, inclusive business enterprises and supports for the D.C. Center for Independent Living. The programs within RSA comprise of a number of strategic goals and priorities that not only align with the mission of DDS, but also align with the tenets of the Workforce Innovation and Opportunity Act (WIOA) which requires that the District of Columbia submit a state plan that outlines a four-year workforce development strategy for the district's workforce development and adult education system.

This end of year State Plan Performance Report will provide a status update on RSA's performance on varying metrics that align with the applicable provisions of WIOA as stated in the state plan that was in effect during program year 2019. These metrics will not only be reviewed at the general level of determining adherence to pre-established performance targets, but also the action items associated with addressing these deficient areas of performance as well as acknowledging the impact of COVID-19 on the delivery of services and collaborative efforts with partner agencies.

3.SUMMARY OF PROGRESS TOWARDS COMPLETING STATE PLAN OBJECTIVES

The table below provides an overview of progress on goals pertaining to the State Plan objectives that were in progress during Program Year 19:

3.1 Table: Number of Goals Met/In Progress by Objective

State Plan Objective	Goal Met ●	In Progress ▲	Total
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	--	3	3
Objective 1.2 Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.	--	3	3
Objective 1.3 Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites to ensure that DCRSA staff are placed in the community where need for VR services is highest.	1	--	1
Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.	2	1	3
Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).	--	1	1
Objective 1.6: Increase agency capacity in serving people who are blind and visually impaired	1	1	2
Objective 1.7: Increase the range of employment outcomes.	2	2	4
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	3	3	6
Objective 2.3: Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).	--	1	1
Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre–employment transition services.	--	3	3
Objective 3.2: Provide opportunities for work experience for students with disabilities.	4	3	7
Objective 3.3: Provide PETS services to students with disabilities	2	--	2
Total	15	21	36

3.2 Performance Review

In Program Year 19, RSA fully achieved 15 out of the 36 goals (42%) associated with the plan objectives. However, this performance rate only accounts for those measures that were in progress during Program Year 19. When accounting for all performance objectives in the State Plan (to include those that were met in previous state plan years) the performance is 40 out of 61 goals, (or 66%). While there are goals that were not met, significant progress has been made in a way that not only establishes a clear pathway to goal attainment during subsequent program years, but also accounts for remediation plans associated with unintended barriers to goal attainment brought on by the COVID-19 public health emergency.

The next section provides greater detail on the specific metrics for Program Year 2019. Information on all metrics can be found in Appendix A – State Plan Performance Objective Overview. Please note that all performance objectives that were met within the program year will be denoted by a green circle “●” and those objectives that are still in progress will have a blue triangle “▲”. As DCRSA works toward implementing the 2020 – 2024 State Plan, efforts identified as In Progress will be addressed within the duration of the new State Plan (when applicable).

4.STATE PLAN OBJECTIVES – PERFORMANCE DETAILS

Objective 1.1 Increase outreach efforts, with a focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.

Objective Target d. DCRSA will establish Memoranda of Agreement (MOA) with at least 3 additional agencies based in Wards 7 and 8 in order to provide services in these locations at least one day per week.

▲ Program Year 19 Update: DCRSA has successfully engaged the Ready Center and the Department of Corrections. DCRSA is partnering with DOC/Ready Center on its Re-entry Peer Navigator Workforce Development Program. DCRSA has also successfully engaged DCPL's Center for Accessibility and the National Federation of the Blind's Newslite to expand access to blind/visually impaired persons. RSA will solidify MOAs with organizations who are open to outlining roles and responsibilities in a MOA.

Impact of Public Health Emergency: During COVID-19, the responsibilities of each district government agency are different, and this will be reviewed once a "normal" operating status is established among DC government agencies.

Objective Target e. DCRSA will re-establish its (MOA) with the National Rehabilitation Hospital.

▲ Program Year 19 Update: DCRSA has successfully engaged the Traumatic Brain Injury, Stroke, and Spinal Cord Injury Day Programs and Therapeutic Recreation divisions of the National Rehabilitation Hospital.

Impact of Public Health Emergency: Due to COVID-19, a MOA could not be established. In lieu of the MOA, RSA has created a streamlined and individualized referral process for NRH. RSA and NRH will resume MOA discussions once the District enters phase 4.

Objective Target f. DCRSA will establish MOAs with at least two community based agencies serving Ethiopian and Eritrean immigrants, two serving immigrants from Latin America and will re-establish its agreement with the DC Office of Asian and Pacific Island Affairs, in order to provide services at each location at least one day per week.

▲ Program Year 19 Update: DCRSA has successfully engaged Mary's Center and the Mayor's Office on Latino Affairs. Mary's Center is one of the largest non-profit medical networks in DC. Additionally, DCRSA hosted the first annual LatinX Conference for people with disabilities and their families. The conference was designed to provide Spanish speaking people with disabilities and their family members with access to information, support, and resources in their native language. DCRSA will be hosting its 2nd Annual LatinX Conference in September and the committee has started meeting to engage with partners for this annual conference. DCRSA also hired an additional bilingual Spanish-speaking staff member at the front desk to enhance access to services for the Latino/ Spanish speaking community. DCRSA initiated discussion with the Mayor's Office on African Affairs and is developing materials and capacity to support the Ethiopian/Eritrean communities. The Mayor's Office on Asian and Pacific Islander Affairs has presented on two occasions to DDS staff and will continue to work with DCRSA.

Impact of Public Health Emergency: Due to COVID-19, a MOA could not be established. In lieu of MOA, RSA has created a streamlined and individualized referral process for Mary's Center's clients. RSA and Mary's Center will resume MOA discussions once the District enters phase 4.

Objective 1.2 Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.

Objective Target a. DCRSA will establish a MOA to create at least two additional outreach sites at community-based agencies serving people with HIV and provide services in these sites at least one day per week.

▲ Program Year 19 Update: DCRSA has successfully engaged the Mayor's Office on LGBTQ Affairs to support outreach efforts for residents in DC who are diagnosed with HIV/AIDS. Outreach is targeted to residents who are living with HIV or AIDS. DCRSA and the Mayor's Officer will resume MOA discussions once the District enters phase 4. Additionally, DCRSA and the Mayor's office will continue to collaborate to expand outreach to ten community-based organizations that support people living with HIV. During this program year, DCRSA engaged in outreach efforts to Whitman-Walker Health Clinic and DCRSA continues to follow up regarding partnerships with these clinics.

Impact of Public Health Emergency: Due to COVID-19, a MOA could not be established. In lieu of MOA, DCRSA has created a streamlined an individualized referral process for District residents that engage the Mayor's Office.

Objective Target b. DCRSA will provide at least four benefits counseling orientation sessions for staff or clients at community-based AIDS service provider agencies.

▲ Program Year 19 Update: DCRSA has successfully engaged Mary's Center and its HIV Wellness Program. RSA and Mary's Center will resume MOA discussions once the District enters phase 4. Once the MOA is finalized, DCRSA can offer benefits counseling sessions to clients who are referred to DCRSA.

Impact of Public Health Emergency: Due to COVID-19, a MOA could not be established. In lieu of MOA, DCRSA has created a streamlined and individualized referral process for Mary's Center's clients.

Objective Target c. DCRSA will increase the number of people with HIV who are served by the agency and will increase the number of successful employment outcomes achieved by people with HIV.

- ▲ Program Year 19 Update: During PY19, RSA served 50 individuals with a primary or secondary impairment of HIV and AIDS. For those individuals served, 7 clients were successfully closed for PY19; compared to PY18 when 10 clients were closed successfully. In efforts to address the remediation efforts needed here, applicable cases and closure data can be reviewed to determine how this compares (proportionately) across program years.

Objective 1.3 Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites to ensure that DCRSA staff are placed in the community where need for VR services is highest.

Objective Target a. DCRSA will increase the number of people with HIV who are served by the agency and will increase the number of successful employment outcomes achieved by people with HIV.

- Program Year 19 Update: DCRSA continues to maintain 26 outreach sites in the community, each of which can serve up to 4 people per day.

Impact of Public Health Emergency: During COVID-19 on-site visits have been suspended due to the agency's full telework status. However, counselors are still available to conduct virtual intakes from any of the 26 outreach sites.

Employment in High-Demand Industries

Providing jobseekers with the skills to gain and/or maintain employment as a pathway to securing independence is a goal of RSA that is highlighted by its state plan objectives targeting employment in high-demand industries as identified by the Workforce Investment Council (WIC).

The following updates pertain to efforts regarding the access trainings, skill development and employment opportunities as it relates to high-demand industries:

Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.

Objective Target b. There will be an increase in the number of training providers in identified growth industries in the District with which DCRSA has agreements.

- Program Year 19 Update: The DDS Operations Unit responds to requests from RSA Program Managers to reach out to vocational training providers, provide information on the vendor registration process, and assist prospective vendors with the completion of forms necessary for approval by the DC Office of Contracting and Procurement. DDS Operations also informs RSA Programs of vendors offering training in DC Workforce Investment Council (DC WIC) "high-demand sectors": Business and Information Technology, Construction, Healthcare, Hospitality, Security and Law, Infrastructure, and Transportation/Logistics. Seven vocational training providers

offering training in DC WIC high-demand industry sectors were added as vendor options during Program Year 2019: Grad School USA (Business and Information Technology), Exceptional Minds (Business and Information Technology), HealthWrite Training Academy (Healthcare), Time for Change (Healthcare), Dynamic Phlebotomy (Healthcare), Sunflower Bakery (Hospitality), and Paralegal Institute of Washington (Security and Law).

Objective Target c. There will be an increase in the number of people served by DCRSA who complete training programs in identified high demand industries.

▲ Program Year 19 Update: During Program 2019, 9 RSA clients successfully completed vocational training programs in DC WIC “high-demand sectors,” and 15 clients were sponsored for training in high-demand sectors were still attending as of 06-30-20. (During Program Year 2018, 12 RSA clients completed vocational training programs in WIC high-demand sectors.) Initiatives currently underway to increase counselor and client awareness of vocational training in high-demand industry sectors include adding a module to new counselor training on high-demand industries and related occupations, as well as an updated resource room where clients can access RSA’s Guide to Jobs and Related Education and Vocational Training Programs and O*Net and O*Net’s Occupation Video Library. In addition, RSA’s Employment Specialist assigned to RSA’s transition units will impart information to high school students and young adults on high-demand occupations and vocational training programs offered by local community college workforce development programs, RSA vendors, and “comparable benefit” providers offering vocational training at no cost for District residents.

Objective Target d. There will be an increase in the number of training providers in identified growth industries in the District with which DCRSA has agreements.

● Program Year 19 Update: For Program Year 2019, 251 DCRSA clients secured employment in DC WIC “high-demand” industry sectors: Business Administration and Information Technology, Construction, Healthcare, Hospitality, Security and Law, Infrastructure, and Transportation/Logistics, an increase of 131 high-demand industry placements compared to PY2018. Comparing PY19 placements resulting in successful case closure (132) to FY18 placements resulting in successful closure (120), there was an increase of 12 placements in high-demand industry sectors for PY19. (Due to a change in reporting methodology starting for PY19, placements in high-demand industries that have not yet resulted in successful case closures were counted, adding 119 high-demand placements to the PY19 totals.)

Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).

Objective Target a. There will be at least 25 successful closures of people referred for supported employment services by DDA.

▲ Program Year 19 Update: There are 24 successful closures for people referred for supported employment services by DDA. RSA continues to strengthen its partnership with DBH and the provider community who supports persons with SMI and SED.

Objective 1.6: Increase agency capacity in serving people who are blind and visually impaired.

Objective Target b. DCRSA will increase the number of service providers who provide services for people who are blind, visually impaired and deafblind.

- Program Year 19 Update: DCRSA has 69 current providers who are available for a variety of RSA services to the blind, visually impaired, and deafblind. Through the process of informed choice, a client can choose a provider who they believe will best assist them in attaining their vocational goal. DCRSA has worked diligently this year to get DDA vendors approved for RSA services as well.

Objective Target c. DCRSA will increase the number of vendors in the Randolph Sheppard program by at least two vendors each year.

- ▲ Program Year 19 Update: DCRSA will be issuing a new license for a Randolph Sheppard trainee that has completed the required training this week. Randolph Sheppard has one other trainee completing their training.

Impact of Public Health Emergency: Due to the shutdown of the federal locations, DCRSA had to suspend the training. As soon as the federal government reopens, DCRSA will complete the training for this client and issue a license.

Objective 1.7: Increase the range of employment outcomes.

Objective Target b. Provide training on customized employment and employer engagement for VR and provider agency staff, and provide “train the trainer” sessions, to increase capability of DCRSA and providers to provide this on an ongoing basis.

- ▲ Program Year 19 Update: DCRSA is working with a vendor to develop a DC specific ACRE training curriculum that is tailored specifically to the DC landscape. Once this curriculum is finished, it will be submitted to ACRE for approval. DC will begin training trainers of the ACRE curriculum that has an emphasis on customized employment and discovery. The goal is to have the training started by the end of FY21.

Objective Target c. All general VR and sensory unit intakes will complete the eCASAS assessment as part of their intake and eligibility determination.

- ▲ Program Year 19 Update: For anyone interested in pursuing post-secondary education or training, DCRSA offers the eCASAS to be completed by a client before considering supporting post-secondary education or training to assess basic academic functioning. DCRSA offers opportunities for the eCASAS to be completed in-house and is also able to collect eCASAS scores through the Data Vault. When not working under the current restrictions posed by the public health emergency, the eCASAS is offered in-house twice per week. This exam is also offered by an approved DCRSA vendor. For Program Year 19, 22 assessments were completed.

Objective Target d. Ensure that at least 250 people receive benefits counseling/orientation each quarter (the agency currently serves approximately 1800 people who receive SSI/SSDI).

- Program Year 19 Update: Prior to COVID-19 and the stay at home order, DCRSA had expanded access to the benefits counseling orientation sessions by increasing the frequency to four-session per month. Two of the sessions were offered in the evenings to accommodate parents and individuals who could not attend the morning sessions. Additionally, the curriculum for the orientation session

was updated to include financial education. During COVID-19, DCRSA has initiated a virtual benefits counseling orientation session. For PY19, 292 people received benefits counseling/orientation. All individuals applying for VR services that are recipients of SSI/SSDI continue to be offered the opportunity to attend a benefits orientation session. Additionally, benefits counseling is being provided to the community.

Objective Target e. All VR staff will use person centered planning tools to develop employment goals that better reflect the strengths, interests, abilities, capabilities and resources of people served by DCRSA.

- Program Year 19 Update: During PY19, RSA management required the use of PCO Tools in the development of clients' IPEs. This was monitored by the supervisors and part of the VR counselors' SMART goals for performance starting on 10/1/2019.

Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.

Objective Target a. 100% of DCRSA workforce will receive professional development opportunities.

- Program Year 19 Update: DCRSA has contracted with a provider to support VR staff in an online learning management system (LMS). All staff were provided usernames and logins to this system. During April-May, VR staff were required to take the Intro to Case Management course to support professional growth in this area. Additionally, counselors can take unlimited courses, at the discretion of their supervisors, to further enhance their professional development. All courses taken are awarded CRCs for successful completion of the course, including the quiz. There are currently 98 registered users accessing the LMS. 324 CRC certificates have been awarded since April 2020.

Objective Target b. VR specialists' performance will be 90 % compliant in case review and as required by standards established in policies and regulations.

- Program Year 19 Update: For the reporting period, eligibility timeliness is at 98% and timely development of the IPE is at 97%. Findings from these case reviews are made available to supervisors for use in 1:1 follow-up meetings with their VR counselors to identify areas of accomplishment as well as potential areas in need of additional training opportunities.

Objective Target d. DCRSA will complete the development and use of the vendor report card system to include the workgroups with the SRC and the provider community.

- ▲ Program Year 19 Update: DCRSA is working with Performance Management to develop and rollout a vendor report card system. Proposed performance areas that have been identified focus on ensuring quality service delivery amongst providers within the DCRSA network as well as establishing a resource for external stakeholders to review the performance of providers that offer services in areas that meet their specific employment needs. Data systems are being reviewed as the appropriate data sources are reviewed and validated as DCRSA expects to move forward with build out upon finalizing the metrics to include as supported by available data in PY20.

Objective Target f. DCRSA will invite providers to be part of any trainings provided to staff beginning in 2018.

- Program Year 19 Update: A quarterly RSA Provider Meeting has been held, to ensure providers concerns are addressed. We overview HCA, reporting requirements, invoices and purchase order related issues. From these meeting individual provider meetings have taken place resulting in HCA modification where applicable to ensure deliverables are in sync with program requirements. The contract Administrators assigned to RSA providers also conduct periodic nationwide research for best practices with regards to evidence-based VR services to improve employment outcomes.

Objective Target g. Establish contracts that support consumers achieving the milestones contained in the common performance measures in WIOA to include payment for consumers that retain employment during the second and fourth quarter after exit from the VR Program.

- ▲ Program Year 19 Update: The assigned Contract Administrators for EBSE, SE and Pre-ETS have modified the existing Scope of Work to incorporate performance metrics, provider referral metrics, detailed employment outcome objectives and multiple administrative requirements to ultimately assist in improving employment outcomes for clients served.

Objective Target h. DCRSA will provide ongoing training to staff on HCAs, including the payment structure for job development and placement.

- ▲ Program Year 19 Update: Throughout Program Year 19 we have awarded multiple HCAs related to medical evaluation and diagnosis, AT and general VR services. This has allowed clients the opportunity to make informed choice with a larger pool of providers based on the need to improve services.

Objective 2.3: Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).

Objective Target a. The District's vocational rehabilitation regulations will be consistent with all requirements in the Workforce Innovation and Opportunity Act (WIOA).

- ▲ Program Year 19 Update: A meeting is scheduled to take place in September 2020 with DDS Executive Leadership team members to review comments submitted by the SRC and finalize the regs. for final approval from OPLA/OAG.

Youth in Transition & Pre-Employment Transition Services (Pre-ETS)

The Rehabilitation Services Administration (RSA) Youth in Transition Services Unit provides transition services, as defined by the Rehabilitation Act of 1973 (amended), to coordinate a set of activities for students designed around an outcome-oriented process. These activities promote movement from school to post-school activities including post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, and independent living.

The following metrics pertain to the work of the Youth in Transition program as efforts were made to ensure that processes and procedures were coordinated in a way that led to successful outcomes for students interested in employment and career exploration:

Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre-employment transition services.

Objective Target a. MOAs with 22 public charter schools will be in place.

▲ Program Year 19 Update: Language of MOA template for Public Charter School LEAs was updated to address lowered age for pre-employment transition services (14) effective July 1, 2018. VR counselors are assigned to all public and nonpublic high schools which serve DC students who are eligible or potentially eligible for VR services, including pre-employment transition services. Language is included in MOA that outlines goals and objectives, scope of services, coordination of services including DDS' process for eligibility determination and IPE development, resolution of disputes, and procedural safeguards for student data privacy. A total of 25 Public Charter Schools have received a draft MOA for review and signature as of 06/30/2020. To date, four (4) have been signed and executed. A fully executed MOU with DC Public Schools, which extends to DCPS students attending nonpublic schools, has been in place since PY 2016. A draft MOA was also created to support students in custody of Child & Family Services and Department of Behavioral Health.

Objective Target b. MOA with OSSE will be in place.

▲ Program Year 19 Update: Revised MOA with OSSE (originally executed in May 2018), is currently in draft mode. The language has been updated to address lowered age for pre-employment transition services (14), program goals & objectives, scope of services, and school-level data sharing. The draft MOA was most recently revised in May 2020 and OSSE's general counsel has provided feedback about the MOA, which has been reviewed by DCRSA's general counsel. The MOA remained in draft form at the end PY19. OSSE's recommendation is for DCRSA to partner directly with local education agencies to obtain school and student-level data.

Objective Target c. DCRSA will determine eligibility within 60 days of receiving the application and complete the IPE within 90 days of determining eligibility. VR counselors will visit the schools regularly, on at least a monthly basis, or more frequently for schools that have higher referral numbers, and be available to see students to complete applications, determine eligibility, complete comprehensive assessment in order to develop IPE, provide ongoing counseling and guidance and provide pre-employment transition services.

▲ Program Year 19 Update: MOA template language was updated to address lowered age for pre-employment transition services (14) and program goals & objectives. RSA Policy and Procedures for RSA Transition were updated to include process for eligibility determination and IPE development. VR Counselors provide outreach, including Pre-ETS and intake sessions for referred students, on a monthly basis at their assigned high schools. Currently, transition has an 88% eligibility rate and 91% compliance rate for IPE timeliness.

Impact of Public Health Emergency: The decrease in eligibility and IPE timeliness is due to multiple staff being out on extended medical leave and issues with communicating and collecting required documentation with clients due to full telework status during COVID-19 public health emergency.

Partnerships In Employment (PIE)

Through collaborative efforts, RSA partners with the DDS State Office of Policy, Planning and Innovation (SOPPI), who manages the Partnerships in Employment Systems Change (PIE) grant which aims to prioritize employment for youth and young adults with I/DD.

The following objective targets aligns with the impact of this collaborative effort, as well as those objectives addressing the work aimed at providing career opportunities for youth and students:

Objective 3.2: Provide opportunities for work experience for students with disabilities.

Objective Target a. DCRSA will provide at least 140 paid work experiences annually for students in DCPS' Transition Program and DCPS' General Exploration courses that results in post-secondary education or competitive integrated employment.

● Program Year 19 Update: 265 District youth engaged in paid work-based learning experience or work readiness training programs between September 2019 - July 2020. Traditional school year programming was extended through July 2020 due to account for COVID19 related temporary suspension of WBLE/WRT programming. 230 students officially participated during PY19 (October 2019 - June 2020). 135 DCPS students and 90 Public Charter School students engaged in paid WBLE/WRT through provider-based programming and the High School Internship Program. 5 collegiate level students participated in provider-based programming. The breakdown for student programming is as follows: General Explorations (GE) Program: 50; Competitive Employment Opportunities (CEO) Program: 30, ProjectSEARCH@CAH Program: 11, Workforce Development Center at River Terrace Education Center (WDC@RTEC): 38. The number of students from the WDC@RTEC and ProjectSEARCH@CAH Programs, that were offered competitive, integrated

employment opportunities upon program completion was still pending at the time of this report submission.

Objective Target b. At least 25 students from DCPS and Public Charter Schools will participate in the Summer Institute.

● Program Year 19 Update: RSA provided supports for over 60 students and youth participating in provider managed virtual summer work readiness programs during Summer 2020 (June - August 2020). In June 2020, 32 students with significant support needs were served and supported through the JumpStart/SYEP Program facilitated by SchoolTalk in partnership with the MBSYEP Summer Work Program. Students engaged in an online Career Edge curriculum with the support of job readiness trainers, and these workplace readiness skills were provided by SchoolTalk, Work Opportunities Unlimited, and RSA Transition staff. This program supports students with the significant disabilities to ensure that they have a successful summer job experience. RSA made provider programming available to DCPS, PCS, and collegiate students eligible for Pre-ETS programs.

Impact of Public Health Emergency: Due to COVID-19, all Spring and Summer 2020 programming was shifted to a virtual platform for student and youth participants.

Objective Target d. DCRSA will ensure at least 50 students who participated in DCRSAs work experience programs will achieve competitive integrated employment or post-secondary education immediately following the work experience.

▲ Program Year 19 Update: DCPS has reported to RSA that five students achieved competitive integrated employment or post-secondary education following their work-based learning experience. One ProjectSEARCH alum, one WDC@RTEC alum, and three GE students. For the next school year, RSA will continue to focus its efforts on employment outcomes to ensure that more students are integrated into competitive employment.

Objective Target e. Coordinate with schools to provide monthly benefits counseling at different schools, ensuring that all school receive the counseling during each academic year.

● Program Year 19 Update: DCRSA provided benefits counseling for students preparing to graduate or exit into post-secondary programs. Students at ProjectSEARCH sites and students at the Workforce Development Center at River Terrace Education Campus were engaged in benefits counseling with their VR Counselor and related service provider. In December 2019, RSA updated monthly benefits counseling sessions to accommodate clients unable to make the standing appointments on the 2nd and 4th Thursday of the month. Individuals including students and families could sign up for an evening appointment on the 1st and 3rd Monday of the month once referred by their VR Counselor. In January 2020, SEEC hosted a ProjectSEARCH information session focused on benefits counseling for ProjectSEARCH applicants for PY 2020-21. In SY 2019-20, a total of 15 clients served by RSA Transition were provided with benefits counseling sessions.

Impact of Public Health Emergency: A benefits counseling session was facilitated by Full Circle at

the annual Voices of Change (VoC) conference for the parent session in March of 2019; the VoC Conference was cancelled for Spring 2020 (March 2020) due to COVID-19. The Voices of Change conference was held in September 2020 using a virtual platform over the course of two weeks.

Objective Target f. At least 1000 students with disabilities will participate in the SYEP annually. DCRSA will provide necessary supports to students who require them in order to be successful in their placement.



Program Year 19 Update: MBSYEP 2019 concluded on August 2nd, 2019. MBSYEP 2020 ran from June 22nd - July 31st, 2020. This timeline has been extended by DOES for the MBSYEP by up to two weeks, if the host site is willing to extend the internship. RSA worked with the schools, DOES, and HCA providers to help support students in both signing up and fully participating in the MBSYEP program. DOES Office of Youth Programs hosted a parent information session and family engagement session for JumpStart/SYEP students who needed additional MBSYEP supports. The session was held in May 2020, during which SchoolTalk and RSA co-presented on the supports available to students with disabilities to have an integrated employment experience. A current MOU is now in place with DOES as of July 2020, to support funding MBSYEP wages for DCRSA clients and to obtain data metrics for students with disabilities who participated in MBSYEP Summer 2020. A total of 338 DCRSA clients were enrolled in MBSYEP for Summer 2020. Data will be available during Q1 of PY20.

Objective Target g. DCRSA will ensure that all students on a certificate track have at least one opportunity for a paid community-based employment experience prior to exiting school.



Program Year 19 Update: In partnership with DCPS and the public charter school, DCRSA works to identify all students on a certificate pathway that are potentially eligible or eligible for services who are interested in participating in a paid work-based learning experience prior to graduating high school. DCPS released a Student Guide to Graduation College and Career in May 2019. Within this guide, students with disabilities are provided with school guidance and counseling for opportunities to connect with DCRSA, Project Search, Workforce Development Center and other work-based learning opportunities. Through the Partnerships In Employment (PIE) grant, DCRSA works with SOPPI to identify more opportunities for community-based employment for students with intellectual and development disabilities. During Spring 2020 semester, DCRSA referred 8 clients on certificate pathways to provider programming such as #Ready2Work and Direct Support Professional Academy (DSP) for virtual programming.

Objective Target h. Prior to exiting school, all students on a certificate track will have copies of their high school transcripts, a working resume that includes place of employment and supervisor, and, if appropriate, a letter of recommendation from the supervisor.



Program Year 19 Update: Students who are connected to RSA can receive Pre-ETS sessions for resume writing and development. As needed, the RSA business unit also assists students in job development services and assists with obtaining letters of recommendations. RSA collaborates with DCPS and the Public Charter Schools to ensure students on a certificate pathway have a summary of

performance complete prior to exiting high school.

Objective 3.3: Provide PETS services to students with disabilities

Objective Target a/b. At least 75% of students with IEPs/504 plans will receive at least one Pre-ETS service during the 2019-20 school year

- Program Year 19 Update: As of June 30, 2020, the number of students reached via Pre-ETS, was approximately 84% of potentially eligible students. (3020 / 3600* as of June 30, 2020). At this time, data cannot be delineated by IEP and 504 plans, so this number accounts for all students with disabilities. DCPS certified a total of 2430 students served. DC Special Education Cooperative certified a total of 400 students served. HCA providers and RSA staff also worked with students to deliver pre-employment transition services. Total number of potentially eligible students in the District (data) has not been confirmed by OSSE as of 6/30/20.

5.RESPONSE TO COVID-19 AND BEYOND

Understanding the need for maintaining a continuous system of support and impactful service delivery, DDS took a proactive approach to developing protocols and procedures that allowed for the work of the agency to continue within the context of the COVID-19 public health emergency. Regarding the impact of services delivered during the public health emergency for those seeking vocational services from the Rehabilitation Services Administration (RSA), the shift to virtual service delivery did not deter the outcome driven approach to employment placements given the number of people who were able to find employment and maintain jobs contributing to the overall workforce system. This further strengthened the overarching goal of providing supports leading to financial independence and security for residents with disabilities in the District of Columbia. In addition, RSA seamlessly transitioned its Disability Determination Division to an exclusively virtual model and continued eligibility determinations for people applying for SSI and SSDI.

The Rehabilitation Services Administration is committed to the successful implementation of the State Plan. As RSA looks for opportunities to strengthen the program practices and initiatives as it relates to WIOA within the context of the new State Plan (2020 – 2024), efforts are being made to address the lessons learned during this reporting period and leverage all resources to address the goal of empowering those with barriers to employment to obtain the skills and supports necessary to gain and/or maintain employment high-quality jobs and careers. With DCRSA preparing to implement a new State Plan for 2020 – 2024, planned goals and outcomes, work processes and data systems are being reviewed to ensure proper systems are in place for data tracking and compliance management.

APPENDIX A – STATE PLAN PERFORMANCE OBJECTIVE OVERVIEW

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	d. DCRSA will establish Memoranda of Agreement (MOA) with at least 3 additional agencies based in Wards 7 and 8 in order to provide services in these locations at least one day per week.	In progress	Yes
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	e. DCRSA will re-establish its (MOA) with the National Rehabilitation Hospital.	In progress	Yes
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	f. DCRSA will establish MOAs with at least two community based agencies serving Ethiopian and Eritrean immigrants, two serving immigrants from Latin America and will re-establish its agreement with the DC Office of Asian and Pacific Island Affairs, in order to provide services at each location at least one day per week.	In progress	Yes

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.2 Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.	a. DCRSA will establish a MOA to create at least two additional outreach sites at community-based agencies serving people with HIV and provide services in these sites at least one day per week.	In progress	Yes
Objective 1.2 Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.	b. DCRSA will provide at least four benefits counseling orientation sessions for staff or clients at community-based AIDS service provider agencies.	In progress	Yes
Objective 1.2 Increase outreach to people with HIV in order to increase the number of people with HIV served by DCRSA and the number of successful employment outcomes achieved by people with HIV.	c. DCRSA will increase the number of people with HIV who are served by the agency and will increase the number of successful employment outcomes achieved by people with HIV.	In progress	NA
Objective 1.3 Increase the effectiveness of outreach efforts through ongoing evaluation of utilization of outreach sites to ensure that DCRSA staff are placed in the community where need for VR services is highest.	a. DCRSA will maintain at least 25 outreach sites in the community, each of which will serve at least 4 people per day.	Goal Met	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.	b. There will be an increase in the number of training providers in identified growth industries in the District with which DCRSA has agreements.	Goal Met	NA
Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.	c. There will be an increase in the number of people served by DCRSA who complete training programs in identified high demand industries.	In progress	NA
Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.	d. There will be an increase in job placements in high demand industries.	Goal Met	NA
Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).	a. There will be at least 25 successful closures of people referred for supported employment services by DDA.	In progress	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.6: Increase agency capacity in serving people who are blind and visually impaired	b. DCRSA will increase the number of service providers who provide services for people who are blind, visually impaired and deafblind.	Goal Met	NA
Objective 1.6: Increase agency capacity in serving people who are blind and visually impaired	c. DCRSA will increase the number of vendors in the Randolph Sheppard program by at least two vendors each year.	In progress	Yes
Objective 1.7: Increase the range of employment outcomes.	b. Provide training on customized employment and employer engagement for VR and provider agency staff, and provide “train the trainer” sessions, to increase capability of DCRSA and providers to provide this on an ongoing basis.	In progress	NA
Objective 1.7: Increase the range of employment outcomes.	c. All general VR and sensory unit intakes will complete the eCASAS assessment as part of their intake and eligibility determination.	In progress	NA
Objective 1.7: Increase the range of employment outcomes.	c. Ensure that at least 250 people receive benefits counseling/orientation each quarter (the agency currently serves approximately 1800 people who receive SSI/SSDI).	Goal Met	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.7: Increase the range of employment outcomes.	e. All VR staff will use person centered planning tools to develop employment goals that better reflect the strengths, interests, abilities, capabilities and resources of people served by DCRSA.	Goal Met	NA
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	a. 100% of DCRSA workforce will receive professional development opportunities.	Goal Met	NA
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	b. VR specialists’ performance will be 90 % compliant in case review and as required by standards established in policies and regulations.	In progress	NA
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	d. DCRSA will complete the development and use of the vendor report card system to include the workgroups with the SRC and the provider community.	In progress	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	f. DCRSA will invite providers to be part of any trainings provided to staff beginning in 2018.	Goal Met	NA
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	g. Establish contracts that support consumers achieving the milestones contained in the common performance measures in WIOA to include payment for consumers that retain employment during the second and fourth quarter after exit from the VR Program.	In progress	NA
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	h. DCRSA will provide ongoing training to staff on HCAs, including the payment structure for job development and placement.	In progress	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 2.3: Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).	a. The District’s vocational rehabilitation regulations will be consistent with all requirements in the Workforce Innovation and Opportunity Act (WIOA).	In progress	NA
Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre–employment transition services.	a. MOAs with 22 public charter schools will be in place.	In progress	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre-employment transition services.	b. MOA with OSSE will be in place.	In progress	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
<p>Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre-employment transition services.</p>	<p>c. DCRSA will determine eligibility within 60 days of receiving the application and complete the IPE within 90 days of determining eligibility. VR counselors will visit the schools regularly, on at least a monthly basis, or more frequently for schools that have higher referral numbers, and be available to see students to complete applications, determine eligibility, complete comprehensive assessment in order to develop IPE, provide ongoing counseling and guidance and provide pre-employment transition services.</p>	<p>In progress</p>	<p>Yes</p>
<p>Objective 3.2: Provide opportunities for work experience for students with disabilities.</p>	<p>a. DCRSA will provide at least 140 paid work experiences annually for students in DCPS' Transition Program and DCPS' General Exploration courses that results in post-secondary education or competitive integrated employment.</p>	<p>Goal Met</p>	<p>NA</p>

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 3.2: Provide opportunities for work experience for students with disabilities.	b. At least 25 students from DCPS and Public Charter Schools will participate in the Summer Institute.	Goal Met	NA
Objective 3.2: Provide opportunities for work experience for students with disabilities.	d. DCRSA will ensure at least 50 students who participated in DCRSAs work experience programs will achieve competitive integrated employment or post-secondary education immediately following the work experience.	In progress	NA
Objective 3.2: Provide opportunities for work experience for students with disabilities.	e. Coordinate with schools to provide monthly benefits counseling at different schools, ensuring that all school receive the counseling during each academic year.	Goal Met	NA
Objective 3.2: Provide opportunities for work experience for students with disabilities.	f. At least 1000 students with disabilities will participate in the SYEP annually. DCRSA will provide necessary supports to students who require them in order to be successful in their placement.	In progress	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 3.2: Provide opportunities for work experience for students with disabilities.	g. DCRSA will ensure that all students on a certificate track have at least one opportunity for a paid community-based employment experience prior to exiting school.	In progress	NA
Objective 3.2: Provide opportunities for work experience for students with disabilities.	h. Prior to exiting school, all students on a certificate track will have copies of their high school transcripts, a working resume that includes place of employment and supervisor, and, if appropriate, a letter of recommendation from the supervisor.	Goal Met	NA
Objective 3.3: Provide PETS services to students with disabilities	a. At least 75% of students with IEPs will receive at least one Pre-ETS service during the 2019-20 school year	Goal Met	NA
Objective 3.3: Provide PETS services to students with disabilities	b. At least 75% of students with 504 plans will receive at least one Pre-ETS service during the 2019-20 school year.	Goal Met	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	a. DCRSA will have sufficient staff fluent in Spanish to assign a Spanish speaking VR counselor to all LEP/NEP (i.e., limited English proficient or non-English proficient) Spanish speaking clients, consistent with the caseload standards included in the Comprehensive System of Personnel Development (CSPD).	Met in Previous State Plan Year	NA
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	b. VR services will be provided 5 days per week at all American Job Centers.	Met in Previous State Plan Year	NA
Objective 1.1 Increase outreach efforts, with a particular focus on ensuring accessibility of services for people identified as underserved or unserved in the 2014 Comprehensive Statewide Needs Assessment, and for people living in wards 7 and 8.	c. When scheduling intake appointments, DCRSA staff will offer an appointment at a location in the community most accessible to a client's home.	Met in Previous State Plan Year	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.4 Increase the number of people who complete training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields.	a. DCRSA will obtain baseline data regarding performance outcomes for all current hospitality, health care, IT, construction and security training providers with which it has agreements.	Met in Previous State Plan Year	NA
Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).	b. There will be at least 100 successful closures for people with SMI or SED referred by DBH to RSA for supported employment services.	Met in Previous State Plan Year	NA
Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).	c. There will be no gaps in the provision of supported employment services when transitioning people from VR supported employment services to extended supported employment services through either DDA or DBH.	Met in Previous State Plan Year	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.5: Increase the number of people with intellectual disabilities (IDD) and serious mental illness (SMI) or serious emotional disturbance (SED) who obtain and maintain employment through better coordination of supported employment services with the Developmental Disabilities Administration and the Department of Behavioral Health (DBH).	d. All people in transition will receive 60 days of extended services through DDA or DBH before their case is closed successfully by RSA.	Met in Previous State Plan Year	NA
Objective 1.6: Increase agency capacity in serving people who are blind and visually impaired	a. DCRSA will increase the number of referrals of people who are blind to DCRSA for VR services by at least 10% in Program Year 2018 and will maintain this increased level of referrals through PY 2020.	Met in Previous State Plan Year	NA
Objective 1.7: Increase the range of employment outcomes.	a. Ensure that all VR counselor staff complete person-centered training, including on-line modules developed by Cornell University , ILR School, Employment and Disability Institute.	Met in Previous State Plan Year	NA
Objective 1.7: Increase the range of employment outcomes.	b. Maintain the increased level (i.e., 10% above the current number) of people who receive job readiness training.	Met in Previous State Plan Year	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 1.7: Increase the range of employment outcomes.	d. Increase the number of people who receive job readiness training by 10%.	Met in Previous State Plan Year	NA
Objective 1.8: Develop additional outreach materials	a. Outreach materials will be accessible and widely available in the community.	Met in Previous State Plan Year	NA
Objective 2.1: Continue to provide regular training for DCRSA staff.	a. Results from the quality case review system and other Quality Assurance Reviews (conducted after the introduction of any new policy or procedure) will show at least 90% compliance with new policies and procedures, or the agency will provide updated training in order to improve outcomes.	Met in Previous State Plan Year	NA
Objective 2.1: Continue to provide regular training for DCRSA staff.	b. During Program Year (PY) 2017–18, DCRSA will track WIOA performance measures in order to establish a baseline of performance. By June 30, 2019, DCRSA will meet established WIOA performance standards identified in the Unified State Workforce Development Plan.	Met in Previous State Plan Year	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	c. Establish and maintain a communication network with service providers in the District.	Met in Previous State Plan Year	NA
Objective 2.2 – Retain, train, and recruit experienced and qualified VR staff and service providers to improve services to the low incidence populations, including people who are blind, deafblind, have autism or other autism spectrum disorders.	e. DCRSA will recruit CBE providers for services to include the blind, and deaf, especially job placement and supported employment.	Met in Previous State Plan Year	NA
Objective 2.3: Revise VR policies and procedures to ensure that current policies are consistent with the requirements of the Workforce Innovation and Opportunity Act (WIOA).	a. DCRSA will have up-to-date policies and procedures, consistent with federal and District regulations, which reflect best practices and are developed with input from the SRC and the community.	Met in Previous State Plan Year	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 3.1: Update the Memorandum of Agreement (MOA) with the Office of the State Superintendent of Education (OSSE) to comply with new requirements regarding provision of services to all students with disabilities, including those who are potentially eligible for VR services, and establish or update agreements with all local education agencies in order to establish clear processes for referral for VR services, and coordination of pre-employment transition services.	a. When appropriate, all students attending a DC Public School, Public Charter School or non-public placement will be referred for VR services by age 14, with the consent of the student and their parent.	Met in Previous State Plan Year	NA
Objective 3.2: Provide opportunities for work experience for students with disabilities.	c. DCRSA employment coordinator will work with employers to provide work experiences for at least 50 students who attend DC public charter schools.	Met in Previous State Plan Year	NA
Objective 4.1: Establish data sharing agreements with DOES and OSSE that will enable DCRSA to have access to post-case closure wage and education data for VR clients.	a. RSA will be able to track employment and education data on all people who exit the program beginning July 1, 2017.	Met in Previous State Plan Year	NA
Objective 4.2: Improve coordination of services at American Job Centers Strategies: DCRSA will:	a. American Job Centers will be accessible and provide all required core services.	Met in Previous State Plan Year	NA

Objective	Performance Area	Status for Program Year 19	Impacted by Public Health Emergency
Objective 4.2: Improve coordination of services at American Job Centers Strategies: DCRSA will:	b. The AJC partners will share data to provide access to individual data across systems regardless of where the individual’s point of entry and facilitate multiple points of entry, cross agency individual employment planning, and resource sharing.	Met in Previous State Plan Year	NA
Objective 4.3: Improve Coordination of Services to Businesses: Strategies: DCRSA will:	a. DCRSA will have at least two business roundtables throughout the year.	Met in Previous State Plan Year	NA
Objective 4.3: Improve Coordination of Services to Businesses: Strategies: DCRSA will:	b. DCRSA will increase the number of small businesses with which it has relationships by 10% yearly.	Met in Previous State Plan Year	NA
Objective 4.3: Improve Coordination of Services to Businesses: Strategies: DCRSA will:	c. DCRSA will provide services, in terms of disability education, to these businesses.	Met in Previous State Plan Year	NA