

RSA Goals for VR - Combined State Plan

Recurring Measures - Tracked Quarterly		
Objective	Performance Measure	Status
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
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
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
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).	Unmet
Objective 1.8: Develop additional outreach materials	a. Outreach materials will be accessible and widely available in the community.	Met
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
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

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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. 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.	In Progress

Recurring Measures - Tracked Annually		
Objective	Performance Measure	Status
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
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
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.	In Progress
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.	In Progress
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

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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.	In Progress
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
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.	In Progress
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.	In Progress
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.	In Progress
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.	In Progress

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Objective	Performance Measure	Status
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.	In Progress
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
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.	In Progress
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
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
Objective 1.7: Increase the range of employment outcomes.	d. Increase the number of people who receive job readiness training by 10%.	In Progress
Objective 1.7: Increase the range of employment outcomes.	e. Ensure that at least 250 people receive benefits counseling/orientation each quarter (the agency currently serves approximately 1800 people who receive SSI/SSDI).	In Progress
Objective 1.7: Increase the range of employment outcomes.	a. 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.	In Progress
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.	In Progress

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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.	In Progress
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.	In Progress
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.	In Progress
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
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.	In Progress
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
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

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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.	In Progress
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
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
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
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
Objective 3.2: Provide opportunities for work experience for students with disabilities.	a. DCRSA will provide at least 140 paid work experiences annually for students in DCPS's career academy and DCPS general exploration courses that results in post-secondary education or competitive integrated employment.	In Progress
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.	In Progress
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.	In Progress

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Objective	Performance Measure	Status
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
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.	In Progress
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
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.	In Progress
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 2018–19 school year	In Progress
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 2018-19 school year.	In Progress
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.	In Progress
Objective 4.2: Improve coordination of services at American Job Centers Strategies.	a. American Job Centers will be accessible and provide all required core services.	In Progress
Objective 4.2: Improve coordination of services at American Job Centers Strategies.	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.	In Progress

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Objective 4.3: Improve Coordination of Services to Businesses: Strategies: DCRSA will:	a. DCRSA will have at least two business roundtables throughout the year.	In Progress
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.	In Progress
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.	In Progress

Non-Recurring Measures		
Objective	Performance Measure	Status
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
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
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
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 an 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
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

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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
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