

2019 SRC ANNUAL REPORT

DISTRICT OF COLUMBIA STATE REHABILITATION COUNCIL

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

2019 SRC Annual Report

Name of Board: District of Columbia State Rehabilitation Council

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Rehabilitation Services Administration (RSA)

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MESSAGE FROM THE CHAIR

Dear Secretary of Education, Betsy DeVos, Mayor of the District of Columbia, Muriel Bowser, and members of the public:

As the Chair of the District of Columbia State Rehabilitation Council (SRC), it is my pleasure to submit this report of our activities in fiscal year 2019 for your review.

The SRC is a federally mandated organization of District of Columbia (DC) residents who serve as Mayoral appointees and volunteers representing the public in the work of the state vocational rehabilitation (VR) agency, DC Rehabilitation Services Administration (DCRSA), as the agency provides services aimed at enabling DC residents with disabilities to prepare for, obtain, maintain, regain or advance in competitive and integrated employment.

In fiscal year 2019, DCRSA continued to make progress in improving the quality of employment services and supports offered to our District residents with disabilities under the strong leadership and direction provided by the agency's Director.

Fiscal year 2019 proved productive for DCRSA and the SRC. For DCRSA, highlights include:

- Continued collaborative efforts to fulfill the needs of DC Residents with Disabilities in all areas of support
- DCRSA, independent from the SRC, continuing the realignment of back office operations between the Developmental Disability Administration (DDA) and the Rehabilitation Services Administration (RSA)

Noteworthy changes for the SRC include:

- Resignation of the SRC Chairperson, Jonathan Lucas in December 2019.
- SRC December 2019 appointment of Sharon Boesen as SRC Chair,
- SRC's initiative to continue the process of updating organization bylaws,
- Continuing efforts for SRC membership recruitment,
- SRC developing partnerships with related DC organizations,
- SRC's staff liaison support by Donald Clark (September 2018 – Present).

The SRC believes that DCRSA continues to uphold the highest standards when serving District residents with disabilities. The SRC looks forward to continuing our advisory role throughout 2020.

Respectfully submitted,



Sharon Boesen, Chair
District of Columbia State Rehabilitation Council

1 MISSION, PURPOSE AND FUNCTION

1.1 Mission

The State Rehabilitation Council (SRC) was created in response to federal law² and Mayoral Order 93-149, to empower and respect the dual dignities of people with disabilities in the District of Columbia; and maximize their employment outcome, self-determination, economic self-sufficiency, independence, inclusion and integration into society based on the informed choices of people with disabilities in the District of Columbia.

1.2 Purpose

The purpose of the SRC is to act in an advisory capacity to the Administrator of DCRSA on the provision of vocational rehabilitation services to people with disabilities in the District of Columbia.

1.3 Functions

The function of the SRC includes the following:

- Review, analyze, and advise the agency regarding eligibility for services; extent, scope, and effectiveness of services provided; and functions performed by District of Columbia agencies that affect or that potentially affect the ability of individuals with disabilities achieving rehabilitation goals and objectives.
- Advise the Administrator of RSA, and assist in the preparation of applications, the State Plan, the Strategic Plan and amendments to the plans, reports, needs assessment and evaluations required.
- Conduct a review and analysis of the effectiveness of, and consumer satisfaction with (a) functions performed by the District of Columbia agencies and other public and private entities responsible for performing functions for individuals with disabilities; and (b) vocational rehabilitation services.
- Prepare and submit an annual report to the Mayor of the District of Columbia, the Commissioner of the Rehabilitation Services Administration, and the United States Department of Education on the status of vocational rehabilitation programs operated within the District of Columbia.
- Coordinate with other councils within the District of Columbia.
- Advise the Administrator of RSA and provide for coordination and the establishment of working relationships between the RSA, the Statewide Independent Living Council and Centers for Independent within the District of Columbia.
- Perform such other functions, consistent with the purpose of the Council as deemed appropriate.
- Prepare a Resource Plan, in conjunction with the Administrator of RSA, for the provision of resources, including staff and other personnel as may be necessary to carry out the functions of the Council.
- Federal law specifies community representation in the composition of the State Rehabilitation Council. Appendix A lists our current membership representation composition.

RSA has several key performance indicators reviewed and assessed throughout the fiscal year. The table below reflects the format used in previous years reports and gives information on the key performance indicators and their progress made within the previous fiscal year.

2 KEY PERFORMANCE INDICATORS

Key Performance Indicator	FY 2019 TARGET	FY 2019 ACTUAL	Key Performance Indicator Met?
Number of people placed by RSA that remained employed for 90 calendar days or more	675	546	Not Met; Achieved 80%
Percent of people with a plan developed within 90 calendar days of eligibility determination.	90%	98.40%	Met; Achieved
Percent of people for whom eligibility is determined within 60 calendar days	90%	98.34%	Met; Achieved
Average entry level wages for people whose cases are successfully closed	\$14.00	\$16.08	Met; Achieved

3 MAJOR ACCOMPLISHMENTS OF DCRSA 2019

For fiscal year 2019, DCRSA continued the pursuit of employment-preparation, attainment, advancement and job sustainability for DC residents whose impairments serve as an impediment to employment. RSA has worked to engage the community in new ways this past fiscal year. Below are key areas of interest RSA accomplished in order to continue strengthening our services to the residents of the District:

- DCRSA continued to increase outreach efforts, ensuring accessibility of services for people identified as underserved or unserved, in accordance with the 2017 Comprehensive Statewide Needs Assessment. DCRSA added five additional bi-lingual Spanish Speaking staff members consistent with 34 CFR 361.18. This effort broadens the District’s Hispanic community’s access to RSA Services, career exploration and employment supports.
- DCRSA maintained and enhanced the effectiveness of outreach efforts through ongoing evaluation and utilization of outreach sites to ensure that DCRSA staff are placed in the community where the need for VR services is highest. RSA increased outreach from 25 to 26 adding Charlie’s Place, with the interest of exposing the Homeless to Vocational Rehabilitation service opportunities. This additional site significantly broadens the outreach to District Residents.
- DCRSA worked with the American Job Centers (AJCs) to ensure counselors are on-site at all four locations, along with the addition of Employment Coordinators five days per week. With locations in Wards 7 and 8, this effort allows DCRSA to deliver support and services to individuals with disabilities seeking employment. The other AJC locations are in ward 1 and ward 5.
- DCRSA worked to increase the number of people who completed training programs that prepare them for jobs in high demand fields, increasing the number of employment placements in these fields. DDS currently works with 11 training providers in high growth industries to include: Hospitality and Tourism, Healthcare, Information Technology (IT), Security, Construction and Building Trades, Transportation and Infrastructure and Retail and Customer

- DCRSA worked to expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (Pre-ETS) to students with disabilities.
- DCRSA worked to establish agreements with additional training providers and coordinate with the WIC, OSSE and DOES in order to ensure that VR clients are able to access training programs provided through other workforce agencies
- DCRSA worked to expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (Pre-ETS) to students with disabilities.
- DCRSA participated and supported the DC3C Alternative Spring Break, a job readiness program designed to sharpen the communication, time-management, resume development and interviewing skills for Transition and Youth clients. Up to 40 students from various DC Charter Schools participated in the weeklong experience. Each student also received etiquette tips during a networking luncheon.
- DCRSA held the 9th Annual Transition and Youth Voices of Change Conference hosted by SchoolTalk in collaboration with DDS/RSA—an event organized by students for students with disabilities to prepare them for life after high school through work-based learning experiences that could lead to employment.
- DCRSA held the 2019 National Disability Awareness Month Employer Recognition Program where RSA recognized our business partners who've provided opportunities for our high school youth to gain work experience: YMCA Calomiris, CVS Health, Community Tech Net, DC Strings Workshop, Walgreens, Number 1 Beauty Supply, DC Department of Behavioral Health, and DC Office of Public Records.
- DCRSA Launched the 2nd cohort of the Aspiring Professional's Internship Program—a program designed to provide opportunities for District of Columbia Government Agencies to host DC Residents in a professional setting, geared to help job seekers become more competitive while providing a sense of focus and independence in the visualization of their career interests.

4 SRC AND RSA PARTNERSHIP, GOALS AND OUTCOMES FY2019

The SRC participated in a number of activities with DDS-RSA this year. The following is a summary of the activities completed this year between the two entities:

These Policies, which received SRC input in the prior year, were issued in 2019:

- Intake, effective 2/25/2019
- Eligibility, effective 2/25/2019
- Individualized Plan for Employment, effective 2/25/2019
- Pre-Employment Transition Services, effective 2/25/2019
- Transportation, effective 2/26/2019
- Supported Employment Policy and Procedure, effective 2/25/2019
- Services and Authorizations, effective 2/25/2019
- Case Management, effective 2/25/2019
- Due Process, effective 2/26/2019
- Case Closure Procedure, effective 2/25/2019
- Employment Support Professionals Training Policy, effective 5/6/2019
- The SRC provided review of the following draft policy in 2019:
 - Sanctions Policy and Procedure.

5 SUMMARY OF FY2019 ACCOMPLISHMENTS

Goal 1: Increase the number of DC residents with disabilities who achieve quality employment outcomes in competitive integrated settings.

For FY2019 DCRSA did not meet the successful closures goal of 675. However, DDS/RSA continued to work with 11 training providers in high growth industries to include: Hospitality and Tourism, Healthcare, Information Technology (IT), Security, Construction and Building Trades, Transportation and Infrastructure, Retail and Customer Service. Further, DCRSA expanded its focus to include programs facilitated by its Business Relations Specialist and four additional Employment Specialists who developed relationships with businesses throughout the Washington DC Metropolitan Area to ensure collaboration with businesses that utilize high demand occupations as part of their business model. This trifold approach increased education and awareness of the need for placement in the identified high demand occupancy areas. Additionally, training and supports to employers was increased in the interest of fostering job development and placement incentive in these occupancy areas.

RSA also worked with the American Job Centers (AJCs) to ensure counselors are on-site five days a week, at all four locations, to deliver supports and services to clients. One of the AJCs is located in Ward 7 and a second in Ward 8. The third and fourth AJC is located in Ward 5 and Ward 1, respectively. RSA also has twenty-six outreach locations that counselors operated out of at varying intervals during the week. The outreach locations are spread throughout the city and provided access to clients in all wards. RSA now had a presence in five of the eight wards on a daily basis, with VR counselors available to serve clients.

While this performance indicator decreased for fy19, RSA redeveloped agency Performance and Case Management goals, to effect enhanced job placement rates, Employment Coordination and WIOA Compliance for successful closures moving forward.

Employment Outcome Descriptions for High Demand Occupations	FY19	FY18	Difference Yr. to Yr.*
People served by RSA and achieved successful outcomes	546	610	(-64)
Percentage of placements in high demand occupations /Number Served	63.4%/346	64.3%/392	(+.1%/nc)
Construction/Infrastructure	4.6%/25	5.6%/34	(-1%/-9)
Healthcare / Number Served	10.4%/57	10%/61	(+.4%/-4)
Hospitality/Culinary / Number Served	29.3%/160	30.2%/184	(-0.9%/-24)
Business/IT /Number Served	14.8%/81	15%/91	(-.2%/-10)
Security/Law Enforcement / Number Served	4.2%/23	3.6%/22	(+.6%/+1)
Transportation / Number Served	5.9%/32	6.4%/39	(-0.5%/-7)
Customer Service/Retail / Number Served	22%/120	20.3%/124	(+1.7%/-4)

Based on this table, RSA increased the number of placements in high demand industries by 2%. RSA specifically showed growth in three of the high demand industries, to include Hospitality, Security/Law Enforcement, and Customer Service. Growth in the Hospitality industry was demonstrable, increasing the placements by over 14% from the previous year. RSA did have decreases in Healthcare and Transportation that were below 2% for the previous year. The two industries of note that RSA saw the biggest decrease in were for Construction and Business/IT, both of which was over 5%. RSA plans to leverage the DC Infrastructure Academy and the Department of Employment Services (DOES) to increase these placements and opportunities in these fields in the coming Fiscal Year.

Goal 2: Improve DCRSA service delivery through more efficient operations and a more effective, skilled workforce.

During FY19, RSA provided opportunities for professional development and training for new and existing staff and updated policies to align with the Workforce Innovation and Opportunities Act (WIOA) requirements. In FY19, all supervisory staff participated in Person-Centered Thinking (PCT) training. Additionally, staff throughout the agency worked to develop Unit Overviews using two of the PCT tools, leading to staff being able to better implement skills learned in training. RSA staff continued to participate in training for Data Vault registration and implementation, a continuing developing data share system designed to ensure all WIOA core partners are able to share data and successfully communicate on services provided for clients in the workforce system to improve service coordination and delivery across the district.

Case reviews are completed on a quarterly basis, 98.00% of cases were determined eligible within 60 days and 98.40% of individualized plans for employment (IPEs) were developed within 90 days, surpassing the compliance requirement of 90%. RSA baseline measures were established through the completion and submission of the 911 federal report. RSA developed a methodology to report out on quarterly wages after exit and measurable skill gains for FY19. RSA continues to work with the Workforce Innovation Technical Assistance Center (WINTAC) to specifically identify ways to improve on reporting for WIOA key performance indicators moving forward which will include continued training to RSA staff.

In FY2019 RSA focused on developing SOPs and internal documents to ensure all staff understands and can comply with the revised updated policies and procedures that we updated/revised in FY 18'. (Please see FY2018 annual SRC report for list of revised/updated policies and procedures)

Goal 3: Expand and improve the quality of transition services through improved coordination with the state education agency and all local education agencies and implementation of Pre-Employment Transition Services (Pre-ETS) to secondary students with disabilities.

RSA continues to see growth with respect to this goal. Based on publically available data compiled by the Office of the State Superintendent of Education (OSSE), approximately 3,500 students were potentially eligible for Pre-Employment Transition Services (Pre-ETS). These students have either already been determined eligible for VR services, or are potentially eligible for services based on their status of having an Individualized Education Plan (IEP), a504 plan, or identified as having a disability while a student in the secondary educational environment between the ages of 14-21. RSA successfully reached 2,380 students during school year 2018-2019, which meant that 68% of students who were eligible to receive pre-employment transition services received at least one of the five required Pre-ETS services. This was a slight decrease from FY18 (78% reported) and an increase from FY17 (57% reported).

Within the data for Pre-ETS, RSA provided paid work-based learning experiences for students with disabilities throughout the District. Based on national research, students are more likely to successfully transition to postsecondary employment if they have at least one paid work experience before they graduate from high school. RSA worked closely with local education agencies (LEAs) to provide paid work-based learning experiences (internships and/or job sampling experiences) for students with disabilities. RSA collaborated with DCPS to provide 162 paid work experiences to students in FY19, an increase of 9% from FY18 (148 students). Some of the students participated in transitional school-to-work programming including ProjectSEARCH program, Workforce Development Center at River Terrace Education Campus, General Explorations internship program, and the Competitive Employment Opportunities (CEO) Academy. RSA concurrently collaborated with DC Public Charters Schools (DCPCS) to provide 77 paid work-based learning experiences for charter school students, a 20% increase from FY18, through the High School Internship Program (HSIP). HSIP program partners include CVS Health, YMCA, and Walgreens Pharmacy. The total number of students whom participated in paid workforce development training sponsored by RSA for program year 2018-2019 was 239, which was an increase over the previous FY's number of 212, and FY17's number of 199.

Beyond the work-based learning experiences, there are four other Pre-ETS categories for which potentially eligible or eligible students may receive youth transition services. The table below breaks down the five required reporting categories for Pre-ETS and the number of students reached. There can be duplicates in the individual categories, but the unduplicated count for the number of students reached is 2,380.

Pre-ETS Activity	FY19
Work-Based Learning Experiences (paid)	239
Job Readiness Training	510
Counseling on Postsecondary Education	1484
Career Exploration	946
Self-Advocacy Training	548

RSA continued to work with LEAs to ensure signed Memorandum of Agreements (MOA) were in place between RSA and the public charter high schools. To date, 18 Agreements have been developed and introduced to the schools for review and signature. These agreements were developed in compliance with US Department of Education, after receiving technical assistance consultation and guidance from the Workforce Innovation Technical Assistance Center (WINTAC), and National Technical Assistance Center on Transition (NTACT). The terms of the Agreement contain language that is specific to the implementation and scope of services for providing pre-ETS services to potentially eligible and eligible students. RSA has two fully-executed Agreements and three awaiting signature from RSA. RSA is continuing to collaborate with the DC Special Education Cooperative to provide outreach to the schools to ensure these agreements are signed and subsequently fully executed. RSA has a fully executed Memorandum of Understanding (MOU) with DCPS, and continues to provide on-going supports to the public secondary schools with the delivery of Pre-ETS.

RSA coordinated with Department of Employment Services-Office of Youth Programs (DOES-OYP) and SchoolTalk DC to continue the JumpStart SYEP program for Summer 2019. The JumpStart SYEP program provides individualized supports and services, including travel training and supported employment, for students with significant disabilities to fully engage in the Marion Barry Summer Youth Employment Program (MBSYEP). JumpStart SYEP targets students with intellectual and/or developmental disabilities who require additional customized supports to access MBSYEP. The

JumpStart SYEP program provided access for twenty-eight (28) students to have work readiness supports during the MBSYEP Summer 2019 program. SchoolTalk DC and RSA also provided technical assistance to MBSYEP employer partners, counseling on best practices to support students with disabilities in the workplace. Disability disclosure is voluntary for the MBSYEP program, however RSA continued to collaborate with DOES, OSSE, and LEAs to identify students with a documented disability and who would benefit from participating in the program. Based on data from DOES, approximately 9,000 in-school youth participated MBSEYP summer 2019.

Goal 4: Improve coordination with other workforce development agencies providing services at the American Job Centers.

RSA has improved coordination with the core WIOA partners through ensuring a Vocational Rehabilitation (VR) counselor is available at each of the AJCs five days per week. Additionally, RSA has been referring clients to the OSSE approved vendors for free training and remedial courses. RSA regularly refers to Catholic Charities, Academy of Hope Public Charter School, Latin-American Youth Center, and So Others Might Eat (SOME) for adult education services. This allows for RSA staff to work collaboratively with the Department of Employment Services (DOES) to directly connect clients with additional employment, job readiness, and/or training supports. In addition, this coordination has increased service delivery to individuals throughout all wards with counselors being out in the community at each AJC and other community agencies. RSA has improved upon existing and built new business relations within the community to increase job opportunities and expand RSA's employment network.

The following events took place in FY2019, with different employers in the district:

Employer related events

- U.S. Department of Veteran Affairs (roundtable)
- U.S. Food and Drug Administration (roundtable)
- Amazon (roundtable)
- Career Day Event (attending employers included Pepco, Penn Parking, CVS Health, Amazon, ABM, Architect of the Capitol, Southwest Business Improvement District, Washington Metropolitan Airport Authority, Global Connections, and US. Secret Service)
- Making a District Difference (DCHR Mock Interviews)
- Invited to participate in the DC Board of Trade Human Capital Solutions Group

Disability Awareness Education for Employers

- National Disability Employment Awareness Month Event, October 2018
- Disability Awareness at the DC Department of Forensic Sciences
- Coordinated Disability Awareness Low Vision
- Coordinated Disability Awareness Deaf Awareness
- Co-facilitated two disability inclusion presentations for the DCHR Forum
- Served on a panel and presented at the Washington DC Economic Partnership Disability Inclusion event

6 RECOMMENDATIONS

In FY 2019 there has been a continued successful effort to improve data collection, financial accuracy, and overall communication. There is always a need to increase training and professional development programs for both provider staff and VR counselors. These opportunities will continue to ensure high quality, person-centered, competitive, community-based employment on an ongoing basis.

6 CLOSING

FY 2019 was a productive year for the DCRSA and the SRC. The two organizations improved access to quality employment outcomes for all District residents with disabilities.

As another year begins, the SRC looks forward to continuing its partnership with DCRSA.

7 APPENDIX A SRC MEMBERS

Abraham Hiatt ahiatt@uls-dc.org	Representative of Client Assistance Program
Alison Whyte alison.whyte@dc.gov	Representative of DD Council
Darryl Evans darryl.evans@dc.gov	DDDS Administrator of the Vocational Rehabilitation Agency
Ricky Wright ricky.wright@dc.gov	Representative of DDDS Vocational Rehabilitation Agency
Marjorie Gilliard iamblessmg7@gmail.com	Parent, Family, Guardian, or Individual with Disabilities
Jennifer Carpenter jennifer.carpenter@dc.gov	Representative of Office of the State Superintendent of Education (OSSE)
Suzanne Towns suzanne.towns@dc.gov	Representative of Workforce Investment Council
Sharon Boesen sharonboesen@gmail.com	Parent, Family, Guardian, or Individual with Disabilities
Antonio Myers amyers2011@yahoo.com	Parent, Family, Guardian, or Individual with Disabilities
Kedist Geremaw yechalal@yahoo.com	Representative of Business, Industry, and Labor
Yolandra Plummer – Diallo plumpicks@gmail.com	Representative of Business, Industry, and Labor
Berta Mata berta.mata@aje-dc.org	Representative of Disability Advocacy Group

8 APPENDIX B 2019 SRC MEETINGS

GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT ON DISABILITY SERVICES NOTICE OF QUARTERLY PUBLIC MEETINGS

**D.C. State Rehabilitation Council to Hold Quarterly Public Meetings
Department on Disability Services
Rehabilitation Services Administration
One Independence Square
250 E Street, SW
First Floor Conference Room
Washington, DC 20024**

The D.C. State Rehabilitation Council (SRC) will hold public meetings regarding the operation of the D.C. State Vocational Rehabilitation Program, as mandated by the Rehabilitation Act of 1973, as amended. The following public meetings are to be conducted from 9:30 am – 11:00 am.

Dates	Location
Thursday, December 13, 2018	First Floor Conference Room
Thursday, March 14, 2019	First Floor Conference Room
Thursday, June 13, 2019	First Floor Conference Room
Thursday, September 12, 2019	First Floor Conference Room

Individuals who wish to attend should RSVP at least seven (7) days prior to the public meeting by contacting Donald Clark by calling at 202-730-1637 or by email at donald.clark@dc.gov.

If you require reasonable accommodations for attendance, please contact Donald Clark at least two (2) weeks before the public meeting to ensure appropriate accommodations.

9 APPENDIX C 2020 SRC MEETINGS

GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT ON DISABILITY SERVICES NOTICE OF QUARTERLY PUBLIC MEETINGS

D.C. State Rehabilitation Council to Hold Quarterly Public Meetings in 2019-2020
Department on Disability Services
Rehabilitation Services Administration
One Independence Square
250 E Street, SW
First Floor Conference Room
Washington, DC 20024

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Dates	Location
Thursday, December 12, 2019	First Floor Conference Room
Thursday, March 12, 2020	First Floor Conference Room
Thursday, June 11, 2020	First Floor Conference Room
Thursday, September 10, 2020	First Floor Conference Room

Individuals who wish to attend should RSVP at least seven (7) days prior to the public meeting by contacting Donald Clark by calling at 202-730-1637 or by email at donald.clark@dc.gov.

If you require reasonable accommodations for attendance, please contact Donald Clark at least two (2) weeks before the public meeting to ensure appropriate accommodations.

Individuals with disabilities, existing beneficiaries of DCRSA Services, parents/guardians of individuals with disabilities who cannot represent themselves, community resource providers and businesses who are interested in membership, please contact the Mayor’s Office of Talent and Appointments (MOTA) website and complete the application at <http://motaboard.theresumator.com/apply/gRcGFm/State-Rehabilitation-Council>.

The SRC is open to the public and welcomes you to attend an upcoming SRC meeting to learn more about us and what we do throughout the year to assist and support the residents of the District of Columbia.