

FFY 2012 State Plan Update - Attachment 4.11(d) – State’s Strategies and Use of Title I Funds for Innovation and Expansion Activities

Strategies to Achieve Goals and Priorities in Attachment 4.11(c) (1)

- A. DSHS/DVR’s **Goal 1** is to provide timely, individualized services to DVR customers that result in employment outcomes that meet the customer’s needs.

The following strategies support improving DVR’s performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- DVR is expanding the availability of the DVR WorkStrides career preparation workshop to all customers by engaging an array of partners to help deliver the workshop on a regular basis. DVR will enlist Department of Social and Health Services partners, workforce development partners, community and technical colleges, mental health providers and other community based organizations that share customers with DVR to present the WorkStrides workshop within their organizations. DVR will train partners to deliver the WorkStrides workshop and develop agreements for the number of DVR customers they will present the workshop to. (Supports DVR’s performance on standards and indicators 1.1, 1.3, 1.5, 1.6)
- DVR is broadening the population of individuals with disabilities being served by DVR through outreach to increase the representation of underserved or unserved populations. Outreach, education, and marketing efforts will be targeted to individuals with disabilities who are already working to retain or progress in employment, previous DVR customers who may have lost employment to become reemployed, college students nearing completion of their academic programs and other groups who are identified as underserved. (Supports DVR’s performance on standards and indicators 1.1, 1.3, 1.5, 1.6)
- DVR will continuously play a DVD that has been produced for customers in each of its office reception areas so that individuals waiting for appointments are reminded of the vocational rehabilitation services available to them, including information about the basics of the vocational rehabilitation process. Supports DVR’s performance on standards and indicators 1.1,1.2, 1.3)
- A full-time Assistive Technology Assessment Practitioner (ATAP) continues to be available in each of DVR’s three geographic Areas to provide AT assessment, consultation and support to Vocational Rehabilitation Counselors statewide in the provision of vocational rehabilitation services. This expertise and support is provided, based on the identification of assistive technology needs resulting from a standardized assessment at the time of eligibility or based on information obtained throughout the rehabilitation process. (Supports DVR’s performance on standards and indicators 1.1, 1.2, 1.3, 1.4)

- DVR uses foreign and sign language translation and interpreter services available on contract to communicate with individuals who are limited English speaking. DVR has a Statewide Coordinator for the Deaf and Hard of Hearing as well as Vocational Rehabilitation Counselors for the deaf, deaf-blind, and hard of hearing population. (Supports DVR's performance on standards and indicators 1.1, 1.2, 2.1)

B. DSHS/DVR's **Goal 2** is to strengthen DVR's workforce and improve its overall organizational systems.

The following strategies support improving DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- DVR continues to enhance staff counseling skills by providing training to staff at all levels in the agency in Motivational Interviewing (MI). (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to implement Advanced Best Practices training designed to provide instruction related to effective approaches to case management and service delivery for VRCs. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.4)
- DVR continues targeted recruitment efforts to increase the ethnic and cultural diversity of qualified DVR applicants as stated in the DVR Diversity Plan outlined in Attachment 4.11(c)(1). Key positions throughout DVR are designated as requiring specific language competencies (including foreign and sign languages) to meet the needs of the local population. (Supports DVR's performance on standards and indicators 1.1, 1.2, 2.1)
- DVR continues to implement staff recognition and appreciation practices throughout the agency. (Supports DVR's performance on standards and indicators 1.1, 1.2.)
- DVR continues to offer opportunities for staff interested in advancement that address succession planning, such as mentoring, coaching, support and networking activities. (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to support supervisors to promote accountability by providing intensive coaching and direction to staff who need to develop or improve counseling skills to achieve qualitative case measures or productivity standards. (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to provide supervisors with the tools needed to deliver effective, ongoing coaching for their staff. A structured coaching process has

been implemented to require supervisors to review monthly performance and provide VRCs with specific feedback and support and to submit progress reports to Area Managers. (Supports DVR's performance on standards and indicators 1.1, 1.2)

- DVR successfully transitioned the current case management system information technology from an outdated programming language to a .NET platform.
- DVR continues to use the Learning Management System for all personnel to better track the training needs and training records of DVR staff.
- DVR continues to increase its capacity and use of technology for communicating; e.g., video phones and long-distance learning programs, etc.

C. DSHS/DVR's **Goal 3** is to distinguish DVR's role in the disability and employer communities and leverage partnerships to maximize resources and support for individuals with disabilities.

The following strategies support improving DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- DVR participates in local community organizations and events, including organizations representing diverse ethnic and disability populations, for the purpose of outreach, education and partnership building. (Supports DVR's performance on standards and indicators 2.1)
- DVR provides educational and marketing information in accessible formats and/or conducts outreach to organizations throughout communities that serve populations who might benefit from DVR services. (Supports DVR's performance on standards and indicators 1.1, 1.2)
- DVR continues to partner with WorkSource operators (aka "One-Stop" system) to improve and expand the services available to individuals with disabilities. (Supports DVR's performance on standards and indicators 1.1, 1.3, 1.5, 1.6)
- DVR partners with the State Rehabilitation Council and local disability service organizations to educate and inform legislators about services and outcomes of VR and other programs. (Supports DVR's performance on standards and indicators 1.1)
- DVR continues to expand its knowledge and use of labor market information as well as its education and training capacity to ensure the number of customers trained in an industry matches the number of expected job

openings. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)

- DVR continues to negotiate contractual relationships with tribal programs to assist the agency in providing culturally competent, reservation-based VR services to common customers. (Supports DVR's performance on standards and indicators 1.1, 2.1)

D. DSHS/DVR's **Goal 4** is to increase outreach to improve and strengthen DVR's connection and relationship with employers.

The following strategies support improving DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 and 2.1.

- Conduct outreach to potential employers to increase awareness and educate them about the potential benefits of employing individuals with disabilities and partnering with DVR. (Supports DVR's performance on standards and indicators 1.1, 1.3, 1.4, 1.5, 1.6, 2.1)
- Outreach and marketing within DSHS and other state agencies related to supported employment, internships and competitive employment in state government, when the state hiring freeze ends, tentatively on June 30, 2011. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)
- Create and maintain a DVR employer network with strategies and incentives to grow. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6)
- Develop and focus the efforts of a statewide DVR employment services team on increasing employer awareness, building on our partnerships with Work Source Centers and internal job development staff. (Supports DVR's performance on standards and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1)
- Collaborate with the Washington Business Leadership Network to expand business relations and partnerships for internships and placements. (Supports DVR's performance on standard and indicators 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1)