Welcome and Today’s Agenda

- Welcome and Introductions
- Vocational Rehabilitation Quarterly Update
- Quarterly Data Report and Review
- System Re-Design Updates
- System Re-Design Priorities Discussion
- Next Meeting: November 20th
Vocational Rehabilitation Quarterly Updates

Presented by:
Theresa Koleszar, Director
Bureau of Rehabilitation Services
DDRS Advisory Council
October 16, 2019
# Comprehensive Statewide Needs Assessment

## Total Served – VR and Pre-ETS

<table>
<thead>
<tr>
<th></th>
<th>*VR eligible individuals receiving services</th>
<th>**VR eligible individuals deferred under an order of selection</th>
<th>Pre-ETS potentially eligible students (no IPE)</th>
<th>Total VR eligible + Pre-ETS</th>
<th>Total eligible VR served + Pre-ETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY2016</td>
<td>18,892</td>
<td>0</td>
<td>0</td>
<td>18,892</td>
<td>18,892</td>
</tr>
<tr>
<td>FFY2017</td>
<td>19,025</td>
<td>441</td>
<td>2,470</td>
<td>21,936</td>
<td>21,495</td>
</tr>
<tr>
<td>FFY2018</td>
<td>15,742</td>
<td>1,458</td>
<td>5,868</td>
<td>23,068</td>
<td>21,610</td>
</tr>
</tbody>
</table>

*Includes individuals in all service priority categories receiving services under IPE upon implementation of order of selection who continued to be served after implementation.

**VR implemented an order of selection during the last 2 months of FFY2017, on August 1, 2017.
Comprehensive Statewide Needs Assessment

![Graph showing Total Individuals Served by VR from FFY 2016 to FFY 2018]

- **FFY 2016**: VR-Eligible Individuals Receiving Services: 18,892
- **FFY 2017**: Total Eligible VR Served + Pre-ETS: 21,495
- **FFY 2018**: Total Eligible VR Served + Pre-ETS: 21,610

Note: The graph indicates a trend in the number of individuals served by VR over the years.
## Comprehensive Statewide Needs Assessment

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Served</th>
<th>FFY2016</th>
<th>FFY2017</th>
<th>FFY2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>14-24 yrs</td>
<td></td>
<td>6,577</td>
<td>34.8%</td>
<td>6,854</td>
</tr>
<tr>
<td>25-35 yrs</td>
<td></td>
<td>3,299</td>
<td>17.5%</td>
<td>3,209</td>
</tr>
<tr>
<td>36-46 yrs</td>
<td></td>
<td>2,895</td>
<td>15.3%</td>
<td>2,792</td>
</tr>
<tr>
<td>47-57 yrs</td>
<td></td>
<td>3,570</td>
<td>18.9%</td>
<td>3,453</td>
</tr>
<tr>
<td>58-68 yrs</td>
<td></td>
<td>1,977</td>
<td>10.5%</td>
<td>2,097</td>
</tr>
<tr>
<td>69+ yrs</td>
<td></td>
<td>574</td>
<td>3.0%</td>
<td>620</td>
</tr>
</tbody>
</table>

Increase in individuals under age 35 served, and decrease in individuals over age 35
## Comprehensive Statewide Needs Assessment

Individuals served by disability compared to successful closure by disability

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th></th>
<th>2017</th>
<th></th>
<th>2018</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Served</td>
<td>Success</td>
<td>Gap</td>
<td>Served</td>
<td>Success</td>
<td>Gap</td>
</tr>
<tr>
<td>Developmental disability</td>
<td>31.1%</td>
<td>25.4%</td>
<td>-5.7%</td>
<td>31.5%</td>
<td>24.6%</td>
<td>-6.9%</td>
</tr>
<tr>
<td>Mental Illness</td>
<td>25.8%</td>
<td>19.1%</td>
<td>-6.9%</td>
<td>25.6%</td>
<td>16.9%</td>
<td>-8.7%</td>
</tr>
<tr>
<td>Other disability</td>
<td>0.9%</td>
<td>0.7%</td>
<td>-0.2%</td>
<td>1.2%</td>
<td>0.8%</td>
<td>-0.4%</td>
</tr>
<tr>
<td>Physical disability</td>
<td>20.7%</td>
<td>15.4%</td>
<td>-5.3%</td>
<td>20.1%</td>
<td>14.4%</td>
<td>-5.7%</td>
</tr>
<tr>
<td>Sensory disability hearing</td>
<td>13.9%</td>
<td>33.3%</td>
<td>19.4%</td>
<td>14.4%</td>
<td>34.1%</td>
<td>19.7%</td>
</tr>
<tr>
<td>Sensory disability vision</td>
<td>7.6%</td>
<td>6.1%</td>
<td>-1.5%</td>
<td>7.2%</td>
<td>9.0%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>
## Comprehensive Statewide Needs Assessment

### VR Services Expenditures by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>FFY2016</th>
<th>FFY2017</th>
<th>FFY2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>$3,386,554</td>
<td>$3,443,708</td>
<td>$3,619,813</td>
</tr>
<tr>
<td>Restoration and Prosthetic or Orthotic Appliances</td>
<td>$1,147,852</td>
<td>$1,797,538</td>
<td>$1,120,809</td>
</tr>
<tr>
<td>Training and School</td>
<td>$8,864,109</td>
<td>$8,696,165</td>
<td>$7,175,757</td>
</tr>
<tr>
<td>Employment Services</td>
<td>$13,863,286</td>
<td>$15,680,994</td>
<td>$16,353,666</td>
</tr>
<tr>
<td>Reader, Interpreter and Personal Assistance Services</td>
<td>$1,432,902</td>
<td>$1,157,690</td>
<td>$1,209,009</td>
</tr>
<tr>
<td>Living Expenses</td>
<td>$3,102,430</td>
<td>$3,547,056</td>
<td>$2,906,592</td>
</tr>
<tr>
<td>Rehabilitation Technology</td>
<td>$8,783,790</td>
<td>$11,053,366</td>
<td>$7,480,248</td>
</tr>
<tr>
<td>Other</td>
<td>$1,743,915</td>
<td>$1,447,535</td>
<td>$1,314,832</td>
</tr>
<tr>
<td>Total</td>
<td>$42,324,837</td>
<td>$46,824,052</td>
<td>$41,180,725</td>
</tr>
<tr>
<td>Difference from prior year</td>
<td></td>
<td>$4,499,215</td>
<td>($5,643,327)</td>
</tr>
</tbody>
</table>

<p>| Difference in %                                  | 10.6%         | -12.1%        |</p>
<table>
<thead>
<tr>
<th>Year</th>
<th>Total served</th>
<th>Total case service spending</th>
<th>Average cost</th>
<th>Difference in average cost from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY2016</td>
<td>18,892</td>
<td>$42,324,837</td>
<td>$2,240.36</td>
<td></td>
</tr>
<tr>
<td>FFY2017</td>
<td>19,025</td>
<td>$46,824,052</td>
<td>$2,461.19</td>
<td>$220.83 9.9%</td>
</tr>
<tr>
<td>FFY2018</td>
<td>15,742</td>
<td>$41,180,725</td>
<td>$2,615.98</td>
<td>$154.79 6.3%</td>
</tr>
</tbody>
</table>

While total client services expenses decreased, the average cost per participant increased.
Order of Selection

- Implemented August 1, 2017

- Rehabilitation Act (federal law) requires that individuals with the most significant disabilities (priority category 1) are prioritized to receive VR services

- 3 priority categories

<table>
<thead>
<tr>
<th>Disability Severity</th>
<th>Priority</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most significant disability (MSD)</td>
<td>Priority category 1</td>
<td>Open</td>
</tr>
<tr>
<td>Significant disability (SD)</td>
<td>Priority category 2</td>
<td>Closed – services delayed</td>
</tr>
<tr>
<td>All other eligible</td>
<td>Priority category 3</td>
<td>Closed – services delayed</td>
</tr>
</tbody>
</table>
Order of Selection

• Approximately 80% of VR eligible individuals meet criteria for priority category 1 and receive services without delay

• As of August 31, 2019, 2,582 eligible individuals are assigned to priority categories 2 and 3 and are in delayed services status.
  - 71% are in priority category 2
  - 29% are in priority category 3
# Order of Selection

## Deferred by Primary Impairment

<table>
<thead>
<tr>
<th>Primary Impairment</th>
<th># as of 8/31/19</th>
<th>% of total deferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision</td>
<td>94</td>
<td>3.6%</td>
</tr>
<tr>
<td>Hearing</td>
<td>815</td>
<td>31.6%</td>
</tr>
<tr>
<td>Physical</td>
<td>734</td>
<td>28.4%</td>
</tr>
<tr>
<td>Cognitive</td>
<td>348</td>
<td>13.5%</td>
</tr>
<tr>
<td>Mental Illness</td>
<td>574</td>
<td>22.2%</td>
</tr>
<tr>
<td>Other</td>
<td>17</td>
<td>0.7%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2582</td>
<td></td>
</tr>
</tbody>
</table>

## Deferred by Cause (Cognitive Impairment ONLY)

<table>
<thead>
<tr>
<th>Cause</th>
<th>% of total deferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning disability</td>
<td>5.9%</td>
</tr>
<tr>
<td>Intellectual/Developmental disability</td>
<td>2.9%</td>
</tr>
<tr>
<td>ADHD</td>
<td>2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0.7%</td>
</tr>
<tr>
<td>Autism</td>
<td>0.7%</td>
</tr>
<tr>
<td>TBI</td>
<td>0.4%</td>
</tr>
<tr>
<td>Congenital</td>
<td>0.2%</td>
</tr>
<tr>
<td>Depression/Mood disorder</td>
<td>0.2%</td>
</tr>
<tr>
<td>Physical conditions</td>
<td>0.1%</td>
</tr>
<tr>
<td>Stroke</td>
<td>0.1%</td>
</tr>
<tr>
<td>Epilepsy</td>
<td>0.1%</td>
</tr>
</tbody>
</table>
Sequential Steps to Move Out of an Order of Selection

5-step process to move out of an order of selection as sufficient staffing and fiscal resources become available.
Staffing Capacity

Challenge: 20-25% of VR Counselor positions are generally vacant or filled with new staff in training at any given time; demands on staff have increased with implementation of WIOA; increased emphasis on timeliness standards.

- New VR Counselors are in training for a minimum of 6-9 months before they are able to independently work a caseload.
- Recruitment of VR Counselors is a significant challenge and it often takes months to find a qualified candidate to fill a vacancy.

Staffing Capacity Update:

- Added 10 Youth VR Counselor positions to carry out federally required Pre-Employment Transition Services
- Staff recognition opportunities (e.g. spot bonuses)
- IT System modernization
- Streamlined communication to field staff
- Staff salary adjustments implemented in September 2019
Fiscal Capacity

Challenge: 15% of funding is required to be earmarked for Pre-Employment Transition services; average cost per participant is increasing

Fiscal Update:
- Establishment projects continue through March, 2021 which increases the amount of federal funds Indiana VR can draw
- Blended funding with DWD to carry out Pre-Employment Transition services through the Jobs for America’s Graduates program
- IT System Modernization
- Review of VR rules to identify opportunities for streamlining and cost savings
- While less VR participants were served under IPE in the last FFY, more individuals were served overall when accounting for students receiving Pre-ETS. This aligns with the shift in funding under WIOA.
Capacity Building Next Steps

• VR Rule Promulgation
• Annual review of fiscal and staffing resources, outlined in the state plan
• Exploring opportunity to expand services under MOU with DWD to carry out Pre-Employment Transition Services through the Jobs for America’s Graduates Program
• Exploring additional cost savings and streamlining efforts such as bringing coordination of interpreting services in-house, and prioritizing contractual services
• Exploring increased opportunities for utilizing interns in VR field offices
• Continued evaluation of staffing needs in each office, and ongoing adjustment of service areas and staff distribution among field offices
How DDRS/BDDS Calculates Number of Individuals Supported

One Day Count - the number of individuals enrolled on the specific day. This is the most accurate method to get a truly unduplicated count of the number of people enrolled to receive waiver services. This information comes from the BDDS Portal Database.
Number of Individuals on BDDS Waivers
One Day Count - Enrollment
Quarterly Comparison

Source: BDDS Portal
Number of Individuals on BDDS Waivers
One Day Count - Enrollment
Quarterly Comparison

Source: BDDS Portal
Number on FSW Waiting List
By Age Range

Source: BDDS DART Data System
Number on FSW Waiting List
Children/Youth vs Adults

- 0 - 18, 1800, 85%
- 19-50, 277, 13%
- 51-82, 53, 2%

Source: BDDS DART Data System
Number of CIH Applications for Emergency Placement

First Quarter, 2019 (January, February, March): 142
Second Quarter, 2019 (April, May, June): 138

Source: BDDS DART Data System
System Re-Design Updates
System Re-Design Updates

- Waiver Re-Design
- Employment Array
- Institutional Modernization
- Living Well
Waiver Re-Design Timeline

Task 1 – Convene Kick-Off
04/2019

Task 2 – Research: Indiana Context
05/2019

Task 3 – Research: Innovation
06/2019

Task 4 – Findings/Outline Approach
07/2019

Stakeholder Feedback
08/2019

FSW / CIHW Renewal Development and Public Comment
09/2019

FSW / CIHW Renewal Submission to CMS and Review Period
10/2019

Stakeholder Feedback and Public Comment
11/2019

Concurrent Rate Methodology Public Comment
12/2019

Concurrent CMS Review Period
01/2020

Task 5 – Final Concept Paper
02/2020

Milliman Rate Methodology Development
03/2020

Task 6 – Waiver Development
04/2020

Task 7 – Waiver Finalization
05/2020

Rene
wals Begin
06/2020

Initial HSRI & Milliman Meeting – Regular Meetings Scheduled on On-Going Basis
07/2020

Milliman Rate Methodology Development
08/2020

Task 6 – Waiver Development
09/2020

Task 7 – Waiver Finalization
10/2020

Concurrent CMS Review Period
11/2020

Task 6 – Waiver Development
12/2020

Concurrent CMS Review Period
01/2021

Task 7 – Waiver Finalization
02/2021

Concurrent CMS Review Period
03/2021

For Discussion Purposes – Timeline Subject to Change
System Re-Design Updates

- Waiver Re-Design
- Employment Array
- Institutional Modernization
- Living Well
DDRS Advisory - Next Meeting

• Next Meeting:
  – Wednesday, November 20\textsuperscript{th}
  – 2:30 pm - 4:30 pm
  – Location TBD