

Institute for Community Inclusion [logo] 1 Memorandum 1



INSTITUTE FOR COMMUNITY INCLUSION
UNIVERSITY OF MASSACHUSETTS BOSTON
CHILDREN'S HOSPITAL BOSTON

MEMORANDUM

TO: The Council on State Vocational Rehabilitation Agencies, state vocational rehabilitation directors, the Technical Assistance and Continuing Education (TACE) grantees, the Rehabilitation Services Administration, and the general public

CC: The National Institute on Disability and Rehabilitation Research (NIDRR) and grantees

FROM: Research and Technical Assistance Center (RTAC) on VR Program Management at the Institute for Community Inclusion at the University of Massachusetts Boston

RE: Announcing the participants of the second cohort for the Learning Collaborative on Vocational Rehabilitation Management

DATE: February 12, 2013

The RTAC on VR Program Management is pleased to announce the participants of the 2013-2014 Learning Collaborative on Vocational Rehabilitation Management. We received a total of ten requests to participate in the project during the open period from 11/30/2012 to 1/18/2013. The following ten state VR agencies were invited to participate:

Participating State VR Agency and Project Synopsis

California Department of Rehabilitation: Effective *Quality Assurance (QA) practices* through Vendor Utilization Management. Goal: Improve cost effectiveness/efficiency for internal and external services and to increase the quality and quantity of successful employment outcomes.

Colorado Division of Vocational Rehabilitation: Succession planning, recruitment and retention through *human resources and leadership development*. Goal: Develop and implement a comprehensive succession planning and workforce recruitment and retention model.

Connecticut Bureau of Rehabilitation Services & Connecticut Bureau of Education & Services for the Blind: Equitable service delivery and the alignment of business processes between the two agencies through strategic planning. Goal: Create a *strategic planning* framework that increases efficiencies across both agencies.

Delaware Division of Vocational Rehabilitation: *Quality improvement* of business process, vendor placement services, data collection and reporting, and quality counselor performance supported by leadership. Goal: Development of benchmarks to inform decision-making, performance management, communication, and the improvement of a leadership model.



Kentucky Office for the Blind: Enhancing capacity through *new or improved partnerships* with WIA partners as well as employers. Goal: Increase positive employment outcomes, build partnerships with employers, and develop a solutions-based business services strategy.

Kentucky Office of Vocational Rehabilitation: *QA focus* on counselor performance evaluations including qualitative aspects of successful outcomes. Goal: Modify counselor performance evaluations and outline these expectations for staff.

Missouri Division of Vocational Rehabilitation: *Leadership development and succession planning* through capacity building with motivational interviewing. Goal: Provide a leadership development framework to meet future leadership needs.

Nebraska Vocational Rehabilitation: *QA* and customer engagement through social media. Goal: Improve service delivery through improved case documentation, the transparency of information, and increased client engagement.

New Jersey Division of Vocational Rehabilitation Services: Focus on a *strategic partnership* with the workforce system to pilot an industry-specific employment service with the financial services industry. Goal: Monitor success of the pilot (i.e, client employment outcomes) and determine whether or not to advance effort statewide).

North Carolina Division of Vocational Rehabilitation Services: Enhance *strategic planning* processes to identify, incorporate, and improve best practice adoption statewide. Goal: Engage in a strategic planning process that leads to the establishment of best practices that can be applied statewide

Each of these ten VR agencies received a budget of \$50,000 to participate in the second cohort of the Learning Collaborative as part of a research effort to develop a management model focused on the areas of human resources, strategic planning, and quality assurance. The project year begins on 3/1/2013 and ends on 2/28/2014.

For more information, please visit the project website at www.vr-rtac.org or contact Dr. Susan Foley, Research Director, at the Institute for Community Inclusion: susan.foley@umb.edu.