

# **Rehabilitation Technical Assistance Center on VR Program Management: Pre-Release of RFP Information Session**

Presenters:

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# The Rehabilitation Technical Assistance Center (RTAC) on VR Program Management

- Charged with developing, piloting, testing, and disseminating a “VR program management model including elements of strategic planning, QA, and HR development”
- Partnering with InfoUse
- Funded by the U.S. Department of Education’s NIDRR
- [www.VR-RTAC.org](http://www.VR-RTAC.org)



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# Why the Project Came to Be

- Very little knowledge about what constitutes effective practices in HR, QA, and strategic planning.
- How are these related to outcomes important to VR agencies, RSA, and stakeholders like clients, employers, taxpayers, legislators.
- There may be models out there from other sectors, industries that could be applied to VR



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# Phases of RTAC Project

- Development of Framework/Model of VR Program Management
- Management Model Laboratory
- Encourage Adoption and Adaptation of Model

# Development of the Model

- Examine HR, QA, and Strategic Planning Factors that promote outcomes.
- Literature Reviews
- Expert Input
- Case Studies of VR Agencies:
  - UT, TX General, TX Blind, FL, MD, CO, VT and WV.
- Moved from a model focus to a framework



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# What do we mean by Framework?

- A framework is more about the whole and less about the parts.
- How do these components provide information to leaders and managers?
- The question is how do leaders integrate the seven components to achieve outcomes rather than how to implement any given tactic (such as case file review).

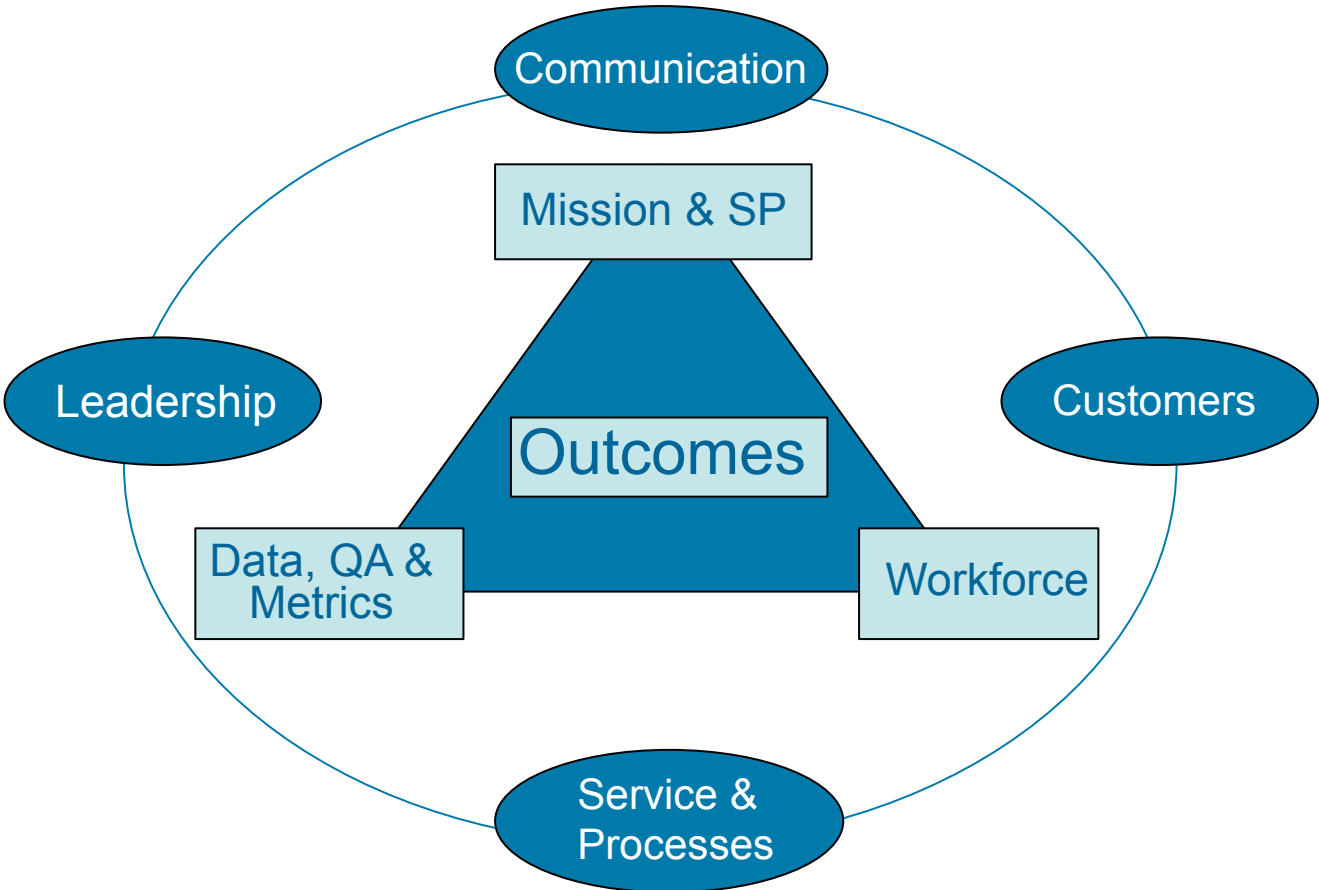
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# VR Performance Management Framework



# The Original Components Broadened

- From QA to: **Data, Metrics, and Quality Assurance**
- From Strategic Planning to: **Mission and Strategic Planning**
- From HR to: **Workforce Focus**



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# Additional Components Added

- Customer Focus
- Services and Processes
- Leadership
- Communication

# Moving to a business case study approach

- What are the best ways to achieve management outcomes or improvements by mastering the use of these components?
- Adopting an approach (learning collaborative) that is used in other public sectors.

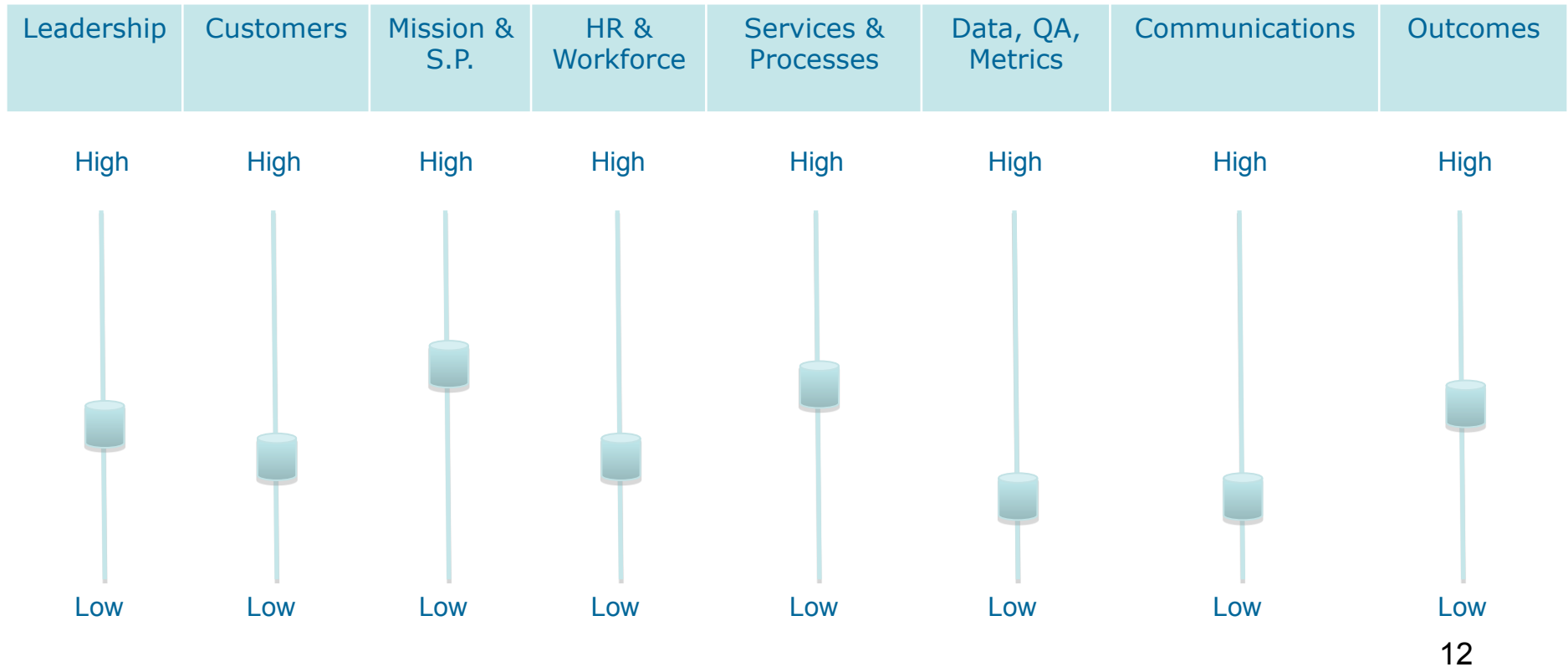
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# Examples of Management Outcomes and Improvements

- Performance Management:
  - Vendor Performance
  - Capacity Building
- Workforce Development
  - Staff leadership development
  - Recruitment
  - Growing supervisors and new leaders <sup>11</sup>



# VR Performance Management Framework



# Next Phase

- RFP release in late November for a 12 month learning collaborative laboratory. 50K per VR Agency: up to 6 state VR agencies.
- 2 to 4 in-person meetings per year, on-site TA, webinar, phone and email TA.
- Wrap around research and evaluation embedded in activities.

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## Facts about RFP

- Anticipated release date 11/30
- All state VR agencies are eligible to apply as lead agency
- The RTAC will award 6 state VR agencies up to 50K each.
- Letter of intent: Email indicating intent to apply due by 12/15/11.



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# Required Pieces of RFP

- Letter from VR director approving project
- Budget
- List of personnel, contact information, and role on project
- Narrative
- Self-assessment tool



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# Mechanics of RFP

- Electronic submittal through SurveyGizmo (link will be on RFP)
- Interested parties are encouraged to contact ICI for guidance ([susan.foley@umb.edu](mailto:susan.foley@umb.edu); 617.287.4317).
- Awardees will be asked to complete a contract and submit information to process budget and grant.



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# Project Dates

- RFP Released 11/30/11
- Letter of intent (email): 12/15/11
- Due Date 1/15/12
- Awards made: 2/1/12
- Project Year: 2/15/12 through 2/15/13



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# Thank You!!!

Contact information

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