

Screen 1 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009)

Table of Contents

Preprint

Attachment 4.2(c)	Input of State Rehabilitation Council [1]
Attachment 4.7(b)(3)	Request for Waiver of Statewideness [2]
Attachment 4.8(b)(1)	Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System [3]
Attachment 4.8(b)(2)	Coordination with Education Officials [3]
Attachment 4.8(b)(3)	Cooperative Agreements with Private Nonprofit Organizations [3]
Attachment 4.8(b)(4)	Arrangements and Cooperative Agreements for the Provision of Supported Employment Services [3]
Attachment 4.10	Comprehensive System of Personnel Development [4]
Attachment 4.11(a)	Statewide Assessment [3]
Attachment 4.11(b)	Annual Estimates [4]
Attachment 4.11(c)(1)	State Goals and Priorities [3]
Attachment 4.11(c)(3)	Order of Selection [5]
Attachment 4.11(c)(4)	Goals and Plans for Distribution of Title VI, Part B Funds [4]
Attachment 4.11(d)	State's Strategies [3]
Attachment 4.11(e)(2)	Evaluation and Reports of Progress [4]
Attachment 6.3	Quality, Scope, and Extent of Supported Employment Services [3]

Footnotes

- [\[1\]](#) Required annually except for agencies that are independent commissions do not provide this attachment.
- [\[2\]](#) Required only of agencies requesting, or previously granted, a Waiver of Statewideness.
- [\[3\]](#) The following attachments should be submitted whenever the information needs to be updated.
- [\[4\]](#) The following attachments require annual updating and must be submitted each year.
- [\[5\]](#) Required Annually for All Agencies on an Order of Selection

Screen 2 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Section 1: State Certifications

1.1 The (enter the name of designated state agency or designated state unit below)...

... is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended ^[1] and its supplement under Title VI, Part B, of the Rehabilitation Act ^[2].

1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the... (enter the name of the designated state agency below) ^[3]

... agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan ^[4], the Rehabilitation Act, and all applicable regulations ^[5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.

1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan ^[6], the Rehabilitation Act and all applicable regulations ^[7], policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.

1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement.

1.5 The state legally may carry out each provision of the State Plan and its supplement.

1.6 All provisions of the State Plan and its supplement are consistent with state law.

1.7 The (enter title of state officer below)

... has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement.

1.8 The (enter title of state officer below)...

... has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

- 1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

Signed?

Name of Signatory

Title of Signatory

Date Signed (mm/dd/yyyy)

Section 1 Footnotes

- [1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.
- [2] Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.
- [3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.
- [4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.
- [5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.
- [6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.
- [7] Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

Section 2: Public Comment on State Plan Policies and Procedures

- 2.1 Public participation requirements. (Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))
- (a) Conduct of public meetings.
The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.
 - (b) Notice requirements.
The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.
 - (c) Special consultation requirements.
The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

Section 3: Submission of the State Plan and its Supplement

- 3.1 Submission and revisions of the State Plan and its supplement. (Sections 101(a)(1), (23) and 625(a) (1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)
- (a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.
 - (b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.
 - (c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:
 - comprehensive system of personnel development;
 - assessments, estimates, goals and priorities, and reports of progress;
 - innovation and expansion activities; and
 - other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.
 - (d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.
- 3.2 Supported Employment State Plan supplement. (Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)
- (a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to supported employment.
 - (b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

Section 4: Administration of the State Plan

4.1 Designated state agency and designated state unit. (Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))

(a) Designated state agency.

- (1) There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
- (2) The designated state agency is:
 - (A) a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or
 - (B) a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.
- (3) In American Samoa, the designated state agency is the governor.

(b) Designated state unit.

- (1) If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:
 - (A) is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
 - (B) has a full-time director;
 - (C) has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
 - (D) is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
- (2) The name of the designated state vocational rehabilitation unit is

4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)

The State Plan must contain one of the following assurances.

(a) The designated state agency is an independent state commission that:

- (1) is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
- (2) is consumer controlled by persons who:
 - (A) are individuals with physical or mental impairments that substantially limit major life activities; and
 - (B) represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
- (3) includes family members, advocates or other representatives of individuals with mental impairments; and
- (4) undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation Act and 34 CFR

361.17(h)(4).

or

- (b) The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit:
- (1) jointly with the State Rehabilitation Council develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
 - (2) regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
 - (3) includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
 - (4) transmits to the council:
 - (A) all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
 - (B) all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
 - (C) copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.
- (c) If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c) provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of the Rehabilitation Act; 34 CFR 361.21)

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

- (a) individuals and groups of individuals who are recipients of vocational rehabilitation services or, as appropriate, the individuals' representatives;
- (b) personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;
- (c) providers of vocational rehabilitation services to individuals with disabilities;
- (d) the director of the Client Assistance Program; and
- (e) the State Rehabilitation Council, if the state has a council.

4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)

The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.

4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)

The State Plan provides for the administration of the plan by a local agency.

If "Yes", the designated state agency:

- (a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and
- (b) develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.

4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)

The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities.

If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:

- (a) a description of the nature and scope of the joint program;
- (b) the services to be provided under the joint program;
- (c) the respective roles of each participating agency in the administration and provision of services; and
- (d) the share of the costs to be assumed by each agency.

4.7 Statewideness and waivers of statewideness. (Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))

- (a) Services provided under the State Plan are available in all political subdivisions of the state.
- (b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:
 - (1) nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
 - (2) services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
 - (3) state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:
 - (A) identification of the types of services to be provided;
 - (B) written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
 - (C) written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
 - (D) written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.
- (c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.

- 4.8 Cooperation, collaboration and coordination. (Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))
- (a) Cooperative agreements with other components of statewide work force investment system.
The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.
- (b) Cooperation and coordination with other agencies and entities.
Attachment 4.8(b) (1)-(4) describes the designated state agency's:
- (1) cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
 - (2) coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
 - (3) establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
 - (4) efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.
- (c) Coordination with education officials.
- (1) Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
 - (2) The State Plan description must:
 - (A) provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
 - (B) include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
 - (i) consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to postschool activities, including vocational rehabilitation services;
 - (ii) transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
 - (iii) roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
 - (iv) procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

- (d) Coordination with statewide independent living council and independent living centers.
The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.
- (e) Cooperative agreement with recipients of grants for services to American Indians.
 - (1) There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.
 - (2) If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
 - (A) strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
 - (B) procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
 - (C) provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

4.9 Methods of administration. (Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))

- (a) In general.
The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.
- (b) Employment of individuals with disabilities.
The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.
- (c) Facilities.
Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)

Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

- (a) Data system on personnel and personnel development.
Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:
 - (1) Qualified personnel needs.
 - (A) The number of personnel who are employed by the state agency in the provision of

vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;

- (B) The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
- (C) Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

(2) Personnel development.

- (A) A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- (B) The number of students enrolled at each of those institutions, broken down by type of program; and
- (C) The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

(b) Plan for recruitment, preparation and retention of qualified personnel.

Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.

(c) Personnel standards.

Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:

- (1) standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.
- (2) To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
- (3) The written plan required by subparagraph (c)(2) describes the following:
 - (A) specific strategies for retraining, recruiting and hiring personnel;
 - (B) the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
 - (C) procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
 - (D) the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

(d) Staff development.

Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:

- (1) A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.
- (2) Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

- (e) Personnel to address individual communication needs.

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

- (f) Coordination of personnel development under the Individuals with Disabilities Education Act. Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports. (Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

- (a) Comprehensive statewide assessment.

- (1) Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:

- (A) the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

- (i) individuals with the most significant disabilities, including their need for supported employment services;
- (ii) individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
- (iii) individuals with disabilities served through other components of the statewide work force investment system.

- (B) The need to establish, develop or improve community rehabilitation programs within the state.

- (2) For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

- (b) Annual estimates.

Attachment 4.11(b) identifies on an annual basis state estimates of the:

- (1) number of individuals in the state who are eligible for services under the plan;
- (2) number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
- (3) costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

- (c) Goals and priorities.

- (1) Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council,

if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.

- (2) The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.

- (3) Order of selection.

If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):

- (A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
- (B) provides a justification for the order; and
- (C) identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.

- (4) Goals and plans for distribution of Title VI, Part B, funds.

Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

(d) Strategies.

- (1) Attachment 4.11(d) describes the strategies, including:

- (A) the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
- (B) outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;
- (C) as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;
- (D) strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
- (E) strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.

- (2) Attachment 4.11 (d) describes how the designated state agency uses these strategies to:

- (A) address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
- (B) support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
- (C) overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.

(e) Evaluation and reports of progress.

- (1) The designated state unit and the State Rehabilitation Council, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.

- (2) Attachment 4.11(e)(2):

- (A) provides an evaluation of the extent to which the goals identified in Attachment 4.11

- (c)(1) and, if applicable, Attachment 4.11(c)(3) were achieved;
- (B) identifies the strategies that contributed to the achievement of the goals and priorities;
- (C) describes the factors that impeded their achievement, to the extent they were not achieved;
- (D) assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
- (E) provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.

4.12 Innovation and expansion. (Section 101(a)(18) of the Rehabilitation Act; 34 CFR 361.35)

- (a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:
 - (1) development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in Attachment 4.11(a) and goals and priorities of the state identified in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and
 - (2) support of the funding for the State Rehabilitation Council, if the state has such a council, consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).
- (b) Attachment 4.11 (d) describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.
- (c) Attachment 4.11(e)(2) describes how the reserved funds were utilized in the preceding year.

4.13 Reports. (Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)

- (a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.
- (b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

Section 5: Administration of the Provision of Vocational Rehabilitation Services

5.1 Information and referral services. (Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

5.2 Residency. (Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)

(a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services.

(b) If No:

(1) Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.

(2) Attachment 4.11(c)(3):

(A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;

(B) provides a justification for the order of selection; and

(C) identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

(3) Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)

(a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.

(b) The following services are exempt from a determination of the availability of comparable services and benefits:

(1) assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;

(2) counseling and guidance, including information and support services to assist an individual

in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;

- (3) referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
 - (4) job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
 - (5) rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
 - (6) post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.
- (c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:
- (1) progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
 - (2) an immediate job placement; or
 - (3) provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.
- (d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.

5.5 Individualized plan for employment. (Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)

- (a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.
- (b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.

5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)

Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.

5.7 Services to American Indians. (Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)

The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

- 5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)
- (a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:
 - (1) who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
 - (2) whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.
 - (b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.
 - (c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.
 - (d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.
- 5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))
- If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:
- (a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.
 - (b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.
 - (c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.
- 5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)
- (a) Contracts with for-profit organizations.

The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.
 - (b) Cooperative agreements with private nonprofit organizations.

Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

Section 6: Program Administration

- 6.1 Designated state agency. (Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))
The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.
- 6.2 Statewide assessment of supported employment services needs. (Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))
Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.
- 6.3 Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))
Attachment 6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.
- 6.4 Goals and plans for distribution of Title VI, Part B, funds. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)
Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.
- 6.5 Evidence of collaboration with respect to supported employment services and extended services. (Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))
Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.
- 6.6 Minority outreach. (34 CFR 363.11(f))
Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.
- 6.7 Reports. (Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)
The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.

Section 7: Financial Administration

- 7.1 Five percent limitation on administrative costs. (Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))
The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.
- 7.2 Use of funds in providing services. (Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))
- (a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.
 - (b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.
 - (c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.

Section 8: Provision of Supported Employment Services

- 8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))
- (a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).
 - (b) To the extent job skills training is provided, the training is provided on-site.
 - (c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.
- 8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))
- The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.
- 8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))
- (a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.
 - (b) The individualized plan for employment:
 - (1) specifies the supported employment services to be provided;
 - (2) describes the expected extended services needed; and
 - (3) identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
 - (c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.

This screen has never been updated.

Screen 3 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.2(c) Input of State Rehabilitation Council

Required annually by all agencies except those agencies that are independent consumer-controlled commissions.

Identify the Input provided by the state rehabilitation council, including recommendations from the councils annual report, the review and analysis of consumer satisfaction, and other council reports. Be sure to also include:

- the Designated state unit's response to the input and recommendations; and
- explanations for the designated state unit's rejection of any input or recommendation of the council.

On January 22, 2009, members of the Commission conducted a Vocational Rehabilitation Services State Plan Development meeting, which included key Vocational Rehabilitation Services administrative staff. The meeting provides the Commission with the opportunity to provide input and assistance to Vocational Rehabilitation Services in developing annual revisions to the State Plan for Title I (Vocational Rehabilitation Services Program) and Title IV, Part B Supplement (Supported Employment Services).

In preparation for the meeting, all Commission members were provided with the existing State Plan via an electronic e-mail dated January 9, 2009.

The Commission recognized that this attachment was developed utilizing information from the January meeting as well as all other recommendations made by the Commission throughout the year. As a result, there were no comments about the general content of the draft presented to them.

This screen was last updated on May 21 2009 1:09PM by Patrik Madaras

Screen 4 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program

Indiana State Plan for Fiscal Year 2010 (submitted FY 2009)

Attachment 4.7(b)(3) Request for Waiver of Statewideness

Identify the types of services to be provided by the program for which the waiver of statewideness is requested.

The waiver request should also include:

- a written assurance from the local public agency that it will make available to the designated state unit the non-federal share of funds;
- a written assurance that designated state unit approval will be obtained for each proposed service before it is put into effect;
- a written assurance that all state plan requirements will apply to all services approved under the waiver.

No waiver of statewideness is currently needed, nor is any planned for the upcoming fiscal year.

This screen was last updated on May 21 2009 12:20PM by Patrik Madaras

Screen 5 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.8(b)(1) Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System

Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce investment system with respect to

- Federal, state, and local agencies and programs;
- if applicable, Programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture; and
- if applicable, state use contracting programs.

The Division of Disability and Rehabilitative Services (DDRS)/Vocational Rehabilitation Services (VRS) seeks interagency cooperation with a number of agencies and entities that are not partners required by the Workforce Investment Act of 1998. These include:

Centers for Independent Living and Independent Living Programs: VR makes a concerted effort to maintain an open working relationship with the Centers for Independent Living and Independent Living Programs that are located in Indiana. Counselors and other staff make referrals to Centers and programs. The Center and program staff refers individuals for VRS.

VR supports the continuing goal of providing opportunities and assistance to Independent Living Centers that will enable them to become independent from State funding. We continue to work with the Independent Living Research Utilization (ILRU) Program to secure professional assistance in developing a mutually satisfactory method for independence.

Community Rehabilitation Programs: VR has a close working relationship with Community Rehabilitation Programs (CRPs). There are Purchase of Service Agreements with 88 programs. Agency and program staff interact daily, and are involved in local planning activities for the benefit of individuals with disabilities. Training and technical assistance to support VR and IL programs [i.e., the Indiana Institute on Disability and Community (IIDC), Center on Community Living and Careers (CCLC), and the Supported Employment Consultation and Training Center (SECT)] is available statewide.

Bureau of Developmental Disabilities Services (BDDS): VR works very closely with BDDS in ensuring seamless transition to Supported Employment follow along (SEFA) services. VR Counselors are able to make BDDS eligibility determinations for consumer with IQ less than 70 at the time of VR eligibility determination. Eligibility documentation is forwarded to local BDDS office, and at time of job placement, VR Counselors submit transfer to SEFA documentation to ensure follow along services in are place prior to VR case closure.

Office of Medicaid Policy and Planning (OMPP): VR manages Indianas Medicaid Infrastructure Grant (MIG), and works closely with OMPP on carrying out activities of the grant. VR and OMPP co-chair the MIG Leadership Council, comprised of key stakeholders (including agencies listed above). The Leadership Council conducts resource mapping, guides activities of the MIG, and assists with identifying priorities for grant application.

Division of Mental Health and Addiction (DMHA): VR works closely with the DMHA in assuring adequate counseling and support services are available to individuals with mental illness. DMHA and VR jointly fund the SECT Center, which provides training and consultation to mental health centers and VR Services staff regarding supported employment for people with mental illness. The agencies also work together to address

the need for follow-along resources for individuals in supported employment. In addition, DMHA provides the state match for the establishment of employment services in Mental Health Centers in the state. There are approximately 25 Community Mental Health Centers (CMHC) which have VRS Purchase of Service Agreements for placement services. DMHA continues to promote employment for persons with mental illness by including employment and career planning as measures in Consumer Services Reviews.

Department of Workforce Development (DWD): VR Counselors continue to have a presence in local DWD offices and encourage consumers to utilize DWD's new job match system as a useful job search tool.

Department of Education (DOE): VR participated on the 269 transition group and collaborates with DOE on providing seamless transition services. VR Counselors continue to have a presence in local schools, attend case conferences, and take applications from students during the junior year of HS. The goal for all transition aged students is to have IPE in place prior to exit from HS.

Social Security Administration (SSA): VR has worked closely with SSA to understand new Ticket to Work Regulations and to implement Partnership Plus Model in Indiana. VR continues to collaborate with Work Incentives Planning and Assistance (WIPA) programs and Indiana's Benefits Information Network (BIN) to ensure that beneficiaries receive appropriate benefits planning and education on utilizing work incentives to work toward self sufficiency.

Division of Family Resources (DFR): VR works with the DFR in assuring that services support the customer. These include Medicaid eligibility as a comparable service, Temporary Assistance to Needy Families, Food Stamps, the Energy Assistance Program, housing, weatherization assistance, the Step Ahead program for child care, and avoidance of duplication of services by local collaboration with the IMPACT staff.

Department of Correction (DOC): VR works with DOC to ensure smooth transition of ex-offenders with disabilities into the workforce. A Memorandum of Understanding (MOU) was developed to provide guidance on how VR and DOC can work together to facilitate early referral to VR.

VR maintains a collaborative working relationship with several advocacy and consumer support groups and organizations. These include IN-APSE: The Network on Employment; Indiana's Parent Training and Information Center (formerly IPIN), Indiana Resource Center for Families with Special Needs (IN*SOURCE); About Special Kids (ASK); the Indiana Association of Rehabilitation Facilities; and the Arc of Indiana. Input from these groups is sought prior to any major changes in VR policies and procedures. In addition, VR is also partnering with the Brain Injury Association of Indiana (BIAI) on the Traumatic Brain Injury State Demonstration Grant.

Client Assistance Program (CAP): VR and the Protection and Advocacy Services/Client Assistance Program (CAP) work together by discussing pertinent issues, identifying training needs, and collaborating in training opportunities.

Department of Agriculture: Customers utilize the Breaking New Ground program located at Purdue University. This program assists farmers with disabilities as well as providing outreach to rural communities (e.g., accessibility of churches).

In part, the Rural Business Cooperative Service Program assists individuals in receiving loans to develop businesses in rural communities. Rural Development loans can be secured to acquire housing in rural areas. Vocational Rehabilitation Services will identify those programs within the Department of Agriculture which may be beneficial to customers of Vocational Rehabilitation Services residing in rural communities, and will initiate steps to enhance collaboration at the local level between the two agencies to ensure maximum utilization of all available resources.

State Use Contracts: Vocational Rehabilitation Services and the Indiana State Use Law Program have a common mission to provide training and employment opportunities for citizens of Indiana with severe disabilities. Staff will take advantage of training and employment opportunities that are available through the Indiana State Use Law Program for customers when appropriate.

Small Business Administration: As customers explore small business ventures, Vocational Rehabilitation Services utilizes the resources available through the Small Business Administration (e.g., staff review the customer business plans and make recommendations for improvement).

Assistive Technology Project: Vocational Rehabilitation Services works closely with Easter Seals Crossroads

Assistive Technology Center to ensure that the Assistive Technology Acts federal priorities are addressed. In addition, Vocational Rehabilitation Counselors receive various levels of assistive technology training and can access an equipment loan program to either try out various types of equipment or borrow equipment to be used when repairs are necessary to previously purchased items. See Attachment 4.11(d) for additional information about the INDATA contract with Crossroads.

This screen was last updated on May 21 2009 11:25AM by Theresa Koleszar

Screen 6 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.8(b)(2) Coordination with Education Officials

- Describe the designated state unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services, including provisions for the development and approval of an individualized plan for employment before each student determined to be eligible for vocational rehabilitation services leaves the school setting or, if the designated state unit is operating on an order of selection, before each eligible student able to be served under the order leaves the school setting.
- Provide information on the formal interagency agreement with the state educational agency with respect to
 - consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including VR services;
 - transition planning by personnel of the designated state agency and educational agency that facilitates the development and completion of their individualized education programs;
 - roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services;
 - procedures for outreach to and identification of students with disabilities who need transition services.

Transition services are for the purpose of providing a planned, efficient movement of students with disabilities from secondary (high) school to work and/or further education or technical training. The Division of Disability and Rehabilitative Services continues to work closely with the Department of Education to improve the quality of transition services being provided, and to implement the requirements of Federal and State legislation.

Vocational Rehabilitation Services continues to provide funding to the Indiana Institute on Disability and Community (IIDC) to provide training and technical assistance to local VRS and school staff regarding the provision of transition services. IIDC has assisted with the development of several transition related products. These products include:

- " How to Choose an Employment Provider (how schools, VR and WorkOnes work together)
- " Transition From School to Adult Life: Vocational Rehabilitation Services Policy to Practice Guidebook
- " Seeds of Success: Growing Transition Services In Indiana
- " Statewide Directory of Community Transition Councils
- " Moving On & Life After High School brochure
- " Vocational Rehabilitation Services: Guidelines to Effective Transition Outcomes

With the assistance of IIDC, VR conducted training for transition partners on eligibility for students with learning disabilities in order to help schools understand VRs eligibility rules, clarify our transition policy and promote consistency in statewide assessment and eligibility decisions. In addition, a statewide transition conference was held in September with over 450 individuals attending.

Evaluation and follow-up on students receiving transition services is the responsibility of the Department of Education by means of the Indiana Transition Initiative Graduate Follow-up System. The Indiana Graduate Follow-up System is a computer resource tool designed to facilitate the collection of information about former students and their post-school experiences. The summary reports generated by the system can be used to improve local interagency planning and transition services. Vocational Rehabilitation Services continues to track transition customers and services by means of its own internal reports as well.

Vocational Rehabilitation awarded 34 contracts covering 87 counties for the calendar year 2008-9. These

contracts were awarded to Rehabilitation Providers throughout the state to collaborate with local school systems on improving transition services. The outcome of these contracts demonstrated that increased referrals were received and students were connected with appropriate services at an earlier time.

Both the Division of Disability and Rehabilitative Services/Vocational Rehabilitation Services Policy Manual and the Indiana Special Education Rules for local school programs have been coordinated to reflect consistent policies and practices related to transition. Indiana has a state law (Senate Enrolled Act 606) related to transition services which identifies the various responsibilities of schools and adult service providers.

(B) Transition planning by personnel of the designated State agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under section 614(d) of the Individuals with Disabilities Education Act.

Indiana has passed State legislation (Senate Enrolled Act 606) that mandates that local schools and Vocational Rehabilitation Services staff coordinate certain activities related to transition:

1. With adequate notice, the Vocational Rehabilitation Counselor will attempt to attend the case conferences during the last two school years of students who may be eligible for services.
2. Adult services providers, to include Vocational Rehabilitation Services, Workforce Development, the Department of Health, the Bureau of Developmental Disabilities, and the Bureau of Aging and In-Home Services, provide information to local schools regarding how to access their services. Schools are to present this material to students and families during case conferences when transition is discussed.
3. Vocational Rehabilitation Services is to meet with local school staff at least once a year to assist in determining students who may be eligible for services.
4. The Vocational Rehabilitation Counselor will perform the duties of advocate and consultant to students and, where appropriate, to the students families.
5. The Vocational Rehabilitation Counselor will promote communication with students and families by attending appropriate student activities including case conferences, career days, family and student forums, and other consultative services on behalf of students.
6. Applications for Vocational Rehabilitation Services should be taken no later than the beginning of the last semester of a students educational program.
7. The Individualized Plan for Employment (IPE) shall be developed prior to the students exit from school. This is also a requirement of the Rehabilitation Act.

(C) The roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining State lead agencies and qualified personnel responsible for transition services.

Transition services are a cooperative effort. Vocational Rehabilitation Counselors are invited to assist with the planning related to transition services. The local education agency takes the lead while the individual is a student, and when the student graduates or leaves the school program, Vocational Rehabilitation Services becomes the lead agency. The Counselor is then the responsible party for the provision of transition services to eligible students.

There is a formal interagency cooperative agreement between the Family and Social Services Administration and the Department of Education. This agreement was updated and was fully executed by October, 2003. The cooperative agreement states that:

The roles and responsibilities, including financial responsibilities, of each agency, including provision for determining State lead agencies and qualified personnel responsible for transition services:

- a) The students Individualized Education Program (IEP) will define the services and responsible payer for each of the services. (34 CFR §300.301 (a)) If VRS is responsible for payment of a service, this will be defined on the Individualized Plan for Employment (IPE). Services will be provided in accordance with students IEP, the requirements of 511 IAC Article 7, and the Vocational Rehabilitation Services Policy and Procedures Manual.
- b) Each agency will maximize coordination in the use of public funds.

The Vocational Rehabilitation Services Policy Manual states that for each student identified as an individual who may be eligible for Vocational Rehabilitation Services, the school will invite the counselor to attend the students annual case conferences for both of the two years prior to the projected exit from school. When the application for vocational rehabilitation program participation is desired and appropriate, the application must be taken as early as appropriate, but not later than the beginning of the last semester of the students projected exit year. Once the student has applied, placement and related services may be authorized, as appropriate, at any time following completion of the students next-to-last year of school (e.g., following completion of the junior year), or earlier, if identified in the students IPE as appropriate to meet the students individualized vocational needs. Vocational Rehabilitation Services provided prior to the students exit year from school cannot supplant or duplicate any services for which the school bears primary responsibility.

Vocational Rehabilitation Services worked closely with the Department of Education, Protection and Advocacy Services and ATTAIN (Assistive Technology Through Action in INdiana) in developing a policy regarding Vocational Rehabilitation Services purchase of technology related equipment from the local schools for eligible students.

Indiana transition legislation, Article 7, authorizes the case conference for developing the Individualized Education Program to identify individuals and agencies responsible for implementing transition related services. Generally speaking, it is the school system's responsibility to take the lead in the provision of transition services while the student is enrolled as a student. The school is responsible for providing a free appropriate public education that includes the provision of transition services.

Senate Bill 290 required the development of a Task Force to study and identify methods to:
 " Coordinate, integrate, and streamline service delivery to children with disabilities and their families; and
 " Maximize the use of available federal, state, and local fiscal resources to provide an array of services to children with disabilities and their families.

The SB 290 Task Force (including members from VR, DOE, Ball State University, Indiana University, INARF, the DWD, IN*SOURCE, and DMHA), issued its report in December, 2002 and continues to meet to implement the recommendations of the task force, explore other ways to improve transition services and monitor the delivery of transition services statewide. The Task Force is in the process of strategic planning for the coming year to determine further stakeholder involvement, review of data for research questions, and adding transition elements into the Individual Education Plan, among other projects.

(D) Procedures for outreach to and identification of students with disabilities who need transition services.

As identified in sections B (3) and B (5) above:

Vocational Rehabilitation Services is to meet with local school staff at least once a year to assist in determining students who may be eligible for services, and Vocational Rehabilitation Counselors will promote communication with students and families by attending appropriate student activities including case conferences, career days, family and student forums, and other consultative services on behalf of students.

Vocational Rehabilitation Services is responsible for providing written information to students and their families regarding adult services. This written information is available in both English and Spanish.

A brochure and cover letter is sent out annually to all guidance counselors in the local high schools informing them of Vocational Rehabilitation Services and requesting them to inform all students in regular education who might be eligible for the Vocational Rehabilitation Services program.

The Indiana Special Education Rules, Article 7, Section 3 states that:

(a) Beginning at age fourteen (14), or earlier if determined appropriate by the case conference committee, and updated annually, the individualized education program shall include a statement of the students transition service needs, based on career considerations and focused on the students courses of study (such as participation in academic honors or advanced placement courses, or vocational education courses). The statement shall also indicate whether the student will pursue a high school diploma or certificate of completion.

(b) Beginning at the case conference prior to the students entry into high school or sixteen (16) years of age, whichever comes first, and at least annually thereafter, the students individualized education program shall include a statement of needed transition services that guides the development of special education and related services and the students course of study, goals, benchmarks, and short-term objectives and includes

the following:

(1) A coordinated set of activities designed within an outcome-oriented process that promotes movement from the public agency to post-secondary school activities, including post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation. The coordinated set of activities must meet the following criteria:

(A) Be based on the individual students needs, taking into account the students preferences and interests.

(B) Include the following: Instruction, related services, community experiences, the development of employment and other postsecondary school adult living objectives and, where appropriate, acquisition of daily living skills and a functional vocational evaluation.

(2) The individuals and agencies responsible for implementing the activities and services, including, if appropriate, a statement of the interagency responsibilities or any needed linkages, or both, before the student leaves the secondary education program.

(3) An indication of whether there is an expectation that the student will need adult services provided through state or local agencies, following graduation or exiting the secondary education program.

When the purpose of a case conference committee meeting is to discuss transition services, the student shall be invited. The case conference committee shall review, based on areas addressed in the statement of needed transition services, the available adult services provided through state and local agencies and present written information on those services to the student and the parent. Adult services are provided by public agencies and other organizations to enhance adult life. Adult services may include, but are not limited to, the following: Services provided by a Vocational Rehabilitation Services program, the Department of Workforce Development, the Social Security Administration, the Bureau of Developmental Disabilities Services, a mental health center, a community rehabilitation program, or an Area Agency on Aging.

This screen was last updated on May 21 2009 1:16PM by Patrik Madaras

Screen 7 of 17

**State Plan for the State Vocational Rehabilitation Services Program
and
State Plan Supplement for the State Supported Employment Services Program
Indiana State Plan for Fiscal Year 2010 (submitted FY 2009)
Attachment 4.8(b)(3) Cooperative Agreements with Private Nonprofit Organizations**

Describe the manner in which the designated state agency establishes cooperative agreements with private non-profit vocational rehabilitation service providers.

The manner in which the designated State agency establishes cooperative agreements with private non-profit vocational rehabilitation service providers, consistent with the requirements of paragraph 5.6(b) of the State plan.

The Division of Disability and Rehabilitative Services/Vocational Rehabilitation Services currently purchases an array of services from a variety of vendors. Historically, services such as vocational evaluation, placement, and supported employment services have been restricted for purchase through community rehabilitation programs only. DDRS/VRS promotes consumer choice in the provision of services. There are a total of 88 agencies with Purchase of Service Agreements for providing employment services (Results Based Funding) in Indiana.

This screen was last updated on May 21 2009 11:29AM by Theresa Koleszar

Screen 8 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.8(b)(4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services

Describe the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities in order to provide the following services to individuals with the most significant disabilities:

- supported employment services; and
- extended services.

Efforts of the designated State agency to identify and make arrangements, including entering into cooperative agreements, with other State agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, consistent with the requirements of subsection 7.5 of the supplement to this State plan.

VR works collaboratively with BDDS to provide Supported Employment service and seamless transition to extended services. VR utilizes not only Title VI funds for Supported Employment Services, but also Title I funds to deliver Supported Employment Services. Over 1100 individuals receiving Supported Employment Services were successfully placed in competitive employment in FY08. VR and BDDS collaboration also includes seamless transfer to follow along services. VR Counselors are able to determine BDDS eligibility for VR consumers (with IQ < 70 and no autism diagnosis) and initiate transfer to follow along at the time of job placement. This ensure that BDDS eligible consumers move directly into follow along services after VR case closure without gap in services.

This screen was last updated on May 21 2009 11:37AM by Theresa Koleszar

Screen 9 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.10 Comprehensive System of Personnel Development Data System on Personnel and Personnel Development

1. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:
 - the number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
 - the number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
 - projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

The State's biennium budget process addresses the annual (for each year of the biennium) numbers and types of staff to be employed. At the time of this systematic process, Vocational Rehabilitation Services makes projections for the coming year on the types and numbers of employees needed. A component of the HRD plan includes identifying and meeting future staffing needs. Monthly reports are prepared and shared with management that include ratios of VR counselors to customers. Currently, the ratio is 1:120. In addition, management team analyzes staffing needs based on projections of the number of people to be served and the number of people expected to retire. We have consistently hired 20-24 new counselors per year due to retirements and individuals with master's degrees accepting positions with higher pay. Over the next five years we will need to fill additional vacancies due to an increased number of employees reaching retirement age.

The projected number of customers to be served is among the data reviewed in consideration of staffing levels. The following are projections of the anticipated number of applicants and eligible individuals in the next five years.

Baseline

SFY08

Estimate actuals SFY09 SFY10 SFY11 SFY12 SFY13

Applicants 15499 16000 15702 15859 15870 15890

Eligibles 12012 13707 12961 13090 13221 13353

These are ballpark estimates of applicants and eligibles for the next five SFYs based on recent trends (particularly trends in early SFY 09 as compared to prior SFYs). SFY08 Actuals are provided for comparison. The sharp increase in SFY 09 is due to the current economic situation. Increases indicate that we may need to add more staff to serve individuals with disabilities in the future. Due to State Budgeting restraints and hiring freezes, for at least the next year, staffing levels will remain the same.

Although the State of Indiana is experiencing budget constraints, we continue to be permitted to fill counselor vacancies.

Job Title	Total positions	Current vacancies	Projected vacancies over the next 5 years
Vocational Rehabilitation Counselors	165	7	76
Area Supervisors	25	2	10
Special Supervisors	3	0	1
Region Managers	5	0	4
Administrative Staff	9	0	5
Support Staff	109	5	50

2. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:

- a list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- the number of students enrolled at each of those institutions, broken down by type of program; and
- the number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

Unlike the other states in Region V, Indiana does not have an RSA funded masters program to prepare counselors to work in the State Agency. However, Ball State University has a long-standing Masters of Rehabilitation Counseling Program that has graduated sixty-one students since their masters program started in 1995, which includes 5 new graduates in 2008. The program currently has 14 students enrolled.

To support the professionalism of our staff, we put into place a system of tuition reimbursement for the Masters in Rehabilitation Counseling program at Ball State University, as well as other accredited masters programs. When we were in the early stages of addressing the CSPD requirement, we worked with Ball State University to establish a distance learning program (via satellite) to make masters level coursework accessible to counselors across the State of Indiana.

Discussions on establishing an internship program to assist in recruitment to the State agency have occurred, and we are working with Ball State to increase the number of internships in the State Agency. CORE (Commission on Rehabilitation Education) has commended Ball State University on the arrangement established with the VR offices to provide internship opportunities. The State Agency will continue to assist Ball State University to apply for RSA funding to support students in the Master's program.

Vocational Rehabilitation Services has coordinated with Indiana University/Purdue University Indianapolis (IUPUI) in the past to determine how they can assist us in obtaining the coursework needed to prepare counselors to qualify to sit for the Certified Rehabilitation Counselor exam. This branch of dialogue was recently revisited by IUPUI deans and is a priority to VRS. VRS does work closely with Indiana University through the Indiana Institute on Disability and Community in the

provision of the Leadership Academy and other training initiatives. Bi-monthly meetings are held with the Institute and will continue.

Institutions	Students enrolled	Employees sponsored by agency and/or RSA	Graduates sponsored by agency and/or RSA	Graduates from the previous year
Ball State University	14	1	0	5

Plan for Recruitment, Preparation and Retention of Qualified Personnel

Describe the development (updated on an annual basis) and implementation of a plan to address the current and projected needs for qualified personnel including, the Coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

Equal Opportunity Employment

The Division of Disability and Rehabilitative Services has an Equal Employment Opportunity policy. It states that the Division of Disability and Rehabilitative Services will be fair and equitable in its relations with employees and applicants for employment without regard to race, color, religion, national origin, ancestry, age, sex, or disability. With this in mind, Vocational Rehabilitation Services has increased its efforts in coordination with State institutions of higher education and professional associations to recruit, prepare, and retain qualified personnel, to include minorities and people with disabilities. Regular participation in job fairs at postsecondary institutions and many other events is used as a means of recruiting professionals with disabilities and minorities. A significant number of VRS employees are people with disabilities. As stated earlier, the Agency will be submitting a new CSPD education requirement in the upcoming years due to staffing difficulties. One outcome of this change will be to increase the number of qualified professional applicants.

Staff Development

The procedures and activities that are undertaken to ensure that all personnel employed are appropriately and adequately trained and prepared are outlined in the attached Training Plan. The training initiatives identified are directed toward all levels of staff. Secretaries will continue to have access to classes to improve computer skills, customer service skills, and learn American Sign Language, if desired. Needs assessment information is used to develop a plan to meet both individualized and statewide training needs. In addition, staff is encouraged to participate in locally offered training as well as national level training. Certified Rehabilitation Counselor (CRC) credits are given for all agency sponsored training that meets CRC criteria. This coordination with a professional association is done to assist Vocational Rehabilitation Counselors in maintaining professional accreditation.

Standards for all job classifications are approved by the Family and Social Services Administration, Department of Human Resources, and State Personnel. These standards are based on a Job Analysis Questionnaire that is completed by staff in those classifications. Human Resource staff job shadowed counselors to determine if the current classification and salary level is appropriate. Both the Human Resource Department and State Personnel have been appraised of the Rehabilitation Services Administrations laws and regulations in reference to the Comprehensive System of Personnel. The minimum qualifications for counselors in Indiana were revised to reflect the need to hire professionals who have a masters degree in rehabilitation counseling or closely related area, or be a CRC. Job postings for counselors reflect these minimum qualifications. However, with the pay differential between State VRCs and Federal VRCs being drastic, we have again asked FSSA, Department of Human Resources to consider raising Counselor pay.

Recruitment and Succession

Historically, Indiana Vocational Rehabilitation has participated in many attempts for comprehensive succession planning. In 2004, a work group in the VR agency consisting of supervisors, counselors and the Human Resource Director worked with the Region V TACE Center in the development of a succession plan. The succession plan was approved by management but never implemented. The plan identified provisions for retention of qualified rehabilitation personnel by looking at the establishment of "case aide" positions within VR.

To date the case aide position has not been established; however the changing role of support staff in light of automation has resulted in the loss of secretaries through attrition. There is one secretary to assist every three counselors. The role of the secretary continues to be examined by management in the VR agency. The VR agency continues to offer counselors and support staff opportunities to participate in special agency projects outside of their regular work routines; this includes offering counselors interested in being promoted to supervisors the opportunity to gain leadership experience through workgroups designed to work on policy revision.

In monthly management meetings, Region Managers meet with the Director of Field Operations and the Director of the Bureau of Rehabilitation Services to project the number of staff planning to retire and also identify training needs. This system helps the Agency identify where to target recruitment and training efforts. Local universities will be used more aggressively as recruitment sources for people with masters degrees in rehabilitation counseling or closely related areas. The use of internships will enhance our recruitment efforts.

Personnel Standards

Describe the state agency's policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are adequately trained and prepared, including:

1. standards that are consistent with any national or state-approved or -recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services; and
2. to the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the State Plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, institutions of higher education, and other public agencies of these steps and the timelines for taking each step.

Be sure to include the following:

- specific strategies for retraining, recruiting, and hiring personnel;
- the specific time period by which all state unit personnel will meet the standards;
- procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period;
- the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards;
- the identification of a plan for training newly hired personnel who do not meet the established standards to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

Counselor Standards

The State of Indiana has chosen to pursue the national standards established for pursuit and implementation of the Comprehensive System of Personnel Development due to the absence of a state licensure for vocational rehabilitation counselors. Indiana has chosen the national standard of a Masters Degree in rehabilitation counseling or closely related area as its educational standard. Counselors who have previously met the CRC standard with less than the masters degree and have maintained their certification through the necessary hours of continuing education will be considered to have met the required standard.

Training Standards

Indiana's Human Resource System is inclusive of a Human Resource Development Plan to provide training, education, and staff development to ensure that staff is knowledgeable and skilled in the ever-changing field of rehabilitation. Counselor training needs are assessed through survey, dialogue, supervisor recommendations, and agency directives. Trainings for the coming year are planned in response to the Training Directors assessment of these needs. Training needs are also identified by analyzing quality assurance review results, and training content is individualized based on these results.

The results of past assessments were used to guide the development of the Leadership Academy, which is a contract between Vocational Rehabilitation Services and the Indiana Institute on Disability and Community. The current product of this contract is an online, interactive training module for new Vocational Rehabilitation Counselors. The initial Leadership Academy Orientation is currently being remodeled, with a new version approved and available by June 2009. The end product will be a three tier course of study, consisting of Orientation to the agency, CORE Level Courses modeled after Certified Rehabilitation Counselor exam, and ongoing advanced courses.

State of CSPD Requirements

Indiana Vocational Rehabilitative Services successfully petitioned for an extension to the current CSPD requirements, allowing until 12/31/2012 to meet all of the requirements. Currently, one hundred and fifty-eight (158) counselors meet the CSPD requirements in Indiana by having a master's degree in rehabilitation or closely related area, or CRC accreditation. All new hires will meet the current CSPD requirements. The single, current counselor not meeting CSPD requirements is finishing a qualifying Masters Degree from UW-Stout University in June 2009.

Indiana has a total of 66 staff, including Counselors, Area Supervisors, Region Managers, and Management who have CRC certification. Counselors who sat for the CRC or for re-certification in 2008 had access to reimbursement for examination fees. This reimbursement will continue in 2009. For all individuals who have masters degrees but do not have all of the core courses necessary to sit for the CRC exam, the agency will pay for the necessary core courses, with budget approval on a course-by-course basis depending on availability of funds, to assist them in qualifying for the CRC exam.

Future Difficulties

Indiana Vocational Rehabilitation is encountering difficulty in recruiting and retaining qualified professionals. The current practice of requiring a Master's Degree for the position of Vocational Rehabilitation Counselor, in lieu of CRC certification, is proving a difficult barrier to finding qualified candidates. In many parts of the state, there are few if any candidates on eligible lists after posting vacancies. The situation is going to become more critical as an increasing number of current employees are reaching retirement age in the next one to three years. Current estimates indicate that approximately 90 of the current 195 Vocational Rehabilitation Counselors, Area Supervisors and Region Managers would be eligible for retirement by 2010. Given this tenuous situation, Indiana will be discussing with RSA and TACE possible alterations to the requirement prior to the 12/31/2012 CSPD recertification date.

Staff Development

Describe the state agency's policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms of:

1. a system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology; and
2. procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

Training Initiatives

Several mechanisms are in place for training purposes, including the In-Service Training Grant from RSA, the use of the Indiana Higher Education Technology Services (IHETS), and partnerships with the Indiana Institute of Disability and Community (IIDC) and the Supported Employment Consultation and Training (SECT) Center.

In-Service Training Grant

To support the training of all Vocational Rehabilitation staff, the RSA funded In-Service Training Grant will be utilized in several ways.

" Preparation of new VRCs to assume field responsibilities

Currently, introductory training for new VRCs consists of a one-month self-study developed by IIDC. The program consists of modules covering the foundations of Vocational Rehabilitation, including the history of disability and awareness of disability types to step-by-step instructions through the Indiana VR process. It will be used by area supervisors at the local level in the training of new VR Counselors. Computer-based learning is the primary method for teaching counselors the IRIS case management system. In addition, VRCs are directed to shadow other staff, have dialogue with supervisors, and interact online with training developers. This format reduces the cost of overnight travel and ensures consistent delivery of program information. Introductory training is evaluated through training evaluations and feedback from supervisors regarding individuals' ability to assume caseload responsibilities after completion of the training.

In addition to this orientation, a 6-month CORE level coursework is being developed and is expected to be completed by the end of 2009. This coursework models the standards set down in the CRC accreditation and will provide evidence of further knowledge and understanding of the rehabilitation system. After the CORE level coursework is completed, an advanced coursework will be developed that will provide ongoing education to all existing counselors in determined areas.

" To help existing VRCs to meet the CSPD Requirements

Tuition for Master's degrees in Rehabilitation Counseling or closely related areas is written into the training grant to assist VR Counselors and Supervisors who do not yet meet the Comprehensive System of Personnel Development. Currently, only one VRC does not meet the requirements; however, this VRC is expecting to graduate from UW-Stout with a Masters in Rehabilitation Counseling in June 2009. In addition, VR central office consultants and supervisors will be given access to tuition assistance depending on the availability of funds, in order to expand their expertise in the area of rehabilitation. Distance education (via computer) and weekend coursework will continue to be used in this endeavor.

" RCD and VI Counselor Training

Quarterly training and technical assistance meetings will continue to be held for counselors serving the deaf and hard of hearing and individuals who are blind and visually impaired. Training areas remaining wanted by these counselors include: ADA Issues regarding Deafness/Hard of Hearing, advanced Deafness topics, ADA Issues regarding Blindness/Visual Loss, advanced Blindness topics, Training on Deaf/Blind, to include, needs, employment services, and Special Service Providers (SSPs), Transitional Services and the Laws regarding students, parents, and schools for Individualized Education Plans (IEPs), exit interviews, and assistive devices.

" Support VR Staff in Conference involvement

In-Service Training grant funds are planned to assist all VR employees in attending professional development conferences to increase skills. Funding will allow employees to attend annual conferences such as the Indiana Association of Rehabilitation Facilities (INARF) and the Indiana Association of Persons in Supported Employment (INAPSE). In addition to fostering the learning of new skills, attendance at professional development conferences will assist counselors in maintaining Certified Rehabilitation Counselor (CRC) accreditation.

" Support VR Staff in maintaining CRC Accreditation

We will continue to support individuals in obtaining CRC accreditation. This will be done through the reimbursement of application fees, test sitting fees, and CRC maintenance fees. All VR staff who meet the requirements are encouraged to obtain CRC certification. We believe that provision of this assistance creates an atmosphere of support for ongoing professional development.

" Training in Assistive Technology

Assistive technology training is planned for each year of the grant. This ever-changing area requires ongoing updates to assist counselors in providing the most up-to-date information to customers. With the assistance of IN-DATA (federal technology grant group) and other state-of-the-art technology providers, ongoing training will be planned for VR Counselors, Supervisors, and other direct service providers. To date, these trainings have been held in Central Indiana; however, IN-DATA is willing to provide training locally as well.

" Substance Abuse Training

Substance abuse training is planned for 2009 to assist VR counselors in working with individuals who abuse alcohol and/or drugs. Counselors have expressed confusion regarding who should be determined eligible, the best treatment modalities, and how to handle relapse when working with individuals with substance abuse problems. This training will emphasize a team approach to rehabilitation in which the community mental health center, substance abuse counseling programs, and VRC are integral resources for the consumer.

" Quality Assurance Reviews Training Needs

Ongoing case reviews conducted by area supervisors and central office staff will assist in the identification of training needs.

" Training on using other State resources

Training of Vocational Rehabilitation Counselors on subjects such as how to use the assessment instruments available in the Work Ones, and how Workforce Development staff can work more closely together to address the employment needs of people with disabilities will continue to be a part of local training.

" Purchasing Resource Materials

The training budget allows for the purchase of resource materials to include software, DVD's, books, journals, etc. to ensure that VR staff has up-to-date resources to address the service needs of people with disabilities. This would include such items as medical dictionaries, Merck manuals, etc. We will look into electronic versions of training materials as well.

" Minority Outreach

Funding to do outreach to minorities and people with disabilities has been allotted for in the grant. The purpose is to increase the number of applicants in order to hire the most qualified professionals to vacancies in the agency. Outreach continues to historically black universities and colleges, university-based disabled student service offices, Independent Living Centers, and advocacy groups. Funding will pay for travel, Black Expo and job fair registrations, and recruitment materials.

" Transition Services

Transition from School-to-Work Training continues to occur in conjunction with the Department of Education. The purpose of this training is to ensure smooth transition of students from school-to-work. Training on the principles of informed choice and how to incorporate informed choice into counseling practice has been held and will continue to be available.

Virtual Office Training Initiatives - IHETS

Indianas Vocational Rehabilitation Services is beginning a program titled: Virtual Office. Virtual Office is an extension of the Field Operations of the State of Indianas Division of Disability and Rehabilitative Services (DDRS) Bureau of Rehabilitative Services (BRS) to meet the needs of people with disabilities in their community. Virtual Office is only an alternative for where work is performed and does not alter what work is performed (the quantity or nature of the work assigned) or when it is performed (the scheduled hours during which an employee is expected to be working). Because VR Counselors will be in the field more, a series of new training modes and initiatives have begun to assist in the process.

One of the most important factors in Virtual Office is the ability to disseminate information across the state. Since staff will not necessarily be in office all the time, a new method is needed to reach them. We are currently using IHETS, which is a free interactive telecommunications program. IHETS gives our field staff the capacity to have audio and video conferencing ability on their computer. It also has the capability of showing websites, PowerPoint presentations, and much more. IHETS also has the ability to record presentations. Currently, VR has released 6 trainings on Virtual Office through IHETS to VR counselors. These include everything from SEFA training to new technology training. IHETS will be utilized more in the future for these types of in-service training needs.

Partnerships

Vocational Rehabilitation has two primary training partnerships, the Indiana Institute on Disability and Community (IIDC) and the Supported Employment Consultation and Training (SECT) Center. Here is a

list of trainings that each group offers to VR Staff:

SECT Center IIDC

- " Supported Employment Evidence-Based Practices
- " Social Security Work Incentives
- " Job Development
- " Person-Centered Planning
- " Creative Problem Solving
- " Employment Support Strategies for Persons with a Serious Mental Illness
- " Employment Support Specialist Basic Training
- " Job Retention
- " Ticket to Work and Work Incentives Improvement Act
- " Career Development
- " Strengths-Based Case Management
- " Team Building
- " Supported Education " Orientation
- " VR Systems
- " Case Management
- " BIN □ SSWI
- " VR Guidance
- " Job Development
- " Foundations of Rehabilitation
- " Assistive Technology
- " Counseling
- " Ethics
- " Neurological Brain Disorders

Agency Training Protocols

The following details how Indiana Vocational Rehabilitations training team operates.

Staff

Agency workgroups inclusive of all stakeholders are used to address policy changes and training initiatives that result from these changes. The plan for management consists of the following approach: The Coordinator of Training and Professional Development oversees formal needs assessment administration, design of training programs, and ensures that the evaluation component is a part of each program that is offered. One other staff member is currently assigned to the Coordinator of Training. They are responsible for ensuring that programs that address ongoing needs such as training of new staff are scheduled and maintained as needed. They ensure that CRC credit is provided for all qualifying programs to assist counselors in maintaining accreditation. They provide logistical assistance for all agency-sponsored trainings, and coordinate tuition reimbursement for masters coursework. The Agency has changing needs that cannot always be planned for and training staff are assigned to assist, as needed, in the development, delivery and evaluation of each activity by the Coordinator.

Accessibility

Training is held regionally or electronically whenever appropriate to provide easy access for employees. ADA accessibility is verified by training staff to ensure that all employees have equal access to training sites. Training materials are made available in alternative formats such as large print, Braille, on computer disk, or audiotaped. Interpreters for the deaf are provided whenever needed. Other reasonable accommodations are provided whenever needed. All prospective trainees are surveyed prior to each training program to determine individualized accessibility needs. All training announcements are sent to all appropriate staff and discrimination based on age, race, ethnicity, or disability does not occur.

Diversity

The Training Unit and all central office staff reflect diversity and consists of men, women, Caucasians, African Americans, individuals with disabilities, and employees over age 55.

Methods

A variety of training techniques and formats are used. VR Training staff will continue to work with university-based programs to provide coursework in modes accessible to the greatest number of employees, such as satellite downlinking and use of the Internet. A combination of classroom teaching, experiential field practice and self-study is being with new VR Counselors. Two and three-day workshops will be held both centrally and regionally depending on the needs of the participants. One on one teaching will occur as appropriate to address highly individualized training needs.

Evaluation

All training programs will have an evaluation component to them. This will consist of written evaluations completed by the participants and a review of the intended impact of each program to see if the goals have been met. Other methods of evaluation will include the quality assurance compliance review, customer satisfaction surveys/focus groups, and IRIS reports (case management data) indicating desired outcomes such as increases in competitive placements.

Resources

Indiana Vocational Rehabilitation Services uses the resources of Region V TACE, colleges and universities and information gathered from other states to keep staff up to date on research in rehabilitation. This information is discussed and disseminated through various training programs conducted by the State Agency.

Emergent Priorities

The following lists training priorities of Indiana Vocational Rehabilitation needing action.

Training Needs

The need for medical aspects training on disabilities such as autism, specific learning disabilities, traumatic brain injury and mental illness continues to be reflected on needs assessment results. Counselors need to know how to request and evaluate thorough diagnostic studies on specific disabilities in order to make timely eligibility decisions. Medical Aspects Training will be held at the regional level whenever feasible. Contracts will be developed with Medical Specialists if the topics cannot be covered by general practitioners.

Our 25 Area Supervisors, 5 Regional Managers, and Central Office staff will continue to have access to training with other supervisory personnel through the State Personnel Department. This consists of sessions on ethics, team building, sexual harassment prevention, progressive discipline, performance appraisal and cultural diversity.

Succession Planning

Recruitment of qualified minority applicants and applicants with disabilities continues and is used successfully as a means to obtain qualified applicants. Since the master's degree requirement has been in effect, it has been more of a challenge to recruit qualified applicants. People with disabilities will be recruited via sharing of openings with Disabled Students Service offices at state universities, historically Black universities and colleges (nationally), and independent living centers.

A comprehensive system of succession planning is necessary to prevent personnel shortages and ensure the personnel necessary to develop new initiatives/program directions. Vocational Rehabilitation Services will continue support of Certified Rehabilitation Counselor accreditation by providing training opportunities for maintenance of Certified Rehabilitation Counselor accreditation and providing stipends for membership application and maintenance. All levels of management will be involved in analyzing and projecting personnel needs. Personnel data to plan for managerial and professional needs will be obtained. Managers and Supervisors are asked to engage in continual planning to identify staff who are ready for promotion and those who will be ready. The establishment of a Masters in Rehabilitation Counseling Program at Ball State University gives us a pool of graduates from which to hire. We will also use interns, as they become available, to encourage employment in Vocational Rehabilitation Services.

Stakeholder Training

VRS staff will continue to do joint training with community rehabilitation program staff. The focus of this training has been person-centered planning in the strategic planning process, performance-based placement, or other topics depending on local need. The emphasis for all training programs will be

employment outcomes for people with severe disabilities. Increasing the skill levels of counselors and employment training specialists will result from this continuing training relationship. The establishment of an Academy approach to ensure that all personnel who work in the field of rehabilitation have access to training in core competencies is being jointly developed by Vocational Rehabilitation, Workforce Development, the Indiana Institute on Disability and Community. This will result in greater collaboration among these organizations to ensure this need is met through both existing training programs and the sponsorship/development of additional training programs.

Personnel to Address Individual Communication Needs

Describe how the designated state unit has personnel or obtains the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

Every attempt is made to hire staff that is trained to communicate in the native language or mode of communication of customers who access VR services. Specific Counselors across the state are designated as Rehabilitation Counselors for the Deaf (RCDs). There are also Counselors who work specifically with individuals who are blind or visually impaired. The Division of Disability and Rehabilitative Services attempts to fill these positions with staff that have proficiency in American Sign Language or expertise in working with individuals who are blind or visually impaired. Area offices have access to resources to provide materials in alternative formats for individuals who are blind or visually impaired. In addition, we continue to provide funds for Rehabilitation Counselors for the Deaf to enable them to pursue sign language training to increase their skills. This same funding can be used, where the need is identified, for foreign language proficiency. Brochures and forms are printed in Spanish. Foreign language interpreters are provided on an as needed basis for VR applicants and customers. VR also employs counseling and supervisory staff who are bi-lingual in Spanish and English.

The Division of Disability and Rehabilitative Services is committed to making reasonable accommodations for all staff that have disabilities.

Coordination of Personnel Development Under the Individuals with Disabilities Education Improvement Act

Describe the procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Improvement Act.

Coordination with Workforce Development staff, Department of Education staff, and high school transition programs will continue as joint training is held on transitioning students with disabilities into the workforce statewide. The coordination of services for students is the focus of this training. The Indiana Institute on Disability and Community, Center on Community Living and Careers, serves as a transition resource to Vocational Rehabilitation Services. These activities are Indiana's methods of coordinating with personnel development activities under the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.). Training and technical assistance continues to be offered statewide and the targeted audience is parents, students, school officials, Vocational Rehabilitation professionals, Community Rehabilitation Program staff, and Workforce Development professionals.

Joint training of Workforce Development staff and Vocational Rehabilitation staff on the resources each entity has to offer and methods for increasing coordination of services has occurred and will continue. Workforce Development and Vocational Rehabilitation Services training staff share training resources in introductory training of our respective employees, as well as in the provision of training on Labor Market Information.

This screen was last updated on May 21 2009 11:37AM by Theresa Koleszar

Screen 10 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.11(a) Statewide Assessment

Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

- individuals with most significant disabilities, including their need for supported employment services;
- individuals with disabilities who are minorities;
- individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; and
- individuals with disabilities served through other components of the statewide workforce investment system.

Identify the need to establish, develop, or improve community rehabilitation programs within the state. The Indiana Vocational Rehabilitation Services (IVRS), in partnership with the Indiana Commission on Rehabilitation Services, has completed a comprehensive assessment of the needs of individuals with disabilities in Indiana.

Particular attention is paid to individuals with the most significant disabilities and their needs for employment services that lead to quality employment outcomes. Additionally, the report analyzes the disability and employment related needs of minorities and other underserved populations. This needs assessment focuses on the time period between October 2003 and September 2006. Most of the data cited in this report is from Federal Fiscal Year 2005, providing a point-in-time reference for comparative purposes.

The report examines data from the Indiana Rehabilitation Information System (IRIS), data from Customer Satisfaction Surveys, data from focus groups and interviews with consumers and VR Counselors, and data reported to the Rehabilitative Services Administration. This section examines the number of consumers VR has served, dollars that have been spent on consumer services, the areas VR has been most successful and the areas VR faces hurdles in providing services.

The last section of this needs assessment reviews specific initiatives VR is exploring or in the process of implementing to improve the quality of employment outcomes available to its consumers. Indiana VR management and staff understand the importance of the role VR can play in access to independence and self sufficiency for individuals with disabilities.

Major Findings

This comprehensive needs assessment identifies many positive attributes of the Indiana Vocational Rehabilitation program. In general, most consumers are satisfied with the services they receive from VR and its VR Counselors. In surveys and interviews associated with this survey, many consumers cite how VR helped them find or retain a job and the difference it has made in their lives.

VR is fiscally responsible in the management of its programs. Indiana leads the nation with the highest percentage of total expenditures spent on services to individuals and with the lowest percentage of total expenditures spent on administrative costs. Additionally, VR has implemented a number of checkpoints to insure public VR funds are spent in a cost effective manner while leading to positive employment outcomes for VR consumers.

However, too often the employment outcomes VR consumers achieve often do not pay well, have limited hours, and do not offer benefits. As a result, many VR consumers are unable to rely on their own income as the primary source of support after receiving VR services. They continue to receive SSI/SSDI and/or other forms of public assistance to make ends meet. For many consumers with most significant disabilities, VR offers Supported Employment services. However, Supported Employment Follow-along services are often ineffective and tend to limit the long term effectiveness of VR services. Historically, 47 percent of VRs Supported Employment caseload were previous VR Supported Employment consumers. VR is working closely with the Bureau of Developmental Disabilities and the State Medicaid agency to improve the combined effectiveness of employment supports for mutual consumers.

Vocational Rehabilitation Has Success

VR has made significant changes to lower administrative costs and develop good business practices. Indiana VR maximizes the amount of budget that is spent directly on services for its consumers. In Federal Fiscal Year 2005, Indiana VR led the nation with the highest percentage of total expenditures on services to individuals and the lowest percentage of total expenditures on administrative costs.

FFY 2005 VR National Median

Percent of Total
Expenditures Spent on
Services to Individuals 75.35% 45.32%

Percent of Total
Expenditures Spent on
Administrative Costs 4.55% 12.02%

Percent of Total
Expenditures Spent on
Counseling/Guidance 17.21% 34.66%

Potential VR consumers do not experience an Order Of Selection wait list when applying for VR services or in gaining access to services once their eligibility has been determined. In addition, VR is monitoring cases closely to insure that progress is being made and that funds are being spent appropriately. If a case is not making progress and the consumer is not actively working toward employment, VR will close the case. When expenditures exceed \$25,000 or a case is over five years old, the case is flagged to verify the services and progress before spending any additional funds on the case. VR is also using results-based funding for all placement services. This program provides incentive payments for vendors who are successful in placing consumers in long-term, meaningful employment.

VR has made other changes that are directly affecting the bottom line. VR began paying Medicaid rates instead of □Usual & Customary rates for medical services in March of 2006. This resulted in approximately a 3 percent decrease in medical services costs in State Fiscal Year (SFY) 2006 even though this change was only in place during one third of the State Fiscal Year. The total costs for medical services decreased by \$722,146 in SFY 2007 from SFY 2006. VR is continuing to see a declining trend in the cost of medical services.

VR also adopted the VA standard for what constitutes a hearing loss and began purchasing hearing aids directly from the manufacturers in May of 2006. The cost per hearing aid case decreased nearly 60 percent in SFY 2007 from SFY 2006. The total cost for hearing aids and dispensing dropped by \$3,915,394 in SFY 2007 from SFY 2006.

VR is making a concerted effort to implement good business practices that reduce costs while improving the services individuals with disabilities in Indiana receive.

Vocational Rehabilitation Faces Hurdles

While VR has achieved success in several areas, there are still many hurdles in its way. Even though VR is spending the highest percentage of total expenditures on services to individuals out of all agencies nationally, not every person who receives VR services obtains employment. In FFY 2005, VR conducted a focused effort to close static cases that had been open for a long time. This effort impacted the percentage of closures with

employment outcomes for that year. The table in Figure 23 shows the percentage rehabilitated after receiving services under an IPE for all three years of this assessment, demonstrating that VR has met this federal standard in other years.

Federal Percent Rehabilitated After Receiving
Fiscal Year Services Under a Plan (IPE) □ standard 55.8%

2004 55.9%
2005 49.1%
2006 59.2%

Only 35.4 percent of the employment outcomes meet Substantial Gainful Activity (SGA) and only 21.8 percent of consumers have medical insurance through their employer at closure. The percentage of SSI/SSDI recipients at application that are still on SSI/SSDI at closure is 71 percent. In too many instances, the jobs that VR consumers obtain are poor jobs with low wages and little or no benefits.

In Indiana in FFY2005, 80.6 percent of individuals who achieved competitive employment reported their own income as their primary source of support at closure. Forty-seven percent of applicants reported their own income as their primary source of support at the time of application. The 33.6 percentage-point gap between these two figures is well below the national standard of 53.0 percent. While VR is helping individuals find employment, the jobs may not ultimately result in higher wages or benefits.

Vocational Rehabilitation Improves Services for Individuals with Disabilities

Vocational Rehabilitation is undertaking a series of initiatives and reforms to address service gaps identified in previous sections of this report. The primary goals of these changes are to:

- " Increase self sufficiency by helping VR consumers gain full-time competitive employment with benefits
- " Improve the School-to-Work Transition for young adults with disabilities
- " Advance Supported Employment by improving coordination between VR, BDDS, and Medicaid
- " Increase Corporate Job Development to provide better jobs with benefits
- " Facilitate improved Consumer access to Assistive Technology and to improve AT innovation

This screen was last updated on May 21 2009 1:58PM by Patrik Madaras

Screen 11 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program

Indiana State Plan for Fiscal Year 2010 (submitted FY 2009)

Attachment 4.11(b) Annual Estimates

- Identify the number of individuals in the state who are eligible for services.
- Identify the number of eligible individuals who will receive services provided with funds under:
 - Part B of Title I;
 - Part B of Title VI;
 - each priority category, if under an order of selection.
- Identify the cost of services for the number of individuals estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.

The estimated number of individuals in the state who are eligible for services is 486,000.

This is based on the percentage of working-age people in Indiana with a disability from the 2006 Indiana population estimate from the U.S. Census Bureau.

The U.S. Census Bureau disability data is self-reported. Based on the definition of disability by the American Community Survey (ACS) it is possible that the number of individuals reporting disabilities may be higher than the actual number of individuals who would qualify for assistance from VR.

The 2005 ACS definition of disability is based on three questions:

(1) Does this person have any of the following long-lasting conditions: blindness, deafness, or a severe vision or hearing impairment, and (b) a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting or carrying?

(2) Because of a physical, mental, or emotional condition lasting 6 months more, does this person have any difficulty in doing any of the following activities: (a) learning, remembering, or concentrating, and (b) dressing, bathing, or getting around inside the home?

(3) Because of a physical, mental, or emotional condition lasting 6 months or more, does this person have any difficulty in doing any of the following activities: (a) going outside the home alone to shop or visit a doctors office, (b) working at a job or business?

Category	Title I or Title VI Funds	Estimated Number to be Served	Average Cost of Services
Part B of Title I	\$39,940,000	23,000	\$1,736
Part B of Title VI	\$518,893	75	\$6,918
			—
			—
			—
			—
			—

			—
			—
			—
Totals	\$40,458,893	23,075	\$1,753

This screen was last updated on May 21 2009 2:43PM by Laura Moore

Screen 12 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.11(c)(1) State Goals and Priorities

The goals and priorities are based on the comprehensive statewide assessment, on requirements related to the performance standards and indicators, and on other information about the state agency. (See section 101 (a)(15)(C) of the Act.) This attachment should be updated when there are material changes in the information that require the description to be amended.

- Identify if the goals and priorities were jointly developed and agreed to by the state VR agency and the State Rehabilitation Council, if the state has a council.
- Identify if the state VR agency and the State Rehabilitation Council, if the state has such a council, jointly reviewed the goals and priorities and jointly agreed to any revisions.
- Identify the goals and priorities in carrying out the vocational rehabilitation and supported employment programs.
- Ensure that the goals and priorities are based on an analysis of the following areas:
 - the most recent comprehensive statewide assessment, including any updates;
 - the performance of the state on standards and indicators; and
 - other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and findings and recommendations from monitoring activities conducted under section 107.

Development of the Goals and Priorities:

The goals and priorities as outlined below were developed in concert with the state rehabilitation council, which is called the Commission on Rehabilitation Services. To enable the Commission to provide meaningful feedback and suggestions, each Commission meeting includes a Bureau of Rehabilitation Services Director's Update to ensure that they remain informed throughout the year. In addition, the Commission facilitates several committees that provide recommendations and comments for Bureau operations and planning.

The Commission participates in a state plan development meeting at the beginning of each year to work with key Vocational Rehabilitation Services staff who are developing specific state plan documents. This meeting includes the Goals and Priorities state plan attachment, which involves management. As the state plan undergoes various stages of revision, it continues to be shared with the Commission as well as the Bureau of Rehabilitation Services staff. Prior to public hearings, each Commission member receives the draft state plan and is asked to provide feedback. A representative from the Client Assistance Program is represented on the Commission.

In establishing the following Goals and Priorities, it is noteworthy to include the fact that the Bureau partnered with stakeholders involved in the program such as community rehabilitation programs, the ad hoc membership list covering Child and Protective Services and the State Department of Education. In addition, all information from assessments, appeals, and public input also guide the Bureau in developing the Goals and Priorities.

AGENCY GOAL: TO INCREASE THE NUMBER OF PEOPLE WITH DISABILITIES IN INTEGRATED, COMPETITIVE EMPLOYMENT

OBJECTIVE A: Indiana VR will increase the quantity and quality of job placements.

PRIORITIES:

1. VR will continue with the Corporate Level Job Development initiative and expansion of Project Search. The Employment Advisory group will continue to provide a focal point for communications, effectiveness and economy of resources. This includes partnering with the National Vocational Rehabilitation Business Network.

Measure: In 2009, Project Search will be expanded by three sites for a total of 10 sites with six being fully implemented. Sixty students will obtain work experience through Project Search. Indiana will add 15 new business partnerships resulting in 20 employment opportunities.

2. Indianas Medicaid Infrastructure Grant (MIG) is now being managed by VR, in partnership with Indianas Medicaid Office. The MIG supports activities that enhance employment opportunities and remove barriers to employment for individuals with disabilities. Indiana was recently awarded a MIG Continuation Grant of \$750,000 for CY 09. Indianas MIG supports the Work Incentives Planning and Assistance (WIPA) Programs and Indianas Benefits Information Network (BIN), asset development and financial literacy training, statewide Business Leadership Networks (BLNs), and VRs Corporate Job Development Initiatives. Additionally, IN is participating in a National Marketing Campaign, a collaborative effort with MIG grantee States to increase recruitment and hiring of individuals with disabilities.

Measure: In 2009 IN will have at least 200 certified BIN Liaisons with 25% of CRPs having an Advanced Tier 2 BIN Liaison. Additionally, IN will have 6 statewide BLNs fully operating.

3. VR will continue with School to Work transition partnerships, which will include participation in the statewide 290 policy group.

Measure: Increase number of transition aged applicants by 5% over the next year.

4. VR will continue to work closely with the Blind and Visually Impaired Services through the Randolph-Sheppard program to expand employment opportunities.

Measure: VR will increase the number of blind vendors in Indiana by at least 5%.

5. VR will work closely with advocacy groups representing the blind and visually impaired consumers to improve the quantity and rehabilitation rate of employment outcomes.

Measure: VR will increase the number of successful rehabilitants by 2%

6 VR will Partner with Community Rehabilitation Programs with the Ticket to Work.

Measure: At least 50% of CRPs will become local Employment Networks (ENs) by the end of FFY 2010.

7. VR will implement a Performance Improvement Plan designed to improve performance indicators 1.1., 1.2, 1.6: number of rehabilitants, rehabilitation rate, and difference between application and closure.

Measure: Meet or exceed the standards 1.1 and 1.2 by the end of FFY 2010.

OBJECTIVE B: BRS will collaborate with state and local partner agencies that also serve individuals with disabilities in order to provide a seamless delivery system.

PRIORITIES:

1. VR, in cooperation with the Bureau of Developmental Disabilities Services (BDDS), will establish a seamless service delivery system for customers transitioning from VR Services to Supported Employment Follow-along services.

Measure: By the end of Calendar Year 2010, VR and BDDS will have electronic linkage for eligibility processing, and electronic data share for transfer to Supported Employment follow-along (SEFA) process.

2. VR will increase utilization of real time deaf interpreter services via Video Remote Interpreting (VRI).

Measure: VR will increase the number of colleges/universities that utilize VRI for VR consumers by 5.

OBJECTIVE C The VR program administration will function effectively and efficiently, supporting all aspects of the VR program.

PRIORITIES:

1. VR will continue the refinement of the automated case management system by evolving to a fully paperless system.

Measure: By the end June 2009, VR will have all archived closed case files scanned and imaged. Active case file scanning and imaging will be completed by end of 2009. The use of electronic signatures will be implemented by end of 2009.

2. Through the Leadership Academy, VR will provide training to staff to enable them to provide superior services to their customers. This will include specialized training to serve the deaf, blind and individuals suffering from a traumatic brain injury.

Measures: By the end of calendar year 2010, VR will establish a tracking system to document the receipt of training delivered through the Leadership Academy.

3. VR will complete a risk assessment to ensure all field staff are adequately training and oriented to the Bureau's new business model (the virtual office environment). VR will ensure that staff have the tools to do their jobs. Includes resource allocation and maintenance of equitable caseload size among vocational counselors.

Measure: By the end of FFY 2010, 100% of all counselors working in virtual office environment will receive necessary equipment including laptops, aircards, blackberries, etc.

4. VR will establish and implement innovative, stratified, state-local coordinated systems of support for individuals with traumatic brain injuries that establish an infrastructure involving all relevant state agencies through which resource facilitation services can return. This project will be primarily for people: aged 15 □ 19, living in rural areas, and with lower socioeconomic status.

Measure: 60% of 300 people with brain injuries will return to work or school within one year after their discharge from acute inpatient rehabilitation.

5. VR will work to increase fiscal resources by maximizing reimbursement through SSA/VR

Measure: VR seeks to improve reimbursement levels by 15% from prior year.

6. VR will continue to improve program and fiscal accountability and federal reporting. VR will require technical assistance from RSA and TACE.

Measure: VR will develop a plan to improve fiscal accountability and federal reporting through collaboration between financial management and DDRS controller by end of CY2010. We will also dedicate at least one employee to fiscal management and federal reporting issues by the end of CY2010.

This screen was last updated on May 21 2009 11:40AM by Theresa Koleszar

Screen 13 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program

Indiana State Plan for Fiscal Year 2010 (submitted FY 2009)

Attachment 4.11(c)(3) Order of Selection

- Identify the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services.
- Identify the justification for the order.
- Identify the service and outcome goals.
- Identify the time within which these goals may be achieved for individuals in each priority category within the order.
- Describe how individuals with the most significant disabilities are selected for services before all other individuals with disabilities.

Justification for order of selection

N/A

Description of Priority categories

N/A

Priority of categories to receive VR services under the order

N/A

Service and outcome goals and the time within which the goals will be achieved

N/A

Priority Category	Number of individuals to be served	Outcome goals 26s	Outcome goals 28s	Time within which goals are to be achieved	Cost of services
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

This screen was last updated on May 21 2009 11:40AM by Theresa Koleszar

Screen 14 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.11(c)(4) Goals and Plans for Distribution of Title VI, Part B Funds

Specify the state's goals and priorities with respect to the distribution of funds received under section 622 of the Act for the provision of supported employment services.

The designated State unit will purchase supported employment services for individual customers with the funds received under section 622 of the Rehabilitation Act Amendments of 1998 based upon the plan previously submitted. The customer will be able to access supported employment services through community rehabilitation programs, including community mental health centers, across the state.

It should be noted that supported employment services, if appropriate for the individuals plan for employment, are provided through Title I funds as well as Title VI B funds.

Supported employment services include:

1. Any specialized assessment to supplement a comprehensive assessment of rehabilitation needs.
2. The provision of skilled job trainers who accompany the individual for intensive job skill training at the work site;
3. Job development and placement;
4. Social skills training;
5. Regular observation or supervision of the individual;
6. Follow-up services including regular contact with the employers, the individuals, the parents, family members, guardians, advocates or authorized representatives of the individuals, and other suitable professional and informed advisors, in order to reinforce and stabilize the job placement;
7. Facilitation of natural supports at the worksite;
8. Any other service identified in the scope of vocational rehabilitation services for individuals; or,
9. Any service similar to the foregoing services.

This screen was last updated on May 21 2009 11:42AM by Theresa Koleszar

Screen 15 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.11(d) State's Strategies

This attachment should include required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the vocational rehabilitation and the supported employment programs. See sections 101(a)(15)(D) and (18)(B) of the Act and Section 427 of the General Education Provisions Act (GEPA.)

- Describe the methods to be used to expand and improve services to individuals with disabilities.
- Identify how a broad range of assistive technology services and assistive technology devices will be provided to individuals with disabilities at each stage of the rehabilitation process.
- Describe how assistive technology services and devices will be provided to individuals with disabilities on a statewide basis.
- Identify what outreach procedures will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities.
- Identify what outreach procedures will be used to identify and serve individuals with disabilities who have been unserved or underserved by the VR program.
- Identify plans for establishing, developing, or improving community rehabilitation programs, if applicable.
- Describe strategies to improve the performance with respect to the evaluation standards and performance indicators.
- Describe strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities.
- Describe how the agency's strategies will be used to:
 - achieve the goals and priorities identified in Attachment 4.11(c)(1);
 - support innovation and expansion activities; and
 - overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the state Vocational Rehabilitation Services Program and the state Supported Employment Services Program.

Indiana has undertaken multiple initiatives aimed at enhancing services and increasing employment opportunities for individuals with disabilities. Some of the initiatives are: Corporate Job Development, Project SEARCH, investments in School to Work Transition, development of the Leadership Academy web-based training resource, enhancement of benefits planning for SSA recipients, collaboration with Bureau of Development Disability Services (BDDS) on seamless transfer to Supported Employment Follow along services, and specialized training for VR Counselors serving deaf, blind, and TBI consumers. The strategies outlined below describe these initiatives in more detail, as well as Indiana's efforts with assistive technology services, outreach activities, collaboration with CRPs, DWD, and other partners, and improvement of performance standards.

*Description of strategies for the use of assistive technology services and devices at each stage of the rehabilitation process and how such services will be provided to individuals with disabilities on a statewide basis.

Pursuant to the Indiana Vocational Rehabilitation Services Policy Manual, the counselor reviews each individual consumers' need for Assistive Technology (AT) devices and services at each stage of the rehabilitation process, (i.e. eligibility determination, plan development and implementation, and placement). This is done through personal interviews with the consumer and significant others, professional assessments

of the various support requirements of the individual, and observation.

AT is a high priority area for both VR and its parent agency, the Division of Disability and Rehabilitative Services (DDRS). DDRS/VR is currently subcontracting the federally mandated Assistive Technology Act Program through a grant with a statewide 501 (c) (3) assistive technology corporation, Easter Seals Crossroads Rehabilitation Center. Grant deliverables include: coordination and collaboration, public awareness, transition, training and technical assistance, device demonstrations, device loan program, device reutilization program and state financing. DDRS/VR will be conducting a comprehensive evaluation of the AT Act program to determine if current programming is meeting the needs of Indiana citizens with disabilities.

*Outreach procedures to identify and serve individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program.

Indiana continues to place priority on serving transition aged youth, minority populations, and SSA recipients. VR Counselors are assigned to work with Indiana High Schools on encouraging students with disabilities to apply for VR services prior to exit from school. Counselors attend case conferences and take applications during the junior year. The goal is for students to have an IPE in place prior to exit from school. Indiana also invested in transition to work projects with local providers to enhance relations with schools, and to increase the number of students applying for services. Since these projects began in 2006, VR has received an increased number of referrals from schools and have substantially improved relationships with schools. Additionally, schools are better educated on VR and other adult disability services. Indiana VR is encouraged by the new Ticket to Work (TTW) regulations and working toward strong collaboration with local Employment Networks (ENs) on the TTW Partnership Plus Model. IN is working with EN's to increase outreach efforts to encourage more ticket holder to participate in VR services. Additionally VR continues strong collaboration with Indiana's Medicaid Infrastructure Grant (MIG) and the Indiana Institute on Disability and Community (IIDC) to provide benefits counseling to SSA recipients. IN's Benefits Information Network (BIN) continues to serve as a national model. IN currently has over 200 certified BIN Liaisons statewide. These Liaisons include staff from CRPs and Independent Living Centers. BIN Liaisons conduct in-depth benefits counseling and work incentives planning for beneficiaries and work closely with Indiana's Work Incentives Planning and Assistance Program (WIPA) to enhance benefits planning for consumers. The next stage of the BIN is to ensure sustainability after MIG funding ceases (2011).

*Plans for the establishment, development, or improvement of community rehabilitation programs
VR continues to maintain a strong partnership with IIDC to enhance community based competitive employment opportunities for VR customers. This contract supports the enhancement of community rehabilitation programs in developing community based services focusing on results based outcomes, continued support and enhancement of transition school to work initiatives throughout the state of Indiana, and expansion of Project SEARCH. Specific services include technical assistance, training, data collection, collaboration efforts, policy development and evaluation. Additionally, VR continues to partner with the Department of Mental Health (DMHA) to enhance employment services for individuals with mental illness. DMHA and VR continue to contract with the Center for Mental Health, Supported Employment Consultation and Training Center (SECT) in Anderson, Indiana. This initiative is funded jointly by DMHA which provides the 21.3% matching funds and Vocational Rehabilitation Services providing 78.7% federal funds to support community mental health centers in the provision of employment services, especially employment services for persons with severe and persistent mental illness.

In addition to the above, VRS is working collaboratively with the Indiana Association of Rehabilitation Facilities to provide joint training to VRS and community rehabilitation program staff in the provision of community based, integrated, competitive employment.

Through Corporate Job Development efforts, VR is providing training to CRP staff on developing business relationships, establishing a single point of contact, and other high level job development techniques. To date, over 100 staff have attended these teleconference trainings. IN is also exploring incentive payments to CRP's for high performance.

*Initiatives to improve the performance of the State with respect to the evaluation standards and performance indicators

Historically, performance has been lower in one area, the percentage of successful rehabilitants whose earnings are the primary source of support. One reason is the strong VRS investment in Supported Employment although we can do better. Our new goals and priorities are designed to enhance this. These include:

- Initiating corporate level job development to increase employment outcomes in terms of higher wages and hours.
- Expanding Project SEARCH to allow increased opportunity for transition aged youth to gain valuable work

experience and training.

- Continued collaboration with the MIG and educating consumers on the MedWorks (Buy In) program (Medicaid for individuals with disabilities who are working).
- Continue to implement the TTW Partnership Plus Model and encouraging consumers to assign their tickets to EN's after VR closure.
- Continuing to partner with many other agencies to improve school to work transition activities for students graduating from high school.
- Modifying performance expectations for VR Counselors and CRPs.

Investment in these initiatives as well as many others will continue through this year and ongoing.

*Efforts to assist other components of the Statewide workforce investment system in assisting individuals with disabilities

Vocational Rehabilitation Services continues to explore increasing its involvement in Indianas Workforce Investment System. VR Counselors continue to have a presence in local Workforce Investment System offices. Additionally, WorkOne staff serve on the VR MIG Leadership Council, a group comprised of key stakeholders who guide activities of the MIG. WorkOne staff also collaborated with VR and MIG staff of conducting a statewide Summit on Employment and Economic Development in November 2008.

Indiana VR will continue enhancement of these efforts and others to increase the quality of employment outcomes and reduce systemic barriers to employment for Indiana Citizen's with disabilities.

This screen was last updated on May 21 2009 11:42AM by Theresa Koleszar

Screen 16 of 17

State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Indiana State Plan for Fiscal Year 2010 (submitted FY 2009) Attachment 4.11(e)(2) Evaluation and Reports of Progress Vocational Rehabilitation (VR) and Supported Employment (SE) Goals

1. Clearly identify all VR program goals consistent with the goals described in the most recently submitted version of Attachment 4.11(c)(1), including an evaluation of the extent to which the VR program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

AGENCY GOAL: TO INCREASE THE NUMBER OF PEOPLE WITH DISABILITIES IN INTEGRATED, COMPETITIVE EMPLOYMENT

OBJECTIVE A: Indiana VR will increase the quantity and quality of job placements.

MILESTONES/OUTCOMES:

Strategy 1. VR will develop and implement a Corporate Level Job Development initiative. This includes building a division wide employment services steering committee to connect the pieces of the many initiatives and workgroups with an employment focus. This will provide a focal point for communications, effectiveness and economy of resources. This includes partnering with the National Vocational Rehabilitation Business Network.

*Measure: Initial implementation of Project Search by 12-31-07.

*Outcome: One Project Search site was started in February 2008, and one transition program was established in a hospital in March 2008. Two additional Search sites have been started, one at a hospital and one at the State Government Center. Four additional sites have been selected for the first phase of statewide roll out. Indiana has also developed a business relationship with 12 Corporate partners which have resulted in placements at these companies. The VR Employment Advisory Committee has been formed and has met on a regular basis. Indiana VR is partnering with the CSAVR NET and has made referrals for positions.

Factors that impeded the achievement of the goal: Securing school and corporate partnerships for Project SEARCH required a longer period of time than anticipated.

Strategy 2. VR will work in partnership with State Medicaid Office for management of the Medicaid buy-in program to enhance employment opportunities for Vocational Rehabilitation consumers who are Medicaid recipients. This is pending appeal by CMS for the State of Indiana grant request for 2nd generation MIG (Medicaid Infrastructure Grant).

*Measure: Outcomes will be based on the goals developed for the grant application in progress.

*Outcome: Indianas Medicaid Infrastructure Grant (MIG) is now being managed by VR, in partnership with Indianas Medicaid Office. The MIG supports activities that enhance employment opportunities and remove barriers to employment for individuals with disabilities. Indiana was recently awarded a MIG Continuation Grant of \$750,000 for CY 09. The MIG continues to support expansion and capacity building of the Benefits Information Network and Work Incentives Planning, as well as statewide Business Leadership Networks. Other projects supported by the MIG include Corporate Job Development initiatives, Project SEARCH, asset development and financial literacy, and evaluation of the Med Works (Buy-In) program. A Leadership Council comprised of key stakeholders provides

guidance for MIG activities.

Strategy 3. VR will continue with School to Work transition partnerships.

*Measure: Increase number of applicants from schools by 5% over the next year.

*Outcome: There were 3772 transition age VR applicants in FY 2007 and 4511 transition age VR applicants in FY 2008. This represents a 19.6% increase in applicants from the prior year. VR is committed to continuing to partner with schools and community rehabilitation programs to provide quality transition services.

Strategy 4. VR will continue to work closely with the Blind and Visually Impaired Services through the Randolph-Sheppard program to expand employment opportunities for both blind and non-blind VR consumers.

*Measure: Will create 50 additional jobs for VR consumers in addition to blind vending operations.

*Outcome: BVIS partnered with a local caterer to provide a training and placement program in food service. Eight individuals have been placed year-to-date.

Factors that impeded the achievement of the goal: Our partner experienced an ownership change causing BVIS to change caterers.

Strategy 5. VR will focus with the Ticket to Work legislation as an employment network in order to serve individuals who are receiving SSI/SSDI benefits, and to partner with other employment networks. VR will also prioritize the TTW program to increase revenue from SSA reimbursement relationship.

*Measure: VR will provide an Employment Network Annual Periodic Outcome report to Maximus, which will include such information as: number of ticket holders served, number of ticket holders placed in jobs, number of placements by salary range by industry.

*Outcome: This measure is no longer relevant. Changes have occurred in the SSA reimbursement and Indiana is now operating only under cost reimbursement. VR is no longer operating as an Employment Network. As a Partnership Plus approach, VR will assist consumers in selecting an Employment Network to provide the Phase 2 and on-going supports for employment.

OBJECTIVE B: VR staff will operate a quality VR program which will include staff being hired per the Comprehensive System of Personnel Development (CSPD.) (Objective modified 2002)

MILESTONES/OUTCOMES

Strategy 1. See Attachment 4.10 Comprehensive System of Personnel Development.

Strategy 2. Continue adherence to the RSA approved state plan (See Pre-Print).

Strategy 3. VR will continue to obtain customer input on improving service delivery.

Strategy 4. Staff will continue to be provided in-service training, as needed, and ongoing professional development that supports staff in the maintenance of (Certified Rehabilitation Counselor (CRC) accreditation.

Strategy 5. The Leadership Academy will continue to be developed in order to provide quality on going training for staff and providers.

Strategy 6. The existing CSPD system will be reviewed to determine how well it meets current staffing needs.

*Measure: Based on staff input and performance information the top 10 areas of training have been prioritized and are in development. First training sessions are planned for implementation beginning in June 2007. Sessions will be evaluated and the information available for review. Training is also being developed for online/in house training as needed or when appropriate. Goal is 8 final Orientation modules developed and 7 final beginning modules in 2007.

*Outcome: The first online Orientation was released in November 07 following the training of Management. The Orientation contains several modules that are interactive between the VRC and the Supervisor. In addition we have built in self administered tests with the Supervisors being able to view the results. Books are recommended and provided as part of the Orientation also. Ten staff have completed the process including passing all tests. This has been very successful in that new employees

have immediate access to begin learning their duties and the history of Vocational Rehabilitation. We have also released Case Management online modules and have received favorable responses from staff. We are continuing development of the prioritized modules and are on track with our due dates. It should be noted that we have released the Orientation to our Protection and Advocacy agency to use in orienting their staff, both new and existing. CRC credits are built into as many modules and trainings as possible when appropriate. *Note this Objective has been removed in 4.11(c)(1) because it is sufficiently covered in 4.10.

OBJECTIVE C: VR customers will have a seamless and customer responsive delivery system.

MILESTONES/OUTCOMES

Strategy 1. VR customers will have access to a continuously improved and streamlined system of services and partnerships with community services which will include One Stop Centers. This includes the development/maintenance of electronic linkages.

Outcome: VR Counselors have continued to meet with consumers in One Stop Centers. There is no effective measure for this strategy and it will be removed from next year's state plan.

Strategy 2. VR will work with the Department of Education and local school systems to improve school to work transition programs for students with disabilities.

*Measure: Continuing work with Senate Bill 290 and its requirements.

*Outcome: VR continues to work with Senate Bill 290 partners. By the end of 2009, VR counselors will receive training on the new Article 7 regulations. This priority will be incorporated into Objective A, Strategy 3 in the next state plan.

3. VR, in cooperation with the Bureau of Developmental Disabilities Services (BDDS), will establish a seamless service delivery system for customers transitioning from VR Services to Supported Employment Follow-along services.

*Measure: Will be able to provide new operation protocol by the end of the year.

*Outcome: Operational protocol for the Intent to Transfer form has been updated. Supported Follow-along intent to transfer is now passed from VR to BDDS electronically at time of placement. This process is under review for further streamlining and electronic share of data with BDDS. BDDS is providing access to the Waiver Waiting List and VR is exploring ways to start working on this list to encourage individuals to apply for VR earlier. VR continues to work with BDDS in electronic linkage of information. Training was presented to all VR and BDDS staff on BDDS eligibility and Transfer to Extended Services.

4. VR will work closely with advocacy groups representing blind and visually impaired customers to improve the quality and quantity of employment outcomes.

Outcome: No specific measure was specified for this priority in the prior state plan. However, there were 380 blind and visually impaired rehabilitants in FY08 with a rehabilitation rate of 62.1% which exceeds the federal rehabilitation rate standard of 55.8%.

5. VR will implement real time deaf interpreter services via Video Remote Interpreting contract.

*Measure: Video remote interpreting data lines and equipment will be implemented in the Vocational Rehabilitation offices by August 15, 2007.

*Outcome: All offices are now up and running with VRI services available. Currently we have 7 field staff who are using portable VRI equipment and have found the equipment favorable in the field in that it works well with our firewall.

7. VR will continue collaboration with partners and stakeholders in the VR process to ensure front line, as well as administrative staff, support customers in obtaining employment, and are knowledgeable in those skills necessary for a successful employment outcome.

OBJECTIVE D: The VR program administration will function effectively and efficiently, supporting all aspects of the VR program.

MILESTONES/OUTCOMES

1. VR will continue the refinement of the automated case management system by evolving to a fully paperless system.

Measure: This will be addressed as an automation project. VR will track the project milestones and deliverables for the paperless system project progress.

*Outcome: A workgroup has been formed for the paperless project to assist in providing input and testing as this project develops. Four major project phases/deliverables have been identified. Estimates have been developed for document imaging needs and for technology costs and project budgets were approved. Equipment rollouts to enhance field-based operations have begun in support of the Virtual Office project. An imaging system has been purchased and archived closed case files have been scanned/imaged. Design is in progress for electronic signatures and the integration of the document imaging system with the IRIS case management system.

2. VR will ensure that staff has the tools to do their jobs. Includes resource allocation, caseload size examination, morale, etc.

Outcome: No specific measure was specified for this strategy in the prior state plan. However, as part of the Indiana VR Virtual Office project, all Counselors are receiving new technology items to enhance their ability to perform field-based operations. Equipment includes laptops, air cards, blackberries, portable printers, electronic signature pads and travel roller cases.

3. VR will implement the financial participation procedure for customers who are accessing VR services.

*Measure: This will be addressed as an automation project. VR will track the project milestones and deliverables for the "financial participation procedure" project progress. After implementation, measures will be tracked of the actual consumer financial participation amounts.

*Outcome: This measure has been tabled at this time due to resource constraints and will be removed from next year's state plan.

4. VR will work to increase fiscal resources by maximizing reimbursement through SSA/VR, Ticket-to-Work, and relevant state and federal grants.

*Measure: VR seeks to improve reimbursement levels by 15% from prior year. This will be measured based on actual traditional and milestone/outcome reimbursement amounts.

*Outcome: 2008 reimbursement was \$650,678.45. This is a 22% increase from the previous year. The total reimbursement received to for FFY 09 as of April 30, 2009 is \$552,329.90.

2. Identify all supported employment program goals consistent with the goals described in Attachment 4.11(c)(4), including an evaluation of the extent to which the supported employment program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

4. The designated State unit will purchase supported employment services for individual customers with the funds received under section 622 of the Rehabilitation Act Amendments of 1998 based upon the plan previously submitted. The customer will be able to access supported employment services through community rehabilitation programs, including community mental health centers, across the state.

*Measure: SE Expenditures will be tracked for Title VI B and Title I funding sources. SE Consumer counts/closure counts will be tracked.

*Outcome: In reference to the achievement of supported employment goals (as identified in Attachment 4.11(c)4, VRS spent \$534,933 in Title VI funds on Supported Employment services in 2007. \$10,302,454 of Title I funds were expended on SE services. VR served a total of 3681 consumers in SE services. VR has invested in 8 Project Search sites across the state which will serve SE consumers. Project Search is an innovative project developed at Children's Hospital in Cincinnati, Ohio that provides transition services through collaboration with schools, Community Rehabilitation

Programs, businesses and VR.

3. Provide an Assessment of the performance of the VR program on the standards and indicators for the most recently completed federal fiscal year.

Performance Indicator 1.1 The total number of rehabilitations recorded in the current Federal Fiscal Year (FFY) compared to the previous year's total.

Standard: Equal or exceed previous performance period.

Indiana Performance on Indicator 1.1: Below Standard

During FFY 2008 Indiana recorded 4,393 rehabilitations as compared to 5,046 in FFY 2007. This 14.9% decrease of 653 rehabilitations is below standard.

Performance Indicator 1.2 The total number of rehabilitations divided by the sum of the number of rehabilitations plus the number of Status 28 closures (the New Rehabilitation Rate).

Standard: 55.8%.

Indiana Performance on Indicator 1.2: Below Standard

During FFY 2008 Indiana achieved a New Rehabilitation Rate of 51.8%, which was below standard. This rate represents a 6.4% percentage point decrease over the FFY 2007 performance of 58.2%.

Performance Indicator 1.3 (Primary) The percentage of rehabilitants who achieve a competitive employment outcome with an hourly wage at or above the FFY 2007 Federal Minimum Wage. Competitive employment includes self and Business Enterprise Program employment.

Standard: 72.6%.

Indiana Performance on Indicator 1.3: Above Standard

During FFY 2008 96.8% of Indiana's rehabilitants were closed in competitive employment earning at least the Federal Minimum Wage. Indiana's percent exceeded the standard by 24.2 percentage points which satisfied the performance requirement. It also represents a very slight 0.2 percentage point increase over Indianas FFY 2007 percentage.

Performance Indicator 1.4 (Primary) The percentage of all competitively placed rehabilitants earning at least the Federal Minimum Wage who have significant disabilities.

Standard: 62.4%.

Indiana Performance on Indicator 1.4: Above Standard

In FFY 2008 79.3% of Indiana's competitively placed rehabilitants earning at least the Federal Minimum Wage had significant disabilities. This figure exceeds the standard by 16.9 percentage points, which satisfied this performance requirement. This years percentage represents a 2.4 percentage point increase from last years percentage of 76.9%.

Performance Indicator 1.5 (Primary) The ratio between the average hourly wage of competitive rehabilitants making at least the Federal Minimum Wage and the State of Indiana's average hourly wage for all employed individuals. The State of Indiana's average hourly wage was \$18.93 for the latest period for which wage data was available.

Standard: 0.52 (Ratio).

Indiana Performance on Indicator 1.5: Above Standard

The average hourly wage for Indiana's FFY 2008 competitive rehabilitants making at least the Federal Minimum Wage was \$10.61. Dividing \$10.61 by \$18.93 yields a ratio of 0.56, which exceeds the standard of 0.52. Therefore, this performance requirement was satisfied.

Performance Indicator 1.6 The difference between the percentages of competitively placed rehabilitants making at least the Federal Minimum Wage who say their personal income was their largest single source of support at case closure and those who say their personal income was their largest single source of support when they applied for services. Personal income includes earnings,

rent, interest, and dividends.

Standard: 53.0 (mathematical difference).

Indiana Performance on Indicator 1.6: Above Standard

During FFY 2008 72.8% of the competitively placed rehabilitants earning at least the Federal Minimum Wage said that their personal income was their largest single source of support at closure. At application 33.1% of this group reported that personal income was their largest single source of support. The difference between these two percentages was 39.7, which is smaller than the 53.0 standard for this indicator. Therefore, Indiana failed to achieve this performance requirement.

Performance Indicator 2.1 The ratio of the service rate for minorities to the service rate for whites. The service rate for minorities is obtained by dividing the number of minorities who exited the program after receiving services under an IPE by the total number of minorities who exited the program. Similarly, the service rate for whites is obtained by dividing the number of whites who exited the program after receiving services under an IPE by the total number of whites who exited the program (i.e. $[26's+28's]/[02-08's+06-08's+26's+28's+30's]$).

Standard: 0.80 (Ratio).

Indiana Performance on Indicator 2.1: Above Standard

The service rate for minorities during FFY 2008 was 49.66%. Similarly, the service rate for whites was 59.67% for the same time period. Dividing the minority service rate by the white service rate yields a ratio of 0.832, which is greater than the standard of 0.80. Therefore, Indiana satisfied this performance requirement.

Summary of Indiana Performance on Indicators:

Indiana's performance equaled or exceeded standard on three of the six employment outcome indicators, however Indianas performance failed to meet standards on indicators 1.1, 1.2, 1.6 resulting in Indianas participation in a performance improvement plan.

4. Provide a report on how the funds reserved for innovation and expansion (I&E) activities were utilized in the most recent completed federal fiscal year.
Not applicable.

This screen was last updated on May 21 2009 11:43AM by Theresa Koleszar

Screen 17 of 17

State Plan for the State Vocational Rehabilitation Services Program

and

State Plan Supplement for the State Supported Employment Services Program

Indiana State Plan for Fiscal Year 2010 (submitted FY 2009)

Attachment 6.3 Quality, Scope, and Extent of Supported Employment Services

- Describe quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities
- Describe the timing of the transition to extended services

The consumer will be able to access supported employment services through community rehabilitation programs across the state.

A. Quality supported employment services purchased from a community rehabilitation program will be based upon the Certification of Accreditation of Rehabilitation Facilities (CARF) principles (though the provider may be certified by CARF or another accrediting body, including: the Council on Quality and Leadership in Supports for People with Disabilities, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the National Commission on Quality Assurance, or another independent national accreditation organization approved by the Secretary of the Indiana Family and Social Services Administration (FSSA)).

- 1.The organization promotes the basic human rights, dignity, health, and safety of the persons served;
- 2.The organization demonstrates that the persons served are involved in individual planning, decision making, and implementation of the services they will receive;
- 3.The organization provides services that are designed to enhance the independence, self-sufficiency, and productivity of the persons served; and,
- 4.Based on the informed choice of the persons served, the organization, using a team approach, provides coordinated, individualized, and goal oriented services leading to the desired outcome.

B. The scope of supported employment services will include:

1. Preparation for employment, job development and placement services.
- 2.Gathering information regarding the persons referred.
- 3.Analyzing the information to determine opportunities for employment in the labor market geographically accessible to them.
- 4.Providing counseling or training to obtain and maintain the desired employment.
5. Identifying and/or developing job opportunities.
6. Providing on-site job analysis, consultation, and re-commendations for worksite and job modifications when appropriate.
7. Maintaining an organized system of recording job openings and contacts.
8. Providing feedback to persons seeking employment.

C. Follow-along resources (extended services) will be identified as early as possible with the VR counselor and

provider staff working together to secure necessary resources. As mentioned in 4.8(b)(4)VR Counselors are completing BDDS eligibility for SE consumers, and facilitating a seamless transition to follow along services prior to VR case closure. Please see prior attachments for more information.

It was the intent, as rates were developed for the provision of supported employment services, to provide reimbursement for professional staff at community rehabilitation programs in order to provide quality services. CRPs are reimbursed on a results based funding (RBF) system based on a two tiered system. Tier one is for individuals in need of ongoing support and tier two is for individuals who are not in need of ongoing support. The reimbursement milestones for tier one are:

1. Assessment and Individual Plan for Employment Supports \$1,200.00
 2. 5th Day on job \$1,200.00
 3. 30 Day on job \$1,864.00
 4. Stabilization on job and Eligible for Closure \$4,000.00
- TOTAL \$8,264.00

The reimbursement milestones for tier two are:

Milestone

1. Assessment and Individual Plan for Employment Supports \$ 600.00
 2. 5th Day \$ 900.00
 3. 30th Day \$ 1,325.00
 4. Eligible for Closure \$ 2,600.00
- TOTAL \$5,425.00

As previously notes, IN VR utilizes both Title VI and Title I dollars to serve SE consumers, and as a result are able to provide SE services to a high number of consumers. In FY 08, over 1100 SE consumers achieved successful employment.

This screen was last updated on May 21 2009 11:56AM by Theresa Koleszar

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