Rethinking Individual Plan for Employment (IPE)

A Case Study in Systems Change in a VR Agency

The 12th Annual Summit on Performance Management Excellence
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Presenters

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Objectives

• To learn about time to plan challenges and the impact of this on early exiting from VR programs around the country.

• To learn how Maine DVR addressed these challenges and to review best practices in timely eligibility determination and plan development

• To learn about some specific strategies and tools used and how they impacted positively overall outcomes for individuals served in Maine.

• To hear about lessons learned as Maine DVR implemented changes in their system
The determination of eligibility for vocational rehabilitation services shall be based on— (i) the review of existing data described in section 7(2)(A)(i); and (ii) to the extent that such data is unavailable or insufficient for determining eligibility, the provision of assessment activities described in section 7(2)(A)(ii).

TIMEFRAME FOR MAKING AN ELIGIBILITY DETERMINATION.—The designated State unit shall determine whether an individual is eligible for vocational rehabilitation services under this title within a reasonable period of time, not to exceed 60 days, after the individual has submitted an application for the services unless— (A) exceptional and unforeseen circumstances beyond the control of the designated State unit preclude making an eligibility determination within 60 days and the designated State unit and the individual agree to a specific extension of time; or (B) the designated State unit is exploring an individual’s abilities, capabilities, and capacity to perform in work situations under paragraph (2)(B).
• (F) TIMEFRAME FOR COMPLETING THE INDIVIDUALIZED PLAN FOR EMPLOYMENT.—The individualized plan for employment shall be developed as soon as possible, but not later than a deadline of 90 days after the date of the determination of eligibility described in paragraph (1), unless the designated State unit and the eligible individual agree to an extension of that deadline to a specific date by which the individualized plan for employment shall be completed.
National Perspective on Eligibility and Timely IPE Development

• All States want to comply with the letter of the law

• Some believe 60 and 90 days means due to resource challenges, they should take that full amount of time whenever possible

• Even though time to Eligibility has been in statute before WIOA, some states still struggle meeting the 60 day timeframe

• Engagement Early and Often has a positive impact on when and why individuals Exit the VR programs
Trends in the VR Program “Reasons For Exit” FY 2017

- Individuals exited as an applicant, prior to eligibility determination...
- Individual exited after eligibility prior to a signed IPE
- Individual exited after an IPE without an employment...
- Individual exited after an IPE in CIE or SE
The Maine DVR Eligibility and IPE History, Actions and Lessons Learned
Where Maine DVR Was Two Years Ago
Time to Eligibility – Maine DVR Today

DVR Statewide by Region
Number of Days from Application to Eligibility
State Standard: 60 Days

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<tbody>
<tr>
<td>DVR South (884 Cases)</td>
<td>53.8</td>
<td>51.4</td>
<td>55.2</td>
<td>53.2</td>
<td>54.6</td>
<td>53.4</td>
<td>45.7</td>
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<td></td>
<td></td>
<td></td>
<td>52.4</td>
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<tr>
<td>DVR Central (416 Cases)</td>
<td>57.1</td>
<td>58.4</td>
<td>50.2</td>
<td>69.2</td>
<td>46.3</td>
<td>64.3</td>
<td>52.8</td>
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<td>57.8</td>
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<tr>
<td>DVR North (483 Cases)</td>
<td>44.5</td>
<td>51.6</td>
<td>51.6</td>
<td>41.2</td>
<td>49.2</td>
<td>29.5</td>
<td>43.9</td>
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<td>43.8</td>
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<tr>
<td>Statewide (1,783 Cases)</td>
<td>52.5</td>
<td>53.6</td>
<td>53.3</td>
<td>53.2</td>
<td>51.6</td>
<td>48.9</td>
<td>46.8</td>
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<td>51.3</td>
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Time to Plan – Maine DVR Today

DVR Statewide by Region
Number of Days from Eligibility to Individualized Plan for Employment (IPE)
State Standard: 90 Days

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</thead>
<tbody>
<tr>
<td>DVR South (681 Cases)</td>
<td>84.5</td>
<td>60.8</td>
<td>69.2</td>
<td>65.9</td>
<td>65.4</td>
<td>57.6</td>
<td>50.5</td>
<td>50.5</td>
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<td>50.5</td>
<td>50.5</td>
<td>50.5</td>
<td>63.7</td>
</tr>
<tr>
<td>DVR Central (302 Cases)</td>
<td>60.0</td>
<td>69.8</td>
<td>63.7</td>
<td>54.9</td>
<td>55.5</td>
<td>37.3</td>
<td>54.7</td>
<td>54.7</td>
<td>54.7</td>
<td>54.7</td>
<td>54.7</td>
<td>54.7</td>
<td>56.8</td>
</tr>
<tr>
<td>DVR North (393 Cases)</td>
<td>79.9</td>
<td>69.9</td>
<td>79.0</td>
<td>68.7</td>
<td>84.6</td>
<td>70.3</td>
<td>86.7</td>
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<td>86.7</td>
<td>86.7</td>
<td>86.7</td>
<td>86.7</td>
<td>75.9</td>
</tr>
<tr>
<td>Statewide (1,376 Cases)</td>
<td>76.2</td>
<td>63.0</td>
<td>71.1</td>
<td>64.3</td>
<td>69.1</td>
<td>56.9</td>
<td>59.1</td>
<td>59.1</td>
<td>59.1</td>
<td>59.1</td>
<td>59.1</td>
<td>59.1</td>
<td>65.7</td>
</tr>
</tbody>
</table>
Different Way to Look at the Data – Time to IPE

**Data Source:** Customized Aware Layout Data Extract on 6/3/2019 Based on PY 2018

**Percent of IPEs Developed within 90 Days by Region in PY 2018**

Monthly Snapshot from 7/1/2018 to 6/30/2019

<table>
<thead>
<tr>
<th>Month</th>
<th>South</th>
<th>Central</th>
<th>North</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-18</td>
<td>78.1%</td>
<td>76.9%</td>
<td>91.1%</td>
<td>80.9%</td>
</tr>
<tr>
<td>Aug-18</td>
<td>72.0%</td>
<td>77.6%</td>
<td>84.4%</td>
<td>77.2%</td>
</tr>
<tr>
<td>Sep-18</td>
<td>74.7%</td>
<td>91.3%</td>
<td>78.9%</td>
<td>80.2%</td>
</tr>
<tr>
<td>Oct-18</td>
<td>70.6%</td>
<td>77.2%</td>
<td>71.2%</td>
<td>72.6%</td>
</tr>
<tr>
<td>Nov-18</td>
<td>74.4%</td>
<td>76.5%</td>
<td>85.9%</td>
<td>77.7%</td>
</tr>
<tr>
<td>Dec-18</td>
<td>74.5%</td>
<td>68.5%</td>
<td>68.5%</td>
<td>73.0%</td>
</tr>
<tr>
<td>Jan-19</td>
<td>82.6%</td>
<td>86.3%</td>
<td>84.1%</td>
<td>83.8%</td>
</tr>
<tr>
<td>Feb-19</td>
<td>79.1%</td>
<td>83.8%</td>
<td>73.6%</td>
<td>78.4%</td>
</tr>
<tr>
<td>Mar-19</td>
<td>81.7%</td>
<td>92.5%</td>
<td>75.4%</td>
<td>82.1%</td>
</tr>
<tr>
<td>Apr-19</td>
<td>81.7%</td>
<td>80.0%</td>
<td>77.1%</td>
<td>80.4%</td>
</tr>
<tr>
<td>May-19</td>
<td>78.0%</td>
<td>84.4%</td>
<td>74.1%</td>
<td>78.7%</td>
</tr>
<tr>
<td>Jun-19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Quarter 1**
- Statewide Percent: 79.4%

**Quarter 2**
- Statewide Percent: 74.5%

**Quarter 3**
- Statewide Percent: 81.7%

**Quarter 4**
- Statewide Percent: 79.5%
Percent of IPEs Developed within 90 Days by Region in PY 2018
Quarterly Snapshot from 7/1/2018 to 6/30/2019

- **Quarter 1 (Jul to Sep)**:
  - South: 75.1%
  - Central: 82.1%
  - North: 85.0%
  - Statewide: 79.4%

- **Quarter 2 (Oct to Dec)**:
  - South: 74.1%
  - Central: 74.3%
  - North: 75.3%
  - Statewide: 74.5%

- **Quarter 3 (Jan to Mar)**:
  - South: 81.3%
  - Central: 87.5%
  - North: 78.2%
  - Statewide: 81.7%

- **Quarter 4 (Apr to Jun)**:
  - South: 79.9%
  - Central: 82.8%
  - North: 75.5%
  - Statewide: 79.5%
The current Maine VR Rules state that an individual is eligible for services if one:

1) has a physical, mental or emotional disability that keeps one from getting and keeping a job, and

2) an individual requires Vocational Rehabilitation services to overcome the disability-related barriers that interfere with preparing for, finding and keeping a job.

Recent updates to the VR rules includes “advancing” in a job, in compliance with federal regulation.
Eligibility Determination – Helpful Reminders

• Feedback and TA provided during RSA Monitoring in 2011 and 2017

• When possible, ask consumers or family members to bring documents with them to intake

• Unless there is an outstanding question in the VRC’s mind as to OOS 2 or 3, can often determine eligibility after first meeting
Eligibility Determination – SSI/SSDI

• Reminder – automatic eligibility for applicants who receive SSI/SSDI benefits or who receive or are eligible for waiver services

• Eligibility can be completed immediately upon intake with back up information sought to support the eligibility

• If questions about which OOS, seek support from supervisors and/or Central Office

• Note: OOS elements unchanged in proposed VR rules
IPE Development – Transition
Helpful Reminders

• **Starting Points**
  - IEP
    - Check post-secondary education and employment goals
  - Interview with client and family if appropriate
  - TCEW portfolio
  - Results of Pre-ETS
  - Results of work-based learning/paid work experience

• **Need to Explore More**

• **Think Community!**
  - Job shadows
  - Informational interviews
  - Situational assessment
  - Work experience
  - Summer work
  - Pre-Apprenticeships

• Expect that many youth will have exploratory goals/plans
Sample Screenshot to show how to capture Plans In Case Management System For a Youth

![Sample Screenshot]

**Employment Goal**

**Goal**: Fashion Designers (271022)  
**Custom**: Exploration: Fashion Designers

**Reason for Selecting this Employment Goal Checkbox List (At least one item or the narrative is required.)**

- [x] It matches my abilities, interests and strengths
- [ ] The job outlook for this type of work is good.

**Employment Goal Reason Narrative**

- 

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**2. Planned Services (At least one required)**

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Category</th>
<th>SubCategory</th>
<th>Description</th>
<th>Estimated Start Date</th>
<th>Estimated End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vocational Rehabilitation Counseling &amp; Guidance</td>
<td>Counseling &amp; Guidance</td>
<td>Alice will receive guidance and counseling services to help determine if Fashion Designers is a feasible goal.</td>
<td>6/2015</td>
<td>10/2015</td>
</tr>
<tr>
<td>2</td>
<td>Job Readiness Training</td>
<td>Work Adjustment Training</td>
<td>Alice will continue to participate in Job Club activities through her high school in order to develop and improve upon her work skills.</td>
<td>6/2015</td>
<td>10/2015</td>
</tr>
<tr>
<td>3</td>
<td>Assessment</td>
<td>Other Assessment</td>
<td>Alice will participate in the Transitional CEW in order to take assessments to determine her work interests, transferable skills and help her to identify her strengths and weaknesses. She will also receive pre-employment information around job searching.</td>
<td>6/2015</td>
<td>10/2015</td>
</tr>
</tbody>
</table>
IPE Development – Adult Helpful Reminders

• Starting Points
  • What is the individual’s expressed vocational goal?
  • If completed, what do the CEW results tell you?
  • Is DPG an option?
  • If appropriate, what have you learned from the family

• Need to learn more
  • Labor Market Info
    • How does this influence goal?
  • It is OK for plans to be amended and can be short-term if needed!
  • Work experience isn’t just for youth! – Don’t forget the importance of job shadows, informational interviews, OJT, etc.
ME DVR Early Exiter Data for Transition Students

DVR Transition Statewide by Federal Fiscal Year (FFY)
Other than Rehabilitated (OTR) Exits
Number of OTR Exits by Quarter

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FFY 2016 (1,322 Exits)</th>
<th>FFY 2017 (958 Exits)</th>
<th>FFY 2018 (934 Exits)</th>
<th>FFY 2019 (525 Exits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Quarter (Oct-Dec)</td>
<td>264</td>
<td>301</td>
<td>260</td>
<td>283</td>
</tr>
<tr>
<td>Second Quarter (Jan-Mar)</td>
<td>319</td>
<td>254</td>
<td>218</td>
<td>242</td>
</tr>
<tr>
<td>Third Quarter (Apr-Jun)</td>
<td>365</td>
<td>189</td>
<td>195</td>
<td>261</td>
</tr>
<tr>
<td>Fourth Quarter (Jul-Sep)</td>
<td>374</td>
<td>214</td>
<td>214</td>
<td>261</td>
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</tbody>
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*Case Status Included in Analysis: Closed-Other Exits at Application, Eligible, Service, Job Ready, Employed
Data Source: biAdaptor Cases_VR_DVR Table Data Extract Based on Federal Fiscal Year Time Period
ME DVR Early Exiter Data for All Consumers

DVR All Clients Statewide by Federal Fiscal Year (FFY)
Other than Rehabilitated (OTR) Exits
Number of OTR Exits by Quarter

<table>
<thead>
<tr>
<th></th>
<th>First Quarter (October–December)</th>
<th>Second Quarter (January–March)</th>
<th>Third Quarter (April–June)</th>
<th>Fourth Quarter (July–September)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY 2016 (3,686 Exits)</td>
<td>731</td>
<td>899</td>
<td>1,086</td>
<td>970</td>
</tr>
<tr>
<td>FFY 2017 (2,701 Exits)</td>
<td>816</td>
<td>691</td>
<td>592</td>
<td>602</td>
</tr>
<tr>
<td>FFY 2018 (2,657 Exits)</td>
<td>667</td>
<td>640</td>
<td>657</td>
<td>693</td>
</tr>
<tr>
<td>FFY 2019 (1,279 Exits)</td>
<td>666</td>
<td>613</td>
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</table>

*Case Status Included in Analysis: Closed-Other Exits at Application, Eligible, Service, Job Ready, Employed
Data Source: biAdaptor Cases_VR_DVR Table Data Extract Based on Federal Fiscal Year Time Period
Lessons Learned

- Staff training early and often – explain “Why” Eligibility and Time to Plan are so important
- Give concrete examples (screen shots of how to document in the case management system, use case scenarios, etc.).
- Share monthly data with all staff so they can see how their offices are doing in meeting goals
- Show how their work impacts the quarterly reporting and Data Dashboards from RSA
- “Myth Busting” is an ongoing process
- Needed to change how we were collecting and showing the data
Resources

• REHABILITATION ACT OF 1973 [As Amended Through P.L. 114–95, Enacted December 10, 2015]

• State of Maine Division of Vocational Rehabilitation
  Internal Data Sources
Questions?

• Does anyone have any examples or tools to share of how their state has addressed eligibility and time to plan?

• Do people see any additional challenges around the transition population specifically?

• Are states tracking Early Exiter information? What does it say?