

Strategic Plan Quarterly Progress Report

10/1/2015 to 1/31/2016

VR Progress

VR has made progress in filling counselor vacancies and has created a strong Transition Team with the hiring of a new supervisor and 3 new counselors. They have also restructured the job description/duties of the Outreach Home Management Instructors to now become JOBS instructors. Currently they have filled 2 of the 3 vacancies. These new positions will strengthen the Supported Employment program. The Work Readiness Skills program is under development and will be implemented prior to the projected completion date of September 2016. VR and BEP teamed up to create a program at the SC School for the Deaf and Blind where youth consumers are completing the initial 8 week BEP curriculum during their senior year to enable them to enter the 8 week on site training to become BEP vendors. The new Transition Team, along with the great resource expansion by HR, has increased Transition referrals by 62% in the first quarter of FFY 15/16. Training for counselors on Comprehensive Assessment of Rehabilitation Needs has been completed and a template will be placed in AWARE for compliance with WIOA documentation. Successful closures are running 1 above last year for the same quarter. (FFY 14/15 = 39 – 9 Homemaker for 30 competitively employed; FFY 15/16 = 33 – 2 Homemaker for 31 competitively employed)

Areas they are still working on include creating the Rural Work Group with T & E to better serve the underserved counties, training counselors to utilize the job ready forms in AWARE to assist EC's in job placement services, cleaning up the "over 90 day employed" and current Service-J status to accurately reflect closures, job ready, and employed consumers, and investigating a pilot program to test using Skype for some staff meetings/supervision to reduce travel time and increase productivity. VR is also in the process of Phase II of the CSNA and examining the EBMRC programs.

HR Progress

HR has made tremendous progress in their Strategic Plan Action Steps. They have completed a large expansion of resources available on the SCCB website, distributed radio spots to IHeart Media and Cumulus Media, provided Transition Services with new and updated brochures, began advertising open counselor positions on the new and improved CRCC website, utilized various online resources for advertising and recruiting, reduced the time positions are vacant by 37%, created a shared training calendar for staff to be aware of upcoming trainings, and are making great strides in creating a new process for New Employee Orientation.

Areas they are still working on is creating a staff training database, developing internal training to utilize skills of current staff to expand skills for other staff, and creating a database to track agency turnover.

T & E Progress

SCCB has successfully signed and executed 3 new fee for service agreements with Certified O & M instructors which has expanded services in Charleston, Columbia, and Greenville. An MOU has also been finalized with Experience Works to assist our consumers who are 55 and older in obtaining employment. A new training agreement has been finalized with Goodwill that includes the Charleston and Florence locations and a new agreement with NFB of Columbia for training assistance. The EC's are exceeding the goal of their action step to create at least 1 new opportunity per month as they have achieved a total of 22 new business contacts in the first quarter of FFY 15/16. T & E also has fairly balanced caseloads for each service provider.

Areas they are still working on include having counselors utilize the job ready form in AWARE to assist EC's in job placement, finalizing a training agreement with Goodwill in Greenville, and working with VR in developing a rural work group to address needs in underserved counties.

Older Blind, Children's Services, Low Vision, Prevention of Blindness Progress

Older Blind has identified and contacted 10 new potential partners and revisited 7+ current partnerships. Older Blind has identified 4 events or agencies providing ongoing events for consumers. The program counselors also utilize customer satisfaction surveys to help identify what needs to be improved upon and what is working in their program. Older Blind has seen a total of 237 referrals for the first quarter of FFY15/16.

Children's Services are on track to meet their goal of increasing referrals by 10%. Currently this year there has been 6 referrals compared to zero during the first quarter of last year. This could be contributed to working with the new transition team and attending a large number of school events. This partnership has also helped with increasing transfers to the VR transition program as consumers age out of Children's Services. There were 2 transfers during the first quarter, again compared to 0 last year in the same time frame.

These programs continue to perform outreach activities and contact with new potential partners, especially in the underserved counties, to continue to grow their services across the state.

BEP Progress

BEP has partnered with VR to begin a training program at the SC School for the Deaf and Blind. The 8-week classroom curriculum will be taught to youth who are graduating and will allow them to move into the 8 week on site training to become BEP Vendors. BEP Counselors are on track for completing 10 visits per site, per year and maintaining 100% regulation compliance.

BEP has also investigated 5 potential new locations this quarter which puts them on track for a total of 20 by September 30, 2016.

BEP continues to work on obtaining customer satisfaction surveys to assist them in identifying areas needing improvement and to show them what is currently working.

Quality Assurance progress

QA reports that as of this quarter there are 32 underserved counties based on current referral numbers. QA reports that in the first quarter there were 6 new referrals to Children's Services, 237 new referrals for Older Blind, and 216 new referrals for Vocational Rehabilitation. For the first quarter of FFY 15/16 there were 33 successful closures, 2 of which were Homemaker. This brings VR at 1 competitive employment closure more than last year for the same time period.

QA continues to work on researching demographic information on the incidence of visual disability, occupational data trends, and population estimates for the underserved counties. QA also is working on completing monthly case reviews for compliance with state, federal, and agency policies.

Other progress

I.T. is currently undergoing many changes both in staff and possibly in processes. By next quarter there should be a great deal of new information to share.

Monthly Leadership meetings have taken place each month this quarter. The shared information appears to be very helpful to directors and has encouraged communication between programs as well as collaboration on projects and training to involve more than just individual teams.