

Attachment 4.11(c)(1)

State's Goals and Priorities

Mission

Kansas Department of Social and Rehabilitation Services

To protect children and promote adult self-sufficiency

Mission

Kansas Rehabilitation Services (KRS)

Working in partnership with Kansans with disabilities to achieve their goals for employment and independence.

Goals and priorities

FFY 2008 — 2010

Working with the State Rehabilitation Council, KRS has established four primary goals/priorities for FFY 2008 — 2010. These goals are based on an analysis of the statewide needs assessment; the agency's performance on federal standards and indicators; monitoring and agency performance reviews; and the involvement of consumers, advocates, providers and other stakeholders.

Goal #1: Kansans with disabilities will achieve quality employment and self-sufficiency.

Strategies: KRS will implement the following strategies:

- A. Communicate with consumers, advocates, service providers, education authorities, the disability service delivery system and staff to foster a cultural shift that emphasizes the value of employment rather than benefits as the avenue to self-sufficiency, independence, inclusion, economic equality, and integration into society.
- B. Emphasize both the potential of people with disabilities and the perspective of employment as the avenue to self-sufficiency in all staff training.
- C. Work with youth with disabilities, the Kansas State Department of Education, Local Education Authorities, parent organizations and families to encourage early discussions with students about the expectations of employment and their skills, abilities and talents that will empower them to achieve self-sufficiency.
- D. Support peer mentoring of people with disabilities that encourages employment and empowers individuals to risk leaving the benefits system.

- E. Support assistive technology services that enhance employability.
- F. Identify and support best practices that encourage high-wage/career track employment.
- G. Coordinate with the systems for community mental health centers and community developmental disability organizations and affiliates to increase the expectations for the percent of persons served pursuing employment.
- H. Improve KRS ability to collect and analyze data related to this goal.
- I. Pursue opportunities to conduct a longitudinal study that measures the full impact of employment on the lives of people with disabilities, using a holistic approach that measures a range of dimensions such as earnings, poverty, community integration and inclusion, civic participation, and other quality of life issues.
- J. Pursue options for securing technical assistance for consumers and counselors related to the development and implementation of small business and self-employment plans.

Indicators: KRS will achieve or exceed the required federal standards for the following indicators:

- 1.1 The number of persons achieving employment outcomes will equal or exceed the previous year.
Baseline FFY 2006: 1,746
- 1.2 The percentage of individuals rehabilitated who achieve competitive employment will equal or exceed 72.6%
Baseline FFY 2006: 97%
- 1.3 The average hourly earnings of all individuals who exit the program in competitive employment as a ratio to the average hourly earnings for all employed Kansans will equal or exceed .52.
Baseline FFY 2006: .56
- 1.4 Of the individuals who achieve competitive employment, the difference between the percent who reported their own income as the largest single source of economic support at closure compared to the percent at application. The difference must equal or exceed 53.
Baseline FFY 2006: 59

KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

- 1.5 The number of KRS customers accessing Working Healthy (Medicaid Buy-In Program) at case closure.
Baseline: To be established in FFY 2008

- 1.6 The average number of hours worked by persons rehabilitated.
Baseline FFY 2006: 30.74 weekly
- 1.7 The percent of employment outcomes in technical, managerial and professional occupations.
Baseline FFY 2006: 18.6%
- 1.8 The number of KRS SSI recipients and SSDI beneficiaries who achieve the Substantial Gainful Activity earnings level for at least nine months.
Baseline: To be established in FFY 2008
- 1.9 The percent of persons rehabilitated in full-time competitive employment who are covered by health insurance through employment.
Baseline FFY 2006: 52%
- 1.10 Number of successful employment outcomes after participating in post-secondary education.
Baseline FFY 2006: 392

Goal #2: KRS, its providers and partners will be accountable for the achievement of employment and the effective use of resources.

Strategies: KRS will implement the following strategies:

- A. Organize and align resources and policies to support people with disabilities in achieving employment as the avenue to self-sufficiency.
- B. Emphasize meaningful customer involvement, choice and responsibility.
- C. Develop, implement and maintain a professional development system for new and experienced staff, including specific focus areas related to:
 - Cultural competence;
 - Accountable decision-making;
 - Best practices related to matching services with the consumer's rehabilitation needs, goals and priorities;
 - Connecting consumers with technical assistance for small business and self-employment plans;
 - Informed choice;
 - Use of comparable benefits;
 - Basic benefits counseling related to issues surrounding employment;
 - Expertise related to disability populations served;
 - Leadership development; and
 - Effective career counseling and guidance related to employment as the avenue to self-sufficiency.
- D. Manage and administer case service funds, provider agreements and grants to achieve maximum benefit in numbers and quality of employment outcomes.
- E. Align staff performance accountability measures with KRS goals and priorities.
- F. Provide clear expectations for providers, contractors and other business

- partners, and evaluate ongoing contractual relationships based on objective performance criteria.
- G. Partner with the workforce system and other sources of comparable benefits and services to maximize the resources needed to empower people with disabilities to achieve employment.
 - H. Update and maintain quality assurance and accountability system that includes ongoing case reviews addressing such issues as consistency with policy, timeliness, evidence of effective career counseling and guidance, effective use of resources, and employment outcomes.

Indicators: KRS will achieve or exceed the required federal standard for the following indicator:

- 2.1 Rehabilitation rate will equal or exceed 55.8%.
Baseline FFY 2006: 55.3%

KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

- 2.2 Percent for whom eligibility is determined in 60 days or less from application unless the customer agrees to an extension.
Baseline FFY 2006: 86%
- 2.3 Percent of accurate presumptive eligibility decisions for persons eligible for SSI or SSDI.
Baseline FFY 2006: 91%
- 2.4 Percent for whom IPEs are developed within 120 days or less from eligibility unless the customer agrees to an extension.
Baseline FFY 2006:
- 2.5 Average consumer satisfaction rating using the ACSI index model (ratings above 5 indicate "more satisfied than not").
Baseline SFY 2007: 6.6
- 2.6 Average stakeholder (education personnel, advocates and service providers) rating using the ACSI model.
Baseline : 5.7
- 2.7 Average expended per rehabilitation, including case service expenditures plus CDC and RCBVI service costs, for the life of the case.
Baseline FFY 2006: \$7,889
- 2.8 Annual number of persons served (status 02-24 +32).
Baseline FFY 2006: 15,178
- 2.9 Annual contribution to IPE costs through comparable benefits and services.
Baseline: To be established in FFY 2008

- 2.10 Annual contribution to IPE costs through comparable benefits and services provided through one-stop workforce centers.
Baseline: To be established in FFY 2008
- 2.11 Percent of persons referred to placement or supported employment providers who achieve employment meeting all rehabilitation criteria.
Baseline SFY 2006: 41.8%
- 2.12 The average wage achieved by persons referred to placement or supported employment providers.
Baseline SFY 2006: \$7.37
- 2.13 Average consumer satisfaction ratings of placement and supported employment providers measured at the time of KRS case closure.
Baseline: To be established in FFY 2008
- 2.14 Percent of cases reviewed for which there is evidence that the consumer had the opportunity to exercise informed choice throughout the rehabilitation process.
Baseline: To be established in FFY 2008
- 2.15 Percent of cases reviewed for which there is evidence that the service provider was given clear information about the consumer's employment goals and expectations.
Baseline: To be established in FFY 2008
- 2.16 Percent of cases reviewed for which referral to a job placement or supported employment service provider was appropriate based on the individual needs of the consumer.
Baseline: To be established in FFY 2008
- 2.17 Percent of cases reviewed for which there was evidence of counseling and guidance provided by KRS.
Baseline: To be established in FFY 2008

Goal #3: KRS will emphasize the employment potential of students with disabilities and improve the outreach and outcomes for transition-aged students.

Strategies: KRS will implement the following strategies:

- A. Increase the number of targeted outreach activities with students, parents, and school personnel related to employment expectations for students with disabilities.
- B. Improve the outreach and referral process with transition students, parents and education to encourage more clear communication and increased applications for services.
- C. Build partnerships with school transition personnel to encourage that

career-focused and work-based experiences are incorporated into Individual Education Plans.

- D. Explore funding opportunities in order to engage transition-age students with disabilities in establishing goals toward employment and self-sufficiency.

Indicators: KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

- 3.1 Number of new applications from transition students.
Baseline FFY 2006: 755
- 3.2 Number of new IPEs for transition students.
Baseline FFY 2006: 369
- 3.3 Rehabilitation rate for transition students.
Baseline FFY 2006: 50%
- 3.4 Of the transition students who achieve competitive employment, the difference between the percent who reported their own income as the largest single source of economic support at closure compared to the percent at application. (When considered for all KRS consumers, this difference must equal or exceed 53 according to federal standards.)
Baseline FFY 2006: 72
- 3.5 Average hourly wage of transition students rehabilitated.
Baseline FFY 2006: \$8.08

Goal #4: KRS will emphasize the meaningful involvement of people with disabilities, public/private partners, employers and other stakeholders in KRS programs, services and activities.

Strategies: KRS will implement the following strategies:

- A. Support the State Rehabilitation Council and the Advisory Committee to Kansas Services for the Blind and Visually Impaired to build capacity for community involvement and participation.
- B. Expand targeted outreach efforts to support the mission and goals of KRS and to reach underserved populations.
- C. Pursue a targeted marketing strategy for employers.
- D. Conduct meetings with provider groups.

- E. Include consumers and other stakeholders in the development and implementation of staff training and outreach activities.

Indicators: KRS will achieve or exceed the required federal standards for the following indicators:

- 4.1 The percent of individuals who have significant disabilities among those who achieve competitive employment will be at least 62.4%.
Baseline FFY 2006: 96%
- 4.2 The service rate for all individuals with disabilities from minority backgrounds as a ratio of the service rate for all non-minority individuals with disabilities will equal or exceed .80.
Baseline FFY 2006: .92

KRS will equal or improve performance when compared to the baseline for the following measurable indicators:

- 4.3 Number of annual statewide stakeholder meetings.
Baseline FFY 2008: 6 communities
- 4.4 Post-meeting ratings by SRC members related to the effectiveness of their meetings and opportunities for meaningful involvement.
Baseline: To be established in FFY 2008
- 4.5 Post-meeting ratings by the Advisory Committee to KSBVI members related to the effectiveness of their meetings and opportunities for meaningful involvement.
Baseline: To be established in FFY 2008