

South Dakota

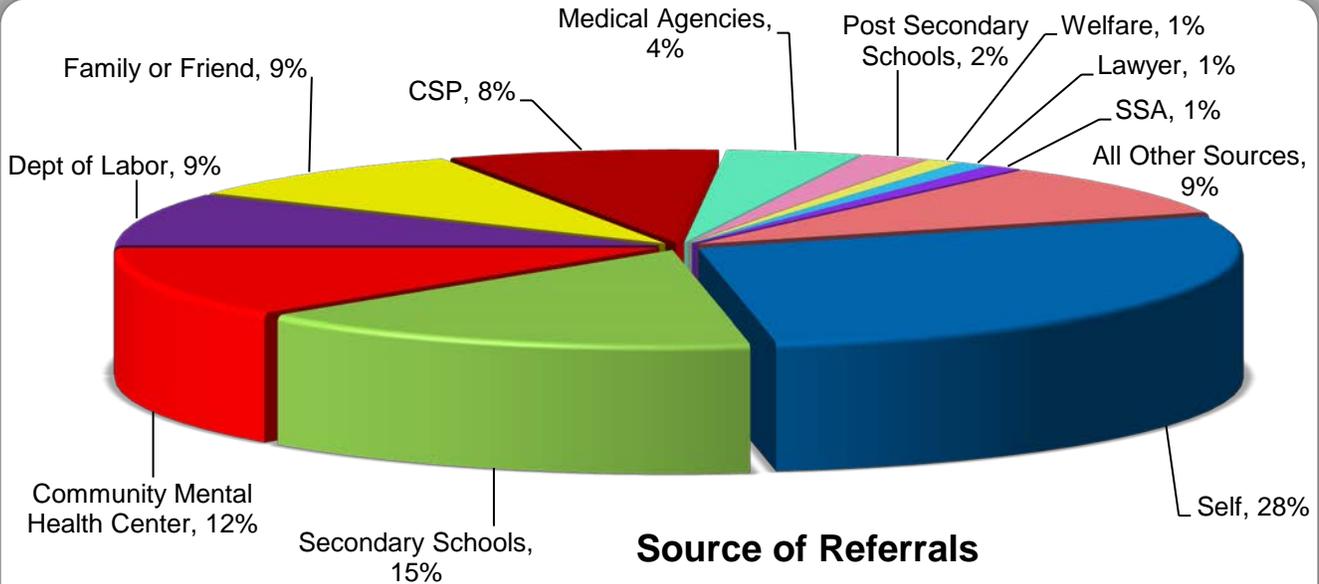
**DEPARTMENT OF HUMAN SERVICES
DIVISION OF REHABILITATION SERVICES
FFY 2013 YEAR END REPORT**



SUMMARY OF ALL CASES

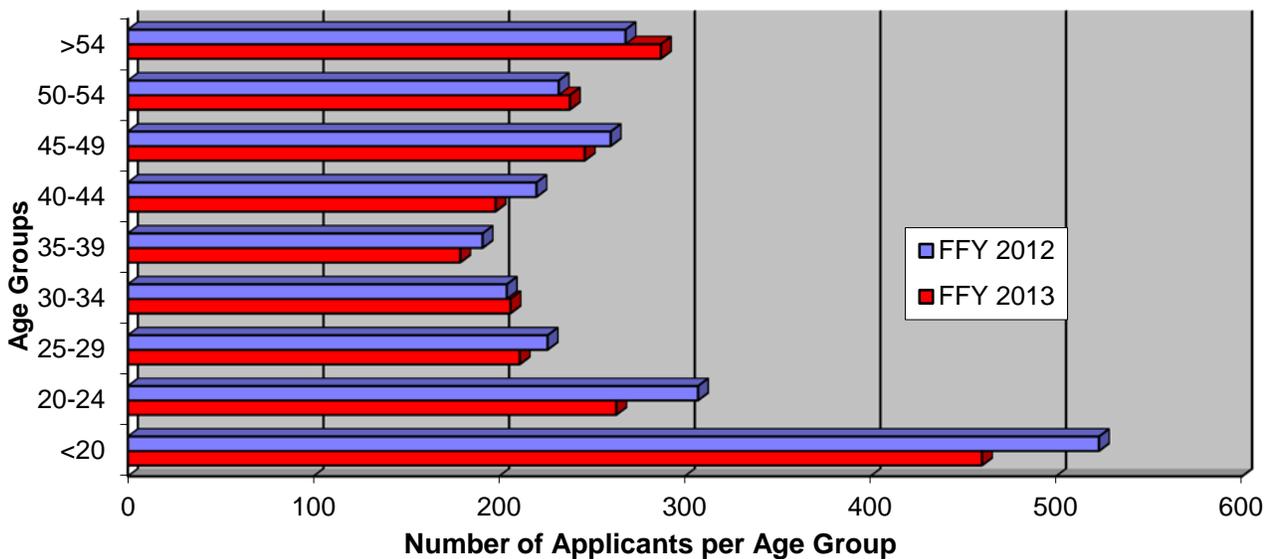
FFY 2013 Year End Results of All Cases

Referrals to DRS from 10/1/2012 - 9/30/2013



Applicants

	FFY 2011	FFY 2012	FFY 2013
Number of applicants	2,609	2,431	2,288
Average number of days from application to eligibility	33	29	26
Average age of applicants	35.9 years	35.3 years	36.3 years



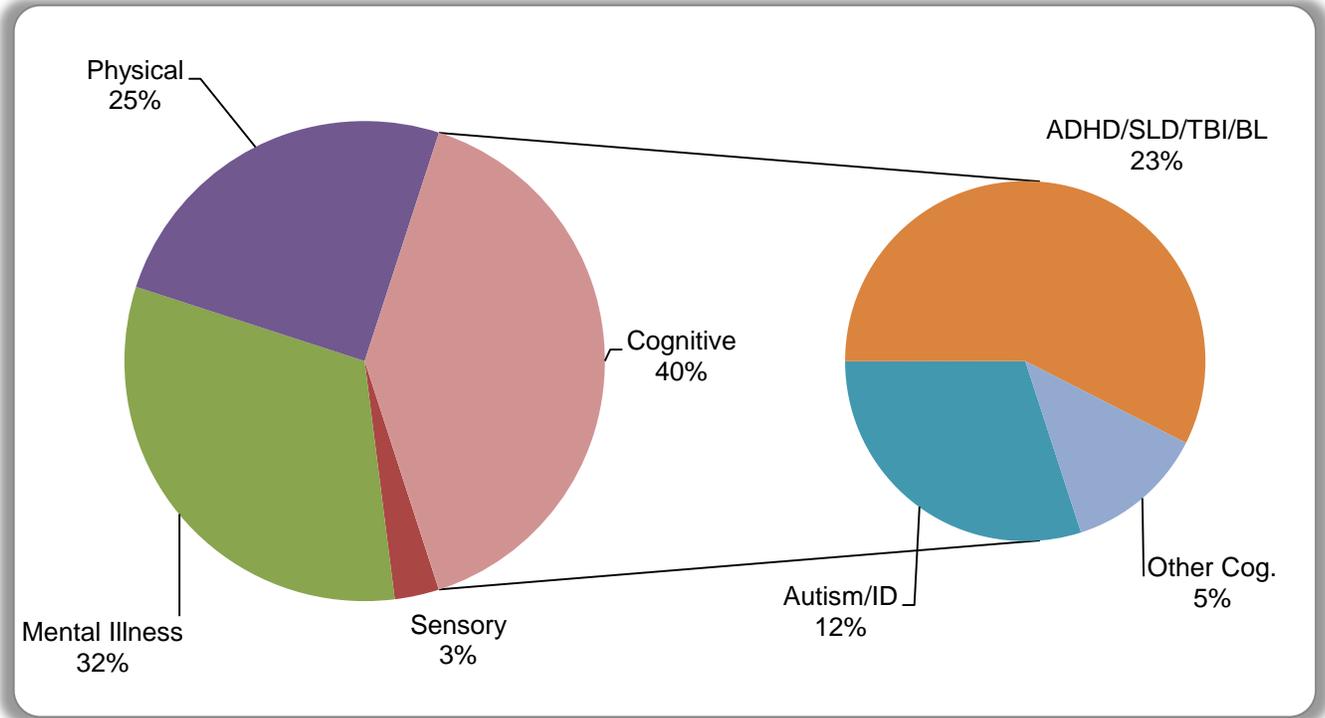
FFY 2013 Year End Results of All Cases

Caseload Summary

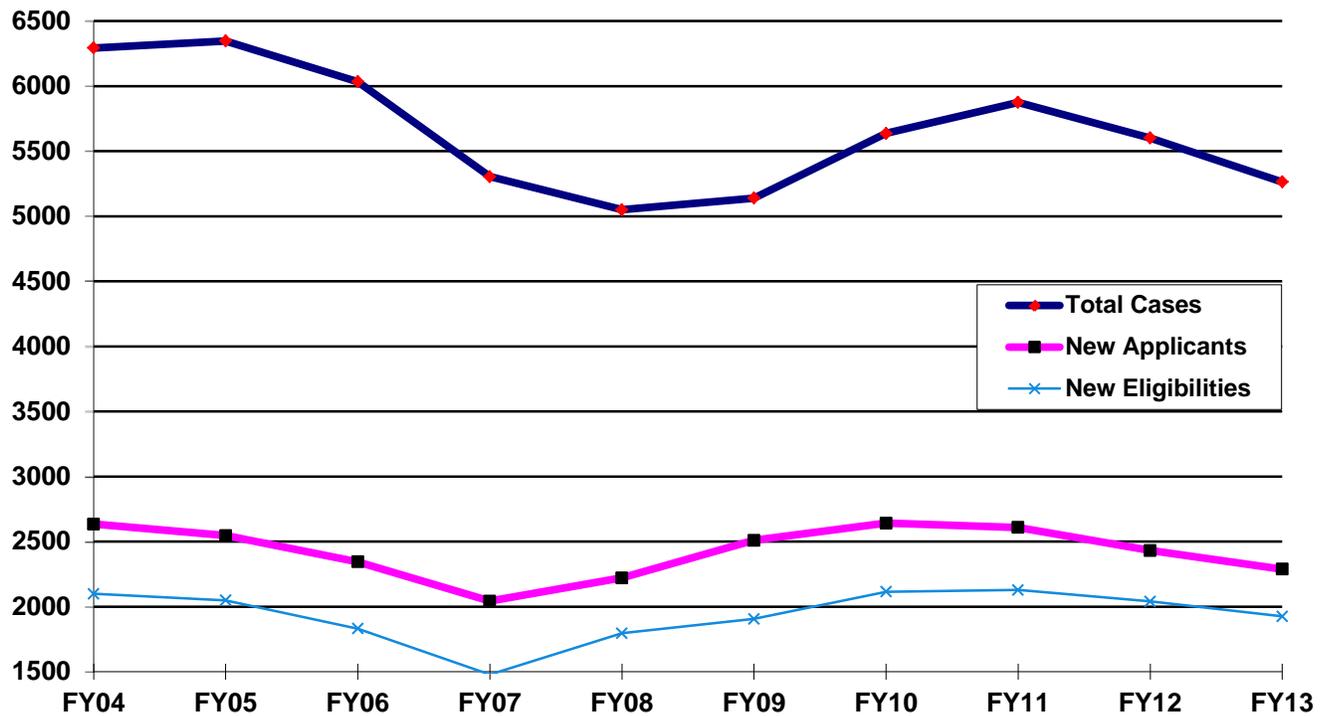
	Total Cases FFY 2012	Total Cases FFY 2013	% Severely Disabled FFY 2013
Individuals applying for services	2,434	2,288	NA
Individuals not eligible or interested (08)	436	351	NA
Eligibility decisions	2,041	1,953	99.6%
Total eligible consumers	4,931	4,697	99%
Individuals rehabilitated successful (26)	823	861	99.6%
Individuals who received services but were unsuccessful (28)	512	479	99.7%
Individuals eligible but closed with no services provided (30)	852	820	99%
Total cases served	5,602	5,264	NA

Living Arrangements of Applicants	Count
Private Residence (independent, with family or other person)	2,036
Homeless/ Shelter	74
Community Residential/ Group Home	64
Halfway House	52
Other	27
Adult Correctional Facility	13
Mental Health Facility	12
Substance Abuse Treatment Center	5
Rehabilitation Facility	3
Nursing Home	2

FFY 2013 Year End Results of All Cases



Primary Impairment of Eligible Individuals



FFY 2013 Year End Results of All Cases

Closure Reasons of Unsuccessful Cases

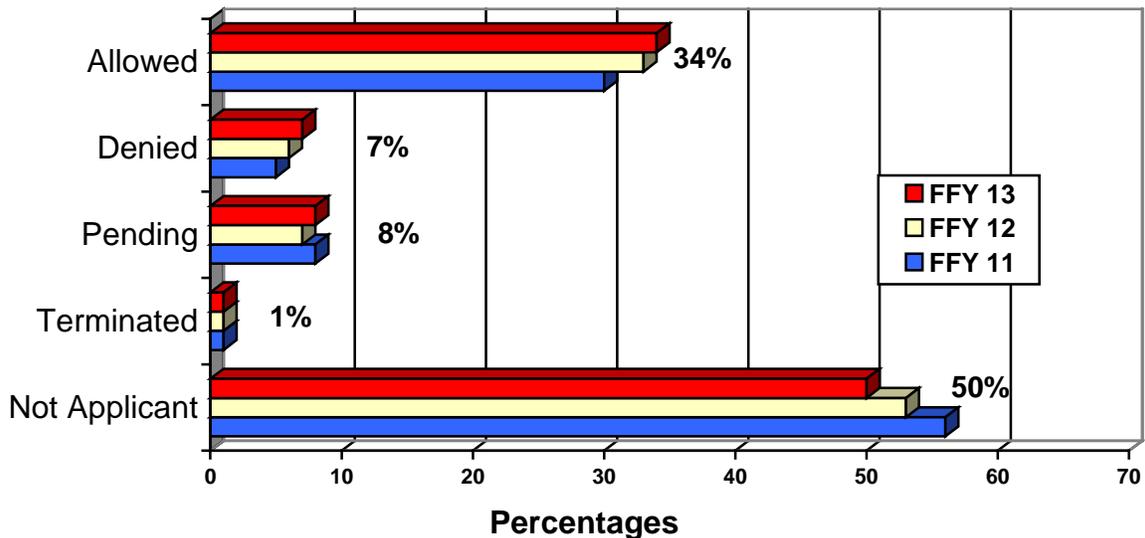
Closure Reason	08	28	30	Total
Unable to Locate	39	147	210	396
Disability Too Severe	5	4	5	14
Refused Services or No Further Services	77	164	356	597
Death	0	7	0	7
Consumer Institutionalized	6	13	15	34
Transferred to Another Agency	0	1	2	3
Failure to Cooperate	35	89	142	266
No Impairment	24	0	0	24
No Impediment to Employment	102	0	0	102
Transportation Not Available	0	0	0	0
Does Not Require VR Services	20	0	0	20
Extended Services Not Available	0	0	0	0
Other Reasons	43	54	90	187
Total	351	479	820	1,650

08 Closures = Cases closed from Applicant or during/after Trial Work experience/Extended Evaluation.

28 Closures = Cases closed unsuccessfully rehabilitated after services were provided.

30 Closures = Cases closed unsuccessfully rehabilitated after determined eligible for services and before services were provided.

SSA Status at Application



FFY 2013 Year End Results of All Cases

Primary Disability Cause	Frequency
Mental Illness Depressive and other Mood Disorders (690) Schizophrenia and other Psychotic Disorders (183) Anxiety Disorders (159) Personality Disorders (78) Mental Illness (not listed elsewhere) (77)	1,187
Specific Learning Disabilities	559
Intellectual Disabilities <70 IQ	461
Accident/Injury (other than TBI or SCI)	296
Attention-Deficit Hyperactivity Disorder (ADHD)	257
Autism	207
Borderline Intellectual Functioning	197
Physical Disorders/ Conditions (not listed elsewhere)	170
Cause Unknown	159
Congenital Condition or Birth Injury	130
Arthritis and Rheumatism	116
Traumatic Brain Injury (TBI)	102
Cerebral Palsy	61
Diabetes Mellitus	46
Cardiac and other Conditions of the Circulatory System	44
Epilepsy	43
Stroke	41
Multiple Sclerosis	33
Amputations	29
Spinal Cord Injury (SCI)	27
Alcohol or Drug Abuse or Dependence	26
Cancer	24
Respiratory Disorders, not including Cystic Fibrosis	19
Parkinson's Disease and other Neurological Disorders	12
Muscular Dystrophy	10
End-Stage Renal Disease and other Genitourinary System	9
Immune Deficiencies, including HIV and AIDS	7
Asthma and other Allergies	6
Blood Disorders	6
Digestive	6
Polio	5
Cystic Fibrosis	2
Eating Disorders (e.g., anorexia, bulimia, or compulsive)	1
Total	4,298

**ANALYSIS OF
SUCCESSFUL
CLOSURES**

FFY 2013 Analysis of Successful Closures

Benefit-Cost Ratio Based on Consumer Income

For every \$1 the Division of Rehabilitation Services spends, rehabilitated consumers will experience an increase in earnings of \$10.10. This increase to consumer's income is not only for the first year but continues year after year. As economic independence grows, persons with disabilities are empowered to participate as equal members of the community.

Benefit-Cost Ratio Based on Consumer Payback

For every \$1 the Division of Rehabilitation Services spends, rehabilitated consumers will pay back in taxes \$2.02. This increase to consumer's taxes will continue year after year. First, it enhances the revenues coming back to federal and state economies. Second, it reduces the federal and state outlay of public program expenditures. Persons who were formally supported by other resources, now, after being rehabilitated, take an active role in contributing to the economy.

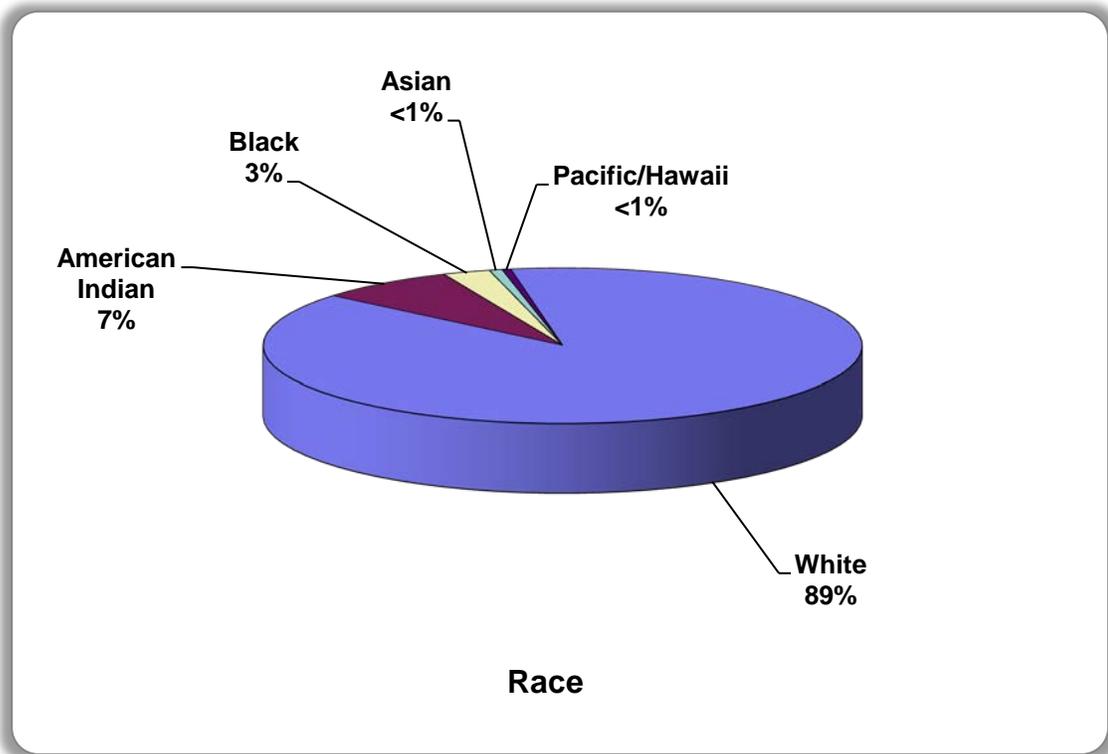
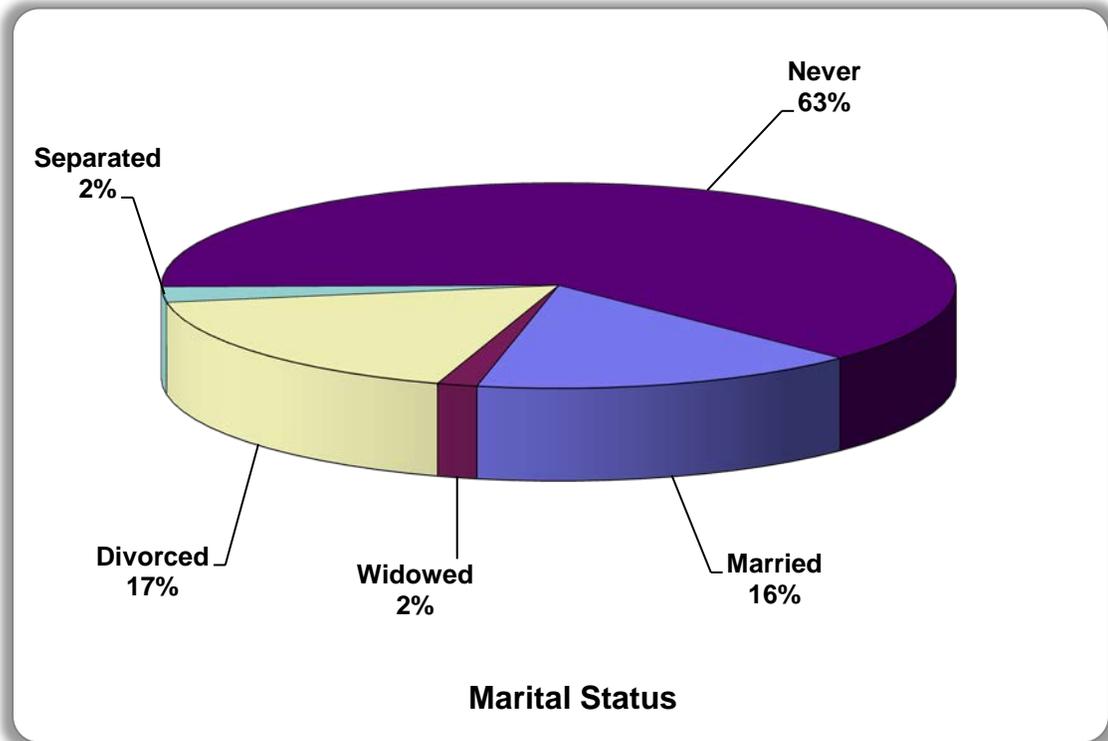
Cost and Outcomes of Successful Closures

Closure Type	Total Cases	% SD	Average Wk. Hrs.	Average Hr Wage	Average Ann. Wage	Average Cost of Rehab.
Integrated & Self Employed (Including SE)	861	99.6%	28.6	\$9.86	\$14,801	\$4,869.16
Integrated & Self Employed (Excluding SE)	691	99.5%	30.3	\$10.20	\$16,053	\$5,227.55
Supported Employment Only	170	100%	21.8	\$8.58	\$9,713	\$3,412.42
Self Employed	11	100%	25.3	\$9.17	\$12,050	\$7,752.32
Homemaker	NA	--	--	--	--	--
Unpaid Family Worker	NA	--	--	--	--	--
Total	861	99.6%	NA	NA	NA	\$4,869.16

Primary Source of Support

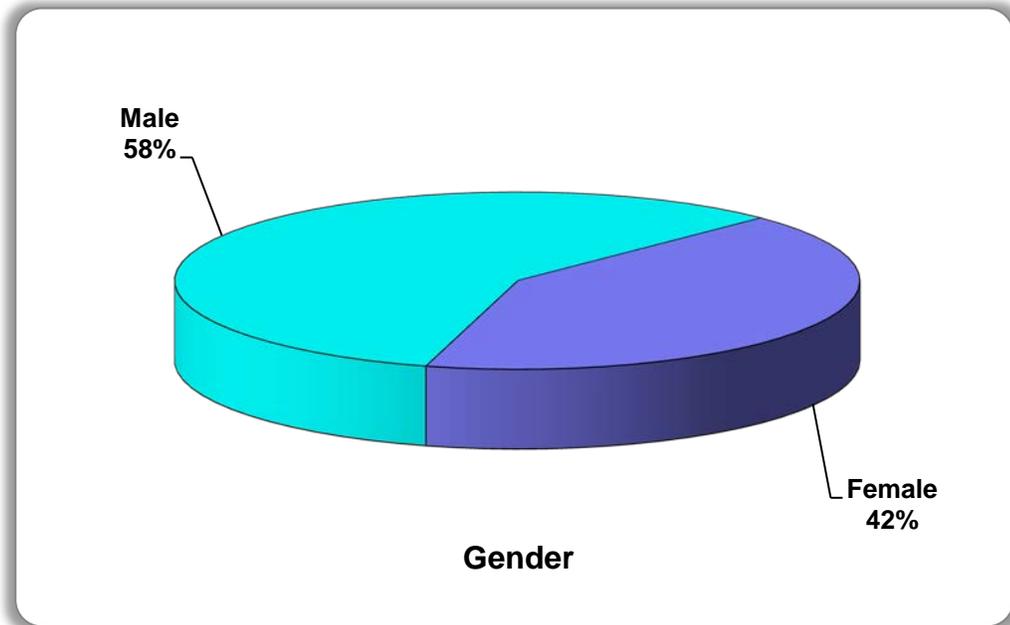
Primary Source of Support	At Application	At Closure
Personal Earnings	158	668
Family & Friends	399	13
Public Support (SSI,SSDI, TANF)	287	179
All other Sources	17	1

FFY 2013 Analysis of Successful Closures



***3% of all Races are of Hispanic/Latino Ethnicity**

FFY 2013 Analysis of Successful Closures

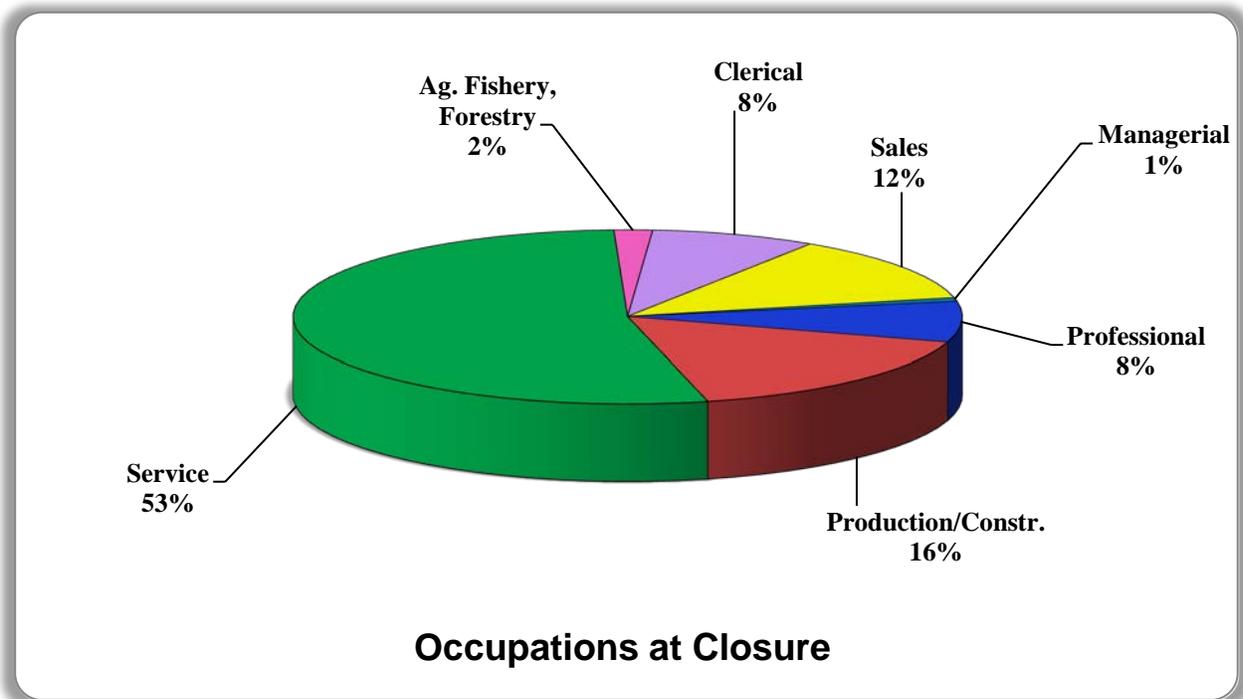


Medical Insurance

Status of Medical Insurance	At Application	At Closure
Medicaid	233	196
Medicare	198	222
Workers' Compensation	7	2
Private Insurance through own Employment	36	130
Public	167	81
No Insurance	323	327

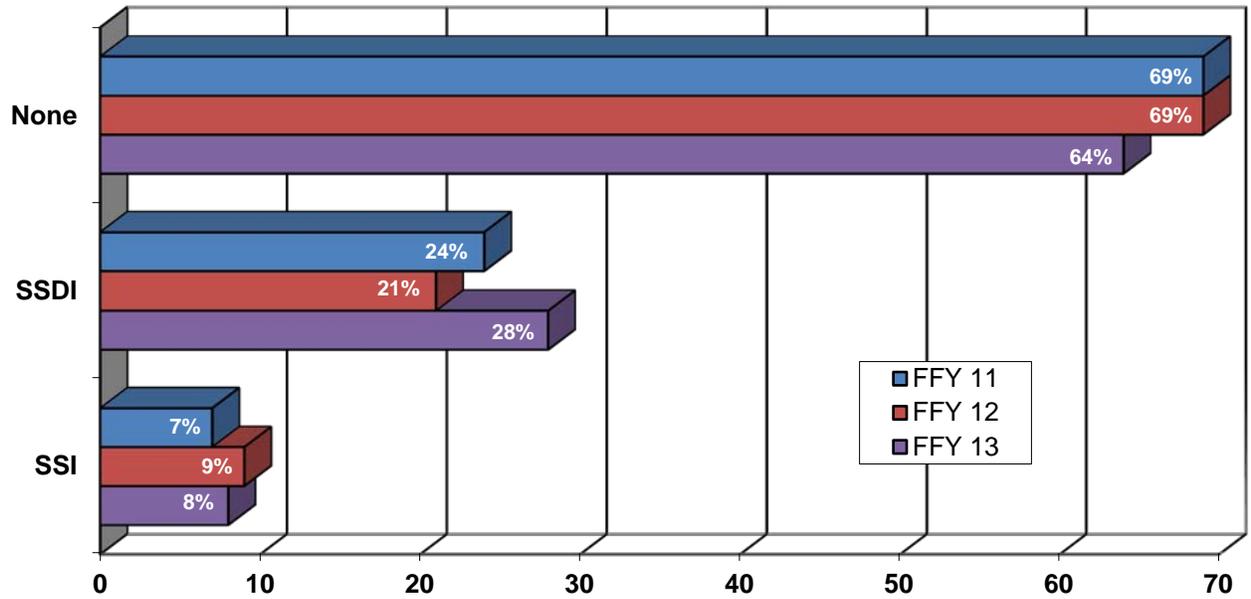
Previous Closures during the Last 36 Months	Frequency
Not closed as an active consumer	69%
Closed from application before eligibility	4%
Closed from Trial Work before eligibility	<1%
Closed Rehabilitated (26)	19%
Closed unsuccessful consumer after services were initiated (28)	3%
Closed unsuccessful consumer before services were initiated (30)	<1%
Closed unsuccessful consumer before IPE was developed (30)	4%

FFY 2013 Analysis of Successful Closures

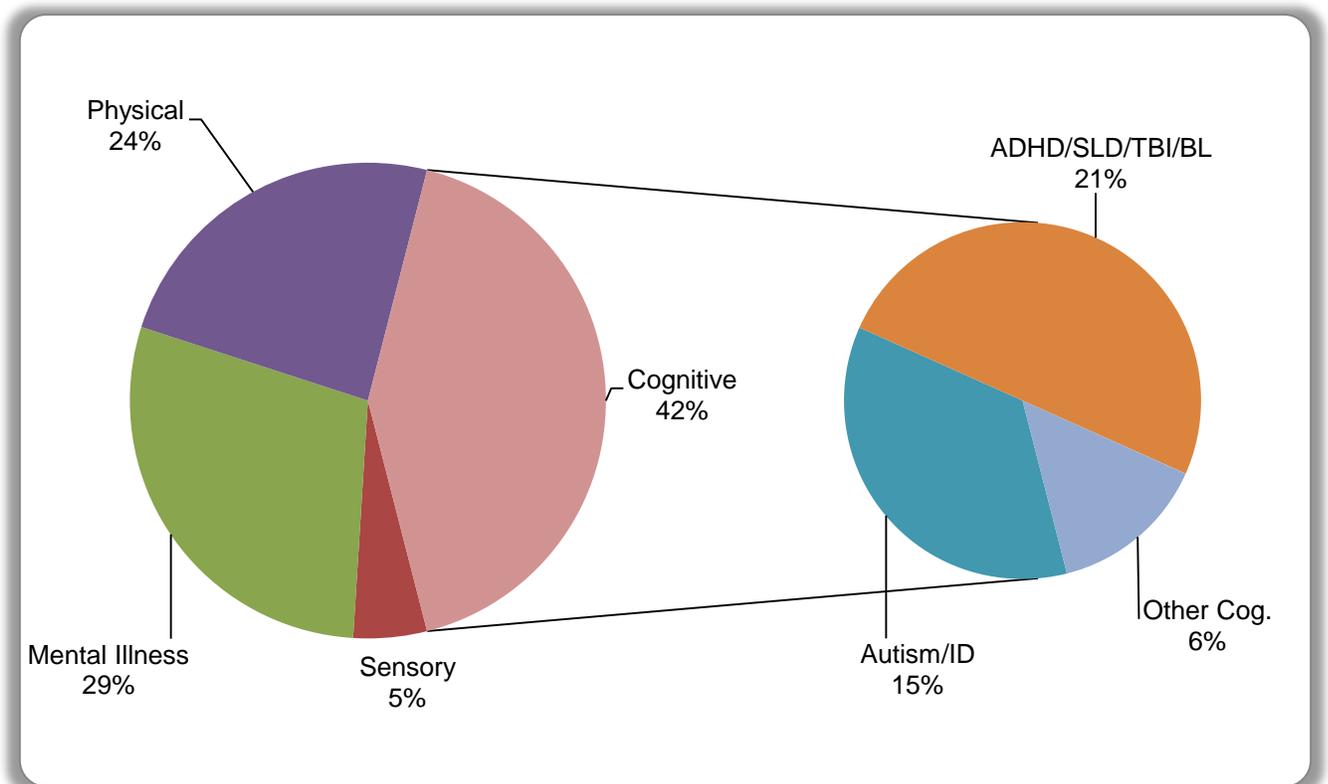


Programs Consumers are Involved With	Count
Social Services	281
Dept of Labor & Regulation	279
Mental Health Centers	271
Supported Employment	170
Drug/Alcohol Treatment Centers	89
Community Support Providers	76
Probation/Parole	62
Career Learning Center	36
Treatment Facility (Residential)	22
Honorably Discharged Veteran	20
Workforce Investment Act	12
Independent Living Centers	11
Other VR Agencies	10
Migrant/Seasonal Farmworker	1
None	214

FFY 2013 Analysis of Successful Closures



Percent of individuals rehabilitated who received Social Security any time during the case



Primary Impairments of Successful Closures

FFY 2013 Analysis of Successful Closures

Cause of Disability	Count
Mental Illness	221
Schizophrenia and other Psychotic Disorders (43)	
Depressive and other Mood Disorders (121)	
Anxiety Disorders (26)	
Personality Disorders (15)	
Mental Illness (not listed elsewhere) (16)	
Intellectual Disabilities	126
Specific Learning Disabilities	92
Accident/Injury (other than TBI or SCI)	58
Attention-Deficit Hyperactivity Disorder (ADHD)	47
Cause unknown	47
Borderline Intellectual Functioning	43
Autism	36
Congenital Condition or Birth Injury	27
Physical Disorders/ Conditions (not listed elsewhere)	26
Traumatic Brain Injury (TBI)	18
Arthritis and Rheumatism	15
Cerebral Palsy	13
Stroke	12
Diabetes Mellitus	11
Cardiac and other Conditions of the Circulatory System	10
Epilepsy	9
Amputations	9
Cancer	8
Alcohol/Drug Abuse or Dependence	7
Spinal Cord Injury (SCI)	6
Respiratory Disorders, including Asthma & other allergies	5
Multiple Sclerosis	4
Parkinson's Disease and other Neurological Disorders	3
Muscular Dystrophy	3
Immune Deficiencies, including HIV and AIDS	2
Blood Disorders	1
Digestive	1
End-Stage Renal Disease and other Genitourinary Systems	1

FFY 2013 Analysis of Successful Closures

		Education Level at Closure								
		Master's Degree or higher	Bachelor's Degree	Associate Degree or Vocational/Technical Certificate	Post-Secondary, no degree	High School Graduate	Special Ed. Certificate	Secondary, No diploma	Elementary	No Formal Schooling
Education Level at Application	Total	1	21	220	56	313	99	101	44	6
	No Formal Schooling	0	0	0	0	0	0	0	0	0
	Elementary	0	0	0	0	0	0	20	0	0
	Secondary, No diploma	0	0	0	0	0	93	0	0	0
	Special Ed. Certificate	0	0	0	0	2	0	0	0	52
	High School Graduate	0	0	0	0	284	0	0	0	0
	Post-Secondary, no degree	0	0	0	83	0	0	0	0	0
	Associate Degree or Vocational/Technical Certificate	0	0	100	0	0	0	0	0	0
	Bachelor's Degree	0	43	0	0	0	0	0	0	0
Master's Degree or higher	0	0	0	0	0	0	0	0	6	

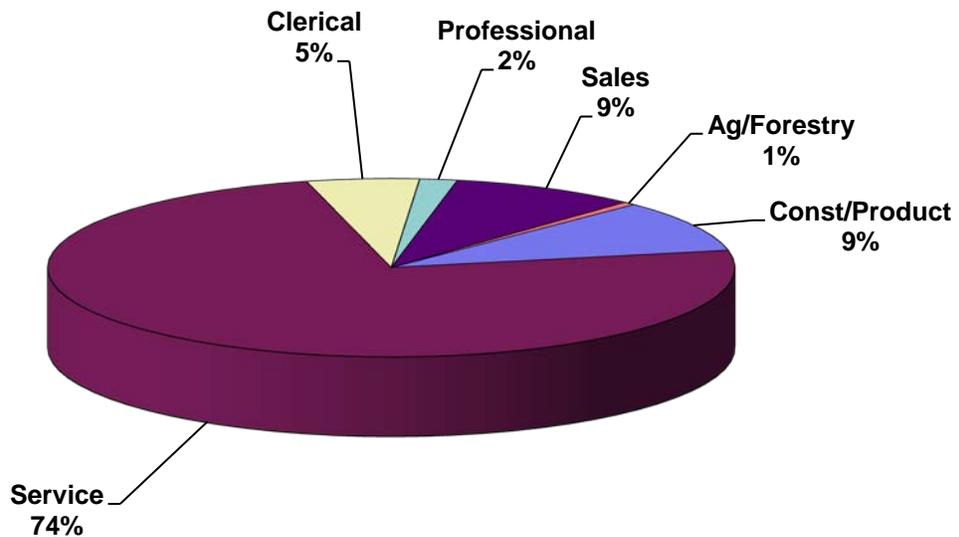
**ANALYSIS OF
SUPPORTED
EMPLOYMENT**

FFY 2013 Analysis of Supported Employment

Supported employment is when an individual with a severe disability is working in the community alongside individuals who do not have disabilities. Supported employment is receiving the training at the job site and having available the necessary ongoing supports to help maintain the employment.

Number of Supported Employment Consumers

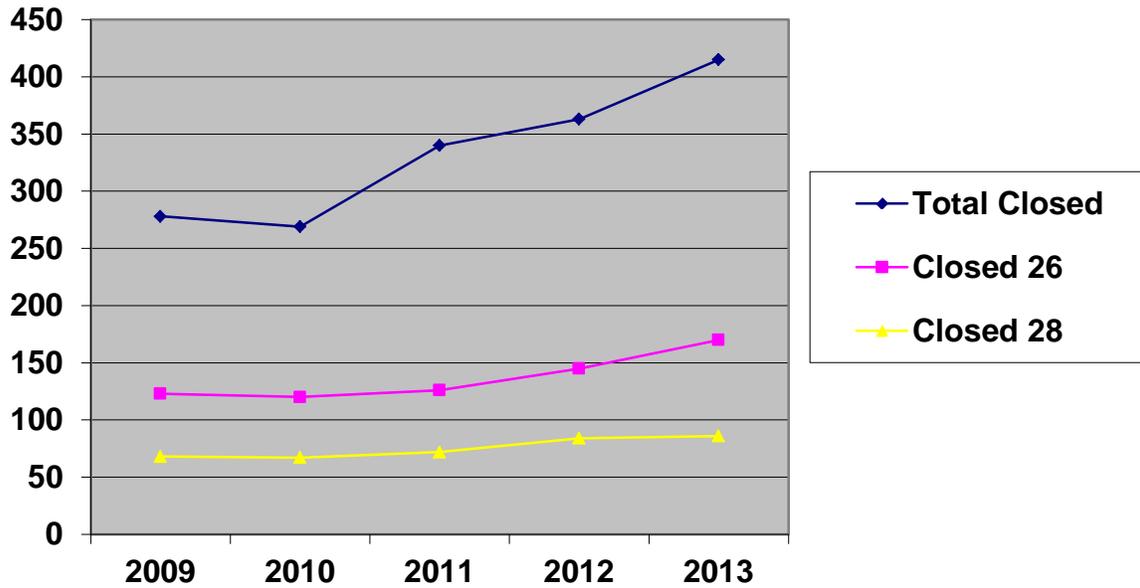
	FFY 2013 Total Cases
Open Supported Employment Consumers	335
Individuals Rehabilitated Successfully	170
Individuals Closed Other than Successful	86



Occupations for SE Closures

FFY 2013 Analysis of Supported Employment

Supported Employment Closures



SE Cases vs. All Cases

	All 26 Closure Cases	Supported Employment 26 Closure Cases
Avg. Weekly Earning at App.	\$47.88	\$26.01
Avg. Weekly Hours Worked at App.	4.92 hrs	3.85 hrs
Avg. Weekly Earnings at Closure	\$284.79	\$187.02
Avg. Weekly Hours at Closure	28.6 hrs	21.76 hrs
Avg. Hourly Earnings at Closure	\$9.96	\$8.59
Avg. Case Cost of 26 Closure	\$4,869.16	\$3,412.42
% SSA of Total Closed Cases	39.1%	70.3%
% SEP of Total Closed Cases	16.5%	100%

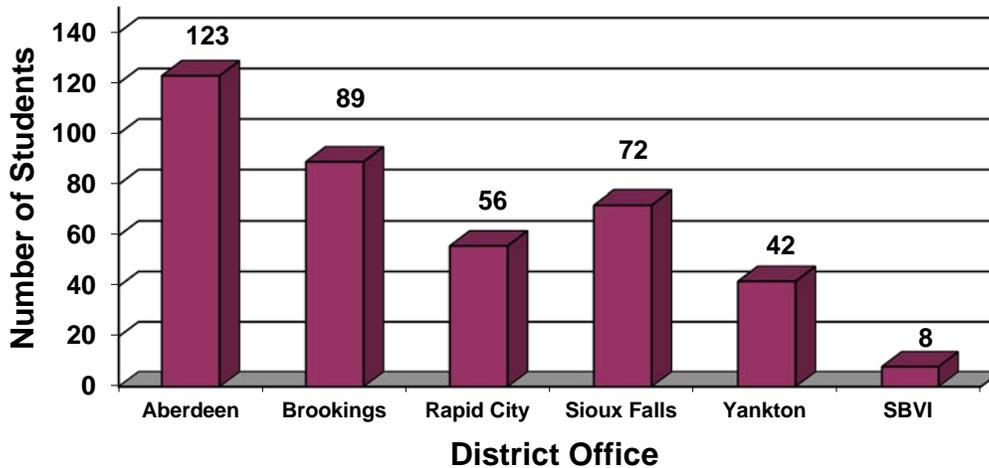
PROJECT

SKILLS

FFY 2013 Project Skills

Many students with significant disabilities don't get an opportunity to gain paid employment experience while in high school. Although willing, most employers cannot afford the supports these students frequently require on their first job. This is an important learning, maturing, and socializing experience. The State Vocational Rehabilitation (VR) Agencies, Division of Rehabilitation Services (DRS) and Services to the Blind and Visually Impaired (SBVI), fund a program entitled **"Project Skills"** to address this need. Project Skills is a cooperative arrangement between the State VR Agencies and the local school systems. The State VR Agencies fund the wages, workers compensation, and FICA while the schools provide the job development, job coaching, and follow-along for the student at the job site.

Participants by VR Office



Program Demographics	
Total Number of Participants	390
Percent of Participants with Severe Disabilities	100%
Total Wages & Benefits Paid	\$461,219.97
Number of Contract Agencies	57
Number of Schools with Project Skills Contracts	132

FFY 2013 Project Skills

Transition Cases vs. All Cases

	All 26 Closure Cases	Transition 26 Closure Cases
Avg. Weekly Earning at App.	\$63.21	\$27.05
Avg. Weekly Hours Worked at App.	4.92 hours	3.5 hours
Avg. Weekly Earnings at Closure	\$284.79	\$294.79
Avg. Weekly Hours at Closure	28.6 hours	31.3 hours
Avg. Hourly Earnings at Closure	\$9.96	\$9.42
Avg. Case Cost of 26 Closure	\$4,869.16	\$7,392.32
% SSA of Total Closed Cases	39.1%	22.8%
% SEP of Total Closed Cases	16.5%	8.5%

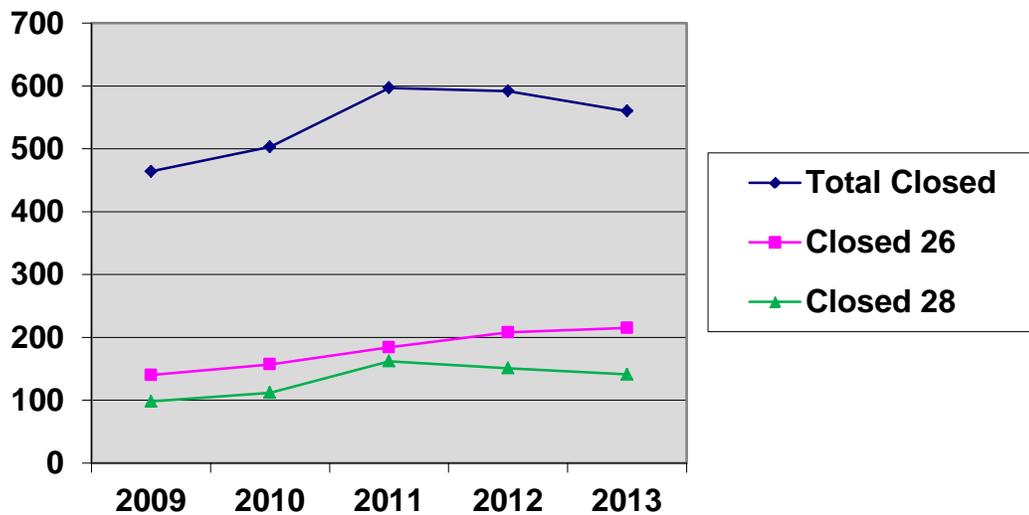
*Transition closed cases where age at application is under 21 years old.

Primary Impairment of Participants	Count
Intellectual Impairments (impairment involve learn, think, process info. and concentrate)	289
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	39
Other Mental Impairments	29
Other Visual Impairments	5
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	5
Other Physical Impairments (not listed above)	5
Communicative Impairments (expressive/receptive)	4
Other Orthopedic Impairments (e.g. limited range)	4
Mobility Orthopedic/Neurological Impairments	4
Blindness	3
Manipulation /Dexterity Orthopedic/ Neurological Impairments	3
Hearing Loss, Primary Communication Auditory	2
Deafness, Primary Communication Visual	2

FFY 2013 Project Skills

Cause of Disability	Count
Specific Learning Disabilities	108
Intellectual Disabilities	77
Autism	53
Borderline Intellectual Functioning	42
Attention-Deficit Hyperactivity Disorder (ADHD)	41
Congenital Condition or Birth Injury	15
Depressive and other Mood Disorders	14
Cause unknown	11
Cerebral Palsy	10
Mental Illness (not listed elsewhere)	4
Anxiety Disorders	3
Traumatic Brain Injury (TBI)	3
Spinal Cord Injury (SCI)	2
Muscular Dystrophy	2
Epilepsy	2
Personality Disorders	1
Physical Disorders/ Conditions (not listed elsewhere)	1
Diabetes Mellitus	1

Transition Closures



FFY 2013 Project Skills

Vendor Name	# of PS Students	Wages & Benefits Paid
Aberdeen School District 6-1	43	\$45,485.95
Agar-Blunt-Onida School District	1	\$1,825.73
Black Hills Special Services	52	\$66,741.17
Brandon Valley School District	4	\$4,163.64
Brookings School District 5-1	7	\$6,400.10
Centerville School District	1	\$2,059.86
Chamberlain School District	2	\$1,136.46
Doland School District	2	\$2,844.86
East Dakota Educational Coop	26	\$22,853.82
Faulkton Area School 24-3	1	\$996.32
Groton School District	4	\$4,590.00
Highmore School District	3	\$1,241.81
Howard School District 48-3	2	\$1,325.18
Huron School District 02-2	5	\$4,609.16
Ipswich Public School #22-6	1	\$982.62
Lemmon School District	3	\$3,239.27
Leola School District	1	\$2,025.10
Madison Central School	1	\$271.36
Marty Indian School	1	\$489.65
McLaughlin School Dist 15-2	3	\$2,844.76
Mid-Central Cooperative	11	\$13,027.34
Milbank School District	6	\$7,446.23
Miller Area School District #29-3	6	\$8,593.97
Mitchell School Dist	2	\$3,126.66
Mobridge School District	7	\$12,353.56
Northeast Educational Services Co-Op	35	\$39,250.71
Northwest Area Schools Educational Co-op	2	\$2,307.71
Oahe Special Education Cooperative	4	\$4,145.83
Parkston High School	3	\$2,451.94
Pierre School District 32-2	14	\$19,365.97
Redfield High School	4	\$6,466.00
SD School for the Blind and Visually Impaired	4	\$6,234.74
Sioux Falls School Dist #49-5	52	\$54,810.18
Sisseton School District 54-2	11	\$12,689.34
South Central Cooperative	6	\$7,861.51
Southeast Area Cooperative	9	\$13,008.91
Three Rivers Special Services	18	\$13,536.16
Vermillion School Dist	3	\$3,539.54
Wall School District #51-5	1	\$2,112.46
Warner High School	1	\$1,692.94
Watertown School District	34	\$41,586.19
Waubay School District 18-3	8	\$6,647.79
Woonsocket School District	1	\$541.13
Yankton School Dist 63-3	3	\$2,417.84

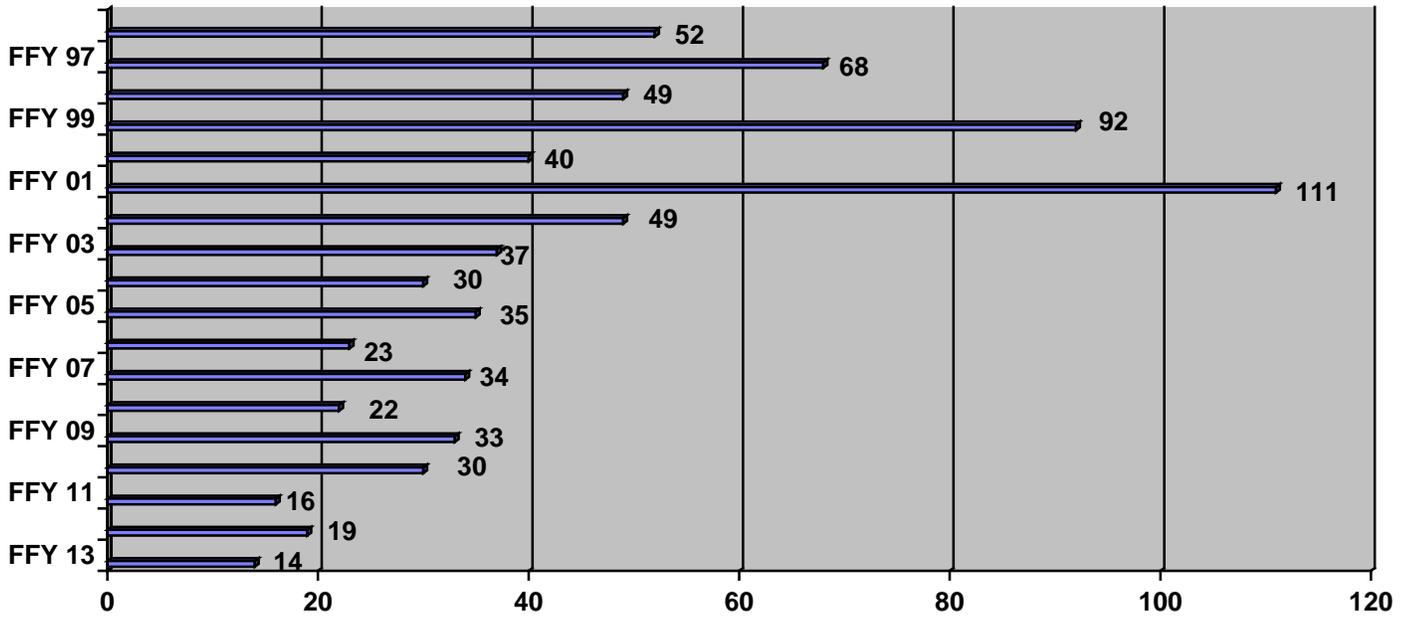
SUMMARY

OF SSA

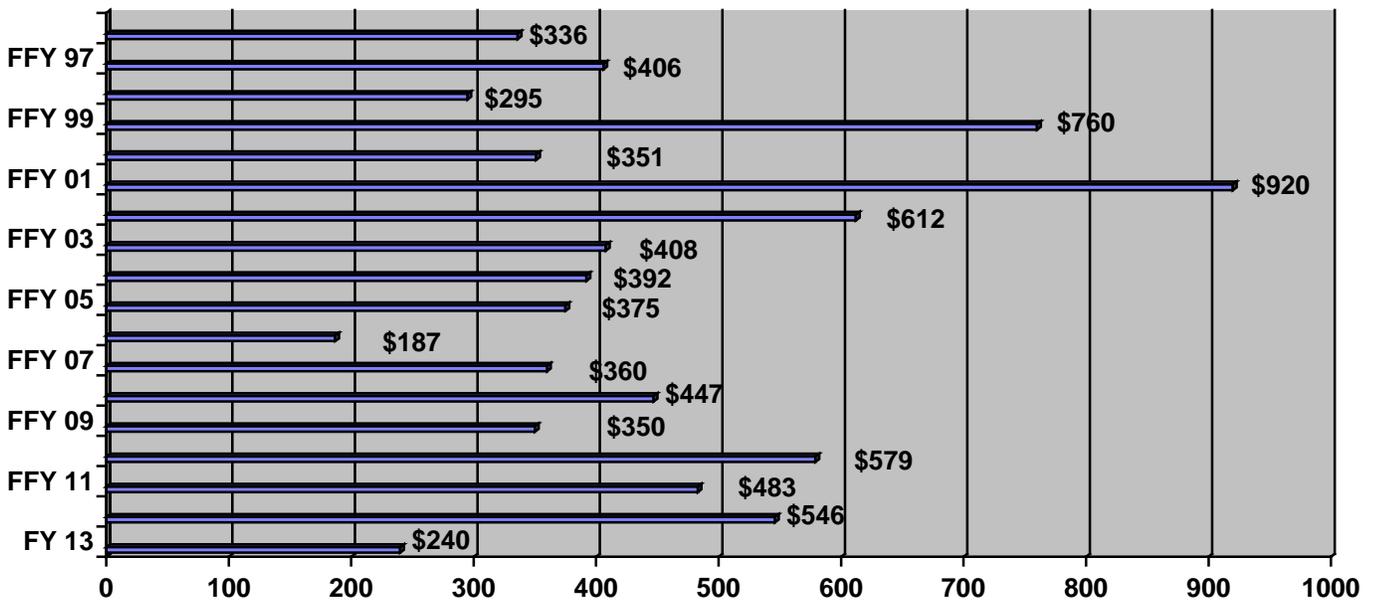
RECOVERY

FFY 2013 SSA Cost Reimbursement - DRS

Number of Claims Submitted



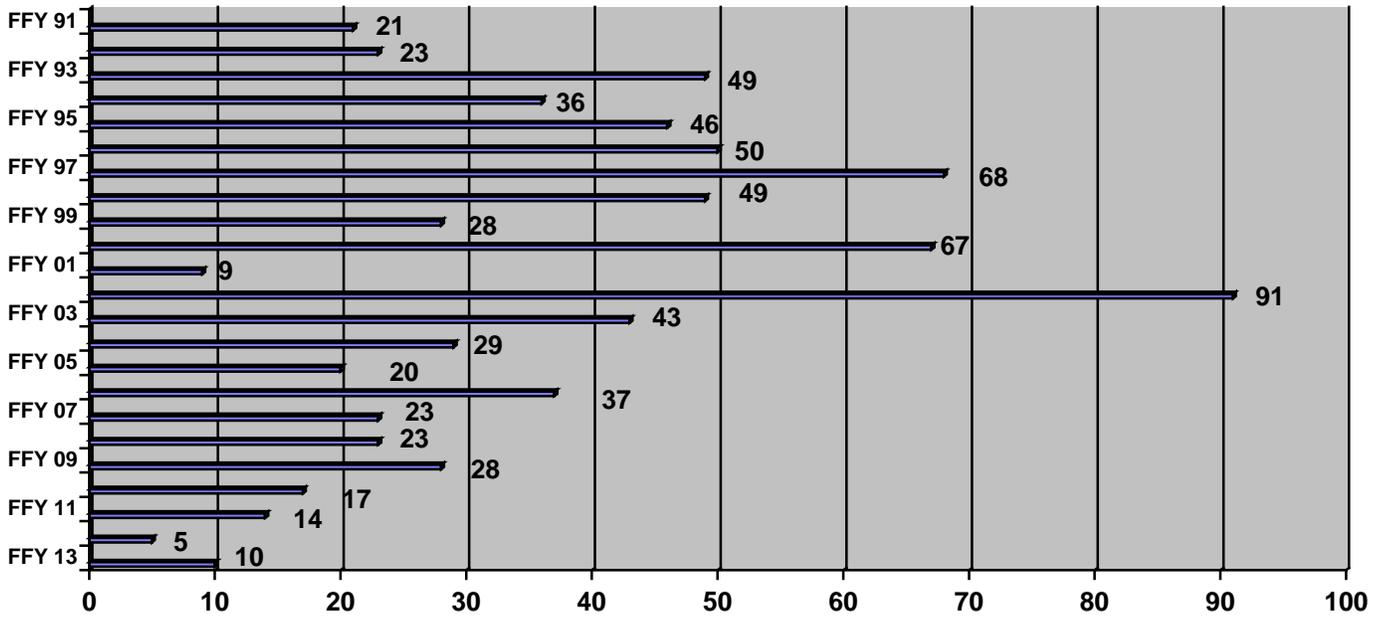
Amount of Dollars Submitted



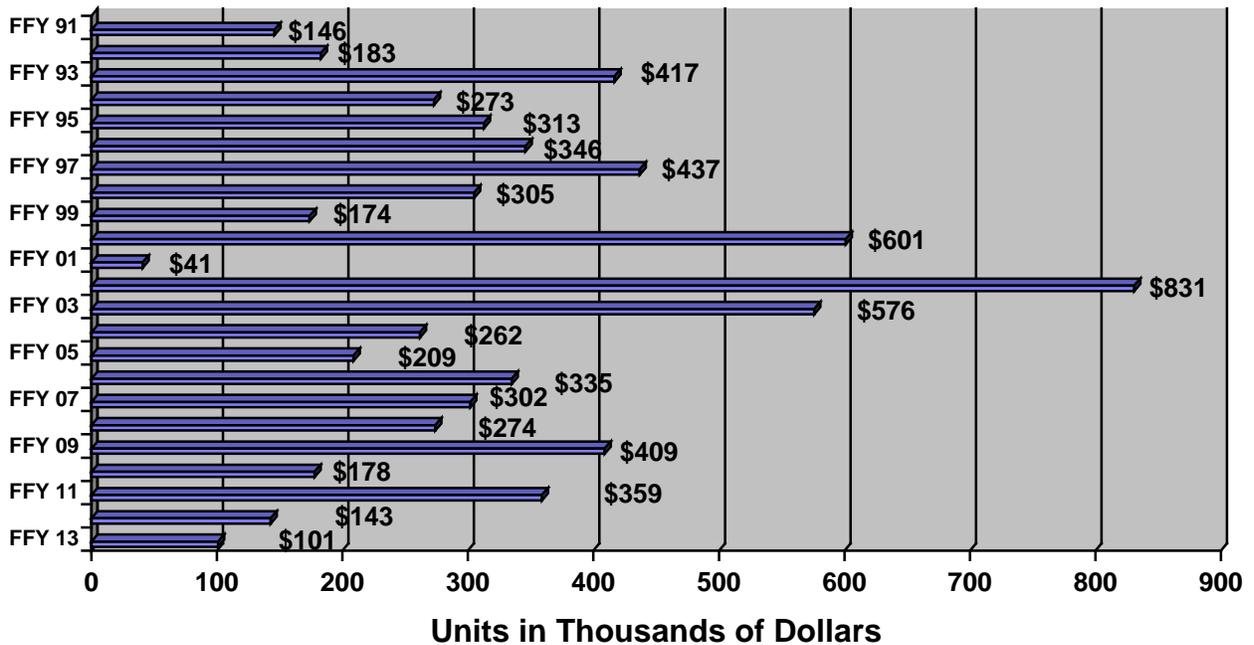
Units in Thousands of Dollars

FFY 2013 SSA Cost Reimbursement - DRS

Number of Claims Approved for Reimbursement



Dollars Recovered from Approved Claims



TICKET

TO WORK

FFY 2013 Ticket to Work

Prior to January 14, 2008 when Vocational Rehabilitation consumers assigned their Ticket, it was being assigned as Outcome Payments. After this date all new cases were being assigned as Outcome-Milestone Payments.

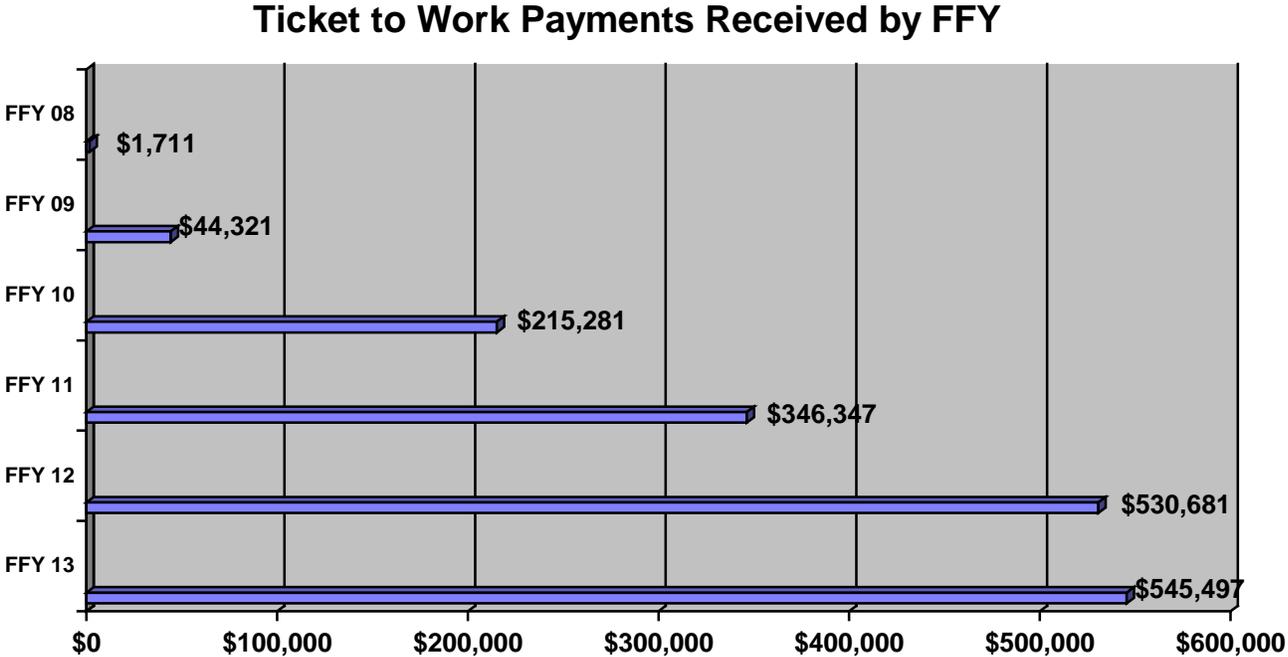
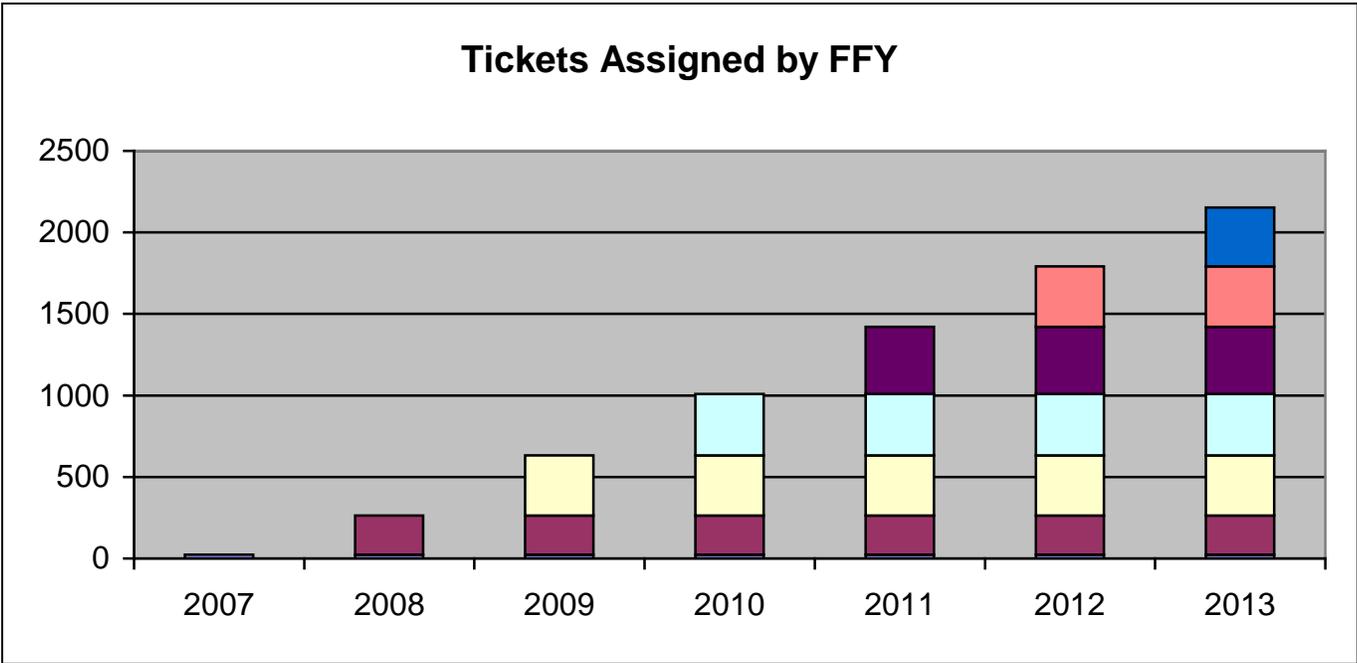
On July 21, 2008 new regulations were issued for the Ticket to Work Program. These regulation changes made significant improvements in the Ticket to Work process, revenue potential, and new partnership options with providers. The following chart shows the payment structure of the Outcome-Milestone Payments.

Ticket EN Outcome-Milestone Payment System (2013 figures)

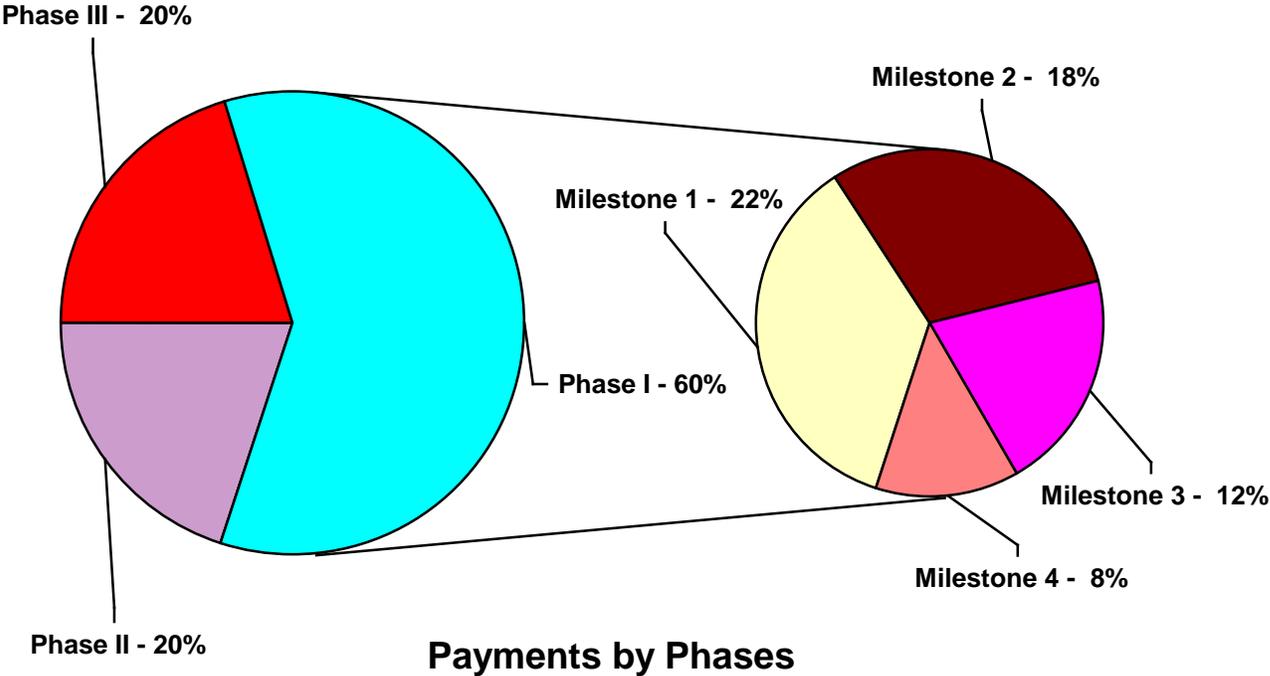
Payment Type	Beneficiary earnings	SSDI amount of payment	SSI amount of payment
Phase 1			
Milestone 1	\$750 for one month	\$1,335	\$1,335
Milestone 2	\$750/mo. X 3 mos. w/in 6 mos.	\$1,335	\$1,335
Milestone 3	(cumulative)	\$1,335	\$1,335
Milestone 4	\$750/mo. X 6 mos. w/in 12 mos.	<u>\$1,335</u>	<u>\$1,335</u>
Phase 1 Milestones	(cumulative) \$750/mo. X 9 mos. w/in 18 mos. (cumulative)	\$5,340	\$5,340
Phase 2			
SSDI Milestones	Gross Earnings >SGA (\$1,040/\$1,740)*	\$401x11	\$230x18
Months 1-11		<u>= \$4,411</u>	<u>= \$4,140</u>
SSI Milestone Months 1-18		\$9,751	\$9,480
Phase 1+2 Milestones			
Phase 3			
Monthly Outcome Payments	Earnings >SGA (\$1,040/\$1,740)* / month and federal cash benefit = \$0		
SSDI = 1-36		\$401x36	\$230x60
SSI = 1-60		<u>= \$14,436</u>	<u>= \$13,800</u>
Total Potential Milestone and Outcome Payments		\$24,187	\$23,280

* The 2013 monthly SGA amounts are \$1,040 for non-blind and \$1,740 for blind individuals.

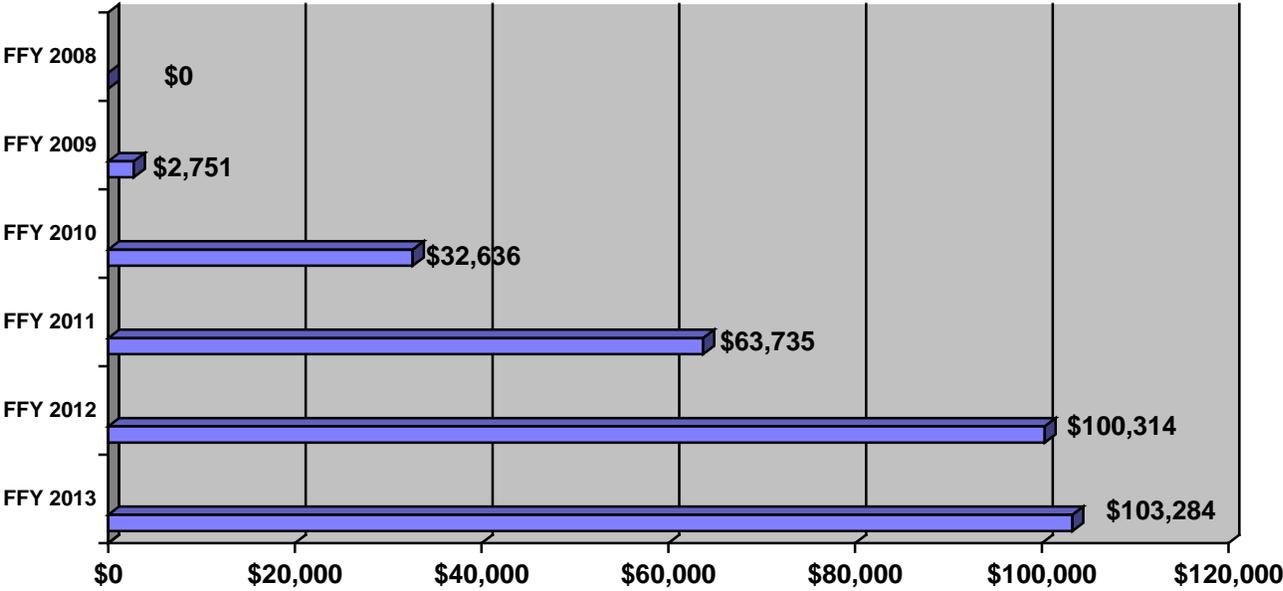
FFY 2013 Ticket to Work



FFY 2013 Ticket to Work



Ticket to Work Payments to Providers by FFY



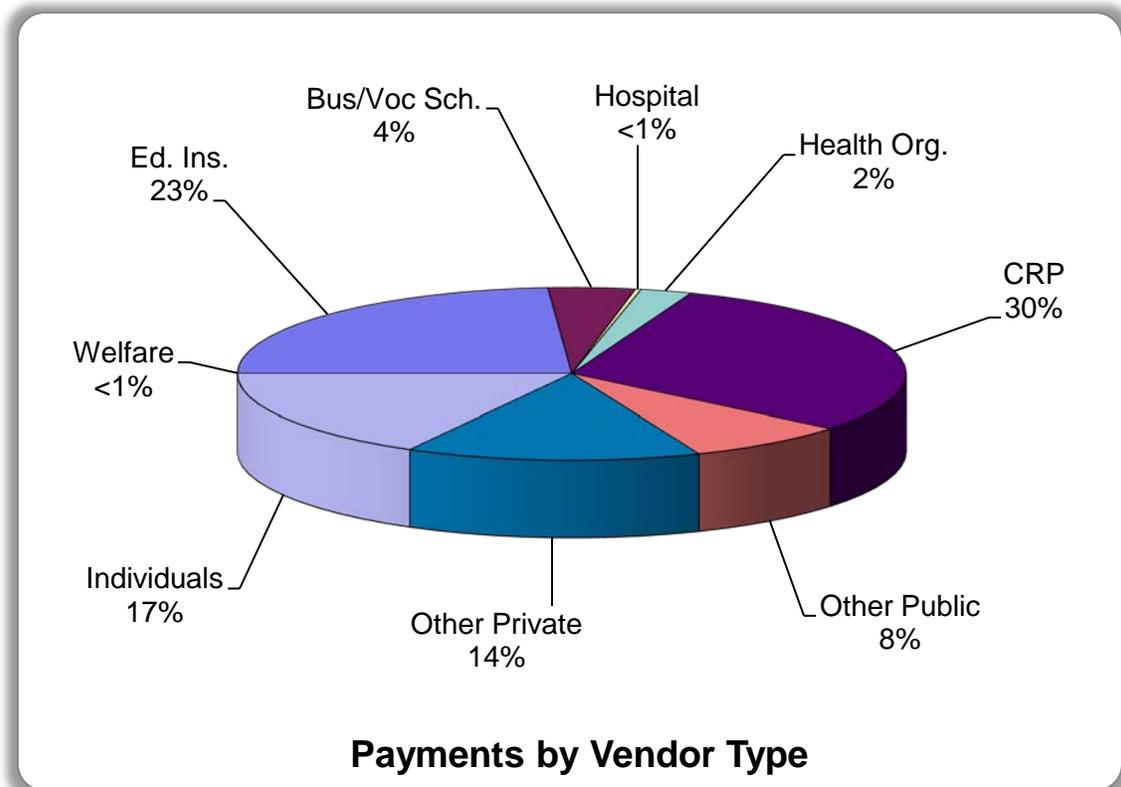
FFY 2013 Ticket to Work

Agency	Payments as of 9/30/2013
Ability Building Services	\$ 2,356.50
Advance - Career Advantage	\$ 6,940.00
Aspire	\$ 5,351.00
Becker, Julie	\$ 6,928.00
Behavior Management Systems	\$ 22,745.00
Black Hills Special Services Cooperative	\$ 9,813.00
Black Hills Workshop	\$ 12,952.50
Broton, Loni	\$ 15,051.00
Employment Action Network Inc	\$ 23,913.50
Evangelisto, Tony	\$ 637.50
Gard, John	\$ 1,279.00
Human Service Agency	\$ 23,748.50
Huron Area Center for Independence	\$ 9,765.00
Jonas, Ronnell	\$ 2,497.50
LaNan Pasion	\$ 11,225.50
Lewis and Clarke Behavioral Health	\$ 3,099.50
LifeQuest	\$ 36,703.00
LifeWorks	\$ 17,852.00
Longstaff, Kelly	\$ 18,832.00
Lowe, Eric	\$ 640.50
Shirley Mines	\$ 4,840.00
Hovey - Neubert, Laura	\$ 3,817.00
East Dakota Educational Cooperative	\$ 1,311.50
Northern Hills ATC	\$ 580.50
OAHE, Inc.	\$ 3,069.00
Ogstad, Jodi	\$ 1,277.00
Ornas, Ted	\$ 1,946.50
SESDAC	\$ 5,557.50
Sonnenburg, Lisa	\$ 5,095.00
South Dakota Achieve	\$ 6,850.00
South Dakota Vocational Resources	\$ 3,336.00
Southeastern Behavioral Healthcare	\$ 18,429.00
Steedbeck, James	\$ 637.50
Stewart, Ronette	\$ 6,675.50
White, Rollie	\$ 1,161.00
Total:	\$ 302,719.50

FISCAL ANALYSIS

FFY 2013 Fiscal Analysis

Vendor Type	Amount Paid
Educational Institutes	\$ 1,119,865.94
Business & Vocational Schools	\$ 197,277.09
Hospitals	\$ 13,055.18
Health Organizations	\$ 116,491.81
Community Rehabilitation Programs (CRP)	\$ 1,416,280.34
Welfare Agencies	\$ 28.00
Other Public Organizations/Agencies	\$ 367,210.69
Other Private Organizations	\$ 667,664.97
Individuals (Private)	\$ 796,765.03
Total:	\$ 4,694,969.52

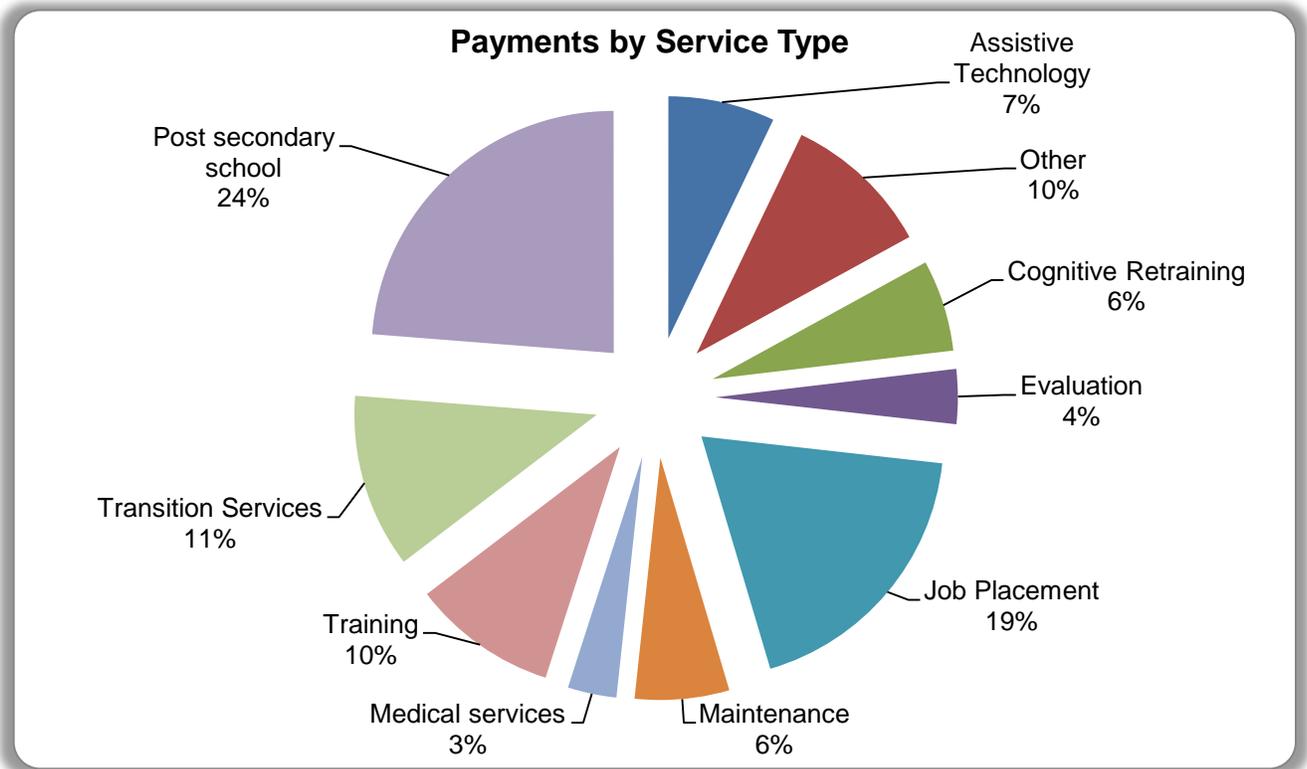


FFY 2013 Fiscal Analysis

Payments for Services • 10/01/2012 - 09/30/2013

Service Description	Payments
Assistive Technology Device	\$ 264,014.00
Assistive Technology Services	\$ 64,431.71
Attendant Services	\$ 60,746.34
Benefits Analysis & Services	\$ 12,080.10
Books & Supplies	\$ 79,777.84
Business Start Up Expenses	\$ 31,244.53
Cognitive Retraining - TBI Services	\$ 210,658.00
Copy of Records	\$ 36,504.63
Dental Services	\$ 6,069.00
Diagnostic Medical Services	\$ 115,203.68
DOL Assessments, Skill Dev. & NCRC	\$ 965.00
Driver Services	\$ 3,100.00
Employment/Follow Along Services	\$ 189,627.21
Evaluation	\$ 123,380.28
Hand Controls and Vehicle Modifications	\$ 34,482.82
Hearing Aids	\$ 58,031.12
Independent Living Training	\$ 28,119.20
Interpreter Services	\$ 63,814.43
Interpreter Services (Foreign)	\$ 5,228.59
Job Coaching	\$ 175,138.56
Job Placement Package	\$ 749,227.99
Maintenance	\$ 71,945.85
Medical Restoration	\$ 9,027.14
Medication	\$ 3,267.19
Mental Health Outpatient-Counseling	\$ 226.64
Misc. Goods Or Services Necessary In Rehabilitation	\$ 66,657.39
On-the-Job Training	\$ 55,540.21
Psychiatric Treatment & Psychological Services	\$ 5,139.31
Room and Board	\$ 119,229.73
Tools, Equipment, Initial Stock	\$ 46,585.57
Training (Miscellaneous)	\$ 137,296.30
Transition Services	\$ 516,324.04
Transportation	\$ 159,592.69
Tuition & Fees	\$ 947,193.44
Work Adjustment/Employment Skills Training	\$ 244,850.48

FFY 2013 Fiscal Analysis



Community Support Providers

Provider	Payments
Ability Building Services, Inc.	\$ 5,739.51
Advance – Career Advantage	\$ 56,712.09
Aspire Inc	\$ 39,036.34
Black Hills Special Service Co-op	\$ 115,753.83
Black Hills Works, Inc.	\$ 94,947.64
Career Connections	\$ 75,645.93
Ecco Inc	\$ 5,973.76
Employment Connections	\$ 98,071.58
Human Service Agency	\$ 7,466.70
Huron Area Center for Independence	\$ 22,222.94
LifeQuest	\$ 3,167.04
Northern Hills Training Center	\$ 931.00
Oahe Inc	\$ 1,768.50
SESDAC, Inc.	\$ 9,318.20
SD Achieve	\$ 73,840.17
Total:	\$ 610,595.23

FFY 2013 Fiscal Analysis

Mental Health Centers

Provider	Payments
Behavior Management Systems	\$ 84,995.66
Capital Area Counseling Services	\$ 3,349.22
Community Counseling Services	\$ 1262.42
Dakota Counseling Institute	\$ 942.24
Lewis & Clark Mental Health Center	\$ 30,287.77
Northeastern Mental Health Center	\$ 11,827.17
Southeastern Behavioral Health	\$ 98,615.89
Southern Plains Behavioral Health Center	\$ 33.06
Total:	\$ 231,313.43

Career Learning Centers

Provider	Payments
Aberdeen Area Career Planning Center	\$ 14,794.02
Black Hills Special Services dba Career Learning Center	\$ 8,020.00
Cornerstones Career Learning Center -Huron	\$ 6,640.98
Right Turn - Pierre	\$ 3,787.75
Southeast Job Link - Vermillion	\$ 56.00
Volunteers of America - Sioux Falls	\$ 343.34
Watertown Area Career Learning Center	\$ 0
Total:	\$ 33,642.09

Other Agencies

Provider	Payments
Black Hills Works, dba The Brain Injury Rehabilitation Cntr	\$216,666.83
CSD	\$ 2,975.69
DakotaLink	\$183,740.74
Goodwill	\$ 79,098.75
Homecare Services of SD, Inc.	\$ 48,784.50
Independent Living Choices	\$ 8,360.82
ISI, LLC. (Interpreter Services, Inc)	\$ 14,251.95
South Dakota Vocational Resources	\$ 68,712.68
Western Resources for DisAbled Independence	\$ 175.00
Total:	\$622,766.96

FFY 2013 Fiscal Analysis

Private Providers

Provider	Payments
Becker, Julie	\$ 21,054.80
Brennan, David Walter	\$ 16,152.40
Brennan, Emily	\$ 2,202.87
Broton, Carter	\$ 9,303.50
Broton, Joshua	\$ 61.25
Broton, Loni (Melanie) J	\$ 82,045.76
Broton, Loni J.	\$ 7,973.03
Broton, Sonya	\$ 22,376.80
Bush, Ryan	\$ 931.00
Byer, Marilyn M.	\$ 22,651.83
Donnelly, Sean, dba Sean N Donnelly	\$ 3,587.22
Evangelisto-Zens, Toni	\$ 14,518.75
Fonkert, Mary Sue	\$ 89.08
Gard, John E dba John Gard Consulting	\$ 30,795.02
Hovey-Neubert, Laura dba Pathfinder Employment	\$ 7,675.56
Jankord, Richard	\$ 961.06
Kambel, Debra	\$ 21,210.19
Kambel, Debra/Deb's Career Coaching	\$ 1,093.00
Kuechenmeister, Jessica	\$ 5,860.46
Longstaff, Kelly	\$ 19,520.76
Mines, Shirley	\$ 33,753.23
Neugebauer, Margie Ann	\$ 2,023.66
Ogstad, Jodi	\$ 3,979.56
Olson, Dean Harland	\$ 35,825.71
Pasion, LaNan	\$ 6,088.27
Pickard, Teryl	\$ 29,445.46
Sonnenburg Inc	\$ 11,530.41
Spindler, Bruce	\$ 9,520.50
Strait, Marilyn	\$ 5,171.88
Streedbeck, James	\$ 411.13
Streedbeck, Susan	\$ 9,390.95
Streedbeck, Susan J.	\$ 3,101.22
Tingley, Mary	\$ 9,177.24
White, Rollie dba Employment Plus	\$ 24,419.07
Total:	\$ 473,902.63

**ANALYSIS
OF
EVALUATION
STANDARDS**

Analysis of FFY 2013 Year End Results of Federal Program Evaluation Standards

Federal Program Evaluation Standards

In accordance with the provisions of the 1998 Amendments to the Rehabilitation Act, the Secretary of U.S. Department of Education has the following evaluation standards (see Federal Register Vol.65, No. 108 issued on June 5, 2000, pages 35792 - 35801).

Standard 1: Employment Outcomes

Standard 1 is based on section 106 of the Workforce Investment Act of 1998 (P. L. 105-220 of August 7, 1998), which contains the 1998 Amendments to the Rehabilitation Act. This standard requires an agency to assist eligible individuals with disabilities, including those with significant disabilities, to obtain, maintain, or regain high quality employment outcomes. The quality of an employment outcome is based on whether the outcome is consistent with the individual's vocational choices; is in competitive, self-employment, or BEP employment; maintains or increases the individual's earnings; and allows medical insurance plans covering hospitalization. The following six performance indicators measure minimum compliance with this standard.

- 1.1 Compare the total numbers of individuals obtaining an employment outcome during the current and previous performance periods.
- 1.2 Measure the number of persons obtaining an employment outcome as a percentage of all persons exiting the program after receiving VR services.
- 1.3 Measure the number of persons obtaining a competitive, self-employment, or BEP employment outcome as a percentage of all persons obtaining any type of employment outcome. **Primary Indicator**
- 1.4. Measure the percentage of competitively employed individuals who have significant disabilities. **Primary Indicator**
- 1.5. Measure the average hourly earnings of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings levels equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals in the State who are employed. **Primary Indicator**
- 1.6. Measure the difference between the percentage of individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage who report their own income as their largest single source of economic support and the percentage of individuals in that employment who reported their own income as their largest single source of support at the time they applied for VR services.

Analysis of FFY 2013 Year End Results of Federal Program Evaluation Standards

Standard 2: Equal Access to Services

Standard 2 requires compliance with one performance indicator which measures equality of access to rehabilitation services.

2.1. Measure whether individuals from minority backgrounds have been provided services at the same rate as non-minority individuals.

Assessment of the State VR Agency in meeting the Performance Standards and Indicators

The Division of Rehabilitation Services has been monitoring the development of the performance standards and indicators. Utilizing the FFY 2013 data, the Division has assessed the Division's performance in meeting the minimum requirements for Standards 1 and 2. The following chart displays the outcome of this assessment.

Standard/Indicator	Minimum Requirement	Division's Outcome	Indicator Met
Standard 1: Employment Outcomes	4 of the 6 Indicators and 2 of the 3 Primary Indicators	6 of the 6 Indicators and 3 Primary Indicators were met	
Indicator 1.1	823	861	Yes
Indicator 1.2	55.8%	64.25%	Yes
Indicator 1.3 *	72.6%	100%	Yes
Indicator 1.4 *	62.4%	99.07%	Yes
Indicator 1.5 *	\$9.14 (estimated)	\$9.51	Yes
Indicator 1.6	53%	59.04%	Yes
Standard 2: Equal Access to Services	The Indicator must be met	The Indicator was met	
Indicator 2.1	80%	80.06%	Yes

* Designates Primary Indicators

**CONSUMER
SATISFACTION
SURVEY**

Summary of Consumer Satisfaction Survey - FFY 2013

The Consumer Satisfaction survey is a requirement of the Rehabilitation Act. This survey is used to review and analyze the effectiveness of the public Vocational Rehabilitation Program's consumer's satisfaction with:

- Functions performed by the VR Agency;
- VR services provided by the State VR Agency; and
- VR services provided to VR consumers.

The consumer satisfaction survey is a joint project between the Division of Rehabilitation Services and the Board of Vocational Rehabilitation. In the past, the surveys have been completed once in every three years. The Division is now conducting consumer satisfaction surveys as an ongoing process. The consumer satisfaction surveys are categorized into three areas that were determined reflecting the Rehabilitation Services Administration's proposed performance indicators in measuring consumer satisfaction. The surveys each have 6 questions that target the following three areas:

1. Satisfaction of Informed Choice
2. Satisfaction with Services
3. Satisfaction of Employment Outcomes

Quarterly, the Division of Rehabilitation Services utilized the VR FACES to generate a data download of individuals randomly selected to receive the survey. This data download is then used to generate the postcards. Individuals can enter in their results directly through the internet, call the 800 number or return their postcard. The surveys do not identify the consumer's name but they do contain a case identification number that could be used to cross reference valuable information in the case file such as disability, district office, age, etc.

Summary of Consumer Satisfaction Survey - FFY 2013

Indicator 3.1

Of all individuals receiving VR services, the percentage who are satisfied with their own level of participation in decision-making throughout the development and implementation of their Individualized Plan for Employment (IPE).

Target Group: Surveys were sent to individuals 6 months after they have started their first IPE.

	Survey Question	Average Rating	# Responses
1	My Vocational Rehabilitation (VR) counselor explained my options in choosing my employment goal.	1.71	317
2	My VR counselor explained my options to develop the Individualized Plan for Employment (IPE) myself, or receive assistance with developing my employment plan.	1.75	317
3	My VR counselor explained to me what services were available.	1.75	317
4	I was informed of my right to contact the Client Assistance Program (CAP) for help in resolving differences and my right to appeal any dispute.	1.82	317
5	Information was presented to me in an understandable manner.	1.67	317
6	I was a full partner in the decision making process for my goal, rehabilitation plan, selection of services and provider.	1.69	317

Rating Values: 1=Strongly Agree; 2=Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree

Summary of Consumer Satisfaction Survey - FFY 2013

Indicator 3.2

Of all individuals receiving services, the percentage who are satisfied with --

- (1) The appropriateness, timeliness, quality, and extent of the services they received;
- (2) Their interactions with the providers of those services; and
- (3) Their interactions with VR counselors and other Division Staff.

Target Group: Surveys were sent to individuals who have been in the rehabilitation process for a longer period of time and had the opportunity to experience a variety of services. This survey should be sent to individuals after the Division has paid over \$1,500 or more.

	Survey Question	Average Rating	# Responses
1	I feel that the amount and type of services in my plan are adequate to meet my employment goal.	1.89	109
2	Services from my Vocational Rehabilitation (VR) counselor were provided in a prompt manner.	1.70	109
3	The vocational guidance and quality of counseling received from my VR Counselor assisted me in my rehabilitation process.	1.75	109
4	I would recommend the services from VR to a friend.	1.63	109
5	I am satisfied with the services I received from my service provider.	1.76	109
6	The services from my provider were accessible to me.	1.73	109

Rating Values: 1=Strongly Agree; 2=Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree

Summary of Consumer Satisfaction Survey - FFY 2013

Indicator 3.3

Of all individuals who obtain employment, the percent who are satisfied with their employment.

Target Group: Surveys were sent to individuals who have been recently closed as successfully rehabilitated.

	Survey Question	Average Rating	# Responses
1	I am working in the field that I chose as my employment goal.	2.35	187
2	I am satisfied with the earnings I receive.	2.43	187
3	I am satisfied with the employment I obtained as a result of Vocational Rehabilitation Services.	2.09	187
4	I am satisfied with the level of benefits I receive through my job.	2.71	187
5	I like the people and environment where I am working.	1.83	187
6	I feel the services provided by VR were necessary to obtain my employment.	1.87	187

Rating Values: 1=Strongly Agree; 2=Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree

