

# Serving Individuals with Disabilities

By Susan Pugh and Mindy Duncan

**Ohio** | Opportunities for Ohioans with Disabilities  
Bureau of Services for the Visually Impaired  
Bureau of Vocational Rehabilitation  
Division of Disability Determination

---

---

---

---

---

---

---

---

# Vocational Rehabilitation

Program Overview

---

---

---

---

---

---

---

---

# General Program Overview

The VR Program:

- Assists eligible individuals with disabilities to obtain and/or maintain employment
- Is a state/federal partnership (every \$1 in state match leverages \$3.69 in federal funds)
- Directly provides services to individuals in all 88 counties
- Purchases services from local community rehabilitation programs

3 Department of Job and Family Services

---

---

---

---

---

---

---

---

### VR Process

Individuals receiving services from the VR program go through the following process:

- Application
- Eligibility
- Comprehensive Assessment
- Individualized Plan for Employment (IPE)
- Services
- Employment
- Case Closure

4  Department of Job and Family Services

---

---

---

---

---

---

---

---

### Eligibility Requirements

Eligibility: To be eligible for Vocational Rehabilitation (VR) services, an individual must meet the following four (4) criteria:

1. The individual must have a physical or mental impairment
2. The impairment must cause a substantial impediment (i.e. barrier) to employment;
3. The individual must be able to benefit in terms of an employment outcome from VR services; and
4. The individual must require VR services in order to prepare for, enter, engage in or retain gainful employment.

5  Department of Job and Family Services  Opportunities for Ohioans with Disabilities

---

---

---

---

---

---

---

---

### Order of Selection (OOS)

If a State projects inadequate capacity to serve all eligible individuals in need of VR services, the State must prioritize services to individuals with the most significant disabilities.

Ohio has three priority categories when operating under an OOS.

- Most Significant Disability (MSD)
- Significant Disability (SD)
- Disability (D)

6  Department of Job and Family Services  Opportunities for Ohioans with Disabilities

---

---

---

---

---

---

---

---

### Priority Categories under OOS

**Most Significant Disability (MSD – first priority category)** refers to an individual who is expected to need multiple vocational rehabilitation services over an extended period of time and whose disability seriously limits three or more functional capacities in terms of an employment outcome.

**Significant Disability (SD – second priority category)** refers to an individual who is expected to need multiple vocational rehabilitation services over an extended period of time and whose disability seriously limits one or two functional capacities in terms of an employment outcome.

**Disability (D – third priority category)** refers to an individual who meets the definition of eligible per rule 3304-2-54 of the Ohio Administrative Code (OAC) but who either is not expected to need multiple services over an extended period of time and/or who does not have limitations to functional capacities in terms of an employment outcome.

7  Department of Job and Family Services

---

---

---

---

---

---

---

---

### Functional Capacity Areas

The following functional capacity areas evaluated under OOS:

- Communication
- Interpersonal skills
- Mobility
- Self-direction
- Work skills
- Work tolerance
- Self-care

8  Department of Job and Family Services

---

---

---

---

---

---

---

---

### Ohio has eliminated the wait list!

- Over 17,000 Ohioans were released from the wait list
- OOD is now serving all 3 disability categories, including the third priority “D” which had not been served since 1991.

9  Department of Job and Family Services  Opportunities for Ohioans with Disabilities

---

---

---

---

---

---

---

---

### Time to eligibility

- Average timeframe for VR eligibility determination is 30 days.

10 

---

---

---

---

---

---

---

---

### VR Services

Services are individualized and include (but are not limited to):

- Vocational guidance and counseling
- Work experiences
- Rehabilitation technology
- Soft skills training
- Vocational training
- Job seeking skills training
- Job development/placement
- Job coaching/retention

11 

---

---

---

---

---

---

---

---

## Vocational Rehabilitation

Strategic Initiatives

---

---

---

---

---

---

---

---

### Strategic Initiatives

- Employment First Partnership Agreement with the Ohio Department of Developmental Disabilities
- Transition Services Partnership with the Ohio Department of Education
- Self-Service Application Portal
- Business Relations Initiatives
- Alignment with Workforce
- Vocational Rehabilitation Fee Schedule

13  Department of Job and Family Services

---

---

---

---

---

---

---

---

### Comprehensive Needs Assessment

The VR program is required to conduct a Comprehensive Statewide Needs Assessment every three years.

OOD recently published the required CSNA, which is available on OOD's website.

<http://www.ood.ohio.gov/Portals/0/Internet%20Doc/2015%20OD%20CSNA%20Report%20WEB%2009302015.pdf>

14  Department of Job and Family Services

---

---

---

---

---

---

---

---

## Vocational Rehabilitation

Business Relations

---

---

---

---

---

---

---

---

### The Business Case – Better Bottom Line

<p><b>Improved Morale</b></p> <p>Creating a culture of inclusion promotes improved morale. Also employers are more likely to self disclose which can help retain current employees and improve Sec 503 participation numbers.</p>	<p><b>Customer Loyalty</b></p> <p>Ohio's 1.5 million people with disabilities and their families and friends have a lot of buying power. By creating a diverse culture employers create customer loyalty.</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

16 Ohio Department of Job and Family Services | Ohio Opportunities for Citizens with Disabilities

---

---

---

---

---

---

---

---

### The Business Case – Better Bottom Line

<p><b>Individuals with Disabilities can meet performance expectations.</b></p> <p>Research shows that employees with disabilities have nearly identical job performance ratings to employees without disabilities.</p> <p>DuPont study.</p>	<p><b>Reasonable accommodations are less expensive than many people realize.</b></p> <ul style="list-style-type: none"><li>• The average cost of accommodations is \$500, and data show that more than half of all accommodations cost nothing. (askjan.org)</li><li>• Advances in technology make a wide variety of accommodations available, and many are inexpensive.</li></ul>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

17 Ohio Department of Job and Family Services | Ohio Opportunities for Citizens with Disabilities

---

---

---

---

---

---

---

---

### Services to Business

- Employer education
- Disability focused job fairs and employer education events.
- Assistance to employers who are federal contractors to meet their **Sec 503** requirements to develop workforces inclusive of **7%** of individuals with disabilities.

18 Ohio Department of Job and Family Services | Ohio Opportunities for Citizens with Disabilities

---

---

---

---

---

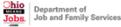
---

---

---

## Services to Business

- Disability Awareness training
- Technical Assistance to help employers recruit, onboard, and retain workers with disabilities as part of building a culture of inclusion and diversity.
- Employer Tool Kit (partnership with OWT, BLN, JFS)

19  

---

---

---

---

---

---

---

---

## Business Relations

OOD Employer Recognition  
Creating Opportunity Award

Committed to Opportunity Award

Champion of Opportunity Award

20  

---

---

---

---

---

---

---

---

## Vocational Rehabilitation

Partnering in the Workforce System

---

---

---

---

---

---

---

---

## March 30, 2015 ODEP – Employment First Report

---

Public workforce system (Labor Exchange) % of individuals with disabilities served:

Nationally 3.1%  
Ohio .5%

---

---

---

---

---

---

---

---

---

---

## Partnership for Improved Outcomes

---

- Partner with other CORE programs on person centered planning to help individuals meet goals in Individualized Plans for Employment.
- Through co-enrollment we can share in positive outcomes and reduce duplication.
  - Old Way: Refer individuals with disabilities to Vocational Rehabilitation
  - New Way: Partner with Vocational Rehabilitation to provide services to individuals with disabilities

---

---

---

---

---

---

---

---

---

---

## Promising Practices

---

We encourage co-enrollment and person centered planning.

VR consumers are encouraged to use OMJ services **in conjunction** with their VR counselor and other service providers

Integrated Resource Teams coordinate supports and resources of multiple partner programs all contributing the individual job seekers success. The individual is engaged as a critical contributor to this process.

---

---

---

---

---

---

---

---

---

---

## Helpful Hints for Serving Individuals with Disabilities

- Promote availability of accommodations to encourage self-disclosure
- Ask all customers if they will need some type of accommodations or assistance to take full advantage of services and supports
- Be sensitive to confidentiality. If an individual needs assistance, consider discussion in a private room, where the individual's responses will not be overheard.
- Provide materials in accessible formats

25  Department of Job and Family Services  Opportunities for Ohioans with Disabilities

---

---

---

---

---

---

---

---

## Helpful Hints for Serving Individuals with Disabilities

- Include information in OMJ orientation about customers' rights to equal opportunity, including the right to file a complaint if they believe their rights have been violated.
- Highlight the various accommodations available and how to request them during all tours of the OMJ center.

26  Department of Job and Family Services  Opportunities for Ohioans with Disabilities

---

---

---

---

---

---

---

---

## Accessibility Requirements

Rules and Guidance

- Americans with Disabilities Act
- WIOA Sec 188
- DOL TEIN 16-99
- DOL TEN 1-15
- Upcoming policy on OMJ Certification Standards

27  Department of Job and Family Services  Opportunities for Ohioans with Disabilities

---

---

---

---

---

---

---

---

## Tools for Meeting Requirements

Tools

- Disability Awareness Training
  - Windmills Training
  - Free Online Training
- Access for All Resource Manual
- Access for All Customers – Brief Issue 26
- Promising Practices In Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide
- ADAA & Section 504 of the Rehabilitation Act Plan (JFS00207)

28  

---

---

---

---

---

---

---

---

---

---

## Tools for Meeting Requirements

Tools

<http://www.wiawebcourse.org/>

<http://www.pepnet.org/training/access>

<http://www.dol.gov/oasam/programs/crc/section188.htm>

<http://www.dol.gov/oasam/programs/crc/Section188Guide.pdf>

<http://www.communityinclusion.org/onestop/onestopmanual.html>

29  

---

---

---

---

---

---

---

---

---

---

## Questions?

Susan Pugh (susan.pugh@ood.ohio.gov)  
Deputy Director  
Bureau of Vocational Rehabilitation

Mindy Duncan (mindy.duncan@ood.ohio.gov)  
Deputy Director  
Bureau of Services for the Visually Impaired

30  

---

---

---

---

---

---

---

---

---

---