

# State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program

Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY  
2010)

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### Footnotes

- <sup>[1]</sup> Required annually except for agencies that are independent commissions do not provide this attachment.
- <sup>[2]</sup> Required only of agencies requesting, or previously granted, a Waiver of Statewideness.
- <sup>[3]</sup> The following attachments should be submitted whenever the information needs to be updated.
- <sup>[4]</sup> The following attachments require annual updating and must be submitted each year.
- <sup>[5]</sup> Required Annually for All Agencies on an Order of Selection

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Section 1: State Certifications**

1.1 The (enter the name of designated state agency or designated state unit below)...

Arkansas Rehabilitation Services

... is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [\[1\]](#) and its supplement under Title VI, Part B, of the Rehabilitation Act [\[2\]](#).

1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the... (enter the name of the designated state agency below ) [\[3\]](#)

Arkansas Rehabilitation Services

... agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan [\[4\]](#), the Rehabilitation Act, and all applicable regulations [\[5\]](#), policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.

1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan [\[6\]](#), the Rehabilitation Act and all applicable regulations [\[7\]](#), policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.

☒ Yes

1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement.

☒ Yes

1.5 The state legally may carry out each provision of the State Plan and its supplement.

☒ Yes

1.6 All provisions of the State Plan and its supplement are consistent with state law.

☒ Yes

1.7 The (enter title of state officer below)

☒ Yes

Commissioner, Arkansas Rehabilitation Services

... has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement.

1.8 The (enter title of state officer below)...

☒ Yes

Commissioner, Arkansas Rehabilitation Services

... has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

☒ Yes

State Plan Certified By:

As the authorized signatory identified above, I hereby certify that I will sign, date and retain in the files of the designated state agency/designated state unit Section 1 of the Preprint, and separate Certification of Lobbying forms (Form ED-80-0013; available at <http://www.ed.gov/fund/grant/apply/appforms/ed80-013.pdf>) for both the vocational rehabilitation and supported employment programs.

Signed ☒

Name of Signatory Robert P. Trevino

Title of Signatory Commissioner

Date Signed \_\_\_\_\_

Assurances Certified By:

The designated state agency and/or the designated state unit provide the following assurance(s) in connection with the approval of the State Plan for FY 2011.

\_\_\_\_\_  
\_\_\_\_\_

Comments: None

Signed

Name of Signatory \_\_\_\_\_

Title of Signatory \_\_\_\_\_

Date Signed \_\_\_\_\_

\* The signatory of the assurance with the authority to execute and submit the State Plan will maintain a signed copy of the assurance(s) with the signed State Plan.

#### Section 1 Footnotes

[1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.

[2] Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.

[3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

[4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.

[5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

[6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.

[7] Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

## **Section 2: Public Comment on State Plan Policies and Procedures**

### **2.1 Public participation requirements. (Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))**

#### **(a) Conduct of public meetings.**

The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.

#### **(b) Notice requirements.**

The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.

**(c) Special consultation requirements. The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the**

provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

### **Section 3: Submission of the State Plan and Its Supplement**

**3.1 Submission and revisions of the State Plan and its supplement. (Sections 101(a)(1), (23) and 625(a)(1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)**

(a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.

(b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.

(c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:

1. comprehensive system of personnel development;
2. assessments, estimates, goals and priorities, and reports of progress;
3. innovation and expansion activities; and
4. other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.

(d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.

**3.2 Supported Employment State Plan supplement. (Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)**

(a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to supported employment.

(b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

### **Section 4: Administration of the State Plan**

**4.1 Designated state agency and designated state unit. (Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))**

(a) Designated state agency.

1. There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
2. The designated state agency

The designated state agency is:

- A. ☒ a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or
- B. ☐ a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.

3. In American Samoa, the designated state agency is the governor.

**(b) Designated state unit.**

1. If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:
  - A. is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
  - B. has a full-time director;
  - C. has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
  - D. is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
2. The name of the designated state vocational rehabilitation unit is  
Arkansas Rehabilitation Services

**4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)**

The State Plan must contain one of the following assurances.

☐

**(a) The designated state agency is an independent state commission that:**

1. is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
2. is consumer controlled by persons who:
  - A. are individuals with physical or mental impairments that substantially limit major life activities; and
  - B. represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
3. includes family members, advocates or other representatives of individuals with mental impairments; and
4. undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4).

or

**Yes ☒**

**(b) X The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit**

1. jointly with the State Rehabilitation Council develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
2. regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
3. includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
4. transmits to the council:
  - A. all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;

- B. all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
- C. copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.

(c) If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c) provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

#### **4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of the Rehabilitation Act; 34 CFR 361.21)**

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

- (a) individuals and groups of individuals who are recipients of vocational rehabilitation services or, as appropriate, the individuals' representatives;
- (b) personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;
- (c) providers of vocational rehabilitation services to individuals with disabilities;
- (d) the director of the Client Assistance Program; and
- (e) the State Rehabilitation Council, if the state has a council.

#### **4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)**

The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.

#### **4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)**

The State Plan provides for the administration of the plan by a local agency. **No**  
If "Yes", the designated state agency:

- (a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and



(b) develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.

#### **4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)**

The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. No☒

If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:

- (a) a description of the nature and scope of the joint program;
- (b) the services to be provided under the joint program;
- (c) the respective roles of each participating agency in the administration and provision of services; and
- (d) the share of the costs to be assumed by each agency.

#### **4.7 Statewideness and waivers of statewideness. (Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))**

☒ This agency is not requesting a waiver of statewideness.

(a) Services provided under the State Plan are available in all political subdivisions of the state.

(b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:

1. nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
2. services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
3. state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:
  - A. identification of the types of services to be provided;

- B. written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
- C. written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
- D. written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

**(c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.**

**4.8 Cooperation, collaboration and coordination. (Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))**

**(a) Cooperative agreements with other components of statewide work force investment system.**

The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.

**(b) Cooperation and coordination with other agencies and entities.**

Attachment 4.8(b) (1)-(4) describes the designated state agency's:

1. cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
2. coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
3. establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
4. efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of

supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

**(c) Coordination with education officials.**

1. Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
2. The State Plan description must:
  - A. provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
  - B. include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
    - i. consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to posts-school activities, including vocational rehabilitation services;
    - ii. transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
    - iii. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
    - iv. procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

**(d) Coordination with statewide independent living council and independent living centers.**

The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.

**(e) Cooperative agreement with recipients of grants for services to American Indians.**

1. **No**☒ There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.
2. If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
  - A. strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
  - B. procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
  - C. provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

**4.9 Methods of administration. (Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))**

**(a) In general.**

The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.

**(b) Employment of individuals with disabilities.**

The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.

**(c) Facilities.**

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

**4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)**

Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

**(a) Data system on personnel and personnel development.**

Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:

1. Qualified personnel needs.
  - A. The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
  - B. The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
  - C. Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
2. Personnel development.
  - A. A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
  - B. The number of students enrolled at each of those institutions, broken down by type of program; and
  - C. The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or

licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

**(b) Plan for recruitment, preparation and retention of qualified personnel.**

Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.

**(c) Personnel standards.**

Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:

1. standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.
2. To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
3. The written plan required by subparagraph (c)(2) describes the following:
  - A. specific strategies for retraining, recruiting and hiring personnel;
  - B. the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
  - C. procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and

- D. the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

**(d) Staff development.**

Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:

1. A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.
2. Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

**(e) Personnel to address individual communication needs.**

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

**(f) Coordination of personnel development under the Individuals with Disabilities Education Act.**

Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

**4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports.**

(Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

**(a) Comprehensive statewide assessment.**

1. Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:
  - A. the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

- i. individuals with the most significant disabilities, including their need for supported employment services;
  - ii. individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
  - iii. individuals with disabilities served through other components of the statewide work force investment system.
- B. The need to establish, develop or improve community rehabilitation programs within the state.
- 2. For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

**(b) Annual estimates.**

Attachment 4.11(b) identifies on an annual basis state estimates of the:

- 1. number of individuals in the state who are eligible for services under the plan;
- 2. number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
- 3. costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

**(c) Goals and priorities.**

- 1. Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.
- 2. The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.



3. Order of selection.

If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):

- A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - B. provides a justification for the order; and
  - C. identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
4. Goals and plans for distribution of Title VI, Part B, funds.  
Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

**(d) Strategies.**

- 1. Attachment 4.11(d) describes the strategies, including:
  - A. the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
  - B. outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;
  - C. as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;
  - D. strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
  - E. strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.
- 2. Attachment 4.11 (d) describes how the designated state agency uses these strategies to:

- A. address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
- B. support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
- C. overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.

**(e) Evaluation and reports of progress.**

- 1. The designated state unit and the State Rehabilitation Council, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.
- 2. Attachment 4.11(e)(2):
  - A. provides an evaluation of the extent to which the goals identified in Attachment 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3) were achieved;
  - B. identifies the strategies that contributed to the achievement of the goals and priorities;
  - C. describes the factors that impeded their achievement, to the extent they were not achieved;
  - D. assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
  - E. provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.

**4.12 Innovation and expansion. (Section 101(a)(18) of the Rehabilitation Act; 34 CFR 361.35)**

**(a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:**

- 1. development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in Attachment 4.11(a) and goals and priorities of the state identified in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and

2. support of the funding for the State Rehabilitation Council, if the state has such a council, consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).

**(b) Attachment 4.11 (d) describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.**

**(c) Attachment 4.11(e)(2) describes how the reserved funds were utilized in the preceding year.**

#### **4.13 Reports. (Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)**

**(a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.**

**(b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.**

### **Section 5: Administration of the Provision of Vocational Rehabilitation Services**

#### **5.1 Information and referral services. (Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)**

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

#### **5.2 Residency. (Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))**

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

#### **5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)**

**(a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services. No ☒**

**(b) If No:**

1. Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.
2. Attachment 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - B. provides a justification for the order of selection; and
  - C. identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.
3. Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

#### **5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)**

**(a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.**

**(b) The following services are exempt from a determination of the availability of comparable services and benefits:**

1. assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
2. counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
3. referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements

developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;

4. job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
5. rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
6. post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.

**(c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:**

1. progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
2. an immediate job placement; or
3. provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

**(d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.**

## **5.5 Individualized plan for employment. (Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)**

**(a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.**

**(b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.**

**5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)**

Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.

**5.7 Services to American Indians. (Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)**

The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

**5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)**

**(a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:**

1. who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
2. whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.

**(b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.**

**(c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.**

**(d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.**

**5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))**

If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:

**(a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.**

**(b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.**

**(c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.**

#### **5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)**

**(a) Contracts with for-profit organizations.**

The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.

**(b) Cooperative agreements with private nonprofit organizations.**

Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

### **Section 6: Program Administration**

#### **6.1 Designated state agency. (Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))**

The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.

#### **6.2 Statewide assessment of supported employment services needs. (Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))**

Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.

### **6.3 Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))**

Attachment 6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.

### **6.4 Goals and plans for distribution of Title VI, Part B, funds. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)**

Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.

### **6.5 Evidence of collaboration with respect to supported employment services and extended services. (Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))**

Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.

### **6.6 Minority outreach. (34 CFR 363.11(f))**

Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

### **6.7 Reports. (Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)**

The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.

## **Section 7: Financial Administration**

### **7.1 Five percent limitation on administrative costs. (Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))**



The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.

**7.2 Use of funds in providing services. (Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))**

(a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.

(b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.

(c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.

**Section 8: Provision of Supported Employment Services**

**8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))**

(a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).

(b) To the extent job skills training is provided, the training is provided on-site.

(c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.

**8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))**

The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.

**8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))**

(a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.

(b) The individualized plan for employment:

1. specifies the supported employment services to be provided;
2. describes the expected extended services needed; and
3. identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.

**(c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.**

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.2(c) Input of State Rehabilitation Council**

Required annually by all agencies except those agencies that are independent consumer-controlled commissions.

Identify the Input provided by the state rehabilitation council, including recommendations from the council's annual report, the review and analysis of consumer satisfaction, and other council reports. Be sure to also include:

- the Designated state unit's response to the input and recommendations; and
- explanations for the designated state unit's rejection of any input or recommendation of the council.

The State Rehabilitation Council (SRC) partners with ARS by reviewing the VR State Plan in order to provide input and recommendations. ARS policies and procedures are reviewed by the Council. Collaboration with the SRC is an essential component of ARS input and recommendations.

\* Response of ARS to SRC recommendations is an on-going process involving collaboration and cooperation between ARS and the SRC. ARS has not rejected any input or recommendations from the SRC.

\* The SRC reviewed the ARS Biennium Budget Request to the Arkansas Legislature.

\* The Customer Satisfaction Survey process was reviewed by the SRC.

\* An overview of the ARS Business Relations Program was presented to the SRC.

\* The SRC reviewed the ARS VR State Plan.

\* An overview of the Low Interest Loan Program for Assistive Technology was presented to SRC.

\* The Student Loan Forgiveness Program for VR Counselors was reviewed by the SRC.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY  
2010)**

## **Attachment 4.7(b)(3) Request for Waiver of Statewideness**

Identify the types of services to be provided by the program for which the waiver of  
statewideness is requested.

The waiver request should also include:

- a written assurance from the local public agency that it will make available to the designated state unit the non-federal share of funds;
- a written assurance that designated state unit approval will be obtained for each proposed service before it is put into effect;
- a written assurance that all state plan requirements will apply to all services approved under the waiver.

The Agency has not requested a waiver of statewideness.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.8(b)(1) Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System**

Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce investment system with respect to

- Federal, state, and local agencies and programs;
- if applicable, Programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture; and
- if applicable, state use contracting programs.

ARS collaborates and coordinates services with federal, state and local agencies that contribute to the vocational rehabilitation and independent living of Arkansans with disabilities. ARS cooperates with agencies in carrying out activities including planning and coordinating services to people with disabilities in order to build capacity in communities, improve the quality and quantity of services, and avoid duplication of services. Collaborating agencies include:

- \* Arkansas Department of General Education, Special Education - Transition
- \* Centers for Independent Living
- \* Association of Community Rehabilitation Programs
- \* Developmental Disability Providers
- \* Supported Employment Vendors
- \* A-Win Project Benefits Planning Project
- \* Social Security Administration Ticket to Work
- \* DHS - Division of Aging and Adult Services
- \* DHS - Working Disabled Medicaid Program
- \* DHS - Division of Behavioral Health Services
- \* DHS - Division of Developmental Disabilities
- \* Spinal Cord Commission
- \* Arkansas Kidney Commission

ARS maintains an active presence on numerous councils and committees, including:

- \* Interagency Steering Committee on Integrated Employment
- \* Arkansas Interagency Transition Partnership
- \* The Arkansas Independent Living Council
- \* The Governor's Commission on People with Disabilities
- \* Mental Health Planning and Advisory Council
- \* Governor's Developmental Disabilities Council
- \* Arkansas Youth Development Collaborative
- \* Governor's Taskforce on Integrated Services and Supported Housing
- \* Youth Leadership Forum
- \* Arkansas Workforce Investment Board
- \* University of Arkansas at Little Rock
- \* Traumatic Brain Injury Task Force
- \* SoundStARt

ARS does not have any cooperative agreements with programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture, or State use contracting programs.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.8(b)(2) Coordination with Education Officials**

- Describe the designated state unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services, including provisions for the development and approval of an individualized plan for employment before each student determined to be eligible for vocational rehabilitation services leaves the school setting or, if the designated state unit is operating on an order of selection, before each eligible student able to be served under the order leaves the school setting.
- Provide information on the formal interagency agreement with the state educational agency with respect to
  - consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including VR services;
  - transition planning by personnel of the designated state agency and educational agency that facilitates the development and completion of their individualized education programs;
  - roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services;
  - procedures for outreach to and identification of students with disabilities who need transition services.

ARS maintains interagency agreements with the Arkansas Department of Education-Special Education (ADE-SPED) and provides transition services to students in public schools. ARS maintains an interagency agreement with the Arkansas Department of Higher Education (ADHE) enabling seamless provision of vocational rehabilitation services and access to higher education.

The parties agree to participate in technical assistance and in-service training to assist educational agencies in planning. ARS, ADE-SPED and ADHE agree to coordinate services to ensure timely and appropriate supports and services are provided to eligible individuals.

ARS Transition policy requires ARS counselors to engage school personnel to generate referrals of students to ARS and an IPE is developed for each eligible student. ADE is financially responsible for secondary education and ARS is responsible taking applications, determining eligibility and providing VR services to those deemed eligible for transition services.

ARS participates in the state level AR Interagency Transition Partnership (AITP). AITP is a task-force made up of representatives of state agencies, including ARS, DHS-Division of Services for the Blind, Arkansas Department of Higher Education, Special Education-Transition, Arkansas Workforce Investment Board, DHS-Division of Behavioral Health Services and parent advocates.



# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY  
2010)**

## **Attachment 4.8(b)(3) Cooperative Agreements with Private Nonprofit Organizations**

Describe the manner in which the designated state agency establishes cooperative agreements with private non-profit vocational rehabilitation service providers.

Cooperative Agreements with Private Non-profit Vocational Rehabilitation Service Providers

ARS has cooperative agreements with Community Rehabilitation Programs (CRPs) throughout the state. ARS and representatives from CRPs developed and implemented standard procedures for the referral process and outcome indicators resulting in a fee for service schedule for individuals served by CRPs.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY  
2010)**

## **Attachment 4.8(b)(4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services**

Describe the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities in order to provide the following services to individuals with the most significant disabilities:

- supported employment services; and
- extended services.

### **Evidence of Collaboration Regarding Supported Employment Services and Extended Services**

ARS maintains written cooperative agreements with all private non-profit agencies providing supported employment (SE) services and extended services to individuals with the most significant disabilities. All providers of SE services to consumers of ARS agree in writing to provide extended services for the consumer as long as he/she remains employed.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY  
2010)**

## **Attachment 4.10 Comprehensive System of Personnel Development**

### **Data System on Personnel and Personnel Development**

1. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:

- the number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
- the number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
- projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

### **Introduction**

A comprehensive and well-managed human resource program is critical to Arkansas Rehabilitation Services efforts to expand and enhance customer services. The program is essential for individuals who are unserved or underserved and those with significant disabilities who have more complex rehabilitation needs. This is accomplished through a strong ARS commitment to provide and make available training programs to all staff, especially those providing direct services to ARS consumers.

ARS maintains a training database for all staff. The database is updated on an annual basis and includes training request records and completed training documentation. Completed training documentation for each employee specifies the training source, course name, number of credit hours, and attendance date. Professional qualifications for ARS counselors are monitored to ensure that certification(s) are current and to track educational progress in the process of

achieving certification.

The table below lists the projected total number of personnel, by category needed by agency to provide vocation rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of individuals expected to retire or leave the field, and other relevant factors.

	Job Title	Total positions	Current vacancies	Projected vacancies over the next 5 years
1	VR Counselors	83	2	10
2	District Managers	9	0	3
3	ACTI Counselors	10	1	2
4	Interpreters	5	0	1
5	Support Staff	67	1	8
6				
7				
8				
9				
10				

2. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:

- a list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- the number of students enrolled at each of those institutions, broken down by type of program; and
- the number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

As part of the CSPD plan, ARS maintains a list of higher education institutions in the state that prepare rehabilitation professionals that is updated annually. ARS monitors students who enroll in rehabilitation and related programs at each of the institutions by category, the number of students graduating the previous year, and certification or licensure. ARS works closely with the institutions to provide internship and practicum opportunities for students. All universities are notified when job openings become available within the agency.

	<b>Institutions</b>	<b>Students enrolled</b>	<b>Employees sponsored by agency and/or RSA</b>	<b>Graduates sponsored by agency and/or RSA</b>	<b>Graduates from the previous year</b>
1	University of Arkansas Fayetteville MRC	32	0	14	14
2	University of Arkansas Little Rock (UALR) MRC	74	0	0	46
3	Arkansas State University (ASU) MRC	29	1	2	13
4	UALR & ASU Combined Part-Time	156			
5	Full-Time & Part Time Student totals combined.	291	1	16	73

### **Plan for Recruitment, Preparation and Retention of Qualified Personnel**

Describe the development (updated on an annual basis) and implementation of a plan to address the current and projected needs for qualified personnel including, the Coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

ARS has implemented the following plan to address CSPD requirements:

The plan places emphasis on rehabilitation counselors. The agency has worked diligently with the Arkansas Legislature, the state Office of Personnel Management (OPM) and the Department of Finance and Administration (DFA) for approval to address the requirements of CSPD for ARS staff.

The AR Legislature authorized special language in 2007 to ARS for a waiver of the Continuing Professional Education policy that prohibits state agencies from providing college courses to employees. The special language allows ARS to provide college level coursework in degree programs for eligible employees selected by the agency. The special language assists the agency in assuring that qualified professional personnel are in place to provide quality rehabilitation services to disabled Arkansans.

During the 2009 Arkansas Legislative Session, ARS received upgrades for staff in various positions as a result of re-classification in grades and pay. The pay increase aids ARS in recruitment efforts to obtain the best candidates for present and future needs. Additionally ARS continues to utilize the Student Loan Forgiveness Program. Under this program newly hired

VR counselors can be provided up to \$2,000 per year repayment to the student loan creditor. Counselors that participate in the Student Loan Forgiveness Program agree to continue working for the agency for two years in return for each year of repayment.

The ARS Staff Development and Training section reviews the current training levels of all personnel. Required standards, evaluation of training needs, and timelines are established. Staff Development and Training develops and monitors agency policy and procedure for training and retaining qualified personnel to meet standards.

All ARS staff receives an annual personnel performance evaluation from their immediate supervisor. The evaluation is reviewed and approved by a senior manager. The evaluation packet includes an Individual Training Plan (ITP) that is completed by each employee and approved by the immediate supervisor. The ITP is part of each employee's personnel file and reviewed annually. The plan outlines training that each employee needs to complete to fulfill their job duties in providing services to our consumers.

The annual evaluation report results for each employee are documented and tracked by the agency personnel/human resources section. The personnel/human resources section tracks critical positions within the agency that need to be filled. Individuals from minority backgrounds and those with disabilities are recruited and hired. VR counselors' progress in meeting CSPD standards is tracked on an annual basis. This is monitored by the Chief of Field Services who is responsible for making sure that established timelines are met within the agency's CSPD plan.

ARS works closely with the universities to provide internship and practicum opportunities for students. The universities are notified when job openings become available within the agency. Students are recruited on an ongoing basis from the university and college programs within the state.

ARS maintains staff liaisons with the university programs including the University of Arkansas at Fayetteville (UAF), the University of Arkansas at Little Rock (UALR), and Arkansas State University (ASU). This gives the agency first-hand information regarding graduates from the MRC programs in the state. The university faculty and students are invited to the ARS annual training conference and provided an open forum with the agency. The Commissioner and Senior Management Team discuss agency progress and job opportunities. Students, including minorities are encouraged to join professional rehabilitation organizations such as the National Rehabilitation Association (NRA) and the National Association of Multicultural Rehabilitation Concerns (NAMRC). The agency actively recruits minorities and students with disabilities from the universities. ARS also has a liaison with the undergraduate programs at Arkansas Tech and the University of Arkansas at Pine Bluff, designated as a historical black university. The rehabilitation professional organizations provide scholarship opportunities to individuals, including, minorities, that major in the field of rehabilitation.

## Personnel Standards

Describe the state agency's policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are adequately trained and prepared, including:

1. standards that are consistent with any national or state-approved or -recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services; and
2. to the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the State Plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, institutions of higher education, and other public agencies of these steps and the timelines for taking each step.

Be sure to include the following:

- specific strategies for retraining, recruiting, and hiring personnel;
- the specific time period by which all state unit personnel will meet the standards;
- procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period;
- the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards;
- the identification of a plan for training newly hired personnel who do not meet the established standards to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

Policies and procedures are reviewed in all areas of personnel standards to ensure that all personnel employed by ARS, which include professionals and paraprofessionals receive appropriate and adequate training. Because there is no standard established by the State of Arkansas, ARS bases its personnel standards for VR counselors on the degree needed to meet the national CRC requirements through CRCC. ARS requires a Master's degree in rehabilitation counseling or a closely related field, as defined by the CRCC eligibility criteria, and to be CRC certified, or eligible to sit for CRC certification.

The ARS Staff Development and Training section reviews the current training levels of all personnel. Required standards, evaluation of training needs and timelines are established. Staff Development and Training develops and monitors agency policy and procedure for training or retraining personnel to meet standards.

All ARS staff receives an annual personnel performance evaluation from their immediate supervisor. This evaluation is reviewed and approved by the appropriate senior manager. The evaluation includes an Individual Training Plan (ITP) that is completed by each employee and approved by the immediate supervisor. The plan indicates the training or retraining needed by each employee to complete their job duties in line with providing services to our consumers. ARS maintains liaisons with the university programs. The agency actively recruits students from the universities, including minorities and individuals with disabilities. ARS works closely with the institutions to provide internship and practicum opportunities for students. All universities are notified when job openings become available within the agency.

### **Time Period by Which Existing State Unit Will Meet the Standards**

ARS has experienced high turnover rates due to retirement and other attrition of administrative staff, VR counselors and senior management personnel. As a result, CSPD time periods were modified. The time line of October of 2007 to no longer hire counselors at the Counselor I level was met. During the 2009 Biennial Arkansas Legislative Session a new pay plan was adopted by the State that essentially met CSPD requirements. Effective July 1, 2009 all ARS rehabilitation counselors are reclassified as either grade level C117 Rehabilitation Counselor or C119 Certified Rehabilitation Counselor. The C119 Certified Rehabilitation Counselor classification requires the counselor to be CRC certified. Effective October 1, 2010 all ARS employees in rehabilitation counselor positions should meet the standard of having a Masters degree and either be CRC certified, or eligible to sit for CRC certification.

Rehabilitation counselors who do not meet the standard will be cross-graded in position to the classification of C117. The counselors who do not meet CSPD requirements and as a result are cross-graded must be working towards meeting the standard. The counselors who do not meet CSPD requirements and as a result are cross-graded and are not working towards meeting standards will perform limited case management functions. Counselors working towards meeting standards will continue to perform counseling functions. Counselors that are not working towards meeting standards will not be authorized to perform the following functions that must be initiated and completed by the District Manager or their designee CRC level counselor:

- a) A determination that the applicant requires vocational rehabilitation services to prepare for, secure, retain, or regain employment, i.e., eligibility determination and Certification of Eligibility and/or Certificate of Ineligibility.
- b) Development and approval of all components of the Individualized Plan for Employment (IPE) including annual review.
- c) Amendments to IPE.
- d) Determination of a satisfactory outcome that the employment outcome is satisfactory and the individual is performing well in the employment, i.e., Closure Amendment

ARS staff receives a personnel performance evaluation from their immediate supervisor. This



evaluation is reviewed and approved by the appropriate senior manager. The evaluation includes an Individual Training Plan (ITP) that is completed by each employee and signed off by the immediate supervisor. The plan indicates the training each employee needs to complete their job duties in line with providing services to our consumers. The personnel/human resources sections also track critical positions within the agency that need to be filled. Hires are tracked within the agency and the recruitment of individuals from minority backgrounds and individuals with disabilities is encouraged. VR counselors' progress while in our CSPD program is tracked on an annual basis. This is monitored by the Chief of Field Services. He is responsible for making sure established timelines are met within the CSPD plan.

During the 2009 Biennial Arkansas Legislative Session a new pay plan was adopted by the State. Effective July 1, 2009 all ARS Counselor are reclassified as either grade level C 117 Rehabilitation Counselor or C119 Certified Rehabilitation Counselor. The C119 Certified Rehabilitation Counselor classification requires the counselor to be CRC certified. According to state Office of Personnel Management (OPM) requirements, ARS now advertises for a C117 position with the preferred qualification being a Masters Degree in Rehabilitation Counseling and CRC certified. ARS was able to establish an internal counselor salary grid with the approval of OPM. This grid allows the agency to hire VR counselors in the counselor C 117 series under different salary ranges based on qualification and certification. The grid also allows for cost of living rates for counselor in the C119 classification.

State hiring policy currently authorized by OPM allows ARS to consider graduates with bachelor's degrees in rehabilitation for C117 positions when there is no suitable applicant with a master's degree. A condition of employment is that the person will seek and obtain a masters degree in Rehabilitation Counseling within four years of employment and will meet CRC certification or become eligible to sit for CRC certification within one year of graduation.

## **Staff Development**

Describe the state agency's policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms of:

1. a system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology; and
2. procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

Staff Development and Training oversees the current training levels of all personnel. Required standards, evaluation of training needs and timelines are established. Opportunities for training are provided to all staff via the Annual ARS Training conference, state Interagency Training Calendar, CRC training, CEU training for purposes of certification or licensure in the professions,

and training provided internally by the agency in case management and compliance with policy and procedure. Internal policy and procedure are developed and monitored for the agency in terms of hiring, training, or retraining personnel to meet standards set within the agency. The universities are utilized to provide training opportunities.

ARS ensures that all personnel receive appropriate and adequate continuing education. The agency provides for employees to attend classes, seminars, and conferences, and disseminates information through newsletters, in-service training, workshops, and training conferences. The Field Program conducts district meetings annually in their respective districts where the latest techniques for providing service to our customers are discussed. Research results are discussed and presented to all VR counselor and support staff. An annual spring Training Conference is also conducted that includes training on VR issues, case management, policy, procedure, assistive technology and best practices. Continuing Education Credits and CRC Certification Credits are provided at the training conferences.

### **Personnel to Address Individual Communication Needs**

Describe how the designated state unit has personnel or obtains the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

ARS continues to employ personnel who communicate in the native languages of applicants and consumers with limited English speaking ability. ARS also provides special communication modes such as interpreters, captioned videos, specialized telecommunications services and materials for individuals who are deaf and deaf-blind, as well as other specialized media systems for individuals with disabilities. Staff with language skills is hired and special equipment is provided. Interpreters are provided for the deaf or hearing impaired. Sign language skills are included as a minimum qualification for positions providing services to persons who are deaf or hearing impaired. Arkansas continues to experience a large influx of Spanish speaking citizens and these citizens are requesting our services. ARS promotes hiring of staff with Spanish skills and provides access to native language interpreters. The agency provides assistance to our employees in order to help them accommodate consumer needs.

### **Coordination of Personnel Development under the individuals with Disabilities Education Improvement Act**

Describe the procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Improvement Act.

IDEA updates and changes are forwarded to all direct service support personnel through correspondence and memorandums. ARS provides training opportunities for staff in transition. Staff participates in the Interagency Transition Partnership that includes State Department of Education, Special Education-Transition. ARS staff participates in regional transition coordination meetings. A statewide annual Transition Summit is held with ARS being one of the co-sponsors. The annual Transition Summit has been very helpful in bringing all the stakeholders together that work with the high schools in transitioning disabled student from school to the world of work. ARS is presently looking at restructuring the field program in order to effectively utilize personnel that are working with our partners in the region and area schools.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.11(a) Statewide Assessment**

Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

- individuals with most significant disabilities, including their need for supported employment services;
- individuals with disabilities who are minorities;
- individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; and
- individuals with disabilities served through other components of the statewide workforce investment system.

Identify the need to establish, develop, or improve community rehabilitation programs within the state.

The Comprehensive Statewide Needs Assessment (CSNA) for Arkansas was completed in June 2010. ARS contracted with Dan Hopkins & Associates, Inc. who worked collaboratively with the State Rehabilitation Council (SRC), key stakeholders and ARS to complete a CSNA of rehabilitation needs of individuals with disabilities in the State, with emphasis on vocational rehabilitation services as outlined in 34 CFR Part 361. A mixed methods approach was used to collect data and information including, focus groups with stakeholders, service providers and consumers; structured interviews with consumers, counselors and ARS leadership and managers; and surveys with counselors and managers. Secondary data sources include the American Community Survey (ACS), current population surveys, employment data from the Department of Labor and RSA-911 data. Additionally, various agency materials and study results were reviewed.

The ARS comprehensive statewide assessment is conducted every three years. The assessment indicates that the unserved and underserved are individuals with disabilities from the Hispanic community and minorities due to higher incidence of disability; ex-offenders; individuals with mental health disabilities; and individuals who are deaf and hearing impaired. The results of the assessment indicate that the needs for services of the unserved and underserved include

additional and enhanced job placement services; assistance with education, training and tuition; medical, dental needs and hearing aids; and transportation. The needs for improved serviced delivery from ARS include improved information, outreach and marketing; additional staff and training concerning diverse cultures and language. Needs for services for individuals with disabilities served through other components of the statewide workforce investment system include job placement services, increased accessibility and accommodations in the Workforce Centers, and private office areas for purposes of confidentiality.

The Hispanic population is the fastest growing demographic throughout the nation, and Arkansas' Hispanic population reflects the pinnacle of that growth. For the past decade, Arkansas has had the fastest growing Hispanic population per capita than any other state in the nation rivaled only by North Carolina. This statistic reflects the growing percentage of Hispanic consumer responses and consumers receiving VR services which are reflected in the RSA 911 data.

Because the CSNA is a vital tool for strategic planning in the VR process, ARS is committed to utilizing the information contained therein as a platform on which to provide targeted VR services to Hispanics living with disabilities within the state.

### **Implications and Recommendations for Planning**

The following recommendations are derived from needs, concerns and issues identified from CSNA results and are presented for consideration for both short and long-range planning and further study.

#### **1. Public Relations, Marketing, Information, Outreach and Referrals**

Data from the Consumer Survey and RSA-911 data are consistent in identifying referral sources. The majority of referrals come from educational institutions or self-referral/word-of-mouth and 25% of referrals are from 'other' sources. Reported referrals from the medical community, community-based programs and One-Stop Centers are extremely low, as low as 1%. Focus group participants, family members and most stakeholders report having limited knowledge or understanding of the nature and scope of ARS services. Thus, there remains a critical need to educate the community, programs and agencies to facilitate access and referral of appropriate individuals with disabilities to ARS, emphasizing minorities, those with developmental disabilities and chronic mental illness. New outreach strategies will be developed reflective of growing numbers in Arkansas's Hispanic population.

#### **2. Job Development, Placement and Employment**

An analysis of data from the Consumer Survey, Counselor Survey and RSA-911 data clearly demonstrate a need in Job Development, Placement and Employment. Consumers reported that the most desirable outcome of their rehabilitation program is "education and training" (80%) and "employment" (70%). Consumer respondents also said the service not provided or of insufficient quality/quantity is "employment, finding a job". Based on information from these surveys, one can assume there is a need for improving system-wide approaches to job-development, placement services and employment, including Supported

Employment.

### 3. Transition Services/Program

Presently, ARS operates two approaches to Transition services. One is a transition services pilot project and operates in six school districts in Crittenden, Jefferson, Pulaski and Washington counties. The second is a more traditional approach of Field Program services and provided by VR counselors throughout the state. The CSNA reveals some issues and concerns are being raised in regard to both the pilot project and the traditional transition programs. Only a small number of schools are receive services and outcomes vary from school to school. Another critical issue affecting both programs is the varying responses from different school districts. Many school districts or schools within a district do not want transition or VR counselors to provide services. Additionally, CSNA findings indicate there is a varying level of appreciation of the pilot project among ARS managers and counselors throughout the state.

### 4. SSI/SSDI Needs and Issues

Focus group findings indicate that older VR consumers have varying concerns and lack information regarding amount of earnings allowed. As a result, they are reluctant to seek or secure employment for fear of losing benefits. Findings also reveal that the younger consumer has a much stronger desire to become employed and increase their earnings even if it means not having the SSI/SSDI safety net. The data demonstrates the need to improve and increase benefits counseling services and access to information and expertise in SSA Work Incentive programs such as Individual Work Related Expenses, PASS accounts, Working Medicaid and the Ticket to Work program.

### 5. Community Rehabilitation Programs (CRPs)

The data and information relative to CRPs indicate that there is a decrease in referrals to CRPs and agency utilization of CRPs. Agency leadership and counselors stated that the CRPs are not providing services relevant to the times. CRPs continue to provide Sheltered Workshop services while more career development, job readiness, job development and placement are needed, including Supported Employment services. The decreased utilization of CRPs is consistent with the trend of VR agencies to decrease traditional Sheltered Workshop services. Respondents said there is a lack of CRP services in rural parts of the state. This is consistent with information acquired regarding ARS's need to strengthen working relationships and collaborative efforts with key stakeholders, community providers and vendors.

### 6. Workforce Investment System (WIS)

The data and information acquired from all sources indicate working relationships between ARS and WIS partners varies by level of administration and ARS district. A few ARS districts report positive and productive working relationships. However, the majority of ARS districts report the relationship to be more symbolic than substantive. All districts have a counselor assigned to the WIS center. Counselors report there is not a place for the counselor to conduct confidential interviews for purposes of referrals and gathering intake information. ARS leadership will work with WIS leadership to ensure communication and facilitation of working models are fostered at the district manager and counselor levels.

# State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program

Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)

## Attachment 4.11(b) Annual Estimates

- Identify the number of individuals in the state who are eligible for services.
- Identify the number of eligible individuals who will receive services provided with funds under:
  - Part B of Title I;
  - Part B of Title VI;
  - each priority category, if under an order of selection.
- Identify the cost of services for the number of individuals estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.

In 2008, the overall percentage (prevalence rate) of working age people (ages 21 to 64) with a disability in Arkansas was 16.6 percent. In other words, in 2008, 263,400 of the 1,591,600 individuals ages 21 to 64 in Arkansas reported one or more disabilities.  
(Source- American Community Survey, Disability and Employment Report, 2008.)

Category	Title I or Title VI Funds	Estimated Number to be Served	Average Cost of Services
TITLE I PART B			
Priority I	\$2,287,128	2,796	\$818
Priority II	\$13,663,872	16,704	\$818
Priority III (not expected to be served in FY2011)	\$1,431,500	1,750	\$818
			—
			—
TITLE VI PART B	\$265,000	325	\$815
			—
			—
			—
Totals	\$17,647,500	21,575	\$817

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.11(c)(1) State Goals and Priorities**

The goals and priorities are based on the comprehensive statewide assessment, on requirements related to the performance standards and indicators, and on other information about the state agency. (See section 101(a)(15)(C) of the Act.) This attachment should be updated when there are material changes in the information that require the description to be amended.

- Identify if the goals and priorities were jointly developed and agreed to by the state VR agency and the State Rehabilitation Council, if the state has a council.
- Identify if the state VR agency and the State Rehabilitation Council, if the state has such a council, jointly reviewed the goals and priorities and jointly agreed to any revisions.
- Identify the goals and priorities in carrying out the vocational rehabilitation and supported employment programs.
- Ensure that the goals and priorities are based on an analysis of the following areas:
  - the most recent comprehensive statewide assessment, including any updates;
  - the performance of the state on standards and indicators; and
  - other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and findings and recommendations from monitoring activities conducted under section 107.

ARS and the State Rehabilitation Council (SRC) have developed and agreed upon goals and priorities. The goals have been reviewed and revised by ARS and the SRC. The goals are based on the Performance Standards and Indicators and the CSNA, completed in June 2010. Other available information was utilized including RSA recommendations from the most recent 107 on-site review. The priorities include the goal of meeting or exceeding the standards and indicators.

The goals are as follows:

Goal 1: Meet or exceed benchmarks for performance on the state standards and indicators.

Goal 2: Increase the availability of assistive technology (AT) for consumers statewide.



Goal 3: ARS will reserve and use a portion of the funds under Sec. 110 for the development and implementation of innovative approaches to expand and improve vocational rehabilitation services to individuals with disabilities under the state plan and for the support of the SRC and/or the SILC.

Goal 4: Increase the availability of Supported Employment (SE) services to consumers by providing technical assistance to CRPs and other vendors and increasing the number of referrals for SE services.

Goal 5: Improve public relations, marketing, information, outreach and referral.

Goal 6: Improve and expand job development, placement and employment.

Goal 7: Improve and expand transition services programs.

Goal 8: Improve services to meet issues and concerns of SSI/SSDI beneficiaries with disabilities.

Goal 9: Develop and improve Community Rehabilitation Programs.

Goal 10: Enhance collaboration and partnerships with the Workforce Investment System.

Goal 11: ARS will provide improved infrastructure for service delivery to increase efficiency and improve services to clients.

Goal 12: Increase and enhance services to individuals served by ARS.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.11(c)(3) Order of Selection**

- Identify the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services.
- Identify the justification for the order.
- Identify the service and outcome goals.
- Identify the time within which these goals may be achieved for individuals in each priority category within the order.
- Describe how individuals with the most significant disabilities are selected for services before all other individuals with disabilities.

### **Justification for order of selection**

Under the Vocational Rehabilitation Act (Title IV of the Workforce Investment Act of 1998) certain state Vocational Rehabilitation agencies are required to have an order of selection. An order of selection requires that a priority be given to individuals with the most significant disabilities in the provision of vocational rehabilitation services. The order of selection is required when a state determines that there are insufficient funds to serve all individuals with disabilities within the state including those with disabilities that are considered non-significant. ARS has determined that there are insufficient funds to provide services to all eligible individuals within the state.

The Order of Selection categories in the ARS FY 2011 State Plan were revised to enhance service delivery and to ensure that individuals with the most significant disabilities will receive priority for provision of services. The revised Order also clarifies practices and application of the Order for counselors. The previous ARS Order of Selection had four categories. The revised Order of Selection eliminates Category IV which was somewhat ambiguous and difficult to apply consistently (i.e. IV - Non-Significantly Disabled - An individual with a non-significant disability not classified in a higher priority).

The revised Order has three categories that include a specific number of functional limitations for each category. The functional limits in each priority category are: I Most Significantly

Disabled-seriously limits a minimum of three functional capabilities; II Significantly Disabled-seriously limits two functional capabilities; and III Non-Significantly Disabled-seriously limits one functional capability. The Definitions concerning multiple services, extended period of time and physical or mental disabilities remain the same. The clarity and enhanced application of the Order will improve service delivery and ensure that individuals with the most significant disabilities receive first priority under the Order. The complete new ARS Order of Selection is listed below.

The ARS Order of Selection assures the highest priority in service provision is reserved for eligible individuals with the most significant disabilities. Services and expenditures are closely monitored to enable the ARS Commissioner to close or open priority categories as deemed appropriate. This will assure services are continued for cases determined eligible and receiving services under an Individualized Plan for Employment. Adequate funds will be conserved to provide diagnostic services for all applicants to determine eligibility and category placement.

### **Description of Priority Categories**

The Order of Selection priority categories, justification for each, outcome and service goals are listed below:

### **ORDER OF SELECTION**

ARS will provide services based on an Order of Selection on a statewide basis. The ARS Order of Selection assures clients in Priority I and II will have first priority for the provision of services. If funds become available, individuals in Priority III may receive services.

Rehabilitation clients who have an Individualized Plan for Employment (IPE) for vocational rehabilitation (VR) services or extended evaluation (EE) services in place prior to the implementation of the Order of Selection policy will receive services as recorded in their IPE.

#### **Priority Category I - Most Significantly Disabled**

An individual with a most significant disability is defined as one who has a significant physical or mental impairment which:

- 1) Seriously limits a minimum of three functional capabilities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;
- 2) Whose vocational rehabilitation can be expected to require multiple VR services\* over an extended period of time\*\*; and
- 3) Who has one or more physical or mental disabilities as defined below\*\*\*.

#### **Priority Category II - Significantly Disabled**

An individual with a significant disability is defined as one who has a significant physical or mental impairment which:

- 1) Seriously limits two functional capabilities (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;

- 2) Whose vocational rehabilitation can be expected to require multiple VR services\* over an extended period of time\*\*; and
- 3) Who has one or more physical or mental disabilities as defined below\*\*\*:

#### Priority Category III - Non Significantly Disabled

An eligible individual with a non-significant disability is defined as one who has a significant physical or mental impairment which:

- 1) Seriously limits one functional capability (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;
- 2) Whose vocational rehabilitation can be expected to require multiple VR services\* over an extended period of time\*\*; and
- 3) Who has one or more physical or mental disabilities as defined below\*\*\*;

#### Definitions:

\* Two (2) or more major VR services, i.e. counseling, guidance, assistive technology, physical or mental restoration, training, and placement.

\*\* 90 days or more from the date services are initiated.

\*\*\* One or more physical or mental disabilities resulting from: amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

#### **Priority of categories to receive VR services under the order**

##### Priority of categories to receive VR services under the order

ARS will provide services based on an Order of Selection on a statewide basis. The ARS Order of Selection assures clients in Priority I and II will have first priority for the provision of services. If funds become available, individuals in Priority III and IV may receive services. Rehabilitation clients who have an Individualized Plan for Employment (IPE) for vocational rehabilitation (VR) services or extended evaluation (EE) services in place prior to the implementation of the Order of Selection policy will receive services as recorded in their IPE.

#### **Service and outcome goals and the time within which the goals will be achieved**

The service, outcome goals and time lines for the goals to be completed are included in the table below.

Priority Category	Number of individuals to be served	Outcome goals 26s	Outcome goals 28s	Time within which goals are to be achieved	Cost of services
1	2,789	401	1,118	FY 2010	\$2,287,128
2	16,704	2,030	6,682	FY 2011	\$13,663,872
3					
4					
5					
6					
7					

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.11(c)(4) Goals and Plans for Distribution of Title VI, Part B Funds**

Specify the state's goals and priorities with respect to the distribution of funds received under section 622 of the Act for the provision of supported employment services.

ARS Goal 4 under Goals and Priorities is to "Increase the availability of Supported Employment (SE) Services to consumers by providing technical assistance to CRPs and other vendors and increase the number of referrals for SE services." The Strategy states, "The agency will provide technical assistance and develop incentives to SE providers including CRPs to increase the availability of SE services to consumers. At the same time, the agency will place greater emphasis on supported employment outcomes and traditional sheltered employment outcomes will be de-emphasized."

The strategy involves an increased focus on appropriate SE outcomes as opposed to traditional sheltered employment. ARS has developed interagency agreements with the state agencies that serve individuals with the most significant disabilities including Developmental Disabilities Services, Special Education, Behavioral Health and the Division of State Services for the Blind. The agreement places an emphasis on competitive employment as a desirable outcome for individuals with the most significant disabilities including those with developmental disabilities and mental health diagnoses. As a result, effective July 1, 2008, ARS implemented a fee schedule for CRP's and other SE providers which is predicated on a fee for service model. The goal is to stimulate an increase in the number of SE providers in the state and to provide incentives for provision of SE services in rural areas that are unserved and underserved. In turn, the goal is to increase the number of referrals and individuals served and rehabilitated in the SE program.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.11(d) State's Strategies**

This attachment should include required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the vocational rehabilitation and the supported employment programs. See sections 101(a)(15)(D) and (18)(B) of the Act and Section 427 of the General Education Provisions Act (GEPA.)

- Describe the methods to be used to expand and improve services to individuals with disabilities.
- Identify how a broad range of assistive technology services and assistive technology devices will be provided to individuals with disabilities at each stage of the rehabilitation process.
- Describe how assistive technology services and devices will be provided to individuals with disabilities on a statewide basis.
- Identify what outreach procedures will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities.
- Identify what outreach procedures will be used to identify and serve individuals with disabilities who have been unserved or underserved by the VR program.
- Identify plans for establishing, developing, or improving community rehabilitation programs, if applicable.
- Describe strategies to improve the performance with respect to the evaluation standards and performance indicators.
- Describe strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities.
- Describe how the agency's strategies will be used to:
  - achieve the goals and priorities identified in Attachment 4.11(c)(1);
  - support innovation and expansion activities; and
  - overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the state Vocational Rehabilitation Services Program and the state Supported Employment Services Program.

## **Strategies to Achieve Goals and Priorities in FY 2011**

Goal 1: To meet or exceed the benchmarks for state performance standards and indicators.

### **Strategy**

- \* ARS will make a concentrated effort - through increased referrals, enhanced job development and placement services, and recruitment of qualified rehabilitation counselors to fill vacancies - to meet or exceed performance in employment outcomes in FY 2011.

- \* ARS will increase performance in Supported Employment with emphasis on serving an increase in the number of individuals with developmental disabilities and mental illness.

Goal 2: Increase availability of assistive technology (AT) for consumers statewide.

### **Strategy**

- \* Field Services will continue the Successful Employment through Assistive Technology (S.E.A.T.) program through all satellite offices to assess and utilize assistive technology equipment and devices for consumers throughout FY2011 on a statewide basis.

- \* ARS will continue collaboration and referrals to the Increasing Capabilities Access Network (ICAN) to increase awareness and utility of assistive technology on a statewide basis.

Goal 3: ARS will use a portion of the funds in compliance with Section 101(a)(18) for the development and implementation of innovative approaches to expand and improve vocational rehabilitation services to individuals with disabilities.

### **Strategy**

- \* ARS will strengthen collaboration with Independent Living Centers through meetings and conferences.

- \* ARS will continue to support the Arkansas Outreach to Emerging Communities Program targeting individuals with minority backgrounds with disabilities.

- \* ARS will use a portion of the funds under Section 101(a)(18) for the support of the SRC and/or the SILC.

Goal 4: Increase the availability of Supported Employment (SE) Services to consumers by providing technical assistance to CRPs and other vendors and increasing the number of referrals for SE services.

### **Strategy**

- \* ARS will provide technical assistance and develop incentives to Supported Employment (SE) providers or potential providers, including CRPs, to increase the availability of SE services to consumers statewide.

Goal 5: Improve public relations, marketing, information, outreach, and referrals.

### **Strategy**

- \* ARS will develop outreach strategies designed to improve access to VR services for the state's Hispanic residents living with a disability.

- \* ARS will study the needs and emerging population trends for purposes of developing and implementing a plan designed to increase the knowledge and access of potential consumers of the scope, and availability of Rehabilitation Services.

- \* ARS will develop educational and informational materials designed to inform potential



referral sources of the scope of ARS services and of the referral process.

- \* Materials and information will be provided in a variety of formats for Field personnel to distribute at the local community level.

- \* The materials will provide special attention to strategies designed to reach and serve a growing diverse population in the state.

Goal 6: Improve and expand job development, placement and employment.

Strategy

- \* ARS will enhance and facilitate a business services component in an effort to increase quality employment outcomes.

- \* ARS will increase the number of placement specialists employed throughout the state.

- \* The Field Program will be provided training regarding role, function and responsibility of placement specialists.

- \* An advisory group will be established composed of individuals from business and industry, counselors, job placement specialists and other appropriate professionals.

Goal 7: Improve and expand transition services program.

Strategy

- \* ARS leadership will work with the State Department of Education to insure that rehabilitation counselors have ready access to all students with disabilities.

- \* ARS leadership will work with the school districts throughout the state to facilitate and enhance the working relationship between the school districts and local rehabilitation District Managers and counselors.

- \* ARS will promote that all students reported to have a disability and an IEP will be contacted by a transition or rehabilitation counselor prior to or during their junior year of school.

- \* ARS will promote that all students with an IEP will be provided eligibility determination for VR services before they graduate high school.

- \* ARS will present both further training and opportunities for higher education as options to students and their families during transition planning for students. Additionally, students and their families will be given information and explanation of employment services and options, including information that describes and defines supported employment as one of those options.

Goal 8: Improve services to better meet the needs concerning SSI/SSDI beneficiaries with disabilities.

Strategy

- \* ARS will explore the development of additional SSA benefit counselors to work with ARS consumers and potential consumers regarding SSA rules and work incentives for employment.

- \* ARS will collaborate with the AWIN Benefits Counseling Program, the Working Medicaid Program and Employment Networks to leverage and expand services to SSI/DI beneficiaries.

Goal 9: Develop and improve Community Rehabilitation Programs.

Strategy

- \* ARS will continue assignment of a rehabilitation counselor as a liaison to each CRP in their District.
- \* ARS District Managers will assume a more active role with the CRP's for purposes of developing positive working relationships, to further assessing the need to improve or expand services, and to determine if additional CRP's need to be constructed.

Goal 10: Enhance collaboration and partnerships with the Workforce Investment System.  
Strategy

- \* ARS will collaborate with the Workforce Center staff to increase the ability of ARS staff to conduct intake interviews and take applications in a confidential manner while located at a Workforce Center site.
- \* ARS District Managers will conduct follow-up contacts with Workforce Managers to increase and improve working relationships and collaborative efforts.

Goal 11: ARS will provide improved agency infrastructure for service delivery to increase efficiency and improve services to clients.

Strategy

- \* ARS will completely upgrade computer hardware for ARS including desk top computers, lap top computer, scanners, wireless access and signature pads.
- \* A new case management software system will be implemented throughout ARS to enhance client services, improve business practices, increase efficiency and reduce errors.

Goal 12: Increase and enhance services to clients.

Strategy

- \* The Policy and Procedures Manual will be revised and updated to reflect current policies that reflect enhanced practices and procedures with the new case management software system.
- \* ARS will reclassify positions and request additional positions from the Legislature in order to increase the number of VR counselors and reduce caseloads.
- \* Counselor caseloads will be redistributed to achieve a more equitable number of cases per counselor and to reduce the number of cases per counselor.

#### **4.11 (d) Outreach**

The agency is developing the program titled Arkansas Outreach for Emerging Communities. ARS is developing this program as an outreach mechanism to serve individuals with disabilities from minority backgrounds by increasing employment opportunities, resources and developing leadership skills. This initiative identifies and serves individuals with disabilities who are minorities of all ages and with all disabilities.

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 4.11(e)(2) Evaluation and Reports of Progress**

### **Vocational Rehabilitation (VR) and Supported Employment (SE) Goals**

1. Clearly identify all VR program goals consistent with the goals described in the FY 2009 Attachment 4.11(c)(1), including an evaluation of the extent to which the VR program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

### **Introduction**

Arkansas Department of Career Education, Arkansas Rehabilitation Services (ARS) Division is the program within the state of Arkansas (along with the DHS-Division of Services for the Blind) that provides vocational rehabilitation services to assist individuals with significant disabilities in obtaining employed and living independently. The program is authorized through the Vocational Rehabilitation Act of 1973, as Amended, (Title IV of the Workforce Investment Act of 1998) and is provided through federal and state matching funds. Federal funding is received through the Rehabilitation Services Administration (RSA), Office of Special Education and Rehabilitative Services, U.S. Department of Education.

### **Evaluation and Progress for Goals and Strategies**

**Goal 1:** To successfully meet or exceed the RSA requirements for performance.

#### **ARS Evaluation and Progress**

ARS exceeded all RSA requirements for performance on the standards and indicators with the exception of 1.1. ARS performance is listed below.

#### **ARS Performance on the Standards and Indicators Established Pursuant To Section 106 for FY 2009**

Standard 1: Employment Outcomes

#### Performance Indicator 1.1

The data indicates that the number of individuals in Arkansas who achieved an employment outcome decreased in FY 2009 (2,361) compared to FY 2008 (2,447). This does not meet the federal benchmark of equaling or exceeding performance in the previous fiscal year.

#### Performance Indicator 1.2

The data indicates that 56.94% of the individuals in Arkansas who exited the VR program after receiving services achieved an employment outcome. This exceeds the federal benchmark of 55.8%.

#### Performance Indicator 1.3

The data indicates that the percentage of individuals determined to have achieved an employment outcome, which exited the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage is 99.95 in Arkansas, which exceeds the federal benchmark of 72.6%.

#### Performance Indicator 1.4

The data indicates that of all individuals who exited the VR program in competitive, self-employment, or BEP employment, with earnings equivalent to at least the minimum wage, the percentage that are individuals with significant disabilities in Arkansas is 84.37% which exceeds the federal benchmark of 62.4%.

#### Performance Indicator 1.5

The data indicates that the result for Performance Indicator 1.5 in Arkansas is the ratio of 0.58, which exceeds the federal benchmark of 0.52.

#### Performance Indicator 1.6

The data indicates the mathematical difference between the percentage reporting their own income as the largest single source of economic support at exit and the percentage reporting their own income as the largest single source of economic support at application is 56.2 in Arkansas exceeding the federal benchmark of 53.0.

### Standard 2: Equal Access to Services

#### Performance Indicator 2.1

The data indicates the service rate for all individuals with disabilities from minority backgrounds, as a ratio to the service rate for all non-minority individuals with disabilities is 0.845 in Arkansas, which exceeds the federal benchmark of 0.80.

### **Evaluation and Progress for Goals and Strategies for FY 2010**

**Goal 2: Reduce systemic barriers that may inhibit counselor interaction with consumers to increase counselor/client contact.**

#### **Strategy**

\* Agency will utilize data from the Comprehensive Assessment to determine systemic barriers

and reduce the barriers.

- \* Agency will implement an updated policy manual to enhance services during FY 2010.
- \* Agency will acquire a new client case management system.
- \* Agency will implement the new client case management system during FY 2010.
- \* Agency will provide training on the new client case management system.

### **ARS Evaluation and Progress**

- \* During FY 2010 ARS increased the number of positions for VR Counselors in order to decrease the number of clients on counselor caseloads. Case services funds were increased through reallocation of funds and using ARRA funds. Services to individuals living with developmental delays and mental illness were targeted. Collaborative efforts were made through work groups established with cooperative agreements with the Division of Behavioral Health Services, Division of Developmental Disabilities, Interagency Steering Committee on Integrated Employment and the Interagency Transition Partnership. Services and the number of individuals served increased.
- \* ARS is revising and implementing the policy manual which along with the new case management software system will create efficiencies and increase counselor time with applicants and clients.
- \* ARS contracted with Libera System 7 to implement a new case management software system.
- \* The new case management software system is targeted to go live October 7, 2010.
- \* Training is being provided to ARS staff in three phases in a Train-the-Trainer mode. ARS staff will receive training before the live date with additional training available through WebEx, on-line User Manual and Trainers in each satellite office.

### **Goal 3: Increase number of CSPD participants who meet standards.**

#### **Strategy**

- \* Agency will continue providing Comprehensive System of Personnel Development training opportunities and support to assure development of qualified staff and seamless succession throughout FY2010.

### **ARS Evaluation and Progress**

- \* ARS continues to implement the CSPD plan for Agency staff. All VR counselors hired as a result of no appropriate MRC CRC availability must be enrolled in a MRC CRC program. Courses targeted for successful completion of the CRC exam have been arranged with the University of Arkansas and counselors enrolled in the training. ARS hired a Deputy Chief of Field Services to facilitate the programs and track CRC achievement.

### **Goal 4: Increase number of students served with transition programs.**

#### **Strategy**

- \* The agency will continue participation in the state Interagency Transition Partnership to assure collaboration and increase referrals throughout FY2010.
- \* Field services will increase the number of counselors in FY2010 to serve transition cases in FY2010 and expand knowledge of community service opportunities.

### **ARS Evaluation and Progress**

- \* ARS continues to participate in the Interagency Transition Partnership (IATP) along with Department of Education-Transition, Special Education, and other key agencies. The IATP is designing a statewide help line to increase information and referral services statewide.

### **Goal 5: Increase availability of assistive technology (AT) for consumers.**

#### **Strategy**

- \* Field Services will continue the Successful Employment through Assistive Technology (S.E.A.T.) program to increase the assessments and application of technology equipment and devices for consumers throughout FY2010.
- \* Agency will continue collaboration and referrals to the Increasing Capabilities Access Network (ICAN) to increase awareness and utility of assistive technology.

### **ARS Evaluation and Progress**

- \* SEAT is utilized by Field Services to assess individual's assistive technology needs. The new case management system incorporates assistive technology referral electronically in the system along with the bidding process which creates economy and efficiency.
- \* The ICAN Assistive Technology project is utilized by counselors for AT needs for clients and promotes public awareness and training. ICAN also has an AT recycling program with lending and permanent assignment program.

### **Goal 6: Reserve and use a portion of the funds under Sec. 110 for the development and implementation of innovative approaches to expand and improve vocational rehabilitation services to individuals with disabilities under the state plan and for the support of the SRC and/or the SILC. To increase collaboration and partnerships with Centers for Independent Living (CIL) including referrals, marketing and public information. Provide funds to support an innovative outreach program to unserved and underserved individuals.**

#### **Strategy**

- \* The agency will reserve and use Title I funds for Innovation and Expansion to support the State Independent Living Council.
- \* The agency will provide technical assistance to the State Rehabilitation Council regarding the revised policy manual and case management to be implemented in FY2010.
- \* Agency will implement strategies to strengthen collaboration with Independent Living Centers.
- \* Agency will continue to support the efforts of the Arkansas Outreach to Emerging Communities Program targeting individuals with minority backgrounds with disabilities.

### **ARS Evaluation and Progress**

- \* ARS uses Section 101(a)(18) funds to support the SILC in partnership with the DHS-Division of State Services for the Blind on a 88-12% shared basis.
- \* ARS will provide a review of the policy manual and case management to the SRC.
- \* ARS collaborates with the SILC and Centers on an ongoing basis and attends SILC meetings.
- \* ARS supports the Arkansas Outreach to Emerging Communities which has created additional contacts within the community.

**Goal 7: To increase the availability of Supported Employment (SE) Services to consumers by providing technical assistance to CRPs and other vendors and increasing the number of referrals for SE services.**

**Strategy**

\* The agency will provide technical assistance and develop incentives to Supported Employment (SE) providers or potential providers, including CRPs, to increase the availability of SE services to consumers statewide.

**ARS Evaluation and Progress**

ARS continues to expand and improve Supported Employment (SE) Services for individuals with the most significant disabilities throughout the state. An Interagency Agreement enhances collaboration between ARS, DSB, DD and MH state agencies. Another Interagency Agreement with the SE service vendors implements strategies to expand the SE system. Strategies include increasing the number of vendors offering SE and job placement statewide through enhanced incentives; utilizing a fee-for-service approach with CRPs and SE providers; increasing fee schedules; and commitment from DD and MH state agencies to emphasize work as a high priority outcome.

2. Identify all supported employment program goals consistent with the goals described in Attachment 4.11(c)(4), including an evaluation of the extent to which the supported employment program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

The agency continues strategies to develop and expand Supported Employment services. The outcome of the SE goals for FY 2009 indicates 328 served compared to 302 in FY 2008 and 284 in FY 2007, a 6% and 9% increase. Strategies involve an increased focus on appropriate SE outcomes as opposed to traditional sheltered employment. ARS has interagency agreements with state agencies that serve individuals with the most significant disabilities including DDS, Special Education, Behavioral Health and the Division of Services for the Blind. ARS is a member of a task force, the Interagency Steering Committee on Integrated Employment, in partnership with state agencies previously mentioned. ARS is using an upgraded fee schedule for SE providers, including the CRPs, on a fee-for-service basis. ARS met with the Arkansas Association of CRPs and agreed to initiate a Task Force of representatives from the CRPs and the Agency to collaborate on improved services, including supported employment. The number of SE providers within the state continues to increase. The agency anticipates that the number of individuals served in the SE program will continue to grow. The main factors that impeded the achievement of the goals were lack of adequate funding for SE, transportation and lack of providers in rural areas, and limitations of staff and expertise in existing CRPs that could potentially provide SE services.

3. Provide an Assessment of the performance of the VR program on the standards and indicators for FY 2009.

ARS met or exceeded all of the performance standards and indicators for last fiscal year with the exception of 1.1. Arkansas is a rural state with low personal income and high unemployment. The economic downturn increased lay-offs, business failures and unemployment within the state. ARS placement vendors and CRPs report increased difficulty in placing individuals with disabilities into competitive employment. ARS anticipates meeting this indicator in FY 2011 as the state's economy is showing signs of recovery.

4. Provide a report on how the funds reserved for innovation and expansion (I&E) activities were utilized in FY 2009.

Title I funds for Innovation and Expansion are reserved and used to support the SRC in the annual resource plan and, along with funds from the Division of Services for the Blind, the SILC in the annual budget. Innovation and Expansion funds support an innovative program, the Arkansas Outreach to Emerging Communities Program. This is a program to expand and improve VR services to traditionally unserved and underserved populations including individuals with minority backgrounds with disabilities.



# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Arkansas Rehabilitation Services State Plan for Fiscal Year 2011 (submitted FY 2010)**

## **Attachment 6.3 Quality, Scope, and Extent of Supported Employment Services**

- Describe quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities
- Describe the timing of the transition to extended services

ARS continues initiatives to expand and improve Supported Employment (SE) Services for individuals with the most significant disabilities throughout the state. An Interagency Agreement enhances collaboration among ARS, DSB, DD and MH state agencies. Another Interagency Agreement is in place with SE service vendors to implement strategies to expand the SE system, including job placement services. Strategies include increasing the number of vendors offering SE and job placement statewide through enhanced incentives; utilizing a fee-for-service approach with CRPs and SE providers; revised fee schedules; and commitment from DD and MH state agencies to emphasize work as a high priority outcome.

ARS provides Supported Employment (SE) Services in compliance with Sec. 7 Definitions in the Act based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment. To the extent job skills training is provided, the training is provided on-site. SE services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of individuals with the most significant disabilities. ARS identifies and makes arrangements (including entering into cooperative agreements) with other State agencies and other appropriate entities to assist in the provision of SE services.

State agency partners involved in ARS SE include the Department of Human Services (DHS) Developmental Disabilities Services, DHS Division of Behavioral Health Services, DHS Division of State Services for the Blind and Arkansas Department of Education. SE providers are utilized statewide. Faulkner Co. Council on Developmental Disabilities in Conway, First Step School in Hot Springs, Easter Seals in Little Rock, Arkansas Support Network, serving northwest Arkansas, and Abilities Unlimited of Jonesboro are a few of the extensive list of vendors for SE services.

All providers of SE services to consumers of ARS agree in writing to provide extended services for the client as long as the client has the job. The timing of the transition from employment to extended services is immediate. Extended services begin immediately after the case is closed status 26 when the employment outcome is achieved.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number of this information collection is 1820-0500. The time required to complete this information collection is estimated to average 25 hours per response, including the time to review instructions, search existing data sources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4760. If you have any comments or concerns regarding the status of your individual submission of this form, write directly to: Carol Dobak, Chief of the Vocational Rehabilitation Program Unit, Rehabilitation Services Administration, U.S. Department of Education, 400 Maryland Avenue S.W., PCP, Room 5014, Washington, D.C. 20202.