

Input of State Rehabilitation Council (Blind)

All agencies, except for those that are independent consumer-controlled commissions, must describe the following:

1. Input provided by the State Rehabilitation Council, including input and recommendations on the VR services portion of the Unified or Combined State Plan, recommendations from the Council's report, the review and analysis of consumer satisfaction, and other Council reports that may have been developed as part of the Council's functions; (Blind)

The Delaware Vocational Rehabilitation Advisory Council for the Division for the Visually Impaired (DVI) (hereinafter referred to as SRC) is a voluntary Council whose membership is comprised of individuals appointed by Governor John Carney. In accordance with statutory requirements, the DVI SRC is comprised of members representing individuals who are blind or visually impaired; individuals representing other disability groups and interests; parents of children who are blind or visually impaired; recipients of vocational rehabilitation services from the Division for the Visually Impaired VR program; a representative from the Client Assistance Program; representatives from business and industry; a vocational rehabilitation counselor; a representative of the state educational agency; and a representative of the State Workforce Development Board. The input and recommendation of the SRC reflect ongoing efforts to obtain information and feedback from Delawareans who are blind or visually impaired and are derived from the following sources: 1. Information supplied to the SRC by the Delaware Division for the Visually Impaired; 2. Information outlined in the summary report of the Comprehensive Statewide Needs Assessment, completed during FY'13; 3. input received from public and town hall meetings held in calendar years in 2016, 2017; and 4. Information received from consumers and other related stakeholders; and 5. Statistics and other related data.

Recommendations from the Delaware Vocational Rehabilitation Advisory Council for the Delaware Division for the Visually Impaired (SRC)

Summary of the SRC's Input: (Pending)

During FY 2018, the SRC took an active role in evaluating and addressing barriers to employment and increasing employment opportunities for Delawareans who are blind or visually impaired. These important activities include, but are not limited to:

Drafting consumer satisfaction surveys and collaborating with DVI to establish a regular schedule for survey completion and transmission of survey results to the Council for analysis and action;

Participating in DVI's statewide public meetings;

Facilitating joint stakeholder meetings to maximize the community's ability to address common issues;

Establishing a legislative agenda for the SRC, designed to increase the state legislators' awareness of issues impacting Delawareans who are blind and visually impaired. The legislative efforts of the SRC include face-to-face communication with members of the State's House of Representatives and Senate and collaboration with Delaware's disability advocacy groups.

Chartering and executing a plan to complete a Delaware Statewide Needs Assessment and Analysis through the use of consultative services.

Volunteering to participate in DVI's programming, such as Career Day.

Sponsorship of programming designed to increase the public's awareness of services for Delaware's blind and visually impaired community.

Actively engaging in strategic planning activities with DVI to evaluate the needs of the community of blind and visually impaired persons in Delaware and to set a collective agenda to prioritize and address the significant needs identified.

Recommendations from the SRC for the Delaware Division of the Visually Impaired:

The Council recognizes that the community of Delawareans who are blind and visually impaired face a number of issues in their pursuit of meaningful employment. The following recommendations represent the Council's attempt to prioritize these issues to assist DVI in establishing specific, measurable, achievable, results-focused, time-bound goals for the community's benefit.

1. Transition – DVI provided to the SRC its new transition policy and program in May 2014. The SRC appreciates DVI's work in the area of transition and looks forward to evaluating the program's effectiveness.

Recommendations:

- a. Establish policies jointly with the Department of Education and the school districts to ensure that VR Counselors, who are expected to attend all IEP (Individualized Education Program) meetings and all other appropriate meetings involving the transitioning needs of the consumer, receive timely notification of all IEP meetings and regular reports of the student's progress from IEP team members. VR Counselors are able to contact parents prior to the IEP meeting to inform parents about services provided. The education and VR staff are provided with updated case lists routinely to identify shared consumers/or students.
- b. Establish a means through which DVI Counselors and IEP team members receive appropriate training to integrate Individualized Education Programs with Individualized Plans for Employment.
- c. Establish a program that offers to students who are blind or visually impaired and their parents and/or guardians, services designed to obtain from the College Board, which administers the SAT and PSAT, and the ACT organization, reasonable accommodations for testing, including assistance with completion of paperwork related to such requests, determinations related to the accommodations required, and practice testing.
- d. Establish an objective means through which to evaluate a consumer's educational progress toward a selected career path prior to altering or otherwise reducing or eliminating DVI sponsorship of the activities related to the chosen career.

2. Increase public awareness of available services. Recommendations:

- a. Increase utilization of social media to inform eligible consumers of events, programming, and resource availability.

- b. Sponsor workshops or courses on use of social media to access information about programs and services for persons who are blind or visually impaired. The goal is to coordinate with DVI's ILS and Technology Center to provide workshops in this area.
- c. Increase public knowledge of SRC meetings by posting them on the DVI website, Facebook, the DVI newsletter, and other means through which DVI communicates with eligible consumers.
- d. Include in the marketing toolkit a resource guide that outlines services available to VR consumers, current, and potential employers through partnerships established by existing MOUs with other organizations or entities.
- e. Implement an effective means through which to obtain information and feedback from the approximately 6,429 individuals between the ages of 18–64 that may be potentially eligible for VR services.
- f. Institute or enhance current efforts to obtain information from consumers who have been identified as successful closures at regular intervals (90 days, six months, one year, etc...)

2. The Designated State unit's response to the Council's input and recommendations; and (Blind)

The Designated State unit's agrees with the Council's input and recommendations with the inclusion of the caveat for the recommendation regarding "establishing and implementing a quarterly meeting schedule to obtain feedback from LEAs with whom DVI is working under the executed MOU" that these meetings will be an extension of existing special education director meetings coordinated by the Delaware Department of Education in which DVI is invited to participate as a portion of these quarterly meetings.

3. The designated State unit's explanations for rejecting any of the Council's input or recommendations. (Blind)

DVI does not reject any of the Council's input or recommendations.

4. Request for Waiver of Statewideness (Blind)

When requesting a waiver of the statewideness requirement, the designated State unit must identify the types of services to be provided by the program on a non-statewide basis. The waiver request must also include written assurances that:

1. A local public agency will provide the non-Federal share of costs associated with the services to be provided in accordance with the waiver request; (Blind)

The agency is not requesting a waiver of statewideness.

2. The designated State unit will approve each proposed service before it is put into effect; and (Blind)

N/A.

3. All State plan requirements will apply (Blind)

Requirements of the VR services portion of the Unified or Combined State Plan will apply to the services approved under the waiver.

N/A.

c. Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Development System. (Blind)

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 development system with respect to:

1. Federal, State, and local agencies and programs; (Blind)

To utilize various services as deemed necessary and appropriate to address the unique and individualized needs of our targeted population the Division for the Visually Impaired (DVI) works cooperatively with state agencies under the umbrella of Delaware Health and Social Services (DHSS) that are not carrying out activities through the statewide workforce development system. Such agencies include: 1. Division of Social Services to address immediate needs for: Food Supplement Program, Cash Assistance, Child Care Assistance, and Low Income Home Energy Assistance Program 2. Division of Developmental Disabilities Services for transition of our jointly served consumers to extended services following the cessation of supported employment services under Title VI Part B funding, and consultation for development of Behavior Support Plans as necessary to reduce self-limiting and/or complex behaviors to facilitate positive supported employment outcomes. 3. Division of Medicaid and Medical Assistance to assist individuals with disabilities by allowing them to work without losing health care benefits such as Medicaid for Workers with Disabilities program. 4. Division of Public Health for referral to community Health Centers for comprehensive family health services from prenatal and adolescent care to adult and geriatric medicine. 5. Division of Services for Aging and Adults with Physical Disabilities as a comprehensive resource for Independent Living in areas such as money management, Medicare Part D for prescription assistance, Emergency Preparedness, Home Modifications, Medical Transportation, Attendant Services, and the Senior Community Service Employment Program. 6. The Division of Substance Abuse and Mental Health (DSAMH) to provide mental health and substance abuse treatment services for adults, primarily through contracts with private agencies for screening and evaluation; outpatient counseling; opioid treatment, including methadone maintenance; continuous treatment team programs for individuals with long-term, disabling alcohol and drug dependence disorders; less intensive case management services offered through the outpatient counseling agencies; detoxification; and residential services. The residential services include short-term/variable length-of-stay treatment (30 days or less), long-term treatment, and halfway houses.

2. State programs carried out under section 4 of the Assistive Technology Act of 1998; (Blind)

The Division for the Visually Impaired collaboratively works with Delaware's Assistive Technology Act Program. The Division refers consumers to the programs offered by the Assistive Technology Act Program. In addition the Assistive Technology Program communicates with the Division for the Visually Impaired to identify additional resources that may benefit consumers.

The Division for the Visually Impaired is represented on both the Board of Delaware's Assistive Technology Program and the parent organization's advisory Board.

3. Programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture; (Blind)

N/A.

4. Non-educational agencies serving out-of-school youth; and (Blind)

DVI currently maintains a memorandum of understanding with the Delaware Division of Libraries, a state agency dedicated to providing leadership and support for the timely development of Delaware's libraries, to ensure convenient access to, and encourage use of current information resources and reading material by all Delawareans. The Division for the Visually Impaired and the Division of Libraries share a mission to enhance and promote values of service, access, and excellence for all constituents and work together to uphold the National Federation for the Blind's Newsline Service and other accessible systems through the public library system that benefits Delawareans with disabilities. The Newsline is a service provided by the National Federation of the Blind (NFB) where individuals with visual impairments people can access over 400 publications, emergency weather alerts and forecasts, employment opportunities, tv listings, and retail ads. Through the employment tool, consumers have access to two national job sources that offer over 100,000 listings.

5. State use contracting programs. (Blind)

The Division for the Visually Impaired through its membership on the Commission for Statewide Contracts to Support Employment for Individuals with Disabilities is engaged in the state use contracting process. The agency's main thrust is to encourage and assist individuals with visual impairments and other disabilities to achieve maximum personal independence through products and services. At scheduled and notices commission meetings, the Commissioners proposes potential set-a-side contracts with agencies, the price of products manufactured and services provided by a Community Rehabilitation Program or Central Non-Profit Agency that are offered for sale to the various agencies of the State.

d. Coordination with Education Officials (Blind)

Describe:

1. DSU's plans (Blind)

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 VR services, including pre-employment transition services, as well as procedures for the timely development and approval of individualized plans for employment for the students.

The Division for the Visually Impaired (DVI) Vocational Rehabilitation (VR) Program works with the Department of Education (DOE), and Local Education Agencies (LEAs) through the Interagency Agreement implemented in August 2016. This agreement includes the additional provisions under the Workforce Investment Opportunities Act (WIOA). The revised agreement with DOE and LEAs includes specific roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining State lead agencies and qualified personnel responsible for transition services beginning at age fourteen for youth that qualify for services under an Individualized Education Program (IEP) or 504 Plan. The agreement also includes the appeal process for families to grieve any decisions regarding services requests and further delineates the differences in services being provided by the agency's education unit in comparison with the vocational rehabilitation unit including pre-employment transition services.

DVI continues to maintain a transition program that is designed as an integrated network of activities, which facilitates the successful progression of students through high school into the adult employment arena. The program includes: vocational assessment; career exploration; vocation training; post-secondary education; employment within integrated work settings (including early start to supported employment); individualized adaptive living services from DVI including orientation and mobility training, low vision services, in home adaptive living skills training and assistive technology, etc. All of our student referrals continue to be made through the education unit of the agency, which provides educational programming to students in public and private schools through graduation or to the end of the school term during which the student reaches 21 years of age within DOE/EA. All of the students served by Division for the Visually Impaired Educational Services program are involved in the Special Education program in accordance with Section 614(d) of the Individuals with Disabilities Education Act (IDEA).

Both the Division for the Visually Impaired Vocational Rehabilitation Program and Education Program work collaboratively with the education program to provide support and services to transition age youth. The Division's Transition Counselors provide both school and community based services such as: job exploration counseling; work-based learning experiences, which may include in-school or after school opportunities, or experience outside the traditional school setting (including internships), that is provided in an integrated environment to the maximum extent possible; counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education; workplace readiness training to develop social skills and independent living; instruction in self-advocacy, which may include peer mentoring; effective strategies to increase the likelihood of independent living and inclusion in communities and competitive integrated workplaces; developing and improving strategies for individuals with intellectual disabilities and individuals with significant disabilities to live independently, participate in postsecondary education experiences, and obtain and retain competitive integrated employment; instruction to vocational rehabilitation counselors, school transition personnel, and other persons supporting students with disabilities; disseminating information about innovative, effective, and efficient approaches to achieve the goals of this section; coordinating activities with transition services provided by local educational agencies under the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.); evidence-based findings to improve policy, procedure, practice, and the preparation of personnel, in order to better achieve the goals; developing model transition demonstration projects; multistate or regional partnerships involving States, local educational agencies, designated State units, developmental disability agencies, private businesses, or other participants to achieve the goals of this section; and dissemination of information and strategies to improve the transition to postsecondary activities of individuals who are members of traditionally unserved populations.

The Division for the Visually Impaired Transition VR Counselors work collaboratively with all other agency's program staff for coordination of specific services focusing on career exploration and skill development in the areas of activities of daily living and rehab technology. In order to ensure

consistent progress toward vocational goals and monthly contacts by the VR Transition Counselor are required throughout the calendar year with the students, their families, school personnel, and various other sources contracted for student transition educational programming. The VR Transition Counselor also actively participates in Individualized Educational Program (IEP) meetings and interagency interdisciplinary team meetings to gather information relative to the full scope of VR services required for transition from secondary education to self-sufficiency. Based on the information obtained from various sources to include the student, the students' family, and school officials.

2. Information on the formal interagency agreement with the State educational agency with respect to: (Blind)

A. 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; (Blind)

The Division for the Visually Impaired Vocational Rehabilitation team participates in statewide quarterly cadre meetings with school personnel to allow the exchange of information regarding Pre-Employment Transition Services activities and to continue collaboration with Local Education Agencies on a statewide level. In addition, on an annual basis the Division for the Visually Impaired will present an overview of services.

B. transition planning by personnel of the designated State agency and educational agency that facilitates the development and implementation of their individualized education programs; (Blind)

The DVI-VR Counselor works collaboratively with all other DVI agency program staff for coordination of specific services focusing on career exploration and skill development in the areas of activities of daily living and rehab technology. In order to ensure consistent progress toward vocational goals, contacts by the VR Counselor are required throughout the calendar year with the students, their families, appropriate school personnel DVI Education staff, and various other sources contracted for student transition. The VR Transition Counselor also attends Individualized Educational Program (IEP) meetings and interagency interdisciplinary team meetings to gather information relative to the full scope of VR services required for transition from secondary education to self-sufficiency. Based on the information obtained from various sources, plans are developed to include the needs of the student such as assistive technology, funding resources for the technology, transportation assistance, low vision services, Orientation and Mobility, and all other pertinent services.

C. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining State lead agencies and qualified personnel responsible for transition services; (Blind)

In August 2016, The Delaware Division for the Visually Impaired, the Delaware Department of Education, and Delaware's Local Education Agency's executed a Memorandum of Understanding (MOU) that includes the roles, responsibilities, including financial responsibilities of each agency, including state lead agencies and qualified personnel responsible for transition services.

D. procedures for outreach to and identification of students with disabilities who need transition services. (Blind)

DVI will continue to participate in outreach events to promote vision rehabilitation services and engage community partners to collaborate on ensuring successful outcomes of students with disabilities who need transition services. The Delaware Division for the Visually Impaired currently houses the statewide education program for students with visual impairments. Upon students turning age fourteen within DVI's school program a referral will be initiated to DVI's Vocational Rehabilitation Unit. The student population is reconciled annually.

e. Cooperative Agreements with Private Nonprofit Organizations (Blind)

(Formerly known as Attachment 4.8(b)(3)). Describe the manner in which the designated State agency establishes cooperative agreements with private non-profit VR service providers.

DVI's ongoing practice is to identify VR vendors in New Castle, Kent and Sussex Counties that provide services to include: Medical and Psychological/Psychiatric assessments and treatment, Job Placement, Job Coaching, Supported Employment, Vocational Training, Work Adjustment training, Community Based Work Assessments, Job Readiness Training, Language Translation, Tutoring and Assistive Technology support/assessments and training. These services are provided for DVI VR consumers in an effort to facilitate employment through a partnership with Department of Labor's general VR agency (DOL 116) via a cooperative memorandum of understanding and "share" contractual agreements with local non-profit service providers. DVI also contracts with providers that specialize or seek to specialize in community rehabilitation services for the blind.

In addition, DVI offers sensitivity and assistive technology awareness trainings for all private non-profit vocational rehabilitation service providers entering into cooperative agreements with DVI for contracted services if they are interested in servicing DVI customers.

Vocational Rehabilitation, Independent Living Services, Technology Center Education and Orientation and Mobility staff partner with each other to provide comprehensive support designed to teach techniques and strategies that promote skill development and lead to employment when desired. This collaboration enables persons with severe vision loss to function comparably with their contemporaries at school, at work and in their communities. We regularly review and revisit consumers' needs and plans towards employment. Contracts for employment related services with private non-profit vocational rehabilitation service providers include Community Accredited Rehabilitation Facilities. When specific blindness services for Occupational Training or Rehabilitation Technology Services are warranted, DVI has the flexibility to seek approval from the Office of Management and Budget to enter into contractual agreements with private non-profit organizations that may be located outside the State of Delaware. DVI is represented at Ability of Network of Delaware (A.N.D.) meetings, and works strategically with the local community rehabilitation provider community to ensure that DVI consumers are also provided access to set-aside employment opportunities within the State of Delaware.

f. Arrangements and Cooperative Agreements for the Provision of Supported Employment Services (Blind)

(Formerly known as Attachment 4.8(b)(4)). Describe the designated State agency's efforts to identify and make arrangements, including entering into cooperative agreements, with other State agencies and other appropriate entities in order to provide supported employment services and extended employment services, as applicable, to individuals with the most significant disabilities, including youth with the most significant disabilities.

The Division for the Visually Impaired (DVI) has Memorandum of Understanding agreements with the Division for Developmental Disabilities Services (DDDS), the Department of Education (DOE), the Department of Labor's Vocational Rehabilitation Division (DOL DVR) and with for the Department of Substance Abuse and Mental Health Services (DSAMH) to provide wrap around Supported Employment and coordinate extended services for folks with most significant disabilities in DVI.

Specific supported employment vocational rehabilitation services best practices are provided as per the Dartmouth Psychiatric Research Center Evidence Based Supported Employment model. All consumers who receive services under supported employment require long term supports or extended services, the majority of whom receive funding under a Medicaid waiver funded program through DDDS, DSAAPD or DSAMH. Under WIOA, DVI also provides extended services up to four years following the exit of an individual if determined necessary under an Individualized Plan for Employment.

DDDS, DVI, DVR, and DOE entered into a formal agreement to work together with eligible students aged 14 and above, to transition successfully from school into employment, training/education or both. It is the goal of DVI VR to have every student who is a Supported Employment Candidate and active with DDDS to start Supported Employment Services by age 15 under the "Early Start" model. This is to insure that there is no gap in services between the last month of school and the beginning of Supported Employment services and/or actual employment obtained through Supported Employment service provision.

g. Coordination with Employers (Blind)

(Formerly known as Attachment 4.8(b)(5)). Describe how the designated State unit will work with employers to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of:

1. VR services; and (Blind)

In 2017, the business services resource guide was developed. DVI's Business Services team continues to modify this tool and distributes to business partners.

DVI will provide training and technical assistance to employers regarding the employment of individuals with disabilities, including disability awareness, and the requirements of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) and other employment-related laws.

DVI will work with employers to: (A) provide opportunities for work-based learning experiences (including internships, short-term employment, apprenticeships, and fellowships), and opportunities for pre-employment transition services; (B) recruit qualified applicants who are individuals with disabilities; (C) Train employees who are individuals with disabilities; and (D) promote awareness of disability-related obstacles to continued employment. DVI shall develop and provide internships, short term employment, apprenticeships, and fellowships to at least 75% of all students enrolled in DVI's transition program prior to graduation from high school.

DVI will provide consultation, technical assistance, and support to employers on workplace accommodations, assistive technology, and facilities and workplace access through collaboration with community partners and employers, across States and nationally, to enable the employers to recruit, job match, hire, and retain qualified individuals with disabilities who are recipients of vocational rehabilitation services or who are applicants for such services.

DVI will assist employers with utilizing available financial support for hiring or accommodating individuals with disabilities, including but not limited to, a renewed agreement with the Division of Employment and Training regarding utilization of the Work Opportunities Tax Credit for individuals with visual impairments.

The Division for the Visually Impaired will continue to develop relationships with employers to craft customized supported employment opportunities in integrated settings that is consistent with the individual's unique skills, abilities, interests, and informed choice.

2. Transition services, including pre-employment transition services, for students and youth with disabilities. (Blind)(USE PRE-ETS Policy)

DVI continues to maintain a transition program that is designed as an integrated network of activities, which facilitates the successful progression of students through high school into the adult employment arena. The program includes: vocational assessment; career exploration; vocation training; post-secondary education; employment within integrated work settings (including early start to supported employment); individualized adaptive living services from DVI including orientation and mobility training, low vision services, in home adaptive living skills training and assistive technology, etc. Student referrals continue to be made through the education unit of the agency, which provides educational programming to students in public and private schools through graduation or to the end of the school term during which the student reaches 21 years of age. All students served by the Division's Educational Services program are rendered in accordance with Section 614(d) of the Individuals with Disabilities Education Act (IDEA).

DVI/VR has established Pre-employment Transition Services Policy which is used as the basis for the service delivery under WIOA for the required, authorized and coordinated services under the law. This policy is designed to support the transition from school into adult life of high school students with disabilities. Specifically Pre-employment Transition Services provide students with an introduction to work that will serve to both inform their future vocational choices, develop work habits and obtain experience that will make them more marketable in the competitive workforce. Pre-employment Transition Services provide high school students age 14-21 with the necessary skills, knowledges and vocational experiences as stipulated in the Delaware Individuals with Disabilities Education Act (IDEA) Regulations. DVI/VR collaborates with local education agencies to provide such activities as Career Mentoring Day, participation in Jr. Partners in Policy Making, participation in the Delaware Career Pathways Conference and the Annual Transition Conference.

The DVI/VR Transition Counselor works collaboratively with all other DVI agency program staff for coordination of specific services focusing on career exploration and skill development in the areas of activities of daily living and rehab technology. In order to ensure consistent progress toward vocational goals, contacts by the VR Counselor are required throughout the calendar year with the students, their families, appropriate school personnel DVI Education staff, and various other sources contracted for student transition educational programming. The VR Transition Counselor also attends Individualized Educational Program (IEP) meetings and interagency interdisciplinary team meetings to gather information relative to the full scope of VR services required for transition from secondary education to self-sufficiency. Based on the information obtained from various sources to include the student, the students, family, school officials and others, DVI VR Casework mandates that an Individualized Plan for Employment (IPE) is developed a minimum of 90 days following the determination of eligibility. At this time, assistive technology, funding resources for the technology, timeframes for delivery of services, transportation assistance, low vision services, Orientation and Mobility, and all other pertinent VR services are provided as deemed necessary. If a needs assessment determines that specific equipment/technology must be provided, VR will loan (if it is in stock) the necessary equipment to an individual until such equipment can be ordered, setup and

installed by the responsible parties. If funds or loaner equipment are not available, DVI will work with DOE and LEAs to transfer DOE purchased equipment to VR or provide a waiver that will enable the student to retain his/her DOE purchased equipment until replacement equipment is procured through VR.

One critical aspect of DVI's Business Services team is to secure paid work opportunities. These individuals (employment services unit) began a business champions program in 2015 to expand the number of paid internships and work opportunities for students with visual impairments. Over the past year the number of paid work opportunities has increased and DVI plans to continue to expand these opportunities through improved coordination with the Workforce Partners (Division of Employment and Training) under WIOA.

h. Interagency Cooperation (Blind)

Describe how the designated State unit will collaborate with the State agency responsible for administering each of the following programs to develop opportunities for competitive integrated employment, to the greatest extent practicable:

1. The State Medicaid plan under title XIX of the Social Security Act; (Blind)

DVI is currently working with several other agencies within the Department of Health and Social Services, and has entered into a cooperative agreement with the Division of Medicaid and Medical Assistance (administering agency of State Medicaid plan under title XIX of the Social Security Act), Developmental Disabilities Services, and Division of Services for Aging and Adults with Physical Disabilities in administering a comprehensive, cross-disability 1915i Medicaid state plan amendment program entitled Pathways to Employment. The Pathways program offers employment based services to those that are Medicaid/Target Population/Functionally eligible for the program. Pathways is a Medicaid program designed to provide greater extended employment options for individuals with disabilities, including those with visual impairments. This program: serves low income individuals aged 14 to 25, across disabilities, who have a desire to work in a competitive work environment; provide individually tailored services for individuals with visual impairments, physical disabilities, intellectual disabilities (including brain injury), and autism spectrum disorders.

2. The State agency responsible for providing services for individuals with developmental disabilities; and (Blind)

The Division for the Visually Impaired (DVI) has Memorandum of Understanding agreements with the Division for Developmental Disabilities Services (DDDS), the Department of Education (DOE), the Department of Labor's Vocational Rehabilitation Division (DOL DVR) and with for the Department of Substance Abuse and Mental Health Services (DSAMH) to provide wrap around Supported Employment and coordinate extended services for individuals with most significant disabilities in DVI.

Specific supported employment (SE) vocational rehabilitation services best practices are provided as per the Dartmouth Psychiatric Research Center Evidence Based Supported Employment model. All consumers who receive services under supported employment require long term supports or extended services, the majority of whom receive funding under a Medicaid waiver funded program through DDDS, DSAAPD or DSAMH. Under WIOA, DVI also provides extended services up to four

years following the exit of an individual if determined necessary under an Individualized Plan for Employment.

DDDS, DVR, and DOE entered into a formal agreement to work together with eligible students aged 14 and above, to transition successfully from school into employment, training/education or both. It is the goal of DVI VR to have every student who is a Supported Employment Candidate and active with DDDS to start Supported Employment Services by age 15 under the “Early Start” model. This is to insure that there is no gap in services between the last month of school and the beginning of Supported Employment services and/or actual employment obtained through Supported Employment service provision.

3. The State agency responsible for providing mental health services. (Blind)

Individuals with mental health support needs receive similar services through a different, comprehensive Medicaid authority: 1115 waiver entitled PROMISE through the Division of Substance Abuse and Mental Health; this program offers an array of services such as career exploration, on the job supports, transportation, personal care, orientation and mobility training, assistive technology, and other services to help individuals gain and maintain employment based on their specific needs and tailored to their interests; stretch limited State dollars by partnering with the federal government, increasing individual independence, and strengthening the State’s workforce; and, provide a strong foundation for Delaware’s ongoing efforts to ensure that transition aged individuals with disabilities have a clear path to employment. DVI actively partners and consults with DSAMH on the implementation of the PROMISE program to ensure that individuals with visual impairments, including mental health disabilities, are provided with employment services to the greatest extent available.

i. Comprehensive System of Personnel Development; Data System on Personnel and Personnel Development (Blind)

(Formerly known as Attachment 4.10)). Describe 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, including the following:

1. Data System on Personnel and Personnel Development (Blind)

A. Qualified Personnel Needs. (Blind)

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

i. the number of personnel who are employed by the State agency in the provision of VR services in relation to the number of individuals served, broken down by personnel category; (Blind)

The trend in the number of individuals making application for VR services and those being identified “most significantly disabled” continues to increase in that these individuals have two or more functional limitations that present a substantial impediment to employment and they will require VR

services for a period of 6 months or more. Over the past three years DVI has seen some variation in the numbers served in the VR program. In FY 16, 249 persons were served with the majority being “most significantly disabled. In FY 17 the program served 257 persons, with 100% identified as most significantly disabled. There are currently 13 staff positions dedicated to the direct provision of VR services. The VR Team is currently staffed statewide by (1) District Administrator, (5) Senior VR Counselors, (3) Employment Services Specialists, (1) Social Service Senior Administrator (2) Administrative Specialists, (1) Teacher – Certified Orientation and Mobility Specialist, and (1) Social Services Senior Administrator. Presently, all of our full-time VR counselors have Master’s Degrees in a Counseling related field and (1) Staff have their CRCs. Based on the increasing numbers served on an annual basis coupled with the complexity of secondary and tertiary disabilities we anticipate the need to retain 13 staff positions dedicated to the direct provision of VR services statewide in order to handle the increased number of consumers being served in the next 5 years. In addition to the VR direct service positions mentioned above, DVI has an assortment of ancillary positions that provide either technical, administrative, fiscal or supportive roles in VR service provision and which are partly funded with VR Basic Support funds. Below is a summary of the personnel data regarding all positions whose salaries are partially or totally funded by the VR unit.

ii. The number of personnel currently needed by the State agency to provide VR

The Division is currently staffed at the necessary levels to provide vocational rehabilitation services under the current model.

iii. projections of the number of personnel, broken down by personnel category, who will be needed by the State agency to provide VR services 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. (Blind)

1 VR District Administrator (1 position filled, 1 vacancy in next 5 years); 1 Senior Social Service Administrator (1 position filled 0 vacancies in the next five years, 1 BEP Director/ 1 Business Service Supervisor (2 positions filled, 0 vacancies in the next 5 years); 1 Orientation and Mobility Specialists (1 position filled, 1 vacancy in next five years); 2 Sr. Accountant/Accounting Specialists (2 positions filled, 0 vacancies in next 5 years); 5 Vocational Rehabilitation Senior Counselors (3 positions filled, 2 vacancies within next five years); 3 Employment Services Specialist (3 positions filled, 1 vacancy within next 5 years); 1 Social Service Senior Administrator (1 position filled, 0 vacancies within next five years); 1 Information Systems Support Specialist (1 position filled, 0 vacancies within next 5 years); 1 Mgr. of Comp/Telecom Network/etc. (1 position filled, 0 vacancies within next five years)

B. Personnel Development (Blind)

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

i. a list of the institutions of higher education in the State that are preparing VR professionals, by type of program; (Blind)

Delaware continues to be without an institution of higher education with a program to prepare Vocational Rehabilitation professionals. DVI continues to support local university applications to implement such training programs. Currently, VR professionals are encouraged to pursue on-line training programs and local training opportunities.

ii. the number of students enrolled at each of those institutions, broken down by type of program; and (Blind)

DVI does not have any students enrolled at an institution of higher learning focused on VR.

iii. the number of students who graduated during the prior year from each of these 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. (Blind)

Unfortunately Delaware does not have an institution of higher education with a program to prepare VR professionals. DVI continues to support local university application to implement this form of training programs. Currently, VR professionals are encouraged to pursue on-line training programs and local training opportunities.

2. Plan for Recruitment, Preparation and Retention of Qualified Personnel (Blind)

Describe the development 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.

DVI has partnership agreements with the University of Delaware, Salus University, the University of Maryland Eastern Shore, Wilmington University, and Delaware Technical and Community College to provide internships for graduate students majoring in Rehabilitation Education and other closely related fields of study. These partnerships afford an intern the opportunity to participate in the work environment of VR Service delivery and the delivery of ancillary services in a role similar to rehabilitation counselor. Interns are assigned working mentors in the VR program, as well as working in partnership with other field services to gain the broad scope of knowledge needed to become a successful rehabilitation professional. Generally, after completion of a successful internship, the intern is considered to be a qualified candidate for employment and would be considered for hiring purposes if/when a vacancy exists. DVI provides staff opportunities to participate in local, regional trainings and online courses/webinars to insure their sustainability in the profession. DVI has also developed a partnership with the Office of Management and Budget (OMB). OMB operates a Selective Placement Registry for the State of Delaware. This Registry lists qualified persons with disabilities from various backgrounds who have been pre-determined eligible to fill specific vacancies within state agencies. Agencies are free to select qualified individuals from this registry without going through the normal state recruitment process.

3. Personnel Standards (Blind)

Describe the State agency's policies and procedures for the establishment and maintenance of personnel standards consistent with section 101(a)(7)(B) and 34 CFR 361.18(c) to ensure that designated State unit professional and paraprofessional personnel are adequately trained and prepared, including:

A. standards that are consistent with any national or State-approved or - recognized certification, licensing, registration, or other comparable

requirements that apply to the profession or discipline in which such personnel are providing VR services; and (Blind)

The agency follows recruitment practices established by the State of Delaware to recruit, prepare and retain qualified personnel. In addition, vacancies for the Division are shared with various advocacy group chairpersons so that their memberships are aware of any vacancies. DVI also shares job openings with program chairs of the respective Universities in the region that prepare professionals in rehabilitation counseling, orientation and mobility, assistive technology, and teachers of students with visual impairments. They are asked to encourage qualified members, specific to the vacant position, to apply when vacancies recruitments occur. One of DVI's Employment Services Specialists is a liaison to the State Human Resource Management office for Selective Placement. Presentations and site visits have been made to state agencies to create promote hiring of persons with disabilities via Selective Placement and to identify the types of reasonable accommodations to facilitate positive employment outcomes. The minimum qualifications for an entry level VR Counselor I requires a Bachelor's degree or higher in Rehabilitation Counseling, Social or Behavioral Science or a related field. A Qualified Rehabilitation Counselor in Level II or the Senior level designated in the State Personnel system are required to possess or obtain a Master's Degree in Rehabilitation Counseling or a related field (such as but not limited to Sociology, Psychology, or Behavioral Science), and must include graduate level coursework in Theory & Techniques of Counseling. DVI's current practice for the VR Counselors and applicants not already CRC certified, is to ensure the potential candidate aspires to achieve the educational requirements to be eligible to sit for the CRC exam. Following an offer of employment a performance plan is implemented and signed by the employee that includes a requirement for enrollment and participation in rehabilitation education graduate classes leading to eligibility to sit for the CRC exam within five (5) years from the date of hire. Due to the absence of an in-state graduate program in Vocational Rehabilitation Counseling newly hired counselor(s) at the VR Counselor I and II levels are encouraged to take advantage of online distance learning opportunities with schools nationwide that offer graduate programs in Rehabilitation Counseling and coursework leading to certification eligibility. The Social Service Senior Administrator gathers information regarding available online graduate programs in Rehabilitation Counseling to share with VR staff. DVI also encourages staff to take advantage of the Vocational Rehabilitation Research Training Center (VR-RRTC) trainings for professional development on VR topics. Staff are provided with variety of opportunities to use interactive participant-driven platform to translate research, share information, and inform practice and policy development. Staff have the opportunity to participate in trainings and webinars disseminate curricula, and knowledge throughout the VR community. The minimum qualifications for an orientation and mobility specialist is the Certified Orientation and Mobility Specialist (COMS) certification issued by the Academy for Certification of Vision Rehabilitation and Education Professionals (ACVREP). DVI currently requires this certification for practicing Orientation and Mobility Specialists within the agency. The minimum qualifications for Trainer/Educator IIs is currently three years of experience in preparing and developing training or education courses which includes designing learning objectives, curricula and materials with a focus on assistive technology. The agency is moving toward requiring professional development that achieves the Certified Assistive Technology Instructional Specialist credentials during this plan period.

Parent Information Center has provided VR Counselors with training on the IEP. The District Administrator will be developing training plans for each of the VR staff in 2015/2016 to address core areas of training in which includes IPE development. DVI has provided each of their staff the opportunity to participate in online training opportunities in which annually they are responsible for 20 hours of professional development. Those that opt out of these online training are provided the opportunity to participate in local trainings by the state and other entities

B. the establishment and maintenance of education and experience requirements, in accordance with section 101(a)(7)(B)(ii) of the Rehabilitation Act, to ensure that the personnel have a 21st century understanding of the evolving labor force and the needs of individuals with disabilities. (Blind)

To ensure that all personnel employed by the agency receive appropriate and adequate training with respect to the evolving labor force and the needs of individuals with disabilities, DVI supports distance learning courses supported by Mississippi State University's Technical Assistance Center, VR professional development opportunities through community partners and professional organizations.

4. Staff Development. (Blind)

Describe the State agency's policies, procedures, and activities to ensure that, consistent with section 101(a) (7)(C) of the Rehabilitation Act, all personnel employed by the designated State unit receive appropriate and adequate training in terms of:

A. System of staff development (Blind)

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, including training implemented in coordination with entities carrying out State programs under section 4 of the Assistive Technology Act of 1998; and

To ensure that all personnel employed by the agency receive professional development in areas such as best practices, assessment, vocational counseling, job placement, and rehabilitation technology, the Division encourages attendance at regional and national conferences. In addition, attendance via distance learning opportunities and webinars by Workforce Innovation Technical Assistance Center, National Clearinghouse of Rehabilitation Training Materials, National Technical Assistance Center on Transition, and National Research and Training Center on Blindness and Low Vision.

B. Acquisition and dissemination of significant knowledge (Blind)

Procedures for the acquisition and dissemination of significant knowledge from research and other sources to designated State unit professionals and paraprofessionals.

The Division for the Visually Impaired continues to use a web-based training application to assign and track professional development. Based upon the needs assessment, the Social Service Senior Administrator works with staff and supervisors to see that each has the opportunity to receive the training that has been identified as needed to perform their job duties as efficiently and effectively as possible. Through the coordination of in house training seminars, access to the Delaware Department of Health & Social Services (DHSS) extensive training curriculum, the Human Resource Management Office's Career Enhancement Program, and a multitude of outside training opportunities, specific needs can usually be met. Also the agency has the ability to sponsor membership to the National Rehabilitation Association as well as agency memberships in the Association for Education and Rehabilitation of the Blind and Visually Impaired (AER), American Foundation for the Blind, National Federation for the Blind, and the National Rehabilitation Association (NRA) to pursue opportunities for professional growth.

5. Personnel to Address Individual Communication Needs (Blind)

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

Whenever an applicant for services needs an interpreter in order to communicate, DVI staff obtains the services of an appropriate interpreter from a list of local professional interpreting services with whom we have a contractual agreement through the State of Delaware. All written materials are disseminated to consumers in the appropriate media: Braille, large print, tape or electronic file, as well as Spanish for various forms/brochures.

6. Coordination of Personnel Development Under the Individuals with Disabilities Education Act (Blind)

As appropriate, 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 Act.

The Division for the Visually Impaired personnel providing services to students with disabilities include Teachers of Students with Visual Impairments, Orientation and Mobility Specialists, Vision Rehabilitation Therapists, Technology Trainer/Educators, and Employment Services Specialists. All personnel requiring CEUs to maintain their specific certification or to keep abreast of trends impacting persons with disabilities are afforded the opportunity to participate in trainings for professional development. To ensure that all personnel employed by the agency receive professional development in areas such as best practices, assessment, evaluations, rehabilitation technology, Quality Programs of Students with Visual Impairments, when available, attend regional and national conferences. In addition, distance learning opportunities are encouraged to also meet professional development needs.

j. Statewide Assessment (Blind)

(Formerly known as Attachment 4.11(a)).

1. Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the State, particularly the VR services needs of those: (Blind)

A. with the most significant disabilities, including their need for supported employment services; (Blind)

Following the guidelines established for a Comprehensive Statewide Needs Assessment (CSNA) and the Vocational Rehabilitation Needs Assessment Guide established by the Rehabilitation Services Administration, the Division for the Visually Impaired contracted with Analytic Insights for the completion of the Statewide Needs Assessment.

The following observations are based on consumer, staff and CRP feedback obtained via the last completed CSNA process: • The rehabilitation needs of individuals with disabilities, particularly those with most significant disabilities are being well–met by the Division, however, there is a need to

improve the provision of supported employment services due to underutilization of supported employment funds.

B. who are minorities; (Blind)

The most recent CSNA (completed in August, 2013) commented positively regarding the needs of racial and ethnic minorities are being met by the VR program, with no significant differences in satisfaction with department services between minority groups. DVI is committed to being sensitive to all minority groups and ensuring materials are culturally sensitive and encouraging minority groups to access services. DVI anticipates completing the next CSNA in the latter half of 2018.

C. who have been unserved or underserved by the VR program; (Blind)

Individuals with disabilities who have been unserved or underserved by VR may include DVI is planning to extend a successful campaign targeted toward Hispanic persons. In addition, following a review of the data provided by DVI in comparison with the state's demographic distribution of those that were blind and visually impaired, the report found that DVI served a higher proportion of African Americans than compared with the State's population, but a lower proportion of Whites, Latinos, and Asian Americans when compared with the State's population of persons with visual impairments. DVI plans to review outreach to these communities as part of the 2016-17 CSNA process.

D. who have been served through other components of the statewide workforce development system; and (Blind)

Individuals with disabilities served through other components of the statewide workforce investment system also participate in DVI. DVI has currently developed an agreement with the Division of Employment and Training, the sole contractor responsible for implementation of the Delaware Workforce Development Board's Job Centers. Within this agreement DVI shall enroll all employment ready customers into the Delaware Job Link System to seek job matches, build resumes, and to improve upon the blending/braiding of systems/funding in Delaware with respect to workforce funding. In establishing the 2019-2020 State Plan it is undetermined and to what extent that individuals with visual impairments are benefitting from other components of the Statewide Workforce Development System. In establishing the combined State Plan DVI entered into a Memorandum of Understanding (MOU) with the Division of Employment and Training to track and share data on a quarterly basis of how many individuals are being referred between program partners and utilizing their services.

E. who are youth with disabilities and students with disabilities, including, as appropriate, their need for pre-employment transition services or other transition services. (Blind)

Assistive Technology was found to be an important issue to consumers, especially youth with disabilities, and the most frequently cited difficulty in finding employment. In the prior fiscal year DVI revised its internal policies to permit students exiting the agency's educational system to keep their AT for employment purposes upon exit from high school. In addition, the agency began implementing the requirement of an AT evaluation in the exiting year from high school to ensure that the student's AT needs will be met for their next step(s) in transition.

2. Identify the need to establish, develop, or improve community rehabilitation programs within the State; and (Blind)

DVI VR staff engaged in conversations and collaborative activities with employers for internships, short term employment, apprenticeships and fellowship opportunities. They use this to identify students who participated in the summer internships offered through county and city locations. Those students who are identified are matched up to internships, paid and unpaid, by their employment outcomes on their Individualized Employment Plan. DVI VR staff arranges for 100% of the students to be engaged in an internship, volunteer opportunity or short term employment prior to graduating from high school.

Although the CSNA did not identify gaps for establishment, development, or improvement of community rehabilitation programs within the state, the agency recognizes the need to continue to work with Community Rehabilitation Programs to further build their capacities to provide services to individuals who are blind and visually impaired which remains a continuous objective of the agency.

3. Include an assessment of the needs of individuals with disabilities for transition career services and pre-employment transition services, and the extent to which such services are coordinated with transition services provided under the Individuals with Disabilities Education Act. (Blind)

DVI has assessed there are currently 90 students within DVI's education program age 14 or older that may require pre-employment transition services. The pre-employment transition services that DVI offers are coordinated between multiple entities including those staff from within the agency such as teachers of students with visual impairments, vision rehabilitation therapists, orientation and mobility specialists, assistive technology specialists, employment services specialists, and vocational rehabilitation counselors. In addition, these DVI team members coordinated with Delaware school district staff are members of the students' IEP teams in the coordination of services under IDEA.

k. Annual Estimates (Blind)

(Formerly known as Attachment 4.11(b)). Describe:

1. The number of individuals in the State who are eligible for services; (Blind)

2.3% of Delaware's population reports as having a visual disability. Delaware's working age population (21-64) is estimated at 532,200 individuals. Thus, 12,241 Delawareans may be eligible for DVI-VR services (Disability Statistics Compendium, 2016 U.S. Census Bureau, and American Community Survey).

2. The number of eligible individuals who will receive services under: (Blind)

A. The VR Program; (Blind)

DVI estimates during Program Year 19 and Program Year 2020 VR will serve 250 individuals and of those 250 individuals 4% will be eligible for use of Part B Title VI funds.

B. The Supported Employment Program; and (Blind)

The DSU is estimating supported employment services will be provided to approximately 10 most significantly disabled individuals requiring supported employment services resulting from severe on developmental delays, traumatic brain injuries, and/or severe and persistent mental health impairments.

C. each priority category, if under an order of selection; (Blind)

The agency is not operating under an order of selection.

3. The number of individuals who are eligible for VR services, but are not receiving such services due to an order of selection; and (Blind)

DVI estimates during FY 17 and FY 18 VR will serve 250 individuals and of those 250 individuals 4% will be eligible for use of Part B Title VI funds. DVI anticipates having sufficient resources and funding streams to serve all eligible individuals making application for VR services which will preclude DVI from implementing an order of selection wait list.

4. 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. (Blind)

Category Title I	Estimated \$	Estimated Average Cost	Eligible Title I	\$944,000	240	\$3,933	Eligible
Title VI	\$75,000	10	\$7,500	Totals	\$1,019,000	250	\$4,076

I. State Goals and Priorities (Blind)

The designated State unit must:

1. Identify if the goals and priorities were jointly developed (Blind)

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, and jointly agreed to any revisions.

The SRC and the Delaware Division for the Visually Impaired jointly developed and agreed to the goals and priorities of Delaware Blind State VR Program.

2. Identify the goals and priorities in carrying out the VR and Supported Employment programs. (Blind)

To operate an effective vocational rehabilitation program for individuals with significant and most significant disabilities, the Division for the Visually Impaired (DVI) shall: (1) Increase the Quality of employment outcomes, and Quantity of Employment Outcomes by 15% from the prior fiscal year. (2) Review, Evaluate and Implement Improvements to Transition Services. (3) Improve Marketing and Outreach to Potentially Eligible DVI Consumers. (4) Improve Assistive Technology Services through Innovation and Expansion. (5) Consistently Provide a High Level of Consumer Satisfaction.

Goal 1: Increase the Quality of employment outcomes, and Quantity of Employment Outcomes by 15% annually each fiscal year from the prior completed fiscal year.

Performance Measure 1.1: Increase successful closures each Program Year levels by 15% in each subsequent program year for this state plan.

Through the use of our annual consumer satisfaction survey, DVI is able to verify that 92 % of DVI consumers that we could contact and who had a case closure in status 26, successfully employed, in PY16 and PY17 have maintained employment the first two quarters following exit from the VR program. Through this same instrument, the annual consumer satisfaction survey, DVI is able to verify that 98% of DVI consumers that we could contact and who had a case closure in status 26, successfully employed, in PY 16 and PY17 have maintained employment at the four quarters following the exit from the VR program.

Our business consultants are in constant contact with our consumers to insure that they are retaining employment. We address any needs that the consumers may have (i.e. assistive technology) so that they can retain or enhance their employment status.

The Division for the Visually Impaired did not achieve 20%annual increase of successful closures from FY 2015-2017. In FY 2016 there was no increase. In FY 2017 there was 8%increase in employment. The caseload composition did not support the potential increase of 20% increase in successful employment when 10% are ready to work, 40% are in education and training programs, 40 percent are transition age students and the others are in other areas of the process (i.e. eligibility, plan development, medical hold, and etc.)

Also, the service model changed. The business consultants began to concentrate on business partnerships and developing relationships with the business community.

Performance Measure 1.1a: 90% of DVI consumers shall maintain employment at two quarters following exit from the VR program.

Performance Measure 1.1b: 80% of DVI consumers shall maintain employment at four quarters following exit from the VR program.

Performance Measure 1.2: Demonstrate business partnerships through at least five new employer partnerships annually, whereby DVI consumers are employed within each program year.

In PY 2016 and PY 2017 DVI met performance measure 1.2, developing at least five business partnerships each year, by 100% by attending Chamber of Commerce Activities in each of our three counties, by offering a Business Champions Breakfast, and through activities and conferences offered through the State of Delaware. The Delaware Business Leadership Network and national Business Leadership Network are community partners who we engage in conversations with around business entrepreneurship for DVI consumers who wish to be self-employed. Business Consultants in DVI/VR conduct a variety of trainings such as ADA training, work-place assessments and training on accommodations in order to further develop the partnerships that have already been established.

Our DVI team of professionals which include Independent Living Services, Assistive Technology, Orientation & Mobility and Vocational Rehabilitation will provide on-site support to our consumers to assess their needs and provided the support to insure that the consumer retains employment. DVI brings together all of our business partners on an annual basis to recognized the through our Business Champion program. At least 3 employers are recognized at the time. A celebration of our business partners through are Business Champion program has been conducted for the last three.

During this celebration our business partners are able to see the talent and services that we provided throughout the state.

Performance Measure 1.3: DVI consumers shall obtain a minimum median earnings level of \$11.00 per hour at two quarters following exit from the VR program.

Performance Measure 1.4: DVI shall continue a “business champions” program to highlight the successful partnerships established between the agency and local businesses offered. Business Champions activities will occur at least bi-annually throughout the state.

Performance Measure 1.5: To encourage entrepreneurial opportunities under the Randolph Sheppard Act, the Division for the Visually Impaired will bi-annually host Business Enterprise Program Orientation events to provide an overview of the program, pre-requisites, and the personal experiences of current blind operators.

Goal 2: Review, evaluate and implement improvements to Transition Services.

Performance Measure 2.1: Continue to implement program, policies, and procedures with 90% of potentially eligible students with disabilities being served under pre-employment transition services.

Performance Measure 2.2: Continue to use the Visually Impaired Client Registry, and the September 30th Student Count to validate the identity and school enrollment status and location of all transition-aged youth eligible for transition services by October 1st of each year.

Performance Measure 2.3: Continue to enhance transition model for services by, which includes direct coordination with DVI’s education program and independent living services unit in establishing agency protocol for the provision of services under the expanded core curriculum, as well as incorporating the use of customized employment by all DVI team members for individuals with significant disabilities who would benefit from this service delivery strategy.

Performance Measure 2.4: DVI will execute the terms of a Memorandum of Understanding with the Delaware Department of Education, which details the roles and responsibilities of: (i) DVI staff; (ii) local education agencies; (iii) general VR transition personnel; (iv) and the Department of Education in providing transition-related services to students who are blind and visually impaired. DVI will distribute informational materials for staff use while working in the school districts.

Performance Measure 2.5: Continue to ensure that 100% of students that are expected to graduate within the next four school years are provided the opportunity and support to enroll in DVI VR services no later than September 1 of each program year.

Performance Measure 2.6: Evaluate the current level of exposure to AT that transition students currently receive and ensure that 100% of students are referred for AT evaluations related to AT that is consistent to their IPE goals.

Performance Measure 2.7: DVI shall develop and provide internships, short term employment, apprenticeships, and fellowships to at least 75% of all students enrolled in DVI’s transition program prior to graduation from high school.

Goal 3: Improve Marketing and Outreach to Potentially Eligible DVI Consumers.

Performance Measure 3.1: DVI will focus outreach efforts on the Delaware Medical Community with targeted outreach materials.

Performance Measure 3.2: DVI will continue to revise and publish a newsletter that includes updated information on the agency along with links to social media for the agency.

Goal 4: Develop Innovation and Expansion Activities.

Performance Measure 4.1: DVI will offer on-going professional development for all DVI staff in the foundations of eye conditions, eye anatomy, sensitivity training, accommodations, and assistive technology.

Performance Measure 4.2: Increase pool of service providers each program year statewide. All new providers shall offer specific industry focused training programs that are in high demand within the Delaware labor market pool, developed in coordination with local employers.

Goal 5: Consistently provide a high level of consumer satisfaction

Performance Measure 5.1: DVI will continue to share consumer satisfaction survey data every other month with the State Rehabilitation Council.

Performance Measure 5.2: Conduct a Town Hall Meeting annually in coordination with the State Rehabilitation Council.

Performance Measure 5.3: DVI will enhance opportunities for self-advocacy skills development through hosting or collaborating with community partners on a quarterly basis.

3. Ensure that the goals and priorities are based on an analysis of the following areas: (Blind)

A. The most recent comprehensive statewide assessment, including any updates; (Blind)

Information from the most current Comprehensive Needs Assessment in 2013 reflect that the goals and priorities are to continue to conduct outreach events, educate community providers, train staff and improve communication as well as address the underserved and unserved groups. DVI will utilize the outcome of its current Annual Report from the SRC and the outcomes of its current Comprehensive Statewide Needs Assessment along with town hall meetings and inclusion of its councils to expand and improve services to individuals with disabilities, primarily those with visual impairments. DVI has increased the number of contracts with community rehabilitation programs for the provision of VR services and pre-employment transition services which will also enable us to expand and improve services to individual with disabilities. Based on information gathered for the 2013 Comprehensive Statewide Needs Assessment, anticipated services are to be delivered to the population of the blind and visually impaired which is expected to grow over the next few years.

B. The State's performance under the performance accountability measures of section 116 of WIOA; and (Blind)

DVI set the following performance accountability measures as follows: Employment (Second Quarter after Exit) 33 customers in PY18 and 38 customers in PY19 (15% increase).

Employment (Fourth Quarter after Exit) 30.5 PY18 customers and 35.5 customers in PY19.

Median Earnings (Second Quarter after Exit) at \$5,280.00 PY18 and \$5,280.00 PY19.

Credential Attainment Rate: baseline for PY18 and PY19.

Measureable Skill Gains: baseline for PY18 and PY19.

Effectiveness in Serving Employers to be determined based upon final regulations

C. other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and finding and recommendations from monitoring activities conducted under section 107. (Blind)

DVI continues to work with the Rehabilitation Services Administration to address the findings of the most recent monitoring.

m. Order of Selection (Blind)

Describe: DVI is not on an order of selection.

1. Whether the designated State unit will implement and order of selection. If so, describe: (Blind)

A. The order to be followed in selecting eligible individuals to be provided VR services. (Blind)

The Division for the Visually Impaired anticipates having sufficient resources and funding streams to serve all eligible individuals making application for VR services which will preclude DVI from implementing an order of selection wait list.

B. The justification for the order. (Blind)

The designated state unit does not foresee implementing an order of selection.

C. The service and outcome goals. (Blind)

The designated state unit does not foresee implementing an order of selection.

D. The time within which these goals may be achieved for individuals in each priority category within the order. (Blind)

The agency is not operating under an order of selection.

E. How individuals with the most significant disabilities are selected for services before all other individuals with disabilities; and (Blind)

The agency is not operating under an order of selection.

2. If the designated State unit has elected to serve eligible individuals, regardless of any established order of selection, who require specific services or equipment to maintain employment. (Blind)

Not applicable.

n. Goals and Plans for Distribution of title VI Funds. (Blind)

1. Specify the State's goals and priorities for funds received under section 603 of the Rehabilitation Act for the provision of supported employment services. (Blind)

The DSU is estimating supported employment services will be provided to approximately 10 most significantly disabled individuals requiring supported employment services resulting from severe or developmental delays, traumatic brain injuries, and/or severe and persistent mental health impairments.

Title I funds will be utilized to supplement Title VI part B funds as deemed necessary to provide supplemental disability related support services that facilitate successful employment outcomes. Supplemental support services may include, but are not limited to, adjustment counseling, adaptive devices, transportation, interpreter services, personal attendant services, and maintenance.

To identify individuals requiring such intensive job support services, the state unit will engage in comprehensive community based assessments, including the use of customized employment strategies, to determine the nature and scope of the individual's rehabilitation needs prior to plan development. The VR Counselors' assessment will include a psychological evaluation, a functional skill assessment, three to five community work based assessments, and an evaluation of rehabilitation technology needs based on the individual's selected employment goal as necessary and appropriate.

A Memorandum of Understanding exists between DVI, DVR, DSAMH, DOE and DDDS to operationalize all SE services.

In accordance with the Rehabilitation Act of 1973, as amended, the provision of supported employment services allows for 24 months. Under special circumstances, in mutual agreement with the eligible individual, the contracted vendor, the VR Counselor, and the VR District Administrator, DVI may also provide extended services provision for up to an additional 48 months following closure in order to achieve the employment outcome identified in the Individualized Plan for Employment (IPE).

2. Describe the activities to be conducted, with funds reserved pursuant to section 603(d), for youth with the most significant disabilities, including: (Blind)

A. the provision of extended services for a period not to exceed 4 years; and (Blind)

Activities include: Identifying 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; and describe how assistive technology services and devices will be provided to individuals with disabilities on a statewide basis.

B. how the State will leverage other public and private funds to increase resources for extended services and expanded supported employment opportunities for youth with the most significant disabilities. (Blind)

Title I funds will be utilized to supplement Title VI part B funds as deemed necessary to provide supplemental disability related support services that facilitate successful employment outcomes. Supplemental support services may include, but are not limited to, adjustment counseling, adaptive devices, transportation, interpreter services, personal attendant services, and maintenance.

To identify individuals requiring such intensive job support services, the state unit will engage in comprehensive community based assessments, including the use of customized employment strategies, to determine the nature and scope of the individual's rehabilitation needs prior to plan development. The VR Counselors' assessment will include a psychological evaluation, a functional skill assessment, three to five community work based assessments, and an evaluation of rehabilitation technology needs based on the individual's selected employment goal as necessary and appropriate. DVI will continue to collaborate with partners to increase resources for extended services and develop and maintain agreements for expanded supported employment opportunities.

Given that the funding is shifting, the agency is looking toward improved use and coordination with other core partners under WIOA to supplement these programmatic changes.

o. State's Strategies (Blind)

Describe the 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 VR and the Supported Employment programs (See sections 101(a)(15)(D) and (18)(B) of the Rehabilitation Act and section 427 of the General Education Provisions Act (GEPA)):

1. The methods to be used to expand and improve services to individuals with disabilities. (Blind)

DVI will utilize feedback and survey results outcome of its current Annual Report from the SRC and the outcomes of its current Comprehensive Statewide Needs Assessment along with public forums and consumer satisfaction survey results hall meetings and inclusion of its councils to expand and improve services to individuals with disabilities, primarily those with visual impairments. DVI has increased the number of contracts with community rehabilitation

programs for the provision of VR services and pre-employment transition services which will also enable us to expand and improve services to individual with disabilities.

2. How a broad range of assistive technology services and devices will be provided to individuals with disabilities at each stage of the rehabilitation process and on a statewide basis. (Blind)

To facilitate informed choice, DVI's computer labs located in each of the agency's offices offers a variety of rehab technology devices to afford VR consumers the opportunity to use and select devices to increase their functional capacities to engage in vocational training, educational training, and/or a work environment. Evaluation and training is provided by two DVI Technology Trainers at each stage of the rehabilitation process to the extent that training or technical assistance is necessary for an individual with a disability to achieve an employment outcome. DVI VR Consumers are also made aware of and referred to other community resources that offer a variety of rehabilitation technology devices to trial prior to purchase.

Through the agency's continued adoption of the SETT (Student, Environment, Tasks, and Tools) framework as a validated process for assessing clients' assistive technology needs. This model emphasizes the Student (or consumer), Environment, Tasks, and Tools as equally valid components in determining the AT needs of an individual with a visual impairment. While this was originally developed for transition aged youth, the agency has broadened its applicability to all consumers served by the agency in order to consistently and effectively meet their AT needs. In addition, the Division for the Visually Impaired's Technology Trainers will complete core-competencies required to attain credentialing as a Certified Assistive Technology Instructional Specialist for the Visually Impaired (CATIS).

3. The outreach procedures that will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities, as well as those who have been unserved or underserved by the VR program. (Blind)

The agency continues to develop and make revisions to marketing materials, including the agency website. The agency continues to perform outreach specifically targets to minority populations through the faith based network, and outreach to Delaware's optometrists, ophthalmologists, senior centers, Lions Clubs, and 55 and older communities where potential customers may be found. In addition, the agency continues to maintain a presence on social media through Facebook and Linked In. The agency also continues to utilize automated calling and electronic mechanisms to inform the 3,000 plus registrants on the agencies' registry of events, opportunities, and services on a continuous basis. The agency also maintains constant contact email listserv to distribute quarterly newsletters and other information items through email to all registrants and community partners.

4. The methods to be used to improve and expand VR services for students with disabilities, including the coordination of services designed to facilitate the transition of such students from school to postsecondary life (including the receipt of VR services, postsecondary

education, employment, and pre-employment transition services). (Blind)

DVI continues to refine delivery of pre-employment transition services array for all students age 14-21 in public education systems in Delaware that are classified as having an IEP with a primary or secondary classification of visual impairment. Within the year prior to a student's graduation the DVI VR unit also reviews any remaining needs of students for assistive technology, orientation and mobility, and independent living in order to prepare them for postsecondary education or employment needs prior to graduation. The agency also continues to implement transition skills development programs with Beach House weekend, a braille enrichment summer camp (NFB BELL), Camp Abilities Delaware, and Mission Transition College/Postsecondary Exploration week. In addition, the DVI/VR unit is a partner in the statewide Transition Cadre meetings which are held quarterly and in which we are a standing agenda item. This allows us to disseminate information about our services and the activities we are providing to students ages 14-21. On an annual basis we provide a presentation with a focus on DVI/VR services and activities to school personnel and others who are in attendance of the cadre meetings.

5. If applicable, plans for establishing, developing, or improving community rehabilitation programs within the State. (Blind)

DVI has developed four (4) new contracts with rehabilitation programs that are interested in developing accessible training programs for the blind and visually impaired. DVI is continuing the development of contracts with our community partners for the purpose of adding Pre-employment Transition Service required and authorized/coordinated activities.

6. Strategies to improve the performance of the State with respect to the performance accountability measures under section 116 of WIOA. (Blind)

To improve the performance of DVI's VR program with respect to the evaluation of standards and performance indicators under Section 116 of WIOA, DVI is currently developing new fields in our electronic case management system, VR casework manual policies, and forms to capture and track employment outcomes up to four quarters after exit, measurable skill gains, and post-secondary credentials to be reported accurately and in a timely manner. In terms of service provision these areas continue to align with the mission of the VR unit, though the extension of programming for pre-employment transition services, additional supports for individuals historically tracked toward sheltered employment, an extension of supported employment and extended services for persons with significant disabilities, will constitute shifts in funding for the agency. Given that the funding is shifting internally due to the new requirements, the agency is looking toward improved use and coordination with other core partners under WIOA to supplement these programmatic changes. For instance, individuals with visual impairments that are ready for employment will be enrolled under the Delaware Job Link system and the Talent Acquisition Pool to improve their marketability of local job matches and opportunities for blended funding of training funding across agencies.

7. Strategies for assisting other components of the statewide workforce development system in assisting individuals with disabilities. (Blind)

As an agency, DVI has taken steps to develop and offer sensitivity and awareness trainings for all private non-profit vocational rehabilitation service providers entering into cooperative agreements

with DVI for contracted services. Vocational Rehabilitation Program Staff, Independent Living Services Program Staff, Technology Center Education Support Staff and Certified Orientation and Mobility partner to provide a day of comprehensive activities designed to teach techniques and strategies that promote skill development. These trainings demonstrate the capability of persons with severe vision loss to function on as much of an equal plane as their sighted peers in terms of acquiring skills training and employment within integrated settings. Contracts for employment related services with private non-profit vocational rehabilitation service providers typically include Accredited Rehabilitation Facilities. When specific blindness services for Occupational Training or Rehabilitation Technology Services, DVI has the flexibility to seek approval from the Office of Management and Budget to enter into contractual agreements to procure specific client services from other private non-profit organizations that may be located outside the state of Delaware.

With respect to the provision of services by more than one VR Agency to an individual simultaneously, a cooperative agreement was updated between the director of the General VR Agency and DVI agency Director effective December, 2013 as follows:

“This agreement provides that DVI, in fulfilling the terms of this agreement, shall: “Refer to DVR all persons who do not fall under the legal definition of blindness or Refer to DVR for case management purposes all persons who are classified as Severely Visually Impaired only when there exists a waiting list for DVI while under an Order of Selection. DVI will provide support as subject matter experts for cases referred to DVR where either the condition does not make the individual eligible for DVI services or for those cases referred to DVR while an Order of Selection waiting list exists. This support can be, but not limited to assessments, evaluation for assistive technology, training with assistive technology and orientation and mobility instruction. Reimbursement for services provided to DVR consumers provided by DVI personnel shall be assessed at the prevailing Medicaid rate for that service.

For purposes of this agreement in those cases where two or more disabling conditions are present, the primary disability will be the determining factor in which agency will assume case management authority. For those cases in which eligibility for VR services has been established by DVR and/or DVI and the case has been accepted (eligible for VR services) with a significant disability, a case conference will be convened, to include the District Administrators and to determine the most appropriate service delivery system. In those cases where agreement cannot be reached, the Directors of DVI and DVR will make the final determination.

Regardless of which agency retains the Vocational Rehabilitation case management authority, it is required under Delaware Code Title 31, Chapter 2108, that DVI be informed of all persons known to be Legally Blind or Severely Visually Impaired within the State in order that an accurate Registry of the Blind can be maintained.”

8. How the agency's strategies will be used to: (Blind)

A. achieve goals and priorities by the State, consistent with the comprehensive needs assessment; (Blind)

DVI will use the following strategies with respect to achieving its goals and strategies, utilizing innovation and expansion funds, and overcoming identified barriers to participation in the VR program by our consumer base:

DVI will continue to utilize and implement a performance based accountability system of management throughout the agency. This is based off of the Quality Programs for Students with

Visual Impairments framework that has been utilized for consecutively in the agency. The framework requires each program area to develop core indicators that demonstrate progress of our clients, adopting standard practices/best practices that support improvement of these metrics, and setting goals and benchmarks that align with these areas as collectively driven by staff and management. The framework also allows for improved data driven decision making and engagement of community stakeholders through an aligned system of program metrics with a high level of data integrity.

B. support innovation and expansion activities; and (Blind)

DVI will continue to develop contracts with community partners to utilize innovation and expansion funds in PY 2018 and PY 2019, which may include the development of local community rehabilitation program(s) to better meet the needs of customers served in rural areas (Kent and Sussex Counties) in targeted industries within Delaware.

C. overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State VR Services Program and the State Supported Employment Services Program. (Blind)

In order to better improve access to programs in Delaware, DVI shall continue to work with WIOA core partners and all other state agencies that serve persons with disabilities in advocating and providing direct technical assistance on accommodations and accessible solutions for their programs, locations, and staff.

p. Evaluation and Reports of Progress: VR and Supported Employment Goals (Blind)

1. An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved. The evaluation must: (Blind)

A. Identify the strategies that contributed to the achievement of the goals. (Blind)

Performance Measure 1.2: Demonstrate business partnerships through at least five new employer partnerships annually, whereby DVI consumers are employed within each program year.

After implementation of WIOA, the role and service delivery model of DVI's Business Services team changed. The business consultants began to concentrate on business partnerships and developing relationships with the business community. In PY 2016 and PY 2017 DVI met performance measure 1.2, developing at least five business partnerships each year, by attending Chamber of Commerce activities in each of our three counties, hosting Business Champions Events, and through collaboration with community partners. Business Consultants facilitate training such as ADA training, work-place assessments and training on accommodations in order to further develop the partnerships that have already been established. The DVI team of professionals which include Independent Living Services, Assistive Technology, Orientation & Mobility and Vocational Rehabilitation provide on-site support to our consumers to assess their needs and provided the support to insure that the consumer retains employment. DVI brings together business partners on an annual basis to recognized the through our Business Champion program. At least 3 employers are recognized at the time. During this celebration our business partners are able to see the talent

and services that are provided throughout the state. DVI has increased the number of business partnerships in FY 2015. DVI has educated and provided business consultation on hiring individuals that are blind and visually impaired employers. The DVI staff has conducted trainings with various management teams throughout the state to educate and establish a relationship with hiring managers as an avenue of potential employment opportunities for our consumers. The current tool kit includes business service, business support and accommodation information. The goal of the business resource guide is to provide businesses with “how to manual “on working with individuals with disabilities. In FY 2015 a “business champions” program was implemented to highlight the successful partnerships established between DVI and business partners within the state of Delaware. The business consultants make constant contact with are business partners. They offer services such work place assessments, accommodation consultation, A.T. assessments and a pool of talent for the business community. During the FY 2015, DVI and the SRC co–hosted the second annual Business Champion celebration. All of DVI’s business partners were invited to participate. Legislators, consumers, community partners and DVI staff were invited. Two of DVI’s business partners were recognized for their commitment and dedication to the blind and visually impaired community. This event is used as a marketing tool for other businesses that are not aware of the talent, services and support provided to the business community. Additionally, the DVI/VR business consultants are increasing their involvement in local chambers of commerce to establish workforce and business connections and they have increased involvement with the National Employment Team (NET).

Performance Measure 1.3: DVI consumers shall obtain a minimum median earnings level of \$11.00 per hour at two quarters following exit from the VR program.

In PY 2016 consumers obtained a minimum median earnings level of \$12.55 per hour at two quarters following exit from the VR program. PY 2017, consumers obtained a minimum median earning level of \$14.44 per hour at two quarters following exit from the VR program. DVI was able to exceed the above goals due to the range of salaries in our pool of VR consumers being higher due to the training, education, and support provided to our consumers. These opportunities enhance their ability to secure higher paying jobs and long-term employment opportunities.

Performance Measure 1.4: DVI shall continue a “business champions” program to highlight the successful partnerships established between the agency and local businesses offered. Business Champions activities will occur at least bi-annually throughout the state. PY 2016 and PY 2017 DVI highlighted business champions. Each program year a celebration is held to acknowledge business partners in the community. DVI has increased the number of business partnerships in PY 2016 and PY 2017. DVI has educated and provided business consultation on hiring individuals that are blind and visually impaired employers. The DVI staff has conducted trainings with various management teams throughout the state to educate and establish a relationship with hiring managers as an avenue of potential employment opportunities for our consumers. The current tool kit includes business service, business support and accommodation information. The goal of the business resource guide is to provide businesses with “how to manual “on working with individuals with disabilities. This is the third year that “business champions” program highlighted the successful partnerships established between DVI and business partners within the state of Delaware. The business consultants make constant contact with are business partners. They offer services such work place assessments, accommodation consultation, A.T. assessments and a pool of talent for the business community. During the business champion celebration three of DVI’s business partners were recognized for their commitment and dedication to the blind and visually impaired community. This event is used as a marketing tool for other businesses that are not aware of the talent, services and support provided to the business community. Additionally, the DVI/VR business consultants are increasing their involvement in local chambers of commerce to establish workforce and business connections and they have increased involvement with the National Employment Team (NET).

Performance Measure 1.5: 10% of DVI's consumer placements shall be as entrepreneurs or business owners (defined as majority ownership) within each program year. This goal was achieved.

DVI VR and the Business Enterprise Program joined forces to offer bi-annual orientations showcasing the benefits of the Randolph Sheppard Program. In addition, DVI has secured a business development vendor that provides feasibility studies, business plan development and marketing strategies, and other supports to potential self-employed consumers to enhance the pool of self-employed consumers.

PY 2016 & PY 2017 DVI met the goal of 10% DVI's consumer placements.

DVI refined the orientation application process for BEP. VR in collaboration with BEP jointly recruit and provide orientation to the consumers to insure a successful outcome. Goal 2: Review, evaluate and implement improvements to Transition Services.

Performance Measure 2.1: Continue to implement program, policies, and procedures with 90% of potentially eligible students with disabilities being served under pre-employment transition services.

DVI implemented programs, policies and procedures of 90% of potentially eligible students with disabilities being served under pre-employment transition services. Students with a disability have been offered pre-employment transition services in PY 2016 and PY 2017 both those who are potentially eligible and those who are eligible. The service delivery model changed during this time. In PY 2016 and PY 2017 the VR counselor case load changed from combined adult and transition caseload to single population focus caseload e.g. adult or transition caseload. Two transition counselors were hired and took on the statewide responsibility of all transition students. The focus on transition students was more intense and purposeful. The implementation of WIOA related transition goals could be addressed in a more effective manner.

Performance Measure 2.2: Continue to use the Visually Impaired Client Registry, and the September 30th Student Count to validate the identity and school enrollment status and location of all transition-aged youth eligible for transition services by October 1st of each year. DVI achieved this goal and continues to monitor and validate the identity and school enrollment status and location of all transition-aged youth eligible for transition services by October 1st of each year. DVI is able to accomplish this through collaboration with the Local Education Agencies.

Performance Measure 2.3: Continue to enhance transition model for services by, which includes direct coordination with DVI's education program and independent living services unit in establishing agency protocol for the provision of services under the expanded core curriculum, as well as incorporating the use of customized employment by all DVI team members for individuals with significant disabilities who would benefit from this service delivery strategy. DVI achieved this goal by continuing to refine the transition model for services by, which includes direct coordination with DVI's education program and independent living services unit in establishing agency protocol for the provision of services under the expanded core curriculum, as well as incorporating the use of customized employment by all DVI team members for individuals with significant disabilities who would benefit from this service delivery strategy. DVI collaborated with Independent Living Services, Department of Education, Department Labor, and many community agencies during PY 2016 and PY 2017 to insure that transition services were available and expanded to the blind and visually impaired student population. DVI's interdisciplinary team meetings are held monthly and include Independent Living Services, Orientation & Mobility, Vocational Rehabilitation, and the Assistive Technology staff case reviews in order to discuss the progress and needs of all of our consumers. DVI is included in the quarterly DOE transition cadres, Pathway conference, Transition conference, Inclusion conference, two school districts college and career fairs, DVI spring break activities, DVI

beach house, DVI transition week, summer work programs throughout the state, and DVI summer academy.

Performance Measure 2.4: DVI will execute the terms of a Memorandum of Understanding with the Delaware Department of Education, which details the roles and responsibilities of: (i) DVI staff; (ii) local education agencies; (iii) general VR transition personnel; (iv) and the Department of Education in providing transition-related services to students who are blind and visually impaired. DVI will distribute informational materials for staff use while working in the school districts. DVI has a current Memorandum of Understanding with the Delaware Department of Education, which details the roles and responsibilities of: (i) DVI staff; (ii) local education agencies; (iii) general VR transition personnel; (iv) and the Department of Education for the purposes of providing transition-related services and pre-employment services to students who are blind and/or visually impaired. DVI disseminates informational materials for staff use while working in the school districts, provides presentations at statewide education cadre meetings and through internal informational sessions throughout the school year.

Performance Measure 2.5: Continue to ensure that 100% of students that are expected to graduate within the next four school years are provided the opportunity and support to enroll in DVI VR services no later than September 1 of each program year. During the plan period, DVI ensured all students that are expected to graduate within the next four school years are provided the opportunity and support to enroll in DVI VR services no later than September 1 of each program year through collaboration and verification with staff at our local education agencies and internally with our teachers for the visually impaired (TVI's). DVI VR staff meet with the TVI's and review caseloads for referrals and potential referrals prior to the school year starting and again half-way through the year to capture those students who move up to graduating status due to the attainment of the required credits for graduation.

Performance Measure 2.6: Evaluate the current level of exposure to AT that transition students currently receive and ensure that 100% of students are referred for AT evaluations related to AT that is consistent to their IPE goals. DVI offers exposure to AT that transition students currently receive and ensures all students are referred for AT evaluations related to AT that is consistent to their IPE goals. All students are evaluated by the DVI Technology Center to determine what assistive technology is needed to support their career path. Assistive Technology Training is monitored on a regular basis by the VR Counselor.

Performance Measure 2.7: DVI shall develop and provide internships, short term employment, apprenticeships, and fellowships to at least 75% of all students enrolled in DVI's transition program prior to graduation from high school. DVI offers interested students internships, short term employment, apprenticeships, and fellowships opportunities. All students enrolled in DVI's transition program prior to graduation from high school if they were interested in a workplace opportunity. DVI VR staff engaged in conversations and collaborative activities with employers for internships, short term employment, apprenticeships and fellowship opportunities. They use this to identify students who participated in the summer internships offered through city and county locations and through partnerships with community summer employment programs. Those students who are identified are matched up to internships, paid and unpaid, by their employment outcomes on their Individualized Plan for Employment. DVI VR staff arranges for the students to be engaged in an internship, volunteer opportunity or short term employment prior to graduating from high school.

Goal 3: Improve Marketing and Outreach to Potentially Eligible DVI Consumers.

Performance Measure 3.1: DVI will focus outreach efforts on the Delaware Medical Community with targeted outreach materials. DVI has increased outreach efforts and targeted Medical Community to

introduce organizations and private practices to the services that DVI provides for the blind and visually impaired community. DVI increased contracts with various medical organizations. DVI also participates in health fairs, professional organization meetings, and other community events to increase awareness of services.

Performance Measure 3.2: DVI will continue to revise and publish a newsletter that includes updated information on the agency along with links to social media for the agency. DVI continues to publish an external newsletter which is sent out quarterly and includes updated information on the agency, events and resources. DVI has increased its user numbers for both Facebook and Twitter by 25%. DVI also utilizes formal and informal emails to share resources and provide information on how consumers can access resources. Finally, DVI has increased its use of the automated calling system which allows DVI to disseminate information to consumers.

Goal 4: Develop Innovation and Expansion Activities.

Performance Measure 4.1: DVI will offer on-going professional development for all DVI staff in the foundations of eye conditions, eye anatomy, sensitivity training, accommodations, and assistive technology.

DVI refined its professional development model to include distance learning options to ensure a variety of training is available to direct service staff. DVI's leadership developed a training needs assessment and curriculum on vision rehabilitation services, vocational rehabilitation, assistive technology, and WIOA. Training in eye conditions, assistive technology, and vocational rehabilitation was completed by all staff.

Performance Measure 4.2: Increase pool of service providers each program year statewide. All new providers shall offer specific industry focused training programs that are in high demand within the Delaware labor market pool, developed in coordination with local employers. DVI increased the pool of service providers in PY16 by three (3) statewide and in PY 17 by six (6) statewide. DVI will continue to utilize community rehabilitation programs to assist in providing training and employment related services to the blind and visually impaired community. DVI will continue to develop formalized agreements with community rehabilitation programs for the provision of services to individuals who are blind and visually impaired and to assist in providing pre-employment transition services statewide.

Goal 5: Consistently provide a high level of consumer satisfaction

Performance Measure 5.1: DVI will continue to share consumer satisfaction survey data every other month with the State Rehabilitation Council. Through the use of annual consumer satisfaction survey data, 92 % of DVI consumers successfully employed, in PY16 and PY17 have maintained employment the first two quarters following exit from the VR program. Through this same instrument, the annual consumer satisfaction survey, 98% of DVI consumers successfully employed, in PY 16 and PY17 have maintained employment at the four quarters following the exit from the VR program.

DVI has continued to share consumer satisfaction survey data every quarter with the State Rehabilitation Council. DVI has enhanced options for consumers to respond to services via electronic and telephonic survey monkey with 90% satisfaction from tools such as electronic and telephonic surveys conducted by volunteers. In addition, DVI increased the pool of survey participants by including individuals receiving services as well as closed cases.

Performance Measure 5.2: Conduct a Town Hall Meeting annually in coordination with the State Rehabilitation Council. DVI has worked with the State Rehabilitation Council to provide Town Hall

Meetings annually. The Department Secretary also provided several forums for the public to address any enhancements to services provided by DHSS and Division for the Visually Impaired in PY 2017.

Performance Measure 5.3: DVI will enhance opportunities for self-advocacy skills development through hosting or collaborating with community partners on a quarterly basis.

B. Describe the factors that impeded the achievement of the goals and priorities. (Blind)

The Division for the Visually Impaired did not achieve Performance Measure 1.120% annual increase of successful closures from FY 2015-2017. In FY 2016 there was no increase. In FY 2017 there was 8% increase in employment. The caseload composition did not support the potential increase of 20% increase in successful employment when 10% are ready to work, 40% are in education and training programs, 40 percent are transition age students and the others are in other areas of the process (i.e. eligibility, plan development, medical hold, and etc.)

Some of the factors that impeded the achievement of this goal were the change in the composition of the VR counselors' case load. There was an increased focus on transition age students and supported employment individuals. The transition policy was revised to include transition age students starting at age 14. As result of the change in policy there was an increased focus on this group. DVI did not have a high number of consumers this year that the supported employment program dollars would have been applicable toward. Overall, approximately, 90% the DVI caseload was not ready to work. Common barriers to employment such as skill development, lack of work history, training, education, and the need to prepare for work were also incorporated in the delayed achievement of a successful closure goal as recommended in the state plan in PY 2016 and PY 2017. DVI is committed to quality outcomes for individuals that they served. Obtaining employment goals include career driven outcomes, benefits and sustainable employment. Supported employment goals were not achieved due to the need to educate families on the ability of supported individuals and the possibility that they can achieve employment. We will continue to collaborate with other agencies such DOE, DOL, DDDS, and community partners to educate families and the public about this population employment opportunities.

2. An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must: (Blind)

A. Identify the strategies that contributed to the achievement of the goals. (Blind)

DVI continues to enhance its partnerships with business partners. DVI has educated and provided business consultation on hiring individuals that are blind and visually impaired. The DVI staff has conducted trainings with various management teams throughout the state to educate and establish a relationship with hiring managers as an avenue of potential employment opportunities for our consumers. DVI/VR Business Consultants and staff have taken part in customized boot camp training in order to increase achievement of Supported Employment Goals. DVI has begun to educate our business partners on the possibilities of curving out employment for supported individuals through customized employment strategies. The DVI staff has conducted trainings with

various management teams throughout the state to educate and establish a relationship with hiring managers as an avenue of potential employment opportunities for our supported consumers.

B. Describe the factors that impeded the achievement of the goals and priorities. (Blind)

Supported employment goals were achieved. However, some barriers that impeded or slow down progress for the supported employment consumers were the need to educate families about supported individual's potential to achieve employment.

We will continue to collaborate with other agencies such as DOE, DOL, DDDS, and community partners to educate families and the public about this population. Our goal is to educate families and remove the perceptions of supported employment individual's ability to be involved in an integrated and competitive setting. Our goal is to develop negotiated relationships with employers to craft customized supported employment opportunities in integrated settings that are consistent with the individuals' unique skills, abilities, interests, and informed choice. DVI estimates that supported employment services will continue to be provided to the 22 individuals that we currently are serving.

3. The VR program's performance on the performance accountability indicators under section 116 of WIOA. (Blind)

DVI performance measures based on the performance evaluation indicators in section 116 continues to be monitored. Past performance outcomes will be used to project success in section 116. Our projected baseline PY 2016 for employment for the second quarter would be 29 consumers; employment for the 4th quarter would be 29 consumers; median income for the PY would be \$11.00 an hour; and measurable gains/credential would be baseline and determined after more data was collected. Our projected baseline PY 2017 for employment for the second quarter would be 32 consumers; employment for the 4th quarter would be 28 consumers; median income for the PY would be \$11.00 an hour; and measurable gains/credential would be baseline and determined after more data was collected. We achieved our goals for both program years. The program indicators for measure gains and credential will be determine when more data is collected and we negotiate our outcomes with our federal partners. Please see below: PY 2016 and PY 2017 outcomes.

4. How the funds reserved for innovation and expansion (I&E) activities were utilized. (Blind)

DVI-VR increased its pool of service providers by one during FY'15. Schanzenbach Consulting Services is an AT consultant that provides an enhance presence in Kent and Sussex county for AT support for consumers in these counties.

During the year the VR staff researched various programs that provided services to prepare students for the SAT, PSAT, and ACT testing. VR has established a relationship with a community provider "Back to Basic" for these services. Our plan is to work with the DOE and the school districts to insure that these options are available on the local level. We shall continue to work with education staff to partner in providing accommodations and consultation services for all students. The DVI Program

Managers collaborated to ensure 100% of all students that were qualified for VR services were referred. VR staff continues to work with potential graduates. Referrals for services and vocational guidance & direction are provided by the VR Counselors. Supported employment vocational tracks, post-secondary education, training and employment are some of the potential graduates' options. DVI revised procedures to include all VR transition consumers are referred for AT services. AT services are determined early to insure that all transition students are well equipped to pursue their vocational goals. DVI continues to partner with local universities and colleges to assist with transition services. In FY '15 DVI utilized the support of a Public Ally and University of Delaware intern. They both provided support in the area transition services outreach and enhancement of these services. DVI continues to utilize the services of community partners to engage transition-aged youth.

q. Quality, Scope, and Extent of Supported Employment Services. (Blind)

Include the following:

1. The quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities, including youth with the most significant disabilities. (Blind)

The quality of contracted vendors for Supported Employment SE services will be assessed based on the level of integration our eligible individuals have with non-disabled individuals performing the associated tasks of similar duties [which can also be customized based on functional capacities] occurring in an integrated setting with similar wages paid to other employees performing like duties. The number of hours worked per week will be dependent upon the eligible individuals' functional capacities and in mutual agreement between the individual, the VR Counselor and as appropriate, the individuals representative. Additionally, all contracted vendors shall maintain a program of professional development for those employees within its organization who provide job placement services by participating in training opportunities for on-site trainers, employment specialists/job developers and SE managers. DVI will be supporting the ID/DD agency as well as DOL Vocational Rehabilitation in supporting the adoption of the Certified Employment Support Professional as a credentialing standard for supported employment direct support professionals. The scope and extent of contracted supported employment services for individuals with intellectual and developmental disabilities shall include: 1. Assessment services to evaluate the needs, strengths, skills and job preferences through 3–5 community based work assessments, inclusive of the discovery process under customized employment. 2. Job readiness skills training to assist the eligible individual with understanding appropriate work behaviors for job retention, appropriate grooming for the workplace, developing a resume, completing a criminal background check. 3. Placement in a job that is commensurate with the eligible individuals' skills, interests, functional capacities, aptitude, and informed choice following a job analysis. 4. Provide a minimum of four weeks [up to a maximum of 24 months with supervisory approval] of intensive on-site job skills training to assist the eligible individual with new employee orientation, mastering the job tasks, establishing appropriate work habits, and meeting all required work standards of the job. 5. On-site assistance at a rate 20% of the time or less for a minimum of four weeks to address any problems or concerns to ensure stabilization for a positive employment outcome. 6. Follow-along services for 90 days post-stabilization for continued collaboration with the employer to address any issues arising that may potentially impact job retention. 7. Extended services for continued monitoring and crisis intervention as necessary for as long as the eligible individual remains employed for up to 48 months if appropriate under and individualized plan for employment (IPE), or transitioned to other Medicaid waiver funded supports if deemed to be the most appropriate system of care for that individual with a disability. In addition, a comparable supported employment services model for persons with severe

and persistent mental illness and addiction is adopted by the Division for the Visually Impaired in coordination with the Division of Vocational Rehabilitation and the Division of Substance Abuse and Mental Health (DSAMH). The contracted services are administered through a contractual relationship between the agencies. DVI maintains access to the same service model, rates, and provider network.

2. The timing of transition to extended services. (Blind)

In accordance with the Rehabilitation Act of 1973, as amended, the provision of supported employment services allows for 24 months. The long term follow– along supports (extended services) may be supported up to 48 months if appropriate under an individualized plan for employment. DVI may also provide extended services provision for transition to other Medicaid waiver funded supports if deemed to be the most appropriate system of care for the individual with a disability. Post–employment services will be provided as necessary and appropriate for job retention.

Certifications (Blind)

Name of designated State agency or designated State unit, as appropriate **Delaware**
Department of Health and Social Services

Name of designated State agency **Division for the Visually Impaired**

Full Name of Authorized Representative: Elisha Jenkins

Title of Authorized Representative: **Director**

States must provide written and signed certifications that:

1. The **designated State agency or designated State unit (as appropriate) listed above** is authorized to submit the VR services portion of the Unified or Combined State Plan under title 1 of the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by WIOA*, and its supplement under title VI of the Rehabilitation Act.** **Yes**

2. As a condition for the receipt of Federal funds under title I of the Rehabilitation Act for the provision of VR services, the **designated State agency listed above** agrees to operate and administer the State VR Services Program in accordance with the VR services portion of the Unified or Combined State Plan, the Rehabilitation Act, and all applicable regulations, policies, and procedures established by the Secretary of Education. Funds made available under section 111 of the Rehabilitation Act are used solely for the provision of VR services and the administration of the VR services portion of the Unified or Combined State Plan; **Yes**

3. As a condition for the receipt of Federal funds under title VI 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 supplement to the VR services portion of the Unified or Combined State Plan*, the Rehabilitation Act, and all applicable regulations, policies, and procedures established by the Secretary of Education. Funds made available under title VI are used solely for the provision of supported employment services and the administration of the supplement to the VR services portion of the Unified or Combined State Plan;** **Yes**

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 the VR services portion of the Unified or Combined State Plan and its supplement; **Yes**

5. The State legally may carry out each provision of the VR services portion of the Unified or Combined State Plan and its supplement. **Yes**

6. All provisions of the VR services portion of the Unified or Combined State Plan and its supplement are consistent with State law. **Yes**

7. The **Authorized Representative listed above** has the authority under State law to receive, hold, and disburse Federal funds made available under the VR services portion of the Unified or Combined State Plan and its supplement; **Yes**

8. The **Authorized Representative listed above** has the authority to submit the VR services portion of the Unified or Combined State Plan and the supplement for Supported Employment services; **Yes**

9. The agency that submits the VR services portion of the Unified or Combined State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement. **Yes**

Footnotes (Blind)

Appendix 1: Performance Goals for the Core Programs

Include the State's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA.

	Project ed Baselin e	PY 2018			FY 2019		
		Propose d	Negotiate d	Proposed Final Change in Performanc e	Propos ed	Negotiate d	Proposed Final Change in Performan ce
Employment (Second Quarter after Exit)							
Adults		71.0			71.0		
Dislocated Workers		77.4			77.4		
Youth		66.7			66.7		
Wagner-Peyser / Labor Exchange		52.2			52.2		
Adult Education							
Rehabilitative Services		33.0			38		
Employment (Fourth Quarter after Exit)							
Adults		74.7			74.7		
Dislocated Workers		77.5			77.5		
Youth		52.0			52.0		
Wagner-Peyser / Labor Exchange		60.9			60.9		

Adult Education							
Rehabilitative Services		30.5			35.5		
Median Earnings (Second Quarter after Exit)							
Adults		4,575			4,575		
Dislocated Workers		6,277			6,277		
Youth		Baseline			Baseline		
Wagner-Peyser / Labor Exchange		4,371			4,371		
Adult Education							
Rehabilitative Services		5280			5280		
Credential Attainment Rate							
Adults		45.0			45.0		
Dislocated Workers		45.0			45.0		
Youth		82.0			82.0		
Wagner-Peyser / Labor Exchange							
Adult Education							
Rehabilitative Services		45.0			45.0		

Measurable Skill Gains							
Adults		Baseline			Baseline		
Dislocated Workers		Baseline			Baseline		
Youth		Baseline			Baseline		
Wagner-Peyser / Labor Exchange							
Adult Education							
Rehabilitative Services		Baseline			Baseline		
Effectiveness in Serving Employers							
Adults		Baseline			Baseline		
Dislocated Workers		Baseline			Baseline		
Youth		Baseline			Baseline		
Wagner-Peyser / Labor Exchange		Baseline			Baseline		
Adult Education							
Rehabilitative Services		Baseline			Baseline		
Combined Federal Partner Measures							
1							

2							
3							
etc.							
State / Governor Education and Workforce Measures							
1							
2							
3							
etc.							

