

Georgia Vocational Rehabilitation Services (GVRS) Board Meeting

Wednesday, November 10th, 2021





Chairman's Welcome

- Welcome & Remarks
- Roll Call and Agenda
- Previous Board Meeting Minutes Approval

Executive Summary

Chris Wells, Executive Director



GVRA





Agency Pillars

Transparency

Empowerment

Accountability

Compassion

Honesty



Agency Timelines and Initiatives

November

- Counselor Hiring
- Adjudicator Hiring

December

- Centralized Call Center
- Minimum Pay
- Website Refresh
- Vehicles (23)
- DAS Support Positions

January

- Professional Development Initiative
- Online VR Application
- Support Positions
- Residential Services Review



Agency Timelines and Initiatives

February

- Laptop Refresh

March

- Training and Development
- Data Metrics and Feedback
- Business Enterprise Program Application

April

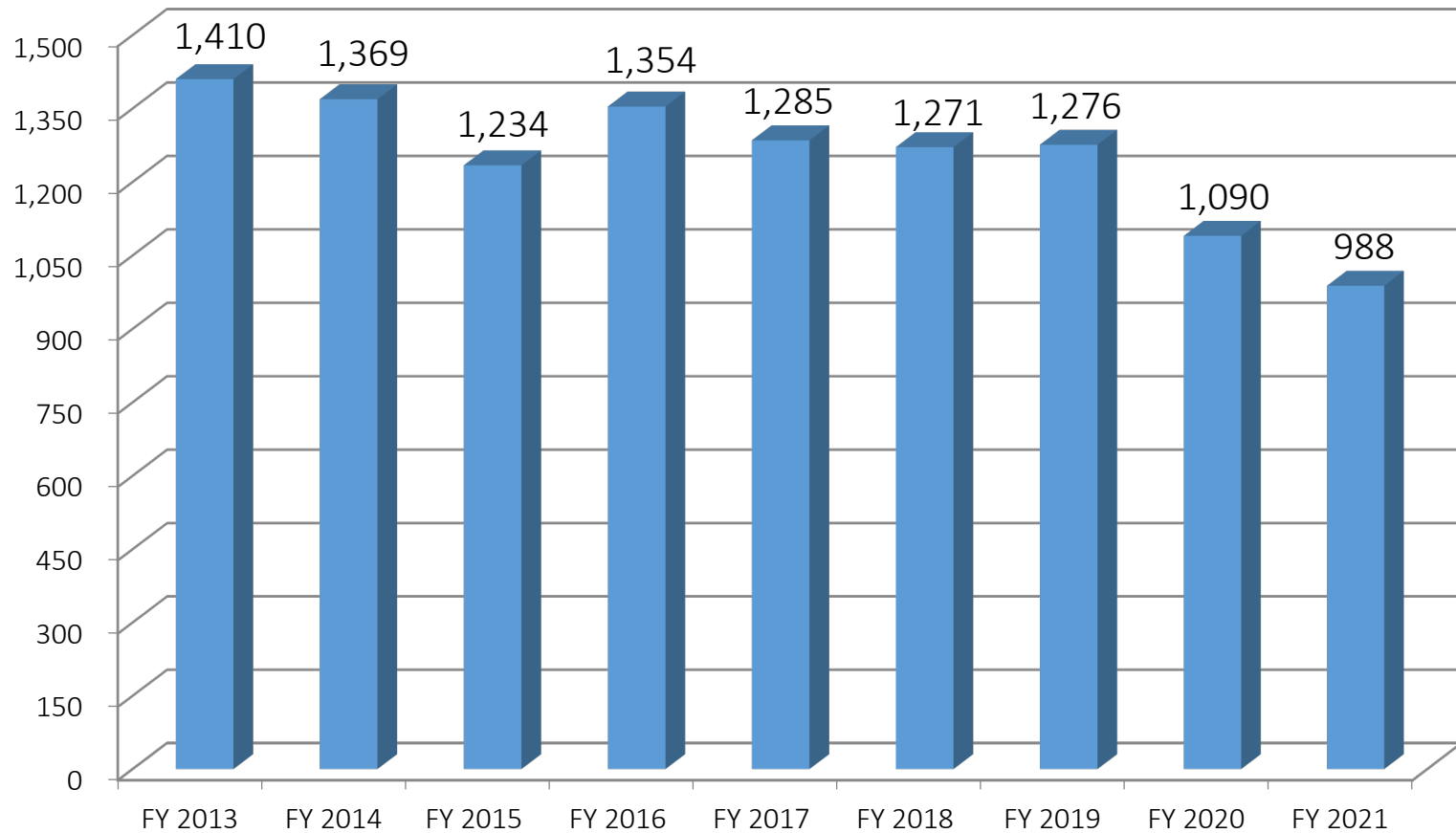
- Vehicles (30 – Additional)
- Agency Budget Development
- Professional Development Solicitation (FY 2023)
- Evaluate increased Teleworking

July

- Telework Criteria



Employee Headcount History





Sylvia Blevins Professional Development and Training Initiative

- Georgia Vocational Rehabilitation Agency (GVRA) is establishing the Sylvia Blevins Professional Development and Training Initiative.
- Ms. Sylvia Blevins was born on October 13, 1922, in Rossville, Georgia. When Ms. Blevins passed on August 3, 2012, the Blevins Trust was established.
- Initiative's goal is to promote the highest quality service for all GVRA clients through employee training and professional development.
- The Initiative seeks to eliminate the barriers for staff pursuing agency approved industry-recognized credentials.



Program Support Highlights

Quality Assurance Positions

- Two (2) –Three (3) to review cases for feedback
- 10 percent of all cases

Training Unit

- Position Training

Data Analytics

- Decision-making and Training based on Data
- More objective annual reviews

Web-Based Online Portal

- January



Georgia Vocational
Rehabilitation Agency

Program Support Highlights

The screenshot displays the Georgia Vocational Rehabilitation Agency website. At the top, there is a navigation bar with the agency's name and logo, a search bar, and a menu with options like 'About Us', 'Find an Office', 'Resources', 'Job Seekers', 'Employers', 'Providers', 'Georgia STABLE', 'Contact Us', and 'COVID-19 & GVRA'. Below the navigation bar is a horizontal flow of six numbered steps: 1. About You, 2. Education Details, 3. Work Information, 4. Request for Services, 5. Document Upload, and 6. Submit. The 'Request for Services' step is highlighted in blue. Below the flow, the 'Disability Information' section contains several questions with radio button options and dropdown menus. The 'Assistance Services' section also contains similar questions and dropdown menus. At the bottom right of the form, there are 'Previous' and 'Next' buttons. A dark blue footer at the bottom contains contact information for Georgia Vocational Rehabilitation, including a phone number and an email address.

Disability Information

Do you currently see a doctor for your disability? Yes No

What is your primary disability/diagnosis?
Select option to choose.

Do you have a secondary disability/diagnosis?
Select option to choose.

Are you currently a student with a disability?
Select option to choose.

Assistance Services

Do you currently have Medical Insurance?
Select option to choose.

Do you currently receive monthly public support?
Select option to choose.

What is your current living arrangement?
Select option to choose.

Do you need childcare assistance? Yes No

[Previous](#) [Next](#)

Contact Georgia Vocational Rehabilitation

If you are inquiring about becoming a provider or have other provider-related questions, please reach out to ProviderManagement@gvra.ga.gov | Primary: (844) FOR-GVRA (+1 844-367-4872) | [Online Contact Form](#)



Clients Services Highlights

- Creating a new District to allow RWS and CS staff to more comprehensively serve VR clients from the beginning to the end of the VR Process.
- Wait list for PC 2 will be “cleared” by the end of December and all clients assigned to PC 2 will be receiving VR services.
- 635 clients have been removed from the Wait List to date and have had services initiated.
- 532 clients have been closed successfully since July 1, 2021
- 40 counselors being recruited

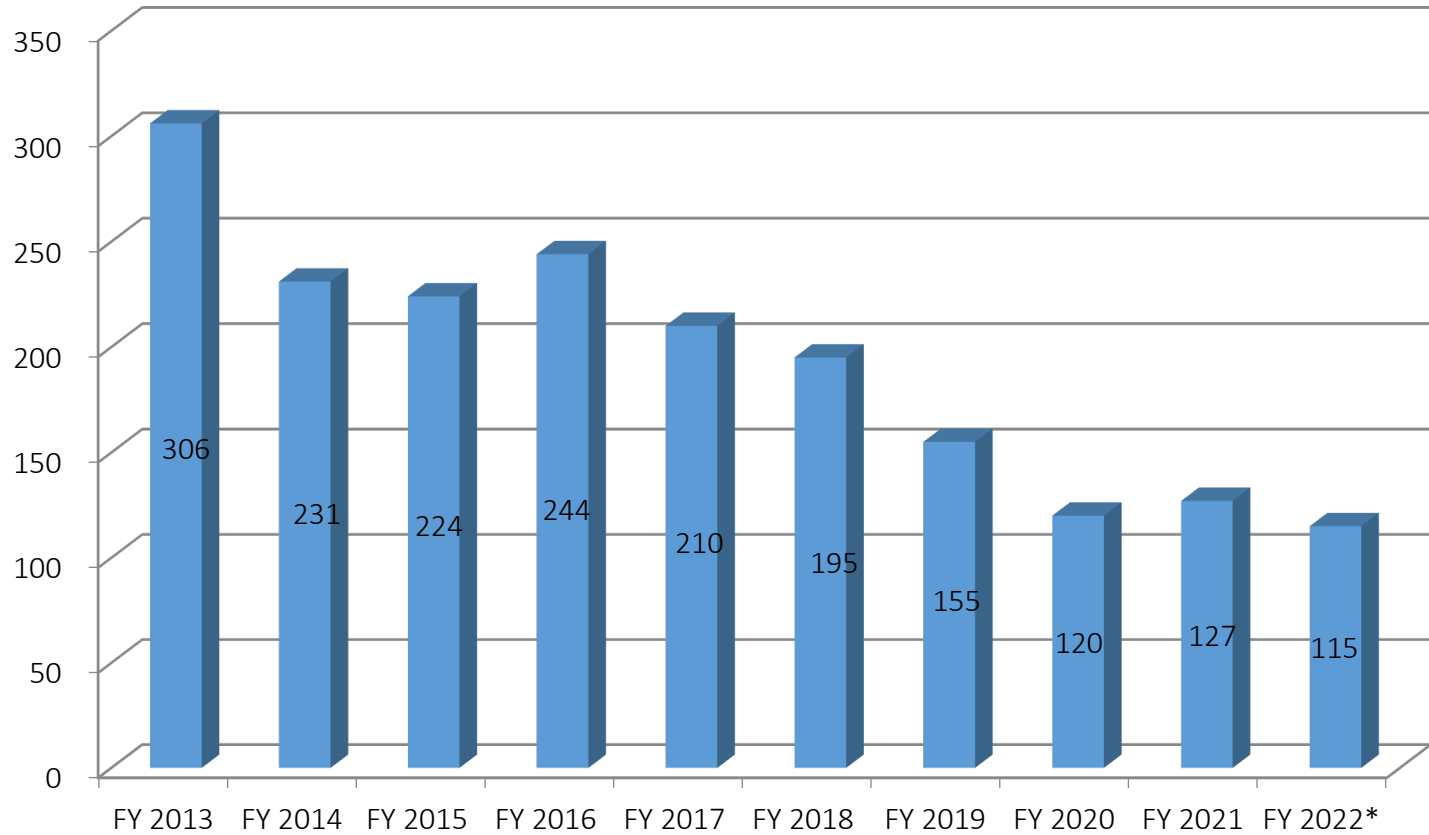


Client Services Highlights

- Three retirees rehired and on board and one pending
- Three New District Managers
 - Districts 2, 3, and 7
- Six New Transition Supervisors
 - College Park
 - Marietta
 - Atlanta/Tucker
 - Augusta, Athens, and Warner Robins
- Two New General Supervisors
 - Norcross
 - Atlanta/Tucker
- 92% of Applications met (60 Days)



Vocational Rehabilitation Counselors



*Agency is currently recruiting for 40+ counselors



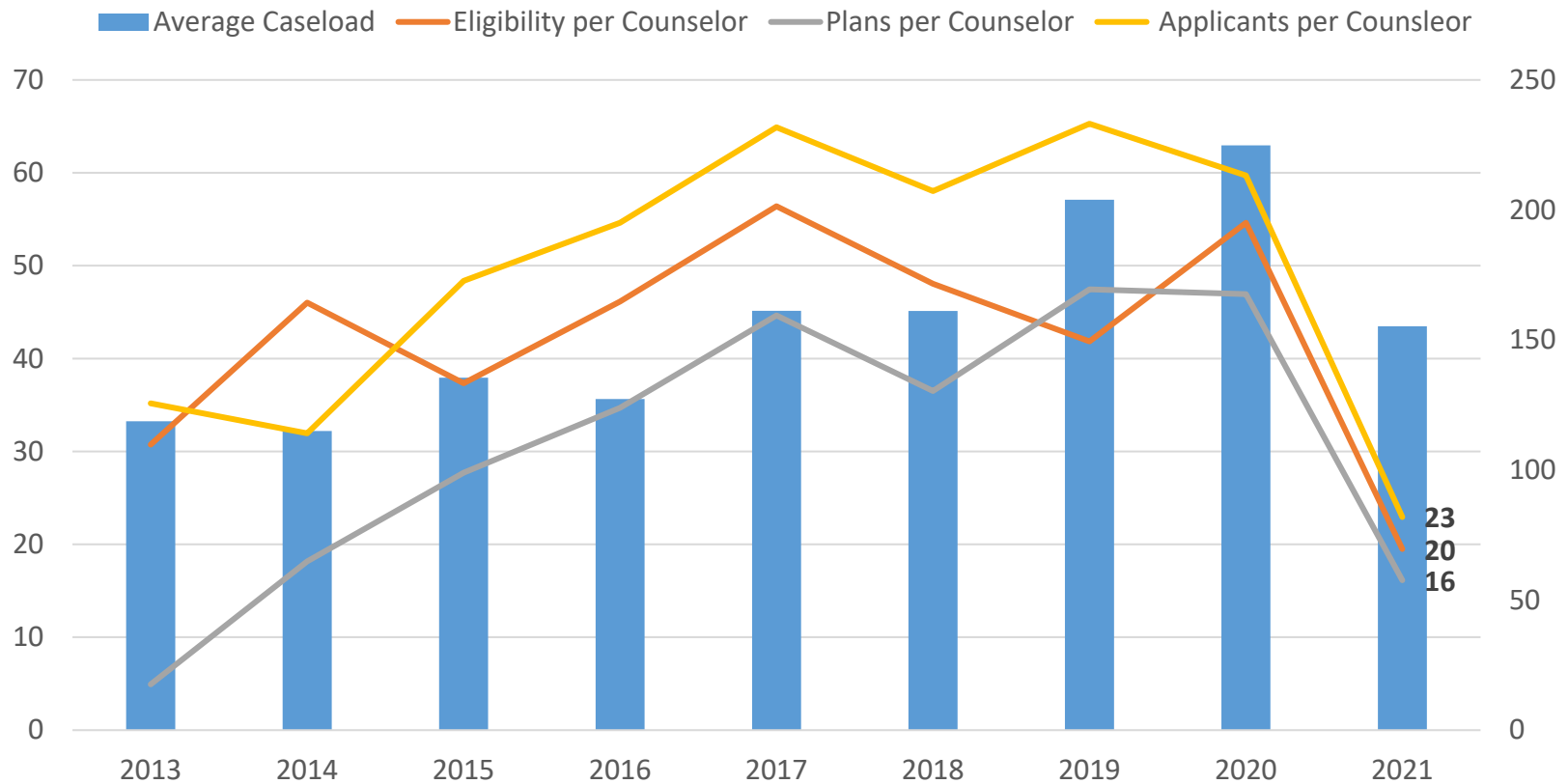
Vocational Rehabilitation Counselors

Counselor Goals

GOAL PER CASE		Current	Need	Filled	Recruiting*
General or Transition	150	12,715	84	92	
Blind and Low Vision	85	893	11	7	
Deaf and Hard of Hearing	85	805	9	3	
DD/MH	150	5,384	36	13	
Totals (FY 2022)		19,797	140	115	40
Potentially Eligible Students (14-24)	250	8,319	33		



Vocational Rehabilitation Efficiency Metrics





Residential Services Highlights

Cave Spring Center (CSC)

- 13 Students - All Students have returned to campus sent home due to the pandemic
- January, 2022 - New Student Admissions - 25 Student Capacity Target
- December Graduation - Thursday, December 9

Roosevelt Warm Springs (RWS)

- Census: 65 Students
- January, 2022 - New Student Admissions - 131 Student Capacity
- January, 2022 - VR District 10 - RWS and CSC VR Counseling & Case December
- Graduation - Thursday, December 16



Program Services Highlights

Disability Adjudication Services

- Closed **88,712** total cases
- The 3-month rolling quarter accuracy rate was 94.8%
- Hired 76 new employees (74 were Adjudicators)
- The DAS Training Team received SSA's **Thomas M. Leahy Creative Achievement Award** for its innovative ways of training new hires during the ongoing COVID pandemic.

Business Enterprise Program

- 18 Blind Vendors have received payments for a total of \$190,920 out of \$702,000
- BEP has entered into a lease agreement with GIB for equipment storage
- The SLA (State Licensing Agency) continues to work with the Committee of Blind Vendors on a payroll transition plan

Departmental Administration

Jonathon Buxton, Director of Administration

Jonathon.buxton@gvs.ga.gov



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Administration Highlights

Information Technology

- Equipment Refresh
- Network infrastructure update
- Microsoft Voice transition

Facilities

- 200 Piedmont floor consolidation update

Fiscal

- Fiscal Year Grants
- ARP Grant Applications



Georgia Vocational
Rehabilitation Agency

Agency Expenditures

GVRA	Total Expenditures (as of 10/31)	Current Budget	Percent of Budget
300-Personal Services	\$23,891,565	\$85,737,574	28%
301-Operating Expenses	2,928,817	7,143,790	41%
303-Vehicle Purchases	477,250	0	
304-Equipment	627,955	176,754	355%
305-Computer Charges	2,214,273	5,721,228	39%
306-Real Estate Rentals	2,526,085	9,630,661	26%
307-Telecommunications	691,852	2,930,896	24%
309-Capital Outlay	6,473,190	0	
312-Contractual Services	9,588,180	13,414,295	71%
314-Transfers	0	155,000	0%
315-Grants and Benefits	2,380,205	3,681,340	65%
319-Other	714,375	1,476,985	48%
320-DAS CE/ME	8,554,050	21,060,000	41%
321-VR Case Services	6,282,474	23,781,189	26%
Total Expenditures	\$67,350,271	\$174,909,712	39%

Georgia Industries for the Blind

Raj Pagadala, Assistive Work Technology Coordinator

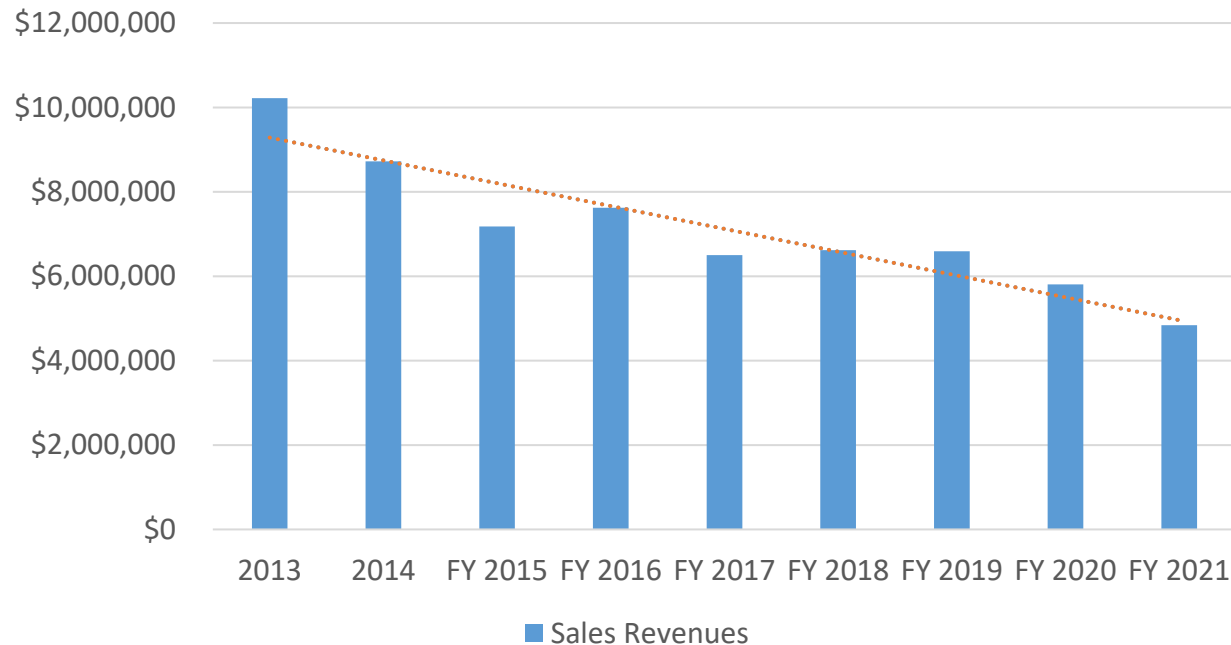
Raj.Pagadala@gvs.ga.gov





Georgia Vocational
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Georgia Industries for the Blind



- GIB revenue from the sale of products has declined by 27% between FY 2018 and FY 2021 primarily due to supply chain issues and the COVID-19 pandemic between FY 2020 and FY 2021.
- Materials such as pressboard and Tyvek have been increasingly difficult to locate and keep in inventory – products requiring these materials accounted for 64% of total GIB sales in FY 2020.
- COVID-19 accounted for over \$1M in sales revenue losses between March 2020 (FY 2020) and December 2020 (FY 2021).



Georgia Industries for the Blind Highlights

- **Furloughs**

- Due to supply chain issues GIB employees were furloughed for 4 weeks
- Raw materials have started to come in
- Furloughs have ended and employees are back at full schedule

- **Griffin**

- Griffin warehouse is now being used by BEP for storage

- **Shredding Services**

- GIB has begin providing shredding services to VR
- 12,000 lbs. of documents were received from College Park
- Coordinating with other VR offices in the coming weeks
- BEP will also use GIB for it's shredding needs
- Different shredding models (onsite Vs pick-up) are being explored



Georgia Industries for the Blind Highlights

- **Visit to Alabama Industries for the Blind (AIDB -Talladega)**
 - AIDB is also a state run NIB agency
 - Raj Pagadala & Teresa Eggleston were invited for a tour (10/26/21)
 - New business ideas are being considered based on AIDB visit
- **Mask Machine Donation**
 - Non-profit in NC has offered to donate two mask producing machines
 - Chris Wells and Raj Pagadala to visit facility in Fletcher, NC on 11/12/21
- **Masks – NIB RFI**
 - NIB has reached out to its agencies with a Request for Information
 - Seeking information on mask producing capabilities
 - GIB is well positioned to be preferred supplier

Provider Management

Sheila Pierce, Assistant Director of Provider Management

Sheila.pierce@gvs.ga.gov



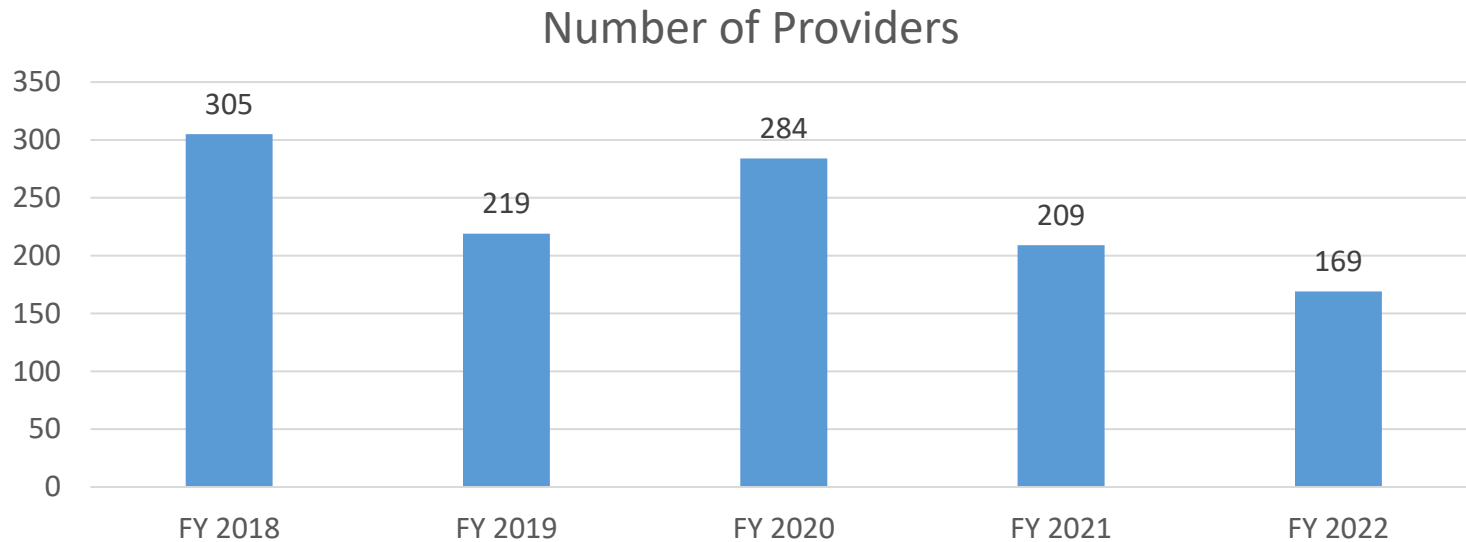
GVRA





Provider Management Highlights

1. Provider Travel Reimbursements (January)
2. New Provider Service – Job Placement
3. Providers using the Provider Portal
4. Provider Directory
5. Group Authorizations
6. Consistency in using A&Is



Constituent Services

John Boan, Public Affairs Officer

John.boan@gvs.ga.gov





Website Refresh and Call Center

Call Center

- GVRA began a pilot project of transitioning OAs into the Call Center on a limited basis. The ultimate goal of this project is to have all local office numbers rolled into one main number.

Website Refresh

- This project aims to revitalize, evaluate accessibility and be a one stop center for information and updates related to employment opportunities for our clients



The Right Talent For The Right Career

Latest News

GVRA rolls out online new client orientation

SEPTEMBER 15, 2021

GVRA updates website to have online form [Click For Full Story](#)

Mission Statement

We operate five programs with one goal: To help people with disabilities to achieve independence and meaningful employment.

Job Search Assistance

If you have a disability and need help finding work, we will be able to assist.

[Find An Office](#)

[Contact Us](#)

[Providers](#)

October 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAUNDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



Residential Services

Roosevelt Warm

Springs

Cave Spring

Pre-ETS

Transition Services

Transition Services

Jeffery Allen, Assistant Director of Transition Services

Jeff.allen@gvs.ga.gov





Transition Services Highlights

- **PES meeting September 30, 2021**
 - Reviewed job roles and responsibilities
 - Reviewed raw data
 - Reviewed entering actual services
 - Reviewed how to utilize virtual job shadow
- **Parent Forum**
 - First session was October 21, 2021
 - 54 Families joined



Transition Services Highlights

<i>October</i>	<i>High Schools/Sites</i>	<i>PTS cases</i>	<i>VR cases</i>	<i># IEP meetings attended this month</i>	<i># VJS licenses in use this month</i>
District 1	56	704	264	76	412
District 2	44	433	8	0	10
District 3	51	481	59	49	0
District 4	62	833	590	32	111
District 5	48	835	56	28	222
District 6	65	974	49	44	75
District 7	15	259	25	17	24
District 8	32	620	5	3	160
Totals	373	5,139	1,056	249	1,014

State Rehabilitation Council

Kate Brady, Chairperson

Kate.brady@gcdd.ga.gov



Statewide Independent Living Council

Shelly Simmons, Executive Director

Shelly.simmons@silcga.org



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Board Announcements

- Old Business
- New Business

Public Comments and Adjournment

Tom Wilson, Board Chair

Tom.Wilson@gvs.ga.gov

