

# Georgia Vocational Rehabilitation Services (GVRS) Board Meeting

*Wednesday, November 16, 2022*



GVRA





# Chairman's Welcome

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

# Executive Director's Report

Chris Wells, Executive Director

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# Program Highlights

## Disability Adjudication Services (DAS)

- Met and exceeded all disability workload targets by clearing 100,968 Total Cases for Federal Fiscal Year 2022, which significantly contributed to the Atlanta Region's goals
- Completed transition to a new national Disability Case Processing System (DCPS)
- Successfully onboarded 58 hires

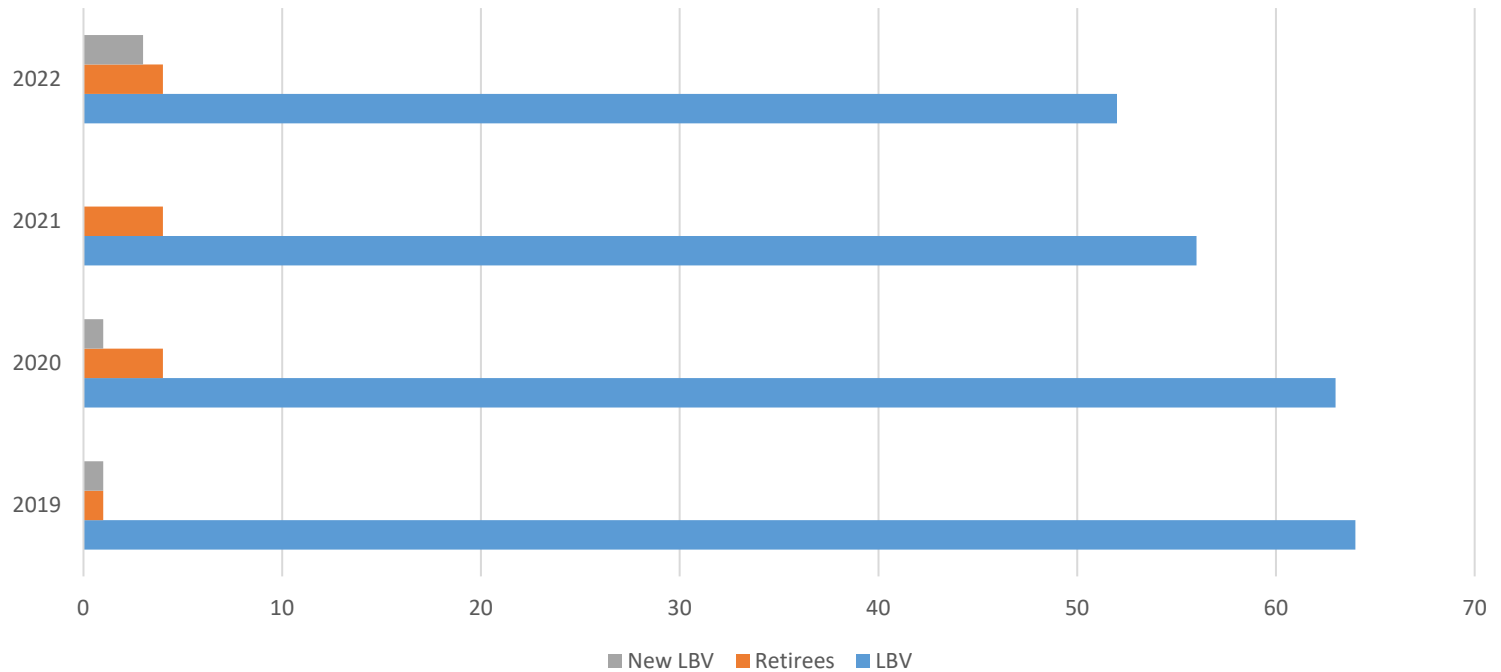


# Program Highlights

## Business Enterprise Program (BEP)

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**BEP STATS**



Year	LBV	Retirees	New LBV
2019	64	1	1
2020	63	4	1
2021	56	4	0
2022	52	4	3



# Program Highlights

## Provider Management

- Held a virtual meeting with providers in September to provide an update on rate increases and FY23 contract processing
- Ongoing testing and collaboration with Deloitte and Alliance on the On-Line Referral Portal
- Publishing Customer Care number throughout the organization as primary number for callers to use when contacting the Agency



# Program Highlights

## Transition Services

- Worked with Provider management to update fee schedule for Pre-ETS services
- GROW for Summer 2022 had 679 students participate with 26 different providers
- Transition Forum has had a professional recording done with closed caption and an interpreter will now be housed on the GVRA website
- As of 10/12 we have already received 1992 new Pre-ETS referrals since school started



# Program Highlights

## Supported Employment

- Georgia was awarded the Subminimum Wage to Competitive Integrated Employment (SWTCIE) grant by RSA
- The grant is designed to increase the opportunity for adults, students and youth with disabilities who are contemplating working for subminimum wages, as well as workers who are currently employed at subminimum wage under a 14(c) certificate to obtain competitive integrated employment (CIE), particularly in the Arts and Green Industries





# Program Highlights

## Supported Employment (cont.)

In collaboration with many partners:

- DBHDD
- UGA's Institute on Human Development and Disability
- GCDD
- Creative Enterprises
- John F. Kennedy Center for the Performing Arts
- Georgia APSE



# Program Highlights

## Sensory Services

- In conjunction with Employment services our Blind and Low Vision coordinator hosted a career fair to kick off the NFB of GA convention
- BLV coordinator, Supported Employment Coordinator and Director of Policy and Compliance participated and presented at the 2022 Georgia Vision Educators Statewide Training (GVEST)
- Deaf and Hard of Hearing Coordinator participated in the Southeast Regional Institute on Deafness (SERID) and will be developing a training on the items learned to share with GVRA Client Services staff



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# Administrative Highlights

## Agency Expenditures

<b>GVRA</b>	<b>Total Expenditures</b>	<b>Current Budget</b>	<b>Percent of Budget</b>
300-Personal Services	\$17,553,885	\$90,800,663	19%
301-Operating Expenses	2,304,935	7,130,112	32%
303-Vehicle Purchases	0	0	
304-Equipment	12,991	176,754	7%
305-Computer Charges	701,551	5,928,312	12%
306-Real Estate Rentals	1,750,962	9,630,661	18%
307-Telecommunications	534,627	2,930,896	18%
309-Capital Outlay	16,453	0	
312-Contractual Services	2,522,173	13,411,744	19%
314-Transfers	32,500	175,000	19%
315-Grants and Benefits	524,807	4,591,091	11%
319-Other	427,594	1,476,985	29%
320-DAS CE/ME	4,113,313	21,060,000	20%
321-VR Case Services	3,376,384	32,351,520	10%
<b>Total Expenditures</b>	<b>\$33,872,175</b>	<b>\$189,663,738</b>	<b>18%</b>



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# Agency Spotlight

- Disability Adjudication Services (DAS) Facilities/Mailroom Support Team received SSA's 2021 Regional Commissioner's Honor Award. The team was recognized for its dedicated service during the early months of the pandemic
- October Employee of the Month: Susan Lloyd, Quality Assurance Reviewer, DAS



# Agency Metrics

Paige Tidwell-Cason, Program Evaluation and Performance Manager

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# Agency Metrics

## VR Metrics

Vocational Rehabilitation	Jul-22	Aug-22	Sep-22
Number of VR clients served	10,019	9,885	9,597
Number of Referrals	223	349	243
Number of Applications	292	325	316
% of cases determined eligible within 60 days from the date of application*	55%	55%	54%
% of cases with IPE developed within 90 days from date of eligibility	50%	49%	47%
Average number of days from referral to IPE	24	34	16
Number of new Potentially Eligible Students	98	510	1,047
Number of Potentially Eligible Students (PTS) that become VR clients	38	74	67
Percentage of Potentially Eligible Students (PTS ) that become VR clients	0.40%	0.77%	0.64%
Number of Potentially Eligible Students served	9,422	9,663	10,429
% of individuals who obtained successful employment for at least 90 days before cases were closed (Federal Performance Level > 55.8%) *	36%	27%	26%
Average caseload per counselor	106	107	113
Average cost per VR Client	\$1,234	\$1,296	\$1,460
Average cost per Potential Eligible Student	\$944	\$883	\$792
Vocational Rehabilitation (VR) Counselor turnover rate-pending			



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# Agency Metrics

## DAS Metrics

DAS	Jul-22	Aug-22	Sep-22
Percentage of Initial disability benefit determinations found to be correct (Federal Threshold: 90.6%)	91.7	90.2	87.1
Adjudicator to Staff Ratio	46%	47%	50%
Adjudicator turnover rate	35.10%	34.30%	37.20%
Average case per adjudicator (level 2)	270	253	245
Average number of days to determine claims (Federal Standard: 164 days)	223.2	216.8	227.6
Number of claims adjudicated	9,662	9,332	11,592

# Agency Hiring

Jennifer Statham, Director of Human Resources

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# Agency Hiring

## Recruitment and Retention of Counselors

### Counselor Turnover FY 2017 – FY 2022

	FY2017 Turnover Rate	FY2018 Turnover Rate	FY2019 Turnover Rate	FY2020 Turnover Rate	FY2021 Turnover Rate	FY2022 Turnover Rate
<b>Counselor</b>	19%	11%	5%	16%	16%	13%

Current number of counselors: 105



# Agency Hiring

## Recruitment and Retention of Counselors

- FY 2020
  - 39% Overall Increase in Average Counselor Salary
  - 30% Increase in Counselor Entry Salary
  
- FY 2021
  - 6% Overall Increase in Average Counselor Salary
  - 18% Increase in Counselor Entry Salary
  
- FY 2022
  - 11% Overall Increase in Average Counselor Salary\*
  - 10% Increase in Counselor Entry Salary

\*Includes COLA



# Agency Hiring

## Recruitment and Retention of Counselors

Counselor Salaries FY 2020 – FY 2022						
	FY2020 Entry Salary	FY2020 Average Salary	FY2021 Entry Salary	FY2021 Average Salary	FY2022 Entry Salary	FY2022 Average Salary
<b>Counselor</b>	\$33,000	\$35,682	\$35,387 \$38,926	\$40,728	\$40,873 \$42,917	\$49,510*



# Program Highlights

## Client Services

### Salary Increases

Counselor Type	CRC	Non-CRC
Counselor 1	\$47,316	\$45,063
Counselor 2	\$50,000	\$47,316
Counselor 3	\$55,000	\$52,000

- VR Field Supervisor - \$70,000
- District Manager - \$83,000

# Residential Services

Tamika Wright, Interim Director, Residential Services

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# Residential Services

## Future of RWS & CSC

RWS/CSC "As IS"	RWS/CSC "to be"
30 career pathways	Six identified high demand career pathways
Rolling admissions process	Semester based admissions process
18 month waitlist	No waitlist
Vocational programs required at least a 9 <sup>th</sup> grade reading and math level	Vocational programs will require an average of a 4 <sup>th</sup> grade reading and math level
	Opportunity for students to earn a certification or two year degree from West Georgia Technical College



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# Residential Services

## Construction Jumpstart

- A fast paced program that will include safety, tool use, construction projects, painting, framing, and dry wall experience
- Requires a 4<sup>th</sup> grade reading level and the ability to lift 50 pounds
- Will include both classroom and hand on learning experiences
- Potential certifications will include OSHA-10, SimBuild, NCCER, and CPR/First aid

**Construction Jumpstart**

**Program Description:**  
Construction Jumpstart is a 16-week program to prepare clients for a variety of careers in the construction industry. This fast-paced program will include safety, tool use, construction projects, painting, framing, and dry wall experience.

**Program Criteria:**  
Clients should have a minimum of a 4th grade reading level and the ability to lift at least 50 pounds.

**Training and Experience:**  
Clients will have both classroom and hands-on construction building experiences. Classroom instruction will include opportunities for earning several certifications.

**Certifications:**  
Clients may earn certifications in OSHA-10, SimBuild, NCCER, and CPR/First Aid.

**Careers:**  
There are a variety of careers in this field that includes general laborer, cleaning crew, construction (logger, framer, painter) and carpentry helper.



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# Residential Services

## Low Voltage Wiring

- Students will learn how to install cable, internet, audio-visual systems, outdoor lighting and security systems
- Requires an 8<sup>th</sup> grade reading and math level. Individuals must be able to lift 50 pounds
- Potential Certifications will include OSHA-10, Residential Electrical Systems Integrator (RESI) and Custom Electrical Design and Installation Association (CEDIA)

### Low Voltage Wiring

**Program Description:**  
Low Voltage Wiring is a 16 week program that is a component of construction but moves into the installation of cable; internet; audio-visual systems; outdoor lighting; and security systems.

**Program Criteria:**  
Clients should have a minimum of a 8th grade reading and math level and the ability to lift at least 50 pounds.

**Training and Experience:**  
Clients will have both classroom and hands-on building and wiring experiences. Classroom instruction will include opportunities for earning several industry-recognized certifications. Students learn some aspects of high voltage electricity and construction as well.

**Certifications:**  
Clients may earn certifications in OSHA-10; RESI (Residential Electronics Systems Integrator); CEDIA (Custom Electronics Design and Installation Association); and CPR/First Aid.

**Careers:**  
There are a variety of careers in this field that includes employment with cable and internet providers; phone companies; outdoor lighting; and security system providers. There are also career opportunities to install audio-visual equipment and sound systems.







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# Residential Services

## CVS/Retail

- A 14 week program with classroom instruction and an externship at a community CVS store or other local retail
- Requires a 3<sup>rd</sup> grade reading and math level
- Potential Certifications will include the National Retail Foundation (NRF), Rise-up Retail Industry Fundamentals, Business of Retail, Customer Service and Sales, and Warehouse/Inventory

### CVS / Retail

**Program Description:**  
The CVS/Retail Program is a 14 week program with classroom instruction and an externship at a community CVS Store.

**Program Criteria:**  
Clients should have a 3rd grade reading level or higher for the certification path or approval of the instructor for non-certification path.

**Training and Experience:**  
Clients will have classroom training, stackable certification opportunities, and hands-on training at the community CVS Store. Other externships may be available.

**Certifications:**  
Certifications may be earned in NRF (National Retail Foundation) Rise up – Retail Industry Fundamentals; Business of Retail; Customer Service and Sales; and/or Warehouse, Inventory Logistics.

**Careers:**  
Some careers in this field include cashier; stock clerk; unloader; inventory clerk; sales associate; customer service representative; loss prevention officer; visual merchandiser; and team lead/management

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# Residential Services

## Certified Nursing Assistant

- Program prepares students for the state licensure exam for Certified Nursing Assistant by offering both classroom and C.N.A lab experiences
- Requires a 4<sup>th</sup> grade reading and math level. Students must be able to lift 50 pounds
- Potential Certifications will include CPR/First Aid, C.N.A Licensure and Home Health Care Aid

### Certified Nursing Assistant

**Program Description:**  
The C.N.A./Home Health Aid Program is a 14 week classroom and internship experience that will prepare you to be successful for the Certified Nursing Assistant state licensure. There are 12 weeks of classroom instruction and a two week test-preparation and testing period.

**Program Criteria:**  
Clients should have a 4th grade reading and math level or higher and the ability to lift 50 pounds.

**Training and Experience:**  
Clients will have experiences in the classroom and C.N.A. Lab along with an internship at a local nursing home. Students are required to have a TB test and other required vaccinations.

**Certifications:**  
Certifications may be earned in CPR/First Aid; C.N.A. Licensure; and Home Health Care.

**Careers:**  
Some careers in this field include certified nursing assistant in hospitals, nursing homes and rehabilitation centers; private or public home health care; personal care aid; and as a technician in other medical facilities.



# Residential Services

## Hospitality

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- A 14 week program that will give students a complete overview into the world of tourism and hospitality by providing both classroom instruction, learning labs and externships with local community partners
- Requires a 4<sup>th</sup> grade reading level
- Potential Certifications include the American Hotel and Lodging Educational Institute (AHLEI) and Guest Service Tourism Certification

### Hospitality

**Program Description:**  
The Hospitality Program is a new and exciting 14-week program that offers valuable certifications in the hospitality industry. The course curriculum is tailored to each specific job certification.

**Program Criteria:**  
Clients should have a 4th grade reading level or higher.

**Training and Experience:**  
Clients will be taught using a wide variety of modalities: in-person discussions and instruction, on-line instruction, Learning Labs, lab for each certification area, and real-life experiences both on our campus and in our local community. Clients will be fully prepared for a job in this industry.

**Certifications:**  
Certifications are earned through AHLEI (American Hotel and Lodging Educational Institute) and include: 1. Guest Room Attendant 2. Restaurant Server 3. Guest-Cook 4. Breakfast Attendant 5. Front Desk Receptionist 6. Maintenance Employee. Guest Service Tourism Certification will also be offered.

**Careers in Hospitality:**  
There are a variety of careers in this industry and there are opportunities across our state. Some careers are: Hotel Desk Clerk/Receptionist; Hotel Room Attendant; Housekeeper; Restaurant Server; Maintenance Worker for Hotels, apartments, and condominiums; Breakfast Attendant; Cafeteria Worker; Hospital Food Service; and a Cook or food service worker.



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# Residential Services

## Forklift and Warehouse

- Students learn skills needed in the supply-chain industry as well as basic operator skills associated with forklift operation
- Students have the opportunity to learn the operation of warehouse equipment through experiences at both RWS and the Griffin BEP warehouse
- A 3<sup>rd</sup> grade reading level is required
- Potential Certifications include OSHA-10, Manufacturing Skills Standards Council (MSSC) and Forklift Operation

**Forklift and Warehouse**

**Program Description:**  
The Logistics-Forklift and Warehouse Program is a 14- week program where clients can learn skills needed in the supply-chain industry as well as learning to safely operate a forklift and other warehousing equipment.

**Program Criteria:**  
Clients should have a 3rd grade reading level or higher and the ability to lift 30-50 pounds.

**Training and Experience:**  
Clients will have experiences in the RWS Warehouse and in the Griffin BEP Warehouse where a variety of equipment and methods of warehousing and material handling will be learned. There will also be classroom instruction that includes simulator training and opportunities for earning certifications.

**Certifications:**  
Certifications may be earned in OSHA-10; MSSC (Manufacturing Skills Standards Council); and Forklift Operation.

**Careers:**  
Some careers in this field include material handler; forklift operator; stock clerk; order picker; shipping and receiving clerk; warehouse laborer; loader/unloader; and package handler. This is a growing industry in the state of Georgia with many job opportunities.

# State Rehabilitation Council (SRC)

Juliet Hardeman, SRC Chair

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# SRC Update

- Membership
- Community Statewide Needs Assessment (CSNA)
- Outreach to Stakeholders & Community Partners



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# SRC Update

## SRC Outreach to Stakeholders & Community Partners

<b><u>Activity</u></b>	<b><u>In-Person/Virtual</u></b>
DBHDD Board Meeting	Virtual
ICAN Conference- Dublin GA	In-Person
NDEAM - Atlanta	In-Person
Night of Champions	In-Person
GVRA Vendor Visit- Employability	In-Person
SE County Interagency meeting at Goodwill /Wells	In-Person
SRC Membership Recruitment	Virtual
GVRA Board Meeting	In-Person
GA State CIL Meeting	Virtual
Lowcountry Down Syndrome Society	In-Person
Cave Spring/School for the Deaf Tour with GVRA	In-Person
GVRA Board Meeting	Virtual
Lowcountry Down Syndrome Society	In-Person
Meeting with Director Wells & staff	Virtual
Columbus Mayor's Commission for Persons with Disabilities	In-Person
NDEAM Virtual presentation	Virtual
DBHDD/GVRA/SRC meeting for CIE for IWD	Virtual
GA CAN Presentation with Jeff Allen	Virtual
Waves Autism Center in Warner Robins	In-Person
GA Workforce Conference- Athens	In-Person



# SRC Update

## Next Meeting

- January 25, 2023
- Tour the Project Search Site located at Chico's Distribution Site located in Barrow County/Winder GA from 9:30AM-11:30AM
- [Home - Project SEARCH](#)
- Georgia SRC meeting will convene from 1:00PM -4:00PM (location is tentatively set for the Athens GVRA office)





# SRC Update

## Georgia Project Search Outcome Data

Our outcome measures are based on a rigorous definition of competitive employment that includes the following criteria:

- Competitive employment in an integrated setting (i.e. among co-workers with and without disabilities)
- Year-round, non-seasonal employment
- 16 hours/week or more
- Prevailing wage



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# SRC Update

## Georgia Project Search Outcome Data

Georgia	2017- 2018	2018- 2019	2019- 2020*	2020- 2021
# Enrolled	98	101	140	89
# Completed	92	94	126	81
# Employed	80	70	43	58
# Employed (PS)	73	64	40	46
% Employed (All)	81.63	69.31	30.71	65.17
% Employed (PS)	74.49	63.37	28.57	51.49



# Board Announcements

- Old Business
- New Business

# Public Comment and Adjournalment



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