

# **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program Guam Division of Vocational Rehabilitation State Plan for Fiscal Year 2015 (submitted FY 2014)**

## **Preprint - Section 1: State Certifications**

1.1 The *Dept of Integrated Svcs for Individuals w/Disabilities/Div of Vocational Rehabilitation (GDVR)* is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [1] and its supplement under Title VI, Part B, of the Rehabilitation Act [2].

1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the *Dept of Integrated Svcs for Individuals w/Disabilities/Div of Vocational Rehabilitation (GDVR)* [3] agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan [4], the Rehabilitation Act, and all applicable regulations [5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.

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

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

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

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

1.7 The (enter title of state officer below) **Yes**

***VR Administrator***

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

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

***VR Administrator***

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

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

**State Plan Certified By**

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

Signed?**Yes**

Name of Signatory***Kasinda C. Ludwig***

Title of Signatory***Acting Vocational Rehabilitation Administrator***

Date Signed (mm/dd/yyyy)***07/01/2014***

**Assurances Certified By**

At the request of RSA, the designated state agency and/or the designated state unit provide the following assurance(s), in addition to those contained within Section 2 through 8 below, in connection with the approval of the State Plan for FY ***2015 Yes***

**Comments:**

Guam DVR assures RSA that a comprehensive statewide needs assessment will be conducted in FY 2014, and the results of this comprehensive statewide needs assessment will be reported in Attachment 4.11(a) of the FY 2015 State Plan submission.

The following assurances have been met: GDVR is still in the process of procuring for a Comprehensive Statewide Needs Assessment (CSNA). The results of the latest 2011 CSNA will be used for the 2015 State Plan as the goals have remained the same. GDVR assures RSA that a comprehensive needs assessment will be conducted in FY 2015 and the new results will be reported in the 2016 State Plan.

Guam DVR assures RSA that it will have a full-time Director by September 30, 2013, as described at Section 101(a)(2)(B) of the Act, and in supporting regulations at 34 CFR(b)(1)(ii). Guam DVR also assures RSA that the results of the comprehensive statewide needs assessment conducted in FY 2011, will be reported in Attachment 4.11 of the FY 2014 State Plan. Furthermore, GDVR commits to report on a quarterly basis, progress made toward fulfillment of the outstanding assurance from the FY 2011 State Plan, namely the establishment of an SRC that meets the criteria set forth in Section 105 of the Act, as required in Section 101(a)(21)(ii), so that DVR can work with the SRC to fulfill the responsibilities listed in Section 101(a)(21)(ii) by September 30, 2013.

At the time that GDVR submitted the FY 2014 State Plan, GDVR had a full time Vocational Rehabilitation Administrator (VRA), however, she resigned in August 2013. Prior to her resignation, RSA was assured that GDVR would still have a full time Director by requesting the designated state agency to appoint a full time Director in an Acting capacity. The VRA position continues to be filled in the Acting capacity on a full time basis. GDVR has been engaging in the process of recruiting for a permanent full time VRA and is aggressively continuing in this effort until a permanent VRA is hired.

Signed? **Yes**

Name of Signatory ***Kasinda C. Ludwig***

Title of Signatory ***Acting Vocational Rehabilitation Administrator***

Date Signed (mm/dd/yyyy) ***07/01/2014***

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

#### Section 1 Footnotes

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

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

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

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

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

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

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

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

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

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

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

**(b) Notice requirements.**

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

**(c) Special consultation requirements.**

The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

## **Preprint - Section 3: Submission of the State Plan and its Supplement**

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

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

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

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

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

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

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

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

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

# Preprint - Section 4: Administration of the State Plan

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

### **(a) Designated state agency.**

1. There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
2. The designated state agency *is a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section (Option B was selected/Option A was not selected)*
3. In American Samoa, the designated state agency is the governor.

### **(b) Designated state unit.**

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

### ***The Division of Vocational Rehabilitation (GDVR)***

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

The State Plan must contain one of the following assurances.

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

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

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

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

*(Option B was selected)*

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

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

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



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

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

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

The State Plan provides for the administration of the plan by a local agency. *No*

If "Yes", the designated state agency:

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

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

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

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

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

(a) a description of the nature and scope of the joint program;

(b) the services to be provided under the joint program;

(c) the respective roles of each participating agency in the administration and provision of services; and

(d) the share of the costs to be assumed by each agency.

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

This agency is *not* requesting a waiver of statewideness.

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

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

1. nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
2. services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
3. state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:
  - A. identification of the types of services to be provided;
  - B. written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
  - C. written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
  - D. written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

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

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

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

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

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

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

1. cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
2. coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
3. establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
4. efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

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

1. Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
2. The State Plan description must:
  - A. provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
  - B. include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
    - i. consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to postschool activities, including vocational rehabilitation services;

- ii. transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
- iii. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
- iv. procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

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

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

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

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

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

**(a) In general.**

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

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

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

**(c) Facilities.**

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

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

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

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

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

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

2. Personnel development.

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

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

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

**(c) Personnel standards.**

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

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

- B. the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
- C. procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
- D. the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

**(d) Staff development.**

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

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

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

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

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

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

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

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

**(a) Comprehensive statewide assessment.**

1. Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:
  - A. the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:
    - i. individuals with the most significant disabilities, including their need for supported employment services;
    - ii. individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
    - iii. individuals with disabilities served through other components of the statewide work force investment system.
  - B. The need to establish, develop or improve community rehabilitation programs within the state.
2. For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

**(b) Annual estimates.**

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

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

**(c) Goals and priorities.**

1. Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.



2. The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
3. Order of selection.  
If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - B. provides a justification for the order; and
  - C. identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
4. Goals and plans for distribution of Title VI, Part B, funds.  
Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

**(d) Strategies.**

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

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

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

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

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

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

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

priorities of the state identified in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and

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

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

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

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

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

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

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

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

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

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

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

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

(a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services. *Yes*

(b) If No:

1. Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.
2. Attachment 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - B. provides a justification for the order of selection; and
  - C. identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

3. Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

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

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

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

1. assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
2. counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
3. referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
4. job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
5. rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
6. post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.

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

1. progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
2. an immediate job placement; or

3. provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



# **Preprint - Section 6: Program Administration**

## **Section 6: Program Administration**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Preprint - Section 7: Financial Administration**

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

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

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

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

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

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

# **Preprint - Section 8: Provision of Supported Employment Services**

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

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

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

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

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

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

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

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

(b) The individualized plan for employment:

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

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

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

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

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

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

Guam State Rehabilitation Council- 4.2(c) Input of State Rehabilitation Council

### **MISSION STATEMENT:**

The Guam Rehabilitation Council is to provide the Division of Vocational Rehabilitation with an external client oriented perspective. The Council provides clients of DVR with a mechanism to influence the direction of rehabilitation programs in Guam in the systemic policy level. (Review, Analyze and Advise (RAA Approach).

Prepared by:

Guam State Rehabilitation Council (SRC) Executive Committee

### **Introduction**

This report represents the review process of the Guam State Rehabilitation Council (SRC) in compiling input during the various planning sessions hosted by the SRC Council and during the SRC's quarter meetings. During the January 30, 2014 meetings, input from the SRC presented its first series of recommendations based on continuing discussions with the SRC standing committees. Under the leadership of the SRC Services standing committee, the committee compiled additional feedback to be included to the existing recommendations presented at the January 30, 2014. During these deliberations, all members of the SRC continue to review these reports and offer their input and endorsement.

### **Background**

Section 107 of the Rehabilitation Act of 1973, as amended, requires the Commissioner of the Rehabilitation Services Administration (RSA) to conduct annual reviews and periodic on-site monitoring of programs authorized under Title I of the Rehabilitation Act to determine whether a vocational rehabilitation (VR) agency is complying substantially with the provisions of its State Plan under Section 101 of the Rehabilitation Act and with the Evaluation Standards and Performance Indicators established under Section 106. The SRC is an identified major stakeholder in the 107 Monitoring Process. As such, input from the State Rehabilitation Council

is a requirement. The Rehabilitation Act of 1973, as amended, requires the SRC to assist in the preparation of the State Plan and its amendments. State Plan Attachment 4.2(c) provides a summary of the input and recommendations of the SRC and the response of the agency, INCLUDING explanations for the rejection of input or recommendations.

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

Goal 1- Service Delivery: The Guam Division of Vocational Rehabilitation (DVR) will provide high quality services to all eligible individuals to assist them in obtaining employment consistent with their career goals and provide support and guidance through each step.

##### Priorities:

- Transition services for youth with disabilities
- Managing resources to stay off an order of selection
- Improving services to those individuals adversely impacted by transportation deficits
- Enhance the VR service delivery system through the use of technology
- Develop new CRPs and/or enhance delivery of CRP services
- Meet or exceed federal performance standards
- Assess service delivery system for individuals who are blind or visually impaired

Goal 2- Staff Development: DVR will recruit, employ, retain and train the most qualified and highly skilled rehabilitation staff.

##### Priorities:

- Recruit and retain qualified staff
- Provide on-going training opportunities
- Support leadership development and succession planning

Goal 3- DVR will develop a program delivery system that is comprehensive, coordinated with our stakeholders, effective, efficient and accountable.

##### Priorities:

- Complete an updated Case Services Manual
- Continue to develop and refine planning strategies and program outcome measurements

- Develop and implement a case file review system
- Continue development program quality assurances measures
- Develop a streamlined vocational evaluation system

#### Goals for Supported Employment (SE)

Goal 1- Increase the supported employment services provided to SE clients.

Goal 2- Increase the number of vendors providing supported employment services.

Goal 3- Work with stakeholders to develop increased capacity for extended support in the community

#### SRC Recommendations

This section represents past SRC and DVR discussions and areas of interest gleaned from SRC quarterly meetings and SRC Executive Committee planning sessions. Recommendations include a technical section documenting the review process and the close-out/action transactions. This will serve as the SRC documentation and feedback to the DVR and for SRC state plan input. Where appropriate, recommendations align closely to the VRWA Work Areas and may be amended as needed.

#### SRC Recommendation 1

##### Adoption of the Vocational Rehabilitation Work Area Classification Series

The SRC introduced and adopted a Vocational Rehabilitation Work Area (VRWA) Classification System to capture the various information and work activities supporting all areas of the VR programs. This is intended as a planning guide to classify the various work areas making up Guam's VR programs and the related activities and interest areas of the SRC. This is intended to be a flexible and evolving classification system to help both the VR and SRC document its efforts and program activities.

The following VRWA classification represents first version developed by the SRC

VRWA 100 Administrative

VRWA 200 Fiscal

VRWA 300 Program Administrations

VRWA 400 Capacity Building

VRWA 500 Memberships

VRWA 600 Governance & Policies

VRWA 700 Collaboration & Partnerships

VRWA 800 New Initiatives

VRWA 900 Surveys and Studies

Guam DVR's Response to SRC Recommendation 1

GDVR appreciates SRC's efforts in identifying work areas that they would like to focus on and will work in partnership with SRC to support their work activities.

SRC Recommendation 2

(VRWA work areas covered 100, 200, 900)

Support of the funding for the Guam SRC per section 105(d)(1) of the Rehabilitation Act and C34 CFR 361.17(i). Updates to 2014 funding support to SRC noted @\$55,800.00 to be increased to the proposed budget digest \$147,930.00 address the following elements:

A. Funding support to SRC standing committee work

B. Funding for SRC Off-island Training Support

C. Stipend/Reimbursement Procedures/Policies

D. SRC Equipment

E. Outsourcing of surveys and report development

F. Printing of Reports

G. Office Space

H. SRC Support Staff

I. Website

Background:

This section covers funding requests expressed by the SRC council during past council meetings and executive committee planning sessions. In the past, budget concerns such as loading of accounts by Dept. of Administration, Bureau of Budget and Management Resource (BBMR) continue to delay and impact support for Council matters and activities listed above. This



includes the need to identify funding commitments and priorities jointly identified and supported by the VRA and aligned to the State Plan and sponsored initiatives.

The following action items/considerations are requested:

1. Review and approval of SRC proposed Budget Digest (2013-2014)-Funding support for the following:

a. SRC Council member travel

b. Support for SRC standing committee work (hosting of meetings, supplies, presentations, displays)

c. SRC Council and standing committee equipment and supply needs

d. Printing of approved SRC reports and publications and brochures

e. Office space

f. SRC Special Projects Coordinator/Planner

g. Dedicated SRC website or portal development

h. Other items identified under object classification

2. Revisit and establish a briefing report on recommendations to establish the SRC stipend and reimbursement procedures for the March 2014 Quarterly Meeting

3. Outsourcing Action Plan to address the planned outsourcing of the SRC-CSS and the SRC Annual Report for FY 2014-2015

#### Guam DVR's Response to SRC Recommendation 2

GDVR appreciates SRC's recommendations within reasonable and measureable expenditure requests. Included in the budget digest request of \$147,930.00 is the hiring of a limited term special project coordinator/planner to work closely with the Chair and SRC workgroup/standing committee. The program coordinator is to oversee the various annual reports, performance standards for the SRC and all administrative matters of the council/projects and to coordinate all related SRC programs/ provide needed support. Total amount SRC is requesting for this position is \$31,560.00. GDVR has discussed this request with the SRC and will have a staff to support the SRC's functions. GDVR will assign a staff to work with SRC due to the retirement of the prior support staff.

Another item that was included in the budget request was the amount of \$5,000.00 to cover office space rental. GDVR has provided a work area for the SRC within the 6th floor of the Division of Vocational Rehabilitation office. GDVR also has a conference room that is made

available for the SRC to hold its quarterly and standing committee meetings. If the SRC is hosting functions as part of their outreach activities and requires funding to do so, GDVR will support their outreach activities. For the purpose of paying for office space and conducting meetings, GDVR has the space resources that SRC can utilize.

GDVR feels that amount of \$35,000.00 to contract a Consumer satisfaction Survey (complete requisite parts of the survey instrument) & Need Assessment is too high. GDVR will support the SRC in conducting the consumer satisfaction. GDVR will support the SRC in what the council needs for them to conduct the consumer satisfaction survey. In the SRC's 3rd quarterly meeting, the council agreed to outsource the consumer satisfaction survey, which was documented in their minutes.

As for supporting the Needs Assessment, GDVR will work in partnership with the SRC to assure the completion of the CSNA. GDVR does not agree in providing funds to the SRC for the council to contract other entities to do the CSNA. Guam DVR will continue to work closely in partnership with the SRC in the coordinating and planning of SRC functions.

GDVR will support the SRC's request to conduct, review, and analyze the consumer satisfaction survey. GDVR will work closely with the SRC to assure the completion of the CSNA. Funding for the CSNA will be incurred from DVR's budget. The SRC can request their outreach activities to assist in the CSNA within a reasonable cost. Guam DVR will support the SRC's Resource Plan within prudent fiscal considerations.

GDVR appreciates the SRC's recommendations and will provide funding to support the SRC's functions and activities, but not as a blanket approval. Guam DVR's past and present leadership have assured SRC that funding is available to support its resource plan.

GDVR disagrees with some of the comments made in the Background information, specifically regarding budget concerns in the past such as loading of accounts by the Department of Administration (DOA) and Bureau of Budget and Management Resources (BBMR), that continue to impact the support for Council matters and activities.

The loading of accounts by DOA and BBMR do not delay or impact the funding support for Council matters and activities. However, DOA and BBMR are involved in the review and approval of travel and procurement requests that affect the Government as a whole. Each travel and procurement request is treated on a case by case basis depending on policies and procedures in place and the justification to support each request. This is the same manner that GDVR addresses the SRC's requests.

GDVR will set aside the same amount that was identified in the 2014 State Plan for the SRC Resource Plan. \$55,800.00 (est). Should there be a need to fund additional projects, Guam DVR will work closely with SRC to accommodate the increase in funding based on the supporting justification.

SRC Recommendation 3

(VRWA work areas covered: 900)

## Comprehensive Statewide Needs Assessment (CSNA) Action Plan

### Background:

Undertaking the CSNA in a timely manner continues to be a concern for the SRC. Given the current status of the CSNA administration, the SRC is requesting the VRA to establish a 2014-2015 CSNA action plan as part of the compilation and assessment of needs for the State Plan.

The following action items/considerations are requested:

1. Provide an update of the current plan for the CSNA with San Diego State University (SDSU)
2. Develop an action plan for the 2015 CSNA to be conducted by qualified local contractors or GovGuam cooperators.

### Guam DVR' Response to SRC Recommendation 3

GDVR will update the SRC on the current plan to complete the CSNA. At the time of completing the Guam State Plan, the requisition request is still going through the approval process with GSA.

GDVR will work with SRC to assure that the CSNA is completed during FY 2015.

### SRC Recommendation 4

(VRWA work areas covered: 300, 600,700)

## SRC & VRA Memorandum of Agreement

### Background:

The SRC acknowledges the need to establish a Memorandum of Agreement between the DSU/VRA and the SRC Council to periodically review and develop appropriate state goals, to include consulting with the SRC in the development, implementation, and revision of state policies and procedures of general applicability to the provision of VR services. This is intended as a collaborative approach to strengthen and address existing policies, procedures, communications and sponsored initiatives.

The following action items/considerations are requested:

1. Review and finalize the draft MOA as discussed for presentation and adoption by the SRC.

### Guam DVR's Response to SRC Recommendation 4

GDVR will review the SRC's proposed MOA and provide feedback.

#### SRC Recommendation 5

(VRWA work areas covered: 200, 600)

#### VRA Program Audit and Monitoring

##### Background:

VR programs are subject to periodic and annual reviews by the Commissioner of the RSA under Title I of the act for compliance purposes and performance compliance under the RSA respective Titles ( I, VI and VII). In presentation for this pending monitoring and compliance performance review, the SRC desires to take a proactive approach and begin its preparation for this review.

The following action items/considerations are requested:

1. Appointment of the SRC Ad-hoc workgroup members ( SRC Executive Committee members)
2. Review of the State Plan deliverables
3. Data gathering and reporting

#### Guam DVR's Response to SRC Recommendation 5

GDVR will further discuss this request further with the SRC.

#### SRC Recommendation 6

(VRWA work areas covered: 400, 600, 900 )

1. Strategic Plan Retreat
2. State Plan Updates

##### Background:

The development of the VR state plan continues to be a high priority for the SRC. The SRC as part of its collaborative role with the VR continues its efforts to requests the joint sponsorship of a VR and SRC retreat as part of its needs assessment and evaluation of programs, initiatives, state plan goals and new interest areas.

This section covers funding requests expressed by the SRC council during past council meetings

Action items/considerations requested:

1. VR/SRC Joint Retreat Action Plan

2. SRC Retreat Action Plan

- a. Identification of stakeholders

3. Appointment of a joint- SRC-VR/DISID Retreat Planning Workgroup

- a. To develop goals and objectives of the planned retreat

- b. Develop a Retreat proposal (venue, dates, workgroups, themes and retreat/conference related events and needs)

- c. Support outsourcing this event

Guam DVR's Response to SRC Recommendation 6:

GDVR will support the SRC's recommendation for a retreat to include discussions on the organizational requirements of the Designated State Agency and Designated State Unit and the functions and the composition of the SRC.

SRC Recommendation 7

(VRWA work areas covered: 500, 700)

1. Maintaining Industry collaboration and partnerships and supporting a fully constituted SRC Council

2. SRC Business Outreach Strategy

3. WIA and American Jobs Center Collaboration

Background:

The SRC continues to seek out and invite prospective SRC council members to serve in various capacities in support of the goals and objectives under Guam's VR state plan. The SRC through its standing committees and working/appointed ad-hoc workgroups sponsor work plans and prepares briefing addressing strategies and action plans to support this work area.

This section represents the current interest and work areas endorsed by the SRC council during past council meetings

Action items/considerations requested:

1. Support to the SRC Business Outreach Strategy

2. Identify and support/sponsor training opportunities for SRC council and their official collaborators/affiliates.

a. Identification of stakeholders

Guam DVR's Response to SRC Recommendation 7

GDVR will support this recommendation.

SRC Recommendation 8

(VRWA work areas covered: 900)

Timely VR CSNA and Special Needs Surveys

Background:

Surveys should be contracted out either to the University of Guam, Guam Community College, or to a private company. The questions need to be focused more on the needs and goals of the clients and timelines and the effectiveness of services received. The survey questions should be client-focused and service-focused.

VRWA 901.1A Objectives

WA 901.1A1 CSNA Survey Plan of Work (listing of WA objectives)

WA 901.1B Actionable Strategies (Activities)

WA901.1B1 (list activities MOU signed and approved/drafted etc.)

WA901.1C Outcome Indicators/Measures

WA901.1C1 (Updated Data Tables for annual report)

Guam DVR's Response to SRC Recommendation 8

GDVR conducts a Comprehensive Statewide Need Assessment every three years. If SRC is recommending a second CSNA, GDVR recommends that the goals of the new recommended CSNA be incorporated in the triennial CSNA so that Guam DVR and SRC will focus on one CSNA.

SRC Recommendation 9

(VRWA 300-Program Administration)

DVR should contract out services whenever it becomes apparent that it does not have the personnel or the capacity to provide appropriate and timely services or perform functions needed by clients and the SRC.

## 2. 4.8(b)(1) Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System:

### Guam DVR's Response to SRC Recommendation 9

GDVR is in the process of hiring its staff to fill those positions that have been vacated.

GDVR appreciates the recommendation and will continue in its efforts to provide services in a timely manner.

### SRC Recommendation 10

#### (VRWA 600- Governance & Policies)

The Guam Division of Vocational Rehabilitation (DVR) will work with Guam Department of Education (GDOE), University of Guam (UOG), and Guam Community College (GCC) in completing a comprehensive policy on Transition Services roles as soon as possible. The policy should also include input from clients and their advocates.

### Guam DVR's Response to SRC Recommendation 10

GDVR appreciates this recommendation, and reports that a linkage agreement is actively in progress and will be revisited to ensure that the roles of each entity is clarified.

### SRC Recommendation 11

#### (VRWA 600-Governance & Policies)

Cooperative Agreements with Private Nonprofit Organizations- Eligible VR Service Providers Directory

#### VRWA 601 Eligible VR Service Providers Directory

##### VRWA 601.1A Objectives

WA 601.1A1 Establish listing of on-island and off-island qualified VR Service providers

WA 601.1B Actionable Strategies (Activities)

WA601.1B1 Request for Services Listing to be considered as VR Service providers

WA601.1C Outcome Indicators/Measures

WA601.1C1 Updated VR Services Provider listing

VRWA 602 Guam Vocational Rehabilitation Consumer Guidebook

VRWA 602.1A Objectives

WA 602.1A1 Develop a Guam Consumer's Employment Plan Guidebook

WA 602.1A2 Establish a VR "Wrap-around" approach to comprehensive VR services and Individualized Plan for employment

WA 602.1B Actionable Strategies (Activities)

WA602.1B1 Sponsor Guidebook Needs Assessment

WA 602.1B1 Guidebook SOPs

WA602.1C Outcome Indicators/Measures

WA602.1C1 Increased VR entered employment of VR clients

Guam DVR's Response to SRC Recommendation 11

GDVR appreciates these recommendations and will continue to support the SRC in prioritizing them.

SRC Recommendation 12

(VRWA 700- Collaboration and Partnership)

Arrangements and Cooperative Agreements for the Provision of Supported Employment Services-DVR will find develop creative and innovative strategies to identify and contract vendors to meet the needs of clients. This is in regards to any related services, but not limited to the following: Comprehensive Vocational Assessments, Assistive Technology, Speech and Language Services, Orientation & Mobility, transportation needs, Job Training

Related areas:

6. 4.11(b) Annual Estimates

7. 4.11(c)(4) Goals and Plans for Distribution of Title VI, Part B Funds

8. 4.11(e) (2) Evaluation and Reports of Progress

Guam DVR's Response to SRC Recommendation 12



GDVR appreciates this recommendation and will consider the annual estimates of program allotted funds and prioritize the services base on the most significant disabilities. GDVR will align its budget with the goals and priorities and have in place the evaluation reporting tools to assure goals and priorities are met.

#### SRC Recommendation 13

(VRWA 900- Surveys and Studies)

#### VR and SRC Scorecard-Evaluation and Reports of Progress

The Systems Analysis of DVR that has been recommended elsewhere should be able to identify weaknesses and strengths in DVR's approach in regards to Vocational Rehabilitation and Supported Employment Goals. Areas of concern in this analysis should include, but not be limited to, the following: comprehensive identification of services, timeliness of services, how is success being measured, client education/training for the development of skills for successful employment, studies on client success after case closure with DVR, employer education and training, establishing supports for client success, and increasing the number of qualified vendors. The results of this analysis should then be used to develop plans and strategies in addressing DVR's shortcomings and improving all services for its clients. An independent third party should conduct this systems analysis.

#### Guam DVR's Response to SRC Recommendation 13

GDVR will discuss this recommendation further with the SRC.

#### SRC Recommendation 14

(VRWA 800- New Initiatives)

#### SRC Outreach Initiatives

This recommendation speaks to the need to conduct VR outreach to key external collaborators and cooperators. The need for an outreach strategy will allow the VR and SRC to address its communication needs of critical issues that require the support of external decision-makers in a timely and supportive manner.

The Outreach initiative calls for the establishment but not limited to the following:

- SRC Outreach Plan
  - o Promoting the services of VR
  - o Consumers Guide to Supported Employment
- SRC Financial Outreach Plan

- o SRC recommends the adoption of a resolution addressing the need to support the VR funding matching requirements.

- o This includes communicating to policymakers the urgency to support this funding request in a timely fashion.

#### Guam DVR's Response to Recommendation 14

GDVR appreciates the SRC's New Outreach Initiatives and will work closely with the SRC to discuss the critical issues that may require their support to lobby on GDVR's behalf. However, in regards to the Financial Outreach Plan, GDVR does not agree that there is a need to adopt a resolution to support the VR funding matching requirements. The receipt of local match funds is not an issue, however, GDVR will enlist the support of the SRC if and when the need arises.

This screen was last updated on Jul 2 2014 1:46AM by Rita Sotomayor

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

This agency **has not** requested a waiver of statewideness.

This screen was last updated on Jun 29 2009 6:44PM by sagucrisostomoc

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

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

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

Special programs and MOUs:

The following Memorandum of Agreements/Understandings/Linkage Agreements, are in place, and are currently being reviewed with each party for updates. Updates will be completed by January 1, 2015.

Update: GDVR continues to update its Memorandum Of Agreements with other agencies.

1. Agency and Human Resources & Development
2. Department of Education, Division of Special Education.
3. Department of Youth Affairs.
4. Department of Corrections
5. Department of Labor
6. Department of Public Health & Social Services
7. Guam One-Stop Career Services Center
8. Guam Behavioral Health & Wellness Center, (formerly the Department of Mental Health and Substance Abuse).
9. Guam Community College
10. Guam Mass Transit Authority
11. Guam Housing and Urban Renewal Authority
12. Guam Memorial Hospital Authority

13. Mayor's Council

14. University of Guam

This screen was last updated on Jul 1 2014 8:35PM by Rita Sotomayor

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

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

DVR is developing a specific policy on Transition Services that describes the VR counselor's role and responsibilities in planning for and developing (as appropriate) an IPE for each eligible student prior to the student's leaving school. Coordination and outreach to Guam's educational system is provided by counselors assigned to local high schools. Various DVR staff communicate with different levels of special education professionals on Guam.

DVR has a Linkage Agreement with Guam Department of Education with the intent to strengthen support for transitioning students with disabilities, thereby increasing their chances of success after their exit from secondary education. It describes the makeup and function of the transition team within each school and how the agencies collaborate to assist students and parents with the transition. The student, parents, and appropriate agencies collaboratively develop a transition plan as part of the student's Individual Education Plan (IEP). VR Counselors then work with VR eligible students and their parents to develop prior to graduation their Individual Plan for Employment (IPE) based on the students' transition plans and employment goals. Responsibilities are defined for each agency, indicating that the Department of Education is the lead agency until the student exits the educational system, then DVR becomes the lead agency for students with an employment goal who have been determined eligible for VR services. DVR will assist with the provision of assistive technology once the student leaves the educational system and the provision is in direct relevance to the vocational goal and employment outcome stated on the IPE. Responsibilities for identification of potential VR consumers, referrals, confidentiality, provision of services and data collection are also addressed in the agreement.

GDVR Counselors are assigned to each high school on Guam as part of its outreach efforts to identify students with disabilities who may benefit from transition services. The Counselors conduct a series of orientations at their designated high schools to inform students with disabilities, their parents, and transition staff, about DVR's services. The VR process, eligibility requirements, application procedures, and the scope of services available to eligible students, are some of the information that are discussed in the orientations. GDVR Counselors work closely with the designated transition coordinators in setting up the orientations at the school sites, and to invite the parents and the students with disabilities to attend these orientations.

This screen was last updated on Jun 14 2014 2:55AM by Rita Sotomayor

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

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

DVR has signed agreements with community rehabilitation programs (CRPs) to provide specific vocational rehabilitation services. Discussions between VR, the CRP and the individual receiving services come to agreement on the provider and services based on needs in connection with the vocational goal on the IPE and informed choice of the client. These services with the stated expected outcomes are outlined on the IPE and/or any needed supportive documents and signatures gathered as appropriate.

GDVR continues in its efforts to recruit for new service providers and to entice non-profit organizations to be a part of its CRPs. Existing cooperative agreements with existing CRPs will be updated.

Guam currently has agreements in place with the following CRPs:

Oasis Empowerment Center

EDR Enterprise

Saint Dominics Senior Center

Catholic Social Services

Ican Resources

Bansil Job Coaching

Guam Evangelical Christian Academy

Pacific Ability Resource Incorporation (PARI)

This screen was last updated on Jun 14 2014 3:08AM by Rita Sotomayor



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

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

- supported employment services; and
- extended services.

Collaborative efforts exist between DVR, Oasis Empowerment Center and individual CRPs to provide supported employment services such as on the job training, job coaching and assistance with job placement. At this time, Guam does not have a singular provider of extended support services for individuals with the most severe disabilities. DVR counselors address this gap by referring appropriate individuals to the Department of Integrated Services for Individuals With Disabilities , Division of Support Services (DSS) for additional support. Other options for extended support include non-traditional informal support that the individual may have available in their family or community.

In addition, we are currently negotiating with other organizations to be the extended service providers for all Supported Employment and for the Department of Integrated Services for Individuals with Disabilities, Division of Support Services, to be the extended service provider for all other clients with disabilities.

GDVR continues this process to build capacity within organizations that are willing to provide supported employment services with GDVR. Efforts will be maximized to train existing staff within each organization to be the natural support for VR clients once GDVR fades out.

This screen was last updated on Jun 17 2014 9:28PM by Rita Sotomayor

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

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

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

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

Guam DVR currently has 32 FTE positions that include 11 VR Counselors positions. Currently there are 5 vacant VR Counselor positions. DVR hired a full time VR Administrator in May 2013 but her employment lasted a brief period as she relocated to the mainland in September 2013. In the interim, the position is being filled by senior VR staff in an acting capacity, who commit 100% of thier time to the VR Program while the position makes its way through the recruitment process once again. GDVR anticipates on filling this position by the end of this fiscal year. Other positions that are in the recruitment process are a Counseling Supervisor, a Program Coordinator, a Management Analyst, and/or Training Specialist, to fill the gaps of program function in direct supervision to case service staff and providing program evaluation and quality assurance measures. Four employees from the case service staff will be eligible for retirement within the next five years, only two of existing staff have indicated their intention to do so, with no date specified as yet.

Guam DVR is recovering from local hiring freezes and the period where the program did not have a full time administrator. It is the goal of DVR to establish a succession plan to address loss through retirement and other separations. This will be especially important as we move forward with the hiring of new personnel to retain institutional knowledge and program functionality through periods of staff turnover.

In FY 2013, Guam DVR served approximately 770 individuals with an average caseload of approximately 120.

The remaining GDVR staff are in the Fiscal and Administrative Services Section. Those positions consist of (1) Administrative Services Officer, (1) Administrative Assistant, (1) Administrative Aide, (1) Customer Service Rep (1) Accounting Technician (1) Management Analyst and (1) WP Secretary. One of the recently vacated Accounting Technician positions was

replaced with a Management Analyst position that will allow for the incumbent to work on duties not restricted to accounting but may include other functions that are part of the Fiscal and Administrative Services Office, i.e., procurement, personnel, training, budget, and payroll. Vacant positions in this office consist of (1) Administrative Assistant, (1) Admin Aide (1) Management Analyst and (1) WP Secretary position, which is also involved with providing administrative support to the SRC.

Vacated positions could not be filled due to a freeze in hiring in the last two years; however, federally funded positions that are essential to the performance of the programs, are being approved on a case by case basis. Aggressive recruitment efforts to fill the essential positions is currently in effect.

An accountant has been identified from Guam's Federal Grants Branch to work collaboratively with GDVR's Fiscal and Administrative Services staff, to ensure that DVR's SF-269 and 425 Reports are given priority, and are generated correctly and in a timely manner. The VR accounts are unique to the Government Accounting and Budget Offices as compared to other federally funded programs in the Government of Guam.

Row	Job Title	Total positions	Current vacancies	Projected vacancies over the next 5 years
1	DVR Administrator	1	1	0
2	VR Counselor I	7	3	3
3	VR Counselor II	2	2	0
4	VR Counselor III	2	0	1

5	VR Counselor Supervisor	1	1	0
6	VR Workers	2	0	0
7	VR Aide	2	1	0
8	Secretary	3	1	0
9	Program Coordinator	3	3	0
10	Office Aide	2	1	0

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

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

Guam does not have an institution of higher education that offers a rehabilitation counseling program leading to a Masters degree. Staff who do not currently meet CSPD requirements apply and enroll in distance education programs that are offered throughout the country. Guam DVR

will continue to support staff in these distance education programs in order to meet the CRC certification requirements.

Row	Institutions	Students enrolled	Employees sponsored by agency and/or RSA	Graduates sponsored by agency and/or RSA	Graduates from the previous year
1	San Diego State University	2	2	0	0
2	Walden University	1	0	0	0
3		0	0	0	0
4		0	0	0	0
5		0	0	0	0

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

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

DVR is evaluating our personnel needs annually as part of our strategic planning process. The specific lack of higher education programs in Guam has created challenges for the recruitment of qualified rehabilitation counselors. Out-of-state recruitment is also challenging due to Guam recruitment rules, however after unsuccessful on island recruitments, off island recruitments are an option.

DVR utilizes several recruitment strategies in addition to the preferential points offered for people with disabilities and veterans. One of the more successful strategies is to hire entry or journey level rehabilitation counselors who are highly supervised and have limited authority and assist them in obtaining the education and certification required to become a qualified rehabilitation counselor.

Guam relies upon educational institutions that deliver their curriculum via distance education. Relationships with educational institutions change based upon staff enrollment. DVR has a strong working relationship with San Diego State University (SDSU) and we are cultivating working relationships with other educational institutions in our recruitment efforts. Currently, two staff participate in the SDSU program. Staff recruitment is conducted in accordance with the provisions of Title I of the Americans with Disabilities Act.

In addition to our normal Government of Guam recruitment announcement, DVR has expanded its recruitment efforts. Vacancies are also posted in electronic job posting boards in multiple regions around the US and direct contact with educational institutions, such as SDSU and Utah State University for specialty positions.

## **Personnel Standards**

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

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

Be sure to include the following:

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

Guam DVR does not require licensure requirements for rehabilitation counselors; however, DVR has adopted the Commission on Rehabilitation Counselor Certification (CRCC) academic degree requirements as the standard.

The Comprehensive System of Personnel Development (CSPD) requires DVR to establish personnel standards that assure personnel are adequately prepared and trained. Strategies in development by DVR to ensure the training, recruiting and hiring of personnel include:

- Attendance at local job/career fairs;
- Formation of an in-house training and staff development team;
- Offering graduate internship opportunities;
- Supporting rehabilitation counseling as an employment goal for clients;
- Supporting staff to obtain the academic requirements by CRC;
- Providing CRC accredited training to maintain CRC recertification and to provide for general staff development by utilizing in-house and web based training whenever possible;
- Utilizes the training resources and support of the Technical Assistance and Continuing Education Center (TACE);
- Presentations to graduate level counseling students at local university; and
- The development of a career advancement system that integrates educational and credentialing required and measures knowledge and skills in hiring and promotional consideration. This system is consistent with the national certification of rehabilitation counselors.

Establish an outreach plan to recruit for VR management personnel.

## **Staff Development**

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

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

DVR will continue to successfully implement a change to counselor position descriptions of those who currently do not meet the divisions CSPD personnel standard. All staff who were employed prior to this personnel action were required to meet the standard by 2014. Staff who currently do not meet the CSPD standard require additional supervision and review of all non-delegable functions including eligibility determination, plan and plan amendment approval, and determination of successful employment outcome. All current counseling series staff are engaged in a CSPD plan.

In addition, DVR expects that newly hired personnel (after October 2008) who do not meet the CRC academic requirements will do so within five years of employment if employed as a VRC I and three years if hired as a VRC II. During this time period, employees are closely supervised by CRCs and are not considered rehabilitation professionals. At a minimum, newly hired personnel must have a Bachelors degree, with the goal of a Masters degree whenever possible.

As part of DVRs strategic planning process, an annual evaluation of the effectiveness of DVRs recruitment and training practices will be completed. Strategies to improve recruitment and training are to be identified and incorporated in both the strategic and state plans.

GDVR is working on updating the VR Counselor series, VRC Supervisor and the VR Administrator performance measurements to meet the required standards in the field of vocational rehabilitation. A new evaluation standard will be in place to better measure the performance of these positions.

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

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

DVR maintains or obtains the services of individuals able to communicate in the native languages of individuals who have limited English speaking ability or modes of communication of the individual, applicant, and consumer. DVR has staff that is able to speak the various languages of the south Pacific islanders as well as interpreters for the deaf. There are also requirements concerning knowledge of culture issues that may impact services to these groups.



DVR requires the use of Guam certified interpreters for the deaf when sign language interpreter services are required in the provision of VR services.

GDVR also supports all staff to gain skills in ASL to increase the number of staff who are able to communicate with consumers who are deaf.

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

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

GDVR collaborates with the Guam Department of Education on coordinating service delivery to eligible individuals.

#### **Transition Services:**

GDVR and local schools work together in conjunction with students and their families to coordinate services and dissemination of information that will result in successful employment outcomes. These transition services are designed to facilitate a high school student's smooth transfer from school to agencies outside the educational system, one of those being DVR.

Currently GDVR counselors are assigned to work with specific schools. They work in the schools on an itinerate basis, and telephonic and other electronic communication is encouraged. Counselors work with each other to share information, develop best practices and discuss strategies that are working for them to engage youth in the DVR process.

This screen was last updated on Jun 17 2014 11:01PM by Rita Sotomayor

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

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

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

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

In 2011 the Guam Division of Vocational Rehabilitation (GDVR), the State Rehabilitation Council and the Interwork Institute at San Diego State University jointly conducted an assessment of the vocational rehabilitation needs of persons residing in Guam. The purpose of the assessment was to provide planners with information pertinent to the allocation of resources, to provide a rationale for the development of the Division's State Plan and to comply with the needs assessment mandate in the Rehabilitation Act.

The needs assessment process and survey instruments were developed through a review of relevant literature and consultation with the Division staff, faculty and staff at the Interwork Institute, research staff at the Social Science Research Laboratory at San Diego State University, and groups of persons with disabilities. The final structure of the surveys designed for individuals and representatives of organizations that provide services to persons with disabilities was organized around the following six categories: mobility, communication, self-care, interpersonal skills, work skills, and work tolerance.

Surveys were conducted with persons with disabilities and representatives of organizations that serve persons with disabilities. Focus groups in Guam were conducted with persons with disabilities, representatives of agencies that provide services to individuals with disabilities and Division of Vocational Rehabilitation staff.

Thirteen survey responses were completed received from individuals with disabilities. Survey respondents were asked to indicate the presence or absence of unmet need on forty-seven separate topics representing six different areas of function. Responses were identified as coded values of "Yes" and "No". Percentages were then utilized to prioritize each of the needs. It is noteworthy that the strongest expressions of unmet need pertained to employment related issues.

Individual Survey: Items with the Highest

This screen was last updated on Jun 14 2014 3:51AM by Rita Sotomayor

## Attachment 4.11(b) Annual Estimates

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

In the 2010 Census for Guam the total population was noted as 159,358. Of that, approximately 14,500 were youth aged 15-19, 12,154 students were enrolled in local high schools, and 1,226 youths aged under 18 years had a disability. The adult working age population was approximately 79,226 and of those aged 18-64 years 6,809 reported having a disability.

In FY 2013 DVR served 770 individuals. DVR is not operating under an Order of Selection (OOS), and has not operated under OOS at any time in the last five fiscal years. There is adequate funding and DVR is working on CSPD requirements to ensure that we are staffed with qualified rehabilitation counselors and adequate support staff. DVR will continue to closely monitor expenditures and obligations as well as staffing patterns in relation to the number of applicants, and those receiving services. DVR will continue to monitor the number of IPEs and the relative cost of each throughout the year to ensure our ability to serve all eligible clients.

Analysis of funding streams:

Category	Title I or Title VI	Estimated Funds	Estimated Number to be Served	Average Cost of Services
Title I, Part B	Title I	\$2,992,651	770	\$3,886
Title VI, Part B	Title VI	\$36,335	10	\$3,633

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Totals		\$3,028,986	780	\$3,883

This screen was last updated on Jun 16 2014 1:29AM by Rita Sotomayor

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

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

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

The mission of Guam DVR is to enable qualified individuals with disabilities, especially with significant disabilities, to achieve employment and community independence through quality services. To achieve this mission, DVR staff will continue to work with the SRC, including the CAP representative and the SILC representative to develop goals and priorities for the VR program on Guam. DVR will develop a three year strategic plan that functions as the outcome oriented work plan tied to the three year cycle of the Comprehensive Statewide Needs Assessment, with interim annual assessments of goal progression and the ability to shift as needed to emerging priorities. A strategic plan will be developed in FY 2014 to address immediate concerns and priorities of the DVR program, focused on the need to bring the program in compliance and to respond to information shared in the FY 2014 monitoring review by RSA.

GDVR is still in the process of procuring for a Comprehensive Statewide Needs Assessment (CSNA) and will use the results from the latest 2011 CSNA in the 2015 State Plan as the goals have remained the same. A comprehensive needs assessment will be conducted in FY 2015 with the new results to be reported in the FY 2016 State Plan.

DVR's strategic planning process is developing into a comprehensive process and includes defining the agency's mission, guiding principles, goals, strategies and outcome measurements. Input for the development of guiding principles, goals, strategies and outcome measurements, will come from the CSNA, public comment input from the SRC quarterly meetings, ongoing client satisfaction surveys, and other program evaluation activities including the development of an annual case file review process, MIS reports, monitoring activities and administrative contribution. DVR is developing a system that should be fully operational by the end of FY 2014 to continually monitor the progress towards meeting the standards and indicators and make necessary adjustments to priorities and strategies as required.

The goals, priorities and progress are reviewed quarterly by the DVR administrative management team and discussed in the VR Administrators report at the quarterly SRC meetings. Adjustments are made as appropriate and necessary.

During FY 2014 DVR staff and the SRC will work together to develop a set of guiding principles. Guiding principles are any principles or precepts that guide an organization throughout its life in all circumstances, irrespective of changes in its goals, strategies, type of work, or the top management.

The specific state goals are listed below based on information from the CSNA, DVR staff, SRC and other community input.

Goal 1 – Service Delivery: DVR will provide high quality services to all eligible individuals to assist them in obtaining employment consistent with their career goals and provide support and guidance through each step.

This goal reflects DVR's emphasis on continued improvement of VR services especially those individuals identified in the CSNA as being under served while managing to serve all eligible individuals by staying off an order of selection.

Priorities:

- Transition services for youth with disabilities
- Managing resources to stay off an order of selection
- Improving services to those individuals adversely impacted by transportation deficits
- Enhance the VR service delivery system through the use of technology
- Develop new CRPs and/or enhance delivery of CRP services
- Assess service delivery system for individuals who are blind or visually impaired

Goal 2 – Staff Development: DVR will recruit, employ, retain and train the most qualified and highly skilled rehabilitation staff.

This goal reflects DVR's commitment to the CSPD standards as well as adhering to the principles of succession planning.

Priorities:

- Recruit and retain qualified staff for needed positions
- Provide on-going training opportunities for DVR staff

- Support leadership development and succession planning
- Follow up and ensure all staff are in compliance with CSPD

Goal 3 – DVR will develop a program delivery system that is comprehensive, coordinated with our stakeholders, effective, efficient and accountable.

This goal reflects DVR's understanding of the program not performing to its full potential and is now being proactive in developing quality assurance standards.

Priorities:

- Complete an updated Case Services Manual
- Continue to develop and refine planning strategies and program outcome measurements
- Develop and implement a case file review system

This screen was last updated on Jun 14 2014 4:06AM by Rita Sotomayor

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

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

This agency is not implementing an Order of Selection.

This screen was last updated on Jun 29 2009 9:00PM by sagucrisostomoc



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

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

Goal 1: Develop the Supported Employment services provided to SE clients.

Goal 2: Increase the number of vendors providing SE services.

Goal 3: Work with stakeholders to develop increased capacity for extended supports in the community.

Strategies for FY 2015 for SE goals will focus on improving the quality of SE Programs and services.

This screen was last updated on Jul 1 2014 8:38PM by Rita Sotomayor

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

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

Describe the methods to be used to expand and improve services to individuals with disabilities.

Guam DVR engages in an ongoing development of a strategic planning process and data analysis, focusing on continual improvement activities to enhance services and maximize the number and quality of employment outcomes, especially for those identified as priority populations through the comprehensive statewide needs assessment (CSNA). Strategic planning also gives DVR the opportunity to concentrate on the principles of efficient uses of personnel, technology, and financial resources to deliver quality rehabilitation services to persons with disabilities. Improving existing services remains an agency priority as the needs and demographics of individuals with disabilities evolve through the CSNA, data analysis and on-going surveys.

The strategic planning team includes VR fiscal staff, VR case service staff (selection made as appropriate based on representation needs) and the VR administrative leadership team, the chair, vice chair and secretary of the SRC, the CAP director, and the SILC chair. The strategic planning process includes an annual face-to-face planning meeting as well as quarterly progress reports with the DVR administrator reporting out at the SRC meetings. The goals, priorities, strategies, performance measures and outcomes found in the strategic plan will be developed using information from the CSNA, on-going data analysis from DVR's MIS/case management system, satisfaction surveys and other program evaluation and quality assurance initiatives. The goals and priorities are identified in Attachment 4.11(c) (1). The strategies to accomplish the goals, to overcome the barriers, and to expand and improve services to the people of Guam with disabilities are identified in this attachment.

Identify how a broad range of assistive technology services and assistive technology devices will be provided to individuals with disabilities at each stage of the rehabilitation process; and describe how assistive technology services and devices will be provided to individuals with disabilities on a statewide basis.

DVR's view on assistive technology (AT) is that AT devices and services must be considered as a potential service for all applicants and eligible individuals. These services may be identified as a component of the assessment to determine eligibility and vocational rehabilitation needs and throughout the IPE service delivery process. AT is commonly thought of as an application to improve physical functions such as mobility, speech, and hearing with potential also considered for assisting individuals with cognitive, emotional, or behavioral disabilities (for example, a memory or scheduling device to assist an individual with a learning disability with organization

and recall). Because AT is constantly evolving, DVR will include technology solutions as part of our efforts of continuous improvement.

Specific examples of potential AT at different stages of the rehab process include the following evaluative questions and approaches:

#### Applicant

- Are accommodations needed for the person to participate in the rehab process?
- Is the applicant now using AT?

#### Eligibility

- Review technology which the individual currently uses to determine if it can be used in achieving the vocational goal.
- Would AT assist in the mitigation of the impediment to employment reported?
- Does the individual have any concerns about the use of technology in working toward the vocational goal?

#### Plan

- What previously unidentified barriers to receiving services does the disability potentially create?
- Would use of technology create an opportunity for this applicant that might otherwise not exist?
- Would AT assist in the mitigation of the impediment to employment reported?

#### Employment

- What barriers to searching or obtaining work does the person's functional limitations create?
- Will any reasonable accommodation be needed for the job search and application process?
- Does the individual have concerns about the use or potential need for technology in finding or maintaining a job?

#### Closure

- Were possible barriers/problems that the individual faced clearly identified?
- Does the individual have any concerns about using technology-related services?

- Does the employer have concerns about technology use on the job?

#### Post-Employment

- Have any "major life activities" or "essential functions" of the job changed?
- If so, did this result in a need for change in technology?
- Would technology potentially assist in overcoming these barriers?

Identify what outreach procedures will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities; and what outreach procedures will be used to identify and serve individuals with disabilities who have been unserved or underserved by the VR program.

DVR analyzed populations of people with disabilities on Guam. We evaluated age ranges specific to transition aged youth and working age adults to assess unserved or underserved individuals. Participant responses in the CSNA were also evaluated and incorporated into this response. The DVR data also included a further reporting of successful closures versus those closed unsuccessfully to ascertain a potential bias in the delivery of services.

According to the data analysis, one population the CSNA addressed as being underserved were individuals who are blind or visually impaired. As a combined agency DVR has particular obligation to provide services. In a continued effort to serve not only the unserved/underserved populations as identified above, but also those with the most significant disabilities, DVR is involved with the following endeavors:

Improve VR services to individuals who are blind or visually impaired

Strategies to improve services on Guam

- Continue to develop relationships with off island service providers
- Commit to training individuals receiving services to develop vocational goals to assist meeting service deficits on-island
- Develop areas of competency in DVR staff to develop areas of expertise in sensory impairments through training
- Develop more CRPs with specialized knowledge in blindness and visual impairments

Continue service provision with cultural awareness:

Per 2010 census data there is a diverse cultural representation on Guam. 59,381 of Guam inhabitants are Chamorro, 19,201 are Native Hawaiian and other Pacific Islanders, 51,381 are Asian, 1,540 African American, 1,201 are Hispanic or Latino, 11,321 are Caucasian and 404 are Other. Because of the diversity, DVR is proactive in identifying language or other communication barriers. We have a wide array of local interpreters available for communication and as part of the ongoing training of DVR staff, cultural awareness and diversity is included.

If applicable, identify plans for establishing, developing, or improving community rehabilitation programs within the state.

DVR continually assesses the need to develop and improve CRPs on Guam. It is an on-going challenge. DVR approves CRPs to deliver vocational rehabilitation related services when there is no other agency available to license the service. Traditionally most of the CRPs are small businesses or individuals.

DVR has identified the following CRP related issues as part of our programmatic needs assessment to assist with improved and increased service delivery:

- Increase the number of CRPs providing job placement and job supports throughout the island
- Increase knowledge of CRPs through shared training opportunities as appropriate
- Make information on services provided by CRPs available to DVR participants
- Assess the specialized skills of CRPs to meet the needs of DVR participants either by occupation or disability

Strategies to enhance the CRP service delivery system through evaluation, training and development of new and existing CRPs

- Develop a work plan for the recruitment and training of CRPs
- Provide additional CRP information for DVR participants on the DVR website
- Develop orientation and training materials for VR staff about the use of CRPs
- Assess the specialized skills of CRPs to meet the needs of DVR participants either by occupation or disability
- Develop documentation for staff maintenance of CRP information
- Develop uniform referral and reporting standards
- Regularly audit CRP expenditures and reports as part of overall fiscal monitoring process

Describe strategies to improve the performance of the state with respect to the evaluation standards and performance indicators.

DVR will make all necessary programmatic and supervisory changes to improve service delivery and assure that all required program measurements are achieved including the standards and indicators in FY 2014. DVR strives for continuous improvement in all areas of the agency. To maintain and/or improve this level of performance, DVR is implementing a dedicated staff to program evaluation and quality assurance who will monitor data throughout the year for anomalies or trends and bring findings to the VR leadership team for evaluation.

Strategies include:

- Formalize training for new staff on production goals and case management tools
- Disseminate information to staff on a regular basis on production
- Analyze areas when standards are not met and develop plan for improvement, i.e. eligibility within 60 days

Describe strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities.

DVR staff are participating in local GWIB meetings and continue to be available to partner with DOL staff in local employment centers for resource and educational purposes.

DVR has an effective referral process developed with the workforce investment system here on Guam.

As such, DVR is working on the following strategies to improve services in job centers for residents of Guam with disabilities:

- Provide training on DVR services to job center staff
- Define role of DVR's participation in local employment laws

Describe how the agency's strategies will be used to:

- achieve goals and priorities identified in Attachment 4.11(c)(1);
- support innovation and expansion activities; and

- overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the state Vocational Rehabilitation Services Program and the state Supported Employment Services Program.

Goal 1 - Service Delivery: DVR will deliver high quality vocational rehabilitation services to people with disabilities to assist them in obtaining employment consistent with their vocational goals.

This goal reflects DVR's continued focus on improving and expanding the VR service delivery system with the priorities and strategies identified in the CSNA.

Priority 1.1: Meet or exceed state and federal production standards

Strategies

- Formalize training for new staff on production goals and case management tools, ensure all staff received annual supervisory feedback and annual performance plans
- Disseminate information to staff on a regular basis on production
- Analyze areas when standards are not met and develop plan for improvement, i.e. eligibility within 60 days

Priority 1.2: Improve VR transition services for youth with disabilities and individuals

Strategies

- Develop long range transition plan for the Division
- Determine most effective strategies/methods/time frame for informing schools about DVR services
- Develop outreach strategy for youth with other health impairments (504 students)
- Explore use of social media such as Twitter and Facebook to connect DVR services with youth
- Develop strategies to collaborate with businesses to assist youth with disabilities to obtain employment
- Increase the rehabilitation rate for youth
- Provide training on specific disabilities such as autism spectrum disorders

Priority 1.3: Improve Services to Blind and Visually Impaired

The most recent CSNA (see Attachment 4.11(a)) identified individuals who are blind or visually impaired needing improved services.

#### Strategies

- Develop a strategy to assess specific needed services to blind and visually impaired and identify lack or gaps in service delivery
- Create a directory of off island resources for training and AT
- Increase training to DVR staff on sensory impairments
- Identify strategies increasing program delivery to this population by evaluating staffing patterns and supports to re-engage in development of BEP

Priority 1.4: Support and/or develop client satisfaction surveys or community forums

#### Strategies

- Evaluate use of on-going open cases survey
- Effectively distribute survey information
- Investigate potential use of online surveys
- Provide timely response and support to SRC CSS activities

Priority 1.5: Enhance the CRP service delivery system through evaluation, training and development of new CRPs

DVR provides technical assistance to ensure that CRPs have staff training, outreach capacity and commitment to meet the needs of all, including those who are minorities. Identify a DVR staff to support and enhance the unique relationship between the state agency and various community rehabilitation programs. This staff maintains ongoing communications, assesses needs, and assisting in identifying and coordinating training opportunities.

#### Strategies

- Develop a work plan for the recruitment and training of CRPs (ongoing through FY 2015)
- Provide additional CRP information for DVR participants on the DVR website
- Develop more CRPs
- Develop orientation and training materials for VR staff about the use of CRPs



- Assess the specialized skills of CRPs to meet the needs of DVR participants either by occupation or disability
- Include CRP survey information on CSS

Priority 1.5: Enhance the VR service delivery system through the use of technology

DVR is developing an assistive technology delivery system that provides the assessment, training and product delivery needed by individuals during career planning and testing, training and in job placement.

#### Strategies

- Continually evaluate new technology such as assistive technology (AT), social networking
- Ensure VR offices are equipped with the required technology for services to be accessible
- Evaluate the current use of assistive technology in the service delivery system
- Enhance the information technology infrastructure for staff to achieve greater efficiencies in providing services.

Goal 2 – Staff Development: DVR will recruit, employ, retain and train the most qualified and highly skilled rehabilitation staff.

This goal reflects the value DVR places on well trained staff and the serious need for succession planning with the anticipated loss of key staff in the near future.

Priority 2.1: Recruit and retain qualified staff strategies

- Identify strategies for hiring qualified VR counselors
- Maximize training funds to support VR counselors in graduate rehabilitation programs
- Offer practicum opportunities and internships to rehabilitation graduate students
- Maximize the number of counselors who are Certified Rehabilitation Counselors
- Recognize employee performance
- Develop a consistent statewide method for evaluating employee performance
- Develop and keep current employee development plans
- Evaluate use of CRC's Category R in recruitment strategies

## Priority 2.2: Provide on-going training opportunities

### Strategies

- Provide subject matter training as identified through program evaluation (staff and surveys, case review, etc.)
- Develop staff training modules and regular in-service delivery system
- Improve use of on-line training resources
- Leverage training resources from outside partners
- Provide trainings with CRC credits - Identify evidence based or promising practices in VR, i.e. motivational interviewing
- Maximize the involvement of TACE to provide training and ongoing technical assistance

## Priority 2.3: Support leadership development and succession planning

### Strategies

- Support staff participation in leadership training programs such as the Emerging Leaders program and the National Rehabilitation Leadership Institute
- Develop in-house leadership seminars or trainings
- Identify and make available to staff public policy, administrative or leadership information
- Identify staff strengths and interests
- Identify training required for staff to represent DVR on appropriate boards
- Develop long-range succession plan

Goal 3 – DVR will develop a program delivery system that is comprehensive, coordinated with our stakeholders, effective, efficient and accountable.

This goal reflects DVR's understanding of the program not performing to its full potential and is now being proactive in developing quality assurance standards.

### Priorities:

## Priority 3.1: Complete an updated Case Services Manual

### Strategies

Finalize draft and be actively using by Spring 2015

Priority 3.2: Continue to develop and refine planning strategies and program outcome measurements

Strategies

- Hire Management Analyst
- Attend National Conference on Program Evaluation and Quality Assurance

Priority 3.3: Develop and implement a case file review system

Strategies

- Develop Case Review Tool
- Meet with SRC to gather input on strategies
- Compare other state systems

Utilization of the Funds Reserved for Innovation and Expansion Activities

DVR will set aside a portion of funds allotted under Section 110 of the Act for development and implementation of innovative approaches to improve the provision of VR services, particularly for individuals with the most significant disabilities. DVR will use these funds in support of the SILC and the SRC. The SRC is a fully constituted and active partner in the development of agency policies, regulations and procedures. The SRC collaborates with DVR to hold quarterly public meetings. These meetings are another way for DVR to identify needs and to gather trend information for strategic planning. DVR also supports the SILC. The VR Administrator is actively involved in the SILC and a DVR counselor participates in the development of the State Plan for Independent Living (SPIL) and IL service delivery.

Innovation and Expansion Activities for 2014 (estimated)

- Support of the SRC: \$ 55,800 (est.)
- Support of the SILC: \$ 8,000

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

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

1. Clearly identify all VR program goals consistent with the goals described in the FY 2013 Attachment 4.11(c)(1), including an evaluation of the extent to which the VR program goals were achieved.

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

### **THE VOCATIONAL REHABILITATION PROGRAM**

FY 2013 Goal 1: Provide strong entrepreneurial support and build a flexible, highly-leveraged consumer education/training system that meets consumer expectations.

#### **Progress Update on FY 2013 Goal 1**

Progress: Goal 1 was too broad and did not have a measurement of success for the entrepreneurial component of the goal, making it difficult to measure progress for the entrepreneurial part. For the most part, DVR has not provided strong enough support for entrepreneurial clients. This requires the development of the appropriate plans of work that align to this goal area. Specifically the development of the DVR Enterprise Facilitation Strategy Plan of Work will address the development of the metric for entrepreneurial activities and the outcome measures.

Strategy Outcomes: The overall factors that impeded achievement of entrepreneurial support was the lack of timeliness of services to entrepreneurial clients. Due to delays in VR services being provided, entrepreneurial clients struggled with meeting their business timelines, often becoming frustrated and seeking outside loan programs for support.

The second component of the goal (building a consumer education/training system to prepare consumers with skills for successful employment) was partially achieved as explained below.

Previously, as the first component of addressing Goal 1, DVR developed a proposal to address the education/training needs based on the comprehensive needs assessment. The following represents DVR's progress in addressing the top five unmet needs through training/education.

1 Unmet Need: Employer accommodations to achieve the essential functions of the job.

Proposal: Train clients and employers/trainers regarding their rights / responsibilities as they pertain to ADA employer accommodations and self-advocacy.

Action: Notify employers/trainers and clients of ADA compliance training opportunities in the community.

Progress: DVR posted notices of ADA and Self-advocacy trainings in the DVR reception room and VR Counselor areas and informed clients verbally. DVR also conducted a presentation targeted for employers titled, "Employees with Disabilities= Good Business Sense" at the 17th Annual GSAT Assistive Technology Conference, titled "Assistive Technology: Making It Work for Business--A Focus on Employment and Accessibility."

Strategy Outcomes: One of DVR's strategies to achieve Goal 1 was to provide employers with information and instill an awareness of the benefits of hiring persons with disabilities in the workplace. Although DVR staff conducted presentations at conferences and participated in outreach displays at the malls, employer contacts through these strategies were minimal. More successful strategies were scheduled meetings between the VR Counselors and private sector employers. Another method that contributed to greater employer awareness of how successful persons with disabilities can be in the workplace was the additional presence of business representatives on the State Rehabilitation Council. Their expanded awareness of their role as business partners within the community, helping to promote hiring of persons with disabilities, became evident as they shared their input for the state plan. They also realized the value of the role they play with their powerful networking skills with other businesses in the community.

2 Unmet Need: Learning about the work settings that would be best for the individual.

Proposal: Develop a variety of work exploration settings within Government of Guam agencies and/or the private sector.

Action: Prioritize completion of the Request for Proposal for training providers and Memoranda of Understanding with government agencies.

Progress: DVR did not complete a Request for Proposal nor Memoranda of Understanding with government agencies.

Strategy Outcomes: The strategy of prioritizing completion of Memoranda of Understanding with government agencies was impeded by the government's freeze on hiring due to the current economic situation. The publishing of a Request for Proposal for private sector providers has been impeded for quite some time due to lack of standard in-house procurement procedures. To address this and other issues, DVR planned to request the help of the Technical Assistance for Continuing Education Center (TACE). However, an agreement was never completed through the procurement process to accomplish this. Therefore, DVR is still in need of technical assistance to build a pool of service providers to offer a variety of work exploration settings. Another factor that impeded achievement of this goal is the lack of service providers available in the community to offer services for individuals with disabilities.

3 Unmet Need: Determining how computers/other technology might help at work.

Proposal: Assist clients to become aware of assistive technology and evaluation opportunities.

Action: Inform clients of services available for evaluation of their technology needs and inform them of the array of assistive technology tools available for exploration through DISID's Computer Resource Center.

Progress: VR Counselors referred clients to Guam System for Assistive Technology for evaluation of their technology needs and referred them to DISID's Computer Resource Center.

Strategy Outcomes: The strategy of referring clients for evaluation and exploration proved successful, with clients developing a better understanding of the assistive technology that works for them.

4 Unmet Need: Maintaining/increasing performance at work.

Proposal: VRCs will guide clients to develop a 5-Year Plan to include budgeting to reach an advanced career goal.

Action: VRCs will meet with clients 90 days prior to successful employment or closure to develop the 5-year plan, and one month prior to closure for a "view-of-the-future talk." Clients will be trained and expected to employ self-advocacy techniques with their employers regarding employee's upward mobility and what the employee can contribute. VRCs may also use post employment services as needed.

Progress: VRCs counseled clients on standards needed to maintain satisfactory standing and also met with employers to provide technical assistance and develop natural supports within the job settings. VR Counselors and VR Workers conducted site visits and biweekly follow-ups. These activities may have helped clients maintain their performance, but lacked actions that added to clients increasing their performance or opportunities for reaching advanced career goals.

Strategy Outcomes: The strategy of VRCs developing a 5-year plan with clients was not implemented. One factor that may have impeded implementation of this strategy was the lack of a VRC Supervisor to oversee case loads. Another impeding factor was that no one was assigned to oversee that the goals were being addressed after the state plan was approved.

5 Unmet Need: Keeping a job once an individual is employed.

Proposal: Provide clients with self-worth training.

Action: Locate vendors to provide training for clients prior to closure.

Progress: No vendors were identified to provide the needed training.

Strategy Outcomes: This strategy is tied in with that of unmet need 2. The publishing of a Request for Proposal has been impeded for quite some time due to lack of standard in-house procurement procedures. Outside technical assistance may help address this need. Also, as in unmet need 2, the lack of service providers available within the community is a major impediment.

The above narrative reflects the extent to which DVR achieved the first component of its plan to provide clients with training to enable them to succeed at employment.

DVR envisioned the second component needed to address Goal 1 was to build the capacity of the VR personnel to assist clients with employment success.

Progress: Attachment 4.10-- Comprehensive System of Personnel Development of this State Plan explains the progress to date of the VR Counselors attaining Master's degrees in Vocational Rehabilitation. In brief, some progress has been made, but all VR Counselors are still not yet officially in a university program to meet their needs.

The VR Administrator reports updates on VR Counselor progress in meeting personnel standards at each of the SRC meetings.

Strategy Outcomes: The main factor impeding their progress at this point is determination and confirmation of financial responsibilities to fund the degree.

Progress: Building the capacity of VR personnel also included providing them with technical and equipment programming support. Most phones are now working, but voice mail is not available for most phones. Of the VR Counselors assigned to work at each of the five high schools, only one has a laptop to facilitate inputting information while at the school. Lastly, and most importantly, DVR has still not finalized the selection of a data management system.

Strategy Outcomes: Again, factors impeding timely accomplishment of these goals deal with the in-house and local procurement process.

After conducting the above evaluation of DVR's progress with achieving an effective training system, DVR and the SRC decided to divide Goal 1 into two goals for FY 2012 and add a measurement of success for the entrepreneurial part of the goal. Goal 1 will now become two separate goals as indicated below:

Goal 1: Provide strong entrepreneurial support for consumers to be educated and trained in entrepreneurial practices to succeed in opening their own business.

Goal 2: Build a consumer education/training system that meets consumer expectations to prepare all consumers with the skills needed to succeed in a competitive workforce.

Strategies for these newly separated goals are described in Attachment 4.11 (d)-- State Strategies in this State Plan.

FY 2012 GOAL 2: Continue outreach efforts to increase community awareness of services.

Progress Update on FY 2013 Goal 2

Progress: DVR's first measurement of achievement of FY 2012 Goal 2 was that marketing in the community would be evident. DVR met this goal by their presence in all the public high schools;

regularly conducting orientations; attending students' Individual Education Plans; holding office hours; regularly presenting displays at the malls; participating in college night; collaborating with the university and community college disability services offices; holding regular office hours at the American Jobs Center; giving presentations at conferences for employers, persons with disabilities, and veterans; meeting with individual employers; attending job fairs regularly; attending forums; offering a training series on VR services for in and out-patients of the Department of Behavioral Health and Wellness Center (former DMHSA), and participating in disability related councils and employer and human resource organizations.

The second measurement for FY 2012 Goal 2 was that the number of consumers participating in new initiatives and training programs would increase by 15. DVR did not meet this measurement.

The third measure of achievement of Goal 2 was that the number of collaborators participating in new initiatives and training programs would increase by 5. DVR achieved and exceeded this goal by one.

Strategy Outcomes: Successful strategies that helped achieve parts of FY 2012 Goal 2 include the following:

Networking with partners and providers helped expose DVR to a larger employer base.

Increased VR staff participation in organizations, councils, and outreach efforts also expanded employer contacts.

Factors that impeded achievement include the following:

Employers do not always take the time to attend informational presentations.

Language barriers with some minority employers.

Cultural differences in perception of employment of persons with disabilities.

FY 2012 Goal 3: To enhance SRC and DVR program capacity to perform their roles and responsibilities as required by the Rehabilitation Act and establish an integrated, unified, governance system in the following areas:

- A. Increase partnerships and alliances
- B. Increase service delivery and program improvement/enhancements
- C. Improve training systems and support
- D. Improve VR data and information systems
- E. Develop an SRC/VR governance system



## Progress Update on FY 2012 Goal 3

### Progress on A:

DVR increased partnerships in FY 2012, increasing the number of vendors by six over the previous year.

Strategy Outcomes: Strategies that helped achieve the goal included networking, update of current Memorandum of Understanding to include additional partners, identifying points of contact, cross-training between agencies, and VR staff participating as members of civic organizations as part of their professional development.

Progress on B: DVR did not develop a quarterly reporting policy for program activities and annual reports to help the SRC monitor service delivery and program improvements. Yet to be achieved.

Strategy Outcomes: Increased quality reporting to the SRC.

Progress on C: New computers have been purchased, installed, and connected to the data system.

Strategy Outcomes: Assignment of an information technology person to assist DVR.

Progress on D: One major area that DVR has been trying to address that is still not completed is the collection of data. Progress has been made as reflected in less manual work having to be done to get data, but the system is still not web-based, and not all data needed is identified and is being collected.

A selection of a data management system will be procured in FY 2014.

Strategy Outcomes: One of the factors that impeded the decision on a data management system was the completion of the purchase of hardware and the assignment of an information technology person to the agency. These two impediments no longer exist. Once a data management system is selected, collection of data items needed will be addressed.

Progress on E: Development of performance measures and monitoring guidelines has not been accomplished.

Strategy Outcomes: Factors impeding achievement of this goal was the need for SRC to have a designated space and staff support to accomplish their responsibilities.

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

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

#### Progress Update on FY 2012 Supported Employment (SE) Program

Goals SE Goal 1: Increase the capacity of vendors to provide supported employment services.

Progress: The capacity of vendors to provide SE services has grown with an increase of an additional vendor and with four job coaches completing certified job coach training.

Strategy Outcomes: The VR Administrator meeting with potential vendors and explaining SE services has helped achieve this goal.

SE Goal 2: Increase the number of vendors providing job coaching services.

Progress: The number of SE vendors increased by one.

Strategy Outcomes: The VR Administrator meeting with potential vendors and explaining SE services helped achieve this goal.

SE Goal 3: Build the capacity of job coaches to provide quality services.

Progress: Four individuals have completed job coaching training courses with certificates.

Strategy Outcomes: Sharing the need for certification of job coaches with vendors and trainers.

3. Provide an Assessment of the performance of the VR program on the standards and indicators for FY 2013.

DVR met indicators 1.1, 1.3, 1.4, 1.5, 1.6, but failed to meet indicator 1.2, and 2.1.

DVR passed all 3 of the primary indicators (1.3-5).

4. Provide a report on how the funds reserved for innovation and expansion (I&E) activities were utilized in FY 2013.

Funds reserved for innovation and expansion activities were used to provide opportunities for SRC and SILC members to attend training. DVR also provided administrative support to help build the capacity of council members to perform their functions. DVR will continue to provide administrative support and training to both the SRC and the SILC.

This screen was last updated on Jun 17 2014 11:44PM by Rita Sotomayor

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

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

DVR uses the SE time-limited process for the individuals with the most significant disabilities, involves full or part employment in an integrated setting and requires extended services to be provided after completion of time-limited services. Eligibility criteria in the SE program includes the assessment of the need for extended services (feasibility), including the likely source of long term support (nature and intensity), physical and mental disabilities/developmental disabilities require independent recognized certification by a professional of physical/mental conditions (doctor of medicine, psychologist/psychiatrist) for job capacity (or modification) or the Individual Plan for Employment (IPE) must identify the services, activities or progress measures designed to identify the nature, type, scope requirements and source of extended services. SE time-limited process includes, but is not limited to, supplemental assessments, job placement/development, support services, job coaching by a specialist or peer worker, and job site training. The extended services begin when the time-limited services end. The purpose of extended services is to evaluate and monitor the consumer and provide (on or off site) services needed to maintain retention of the job. DVR will work with community stakeholders to provide education, information and referral to potential sources of natural, informal and non-traditional long term supports.

This screen was last updated on Jun 27 2013 3:15AM by Rita Sotomayor

# **System Information**

System information

The following information is captured by the MIS.

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