

MICHIGAN COUNCIL FOR REHABILITATION SERVICES

ANNUAL REPORT FISCAL YEAR 2018 (September 2017 – December 2018)

MISSION

To improve public vocational rehabilitation (VR) services delivered by the Bureau of Services for Blind Persons (BSBP) and Michigan Rehabilitation Services (MRS).

VISION

BSBP and MRS will provide VR services in manners that are respectful, equitable and effective in achieving meaningful employment outcomes for people with disabilities.

LETTER FROM THE MCRS CHAIR

The members of the Michigan Council for Rehabilitation Services (MCRS) members are pleased to present you with our 2018 Annual Report. We are a consumer-driven, governor appointed, statewide organization as mandated in the federal Rehabilitation Act of 1973 (the Act), as amended. We represent the State Rehabilitation Council (SRC) as named in the Act. The MCRS is charged through this mandate to serve as the 'customer voice'. As shared information allows us, we begin with the review and analysis of each Designated State Units' (DSUs') programs in their service systems and follow with the corresponding data. This type of review allows us to provide advice in a manner designed to have impact on the continual improvement of their public service systems.

It has been my great pleasure to serve as the MCRS chair of the Michigan Council for Rehabilitation Services (the State Rehabilitation Council in Michigan). As members, we are honored to volunteer our time to provide advice to the two designated state units (DSUs), the Bureau of Services for Blind Persons (BSBP) and Michigan Rehabilitation Services (MRS).

Each of our members have their own story and unique experience, we are, to a person, committed to advancing what is right and just for people with disabilities, including advancing meaningful competitive employment. This report documents the MCRS activities during FY 2018, while each DSU provided summaries which highlight their accomplishments. Both DSUs continued their focus on the effective compliance with the Workforce Innovation and Opportunity Act (WIOA) as they expand collaborative efforts with workforce and education partners. The federally mandated changes look to promote quality services to Michigan's citizens with disabilities for years to come.

During FY 2018, the MCRS accomplished work tasks by following the findings of our Corrective Action Plan (CAP) created as a result of a 2016 and 2017 Program Audit by the Office of Performance Transformation, Office of Internal Services (within the State of Michigan). Since our federal mandates were used as the criteria for this review, it made sense to our membership that our Strategic Plan be set aside until the CAP was completed. The membership made significant progress during the past fiscal year, completing the plan.

It is evident that our membership has come full circle during this fiscal year. Members are committed to the work of the Council and benefit from having Staff to manage the workload and effectively represent them in DSU and partnership activities. As our membership

appointments evolve at the end of December 2018, we look forward to orienting new members to ensure their commitment to the work of the MCRS.

Sincerely,
Anne T. Riddering, Chair
Business, Industry and Labor Representative

The Preamble to the Rehabilitation Act, as amended is included to illustrate one of the driving forces of the public vocational rehabilitation service system.

CONGRESS FINDS: Disability is a natural part of the human experience and in no way diminishes the right of the individuals to live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion and integration in the economic, political, social, cultural, and educational mainstream of American society.

OVERVIEW

At the end of the day, our nation was founded on the principle that anyone who works hard should be able to get ahead in life,” RespectAbility president Jennifer Laszlo Mizrahi said (July 2018). “People with disabilities deserve the opportunity to earn an income and achieve independence, just like anyone else.”

In August 2018, 30 percent of working age people with disabilities were employed, compared to 74 percent of working age people without disabilities (University of New Hampshire 2018). Relative to others, people with disabilities are less likely to be employed and more likely to require assistance from federal and state programs. Because people with disabilities often cannot work, government expenditures for their support are substantive, totaling \$498 billion in just federal expenditures in federal fiscal year 2014 (Livermore et al. under review).

Although people with disabilities often encounter employment barriers, many of them still want to and (with assistance) can work. For example, among Social Security Disability Insurance beneficiaries and Supplemental Security Income recipients, 40 percent want to work and 20 percent are taking steps to achieve that goal (Livermore 2009). With the needed supports and resources, people with disabilities strengthen the work environment which leads to business success. For the employee, they are empowered to live an independent lifestyle of their choosing, contributing to their local community.

Michigan is home to approximately 1.3 million individuals with disabilities, with employment at approximately 30% (<http://www.disabilitystatistics.org/>) which falls within the national average cited above. In Michigan, public vocational rehabilitation (VR) services are available in all 83 counties. The MCRS believes in the success of VR. The people with disabilities who become customers of VR benefit from working with a master’s level VR Counselor along with receiving services from community partners which lead to connections to local and statewide businesses. With the Bureau of Blind Services and Michigan Rehabilitation Services help, applicants have connected their skills, interests and abilities to a bright employment future.

MCRS AUTHORITY

WORK IN PARTNERSHIP with the Bureau of Services for Blind Persons (BSBP) and Michigan Rehabilitation Services (MRS), the public VR agencies in Michigan regarding essential planning, policy development and service delivery intended to result in meeting the employment potential of Michiganders with disabilities.

REVIEW AND ANALYZE program effectiveness, create and analyze consumer satisfaction materials, render concerns and recommendations to BSBP and MRS derived from performance standards, measurements of rehabilitation services, and public input.

ADVISE the governor and state agencies on the performance of vocational rehabilitation in Michigan regarding eligibility, program effectiveness and effect on individuals with disabilities. This includes preparation and distribution of this annual report.

COORDINATE the work of the SRC with the activities of other Michigan statewide disability-related councils. This includes establishing and maintaining a positive working relationship with the State Independent Living Council (SILC).

BUSINESS OPERATIONS assure that the Council holds four Business Meetings each year, with an Agenda that includes transparency for operations, education about the VR programs and dedicated time for the public to make comment.

OUR PURPOSE

The MCRS gives advice to and works in strategic partnership with BSBP and MRS, providing an external, consumer-oriented perspective when designing and implementing programs and policy. The Council also provides consumers of VR services with a formal mechanism to influence the direction of rehabilitation programs in Michigan at both the systemic and policy levels.

OUR MEMBERSHIP

Robin Bennett of Canton, representing the Statewide Independent Living Council

Carol L. Bergquist of Escanaba, representing the American Indian 121, Vocational Rehabilitation Projects

Sheryl Diamond of Lansing, representing the Michigan Department of Education, Office of Special Education

Carrie Dudek of Davison representing Disability Groups

Trina E. Edmondson, of Wyoming representing Disability Groups

Tiffany Guthrie of Alma, representing the Parent and Training Center

Brenda Henige of Lansing, representing current or former applicants of public VR Services

Mike Miller of Homer, representing Business, Industry and Labor

Steve Perdue of Traverse City, representing Business, Industry and Labor

Michael A. Poyma of Williamston, representing Disability Groups

Anne T. Riddering of Novi, representing Business, Industry and Labor

Brian Sabourin of Midland, representing the Client Assistance Program

David Szyldowski of Alpena, representing Community Rehabilitation Programs

Jackie Tahtinen of Pelkie, representing Vocational Rehabilitation Counselors

Jennipher Wiebold of Kalamazoo, representing Disability Groups

Ex-officio Members:

Suzanne Howell of Lansing, State Director for Michigan Rehabilitation Services

William Robinson III of Lansing, State Director for Bureau of Services for Blind Persons

MCRS Work Teams

The Work Teams of the Council drive the strategic plan derived from the federal mandates. Each Team is then assigned work tasks to ensure that the Council is successful. At their monthly meetings, Teams determine recommendations to be made to the full membership at Business Meetings so that action can take place to move the work of the MCRS forward. In keeping with the current Strategic Plan, the MCRS Work Teams during FY 2018 include the following:

Executive Advisory Work Team (ET):

The ET met twice monthly and managed tasks related to daily business operations, state plan updates, membership vacancy and recruitment updates, the annual executive director performance appraisal, FY 2018 resource plan and budget monitoring, along with the budget build for the FY 2019 resource plan and budget. They were instrumental in planning for the Business/Special Meetings, future planning activities for the Council's success and review of work team efforts.

Customer Experience Advisory Work Team (CEWT):

Work team members finalized their minutes and work plan, and identified objective and subjective types of customer input to seek from customers. The Team focused on the need for consistent input from each DSU so that they could conduct a review and analysis to present to the membership; the findings of the MRS and need for the BSBP Customer Satisfaction Surveys; other methods to gain applicant input; and review of DSU program information and data as provided.

Regulatory Guidance Advisory Work Team (RGWT):

Work team members finalized their minutes and work plan, created and managed the annual MCRS activity calendar for the Council's regulatory requirements. The Team worked to assemble information needed for creating the FY 2018 Annual Report, with members choosing a theme and assuming responsibility for updating sections and timely submission. In addition, they managed the initial review and subsequent drafts of the two DSU State Plans. Once the plans were approved, they designed a tracking form for the MCRS Recommendations as well as the DSU goals and priorities. The members had several discussions about the creation of a plan to be successful in their work with partners, both mandated and those involved with the employment of persons with disabilities.

Business/Special Meetings

The Council conducted seven business meetings with four in person and three by teleconference. Business conducted included approval/acceptance of meeting agendas and minutes, work team reports, resource plans with budgets, monthly financial statements (through March 2018), state plans and the recommendations. Updates were provided by DSU

Directors and other representatives, public comment was received from guests, and partner reports were shared. Updates were provided from members and staff who attended state or national conferences.

STATE REHABILITATION MANDATES

The Rehabilitation Act of 1973, as amended, Section 105 provides nine mandates that each SRC is expected to achieve on an annual basis in a proactive partnership with the public VR service system, which in Michigan includes the BSBP and MRS. The membership was actively engaged in working to achieve the mandates during FY 2018 utilizing the Corrective Action Plan they designed in response to the Program Audit. The Corrective Action Plan allowed MCRS to develop written steps to guide the members work to ensure the accomplishment of the mandates in the future. Below is a list of the mandates, with updates on the accomplishments of the past year and plans for the upcoming FY 2019.

1. Review, analyze, and advise the Grantor regarding its performance in determining eligibility, order of selection, effectiveness, scope and provision of services, and functions of the Grantor that affect or potentially affect the ability of persons with disabilities to achieve rehabilitation goals and objectives.

This mandate was achieved through active participation of the MCRS with both DSUs (BSBP and MRS), along with other partners in the following activities: (1) MRS Customer Satisfaction Surveys; (2) Consultation with the MRS policy manager and working with the BSBP field staff in the redesign of policies; (3) MRS marketing team; (4) Employment First Work Team; and (5) Review of the MRS monitoring report completed by Rehabilitation Services Administration (RSA) and consultation with the RSA liaison.

The MCRS membership developed one goal relating to this mandate which centered around reviewing and analyzing the BSBP and MRS data to determine the performance challenges and successes of each program. In order to accomplish this goal, several steps were taken:

- a. An annual calendar designed by the applicable MCRS advisory work team was used to outline work and establish deadlines;
- b. MCRS, with BSBP and MRS, created the quarterly DSU reporting template;
- c. DSUs provided a written data report MCRS on a quarterly basis, which was reviewed at each Business Meeting;
- d. The appropriate MCRS Work Team(s) reviewed the DSU data report within a week of the Business Meeting to provide a summary of input to the membership for further discussion, if needed, at subsequent Business meeting or advisory work team meeting;
- e. The MCTI Student Survey Report was drafted in mid-March and presented to MCRS membership for review and input. The report was finalized and submitted to MRS and MCTI leadership in July, 2018.

2. In partnership with MRS and BSBP:

1) Develop, agree to, and review the goals and priorities of this state in accordance with 29 USC 721(a)(15)(c).

2) Evaluate the effectiveness of the VR program and submit reports of progress to the federal government in accordance with 29 USC 721(a)(15)(e).

The DSUs have assured the MCRS membership of their involvement in the planning of the DSU goals and priorities prior to implementation. MCRS membership has been actively involved with this activity, thus achieving this mandate.

3. Advise Michigan Department of Health and Human Services (MDHHS), MRS, Michigan Department of Licensing and Regulatory Affairs (LARA), and BSBP regarding activities authorized to be carried out under 29 USC 720 to 753a, and assist in the preparation of the State Plan and amendments to the State Plan, applications, reports, needs assessments, and evaluations per 29 USC 720 to 753a.

This mandate has been achieved through active involvement of the MCRS with both DSUs State Plan process. The RGWT members provided the initial draft of recommendations to each DSU for consideration by the MCRS membership. After editing, the recommendations were unanimously agreed to. The RGWT finalized the document and is in the process of finalizing a tracking tool to provide to the MCRS members. The tracking tool for the FY 2018 State Plan will be used by the DSUs to report successes and challenges to the membership on a quarterly basis, with hopes that the initial update will be provided at the February 2019 Business Meeting. The MCRS membership will review and discuss the reports in the appropriate work team meetings, offering input to the DSUs if needed.

A plan was created to review and consider the findings of the current Comprehensive Statewide Needs Assessment (FY 2017). A plan has been created to review and consider for discussion the findings of the current Comprehensive Statewide Needs Assessment at the November 2018 Business Meeting. MCRS will continue to work with BSBP to determine a needs assessment model that provides relevant data for their service population.

The CEWT has reviewed the Application for Services for each DSU. The work team is preparing questions for discussion at an upcoming 2019 Business Meeting and will offer input if needed to each DSU regarding the VR application for services.

4. To the extent feasible, conduct a review and analysis of the effectiveness of, and consumer satisfaction with:

1) The functions performed by the designated State agencies.

2) VR services provided by State agencies and other public and private entities responsible for providing VR services to individuals with disabilities.

3) Employment outcomes achieved by eligible individuals receiving services including the availability of health and other employment benefits in connection with such employment outcomes.

This mandate has been achieved through active discussion at the CEWT meetings regarding the best options of gaining input from applicants. The FY 2015 and 2016 Customer Satisfaction Survey (CSS) reports were requested and received. MCRS staff is reviewing the

CSS documents, through the direction of the CEWT membership, to provide a synopsis of each reports (e.g. the outcomes of successful and non-successful cases) for the work team members. A discussion with BSBP about CSS will be included into the agenda of an upcoming CEWT meeting. The BSBP Student Focus Group report is being finalized and will be submitted to the MCRS membership and DSU upon completion. The CEWT members will share the annual customer input activities plan for the next fiscal year with the DSUs, with the goal of planning one customer input activity per year per DSU. MCRS membership and staff will work to complete reports from membership in a timely manner by using a tracking form with a timeline.

In addition, MCRS will continue to review and analyze DSU service system data regarding employment benefits with their employment outcomes.

5. Prepare and submit an annual report to the Governor and Commissioner on the status of VR programs operated within the State and make the report available to the public.

The RGWT dedicated considerable time to ensure that the 2018 Annual Report is submitted to RSA and the governor by the end of December 2018 (on-track). Data was requested from the DSUs along with an outline of MCRS deadlines so that the report could be completed and submitted on time as required. Draft documents were shared with MCRS membership for input.

Although draft reports were submitted to RSA prior, the 2017 final annual report was submitted to the required parties in July 2018 and posted on the MCRS website. Unforeseeable staff and member challenges prevented a final report from being completed on time. MCRS has developed a timeline and activity calendar to prevent a late submission in the future.

6. Coordinate activities with other State councils, including but not limited to the Statewide Independent Living Council (SILC), the Special Education Advisory Council (under the Individuals with Disabilities Education Act), the Developmental Disabilities Council (MDDC), the State Mental Health Planning Council (SMHPC), and the State Workforce Development Board.

This mandate has been discussed and planned by the RGWT. The discussion to date has focused on determining the best way to reach out to our statewide mandated partners along with other organizations related to the employment of persons with disabilities. As a result, it was determined that MCRS will host an in-person partnership meeting to place in FY 2019. In preparation, staff has been directed to draft letters/survey tool to go out to the mandated statewide partners, Centers for Independent Living and Centers for Independent Living and Community Rehabilitation Organizations to gain information about their employment activities and interest in attending a symposium about the employment of persons with disabilities. RGWT members will review survey findings and make recommendations to the membership. The survey tool will be distributed early in 2019. The survey findings reviewed by the RGWT and develop recommendations to the MCRS membership at a future Business Meeting. It is

the goal of the MCRS membership to strengthen partnerships with statewide organizations by providing an overview of the MCRS and discussing the benefits of mutual partnerships.

7. Provide for coordination and the establishment of working relationships between the DSUs and the SILC, and Centers for Independent Living (CIL) within the State.

This mandate has been discussed and will be achieved through the partnership plan described in Mandate 6 above. In addition, it has been recommended that the CIL Survey Tool introduce a question to determine if the CIL would be open to a visit from the MCRS members. Beginning with the FY 2019 meeting schedule, the local CIL will be offered time on the Business Meeting Agenda to provide a report, including an overview of their program. MCRS membership has also discussed techniques to strengthen the established partnership with the SILC membership.

8. Perform other functions related to the Council's responsibilities as requested by the Governor or the Directors of MDHHS and LARA; e.g.

Governor Snyder's Executive Order 2015-15 about Employment First was reviewed by Rehabilitation Services Administration (RSA) who determined that assigning the oversight of the implementation of Employment First in Michigan to the MCRS was not in keeping with the mandated role of the MCRS. The State Rehabilitation Council (SRC) is expected to only participate in activities that are related to the VR service systems in Michigan. RSA indicated that the MCRS could continue moving forward in a partnership capacity, which is in keeping with mandates 1 and 6 above. The MCRS staff continues to attend the monthly Employment First meetings hosted by the Lieutenant Governor, offering input as it relates to VR services in Michigan and participates in other appropriate activities.

NATIONAL CONNECTIONS

The National Coalition of State Rehabilitation Councils (NCSRC) was established in 2005 and continues to provide leadership in the growth and development of State Rehabilitation Councils (SRCs) in our country. The Coalition supports the public vocational rehabilitation service system in each state and territory while also providing opportunities for SRCs across our country to attend biannual training conferences, national teleconference meetings, regular email updates via member list serves, and use of a web site designed to offer a myriad of SRC resources (www.ncsrc.net). There are currently 51 coalition members. As an active and founding member of the National Coalition of State Rehabilitation Councils, the MCRS proudly works to educate and empower other SRCs as they work to strengthen their voice as they represent the VR customer in their state and/or territory.

The NCSRC is managed by a Board of Directors comprised of individuals from SRCs who are Coalition members. The officers include: Marlene Malloy - President (Michigan SRC Staff); Sherry Taylor – Treasurer and Vice President (West Virginia SRC Staff); and the Secretary position which is currently vacant.

The MCRS continues to strongly support the Coalition through the management of the list serves and website, and designing workshops with colleagues for the national training

conferences. In addition, members and staff regularly attend the bi-annual training conferences. In FY 2018, the Coalition hosted two training conferences, the first in San Diego, California held in November 2017 and the second held in Bethesda, Maryland in April 2018.

**BUREAU OF SERVICES FOR BLIND PERSONS (BSBP)
(WITHIN THE DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS)**

MISSION STATEMENT

The mission of the Bureau of Services for Blind Persons is to provide opportunities to individuals who are blind or visually impaired to achieve employment, and/or achieve maximum and meaningful independence in life through comprehensive rehabilitative services.

VISION STATEMENT

It is the Bureau of Services for Blind Persons vision to help Michigan become a better state for blind and visually impaired persons to be equal contributing citizens that enjoy all the advantages of a full, independent life.

OVERVIEW

The Bureau of Services for Blind Persons (BSBP) continues to take care of business one person at a time. Embracing the “dual customer” concept, BSBP developed strategies for engaging business at a National Employment Team (NET) point of contact meeting hosted by General Motors (GM) at the Renaissance Center in Detroit. This gathering of focus on business engagement was a first of its kind in the nation. BSBP recognizes that business must be a customer in order to open doors of opportunity in competitive integrated employment across the state. BSBP also continues to expand the training of its field services team. Embracing informed choice, Labor Market Information and motivational training field counselors are better prepared to assist consumers in developing individualized plans for employment that lead to competitive compensation, benefits and sustained employment. BSBP continues to improve processes and systems as it examines policies, procedures, and its electronic case management system. Collaboration with our sister agency, MRS, as well as all WIOA core partners continues to stimulate system change. The WIOA core partners submitted the mid-cycle state plan modification with input from MCRS. Also, VR, along with its WIOA core partners, completed their first program year (July 1, 2017 to June 30, 2018) of quarterly 911 data reporting and provided training related to the 911 data and the common performance measures to the MCRS.

FINANCIAL

BSBP utilizes federal and state funds to provide its programs and services to the public. For Vocational Rehabilitation (VR) Title I Funds, each federal grant dollar must be matched with non-federal dollars equal to 21.3 percent in order to be available for expenditure. For federal fiscal year (FFY) 2018, the Department of Education through RSA allotted \$18,399,684 in Title I grants to BSBP. BSBP fully matched the initial FFY 18 federal Title I grant amounts and was also provided an additional re-allotment amount of \$1,768,880. The Workforce Innovation and Opportunity Act (WIOA) requires 15% of the total federal allotment of VR Title I grants to be

reserved for the provision of Pre-Employment Transition Services (Pre-ETS). The FFY 18 Pre-ETS reservation of funds equated to \$2,759,953.

The BSBP had a total operating budget for FFY 18 of \$24,617,328. In meeting its FFY 18 budget, BSBP fully utilized its FFY 17 Title I carryover of \$2,762,580, Independent Living Older Blind (ILOB) FFY 17 carryover of \$537,921 and Independent Living Part B (IL Part B) FFY 17 carryover of \$71,087.

For its FFY 18, BSBP will carryforward from FFY 18 \$3,557,731 of unreserved VR Title I funds; \$859,952 of reserved Pre-ETS Title I funds; \$760,974 Title I funds reserved for Information Technology; \$304,795 of ILOB funds; and, \$82,598 of IL Part B funds.

FIELD SERVICES DIVISION

BSBP continues a forward motion in adjusting policies, procedures and service delivery to address the continued impact of WIOA. BSBP has received audit responses that indicate that previous concerns in subsequent audits have been addressed and there have been no material findings. This past year, BSBP has acquired baseline data from the 911 data elements, and as a result of that data acquisition the agency is moving forward to utilize the information to improve service delivery to consumers who are blind in Michigan.

BSBP continues to engage with the Work Innovation and Technical Assistance Center (WINTAC) navigating the implementation of WIOA. The agency has entered into an Intensive Technical Assistance (ITA) agreement with WINTAC to address the areas of Pre-Employment Transition Services and its continued impact on the Bureau, alignment with work force partners, customized employment, and the partnership between state VR and Employment First. This ITA agreement will also shepherd the use of the live 911 data and how to implement performance practices into BSBP's VR culture.

BSBP and MRS have worked together with commitment and purpose to align the state agencies as the best example of how to be separate agencies and do that with integrity and excellence. BSBP and MRS have been noted nationally for the combined effort and commitment to quality service.

BSBP's Field Services Division served 957 VR cases and placed 91 clients in competitive integrated employment. In addition, ILOB served 507 consumers and IL Part B served 119 consumers. BSBP has prepared a survey that can be used to obtain feedback from recipients of the ILOB program that can assist BSBP in continuing to provide quality services to older blind individuals.

Pre-ETS programs gained momentum this year with a focus on STEM programs, 3D printing, and career exploration. One particularly noteworthy program was a Career Exploration Lab (CEL) where BSBP partnered with NASA to teach a variety of astronomy topics using a hands-on approach through 3D printing technologies. Topics targeted the spatial thinking skills of students with blindness and visual impairment. The success of this year's programs has resulted in some creative opportunities for the next FY including a visit to M City in Ann Arbor to tour the driverless car facility.

The Pre-ETS program served approximately 300 students, a number on the rise due to continued collaboration with Pre-ETS partners assisting with program referrals.

BSBP held their Annual Honor Roll Awards highlighting accomplishments of five Vocational Rehabilitation clients; four Pre-ETS students; three IL clients, and business, community and Pre-ETS partners from all over the state.

BSBP is proud to note that after many years of partnering and limited participation with Project Search, BSBP has five students participating in Project Search locations around the state including two at BSBP's Braille and Talking Book Library.

TRAINING CENTER

The BSBP Training Center (BSBPTC) is a 24/7 residential facility providing work place readiness skills along with skills of blindness or personal adjustment training. Vocational exploration and planning are emphasized so that consumers can become independent at home and in the community. Work-based learning experiences and vocational training are provided when appropriate. Additionally, consumers may be referred to the training center for assessments and other programs.

The total number of VR and IL clients served in FY 18 was 158. The BSBPTC hosted five Pre-ETS summer programs, housing 70 Students throughout the summer.

BSBPTC added/updated three curriculums including Retail Class, Android Phone Training and Career Index Plus focusing on career exploration.

The BSBPTC organized and successfully executed three mini-adjustment programs hosted throughout the state, resulting in referrals to the BSBPTC.

BTBL

The Braille and Talking Book Library (BTBL), part of BSBP's group services, assists patrons throughout Michigan who are unable to read standard print material due to a visual impairment, or a permanent or temporary physical disability.

In FY 18, BTBL served 11,058 total consumers delivering 528,526 digital cartridges and 3,605 volumes of braille books. BTBL also uses their in-house recording studio to produce digital recordings and customize digital books.

BEP

The Business Enterprise Program, offering entrepreneurial opportunities in food service within State and Federal buildings, has continued to reorganize BEP facilities for efficiency sake. Due to these efficiencies BEP closed out the fiscal year with 42 operators generating \$10,319,358.40 in gross sales, with an average operator income of \$65,791.93.

TO CONTACT A BSBP OFFICE:

The website link: https://www.michigan.gov/lara/0,4601,7-154-89334_28313-286916--,00.html

By Phone: 800-292-4200 or 517-241-1100

By TTY: TTY 888-864-1212 or 517-241-1092

STEVENS AMENDMENT LANGUAGE:

The Vocational Rehabilitation and Independent Living programs described in this press release are funded 78.7% through a VR grant from the U.S. Department of Education and 21.3% through State funding. Total Federal funding for Federal Fiscal Year 2018 was approximately \$19,409,613. The pre-employment transition services provided under the Vocational Rehabilitation program are funded 100 percent through a grant from the U.S. Department of Education. For federal fiscal year 2018, the total amount of grant funds used exceeded \$2 million.

**MICHIGAN REHABILITATION SERVICES (MRS)
(WITHIN THE DEPARTMENT OF HEALTH AND HUMAN SERVICES)**

Michigan Rehabilitation Services (MRS) works from a dual customer approach assisting individuals with disabilities who are looking to obtain or maintain employment, as well as assisting Michigan businesses with their industry needs. MRS works to provide specialized/customized training and employment services to assist both customers to address challenges that may pose barriers to achieving their goals and objectives. MRS also works to assist individuals in exploring the possibilities of self-employment or entrepreneurship. Since the passage of WIOA in July 2014, MRS has worked to integrate new aspects of the law and is well-positioned and aligned with other core partners of the state.

Mission: Develop customized workforce solutions for businesses and individuals with disabilities.

Vision: A diverse and inclusive workforce that unites businesses and individuals with disabilities toward a common good.

A person with a disability may be eligible for MRS services if the disability causes problems in preparing for, finding, or keeping a job. Individuals who are eligible for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) meet these requirements, if they want to work. There were 6,429 Successful Employment Outcomes in 2018. Expansion activities offered to youth include over 14,000 Students.

IN FISCAL YEAR 2018, MRS ASSISTED:

- Nearly 6,500 Michigan Citizens with disabilities obtain competitive integrated employment.
- Served 9,736 businesses
- Served 35,427 individuals with disabilities
- Served 22,792 individuals most significantly disabled
- Served 7,415 individuals significantly disabled
- 40 businesses from hidden talent workshop who hired MRS customers

TOP REQUESTED SERVICES FROM BUSINESS:

1. Recruitment and Retention
2. Disability Awareness Training and ADA Accommodation Evaluation/Consultation
3. ADA/Architectural Barrier Evaluation/Consultation

CRITERIA FOR BUSINESS LIST:

1. Top companies engaged in hiring and retaining
2. Emerging businesses
3. Business requiring more than one service

SOME OF THE BUSINESS MRS SERVICED IN FY '18 INCLUDE:

- Alta Equipment
- Beaumont Health
- Cintas
- Cisco
- Consumers Energy
- Costco
- Dow
- Enterprise
- FedEx
- Ford Motor
- General Motors
- Haworth
- Herman Miller
- Home Depot
- Kinexus
- Lowe's
- Magna DexSys
- Manpower
- McLaren
- Michigan State University
- Morley, Inc
- Perrigo
- Sparrow Health System
- Spartan Nash
- Spectrum Health
- Speedway
- State of Michigan
- US Forest Services
- Walgreens
- Walmart

MRS has nearly 150 Interagency Cash Transfer Agreements (ICTAs), which provides the opportunity for services in local communities while bringing in the required match for their federal award. Agreements are made with Intermediate School Districts, Community Mental Health Agencies, and various private organizations.

MICHIGAN CAREER AND TECHNICAL INSTITUTE

Michigan Career and Technical Institute (MCTI) is a post-secondary residential facility that provides specialized vocational training and comprehensive rehabilitation services to help citizens with disabilities prepare for competitive employment and self-sufficiency.

The following are Fiscal Year (FY) 2018 MCTI Accomplishments:

High standards of excellence

- 334 Graduates
- 84% Employment Rate
- 12 of our 13 trade training programs approved through Michigan Talent Connect

- Completed the first session of research project with U of M using a virtual job interviewing system
- 100th Graduate for the Benton Harbor C.N.A. (Certified Nursing Assistant) program

Record setting performance

- Highest number of non-duplicated enrollment in the trades – 550
- Highest classroom retention rate – 98%
- Highest number of students employed for 90 days – 90%
- Highest number of visitors in ten years – 4,438
- Highest amount Pell dollars drawn in six years - \$532,562

INNOVATION AND EXPANSION

- **University of Michigan Virtual Reality Job Interview Research Project**
The Pine Lake Fund (PLF) and MCTI are collaborating with the University of Michigan to participate in a research project funded by the Kessler Foundation to provide training to students in the use of a virtual job interviewing system. Virtual Reality Job Interviewing training is a computerized virtual reality training simulation that can be used via the internet. Seven PLF and MCTI staff have been trained and 25 students completed the project. PLF and MCTI have partnered to provide the coordination and leadership for the project with U of M.
- **C.N.A. Expansion Projects**
MCTI has had great success with their C.N.A. community expansion projects. These projects proved to be an effective, efficient training that aligns services from multiple partners. Over the last four years, they have exported program services to offsite locations to provide more comprehensive, collaborative programming, and have delivered a total of 25 sessions across the state: Battle Creek, Benton Harbor, Detroit, Grand Rapids, Kalamazoo and Muskegon graduating 245 students with 222 (91%) passing the state licensing exam and 180 (73%) are working. MCTI has three cohorts still in progress with Detroit, Kent Transition Center in Grand Rapids and Youth Opportunities Unlimited in Kalamazoo.
- **MCTI C.N.A. Training - Celebrating their 100th Graduate in Benton Harbor**
Since the initial pilot in 2014, MCTI has delivered an additional 9 sessions in Benton Harbor. During the 9th cohort graduate, Brendon Elftmann was honored for overcoming barriers over the course of the program, and was ultimately named the 100th graduate to go through the training program in Benton Harbor. Since 2014, MCTI has had a total of 104 graduates, 102 (98%) passed their state licensing exam and 83 (80%) are working. Their 10th cohort is scheduled to begin in September.

MRS STRATEGIC PLAN SUMMARY

FY 2018-2019

1. Maximize the integration of Business and Consumers as our dual customers.

2. Provision and expansion of Pre-Employment Transition Services
3. Consistent achievement of Competitive Integrated Employment Outcomes
4. Continued alignment with core and strategic partners

MRS CONTACT INFORMATION:

Via the MRS web page:

https://www.michigan.gov/mdhhs/0,5885,7-339-73971_25392_41191---,00.html

Via a direct link to the MRS web page: <https://www.michigan.gov/MRS>

Contact MRS by toll-free voice: 800-605-6722

Contact MRS by toll free TTY: dial 711 and providing the relay operator with the toll-free number 800-605-6722